



Procurement Information Sheet

Welcome to our procurement information sheet also referred to as the Buyer Profile. This document offers organisations and individuals who are interested in working with whg the facility to view information relevant to doing business with us.

whg

whg was formed in 2003 as a result of a stock transfer from Walsall Council. Since then we have invested heavily in our homes and we offer a wide range of services that complement our role as a landlord and employer in Walsall.

whg is one of the largest and most successful providers of high quality housing in the West Midlands. Owning and managing over 20,000 properties across Walsall, the aim is to deliver 30,000 homes by 2024. whg provides affordable, good quality homes and community-based services to the local community. We house around 40,000 people, which equates to about one fifth of the borough's population. Further general information about whg can be found on our website www.whg.uk.com

Our latest Corporate Plan for 2014 to 2024 sets out:-

Our Mission Statement: **'dedicated to the success of our people and places'**.

Our Values:

- We respect one another, customers, colleagues and partners
- We exercise good judgement and do the right things
- We put customers at the heart of everything we do
- We are one team, great things happen when we work together
- We are adventurous and bold in all we do
- We make a difference through creativity, imagination and innovation
- We care about our impact on the environment

Our Aims and Success Measures:

- Take every opportunity to delight our customers
- Be an exceptional place to work that attracts, develops and retains talent
- Create great neighbourhoods where people and communities flourish

- Improve health and prosperity where we work
- Grow and expand our services, our reach and our range
- Deliver a strong business, fit for today and prepared for tomorrow

whg is a local social business; big enough to deliver national priorities and local enough to implement them at a neighbourhood level.

whg follows a Procurement Strategy as well as Sourcing Plan that compliments the Group's goals.

whg are committed to the deployment of e-tendering methodology. Procurement activity will be managed via our electronic tendering solution hosted by Due North (referred to as The Housing Procurement Portal ("The Portal")). All document exchange and communication between whg and potential and selected bidders takes place via The Portal. The Portal provides a secure, auditable and efficient method of exchanging information and documents between the parties.

Please find below a selection of works, services and goods contracts undertaken by whg:

Development; Regeneration Projects; Asset Repairs & Maintenance; Managed Stores Solution; Fleet; IT & Communications; Housing / Estate Management; Recruitment and Consultancy Services; Legal Services; Facilities; Catering; Colleague Welfare; Printing; Marketing, Promotional Services; Event Planning; Insurance Services;

Procurement Policy

whg has a Procurement Policy in place; the policy compliments Group Standing Orders. The Policy highlights the Groups commitment to ensure that high quality, professional, compliant and risk-aware procurement is achieved. The policy aims to ensure that all whg colleagues will strive to achieve best value when conducting procurement activities, and conduct them in a fair, open and transparent manner and in doing so help support the aims and objectives of whg

Purchasing Practices / Procurement Procedures

whg's approach to procurement ensures that whg procures goods, services and works that represent value for money. It is important that procurement help deliver the corporate plan's group goals. whg aims to achieve savings and reduce costs, ensure probity and compliance and improve efficiency, effectiveness and transparency.

Suppliers

Any potential suppliers / contractors / consultants interested in doing business with whg are required to register their company details within Due North's Pro Contract system. After initial registration, suppliers will be issued with a username and password to the "the portal". If you have previously registered with the "the portal", log in using your existing username and password.

Please go to the following page to register:

<https://procontract.due-north.com/Register>

Registration is not a guarantee that any Contracts will be awarded to your organisation, it is however a pre-requisite for doing business with whg.

The benefits include:

- by posting a profile of your company, you can indicate what sorts of opportunity you are interested in and self maintain your profile.
- you can receive email notifications whenever opportunities matching your profile become available
- you can register an expression of interest in a published opportunity and request contract documentation to be sent to you
- you can upload tender submissions electronically
- keep track of your own historical records
- whg are easily able to find your organisation when searching for information
- ensure an electronic audit trail for both supplier and buyer

In addition to the “the portal” and to help reach out to all suppliers both local and national, whg also post opportunities via Contracts Finder where required.

Use of Frameworks

whg has a subsidiary called Buy For Good (BfG), BfG is a Community Interest Company awarding locality based Contracts and Frameworks for use by the Public Sector, Third Sector and Private Sector.

whg also take advantage of frameworks offered by other framework providers such as CCS, PfH, PfA, NHC, LHC, ESPO. The frameworks offer a range of products and services which have been procured in line with EU best practice methodologies and are fully OJEU compliant.

E-business

whg believes that there are many advantages to be gained through the use of readily available technology. The implementation of ‘e-Procurement’ solutions is an important part of whg plans for the future and many areas of technology are already being exploited.

Orders are distributed by our preferred method which is email rather than higher cost methods such as hard copies in the post.

Our preferred method for payments to suppliers is by secure ‘BACS’ rather than raising and posting costly cheques. However cheques and CHAPS are available.

Invoices are paid promptly including the prompt verification and payment within

30 days of invoices being valid and undisputed with such payment arrangements applying to the provider. It will be expected that these payment terms will also apply throughout the Service Provider's supply chain.

Tendering procedures

whg spends approximately £70m on goods and services each year. Spending on development projects continues to grow as more and more investment is made in creating great places for our residents to live. whg standing orders state strict control measures to follow before proceeding with procurement activity and awarding contracts valued above £50k.

A brief explanation is detailed below of the procedures used by whg when tendering.

Open Procedure

whg publishes a notice requesting suppliers to express an interest, all are then invited to tender, if the requirement meets the EU threshold, it will also be published in the Official Journal of the European Union (OJEU), as well as being published on "the portal" and Contracts Finder. The notice shall contain details of the proposed contract and specify a time limit within which interested parties may express an interest in tendering for the contract and submit a bid. All documentation will be available at the time of publication.

Restricted Procedure

whg publishes a notice requesting suppliers to express an interest, all are invited to PQQ stage, if required it will also be published in OJEU, as well as "the portal" and Contracts Finder. Expressions of interest are received and pre qualification questionnaires (PQQ) are made available for suppliers to complete on-line. Suppliers shall be selected on the basis of published pre-qualification criteria, only those suppliers selected by whg are invited to tender.

Competitive Dialogue

This is for use in the award of more complex contracts where there is a need to discuss all aspects of the proposed contract with potential Suppliers. The process is the same as the Restricted Tender with the exception that once the PQQ has been returned and analysed those who have been short listed will be invited to discuss the project in more detail. Once this has taken place shortlists are re-evaluated and tender documents are issued in line with the Restricted and Open Procedures. The process enables a more staged approach where clarification can be sought to help shape the final specification.

Sustainability and the Environment

whg aims to promote green and sustainable options within specifications where appropriate. whg places importance on the care and management of the environment in which we live, ensuring the benefits of today are available in the future. whg are committed to reducing any harmful effects on the environment and promoting the understanding of sustainability amongst both colleagues, stakeholders and suppliers.

whg intends to embrace the actions of colleagues, stakeholders and suppliers which will help contribute towards the reduction and consumption of non renewable resources, promote recycling and embed environmental consideration.

Social Value

whg will strive to embed social value consideration into procurement activity. This will help generate benefits to society, the community and the economy.

whg's expectation from the Supplier includes benefits to residents and local communities such as: the creation and delivery of employment and training opportunities; sponsorship for community events; sponsorship and attendance of fund raising events etc. This will mean working in partnership with whg and other stakeholders such as the job centre and local colleges to establish where social value can be applied to the greatest advantage.

Value for Money

In achieving value for money, environmental quality, whole life costing, regeneration and environmental impact are all considered.

Probity

whg is committed to maintaining the highest levels of probity in all of its financial activities, including the conduct of Procurement.

Anti Slavery

whg will not deal with any supplier who does not take appropriate steps to ensure there is no slavery or human trafficking in its own operations or the operations of its supply chains or sub contractors.

Conclusion

The procurement requirements of The Public Contracts Regulations 2015 are very process driven with each stage designed to ensure the fair and equal treatment of bidders. At all times whg are also striving to achieve value for money for the residents of whg and improve service delivery. Should anyone have any concerns regarding the conduct of whg employees engaged in the procurement process they should notify whg and specifically;

Martin Robertson – Corporate Director of Resources at 100 Hatherton Street, WALSALL, West Midlands. WS1 1AB. Telephone No. 0300 555 6666.

Meet and Greet Sessions - if you are interested in meeting a member of the procurement team or seeking advice, in the first instance please contact The Procurement Team via procurement@whgrp.co.uk