

Procuring a grounds maintenance service across the UK with residents at the heart of the evaluation process.

Overview

Working with Ben Tranter and David Hull, Regional Managers for Muir Group a procurement team was formed.

The team consisted of residents and staff who lived and worked in various areas across the UK.

The teams worked with echelon and completed the procurement in six months and awarded the contract to two service providers.

The challenge for this procurement was to ensure that the services provided to all customers were consistent and that the service providers could carry out the service across a wide geographical area while providing a value for money service.

Appointment

echelon were appointed as a result of carrying out an initial presentation on procurement to JETCAM, a bench marking club of six organisations.

Role

echelon were engaged and worked with Muir to:

- Define the tender process
- Define a cost model
- Develop a specification through facilitated workshops attended by staff and residents
- Fully engage residents as part of the evaluation panel and at each stage of the process
- Undertake site 'reality' visits, meeting client and resident representatives
- Carry out formal interviews
- Provide mobilisation support



Hi-spec Services

“ *The procurement process carried out by echelon Consultancy on behalf of Muir Housing was carried out in a very professional manner.*

The information relating to the sites and the pricing document was very clear and understandable. The site visits and interviews were conducted in a relaxed atmosphere which were a pleasure to attend.

We also found the implementation workshop of great benefit allowing both parties of the partnership time to discuss the contract and drive key targets forward. ”

Steve Marriott

Operations Director, Hi-spec Services