

PLAYING TO WIN

CLM Ltd

Shaun Caddick, Sales Director at CLM Ltd, speaks to *Government Opportunities* about their recent contract win with Aberdeenshire Council to inspect electrical systems and install community alarms.



Q What does your contract with Aberdeenshire Council involve?

A Aberdeenshire Council currently has over 13,500 properties within its building stock, many of which are domestic dwellings. As a Council, Aberdeenshire is extremely committed to meeting the Scottish Housing Quality Standards, and has pledged 100 per cent compliance by 2015. By enlisting the services of CLM Ltd, the Council will ensure that, by 2010, all of its properties have undergone a full periodic test and inspection of their electrical systems in accordance with BS7671 (IEE Wiring Regulations) as well as an upgrade of smoke and carbon monoxide detectors. In addition, CLM Ltd will also install state-of-the-art community alarm systems wirelessly linked to specially designed smoke detectors in houses occupied by the elderly and otherwise vulnerable residents. This means that when a smoke detector is activated, all other audible and visual alarms are activated too, ensuring that the occupant and their community alarm control centre are fully aware of the situation.

Q What is the contract worth and how long is it for?

A The contract is designed to provide full coverage to all Council properties by 2010. It is now well under way and early indications are that the completion period is likely to be considerably less than

the initial four years agreed during negotiation. A contract of this type is by its very nature an unknown quantity; each property brings with it new challenges and our engineers have to be flexible and vigilant. Early figures suggest the total contract value is likely to be in excess of £2 million upon completion.

Q What are the main differences between working for public sector and private sector clients?

A The main differences tend to be the motives for buying our services, and what exactly the different sectors aim to achieve throughout the bidding process. Public sector organisations focus primarily on achieving best value for money and legislative compliance, whereas private sector companies demand low-cost solutions and minimum disruption to business – both are demanding for a business like CLM Ltd.

Q How were considerations on key public procurement issues such as sustainability, ethics and value for money taken into account in your bid?

A With such pressure now on public organisations to demonstrate more than just a good service at a good price, we work closely with them to develop a bid that suits their needs and those of the local economy and achieves value for money on a whole-life basis. During the bidding process,

CLM Ltd pledged to recruit a team of Aberdeenshire-based engineers to manage and execute the contract exclusively, thereby creating 20 jobs and long-term business for local suppliers. This was further backed up by our commitment to source premises in the Council area which are now operational, and to expand our business development strategy into the area to ensure the long-term future of our engineers.

Q What were the greatest challenges you encountered in the tendering process?

A The most significant challenge was bringing together the different elements of the bid, from sourcing suppliers and equipment to overcoming the issues associated with working within tenanted properties. Electrical testing is a relatively non-invasive procedure in a commercial environment, but ensuring that the right methods were adopted for working in an occupied domestic property was a new challenge.


Q What advice would you give to others embarking on a public sector contract?

A The key is to understand the pressure that public sector organisations are under to deliver results, both financially and legislatively. It is important to deliver exactly what you have agreed to deliver within the criteria of the contract – good results mean sustainable business.

Q What feedback have you received from the client?

A Feedback so far has been extremely positive. We have managed to create a strong relationship with the Council by providing strong communications and support along with exceeding expectations.

Q Is there anything you would like to see changed in the tendering process?

A I sometimes feel that major public contracts are awarded based on an organisation's ability to answer questions and supply documents rather than on their ability to create a solution. The contract with Aberdeenshire Council was negotiated during a series of face-to-face meetings, which promotes dialogue from the outset. 



Shaun Caddick
Sales Director, CLM Ltd

If you or your company wish to share your tendering successes with GO readers, please email: feedback@govopps.co.uk for further information.