

WALTHAM FOREST COUNCIL • REDBRIDGE COUNCIL



DOING BUSINESS WITH US



Working on behalf of



www.walthamforest.gov.uk • www.redbridge.gov.uk

1. INTRODUCTION

The London Boroughs of Waltham Forest and Redbridge operate a shared procurement service. This guide is designed to make it easier for local business to work with us. It sets out some of the key procedures and policies that businesses need to be aware of when bidding for contracts with either Council.

We are committed to improving access to opportunities for businesses.

2. PROCUREMENT

Contracts are awarded according to financial and contract rules enshrined in each Council's constitution. These rules exist to ensure transparency and value for money in each organisation's contracting procedures.

There are special EU rules that apply to procurement processes for contracts valued above certain thresholds ('EU thresholds' – see section 3). These rules are implemented in the UK by the Public Contracts Regulations 2015 and the Concession Contracts Regulations 2016, which set out specific procedures that all public sector organisations must follow when inviting tenders and awarding contracts.

3. HOW WE BUY

All quotations and tenders are invited via our e-tendering portal 'ProContract', which can be accessed at www.londontenders.org.

When seeking **quotations**, we will directly invite a minimum number of suppliers to submit a written quotation based on requirements set out in a 'Request for Quotation' document. Competition is restricted only to those suppliers invited to bid. Quotations are evaluated according to a range of price and/or quality criteria that are set out in the Request for Quotation document.

When seeking **tenders**, we will openly advertise the opportunity and any supplier can express an interest in tendering for the contract. Details of a typical tendering process can be found in section 4

The procurement process for a given contract is determined according to the total estimated value of that contract. These vary slightly across each Council.

Waltham Forest

- **Up to £10,000:** at least one quote must be received. Where practicable, a quotation from a local supplier will be sought.
- **£10,001 to £50,000:** at least two quotes must be received. Where practicable, a quotation from a local supplier will be sought.
- **£50,001 to £100,000 (goods and services) / £50,001 to £500,000 (works):** at least three quotes must be received. Where practicable a quotation from a local supplier will be sought.
- **£101,000 to EU threshold for goods and services (£181,302) / £500,001 to EU threshold for works (£4,551,413):** at least five quotes must be received. Where practicable, quotations from at least two local suppliers will be sought.
- For contracts valued above EU thresholds (£181,302 for goods and services/ £4,551,413 for works), a formal tendering exercise will be undertaken and opportunities will be openly advertised in the [Supplement to the Official Journal of the European Union](#) and [Contracts Finder](#). Occasionally, a formal tendering exercise may be undertaken below these thresholds.

Redbridge

- **Up to £10,000:** at least one quote must be received. Where practicable, a quotation from a local supplier will be sought.
- **£10,001 to £50,000:** at least two quotes must be received. Where practicable, a quotation from a local supplier will be sought.
- **£50,001 to EU threshold for goods and services (£181,302) – all contracts, including those for works:** at least three quotes must be received. Where practicable a quotation from a local supplier will be sought.
- For all contracts with a value above the EU threshold for goods and services (£181,302), **including those for works**, a formal tendering exercise will be undertaken and all opportunities will be openly advertised. Occasionally, a formal tendering exercise may be undertaken below these thresholds.
- All contract opportunities valued at or above EU thresholds (£181,302 for goods and services / £4,551,413 for works), will be openly advertised in the [Supplement to the](#)

[Official Journal of the European Union](#) and [Contracts Finder](#). Contract opportunities for works valued between £181,302 and the corresponding EU threshold will normally be advertised in Contracts Finder only.

Procurement Policy and Strategy

Businesses seeking to do business with us should be aware of our Procurement Strategies, Procurement Policies and Supplier Charter, which are available online (see section 5).

When inviting **tenders**, we will allocate a minimum 10% of the evaluation weighting to social value criteria. We require tenderers to submit the social value element of their tender submissions via the online [Social Value Portal](#). To do this, tenderers must register for free with the Social Value Portal.

4. THE TENDERING PROCESS

For more complex contracts we will aim to hold a market engagement event so that potential tenderers can better understand the opportunity and the anticipated procurement process.

There are five key stages to a typical tendering process:

1. Advertising and Shortlisting

The advertisement will give details of the proposed contract.

We may run a single stage process, or if we anticipate a high number of responses, we may run a two stage process, which enables us to shortlist respondents based on criteria such as financial standing, technical capacity and previous experience. Respondents may be asked at this stage to complete a Supplier Questionnaire ('SQ') and provide information about their organisation, such as:

- previous experience
- insurance cover;
- financial statements;
- quality/training systems;
- health and safety policies;
- environmental policies and practices
- equality policies and practices.

The Council's will use this information to draw up a short-list of organisations to take to the next stage (Invitation to Tender). This will be done according to the criteria published in the SQ.

2. Invitation to Tender

If a respondent is successful in being shortlisted they will be sent an 'Invitation to Tender' (ITT), incorporating a number of documents that will need to be completed and returned electronically to us by a specified date. **The ITT will normally have been made available to bidders at the SQ stage for procurements above EU-thresholds.**

An ITT normally includes the following documents:

- Instructions to Tenderers – information on how a tender response should be completed and submitted.
- Form of Tender – confirms you are offering to supply the goods/ services/ works in accordance with the tender documentation.
- Certificate of Non-Collusion and Certificate of Non-Canvassing – confirms you are submitting a genuine competitive tender and have not colluded with anyone or canvassed any Council employee or member.
- Specification – a detailed technical description of our requirements.
- Evaluation criteria – details of how a tender will be evaluated and scored.
- Contract Conditions – the terms of the contract.

It is important that you comply with the instructions as failure to do so may invalidate your response.

3. Preparing Your Response

When you receive your documents make sure you:

- Read the documentation carefully and you understand exactly what is required of you.
- Take the opportunity to raise queries as soon as possible and by no later than the permitted date.

When you answer the questions:

- Read the questions carefully and answer them accurately and precisely.
- Cross-reference the responses in your tender to the questions in the Invitation to Tender.
- Be clear on your pricing model and state any assumptions you have made when pricing (for

example, resources required by you and/ or the Council, timetables, etc.)

- Always use the pre-formatted response documents provided (not your own), and don't make any alterations to the format or content of these documents except as instructed.
- Ensure you supply all requested attachments/ supporting information to enable your bid to be fully evaluated.
- Do not include publicity material in your submission (e.g. sales brochures, photography etc.) unless you have been asked to.
- If you cannot provide some of the information, for whatever reason, please ask for advice. If your answer to any question is 'no' or 'none', please state 'no' or 'none' rather than leaving the space blank.
- Do not assume that we know your business; the evaluation panel cannot use any pre-existing knowledge of you to evaluate your bid.

When you are ready to submit your tender, proof read your submission and make sure there are no mistakes or incomplete/missing responses.

4. Evaluation and Clarification of Tenders

We will evaluate your tender in accordance with the evaluation criteria. These criteria will be the same as originally detailed in the Invitation to Tender. It may be necessary for us to seek clarification of your responses and someone will contact you in writing via the e-tendering portal if this is the case.

5. Contract Award

Contract award details will be issued in writing to all bidders via the e-tendering portal once the contract has been awarded. For all openly advertised contracts, details will also be published in Contracts Finder and the Supplement to the Official Journal of the European Union (contracts above EU thresholds only).

If you are unsuccessful and wish to seek feedback, you should contact the person named in the tender documentation. We will be able to explain why your tender was unsuccessful and perhaps provide advice on how to improve your chances of success in future.

Contract Implementation and Management

Now the hard work begins! You will be expected to meet the service levels agreed in the contract and your progress will be monitored by a contract manager.

5. Useful links

The link to the Councils' e-tendering system (ProContract) is www.londontenders.org. Register there for free to ensure you receive alerts about contract opportunities in Waltham Forest, Redbridge and the wider Public Sector.

For guidance on how to register with ProContract, and to view copies of our Procurement Strategies, Procurement Policies and Supplier Charter, please visit the [Redbridge](#) and [Waltham Forest](#) websites.