

Workshop 1a

The role of the contractor

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Chaired by: David Miller

Room: Arden



National Housing
Maintenance Forum

NHMF
Maintenance
Conference
2019



The Role of the Contractor:

Getting the Right Fit



National Housing
Maintenance Forum

BIOs

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**Caroline
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Relationship Manager
MCP Property Services



**Richard
Stone**

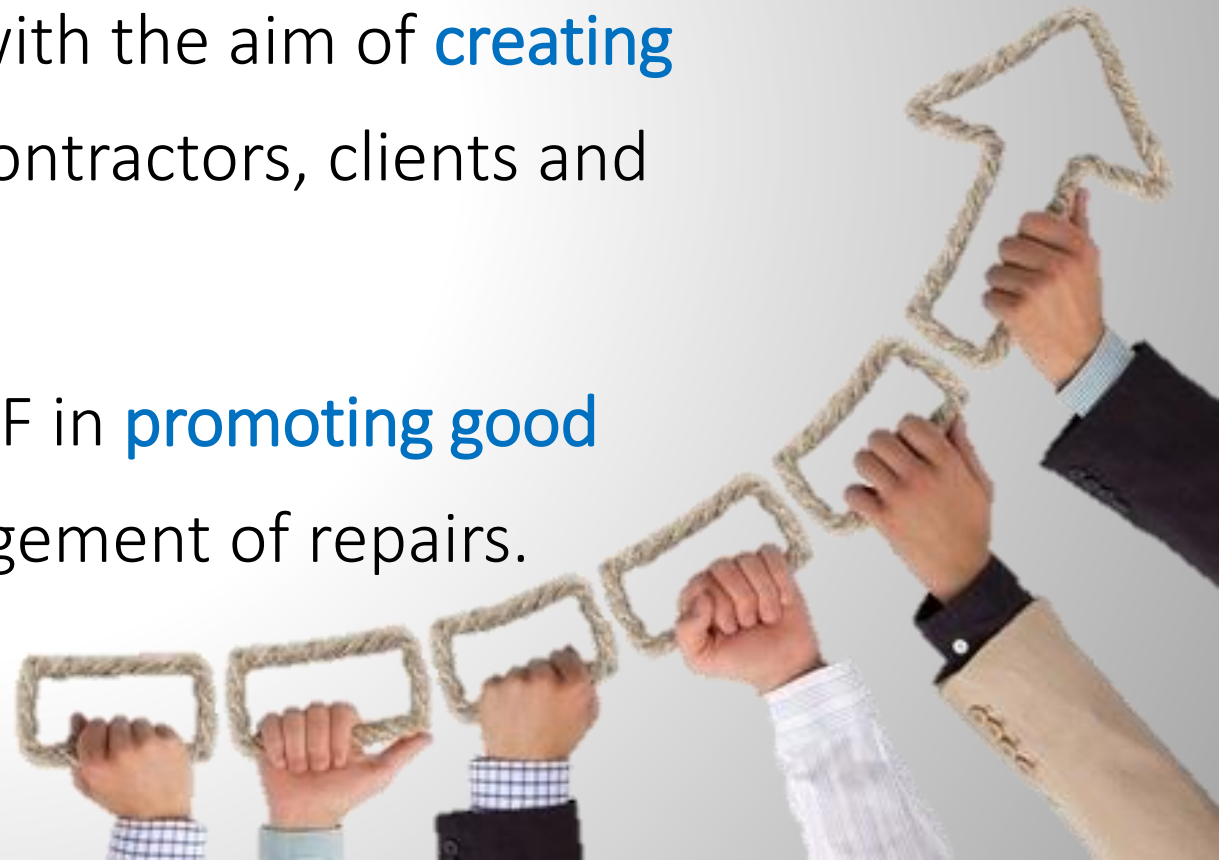
Operations Manager
MCP Property Services



What is the Contractor Forum?

The National Housing Maintenance Forum's (NHMF) Contractor Forum was established as the trade affiliation for contractors working in the field of social housing, with the aim of **creating closer working relationships** between contractors, clients and sub-contractors.

The forum works closely with the NHMF in **promoting good practice** in the procurement and management of repairs.



The Task

Procurement Working Group

To open an ongoing dialogue between contractors, clients and consultants regarding procurement challenges & successes

Successful Procurement

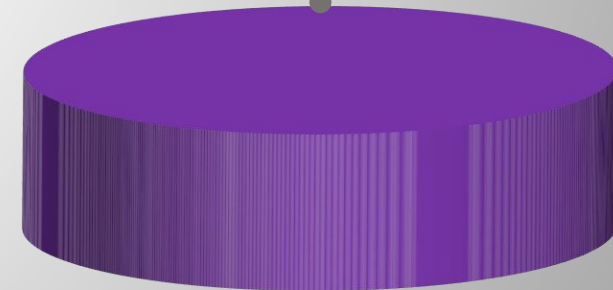
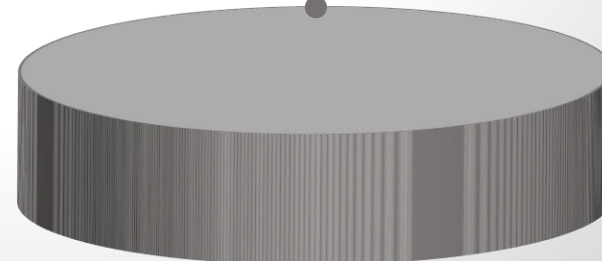
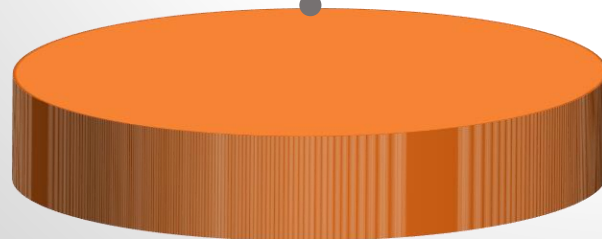
To understand experiences and opinions across the sector

Successful Contracts

To establish key discussion points and future opportunities to expand on these (i.e. round table events)

Successful Relationships

To share findings across the sector in a suitable and impactful format



The Questionnaire

Based on chronology of procurement process

- *Market Engagement*
- *Contract types*
- *Cost models / Pricing*
- *Specification*
- *Information / data*
- *Evaluation models*
- *Procurement Timetable*
- *Feedback*

Market Engagement

introduced by **PiLON**

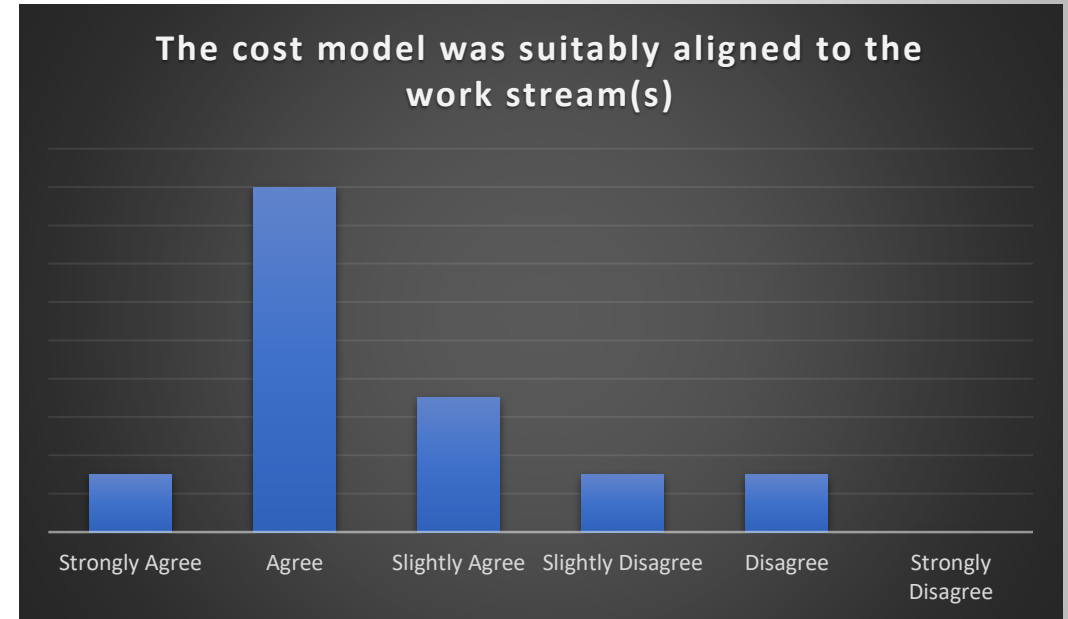
- Disparity between Client / Contractor opinion as to success of market engagement exercises
- Is market engagement used as a tick box?
- Is enough information provided for contractors to decide to bid?
- Client confidence on what engagement is acceptable under procurement law



Cost Models / Pricing

introduced by  SDW Support Services

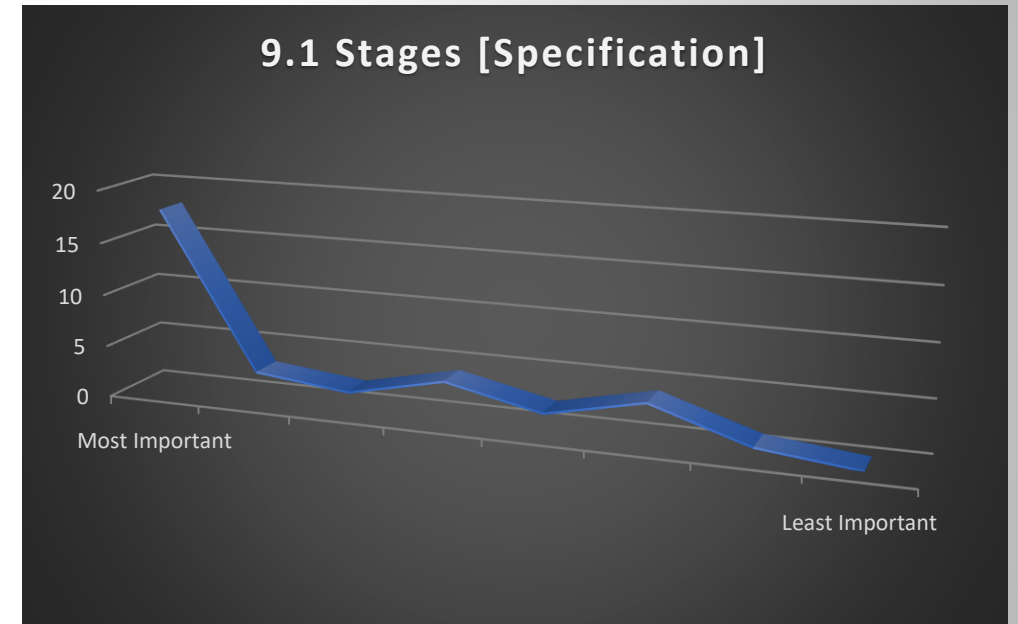
- Lack of accurate stock data affecting best value pricing and therefore cost certainty?
- Notional models can be risky and ultimately lead to contractual issues
- Gaming!
- Risk



Specification

introduced by 

- Generally good information provided
- Consider scope for contractor to influence specification – how?
- Having a prescriptive specification when a contract is tendered gives the client more certainty

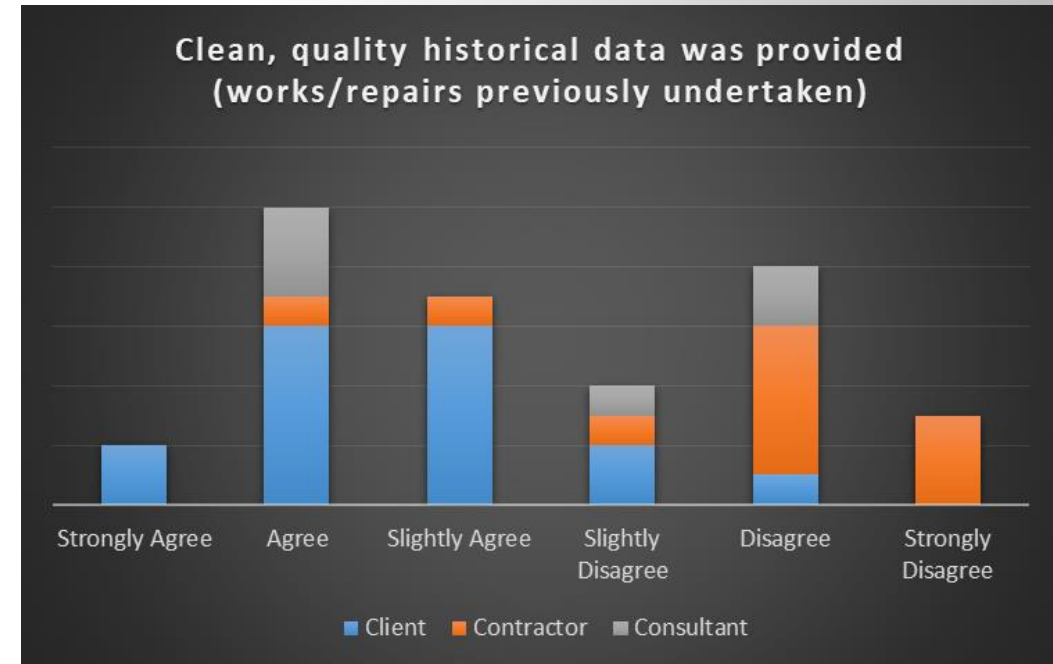


Information / Data

introduced by

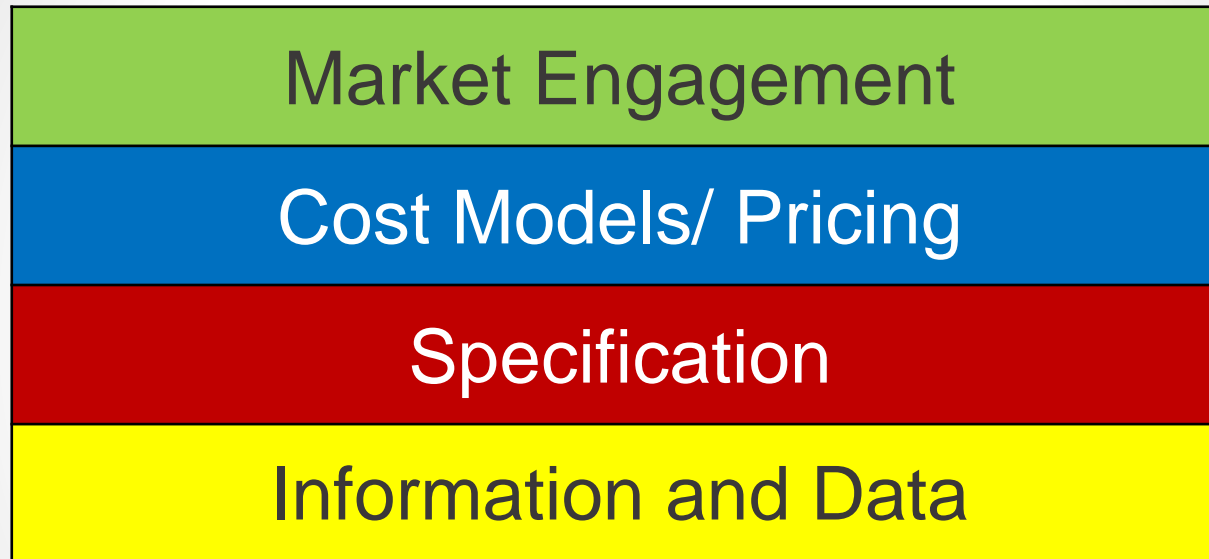


- Historical data / Stock condition / components lifecycle information – was enough provided to inform bid?
- Divide between what client and contractor opinion – contractor has to price/absorb risk. Is client aware of the implications?
- Second guessing numbers, volumes, spend = inaccurate pricing



Task / Action

Split into groups - lets have a deep dive into four areas of the questionnaire.



- *15 mins for discussion*
- *Flip chart – Good practise, bad practise, solutions, innovations, risks*
- *Feedback from each group*

Presenting Outcomes

Market Engagement

Cost Models/ Pricing

Specification

Information and Data

Future Round Tables



To Conclude

Thank you!

What next?

Any Questions?