

# Buying Guides

## Contents

Advertising for Public Notices.....	2
Audio visual equipment (projectors, multimedia screens) .....	3
Purchasing batteries.....	4
Purchasing books.....	5
Request catering services .....	6
Purchasing cleaning materials .....	7
Purchasing clothing.....	8
Computer hardware and accessories.....	10
Confidential waste collection .....	12
Courier / delivery suppliers.....	13
Design and print services, hybrid mail.....	14
Purchasing first aid supplies.....	15
Franking Machines and Mailroom Equipment .....	16
Fuel purchases - card and liquid .....	17
Interpretation and translation.....	18
Office furniture.....	20
Office removal .....	21
Tea, coffee and sugar.....	22
Telephony equipment including mobile phones.....	23
Arranging overnight hotel accommodation .....	24
Document Management Services .....	25
Rail Tickets.....	26
Recruitment of senior staff (Hay grade and above).....	28
Purchasing signs.....	29
Purchasing stationery and paper supplies.....	30
Agency staff .....	31
Vehicle hire.....	34
Venue hire .....	37
Waste and recycling services .....	39
Installing water coolers.....	40
White goods .....	41

# Advertising for Public Notices

## Buying guides for advertising

All public notice and advertising must be booked through TMP Worldwide.

Category Manager: Steph Galliford

## TMP

---

Supplier number: 1177746

265 Tottenham Court Road, London, W1T 7RQ

Tel: 020 8501 9703

[Lisa.Hayward@tmpw.co.uk](mailto:Lisa.Hayward@tmpw.co.uk)

Account manager: Lisa Hayward

IBC catalogue: Freetext

## Process

---

1. Send [zuhayr.amjad@tmpw.co.uk](mailto:zuhayr.amjad@tmpw.co.uk) an email which would contain the following information: copy of notice in Word document format and [Order form \(docx format, 198Kb\)](#).
2. TMP will then process the copy through their system and their in-house production will set the artwork as per the current template. It will then be checked by a reader.
3. Client Service (Zuhayr Amjad) will then send back a pdf of the advert, quote for insertion and an approval deadline (usually Monday at 10 am).
4. You can make amends over the phone or by email.
5. Once you approve your notice, TMP book the space with the Media and deliver high resolution artwork.
6. A Purchase Order must be raised to TMP to cover the advert. **For TTROs, you must use the existing blanket PO.**

Deadlines for publishing are: 10 am Friday for the following week's insertion to allow TMP enough time to composite (consolidate) every notice where possible.

First Point of Contact: Zuhayr Amjad - [zuhayr.amjad@tmpw.co.uk](mailto:zuhayr.amjad@tmpw.co.uk) - 020 8501 9687

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[steph.galliford@oxfordshire.gov.uk](mailto:steph.galliford@oxfordshire.gov.uk)

# Audio visual equipment (projectors, multimedia screens)

## How to source audio visual equipment via the Strategic Property team

The Council has set out its [Property and Assets Strategy 2022/23](#) and plans are underway for a number of the Council's key buildings to develop their facilities and re-imagine their operation.

Audio visual equipment (including projectors and multimedia screens) can therefore only be sourced by contacting the Strategic Property team, who will advise whether there is existing stock available for re-use. If there is no stock available for re-use, you will be asked to submit a business case to justify the new equipment to be purchased. Once approved, the actual procurement will be undertaken centrally by the project team responsible for the Property and Assets Strategy. Please submit your requests for audio visual equipment (whether re-used or new) by email to the following staff:

- [Michael Smedley](#)
- [Henry White](#)

Please do not purchase any audio visual equipment directly through IBC or by any other means such as catalogues or p-cards.

Category Manager: Martin Hall

## Contact details

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[martin.hall@oxfordshire.gov.uk](mailto:martin.hall@oxfordshire.gov.uk)

Strategic Property Team

[michael.smedley@oxfordshire.gov.uk](mailto:michael.smedley@oxfordshire.gov.uk)

[henry.white@oxfordshire.gov.uk](mailto:henry.white@oxfordshire.gov.uk)

# Purchasing batteries

## Purchasing batteries

Category Manager: Neil Howes

## Lyreco

---

Supplier number: 1183431

Unit 5, Deer Park Court, Donnington Wood, Telford

Tel: 08450 755544

[corporate.orders.uk@lyreco.com](mailto:corporate.orders.uk@lyreco.com)

Account manager: Steve Jones

IBC catalogue: Punchout Catalogue

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Purchasing books

## Vendor number and supplier details

Purchasing services are delivered via self-service tools through the Integrated Business Centre (IBC) in partnership with Hampshire County Council.

Make sure you read the [book user guide \(pdf format, 1.3Mb\)](#) before you order.

Category Manager: Steph Galliford

## Bertram

---

Supplier number: 1183598

1 Broadland Business Park, Norwich, NR7 0WF

Tel: 0871 803 6600

[books@bertrams.com](mailto:books@bertrams.com)

## Blackwells

---

Supplier number: 1184572

50 Broad Street, Oxford, OX1 3BQ

Tel: 01865 333671

[rebecca.lee@blackwell.co.uk](mailto:rebecca.lee@blackwell.co.uk)

Account manager: Rebecca Lee

IBC catalogue: Freetext

Contact Rebecca Lee in advance of an order being raised, to check stock, obtain a quote, and agree an estimated delivery time.

## Waterstones

---

Supplier number: 1183371

William Baker House, Broad Street, Oxford OX1 3AF

Tel: 0843 290 8537

[office@oxford.waterstones.com](mailto:office@oxford.waterstones.com)

IBC catalogue: Freetext

Please quote ESPO CONTRACT 376

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[steph.galliford@oxfordshire.gov.uk](mailto:steph.galliford@oxfordshire.gov.uk)

# Request catering services

Supplier details for catering services.

Category Manager: Neil Howes

## Ann Munchies

---

Supplier number: 1183305

77 Home Close, Wolvercote, OX2 8PT

Tel: 01865 513 279

[annsmunchies@outlook.com](mailto:annsmunchies@outlook.com)

Account manager: Ann

IBC catalogue: Freetext

## Bunnys

---

Supplier number: 1183156

87 Wilkins Road, Cowley, Oxford , OX4 2JB

Tel: 01865 747657

[bunnys.orders@hotmail.co.uk](mailto:bunnys.orders@hotmail.co.uk)

IBC catalogue: Freetext

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Purchasing cleaning materials

## Supplier details for buying cleaning materials

Category Manager: Neil Howes

### Lyreco

---

Supplier number: 1183431

Unit 5, Deer Park Court, Donnington Wood, Telford

Tel: 08450 755544

[corporate.orders.uk@lyreco.com](mailto:corporate.orders.uk@lyreco.com)

Account manager: Steve Jones

IBC catalogue: Punchout Catalogue

### Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Purchasing clothing

## Supplier details for buying clothing and uniforms

Make sure you read the [clothing and PPE user guide \(pdf format, 1.8Mb\)](#) before ordering.

Category Manager: Neil Howes

### Alexandra

---

Supplier number: 1154813

West Park House, Midland Way, Thornbury, Bristol, BS35 2NT

Tel: 03336001111

[orders@alexandra.co.uk](mailto:orders@alexandra.co.uk)

Quote ESPO Framework 144

### Arco Wessex

---

Supplier number: 1183144

PO Box 151, Omega Enterprise Park, Electron Way, Chandlers Ford EASTLEIGH SO53 4ZS

Tel: 02380 270000

[westbromwich.branch@arco.co.uk](mailto:westbromwich.branch@arco.co.uk)

Quote ESPO Framework 144

### Bishop Sports and Leisure Ltd

---

Supplier number: 75886

Bishop House, Crown Lane, Farnham Royal, Slough, SL2 3SF

Tel: 01753 648666

[sales@bishopgroup.co.uk](mailto:sales@bishopgroup.co.uk)

Quote ESPO Framework 144

### Greenham

---

Supplier number: 1183354

Bone Lane, Newbury Berks RG15 5SH

Tel: 01635 328 000

[newbury.mail@greenham.co.uk](mailto:newbury.mail@greenham.co.uk)

Quote ESPO Framework 144

### HUNTER APPAREL SOLUTIONS LTD

---

Supplier number: 1090438

SPRINGTOWN INDUSTRIAL ESTATE, SPRINGTOWN ROAD, NORTHERN IRELAND

Tel: 02871 262542

[sales@hunterapparelsolutions.com](mailto:sales@hunterapparelsolutions.com)

Quote ESPO Framework 144

### Lyreco

---



Supplier number: 1183431  
Unit 5, Deer Park Court, Donnington Wood, Telford  
Tel: 08450 755544  
[corporate.orders.uk@lyreco.com](mailto:corporate.orders.uk@lyreco.com)  
Account manager: Steve Jones  
IBC catalogue: Punchout Catalogue  
Quote ESPO Framework 144

## Contact details

---

Procurement and Contract Management Hub  
[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)  
[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Computer hardware and accessories

Supplier details on buying computers, laptop bags, mice, keyboards etc

Category Manager: Martin Hall

## Computers/Laptops/Screens

---

You must seek advice from the IT Innovation and Digital (ITID) service for any computer equipment that is planned to be attached to the Council's corporate network. These items must be sourced via the ITID team, as there are specific Council standards that must be met. There is a corporate purchasing arrangement for buying this type of equipment, which is required to be used for every computer hardware or equipment procurement.

Any purchase of computers that are not connected to the Council network and purchases of all other computer accessories should be discussed with your line manager and sourced through your local requisitioner in most cases.

Where there is a need to buy specialist computer accessories (i.e. non-standard equipment), for example to support your workplace DSE adjustment or occupational health need, then you should approach ITID for help with your purchase. Expert advice may be needed and a review/approval step is required.

## Computer accessories - laptop bags, mice, keyboards etc

---

The following buying routes for non-ITID purchasing are offered as guidance. Please note that p-cards are an acceptable payment method provided that the supplier accepts this and your line manager and budget holder have signed off on the purchase.

### Amazon Business

[Procurement & Wholesale Solutions | Amazon Business](#)

For access to OCC's Amazon Business account, please contact [tara.morris@oxfordshire.gov.uk](mailto:tara.morris@oxfordshire.gov.uk). You can ask for guidance documents at the same time.

### European Electronique

Supplier number: 151140

FORWARD HOUSE OAKWOOD, OAKFIELDS INDUSTRIAL ESTATE, EYNHAM, OX29 4TT

Tel: 01865 883300

[OCCinstalls@euroele.com](mailto:OCCinstalls@euroele.com)

### Lyreco

Supplier number: 1183431

Unit 5, Deer Park Court, Donnington Wood, Telford

Tel: 08450 755544

[corporate.orders.uk@lyreco.com](mailto:corporate.orders.uk@lyreco.com)

Account manager: Steve Jones

IBC catalogue: Punchout Catalogue

## TOTAL COMPUTERS NETWORK LTD

Supplier number: 1091232

1 Brooklands Court, Kettering Venture Park, KETTERING NN15 6FD

Tel: 08456470000

[web.enquires@totalcomputers.co.uk](mailto:web.enquires@totalcomputers.co.uk)

### Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[martin.hall@oxfordshire.gov.uk](mailto:martin.hall@oxfordshire.gov.uk)

# Confidential waste collection

## Supplier details for buying confidential waste services

Category Manager: Katherine Booker

### County Print Finishers

---

Supplier number: Internal Journal

Tel:01865 815809

[countyprintfinishers@oxfordshire.gov.uk](mailto:countyprintfinishers@oxfordshire.gov.uk)

### Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

katherine.booker@oxfordshire.gov.uk

# Courier / delivery suppliers

Supplier details for courier / delivery services.

Category Manager: Neil Howes

## Swift 24 hour

---

Supplier number: 1222105

Huntley House, Hambridge Lane, Newbury, RG14 5TU

Tel:01235436300

[accounts@swiftcouriers.co.uk](mailto:accounts@swiftcouriers.co.uk)

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Design and print services, hybrid mail

Supplier details for design and print services

Category Manager: Martin Hall

## County Print Finishers

---

Supplier number: Internal Journal

Tel: 01865 815809

countyprintfinishers@oxfordshire.gov.uk

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[martin.hall@oxfordshire.gov.uk](mailto:martin.hall@oxfordshire.gov.uk)

# Purchasing first aid supplies

## Supplier details for buying first aid supplies

Category Manager: Neil Howes

### Lewis Medical Supplies

---

Supplier number: 1176428

Bankside House, Bankside Business Park, South Reddish, Stockport, SK5 7PG

Tel: 0161 480 6797

[sales@lewis-plast.co.uk](mailto:sales@lewis-plast.co.uk)

### Lyreco

---

Supplier number: 1183431

Unit 5, Deer Park Court, Donnington Wood, Telford

Tel: 08450 755544

[corporate.orders.uk@lyreco.com](mailto:corporate.orders.uk@lyreco.com)

Account manager: Steve Jones

IBC catalogue: Punchout Catalogue

### Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Franking Machines and Mailroom Equipment

## Vendor number and supplier details

Purchasing services are delivered via self-service tools through the Integrated Business Centre (IBC) in partnership with Hampshire County Council.

Category Manager: Neil Howes

## Neopost Limited, vendor number: 1187792

On all enquiries including orders and requests for demonstrations quote 'ESPO Contract 357'.

## Supplier contact details

Neopost Limited

Machines: Tracy George, Account Manager: 07974 974180

[tracy.george@neopost.co.uk](mailto:tracy.george@neopost.co.uk)

Service: Ben Smith: 0845 880 0000

Consumables: 0845 880 0002

## Contact details

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)



# Fuel purchases - card and liquid

## Supplier details for buying fuel

Category Manager: Kirsty Bridewell

## Fuel cards

---

### Allstar Business Solutions

Supplier number: 1183146

PO Box 1463, Swindon, SN5 6PS

Tel:01793 887 000

[laura.mundy@allstarcards.co.uk](mailto:laura.mundy@allstarcards.co.uk)

Account manager:Laura Mundy

## Fuels (liquid)

---

### Certas Energy

Supplier number:1183429

18 The Avenue, Hanover House, EGHAM, TW20 9AB

Tel: 01784 484406

[nationalaccounts@certasenergy.co.uk](mailto:nationalaccounts@certasenergy.co.uk)

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[kirsty.bridewell@oxfordshire.gov.uk](mailto:kirsty.bridewell@oxfordshire.gov.uk)

# Interpretation and translation

## Supplier details for buying interpretation and translation services

Following the unexpected news that K International ceased trading, Procurement and Legal colleagues have confirmed the interim arrangements for this situation.

As Oxfordshire County Council used K International via the Crown Commercial Service (CCS) Framework, we are able to use the additional suppliers on this framework.

If you have document/s that require translation you can approach one of the following companies for them to complete your job.

- Global Connects - IBC Vendor Number 1310901 [Home - Global Connects - We Love Languages](#)
- Language Empire Ltd - IBC Vendor Number 1222018 [Professional Translation Services | Translation Empire Ltd \(translation-empire.co.uk\)](#)
- Word360 Ltd - IBC Vendor Number 1310905 [Word360 | Translation Services in over 350 languages](#)

As the requester, it will be down to you to raise the necessary purchase order to the company and ensure the invoice is paid. The Customer Service Centre **will not** be involved in the process like they previously have been with K International.

If you experience any issues with any of the suppliers, please contact us at [language@oxfordshire.gov.uk](mailto:language@oxfordshire.gov.uk) and your comments will be shared with the relevant providers.

## Interpretation

Oxfordshire Interpretation Service has in place contracts to provide the following services:

- Face-to-face language Interpreting - where an interpreter is physically present in the meeting to provide the interpretation.
- Telephone interpreting - where interpretation is provided directly via a phone.
- Deaf or Deaf-Blind Interpreting - where a British Sign Language/English interpreter is physically present to provide the interpretation.

All services are available 24 hours a day, seven days a week, and 365 days a year.

To obtain an access code for your team email the [Oxfordshire Interpretation Service](#). For all other queries contact the relevant provider directly.

## Telephone interpreting (provided by Language Line):

Telephone: 0845 310 9900 or 0800 169 2879 and give your Language Line team access code.

Guidance for accessing the telephone service including costs, useful tips, providing feedback or making a complaint

- [Guidance 1 - Guide to the Service \(pdf format, 65Kb\)](#)
- [Guidance 2 - Telephone User Guide \(pdf format, 123Kb\)](#)
- [Guidance 3 - Telephone call agent assisted process \(pdf format, 87Kb\)](#)
- [Guidance 4 - Language Identification Card \(pdf format, 1.6Mb\)](#)

## Face to face language interpreting including video interpreting (provided by DA Languages):

- DA Link - online booking portal - <https://link.dalanguages.co.uk>

- For on-demand interpreting  
- <https://www.weyivideo.com/client/?Company=dalanguages>
- Tel: 0161 928 2533
- Email: [oxford@dalanguages.co.uk](mailto:oxford@dalanguages.co.uk)

Guidance for accessing the face to face service & video interpreting including booking guidance, costs, providing feedback or making a complaint, cancellation process and charges

- [Guidance 5 - Face to face interpreting \(including video\) guide to the service \(pdf format, 33Kb\)](#)
- [Guidance 6 - Online booking portal quick guide \(pdf format, 188Kb\)](#)
- [Guidance 7 - Booking form breakdown guide \(pdf format, 236Kb\)](#)
- [Guidance 8 - On-demand video interpreting guide \(pdf format, 299Kb\)](#)

### **Deaf or Deaf-Blind Interpreting (provided by Sign Solutions):**

- Telephone: 0843 178 0773
- Email: [bookings@signsolutions.uk.com](mailto:bookings@signsolutions.uk.com)
- Out of Hours bookings should be made via calling - 0843 178 0773

Your team access code will be required for bookings made via telephone or email.

- Online Portal: <https://signsolutions.interpreterintelligence.com/>
- Portal Access Details (all teams):
  - Username: Oxford County Council
  - Password: Password1!

Guidance for accessing the Deaf or Deaf Blind service including providing feedback or making a complaint, costs, cancellation process and charges

- [Guidance 9 - Deaf/Deaf-Blind guide to the service \(pdf format, 145Kb\)](#)

### **Amending or cancelling your booking**

Please note, should you need to confirm/amend your booking you need to contact the provider that you originally made the booking with.

Category Manager: Steph Galliford

### **Contact details**

Procurement and Contract Management Hub  
[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)  
[steph.galliford@oxfordshire.gov.uk](mailto:steph.galliford@oxfordshire.gov.uk)

# Office furniture

## Suppliers for buying office furniture

The council has recently awarded a new contract for its office furniture with Combined Office Interiors. With this new contract the council is able to purchase furniture for both office working and working from home.

In order to make a purchase order please reference “ESPO Framework 282” when creating a simple shop order.

Please refer to the supplier catalogue to view furniture which can be ordered via Combined office interiors.

- [Furniture catalogue \(pdf format, 758Kb\)](#)

For further information please contact Helen Barker

Email: [helen.barker@oxfordshire.gov.uk](mailto:helen.barker@oxfordshire.gov.uk)

Category Manager: Neil Howes

## Combined Office Interiors

---

Supplier Number 1289191

Centree House, Unit 6-8 River Road, Bicton Ind Park, Kimbolton, Huntingdon, Cambridgeshire, PE28 0LQ

Telephone: 01480 869001

Email: [espo@combined-office.co.uk](mailto:espo@combined-office.co.uk)

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Office removal

## Supplier details for office removal

Category Manager: Neil Howes

### Headington Carriers Limited

---

Supplier number: 1184314

Tel 01993 811276 or 01865 311 000

[enquiries@headingtoncarriers.co.uk](mailto:enquiries@headingtoncarriers.co.uk)

Services should be arranged via Corporate FM

### Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Tea, coffee and sugar

Vendor number and supplier details about tea, coffee and sugar

Category Manager: Neil Howes

## The Oxford Coffee Company

---

Supplier number:118315040

Church Street, Ardington, Wantage, OX12 8QA

Tel: 01235 820656

[info@oxfordcoffee.co.uk](mailto:info@oxfordcoffee.co.uk)

Account manager: Susan Craddock

## Lyreco

---

Supplier number: 1183431

Unit 5, Deer Park Court, Donnington Wood, Telford

Tel: 08450 755544

[corporate.orders.uk@lyreco.com](mailto:corporate.orders.uk@lyreco.com)

Account manager: Steve Jones

IBC catalogue: Punchout Catalogue

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Telephony equipment including mobile phones

## How to order telephony equipment including mobile phones

Purchasing decisions for mobile phones and telephony equipment should be made by individual schools. There is no central buying of such devices by the Council on behalf of any school or group of schools.

However, the Council does have relationships with a range of telecommunication providers and, in extreme circumstances where other routes have failed, the Category Manager can be contacted to see if they can provide some support or assistance.

Category Manager: Martin Hall

## Contact details

Procurement and Contract Management Hub  
[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)  
martin.hall@oxfordshire.gov.uk

# Arranging overnight hotel accommodation

## Vendor number and supplier details

Before booking any overnight accommodation, you must have the approval of your cost centre manager.

Before making a booking, check hotel groups in the area via the internet to ensure that you are getting best value for money.

Once you have decided which hotel to use, you may book using the following route:

Contact the hotel and book using your OCC purchasing card or a personal debit or credit card.

Category Manager: Steph Galliford

## Further information

Providing the details of a debit or credit card when making your reservation is requirement in order to secure the hotel room. This can be a personal card or an OCC purchasing card. A nominal holding charge may be made against the card, but the actual payment for the accommodation will normally be taken on the morning of checkout. The exception to this is when you are booking a hotel online and the room is advertised under 'pay in advance' booking terms.

The person staying overnight will settle the bill when they leave the hotel, unless they have already paid in advance. This can be using a personal debit or credit card or an OCC purchasing card.

When bills are settled using personal debit or credit card, the member of staff needs to claim this back through their expenses. Please ensure you keep a copy of the itemised hotel bill in order to submit it with your expense claim, and in the case of any attest or audit process that may be completed at a later date.

## Supplier contact details

There are no preferred suppliers.

### Contact details

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[steph.galliford@oxfordshire.gov.uk](mailto:steph.galliford@oxfordshire.gov.uk)



# Document Management Services

## Document management services including managed printing and document digitisation

Purchasing decisions for document management services (such as managed printing and document digitisation) should be made by schools according to their own requirements. There is no central buying of such services by the Council on behalf of individual schools or groups of schools.

However, the Council does have relationships with a range of document management services providers and, in extreme circumstances where other routes have failed, the Category Manager can be contacted to see if they can provide some support or assistance.

Category Manager: Martin Hall

### Contact details

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[martin.hall@oxfordshire.gov.uk](mailto:martin.hall@oxfordshire.gov.uk)

# Rail Tickets

## Vendor details and supplier details

Purchasing services are delivered via self-service tools through the Integrated Business Centre (IBC) in partnership with Hampshire County Council.

Category Manager: Kirsty Bridewell

## Great Western Railway (GWR)

- Email [corporateprocurement@oxfordshire.gov.uk](mailto:corporateprocurement@oxfordshire.gov.uk) to request a new user to be added the Great Western Railway (formally called First Great Western (FGW)) booking site
- As a new user you'll need to register with [GWR](#)

Note: when you use the 'GWR' link you'll receive a message saying: 'There is a problem with this website's security certificate'. Choose the 'Continue to this website (not recommended)' option and follow the instructions on the site

- On the 'Sign-on' page, choose 'Register' link. 'Register as a new user' form will display - complete all fields; in the email address field you should enter your business email address. Create and remember your password. Once all the sections have been completed choose 'Register'
- You'll receive a 'Welcome to your Business Direct account' email to your company e-mail address. This e-mail will contain an activation link
- To activate your account you must click on the activation link which will take you straight through to the 'Sign-on' page.
- Sign-on: your username is your e-mail address and the password is the one you set up during the registration process.

You only need to register once. When you're registered simply use the above link and sign-in using your username (email address) and password.

All bookings should be made using a purchasing card

To book rail tickets, [sign in](#) and follow the onscreen instructions. Note: when you use the 'sign in' link you'll receive a message saying: 'There is a problem with this website's security certificate'. Choose the 'Continue to this website (not recommended)' option and follow the instructions on the site.

There's a GWR [user guide](#)

## Further information

Tickets should be brought using an OCC purchasing card. Tickets can be collected from the station using the traveller's personal card - this is for name recognition only, no payment is required.

## Supplier contact details

Anne Sola, Account Manager

Email [anne.sola@firstgroup.com](mailto:anne.sola@firstgroup.com)

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

kirsty.bridewell@oxfordshire.gov.uk

# Recruitment of senior staff (Hay grade and above)

## Recruitment of senior staff (Hay grade and above)

For the recruitment of senior staff (Hay grade and above) please contact HR.

Category Manager: Steph Galliford

### Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[steph.galliford@oxfordshire.gov.uk](mailto:steph.galliford@oxfordshire.gov.uk)

# Purchasing signs

## Vendor number and supplier details

Purchasing signs is handled via self-service tools through the Integrated Business Centre (IBC) in partnership with Hampshire County Council.

Category Manager: Neil Howes

## Lyreco

---

Supplier number: 1183431  
Unit 5, Deer Park Court, Donnington Wood, Telford  
Tel: 08450 755544  
[corporate.orders.uk@lyreco.com](mailto:corporate.orders.uk@lyreco.com)  
Account manager: Steve Jones  
IBC catalogue: Punchout Catalogue

## ESPO

---

Supplier number: 1183376  
Grove Park, Barnsdale Way, Enderby, Leicester, LE19 1ES  
Tel: 0116 265 7905  
[printable.orders@espo.org](mailto:printable.orders@espo.org)  
IBC catalogue: Catalogue

## Falcon Signs

---

Supplier number: 1183489  
Brick Kiln Works, Childrey, WANTAGE, OX12 9PG  
Tel: 01235 768868  
[sales@falconsigns.co.uk](mailto:sales@falconsigns.co.uk)

## Contact details

---

Procurement and Contract Management Hub  
[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)  
[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Purchasing stationery and paper supplies

Supplier details for buying stationery and paper supplies

Category Manager: Neil Howes

## Lyreco

---

Supplier number: 1183431

Unit 5, Deer Park Court, Donnington Wood, Telford

Tel: 08450 755544

[corporate.orders.uk@lyreco.com](mailto:corporate.orders.uk@lyreco.com)

Account manager: Steve Jones

IBC catalogue: Punchout Catalogue

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

neil.howes@oxfordshire.gov.uk

# Agency staff

Buying guide for agency staff and overview of agency workers including their legal rights

## What is an agency worker?

---

An agency worker is someone who is supplied by outside employment agency to carry out work temporarily. Agency workers are not employees of the council but are either employees of the agency or self-employed. The council pays the employment agency for the worker's services and the agency pays the worker.

## Is hiring an agency worker the best solution?

---

Employing agency workers can be expensive, other options include:

- assigning the work to other council staff
- offering part-time staff more hours
- asking other teams to pick up the work
- recruiting someone temporarily on a fixed term contract or secondment
- using a casual worker from our register

If the job is for three months or more consider advertising it as a temporary job rather than employing an agency worker. You can employ an agency worker to cover in the meantime.

## Reasons to use agency workers

---

Hiring agency workers can be the most cost effective solution, such as:

- to provide cover while recruiting
- to cover short term holiday, sickness or unexpected absence
- to respond quickly to unexpected peaks in workload
- for short term projects needing specialists not available in the council
- for short term work with an unknown end date

## Hiring agency workers from the council's approved agencies

---

You must hire agency workers from the council's approved agencies via Comensura. They are contracted to provide good quality workers, at agreed prices and carry out all necessary pre-employment checks (including [DBS Guidance](#) where necessary).

## Legal rights of agency workers

---

### From day one

The employment agency is responsible for paying the worker and making sure certain other employment rights are applied, but if you recruit an agency worker you are responsible for:

- their health and safety
- ensuring they have the same access to work facilities as other workers
- letting them have access to information about council job vacancies

- For roles that require a criminal record check - a copy of the DBS certificate should be verified on the workers first day

## After 12 weeks employment

After 12 weeks of working for the council, agency workers are entitled to the same terms and conditions as employees doing the same or similar work, even if they have just worked one hour every week. This includes:

- pay
- working time, rest periods and breaks
- annual leave

In these circumstances, the agency may contact you to ask for details of the job's grade and pay, holiday entitlement, unless this has already been provided.

If there is break of more than six weeks then the 12 week qualifying period starts again unless the break is due to:

- Sickness or injury (up to a maximum of 28 weeks);
- Jury Service (up to a maximum of 28 weeks);
- Industrial action at the workplace;
- The workplace closes temporarily e.g. Christmas

There must be objective business reasons for the break and not just to avoid costs.

More information about the [agency workers regulations \(pdf format\)](#).

## Pregnant agency workers

If pregnant agency workers have worked for the council for 12 weeks, they have the right to reasonable paid time off to attend ante-natal appointments.

Where the job they are undertaking is no longer suitable for health & safety reasons the worker must be offered alternative work. Where this is not possible, the worker is entitled to be paid for the remainder of the expected duration of the assignment. If the worker turns down suitable alternative work then she is not entitled to be paid.

## Concerns or complaints about agency workers

You can stop using an agency worker at any time and should contact Comensura immediately if you have any concerns.

Category Manager: Steph Galliford

## Comensura

Supplier number: 1223240

800 The Boulevard, Capability Green, LUTON, LU1 3BA

Tel:0844 477 0317

[BusinessSupport@comensura.co.uk](mailto:BusinessSupport@comensura.co.uk)

Account manager: Nicol Nee

IBC catalogue: Freetext



## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[steph.galliford@oxfordshire.gov.uk](mailto:steph.galliford@oxfordshire.gov.uk)

# Vehicle hire

## Vendor number and supplier details

Category Manager: Kirsty Bridewell

Vehicle hire is a costly and environmentally unfriendly mode of transport. All other avenues must be explored before booking a hire vehicle, including but not limited to:

- Active travel (cycling, walking, etc.)
- Public transport
- OCC [Pool Cars](#)
- Colleague [Liftshare scheme](#)
- [Driving your own car](#) and claiming the mileage on expenses (please note: you must have at least 'Class 1 business use' included on your insurance to take this option)

If you have no other option than to hire a vehicle, bookings should be made using [Enterprise B2B](#) (Business to Business system)

- This gives you the opportunity to book vehicles directly on the Enterprise booking site, which means that urgent bookings can be made directly. You can also amend and cancel any reservations rather than having to come via the Commercial and Procurement Team.
- You can set up the driver's details (name, address, car preference etc) so that next time you select them from the drop down these details default (You can amend)
- By selecting the car size, and the delivery and collection times and locations the Enterprise system will show you the cost of the booking (excluding the insurance costs. see below)

If you require access to make bookings, please email the [Procurement and Contract Management Enquiries](#) mailbox to request set up.

Please ensure that you include your Cost Centre, as payments are made via a virtual procurement card (no need to raise a Purchase Order on IBC). Your booking may be cancelled if a Cost Centre is not provided at time of booking.

Before you can drive a hire vehicle on county council business, your line manager must have seen your driving licence. If you have any endorsements (points), you must also send a copy to Oxfordshire County Council's [Insurance Team](#).

- Identify what type of vehicle you need - size, number of doors, manual or automatic and the delivery/collection method.

Delivery/collection can be in any of the following ways:

- Delivery/collection to a business address - this costs £7 each way and you need to consider where the vehicle can be parked if delivered early.

- Delivery/collection to a home address - this costs £7 each way.

You MUST be present for the vehicle handover and keep your own (ideally photographic) record of the vehicle condition at the time it was received. The same applies to the return of the vehicle.

Additional charges may apply:

- Delivery/collection out of hours (after 6pm and before 8am) may incur an additional charge and is discouraged.
- Any cancellations must be notified to Enterprise within 24 hours of the start time or close time. A charge of £20 will apply where less than four hours notice is provided. If the vehicle has been delivered a full day hire costs will be charged.
- Vehicles must be returned with the same level of fuel as when you receive the vehicle. The cost of the fuel can then be claimed back via expenses. Where a vehicle is returned with less fuel the charge will be pump price plus 20%. The Procurement and Commercial Team are monitoring excess fuel charges and any instances of this will be escalated to the drivers line manager.
- For traffic offences (parking/speeding fines etc.) a charge of £25 in addition to the fine will be charged. This will need to be paid by the driver.
- Congestion charge applies if you're driving in London's congestion charging zone. This can be paid beforehand, on the day of travel or the following charging day. The charge must be paid by the driver and claimed back via expenses, if it's for business reasons. Where the congestion charge is not paid by the end of the following day a penalty charge notice will be issued and dealt with as a traffic offence (see above).
- If you're transporting people in hire vehicles as part of your work, it's your responsibility to ensure that the correct seat belts/harnesses/child seats are used.

## Insurance

Insurance is provided via Oxfordshire County Council's [Insurance Team](#). Vehicles will be insured at the following costs per day which will be re-charged to your cost centre at the end of the month.

Groups A, B, C and V1: £10 per day

Groups D and E: £15 per day

MPV £25: per day

If you're hiring a vehicle which isn't on the list of vehicles above, you must contact the insurance team for an insurance quote.

Read the [Insurance guide for Enterprise vehicles](#).

## Supplier contact details

[ukadr@ehi.com](mailto:ukadr@ehi.com)

03443 350218

## Contact details

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

kirsty.bridewell@oxfordshire.gov.uk

# Venue hire

## Vendor number and supplier details

Category Manager: Neil Howes

## Supplier details

---

- Agiito
- Supplier Number: 1284141

All venue bookings must be made through Agiito, except [Hill End](#), Unipart House and Oxford Town Hall which can be booked directly with the venue.

Bookings for church halls, etc. can also be booked direct with the venue.

When you need to book an external venue, contact Agiito. They can also provide event management services.

- Request a booking account by emailing the following address: [helpdesk@agiito.com](mailto:helpdesk@agiito.com) / contact 0330 551 0030
- To place an order login to the Agiito webpage (agiito connect | Log in ([nyscorporate.com](https://nyscorporate.com))) and follow the instructions. Please use the [user guidance \(pdf format, 3Mb\)](#) for further support (attached user guide)
- You can also place orders by using the same phone number as above or by sending an email to [bookings@agiito.com](mailto:bookings@agiito.com)

## Self-service purchasing through the Integrated Business Centre

---

Use the self-service system (IBC) to place your order with Agiito. The order must include the Agiito reference number, the name and contact details of the person making the booking and the name of the event at the agreed prices.

When the event has taken place, if there have been any changes to the original order (extra refreshments, use of equipment etc.) Agiito will receive the invoice from the venue and check with you that that you agree with it. Agiito will then invoice Oxfordshire County Council.

## Top tips for using external venues

---

When booking an external venue, or attending an event there, it is important to remember that you are a representative of OCC and your interactions with venue staff are an opportunity to make a good impression. You should also consider how you can best demonstrate [OCC's organisational values](#), such as Be Kind and Care, Equality and Integrity, and Take Responsibility. External venue staff should be treated with respect, kindness and patience at all times, in the same way you would treat a colleague, customer or resident.

To help you make the most of your time in such a venue, we have put together some top tips for using external venues, a concise set of best practices for hosting and attending events at third party sites around the county.

## Tips to get the most out of your event

From our extensive experience working with colleagues internally and external venue suppliers, we've developed some tips to help get the most out of your event.

1. Always remember you and your attendees represent Oxfordshire County Council. In all your interactions, treat external venue staff with respect, kindness and patience, in line with our organisational values, and ask the attendees to do the same on the day. This has the added benefit of making it more likely we'll be offered venue discounts and/or stable pricing in future.
2. Check the venue opening times. Be realistic about the time your event is likely to finish and find a venue that can accommodate this, with some time to spare in case you overrun. Remember - the venue will have booked their staff to work until a specified time based on how much they need to clear up and set up for the next event.
3. Think creatively about how to make the most of the space. While you may initially think you need additional rooms for breakout or other sessions, consider if you could space groups out in the main space, which sometimes creates a better atmosphere with everyone together.
4. Be clear about what is and isn't included in your agreed rate. Make sure you know about any additional charges and give venues plenty of notice if you need to arrange 'extras' (such as break out rooms or additional catering) so they can make staffing arrangements. Always expect to pay for requested 'extras' because it will cost the venue more to provide these to you.
5. Ask about the temperature. External venues are charged business rates for their energy bills and may be changing their approach to heating, given the higher-than-average fuel costs this autumn/winter. Find out whether the space you're booking tends to be particularly cold (or warm) and let attendees know to choose appropriate clothing in advance. If you know a space will be cool, consider adding some activities for your attendees to get up and walk around the room at different points during the event.
6. Tidy up before leaving. Make sure you have a group of people available to help clear up at the end of the event - moving furniture back into its original place, collecting paper to be recycled, returning crockery and cutlery to the catering table, etc.

## Supplier contact details

---

Booking enquiries:

0330 551 0030

[bookings@agiito.com](mailto:bookings@agiito.com)

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[neil.howes@oxfordshire.gov.uk](mailto:neil.howes@oxfordshire.gov.uk)

# Waste and recycling services

Supplier details about buying waste and recycling services

Contact corporate FM.

See [intranet page](#).

Category Manager: Katherine Booker

## Contact details

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

[katherine.booker@oxfordshire.gov.uk](mailto:katherine.booker@oxfordshire.gov.uk)

# Installing water coolers

Supplier details for buying water coolers

Category Manager: Neil Howes

## Cooleraid

---

Supplier number: 1128376

Contact corporate FM for details

## Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

neil.howes@oxfordshire.gov.uk



# White goods

## Supplier details for buying white goods

Category Manager: Neil Howes

### D.A.D (Domestic Appliance Distribution)

---

Supplier number: 1182156

Henry John House, Northway Trading Estate, Northway Lane, Tewkesbury

Tel: 01684 271454

[ian.carpenter@dad-online.co.uk](mailto:ian.carpenter@dad-online.co.uk)

### ESPO

---

Supplier number: 1183376

Grove Park, Barnsdale Way, Enderby, Leicester, LE19 1ES

Tel: 0116 265 7905

[printable.orders@espo.org](mailto:printable.orders@espo.org)

### Contact details

---

Procurement and Contract Management Hub

[procurementandcontractmanagement.enquiries@oxfordshire.gov.uk](mailto:procurementandcontractmanagement.enquiries@oxfordshire.gov.uk)

neil.howes@oxfordshire.gov.uk