**Procurement Service Level Agreement**

**Background**

This document sets out the level of service which customers can expect from the

Procurement Department and also outlines the responsibilities of the customer in order to

support the service delivery process. It focuses on the main activities of the

Procurement function and provides appropriate key performance indicators. It is

considered a working document and will be reviewed and updated as required.

**About us**

Procurement Services is part of the Finance Directorate, dealing with the procurement of goods and services. The Procurement Department aims to be an internal business partner which collaborates with you, the Trust customers to deliver value for money with enhanced service delivery and performance within St Georges Healthcare NHS Trust.

We can provide strategic procurement advice and support on the acquisition of all goods, works and services in line with Public Procurement EU Law, the Trust’s Standing Orders, Standing Financial Instructions and the St Georges Healthcare NHS Trust Procurement Strategy. The team also provides broader commercial advice and legal support to help manage risk, develop commercial behaviour and organizational opportunities and to support Divisions to generate savings.

The Procurement Department aims to provide you with a high quality professional service, ensuring that we satisfy your requirements by listening to you and engaging with you at all times during the procurement process. We support the Trust by contracting with you with Suppliers of Goods and Services to obtain what you need to conduct your business and treat patients.

**The Procurement Mission**

**We seek to:**

Provide a best practice, modern procurement service to support the Trust Mission and assist internal and external customers to accomplish their goals. We shall achieve this by helping our Customers to manage their spend for goods and services to achieve best value in a timely, safe and efficient manner.

**To achieve this we will:**

Put our customers at the centre of everything we do

We will seek to understand our customers and their needs.

We will ensure the service you receive is professional, positive and respectful.

**What you can expect from us**

We aim to provide you with the right information, legal advice and project support in a timely and constructive manner.

Everyone will be treated fairly and with respect and courtesy.

Our staff and services will be easy to access and will, wherever possible, provide you with choice.

We strive for continuous improvement.

We will keep you informed and explain any decisions.

Our services will be delivered in a way that ensures we add value and make a difference.

We will adhere to the Trust’s values, vision, policy and strategy.

If we do something wrong, we will put it right as quickly as possible. We accept our responsibility and the need to be held accountable. We will provide reasons for any failure and seek to prevent any repetitions or repercussions.

**We will**:

* work hard to deliver best value
* Develop positive working relationships with our suppliers and others
* Commit to the highest ethical standards
* Respond to demands on purchasing matters in a professional manner
* in line with our Strategic Objectives and annual Work Plan.

**1. Services and Standards**

**1.1 Advice**

**Aim:**

To offer advice to anyone who is planning a purchase on behalf of the Trust and

to communicate effectively and in a professional manner. We will take care to find

out a customer’s requirements and advise on the most cost effective method of

procurement whilst ensuring compliance with procurement legislation.

**We will:**

Provide initial responses, in a timely manner, to enquiries received within the

Office’s core opening hours of 8.45am to 5.15pm, Monday to Friday

(excluding public holidays):-

(Where further information is required to be provided) inform the customer as

to when they can expect to receive that information and undertake to respond

within this timeframe.

**We will expect you as the customer to**:

ensure that all information pertinent to the enquiry is provided

where other factors may be affected by the outcome of the enquiry, ensure

that these have been taken into consideration

**1.2 Approval of Purchase Orders on Agresso**

**Aim:**

To approve all purchase orders in a timely and efficient manner.

**We will:**

ensure that New Supplier Request Forms and New Product Request Forms are

reviewed and processed in an efficient manner. Target Completion Time: 3 Working days

continually review the Agresso ‘purchasing’ order approval queue and re-direct orders

for approval to individual members of the Purchasing team, as appropriate

Process Requisitions in a timely manner on condition that all supporting

documentation has been submitted and any prior approval(s) for the purchase

received ; Target Completion Time: 2 Working days

ensure that high value Requisitions or Contracts requiring endorsement by the Director of Finance, on behalf of the Trust Board, are reported as such and, if accepted, are approved in a timely manner

Target Completion Time: 3 Working days

where an approver is absent from the office (for example on annual leave or sick leave), undertake to perform regular order status enquiries to ensure approval of outstanding orders

**We will expect you as the customer to:**

ensure that a New Supplier or New Product Request Form, or an

amendment to a an existing supplier record or Purchase Order has been requested, by

completing the relevant forms and forwarding to the Purchasing Office for

processing

ensure that all new orders are directed via Agresso to ‘purchasing’ for approval, and not by any other means to individual members of the Purchasing team

provide all supporting documentation in a timely manner

ensure that budgets are committed by an authorised signatory

respond to any resultant budget or authorisation checking correspondence in a timely manner

ensure that all amendments are noted in the appropriate fields in Agresso

**1.3 Tendering for Call-off Contracts and Framework Agreements (general use)**

**Aim:**

**To ensure:**

that value for money is achieved and purchasing power is maximised

the provision of supply arrangements for goods and services which meet user expectations in terms of price, quality, delivery and after-sales service

that process efficiencies and other cost benefits are achieved

that legal requirements are adhered to

that long-term strategic partnerships are developed with suppliers

**We will:**

benchmark existing prices against those of other suppliers

analyse the market, research options and consult with users to clearly define

requirements-

evaluate tender submissions, meet with suppliers and award contracts

measure supplier performance through regular reviews based on comprehensive service level agreements and customer feedback

**We will expect you as the customer to:**

make full use of the contract and officially accept the evidenced Procurement value creation

recognise that sourcing goods/services at a lower unit cost elsewhere does

not necessarily mean that a better deal is being obtained

feedback regularly on supplier performance and quality of goods and services

**1.4 Tendering for Individual Requirements**

**Aim:**

**To ensure that:**

value for money is achieved through total cost management

-objectives of the purchase are met

the appropriate goods, services or works are purchased to the required

timescales, within the budget available -

legal requirements are adhered to

**We will:**

appoint a member of the Procurement Team to manage the tender exercise

Facilitate the creation of a suitably representative Stakeholder Project team

advise on the most appropriate tendering route to be taken

fully consult with you throughout the exercise and facilitate all reasonable

requests -

provide tools to evaluate the tender submissions -

arrange all associated meetings with suppliers

negotiate with tenderers as appropriate and award the contract on your behalf

de-brief all unsuccessful suppliers on request (with support from the user(s)

as required) -

remain involved in the contract to ensure that all your requirements are met

**We will expect you as the customer to:**

give clear details of your requirements taking all factors into consideration and

ensuring that you provide a specification which is neither too restrictive nor

too ambiguous

ensure that you have funding for the purchase, or that availability of funding is

imminent

ensure that any other factors likely to affect the purchase are resolved before tendering

adhere fully to the requirements and constraints of the tendering process -

treat all information provided by potential suppliers as confidential and commercially sensitive

be available to attend interviews, demonstrations, site visits or supplier debriefs

as required

Support the award to the winning bid based on the original specification and evaluation criteria agreed at the outset with the Project Team

**1.5 Maintenance of Equipment: Asset Register (Inventory System)**

**Aim:**

To provide a record of all equipment owned by the Trust for security, insurance

and accounting purposes. This is also an External Audit assurance topic to evidence the Trust is not paying maintenance fees for obsolete equipment

**We will:**

Work with Medical Physics to ensure there is an audited record, on the inventory system, with data on equipment purchased by directorates, within prescribed financial thresholds

make amendments and deletions as required to existing equipment records

facilitate access to the system by Internal Audit

amendment and deletion of records, via Medical Physics Department and liaise with them

regarding the ongoing development of this facility

-Ensure Medical Physics produce reports as requested by directorates/audit

-in association with the Capital Planning Group, review the adequacies of the system and make appropriate recommendations

Ensure medical Physics, with Procurement support undertake inventory audits within directorates to an annual programme

**We will expect you as the customer to:**

complete inventory registration forms for all equipment required to be

registered on the database and forward these to Finance as attachments to the related invoices (equipment purchased by Agresso purchase order

complete inventory amendment/deletion forms, if necessary, and forward

these directly to Finance for processing

ensure deletion and amendment forms are completed correctly and retained

for audit purposes and advised to Procurement to ensure that no maintenance contracts are renewed for that item

appoint an Inventory/Asset Liaison Officer and advise of any change to the

Asset Base status

inform us of any problems with access to or use of the electronic asset records system.

give full cooperation with inventory audits and ensure information requested is

provided in an efficient manner.

**1.6 Provision of Departmental Printing/Photocopying Facilities**

**Aim:**

To ensure that all directorates have adequate printing facilities for the provision

of in-house photocopying with associated services and additional functionality, as

required, in line with Trust policies for such provision.

**We will:**

On an appropriate contractual period basis:-

appoint at least one supplier (currently Danwood via a Framework contract) to provide Multi-Function Devices (MFDs) for departmental use

-measure the supplier’s(s’) performance on the basis of a comprehensive

service level agreement

review the requirements of all directorates and make recommendations, based on historic volumes and specific needs, for the supply and installation of dedicated or shared equipment

make arrangements for the phased installation of new equipment and the

phased removal of obsolete equipment

On an ongoing basis:-

ensure the provision of a fault-reporting service with a prompt response

ensure the provision of a consumable re-ordering service

oversee the phased removal of the stand-alone desktop printers (unless formally exempted for genuine Clinical reasons) and introduce alternative arrangements where appropriate

act as Customer Liaison between IT Department, users and supplier(s) and help escalate any complaints in an appropriate manner

liaise with the IT Department regarding the continuing provision of smart card facilities on equipment in identified locations

**We will expect you as the customer to:**

ensure that the equipment is located in an appropriate, secure environment

only print minimal hardcopies when genuinely needed and limit use of colour copies

ensure that access to the equipment is restricted only to those authorised to use it

advise us of any specific requirements you may have

advise us of any changes to your unit’s circumstances

advise us if equipment has to be relocated

feedback on the quality of the equipment and service being provided and contact us as soon as possible in the event that you are dissatisfied with either

**1.7 Provision of Training**

**Aim:**

To ensure that all staff involved in the purchase of goods and services are

knowledgeable in the processes involved, the regulations governing those processes

and the need for compliance with public procurement legislation. The courses will cover both Procurement and Counter Fraud issues and so may be hosted jointly in some events.

**We will:**

provide regular training courses to all nominated Directors, Budget Holders, Requisitioners, Buyers and any other relevant Stakeholders.

**We will expect you as the customer to:**

attend the courses

feedback as appropriate on course content and suggest any topics which you would like to see covered

pass on knowledge gathered to your colleagues

Follow the guidance and training shared by applying the learning so that it becomes ‘business as usual’

**1.8 Provision of Information**

**Aim:**

To ensure that all directorates are informed of changes in purchasing

regulations and procedures, new or renewed contractual arrangements and new

purchasing initiatives.

To ensure our Customers have easy access to meaningful, clear information that helps them run their business and control their budgets.

To update Customers on the progress of the Procurement Savings Work-Plan

**We will:**

ensure that the Procurement website is regularly reviewed and updated and

that it is easily navigable and make arrangements for all information pertinent to changes in arrangements and procedures to be included in the relevant section

Facilitate product standardisation drives and arrange ‘meet the supplier’ events and product exhibitions

issue a ‘Purchasing News’ newsletter six times a year

**We will expect you as the customer to**:

provide feedback as appropriate in relation to the mechanisms for provision of

information and the quality of the information itself

pass on information gathered to your colleagues

**2. Service Monitoring and Review**

**2.1 Volume Measures and Performance Indicators**

**Aim:**

To monitor and review the service provided to improve efficiency for the future.

**We will:**

continually review the service provided by examining current practices, exploring alternatives for improvement and establishing effective programmes for implementation.

review performance at the end of July each year with the review taking account of the performance for the previous year

make comparisons through data accumulation between years and between old methods and improvements to services (e.g. the ‘Basket of Goods’ comparison report)

take into account resource constraints to avoid developing a costly means of assessing performance or seeking beaurocratic authorisation processes which may not have true benefits to the Trust

aim to undertake an annual customer satisfaction survey which will be used to monitor our performance and trigger any further enhancements to service provision., seeking year-on –year improvement scores.

have review meetings with directorates which will assist in the development of our relationships with our customers and also afford the opportunity for feedback on our performance.

Table 1 below includes data for 2013/14 which will be used for comparison purposes,

year on year, going forward:-

**Table 1: Purchasing Office – Key Performance Indicators for 2013-14**

VP AGREE METRICS AND ADD KPIS FROM CURRENT DATA

DRAFT EXAMPLE METRICS

Purchase Order Expenditure

Performance Indicator

Number of Purchase Orders processed

Total Expenditure committed by Purchase Order

Value of Payments processed against Purchase Order commitments

Value of Purchase Order Payments as % of

Trust’s Non-Pay Spend

Value of Purchase Order Payments as % of Trust’s Total Spend

Orders raised after invoice

Agresso Variation Orders received

Tenders Total Number which closed in 2013/14

No of which OJEU

Total Value

Suppliers – new received and approved

Inventory No of items added

No of Audits undertaken

Savings

Cash savings against existing expenditure levels

Cost increases avoided

Total No of current Contracts on register

Efficiency reductions due to process changes

Total Savings Recorded by the Procurement Dept

**3.0 Customer Feedback & Engagement**

**We will expect you as the customer to:-**

participate in any customer satisfaction surveys

participate in any briefings, product/service trials or meetings held between members of the Purchasing team and your directorate

provide feedback on an ad hoc basis in respect of specific contracts or arrangements which the Procurement Office has put in place

provide feedback on any aspect of the performance of any member of the Purchasing team, or the service which it provides in general

Our success depends on providing our customers with a high quality, efficient and

professional service. We are also anxious to continue to improve our service and are

therefore interested in your opinions. We will listen and, where appropriate, act upon

your suggestions/comments about the services we provide. Any comments or

feedback should be emailed to purchasing@qub.ac.uk

**3.1 Escalation Procedures**

If you are dissatisfied with any aspect of the service being provided by the

Trust’s Purchasing Office, you should write to the relevant Directorate Purchasing Manager in the

first instance. Depending upon the nature of the complaint, it may be escalated to

the Deputy Head of Procurement and, in the event of a more serious complaint, to the Assistant Director of Finance-Procurement, via the Deputy Head of Procurement