

CLEANING UP AT PETS AT HOME STORES

Pets at Home is pleased to announce the success of a working partnership with procurement specialist Neil Birkbeck Ltd, following an eight week project to appoint a brand new cleaning supplier in all of its 310 stores.

As a specialist retailer with an impressive new store opening plan, Pets at Home required a nationwide cleaning supplier which was committed to a high standard of service and care. All stores provide pet supplies, pet foods, toys, and accessories while a wide range also host aquariums, grooming salons and fully-equipped Companion Care veterinary surgeries.

David Hurst, Head of Facilities Management for Pets at Home, said: "The business has grown very quickly from its origins in the North West to providing nationwide stores in most key UK towns. This was putting increasing pressure on our incumbent supplier. Although the cost of the cleaning service was a consideration in the search for a new supplier, the critical imperative was quality."

Following initial discussions with both Pets at Home Head Office and in-store colleagues, Neil Birkbeck identified the specific needs of the stores and compiled a list of potential suppliers ranging from large established firms to smaller organisations.

Fifteen suppliers were selected for the online tender and e-auction, following a review by Neil. This eventually resulted in a face-to-face review of six shortlisted contractors whereby Pets at Home were responsible for the final decision.



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at home**

David Hurst said: "It is a year since Pets at Home completed the tender for the cleaning services contract for its stores using Neil Birkbeck and the eRFx online tendering process and e-auction. 12 months on, the improvements in store cleaning standards is a result of the very professional work undertaken during the tender. Although the actual e-auction was only a small part of the overall process, it was an integral part of the review, without which the competitive bid would not have been possible. In the final analysis we not only improved the service levels but also improved the pricing element as well. I would have no hesitation in using Neil Birkbeck again."

Resulting in a cost saving of seven per cent, the decision to appoint new cleaning suppliers has benefited all 310 Pets at Home stores, allowing them to continue to provide a high standard of care and cleanliness.

