



CROWN AGENTS
ACCELERATING SELF-SUFFICIENCY & PROSPERITY



**CROWN AGENTS' EXPERTISE
IN PROCUREMENT**

Our procurement experience and expertise spans decades. Working with public and private sectors, international donors and NGOs worldwide, we seek to ensure they gain the maximum efficiency, quality and value for money from their procurement.

We provide a variety of professional procurement services to our clients all of which are based on international best practice, as well as the highest standards of ethics and transparency. Having the ability to understand the unique procurement challenges being faced, no matter the country or context we are a proven trusted partner in offering:

Operational procurement and supply chain: working as a procurement agent or as a first tier supplier, we are experts in procurement and supply chain. From basic supplies to complex civil works through to procurement of consulting services, we have the skills to get what you need, where you need it, at the right time and for the right price. Using our in-house quality assurance team we can undertake pre or post-delivery inspection and then ship goods to any destination in the world through our own freight forwarding company, right down to the last mile. **In short, we source, supply, inspect and ship to any destination.**

Procurement professionalisation and capacity building: our procurement experts can support the process of skills' development at all levels. Whether it's writing national procurement training and professionalisation strategies, developing tailored procurement curricula to facilitate training modules, preparing training materials, delivering training courses or working alongside procurement staff to provide on-the-job coaching and support, we have the skills and expertise to build capacity for the particular needs of our clients over a sustained period.

Procurement reform: whether it's institutional reform of a single entity or a national reform of an entire Government system, we have an unmatched track record in developing strategies, drafting legal and regulatory procurement frameworks and working with our clients to build a strong foundation for effective procurement.

Procurement monitoring and audit: undertaking value for money assessments, procurement audits and compliance assessments, we offer highly skilled technical advice and solutions to allow for continual improvement of procurement activities.

e-Procurement: utilising cutting edge technology, we can optimise procurement processes by automating. In addition, we can advise on an appropriate e-procurement strategy for our clients and work alongside them to manage its implementation.

Procurement advice on PPPs: acting as a trusted partner for governments looking to embark on specific PPP projects with the private sector, we can technically advise throughout all stages of the project cycle. This will enable Governments to ensure they execute a fully transparent and successful procurement process in order to receive the best value for money.

CASE STUDY: TRAINING ETHIOPIA'S PUBLIC PROCUREMENT STAFF /

In recent years Ethiopia's public procurement has undergone a number of reforms, including procurement being decentralised to regional and urban administrations.

The Federal Public Procurement and Property Administration Agency (FPPA) contracted Crown Agents to provide training and support for their procurement staff, with the objective that they become fully qualified and certified in their new roles. Our experts started by reviewing the existing procurement competency frameworks to establish different levels of aptitude amongst employees, and to set the standards required. Crown Agents developed a comprehensive training package, including certification programmes covering essential, advanced and specialist levels. Train the Trainer courses were also rolled out to enhance the capacity of the local staff. Our programme has succeeded to ensure that thousands of procurement professionals across Ethiopia are fully trained, qualified and certified as strong public procurement professionals.

Thousands of Ethiopian procurement professionals fully trained, qualified and certified by Crown Agents.

CASE STUDY: OPERATIONAL HEALTH PROCUREMENT UNDER SOUTH SUDAN'S HEALTH POOLED FUND 2 (HPF2) /

Working under DFID's HPF programme since 2012, we have managed a consortium of partners and been responsible for the health fund management. The ultimate aim of the project is to provide the people of South Sudan with the provision of quality health care.

In 2015 under HPF2, we were given the additional role of being the Ministry of Health's official procurement agent, whereby we undertook the quarterly procurement of much needed health products, in addition to arranging logistics, storage and distribution. In 2017, we delivered 17 million emergency drugs to over 1000 health centres to 8 out of the 10 states in South Sudan.

Liaising closely with the Ministry of Health and using our experience and expertise, we proactively sought to apply further efficiencies to the procurement and supply chain. By embedding a strategic logistics plan into our procurement plan, we managed to drive down delivery consignments from 41 to 5, whilst still procuring the full quantity of goods required.

Prior to our role as a procurement agent, South Sudan often suffered health product shortages due to unaligned procurement and a fragmented supply chain. Since taking on our role under HPF2, we have not only driven down delivery costs on a quarter by quarter basis but also reduced transit times from 9 to 2 weeks. Most significantly, we have seen 98%-100% of goods arrive in South Sudan on time and in full.

**17m emergency
drugs to over
1000 health clinics
98% OTIF delivery**

CASE STUDY: CONDUCTING ROAD BID EVALUATIONS IN UGANDA /

From 2012 to 2015, Crown Agents supported the Uganda Government to carry out reform of their road sector. Working with Uganda's National Roads Authority (UNRA), we supported their procurement process in a number of ways.

Firstly, we reviewed their bidding documents, then gave feedback for considerations and improvement that ultimately resulted in the submission of high quality proposals, ensuring a solid foundation from the start of the procurement process. Central to our role under this project was to undertake the evaluations of bids on behalf of UNRA. We evaluated 130 bids for Works and Services in relation to the purchasing of road infrastructure. Our value add was to achieve the greatest transparency and ensure fair competition amongst bidders. As a result of our inputs, zero governmental administrative reviews were required on the procurement that we assisted with, compared to the five reviews that were undertaken during the previous year prior to our involvement.

**Our technical procurement assistance
achieved for the Government of Uganda
a saving of USD110,000 per km of road.**

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CROWN AGENTS' EXPERTISE IN PROCUREMENT TRAINING /

Crown Agents has an unparalleled 180-year history in procurement and we bring that wealth of experience to our portfolio of flagship procurement and supply chain training programmes.

As an organisation currently involved in projects and programmes for governments and donors in more than 50 countries worldwide, Crown Agents can bring the invaluable 'front line' expertise to our training that goes far beyond the theory. A number of Crown Agents' senior procurement experts take part in our training, delivering sessions that share practical examples and case studies from our recent global procurement work.

Our Scheduled courses

In 2019, we have ten procurement and supply chain courses scheduled on 18 dates in London, Cape Town, Accra and Mombasa. These programmes offer a wide range of learning, cater for different levels of experience and include qualification courses from CIPS and the Scottish Qualifications Authority.

Our Customised Training

We can deliver procurement training for clients in-country or anywhere in the world. These programmes can be tailored to match your exact content and duration requirements and take place at a time and location that suits you.

Our partnership with CIPS



The Chartered Institute of Procurement & Supply is the leading international body for the sector and we are proud to partner with CIPS to work in collaboration on a number of international projects, including the CIPS Corporate Award course.

CASE STUDY

CROWN AGENTS' SUPPORT OF KENYA'S E-GOVERNMENT PROCUREMENT ROLL-OUT /

The National Treasury of Kenya has recently rolled out Integrated Financial Management Information System (IFMIS) electronic procurement (e-procurement) throughout the country to serve Kenyans effectively on issues relating to public procurement. The aim is to enhance transparency and accountability in the procurement process, from procurement planning, requisition and sourcing, through to payment.

In October 2018, in support of the reforms, The National Treasury commissioned Crown Agents to deliver a 10-day training programme: **Electronic Government Procurement: Making it Work** for senior officials from The Treasury and the Public Procurement Regulatory Authority of Kenya. This highly practical training programme identified how paper-based public procurement systems can be transformed using E-GP, demonstrating how it can be used to optimise procurement performance and reduce bureaucracy for bidders by exploiting powerful ICT tools. The training included a study visit to Newham Council in London to meet with its electronic procurement team to provide a practical insight into how E-GP is being implemented in a UK public institution.

Mr. Eric Korir, Director of the Public Procurement Department at The National Treasury in Kenya and leader of the Kenyan team receiving the training, said:

"The course on e-procurement delivered by Crown Agents was not only comprehensive in content coverage but also focused on practical working environments for public entities implementing an end-to-end system.

The course provided us with insights on deployment of a successful e-procurement strategy; business casing; change management; risk management and monitoring and evaluation.

The various case studies on countries that have advanced working e-procurement systems, such as Ukraine and Portugal, provided a key learning tool for Kenya to set the leadership pace within the East Africa region.

The knowledge acquired will enable the Kenyan team to develop a viable and effective e-procurement strategy to address challenges being experienced in public procurement, by leveraging on the current advancements in technology."



Enjoy Crown Agents' world-class training experience closer to home!

We have two of our leading professional development programmes scheduled to run in Mombasa, Kenya, early next year.

ELECTRONIC GOVERNMENT PROCUREMENT: MAKING IT WORK /

18 February – 01 March 2019 (10 days), Mombasa, Fee: £3,995

e-GP systems have become an integral part of procurement and financial management reform for governments worldwide, with the roll-out strongly supported by the World Bank and all major donors. An essential course for all those looking to introduce or improve an e-GP system.

THE SUPPLY CHAIN MANAGEMENT PROFESSIONAL /

11 – 22 March 2019 (10 days), Mombasa, Fee: £3,995

Many organisations fail to get the most from their supply chains and relationships with key suppliers, wasting time and money. This comprehensive step-by-step programme provides professionals with the tools to develop highly effective supply chains.

To see full course details and book your place, visit www.crownagents.com/training

Take advantage of our 15% discount on January-March courses when you book!

OUR PROCUREMENT AND SUPPLY CHAIN PORTFOLIO OF COURSES /

Ethics and Integrity in Procurement (Crown Agents Certificate)	01 April 2019 12 August 2019	12 April 2019 23 August 2019
Effective Procurement Strategies for Senior Executives (Crown Agents Certificate)	01 April 2019 18 November 2019	12 April 2019 29 November 2019
3Ps of Public Sector Procurement: Principles, Practices and Performance	28 January 2019 14 October 2019	08 February 2019 25 October 2019
Electronic Government Procurement: Making it Work	18 February 2019 14 October 2019	01 March 2019 25 October 2019
The Supply Chain Management Professional	11 March 2019 16 September 2019	22 March 2019 27 September 2019
The CIPS Corporate Award	30 September 2019	18 October 2019
PPP Procurement and Contract Management	28 January 2019 24 June 2019	08 February 2019 05 July 2019
Contract Strategies and Category Management	09 December 2019	20 December 2019
Public Sector Procurement for Works and Consultancy Services	29 July 2019 09 December 2019	09 August 2019 20 December 2019
Strategic Leadership in Supply Chain Management	08 April 2019 18 November 2019	12 April 2019 22 November 2019

Build your skills and enhance your career prospects with Crown Agents' procurement training

We have ten procurement and supply chain training programmes scheduled in 2019 to meet the learning needs of practitioners at all levels of experience and seniority. Many of these courses are also beneficial for non-procurement professionals who have some responsibility or oversight for fair and transparent tenders, contracts or procurement in their organisation.

Our portfolio of courses includes:

EFFECTIVE PROCUREMENT STRATEGIES FOR SENIOR EXECUTIVES /

[gain a qualification from the Scottish Qualifications Authority]

The strategic importance of transparent procurement in the cost-efficient delivery of quality goods, works and services, and as a vital weapon in the battle against corruption, is now recognised by governments worldwide. It has never been more important for senior procurement specialists to ensure their skills are in line with international best-practice principles and thinking.

This qualification course develops the contemporary strategic skills and techniques required to implement the most up-to-date procurement strategies and policies.

COURSE OUTCOMES: On completion, you will be able to:

- Implement successful and results-driven strategies and policies throughout the procurement cycle
- Fight corruption and embed ethical procurement
- Assess procurement systems and the benefits/challenges of e-Procurement
- Measuring risk, assess impact and set KPIs and benchmarks
- Undertake M&E of procurement performance
- Review and approve procurement reports
- Build team capacity and professionalism

QUALIFICATION: Participants who successfully complete the course assessments will receive a qualification that is awarded by the Scottish Qualifications Authority (SQA). **Delegates receive one year's affiliate membership of CIPS.**

Dates	Location	Fee: £4,350
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01 - 12 April 2019	London	
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18 - 29 November 2019	London	
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PPP PROCUREMENT AND CONTRACT MANAGEMENT /

This course will take delegates through the key elements and challenges of the process for procuring a private partner to deliver a PPP project, addressing the key differences between PPP procurement and conventional public procurement. Participants will gain a thorough understanding of how to procure, negotiate and manage PPP contracts, dealing effectively with the issues that might arise over the operational life of a PPP contract. Delegates will leave equipped with the essential skills needed to create a strategy, manage the transaction, close the deal and monitor and manage partner performance.

COURSE OUTCOMES: On completion, you will be able to:

- Understand the key principles of PPP and the implications of PPP for sound public financial management
- Develop a realistic procurement strategy and plan for a given PPP project
- Appreciate the perspectives of the private sector – tenderers and financiers – in achieving a successful outcome to the procurement process
- Explain the importance of value for money and affordability in the evaluation of bids and the award of a PPP contract
- Gain the skills required to effectively and competitively negotiate a PPP contract

Dates	Location	Fee: £3,995
28 January – 08 February 2019	Accra	15% discount on course fees for January dates
24 June – 05 July 2019	London	

PUBLIC SECTOR PROCUREMENT FOR WORKS AND CONSULTANCY SERVICES /

This specialised programme focuses on two areas of procurement that can require specific skillsets and present challenges for procurement professionals.

In week one, delegates will explore Procurement for Works. Establishing and following sound processes are key to success in works' procurement. Topics covered include: Global Standards for Works Procurement; identifying the correct procurement procedure; selection of contract providers; pre and post qualification and evaluation of competitive bids.

There is often the need to build technical consultancy capacity in procurement and in week two, delegates will turn their attention to procurement for Consultancy Services, with a focus on the types of consultancy services needed for large infrastructure projects such as Supervision and Project Management.

COURSE OUTCOMES: On completion, you will be able to:

- Undertake procurement for Works or Consultancy Services with greater confidence
- Adhere to international standards in procurement and contract documentation
- Set up and implement the required processes and procedures for successful procurement
- Select the best contractors and service providers
- Evaluate your technical requirements on a project and procure the right personnel
- Negotiate and award contracts that align with your budget and project goals

"Excellent, well organised programme, faculty and facilitators carefully chosen, best in the field. Visits to sites also a great learning experience."

Mr. Cyril Kwabena Otene Nsiah, Deputy Clerk, Parliamentary Service of Ghana, a delegate attending Public Sector Procurement for Works and Consultancy Services, July 2018

Delegates receive one year's affiliate membership of CIPS

Dates	Location	Fee: £3,995
29 July – 09 August 2019	London	
09 – 20 December 2019	London	

PREMIUM PROGRAMME: THE CIPS CORPORATE AWARD /



This 15-day course delivers practical learning, resulting in an internationally recognised award and measurable workplace results. **It's an ideal route on the journey to MCIPS.** The CIPS Applied Learning Corporate Award is highly practical, coursework-based training in procurement and supply that can be contextualised to your business area. Ideal for teams and individuals alike, CIPS Applied Learning transforms individuals into internal 'consultants', using what they learn to drive business improvements, competitive advantage and raise the profile of your in-house expertise.

Topics covered include:

- Driving value
- Managing expenditure
- Developing contracts
- Sourcing essentials
- Effective negotiation

Key benefits of the Corporate Award:

- **Accreditation:** Results in a globally recognised award for you and your team
- **Maximum relevance:** Training is contextualised to your organisation
- **Business improvement:** Work-based assignments and projects completed during the award mean improvements are driven directly back into the organisation
- **Value:** ROI and other measurable cost benefits have been proven outcomes of this training for many global organisations

Award

On successfully completing all requirements, delegates will gain an award that is equivalent to the CIPS Level 4 qualification and confers CIPS Diploma Membership.

Dates	Location	Fee:£6,650
30 September – 18 October 2019	London	

CONTACT US /

We are proud of our local knowledge and network of permanent and project offices. Our regional representatives are experts in their markets and understand our clients' goals and challenges. Please contact your local office for guidance on our training services.



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JOIN OUR ALUMNI NETWORK ON LINKEDIN /

During your time with us many of you will form valuable professional relationships with your fellow delegates. We encourage all alumni to join our online communities so that you may continue to share knowledge and best practice into the future. Search for and join **Crown Agents Training and Professional Development** group on LinkedIn.

REWARDING LOYALTY /

We offer our clients a '4+1' loyalty scheme. This means that for every four delegates enrolled from an organisation in same calendar year, we will provide you with one additional place, entirely free of charge.*

*Terms and conditions apply

TRAINING AND PROFESSIONAL DEVELOPMENT

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