



**DARLINGTON**  
**BOROUGH COUNCIL**

**March 2005**

# How to do **Business** with the **Council**



**Darlington**

Where **Quality** comes to **Life**

[www.darlington.gov.uk](http://www.darlington.gov.uk)

*How to do Business with the Council -  
A Guide for Suppliers and Contractors*  
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How to do Business  
with the Council

*A Guide for Suppliers and Contractors*

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## HOW TO DO BUSINESS WITH THE COUNCIL

*A Guide for Suppliers and Contractors*

# About this guide

**This guide has been produced to assist suppliers and contractors who wish to supply the Council with goods, materials, services or works. In addition the general advice offered within this guide is helpful when bidding for any public contract. It helps in the following ways:**

- It outlines the rules that the Council must follow.
- It alerts companies to the opportunities to supply the Council.
- It explains how to bid for Council work.
- It advises of the other contacts within the Council that companies may need to make.
- It gives details of organisations that can assist businesses to become e-enabled.

It also supplements the Council's standard procedures and ensures we obtain best value for money.

Darlington Borough Council encourages competition and welcomes bids from new and

established suppliers, both large and small.

Tenders are assessed on both cost and quality; contracts are then awarded on a value for money basis. Whilst the Council cannot discriminate in favour of locality, we are committed to supporting and encouraging local firms to compete for contracts.

### **What are the benefits of working with the Council?**

**We are:**

- Fair
- Non-discriminatory
- Professional
- A long established organisation
- Prompt to pay

If any company is interested in pursuing business opportunities with the Council, they should respond as requested to an advertisement or contact the officer responsible for that area of business (see **Appendix 2** at the back of this booklet).



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# How much does the Council spend?

**Established in 1997, Darlington Borough Council is the 3rd smallest Unitary authority, ahead of Hartlepool and Rutland; it serves 98,210 people across the borough and covers 19,747 hectares.**

The Council spends in excess of £50m per annum on the procurement of goods and services.

The Council is a member of the North Eastern Purchasing Organisation (NEPO). NEPO is a local government purchasing consortium of 21 councils in the north east of England consisting of 11 full members and 10 associate members.

The NEPO consortium has negotiated contracts, which have an annual value in excess of £70m on behalf of its members. The Council deals with contracts of varying types from one-off purchases to contracts for supplies, services or works that will last for a specific period of time before coming up for renewal.

### **The importance of effective procurement**

Effective procurement supports the Council's aims of providing high quality, value for money services which meet the needs of residents both now and in the future.

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# How are the services delivered?

**All of the Council's services are delivered through six departments:**

- **Chief Executive**
- **Community Services**
- **Corporate Services**
- **Development and Environment**
- **Education**
- **Social Services**

These departments are broken down into sections, their responsibilities are detailed below. Contact details of the personnel responsible for procuring the various goods or services within these departments are listed in **Appendix 2**.

### **Department – Chief Executive's**

- **Policy Unit**
- **Communications Department**

The principal purpose of the Policy Unit is to provide a strategic framework for guiding and co-ordinating the work of the Council, promoting performance management and supporting the achievement of Best Value.

The aims of the Communications Unit are:

- Enable the organisation to communicate effectively, consistently and inclusively with all of its public.
- Help to promote council services and policies, explaining change and the reason for change and how services are being developed to meet the demands of customers.
- Allow members of the public to have access to information that is timely, relevant and clear which will enable them to make full use of council services.

- Support the work of Councillors and help council employees perform their duties to the best of their ability.

### **Department – Community Services**

- **Construction & Maintenance**
- **Environmental Services**
- **Housing Services**
- **Leisure & Arts  
(inc Catering Services)**
- **Performance Development  
and Community Partnerships**
- **School Meals Catering**

Community Services Department is responsible for providing a diverse range of direct and support services to the general public; schools; parish councils; other public bodies and internal departments.

#### **Construction & Maintenance:**

Is the Council's in-house service provider responsible for

- Building construction
- Responsive repairs to all Council Stock
- Maintenance of Public Buildings
- Highway maintenance
- Street Lighting maintenance
- Asbestos removal

#### **Environmental Services:**

Are responsible for the following

- Refuse collection
- Street cleaning
- Building cleaning
- Recycling services
- Grounds maintenance
- Vehicle maintenance

#### **Housing Services:**

Act as the corporate landlord for all Domestic Council stock properties and their maintenance, together with administering Housing Benefits.

#### **Performance Development & Community Partnerships:**

Community Partnerships Section is responsible for

- Developing the capacity of communities in Darlington's 11 priority wards
- Strengthening links with the voluntary and community sector
- Providing support to the Tenants
- The main consultative forum for housing and development of local compacts on council estates



- Developing Service Plans and the Performance Management Framework across Community Services and ensuring that audit requirements are fulfilled
- Taking the lead for the department on social inclusion and equality issues
- Developing Strategies for the department
- Taking the lead on the Community Legal Service on behalf of the council to ensure access to good quality legal advice throughout the town
- Ensuring that the department fulfil its corporate commitments
- Developing strategies to tackle Community Safety and Anti Social Behaviour
- Establishing a Welfare Rights Unit to increase income maximisation for the residents of Darlington

**Leisure and Arts: -**

This division is responsible for the management of the various Leisure and Cultural venues within the borough, which include: -

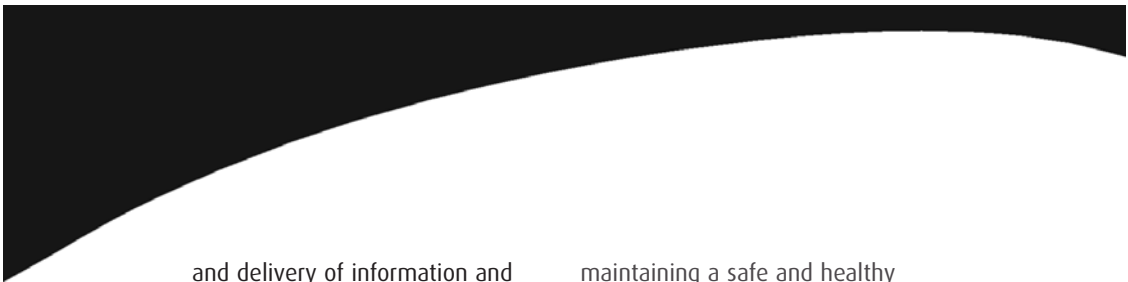
- Arts Centre
- Civic Theatre
- Dolphin Centre
- Eastbourne Sports Complex
- Stressholme Golf Centre

In addition Leisure & Arts is also responsible for all catering services to the authority's public buildings, together with many of the schools within the borough.

**Department -  
Corporate Services**

- Legal and Administration
- Human Resource Management
- Information and Communication Technology
- Financial Services
- Accounting Services
- Internal Audit

Corporate Services Department is responsible for providing the following services to the Council: - Legal, including the checking and signing of contracts; Financial and Accounting; Human Resource Management including Health & Safety; and Internal Audit. They are also responsible for providing democratic services to elected members; managing the Register Office; and the installation and monitoring of CCTV. The ICT section is responsible for the procurement



and delivery of information and communication technology supplies, services and systems; reprographics; and information management.

### **Department – Development and Environment**

- **Consultancy**
- **Development and Regeneration**
- **Public Protection**
- **Support Services**

The Department of Development and Environment is organised into four divisions, listed above. They are designed to provide the best possible arrangement of joined-up, co-ordinated services, from a customer perspective.

The Consultancy division brings together all of the Council's engineering and design expertise, and provides a project management and commissioning service to other council departments.

Development and Regeneration Division embraces all development related functions, and the value of the grouping in providing a coordinated service to developers has been widely recognised.

Public Protection Division is made up of a wide range of regulatory services concerned with

maintaining a safe and healthy environment.


Support Services provide the administrative and technical support that enables the three frontline services to operate effectively.

### **Department – Education**

- **School Effectiveness Service**
- **Client Services**
- **Inclusion**
- **Performance and Development**

The School Effectiveness Service consists of the School Improvement Team, School Development Team and Governor Support. Their role is to assist schools in raising standards of achievement and improve the quality of education in Darlington's schools.

Client Services consists of the Education Premises Development Team; Finance, Personnel Team; Admissions Team; ICT; and the Student Support/Education Transport Team. They are responsible for resources, coordinating the capital development of our learning establishments; administering applications for free school transport; in addition to providing services which support the



delivery and improvement of education behind the scenes.

Inclusion consists of Early Years Service; Learning Development Service; Library & Lifelong Learning Service; Pupil Support Service; Special Education Needs Service; Youth Service.

They are responsible for monitoring childcare and early education provision; providing advisory support and training to Nursery and Primary Schools; providing a service to schools, settings, children and parents within the Special Education Needs framework.

Performance and Development are responsible for providing Directorate Support and the gathering and dissemination of information and statistics.

### **Department – Social Services**

- **Children’s Services**
- **Finance & Performance**
- **Commissioning Services**
- **Youth Offending and Community Safety**

Social Services Department arranges services which help people to live as independently as possible.

They include services to support children, young people, families, older people and people with physical disabilities; sensory impairments; mental health problems; learning disabilities and carers. Social Services Department works closely with a range of organisations to ensure they provide everyone with the right sort of help to meet their needs, such as:

- Staff that look after health such as doctors, nurses, psychologists physiotherapists and occupational therapists.
- Voluntary and independent organisations.
- Police and probation.
- Education and housing.

In addition the department works in partnership with other organisations to deliver the following:

- Services to young offenders and Community Safety
- Services for people with a learning disability
- Services for people with mental health needs.

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### **How to find out about opportunities**

A detailed contact list detailing the relevant sections responsible for the Council's procurement activities is provided within **Appendix 2**.

This list is not exhaustive and may be altered from time to time without notice. No warranty is given as to present or future volumes or types of business.

The Council proposes to develop a contract log listing all the Council's contracts which will be updated and available on the Council's website, **[www.darlington.gov.uk](http://www.darlington.gov.uk)**


Goods and services contracts over £153,376 and works contracts over £3,834,411 have to be purchased in line with the EC Procurement Directives (see **Appendix 1**) and are advertised in the Official Journal of the European Union (OJEU). These contracts can be viewed at **[www.euroguide.org](http://www.euroguide.org)** or **[www.ted.eur-op.eu.int](http://www.ted.eur-op.eu.int)**.

Contracts and invitations to companies to be considered for inclusion on a select list may also

be advertised in the local press or specific trade publications.

Opportunities to supply other north eastern councils through NEPO can be viewed at **[www.nepoportal.org](http://www.nepoportal.org)**

Following the Council's contract procedure rules, contracts below the OJEU threshold but above £75,000 may also be advertised in the local press and a relevant publication.



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# Applying for contracts that are advertised

The contract notice or advertisement will invite companies to submit an expression of interest or offers to supply a contract. The advertisement will detail the procedure and what information is required.

It is important that companies supply all of the requested information and respond by the due date. Details of the tendering processes for council contracts are included on page 17. In general the information requested provides basic details about an organisation, verifies that it can be identified as a legitimate discrete trading organisation (address of office, registration number and company group information), that it has acceptable levels of economic and financial standing and that it promotes good practice in areas of equal opportunities, environmental protection and health and safety.


The areas assessed can be summarised as follows:-

### Financial Information

In this section companies will be asked for certain financial information relating to each of the last three years (it may be two years in some contracts). Private limited companies and public limited companies must submit fully audited accounts as registered with Companies House. Other applicants should forward copies of financial statements, business plans or a certified statement of turnover.

This information is used to assess the financial position of the company in relation to the size of the contract. Information is also required to check that a company is registered (if appropriate) for tax and complies with the Council's insurance requirements.

In high risk contracts where non-performance could result in significant financial loss or where



operational performance is crucial, companies may be required to submit a Parent Company Guarantee or a Performance Bond.

### **Experience and Technical Ability**

Further information requested seeks to assess whether a company has the relevant experience and technical ability to carry out the categories of work or to provide the type and quality of service required. If an application relates to a specific contract, it will be necessary to provide references.

Some further questions may be asked tailored to the needs of the individual contract and the responses and supporting evidence will be used to assess whether a company has the required level of skills and abilities to tender.

### **Health and Safety**

Depending upon the nature of the goods/service/works, organisations may be required to submit their Health and Safety Policy, which refers to Health and Safety legislation.

The Council recognises that if a company is registered with the Contractors Health and Safety

Scheme (CHAS) its Safe Working Systems are deemed satisfactory and therefore this negates the need for the vetting procedure normally carried out by our Corporate Safety Unit. Copies of registration certification and relevant documentation are to be forwarded with any tender application in order to speed up the process.

### **Criminal Records Bureau (CRB) Disclosure**

When a contractor is to perform works in a location where there are vulnerable people involved e.g. schools, homes for the elderly; they will be required to provide evidence of Criminal Record Bureau disclosures for all personnel who would be employed within these areas.

This forms part of the Council's risk management strategy and without this information a company will not be allowed to carry out works where vulnerable people are present.

Subject to compliance with European Procurement Rules and Regulations other information may also be requested from companies as detailed overleaf:



## Equal Opportunities

The Council strongly supports equal opportunity, equal access and positive outcomes for all sections of the community. The Council aims to ensure that organisations that provide services on behalf of the Council comply with equal opportunities legislation and promote equality of opportunity. It also aims to encourage those organisations and individuals with which it does business to observe and adhere to the principles contained within the Council's Equal Opportunities Policy.

Questions may be asked about how racial equality issues are included in a company's employment practices. Copies of the Council's Equal Opportunities Policies and the Council's Race Equality Scheme can be obtained from the Council's website [www.darlington.gov.uk](http://www.darlington.gov.uk)

## Sustainability & Environmental Care

Darlington Council is committed to protecting our local environment and ensuring a better quality of life for everyone - now and for future generations. In order to promote this the Council has

agreed, within the Community Strategy, a Sustainable Development Action Plan to improve its environmental and social performance (Local Agenda 21). The Council expects its contractors to meet similar levels of environmental care and commitment. The Council's Community Strategy can be viewed at [www.darlington.gov.uk](http://www.darlington.gov.uk) This sets out the Council's approach to sustainable development. Darlington Borough Council is also committed to producing an Environmental Strategy.

## Quality Assurance

For certain contracts including works contracts, organisations may be required to demonstrate that they have a suitable quality assurance system in place. This may be demonstrated by certification by an approved assessment company or by our review and acceptance of the organisation's quality manual.

If your business needs assistance in drafting any of these policies further help may be available from Business Link.



## Freedom of Information

### The Freedom of Information Act 2000

The Freedom of Information (Fol) Act 2000 came into force on 1<sup>st</sup> January 2005. The Act establishes a right of access to all recorded information held by a public authority, subject to some exemptions. Anyone from anywhere can make a request for information under the Act, so what impact will this have on public sector procurement?

### Implications for contractors

The Act does not mention contractors, partners, PFI companies and Arms Length Management Organisations (ALMOs).

Just because the Act does not currently apply to outsourced companies and partners does not mean that all information held about you is inaccessible. The right of access applies to information which is 'held' not necessarily 'owned' by the Council.

If we hold information about a contractor it will be accessible, subject to certain exemptions.

### What can people ask for?

Any individual, including the general public (here and overseas); company; organisation; pressure group and journalist, now has a right to ask for information from Darlington Borough Council which may not have been made available before.


It does not allow access to personal information; this continues to be covered by the Data Protection Act 1998.

### What are the exemptions?

There are 23 exemptions but only about 12 are applicable to local government.

The exemptions are of two types, 'absolute' and 'qualified'. An 'absolute' exemption has no application of the 'public interest test'; a 'qualified' exemption means we must decide whether the public interest in disclosing the information outweighs the public interest in maintaining the exemption.

The two exemptions that are most applicable to contractors' information are sections 41 and 44 of the Act.



### **What if you have marked the information 'in confidence' or 'confidential'?**

The Council is very aware of the commercial sensitivity of information it holds on contracts and section 41 of the Act provides an 'absolute' exemption where the disclosure of the information will constitute an actionable breach of confidence. This however is a very tightly defined area of law; just because the Council has signed up to a confidentiality clause, or marked documents as confidential, does not make it a breach of confidence to disclose.

### **What about contractors' commercial interests?**

The section 44 exemption is a useful exemption in the procurement context. This allows information to be withheld where it constitutes a trade secret or where disclosure is likely to prejudice the commercial interests of any person (including the Council). It is important to note that this exemption is 'qualified' and therefore subject to a public interest test.

There is no hard and fast rule on what is or is not commercially sensitive information; it depends on the nature of the information,

the timing of the request and the circumstances.

### **Will contractors be consulted if they are the subject of a FoI request?**

The Council would always consult with contractors if they were the subject of a FoI request, but as the Council has only 20 working days to respond we would ask that any concerns are aired within 5 days of being approached. This will allow us time to consider any application of the public interest test by our legal team.

### **Who has the final decision in what will be disclosed?**

There is a Code of Practice on Discharge of Public Authority Functions under Part 1 of the Act. One of the most important points in the Code is that the Council cannot 'contract out' of our obligations under the Act and the final decision on disclosure rests with the Council.

### **Where can I get more information?**

The link between Freedom of Information and contractors is complex, you can find a more in-depth explanation of the Freedom of Information



Act 2000 by visiting Darlington  
Borough Council's website,  
**[www.darlington.gov.uk](http://www.darlington.gov.uk),**  
alternatively you can access a  
national source of information  
on **[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)**.

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# What is the process?

## Applying for inclusion on an approved list of contractors

Community Services maintain a list of approved contractors for the provision of:

- Construction & Maintenance Services
- Leisure Services
- Building Cleaning Services
- Environmental Services
- Catering Services
- Vehicle/Plant Services

Companies applying to be included on the approved list will be assessed for their:

- Competency & experience
- Financial viability
- Health & safety competence
- Training Policy
- Commitment to equal opportunities
- Consideration to quality and environmental management

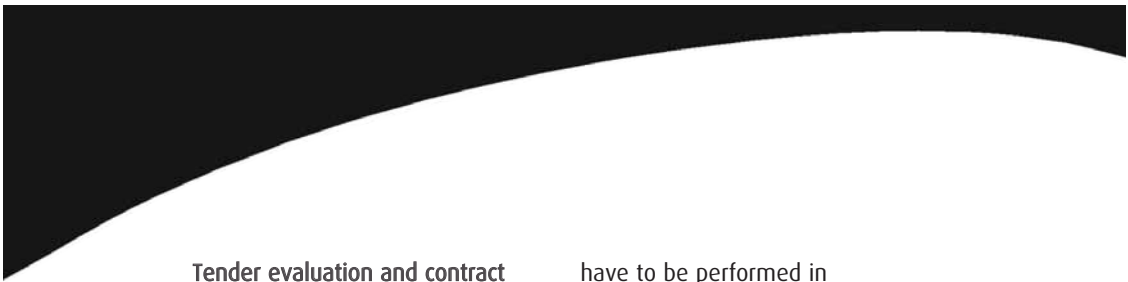
Prospective employers are required to register their interest in writing or by e-mail, detailing the types of work for which they would like to be considered. Contact details for Community Services are included in **Appendix 2.**

The Council does not maintain lists of approved contractors, however they may, from time to time, advertise for expressions of interest for companies to be included on a select list. These lists will generally be for a specific period of time and will be advertised in the local press and any relevant publication.

## Tendering for contracts

Companies will either be invited to tender (where an open tendering procedure is being followed) or be sent either a pre-qualification questionnaire or a specification of requirements (SOR), prior to issuing an invitation to tender.

The purpose of a pre-qualification questionnaire and SOR is to assess the potential bidder's suitability to supply the Council and ability to satisfy the contract before tenders are issued. It saves time and effort being unnecessarily spent on completing tenders by a bidder.



**Tender evaluation and contract award** - returned tenders will be evaluated against the pre-determined criteria as specified in the tender documentation.

Evaluation will focus on examining how the tender proposals will deliver the service (quality) and the cost of the service (price). The balance between quality and price will depend on the particular service area.

Normally the Council will award the contract on the basis of the most economically advantageous tender. The successful tenderer will be notified in writing by letter.

**Debriefing** - within the limits of commercial confidentiality, the Council will always endeavour to offer unsuccessful tenderers feedback to find out why their bid has failed. This information can be used to help with any future bids as being unsuccessful in one contract does not mean that a company will be unsuccessful in future.

### **Contract Performance**

Darlington Council has to monitor its performance as part of its duty under Best Value, and suppliers and contractors to the Council are monitored to assess their compliance with pre-defined performance criteria. Contracts

have to be performed in accordance with the requirements set out in the contract documentation.


Contract conditions will be strictly applied. The Council is continuously striving to improve its own performance and it expects its contractors to do the same.

### **Complaints Procedure**

The Council will adopt a variety of contract monitoring arrangements appropriate to the value and nature of each contract.

Most complaints will be discussed and resolved through these arrangements.

However, if any contractor or prospective supplier has a complaint about unfair treatment or discrimination that cannot be resolved through normal commercial contact with the Council, the complaint can be made in writing through the Council's Corporate Complaints Procedure. This procedure details the Council's policy for dealing with complaints and ensures that the Council acts promptly. Anyone who has supplied a tender to the Council under the European Public Procurement Rules can take action in the High Court if they have been harmed, or are at risk of harm by the Council breaking these



regulations. Anyone who feels they have not been treated fairly can also complain to the European Commission.

### **Local and Smaller Suppliers**

The Council is committed to supporting and encouraging smaller and north east based organisations to compete for business and to improve their ability to meet the Council's requirements whilst complying with the requirements of EU Regulations, Standing Orders and best practice guidance.

It is recognised that suppliers play an important part in government's core business. Although more than 50% of the UK private sector workforce is employed in small organisations (less than 50 employees) they are finding it increasingly difficult to compete for public sector contracts. In order to assist these organisations the Council's aims are to:

- Publicise opportunities in local newspapers.
- Give guidance as to the processes and making sure they are kept up to date.
- Keep tender documents simple to understand and jargon free.
- Set realistic timetables
- Encourage suppliers to adopt

supply chain management practices.


- Encourage suppliers to adopt e-commerce systems that streamline processes, reduce administration time and enable the Council to make payment to suppliers more speedily.

### **Business Support from Darlington Borough Council**

The Council, through the Economic Regeneration and Tourism Section, directly provides a range of Business Support Services to attract new business, help existing businesses to expand. The Business Support Team works closely with other business support agencies to deliver a number of initiatives including financial assistance to support business start up and expansion, and may be able to assist businesses develop e-commerce within their business. For further details telephone 01325 388682, or visit [www.darlington.gov.uk/business](http://www.darlington.gov.uk/business)

### **ICT support from Business Link Tees Valley**

Getting your ICT systems right can have a dramatic effect upon profitability and success. If you need help to develop your ICT strategy, from turning your



website into a selling tool or your database into an online marketing campaign to implementing a robust network that won't break when a server fails, then Business Link can help.

Business Link Tees Valley provides free independent advice on all aspects of Information technology including areas such as:

- Software sourcing
- Supplier sourcing
- Hardware and network specification
- Website specification
- Using broadband technology
- Database development
- CRM systems
- How to trade online

For further information please contact Business Link on 0845 600 9006 or visit [www.teesbusinesslink.co.uk](http://www.teesbusinesslink.co.uk)

#### **Entrust Regional ICT Services**

ICT (Information Communication Technology) is an increasingly important part of your business and used efficiently it can help to develop, maintain and control all business processes.

Effective advice is therefore necessary to help you to adapt to change and ensure you are aware of advances in technology that might benefit your business and your staff.

Entrust can offer impartial advice on:

- How to identify and establish ICT needs or objectives and how to review available options.
- Web development and redevelopment and updating, including optimisation, security, legal compliance and data protection issues.
- Internal and external communications.
- The installation and development of database management systems including, training, reporting and updating systems.
- Bespoke Customer Relation Management systems.
- Developing and improving ICT networking and server information and e-mail infrastructure.
- The development of accounting and financial management systems to improve cash flow and management decision-making.
- Planning and managing ICT projects and managing cultural change caused by implementation.
- Management control issues relating to risk management and offsite security.

For further information please contact the Entrust ICT Team on 0191 2444 000 or e-mail [ict@entrust.co.uk](mailto:ict@entrust.co.uk)

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# Why trade online?

### Electronic Trading

The Council has a commitment to Implementing Electronic Government which aims to increase levels of electronic business which over time will include electronic tendering, ordering and invoicing.

The aim is to improve efficiency and reduce the costs associated with the procurement process, for both the Council and the supplier.

It is recognised that e-commerce can help suppliers by opening up a supplier's products and services to a wider market. The Council will seek to work with suppliers which can help deliver its e-Commerce Strategy.

### How you do business today...

An individual wants to buy something from you. They contact you or check your catalogue for a price, type the details on to a purchase order requisition and send it to be authorised.

Authoriser checks budget and authorises order. Buyer types out

the order, prints it and posts it to you.

You receive order, type details into your accounts system, and send acknowledgement to the buyer.

Buyer receives goods and you create and send a paper invoice.

Buyer authorises invoice and sends to accounts for payment.


Accounts enter the details into their financial system.

You produce a statement and post to buyer; buyer receives statement, sends to accounts.

Accounts write cheque, enter cheque details into accounting system and posts cheque. You receive cheque, enter details into your accounting system and send cheque to bank. Both of you reconcile bank statements and accounting entries.

### ...and in the future?

An individual wants to buy something from you. They 'log in' over an internet connection, look



at your web catalogue, click on the desired products/services and send the order electronically.

You receive the order via email, and the invoice is automatically emailed back to the buyer directly into their financial system.

You enter information into your accounting package or use software to integrate information, saving time re-keying.

Buyer receives goods /services and authorises invoice for payment.

Buyer's financial system generated payment by BACS

**Less steps in the process**

**No paper**

**No errors**

**No delays**

**No chasing for payment**

**Electronic Trading - getting started**


The first step is to ensure that you have email in your organisation and that you have a dedicated address for receiving electronic orders. Many companies use individuals' email addresses, but this can lead to chaos when an employee is sick or on holiday. Someone needs to check these emails regularly.

These emails can be treated as standard paper orders and keyed into accounting systems in exactly the same way as any order received through the post. This ensures that your company can trade electronically with any client.

The next level is to set up a web site which allows you to take orders and payments for goods, and accept purchase order and create electronic invoices if you sell services. There are inexpensive web tools available which will allow you to do all this without having to become a web expert!

If you wish to accept credit cards for payment you will also need to have an electronic merchant account – your bank will be able to help you with this. This will need to be integrated with your web site, again this is commonly done and there is lots of help around to get you up and trading.

The final level is to integrate this with your accounting system in order to cut out any duplication of effort and re-keying of information. Many of the most popular accounting packages can be easily integrated with your web information and your accounting package provider will be able to give you practical guidance.



It is possible to do all of this for hundreds of pounds not thousands, and the savings for your company can be very large. For instance:

**Estimate costs:**

200 page e-commerce catalogue and web site	<b>£240</b>
Sage Transaction eMail (to run with Line 50)	<b>£99</b>
Barclays ePDQ (online merchant account)	<b>£300</b>

<b>Total annual cost</b>	<b>£639 + VAT</b>
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**Estimate savings:**

As much as one full time salary, say	<b>£15,000</b>
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# APPENDIX 1

## Procurement Rules and Regulations

As a local authority, there are regulations at a European, national and local level which the Council has to follow when procuring goods, services and works and when establishing approved tender lists.


**EUROPEAN RULES** - all public sector contracts no matter what their value within the European Union are covered by a treaty which incorporates the free movement of goods and services and which prevents discrimination against firms on the grounds of nationality. The principles of the treaty are backed up by a series of EC Procurement Directives:

- Public Supplies Directive  
1993 - 93/36/EEC.
- Public Services Directive  
1992 - 92/50/EEC.
- Public Works Directive  
1993 - 93/37/EEC.

- Amending Directive  
1997 - 97/52/EC (amends the three directives above).

These directives are included in UK law as a number of regulations:

- The Public Supply Contracts Regulations 1995 S.I. No. 201.
- The Public Services Contracts Regulations 1993 S.I. No. 3228.
- The Public Works Contracts Regulations 1991 S.I. No. 2680.



The directives and regulations require the Council to follow detailed procedures for all procurements above financial thresholds. The thresholds are reviewed every two years (for the two year period 01.01.2004 - 31.12.2004 the threshold is £153,376 for Supplies and Services and £3,834,411 for Works).

The Council must follow some basic principles:

- A specific Tender Notice must be placed in the supplement to the Official Journal of the European Union (OJEU) to give all suppliers in the EU an equal opportunity to tender.
- Tenders must be invited in accordance with one of the prescribed procedures (open, restricted, negotiated - there are also two separate urgency procedures). Each procedure imposes minimum time-scales covering the tender activities to ensure that reasonable time to respond to adverts and prepare submissions is given to interested parties.
- A notice of contract award must be placed in OJEU.

Unsuccessful contractors must be debriefed if requested. Further information about the EC Procurement Directives can be viewed at [www.simap.eu.int](http://www.simap.eu.int)

**NATIONAL RULES** - Whilst there is no prescription on local authorities to tender out specific services, the Council has a duty under Best Value legislation (introduced in April 2000) as laid down by Part 1 of the Local Government Act 1999 to fundamentally review its services and make arrangements to ensure continuous improvement; having regard to economy, efficiency and effectiveness. Performance indicators and targets for improvement are set and published in an annual Best Value Performance Plan.

The Council recognises that effective procurement is at the heart of Best Value and that the Best Value review process will help deliver its commitment to provide the best possible services for the people of Darlington. The Council's Best Value Performance Plan can be viewed at [www.darlington.gov.uk/about/DBC/darlingtoncouncil](http://www.darlington.gov.uk/about/DBC/darlingtoncouncil)



Further information about Best Value can be viewed at:  
[www.localregions.odpm.gov.uk/bestvalue](http://www.localregions.odpm.gov.uk/bestvalue)

The Council must also have regard to Part II of the Local Government Act 1988 which prohibits non-commercial considerations being taken into account when awarding contracts.

**LOCAL RULES** - procurement activity must also comply with the Council's Contract Procedure Rules and Purchasing Procedures. Only in exceptional circumstances, may these be waived by the Council.

**Contracts below £3,000;** verbal or written quotes to be obtained at the discretion of the responsible officer, consideration must be given to fair competition and operational efficiency.

**Contracts between £3,000 & £35,000;** will be subject to competitive quotations being obtained from at least three contractors, or if this is not possible from all capable contractors. Again consideration must be given to fair competition and operational efficiency.

**Contracts between £35,000 & £75,000;** a minimum of four quotations will be required, these should be submitted in plain sealed envelopes marked 'Tender for.....' and showing the closing date for receipt and should be

opened and initialled by two nominees of the relevant director.

**Contracts above £75,000, up to the OJEU limit;** an advert will be placed in a local publication or relevant trade magazine stating the nature and purpose of the tender and stating the last date when tenders will be received. Sealed bids will be opened in the presence of a tender panel consisting of two members and a representative of the appropriate department. Bids will be evaluated and awarded on the basis of cost and quality.

**Approved lists;** where an approved list of contractors is maintained, tenders may be invited from some of the contractors on the list. Contractors are selected from the relevant list on a rotational basis and the company that was successful for the previous job will also be considered. Further information is given on page 17 of this guide on how to apply to get on one of the Council's select lists.

**Tender lists;** tenders can be restricted and invited from some (or all) respondents to an advertisement providing they comply with the selection criteria.

HOW TO DO BUSINESS  
WITH THE COUNCIL

*A Guide for Suppliers and Contractors*

## **APPENDIX 2**

# **Darlington Council**

## **Contacts**

### **Department – Chief Executive**

<b>POLICY UNIT</b> Tenders for contracts for goods used corporately and general procurement queries		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"><li>● Mobile Phones</li><li>● Stationery</li><li>● Travel</li></ul>	Susan White Procurement Advisor 01325 388019	susan.white@darlington.gov.uk

### **Department – Community Services – Contracting Service**

<b>CONTRACTING SERVICES (BUILDING)</b>		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"><li>● Asbestos Removal</li><li>● Brickwork and Blockwork</li><li>● Cavity Wall Insulation</li><li>● Ceramic Wall/Floor Tiling</li><li>● Concrete Work</li><li>● Damp-Proofing/Timber Treatment</li><li>● Demolition</li><li>● Disposal of equipment containing ODS's &amp; PCB's</li><li>● Electrical Installations – Housing</li></ul>	Ken Poole Assistant Director - Technical Services  or  Richard Emmerson Surveying Manager	01325 347440 ken.poole@darlington.gov.uk   01325 347550 richard.emmerson@darlington.gov.uk

<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Electrical Installations – Non-Housing</li> <li>● External Foul and Surface Water Drainage</li> <li>● External Rendering</li> <li>● Felt Roofing</li> <li>● Fencing</li> <li>● Fire Alarm Systems</li> <li>● Floor Coverings</li> <li>● General Road and Sewer Contracts</li> <li>● Glazing</li> <li>● Ground works</li> <li>● Hard Landscaping</li> <li>● Land Reclamation</li> <li>● Lift Installations</li> <li>● Lift &amp; Hoist Maintenance</li> <li>● Main Drainage</li> <li>● Mechanical Installations – Housing</li> <li>● Mechanical Installations – Non-Housing</li> <li>● Metal Roof Systems</li> <li>● Metal Work (Fabrication and Fixing)</li> <li>● Painting and Decorating</li> <li>● Miscellaneous</li> <li>● Plastering</li> <li>● Purpose Made Joiner</li> <li>● Reinforcement</li> <li>● Road lining, studs, anti skid coatings</li> <li>● Road Planing/Surfacing</li> <li>● Roof Insulation</li> <li>● Roof Tiling</li> <li>● Sanitary Ware and Plumbing</li> <li>● Scaffolding</li> <li>● Security Systems (inc CCTV)</li> <li>● Shuttering</li> </ul>	<p>Ken Poole Assistant Director - Technical Services</p> <p>or</p> <p>Richard Emmerson Surveying Manager</p>	<p>01325 347440 ken.poole@darlington.gov.uk</p> <p>01325 347550 richard.emmerson@darlington.gov.uk</p>

<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Soft Landscaping</li> <li>● Structural Steelwork</li> <li>● Suspended Ceilings</li> <li>● Traffic Management</li> <li>● Windows and/or Doors Metal</li> <li>● Windows and/or Doors Timber</li> <li>● Windows and/or Doors UPVC</li> </ul>	Ken Poole Assistant Director - Technical Services  or  Richard Emmerson Surveying Manager	01325 347440 ken.poole@darlington.gov.uk      01325 347550 richard.emmerson@darlington.gov.uk

#### **CONTRACTING SERVICES (LEISURE)**

<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Air Conditioning Maintenance</li> <li>● Astro Turf Maintenance</li> <li>● Athletics Track Cleaning</li> <li>● Pool Plant Maintenance</li> <li>● Water Cooler Rental</li> <li>● Water Fountain Maintenance</li> </ul>	Ken Poole Assistant Director - Technical Services  or  Richard Emmerson Surveying Manager	01325 347440 ken.poole@darlington.gov.uk      01325 347550 richard.emmerson@darlington.gov.uk

#### **CONTRACTING SERVICES (CATERING)**

<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Catering equipment</li> <li>● Catering equipment maintenance and servicing</li> <li>● Catering deep cleaning</li> </ul>	Ken Poole Assistant Director- Technical Services  or Richard Emmerson Surveying Manager	01325 347440 ken.poole@darlington.gov.uk      01325 347550 richard.emmerson@darlington.gov.uk

<b>CONTRACTING SERVICES (CLEANING)</b>		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Window Cleaning</li> </ul>	Ken Poole Assistant Director- Technical Services  or Richard Emmerson Surveying Manager	01325 347440 ken.poole@darlington.gov.uk   01325 347550 richard.emmerson@darlington.gov.uk

<b>CONTRACTING SERVICES (ENVIRONMENTAL SERVICES)</b>		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Arboricultural Works</li> <li>● Weed spraying</li> <li>● Winter Maintenance (Rural greening)</li> </ul>	Ken Poole Assistant Director- Technical Services  or Richard Emmerson Surveying Manager	01325 347440 ken.poole@darlington.gov.uk   01325 347550 richard.emmerson@darlington.gov.uk

<b>CONTRACTING SERVICES (VEHICLE/PLANT MAINTENANCE)</b>		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Accident Damage</li> <li>● Brake roller testing</li> <li>● Calibration</li> <li>● Cylinder &amp; Sole plate regrinding</li> <li>● Electronic Control Systems</li> <li>● Injector Pump Systems</li> <li>● Lift Testing</li> <li>● Mot Testing</li> <li>● Security Systems</li> <li>● Tyre Repairs</li> </ul>	Dave Scarr Purchasing Manager	01325 347493 dave.scarr@darlington.gov.uk

**Department – Community Services – Supplies Contracts**

<b>BUILDING MATERIALS SCHEDULE</b>		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Aggregates</li> <li>● Boilers</li> <li>● Bricks, Blocks etc</li> <li>● Builders' Hardware &amp; Ironmongery</li> <li>● Cast Iron Rainwater Goods</li> <li>● Cement</li> <li>● Copper Fittings</li> <li>● Copper Tube</li> <li>● Cylinders etc</li> <li>● Electrical Equipment</li> <li>● External Doors</li> <li>● Fencing</li> <li>● Garage Doors &amp; Accessories</li> <li>● Gas Spares</li> <li>● Glass &amp; Putty</li> <li>● Gloves, etc</li> <li>● Heating Controls</li> <li>● Hire of Containers &amp; Accommodation Units</li> </ul>	Dave Scarr Purchasing Manager	01325 347493 dave.scarr@darlington.gov.uk

<ul style="list-style-type: none"> <li>● Hire of Large Plant (mechanical)</li> <li>● Hire of Small Tools &amp; Equipment</li> <li>● Insulation</li> <li>● Internal Doors</li> <li>● Kitchen Units</li> <li>● Manhole Covers and Frames</li> <li>● Nails and Screws</li> <li>● Painting</li> <li>● Painting Accessories</li> <li>● PCC Products</li> <li>● Plaster &amp; Plaster Goods</li> <li>● Plastic Rainwater Goods</li> <li>● Plumbing Sundries</li> <li>● Protective Clothing</li> <li>● Protective Footwear</li> <li>● PVC Windows &amp; Doors</li> <li>● Radiators</li> <li>● Ready mixed Concrete</li> <li>● Sanitary Ware</li> <li>● Sealants</li> <li>● Sheet material (Joiners Shop)</li> <li>● Sink Tops</li> <li>● Skip Hire</li> <li>● Skirting, Architrave etc</li> <li>● Small Tools</li> <li>● Street Lighting Columns</li> <li>● Street Lighting Fitments/Parts</li> <li>● Taps</li> <li>● Tarmacadam</li> <li>● Timber (Joiners Shop)</li> <li>● UPVC Cladding etc</li> <li>● Vehicle Hire</li> <li>● Vitrified Clay</li> <li>● Pipes and Fittings</li> <li>● Waste Pipe and Fittings</li> </ul>	<p>Dave Scarr Purchasing Manager</p>	<p>01325 347493 dave.scarr@darlington.gov.uk</p>
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<b>SUPPLIES CONTRACTS (POOL CHEMICALS SCHEDULE)</b>		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Pool chemicals</li> </ul>	Dave Scarr Purchasing Manager	01325 347493 dave.scarr@darlington.gov.uk

<b>SUPPLIES CONTRACTS (CLEANING MATERIALS SCHEDULE)</b>		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Brushes, Brooms etc</li> <li>● Cleaning Products (Liquid Cleaners)</li> <li>● Clothes</li> <li>● Floor Pads</li> <li>● Paper Products, Toilet Rolls, Towels etc</li> <li>● Vacuum Cleaner Bags</li> <li>● Vacuum Cleaner Spares</li> </ul>	Dave Scarr Purchasing Manager	01325 347493 dave.scarr@darlington.gov.uk

<b>SUPPLIES CONTRACTS (GROUNDS MAINTENANCE SCHEDULE)</b>		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Bedding Plants (Plugs) Spring</li> <li>● Bedding Plants (Plugs) Summer</li> <li>● Compost</li> <li>● Glasshouse hire</li> <li>● Herbicides, Fertilisers etc</li> <li>● Labour services</li> <li>● Plant Containers</li> <li>● Transportation of Horticultural Products</li> </ul>	Dave Scarr Purchasing Manager	01325 347493 dave.scarr@darlington.gov.uk

<b>SUPPLIES CONTRACTS (VEHICLE MAINTENANCE SCHEDULE)</b>		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Fuels</li> <li>● Lubricants, oils etc</li> <li>● Sweeper brushes</li> <li>● Tyres</li> <li>● Vehicle spares</li> </ul>	Dave Scarr Purchasing Manager	01325 347493 dave.scarr@darlington.gov.uk

**SUPPLIES CONTRACTS (CATERING SERVICES SCHEDULE)**

<b>Commodity</b>	<b>Contact</b>	<b>Tel no and e-mail address</b>
<ul style="list-style-type: none"><li>● Bakery products inc</li><li>    Specialty Cake products</li><li>● Chilled Foods</li><li>● Cleaning Materials</li><li>● Confectionery</li><li>● Dairy Products</li><li>● Disposables</li><li>● Frozen Foods</li><li>● Fresh Fruit and Vegetables</li><li>● Fresh Meat and Poultry</li><li>● General Provisions</li><li>● Ice Cream</li><li>● Wine and Spirits</li></ul>	Judith Chiswell Business Support Manager	01325 347556 judith.chiswell@darlington.gov.uk

**Department – Corporate Services****INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)**

Responsible for the procurement, delivery and support of information and communication technology systems, services, supplies and consumables.

<b>Commodity</b>	<b>Contact</b>	<b>Tel no and e-mail address</b>
<ul style="list-style-type: none"><li>● ICT Software</li><li>● ICT Hardware</li><li>● ICT Systems</li><li>● Computer</li><li>● Consumables</li><li>● Computer Stationery</li></ul>	Brian Darby Network Services Manager	01325 388370 brian.darby@darlington.gov.uk
<b>ICT (Continued)</b>		
<b>Commodity</b>	<b>Contact</b>	<b>Tel no and e-mail address</b>
<ul style="list-style-type: none"><li>● Print and Design</li><li>● Photocopiers</li><li>● Bulk Stationery</li></ul>	Jeff Costello Print and Design Manager	jeffrey.costello@darlington.gov.uk

## Department - Development and Environment

<b>CONSULTANCY SERVICES</b>		
Tender contracts for all the Council's engineering and design expertise		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Engineering</li> <li>● Highway Maintenance</li> </ul>	John Ray Head of Engineering & Highway Maintenance	01325 388746 john.ray@darlington.gov.uk
<ul style="list-style-type: none"> <li>● Traffic Management</li> <li>● Road Safety</li> </ul>	Mike Baxter Traffic Management & Road Safety Manager	01325 388752 mike.baxter@darlington.gov.uk
<ul style="list-style-type: none"> <li>● Street Lighting</li> </ul>	Tom Russell Street Lighting Officer	01325 388754 tom.russell@darlington.gov.uk
<ul style="list-style-type: none"> <li>● Winter Maintenance</li> </ul>	Alan Ward Highway Superintendent	01325 388743 alan.ward@darlington.gov.uk
<ul style="list-style-type: none"> <li>● Schools Crossing Patrol</li> </ul>	Denise Caley Assistant Road Safety Officer	01325 388783 denise.caley@darlington.gov.uk
<ul style="list-style-type: none"> <li>● Building Design</li> <li>● Project Costing &amp; Commissioning</li> </ul>	Brian Dobinson Head of Building Design Services	01325 388704 brian.dobinson@darlington.gov.uk
<ul style="list-style-type: none"> <li>● Quantity Surveying</li> </ul>	Clark Morrison Building Design Manager	01325 388722 clark.morrison@darlington.gov.uk

**DEVELOPMENT & REGENERATION SERVICES**

Tender contracts for consultancy on development sites including infrastructure; environmental and economic impact assessment.\*

<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"><li>● Planning Policy</li><li>● Development Control</li></ul>	Steve Petch Planning Services Manager	01325 388627 steve.petch@darlington.gov.uk
<ul style="list-style-type: none"><li>● Building Control</li></ul>	Stuart Muckle Building Control Manager	01325 370827 stuart.muckle@darlington.gov.uk
<ul style="list-style-type: none"><li>● Property/Estate Management</li></ul>	Guy Metcalfe Estates & Property Manager	01325 388735 guy.metcalfe@darlington.gov.uk
<ul style="list-style-type: none"><li>● Transport Policy</li><li>● Concessionary Fares</li></ul>	Simon Houldsworth Transport Policy Manager	01325 388701 simon.houldsworth@darlington.gov.uk
<ul style="list-style-type: none"><li>● Economic Regeneration</li><li>● Tourism &amp; TIC</li><li>● Archives</li><li>● Archaeology</li></ul>	Gwenda Lyn Jones Economic Regeneration & Tourism Manager	01325 388660 gwenda.lynjones@darlington.gov.uk
<ul style="list-style-type: none"><li>● Heritage/Museum</li></ul>	Claire Boston- Smithson Tourism & Heritage Officer	01325 460532 claire.boston-smithson@darlington.gov.uk
<ul style="list-style-type: none"><li>● Countryside Services</li></ul>	Rob George Principal Countryside Officer	01325 388648 robert.george@darlington.gov.uk
<ul style="list-style-type: none"><li>● Town Centre Management</li></ul>	Louise Toms Town Centre Manager	01325 352834 louise.toms@darlington.gov.uk

**PUBLIC PROTECTION SERVICES**

Tender contracts for waste management and recycling\*

<b><i>Commodity</i></b>	<b><i>Contact</i></b>	<b><i>Tel no and e-mail address</i></b>
<ul style="list-style-type: none"><li>● Pollution &amp; Regulation</li><li>● Environmental Health</li></ul>	Barry Pearson Environmental Health Manager	01325 388552 barry.pearson@darlington.gov.uk
<ul style="list-style-type: none"><li>● Commercial &amp; Licensing Services</li><li>● Taxi Licensing</li></ul>	Pam Ross Licensing and Parking Manager	01325 388560 pam.ross@darlington.gov.uk
<ul style="list-style-type: none"><li>● Trading Standards</li></ul>	Nigel Green Trading Standards Manager	01325 388989 nigel.green@darlington.gov.uk
<ul style="list-style-type: none"><li>● Waste Disposal</li><li>● Recycling</li><li>● Pest Control</li><li>● Environment &amp; Sustainability</li></ul>	Bill Westland Environment & Sustainability Manager	01325 388557 bill.westland@darlington.gov.uk
<ul style="list-style-type: none"><li>● Car Park Management</li></ul>	Sue Gillham Parking Enforcement Manager	01325 388740 sue.gillham@darlington.gov.uk
<ul style="list-style-type: none"><li>● Markets</li></ul>	Peter Wilson Markets Manager	01325 388691 peter.wilson@darlington.gov.uk
<ul style="list-style-type: none"><li>● Cemeteries &amp; Crematorium</li></ul>	Julie Cooper Crematoria and Burials Manager	01325 388581 julie.cooper@darlington.gov.uk

<b>SUPPORT SERVICES</b>		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● Central Administration</li> <li>● Word processing</li> <li>● Human Resource Management</li> <li>● Service Support/ Administration</li> </ul>	Elaine Taylor Administration Manager	01325 388951 elaine.taylor@darlington.gov.uk
<ul style="list-style-type: none"> <li>● Financial Management</li> </ul>	Dennis Watson Head of Support Services	01325 388914 dennis.watson@darlington.gov.uk
<ul style="list-style-type: none"> <li>● IT Services</li> <li>● Geographic Information System</li> </ul>	Brian Donnelly IT & GIS Manager	01325 388911 brian.donnelly@darlington.gov.uk

\* Please note that the Development and Environment Department have partnership framework agreements in place for providing consultancy support to most of its services. These will run for at least 3 years (until the end of 2007)

## Department – Education

<b>e-LEARNING CENTRE</b>		
Tender contracts ICT hardware, software and systems for primary schools		
<i>Commodity</i>	<i>Contact</i>	<i>Tel no and e-mail address</i>
<ul style="list-style-type: none"> <li>● ICT Software</li> <li>● ICT Hardware</li> <li>● Consumables</li> </ul>	Ann Lovegreen Projects Coordinator	01325 402005 ann.lovegreen@darlington.gov.uk



