

Framework Agreement

Cambridge Housing Society Group

Services: Building surveying, employers agent, CDM co-ordination
Contract Dates: April 2007 - current
Contract Value: Works value approximately £1,800,000 per annum

Project Overview

Keegans have been working with CHS Group since 2007 providing a range of consultancy services. We have been involved in the administration of the clients stock investment programme.

We are assisting with the delivery of its maintenance services across their housing stock - a mixture of street property, supported housing and general needs stock and nurseries. This includes:

- Planned Maintenance - work mainly required for the Group's stock to reach the Decent Homes Standard by 2010 - annual value up to £1,000,000
- Cyclical Maintenance - this is currently limited to external and internal redecoration work at present, with an annual contract value rising to approx. £200,000.
- Acting as CDM Co-ordinator
- Providing support and advice for the procurement of a number of maintenance contracts
- Providing support and acting as partnering advisor
- Health and safety audits
- Asbestos surveys

We have worked with CHS group and assisted them through a change management process to implement maintenance contracts that are fully Egan compliant and introduced new methods and ways of working to embrace partnering.

This has involved:

- Developing and implementing a procurement strategy for the maintenance services which moved towards contracting on a partnering basis
- Developing the capabilities of its employees to act on behalf of CHS Group as a client.

The contracts that were let included:

- Mechanical and Electrical Services including breakdowns and planned replacement
- Voids
- Sewerage and associated plant
- Grounds maintenance and handyman services

Contracts have been let on ACA TPC 2005 contracts on an open book basis.

The total value of the client annual spend across all contracts is in the order of £23m.

Our services included:

- Review of current arrangements and management of termination of the existing contract
- Asset surveys and compilation of asset data packs for ITT as well as statutory surveys on boilers, lifts and asbestos
- Soft market testing and options appraisals
- Market notification including drafting of advertisement



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- Draft of PQQ, ITT and evaluation models
- Briefing stakeholders
- Leading bidder interviews
- Reporting on tender outcomes and recommending appointment
- Implementation strategies
- Development of risk management strategies
- Commercial management of contracts
- Mentoring of client team in preparation for handover of our duties post contract

CHS Group had very extensive supply chain arrangements for the delivery of services to their sheltered portfolio. We worked with them to identify areas that produced waste, were non-productive, were duplicating efforts and in several instances certainly not value for money. There was also the matter of non-compliance on statutory matters.

We were asked to rationalise and apply lean techniques to the supplier base. The client had been using over 50 suppliers for discrete tasks and the aim was to re-align tasks and establish the optimum number of contracts and spread of risk.

Identified benefits:

- Reduced time and cost to administrative staff - less suppliers to manage
- Reduced time and cost to accounts personnel - less invoices to check, dispute and process
- Accurate asset database developed through proactive supplier approach - minimise risk of breakdowns
- Improved risk management - moving from reactive to planned approach
- Reduced risk of statutory non-compliance
- Improved site safety
- A performance driven system with fully auditable procedures
- A supply chain that is valued and wanting to work with client, with increased workload
- An improved approach to bulk purchasing - better discounts on volumes
- Less relationships for client to manage building relationships
- Value for money and fair market price
- Training and development of clients technical personnel by Keegans.

