

Company celebrates 10 year anniversary with new security contract win with local council.



Ayrshire based cleaning and security provider, Sercon Support Services Ltd, has been awarded its first public sector contract having won the contract following a competitive procurement

process with North Ayrshire Council (NAC) to facilitate an Emergency Response service to council buildings across the region.

Lorraine Stevely, MD of Sercon Support Services Ltd, describes the contract as significant for the company and its future growth. She explains how Sercon has benefited from assistance provided by the Supplier Development Programme, as well as specialist consultants to assist with the public tendering process, such as new business development consultant Gill Joy from Intend, who worked with the company for six months to evaluate and improve the company's tender submissions.

"Tendering for public contracts can be quite a complex process, especially if you have little or no experience within this sector. Over the last year, we have worked in partnership with the SDP and consultants such as Gill Joy to strengthen Sercon's competencies to bid for this type of contract," comments Lorraine.

"This commitment, combined with our strong experience within the commercial sector, has proven to be key to our success and provides further proof that SMEs of all sizes are fit to win public sector work. We are confident that this first public sector win will stand us in good stead for future contracts/projects in this area," adds Lorraine.

The three year contract will encompass emergency response security patrols to council buildings including schools across the North Ayrshire region. Within this contract Sercon will utilise its 24/7 help desk and control room facility as an operational hub for the security patrols.

Commenting on the contract award Alasdair Herbert, Corporate Director Finance and Infrastructure North Ayrshire Council, said: "There was a lot of interest in this tender exercise and Sercon's proposal was the most economically advantageous to the Council. We look forward to working with Sercon on the delivery of this very important service and it is pleasing to note that a local company won the contract."

The Supplier Development Programme, together with local authority partner North Ayrshire Council Economic Development Department, has contributed significantly to the company's new approach to procurement, providing Sercon with a range of business support including advice, guidance and training to assist the company in competing more effectively for public sector contracts.

Paul Donnelly, of North Ayrshire Council's Economic Development team, said; "Sercon have fully engaged with the Supplier Development Programme and benefitted from a range of procurement and tendering related seminars and workshops.

NAC and the SDP are delighted that the commitment and investment by Sercon has been rewarded by this breakthrough and hope they can now develop more opportunities in the public sector."

This contract win comes at a pivotal time for the company, as 2011 marks its 10th year in business. Founded in 2001, by CEO Paul Gratton, Sercon has grown to become a quality provider of cleaning and security solutions, spanning a range of sectors including Corporate & Property Management, Housing Associations, Education, Transport (Aviation Cleaning), Renewables (Wind Turbine Cleaning) and more recently, Public Sector.

Combining innovative thinking with industry expertise, Sercon works in partnership with its clients to offer tailored solutions supported by robust, ISO certified management systems.

Paul Donnelly adds, "North Ayrshire Council's Economic Development team has worked closely with Sercon since they moved to Irvine some four years ago. We have been able to assist them in many aspects of their business development including grant support towards software, training, website and marketing. Sercon have worked hard to develop and invest in the business."

Based in Irvine, Sercon's comprehensive range of services include; Cleaning Services - from general office cleaning and close cleaning to specialist deep cleans, including aviation and wind turbine; Support Services such as pest control and window cleaning; Security Services, including Manned Guarding and Security Mobile Patrols, Key-holding and Vacant Property Inspections, Screening and Vetting, Remote Monitoring and CCTV and Helpdesk Facilities, all of which can be delivered as integrated packages or individual service contracts.