

Supplier Checklist

The checklist is provided as a **QUICK GUIDE ONLY** to give you a better understanding of the areas that we consider when we are sourcing and to give you the opportunity to self-critique yourselves to establish whether you have the qualities that Warwickshire County Council is looking for in its suppliers. The list of criteria is not exhaustive and we do not expect suppliers to be able to answer yes to every question in order to bid for our work.

The checklist is also not intended to be completed and returned to the Council and will not take the place of the documentation we include in any tender or quotation opportunity that you apply for.

IMPORTANT - Suppliers should not begin work on or incur any expense in seeking to satisfy any aspect of the checklist on the presumption of winning business from the Council. Any work that you choose to undertake is entirely at your own risk and cost.

	Yes/No
<u>Best Value</u>	
Can you offer innovative approaches to product and/or service provision?	
Are you able to offer new ways of doing business that will be of mutual benefit?	
Can you demonstrate value for money taking into account the "whole life costs" of your product or service, from manufacture to disposal?	
Can you demonstrate continuous improvement throughout the life of a contract?	
Are you committed to working with the Council to find ways to drive down costs?	

<u>Capacity & Capability</u>	
Can you demonstrate financial stability?	
Do you have the necessary knowledge, technical expertise and resources and can you evidence this?	
Can you demonstrate that you take business continuity seriously and learn from any business continuity issues?	
Do you have robust quality assurance arrangements in place to ensure consistently high standards of service delivery?	

<u>Compliance with Regulation</u>	
Can you confirm that you are not barred from being awarded our business as a consequence of the Mandatory Exclusions listed in the Public Contract Regulations 2015?	
Do you hold the necessary accreditations to support your service delivery (e.g. CQC registration for care services if applicable)?	

<u>Contract Performance</u>	
If you currently supply to the Council, would the Council consider you a 'good' supplier?	
Do you have credible referees that will vouch for your organisation?	
Can you demonstrate excellent performance against set service standards and Key Performance Indicators?	
Have you got a track record of positive and proactive contractual relationships with your customers?	
Are you flexible in your approach to service delivery and will you work with the Council to modify services to meet changing needs and budget constraints?	

<u>Customers</u>	
Can you demonstrate excellence in the delivery of services to the users of your services?	

Do you put your customers at the heart of what you do?	
Do you have a documented complaints procedure with clear complaint escalation arrangements?	
Do you proactively capture customer feedback/complaints and can you evidence the use of customer feedback/complaints in the development/improvement of your services??	

E Commerce	
Will you embrace the use of E Tendering for the submission of tenders and quotations?	
Can purchase orders (POs) be accepted electronically?	
Can Procurement Card (P Card) transactions be accepted and processed?	
Can invoices be submitted to the Council electronically?	
Can you accept payment by BACS?	

Insurance	
Do you maintain Public liability insurance of at least £10 million?	
Do you maintain Employer's liability insurance of at least £10 million?	
If you don't maintain the above levels currently will you be prepared to increase your insurance to these levels should you be successful in securing business from the Council?	

Resources	
Do you invest in the training and development of your workforce and is this evidenced by any recognised accreditation schemes?	
If you use partner organisations or sub-contractors to support your service delivery do you have robust arrangements in place for their selection and on-going management and can you evidence this?	

Social Responsibility	
Do you have a track record of adding social benefits as part of your service delivery?	
Do you have a track record of providing local employment and contributing to the local economy in the areas where you win contracts?	
Do you support initiatives such as the creation of apprenticeships, the provision of traineeships, engagement with local schools (e.g. providing work experience opportunities) and can you evidence this?	
Do you have a track record of working with the voluntary sector, providing local community services, promoting community well-being and can you evidence this?	
Do you have a good track record in relation to equal opportunities as both an employer and if applicable in the delivery of services to the public?	
Do you have a good track record in relation to health and safety as both an employer and if applicable in the delivery of services to the public?	
Can you demonstrate commitment to supporting human rights within your supply chain (e.g. covering child labour, forced labour, health & safety, working hours, freedom of association)?	
Can packaging be eliminated or reduced and will you take back packaging or waste if required?	