



---

# HOW TO DO BUSINESS GUIDE

---

[SUNDERLANDCOLLEGE.AC.UK](http://SUNDERLANDCOLLEGE.AC.UK)





# INTRODUCTION

**This Guide has been produced to assist businesses who wish to supply Sunderland College with goods, services or works and includes:**

- Responsibilities for procurement within the College
- The rules that the College must comply with
- How suppliers can be alerted to the opportunities to supply the College
- Appropriate contacts

This guide is for advice and guidance purposes only. As there is a high demand for College business, suppliers should note that this guide will not guarantee them the success of being awarded a contract.

# PROCUREMENT

Expenditure on goods, services and works is a significant part of the College's overall budget. It is important that procurement is undertaken effectively and efficiently.

The College encourages competition and welcomes bids from new and established suppliers. Contracts are awarded on the basis of value for money and although the College cannot discriminate in favour of local companies, it is committed to encouraging and supporting local suppliers to compete for business as well as assisting small or medium-sized enterprises (SME) and voluntary community and social enterprises (VCSE) to compete for College business and improve their ability to meet the College's requirements.

Contracts can vary from one-off purchases to periodic contracts for supplies and services that are let for a specified duration. Details of the College's current contracts are listed in annex 1.

# ABOUT SUNDERLAND COLLEGE

Sunderland College is one of the largest providers of education in the North East, with a turnover in excess of £38 million and employing over 600 staff.

The College offers a wide range of academic and vocational courses for school leavers and adults as well as a range of Higher Education Programmes, some in partnership with the University of Sunderland.

## The College operates from four campuses:

- **Bede Campus:** home to the College's two new £22 million Arts Academy and Sports Academy, which opened in September 2014
- **St Peter's Campus:** a specialist sixth form campus situated on the banks of the River Wear next to the University of Sunderland's St Peter's campus
- **Washington Campus:** offering both A-Level and vocational courses, an ICT specialist and Higher Education Centre
- **Hylton Campus\*:** the College's specialist vocational campus with on-site facilities for construction, engineering and motor vehicle students. It is also home to The Lounge Bistro and Bar - the College's training restaurant, a travel agency, a hair and beauty salon and barbers shop

In recent years, the College has invested heavily in its estate and this Capital Investment Programme is continually ongoing. Work is now well underway on the College's new £29 million City Campus, and the new building will house vocational courses transferred from its Hylton Campus\*. The new Campus will be fully opened to students from September 2016.

## The College has some impressive statistics:

- 99% pass rate for the past seven years
- Top performing college on average for A-Level and Professional and Technical Grades
- Contributes £444.5 million each year to the North East business community
- Award winning advice and guidance team
- One of the largest range of A-Level Subjects in the region with over 30 subjects to choose from
- Over 100 vocational courses to choose from

## RESPONSIBILITIES FOR PROCUREMENT

The Director of Procurement and Governance is responsible for advising on all procurement matters and provides guidance and arranges contracts on behalf of the College (generally in excess of £50,000).

The Finance department oversees all purchasing within the College and is responsible for the correct and timely payment of all College invoices. Further information regarding procurement is available at our website, [sunderlandcollege.ac.uk](http://sunderlandcollege.ac.uk)

## ADVERTISING

Goods and services contracts valued in excess of £172,514 and works contracts over £4,322,012 are advertised in the Official Journal of the European Union (OJEU). These advertisements can be viewed at [publications.europa.eu](http://publications.europa.eu)

Where the College decides to advertise a tender opportunity, either by issuing a OJEU Contract Notice, or by advertising in another way, contracts with a value estimated to be greater than £25,000 are also advertised on the Crown Commercial Service website 'Contracts Finder' at [gov.uk/contracts-finder](http://gov.uk/contracts-finder)

## RESPONDING TO TENDER ADVERTISEMENTS

In nearly all cases tenders are issued electronically via the College's e-tendering system [in-tendhost.co.uk/nessp](http://in-tendhost.co.uk/nessp)

Suppliers are informed of the procedures for completing the tender and returning it. The tender document will contain the following:

- Form of Tender
- Instructions on how to complete and return the document
- Special conditions
- Specification or scope of requirements
- General terms and conditions of contract

In addition the College may request supporting information about the supplier's financial position and technical abilities. This can include information about when the company was formed, experience of providing similar goods or services and reference contact details.

## CONTRACT AWARD

Tenders are evaluated using pre-determined criteria. The criteria usually cover areas such as whole life costs, commercial awareness and ability to meet the requirements of the contract, etc. The full criteria will be listed in the tender document.

All tenderers are notified whether they have been successful or unsuccessful. The College always endeavours to offer unsuccessful suppliers feedback on why their tender has failed to assist them to submit improved bids next time.

## CONTRACT PERFORMANCE

As part of our commitment to managing contracts the College also expects suppliers to attend contract review meetings at regular intervals throughout the contract to:

- Ensure satisfactory performance and compliance with the contract
- Ensure resolution of any disputes arising during the contract
- Develop relationships with suppliers
- Identify opportunities for continuous improvement

## COLLABORATIVE PROCUREMENT

The College collaborates with other organisations across a number of local, regional and national agreements and may utilise existing contracts let by consortiums, although where it is believed there will be benefits in doing so we reserve the right to tender our own contracts. If you wish to be a supplier to a consortium contract or Framework Agreement then you must contact the consortium directly and request to take part in their tender process.

## CPC

The College is a member of the Crescent Purchasing Consortium (CPC), a Further Education purchasing group consisting of over 3,000 full member institutions nationwide who collaborate in order to combine requirements and produce regional and national contracts for goods and services.

Suppliers can register and find out more information at [thecpc.ac.uk](http://thecpc.ac.uk)

## CROWN COMMERCIAL SERVICE

The Crown Commercial Service was created to act on behalf of the Crown to drive further savings for the taxpayer and improve the quality of commercial and procurement activity across the public sector.

For more information please visit [gov.uk/government/organisations/crown-commercial-service](http://gov.uk/government/organisations/crown-commercial-service)

## E-PROCUREMENT

The College is keen to encourage the development of e-procurement in order to increase efficiency, streamline procedures and reduce transaction costs for both the College and suppliers. Purchase cards are used for low value expenditure wherever possible and suppliers are encouraged to work in partnership with the College to take full advantage of the benefits associated with the automation of the 'procure to pay' process.

The College has an electronic tendering system that enables suppliers to view contract opportunities, register an interest in a contract and receive and submit tenders online. Further information is available at [in-tendhost.co.uk/nessp](http://in-tendhost.co.uk/nessp)

Registration is free and only takes a few minutes.

## SUSTAINABILITY

A key objective of the College is to continually improve the economic, social and environmental well-being of the community through its procurement activities.

The Public Services (Social Value) Act 2012 requires all Public Services contracts above the OJEU threshold to be subject to appropriate social value criteria. Whilst the Act is only compulsory for this category of contracts, it is hoped that Public Sector bodies will use the development of social value criteria in all procurements. Criteria must be relevant to the subject of the contract and proportionate to the value and potential impact that could be achieved.

## EQUALITY AND DIVERSITY

The College strongly supports equality and diversity and actively encourages all types of businesses, including ethnic minority, SME's and VCSE's to compete for business whilst complying with legislative requirements and best practice.

The College aims to ensure that suppliers who provide services on its behalf comply with equalities legislation and promote equality of opportunity. The College encourages contractors to observe and adhere to the principles contained within the College's Equality and Diversity Policy available at [sunderlandcollege.ac.uk/about-us/equality-and-diversity/](http://sunderlandcollege.ac.uk/about-us/equality-and-diversity/)

## ENVIRONMENT

The College recognises that its activities and wider influences impact upon the environment. It is committed to full compliance with environmental legislation and strives to continuously improve its environmental performance. The College expects its suppliers to meet similar levels of environmental care and commitment and may request environmental management information within tender documentation.

## HEALTH AND SAFETY

Suppliers that employ five or more people must have a written safety policy. The safety policy should:

- Set out the supplier's commitment to managing risks and meeting legal duties for safety
- Tell people in the business what their duties are for health and safety
- Explain the steps that staff need to take to meet their duties

Suppliers who will be directly working on the College's campuses will be required to provide copies of this documentation with their tender application along with supporting documentary evidence of safe working practices.



## FREEDOM OF INFORMATION

The Freedom of Information Act 2000 aims to make public sector organisations, such as the College, more accountable to the public to give a better understanding of how public organisations carry out their duties and how they spend their money.

The College has a duty to disclose certain information upon request that is held in relation to contracts unless it is considered to be exempt under the Act. Exemptions may relate to confidential information and protection of an organisation's commercial interest.

Details of the procedures for applying for an exemption from disclosure under the Act are included within individual tenders and contracts. For more information on the Freedom of Information Act visit the Office of the Information Commissioner website at [ico.org.uk](http://ico.org.uk)

## COMPLAINTS

The College adopts a variety of contract monitoring arrangements appropriate to the value and nature of each contract. It is hoped that complaints will be discussed and resolved through these arrangements, however, if any supplier has a complaint about unfair treatment or discrimination that cannot be resolved through normal arrangements, the complaint can be made in writing to:

Director of Procurement and Governance  
Bede Campus  
Durham Road  
Sunderland  
SR3 4AH

or by emailing [pam.veitch@sunderlandcollege.ac.uk](mailto:pam.veitch@sunderlandcollege.ac.uk), in accordance with the College's Complaints Policy which is available at [sunderlandcollege.ac.uk/complaints-procedure/](http://sunderlandcollege.ac.uk/complaints-procedure/)

## FURTHER HELP

Selling products or services to the public sector is a significant opportunity for all businesses - each year the public sector spends around £220 billion on goods and services. Public sector bodies ranging from central government departments, devolved authorities and the NHS to local authorities and the armed forces all place orders with businesses, so there may be contracts of interest to you.

To find out more please visit [gov.uk/tendering-for-public-sector-contracts](http://gov.uk/tendering-for-public-sector-contracts)

# ANNEX 1

## GENERAL OVERVIEW OF GOODS/SERVICES PURCHASED

CATEGORY	DETAIL	CONTRACT RENEWAL DATE	APPROX ANNUAL SPEND
<b>Training</b>	Delivery of Education and Training on behalf of College	Aug 2016	£3,000,000
<b>Estates and Facilities</b>	Building and Maintenance Services	Nov 2017	£400,000
	Cleaning Services	Feb 2017	£369,000
	Grounds and Pitch Maintenance Services	Sep 2017	£15,000
	Lift Maintenance Services	Aug 2018	£6,500
	Security Services	Aug 2016	£106,000
	Waste Management Services	Jan 2019	£42,000
<b>ICT and Telecoms</b>	Landline Rental	Jul 2017	£40,000
	Network Cabling	Nov 2015	£38,000
	Desktop PC Annual Refresh	Jul 2016	£100,000
	Consumables	Annual	£30,000
<b>Catering</b>	Food	Annual	£428,000
	Equipment and Maintenance	Annual	£23,000
<b>Professional Services</b>	Audit Services	Aug 2020	£60,000
	Banking Services	Jun 2018	£10,000
	Insurance Services	Aug 2020	£100,000
	Occupational Health Services	Oct 2016	£6,000
<b>Office Supplies and Equipment</b>	Multi-functional Networked Printing Devices	Jul 2020	£105,000
	Franking Machines	May 2018	£30,000
	Stationery	Annual	£40,000
<b>Transport</b>	Hire of Coaches and Driver for Student Transport	Aug 2016	£140,000
<b>Hair and Beauty</b>	Consumables	Annual	£42,000
<b>Clothing</b>	Uniforms	Annual	£41,000



## CONTACT US

### PAM VEITCH

Director of Procurement and Governance  
0191 511 6000 ext. 04171  
[pam.veitch@sunderlandcollege.ac.uk](mailto:pam.veitch@sunderlandcollege.ac.uk)

### MARIE ROBSON

Director of Finance  
0191 511 6000 ext. 02637  
[marie.robson@sunderlandcollege.ac.uk](mailto:marie.robson@sunderlandcollege.ac.uk)

If you require this document in an alternative format eg: braille, large print, audio, please contact our Marketing Department on **0191 511 6000**