

Dumfries and Galloway: Meet the Buyer Top Tips for Tendering





# Welcome to the Supplier Development Programme

SDP is a business initiative supported by Scottish Local Authorities and Scottish Government

The aim of the Programme is to ensure that Scottish SMe's & Third Sector organisations have access to free procurement advice and training, to ensure they can FIND, WIN and KEEP government contracts







#### **Our Partners and Members**

14,000 Businesses

### **Scottish Councils**

```
East Ayrshire
         Aberdeen City
                        Scottish Borders
      Highland
                              Aravll & Bute
    Moray
                East Lothian
  East Renfrewshire Edinburgh Perth & Kinross
                       Falkirk South Ayrshire
Forestry Commission
                     Comhairle Nan Eilean Siar
North Lanarkshire
          Third Sector Unit East Dunbartonshire
Clackmannanshire
                      Inverclyde
                                 North Ayrshire
               Dundee
 West Lothian
                         West Dunbartonshire
           Midlothian
   Orkney
                        Dumfries & Galloway
    South Lanarkshire
                             Renfrewshire
       Angus
                Glasgow
           Shetland Aberdeenshire
                    Stirling
```

#### **Government Bodies**

- Forestry and Land Scotland
- Highlands & Islands Enterprise
- Historic Environment Scotland
- Registers of Scotland
- CalMac
- Scottish Parliament
- Scottish Enterprise
- National Records Office
- Highlands & Islands Airports Ltd
- Scottish Fire and Rescue Service
- Scottish Procurement Alliance

# Corporate member Jacobs

Trade Association Member
SELECT - Electrical contracting industry in Scotland





### Supplier Development Programme

By assisting local businesses to become tender ready for working in the public sector and subsequent supply chain , we improve all-round *efficiency*, *sustainability* and *market potential*.

SDP ensure businesses gain the skill set to tender successfully for contracts and improve their prospects when competing for government contracts, in the UK and beyond.





### Service Offerings

Online Resources <u>www.sdpscotland.co.u</u>	<u> 1k</u>
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- ☐ Online learning materials
- ☐ Procurement jargon buster
- Contacts for your region
- ☐ Supplier Register
- News feed and Newsletter
- ☐ Links with Public Contracts Scotland and other
- ☐ Business support groups

New website launched 7<sup>th</sup>October!





### Service Offerings

#### **Training Programmes**

- Regional face to face workshops offered over
   levels
- Industry specific workshops
- Policy Workshops
- Interactive Webinars

#### **Meet the Buyer**

- Information days
- Partner and Business Support events
- Access to local buyers and economic development staff

#### **Early Intervention/ Aligned training**

- Tender training in advance of notice
- Supplier engagement and Information days

#### Completely new to tendering?



### Introductory Module

Introduction to working with the **Public Sector** 

This workshop is recommended for anyone new to tendering. It provides a comprehensive overview of the public sector marketplace in Scotland and introduces the concept of tendering and procurement.

### Level 1

For businesses who are new to tendering, or refreshing their skills.

#### 1.1. Introduction to tendering

This workshop provides an overview of the tender process from start to finish, including finding and responding to contracts.





#### 1.2. Using Public Contracts Scotland (PCS) and other portals

Leam about Public Contracts Scotland (PG Quet Quotes, Supplier Profile, POST and other e-tendering systems at this workshop.



### Level 2

For businesses with some tendering experience who are looking to improve.

#### 2.1. Tender procedures and the ESPD

The first nair or this workshop looks in detail at the various types of tender. The second half provides hints and tips on how to complete the ESPD (formerly PQQ) and how to pass the invitation to tender (ITT) stages of a tender.

### 2.2. Finding and understanding framework

Frameworks can be a lucrative source of business, but it's essential to understand the agreement. This workshop explains the types of framework available, where to find them and what you can expect from them.

#### 2.3. Improving your bid score

The key to winning a contract is getting the highest possible score in your bid. This workshop will provide an insight into buyers' needs and expectations to ensure you're winning points.

### 2.4. Understanding community benefits and

Sustainable produrement is a vital element of public sector tendering. As well as environmental issues it also includes social issues (equality and diversity, fair and ethical trading), and economic issues such as opportunities for SMEs and the third sector.

This workshop is particularly recommended for third sector organisations.







### Level 3

For experienced bidders to win more work.

#### 3.1. Seeking feedback and im vour bid

This workshop for experienced bi explain your rights, show you how additional information about co how you can learn from success unsuccessful bids.

#### 3.2. The supplier's role in contr relationship management

Winning a tender is just the begin workshop explains how to succe on your contract, what to do if th wrong, and how to win again wh retendered.

#### 3.3. Expanding your produrem marketplace

This workshop will show experience how to grow your business by exp public sector markets, including QJEU and international contracts

### Policy workshop

Our policy workshops are designed a high level overview of the requir submitting a compliant bid for pul contracts:

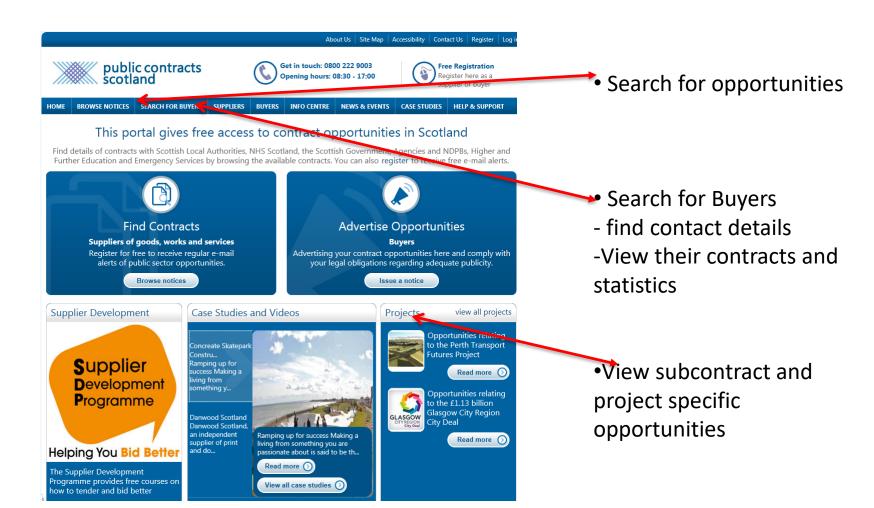
- Health and safety
- Quality r Equality and diversity • ISO certified



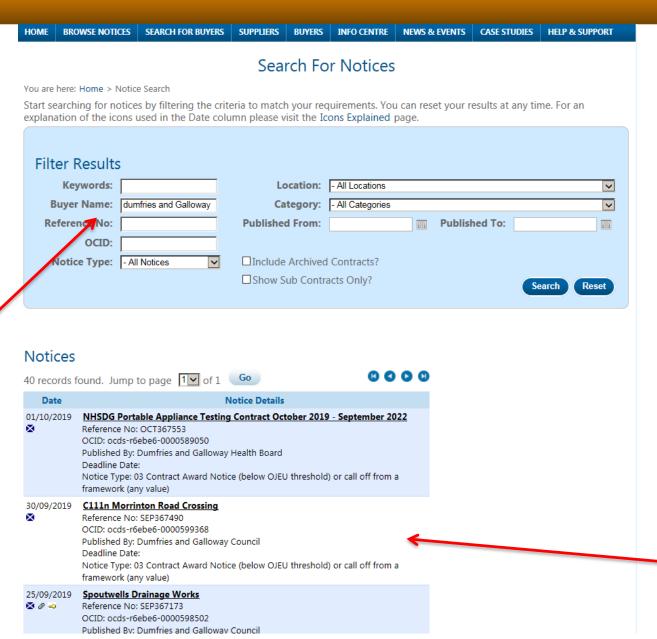




### Finding opportunities: Public Contracts Scotland

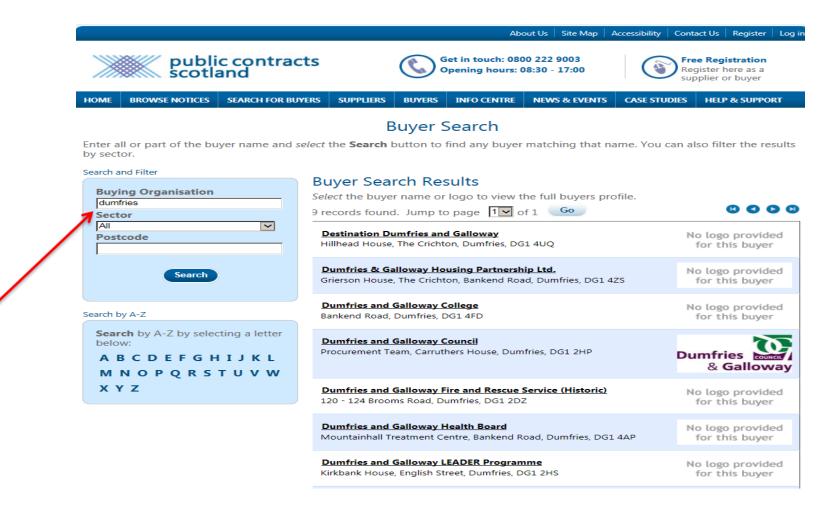






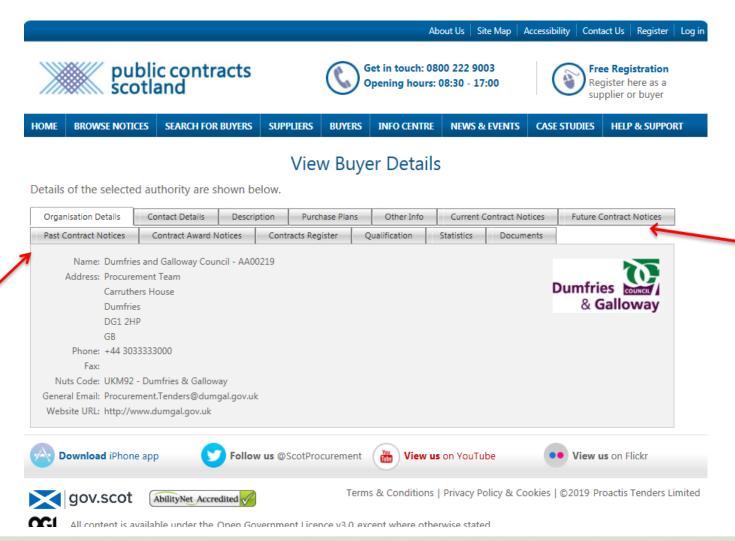


### Finding Buyers: Public Contracts Scotland



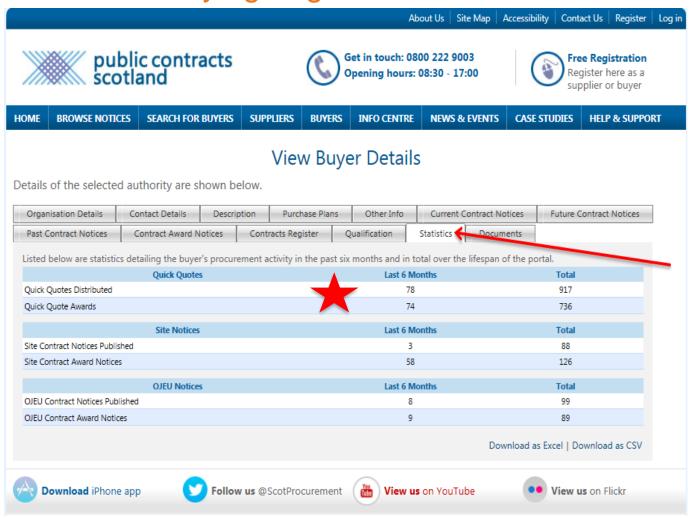


### Access to Buying Organisations Statistics



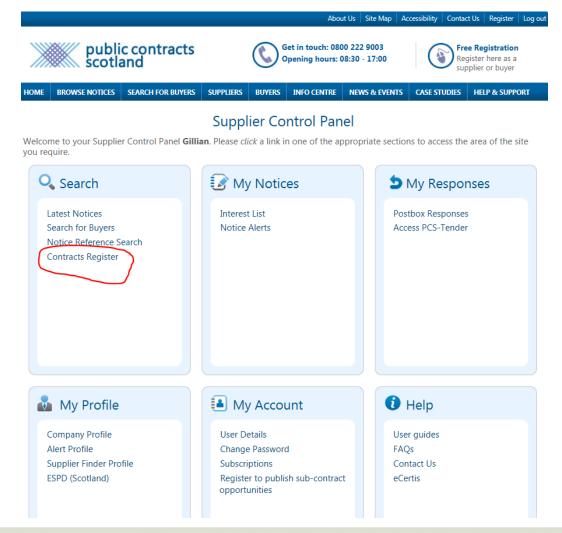


### Access to Buying Organisations Statistics



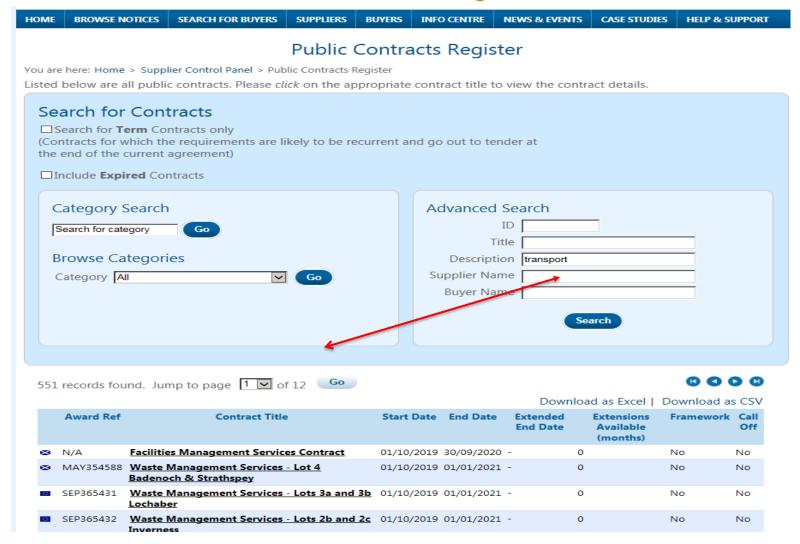


### Access to PCS Contract Register



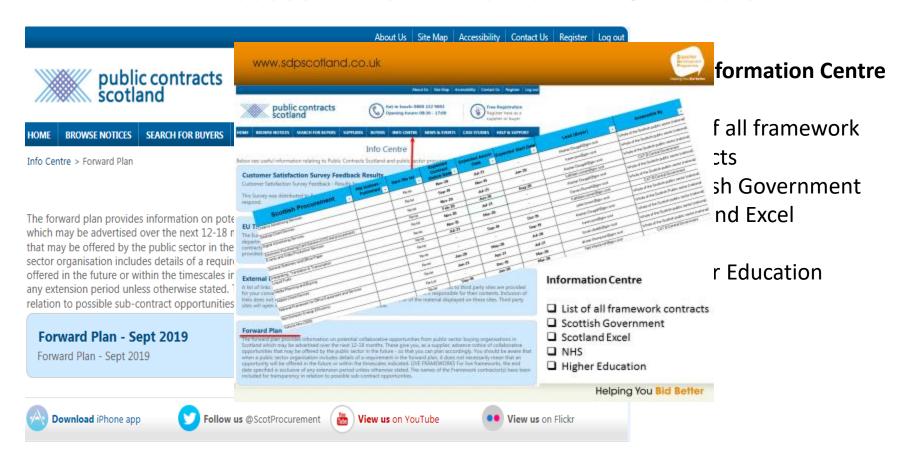


### Search Contract Register

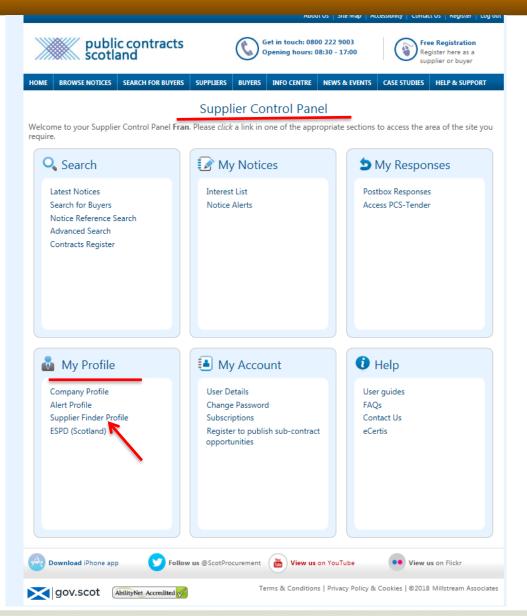




### Access to List of Framework Contracts









#### Supplier Finder Profile Details

#### What Is Supplier Finder?

Supplier Finder is a supplier sourcing directory allowing you to advertise your company on the website.

It allows you to provide detailed information regarding the products or services you provide.

Some of the benefits you get from updating your profile include:

Buyers can now easily find your company via the Supplier Finder search tool.

You can provide keywords which specifically highlight the products or services provided by your company. These keywords are searchable.

The service improves your chances of receiving a direct invitation to quote from Buyers using "Quick Quote".

#### How Does Supplier Finder Work?

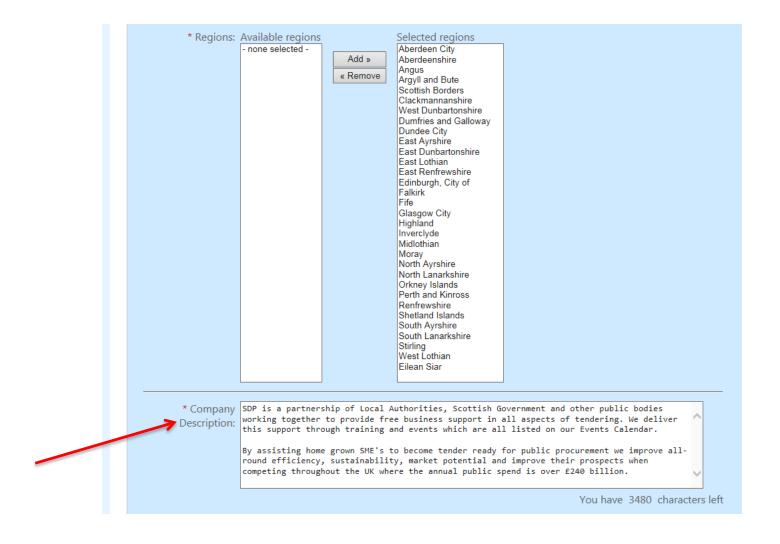
Please complete the form below to update your profile. You can edit and save your profile at any time, however it will not be visible until you set the status to **Public** and save.

You can hide your profile at any time by changing the status back to **Private**.

Please regularly **Save** your work. If you don't click **Save** within 20 minutes the website will log you out for security purposes and text you entered may be lost.









Enter keywords that describe the products or services you provide. You can enter multiple keywords in each box. Buyers will be able to perform a keyword search.

Keywords: Keyword 1

event

Keyword 3

bid

Keyword 5

tender

Keyword 2

procurement

Keyword 4

training

Keyword 6

classroom

Company Logo:



Add / Change Logo

I am an SME: 🗹

An SME (Small and Medium sized Enterprise) is an organisation with less than 250 employees.

Save & View

Save

Cancel











#### Email received from PCS alerting to a Quick Quote

From: <support@publiccontractsscotland.gov.uk>

Subject: Public Contracts Scotland - Provision of a Quick Quote - Tendering to Win Business

To: <frances.goldie@southlanarkshire.gov.uk>

You have been selected by the purchasing authority to provide a quote.

Notice ID: NOV300070 Title: Tendering to Win Business Authority: Scottish Enterprise

Please visit the link below to indicate if you wish to ACCEPT or DECLINE this invitation:

http://www.publiccontractsscotland.gov.uk/supplier/quickquote/quickquote SupplierView.aspx?ID=NOV300070&QQ=465435

The notice has been added to your Quick Quote list page from where you can download the supporting documents and create and submit your response:

http://www.publiccontractsscotland.gov.uk/membership/member history.aspx

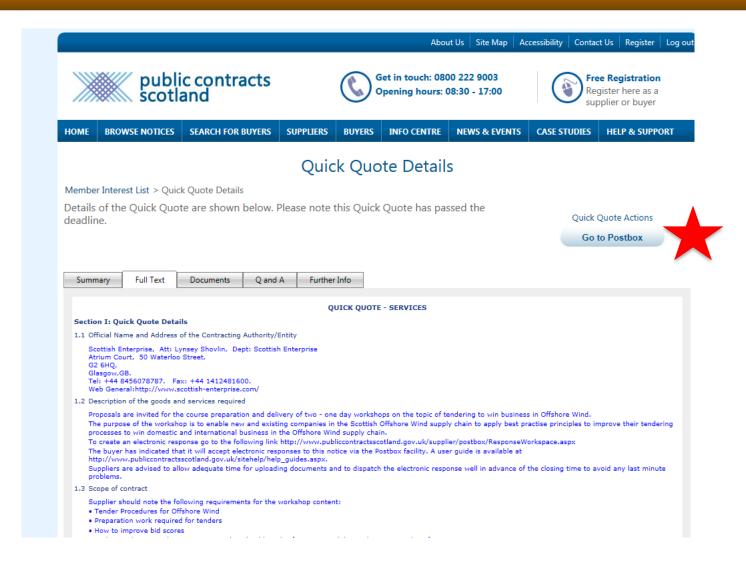
Your response should be submitted through the electronic postbox. Instructions on how to use the quick quote and the Postbox can be found at: http://www.publiccontractsscotland.gov.uk/sitehelp/help\_guides.aspx

If you have any queries regarding the requirements of the quote please contact the awarding authority as per the quick quote details. If you have any queries regarding the use of the website please contact the support team.

Regards Public Contracts Scotland Website Support Tel: 0800 222 9003

This email has been scanned by the Symantec Email Security.cloud service. For more information please visit http://www.symanteccloud.com











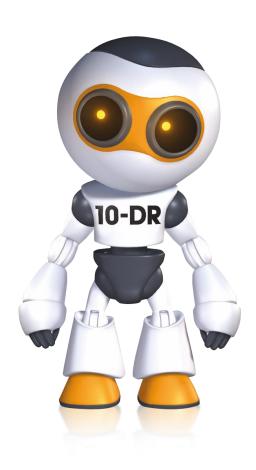
PCS and PCS-t are not the same portal www.publiccontractsscotland.gov.uk



please register with both then pair your accounts so that one login will give you access to both at the click of a button!

www.publictendersscotland.publiccontractsscotland.gov.uk





# **Hints & Tips**

Read and re read the Questions!

Use SDP's helpful Procurement Guide

To help you consider your **Bid Strategy** 

Approach to Quality – meeting the Specification

**Pricing Strategy** 

Clarify-do not presume that the documentation is correct

-ask questions if you have any concerns

TIME – Allow plenty of time- don't leave to last minute

**Submit** ✓ – complete the process





### Get tender ready

- Make sure you clearly explain what you do, how you do it and why your company is a good fit for the opportunity. Bang your drum!
- ☐ If you can't provide all the information just explain why not, rather than leaving blanks
- ☐ Follow the buyers instructions to the letter
- Don't fall into the trap of thinking that the person reading your bid knows anything about your company
- Back up what you have said with evidence statistics, quotes from clients, awards and accreditations to add credibility to your bid.



#### **Prepare** a database of the basic information likely to be requested





Vat No / Co. registration no. , bank acc's, credit rating, insurances.

Process flow chart, work / project plan, method statement, innovation example, project implementation plan

KPI's, customer complaints / care process, customer feedback, customer communication

Staff, skills, CV's, organisation diagram, recruitment/training process, subcontractors

(example) iso's 9001 / 27001, H&S, E&D & environmental or iso14001

Bid / No bid decision matrix, intelligence, tenders completed ( won & lost) renewal dates, debrief info

Endorsements/ awards/ achievements, case studies, USP's, elevator pitch

H/O address, IT systems, financial systems (elnvoicing), business continuity, data security.







Get in touch: 0800 222 9003 Opening hours: 08:30 - 17:00

♠ Portal Control Panel

■ ESPD Control Panel

Profile

Responses

Log out

## Supplier ESPD Control Panel

Welcome to your European Single Procurement Document (ESPD) control panel. From here you can create responses to ESPD request from buyers, manage your company profile and the details of your representatives.

#### ESPD Profile

Company Details Supplier Representatives

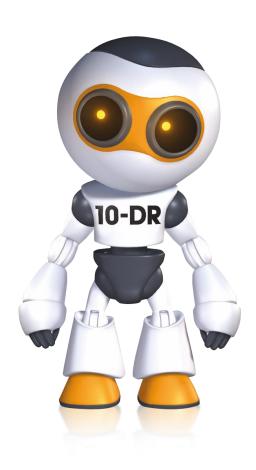
#### **ESPD** Responses

View ESPD Responses Upload ESPD Responses Response Profiles

#### **ESPD Documents**

View Documents
Upload New Documents
Manage Access (0)





### **Common Mistakes**

Have sufficient capacity (small company – big contract)

- ✓ Demonstrate financial stability
- ✓ Showcase experience of similar work successfully delivered
- ✓ Understand the questions
- ✓ Time Management work back- Prepare!
- ✓ Return the required certificates
- ✓ Sign and return the necessary documentation

DON'T FORGET TO SUBMIT





# **Home work- Get Tender Ready**

- ✓ Research Buying Organisation, including sub contractor if applicable
- ✓ Check details of past contracts
- ✓ Contact Buyer pre the retender
- ✓ Consider any training requirements SDP / Qualifications
- ✓ Understand the future requirements and time line (consider future calendar of renewal dates)
- ✓ Tender Library
  - prepare case studies/ references
  - Bid strategy
  - Documentation/ certificates





### Supplier Development Programme

# Meet the Buyer 13<sup>th</sup> November 2019 Hampden Park, Glasgow

- Meet over 70 buying organisations
- Tender workshops
- Network with over 1,000 delegates



Book your place at www.sdpscotland.co.uk



### Supplier Development Programme



www.sdpscotland.co.uk 01698 453734