

The Suite of Tendering Support Services Available from TfC

We aim to be your specialist department which is available when required to meet your tendering and procurement information, training and support requirements

The Tendering for Care (TfC) – suite of services was launched in May 2005 by Project Development and Support Ltd., which, since 1998, had had considerable success in writing bids for ESF, ERDF, the National Lottery, etc. Over a seven year period the company secured £18.3 million for its customers. TfC was devised to help customers in the health and social care sectors respond to the demands of the new funding environment resulting from EU Procurement Directive 2004/18/EC. Our range of customers covers all areas of public contracting in health, medical and social care, and housing. Our team are members of the Society of Procurement Officers and an Affiliate Member of the Chartered Institute of Purchasing and Supply (CIPS) in recognition of the length of practical experience in tendering and procurement management.

The suite of services offered by TfC are professionally designed specifically to help service providers of all kinds, and sizes to tender successfully for public sector contracts. All services are delivered in the strictest confidence. A Conflict of Interest policy covers all tender preparation and review services which we operate on a “first come” basis. Once we have agreed to prepare or work on a tender for one provider then we will not accept a contract to work on that same tender for any other provider.

TfC is actively engaged in the management of the tendering and procurement process for public sector agencies, also in the appraisal or live tenders. We are therefore uniquely placed to know exactly what purchasers are currently looking for and what makes an excellent, high scoring tender. The services have been spectacularly successful. With the total value of contracts awarded during 2013 amounting to over £131m.

Preparing Competitive tenders. TfC tender authoring service provides a complete tender preparation service working with you to prepare the best possible tender based on the information which you provide. We operate under strict confidentiality and Conflict of Interest policies so that you can be sure that the information which you share with us will be respected at all times.

During the process we will:

- go through the tender documents with you and plan the actions required by both parties for the tender to be submitted on time;
- provide a checklist of the documentation, records, reports and information necessary to submit a competitive public sector tender. You agree to provide us with all documentation and evidence requested. Advice will be given as to how any gaps in the documentation or potential problems might be mitigated;
- agree the strategic approach to meeting the purchaser's requirements as set out in the specification;
- prepare drafts under your instructions to ensure that the tender accurately reflects your business approach and the methodology to be used to deliver the contract thereby ensure that we comply with the requirements of the Misrepresentation Act 1967;
- submit drafts as agreed for consideration and approval of the content and claims made.

The draft is submitted to you as and when agreed for checking, signature and submission to the purchaser in order to meet the deadline.



TfC tender review service rather than outsourcing the authoring of your tenders you may prefer to draft your tender and subject it to external review prior to submission. You may also want to learn from a full review of an earlier, failed tender. Your tender is reviewed by an expert with current experience of managing the procurement process. Many have found that tender review is a powerful tool which has not only proved to be very successful, but also provided an excellent learning process which has formed the basis of later success. The review process therefore can significantly improve the quality of your overall quality of the tenders you submit and significantly increase their competitiveness.

In our reviews we make suggestions to help you to ensure that you comply fully with the requirements of the purchaser and the specification. We also make suggestions as to how to meet the technicalities involved in current tendering requirements.

The numbers of tenders reviewed means that we are well placed to know exactly what turns a good tender in to one which is excellent. There are a number of options for this service, the most popular being:

- A review of one answered question;
- A review of the documentation at an early stage setting out guidelines for the requirements; followed by review of one answered question, then a review of the completed tender or PQQ

Prices for this service are based on a day rate of £900 + VAT and start at £450 + VAT

The TfC documentation review – this review of considers your documentation which is required for submission with the PQQ at the selection phase and the evidence which is available to support statements made in the Method Statement. It is normal practice for policies to be scored; increasingly this is being done on a "pass/fail" basis. This means that the failure of a single policy to meet the required standard can lead to exclusion from the entire process. We will review all of your company's policies and procedures which are essential to your tendering success. Where documents fail to meet the requisite standards we will suggest possible course of action. Ideally this review should be undertaken well in advance of the anticipated date of publication of a tender.

The TfC mentoring service – provides you with flexible support when you need it from a tendering expert. This is a well-established service which is used widely by our existing customers. The service is available on an hourly basis can be used by telephone or email to consider any tendering or procurement related matter. This service is frequently used by those providers who feel that there may be a reason to challenge the purchaser's decisions. The service is available by telephone and/or email. We may use telephone conferencing if a number of staff are involved in questioning, decision making or preparing the tender. You may choose to purchase a number of hours in advance to be used as needed. We keep a record of time used which can then be topped up as necessary.

TfC Compliance monitoring and challenging support – if, during the tendering process, the purchasers behave in a manner which is not fair or transparent or fail to treat you equally with other tenderers or to comply with current Regulations, you may have grounds to challenge their decisions. This can lead to a range of decisions without going to court. There can be the possibility of contracts which have been awarded being rescinded by the courts. You may even be able to claim substantial damages if the purchaser has not complied with the law. Recently, punitive damages of £60,000 were awarded by the courts over a failure to comply with competition law in the award of a contract with a total value of £34,000. It is not just the big companies who are following the challenge route where errors in compliance have been made.

Public sector procurement is very highly regulated. Moreover European and UK case law bring in new legal compliance requirements on an almost weekly basis. This means that the number and range of compliance requirements are also increasing. The compliance rules increased even further in December 2009 and again in 2011 through the EU Directive and the Public Contract Regulations.



Sometimes action must be taken very quickly if it is to succeed, this can amount to within a given number of hours. Where action is measured in days, this is not “working days” but calendar days. These rules are no respecters of weekends and Bank Holidays!

Often a challenge in the form of a letter indicating that legal action is under consideration and might be taken is sufficient to achieve a result. At a later stage TfC can help you to reduce your legal fees or avoid paying them altogether, by giving you an initial indication of whether or not it might be worth consulting a specialist procurement lawyer and setting out the possible grounds for pursuing a legal challenge. Support, including letter drafting when required, is available on an hourly basis. Providers may purchase a number of hours in advance to be used as needed. We keep a record of time used which can then be topped up as necessary. During 2013 we helped 32 providers to challenge, none actually went to court, one led to the withdrawal of the contract award within 24 hours and our customer went on to be awarded the contract. If necessary an introduction to a firm of procurement specialist solicitors is possible.

The TfC Due Diligence Appraisal (Organisation Review) for tendering – this is the process through which the purchaser assesses your capacity and capability to enter into a contract to provide services to the public sector as specified. A number of aspects of your company are reviewed alongside the PQQ and various areas of compliance are checked both at selection and award stage. As a result of these checks decisions are taken as to whether or not your tender will be allowed to proceed in the appraisal process. Some of the decisions will be on a “pass/fail” basis. It is essential for your tendering success that you consistently score well and pass all elements of the due diligence appraisal. The TfC Due Diligence Appraisal will review your company using the techniques and systems used by public sector purchasers when appraising your tender. We will report on your company as it is likely to be viewed; suggest where gaps and deficiencies should be addressed and improvements might be made or where mitigation may be possible and helpful to your tendering success.

Consultancy Day Rate – the prices for the above services are negotiable and are based on a day rate of £900 + VAT for non TfC Members. Please contact us for a quotation.

The TfC Consortium Development Programme – as specifications become bigger and broader encompassing a range of disciplines you may find it necessary to sub-contract aspects of the tender to another supplier; be invited to be a sub-contractor to provide services as part of another tender; tender as part of a consortium; merge with another company or organisation; or otherwise work collaboratively for tendering purposes. The four stage TfC Development Programme will help you to ensure that you avoid the many pitfalls which are already being associated with collaborative activity in the tendering context. The programme helps you to undertake the necessary checks and put in place the agreements which are essential for your success in this type of tendering. Prices start at £4,000+VAT.

Staying Ahead – and upDATE are two weekly e-journals designed to keep subscribers up to date on new procurement regulations; changes in the law and new and developing trends in compliance requirements; national and local government initiatives and information for Managers and procurement professionals in the health, medical and social care sectors housing associations and similar providers. The journals have proved to be invaluable in helping providers to identify current government thinking including policies and strategies; see how local authorities are developing policies, in particular with regard to both cuts and spending; and understanding regulations and case law as they develop. As a result providers understand the systems and approaches they need to put in place in order to maintain their competitive edge.
Annual Subscription £120 + VAT

TfC Training for Tendering – we offer a nationally acclaimed, comprehensive series of training courses either as open events or for your own Directors; Senior Managers; Managers; and other staff. Over 9,000 people have attended this training since January 2007. In 2008 TfC received a National Training Award in recognition of the quality of the training provided and the evidence



that it was having a real effect. We provide courses in online and face to face formats as well as in open settings Full details of the courses which are available can be found in the Training section of this website and on eventbrite at <http://www.eventbrite.co.uk/o/tendering-for-care-3792528155>

A purchaser said of a tender authored by TfC:

This tender is a master class on how a tender should be prepared

A provider said:

Many thanks for all your help in guiding us from what were PQQ difficulties to such a huge and significant win for our organisation I think this is evidence enough of the huge impact you have had on us and our tendering success.

Please contact us to discuss your precise requirements and for a quotation :

- telephone on – 01529 57501
- email on – info@tenderingforcare.com
- fax on – 01629 584972
- post at – 30 Gritstone Road, Matlock, Derbyshire, DE4 3GB
- Public recommendations can be found in the “recommendations” section of LinkedIn at: http://www.linkedin.com/profile/view?id=95611481&authType=name&authToken=EAUK&locale=en_US&pvs=pp&trk=ppro_viewmore

