Procurement Services

A PROUD PART OF

Commercial Services Group

Managed Procurement Service

www.procurementservices.co.uk

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We are experts in providing compliant routes for the UK public sector to procure products and services from local, national and global suppliers, and we work with organisations to deliver the most effective contract management solutions. Working across all public sector verticals, our teams support buyers from local authorities, central government bodies, NHS trusts, educational establishments and many others, in identifying their procurement needs and offering a compliant route to deliver on their requirements.

Procurement Services is a proud part of the Commercial Services Group - the largest, local authority owned, trading organisation in the UK. Since its inception over 90 years ago as the supplies division of Kent County Council (KCC), it has grown organically to become one of the leading suppliers of products and services to the education and public sectors.

Commercial Services Group is the umbrella organisation for 28 trading brands which serve over 16,000 customers globally. With corporate headquarters, plus over 100,000 square feet of warehousing facilities, based in Kent, the Group employs over 1,800 people, generates gross revenue of £657m and manages an additional £1.6bn per annum of public spend through its compliant framework solutions.

Procurement Services was formed in 2015 to help support public sector organisations procure compliantly via our range of frameworks. We also provide a multi-functional device managed service for the education sector and a vehicle managed service offering into the public sector, including vehicle leasing, vehicle purchase, telematics and salary sacrifice.

In 2023, Commercial Services Group acquired Lifecycle Management Group to join Procurement Services and strengthen the proposition for public sector organisations. Established in 1989, Lifecycle is a procurement and contract management organisation specialising in serving the NHS, managing c£70m of public procurement spend annually across 4,000 contracts. For over 30 years we have helped NHS trusts and public sector organisations deliver more for less on contracts, equipment, diagnostics, and capacity. To date, Lifecycle has delivered more than £210m of savings by helping the NHS to plan, procure and manage its contracts more effectively.

Together we bring a wealth of procurement skills, knowledge and expertise to help support public sector organisations maximise on their procurement, deliver value for money and achieve successful outcomes.

Tarryn Kerr, Procurement Services Managing Director

2 Challenges Within the Public Sector

The global economy has been in gradual recovery since the Covid-19 pandemic, and challenges remain within the UK public sector, but our solutions help organisations overcome these.

Resource

Our solutions provide expert resource across the complete procurement process, and we work with organisations to understand their needs and build an approach which complements this.

Governance and compliance

Our solutions are fully compliant for public sector buyers, supporting the delivery of projects and programmes of work in a structured and efficient manner. Our solutions deliver governance and compliance, ensuring complete confidence in procurement decisions.

New regulations

Our solutions support organisations on their procurement journey as they look to benefit from the increase in flexibility and opportunity for innovation.

We can support you with the Procurement Act 2023 requirements, with our solutions ready to provide transparent contract management, KPI monitoring and access to resource you may not currently have.

Delivering savings in difficult times

Utilising our range of value-driven frameworks and procurement expertise, we help public sector organisations to achieve their savings and efficiency targets.

procurementservices.co.uk

We are leaders in the provision of procurement and contract management solutions to the public sector. Our services help our customers achieve better value from their external spend, enabling them to reinvest the savings into frontline services.

Our focus has always been to deliver services that are aligned to our customers' needs, and we have developed the Managed Procurement Service (MPS) to bring together these services as a holistic solution. The MPS enables public sector organisations to maximize efficiencies within their procurement team(s) by accessing a variety of our services and creating a single approach. In turn, our solutions compliantly deliver transformation and innovation.

A Holistic Solution

The MPS is a top-down solution to procurement challenges. It starts with understanding your current processes, people and data before developing a bespoke offering.

We can address all of your organisational spend, allowing a single overarching approach to maximise efficiencies and benefits. Procurement Services can provide all of the appropriate resources to analyse data, implement processes/ systems and manage procurement and contracts on a long-term basis. This approach will free up internal resource to redeploy elsewhere as we manage procurement on your behalf.

The service also enables senior officers to have visibility, control and accountability from managing a single supplier (Procurement Services) as we in turn manage suppliers and contracts on your behalf.

Efficiencies and Savings

The MPS will have direct access to our 80+ framework agreements which have been compliantly procured and set up for ease of use and value for money. As these frameworks are managed in-house, it provides benefits of efficiency and savings from accessing our supply base.

Where required, we will manage further competitions and above threshold procurements, in-line with the latest procurement regulations utilising our experienced procurement teams.

By addressing all spend, we will create a service that manages both low-value, high volume requirements and high value, complex contracts to maximise value across your organisation and allow a self-sustaining service delivery model.

Social Value

As social value becomes increasingly necessary and embedded within procurement, the MPS will incorporate these requirements into the service we deliver. All of our framework contracts include social value within the supply chain ensuring that the requirements are consistently being met.

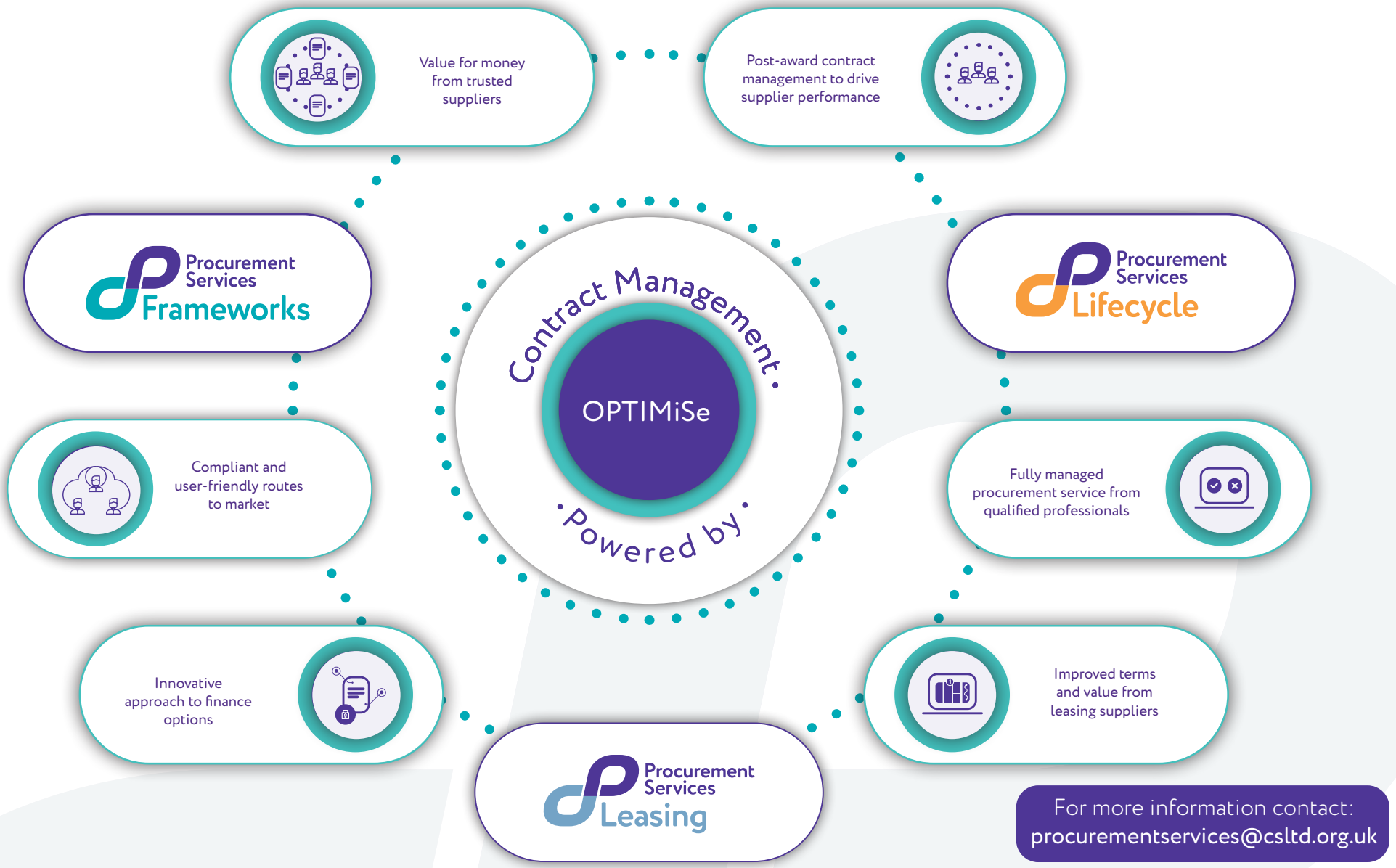
Our procurement teams will also work with you and the suppliers to develop relevant and meaningful social value criteria into new contracts. Our service also allows for the monitoring and reporting on social value criteria to ensure that commitments made at the outset of a contract are built in and achieved to deliver in a sustainable manner.

Transparency of Spend

At the outset, all spend and contract data will be gathered and assessed to form a robust procurement and savings delivery plan. This information can be stored in our contract management system (OPTIMiSe) to provide you with a single view of all spend and procurement activity.

The system will show for each contract, where it is in the procurement cycle and what has been delivered against it in terms of savings and contract objectives. We can also track spend and savings on a category basis and work with your internal services / departments to ensure needs are being met, efficiently.

Our system and processes are flexible enough to integrate with your existing solutions / system as required, and will be considered as part of the set-up process for the new service.



For more information contact:
procurementservices@csltd.org.uk

Procurement Services Frameworks

Our team of procurement experts create and manage frameworks across our categories. Public sector end users benefit from;

- Options of procurement approach so buyers can choose the direction that works for them, whether that's direct award or further competition
- A wide choice of awarded suppliers across multiple frameworks
- Cost-effective procurement which creates savings and delivers improvements
- Access to free procurement advice and support from our dedicated team
- Solutions that drive social value across communities

procurementservices.co.uk

Procurement Services Lifecycle

Our experienced team of procurement professionals help your organisation procure services at the best possible price, quality and quantity. We have developed a market-leading set of tools, systems, and processes to support your staff in delivering more with less.

Our services include:

- Access to frameworks
- Market engagement and supplier knowledge
- Further competitions
- Tender management and strategic sourcing
- Defining and implementing KPIs
- On-going contract management

Procurement Services Leasing

Our solutions enable your organisation to finance capital purchases in innovative ways.

We do this by advising finance leaders on how to structure and procure their financing at the most competitive rates and under the best possible terms.

We have access to leading finance providers to help secure equipment and items that your organisation needs under manageable payment terms.

Procurement Services Digital

Our specialist Account Managers support schools and public sector organisations with their multi-functional device (MFD) contracts, helping them to spend safely, providing them advice and supporting them in procuring via our market-leading Multi-functional Devices & Digital Solutions framework. Our customers benefit from;

- Access to multiple brands and suppliers, enabling bespoke configuration
- Terms and conditions which protect customers
- Cost-effective solutions – saving time and money
- Solutions that drive digital transformation in the workplace
- Expert advice on procurement, contracts and suppliers

Procurement Services Vehicles

Our dedicated team supports public sector organisations with their vehicle requirements and has vast experience in the automotive industry. We work with our customers to understand their requirements and provide vehicles fit for the job, whether it's a tipper truck or an electric minibus, we always deliver.

Our solutions include;

- Vehicle contract hire
- Vehicle daily rental
- Vehicle purchase
- A full vehicle managed service
- Telematics
- Salary sacrifice

Procurement Services Frameworks

Our team of procurement experts create and manage frameworks in accordance with UK procurement regulations (Public Contracts Regulations 2015) and will create all new frameworks in accordance with the Procurement Act 2023 once live, allowing public sector organisations to compliantly procure without the need for lengthy tender processes. Awarded suppliers on our frameworks have been evaluated as part of a rigorous tender process and Procurement Services work with these suppliers collaboratively to support the needs of the UK public sector.

Why use our frameworks?

Easy to use

Convenient and simple frameworks to access and use.

Choice

Multiple frameworks working in partnership with global, national and local suppliers.

Direct Award

A hassle-free procurement route to get the solution you need.

Further competition

A procurement route that tests the market to find the right solution at the best price.

Customer First

We give you the finest solutions to drive positive change.

Expertise & support

Benefit from trusted, expert framework advice.

Cost Effective

Create savings and help drive organisational improvements.

Social Value

Supporting local communities through social value projects in partnership.

- Banking & Finance
- Construction
- Education
- Emergency Services
- Facilities
- Fleet
- Health & Social Care
- Highways
- Office
- People & Professional
- Property Management
- Technology

Through decades of experience, we have developed a fully integrated procurement and contract management service. We have proved that these services must be aligned and interrelated in order to deliver maximum value from commercial activities.

Data-led planning and opportunity assessment:

We take a holistic view of supplier spend, contract coverage, service requirements and market knowledge to identify areas of opportunity for procurement and end users.

Category expertise:

We are experts in asset finance, asset maintenance, estates, facilities and IT software and hardware maintenance spend. Our skilled teams develop category-led procurement plans to deliver optimal value in these areas of spend.

Full-managed procurement:

We work alongside in-house procurement teams and end-user stakeholders to manage all elements of procurement; from specification development, exploring routes to market, tendering, evaluation, and contract award.

Ongoing contract management:

We don't walk away once the contract is awarded, we continue to manage the contract from both the supplier and customer perspective to ensure performance and on-going value for money is achieved.

procurementservices.co.uk/our-solutions/lifecycle

Our leasing solutions enable your organisation to finance capital purchases in innovative ways. We do this by advising finance leaders on how to structure and procure their financing at the most competitive rates and under the best possible terms. We are well known in the public sector and have access to leading finance providers to help secure equipment and items that your organisation needs under manageable payment terms.

We provide advice and support to help ensure the best decisions are made about how different assets should be funded.

Using the most appropriate available sources of funding for each acquisition is essential to achieving best overall value. We'll use up-to-date market data including residual values, funding rates, maintainable lives, and redelivery costs to inform your business case and provide the ability to make informed whole-life cost decisions.

Procurement Services Leasing

We manage a fully compliant mini competition for every lease to ensure best value is achieved.

We utilise our strong partnerships for compliant frameworks. Unlike other leasing frameworks, this allows us to formally evaluate lessor bids taking account of all potential whole-life costs and risks.

We use lease terms designed to protect your interests.

We use unique protective clauses as standard. An example of this would be the Cap on the lease, which places a limit on what you can be charged even if you extend the lease for long periods. Additional clauses include part-termination/return, which protect you if you wish to return or extend only some of the leased assets.

procurementservices.co.uk/our-solutions/leasing

Everything you need, just a click away

We have more than 5,000 contracts under active management for our clients. Managing every aspect of the contract – procurements, renewals, costs and supplier performance – so that nothing falls through the cracks is an enormous challenge. We couldn't do it without our proprietary technology platform, **OPTIMiSe**, that drives activity and puts everything you need to know right at your fingertips.

The Lifecycle Index

Within **OPTIMiSe**, we have developed a unique diagnostic tool, the Lifecycle Index™, that delivers a clear understanding of how well contracts are managed today – both on a contract-by-contract basis, and across the organisation. The Lifecycle Index™ is a measure of the amount of effort and focus an organisation should spend on each contract, based on an algorithm of spend, risk and complexity. This is done to maximise investment and opportunity, and to stop value leaking away.

Data & Documents

Having access to comprehensive data and documentation for each contract is an essential precursor to effective contract management. **OPTIMiSe** holds all the information necessary to manage the contracts, from contract documentation and costs, to performance data and contract plans.

Contract dashboard

Ensuring that all contract data and activities are visible to everybody that needs it is a challenge for most organisations. **OPTIMiSe** brings all the important information and activities together in a central dashboard, proving clear visibility and oversight for both central teams such as procurement and for departmental stakeholders and contract owners.

Virtual teams

In most organisations, it's likely that several stakeholders will be involved in planning, procuring and then managing contracts. **OPTIMiSe** supports this collaboration through the use of virtual teams, bringing together the right people to actively manage each and every contract.

Driving activity

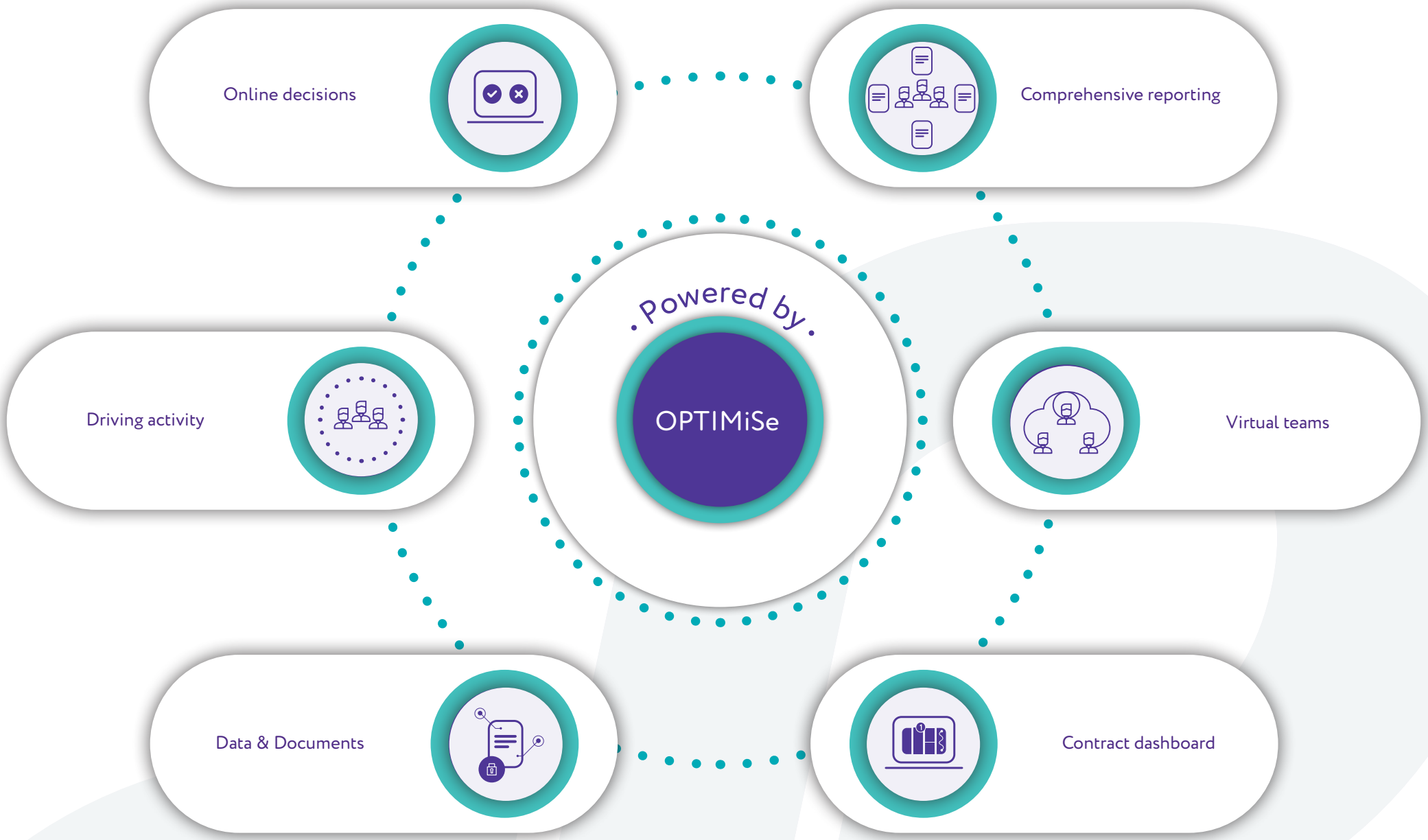
OPTIMiSe makes things happen by driving activity to timescale. **OPTIMiSe** treats every contract as a project with activities scheduled and allocated to the right person. This makes tracking progress against the contract plan an easy process, with nothing falling through the cracks. **OPTIMiSe** shows clearly whether a contract is being actively managed and, if not, where the blockage lies.

Online decisions

With multiple stakeholders for each contract, operating in different departments, decisions can be difficult to reach. It's why **OPTIMiSe** has an online decision tool. It allows any decision about a new contract, or a contract change, to be sent electronically to all stakeholders for a decision, made simply by clicking on 'Accept', 'Reject' or 'Query'.

Comprehensive reporting

OPTIMiSe doesn't just make this happen, it also makes certain you have all the information you need, right at your fingertips. Comprehensive reporting shows progress against procurements, contracts, costs, savings and supplier performance. It gives not only a powerful overview, but also whatever level of detail you need.


Online decisions
Comprehensive reporting
Powered by
OPTIMiSe
Driving activity
Virtual teams
Data & Documents
Contract dashboard

Delivering £3m in savings from maintenance contracts whilst improving compliance and supplier performance.

Chelsea and Westminster Hospital NHS Foundation Trust

£16.9m
Total contract value

260
Contracts under management

£3.4m
Total budget reduction delivered

The approach:

Discovery. From the contract list supplied by the Trust we verified all the data direct with suppliers, including contract status and fixed and ad-hoc spend. As part of the discovery process, we attempted to obtain service documentation for recent service visits to assess supplier performance.

Planning. Having verified all the contract data, we then put together a category plan for procurement or renewal of all contracts. We assessed the opportunities for consolidation and rationalisation and created a Category Renewal Plan, outlining strategies to ensure best value and timing renewals to allow sufficient time for fully competitive procurements.

Requirements. Working both with the procurement team and individual budget holders, we researched and understood the Trust's requirements for each contract. Where applicable, we worked with the Trust to develop detailed specifications, using our extensive library of specifications.

Routes to market. For all contracts with a value in excess of Trust SFIs, we developed detailed route to market proposals, informed by our understanding of the market and thousands of price benchmarks. Each proposal outlined the Trust's options for renewal and procurement of contracts, in each case making a clear recommendation for approval by the Trust.

Procurement. We then ran fully compliant procurements for each contract requirement. Using a range of route to market options, from full tenders and detailed mini-competitions to multiple quotes and negotiations, we sought to deliver savings and best value for each contract. Following each procurement, we developed a detailed Contract Improvement Proposal for the Trust, outlining the process we followed and the recommended option. Each proposal was approved online by key Trust stakeholders.

Management. In addition to procuring contracts, we also managed the recording of service documentation. Using our online portal, OPTIMiSe, service schedules were set for each contract and suppliers were required to log the required service documentation to demonstrate compliance with MHRA and CQC requirements and to ensure the Trust was receiving the service visits it had paid for.

The outcomes:

Quick wins. As we began working for the Trust, they were about to agree a large contract with an OEM using a direct award under a framework. We felt that a better deal was possible and persuaded the Trust to allow us to run a full, formal mini-competition instead to ensure the market was thoroughly tested. We briefly extended the existing contract to allow sufficient time. The resulting mini competition delivered savings of £1m compared to the price initially agreed by the Trust.

Delivering procurement savings. To date, we have delivered total budget reductions of £3.4m over the life of the new contracts.

MHRA and CQC compliance. Working with the Trust's medical engineering team, we ensured service sheets were collected from suppliers via our online portal, OPTIMiSe. These service sheets were checked against the agreed schedule of service visits. Where service sheets were missing, we chased suppliers to ensure we had them on the system. In some instances, we were able to demonstrate that service visits had not taken place, arranging rebates for the work that had not been carried out.

Releasing trust resources. Our work on procuring and managing these contracts has allowed the Trust to refocus its limited procurement resource onto other procurement projects.

Restructuring internal approvals to reduce Trust workload. The Trust had an existing approval process for all new or renewed contracts. This required the Trust to draft detailed Contract Award documentation for internal approval. We identified that our own Contract Improvement Proposals contained almost all the required information. Working with the Trust, we amended our own processes and documentation to allow the Trust to use our own proposals, saving considerable effort for Trust staff.

Real control over contracts and spend. All contracts are loaded to our OPTIMiSe system. This includes all costs, contract documentation, expiry dates and service sheets. The Trust is able to access these details on demand via a range of reports and ensures the Trust has real control over their contracts and associated spend.

"We're extremely happy with the outcome of both procurement projects, which delivered more than £3m in savings. Lifecycle have done a really professional and thorough job, liaising with stakeholders across the Trust to ensure we received precisely what we needed, while achieving an excellent deal for the Trust."

Suzanne Scannell

Director of Procurement

Chelsea and Westminster NHS Foundation Trust

L•A•S•E•R®

LASER was established by Kent County Council in 1989 with a vision to help the public sector achieve the energy cost reductions made possible by newly deregulated gas and electricity markets.

LASER has grown significantly and delivers a broad range of energy and carbon reduction services. Now one of the largest energy buying organisations in Europe, purchasing over £500m of energy per annum and serving over 200 public sector customers.

laserenergy.org.uk

lumina

Commercial Services Group founded **Lumina Energy** in 2012 to help local private sector businesses reduce their energy spend, through effective procurement.

By harnessing extensive sector experience, leveraging supplier relationships and developing a focus on customer experience, Lumina has successfully grown to become an energy consultancy that works across the UK helping thousands of customers reduce their energy spend.

luminaenergy.co.uk

ZERO CARBON FUTURE

LASER and **Lumina** are supporting their customers to achieve decarbonisation goals under their **Zero Carbon Future offering**. They are doing this by:

Reviewing their current carbon footprint and building a roadmap for them to reach net zero emissions by their target date.

Reducing their carbon footprint through the procurement and project management of energy efficiency and carbon reduction initiatives.

Replacing their energy supply with renewable energy and low carbon sources.

bit.ly/LASER-ZCF

Managed Services

Joint Venture (in-sourcing) Managed Services Provision and Contingent Workforce solutions designed to help partners manage their vital non-employee talent, while maximising control and quality.

connect2kent®

connect2kent.co.uk

Connect2Luton®

connect2luton.co.uk

Connect2Dudley®

connect2dudley.co.uk

Connect2Halton®

connect2halton.co.uk

connect2hampshire®

connect2hampshire.co.uk

Connect2Surrey®

connect2surrey.co.uk

Connect2Dorset®

connect2dorset.co.uk

Specialist Recruitment

CSG Recruitment Solutions & Connect2SocialWork; Deliver a variety of talent acquisition & consultancy services across public, private and third sectors.

connect2socialwork®

CSG RECRUITMENT SOLUTIONS

connect2staff.co.uk

csgrecruitmentsolutions.co.uk

Cantium Business Solutions partner with UK local government, education, and private sectors to understand their business needs and challenges and provide tailored IT solutions. Their focus on insight and collaboration ensures that they remain connected to these organisations to enhance their key business priorities such as IT strategy and architecture, project management and fully managed IT services, whilst driving social value through initiatives such as digital inclusion and transformation.

cantium.solutions

The Education People are a niche provider of education services, supporting the full age range from early years to young adults, and with a mission to support early years and childcare settings, schools and colleges, to improve learning, wellbeing and children's development in Kent and beyond.

Services include early years and childcare management, schools' financial management, governor services and clerking, professional development, outdoor learning advice and specialist employment services.

theeducationpeople.org

Invicta Law was created in 2016 by Kent County Council and is now one of the largest UK firms practising family law, with a specialty in Child Protection and Community Care.

In this capacity, Invicta Law has extensive expertise in securing the right outcomes for some of the most vulnerable people in society, including a recent increase in work supporting unaccompanied asylum seekers.

invicta.law

KCS Education are experts in sourcing, managing and creating the products and services required to run schools, nurseries or public sector organisations across the UK.

They are committed to delivering outstanding customer service, with a team of over 100 specialists who work with their customers from finding the right products, answering product queries to arranging special deliveries and providing advice and support.

kcs.co.uk

CES Holdings provide a 'one-stop-shop' for the supply of educational resources to international schools worldwide.

Working with suppliers and publishers from the UK, USA, Europe and Australia, CES Holdings offers its customers an unparalleled selection of books, classroom equipment, classroom resources and furniture all available from a single source.

cesholdings.co.uk

HR Connect

HR Connect offers an integrated HR solution, encompassing payroll, HR administration, pensions, and HR Advisory. The team partner with organisations to provide strategic HR support.

HR Connect works with over 1,000 customers nationwide, including schools, academies, Multi Academy Trusts, local authorities and multiple NHS Trusts.

By taking time to get to know the specifics of an organisation, the team recognise potential issues and offer practical solutions to prevent these from happening.

hrconnect.org.uk

HR Connect EmploymentCheck

Our **Employment Check** service provides customers with a fully hosted and compliant online Disclosure and Barring Service (DBS) solution, which is available 24/7. This allows customers a flexible and versatile approach to initiating and managing their checks.

Our extensive experience of DBS legislation means we can provide guidance on eligibility or ID verification. Our intelligent validation and automated certified results means customers can process checks quickly, accurately and securely.

hrconnect.org.uk

HR Connect StaffCareServices

Staff Care Services was established over 25 years ago to deliver Occupational Health and Wellbeing support services to Public, Education, Health and Private Sector customers.

The SCS team of professionals include clinicians, consultants, trainers and counsellors – all of whom draw from extensive experience working with hundreds of organisations, ranging from small primary schools to complex Academy Trusts, Local Authorities and NHS trusts to deliver outstanding and expert customer experience.

hrconnect.org.uk

KENT-TEACH.COM

Founded in 2000 **Kent-Teach** deliver a cost-effective recruitment advertising solution to schools across Kent and the surrounding areas.

Working with 95% of Kent schools and by utilising an audience of 170,000 members, the Kent Teach site receives over 2 million visits each year.

They are the established market leader in Kent for education vacancies, supporting customers to fill their vacancies with talented staff members in a quality and timely manner.

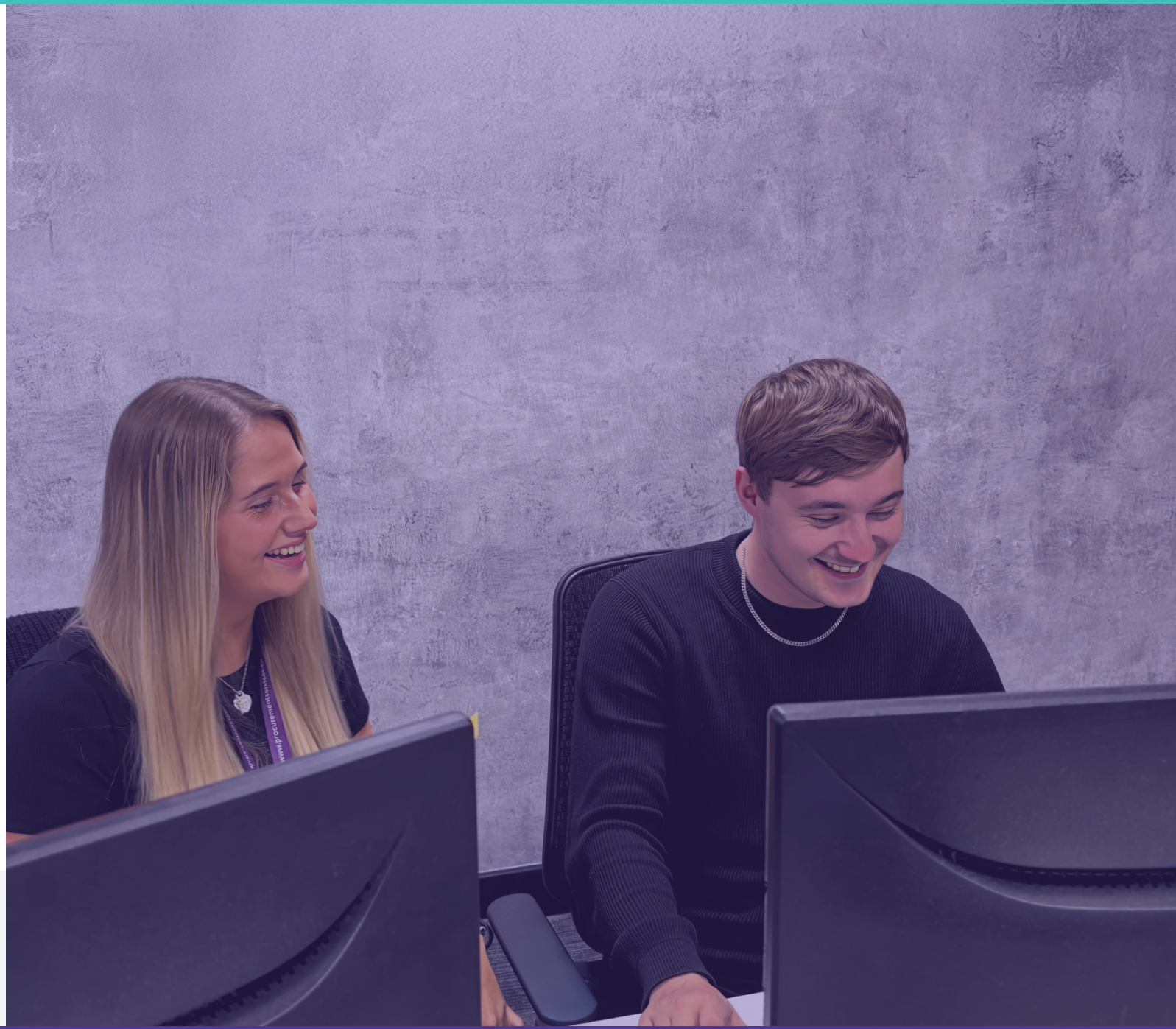
kent-teach.com

HR Connect
Prospects Payroll

Prospects Payroll provide professional and compliant payroll services specialising in the Education sector.

Our payroll offer makes managing your payroll easier and frees up time allowing you to focus on running your business. The team deliver the full employee lifecycle, making sure customers employees are paid accurately, on time, every time. Giving the assurance that customer's payroll is compliant and all real time information submission and year end processing, including pension year end reporting, is all taken care of.

hrconnect.org.uk/payroll



Procurement Services

KCS education

L•A•S•E•R

CSG RECRUITMENT SOLUTIONS

Commercial Services Group Managing Waste

HR Connect

ZERO CARBON FUTURE

connect socialwork

Cantium

Landscape Services

KENT-TEACH.COM

connect kent

invicta law

Connect 2 Luton

Connect 2 Halton

Connect 2 Dudley

HR Connect EmploymentCheck

lumina

Procurement Services Lifecycle

Procurement Services

The Education People

HR Connect ProspectsPayroll

HR Connect StaffCareServices

connect hampshire

Connect 2 Surrey

ces

Connect 2 Dorset

For more information contact:
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