



NHMF Maintenance Conference 2010

Workshop 4e – Letting Grounds Maintenance Contracts

Ian Dent (Harvest HG)
& Richard Holliday (Rand Associates)



Introduction and Session Content

- ◆ Session will cover Grounds Maintenance and Cleaning Services (Estate Services)
- ◆ Intention to highlight the challenges, successes and key learning points
- ◆ Whilst we will be addressing a large scale procurement much will equally apply irrespective of number of schemes and units.
- ◆ The procurement was undertaken under full compliance with EU Procurement Regulations (OJEU)



Harvest Housing Group Grounds Maintenance and Cleaning Service Procurement





Ian Dent
Senior Project Manager
Harvest Housing Group

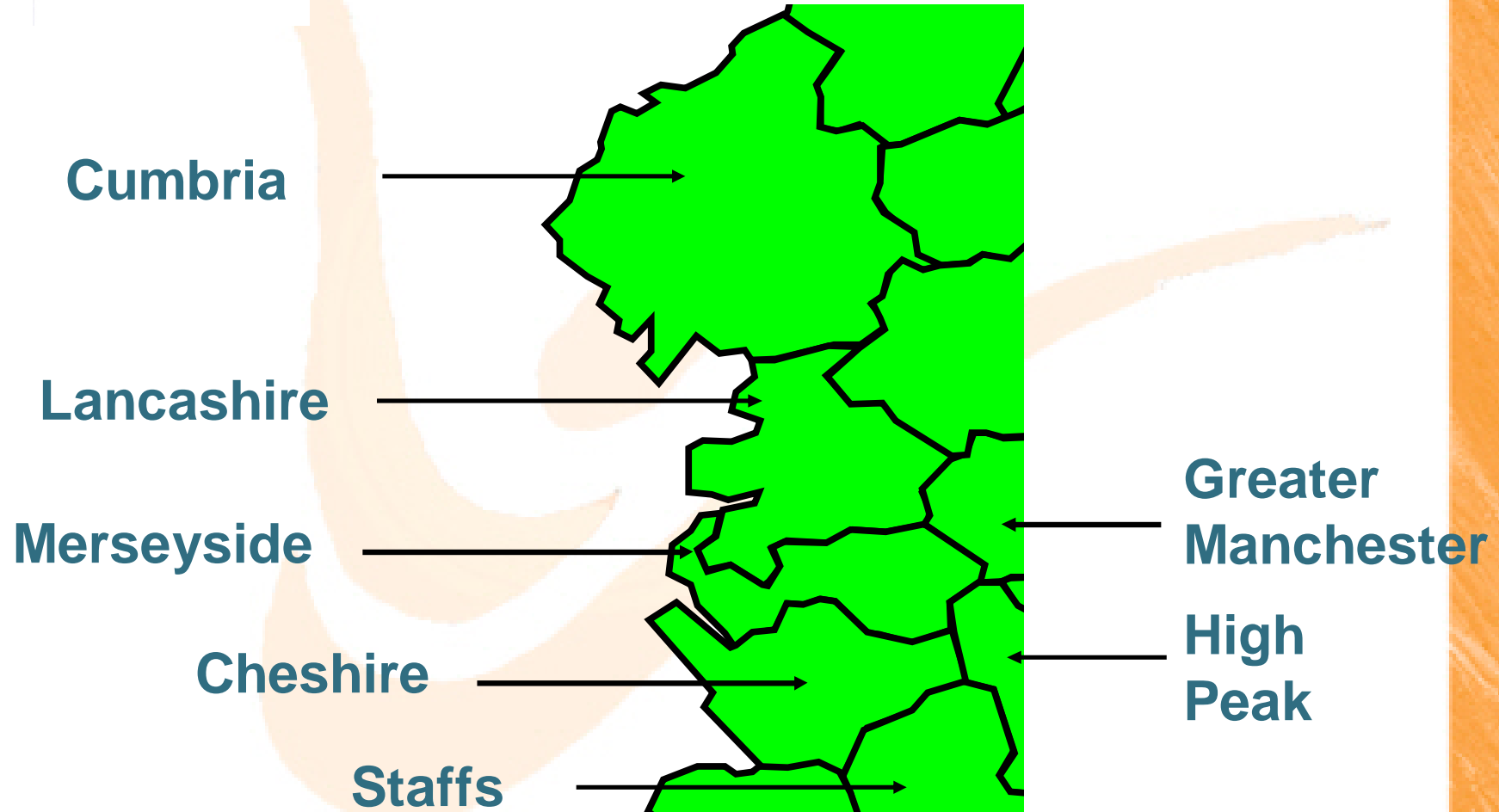




Harvest Housing Group



18,000 Homes across the North West





Project Scope





Project Objectives

- ◆ Improving value for money
- ◆ Improving customer satisfaction
- ◆ Better performance management of contractors
- ◆ Greater involvement of customers in monitoring performance
- ◆ Support for worklessness agenda



Project Initiation

- ◆ Appointed Rand Associates as consultants – July 2008 to advise and assist with the procurement process
- ◆ To provide procurement expertise with estate services
- ◆ Project team set up in September 2008



Project Steering Group

- ◆ Set up a project Steering Group to direct the project and make key decisions
- ◆ Members :-
 - Property Services Director - Sponsor
 - Customer Services Director
 - Stock Owning Subsidiary Director
 - Head of Property Services
 - Customer Representative
 - Project Manager
 - Consultant

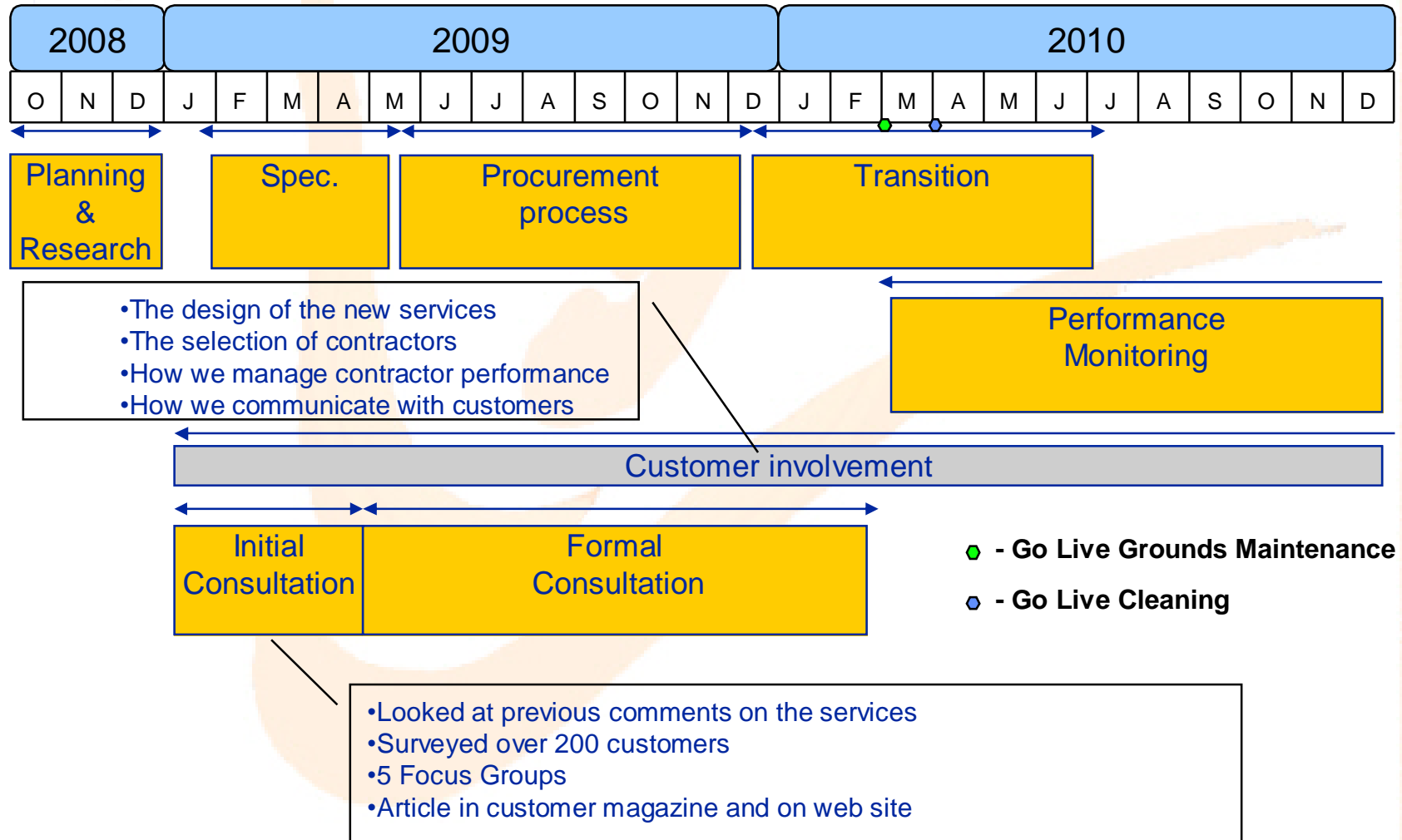


Project Team

- ◆ Set up a project team to lead and perform project activities
- ◆ Members :-
 - Head of Property Services
 - Project Manger
 - Contract Managers
 - Consultant
 - Neighbourhood Managers

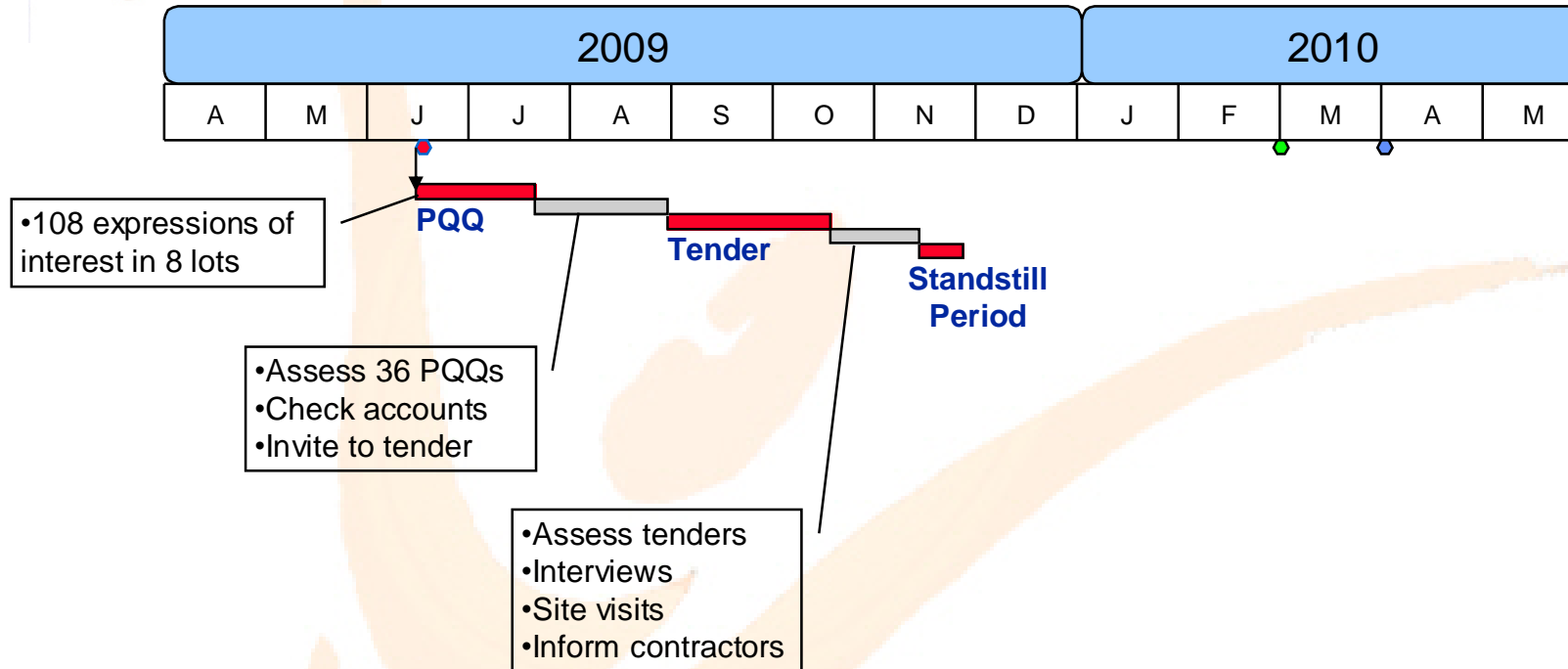


Project Timeline





Project Timeline

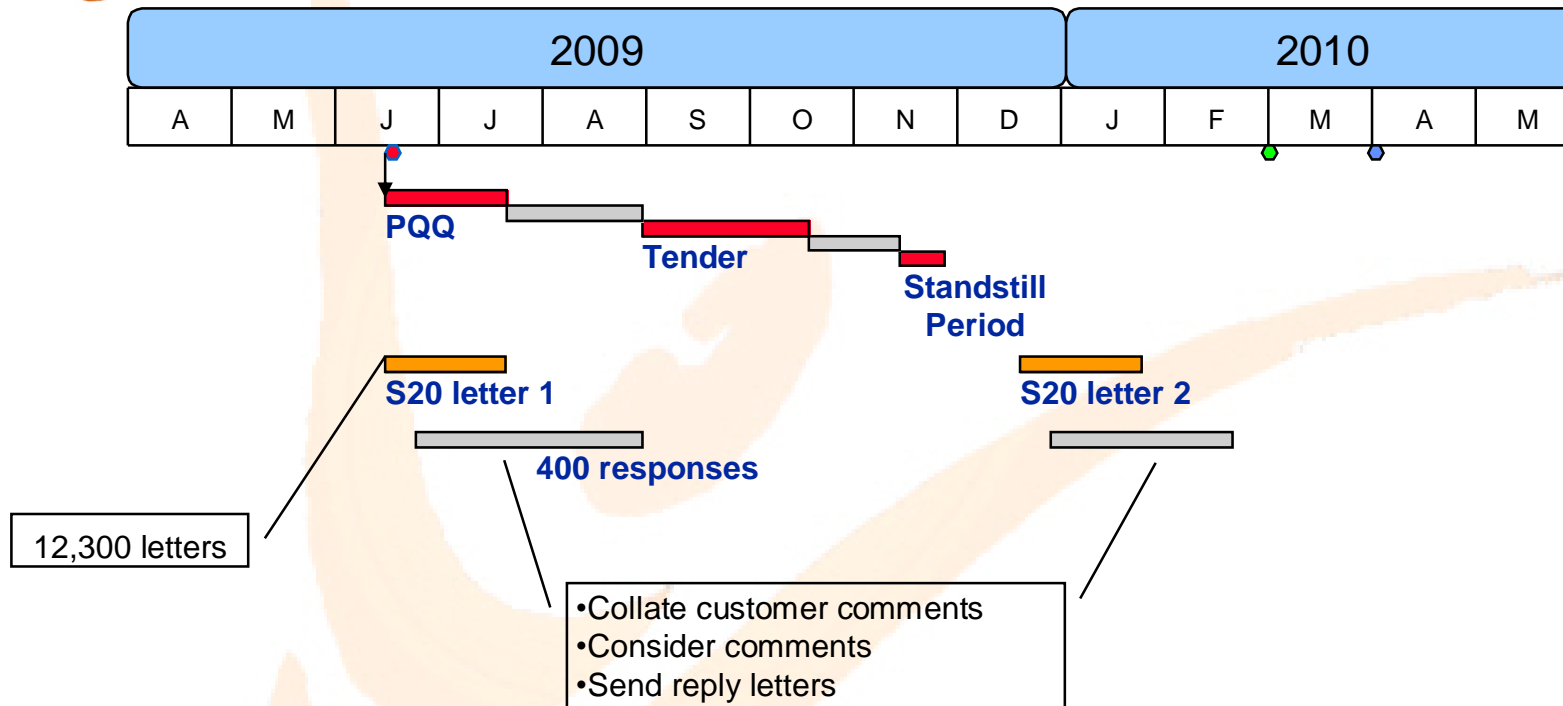


● - OJEU notice to invite expressions of interest
PQQ – Pre-Qualification Questionnaire

● - Go Live Grounds Maintenance
● - Go Live Cleaning



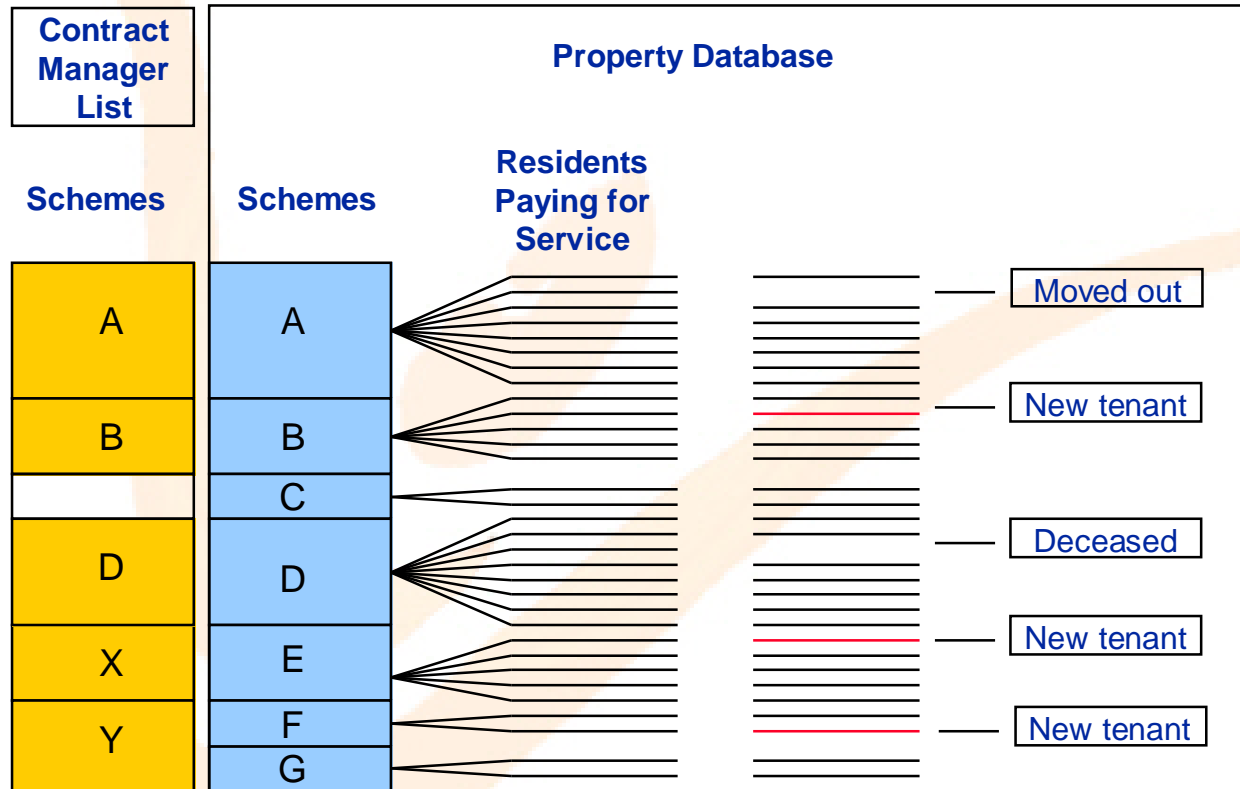
Project Timeline





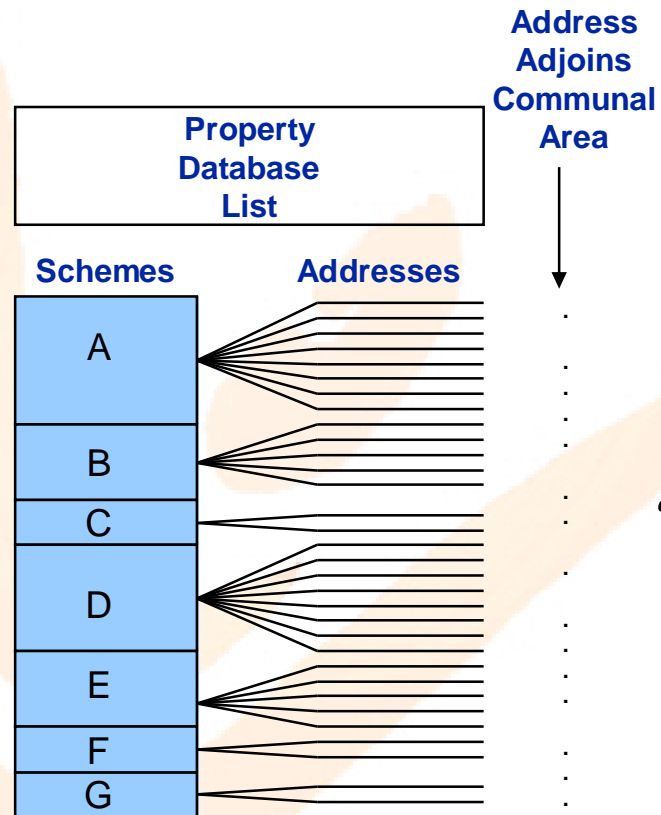
Managing Datasets

Schemes for Grounds Maintenance





Managing Datasets





Key Outcomes

- ◆ You cannot start the process soon enough – almost 18 months from start to finish to do it properly.
- ◆ Involve all key personnel at all stages
- ◆ Listen to what your customers have to say about the services and if practical tailor the specifications to suit
- ◆ Don't assume your property databases are accurate – most are not and will need validation.
- ◆ Decide in what format you will provide bidders the necessary information – if you have little or nothing it will take time (and money) to prepare. Maps and or BOQ measurement for grounds maintenance are essential



Key Outcomes

- ◆ Decide at the outset your procurement strategy - Single or Multi Contractor .
- ◆ Ensure your Contract Notice and PQQ do not exclude the market you are seeking.
- ◆ Issue your Section 20 consultation notices with a "simple english" explanation
- ◆ Seek any TUPE information at a very early stage – try and validate if possible
- ◆ Gear you start dates for grounds maintenance to the most appropriate time of the year.
- ◆ Try and give at least 8-12 weeks for mobilisation.