LIVERPOOL HOPE UNIVERSITY

1844

LIVERPOOL HOPE UNIVERSITY PROCUREMENT POLICY

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1. INTRODUCTION

1.1. The University has a duty to ensure that public funds are managed correctly, value for money (VFM) achieved for all purchases, and procurement takes place in alignment with the Economic Crime and Corporate Transparency Act 2023 (ECCTA) (https://www.legislation.gov.uk/ukpga/2023/56/contents)

1.2. The ECCTA holds organisations to account for fraud committed by employees, agents, subsidiaries or other "associated persons" who provide services for or on behalf of the organisation, where the fraud was committed with the intention of benefiting the organisation or clients. It does not need to be demonstrated that senior managers ordered or knew about the fraud.

1.3. Reporting to the Director of Finance and Procurement, the Procurement Manager has responsibility for the University Procurement function.

1.4. Deployment of University resources is the responsibility of the Finance and General Purposes Committee which reports to University Council. In practice, purchasing authority is delegated by the Vice Chancellor to members of the University Executive Board (UEB). In exercising this delegated authority, UEB is required to observe University policies, procedures and finance regulations.

1.5. Members of UEB and budget holders are authorised to commit the University to expenditure after ensuring sufficient funds are available to meet the purchase cost of goods and services. Only *bona fide*, appropriate expenditure, as outlined in the financial regulations and associated policies, may be authorised from university funds.

1.6. The University requires all budget holders and grant holders, irrespective of the source of funding, to obtain supplies, equipment and services at the lowest possible cost consistent with quality and delivery requirements. Factors to be considered in determining lowest cost are noted in these procedures. It should be noted that 'lowest cost' does not necessarily mean 'best monetary value' and environmental, social and economic impact should be considered; including manufacture, transportation, use and disposal considerations.

1.7. Failure to comply with procurement policies and procedures may result in the University incurring unnecessary or excessive expenditure. Failure to comply with the University Finance Regulations and associated policies, may result in disciplinary procedures against the individual(s) concerned.

1.8. University travel is not covered here, and individuals should refer to the Travel Policy:

https://www.hope.ac.uk/media/gateway/staffgateway/financedocuments/Staff%20Travel%20and%20Expenses%20Policy%20-%20V4%20(March%2023).pdf

For any further information or clarification please contact Steven Parker, Procurement Manager, Tel: 0151 291 2180, Email: parkers2@hope.ac.uk

2. DEFINITIONS

Value for Money (VFM)

The optimal balance between whole-life cost, quality, and sustainability to meet user requirements. This includes consideration of economic, environmental and social value.

Whole-Life Costing

The total cost of ownership over the life of a product or service, including acquisition, operation, maintenance, and disposal.

Framework Agreement

An agreement with one or more suppliers that establishes terms and conditions under which specific purchases (call-offs) can be made without re-tendering

Call-Off Contract

A contract awarded under a framework agreement for specific goods, services or works.

Dynamic Purchasing System (DPS)

An electronic procurement system that allows suppliers to join at any time and enables ongoing competition for contracts.

Most Advantageous Tender (MAT)

The tender that offers the best overall value based on a combination of price and quality, including social and environmental factors (aligned with Procurement Act 2023)

Special Cases Justification & Approval (formerly Single Supplier Justification)

A documented and approved rationale for awarding a contract without competition where only one supplier is capable of delivering the requirement.

Segregation of Duties

A control mechanism ensuring that no single individual is responsible for all stages of a financial transaction.

Contract Owner

The individual responsible for managing a contract post award, including performance monitoring, risk management and supplier relationship management.

Social Value

The additional economic, social and environmental benefits generated through procurement activities, beyond the core requirement.

Conflict of Interest

A situation where an individual's personal or financial interests could improperly influence procurement decisions.

3. PROCUREMENT STRATEGY

3.1. The purpose of the Procurement Strategy is to support the University's Strategic Plan. Particular attention is given to supporting the University's strategic objectives:

- Ensuring value for money is achieved through efficient and effective use of resources
- Maintaining a strong procurement function that has the support of the Senior Management Team
- Ensuring probity, transparency and regularity in procurement activities

3.2. The University will:

- Identify and disseminate information and advice on good procurement practice
- Optimise the use of procurement management and information systems (including maintenance of a procurement database)
- Promote collaborative procurement arrangements between institutions and across the University wherever possible
- Measure the performance and effectiveness of procurement by completion of the sector's Procurement Value Survey
- Promote procurement practices that align with our environmental responsibilities and contribute to environmental sustainability
- Provide training to improve the skills of those involved in procurement
- Promote equality in procurement, ensuring awareness of the Modern Slavery Act 2015 and how it applies across our supply chains, monitoring potential risk areas]https://tutu.hope.ac.uk/media/aboutus/governancedocuments/Modern%20Slavery%20Statement%202025%20LIVERPOOL%20HOPE%20UNIVERSITY.pdf
- Analyse expenditure and manage supplier relationships to minimise market and business risk, and optimise efficiency

4. PROCUREMENT POLICY

4.1. This Policy is part of the University Finance Regulations and integral to the business processes of the University. The policy and procedures should be understood and adhered to, so the University can achieve efficient and effective purchasing.

4.2. The University's Procurement Policy aims to mitigate the effects University activities have on the environment, using our purchasing power to create positive impact. To achieve this, we will:

- Support local skills and capabilities where possible
- Seek to reduce greenhouse gas emissions across our estate and projects
- Embed zero waste thinking in our operations and supply chains
- Procure products directly or through our supply chain from recognised responsible sources
- Monitor spending in order to identify, and where possible, ensure best practice and efficiency
- Provide guidance and training to encourage staff involved in purchasing to adopt sustainable purchasing policies, to reduce costs and environmental impact
- Consider suppliers' environmental performance and whole life costs

The University uses the NET positive Supplier Engagement Tool (https://supplierengagementhe.net-positive.org/) to encourage suppliers to create action plans to demonstrate commitment to improving social, economic and environmental impacts, helping embed sustainability in the supply chain.

3.3 Suppliers must comply with applicable data protection legislation, including UK GDPR, and demonstrate appropriate information security standards where relevant.

3.4 Suppliers are expected to comply with the University's Modern Slavery Statement and demonstrate transparency within their supply chains.

3.5 The Procurement Procedures (Section 7), cover all aspects of procurement: Specification, Sourcing, Enquiring and Tendering, Evaluation of Quotes and Tenders, Negotiation, Ordering and Award of Contract, Management of Purchase orders (POs), Invoicing and Payment

5. VALUE FOR MONEY (VFM)

5.1. The University is committed to the pursuit of economy, efficiency and effectiveness. To achieve good VFM, the University has the following objectives:

- To integrate VFM principles in management, planning and review processes
- To adopt recognised good practice
- To undertake VFM reviews on activities
- To benchmark University activities against similar activities and organisations
- To respond to opportunities to enhance economy, efficiency and effectiveness of activities
- To promote a culture of continuous improvement
- To be able to demonstrate via audit that VFM is achieved in all activities
- To ensure all staff recognise their obligation to seek VFM as part of routine activities
- To identify and minimise all potential commercial and legislative risk in University activity

5.2. Audit Committee is required by the Office for Students and Higher Education Audit Committees Code of Practice (CUC 2020), to satisfy itself that satisfactory arrangements are in place to promote economy, efficiency and effectiveness and relay its view to the University Council.

5.3. UEB has executive responsibility to warrant that arrangements are in place to ensure VFM is sought and keep Council and Audit Committee advised of any issues.

5.4. Managers have responsibility to maintain awareness of good practice in their own areas of operation and ensure this is followed.

5.5. Staff should seek and achieve VFM in all activities and escalate to management's attention any opportunities for improvement or non-compliance.

5.6. The annual Procurement Value Survey is used by the University to capture procurement efficiencies. It is the responsibility of the Procurement Manager to ensure the efficiencies are captured and acted on.

6. SUSTAINABLE PROCUREMENT

6.1. Where appropriate procurement exercises will include evaluation of social value, including economic, environmental and community benefits (Social Value) Act 2012

6.2. The University supports engagement with SMEs and local suppliers where this delivers value for money (VFM) and complies with procurement regulations.

6.3. As a large consumer of goods and services, the University has a responsibility to promote practices and policies that protect the environment and is committed to the principles of sustainable procurement. The Procurement Manager coordinates procurement activity in collaboration with the Sustainability Manager

6.4. See our Sustainability Policy APPROVED UC 26 April 2022.pdf which complements the strategic objectives set out in this policy. Particular attention is given to:

- Seeking to reduce consumption of materials, re-using where possible, promoting recycling and use of recycled materials
- Promoting and managing energy efficiency and incorporating effective energy efficiency in all new buildings and refurbishment projects
- Encouraging our major suppliers to adopt green sustainable policies

6.5. The University aligned with the Public Services (Social Value) Act 2012 (Social Value Act: information and resources - GOV.UK)

"…to require public authorities to have regard to economic, social and environmental well-being in connection with public services contracts; and for connected purposes"

7. FRAMEWORK AGREEMENTS

7.1. A Framework Agreement is a term for agreements with suppliers which set terms and conditions under which specific purchases can be made through the terms of the agreement.

7.2. As a Publicly Funded organisation, we are able to adopt framework contracts and avoid spending unnecessary time on tender processes, whilst achieving VFM.

7.3. As a member of the North West Universities Purchasing Consortium (NWUPC) the University requires buyers to use contracts organised by NWUPC where possible. https://www.nwupc.ac.uk/frameworks/

7.4. Buyers have the option of using other frameworks i.e. Crown Commercial Service, the national procurement partner for UK public services. The primary role of CCS is to maximise VFM by Government Departments and public bodies through procurement and supply of goods and services: http://crowncommercial.gov.uk/agreements.

There are other public sector frameworks open to the University, the Procurement Manager should be consulted if further clarity is required.

7.5. Nominated University Buyers represent the University at NWUPC Commodity Group meetings. Their responsibility, through the Procurement Manager, is to ensure circulation of information to interested purchasers and provide feedback to NWUPC. Current members are listed in Annex B.

8. PROCUREMENT PROCEDURES

8.1. These procedures deliver the University procurement policy which supports achievement of the University Strategic Plan. The purpose of the procedures is to:

- Support and be responsive to the University's needs
- Ensure the University complies with legislative and regulatory requirements
- Protect legal and commercial interests of the University
- Satisfy audit requirements in respect of control of expenditure and VFM
- Encourage transparency, fairness and probity in the conduct of university affairs

8.2. The policy and procedures are binding for all staff who engage in purchasing. References to 'departments' include Faculties and Professional Services departments. The procedures apply to all sources of funding, including research grants and require authorised personnel to obtain supplies, equipment and services which achieve best value for money, are ethically appropriate and contribute to sustainability.

9. AUTHORITY AND RESPONSIBILITIES

9.1. Deployment of resources is the responsibility of University Council, exercised through the Finance and General Purposes Committee. The University operates devolved procurement with authority to commit funds delegated to budget holders (authorised persons) supported by central monitoring and specialist financial and procurement advice. Authorised persons are required to observe relevant policies and procedures, may be given authority to sign orders, commit funds, or sign invoices authorising payment for goods received or services rendered, subject to adequate segregation of duties within the department.

9.2. No individual is authorised to commit the University to purchase without ensuring there are sufficient funds to meet the cost, regardless of the source of funding.

9.3. UEB is responsible for implementation of this policy and procedures. In the case of research grants and contracts, the Pro-Vice Chancellor Research may delegate responsibility to the grant holder. UEB members and budget holders must ensure all staff with delegated authority are fully aware of these procedures.

9.4. UEB members, budget holders and authorised persons are not authorised to enter into any contractual commitment for the procurement of goods or services. Contractual documents, any document that has or may have the effect of binding the University to procure and pay for goods and services, must not be signed by anyone other than those in the Schedule of Delegation [Legal Matters and Charitable Status]. Documents should be forwarded to the Procurement Manager for initial review and may need review by the Solicitor and Senior Officer for Legal Services and Risk, before being signed by an authorised officer of the University, in line with the Schedule of Delegation.

9.5. The Director of Finance and Procurement is responsible for making payments to suppliers, provided appropriate authorisation is in place.

9.6. The Procurement Manager is responsible for; ensuring the University's procurement policy and procedures are known and observed by all involved in purchasing, advising on matters of policy and practice and assisting staff on purchases, establishing appropriate supply arrangements on behalf of the University to assist staff in achieving value for money, scrutinising high value orders before they leave the University, drafting and negotiating large-scale purchase contracts (in collaboration with the Department and Solicitor & Senior Officer for Legal Services, Governance and Risk), ensuring procurement activities comply with legislative and regulatory requirements.

10. GENERAL PRINCIPLES

10.1. The University requires all authorised persons, irrespective of funding source, to obtain supplies, equipment and services at the lowest possible cost consistent with quality and requirements and in accordance with good practice, taking account of ethical and environmental standards.

10.2. The determination of lowest cost should take account of the whole life of the product or service, including; purchase costs, foreign exchange risks and costs, terms of payment, commercial and legal risk, duration of warranty or period of free maintenance, running costs, cost of required building or service alterations, sale or scrap value, cost of safe end-of-life disposal, relevant environmental, sustainability and social responsibility considerations, cost of the procurement itself.

10.3. With regard to terms of payment, the University will not normally pay for goods in advance. The main exceptions are:

- Maintenance contracts normally paid annually in advance
- Small value purchases i.e. journal subscriptions, goods paid for in advance by

purchasing card

- Large value contracts with stage payments tied to milestones and/or protected by a bank guarantee. In such situations, departments must contact the Procurement Manager who will undertake negotiations with the supplier.

Cases not falling within these exceptions, should be discussed with the Procurement Manager.

11. SUPPLIER SELECTION

11.1. The University supports purchasing arrangements made by various public sector consortia. These include arrangements made by the NWUPC and various sub-groups, national University agreements and Government contracts.

11.2. The Procurement Manager maintains the Procurement Webpage which houses information on suppliers, purchasing and supply matters.

11.3. Departments must procure goods and services from authorised suppliers. Any new supplier must be registered on the University's system. In cases where it is necessary to register a new supplier, departments must set the supplier up online, authorised by the Procurement Manager who can provide advice on process.

12. PURCHASING AND FINANCIAL THRESHOLDS

12.1. There are three mechanisms for purchasing goods and services:

- Via Purchase Orders (see below)
- Using a University Corporate Credit Card, as per (University Purchasing Card)
- Using approved supplier's websites (eg Banner)

12.2. Budget holders should ensure goods and services are purchased from NWUPC contracted suppliers where possible. Purchases made through NWUPC contracted suppliers are deemed to represent best VFM.

12.3. Goods and services must be purchased using a Purchase Order or Corporate Credit Card where applicable. All orders must state clearly the quantities, prices, discounts and special terms of supply. The University does not undertake to accept liability for payment unless goods have been supplied in response to a PO.

12.4. For goods and services available from competing suppliers, all orders up to and including £2,400 require one written quote (where practical), orders over £2,400 require two written quotes. Orders over £12,000 require three written quotes and over £30,000 require a full tender process. (All values are inclusive of VAT)

12.5. Purchasers should be aware that when purchasing from a supplier in a framework agreement, the rules of the framework agreement may require a mini competition be undertaken and all suppliers on the framework included in the tender process.

12.6. Where quotes are not available, a written explanation must be provided to the Chief Operating Officer, who will consider approval. A copy of the approval must be attached to the invoice before it is passed to the Finance Office for payment.

13. TENDERS

13.1. Tenders must be invited for all goods, services or building work costing in excess of £30,000 [including VAT] and managed by the Procurement Manager through the e-tendering portal which requires advertisement on the Governments Contracts Finder portal, unless a framework agreement is being utilised.

13.2. Tenders must be opened in the presence of two University officers and scheduled once opened, to ensure they remain current.

13.3. Current regulations do not allow acceptance based solely on lowest cost, but on the basis of best price-quality ratio. Abnormally low-cost tenders should be investigated by the Procurement Manager. Only "Most Advantageous Tenders" should be accepted which include factors in addition to price; qualitative, technical and sustainable aspects of the tender submission.

14. CONTRACTS

14.1. Contract owners are responsible for ongoing contract management, including monitoring supplier performance against agreed KPIs, managing risks, ensuring delivery of contracted outcomes, and maintaining appropriate records of contract changes and extensions.

14.2. Procurement activity must consider financial, operational, reputational and supply chain risks as part of the sourcing and evaluation process.

14.3. All procurement contracts must be in writing and can only be signed as per the University Scheme of Delegation, contact the Head of Governance for advice

13.2 Regardless of value, it is the authorising officer's responsibility to seek advice from the Senior Officer for Legal Services, Governance and Risk if there are matters which might involve material risk to the University.

13.3 Contracts for building maintenance services will be authorised by the COO and Director of Estates.

13.4 Computers, AV Equipment & Telecommunications purchasing has been centralised and must be managed via the IT team.

13.5 The Head of Catering and Conferencing must be consulted before entering into any arrangements for catering provisions or services of any kind, including vending machines.

13.6 Disposal of equipment should be arranged with IT or Estates, depending on the nature of the equipment, to ensure the University's asset register is amended accordingly. All equipment disposals require authorisation from the Chief Information Officer or Director of Estates as applicable.

14. UK PUBLIC PROCUREMENT REGULATIONS

14.1 The University will ensure all procurement activity aligns with the principles of the Procurement Act 2023, including transparency, integrity, fair and non-discriminatory treatment of suppliers, and the delivery of public benefit.

14.2 Contracts above the internal threshold of £30,000 (inc VAT) must be advertised on Contracts finder. Contracts above the relevant UK Procurement thresholds must also be published on 'Find a Tender', unless a compliant framework / Dynamic Purchasing System is being used which is a procurement method that allows public sector buyers to purchase goods, services or works from a continuously open pool of pre-qualified suppliers.

Internal quotation and tender thresholds operate alongside, but do not replace UK procurement regulatory requirements.

The Procurement Act 2023 and Regulations 2024 can be found: **Procurement Act 2023** and **https://www.legislation.gov.uk/ukdsi/2024/9780348259728/contents**

The estimated value of contracts is calculated over the whole lifetime of the contract and **inclusive of VAT. EU Thresholds (1 January 2026)**

Contract Type	**Value**
Public Works Contract	**£5,193,000**
Supplies and Services	**£207,720**

15. PURCHASE ORDERS, QUOTES and TENDERS

15.1. All staff must comply with procedures on obtaining quotes and tenders before creating a purchase order.

15.2 The University does not accept liability for payment of invoices unless goods have been supplied using a University PO or approved exception (authorised and processed in accordance with these procedures). In situations where liability has been improperly accrued, the University retains the right to recover the cost from the individual.

15.3 Before a PO can be raised, any new supplier must be registered on the University's system. Departments should use existing authorised suppliers wherever possible.

15.4 University Standard Ts & Cs should be communicated to suppliers prior to placing an order.

15.4 To ensure the University achieves best value for money, competitive quotes should be acquired, as per below. Copies of quotes form part of the audit trail and should be retained for 6 years unless via the In-tend system. When goods/services are purchased from a supplier on a framework agreement this is not necessary.

VALUE (Including VAT)	**NUMBER OF QUOTES REQUIRED**
Up to £2,400	1
£2,401-£12K	2

£12,001-£30K	3
Over £30,001	Full Tender Process – contact Procurement Manager

15.5 Care should be taken in drawing up the specification to inform the request for quotation document. This includes: Specification and General Requirements, Usage Figures, Quality Standards, Terms and Conditions, Special Delivery Requirements. Advice on specification should be sought from the Procurement Mangaer.

15.6 Orders must be approved by the appropriate authorised signatory in accordance with University approval limits. Accurate prices must be recorded on purchase orders, based on a quote, tender or valid price list.

15.7 A Single Supplier can be used occasionally, only when there is one supplier capable of supplying the goods or service. Where the use of a single supplier is necessary, a single supplier justification form must be completed and signed by the budget holder, the Chief Operating Officer and Procurement Manager (if over £30,000 inc VAT)

15.8 The person authorising an invoice for payment must be different from the person who receipted the goods.

15.9 Confirmation Orders should be avoided wherever possible.

15.10 In the event of a complaint against a supplier that necessitates withholding payment, this must be communicated to the supplier in writing. Copies of relevant correspondence should be sent to the Director of Finance and Procurement and COO. The Procurement Manager can assist in particular cases.

15.11 Applications for duty relief on goods imported from non-EU countries are dealt with by the Finance Department. Relief may be applied to scientific instruments imported for specific purposes, contact the Finance Department for advice.

The Finance Department must be informed prior to the PO being forwarded to the supplier. Detailed guidance notes for zero rating of VAT and certificates are available from Finance. There may also be VAT implications when selling equipment.

16 CORPORATE CREDIT CARDS

The University has approved card holders, with the benefits of reducing the number of low value purchase orders and invoices that require processing and enabling improved responsiveness. The card programme is managed by the Finance Office.

University Purchasing Card

17. ETHICS, DECLARATIONS OF INTEREST, ANTI-BRIBERY & CORRUPTION

17.1 Staff engaged in purchasing must observe the Declaration of Interests Policy https://www.hope.ac.uk/media/aboutus/governancedocuments/Declaration%20of%2

0Interests%20Policy.pdf

17.2 The confidentiality of information should be respected and details of suppliers' offers not divulged to competitors. Purchasers should refer to the Bribery Act of 2010 and University's Anti Bribery and Corruption Policy:

https://www.hope.ac.uk/media/aboutus/governancedocuments/Anti-Bribery%20Policy.pdf

17.3 While bearing in mind the advantages to the University of maintaining a continuing relationship with a supplier, any arrangement which might prevent effective and fair competition, should be avoided. The Anti Bribery and Corruption Policy should be referred to with regards to the receiving of gifts and hospitality and advice sought from the Head of Legal and Governance.

18. STOCKS & STORES

18.1 Where stocks are held, items must be requisitioned internally and comply with the following criteria:

Only items considered essential to maintain a service and of sufficient demand and in common use which offer a reduction in cost over direct supply after taking account of stockholding costs. Stock should be identified and regularly examined with a view to eliminating overlaps and reduce wastage, stock holding, capital invested and space.

Appendix A

The North Western Universities Purchasing Consortium (NWUPC)

The NWUPC was established in 1969. Institutions in the consortium spend millions of pounds annually on a wide range of goods and services. Consortium objectives are to ensure institutions buy the most appropriate products in the most cost-effective manner, that information about supply arrangements is fully disseminated, and best use made of funds. Public bodies which provide NWUPC funding are increasingly requiring proof of cost-effective use of resources.

NWUPC and member institutions have worked together to put in place over 100 separate tendered contracts covering: Heads of Procurement, AV, Catering, Computer, Domestic Supplies & Services, Furniture & Soft Furnishings, Laboratory, Estates, Stationery & Office Equipment, Telecommunications. There is a commodity group for each of the range of products and services. Membership of each group reflects purchasing and technical knowledge in that field, and groups co-ordinate and exchange information about suppliers and products/services. (Full list of Liverpool Hope's representatives, see Annex B).

The main aim of NWUPC is to deliver value for money in all aspects of purchasing for member institutions. Training is a vital and integral part of this. The Consortium also delivers seminars, exhibitions, workshops, conferences and specific events for staff at all levels

Appendix B NORTH WESTERN UNIVERSITIES PURCHASING CONSORTIUM

Liverpool Hope Membership of Commodity Groups (For further information contact relevant group representative).

COMMODITY GROUP	REPRESENTATIVE
HEADS OF PROCUREMENT Products and Services, Purchasing cards, credit and charge cards, payroll security and cash transit, debt collection, mail and courier services, parcel and freight handling, vehicle hire and purchase fuel cards, motor organisation and membership, watercoolers, sports equipment, library books and periodicals, travel and accommodation, Professional Services, Banking Consultancy, Insurance, Legal services, Advertising and European Tendering.	Steven Parker Email: parkers2@hope.ac.uk
AUDIO VISUAL AIDS Products and Services, Teaching equipment, white boards. Media equipment including Plasma screens, projection equipment, video data projectors, audio and video consumables, photographic lamps and batteries, fitting out lecture theatres and seminar rooms, hiring of equipment, hiring of services, installation.	Andrew White Email: WHITEA@hope.ac.uk
CATERING Products and services: Fresh, frozen and canned foods, bread and morning goods, general groceries, preserves, confectionery, snacks and biscuits, alcoholic and soft drinks, tea, coffee, fruit juices, soups, sauce, gravy and bouillon mixes, vending machine supplies, dishwasher detergents, crockery, cutlery, light kitchen equipment, catering disposables, catering clothing.	Gary Pace Email: paceg@hope.ac.uk
COMPUTER SERVICES Products and Services: Microcomputers, network infrastructure, workstations, applications software supply and support, printers, plotters and peripheral, single and multipart listing paper, computer consumables floppy disks and other magnetic media, toner cartridges, video conferencing.	Andrew White Email: WHITEA@hope.ac.uk
DOMESTIC SUPPLIES AND SERVICES Products and services, cleaning equipment and consumables, janitorial supplies, toilet tissue and towels, paper products, plastic refuse sacks, waste disposal and recycling, hygiene supplies/services and washroom products, uniform clothing, overalls and work wear, laundry services and equipment, pest prevention services.	Maureen Caldwell Email: caldwem1@hope.ac.uk
ESTATES Products and Services; Electrical fittings and components, conduit and cable, building maintenance consumable and services, car park barriers, alarm, security and time recording systems, firefighting equipment, automatic doors, refuse services, electric hand dryers, lifts, lamps, tubes and batteries, fuel, water and sewerage, energy purchasing, heating ventilation, ceramic and plumbing items.	TBC
FURNITURE & SOFT FURNISHINGS Products and Services; Office, lecture room, computing, laboratory. Reception area and Halls of Residence furniture, curtains and blinds, carpeting and floor coverings, beds, bedding, mattresses and towels, table lamps, cookers, microwave ovens, refrigerators and freezers, uniform clothing, overalls and work wear**.**	TBC

LABORATORY Products and Services; Chemicals and solvents, plastics and glassware, general laboratory consumables, equipment and maintenance contracts, chemical and solvent waste disposal, electronic components, laboratory clothing.	Ian Steele Email: steeli@hope.ac.uk
LIBRARY Products and Services; Books, journals and digital media.	Annie Dye Email: hyea@hope.ac.uk
STATIONERY AND OFFICE EQUIPMENT Products and Services; General stationery and office consumables, office equipment- supply and maintenance, envelopes, copier paper, packaging materials, publications and plan printing, examination answer books, diaries and planners, write-on-film and transparencies, files, document wallets, photocopiers, fax machines and consumables.	Steven Parker Email: parkers2@hope.ac.uk
TELECOMMUNICATIONS Products and services; National development call boxes and payphones, mobile phones, handsets and answer phones, call charges, prepaid call cards, video conferencing, cabling supplies.	Andrew White Email: whitea@hope.ac.uk