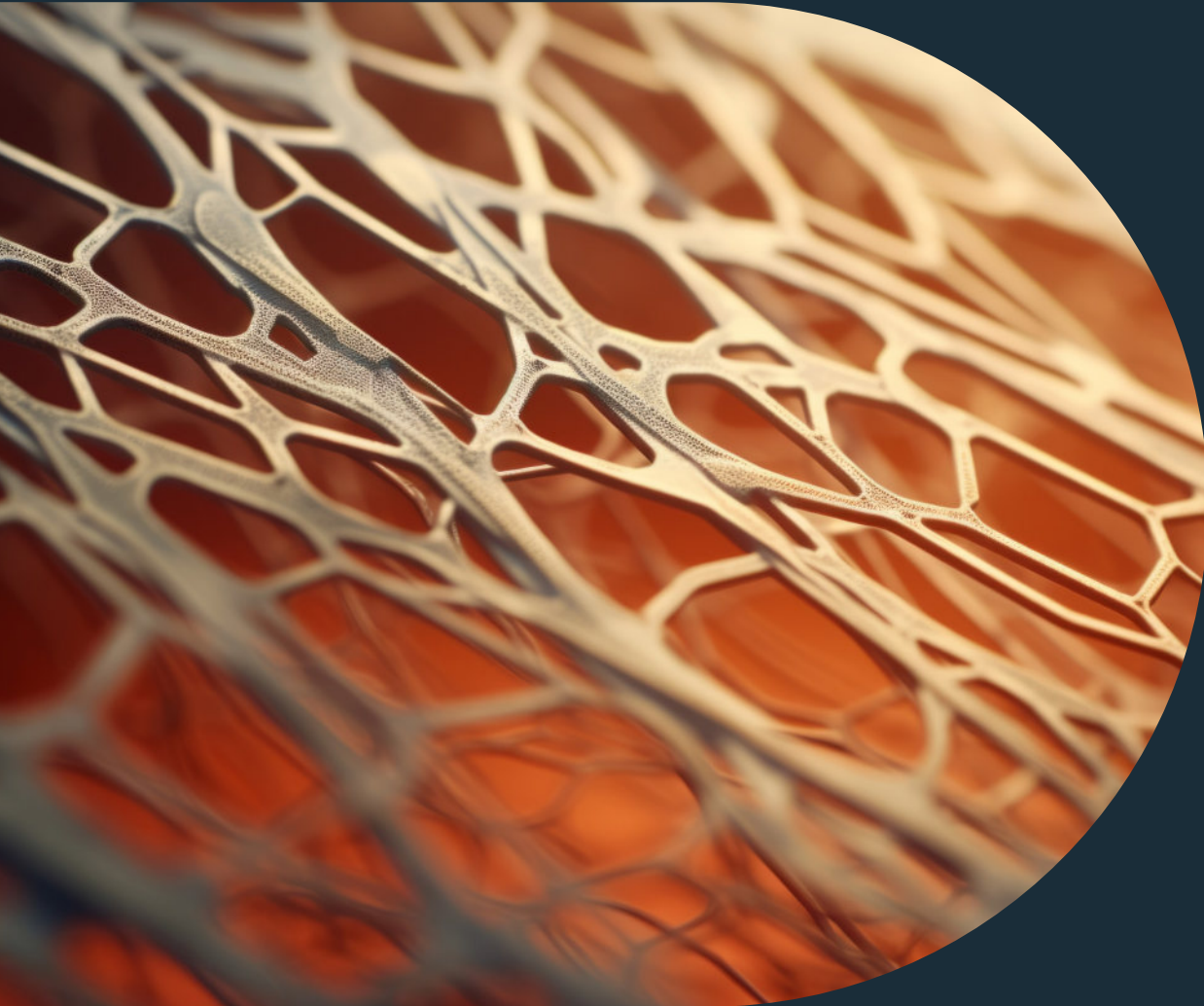


TSA Riley



Capability Statement

Health

2024/25

TSA Riley

You might notice we look a little different and have a new name: TSA Riley. TSA Riley has been created over the past four years with a single purpose: to help clients and communities realise the transformative power of their built assets. To achieve this, we needed to create a company that works across the project lifecycle. Only by giving clients an holistic, end-to-end view of their projects could we truly help them realise full value and impact. Plan. Procure. Deliver. Optimise. Decarbonise. We call this project consulting. Clients stand to gain significantly from our new position, global reach, breadth and depth of offering, and independent nature. Using one brand and backbone, our integrated approach ensures a seamless project consulting experience across the entire lifecycle, leveraging our full spectrum of services for unparalleled outcomes.

About us

TSA Riley is an independent, global advisor on built assets and projects with a 130-year heritage. We help clients plan, procure, deliver, optimise and decarbonise their assets and operations.

Our heritage

TSA Riley has a 130-year heritage dating back to 1890 when Henry Riley Esq first established a quantity surveying practice in London. In Asia Pacific we trace our roots back to the 1980s through the merging of several respected, small project management and advisory firms.

Now, in the 21st century, we're defining and pioneering a new way of helping our clients drive greater value and impact from their built assets. Plan. Procure. Deliver. Optimise. Decarbonise: we call this project consulting.

TSA Riley today

We have grown from a single purpose: to help clients and communities realise the transformative power of their built assets.

How could we do this? By creating a company that works across the project lifecycle, giving our clients an holistic view of their projects. Only by giving clients an end-to-end view could we truly help them realise full value and impact.

To achieve this goal we brought together a series of exceptional companies. Each shared our vision and contributed the skills sets and expertise needed to build this end-to-end offering. This exceptional group of small companies is now one global firm, 1000 strong.

Our services

We provide expert strategic, commercial and operations advice; project and cost management; carbon advice; and dispute resolution. This uniquely broad range of services - across the project lifecycle - means we understand the interdependencies at every stage. We combine this with hands-on experience and personalised service to drive greater value, impact and certainty for our clients' projects.

- Advisory**
- Asset Management**
- Cost Management**
- Environmental, Social & Governance**
- Project Management**

Our sectors

TSA Riley's difference lies in our independence, global reach and unique depth and breadth of services. We combine this with the connected intelligence of a global team of experts. They bring deeply specialist sector knowledge and hands-on, lived experience to all our projects.

- Commercial**
- Residential**
- Social Infrastructure**
- Transport**
- Utilities**



About us

What you get when you work with us

Holistic end-to end view

Our skill set has been carefully curated to bring clients expertise across the entire project life cycle. From investment logic mapping, right through to as-built embodied carbon measurement and system optimisation, we bring a whole-of-life-cycle view. By understanding the interdependencies, risks and opportunities from one stage to the next, we help clients deliver on-time and on budget. We help them realise the transformative power of their built assets by always coming back to the fundamental 'why' of the project.

Optimism and drive

Our people believe in the transformative power of built assets and that they can make a positive difference for our clients, our communities and the planet. They get up each day with a sense of optimism, and come to work to drive greater value and impact for our clients and their projects.

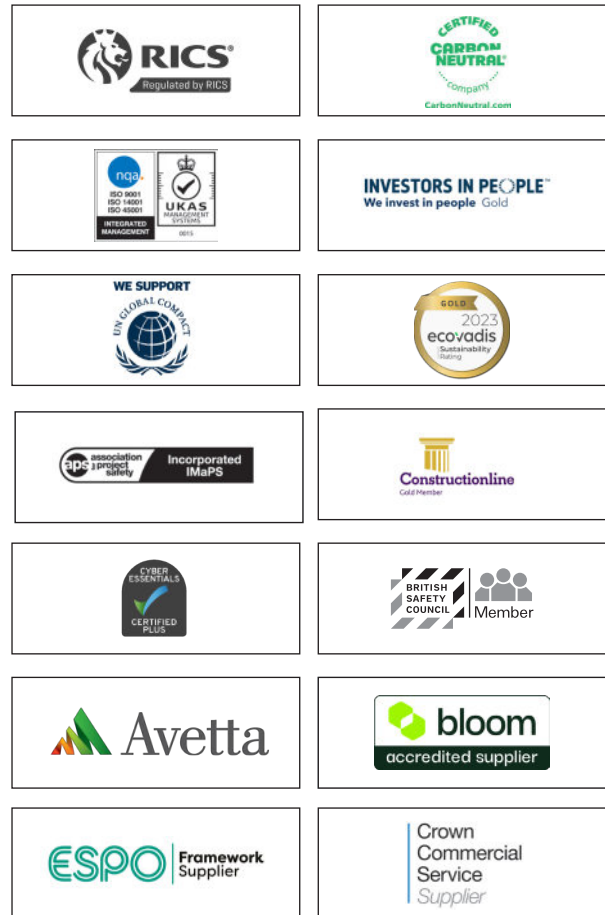
Independence and integrity

We're not here to ask if you want fries with that. We don't have our eyes on another prize. We just want to drive the greatest impact and value for our clients and their projects. We're in it to build lasting partnerships and always do the right thing by our clients and the communities we live and work in.

Connected intelligence

We're smart people, using smart systems to access the collective knowledge of our network of specialists. Each of our people has access to the accumulated knowledge of almost 1000 global experts.

Our certifications



1,000

People and counting



Cole Waterhouse has worked with the team on a variety of projects and have found them to be proactive, knowledgeable, working with transparency and honesty at all times. The quality of advice and professionalism has been outstanding throughout our working relationship.”

Damian Flood
CEO
Cole Waterhouse

Our locations

We have 12 offices across the United Kingdom and Ireland. Our local presence means we're deeply connected to the communities we work in. We bring genuine impact and transformative solutions. We harness this local knowledge and combine it with global expertise.

Additionally, we have offices in all states and territories of Australia, and also in Malaysia and New Zealand.



Offices

UNITED KINGDOM & IRELAND:

Birmingham
Bolton
Bristol
Cambridge
Croydon
Dublin
Glasgow
Leicester
Leeds
London
Manchester
Newcastle-upon-Tyne

SOUTH EAST ASIA:

Malaysia

AUSTRALIA:

Adelaide
Ballina
Brisbane
Canberra
Darwin
Melbourne
Newcastle
Perth
Sydney
Western Sydney

NEW ZEALAND:

Auckland
Christchurch
Hamilton
Queenstown
Tauranga
Wellington

Public sector frameworks

TSA Riley are appointed on the below frameworks which can help procure work in the health, local authority and education sectors.

The Procure Partnerships Framework

The Procure Partnerships Framework was established to support public sector bodies to procure contract partners. The framework is divided regionally, supporting the framework values of local delivery with national governance. The four year agreement is used by various public sector bodies including schools, universities, the MoD, NHS groups, libraries and museums. TSA Riley can provide the following services in the below regions under this framework:

- Project Management - East of England
- Cost Consultancy - North East, East Midlands, East of England and South East
- Principal Designer - East of England and South East

Eastern Shires Purchasing Organising (ESPO) Framework

ESPO acts as a purchasing agent for its member authorities. The following types of organisations can utilise this agreement; NHS and HSC Bodies, schools and academies, local authority establishments, police and emergency services, central government departments and their agencies, registered charities. TSA Riley can provide the following services on this agreement:

- Cost Consultancy
- Project Management

Bloom

Bloom provides fast and compliant routes to market for suppliers to access public sector opportunities UK-wide. As an accredited supplier, we can be invited to mini-competitions, as well as buyers having the opportunity to compliantly directly appoint us.

NEPO

The NEPO construction framework delivers the North East and UK's infrastructure ambitions covering both local and national needs. They are governed by 12 North East local authorities including; Darlington Borough Council, Durham County Council, Gateshead Council, Hartlepool Borough Council, Middlesbrough Council, Newcastle City Council, North Tyneside Council, Northumberland County Council, Redcar & Cleveland Borough Council, South Tyneside Council, Stockton-on-Tees Borough Council, Sunderland City Council. TSA Riley can provide the following services on this agreement:

- Project Management

Crown Commercial Service - Construction Professional Services DPS

Crown Commercial Service (CCS) established a Dynamic Purchasing Agreement (DPS) for the provision of Construction Professional Services for all UK central government departments, wider public sector organisations and all other UK Public Sector Bodies. The agreement is used by various types of organisations including NHS bodies, universities, schools, local authorities and Police and Emergency services. TSA Riley can provide the following services under this agreement:

- Cost Management
- Project Management
- Procurement Consultancy Services
- Carbon Advisory Services and Energy-efficiency Consultancy Services
- Research and Development Services and Related Consultancy Services
- Environmental Services

HealthTrust Europe LLP – Consultancy Solutions and Advisory Services Framework

HealthTrust Europe LLP (HTE) is a group purchasing organisation (GPO) that provides procurement and supply chain solutions to healthcare organizations, particularly in the UK. They negotiate contracts with the NHS and private healthcare providers, helping organisations secure better pricing on medical and non-medical supplies, services, and equipment. HTE also offers consultancy, managed services, and advisory support to improve efficiency and reduce costs in healthcare procurement.

The framework can be used by various types of Public and Private sector organisations. TSA Riley can provide the following services under this agreement:

- Business Consultancy Solutions and Advisory Services
- Environment and Sustainability Advisory Services
- Workforce Improvement Advisory Services
- Financial Consultancy Solutions and Advisory Services
- Audit, Counter Fraud and Spend Analysis Services
- ICT and Digital Consultancy Solutions and Advisory Services
- Estates, Construction and Building Management Consultancy Solutions and Advisory Services

Carbon Advisory

We provide advisory services that draw on decades of sector-specific, real-world experience in the built environment, to bring a new perspective, new thinking and new approach to current industry challenges. By taking a big picture approach, we ensure better outcomes for our clients. Whether your concerns are delivering net zero projects, estate transformation, government policies, digital workforces or infrastructure, we're committed to providing the tools needed to help drive effectiveness and efficiencies, in order for you to meet your strategic objectives.

How we can help you deliver your carbon objectives

Collectively as a group, we offer strategic carbon advisory on property and infrastructure projects, as well as access to proprietary enterprise software and data integration options for the whole of life carbon assessment of developments.

Our aim is to enable the property and construction industry to deliver Net Zero Carbon by 2040 by reducing the cost and complexity of achieving Net Zero carbon design and translating the latest research and data insights into simple, easy-to-understand, ready-to-use actions.

What's TSA Riley's Approach?

- Utilisation of our in-house Footprint Calculator, other industry Lifecycle Carbon tools, and our Cost Management systems to measure embodied carbon from feasibility and business case through to completion.
- Measurement in line with RICS Standards and ICMS-3.
- Initial Benchmarking and Establish initial upfront embodied carbon impact and provide overall offset feasibility strategies and ratings guidance.
- Engaging with Design Teams to provide Carbon and Cost Data for decision making.
- Detailed Carbon Assessments aligned with costs.
- Monitor against targets and benchmarks.

Reducing the carbon footprint of your assets

time + cost + quality + carbon

How?

Carbon Data Technology



Carbon Advisory

TSA Riley + THE FOOTPRINT COMPANY

Full service project delivery

TSA Riley

Since 2012, we have mitigated >70,000,000 tonnes of CO₂ from the projects and assets we have serviced.



Healthcare Advisory

TSA Riley's Healthcare Advisory team combines extensive, hands-on health sector experience with strategic, commercial and capital project planning expertise. We are unique in offering a broad range of strategic, planning and delivery services informed by a deep, lived understanding of the unique needs of the health sector. We understand the balance that needs to be struck between constrained budgets and delivering quality care.

Whether your concerns are estate transformation, government policies, digital workforces or infrastructure, we're committed to providing the tools needed to help drive effectiveness and efficiencies, in order for you to meet your strategic objectives.

Our services fall into three broad categories: Health Advisory, Facility Planning and Operational Commissioning. Importantly, these services are delivered by people with a hands-on understanding of how the assets we advise on will operate in the real world.

At the core of our philosophy is a belief that estate must be driven by strategy, from a health and care perspective this means we will take a patient centric approach, investing time, effort and resources, to understand clinical demand.

Health Advisory

- Designing healthcare systems that focus on sustainable patient centred care through clinical redesign, operational policy development and change management.
- Commercial strategy, PPP advisory and service purchase arrangements.
- Cost efficiency, advising on strategies to optimise healthcare spending while maintaining quality and accessibility of services.
- Complex multi-system problem definition and solution design.
- Stakeholder engagement that is collaborative, transparent, flexible and robust.
- Technology - ICT blueprint, digital strategy virtual health care optimisation.
- Facilitation of Investment Logic & Benefits Realisation mapping and Value Management.

Facility Planning

- Clinical service planning, health needs analysis, activity projections, scenarios and future infrastructure requirements.
- Model of care development using experienced based design (EBD) and co-design principles.
- Design management through master planning concept, schematic and detailed design, and providing advice on the functional and performance requirements of spaces.
- Clinical staging, sequencing and risk management advice.
- Skilled user group facilitators to develop Functional design briefs and detailed schedules of accommodation - including the translation of health service clinical requirements.
- Review current and future logistics requirements, gap analysis and scoping.
- Experts in BIM management and MME/FF&E planning and evaluation.
- Post occupancy evaluations.

Operational Commissioning

- Extensive experience in Operational Commissioning of greenfield and brownfield hospital redevelopments, ensuring the safe and effective transition of capital projects to service delivery.
- Development and execution of operational commissioning frameworks and strategy.
- Detailed move day planning, including hour-by-hour plans, move day logistics and governance, including FF&E/MME/ICT, workforce and patient movement and command centre operations.
- Experience in undertaking operational readiness reviews and recommendations to ensure safe service transition.
- Orientation, familiarisation and scenario exercises as required in the operational commissioning period.

Our Healthcare Advisory Research and Insights



Care is Care

Optimising virtual and digital health care.

Globally, the health sector is facing a capacity crisis from the combination of growing demand and workforce decline. This has accelerated post the COVID-19 pandemic. In Australia and New Zealand there are also challenges around equitable access to healthcare coupled with community demand for greater choice, convenience and an improved standard of care.

Virtual and digital healthcare can be a transformative force to meet our current challenges. The Care is Care collaborative study group visited international virtual care leaders – from North America to Europe and the UK – to help understand how TSA Riley can rapidly scale virtual and digital care to move Australia and New Zealand's health sector toward a more sustainable future.

Our Health Advisory team have developed a paper outlining findings from this global study. It explores the five key shifts they could make to help them harness and scale innovative technologies and care models in Australia and New Zealand. Their industry collaborative believes these key shifts can help create a better future for their health care system and its users. This is a future where a more resilient workforce, with a lighter physical footprint, can serve growing demand, and where patients can equitably access high-quality and timely care. Our paper on this work has been accepted in presentation format at the Australian Health Design Conference 2024, Health Design Conference 2024 (USA) and the Healthcare Estates Conference 2024 (UK).



Digital Twin Modelling

Bringing the benefits forward. Optimising health investment planning.

TSA Riley recently partnered with Digital Twin Analytics (DTA) to create a digital twin to test models of care for the redevelopment of a major Australian emergency department. Our paper on this work was presented at two international conferences in June and July: European Healthcare Design 2023 in London and MedInfo 2023 in Australia.

Digital twins are a virtual replica of physical entities such as systems, people, processes, or devices. The virtual replica helps health organisations to make data-driven insights about the opportunities for change and transformation by applying a range of data driven 'what ifs' to a complex challenges in the current system of care. This enables health executive together with operational and clinical leaders to test and experiment in a virtual environment rather than on a live system or physical simulation saving time and money in strategic and operational planning.

Combined with a health economics approach, the digital twin can clearly inform the organisational gains and sustainability opportunities in adapting digital and virtual health technology.

Expert Services

Managing delay analysis and claims, including dispute resolution.

Below are key examples of the specialist project advisory services that TSA Riley can now provide through the vastly experienced team at DGA. These services extend throughout the entire lifecycle of a project and apply to all procurement strategies both within the public and private sector.

- Assistance in identification of inherent project risks and assessment of likely impact (e.g. delay and additional cost), together with development and evaluation of appropriate mitigation measures.
- Development of initial project risk registers and subsequent monitoring of the changing risk profile as work proceeds, allowing “stepping-down” of measures to deal with expired risks and the timely identification of newly emerging risk and related mitigation measures.
- Advice on commercial and contract recovery strategies
- Management of contractual procedures for payment default; including Adjudication
- Assessment of project delay and recovery of damages due to Contractor Risk Events.
- Assessment of project delay and entitlement to loss and expense due to Employer Risk Events.
- Assessment of programme and cost implications arising from “Acceleration” of the works, “Disruption” and/or loss of productivity.
- Advice on breach of contract and damages claims.
- Retrospective and prospective programme delay analysis.
- Independent review and assessment of compensation events.
- Project Cost and value reconciliation.
- Developing and implementing project control and contract administration procedures for dispute avoidance or management of disputes (e.g. PFI contract expiry)
- Compiling Resource and cost loading schedules.
- Monthly progress updates and mitigation reviews.
- Expert Witness testimony either in writing and/or in person.



TSA Riley

tsariley.com

Australia | Malaysia | New Zealand | United Kingdom | Ireland