

SELLING TO HERTFORDSHIRE COUNTY COUNCIL

Find out more about...

Contract and tender opportunities

How to do business with the Council

Trading standards for business
and commercial advice

Business information

Fire safety training

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Purchasing within the Hertfordshire County Council

The Council spends over £600 million each year on a wide range of Goods, Works and Services including Social Care. We are always looking for more effective ways of making this money go further.

We aim to make our Purchases at the most effective level. This may be via Departments:

- Adult Care Services
- Children, Schools and Families
- Commercial Services and Information
- Corporate Services
- Environment
- Fire and Rescue

or through Hertfordshire Business Services which deals with all items in common use, arranges many contracts for Goods and Services and acts as the guardian of best practice in procurement for the Council. Hertfordshire Business Services holds ISO 9001:2000 Certification.

In addition to its procurement roles Hertfordshire Business Services also has a significant contract management portfolio and acts as the client for a range of service based facilities management contracts. In total Hertfordshire Business Services places orders and manages contracts worth up to £100 million per annum.

Hertfordshire Business Services is a founder member of the Central Buying Consortium (CBC), a consortium of 17 major local authorities predominantly in the south east of England that arranges joint contracts for goods and services worth over £750 million a year. The CBC collaborates with other public sector consortia such as Eastern Shires Purchasing Organisation (ESPO) and participates in joint contract awards where appropriate.

Purchasing contact names for Hertfordshire Business Services and Departments are listed at the end of this guide.

eProcurement and Information on Tender Opportunities

Hertfordshire County Council, along with the rest of the public sector is moving towards eProcurement and we are encouraging suppliers to become e-enabled and enjoy the efficiency benefits. eProcurement is the ability to trade electronically using e-mail and web technology. It removes paper processes and reduces costs for both buyer and supplier, making trading simpler and more cost effective. To learn more about eProcurement and the Hertfordshire and Bedfordshire Marketplace an electronic site for trading between suppliers visit the eProcurement section of our website.

<http://www.hertsdirect.org/eprocurement>

We advertise Tender Opportunities in the Contracts and Tenders section of our website at:

<http://www.hertsdirect.org/contractsandtenders>

Tender Opportunities is one of HCC's Online Services. It is a partially electronic system allowing you to download documents and complete them on your computer. All the information you need is included, instructions, guidance and forms to complete. To find out when tenders are available you should register to receive e-mail alerts. To do this you should go into the Contracts and Tenders page and you will find the link.

You can also look at the HCC Contract Register which details all contracts currently in place with a value over £10,000. This is a guide to the contracts that have been placed in the past. We do not guarantee that these contracts will be re-tendered as the needs of services change and requirements are re-assessed.

Our commitment to our suppliers

Effective professional relationships with suppliers are an essential element of good commercial practice. Building partnerships with contractors in the provision of quality services is one of the keys to mutual success.

Hertfordshire County Council is committed to equality of opportunity, and seeks to influence and develop a collective commitment to Equal Opportunities and Diversity. We have a clear legal duty to eliminate discrimination and to promote equality of opportunity on the grounds of race, gender, age, disability, religion, belief or sexual orientation. Tenders will be awarded on the basis of commercial criteria having been satisfied, and will aim to ensure that:

- All approaches from potential suppliers are answered speedily and courteously indicating the route to be taken to for consideration to become one of our suppliers.
- If you are not being included on a list of potential suppliers, or we have no call for the goods/services on offer, we will tell you.
- We will make every effort to ensure that suppliers of all sizes are clear about the procedures for dealing with us.
- Our documentation will be clear and 'user friendly'.
- Full and constructive debriefing is available to unsuccessful contractors.
- Invoices will be paid in line with the agreed terms.
- Confidentiality will be maintained in respect of commercially sensitive information so as not to disadvantage any organisation in its normal commercial activities.

What we expect from our suppliers

The varied needs of the Council are delivered by a variety of suppliers, ranging from small local enterprises to multi-national conglomerates. The choice of where to purchase is made on an assessment of what represents best value and will give the right support to the delivery of the Council's services.

Our aim is:

**to get the *right* goods and services
for the *right* price
of the *right* quality
in the *right* place
at the *right* time**

Our suppliers need to be reliable, competent and customer focused. We will need you to demonstrate your ability to meet our requirements.

Sustainable procurement

The Council fully supports the principles of sustainable procurement. This has been defined by the government's Sustainable Procurement Task Force as:

'a process whereby organisations meet their needs for goods, service, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to society and the economy, whilst minimising damage to the environment'.

Wherever possible the Council will specify products which are made from recycled products; can be recycled or re-used; can be operated in an energy efficient manner; and cause minimal damage to the environment in their production, distribution, use and disposal – so long as the requirements for value for money and quality are met.

Contact names for further information

Adult care

Adult Care Services

Erin McAllister - Head of Contracts.

E-mail: acscontractsupport.team@hertscc.gov.uk

Education or children's services

Children, Schools and Families

Gary Heathcote - Head of Strategic Commissioning.

E-mail: csf.commissioning@hertscc.gov.uk

Goods or services specific to the Environment Department

Environment Department

E-mail: env.purchasing@hertscc.gov.uk

Goods or services specific to the Fire and Rescue Service

Hertfordshire Fire and Rescue Service

Technical Services Department

Tel: 01992 507551

Property Services related works, minor building work

Hertfordshire Property

E-mail: property.contract@hertscc.gov.uk

Highways related contracts

Hertfordshire Highways

E-mail: hertfordshire.highways@hertshighways.org.uk

Bus and Taxi contracts

Passenger Transport Unit

For ad-hoc requirements

E-mail: ptu.contracts@hertscc.gov.uk

Goods or services in common use across the County Council including schools and departments not listed above

Hertfordshire Business Services

Ian Williams - Head of Purchasing.

E-mail: ian.williams@hertscc.gov.uk

Carol Weller – Purchasing Manager

E-mail: carol.weller@hertscc.gov.uk

eProcurement and queries relating to Tender Opportunities

Hertfordshire Business Services

Evelyn Poulton – Purchasing Consultant

E-mail: evelyn.poulton@hertscc.gov.uk

For more information for businesses, click on Business and Consumer on the home page of Herts Direct.