



## **Case Study – 2011: Community Care Provider tenders to City Council**

**Community Care Provider tenders to large City Council for a position on a multi-million pound framework in the north of England.**

### Background

As a start-up business, our specialist Community Care Provider had an excellent team of experienced individuals. Their approach to care provision had also been recognised as unique and refreshing by senior council executives. However, the business itself was a new start-up and the team lacked any tendering experience.

### Problem

As a new business they were unable to demonstrate that the business itself had experience in delivering the service when entering the PQQ (Pre-Qualification Questionnaire) stage of the procurement process.

### Implementation

Tender Victory recognised that from the experience of the individuals and the strong financial backing of the business that the Provider was a worthy candidate for the procurement process. We therefore formulated an approach that enabled us to demonstrate the capability of the business and the individuals that were part of it. Through careful clarifications with the Council's procurement representatives, and by working closely with the Care Provider, we were able to include the past experience of the team within their PQQ submission. We also detailed the firm standing the business had achieved through serious investment and a thorough and robust approach to policy implementation and management.

### Results

The Provider was successful at PQQ stage!

### Summary

By working closely with the Care Providers MD and questioning the team carefully, Tender Victory was able to extract their combined experience in a meaningful way that was relevant to the specification and PQQ questions.

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