



CADW'R BUDD YN LLEOL
KEEPING THE BENEFIT LOCAL

Common Tender Faults & Assistance Available

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1.0 Introduction

1.1 Utilizing a report produced by the “Tender Review Service” at Bangor University Gwynedd Council has created this short guidance document to highlight the common errors and misconceptions that are resulting in capable businesses/ enterprises losing out on tender opportunities. By improving the understanding of tender processes and related requirements we aim to eliminate these errors.

2.0 Resources and Time

2.1 The submission of tender applications is often not given the necessary resources and time (particularly in the PQQ stage) and can be delegated to junior staffs that do not have knowledge or experience to accurately represent the provider/suppliers capability to deliver the brief. Senior/experienced staff must allocate the required resources to ensure accurate representation.

2.2 Weightings for specific sections/questions are often not fully considered. As a result the required time, resources are therefore detail is not provided in the required areas.



3.0 Structure and Organisation

3.1 A number of tender applications lack structure and organisation which makes it difficult for evaluators to access key information. Consider using:

- a) Regular sub headings to target specific questions or aspects of the brief.
- b) Standard templates to deliver similar information e.g. staff details, case studies etc.
- c) Numerical numbering of paragraphs i.e. 1.1, 1.2, & content pages.

3.2 There is often a misunderstanding of the difference between PQQ (Pre Qualification Questionnaire) and ITT (Invitation to Tender) stages and therefore the information required. To clarify you need to provide:

PQQ: Details of relevant experience and qualifications to evidence capability.

ITT: Details on contract delivery i.e. methodology, price, time etc.

4.0 Common miss-conceptions:

4.1 Do **not** assume that answers/details given in previous sections (PQQ and ITT) or to previous questions within those sections will be considered in the evaluation of subsequent sections/questions i.e. assume different evaluators are scoring each question and provide all relevant information to respond fully to each question/section even if this means some repetition of information.

4.2 Do **not** assume that the evaluator(s) can utilise any personal knowledge of your organisation/company to score tender applications. Regardless of previous working relationships or knowledge of the tendering organisation by law evaluators can only score the written information provided in the tender documents.

4.3 Do **not** assume that there will be an opportunity to provide additional information or verbally discuss the submission within the contract evaluation process i.e. do not include statements such as "happy to discuss further" or "additional information can be provided on request". If it will strengthen your bid provide additional information as an annex and consider expanding or re-wording sections you feel may require clarification.



4.4 Do **not** assume tender evaluators have a vast knowledge of the sector/field. Explain why specific qualifications and previous experience will benefit your ability to deliver tender requirements especially when you provide details that exceeds the brief requirements.

4.5 Do **not** interpret questions literally i.e. give consideration to what information would benefit evaluators. An example would be “give detail on your supply base”. A response to this question needs to be more than just a list of your suppliers, consider how and why these suppliers were selected, how you will manage and monitor these suppliers etc.

5.0 Evidence

5.1 The evidence provided to support statements on the providers/suppliers ability/experience to deliver the contract brief often lacks detail on the date previous work was carried out, the length and value of contracts and client details. Tenders should also consider including testimonials or client ratings. Often only a description of the work is given which does not evidence capacity to deliver contracts of the required scale or the quality of the work previously delivered.

6.0 Team information

6.1 A number of submissions lacked:

- a) Information on Individuals' roles and responsibilities and the management structure employed (who does what and when). Information needs to give evaluators confidence that individuals with the required skills and experience will be allocated to the appropriate tasks, with the necessary resources and time to deliver the requirements of the brief.
- b) Clarity/detail on the experience gained by team members on previous contract and previous employment that will be beneficial.

6.2 A common flaw is where submissions include generic CV's with irrelevant information to the brief which reflects poorly on the tendering organisation. Contextualising information so only relevant skills and experience are highlighted will make it easier for evaluators to identify key information and therefore showcases the tenderers understanding of the brief.



7.0 Contract Management and Methodology

7.1 Detailing the methodology utilised to deliver the contract brief is a key area of any tender application. However information is often lacking on the following:

- i. Examples of where specific methodology has proven successful.
- ii. Details on lessons learnt from previous contracts.
- iii. Details on protocols and procedures.
- iv. Details on what relevant equipment and tools will be utilised.

7.2 Another area which often lacks the required detail is on how the contract will be managed once established. This lack of detail may give the impression that there will be a lack of control over contract delivery. Details are often lacking on:

- i. Project managers experience, expertise and competency to deliver the brief to the required cost, time and quality.
- ii. Project management qualifications held by staff.
- iii. The use of project management tools such as Communication Plans, highlight reports, KPI's, project review processes etc.
- iv. Detailed time lines:- consider using tools such as Gantt Charts.
- v. Risk management:- consider utilising risk logs to identify and evaluate the impact vs likelihood of each risk along with mitigating measures and risk ownership (show a proactive approach to risk management).
- vi. Quality management processes:- easy marks can be achieved by including a Quality Plan/Policy, be prescriptive on how quality will be ensured and is built into tender deliver rather than a reactive measure to remedy issues when they arise.
- vii. The management sub-contractors and quality of their work.



8.0 Assistance Available

8.1 Business Wales

- a) Business Wales provided a variety of support and guidance to help new and established business to be successful. This support includes:
- i. advice on successful tendering for government contracts
 - 'how to tender' workshops, 'meet the buyer' events
 - e - procurement
 - Collaborative bidding and forming consortiums
 - Information on potential tender opportunities
 - ii. equality and HR advice
 - iii. environmental management and waste advice
 - iv. international trade support
 - v. business mentoring – longer-term support and advice from experienced business people
 - vi. support on doing your business online
 - vii. general business advice
 - viii. additional workshops on a wide range of subjects including accessing business finance, international trade, recruiting staff etc.
- b) This support is free of charge to small or medium-sized enterprise (employing up to 250) in Wales. Find out more about the support offered, upcoming events etc by visiting business.wales.gov.uk. Contact: **01745 585 025**



8.2 Construction Futures Wales

This programme offers free support in most of the same areas as Business Wales through workshops and direct 1:2:1 support. The key difference being the **additional construction specific** guidance on areas such as:

- i. BIM (Building Information Modelling)
- ii. Legislative updates
- iii. Business Health Check
- iv. Business and quality management
- v. Business strategy
- vi. Accreditations e.g. ISO's and more.

Find out more by visiting <https://businesswales.gov.wales/constructionfutureswales> or contact:

- *John Humphreys (Construction Futures Wales)*
- *Mobile: 07831 515 525*
- *e-mail: john.humphreys@enterprise.uk.com*

8.3 Gwynedd Council and Local Networks

- a) In order to support potential providers/suppliers to identify, prepare, apply and deliver high quality services for the local authority Gwynedd Council's procurement department has published guidance documents and useful information on the authorities web site which includes:-
 - i. Upcoming Tender Opportunities, a Current Contracts List
 - ii. Standard Contract Terms and Conditions
 - iii. A guide to "Working with Gwynedd" and the Tendering Process

For further details visit www.gwynedd.gov.uk/procurement , phone **01286 679 213** or e-mail procurement@gwynedd.llyw.cymru.

- b) The Business Support Team of the Economic and Community Department offers business support and guidance along with possible financial support through grants and loans to:-
 - Assist local businesses to expand and grow
 - Gain additional accreditations such as ISO's
 - Encourage young people to venture into employment, self-employment.



- c) The networks below provide an opportunity for local enterprises/businesses to share information on business/financial support, training and tender opportunities etc (registration is free):-
- Gwynedd Economic Partnership www.gwyneddeconomy.info
 - Gwynedd Business Network www.gwyneddbusnes.net

8.4 Sell 2 Wales (S2W)

- a) S2W is an advertising tool utilised to advertise business opportunities with the local authority. By registering your business will receive:-
- e-mail update on business opportunities specified
 - Information on events, training/workshops, legislations etc.
 - Ability to search for suppliers and partners for joint bids.
- b) To view a short video and gain access to the site use the link below:-
http://www.sell2wales.gov.uk/video/Video_main.aspx

8.5 Federation of Small Business (FSB)

- a) Membership to the Federation of Small Businesses offers legal, legislative, business, financial and health support to its members. For more information on this support, membership fees etc visits <http://www.fsb.org.uk/wales>. To contact the local officer/branch:-
- *Ian Nellist (Branch Chairman Gwynedd)*
 - Tel:- Office 01286 673 684, Mobile:- 07775 598 957
 - e-mail:- ianandrew@inellist.freeserve.co.uk



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