

## Procurement of a Quality Gas & Solid Fuel Servicing Partnering Contractor

### Overview

Coastline own approximately 3,500 properties within the Kerrier District of Cornwall. These are a mixture of houses, flats and bungalows, some of which are specifically designed for older persons or for people with disabilities.

Coastline invited tenders for the provision of the annual servicing and maintenance of 2077 units with gas heating and 415 units with solid fuel. Blue Flame won the initial contract over a period of five years with an option to extend for up to a further five years (5+5).

### Appointment

echelon were appointed Partnering Consultants as a result of a good relationship from successful completion of other projects with Coastline Housing.

### Role

echelon led on the procurement process which included the following:

- Reviewed the existing 3\* service contract through a structured process of workshops.
- Reported back to Coastline the existing strengths and weaknesses of the current service provided.
- Produced a list of key criteria to be met by the new Contractor in conjunction with Coastline stakeholders.
- Tendered through OJEU using a restricted tendering process.
- Developed PQQ in conjunction with Steering Group.
- Evaluated returned PQQs by facilitating an evaluation workshop with the Coastline Steering Group.
- Evaluated Tender documents.
- Facilitated final stage visits and formal interviews of short listed Contractors.
- Over saw the implementation of the new Partnering Contractor.
- Facilitated KPI workshops to develop and agree the KPI model.
- Facilitated workshops to develop the risk management process.
- Provided on-going support for the delivery of the Partnering Contract.



The successful Blue Flame team with the Coastline Core Group.

“echelon has helped Coastline Housing to procure its new heating services contract for an initial period of ten years.

*The Company has shown us a new and very professional way to procure our Partnering Contracts which we will be using on all future procurement processes. The process was carried out very professionally and was an enjoyable one for the whole core group.*

*It eventually led us to appointing the very best of the Contractors for the job. echelon is without doubt leading the way in the process of procuring Partnering Contracts and it is a very auditable process.*

*Coastline Housing is very proud to be Partnering with echelon and will continue to work with them on all future procurement processes*

**Derek Chapman, Services Engineer  
Coastline Housing Ltd**