



SUPPLIERS' GUIDE

For all purchasing or contract queries please contact:

Centro Procurement Department

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Email: procurementteam@centro.org.uk

Website: <http://www.centro.org.uk>

E-Tendering Portal: <https://wmcoe.bravosolution.co.uk/web/login.shtml>

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Background Information

Introduction

Centro, the West Midlands Integrated Transport Authority, promotes and develops public transport across the region.

Our aim is to transform public transport so that people of the West Midlands have a world class system provided by a best in class organisation.

We are working hard to ensure everyone in the region benefits from an effective network that meets the economic, social and environmental needs of the West Midlands.

History

The West Midlands Passenger Transport Executive (WMPTE) was created in 1969 following the 1968 Transport Act. The West Midlands Metropolitan County was formed in 1974 as a result of the 1972 Local Government Act and incorporated Coventry.

The 1985 Transport Act deregulated and privatised bus services across the UK. From that date, WMPTE assumed its new role co-ordinating the services of all local private bus operators and adopted the name of Centro shortly afterwards to distinguish itself from its previous role as an operator.

What Centro Operates

If you use public transport and have travelled around the region, you will have seen the Network West Midlands logo and may have also noticed our exhibition bus out and about in town and city centres and at shows and special events, spreading the news of the services we provide. But some people might still be unsure of what exactly it is that we do.

We provide Travel Information Centres at Coventry, Birmingham New Street and Wolverhampton and work with partners who provide centres at Walsall and West Bromwich.

We work in partnership with operators in the West Midlands (under the Network West Midlands brand) to develop integrated ticketing that meets customers needs. Centro also provides a range of concessionary fares for children, the elderly and disabled travellers.

Centro does not directly operate any of the trains which serve the region.

Centro does not operate any buses. However, we do pay for socially necessary services to operate that are not profitable – such as those in the early morning, in the evening or on a Sunday.

Centro is responsible for promoting and developing Midland Metro, which it owns, but it does not operate any services.

About Centro's Procurement Team

Procurement plays a key role in the delivery of Centro's business objectives. Whilst Procurement sets procurement policy, in line with best practice, for the organisation we are also responsible for delivering best value procurement solutions for all goods, services and works required by the business.

The Procurement team manages the procurement process for all business requirements with a value exceeding £25,000. Our services range from specification development to award of contract, and providing post contract support and review for all requirements. We also manage the procurement process for any requirements below £25,000 that are of a complex or high risk nature. Procurement also manage Centro's corporate insurance arrangements.

For requirements with a value below £25,000, Centro operates procurement self service, which means that Centro employees are able to undertake procurement activities, provided they follow the guidance and advice provided by Procurement. This initiative allows Procurement to focus on high risk and/or high value purchases on behalf of Centro.

Meet the Team

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Service Outline

Centro is committed to ensuring that public money is spent in a way that is fair, honest and accountable and that all decisions are transparent.

All procurement activity under £25k can be undertaken without Procurement's intervention provided that all of Centro's procurement regulations, as well as Standing Orders and Financial Regulations are adhered to.

All procurement activity over £25k (for the length of the contract and or the entire requirement) must be undertaken in conjunction with and administered by the Procurement and Legal teams.

Estimated Value of Contract	Procurement Requirement	Procurement Activity Undertaken By
Up to £1,000	2 Verbal Quotations	End User
£1,001 to £15,000	2 Written Quotations	End User
£15,001 to £25,000	3 Written Quotations	End User
£25,001 to £50,000	3 Written Quotations	Procurement
£50,001 to OJEU Threshold	4 Written Tenders	Procurement

Contracts that fall within the EU public procurement legislation thresholds will be advertised within the Official Journal of the European Union <http://ted.eur-op.eu.int/> as well as Bravo at <https://wmcoe.bravosolution.co.uk/>. In order to comply with EU public procurement legislation, adverts will set out the process for applying and the information required, which may include:

- Financial status
- Equalities and diversity policy
- Insurances
- Health and safety policies
- Sustainability policies

EU Directives/Thresholds

EU Directives (Public Sector Procurement Directive 2004/18/EC and Utilities Procurement Directive 2004/17/EC)

The EU Procurement Directives set out the legal framework for public procurement. They apply when public authorities and utilities seek to acquire goods, services, civil engineering or building works. They set out procedures which must be followed prior to awarding a contract when its value exceeds set thresholds, unless it qualifies for a specific exemption. The Directives have been implemented into national law in the UK by Regulations.

The purpose of the EU Procurement rules is to open up the public procurement market and to ensure the free movement of goods and services within the EU. In most cases they require competition and seek to reinforce the value for money focus of the government's procurement policy. This requires that all public procurement must be based on value for money which should be achieved through competition, unless there are compelling reasons to the contrary.

The figures below are fixed for a period of two calendar years and are revised on 1 January in every even year. The most common thresholds applicable to Centro are highlighted in bold/red.

	SUPPLIES	SERVICES	WORKS
Entities listed in Schedule 1 ¹	£101,323 (€125,000)	£101,323 ² (€125,000)	£3,927,260 (€4,845,000)
Other Public Sector Contract Authorities	£156,442 (€193,000)	£156,442² (€193,000)	£3,927,260 (€4,845,000)
Indicative Notices	£607,935 (€750,000)	£607,935 (€750,000)	£3,927,260 (€5,150,000)
Small lots	£64,846 (€ 80,000)	£64,846 (€ 80,000)	£810,580 (€1,000,000)

¹ Schedule 1 of the Public Contracts Regulations 2006 lists central government bodies subject to the WTO GPA. These thresholds will also apply to any successor bodies.

² With the exception of the following services, which have a threshold of £139,893 (€206,000)

- Part B (residual) services
- Research & Development Services (Category 8)
- The following Telecommunications services in Category 5

- CPC 7524 - Television and Radio Broadcast services
- CPC 7525 - Interconnection services
- CPC 7526 - Integrated telecommunications services
- Subsidised services contracts under regulation 34.

Utilities Contracts Regulations 2006 – From 1st January 2008

	SUPPLIES	SERVICES	WORKS
All Sectors	£313,694 (€387,000)	£313,694 (€387,000)	£3,927,260 (€4,845,000)
Indicative Notices	£607,935 (€750,000)	£607,935 (€750,000)	£3,927,280 (€5,150,000)
Small lots	£64,846 (€ 80,000)	£64,846 (€ 80,000)	£80,000 (€1,000,000)

Procurement Principles

Centro's Stance Towards Equality in Procurement

Centro is committed to promoting equality of opportunity for everyone, regardless of ethnicity, age, gender, disability, faith or sexual orientation both in employment of staff and the way it delivers its services. Under UK legislation, public authorities must take into account equal opportunities in their contracts. Companies and organisations awarded tenders are acting on behalf of Centro and are expected to comply with equality legislation in the same way as Centro. All contractors must be clear about Centro's position on equality and be aware of the requirements placed upon them to adhere to our policy. Contractors need to not discriminate and promote equality through their employment policies, procedures and practices and in the way they provide their services, ensuring that they provide equally accessible services.

All potential contractors will be asked relevant questions through an equalities questionnaire to determine what their equalities credentials are. Moreover, all contracts will contain a mandatory equalities clause. Contracts will be monitored throughout the life of the project for adherence to equality targets, where equality is deemed to be a core requirement. Moreover, all contractors will be asked to submit details of the number of employees within their company/organisation by grade/section against the different equality strands.

Relevant Legislation:

- The Race relations act 1976, as amended by the Race Relations (Amendment) Act 2000
- The Disability Discrimination Act 1995, as amended by the Disability Discrimination Act 2005 (DDA)
- The Sex Discrimination Act 1975 as amended in 1982 and 2003
- The Equality Act 2006
- The Equal Pay Act 1970 as amended in 1983
- The Employment Equality (sexual orientation) Regulations 2003 and the Employment Equality (Religion or Belief) Regulations 2003 and the Sex Discrimination (Gender Reassignment) Regulations 1999 and the Employment Equality (Age) Regulations 2006
- The Human Rights Act 1998

Health and Safety

Duties and Responsibilities of Contractors.

1. Contractors are expected to comply with the Centro Policy for Health and Safety and ensure their own Company's Policy is made available on request by Centro and is made available on the Centro premises whilst work is being carried out.
2. Ensuring all work is carried out in accordance with all relevant statutory provisions, takes into account the safety of others on site and has been the subject of a Risk Assessment.
3. Ensuring that scaffolding and access equipment used by their employees is inspected by them or a competent person appointed by them, in order to ensure that it is erected and maintained in accordance with the appropriate Regulations and Code of Practice.
4. Ensuring that their employees are not permitted to alter any scaffold provided for their use, or to use or interfere with any plant or equipment on the site, unless authorised.

5. Ensuring that all plant or equipment brought onto site by them is safe and in good working conditions and any necessary certificates are available for inspection.
6. Ensuring that no power tools or electrical equipment (other than cleaning machines) of voltage greater than 110volts are brought onto site with the exception of 415v welding sets. (The 415v lead is to be kept as short as possible). Also, ensuring that all transformers, generators, extension leads, plugs and sockets are to the latest British Standards for Industrial use, in good condition and that all electrical equipment bears current identification of test under the Electricity at Work Regulations.
7. Ensuring that any injury sustained or damage caused by their employees is reported immediately to the Site Manager or the most senior person on site at that time, and in the case of injury an entry is made in the Accident Book, and an Accident Report Form completed.
8. Ensuring that their employees comply with any safety instructions given by the Site Manager or his representatives.
9. Ensuring that any materials or substance intended to be brought on site which has Health, Fire or Explosive risks are notified to the Site Manager, and are only used and stored in accordance with Regulations and current recommendations, and that information is also provided to any other person who may be affected on site and subsequently remove such materials from site on completion.
10. Ensuring that workplaces are kept tidy and all debris, waste materials, etc. cleared as work proceeds.
11. Centro reserves the right to seek documentary clarification of contractors' insurance arrangements and general Health & Safety record in line with the Approval of Contractors Scheme.
12. Ensuring that they comply at all times with Company Permit to Work Procedure and Safe Systems of Work, and that as part of this compliance undertake not to commence any work until the Permit has been signed.
 - Permits will be issued by authorised personnel on the basis of the Risk identified as being present in the job, by use of the algorithm within the Permit book.

The exclusion of any contractor from the issue of a Permit shall not exclude the Contractor from the requirement to comply with all Company rules

Freedom of Information Act

Introduction: What a publication scheme is and why it has been developed

- Every public authority subject to the Freedom of Information Act is required to adopt and maintain an approved publication scheme setting out information that will be made routinely available, how and when that information will be made available and whether or not the information is free of charge.

Classes of Information Published by Centro

- In order to make it easier to see what types of information we will make available our scheme is divided into classes of information.

What We Do: Functions of the West Midlands Integrated Transport Authority and the West Midlands Passenger Transport Executive

- The West Midlands Integrated Transport Authority and the West Midlands Passenger Transport Executive operating as Centro, promotes and develops public transport across the West Midlands.

How We Make Information Available, and What Charges Apply

- Information available on our website. - Centro has an ongoing commitment to make as much information available on our website as possible.

Tendering

Centro have embraced an environmentally friendly and more efficient electronic method to handle the tender process. We are working in partnership with Bravo Solution and West Midlands IEP who will advertise Centro opportunities on their website. Suppliers who wish to apply for further details or access documents should register with Bravo Solution in the first instance at their website. <https://wmcoe.bravosolution.co.uk>. Register by following the link on the front page and then accepting the conditions of use.

Companies requiring assistance in registering should contact Bravo Solution by phone, fax or email as follows:

Telephone: 08003684850

Fax: 02070604850

E-mail: help@bravosolution.co.uk

NOTE: In order to be able to submit expressions of interest and gain access to PQQs for forthcoming projects, companies must register with Bravo.

Expressing an Interest

1. Register your company details on the electronic tendering portal at <https://wmcoe.bravosolution.co.uk> (this is only required once) and click the link to register
2. Accept the terms and conditions and click “continue”. Enter your correct business and user details. Note the username you chose and click “Save” when complete. You will shortly receive an email with your unique password.
3. Express an Interest in the tender by logging in to the portal with the username/password. Click the “PQQs / ITTs Open To All Suppliers” link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier).
4. Click on the relevant PQQ/ ITT to access the content.
5. Click the “Express Interest” button in the “Actions” box on the left-hand side of the page. This will move the PQQ /ITT into your “My PQQs/ My ITTs” page. (This is a secure area reserved for your projects only). You can now access any attachments by clicking the “Settings and Buyer Attachments” in the “Actions” box

Pre-Qualification

In some instances, tenderers will be requested to complete a pre-qualification questionnaire (PQQ). It is important that suppliers interested in a tender provision express an interest by the date and time specified in the Contract Notice as these are the only ones who may be short-listed to take part in the competitive tendering process.

Invitation to Tender

Each tenderer invited to participate in a competitive tender provision will be provided with a package of documents that require review and/or completion. It is imperative that upon receipt of a tender package, you review information for accuracy and raise any discrepancies immediately with the Procurement Department. The Procurement Department produces the package from approved Centro templates and amends each document as appropriate to reflect the specific requirements of each tender exercise.

Evaluation Criteria

Procurement will work with end user departments to agree the evaluation criteria for the pre-qualification questionnaire and competitive tender process. Evaluation criteria will be published prior to generating supplier interest on a given project. Criteria and their methodology are used to assess technical merit, risk, and other key areas.

Advertising Requirements

If the requirement is below the EU thresholds, Centro may advertise within the electronic tendering portal (<https://wmcoe.bravosolution.co.uk/>). Procurement is responsible for placing the requirement on the site.

However, for all requirements above the OJEU thresholds, there is a need to advertise the requirement in the Official Journal of the European Union. Procurement will facilitate the appropriate contract notice(s) through Centro's electronic tendering portal, Bravo (<https://wmcoe.bravosolution.co.uk/>).

Payment Terms/Invoice Processing

Payment Terms

Centro's payment terms are 30 days from the receipt of invoice or upon agreed terms where applicable. Small/Medium Enterprises (SME) payment terms are 10 days.

Where to submit invoices

All invoices are processed centrally and therefore should be submitted to the following address:

Centro, Centro House, 16 Summer Lane, Birmingham B19 3SD
FAO: Accounts Payable

Invoice Processing

Please be advised that in order for Centro to expedite payment of supplier invoices, we ask that you ensure the **purchase order number** is referenced on the invoice. Failure to do so may delay payment.

BACS

We are moving away from payment by cheque and promoting and moving toward having all suppliers paid by BACS. If you are already a contracted supplier or have been paid by Centro within the past 12 months, please email your current BACS details including your current vendor number within Centro's financial system on company letterhead, signed off by the appropriate signatory to agressosupport@centro.org.uk

Useful Links

Bravo Solutions Centro's E-Tendering Portal	https://wmcoe.bravosolution.co.uk/web/login.shtml
Centro Home Page	http://www.centro.org.uk
Supply2.gov low value contracts opportunities	http://www.supply2.gov.uk/
Tenders Electronic Daily (TED) online version of the supplement to the Official Journal of the European Union (OJEU), which is dedicated to European public procurement	http://ted.eur-op.eu.int/