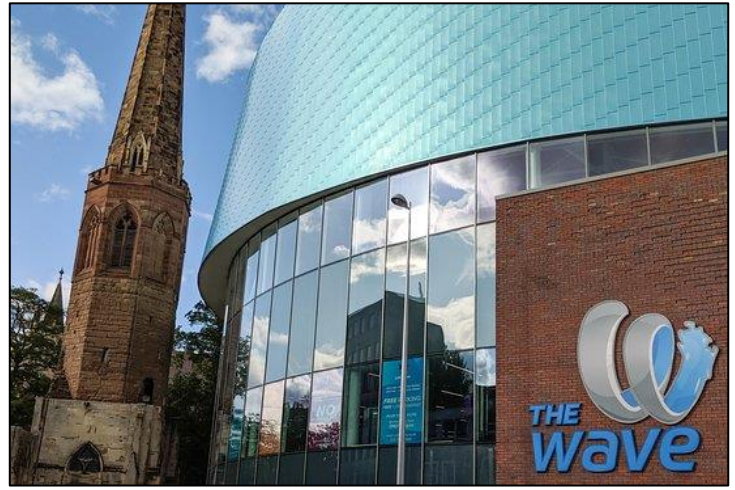


## A guide to working with Coventry City Council



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## Why work with Coventry City Council?

Coventry is a city that is changing fast – we are a city that is going places - with an inspiring, world-famous history and exciting times ahead.

Coventry was UK City of Culture 2021 and has also hosted top level sporting events such as the 2022 International Children’s Games and parts of the Birmingham 2022 Commonwealth Games. Coventry is ranked 3<sup>rd</sup> best Student City in England with 2 award-winning Universities. We have also held world class recreational and music events and festivals such as the MOBO Awards 2021, the BBC’s Big Weekend 2022 at the city’s War Memorial Park and concerts at the Coventry Building Society Arena. Coombe Abbey Country Park, The Cathedral, The Alan Higgs Centre and The Wave are also top attractions for residents and visitors to the city.

Coventry is the home of global and national brands and innovation such as Jaguar Land Rover (JLR), Severn Trent and United Kingdom Battery Industrialisation Centre (UKBIC).

We are proud to be a part of the ‘Midlands-Engine’, the home of the UK motor industry and honoured to be a multicultural city – City of Peace and Reconciliation.

Major developments are taking shape around the city, including a new-look shopping centre, new business quarter, restaurants, and a modernised Rail Station. More and more firms and families are relocating to our city as they discover what Coventry has to offer.

## Procurement at Coventry City Council

### What is Procurement and why is it important?

Procurement can be defined as the process of buying goods or services from 3rd party organisations and supports organisations to operate in a profitable and ethical manner.

The Procurement team at Coventry supports the Council to use the limited resources we have available, as efficiently and effectively as possible. We assist in the process of sourcing suppliers who wish to supply Coventry City Council with goods or services or carry out works on the Council’s behalf.

### The benefits of working with Coventry City Council

- Coventry operates as an: open, fair and transparent organisation.
- An innovative organisation with a wide range of opportunities available.
- A well-established organisation with a committed, skilled and professional workforce.
- Early Payment Service to support suppliers’ cash flow.
- Increased emphasis on Social Value in our Procurement activity which in return, improves Economic, Social and Environmental benefits to the city’s residents and supports our suppliers’ Corporate Social Responsibility credentials.
- Coventry City Council is a collaborative authority working alongside its neighbouring boroughs: Solihull & Warwickshire as part of a shared service (CSW-Jets) as well as West Midlands Combined Authority (WMCA) and other local authorities.

## Procurement rules and regulations

As a Local Authority there are rules and regulations at local and National levels which the Council must follow when procuring goods, works and services. This is to ensure the Council operates with transparency and probity and achieves value for money in procurement.

### Local Rules (Coventry’s Contract Procedure Rules)

For procurements where the value is less than the PCR thresholds, Coventry has its own Procurement thresholds under the Council’s Contract Procedure Rules. These rules must be followed by all procurement managers and officers. The thresholds are as follows:

Threshold	Requirement
Under £10,000	Use a corporate contract where one exists, alternatively source and select a supplier offering the best value for money.

<p>£10,000 - £99,999</p>	<p><b>£10,000 - £24,999</b> – Quotations within this threshold can be verbal and confirmed via email. The use of a quotation pack is optional. You must invite at least five (5) suppliers to quote.</p> <p><b>£25,000 - £99,999</b> - Quotations within this threshold must be in writing using the quotation pack within the E-Tendering system and should also be published on Contracts Finder. You must invite at least five (5) suppliers to quote. Where possible, those invited should include at least three (3) local suppliers, i.e. office based within CV1-CV6 postcodes.</p>
<p>Over £100,000 up to PCR Thresholds</p>	<p>At least five (5) potential contractors should be invited to tender. Where possible, those invited to tender should include at least three (3) local suppliers i.e. office based within CV1-CV6 postcodes.</p> <p><b>MUST</b> be advertised on Contracts Finder.</p>

### Public Contract Regulations (2015) Thresholds

The Public Contract Regulations (2015) (PCRs) is the UK legislation in place regarding public procurements.

When the spend over the lifetime of a contract/framework either matches or exceeds the PCR thresholds for either goods, works or services, it must be advertised on Find a Tender which is an online portal for public sector contracts and goes through a process compliant with PCRs. The thresholds for this can be seen below:

Threshold (£)	Type of Procurement
Over £179,087 (£214,904 including VAT)	Goods & Services
Over £4,477,174 (£5,372,609 including VAT)	Works

## Tendering

All procurement exercises undertaken that are £100,000 and over are all conducted electronically on CSW-Jets. CSW-Jets is a joint E-Tendering system with various other Local Authorities. In order to take part in any tendering opportunities with Coventry City Council, suppliers must be registered on <https://in-tendhost.co.uk/csw-jets>.

Please see our [CSW-Jets guidance](#) for help on the E-Tendering system.

### The tender process at Coventry City Council

For opportunities below the tendering thresholds, contact Procurement Services and we can redirect you to the relevant service area. However, we always recommend you are registered on CSW-Jets as the system will also be used for low value opportunities.

Opportunities that are £100,000 and above will need to go through a compliant tender process, see the table below on what this would look like.

Stage in process	
Registering Interest	The first step in the tendering process involves any suppliers interested in a potential tender registering their interest on the advertisement found on <a href="https://in-tendhost.co.uk/csw-jets">https://in-tendhost.co.uk/csw-jets</a>
Standard Selection Questionnaire (where applicable)	The Standard Selection Questionnaire (SQ) is used to collect information to help decide which suppliers should be selected to participate in a tender exercise. This stage only applies if the value of the tender is above PCR thresholds.
Invitation to tender (ITT) Documents	ITT documents are broken down at Coventry into 3 different sections. These are what are required to be filled out by the supplier and returned by the deadline. These documents will outline what the project covers and has criteria within them to be reviewed, to ensure the

	most suitable organisation is selected for the Contract.
Submitting Tenders	All tenders at Coventry are undertaken online at <a href="https://in-tendhost.co.uk/csw-jets">https://in-tendhost.co.uk/csw-jets</a> . Before submitting your tender, you will need to confirm you will be submitting documents on the overview screen of the tender you are interested in. This can be done by pressing “opt in” if you decide you do not want to submit after expressing an interest then press “opt out”. Once you are ready to submit documents you can attach these from the tender overview screen. Remember to always double check you have completed all required documentation before submitting and always allow enough time to upload and submit documents to avoid missing the deadline.
Evaluation	Returned tenders will be assessed against the evaluation criteria detailed in the ITT document.
Notification of successful/unsuccessful bids	Successful and unsuccessful suppliers will be notified accordingly via the E-Tendering system. Following intention to award, standstill periods may be imposed for some contracts prior to award.
Intention to award	Intention to Award Letter is used at the end of the tender process, it is a letter that is sent to the successful supplier to confirm they have been successful in the tender process and are due to be

	awarded the contract following any potential standstill periods.
Standstill period (where applicable)	Where the Tender process has been undertaken in accordance with PCRs, the Standstill Period shall apply and an Intention to Award notification will be sent to each Tenderer. The Council will observe a Standstill Period of not less than ten calendar days following notification of intention to award, to comply with PCRs. The Contract will not be entered before this period has ended.
Awarding & starting the contract	Successful suppliers will be awarded the contract and will be contacted to discuss the implementation, delivery and contract management processes along with introduction to key account managers and clients.
Delivering the contract	Suppliers will liaise with service area and contract manager to ensure successful delivery of the specification. Regular contract management meetings will be held and ongoing monitoring of key performance indicators (KPI) or service level agreements (SLA) to ensure specification and targets are being met.
Being paid	Unless otherwise stated in special terms and conditions of the contract, payment is due 30 days from receipt of a valid invoice (Invoice must be sent to Accounts Payable) following satisfactory delivery of the goods, works or services.

### Top tips on submitting tenders

- Allow plenty of time to submit your return. All returns must be submitted via the E-Tendering system by the deadline, ITT returns will **not** be accepted as a document attachment via the E-Tendering system or via email.
- Ensure your response(s) is within the boxes provided. Any detail that has been included in a document that was included in the tender pack for information purposes only will not be taken into consideration or scored. Always ensure you submit your return in the format requested.
- Use facts, figures and measurable evidence where you have it to support your response. If you are setting targets, ensure these are clear and realistic.
- Ensure you read and understand all the tender documents that have been provided. This is essential as these documents will explain and support how you should complete your return. If you are unsure on anything, you must ask your question via the correspondence tab on the E-Tendering system. Please see our [CSW-Jets Guidance](#) on how to do this.
- Identify ways you can add added value to your return, this could be in the way you offer to provide the goods/service or what you may offer additionally that is beneficial for either the service or city.
- Always double check all your documentation before submitting. This is incredibly important to ensure there have been no typing errors that may mislead or cause confusion in what you are offering as tenderer, ensure you have signed all required documentation.

### Documents within a tender pack at Coventry City Council

A typical tender pack at Coventry would consist of but not limited to:

Document	Document Detail
Certificate of Insurance	Certificate of insurance is a document that tenderers must return clearly evidencing they have the required level of insurance for the tender they are interested in.
Declaration of Intention to join Premier Supplier Service (PSS)	A form to indicate supplier's intention to join the Council's Early Payment Service.



Form of agreement	A form of agreement is the final contract detailing all contract documents, terms & conditions and obligations between the contracting authority and the tenderer.
ITT Part 1,2 &3 and annexes including form of undertaking declaration	Coventry City Council's Invitation To Tender is broken into 3 parts. Part 1 is the information pack containing all the relevant information required for the tender you plan to submit a return for. Part 2 is the terms and conditions of the tender in question and finally, part 3 which the tender return document organisations, tenderers who would like to submit a return would need to complete this document and return it via the E-Tendering system before the deadline.
Pricing Schedule/Schedule of rates	This a document tenderer must complete that clearly illustrates their proposed pricing schedule. This tends to be bespoke to each tender as it depends on the requirement. For example, if the requirement was a service, the tenderer may return their schedule within the form of an hourly rate.
Sample Supplier Participation Agreement Form (SPA)	A sample agreement form outlining the terms and conditions of the agreement.
Specification	The specification sets out the desired outcome and clearly illustrates the procedures and guidance to be followed.
Terms and Conditions	The T&Cs outline and the rules tenderers must comply with in order to have the opportunity to provide the goods/service for the relevant contract.

## Early Payment Service

At Coventry City Council, we have launched an early payment service for our suppliers. Working with Oxygen Finance, the Premier Supplier Service gives our suppliers the opportunity to be paid earlier than contracted terms. The quicker we process and pay suppliers' invoices, the more money we save to pay for services for the people of the city.

The Premier Supplier Service gives the supplier the option to be paid as soon as the invoice is authorised, and ahead of the standard 30-day term, in exchange for a pre-agreed rebate. Suppliers can sign up online, by contacting Oxygen Finance or through the tendering process. Using the early payment scheme can have multiple benefits for both Coventry City Council and suppliers.

- our suppliers benefit from
  - improved cash flow
  - greater visibility across both councils
  - reduced time spent chasing payments
- the Council benefits from
  - improved operational effectiveness from digitising back-office functions
  - optimising Purchase 2 Pay processes
  - an income from the rebates

Please visit [Early Payment Service](#) at Coventry City Council for more information.

## Social Value

Social Value is a process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis and is beneficial to the organisation, society and the economy, whilst minimising damage to the environment.

More simply, Social Value could be defined as what a supplier could bring to Coventry that is beneficial for its environment, economy or people that is additional to the contracted requirements.

Please visit [Social Value](#) at Coventry City Council for more information.

## Responsible Procurement

Responsible Procurement is an approach where environmental, sustainable, social and ethical considerations are considered when making a purchasing decision along with the traditional parameters of price & quality. Responsible Procurement is a vital part of Coventry City Council's procurement process as we recognise, it is essential that we consider goods, works and services that have a minimal impact on the environment, whilst ensuring the moral and ethical treatment of people within the supply chain whilst still securing value for money.

## SME & VCSE Friendly

At Coventry City Council, we welcome and encourage returns from Small and Medium Sized Enterprises (SMEs) and Voluntary Community and Social Enterprises (VCSEs). We recognise that SMEs and VCSEs play an instrumental role within our economy, which is why we are committed to working with these organisations as they are vital to Coventry's economic wellbeing and growth.

## Modern Slavery Act 2015

Modern Slavery is a crime and a violation of fundamental human rights. It takes various forms such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain.

As a city of over 370,000 people, we have a responsibility to help combat these crimes and support victims. Coventry City Council supports national objectives to eradicate modern slavery and human trafficking and recognises the significant role the Council must play in both combatting it and supporting victims.

Coventry's stance on [Modern Slavery](#) can be found here.

## Equality and Diversity

At Coventry, we are committed to:

- Our continuing duty as a public authority to have due regard to the need to eliminate discrimination, harassment, and any other conduct prohibited under the Equality Act 2010.
- Recognising and celebrating diversity, and ensuring equality of opportunity both as a provider and commissioner of services and as a large employer
- Developing a culture that embeds the effective management of equality, diversity and inclusion in our day-to-day practices, policies, procedures, and through our external relationships
- We recognise that people still experience inequality because of their background. We will therefore lead by example and not tolerate discrimination, harassment and victimisation on the grounds of:
  - Age, disability, gender reassignment, marital and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

More information on Coventry's stance on [Equality and Diversity](#) can be found here.

## Freedom of Information Act 2000

The Freedom of Information Act 2000 gives anyone the right to ask to see information held by the Council. However, the Act does not give you a right to access personal information (other than your own) as this is covered by the Data Protection Act.

Coventry [publishes](#) a selection of responses, which suppliers may find of interest. Information on the [Freedom of Information Act](#) at Coventry City Council can be found here.

## Terminology associated with Procurement

Below is some terminology that is used within the procurement process that may make understanding the tendering process easier.

Term/Phrase	Definition
Clarification	Clarification is where the tendering officers send a message via the e-tendering system to all suppliers registered against a tender to clarify a specific point.

Commissioning	Commissioning is the strategic process of identifying needs and developing a service model to meet these needs in the most appropriate and cost-effective way.
Contract Award	Contract award is the process of officially informing a tenderer that they have been selected as the supplier for a particular contract.
Contracts Finder	Contracts Finder, first launched in 2011, is an online government portal which allows suppliers to search for information about contracts worth over £10,000 (excluding VAT).
Correspondence	Correspondence is communication between the tenderer and the tendering officer via the e-tendering system regarding a specific tender.
CSW-Jets	Coventry Solihull Warwickshire Joint E-Tendering system is the E-Tendering platform that stores Coventry's high value procurements.
E-Tendering	E-Tendering is the electronic equivalent of the traditional tendering process which typically begins with the contract advertisement all the way to the contract award notice.
Evaluation	Evaluation is the process where tenders are assessed against the evaluation criteria detailed in an ITT document.
Find a Tender	Find a Tender is an online portal which can be used to search for high-value public contract opportunities which exceed PCR thresholds.
Invitation to Tender (ITT)	ITT is a document that is sent to suppliers to invite them to tender for a potential contract they are interested in.
Key Performance Indicators (KPI)	KPI is a measurable value that demonstrates how effectively a company is achieving key business objectives.

Official Journal of the European Union (OJEU)	The Official Journal of the European Union (OJEU) is an online portal for public sector contracts which exceed European thresholds used prior to Brexit.
Open Tender	All suppliers interested are invited to tender. There is no shortlisting process used. All contract documents & detail is issued at the ITT stage.
Procurement	The process of buying goods or services from 3 <sup>rd</sup> party organisations and supports organisations to operate in a profitable and ethical manner.
Request for quotation (RFQ) / Quotation Pack	RFQ is used to invite suppliers into a bidding process to bid on potential products or services. At Coventry City Council, this process is used when the value of the contract is between £10,000 - £99,999.
Restricted Tender	Any organisation may express an interest, however only organisations shortlisted by the contracting authority may tender. This is usually decided by a SQ beforehand.
Selection Questionnaire (SQ)	The SQ is used to collect information on suppliers to help decide which ones should be selected to participate in a tender process.
Service Level Agreements (SLA)	An SLA is a commitment between the contracting authority and the supplier. Aspects of the service such as: quality, availability and responsibilities are agreed between the contracting authority and the supplier.
Social Value	Social Value is a process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis and is beneficial to the organisation, society and the economy, whilst minimising damage to the environment.
Standstill Period	Where the Tender process has been undertaken in accordance with PCRs, the Standstill Period shall apply and an Intention to Award notification will be sent to each Tenderer. The Council will observe a

	Standstill Period of not less than ten calendar days following notification of intention to award, to comply with PCRs. The Contract will not be entered before this period has ended.
Specification	The specification is a detailed description of the requirement.
Tender Electronics Daily (TED)	Tender Electronics Daily (TED) is an online portal for public sector contracts which exceed PCR thresholds. <b><i>**Please note, as the UK has now officially left the EU, any tenders that exceed PCR Thresholds can be found on <u>Find a Tender</u> and not TED.**</i></b>

## FAQs

Where can I find a list of awarded Council contracts and who the providers are?

At Coventry City Council, details of contracts and framework agreements with a value of over £25,000 are published in the form of a [Contracts Register](#). The register lists details about the contract including; the contract reference, contract title, a brief description of the requirement, the start and end date and who the current provider is. It is updated and published quarterly in line with transparency regulations.

What impact has Brexit had on the Council's tendering process?

Coventry City Council must still follow rules and regulations at both local (Contract Procedure Rules) and National (Public Contract Regulations 2015) levels when procuring goods, works and services. If a Procurement was to exceed the relevant threshold it would now be advertised on [Find a Tender](#) (to comply with PCRs) as opposed to OJEU.

Where can I find all the current tendering opportunities available?

Tendering opportunities for Coventry City Council are advertised on our E-Tendering portal - <https://in-tendhost.co.uk/csw-jets>. Current opportunities can be viewed via the link however, if you would like to express an interest in any of these opportunities, suppliers will need to create an account within the portal.

If you are not sure how this is done, please see our [CSW-JETS Guidance](#).

Who do I contact if I have a query relating to procurement or tendering?

If you have queries relating to creating, accessing or managing an account on CSW-Jets, please check both our [written guidance](#) and [video tutorials](#) in the first instance. If you are unable to find the answer to your query within these sets of guidance, please contact Procurement Services on [procurement.services@coventry.gov.uk](mailto:procurement.services@coventry.gov.uk) for further assistance.

If you already have an account and your query relates to using the E-Tendering portal including accessing or uploading documents, please send your enquiry to [csw-jets@coventry.gov.uk](mailto:csw-jets@coventry.gov.uk) for further assistance.

For all enquiries relating to specific opportunities found on the system, tenderers must use the correspondence tab within in the E-Tendering portal. For guidance on how to do this, please see our [CSW-Jets Guidance](#)

### Contact Points

**1. Procurement Services**

**Email:** [procurement.services@coventry.gov.uk](mailto:procurement.services@coventry.gov.uk)

**Telephone:** 02476 975232 - option 2

**2. CSW-Jets E-Tendering Portal**

**Email:** [csw-jets@coventry.gov.uk](mailto:csw-jets@coventry.gov.uk)

**Telephone:** 02476 975539

**3. Accounts Payable**

**Email:** [accountspayable@coventry.gov.uk](mailto:accountspayable@coventry.gov.uk)

**Telephone:** 02476 975232 – option 1

Further information is available on the Coventry City Council Procurement [webpage](#).