

Supplier Engagement Guidance

The Procurement department works closely with its suppliers and service providers, however it is important that we provide a transparent process to develop and maintain a structured and professional relationship with our external suppliers and their representatives; therefore we have introduced an engagement process and guidance document for suppliers.

Key points of our engagement process are:

1. Suppliers/sales representatives will adhere to this guidance and conduct themselves in a professional and courteous manner at all times. This will be reciprocated by the Procurement department.
2. The Trust Procurement department is the first point of contact for current, new and potential suppliers.
3. Visits from suppliers are by appointment only. "Cold Calling" or visiting Departments without permission or an appointment is strictly prohibited. Visits are co-ordinated by the Procurement department. If invited to the Trust, suppliers/sales representatives should initially report to reception. Unsolicited mail, leaflets, posters and other promotional material may not be distributed or displayed in trust premises without prior approval from the Procurement department and other relevant department(s) if applicable.
4. Orders for goods or services must not be solicited from Trust staff – the only recognised documentation is an official purchase order issued by the Procurement department (electronically to a secure, previously agreed email address). Deliveries of goods or services must not be made without prior issue of an official purchase order otherwise payments to suppliers will not be made (No PO, No Pay).
5. Pricing and Commercial discussions can only be conducted in conjunction with the Procurement department.
6. Products and Services will be procured using the latest NHS Terms and Conditions, unless the trust specifies the use of an existing contract or framework agreement.
7. Trust staff must not be offered samples of products or trials of services without prior agreement with the Procurement department.
8. Any equipment or supplies loaned to the Trust or placed on trial must be agreed with the Procurement department and have the appropriate supporting Indemnity paperwork. (Available via the Procurement department).
9. Hospitality or gifts must not be offered to trust staff and will not be accepted.
10. The Procurement department must be kept informed prior to any visits or meetings you are invited to with trust staff, concerning but not limited to, supply issues, order and price discrepancies, contract issues, new products or services and key contact changes.

Procurement Contact details:

Email: wcnt.procurement@nhs.net

Tel: 0151 514 2888 (ask for Procurement)