



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 health, social care, housing, consultancy, etc. Consultants 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 which TfC offers are confidential and professionally designed specifically to help health and social care service providers of all kinds, housing associations, RSLs and consultants to tender successfully. TfC is actively engaged in the management of the tender process for public sector agencies, also in real tender appraisal. 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 273 contracts awarded to customers during 2009 and contracts worth a total of £13.3 million awarded during the first 10 days of December 2009 alone.

Preparing Competitive tenders. TfC tender authoring service provides a complete tender preparation service working to your requirements. We operate under a Non Disclosure Agreement to ensure confidentiality. WE also ensure that we avoid conflict of interest. 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 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;
- submit drafts as agreed for consideration.

The final draft is submitted to you 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. The tender review by an expert with current experience of managing the procurement process and actual tender appraisal is a powerful tool which has proved to be very successful. The process can significantly improve the quality of your tender and increase its 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 reviewed 673 pre-submission tenders during 2009, and many more as part of the tender appraisal and selection process. This means that we are well placed to know exactly what turns a good tender in to one which is excellent. For this service you may choose from three options:



- review of one answered question ;
- review of the completed tender;
- review of one answered question at an early stage followed by review of the completed tender

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 tender related matter. It is available on a telephone conferencing basis if a number of staff are involved in preparing the tender. You 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.

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 comply with current Regulations, you may have grounds to challenge their decisions. This can lead to decisions, even contracts being annulled by the courts. You may even be able to claim substantial damages. 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 through the implementation of the EU Remedies Directive. Sometimes action must be taken very quickly if it is to succeed, the Regulations say within a given number of hours. Often a challenge in the form of a letter implying that legal action might be taken is sufficient. 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 lawyer and the possible grounds for pursuing a legal challenge. Support, including letter drafting when required, is available on an hourly basis. Companies 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. If necessary an introduction to a firm of procurement specialist solicitors is possible.

The TfC Due Diligence Appraisal 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 improvements might be made or mitigation may be possible and helpful to your tendering success.



The TfC 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.

Staying Ahead – is a weekly e-journal designed to keep subscribers up to date on new procurement regulations; changes in the law and new and developing trends in compliance requirements. The journal has proved to be invaluable in helping companies to identify systems and procedures which need to be put in place at an early stage and thereby 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 7,000 people have attended this training between January 2007 and December 2009. In 2008 TfC received a National Training Award in recognition of its quality and the evidence that it was having a real effect. Full details of the courses can be found on the TfC website:

www.tenderingforcare.com Please click on the heading "TfC Courses in Tendering"

Tendering and Procurement Practice – the TaPP Course is the only professional qualification for people specialising in tender preparation. It is accredited by the Open College Network (OCN) at Level 3. The course is delivered by teleconference over 27 weeks and requires between 60 and 90 hours of learning time. Students may join an open course, or courses can be arranged for the staff of individual companies. All of the students on the pilot course achieved a pass. These included staff from organisations such as Leonard Cheshire, Age Concern, Dimensions, Creative Support, etc. Details learning outcomes and costs can be found on the course website: www.tappocn.org.uk

A purchaser said of a tender authored by TfC:

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

A Customer 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.

We can be contacted prices and further details by:

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