**Case Study - Facilities Management Framework**

**Introduction**

Translink’s vision is to be the first choice for travel as an ethical and responsible business with our Corporate Responsibility approach focusing on the areas of Go Safe, Go Healthy, Go Eco and Go Together.

A key strategic objective is Customer Focus with the aim to meet and exceed customer expectations and attract new customers.

Translink provides opportunity to partner with and support our business in ensuring we deliver excellent customer service and safety.

**Objectives / Scope**

The objective of this tender was to appoint contractor(s) to deliver multiple site facilities management including cleaning services. This framework adopted Value for Money solutions, drive continuous improvement in service delivery and provide exceptional customer focus in service quality. It commits to connect communities to the social, economic and environmental benefits of contract delivery.

**Outcomes**

Contract was awarded to multiple suppliers, and the successful suppliers are now in place having made commitments to deliver social benefit.

**Social Benefits**

Social Value is a significant element of this project, and the successful suppliers have proved their commitment to delivering on social value.

Main Social Value Initiatives are:

* Provide training for the disabled and disadvantaged communities.
* Provide Health and wellbeing support and raise Mental Health Awareness with employees and within the Supply Chain.
* Encourage business development within SME’s and microenterprises within the supply chain.
* Develop employment opportunity for the underprivileged communities.
* Provision of free skills development and educational attainment with use of unwaged placements.

**Conclusion**

The objective of this framework is to establish a comprehensive framework to cover all areas of Facilities Management. In achieving this, Translink has succeeded in maximising significant opportunities in incorporate Social Value to be delivered in all areas throughout the period of the framework.