



Crown
Commercial
Service

Helping you save time and money on
procurement, so you can focus on the priorities
that matter most to the NHS

free to use

great value
deals

bulk buying
power

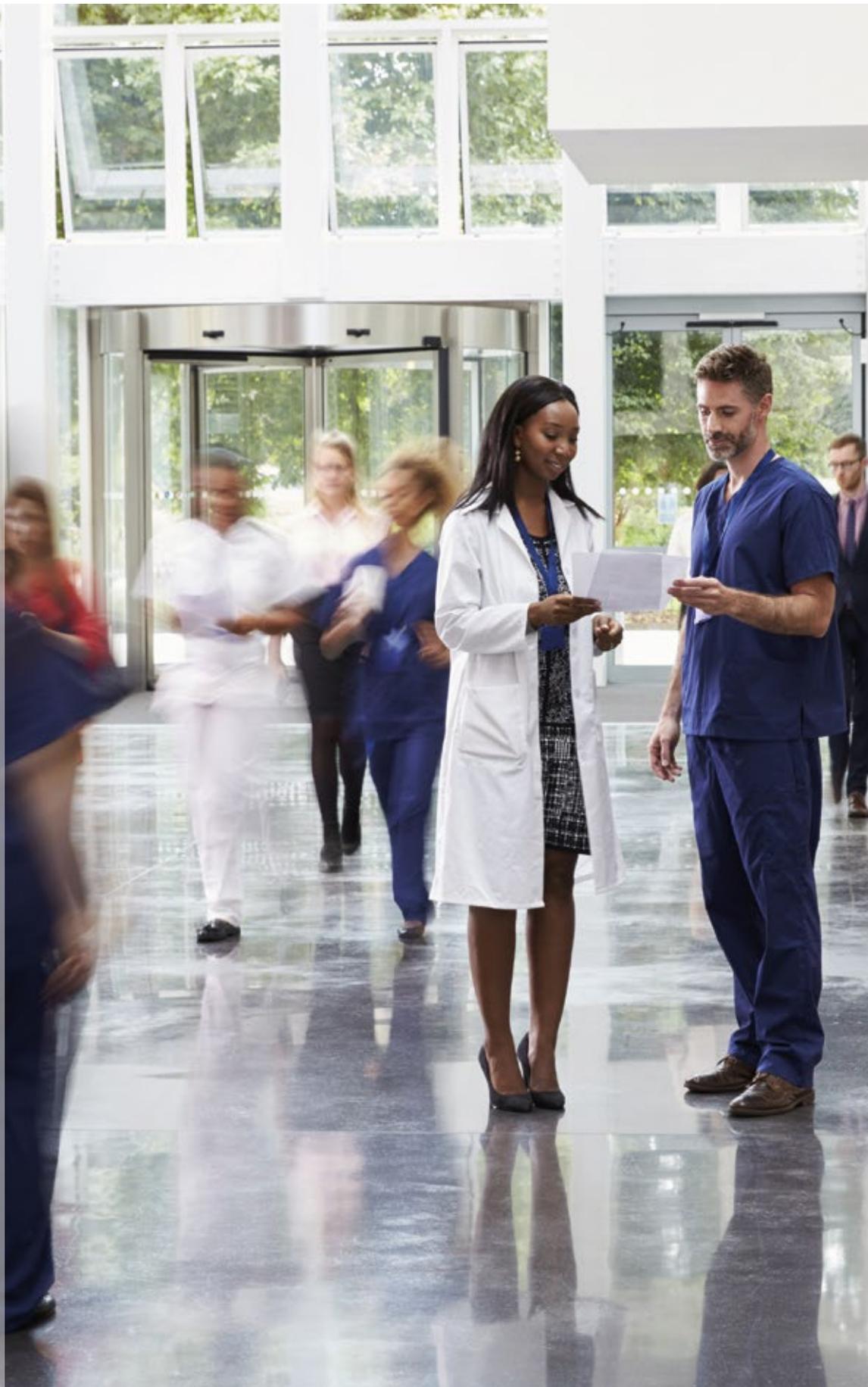
significant
savings

social
value

SME
suppliers

dedicated
account
management

Health





Who we are

We're the UK's biggest public procurement organisation. We help our customers find the right commercial solutions for over £12 billion of spend each year.

We know that for all NHS trusts tight control over budgets and resources is a key priority. We want to help you save time and money when buying everyday goods and services, so that you can focus on the things that really matter to your trust.

You can use our commercial solutions free of charge, and we're committed to helping you achieve maximum value by leveraging our commercial expertise and national buying power.

The areas we work in cover:



technology: cloud, digital & hosting solutions, network services, software and technology products & services



corporate solutions: travel, fleet, office services, marketing, communications & research, financial services and contact centres



buildings: facilities management, maintenance & repair, utilities & fuel and construction



people: workforce services including clinical and social care staff, employee & people services such as language services and L&D, and advisory services including legal advice and management consultancy



How we're helping our health customers

We have a dedicated team for health customers that is led by Will Laing, Account Director. Strategic Account Leads, Jane Platts and Emma Graham, lead on a wide range of projects with the Department of Health, as well as covering different regions of the NHS and working with the NHS customer boards. Our Business Development Managers, Fiona Paton and Carmel Mannix, work with individual NHS customers and procurement groups, to help you achieve your procurement goals.

Whether you're a commercial director responsible for hundreds of millions of pounds of spend in a large NHS trust, a staffing manager responsible for agency workers, an IT manager responsible for upgrading your networks and equipment, an estates manager looking to get the best deal on gas and electricity or a finance manager looking to improve your payment processes, our aim is to get to know you and your specific needs. We want to help you get best value through our commercial deals and join the growing number of CCS customers saving millions of pounds for their organisations every year.



Here are some of our great deals that NHS trusts are benefiting from right now...



Utilities: with a focus on savings, demand reduction and energy efficiency, we consistently secure the best price for gas and electricity, even in volatile markets. This is because we buy directly from the wholesale market and our traders have an unparalleled understanding of the UK gas and power sector. Our range of products mean you can access the best deal for you, depending on your appetite for risk and budgetary needs. We've also got some of the most competitive supplier management fees around.

Office Supplies: the Department of Health's Future Operating Model for office supplies (tower 9), which is part of their Procurement Transformation Programme, is now live. From a trust perspective, none of the processes for interacting with NHS Supply Chain (NHSSC) have changed since we became the office supplies category tower service provider. The way in which you order from the online catalogue, the information you see on the NHSSC website, invoicing, payment, query resolution, speaking with customer service advisors or your account manager, and managing deliveries and returns – all remain unchanged.

Financial Services:

Insurance: insurance and brokerage services including liability, motor, travel & personal accident, and property & construction; plus support services such as claims handling and risk management.

Payments Solutions: payment cards for low value goods and services including physical, virtual and declining balance cards. Reduce 1000s of invoices into one - the monthly card statement - and save at least £5 per transaction compared to traditional purchasing methods, whilst also saving up to £45 per card on annual fees. Plus, services and equipment to help you receive payments quickly and securely.

Agency staff: NHS Improvement approved frameworks to help you source all of your clinical and non-clinical agency staff. Our primary route for all types of temporary clinical staff is the Multidisciplinary Temporary Healthcare Personnel framework, which covers all health & social care job roles and pay bands, and for non-clinical roles the Non Medical Non Clinical framework. These are supported by the Workforce Management framework for staff banks.

Technology: an extensive range of products and services, and some opportunities to join our bulk buying projects to achieve best value:

Cloud, digital & hosting solutions: cyber security services; infrastructure, platform, software & specialist cloud services; and solutions to design, build and host bespoke digital services - all supported by quality assurance & testing services.

Network services: from data access and connectivity, to mobile services, we can provide you with a single service or a total solution.

HSCN: the Health & Social Care Network (HSCN) is the new data network providing connectivity for the NHS and wider health and social care providers. All NHS organisations are required to procure HSCN connectivity and we are collaborating with NHS Digital on a Dynamic Purchasing System to make the procurement of competitively priced connectivity as straightforward and accessible as possible.

Software: skilled experts provide guidance on software contracts, audits and licensing, and have negotiated discounted pricing and special terms with major suppliers. Benefit from an asset transfer system that enables unused software to be shared across the public sector.

Technology products & services: for all your ICT commodity needs from hardware and software to information assured products, supported by services such as help desk, maintenance and integration.



Placing social value at the heart of your procurement

We recognise that maximising value means both saving money and securing social value for your communities. That's why we're committed to making sure that you can use our deals to deliver the specific social value benefits you are looking for.

All of our 20 most popular frameworks can help you deliver social value opportunities now and we are ensuring that all relevant new deals will give you the flexibility to decide on your own specific social value benefits. We can also provide you with tools and guidance to help you build the social benefits you want into procurements and measure the social value elements of bids received.



Bulk buying power

By combining your requirements with those of other public sector organisations we can help you make even greater savings. We do this by using our bulk buying power to make your requirements more attractive to suppliers.

Joining one of our aggregations will save you time, as well as money, as we run the procurement for you, so there is very little administration for you to deal with.

Typical savings include up to 60% on mobile voice & data services, 50% on office supplies, 40% on vehicles and 30% on tablets.

To discuss your requirements and register your interest please get in touch.

New online catalogues bringing you great savings at the push of a button...

Our Crown Marketplace Programme is developing the Purchasing Platform, which is dedicated to providing a simplified online buying experience. The programme currently offers you access to online catalogues, with a checkout system that enables you to complete your purchases using electronic purchasing cards, for:



 **Technology Products:** an extensive range of technology hardware, such as laptops and tablets, and software products.

Product prices so far have been up to 48% cheaper than comparable products listed on Amazon.

 **Office Supplies:** click and buy catalogue featuring over 700 of the most popular office supply items focused on your day-to-day needs (with further items available on request).

Register at purchasingplatform.crowncommercial.gov.uk to get started.

We're here to help

 www.ccsheretohelp.uk  0345 410 2222  info@crownccommercial.gov.uk

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