



Crown Agents' Expertise in Procurement

Introduction

Reports from organisations including the World Bank and Spend Network have estimated annual public procurement spend at USD13 Trillion, accounting for up to 29% of government spending in some countries. It's crucial that this money is spent prudently, and governments have access to the necessary capabilities, capacity, and processes for effective, accountable, and sustainable procurement. A strong procurement system, built on sound ethical principles, is fundamental to the efficient and transparent use of funds, as public procurement activities are usually executed with taxpayer money so public interest must be safeguarded. Efficient procurement systems support the safeguarding, where funds are used for operating or capital expenses, health and educational services or high-impact infrastructure projects, governments must ensure the correct products are obtained with key priorities, such as quality, value for money, and sustainability in mind, particularly when resources are scarce.

Combining our extensive procurement expertise with our first class technical and project management knowledge, Crown Agent's partners with governments, donors, NGOs, and private sector organisations to grow economies, strengthen systems and accelerate progress towards the Sustainable Development Goals thus improving the lives of citizens. The professional procurement services Crown Agents delivers around the world help to implement practical solutions to procurement and supply chain challenges by; improving efficiency, ensuring value for money, and supporting sustainable practices. We are trusted and we have made a unique and positive contribution to the international development agenda in over 100 countries, providing procurement services based on international best practice and the highest standards of ethics and transparency.



\$1.3 BILLION

The equivalent to the total construction costs of 5 additional hospitals. Since 2003 we have identified savings of over \$1.3 billion for the Government of Ghana through value-for-money assessments, freeing up vital funds for improving public services and boosting citizens' quality of life.



22.8 MILLION

Since the start of the COVID-19 pandemic, we have procured and shipped over 850,000 kgs of medical supplies and PPE around the world, as well as delivering 22.8 million vaccines to 43 countries and British Overseas Territories.



\$65.7 MILLION

Our tailored end-to-end supply chain solution for the Ministry of Health in Ukraine has generated savings of over \$65.7 million in medical procurement.

How we work

We are trusted by governments and agencies around the world to resolve their most complex procurement challenges, and we can work with you as a trusted partner to transform and enhance your procurement operations to ensure long-term effectiveness.

Our capabilities



OPERATIONAL
PROCUREMENT AND
SUPPLY CHAIN



PROCUREMENT
MODERNISATION



SUSTAINABLE
PROCUREMENT



PROCUREMENT
PROFESSIONALISM
AND CAPABILITY
BUILDING



EPROCUREMENT



MONITORING AND
EVALUATION FOR
ACCOUNTABILITY
AND LEARNING

Where we work

Our team of experts have decades of experience in a variety of professional procurement services. We ensure adherence to international best procurement practices and quality standards while offering a round-the-clock presence in any time zone. Through our delivery offices in **22 countries**, we have had positive impact on the lives of more than 108 million people.

We help clients to implement innovative best practice procurement systems to eliminate corruption, build strong economies and accelerate their countries' progress towards the Sustainable Development Goals (SDGs).



Operational Procurement and Supply Chain

We **source, supply, inspect and ship** to any destination, including some of the most **challenging and fragile environments** in the world. We design tailored solutions to meet individual needs, connecting with a global network of suppliers and manufacturers and creating a competitive procurement environment that drives efficiency, innovation, sustainability, and value for money.

Operational procurement is an essential tool for governments and organisations to realise efficiencies, quality, and value-for-money in their procurement processes. As one of the world's leading procurement and supply chain organisations, Crown Agents are a trusted partner to ministries, governments, institutions, and international donors in over 100 countries providing high quality procurement services based on international best practices and to the highest standards of ethics, integrity, and transparency.

We follow strict Procurement Operational Procedures while still providing flexibility and agility, adapting our work to specific donor guidelines or public-sector procurement regulations. Our 2021 Supply Chain Excellence Award in the category of 'Healthcare and Pharmaceutical Supply Chain Excellence' for our work for the UK Government during the COVID19 pandemic, is testimony to our global reputation for excellence in the field of healthcare procurement.



Responding to the invasion of Ukraine

As a trusted partner of the Ministry of Health for the past 25 years, we have maintained our support since Russia's invasion in February 2022, by delivering over 500 million units of medicines and medical devices, generators, and over 700,000 life-saving items directly into the country.

Due to the trauma of war, Ukraine has experienced a steep rise in premature births. Crown Agents has procured and delivered incubators including lightweight state-of-the-art portable mOm-brand machines to various hospitals and clinics throughout Ukraine. These incubators enable the safe movement of babies should a hospital come under attack.

Saving Young Lives in Sierra Leone

The Child Health and Mortality Prevention Surveillance (CHAMPS) Network works to understand the cause of death of children under five, especially where mortality rate is highest, by gathering the evidence needed to save young lives. As a 20-year program supported by the Bill & Melinda Gates Foundation (BMGF), CHAMPS seeks to identify definitive causes of and prevent child deaths through community engagement, diagnostic and laboratory innovations, surveillance network advances, policy-to-action activities and rapid, open access to data.

Initially employed by Emory University as Fiscal Agent for the project, Crown Agents has been supporting the CHAMPS programme since 2018 with the procurement and delivery of laboratory reagents, consumables and equipment.

Crown Agents undertook a competitive procurement process and established framework agreements for vital goods and equipment. To date, a total of 77 supply contracts with 33 pre-qualified sources of supply valued at over USD 1.18m had been placed on CHAMPS' behalf.



Providing nutrition to vulnerable communities in Nigeria

Working for the Network for Health Equity and Development (NHED) in Nigeria, Crown Agents is acting as a procurement agent for the supply and distribution of nutritional related items and pharmaceuticals in compliance with local stringent regulatory authority (NAFDAC) requirements. The commodities delivered to Gombe, Nasarawa and Plateau States include multiple micronutrient powders, iron and folic acid tablets, anti-malarial drugs, Zinc, Oral Rehydration Salts, Vitamin A Capsules, and Anti-helminthics.

Crown Agents is ensuring the smooth functioning of the supply chain and has secured economies of scale to enhance engagement between the states. We are making sure that overall results are achieved according to the agreed workplan and that the goods supplied, and the procurement process followed are to the highest levels of quality, transparency and professionalism.





Procurement Modernisation

Reforming a procurement system can be a complex and challenging process.

We work with governments, institutions and development organisations around the world to strengthen their procurement systems to act as a foundation for cost-effective service delivery. Through our experience of supporting clients in over 20 countries to implement reforms, we have the skills to effectively navigate this journey. Our experts work closely with all stakeholders to understand exactly what is to be accomplished. By breaking the procurement system down into manageable component parts, we establish a cohesive road map to guide the process, effect a seamless transition, whilst ensuring that reforms survive any change of leadership or government.

Supporting resilience to natural disasters in the Caribbean

As global temperatures rise, the Caribbean is facing an unprecedented period of change. From 2020 to 2022, the region recorded over 175 natural disasters, with 71% of economic losses as a result of climatic instability. Utilising our experience in the region, we are providing support aimed at boosting economic growth and development. Completed in August 2022, Crown Agents implemented a consultancy project for the Organisation for Eastern Caribbean States Commission (OECS) to help better prepare their procurement systems for when natural disasters strike. By identifying the most common disaster relief items across the Commission's eleven member states, we developed an efficient and cost-effective operational procurement framework which can be utilised by OECS and its members during an emergency response. Following the success of this project, Crown Agents has continued to work with the OECS and we are currently supporting a World Bank / The Canada, Caribbean Resilience Facility funded programme to create a self-sustaining pooled procurement mechanism extending beyond pharmaceuticals and to the wider CARICOM region.

Reforming public health procurement in Ukraine

Since 2015, we have supported the Ministry of Health in Ukraine to carry out a bold programme of health sector reform. As their trusted procurement partner, our tailor-made, end-to-end supply chain solution saved the government \$65.7 million over five years. By outsourcing the procurement of medicines and medical devices to Crown Agents, the domination of supply by a handful of organisations was replaced by a competitive and transparent bidding system. This has resulted in 85.2 million units of medicines and medical devices being procured at a lower price and a 45% reduction in the net cost of critical cancer drugs. Despite the current conflict, Crown Agents has maintained delivery of these much needed items to support the citizens of Ukraine.

84% of 168
medical line-items
procured at a lower net
price compared to 2014

“Ukraine’s Ministry of Health achieved efficiency gains across the medicines programme and a total of 40% in savings for the budget...Even in the first year of using an external agent, more than 75% of medicines were procured at a lower unit cost than the previous year.”

Professor Liz Dávid-Barrett,
How Reforming Procurement Saves Lives, University
of Sussex Report, May 2021.





Sustainable procurement

With the imminent target of Agenda 2030, governments and organisations around the world are striving to find new and innovative ways of reaching their Sustainable Development Goals. This has led to a surge in interest in Sustainable Public Procurement (SPP) as a means of ensuring that procurement policies and practices generate benefits not only for the organisations involved, but also for the environment, society and the economy.

Sustainable Public Procurement promotes practices that are sustainable and in accordance with national policies and priorities. It's the process by which public authorities seek to achieve the appropriate balance between the three pillars of sustainable development - economic, social and environmental - when procuring goods, services or works. SPP allows organisations to purchase what they need, while at the same time using the procurement process to support their strategic development goals.

At Crown Agents, we work with both our clients and our suppliers to integrate sustainability through our procurement practices. As procurement agents, we play a pivotal role in bringing together our clients' sustainability objectives with sustainable solutions from the market, as well as by integrating various tools and resources, asset management, lifecycle costing and the use of non-price criteria in the procurement cycle.

Our world-class SIDA SPP Programme

Through a joint venture between FCG and Crown Agents, the Swedish International Development Cooperation Agency (Sida) is meeting the demand to develop SPP practices by funding a Global Capacity Development Programme on Sustainable Public Procurement (SPP) to support the increased use of SPP practices in its partner countries throughout Latin America and Africa. This ongoing programme will enable stakeholders to work together to accelerate sustainable procurement practices globally and ensure their purchasing decisions reflect broader goals linked to resource efficiency, climate change, social responsibility and economic resilience.

The programme covers the countries of Zambia, Tanzania, Mozambique, Uganda, Kenya, Rwanda, Guatemala, Bolivia and Colombia and we are fully deployed in these countries to support the participating organisations. We work with three different types of partner organisations.

Navigating environmental challenges in Barbados

With its strategic location in the Southeast Caribbean, Barbados' seaport acts as a hub for trade, logistics, transport, technology and people. Bridgetown Port, managed by Barbados Port Inc. (BPI), is a critical port of entry for cruise tourism and cargo operations, handling over 1,151 vessels every year.

International conventions insist that all vessels discharge their maritime waste at shore reception facilities, which poses considerable challenges for BPI in managing waste materials and protecting the local environment from contamination or pollution.

Crown Agents is playing a key role in supporting BPI in their vision. By combining our extensive project management experience with first-class technical and sustainable procurement expertise and global network of trusted suppliers, we are assisting BPI to update their waste management facilities and build capacity in managing complex construction projects to achieve an efficient and more environmentally friendly facility.





Procurement professionalisation and capacity building

Crown Agents is a recognised world leader in developing procurement capacity.

Crown Agents procurement experience and expertise is world renowned. Working with public and private sectors, international donors and NGOs worldwide, we support capacity building efforts to ensure maximum efficiency, quality and value for money is achieved. We support skills development at all levels, whether it is writing national procurement training and professionalisation strategies, developing tailored procurement curricula, preparing training materials, or providing on-the-job coaching and mentoring. We have the skills and expertise to build capacity, ensuring sustainable change and improvements are achieved.

Sound public procurement is dependent on the skills of qualified staff; capacity development is therefore an essential part of any procurement reform initiative. Private sector and civil society organisations also need a good understanding of public procurement to participate and be confident in the bidding processes.

Procurement processes training under the Electricidade de Moçambique (EDM) Project

To meet the rising demand for electricity in Mozambique, EDM is in the process of expanding its grid connections throughout the country, with the aim of linking an additional 4 million households to the network by 2030. Crown Agents has been contracted by EDM to assist with comprehensive organisational reform and overhaul of the company's procurement function. The reform is being delivered, in part, through the training and capacity building of EDM personnel. Crown Agents works closely with EDM's Project Implementation Unit (PIU) to provide staff training and mentoring to 40 personnel in the areas of procurement planning and processes, effective contract management and warehousing. In addition to this up to 8 members of staff will receive professional certification. Crown Agents carried out an initial diagnostic review, that set out the guidelines for the implementation of the training programme, to enable the seamless transition to a comprehensive, organised and professionalised system, managed by efficient processes and internal controls. The project will enable EDM to deliver more effective services at better value for money to its customers.



Over the last five years we have trained over 195 delegates from 21 countries on our scheduled capacity-building training courses in procurement.

Procurement and Supply Chain Management training to the Institute of Human Virology – Nigeria (IHVN)

Crown Agents delivered a bespoke course on contemporary strategic solutions, skills and techniques required to implement the most up-to-date procurement policies and practice. The 4-day training programme drilled down into the key areas of risk management, corruption and ethics, sustainable public procurement and the monitoring and evaluation of procurement performance, addressing key challenges the procurement supply chain will face. Upon completion, delegates were able to apply current supply chain management best practice, use public procurement as a tool to achieve selected sustainable development goals and revise their procurement frameworks to address modern day risks, minimise corruption and encourage greater integrity.

Commitment to developing capacity in Sustainable Public Procurement

Our Sida programme mentioned above is providing training in sustainable public procurement to a wide number of partner organisation participants and related stake holders across 9 countries across Latin America and Africa.

We are building capacity by:

- **Professional training** – increasing the practical knowledge of tools and methods to implement and build commitment to SPP
- **Mentorship** – providing hands-on support to partner organisations and their implementation of change processes linked to SPP practices
- **Peer-to-peer learning** – facilitating exchanges of experiences of SPP
- **Outreach and partnership** – fostering a broad commitment for an increased deployment of SPP practices and to explore cooperation with different procurement initiatives and platforms.

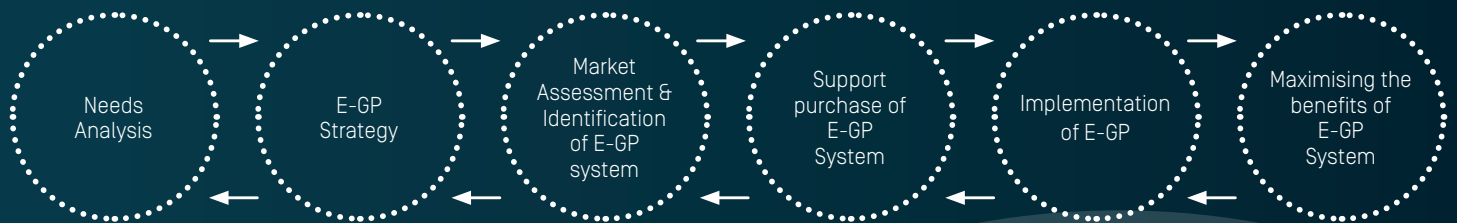


eProcurement

As eProcurement becomes more and more important in the modern digital marketplace, governments and organisations are increasingly keen to explore how Information Communication Technology (ICT) could be used to optimise their procurement performance. In partnership with our clients, we develop specifications for eProcurement platforms and assist with their implementation, enabling government reform through the provision of our IT technical expertise, strategic advice and training. Successfully navigating the challenges of eProcurement implementation, our experts have worked with donors and governments to transition from transactional to strategic procurement by exploring the best suited technology and assisting with the planning, design and build out of eProcurement strategies.

Preparing for an eProcurement roll out is not just about technology, but about a new, more efficient and effective way of doing business that saves money for governments and businesses. To address this, our services focus not only on the technical elements, but on change management, the people and processes that make these work, and on ensuring that the recommended solution is appropriate for the maturity of the procurement environment.

Electronic Government Procurement



Development of electronic government procurement (e-GP) in Zimbabwe

In line with its national e-government programme, in 2016, the Government of Zimbabwe sought assistance to ensure that its public procurement was technology-enabled where appropriate and in line with legislation and international best practice. Over 18 months, Crown Agents developed an e-GP strategy for the Government, which included recommendations for a plan of action for the necessary reforms, and guidelines to support the future implementation of e-GP systems. These guidelines were designed to help users make the best use of e-GP systems, ensuring that transactions are processed smoothly and efficiently, and that their authenticity is verified.



Monitoring and Evaluation for Accountability and Learning (MEAL)

The procurement services Crown Agents delivers around the world help governments and organisations to implement practical solutions to procurement and supply chain challenges, overcoming the risk of waste, fraud, and corruption. We are a trusted partner to ministries, governments, institutions, philanthropists, international donors, and NGOs in over 100 countries around the world.

The MEAL approach aims to emphasise the importance of reviewing procurement activities and using the resulting data to support decision making, accountability and continuous improvement. A key challenge faced in the procurement process is the ability to successfully monitor and evaluate reforms once changes have been implemented. To support this, Crown Agents provides monitoring and evaluation services to help aid improvements in efficiency, effectiveness and transparency, resulting in cost-effective public procurement programmes.

Our expertise covers a broad spectrum, including:



Pre-Contract Value-For-Money

Assessments: assessing contract forms and terms, evaluating the technical elements and scrutinizing prices to measure compliance and risk. Recommendations are then made for improvement before the contract is placed to ensure transparency and value for money.



Parallel Bid Evaluations

Providing independent bid evaluations alongside that of the public procurement evaluation team. These focus on preliminary, technical and financial evaluations, as well as featuring bidder rankings and suggested negotiation strategies to reduce the potential for corruption before the bid is placed.



Contract Progress Audits

carried out during contract implementation to ensure that the supplier or service provider contracted is fulfilling their obligations. These can include a review of costs incurred or an assessment of the actual value of work delivered based on physical examinations of sites and/or equipment, its quality and compliance with the contract specifications.

Conducting Road Bid Evaluations in Uganda

Between 2012 and 2015, we carried out 195 Independent Parallel Bid Evaluations (IPBEs) of Works and Services tenders in conjunction with the Uganda National Roads Authority's (UNRA) own procurement evaluations. Through these evaluations, we helped to reduce the cost of building, upgrading and maintaining roads by up to 15%. Our work set a benchmark for UNRA's own evaluations and has embedded value for money, accountability, transparency and fairness into the decision-making process for awarding contracts.

15% savings

Our technical procurement assistance achieved a saving of over USD\$110,000 per km of road for the Government of Uganda

Our Ukraine Response

In times of disaster, quick access to funding helps us to procure and deliver humanitarian aid and support in the shortest time possible. Crown Agents International Development (CAID, charity number 1192249) is raising funds to support the urgent work that Crown Agents is doing in Ukraine. Having provided support to their COVID-19 vaccination campaign and the delivery of a ground-breaking medical procurement project, Crown Agents is a trusted partner of the Ministry of Health as detailed in our Operational Procurement and Supply Chain section.

The war in Ukraine has had a devastating impact on the lives of civilians and on the country's infrastructure, wreaking unprecedented destruction, killing thousands and displacing millions more. Local officials keep Crown Agents informed of the country's urgent needs in real-time, and we partner with donors and companies to fund the delivery of items including generators, individual first-aid kits, oxygen concentrators and patient monitors for hospitals, as well as baby incubators in response to rising premature birth rates.



97,000
trauma kits



50,000
food kits



153,000
medical kits



2,000
adult hygiene kits



1,293
generators



400
oxygen
concentrators



91 baby incubators,
including 26 portable
lightweight incubators



30 baby warmers and
phototherapy lights



125 patient monitors and
additional specialist equipment
for elderly care homes

We ensure that the highest standards of honest, ethical and transparent behaviour are engaged in and adhered to across all Crown Agents operations, from design to delivery.

CONTACT US

Our experts can provide you with a detailed outline of how we can support your unique needs. If you would like to discuss our procurement offering further, please contact us:



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