



Case Study – 2011: Catering Provider tenders to Police Force

Local catering business tenders to large Police Force for the contract to run their on-site catering and canteen service.

Background

As the MD of the catering business had previous tendering experience, they were shortlisted to ITT (Invitation to Tender) stage after completing and submitting their own PQQ. The ITT document was considerably more complex and they wanted to ensure a high quality submission at this crucial stage. Tender Victory's services were engaged to provide a review and analysis of their draft ITT response document.

Problem

Whilst the catering business knew what they wanted to say, the draft ITT response document was at risk of information overload and duplication. It needed to respond directly to the stated requirements in the Force's specification.

Implementation

Tender Victory first gained a good understanding of the Force's specification. We then set about re-structuring the draft responses to the technical questions. The use of images and testimonials in relevant areas was also suggested. We ensured that we used the good content they had written, but that it remained relevant to each individual question that was being responded to. After providing detailed analysis, feedback and recommendations for editing and restructuring, Vicki then met with the MD and they finalised the layout and presentation of the tender document together.

Results

A win! The catering business won the 4 year contract.

Summary

By understanding the specification; ensuring that all responses remained relevant to the questions asked; and working closely with the MD, we were able to ensure that they submitted a polished and well-presented tender document. Both the business and the Police Force are delighted with the outcome.

August 2016