

GOV IS OPEN

FOR BUSINESS

Public Procurement Review Service

Marketing Pack



HM Government

The Public Procurement Review Service is the new name for the hugely successful Mystery Shopper Service which allows suppliers to raise any concerns they have about public sector buying and prompt payment.

The Mystery Shopper service, which has assisted hundreds of suppliers in challenging public procurement opportunities, has been rebranded to the Public Procurement Review Service.

The Public Procurement Review Service is just one of a range of measures designed to make Government easier to work with, helping suppliers (particularly SMEs and VCSEs) and levelling the playing field for those who want to supply to Government. This supports the Government aspiration that by 2022, 33% of its private business spending is with SMEs.

At present up to 200 businesses each year use the service to report problems and improve the way government runs its procurements and deals with its suppliers - but the team believe they can help more users. It can help with concerns about anything from the structure of a tender process, recommending changes in contracting authorities' procurement activities and by resolving payment issues.

The Public Procurement Review Service is available for any supplier to use, in particular it can help small businesses which feel they might have been treated unfairly during a bid, or that they have been dealt with in a way that falls short of EU rules or government policy.

It also leads to improvements in the way government sources future goods and services by ensuring lessons are learned. All cases are summarised and published: only the contracting authorities are named, concerned businesses remain anonymous.

The name has been changed following feedback from users and concerns it was difficult to search for online. Better promotion of the new brand through newsletters, events and social media is expected to attract 20% more users. This is a government for business and committed to taking serious action on prompt payment culture.

To date over 1500 cases have been handled, between 180 and 200 each year. The aspiration is to increase this by 20% to 240 each year. The service has unblocked over £5million of late payments.

Public Procurement Review Service

- **Free to use**
- **Anonymous**
- **A way to broker an effective and satisfactory resolution and / or gain a better understanding**
- **Assist in unblocking late payments.**

“This service is levelling the playing field for many small businesses, by allowing them to confidently tell us of unfair practices such as late payment.


The service’s name may have changed, but the Public Procurement Review Service remains a key way to ensure government buying is robust and fair.”

Oliver Dowden, Minister for Implementation

How to make contact:

Anyone can contact the Public Procurement Review Service by:

 publicprocurementreview@cabinetoffice.gov.uk

 0345 010 3503

How you can support us:

Get Social by using:

 #PPRS

The main social channels for the rebrand are:

Social Media links:

 @govpprs

Direct your associates to:

 [the Public Procurement Review Service page](#)

Starting you off...

Starting you off... Here's some suggested messages and posts to help you support our campaign:

LinkedIn

"This service is levelling the playing field for many small businesses, by allowing them to confidently tell us of unfair practices such as late payment. The service's name may have changed, but the Public Procurement Review Service remains a key way to ensure government buying is robust and fair." - **Oliver Dowden**, Minister for Implementation, on the Public Procurement Review Service. Find out how the service could help you <https://bit.ly/2rgFJKD>

The Public Procurement Review Service is just one of a range of measures designed to make Government easier to work with. In particular it can help small businesses which feel they might have been treated unfairly during a bid, or that they have been dealt with in a way that falls short of EU rules or government policy. Find out how the service could help you <https://bit.ly/2rgFJKD>

The Public Procurement Review service is free. Anyone can use it to raise concerns or issues, anonymously, about public procurement practice. All concerns will be investigated and recommendations will be made as to how to remedy the problem. Find out how the service could help you <https://bit.ly/2rgFJKD>

Twitter

The Public Procurement Review Service **#PPRS** is the new name for the hugely successful Mystery Shopper Service which allows suppliers to raise any concerns they have about prompt payment. Find out how the service could help you <https://bit.ly/2rgFJKD>

The Public Procurement Review Service **#PPRS** is a free service for suppliers to raise concerns about public **#procurement practice**. Find out how the service could help you <https://bit.ly/2rgFJKD>

Join the many businesses who already use the Public Procurement Review Service **#PPRS** to report problems and improve the way **#government** supports its suppliers. Find out how the service could help you <https://bit.ly/2rgFJKD>

The Public Procurement Review Service **#PPRS** is free, anonymous and a great way to achieve effective and satisfactory resolutions **#open4biz**. Find out how the service could help you <https://bit.ly/2rgFJKD>

The Public Procurement Review Service helped a supplier who was owed in excess of £700,000 and recover the full amount within 6 weeks. Find out how the service could help you <https://bit.ly/2AKkd5t>

Key Messages of the rebrand

The Public Procurement Review service is free. Suppliers can use it to raise concerns or issues, anonymously, about public procurement practice. All concerns will be investigated and recommendations will be made as to how to remedy the problem.

The service is continually evolving to reflect government's policy aims in procurement. Cases vary and can range from the structure of the procurement to the tender process and late payment of suppliers. Feedback from suppliers has shown that it has a positive impact on public sector procurement by recommending changes in contracting authorities' procurement activities.

The Public Procurement Review service is part of a range of measures designed to help businesses access public sector contracts and gives suppliers the opportunity to raise concerns about public sector procurements including concerns about payment practices.