PROCUREMENT & CONTRACT MANAGEMENT FACTSHEET

How to maximise your chances of success of winning contracts with us

Systems and processes you may have to use

You will need to have access to a web based or other account from which you can send or receive e-mails.

We use electronic processes for tendering our requirements and placing orders. Normally we use our own electronic tendering system, but we may occasionally use other bespoke tendering systems. Orders are placed through our e-procurement system (P2P).

We may ask you to produce an electronic catalogue listing the goods we have contracted for.

Our category managers will sometimes specify an e-auction as part of the tender process. Where this is so, we will tell you in the contract advertisement. To participate in the e-auction you will need to have internet access.

If you disagree with the outcome of a tender process

We appreciate that responding to a tender is a lengthy and involved process. If your bid was unsuccessful, you may rightly want to know the reasons why. We aim to give you as much information as we can about the outcome of the evaluation, your scores and the areas where your bid failed to attract maximum marks.

If you disagree with the outcome of a tender process, we would like you to tell us along with the reasons why you disagree so that we can fully investigate and resolve your concerns as quickly as possible.

You also have a right to complain using the council’s formal complaints procedure.

Our Supplier Charter

We believe that you should know exactly what to expect in your dealings with the council and also what we expect from you. We therefore have a Supplier Charter to evidence our commitment to fair and equitable procurement.

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Compliance with our policies

We have a number of policies and regulations which we take into consideration when designing a tender process.

Pre Tender

Check on www.suffolksourcing.co.uk (external) to view our contracts. If you see an area that fits with your organisation please contact the named contact directly to discuss. We are always happy to talk to potential suppliers.

Look out for tender opportunities published by us. We use the Official Journal of the European Union and Contracts Finder as our principal methods of advertising tenders. Please read our adverts carefully, they explain what you need to do to express your interest.

Pre-Qualification Questionnaires

We issue a pre-qualification questionnaire (PQQ) for tenders following a restricted tender process. Our questionnaire is designed to tell us about your previous experience and track record in delivering the goods, services or works required.

You must fully complete the questionnaire for us to evaluate your expression of interest. If we require supplementary information from you such as financial statements, policies, references etc. we will ask for them in the questionnaire. If you are in any doubt about completion of any of the questions please contact the person named in the questionnaire.

The purpose of the questionnaire is to allow us to restrict the number of firms invited to bid to the numbers specified in the original tender advert. We make our judgement solely on the information you provide in your questionnaire and references, so please take care to ensure that you provide full answers where called for.

Everyone who submitted a questionnaire will be advised of the outcome of our evaluation.

Completing a tender

If you are invited to bid, we will issue tender documents via the Suffolk Sourcing system. Tender documents will contain:

- An Invitation to Tender, tendering instructions, our evaluation model, methodology and criteria;

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• the terms and conditions of contract;
• a specification; and
• a number of schedules for you to complete.

On the front page you will find instructions for returning your completed tender, a return date and time (when all tenders will be opened) and a contact name of the person dealing with the tender.

Read the instructions carefully; including how to return your tender and the deadline. It is important that you follow the instructions provided and ensure that your tender is returned by the specified closing date, time and method as late tenders will be returned without further consideration.

Be sure to include full information in the return address when returning tenders via our electronic tendering system.

Things to consider when completing the documentation (if anything is unclear make contact with the named person connected with your tender):

• complete all of the schedules in your tender document;
• use the criteria and evaluation model shown in the tender as a guide to developing your response. We use these criteria to assess the tenders we receive;
• if you think there is any further information you need to help you put your tender together, please ask the named contact. We will be happy to provide it if we can (where we provide information in response to a request from a bidder, we will normally provide the same information to all organisations’ invited to tender);
• unless the specification does not allow the use of alternatives, we will consider other viable options provided they satisfy our requirements;
• it is perfectly acceptable to provide supporting information with a tender document, but please ensure you also complete the tender in full as required;
• do not re-write the terms and conditions of contract. If you wish to comment on our terms and conditions, this should be done on a separate sheet;
• please check your tender to make sure you are happy with it before you send it to us. We will question what we believe may be genuine mistakes but it may not be possible to spot everything.

If your bid is successful, the terms and conditions of contract together with any schedules, become the principal contract between you (the Supplier) and us.

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