



Tendering for Government Contracts

A Guide for Small Businesses

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About this booklet

The public sector spends a huge amount each year and is always looking for new suppliers. However small your business, there are always opportunities to supply this market. Even if you are already supplying one part of the public sector, it is worth looking for opportunities in other areas.

If you work in a small business, this booklet aims to help you in three ways. Firstly it will tell you about where to find opportunities within the public sector. Secondly it will explain how you can bid for work. Thirdly, it will advise you of the further contacts you may need to make.

This booklet has been produced jointly by the Small Business Service (SBS) and the Office of Government Commerce (OGC). The SBS is an Executive Agency of the Department of Trade and Industry and was set up in April 2000 with the aim of making the UK the best place in the world to set up and run a business. We are dedicated to helping small firms and representing their interests. The OGC is an Office of HM Treasury, and was also set up in April 2000 with the aim of improving the Government's commercial performance. One of OGC's main strategies is to achieve effective competition for government business by simplifying access to the government

market place. The aims of SBS and OGC overlap in this area. We both let the small business community know where to find government opportunities, and make sure that small businesses receive equal treatment when competing for contracts.

What is the public sector?

The public sector employs more than 25% of the UK workforce and includes:

- central civil government departments and agencies;
- the NHS and its local trusts;
- the Ministry of Defence;
- Northern Ireland Assembly, National Assembly for Wales and the Scottish Executive;
- local authorities;
- universities; and
- colleges.

Whatever your business, there is almost certainly a market for it somewhere within the public sector, whether by contracting directly or by becoming a subcontractor.

At the end of the booklet you will find contact details for public-sector organisations. Some organisations have booklets or websites outlining their procedures and their specific needs.



What are the benefits to you?

Public-sector organisations are good customers. They have to be fair, honest and professional in the way they choose suppliers and in any dealings with them. They are also long-standing, stable customers, and have to pay promptly and in line with agreed contract terms. Public-sector organisations have to pay accounts within 30 days (or any other agreed credit period) of receiving a valid bill or invoice. You will find more information on prompt payment law later in this booklet.

The way in

EC procurement directives

All public-sector procurement contracts within the European Community are covered by an EC treaty, no matter what their value. The treaty sets down principles to prevent discrimination against firms from any member state to remove restrictions on moving goods and services freely.

The principles of the treaty are backed up by a series of EC procurement directives. The directives have been included in UK law as a number of regulations. The directives and regulations set down procedures and standards (based on openness, non-discrimination and

competition) for choosing tenderers and awarding contracts with an estimated value above a set limit. Anyone who has supplied a tender can take action in the High Court (in Scotland the Court of Session) if they have been harmed, or are at risk of harm, by the public sector breaking these regulations. Anyone who feels they have not been treated fairly under the process can also complain to the European Commission. Phone: 020 7973 1992. You can find information about the EC procurement directives and regulations on the OGC website: www.ogc.gov.uk or from your nearest Euro Information Centre (EIC). See below for more information on EICs.

Where are opportunities advertised?

Opportunities for contracting with the public sector may be advertised in a wide variety of places. Contracts below the EC limit are often advertised in national or regional newspapers, or in trade journals. However, public-sector organisations do not have to advertise low-value contracts at all. You may well benefit from identifying the appropriate individual in an organisation, through the contacts listed at the end of this booklet, and giving them information about your business.

Official Journal of the European Communities (OJEC)

Almost all public procurement contracts for business worth more than an EC limit must be published in the daily supplement to the

Official Journal of the European Communities (OJEC). This provides information on the current requirements and invites suppliers to express an interest, or to tender directly in some cases, depending on the contract procedure. It also sets out information about contracts which have been awarded.

The regulations that say precisely which contracts must appear in OJEC are very detailed. You can get information about these from the OGC website: www.ogc.gov.uk or by phoning the OGC Service Desk on 0845 000 4999. A rough rule-of-thumb is that tenders for more than £100,000 of services and supplies or for more than £3million of works must appear in OJEC. However, there are many exceptions to these limits. Some departments have made it their policy to advertise more widely in OJEC than they have to.

There are several ways of gaining access to OJEC.

- **Tenders Electronic Daily (TED)** is the on-line version of OJEC. It uses subject and country codes to give you direct access to notices which may interest you. However, many businesses find it easier to use the TED service offered by Business Link Operators, Euro Info Centres and commercial organisations. You can gain access to TED, free of charge, from the website: www.ted.eur-op.eu.int
- You can get copies of OJEC (available only in CD-ROM format) by paying a subscription or by buying copies from the Stationery Office. If you want an individual copy, you should contact the Stationery Office Orders Department at the address listed at the back of this booklet. You should send your requisition to pay by subscription to European Subscriptions at the same address.
- The Stationery Office also has a Scanfax Service which is one of a number of OJEC scanning services that will fax specific extracts from OJEC.
- You can also see copies at some Euro Info Centres, central libraries or Chambers of Commerce.

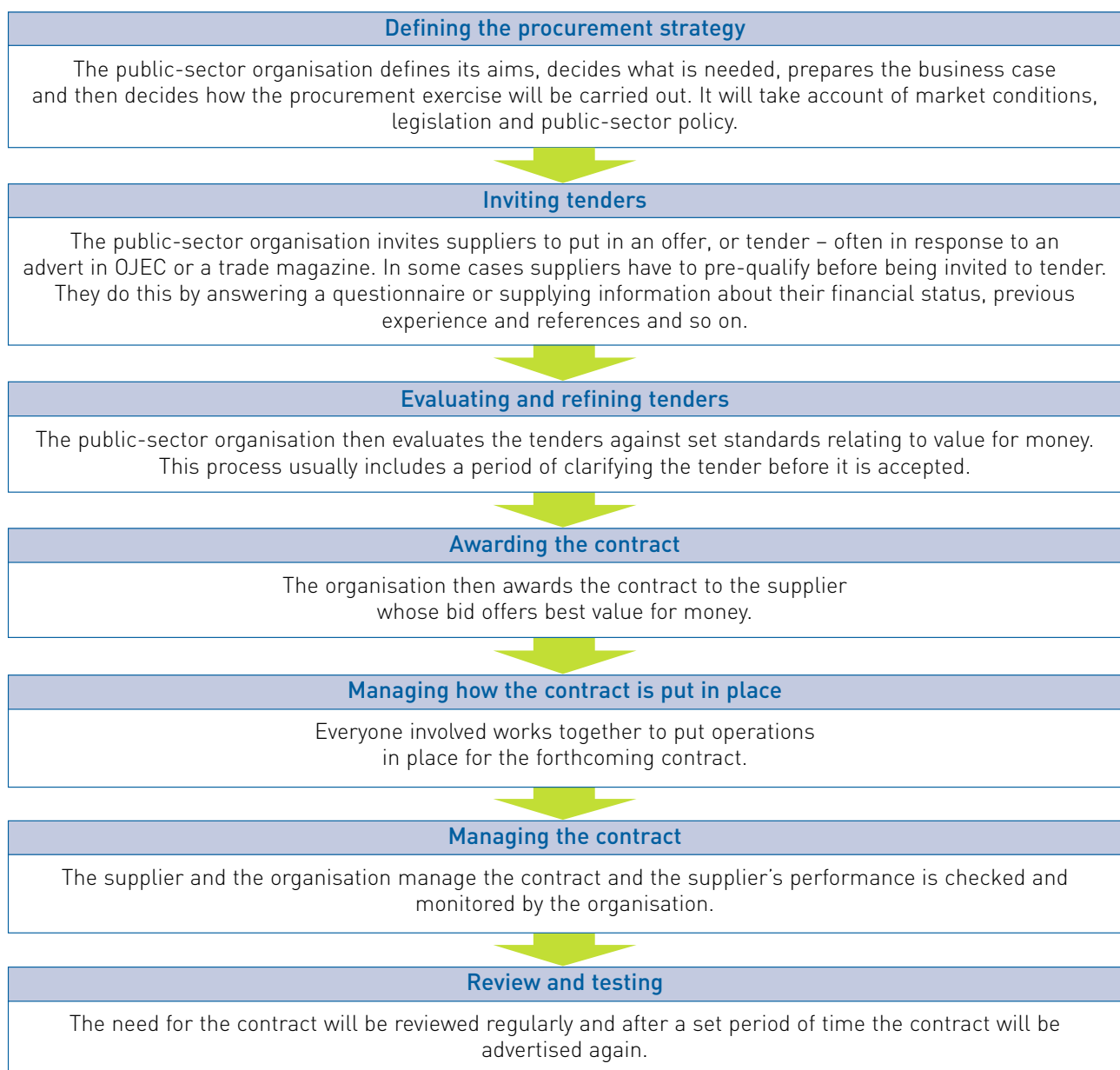
Business Link Operators

Business Link Operators provide access to a range of business advice and support for small firms through a national network. Some offer direct access to public-sector opportunities tailored to your business's specific needs. To contact your nearest Business Link Operator to discuss the help and advice offered on selling to the public sector, contact the Business Link Contact Centre. Phone: 0845 600 9006 or visit the website www.businesslink.org

A typical procurement process

The following diagram shows a typical procurement process within the public sector. It is likely that low-value, specific purchases will follow a simplified version of that described below.

We define 'value for money' as the best combination of whole-life costs and quality which meet the organisation's needs.



Euro Info Centres

Euro Info Centres (EIC) have been set up throughout the UK by the European Commission to provide information and services for business. These include a full library service of OJEC and an Alerting Service for Tenders Electronic Daily. Most centres have been set up in host organisations including, for example, business development agencies, university libraries, or regional Chambers of Commerce. For details of your nearest centre, see the EIC website www.euro-info.org.uk or contact the National Committee of UK EICs on 028 90 646 992.

'Government Opportunities'

Another useful publication is 'Government Opportunities' which is published by Business Information Publications (BiP) monthly with weekly update supplements. You can get it on weekly data disk and online at www.bipcontracts.com. To get a copy of this publication, phone 0141 332 8247 or write to the address at the back of this booklet.

Contracts, terms and conditions

Most government contracts are based around model documents which may differ between each organisation. You should contact the relevant organisation for specific details. The contract cannot be completed until the supplier and the public-sector organisation agree about the terms and conditions. It is important for you to fully understand the responsibilities

both sides have under the contract.

There are many types of contracts – from one-off purchases to long-term service contracts. For certain requirements, such as stationery, purchasers will often let 'call-off contracts' which last for a period of time which allows them to place orders to meet their needs as they arise. 'Framework contracts' allow organisations to identify a number of companies that have successfully met the standards in open competition, without the need to use the tender process each time. Framework contracts are often used for consultancy services.

Increasing your chances

Although there are clear benefits from doing business with the public sector, it is important to realise that bidding procedures are testing. This is because the public sector must award contracts on the basis of getting value for money for the taxpayer. At each stage of the tendering process there are issues you should consider. We have outlined some of these issues below. Some of the advice is obvious, but we have included it in this booklet because it is not always followed.

Be on time

You will always be asked to provide information by specific dates. Remember that the date given is the last date by which the organisation needs information. It is important to make sure that information arrives promptly.

The advertisement

For most requirements there will be an advert either in OJEC or in trade magazines. The advert is the first of a number of selection processes – an opportunity for you to decide whether your business can carry out the contract. If there is a contact name and number in the advert, it will often be useful to phone or write in with questions or just to check that you really understand the requirement. Be aware that OJEC adverts are limited to a certain number of words and you may be able to get extra clarification.

Pre-qualification

There may be a number of pre-qualification stages that you are asked to go through before being invited to supply your tender. If you have expressed an interest in the contract, you will then be asked to send in information such as evidence of your financial position, previous experience, and references. You must provide all the information you are asked for. For example, if you are asked about previous experience, you should tailor your reply to your audience and emphasise the experience that is most relevant. The information provided

at these stages will be evaluated and will form the basis of deciding whether you will go to the next stage. If you are in any doubt about what is needed, ask.

Invitation to tender (ITT)

If you receive an invitation to tender, you are being invited to make an offer which may then be accepted by the buyer. You must keep to all the requirements at this stage. The decision about who is chosen is based on certain criteria which are usually listed according to how important they are in the contract notice or ITT (delivery, quality, method, personnel and so on). It is important to concentrate on the most important criteria but you must make sure you provide relevant information on all criteria. Again, if you are in doubt, you should contact the buyer. Of course, you need to make sure that your offer is competitive and represents value for money.

Quality assurance

Public-sector organisations may want to assess their contractors against certain quality assurance standards. If you are in an industry where external assessments are normal, or are becoming normal, and if it is appropriate to the contract, you may find this a requirement.

ISO 9000 is the international quality management systems standard. The standard is published in the UK by the British Standards Institution as BS EN ISO 9000 (formerly BS 5750). If your

firm operates an ISO 9000 system, you should be able to guarantee to provide consistent quality of your products or services. It is for this reason that a number of purchasers, including some government procurement agencies, encourage their suppliers to use the standard. You can also gain added confidence if you get independent assessment of the system in operation.

You can get more information on standards from the Department of Trade and Industry website www.dti.gov.uk/strd/certify.htm

If you are unsuccessful

If you are unsuccessful you may ask for feedback if you wish. Under the EC directives a public-sector organisation has to provide feedback to you, within 15 days, if you have asked for this information. Being unsuccessful in one contract does not mean you will be unsuccessful in future. You should use the feedback to help with any future bids.

Other routes in

Subcontracting opportunities

Many of the highest-value government contracts are let to large companies. However, small companies can still play a part in these contracts, perhaps as subcontractors or by forming consortia.

There is no single way of finding out about subcontracting opportunities. Public-sector organisations may give you information about their main contractors or you might identify and contact a supplier who has won a major contract, for example through OJEC.

Approved supplier lists

Many public-sector organisations (in particular local authorities) hold lists of potential suppliers for certain types of work, usually for lower-value contracts below the EC threshold limits. If an organisation has an 'approved list', it must still advertise any requirement above the relevant EC limit. The nature of these lists varies between organisations. However, the lists should be regularly reviewed to include new suppliers and to make sure that the existing suppliers continue to provide good value for money. If your firm is accepted onto a list, it does not necessarily mean that you will be invited to tender straight away. To find out about lists held by specific public-sector organisations you may want to contact the organisations listed at the end of the booklet.

OGCbuying.solutions

OGCbuying.solutions is an executive agency of OGC and provides a range of procurement services for the public sector. These include catalogues of pre-tendered products and services in categories including:

- IT;
- telecoms;
- buildings;
- office interiors;
- catering and healthcare; and
- hygiene and safety equipment.

Public-sector organisations using OGCbuying.solutions fully meet EC rules on public-sector purchasing and so do not need to carry out further lengthy procurement exercises. The contracts are put out to tender again at regular intervals of around five years. At this point an advert is placed in OJEC. These contracts are usually framework arrangements where the potential volume of business is based on an estimated yearly value. Being included in one of these catalogues will increase your visibility within the public sector as the catalogues are widely recognised by central government, local authorities and the public sector in general. For more details see the website www.ogcbuyingsolutions.gov.uk

Constructionline

If your products or services are in the construction industry, you should register with Constructionline. Constructionline is a partnership between the Department of the Environment, Transport and the Regions (DETR) and Capita Group. It is a register of contractors who have already pre-qualified, and is often used by public-sector organisations when they are inviting suppliers to tender. Constructionline's registration fees are on a sliding scale. The lowest band is an eighth of the cost of the smallest advertisement in Yellow Pages. Users of Constructionline are particularly keen to see small businesses registered and there is a special registration scheme for new firms. The advantages include:

- being on a level playing field with large companies if you meet the client's standards;
- greater visibility within government; and
- reduced paperwork – one application form rather than having to qualify for every contract.

To get more information you should contact Constructionline on 0870 240 0152 or visit the website: www.constructionline.co.uk

Ministry of Defence (MOD)

The Ministry of Defence (MoD) is British Industry's largest single customer. In common with many public-sector companies, and as part of the Smart Acquisition initiative, MoD is reducing the number of direct suppliers for general stores. There will be the same volume of business available to companies but you will have to create relationships with the main contractor, rather than directly with MoD. However, MoD will continue to look for the right balance between providing opportunities to new suppliers and reducing the number of direct suppliers it uses. Most of MoD's major requirements are advertised in the MoD Contracts Bulletin. The bulletin is published every fortnight and contains details of possible future purchases, tenders invited and contracts awarded. You can subscribe to the bulletin from the publisher. You can get more information on 0141 332 8247 or see the website: www.bipcontracts.com

To be invited to tender for most of MoD's headquarters contracts, you need to have third-party quality assurance accreditation. MoD purchasing staff are now using the Department of Trade and Industry (DTI) Quality Assurance (QA) Register during the tendering process. They use this register to check that a company meets a specified standard for a particular area of work. For more information phone 0870 600 5522 or see the website: www.tso-quality.com

Public-sector developments

Electronic trading

The Department of Trade and Industry (DTI) 'UK Online for Business' Web service is designed to help small businesses in the UK make best use of the business benefits of information communication technologies (ICT). The activities of UK Online for Business focus on raising the awareness and understanding of small businesses and providing advice to small companies who want to include ICT in their business. You can contact them on 0845 715 2000 or see the website www.ukonlineforbusiness.gov.uk

Government departments and agencies have been set targets aimed at increasing their levels of electronic business. One of OGC's main strategies is to help achieve these targets by using the Internet in the procurement process. The OGC e-commerce team has a number of projects underway which will contribute towards this aim. You can find out more about these initiatives on the OGC website: www.ogc.gov.uk; Phone: 020 7211 1319 or E-mail: e.commerce@ogc.gsi.gov.uk

Government Procurement Cards

The Government Procurement Card (GPC) is a Visa charge card, issued by the main banks, which cuts out the need to send out purchase orders or deal in paper-based systems. Orders are placed directly with suppliers who can accept Visa cards, either by personal visit, phone, fax, E-mail or, possibly, over the Internet. The supplier keys the transaction into a terminal, including the card holder's unique identification number. Once accepted, approval to release the goods or service is given and a delivery is made.

The GPC has been introduced across central government and is used to buy low-value goods and services directly from suppliers. The advantage to you when public-sector organisations use GPC is that it removes a lot of the paperwork and speeds up the payment process. Your account is credited within two to four days.

For more information on GPC see the OGC website: www.ogc.gov.uk; or phone: 020 7211 1319.

Private Finance Initiative

The Private Finance Initiative (PFI) provides opportunities for suppliers to bring a wide range of managerial, commercial and creative skills into providing public services. Although it may not be appropriate for small and new businesses to take on these high-value and long-term contracts there are many opportunities

for subcontracting and consultancy work.

The PFI focuses on buying services rather than assets. Private firms provide services over the long term rather than simply being upfront asset builders. They combine the responsibilities of designing, building, financing and operating assets to provide improved public services. You can find guidance on PFI on the OGC website: www.ogc.gov.uk. 'Public Private Partnerships: the Government's approach' (May 2000) covers developments in PFI and public- and private-sector partnerships and is available from the Stationery Office by phoning 0870 600 5522.

Paying on time

The Government has introduced legislation to give small businesses a legal right to claim interest if another business pays its bills late. You can find more information in a booklet entitled 'Better payment practice – your guide to paying and being paid on time'. You can get a copy from the Publications Orderline on 0870 1502 500 and on the website: www.businesslink.org.

Code of Good Customer Practice

OGC has developed a Code of Good Customer Practice which sets out the government's central values for working with suppliers. It is aimed at being a code of conduct for government staff and a commitment to suppliers. The code is built around four central values – fairness, honesty, efficiency

and professionalism. Each value is developed and expanded to include specific actions and standards of business behaviour. You can see the code on the OGC website: www.ogc.gov.uk.

Small Business Research Initiative (SBRI)

The Small Business Research Initiative was launched in April 2001 by the SBS, and is designed to encourage more research and development within the public sector.

A number of government departments are involved in this initiative, and will aim to get at least 2.5% of their Research and Development requirements from smaller businesses.

The UK Research Councils are also aiming, in the slightly longer term, to reach these targets. The overall target is for £50 million worth of government research to be bought from smaller businesses by the year 2004. For more information on this initiative, contact the Business Link Contact Centre on 0845 600 9006 or visit the website www.businesslink.org

Selling to Europe

The EC procurement directives make sure that public-sector organisations in other EC countries advertise contracts greater than the threshold limit to UK suppliers. This means that there is a greater scope for you to do business across Europe.

The first step is to assess which markets are open to you and whether or not you can meet

their needs. As well as looking in OJEC, Trade Partners UK has a wide range of market information ranging from country profiles to individual sector reports. For more details see the Trade Partners UK website:

www.tradepartners.gov.uk or contact the Business Link Contact Centre by phoning 0845 600 9006 or visit the website www.businesslink.org

You can get specific information on Western European Markets from Trade Partners UK, European Directorate, in London by phoning 020 7215 8885.

Feedback

Have you had difficulty finding opportunities relevant to your business?

Has your company sent in tenders for government contracts?

Have you been successful? If not, did you receive enough feedback?

We and OGC are concerned with identifying those procedures and practices within the public sector that act as barriers to small businesses. Please also let us know if you have suggestions that would improve this

booklet or have experienced difficulties in selling to the public sector. You should send comments to:

Sue Ruck
SBS Strategy Team
Level 1
St Mary's House
C/o Moorfoot
Sheffield S1 4PQ

Sue.Ruck@sbs.gsi.gov.uk

Useful publications and information

Official Journal of the European Communities
Subscription Orders
The Stationery Office
PO Box 29
Duke Street
Norwich NR3 1GN

Phone: 0870 600 5522
Fax: 0870 600 5533
E-mail: subscriptions@theso.co.uk

Office of Government Commerce
Service Desk
Phone: 0845 000 4999
E-mail: ServiceDesk@ogc.gov.uk

Business Link Contact Centre
Phone: 0845 600 9006
Website: www.businesslink.org
Government Opportunities
Government Opportunities
BiP Contracts, Park House
300 Glasgow Road
Shawfield
Glasgow G73 1SQ

Phone: 0141 332 8247
Fax: 0141 331 2652
E-mail: bip@bipcontracts.com

DTI Publications Orderline
Admail 528
London SW1W 8YT

Phone: 0870 1502 500
www.dtipubs@eclogistics.co.uk

Trade Partners UK
Kingsgate House
66-74 Victoria Street
London SW1E 6SW

Phone: 020 7215 8885
Fax: 020 7215 8884
Website: www.tradepartners.gov.uk

Euro Info Centres
Details of nearest EIC available from
European Commission London Office.
Phone: 020 7973 1992
Website: www.euro-info.org.uk

The spending levels of Government purchasing departments varies from a few million pounds per year to many billions. Departments also differ considerably in size and organisation.

The following information aims to provide a brief overview of a number of Departments and details of where to obtain further help.

Contact Details

Advisory, Conciliation and Arbitration Service (ACAS)	2
Department for Environment, Food and Rural Affairs (DEFRA)	2
Biotechnology and Biological Sciences Research Council (BBSRC)	3
British Library	3
Cabinet Office	4
Civil Service College Directorate (CMPS)	6
Central Office of Information (COI)	7
Council for the Central Laboratory of the Research Council (CCLRC)	7
The Court Service	8
Crown Prosecution Service (CPS)	8
Department for Culture Media and Sport	9
HM Customs and Excise	10
Welsh Historic Monuments (CADW)	11
Ministry of Defence (MoD)	12
Department for Education and Skills (DfES)	13
Employment Service (ES)	14
Engineering and Physical Sciences Research Council (EPSRC)	14
Department for Transport, Local Government and The Regions (DTLR)	15
Export Credits Guarantee Department (ECGD)	15
Foreign and Commonwealth Office (FCO)	16
Department of Health	16
Health and Safety Executive (HSE)	17
Home Office	17
Inland Revenue	18
Department for International Development	20
Intervention Board	21
HM Land Registry	21
Metropolitan Police Service	22
National Savings	23
Natural Environment Research Council	24
Office of Government Commerce	25
OGCbuying.solutions	26
The Office for National Statistics (ONS)	26
Office of Water Services (OFWAT)	27
Ordnance Survey	27
UK Passport Agency	28
Public Record Office (Pro)	28
Royal Mint	29
Department for Work and Pensions (DWP)	29
Department of Trade and Industry (DTI)	30
HM Treasury	32
The Treasury Solicitor	32
Northern Ireland	33
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National Health Service (NHS)	35
Scottish Healthcare Supplies	36
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Higher Education Institutions	39
Local Authorities	40

Advisory, Conciliation and Arbitration Service (ACAS)

ACAS, the Advisory Conciliation and Arbitration Service, is an independent statutory body whose prime duty is to promote the improvement of industrial relations. It uses the general range of goods and services associated with an office-based environment.

The way in

Contact for suppliers' letters and enquiries:

Jane Bickerdike
Estates and Purchasing Manager
ACAS
Brandon House
180 Borough High Street
London SE1 1LW

Department for Environment, Food and Rural Affairs (DEFRA)

Through its network of purchasing staff in the core department and its Executive Agencies, DEFRA spends in the region of £400 million each year on a wide range of goods and services. The Procurement and Contracts Division, based in London, sets national agreements for the supply of many products and services. The goods and services purchased by the Department include advertising, facilities management, building management, research and development, consultancy, printing, agricultural machinery, animal foodstuffs, computer hardware and software, office machinery, office cleaning, furniture, protective clothing, laboratory consumables. Photographic equipment and consumables, telecommunications and veterinary products.

The way in

Suppliers wishing to sell to DEFRA should in the first instance write to request that their company be included on the list to receive the "Selling To DEFRA" booklet which will be published early in 2001, this will provide a wide range of useful contacts and other helpful guidance. Enquiries should be made to:

Mr Beha Houlousi
Procurement and Contracts Division
Department for Environment, Food and Rural Affairs
Room 821
19-29 Woburn Place
London WC1H 0LU

Biotechnology and Biological Sciences Research Council (BBSRC)

BBSRC is one of seven Research Councils responsible for funding a specific area of science carried out by research institutes and universities. Their purpose is to promote and support high quality basic, strategic and applied research and related post-graduate training relating to the understanding and exploitation of biological systems.

BBSRC supports a number of semi-autonomous institutes who generally let their own contracts although some activities are co-ordinated by central functions within the BBSRC.

The way in

Firms interested in supplying the BBSRC should contact:

Mr David Bullard
Procurement Section
BBSRC
Polaris House
Swindon SN2 1UH

British Library

The British Library provides, on a national scale, comprehensive reference, lending, bibliographic, patent and other services based on its vast collection of books, periodicals, manuscripts, maps, music scores, sound recordings, stamps, patents, pictures, papyri, letters, diaries and other materials.

The collections are held in Boston Spa, Nr Wetherby, West Yorkshire and in London – mainly in the new building at St Pancras.

Purchasing areas for the British Library are monographs and serials as well as stationery, office equipment, office furniture, computer hardware, software and consumables, building and services maintenance, cleaning, catering, consultancy and printing.

The way in

The Library has a centralised Contracts and Purchasing Unit which provides a service for all British Library locations both in London and Boston Spa. Interested suppliers should contact:

Contracts and Purchasing Unit
The British Library
Boston Spa
Wetherby LS23 7BQ

Tel: 01937 546000
e-mail: cpu-contracts@bl.uk
website: www.bl.uk

Cabinet Office

The Cabinet Office buys goods, equipment and services needed to run a modern office-based organisation. Purchasing is devolved within the central department to management unit level with each area responsible for purchasing as required to meet its own business objectives. Some of the key areas include:

Cabinet Office

- **information technology** – including personal computer and server hardware, software and peripherals; infrastructure cabling and associated network equipment; consultancy services;
- **office stationery and non-IT equipment** – including fax machines, photocopiers and dictation machines;
- **property management services, building works, maintenance and furnishings** – including painting and decorating, minor building and demolition, joinery and electrical services, office and window cleaning, desks, chairs and non security cupboards;
- **Training and consultancy** – IT, diversity issues, financial audit and general management consultancy.

Executive Agencies

Government Car and Despatch Agency (GCDA)

The Government Car and Despatch Agency buys a variety of contracting services and administrative items, both for its own use and on behalf of clients. Services purchased include building repair and maintenance, canteen, security and cleaning services. Goods purchased include vehicles, vehicle maintenance equipment, office furniture and fittings, IT and telecomm equipment.

The way in

Contracts are normally let through competition. Contracts with a value above the relevant EC threshold are advertised in the Official Journal of the European Community. Other requirements may be advertised in 'Government Opportunities' and other publications.

Interested suppliers should send a catalogue giving information about their products or services, including a price list, to the relevant contact (see contact list) who will be able to provide further details of tendering procedures.

Cabinet Office

Information Technology and
Telecommunications

Mr R P Mean
Cabinet Office
ITTSB
Admiralty Arch
Room LG.7
The Mall
London SW1A 2WH

Office stationery and
Non-IT equipment

Contracts and Security Co-ordinator
Cabinet Office
IFD
Property Management and
Support Services
Room 178
Queen Anne's Chambers
28 Broadway
London SW1H 9JS

Property management services,
Building works and maintenance
Furnishings

Mr D Spencer
Head of Property
Management
Cabinet Office
Room 171
Queen Annes Chambers
28 Broadway
London SW1H 9JS

Other products and services

Mr A Timms
Procurement Advisor
Cabinet Office
Procurement Policy Unit
Room 409
Queen Anne's Chambers
28 Broadway
London SW1H 9JS

Government Car and Despatch Agency

Mr V Lammas
Government Car
Director of Personnel and Despatch Agency
46 Ponton Road
London SW8 5AX

Civil Service College Directorate (CMPS)

website address: www.cmps.gov.uk

Civil Service College has ceased to be an Executive Agency of the Cabinet Office and is now a Directorate within it.

The College provides training and related consultancy services to the public sector and outside organisations. Its main purchasing areas include information technology, facilities management related equipment and services – including audio visual equipment, educational supplies and consumables for residential facilities – library items such as books, periodicals and publications, and printing and publicity services.

Information technology	Mr I Hall)	
	Head of Information)	
	Systems Service)	
)	
Facilities management related equipment and services	Mr J Watt)	CMPS
	Head of Facilities)	Civil Service College
)	Services Directorate
Library items	Mr C Mallett)	Sunningdale Park
	Librarian)	Larch Avenue
)	Ascot
Printing and publicity services	Mr J Webb)	Berkshire SL5 0QE
	Head of Marketing)	
)	
Other products and services	Mr M Timmis)	
	Director of Finance)	
	and Facilities Service)	

Central Office of Information (COI)

COI is a Government Executive Agency, which provides publicity services to Government Departments and publicly funded organisations. As well as its London headquarters it has eight regional offices covering the whole of England.

COI's purchasing covers most publicity media, including advertising, direct marketing, market research, publications, films, exhibitions, conferences, promotions, journalism, photography and translations. COI is also active in developing the use of new media.

COI is one of the UK's largest advertisers and a major buyer in most media markets. Around 88% of COI's turnover is spent with outside suppliers and it has more than 5000 suppliers on its books. Of these the majority are small firms or individuals providing a wide range of publicity related services.

The way in

Each of COI's specialist areas carries out its own purchasing. In the first instance, enquiries should be addressed to:

Mr Tony Clark
Purchasing Officer
COI
Hercules Road Tel: 020 7261 8302
London SE1 7DU e-mail: tony.clark@coi.gsi.gov.uk

and these will be forwarded to the relevant specialist area within COI.

Council for the Central Laboratory of the Research Council (CCLRC)

CCLRC was established by Royal Charter on 1 April 1995 as an independent body in public ownership alongside the Research Councils. The Rutherford Appleton Laboratory at Chilton, its out-station at Chilbolton, Hampshire, and the Daresbury Laboratory near Warrington, Cheshire, are now managed as a single entity known as the Central Laboratory under the direction of the CCLRC.

The CCLRC's main function is the support of Research Council funded scientific, engineering and technology programmes. The facilities are used mainly by the UK academic research community but also by collaborators from overseas and by UK industrialists.

CCLRC spends about £50 million a year on a wide range of goods and services, including: engineering plant and equipment, building works and civil engineering, IT supplies and maintenance, software, scientific and electrical equipment, electronics, lasers, optics, gases, chemicals, office machinery, furniture, stationery, printing and publications, domestic and site services and consultancies.

The way in

Purchasing Group
CCLRC
Rutherford Appleton Laboratory
Chilton
Didcot
Oxfordshire OX11 0QX

Tel: 01235 445467
Fax: 01235 445794



The Court Service

The Court Service is responsible for the staffing and running of all the civil and criminal courts in England and Wales (except the Magistrates Courts – whose purchases are dealt with by local authorities). It purchases items including: stationery, office machinery and related supplies, office furniture, IT equipment and a wide range of services including some consultancy work.

The way in

Apply to:

Mr Colin Orchard
The Court Service
Procurement Unit
2nd Floor
Southside
105 Victoria Street
London SW1E 6QT

Tel: 020 7210 2266

Fax: 020 7210 2183

Crown Prosecution Service (CPS)

The Crown Prosecution Service (CPS) is responsible for the independent review and conduct of criminal proceedings instituted by police forces in England and Wales. It purchases supplies and services for the following requirements, IT services, building facilities services, telecommunications equipment and services, office furniture, stationery, print and office machinery.

The way in

Apply to:

Crown Prosecution Service
Departmental Procurement Unit
50 Ludgate Hill
London EC4M 7EX

Department for Culture Media and Sport

The Department for Culture, Media and Sport is responsible for Government policy on the arts, sport, the National lottery, libraries, museums and galleries, broadcasting, film, press freedom and regulations, heritage and tourism. Although the Department is small it also has responsibility for 1 Executive agency and a large number of sponsored bodies. Guidance on the work of the Department and its sponsored bodies is available on: www.culture.gov.uk or from the contact address below.

The Department has already outsourced the majority of its central support services, including its information technology requirements. Purchases of goods and other services are therefore limited to the relatively small needs of the core Department. To date contracts have ranged from consultancies (management, PR, reviews, recruitment), to works services for historic buildings and monuments for which the Department for Culture, Media and Sport has responsibility.

The way in

Contracts and purchasing is organised centrally within the core Department. Anyone wishing to supply the Department should write in the first instance to:

Procurement Team
Department for Culture, Media and Sport
Personnel and Central Services Division
2-4 Cockspur Street
London SW1Y 5DH

HM Customs and Excise

HM Customs and Excise has offices based throughout the United Kingdom. It is divided into 12 regional areas, which are known as Collections. There are also headquarters offices in London, Liverpool, Manchester and Southend.

PROCUREMENT AND CONTRACT MANAGEMENT ORGANISATION

Commercial Unit

The Customs and Excise Commercial Unit is a central body responsible for procurement and contract management policy, providing support and advice and undertaking major procurement projects.

Central Purchasers

In addition to projects undertaken by the Commercial Unit some larger value or more technically complex purchases, for example mainframe computers, vessels and major construction projects, are handled by specialised headquarters locations in conjunction with the Commercial Unit.

Local Purchasers

Local Managers in each of the 12 Collections have the authority to purchase the vast majority of their own goods and services. Whilst they use contracts which have been arranged centrally for many of their purchases, they sometimes buy more general items from local or regional suppliers.

Goods and Services

HM Customs and Excise purchases a whole range of general office supplies and services including office machines, stationery, printing and furniture. In addition to these, Customs and Excise also purchase more specialised goods and services which include uniforms, instruments and sampling equipment, marine fittings, and repair and maintenance services for both vessels and vehicles.

The way in

If you are interested in being a potential supplier to HM Customs and Excise, or wish to obtain more information about tendering for contracts, then please write to the following address and request a copy of the booklet 'Selling to HM Customs and Excise' - a guide for all potential suppliers:

HM Customs and Excise
Commercial Unit
Ralli Quays
Stanley Street
Salford M60 9LA

Tel: 0161 827 0267
Fax: 0161 827 0270

Welsh Historic Monuments (CADW)

DADW is an Executive Agency whose role is to protect, conserve and promote an appreciation of the built heritage of Wales.

DADW's areas of purchasing activity include specialist conservation of ancient and historic buildings, general construction work (main and sub-contract), small plant, maintenance services, consultancy services for general conservation work, art quality, print, exhibition design, cleaning services, grounds maintenance and landscaping.

The way in

Contact the procurement section at the following address:

Procurement Section
CADW: Welsh Historic Monuments
Crown Building
Cathays Park
Cardiff CF1 3NQ

Tel: 029 2082 6595

Fax: 029 2082 6375

e-mail: adrian.hobson@wales.gsi.gov.uk

Interested suppliers should arrange to provide full details of their company's capabilities and complete a supplier appraisal questionnaire.

Ministry of Defence (MoD)

Every Year the MoD spends around £9 billion on a vast range of goods and services. But although we are big we are not out of reach. We buy from multinationals, but we also buy from smaller companies as well.

Although MoD deals with many companies directly, much of that business is carried out by sub-contractors at various tiers. So if you are in business you may wish to consider the defence market as a customer.

As part of the Smart Acquisition initiative, the MoD is reducing the number of direct suppliers in the general stores area through aggregation and rationalisation of requirements. There will be the same volume of business available to companies previously involved in the supply of items in this commodity range, but they will need to establish new relationships with Industrial Prime Vendors (IPVs) rather than with the MoD directly.

The way in

The Defence Suppliers Service is able to provide information about becoming a supplier to the MoD, either through direct headquarters contracts, local purchase orders or sub-contracts from major defence prime contractors. Our information brochure "Selling to the Ministry of Defence", provides information and guidance regarding supplying the MoD and is available from the address below or from our website:

Defence Suppliers Service
Maple 2a # 22
Ministry of Defence
Abbey Wood
Bristol BS34 8JH

Tel: 0117 91 32843 / 32844 / 32832

Fax: 0117 91 32934

E-mail: DCP-DSS@dpa.mod.uk
DCP-DSS1@dpa.mod.uk
DCP-23b@dpa.mod.uk

Website: www.dgcom.mod.uk/dgcom/dss

Department for Education and Skills (DfES)

The Department for Education and Skills operates from four major sites at Sheffield, Darlington, Runcorn and London. Commodity-based teams do most of the purchasing, which consists of the usual spread of office equipment and services. The DfES has no special requirements. Businesses who wish to introduce themselves to the DfES should either:

- i Send details of their business to:

DfES
Central Procurement Policy Team
Room W1134
Moorfoot
Sheffield S1 4PQ

- ii Or phone CPPT on 0114 259 3166.

The CPPT will then either pass your details, or transfer your call, to the correct buying team.

- iii Or access the 'Selling to DfES' website at: www.dfes.gov.uk/procurement/default4.htm for specific details on who to contact in DfES.

Employment Service (ES)

The Employment Service (ES) aims to promote a competitive, efficient and flexible labour market by helping unemployed people into work, especially those who are disadvantaged, and by paying benefits and allowances to those who are entitled to them. Purchasing areas include all estates-related goods and services including security, catering, stationery, print procurement, building maintenance, computer consumables and office furniture generally via national and regional means. This excludes IT services and human resource services, which are provided to ES under partnership contracts.

ES also contracts with a range of organisations to establish the needs of unemployed clients and the labour market, tailoring provision to meet these needs. Given the requirement for a local flavour for much of this provision, it is often the case that these organisations subcontract delivery of such provision.

The way in

Goods and services will normally be acquired from suitable suppliers after competitive procedures. National Contracts are arranged by Head Office teams and ordered regionally as the budgets are held within individual regions.

Regional Teams and teams in Scotland and Wales, are also responsible for letting and managing a number of other contracts solely within their region.

General Goods/Services

Head of Estates and National Contracts Division
Nelson House
17-21 Furnival Gate
Sheffield S1 4QR

Client Services

Head of Jobseeker Mainstream Services
Level 1, Mayfield Court
56 West Street
Sheffield S1 4EP

Website: www.employmentservice.gov.uk

Engineering and Physical Sciences Research Council (EPSRC)

The EPSRC is a non departmental public body, which exists to support UK science. There are a number of opportunities for small business, in particular computer hardware, software and consumables, consultancy services, office furniture and stationery.

The way in

The Head of Procurement
EPSRC
Polaris House
North Star Avenue
Swindon SN2 1ET

Department for Transport, Local Government and The Regions (DTLR)

The Department for Transport, Local Government and the Regions (DTLR) including its ten Executive Agencies, purchases a wide range of goods and services. Main purchasing areas include research and consultancy contracts, IT and office machinery, printing, stationery, furniture and property maintenance. Purchasing is normally undertaken by specialist procurement units within DTLR (Central), each of the Government Offices for the Regions and each of the nine Executive Agencies. Contracts and framework arrangements are awarded through competition unless there are exceptional circumstances that justify single tender action.

The way in

Write to:

Colin Lake
Procurement Services Division
Department for Transport, Local Government and the Regions
D Floor
Ashdown House
Sedlescombe Road North
St Leonards-on-Sea TN37 7GA

Tel: 01424 458484

website address: www.dtlr.gov.uk/about

Colin will direct you to a procurement unit relevant to your enquiry or arrange for details to be sent to you.

Export Credits Guarantee Department (ECGD)

ECGD is a small Government Department, with offices located in both London and Cardiff.

The Department purchases a range of goods and services which includes audio-visual equipment, building maintenance, catering services, cleaning services, communications equipment, computer hardware, software and consumables, consultancy services, office furniture and furnishings, printing (including print publicity), publications, stationery, telecommunications equipment and services and uniforms.

Contracts for goods are usually placed as a result of a competitive tendering process.

The way in

A W Parker
Director of Purchasing
ECGD
PO Box 2200
2 Exchange Tower
Harbour Exchange Square
London E14 9GS

Tel: 020 7512 7171

Fax: 020 7512 7649

General telephone enquiries about ECGD's procurement can be made to either Miss J M Lewis (tel: 020 7512 7137) or Mrs P. Dainton (tel: 020 7512 7228).



Foreign and Commonwealth Office (FCO)

Purchasing policy is co-ordinated by the Directorate of Purchasing in central London. The principal purchasing departments are located in Croydon and Milton Keynes.

The way in

General enquiries about procurement issues should be directed to:

Purchasing Directorate
FCO
Room 1/116, OAB
London SW1A 2AF

Tel: 020 7008 0931
Fax: 020 7008 0926

Otherwise companies interested in supplying the FCO should contact:

Estate Procurement
FCO Services
Apollo House
Wellesley Road
Croydon
Surrey CR9 3RR

or

Purchasing Services
FCO Services
Hanslope Park
Hanslope
Milton Keynes
Buckinghamshire MK19 7BH

Tel: 020 8760 8551
Fax: 020 8686 6819

Tel: 01908 515891/5947
Fax: 01908 515863

Department of Health

The Department headquarters is based in London with the National Health Service Executive (NHSE) located in Leeds.

The Department purchases a variety of goods and services mostly by competitive tender.

The way in

The Procurement Policy and Advisory Unit promotes purchasing as a functional specialism, advising and assisting colleagues through effective procurement exercises.

Anyone wishing to supply the Department should write in the first instance to:

Department of Health
Procurement Policy and Advisory Unit
Room 152C
80 London Road
London SE1 6LH

Tel: 020 7972 2000 (switchboard)
Or visit the website: www.doh.gov.uk/purchasing

Health and Safety Executive (HSE)

The aim of the Health and Safety Executive (HSE) is to ensure that risks to people's health and safety from work activities are properly controlled. HSE enforces the Health and Safety at Work Act 1974 and related legislation in mines, offshore installations, nuclear establishments, farms, railways and other industrial establishments.

HSE purchase a wide range of goods and services including furniture, office consumables and office machinery; information technology equipment, scientific equipment and services.

The way in

Enquiries about providing goods or services to HSE should be addressed to:

Mr Peter Benger
Health and Safety Executive
Purchasing and Supply
Room 506
St Hugh's House
Trinity Road
Bootle
Merseyside L20 3QY

Tel: 0151 951 4081

Fax: 0151 951 4291

Home Office

The Home Office and its Agencies spend over £500 million per annum on a wide range of goods, services and works. It has a number of specialist procurement units who purchase items including office machinery and equipment, IT systems, scientific and laboratory equipment, construction, maintenance and consultancy services. There are also more than 150 establishments throughout England and Wales with powers to meet some of their needs locally, such as prisons and police training centres.

The way in

The Home Office has produced a booklet for potential new suppliers called "A Suppliers Guide". Copies of this or any further information about supplying the Home Office can be obtained from:

Mr Hassan Hassan
Room 963
Home Office Procurement Unit
50 Queen Anne's Gate
London SW1H 9AT

Tel: 020 7273 3321

Fax: 020 7273 2404

Inland Revenue

There are several opportunities for businesses to tender for contracts for goods and services with the Inland Revenue. However, whilst some small contracts may be at a local level, the vast majority of significant value are now on centrally negotiated framework agreements. These include printing, information technology equipment, stationery and office consumables, office furniture and equipment, consultancy, hotel and conference accommodation and vehicle hire. The Department also tenders for a wide range of facilities management related services such as cleaning, catering, security and estate management on a regional basis. Private Finance Initiative (PFI) contracts are also being let for major projects.

Inland Revenue contracts are awarded after competitive tender procedures and the Department does not maintain a list of potential/approved suppliers from which it exclusively invites tenders. Purchasing budgets are held by local offices, although the budget for cars is held centrally.

The way in

Goods and services, excluding facilities management and PFI

Inland Revenue
Corporate Procurement Unit (CPU)
Block 1, Government Buildings
Kingston By Pass Road
Surbiton
Surrey KT6 5QR

Enquiries to CPU Help Desk tel: 020 8268 4321

Facilities Management and PFI

Inland Revenue
Business Services – PPSU
Ferrers House
PO Box 38
Castle Meadow Road
Nottingham NG2 1BB

Enquiries to Robin Davey tel: 0115 974 0407

IT Products

Inland Revenue
Business Service – Commercial Management
1st Floor, Spur B
South West Wing
Bush House
Strand
London WC2B 4RD

Enquiries to Paul Peck tel: 020 7438 7233

Telecomms (voice) and telephony Product Services

Inland Revenue
Business Services
1st Floor, Spur C
South West Wing
Bush House
Strand
London WC2B 4RD

Enquiries to George Tsigarides tel: 020 7438 7828

Transport and Travel

Inland Revenue
Departmental Transport and Travel Unit (DTTU)
Berkley House
PO Box 20
Castle Meadow Road
Nottingham NG2 1BA

Enquiries to Lew Stockwell tel: 0115 974 0711

National Insurance Contributions Office
Procurement Services
Dunstan House,
Benton Park Rd
Longbenton
Newcastle upon Tyne NE98 1ZZ

Kevin Raeburn: 0191 225 7555
David Blackburn: 0191 225 7062
(Contract and Procurement Managers)

David Armstrong: 0191 225 3932
(Contract and Procurement Officer)

Department for International Development

The Department for International Development finances substantial purchases of goods and associated services for the benefit of developing countries, in all fields except military equipment, luxury goods or tobacco related products. Procurement is normally undertaken by the Department's registered agents.

The Department for International Development registered general procurement agents are:

Crown Agents
St Nicholas House
St Nicholas Road
Sutton SM1 1EL

Tel: 020 8643 3311
Fax: 020 8643 8232

Website: www.crownagents.com

SWK Limited
Scott House
Basing View
Basingstoke RG21 4JG

Tel: 01256 461161
Fax: 01256 460582

Charles Kendall and Partners
7 Albert Court
Prince Consort Road
London SW7 2BJ

Tel: 020 7591 4931
Fax: 020 7584 1393

e-mail: jpovey@charleskendall.com
Website: www.charleskendall.com

MKT (Systems) Ltd
International House
174 Three Bridges Road
Crawley
West Sussex RH10 1LE

Tel: 01293 514263
Fax: 01293 560968

International Procurement Agency (IPA)
PO Box 190
1400 AD Bussum
Netherlands

Tel: +31 35 6915077
Fax: +31 35 6936016
e-mail: info@ipa-bv.nl

The way in

Direct contact with the registered procurement agents.

Further information can be obtained from:

Anne Macfie – Policy and Procurement Unit
Department for International Development
Abercrombie House, Eaglesham Road
East Kilbride
Glasgow G75 8EA

Tel: 01355 84 4000
Fax: 01355 84 3499

Intervention Board

The Intervention Board is a Government Department, and since April 1990, a Next Steps Agency. It was set up in 1972 to administer the European Community Common Agricultural Policy (CAP). The Board implements EC legislation, which regulates the market for many agricultural products and foodstuffs, and provides support to UK Agriculture. The nature of the work currently involves expenditure of around £200 million a year on a wide range of goods and services including processing and storage facilities for agricultural products and foodstuffs and general requirements such as information technology, cleaning, printing, office machinery, stationery and furniture.

The way in

Goods and services:

Intervention Board
PO Box 69
Reading RG1 3YD

Tel: 0118 968 7117

e-mail: pss.ib.kh@gtnet.gov.uk

HM Land Registry

HM Land Registry is a self-financing Executive Agency whose function is to record details of all land transactions in England and Wales. The Agency has an administrative headquarters at Lincoln's Inn Fields in London and twenty four Regional District Land Registry offices in England and Wales. The Land Charges Department and the Agency Data Centre are located in Plymouth. All locations have devolved responsibility for the procurement of a wide range of goods and services. The Purchasing and Supply Unit, based in the Registry's London headquarters, arranges central contracts and agreements for the supply of goods and services which are required nationally, e.g. postal and carrier services, vehicles, office machinery and consumables, furniture, fixtures and fittings and certain types of consultancy, together with local contracts for cleaning, security and child care. Contracts are placed by competitive tendering and many will be suitable for small businesses.

The Purchasing and Supply Unit also provides policy advice and administrative support for contracts of high value or unusual complexity. IT procurement is carried out by the Registry's Computer Services Division based in Plymouth.

The way in

General Procurement

Purchasing and Supply Unit
Room 023
HM Land Registry
Lincoln's Inn Field
London
WC2A 3PH

Tel: 020 7917 888

Information Technology

IT Procurement Manager
HM Land Registry
Computer Services Division
Drakes Hill Court
Burrington Way
Plymouth PL5 3LP

Tel: 01752 635 600

Metropolitan Police Service

The Metropolitan Police Service spends in the order of £397 million on goods, services, land and buildings per annum and there is scope for firms of all sizes to enter into the tendering process.

The way in

Firms interested in contracting with the Metropolitan Police Service should either email:

dpcs.metpol@gtnet.gov.uk

or contact:

General Procurement

Ms Lorna Ewins
Deputy Director of Procurement Services
Metropolitan Police Service
Cobalt Square
1 South Lambeth Road
London SW8 1SU

Information Technology

Mr Kim Webb
Deputy Director of Procurement Services
Metropolitan Police Service
Cobalt Square
1 South Lambeth Road
London SW8 1SU

National Savings

National Savings comprises a small headquarters and marketing operation in London (about 120 staff). From 1 April 1999, the former operating divisions based in Blackpool, Glasgow and Durham were outsourced to Siemens Business Services and are no longer affiliated to the London Agency.

The Agency buys a variety of goods and services ranging from motor cycle courier services to computer consumables. It also has significant requirements for stationery items, including envelopes and paper.

National Savings places a substantial number of small value orders and there are opportunities for small suppliers to meet these requirements.

The way in

The Sourcing Directorate is responsible for National Savings' purchasing and supply policy. Suppliers wishing to sell products or services to National Savings should contact:

Mr Chris Wood
Sourcing Directorate
5th Floor, 'L' Wing
National Savings
Charles House
375 Kensington High Street
London W14 8SD

Tel: 020 7348 9501
Fax: 020 7348 9687

Internet Address: purchasing.ns.london@gtnet.gov.uk

National Savings also produces a handout sheet "Suppliers Guide for Selling to National Savings". Copies are available from the above address.

Natural Environment Research Council

The Natural Environment Research Council's institutions cover scientific research in a large variety of scientific disciplines, from research in the Antarctic (British Antarctic Survey) to research of the deep oceans (Southampton Oceanographic Centre).

A large range of goods and services are therefore required, broadly in the following areas: office machinery, stationery and furniture; scientific equipment and supplies; capital equipment; services including cleaning, plant and machinery maintenance, security catering etc.; computing equipment and recurrent supplies.

The way in

Procurement is undertaken by competitive tendering and enquiries about procurement procedures should be addressed to:

Mr P D Brown
Chief Purchasing Officer
Natural Environment Research Council
Polaris House
North Star Avenue
Swindon SN2 1EU

Office of Government Commerce

The role of OGC is outlined within the document itself. OGC was set up in April 2000 with the overall aim of improving Government's commercial performance, and incorporates the Central Computer and Telecommunications Agency (CCTA) and Property Advisers to the Civil Estate (PACE). The Buying Agency and the catalogues within CCTA now form OGCbuying.solutions which has a separate entry below. OGC has recognised from the start the need for government to build on relationships with our existing suppliers, and to encourage more suppliers to compete for contracts. A Supplier Management team has been formed to take this forward. If you have any queries about the work of this team visit the website (www.ogc.gov.uk), contact the OGC service desk:

Tel: 0845 000 4 999

Email: Service.Desk@ogc.gsi.gov.uk

or contact:

David Gigg

Director of Supplier Management

OGC

Alexandra House

Lawnswood Park

Leeds LS16 6QY

Tel: 07973 285 203

Email: david.gigg@ogc.gsi.gov.uk

The way in

OGC buys goods, equipment and services needed to run its offices in several locations. To find out more about OGC's internal requirements contact:

Mary Westrup

OGC

Rosebery Court

St Andrews Business Park

Norwich NR7 0HS

Tel: 01603 704759

Email: mary.westrup@ogc.gsi.gov.uk

OGCbuying.solutions

You will find a section on OGCbuying.solutions in the body text of this publication. It is an executive agency of OGC and provides a range of procurement services for the public sector in categories which include IT, telecomms, buildings, office interiors, catering and healthcare, hygiene and safety equipment.

The way in

To find out more contact the Procurement Advice Team:

Royal Liver Building
Pier Head
Liverpool L3 1PE

Tel: 0151 224 2242 (2243)

Website: www.ogcbuyingsolutions.gov.uk

The Office for National Statistics (ONS)

The Office for National Statistics provides a comprehensive range of official statistics and information on economy, society, business, population, the labour market, regions and health.

A central unit, based at Newport, is responsible for meeting the procurement needs of the department's five main sites at Newport, Titchfield, London, Southport and Runcorn. The unit places a wide variety of contracts covering the whole range of IT and non-IT goods and services including: IT Supplies and maintenance, software, office machinery, office services, stationery and printing, consultancies, statistical surveys etc.

The way in

Mr Gerald Kirby
Procurement Unit
Office for National Statistics
Government Buildings
Cardiff Road
Newport
Gwent NP9 1XG

Tel: 01633 813257

Fax: 01633 813358

e-mail: gerald.kirby@ons.gov.uk

website: www.statistics.gov.uk

The Publication 'Guide to Selling to ONS' is accessible on the website and from the above address.

Office of Water Services (OFWAT)

OFWAT purchases a wide range of goods and services. These range from office cleaning, furniture, stationery, printing and office machinery; to information technology, business travel, courier services and consultancy services.

Many orders are of small value and there are opportunities for small suppliers to meet these requirements.

The way in

Suppliers wishing to sell products or services to OFWAT should contact:

John Thompson
Office of Water Services
Centre City Tower
7 Hill Street
Birmingham B5 4UA
Tel: 0121 625 1347

Ordnance Survey

Ordnance Survey as the National Mapping Agency, is responsible for the official survey and mapping of Great Britain and provides topographical data, maps and services to meet the needs for a wide range of customers.

Ordnance Survey buys a wide variety of goods, materials and services ranging from general office and IT equipment to specialist surveying and map production items.

The way in

Procurement Helpdesk
Procurement and Supplies
Ordnance Survey
Romsey Road
Southampton SO16 4GU

Tel: 023 8079 2018
e-mail: ProcurementHelpdesk@ordsvy.gov.uk

Ordnance Survey also produce a booklet called "Ordnance Survey – Suppliers Guide" for interested suppliers. Copies are available from the above address.

UK Passport Agency

The UK Passport Agency is responsible for the issuing of passports, and visas and provides other related services for British nationals in the United Kingdom.

As well as purchasing items for an office environment such as stationery, office machinery and related supplies, IT equipment and office furniture there are also a number of specific items which the Agency requires. These items include security printing, design, corporate clothing and Agency specific stationery and printing.

The way in

Firms interested in supplying the Passport Agency should contact:

United Kingdom Passport Agency
Procurement Unit
Room 315, Clive House
70-78 Petty France
London SW1H 9HD

Public Record Office (Pro)

The Public Record Office (PRO) is entrusted with the custody of the core of the national archival heritage, that is those records of central Government and the courts from Domesday (1086) to the present day, which have been selected for permanent preservation.

The PRO purchases a wide range of goods and services, from stationery, furniture and office equipment to specialised reprographic and conservation equipment and consumables.

The way in

The PRO operates a delegated purchasing system. Companies interested in supplying the PRO should contact the Purchasing Manager, who will pass letters on to the appropriate section for future reference. The Purchasing Manager can be contacted at:

Purchasing Manager
Public Record Office
Kew
Surrey TW9 4DU

Royal Mint

As the Royal Mint is basically a single factory it needs a good deal of specialist products. It is potentially a good customer for small firms. When tendering for contracts it is worth bearing in mind the particularly high standard of work required by the Royal Mint. The Mint's main purchasing areas include precious and base metals, machinery and tools, scientific equipment, chemicals and packaging.

The way in

In writing to:

The Purchasing Manager
The Royal Mint
Llantrisant
Pontyclun
Mid Glamorgan CF72 8YT

or telephone Nigel Thomas on 01443 623031 or Trevor Pritchard on 01443 623043 or Alun Jones-Evans on 01443 623 041.

Department for Work and Pensions (DWP)

DWP business is split into discrete agencies with a small central headquarters. Procurement in the DWP is carried out by a centralised supply operations unit.

The way in

Most of the supply requirements of the DWP are advertised in the Official Journal of the European community, the national press and trade journals. You can also seek further information from the respective agencies, as detailed below.

Head of Supply Operations
Department for Work and Pensions
Ground Floor East
1 Trevelyan Square
Boar Lane
Leeds LS1 6EB

Richard Berry
Department for Work and Pensions
Supply Policy and Assurance
Quarry House
Quarry Hill
Leeds LS2 7UA

or e-mail: Richard.Berry@dwp.gsi.gov.uk

Department of Trade and Industry (DTI)

DTI operates a devolved budgeting system which delegates purchasing authority to managers so that they can purchase direct from suppliers. However, in headquarters a number of goods and services are either purchased centrally, or through centrally let call-off arrangements, or under PFI deals (eg IT services). Executive agencies have their own purchasing arrangements. Contracts are generally placed following competitive tendering.

The DTI Procurement Webpage, within the DTI Website at: www2.dti.gov.uk/about/procurement. This contains information on 'Doing Business with the DTI'.

The way in

In headquarters, the contacts for the following centrally managed goods and services are given below:

Facilities Management Assistant Director Facilities Management EFM Bay 834 Department of Trade and Industry 96 Victoria Street London SW1E 5JL Tel: 020 7215 2209	IT Goods and Services Mr Chris Bowen IMPE 514 Department Trade and Industry 151 Buckingham Palace Road London SW1W 9SS Tel: 020 7215 3760
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Publications

Mr Brian Morgan
Publicity and Internal Communications Directorate
765
Department of Trade and Industry
1 Victoria Street
London SW1 0ET
Tel: 020 7215 5072

For other goods and services in headquarters, information will be passed on to potential users and in the first instance firms should contact:

Mr Martin Bennett
Procurement Standards Unit
Department of Trade and Industry
353
1 Victoria Street
London SW1H 0ET
Tel: 020 7215 5742

Firms interested in supplying Executive Agencies should contact:

Companies House

Mrs Sara Ball
Room G.41
Companies House
Crown Way
Cardiff CF14 3UZ

Tel: 02920 380313
Fax: 02920 380566
e-mail: don.rushforth@insolvency.gsi.gov.uk
website: <http://www.insolvency.gov.uk/>

Insolvency Service

Mr Don Rushforth
Room 313
Insolvency Service
21 Bloomsbury Street
London WC1B 3QW

Tel: 020 7291 6755
Fax: 020 7291 6764

Patent Office

Mr Neil Regan
Patent Office
Room G.B56
Concept House
Cardiff Road
Newport NP10 8QQ

Tel: 01633 814 880
Fax: 01633 814 711
Website: www.radio.gov.uk
www.dti.gov.uk

Radiocommunications Agency

Mr David Rickard
Radiocommunications Agency
Wyndham House
189 Marsh Wall
London
E14 9SX

Tel: 020 7211 0406
Fax: 020 7211 0413

Employment Tribunals Service

Mr Roy Dowell
2nd Floor, Caradog House
1-6 St Andrews Place
Cardiff
CF10 3BE

Tel: 029 203 94991
Fax: 029 203 59038

National Weights and Measures

Laboratory
Mr Elwyn Williams
Finance, Procurement Facilities Manager
Stanton Avenue
Teddington
Middlesex TW11 0JZ

Tel: 020 8943 7275
Fax: 020 8943 7270

Small Business Service

Mrs T Shah
The Accountant
Room 4107
1 Victoria Street
London SW1H 0ET

Tel: 020 7215 5351
Fax: 0207215 3812

HM Treasury

Treasury has a central purchasing unit that it is responsible for all the goods and services purchased by the Department. Service requirements include cleaning, electricity, travel and consultancies of all types. Goods requirements range from stationery to computer networks.

The way in

Procurement Unit for Treasury
HM Treasury
4th Floor
Allington Towers
19 Allington Street
London SW1E 5EB

Companies interested in working with the Treasury should in the first instance contact Caroline Auger on 020 7270 1304 and/or fax 020 7270 1305.

The Treasury Solicitor

The Treasury Solicitor's Department provides litigation and advisory legal services to other Government departments. It purchases the usual range of office equipment and stationery, as well as IT equipment for use in its business. Quotes are obtained for small purchases, and formal tender procedures are applied to larger procurements.

The way in

For office equipment suppliers should contact:

Office Services Branch
The Treasury Solicitor's Department
Queen Anne's Chambers
28 Broadway
London SW1H 9JS
Tel: 020 7210 3082

For computer equipment suppliers should contact:

Information System Procurement
The Treasury Solicitor's Department
Queen Anne's Chambers
28 Broadway
London SW1H 9JS

Northern Ireland

The Government Purchasing Agency is an Executive Agency within the Department of Finance and Personnel. It provides a professional, procurement service for Northern Ireland Departments and for an increasing number of the Public Sector organisations. Its core business is to establish on behalf of customers, effective contracts for the procurement of goods and services to provide advice and support to enable them to achieve value for money improvements in procurement.

The way in

The Agency produces a simple guide for suppliers called "Selling to the Public Sector in Northern Ireland", detailing both purchasing areas and contact details. Copies are available from the following address:

Government Purchasing Agency
Rosepark House
Upper Newtownards Road
Belfast BT4 3NR

Tel: 028 9052 6546

Fax: 028 9052 6440

Website address: <http://www.gpa-ni.gov.uk>

The Scottish Executive

The Scottish Executive consists of 6 main Departments plus the support functions of Corporate Services, Finance and the Executive Secretariat as well as a number of Agencies and associated departments.

A wide range of goods and services are purchased, including those normally required by most large organisations, such as stationery, printing, advertising, cleaning, catering, furniture, equipment, IT, telecommunications, maintenance, consultancy, training etc. Given the very wide-ranging role and responsibilities of the Executive, it also has a large number of specialised requirements, such as laboratory equipment, research services, uniforms etc.

The way in

Those interested in selling to the Executive are encouraged to visit its procurement website,

<http://www.scotland.gov.uk/procurement/form.asp>

This site contains guidance for those wishing to sell to the executive; details of goods and services procured and a business enquiry facility to enable companies to record their details for potential purchasers.

National Assembly for Wales

To facilitate our administrative functions, the National Assembly procures a wide range of goods and services valued at more than £20 million per annum. In addition during 1996/97 the Department spent £163 million building and maintaining trunk roads and motorways in Wales.

The way in

Enquiries about the National Assembly for Wales purchasing practices and those relating to central goods and services should contact:

Mr Mark Elias
National Assembly for Wales
Procurement Unit
Cathays Park
Cardiff CF10 3NQ Tel: 02920 823885

Companies who wish to be considered for inclusion in the tendering process for other goods and services should write to the appropriate address below:

Roads

Mr T J Britton
National Assembly for Wales
Contracts Section
Roads Administration Division
1 Cathays Park
Cardiff CF10 3NQ

Agriculture

National Assembly for Wales
Senior Executive Officer
Crown Buildings
Cathays Park
Cardiff CF10 3NQ

National Health Service (NHS)

NHS Purchasing and Supply Agency

The NHS Purchasing and Supply Agency is an executive agency of the Department of Health, established on 1 April 2000. The agency was formed as a result of recommendations contained in the Cabinet Office Review of NHS Procurement – a review that also led to the formation of the NHS Logistics Authority. These two new organisations replace the Special Health Authority NHS Supplies.

Purchasing role

The NHS Purchasing and Supply Agency negotiates contracts and purchasing arrangements that can be accessed by the whole of the health service in England. These contracts are organised in two ways:

- trusts can buy goods and services directly from suppliers under 'call off' contracts. The current total value of these contracts is £12.8 billion
- goods are bought by NHS Logistics and stored in its network of 12 warehouses across the country. NHS Logistics then sells these goods on to NHS organisations, having broken bulk deliveries from suppliers into the quantities that they require. These sales currently total £0.5 billion a year.



continues to receive the best value for money possible is a commitment to manage the supplier base effectively so that the market place remains dynamic and buoyant. This may involve introducing competition to certain markets, identifying new products and suppliers, monitoring quality, ensuring continuity of supply and negotiating the best possible terms.

Helping small businesses

A significant number of small or medium sized enterprises (SMEs) already supply their goods and services to the NHS via NHS Purchasing and Supply Agency contracts. However, as part of the Agency's efforts to encourage competition – and ensure that the market place is accessible to all suppliers – it is committed to providing specific help and support to SMEs and new businesses. To ensure that enquiries from small businesses are dealt with promptly the Agency has appointed a small business co-ordinator:

Andrea Dexter
NHS Purchasing and Supply Agency
Premier House
60 Caversham Road
Reading RG1 7EB

Tel: 0118 980 8841 Fax: 0118 980 8653 Email: andrea.dexter@doh.gsi.gov.uk

The Agency also produces a regularly updated booklet aimed at helping suppliers to understand how the organisation operates and also to provide details of key contacts within the organisation. Copies of this booklet are available from:

Annie Anley
NHS Purchasing and Supply Agency
Premier House
60 Caversham Road
Reading RG1 7EB

Tel: 0118 980 8610 Fax: 0118 980 8653 Email: ann.anley@doh.gsi.gov.uk

The Agency also has a website which can be viewed at www.pasa.doh.gov.uk

Introduction

The supplies function in the National Health Service in Scotland (NHSiS) is organised on two levels;

- National – Scottish Healthcare Supplies
- Local – 28 Trusts along with 15 Health Boards.

The four UK health agencies are standalone entities, but liaison does take place in relation to strategic issues of mutual interest.

In Scotland from 1 July 1999 we will also have our own Parliament with devolved responsibility for health matters.

Organisation of SHS (National)

The Common Services Agency (CSA) of which Scottish Healthcare Supplies is part was formed in 1974 to provide “common services” across the NHSiS.

SHS has three branches;

- Contracting Services Branch (CSB)
- Equipping and Technical (ETB)
- Business Services Group (BSG) (Provides back up in IT, quality, finance, human resources and office services)

CSB

The main contracting areas are;

- Hotel Services
- Energy Services
- Works Services
- Office Services
- Transport Services
- Pharmaceutical Products
- Medical Consumables
- Surgical Products and Materials
- Services for Disabled People
- ETB Contracting – IT hardware and software along with other medical equipment

For further information please contact the Assistance Director John Cowie on 0131 551 8118.

ETB

The main activity areas are;

- Equipping health premises – major hospitals, clinics, health centres – both new and refurbishments
- Provide design and engineering services related to medical and scientific equipment
- Conduct investigations into hazards and defects in medical, scientific or allied equipment (within the NHSiS or externally as required by the Crown Office for Fatal Accident Inquiries)
- Test and certify sterilisers and provide 'Authorised Engineer' services
- Manage the installation of Oxygen Concentrators in patient' homes and the reimbursement of patient' operating costs
- Other services such as Energy Bureau and Environmental Monitoring.

For further information please contact the Assistant Director Miles Moorhouse on 0131 551 8278.

Organisation of Trusts (Local)

Supplies arrangements at Trusts fall into two broad categories. Some Trusts have chosen to have their own dedicated supplies organisations but others share a supplies service with neighbouring Trusts. Whatever the arrangements the objective is for local and central procurement to complement each other.

The 28 Trusts currently utilise four models to "deliver the goods";

- 1 Trust store on site.
- 2 Third party off site store.
- 3 Wholesaler direct deliveries (for specific products).
- 4 A mix of 1 and 3.

Experience across Scotland to date shows that model one is widely utilised, in some cases serving the needs of several Trusts. We ensure that all our National Contracts make provision for the above models, to facilitate any method of delivery for customers.

SMEs

We are always willing to discuss our business needs and establish better ways of serving our customers in Scotland so please get in touch.

The way in

S P Atherton
Director
Scottish Healthcare Supplies
Trinity Park House
South Trinity Road
Edinburgh EH5 3SH

Tel: 0131 551 8178
Fax: 0131 559 3918

Welsh Health Supplies (WHS)

Welsh Health Supplies has the remit to negotiate contracts for the NHS in Wales that maximise the purchasing power of its constituent Trust. These contracts are call off arrangements and any purchasing is done direct by each Trust in Wales. The main commodity purchasing areas are foodstuffs and provisions, textiles and uniforms, medical and surgical products, drugs, energy and utilities, IT systems and services, radiological equipment and building, engineering and electrical equipment.

In addition, WHS holds detailed lists of NHS Trust contacts in Wales which may be of interest to Suppliers as additional sources of potential business.

The way in

Company's interested in supplying the WHS should access the website at: www.whs.wales.nhs.uk
– Within the site, suppliers can access our Contract Programme and they can also apply for inclusion on Selected Lists of Tenderers via our Supplier Application Form process available on line.

Or

They should write formally enclosing as much detail as possible to:

The Director
Welsh Health Supplies
PO Box 183
Bevan House
Lambourne Crescent
Llanishen
Cardiff CF4 5GT

Tel: 01222 315500
Fax: 01222 315452

Higher Education Institutions

The institutions which make up the higher education and research communities within the UK spend in excess of £4 billion annually on goods and services. Their purchasing areas are many and varied and include audio visual services, biochemicals, vehicles, janitorial services, gases, energy, catering supplies and services, office supplies and stationery, health and safety equipment, capital projects and equipment, building materials and services, computing consumables and services, legal services, maintenance services, telecommunications, laboratory supplies and insurance.

In 1996 the Committee of Vice-Chancellors and principals (CVCP), the Standing Conference of Principals (SCOP), the Committee of Scottish Higher Education Principals (COSHEP), together with the three higher education funding councils, reviewed their respective activities in promoting good procurement practices in higher education institutions. They concluded that their activities in the field of purchasing should be brought together into one joint strategy under the control of a steering group – the Joint Procurement Policy and Strategy Group (JPPSG).

The way in

JPPSG publishes a directory of purchasing contacts throughout UK higher education.

The directory (costing £25) is available from:

JPPSG

University of Glasgow
George Service House
University Gardens
Glasgow G12 8QH

Telephone: 0141 330 3151

Fax: 0141 330 3189

Website: <http://www.jppsg.ac.uk>

Local Authorities

Local Authorities buy a wide range of goods and services. They make their own decisions on the way they invite tenders and award their procurement contracts, subject to the law and financial propriety, and in accordance with their own standing orders which are made under Section 135 of the Local Government Act 1972.

In awarding contracts, Authorities must comply with the European Public Procurement Rules (detailed earlier in this booklet) and also with UK legislation which includes the Best Value legislation laid down by Part I of the Local Government Act 1999.

Under Best Value, which came into force on 1 April 2000, Local Authorities are required to make arrangements to secure continuous improvements to all local services, having regard to a combination of economy, efficiency and effectiveness. All services have to be fundamentally reviewed over a 5 year period usually starting with the poorest performers. Performance Indicators and targets for improvement will be set and published in Annual Best Value Performance Plans. These will be inspected by external auditors and the Secretary of State has powers to intervene in situations where Authorities fail to remedy clear performance failure.

Further information on Best Value can be obtained from the DETR website at <http://www.local-regions.detr.gov.uk/>

Authorities must also have regard to Part II of the Local Government Act 1988 which prohibits them from having regard to "non commercial considerations" when awarding contracts. The Government published in April 2000 a consultation paper Best Value and Procurement: Handling of Workforce Matters in Contracting setting out its proposals to amend Part II of the Local Government Act 1988 to allow for proper consideration of workforce matters in contracting where relevant to the achievement of Best Value and also in circumstances where the requirements of the Transfer of Undertakings (Protection of Employment) Regulations 1981 are to be applied. They will not however relax the restriction on those matters that can be said to be truly "non-commercial". Following consultation the Government expects the amendments to Part II to come into effect early 2001.

The purchasing organisation within Authorities varies from one to another but there are four basic approaches you may encounter:

Authorities which allow each potential unit to buy for itself

Authorities where the unit which buys the most acts for the others

Authorities where a central purchasing facility provides for all units

The largest consortia are concerned solely with purchasing and distribution for their member Authorities. There are others, which buy particular product ranges.

The way in

There are various types of local authority body. Look up your Council in the telephone directory or Yellow Pages and contact them for details of their methods and requirements.

The Municipal Yearbook (and Public Services Directory) has a section which lists the major consortia and gives contact points in councils throughout the country. Copies are available from:

Book Sales Department
Newman Books
32 Vauxhall Bridge Road
London SW1V 2SS

Tel: 020 8973 6400

General queries on local authority tendering issues can be addressed to the Local Government Competition and Quality Division of the Department of the Environment, Transport and the Regions. They can be contacted at:

Local Government Competition and Quality Division
Department of the Environment, Transport and the Regions
5th Floor
Eland House
Bressenden Place
London SW1E 5DU

Tel: 020 7944 4145