

Selling to Enfield - A Suppliers Guide : Guidance 17

The London Borough of Enfield was expected to spend approximately £150 million on a range of goods and services in the financial year 1999/2000. Obtaining value for money is an essential requirement, and one which cannot be achieved without the support of suppliers both large and small.

LBE is aware that the wide range of goods and services that the Council purchases may make it difficult for potential new suppliers to know where to begin. This guidance is designed to help you overcome such problems and to give you a brief guide to the organisation of procurement within LBE, what is purchased, the methods used in contracting and, some useful contact points, should you wish to look further into any particular area.

LBE are always keen to hear from new suppliers and they aim to provide you with the information and opportunities needed to compete for a share of LBE's business. Of course, success cannot be guaranteed; that depends on the quality and cost of your products and services compared with those of competitors, but LBE hope you will find this guidance a useful introduction.

As a small or medium sized business, have you considered selling your products or services to one of the largest businesses in the Borough?

The London Borough of Enfield is a multi-million pound business with an expected gross expenditure of approximately £400 million for the year 1999/2000.

Around £150 million of this total was spent on purchasing goods and services to ensure that the Council provides its customers with the highest quality service possible.

This guidance has been designed to show you how you should go about getting Enfield Council on your books. It gives details of who you should contact, what the Council is looking for, and what it expects to receive from its suppliers. It is intended to enable you, and other small or medium sized businesses in the Borough to feel confident in approaching the Council for business, and to enable you to maximise your opportunity of obtaining business from the Council.

The guidance also gives details of the Council Officers who are able to provide you with the necessary advice and support you may need, and to take you through the practical steps you will need to follow in order to gain you opportunity to do business with the Council.

The Borough are committed to doing all they can to place orders for the supply of goods and services with local businesses. This is your opportunity to try to increase your company's turnover and profitability and to be part of a vibrant local economy, which will be beneficial to both you and the community the Council serve.

London Borough of Enfield are sure you will understand their desire to provide all sections of the community with the best possible service, achieving value for money at all times in respect of quality, guarantees, product benefits and service back-up.

London Borough of Enfield's customers, which includes you, must have confidence in their professionalism, which has to be demonstrated through the effectiveness of the tendering and accounting practices.

Legal requirements imposing advertising and tendering regimes means that London Borough of Enfield cannot favour businesses simply because they are located in the Borough or because they employ local people. Indeed, when London Borough of Enfield purchase, lease or hire goods and services above a contract value of £160,000 (goods and services) or £4 million (works), they are required to advertise across Europe. London Borough of Enfield must be seen to be fair and use the Council's budget efficiently and effectively. Therefore, if businesses elsewhere can supply better quality products or services at keener prices than are available locally, London Borough of Enfield, as any business would, look to those suppliers to fulfil the requirement.

However, this guidance can provide you with the information and support you need to enable you to maximise your prospects of securing business. If you share commitment to achieving value for money, then the local community and its economy will benefit.

What the Council Buys

The Council has over 2,000 suppliers. Listed below are some of the typical purchases which the Council frequently makes:

Goods

Print and Publicity materials;

Vehicles e.g. Minibuses, Refuse Collection Vehicles;

Office Stationery, Equipment and Consumables;

Books;

Furniture, Office and Domestic.

Services

Minicab and Transportation Services e.g. Courier Service, Transportation of Pupils with disabilities;

Cleaning;

Catering e.g. Restaurant, Meals on Wheels;

Grounds Maintenance e.g. Parks and Open Spaces, Highway Landscaping.

Works

Housing Repairs e.g. Roofing, Plumbing, Glazing, Electrical etc;

Civil Engineering Works.

Procedures

The Council's procurement and contracting procedures are designed to ensure that best value is achieved from all the money which is spent. Below is procedures all Council Officers must follow:

Quotations:

The value of a contract determines the procedures which all Council Officers must follow with respect to how many quotes they need to obtain or whether a tender process must be entered into. Details of the current threshold levels in operation within LBE are listed overleaf.

Contract value Action required

Up to £5,000 1 Quote

£5,001-£10,000 2 Quotes

£10,001-£20,000 3 Quotes

Above £20,000 Formal Tender

Above £50,000 Formal Tender and Sealed Contract

Currently £16,000+ for

goods and services Advertise in Europe

Advertising

To meet the Council's Standing Orders and also EC Procurement Directives the Authority is required to advertise tenders in local publications and in the Supplement to the Official Journal of the European Communities.

It is the Council's current policy to place all tender advertisements in its local newspaper - Enfield News. This fortnightly publication is delivered to all households in the Borough and is also available in the main Reception area at the Civic Centre, or by direct mailing. To be included on the mailing list apply to the Council's Marketing Team, tel (0181) 379 4439.

The Council has an internet website and it is planned that shortly all tender advertisements will be placed on this site. The address is www.enfield.gov.uk

Advertisements may in addition be placed in appropriate trade journals.

Approved Lists

To avoid duplication and waste for both the Council and the Supplier, for items where the Council has a regular requirement, a small number of Approved Lists have been established. Current lists cover:

- Mini-cab transportation;
- Security Guarding;
- Window Cleaning;
- Civil Engineering;
- Housing Repairs;
- Print;
- Building Construction*.

Approved Lists are set up for a period of 4 years (*Building Construction for 3 years), with reviews of their working taking place every 2 years. Requests for companies interested in participating in Approved Lists are usually made via advertisements in Enfield News and/or appropriate trade journals.

Tendering Procedure

Should your company decide to respond to an advertisement and express an interest in bidding for Council work, here are some brief tips you should bear in mind.

Background

The Council usually run two types of tenders - open and restricted.

Under an open tender procedure all suppliers who respond to an advertisement are supplied with tender documentation which they can return as appropriate. This approach is usually followed when purchasing standard items such as goods.

The restricted procedure can best be described as a two stage approach in which the Council invites interested suppliers to undergo a pre-qualification assessment before inviting them to tender. The restricted route is normally used for non-standard or large service requirements where it would not be economic for all parties concerned, if too large a tender field was invited to bid for the work e.g. consultancy contracts.

The tender documents you will receive usually consist of the following:

- Covering Letter.
- Instructions to Tenderer - this document details important administrative procedures relating to the tender e.g. dates and times, method of tender return, evaluation criteria to be used in the selection of the successful supplier, details of where tender queries should be directed.
- Tender Questionnaire - this document covers basic financial and technical information about your company e.g. accounts, insurance levels, etc.
- Specification - this details the Council's requirements and must be read carefully and complied with.
- Contract Conditions - This document gives details of the terms under which the Council wishes to do business. These should be read carefully, since it is LBE policy to contract only on its terms and conditions of contract.

Tips

Whichever procedure the Council follows, you should nevertheless read the advertisement carefully and submit or request the information required by the dates stipulated by the Council.

The Council normally requires all suppliers to complete a questionnaire detailing information about their financial/economic standing and their technical capability. This usually covers information about when your company was formed, what experience you have in providing the goods/services/works being tendered for, details of where the Council may obtain references on your company, and details of your company's finances. To ensure your bid is considered, you must:

- Provide all the information requested;
- Make sure that you answer all questions accurately;
- Return the information by the closing date specified.

Sometimes the information the Council receives from suppliers is unclear or in need of further clarification. Once again you should provide any additional information sought by the closing date set.

The tender documents the Council sends out to suppliers contain details of the requirements. The documents, particularly the specification, should be read carefully and all information completed fully and accurately. If you do not understand any part of the specification you should ring the Council Officer named in the tender documentation and request further information. This must be done before the tender period closes.

Equal Opportunities

The Council is an equal opportunities employer and is committed to promoting equality of opportunity for all people irrespective of sex, age, race, or disability. The Council is keen to ensure that its suppliers abide by the law and are working to best practice in this area. All suppliers, as part of the tender process, will thus be required to provide evidence that they have equal opportunities policies in place and are committed to them.

Environmental Policies

The Council is committed to using the resources entrusted to it to ensure best value for money at the least possible cost to the environment. As part of this commitment to the environment, the Council's procurement policy will, wherever practicable, focus on:

- Specifying less environmentally damaging products.
- Promoting greater use of renewable sources.
- Encouraging suppliers to use environmentally friendly practices throughout the production.

When applying for certain Council contracts, you may be requested to supply evidence of your practices and procedures as they relate to the environment.

Health and Safety

The Council is committed to ensuring the health, safety and welfare of its employees and that of all others affected by its undertakings. Contracts to supply goods or services will only be awarded to contractors who can satisfy the Council requirements in terms of resources required and their health and safety competence.

Successful contractors/suppliers are expected to demonstrate compliance with current health and safety legislation including:

- A commitment to the health and safety of its employees, client and others.
- Up to date health and safety policies and procedures.
- Adequate risk assessment procedures.
- An adequate system of monitoring and reporting accidents, incidents and ill-health.
- Access to competent health and safety advice.
- Contracts are monitored to ensure compliance with contract standards and health and safety requirements.

Useful Contacts

Bailiff Services/Debt Collection :

Geoff Waterton. Tel: 020 8379 4778.

Banking Services:

Paul Reddaway. Tel: 020 8379 4730.

Building Cleaning:

Andy Ellis. Tel: 020 8379 3518.

Bulk Waste Containers:

Section Manager-Commercial Waste. Tel: 020 8379 1775.

Catering Equipment/Services:

Andy Ellis. Tel: 020 8379 3518.

CCTV Security Equipment :

Garry Markham. Tel: 020 8379 3004.

Trees/Shrubs/Agriculture General:

Doug Shipwright. Tel: 020 8360 1237.

Utilities:

Richard Kilby. Tel: 020 8379 3091.

Vehicle Acquisition:

Ken Graham. Tel: 020 8379 2182.

Window Cleaning :

Beryl Evans. Tel: 020 8379 3572.

LONDON BOROUGHS

City of London

Gary Dowding, Purchasing Liaison Officer, City Secretaries, PO Box 270, Guildhall, London EC2P 2EJ. Tel: 020 7332 1339. Fax: 020 7332 3395.

City of Westminster

Andrew Dimmock, Facilities and Supplies Manager, Material Supply Division, City Hall, Victoria Street, London SW1E 6QP. Tel: 020 7641 2752.
Fax: 020 7641 2532.

London Borough of Barking and Dagenham

Heather Cutler, Procurement and Stores Manager, Valence Depot, Beacon Tree Avenue, Dagenham, Essex RM8 3BU. Tel: 020 8227 5245.
Fax: 020 8227 5315. Email: hcutler@barking-dagenham.gov.uk.

London Borough of Barnet

Sheena Lanagan, Purchasing Manager, Room 510, Barnet House, 1255 High Road, Whetstone, London N20 0EJ. Tel: 020 8359 4414. Fax: 020 8359 4995.
Email: Sheena.Lanagan@barnet.gov.uk

London Borough of Bexley

Robert Hillman, Principal Contracts and Purchasing Officer, Corporate & Educational Supplies Unit, Room 2/7, Manor House, Grassington Road, Sidcup, Kent DA14 6BY. Tel: 020 8303 7777 ext 3220. Fax: 020 8319 9682.
Email: bob.hillman@bexley.gov.uk

London Borough of Brent

Margaret Tsang, Purchasing and Admin Officer, Highways and Emergency Operations Stores, Pyramid House, Fourth Way, Wembley, Middlesex HA9 0LJ. Tel: 020 8937 4982. Fax: 020 8937 4985.
Email: margaret.tsang@brent.gov.uk

London Borough of Bromley.

Barry Holroyd, Assistant Director, Environmental Services, Bromley Civic Centre, Stockwell Close, Bromley, Kent BR1 3UH. Tel: 020 8313 4513.
Fax: 020 8313 0095. Email: barry.holroyd@bromley.gov.uk

London Borough of Camden

Graham Goodman, Manager, Corporate Purchasing Unit, Room 201, Town Hall, Judd Street, London WC1H 9JE. Tel: 020 7974 5778.

Fax: 020 7974 5935. Email: Graham.Goodman@Camden.gov.uk

London Borough of Croydon

Liz Calcutt, Head of Procurement, Corporate Services, Room 5.08, Tabner House, Park Lane, Croydon CR9 3JS. Tel: 020 8407 1318.

Fax: 020 8760 5571. Email: liz_calcutt@croydon.gov.uk

Susan Haynes, Senior Policy Officer, Corporate Services Department, Procurement Division, Room 5.07, Tabner House, Park Lane, Croydon

CR9 1JS. Tel: 020 8686 4433 ext 2194. Fax: 020 8760 5571.

Email: susan_haynes@croydon.gov.uk

London Borough of Ealing

John Cole, Head of Procurement, Perceval House, 14/16 Uxbridge Road, London W5 2LH. Tel: 020 8758 5520. Fax: 020 8758 8848.

Email: colej@ealing.gov.uk

London Borough of Enfield.

Beryl Evans, Corporate Purchasing Officer, Corporate Services Group, Civic Centre, PO Box 50, Enfield, Middlesex EN1 3XA. Tel: 020 8379 3572.

Fax: 020 8379 3579.

Tony Jain, Corporate Services Group, Civic Centre, PO Box 50, Enfield, Middlesex EN1 3XA. Tel: 020 8379 3529. Fax: 020 8379 3579.

Email: Tony.Sargent@enfield.gov.uk

London Borough of Hackney

Gail Woodstock, Head of Purchasing and Supply, Central Works Department, Hillman Street, off Reading Gap, London E8 1DS. Tel: 020 8356 35822.

Civil Engineering

Ian Donaldson. Tel: 020 8379 3456.

Cleaning and Janitorial (Materials and Equipment)

Beryl Evans. Tel: 020 8379 3572.

Clinical Waste Sacks

Annette Fernee. Tel: 020 8379 1767.

Commercial Waste Sacks

Section Manager-Commercial Waste. Tel: 020 8379 1775.

Courier Services

Carol Adams. Tel: 020 8379 4429.

Document Management

Amanda Lamming. Tel: 020 8379 4452.

Facilities Management - General Contracts

Garry Markham. Tel: 020 8379 3004.

Fencing/Safety Fencing

George Bond. Tel: 020 8379 2160.

Food

Morag Robinson. Tel: 020 8379 3310.

Furnished Tenancies/Furniture Removals

Mike Bedford. Tel: 020 8447 8884.

Grounds Maintenance

Allison Short. Tel: 020 8379 3768.

Highway Construction/Landscaping

Richard Pearson. Tel: 020 8379 2221.

Highway Maintenance/Resurfacing/Grass and

Verge Maintenance

Barry Forster/Peter Edwards. Tel: 020 8379 2220.

Mailing

Carol Adams/Ian Frost. Tel: 020 8379 4429.

Media Advertising/Marketing

Joanna Papadopoulos. Tel: 020 8379 5154.

Mini-cab Services

Beryl Evans. Tel: 020 8379 3572.

Occupational Health Services

Steve England. Tel: 020 8379 4147.

Office Furniture/Office Removals/Crate Hire

Garry Markham. Tel: 020 8379 3004.

Photocopying/Printing

Ian Davidson. Tel: 020 8379 4107.

Playground Equipment

George Bond. Tel: 020 8379 2160.

Property Maintenance (Approved List)

Pam Downing. Tel: 020 8379 3018.

Radio Communication

Garry Markham. Tel: 020 8379 3004

Recruitment Advertising

Steve England. Tel: 020 8379 4147.

Revenue Mailing

Lesli Gallivan. Tel: 020 8379 4996.

Safety Surfacing

George Bond. Tel: 020 8379 2160.

Security Guarding

Beryl Evans. Tel: 020 8379 3572.

Stationery

Jo Dexter. Tel: 020 8379 3532.

Street Lighting

Alan Shields. Tel: 020 8379 2036.

London Borough of Hammersmith and Fulham

Joanna Angelides, Best Value Unit, Room 38, Town Hall, King Street, London W6 9JU. Tel: 020 8576 5014. Fax: 020 8576 5219.
Email: joanna.angelides@lbhf.gov.uk

London Borough of Haringey

Harish B Mistry, Contracts and Purchasing Officer, Purchasing Section, Corporate Services, Level 7, Alexandra House, 10 Station Road, London N22 4LE. Tel: 020 8489 1916. Fax: 020 8489 1917.
Email: harish.mistry@haringey.gov.uk

London Borough of Harrow

Eddie Collier, Building Services Manager, Environmental Services, PO Box 103, Civic Centre, Station Road, Harrow, Middlesex HA1 2UD.
Tel: 020 8861 3585 ext 3675. Fax: 020 8861 3585.

London Borough of Havering

John Scowen, Chief Purchasing Officer, Enterprise Services, Room 250a, Upper Rainham Road, Hornchurch, Essex RM12 4ET. Tel: 01708 433165. Fax: 01708 433145.
Email: jscowen@haverling.gov.uk

London Borough of Hillingdon

Roger Dewey, Manager, Property, Supplies and Safety Unit, Social Services Department, 2W/05, Civic Centre, High Street, Uxbridge, Middlesex UB8 1UW. Tel: 01895 250225. Fax: 01895 250247.
Email: rdewey@hillingdon.gov.uk

Keith Robinson, Procurement Performance Officer, Chief Executive's Department 3E/0+, Civic Centre, High Street, Uxbridge, Middlesex UB8 1UW. Tel: 01895 250988. Fax: 01895 250823.
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London Borough of Hounslow

Pauline Fothergill, Contracts Advice Unit, Civic Centre, Lampton Road, Hounslow, Middlesex TW3 4DN. Fax: 020 8583 2340. Fax: 020 8583 2342.

London Borough of Islington

John Gribbin, Contracts Admin Unit, 3rd Floor, Municipal Offices, 222 Upper Street, London N1 1XR. Tel: 020 7527 2306. Fax: 020 7527 2152.

Email: pltlbi@cwcom.net

London Borough of Lambeth

Paul Martin, Corporate Commissioning, Finance and Corporate Services,
International House, Canterbury Crescent, London SW9 7QE.
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London Borough of Lewisham

Peter Goodyer, Acting Head, Strategic Finance and Procurement, Room 409, 4th
Floor, Lewisham Town Hall, Rushey Green, London SE6 4RU.
Fax: 020 8314 6000. Fax: 020 8314 3092.

London Borough of Merton

Charlotte Mulholland, Corporate Contracts and Purchasing Co-Ordinator, Corporate
Services, Merton Civic Centre, London Road, Morden, Surrey
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London Borough of Newham

David Robins, Purchasing and Contract Services Manager, Environment Department,
25 Nelson Street, East Ham, London E6 4EH.
Tel: 020 8472 1430 ext. 22121. Fax: 020 8472 1815.
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London Borough of Redbridge

Steve Amey, Corporate Supplies Manager, Client and Purchasing Services, Lynton
House, 255-259 High Road, Ilford, Essex IG1 1NY.
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London Borough of Redbridge

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Richmond Road, Twickenham, Middlesex TW1 3AA.
Tel: 020 8891 7195. Fax: 020 8891 7779. Email: a.oakley@richmond.gov.uk

London Borough of Southwark

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Offices, 19 Spa Road, London SE16 3QN. Tel: 020 7525 3620.

Fax: 020 7525 3636. Email: Janet.McMahon@southwark.gov.uk

London Borough of Sutton

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London Borough of Tower Hamlets

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London Borough of Waltham Forest

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London Borough of Wandsworth

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Imperial College of Science, Technology and Medicine

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London School of Economics and Political Science

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PROBATION

Inner London Probation Service

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Middlesex Probation Service

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