



Case Study 2012-2014: Confidential Waste Provider benefits from Tender Alerts Service

Working in partnership with a Somerset based confidential document disposal and recycling service provider to improve their tender success rate.

Background

Despite retaining a client base consisting of regional Council departments, legal organisations, and medical institutes, surprisingly our client was achieving no success winning public sector contracts via the OJEU tender process. Additionally there was no formal structured approach to the management of tender opportunities within the business.

Problem

In 2012, following an initial consultation, Tender Victory completed a review of our clients bids submitted to date. We were able to identify where the client's responses would have lost points based on the methods of evaluation specified. The lack of structure in relation to the management of tender opportunities also raised concern that tenders that were suitable for the business were being missed.

Implementation

To ensure their readiness for future opportunities, Tender Victory created a bespoke bid library for our client containing a suite of documents relating to, Accreditations, Membership of Trade Bodies, Quality (ISO 9001), Security (Information and Premises), Legislative requirements, i.e. Equality and Diversity, Recruitment and Training and Health & Safety, and the Environment (including Sustainability).

We also supported and advised the client on gaining additional accreditations that would bring them increased credibility in future tenders.

To improve the management of their sourcing of tender opportunities, we implemented our Tender Alerts Administration Service. We worked closely with the client to identify the authorities and organisations that they wanted to work with, in a specific geographical area. We then registered the client with the e-tendering portals of all those organisations, using an email address monitored by Tender Victory. This tender alert service monitors for them the alerts received from all of these registered websites. Upon receipt of alerts for suitable opportunities, we inform our client of opportunities that match their business model and aspirations. We are also able to disregard opportunities that do not fit their brief, saving them the time and trouble of investigating unsuitable opportunities themselves. One such suitable opportunity referred to the secure disposal of confidential data and documents for a South West Council.

Result

By engaging our Tender Alerts Administration Service and tender writing expertise our client has won a number of contracts – most recently a 3-year contract (with a

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12-month extension period), for the secure disposal of a Council's confidential data and documents, across some 47 sites.

Summary

By working closely with the senior management team during the set-up of the Tender Alerts Administration service and also the writing of the tender responses, we obtained a sound knowledge of our clients core business, ethos and values, which enabled us to construct a highly professional and competitive bid, with an emphasis on their proven high quality service offering, credibility, capability and innovation as well as a number of other value add services. This case study has been approved by the client to whom it relates.