

Tender and Bid Management

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European Union

European Regional
Development Fund

Supported by the 2014 to 2020 European
Regional Development Fund Programme



Today

- What is Procurement?
- Searching for Tenders
- To bid or not to bid?
- Getting Started
- Writing The Bid
- Submitting The Bid
- What next?

Introduction

- Kiran Johnson
- DKJ Support Services
- Bid and Tender Writing Service
- Provide an introduction to tender and bid writing

 serco

 agencia

 citycare

 NHS
East Riding of Yorkshire
Clinical Commissioning Group


 mcgillpharmacy

 Westwood Care Group

A hand holding a pen is shown writing on a document. The document has some faint lines and text, but it is mostly out of focus. The background is a light, neutral color. The text 'Question' and 'What is procurement?' is overlaid on the image.

Question

What is procurement?



*“The process of **acquiring** goods, works and services, covering both acquisition from third parties and from in-house providers.*

The process spans the whole cycle from identification of needs, through to the end of a services contract or the end of the useful life of an asset.”

What is competitive tendering?

LOW VALUE CONTRACTS

Services & Suppliers

Below £100,000

Works

Under £3.8 million

HIGH VALUE CONTRACTS

Services & Suppliers

Above £100,000

Works

Over £3.8 million

Types of Services / Good tendered for


- Catering
- Cleaning
- Construction
- Food
- IT Services
- Leisure
- Office Furniture
- Property Management Works
- Stationery
- Vehicle Acquisition
- Venue Hire

Plus much more

A hand holding a pen is shown writing on a document. The document has a grid pattern. The text 'Question' and 'Why bid in the first place?' is overlaid on the image. The background is a light blue gradient.

Question

Why bid in the first place?

- 
- Expand the business
 - Build resilience
 - Broaden your specialism
 - Grow your network
 - Gain experience
 - Make more money.....!

A hand holding a pen is shown writing on a document. The document has a grid pattern. The image is slightly blurred and has a soft, light blue tint. The text 'Question' and 'What are you bidding for?' is overlaid on the image.

Question

What are you bidding for?

GOV.UK **Contracts Finder**

BETA This is a new service - your [feedback](#) will help us improve it. [Register](#) [Sign in](#)

[Home](#) > Search results

Search results

Your search returned a large number of results. Only the first 1000 will be displayed.

We've found **2046** contracts in your selected area

GOV.UK **Contracts Finder**

BETA This is a new service - your [feedback](#) will help us improve it. [Register](#) [Sign in](#)

[Home](#) > Search results

Search results

We've found **271** contracts in your selected area

Keywords
Can include contract title, description, buyer and supplier
[▶ How can I do an advanced search?](#)

Sort results
Relevance

[Evaluation of English, computing and MFL curriculum Hub...](#)
DEPARTMENT FOR EDUCATION
Expressions of interest are sought to conduct an overarching evaluation of three

Translation and Interpreting Service - NHS Nottingham City CCG

NHS ARDEN AND GREATER EAST MIDLANDS COMMISSIONING SUPPORT UNIT

Open opportunity - This means that the contract is currently unfulfilled but active, and the buying department is looking for potential suppliers to contact them with bid applications.

[Watch this notice](#)

[Print this notice](#)

Contract summary

Closing date: 13 July 2018

Industry

- Translation services - 79530000
- Interpretation services - 79540000

Location of contract

East Midlands

Value of contract

£246k

Published date

15 June 2018

Closing date

13 July 2018

Contract start date

01 January 2019

Contract end date

31 December 2021

Contract is suitable for SMEs?

Yes

Contract is suitable for VCSEs?

Yes

Other information

Attachments

Tender Portal

<https://ardengemcsu.bravosolution.co.uk/>

ITT reference Number in Bravo ITT_1023

How to Express Interest in this Tender

1. Register your company on the eSourcing portal (this is only required once).
Browse to the eSourcing Portal: <https://ardengemcsu.bravosolution.co.uk> and click the link to register.

Accept the terms and conditions and click 'continue' Enter your correct business and user details Note the user-name you chose and click 'Save' when complete. You will shortly receive an e-mail with your unique password (please keep this secure)

2. Express an Interest in the tender - Login to the portal with the user-name/password and Click the 'ITTs Open To All Suppliers' link. (These are ITTs open to any registered supplier) . Click on correct tender (ITT_1023) to access the content.

Click the 'Express Interest' button at the top of the page. - This will move the ITT into your 'My ITTs page. (This is a secure area reserved for your projects only) - You can now access any attachments by clicking 'Buyer Attachments' in the 'ITT/Details' box

A close-up, slightly blurred photograph of a person's hand holding a silver pen, writing on a document. The document has some faint lines and text. The image is set against a light blue background with a white border. The text "To bid or not to bid?" is centered over the image.

To bid or not to bid?

Does the contract fit your core business strategy?

Are you positioned to win?
If not, do you have a strategy to overcome this?

To Bid or Not to Bid?

Do you know your client's goals, issues and biases?
If not, can you find this out?

Can you deliver the contract?

What is the profit?

Can you show experience?

**To Bid or
Not to Bid?**

Who is the competition?

Do you have resources to
write the bid?

Mandatory Requirements

Basic Information such as

- Name
- Address
- Contact details
- Company registration number
- Legal status
- Names of directors, partners or trustees

Do you know your
company registration
number?

Do you have an
organisational chart
already made up?

Is your website
up to date?

Technical Capability

Evidence of your ability to deliver;

- Experience
- References
- Standards and competence of your staff in relation to this type of work
- Registration, licenses or particular technologies that you may need to deliver the contract

Have you got case studies prepared?

Do you regularly ask clients to be referees?

Do you have all the training certificates for your staff?

Financial Information

Assessing your financial stability

- 3 years accounts, and if 3 years are not available, accounts for the period that you have been trading
- Banker's references
- The ratio of the contract you are applying for to your annual turnover
- Your credit rating
- Levels of reserves and profit and loss accounts
- Parent company accounts (if applicable)

Who does your bank references?

Have you checked your business credit rating?

Does your accounting software give you management reports?

Insurance

Normally at pre-set minimum limits

- Public Liability – £10m
- Employers Liability – £5m
- Professional Indemnity (if applicable)
– usually set at £2m

You will normally have to supply certificates as well as the facts and figures

Have you got your certificates?


Can you get this much insurance at a reasonable price?

Statutory Information

- Business and Professional standing
 - Including questions about mandatory exclusions
- Health and Safety
 - Your Health and Safety policy
 - Information around what you do to manage Health and Safety in your organisation. This could be details of responsible staff, risk assessment procedures, or details of any accidents or fatalities that may have occurred in your organisation.
- Equal Opportunities
 - An Equal Opportunities / Equality and Diversity policy
 - Evidence that you have not been found guilty of any offences relating to discrimination.

Statutory Information

- Quality
 - A policy or statement of how you manage quality
 - A formally recognised accreditation or kitemark (e.g. ISO 9000)
 - An in-house Quality Management System
- Environment
 - Details of your environmental policy
 - Details of any environmental management system you may follow (e.g. EMAS)
 - Details of what you do to ensure you carry out your business in an environmentally friendly manner

A close-up, slightly blurred photograph of a person's hand holding a silver pen and writing on a document. The document has a grid pattern and some faint text. The image is set against a light blue background with a white border.

Getting Started



Kick Off Meeting

- Documents and Information
- Bid Team
- Bid Plan
- Identify Red Flag Questions

The Bid Plan

- Bid team list with roles clearly defined
- Service Model
- Win Themes
- Submission terms i.e. are attachments allowed, word count awareness, submission deadline, gateway/red flag questions
- Timetable with review schedule and key milestones
- Document/Mandatory requirements checklist
- Evaluation Criteria
- References – list case studies to be used if required

Question

Who's in your Bid Team?

- Bid Manager
- Technical Experts
 - Writers
- Contributors
- Administrators
- Proof Reader
- Critical Friend



Question

What are you bidding for?

Can you articulate your service model?

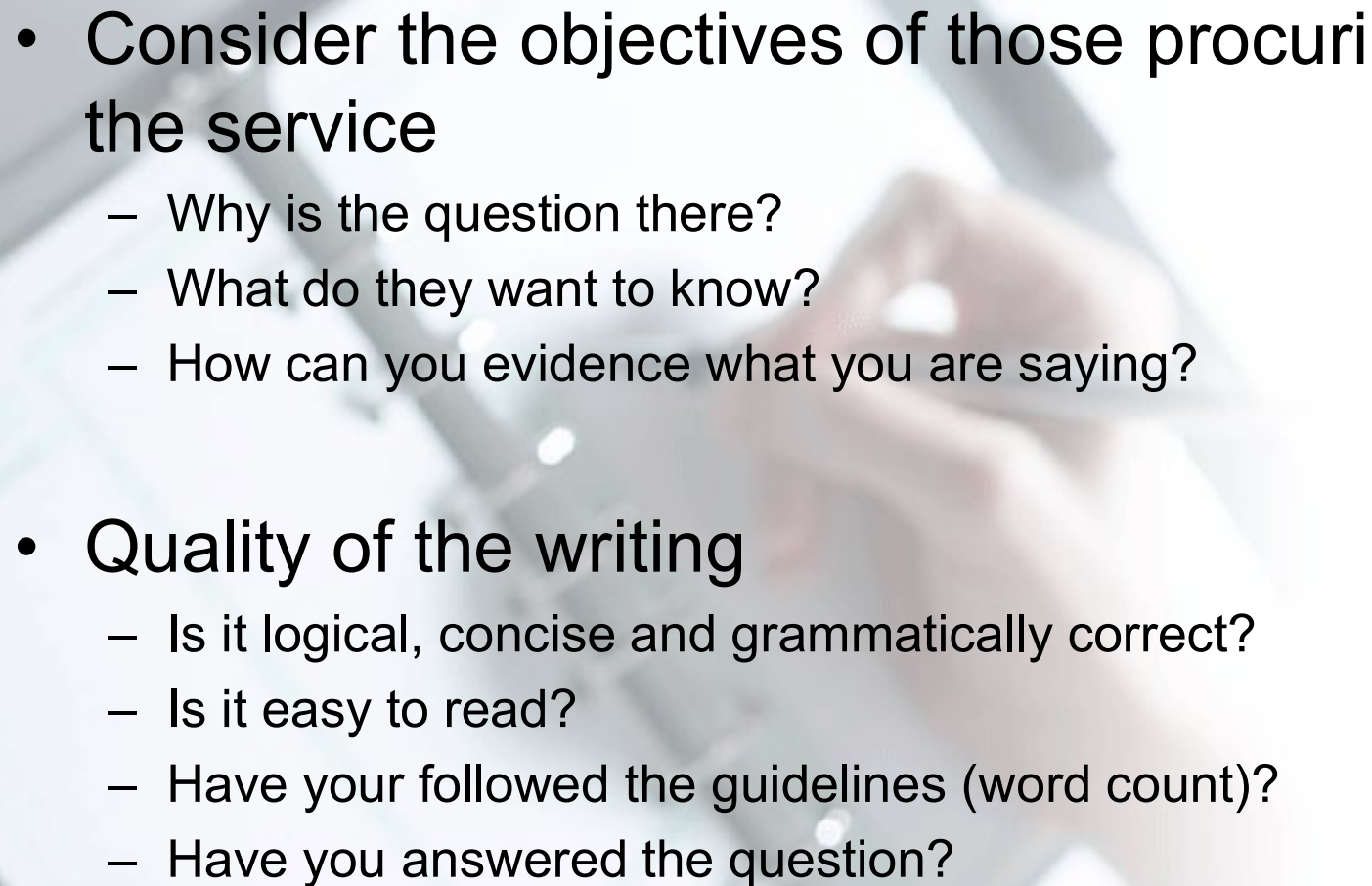
Win Themes

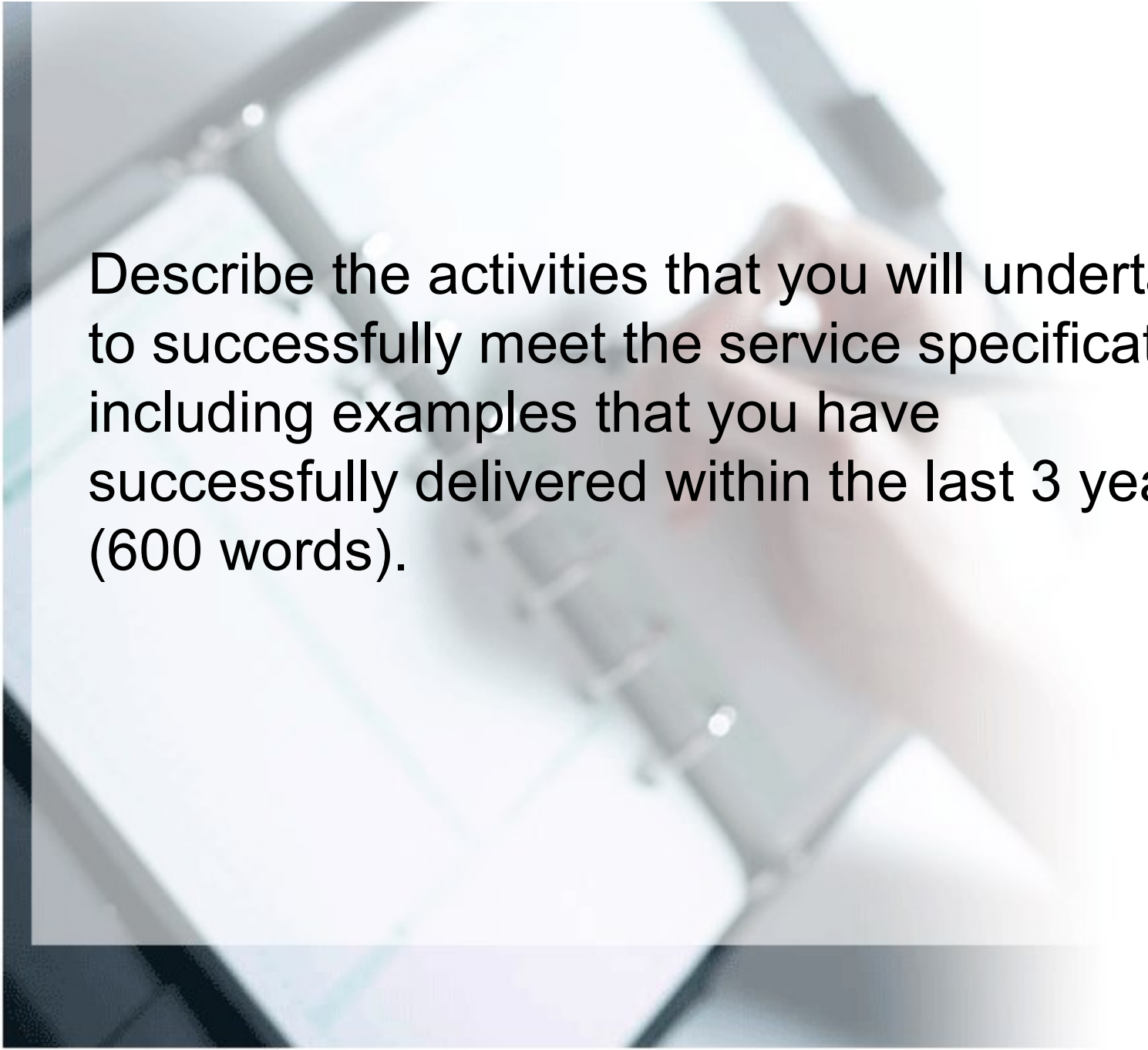
- Previous Experience
- Team and Skills
- Technical Ability and Operational Procedures
- Cost and Value for Money
- Contract Management
- Quality
- Risk
- Added Value

Dealing with Qualitative Questions

What are qualitative questions?

- They are used to differentiate you from your competitive
- They are a chance for you to demonstrate why you are the right supplier or contractor
- They are the questions which often carry large marks

- 
- A blurred background image showing a person's hands writing on a document with a pen. The image is overlaid with a semi-transparent white box containing the text.
- Consider the objectives of those procuring the service
 - Why is the question there?
 - What do they want to know?
 - How can you evidence what you are saying?
 - Quality of the writing
 - Is it logical, concise and grammatically correct?
 - Is it easy to read?
 - Have you followed the guidelines (word count)?
 - Have you answered the question?



Describe the activities that you will undertake to successfully meet the service specification including examples that you have successfully delivered within the last 3 years (600 words).

Presentation

- Keep it simple
- **Bold** your subsections:

Data Protection:

We are registered with the information commissioner (registration number Zxxxxxxx). In addition we have comprehensive policies addressing the issue of confidentiality and data security including:

- Code of confidentiality
- Information Governance Policy

Equality & Diversity:

We pay due regard to our obligations under the Equality Act 2010 as outlined in our Corporate Equality Policy. We achieve the Public Sector Equality duty by...

Language

- Use direct sentences:

~~We were joined, in 2014, by an experienced medical professional following extensive recruitment which resulted in 37 applications with John Doe successful amongst them.~~

John Doe joined the practice in 2014 following extensive recruitment. John is an experienced medical professional...

- Language should be formal with a subtle selling tone

What is 100%?

“- Excellent, addresses **all** issues raised and/or a **thorough understanding** of the requirements.

The response is **well evidenced** and is of a quality and level of detail and understanding that provides certainty of delivery and permits full contractual reliance (where applicable).

Fully identifies any **system/stakeholder benefits** with strong evidence/rationale”

What is 50%?

- “**lacking** reliable substance”
- “more of a ‘model answer’ than a **true commitment**”
- “**limited evidence** or rationale”

Review

- Systematically review content against feedback
- Check the specification against each response
- Has every question received a response – have you used examples where possible?
- Review Mandatory and Discretionary responses

A person's hand is shown writing on a document with a pen. The image is semi-transparent, allowing text to be overlaid. The text is contained within a white rectangular box with a thin black border. The background is a light blue gradient.

Review

- Proofread
- Use the Critical Friend
- Amend
- Repeat

Amend, repeat, submit

- Allow lots of time
- Upload generic documents early
e.g. Policies, Certificates
- Save, save and save
- Check for acknowledgement

Post Tender - Feedback

- Celebrate, and/or
- Collate feedback
- Save your tender
- Begin two databases:
 - 1 - Content
 - 2 - Feedback

Common mistakes made

- Simple administration failures such as not signing the tender
- Late delivery or delivery to the wrong person or place
- Not following instructions
- Not answering the questions
- No evidence offered
- Poor presentation
- Not following the number system
- They are not competitive

Conclusion

- Do not be intimidated
- Plan and commit resource
- Be systematic
- Don't simply describe your service, describe how your service perfectly fits their requirements
- Think added value and innovation
- Check the Spec!



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