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Supplier Development Programme

August_08 ISSUE NO.11



Register your business now at www.sdpscotland.co.uk to be included in the Suppliers Database

1 Suppliers Register_

Register Online NOW...

The Supplier Development Programme is delighted with the response to the Suppliers Register but we would still encourage any company that hasn't already done so to register.

Only registered companies will receive our e-bulletins of forthcoming events, information updates, etc. Also, in future, only companies that have registered will be able to attend our events and receive our newsletter.

To register please go to our website at www.sdpscotland.co.uk

2 Meet the Buyer 2008_

The third annual Meet the Buyer event was held on the 5th June and proved to be the biggest yet with over 30 exhibitors and over 600 companies attending.

There were four seminars throughout the day which were all very well received. The 'Business Opportunities in 2014' seminar delivered by Derek Casey of the Commonwealth Games management team was by far the most popular with many delegates disappointed that the seminar was full. We plan to run this again and all details will be posted on the SDP website.

The presentation slides from all the seminars are available on the website – www.sdpscotland.co.uk – on the members' welcome page.

We would like to offer our gratitude to all the speakers, exhibitors and students from the Central College of Commerce who helped make the event so successful.

Thanks also to all attendees who participated in the feedback exercise and the results can be seen overleaf.

If you would like to receive a programme from the event then please email your request to sdp@drc.glasgow.gov.uk



"It was an excellent event out of which we hope to have won some valuable business as well as some useful contacts for future reference and tenders."

Ronnie Taylor, Barrhead Travel Service Ltd

"This was an excellent event, well worth attending. I learned a lot and generated many leads for following up."

Gillian Black, Eglinton

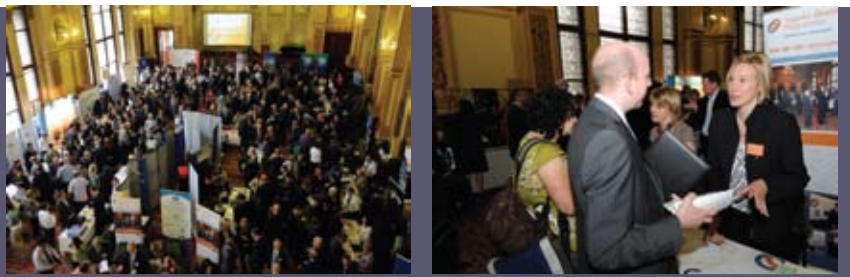
"Overall it was a very interesting and informative event."

Kathy Lumsden, Infiniti Ltd

"Overall I enjoyed the event and found it very useful for networking."

Natalie Kiernan, James Watt College

2 Meet the Buyer 2008_



Total

■ Glasgow City	277
■ South Lanarkshire	84
■ North Lanarkshire	74
■ East Renfrewshire	16
■ Renfrewshire	43
■ Inverclyde	11
■ East Ayrshire	35
■ North Ayrshire	44
■ South Ayrshire	31
■ Angus	10
■ Perth & Kinross	1
■ West Dunbartonshire	6
■ East Dunbartonshire	15
■ Other	6

Total Companies Attending By Partner Area



“Excellent programme developed over the years. Very useful to my business as a marketing consultant and a business mentor.”
David Scouller, DPS Agency

“Really enjoyed the day and found it to be very beneficial. The Supplier Development Programme creates real opportunity to discuss service provision with procurement officers face-to face.”
Scott McCrae, Underground Inspection Services Ltd

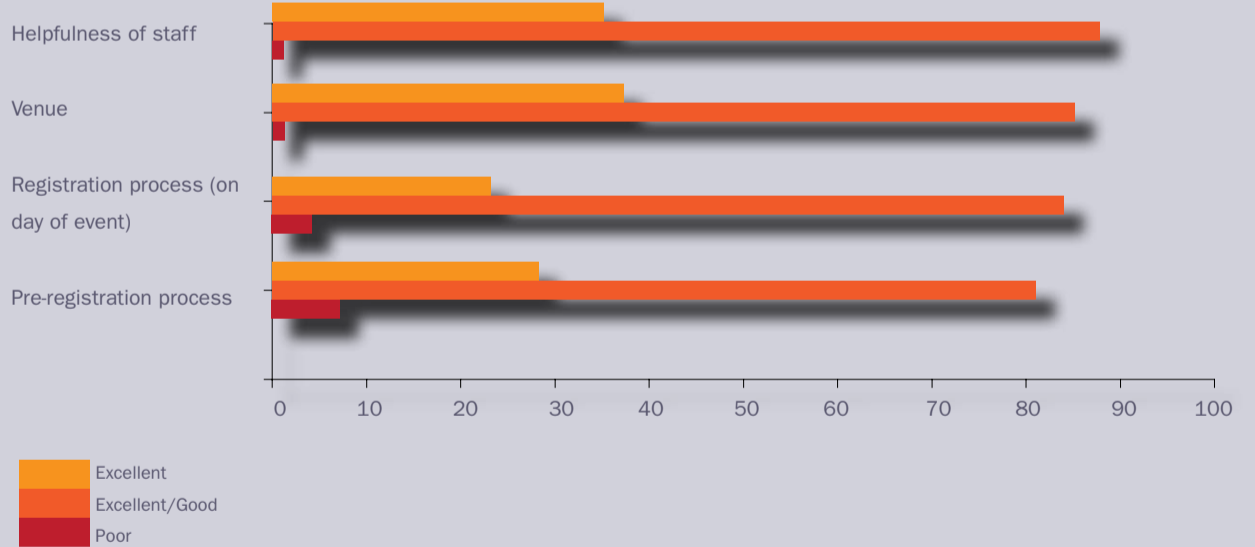
“Each event seems to improve. Keep up the good work. It has to be for the long haul as for some organisations it will be an extremely steep and long learning curve.”
Gordon Russell, GSWRA

“It was a very good event and great initiative. We registered with the SDP website five days ago and have had 16 visitors referred to our website through that means.”
Richard Stephen, Opticus

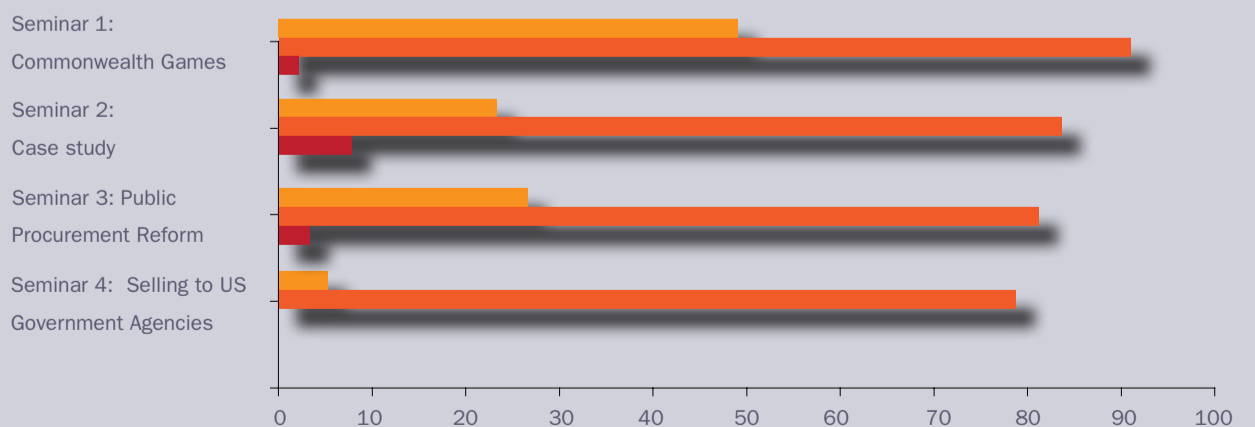
“I was really impressed by the event and the quality of the exhibitors. I believe this day could definitely benefit our business for which I thank you.”
Helen C Mitchell, Classic Lifts (Scotland) Ltd

“I found it a very beneficial exhibition.”
Don Kelly, Trophy Centre (Scotland) Ltd

Event Management



Speakers and Presentations



3 Love Me Tender - The Pioneers



Intellectual Assets Centre
realising Scotland's potential

The Supplier Development Programme has teamed up with the Intellectual Asset Centre to deliver a programme designed to get businesses to the tender-ready stage.

Held over a series of four workshops the programme showed companies how to exploit their intellectual property and use it to their best advantage in the tendering process.

The programme covered a number of topics such as compliance issues, collaboration, intellectual assets and action planning. Included in the programme was also a presentation from a procurement professional from the public sector.

'Hearing from others and their sharing of experiences was excellent.'
Joao Madeira, Global Language Services.

At the end of the programme all the attendees have a workbook of knowledge ready to use as soon as an opportunity arises.

'I found understanding the mechanics of tendering particularly useful.'
Tom Young, Knoco.

The first run of this programme has received excellent feedback. So look out for information on future dates.

Forthcoming Events				
A Guide to Public Procurement	Dewars Conference & Leisure Centre, Glover Street, Perth PH2 0TH	2nd September 08	10am – 12pm	Contact Isobel Scott at Iscott@pkc.gov.uk or telephone 01738 477949
Love Me Tender	Horizon Hotel, The Esplanade, Ayr	3rd September 08	10.30am – 2.30pm	Contact Calum McPhail at Calum.McPhail@south-ayrshire.gov.uk

More details can be found on the website at www.sdpScotland.co.uk

ZMARCHITECTURE

4 ZM Architecture Case Study

History of company

ZM Architecture Ltd was formed in 2004 by directors Peter Richardson and Nick Blair following the merger of McGurn Architects & Zoo Architects.

Nature of your business

ZM Architecture is an architectural practice operating in both the public and private sectors. Central to the philosophy of the practice is the belief in the creation of architecture that does not reflect a house style but is influenced by a sensitive response to context.

Our work is rooted in a thorough understanding of client requirements, content and programme. We pride ourselves on being responsive to client needs; we are enthusiastic about design, responsive to commercial pressure and sensitive to environmental issues.

What is the company history in public sector tendering?

McGurn Architects & Zoo Architects, who merged to form ZM Architecture, had strong roots in providing architectural services to the public sector, having completed many relatively large, high profile projects.

At ZM one of our key business aims is to increase our exposure to public sector contracts. We have tendered and won a number of contracts, most notably the Glasgow School of Art Mackintosh Conservation & Access Project.

Where we have been unsuccessful we always seek feedback. Initially this identified that we were generally within the top 50% of the returns. However we are now being advised that we are normally in the top 25%, missing the shortlist and ITT by only a fraction of a percentage in some cases.

What has been your experience of the procurement process and is there anything you would like to change?

Our experience of submitting PQQ is that they can require very detailed and very specific responses. They are therefore often very time consuming. We have developed systems to allow us to be efficient in preparing these, while ensuring that we give specific and bespoke responses. We would however prefer to see some of the more detailed questions reserved for the ITT stage.

What are the main benefits to your business of being part of the Supplier Development Programme?

While we have not made any radical changes to our business and the way we tender as a result of the Supplier Development Programme, it has increased our knowledge and awareness of the formal processes and methodologies by which public sector procurement is carried out and it has increased our confidence in the quality of our own submissions. It has undoubtedly brought value to the business.

Any top tips?

Make sure you answer the question and just keep going.

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Email address: richard@zmarchitecture.co.uk
Website: www.zmarchitecture.co.uk



Glasgow School of Art Mackintosh Conservation & Access Project

5 Knoco Ltd Case Study



History of company

The company was formed in 1999 by former members of BP's Knowledge Management team. Since then it has been providing consulting and training services in knowledge management to some of the world's biggest companies, many of whom are household names.

Nature of your business

We specialise in the practical application of knowledge management or know-how. Knowledge management is a cultural change process that empowers the company to manage what they know for competitive advantage.

What is the company history in public sector tendering?

Knoco Ltd has very limited experience of working with the public sector. For this reason it has sought out a partner with whom it has recently formed Pikoli, a LLP aimed at delivering knowledge management to the public sector.

What has been your experience of the procurement process and is there anything you would like to change?

The Love Me Tender course outlined the large amount of effort that was required to prepare to tender to the public sector. We have recently completed a tender to the EU and it has been by any measure the most time consuming, labour intensive tender we have ever completed. It cannot be over emphasised how much effort this has taken us. We have tendered to companies all over the world in very many industries and have never had to put the amount of effort into a tender that we have for this EU one.

It would be very interesting to take the number of companies who submit a tender, sum the effort that we have all expended and see what level of business effort is being expended on just one EU tender.

Fingers crossed, it will be worth all the effort and we will win the contract.

What are the main benefits to your business of being part of the Supplier Development Programme?

It was only on attending the Programme that we started to understand the sheer level of effort that any company has to expend to tender to the public sector. At least by participating in the Programme we have a better understanding of what to do and possibly why. But the question still remains in my mind; why is so much business effort being expended on tendering to the public sector? For example, if we spend 80 hours preparing a tender and 40 companies submit a tender, industry has expended 3,200 hours on just one tender.

Any top tips?

Be very - and I mean very - clear what the business benefit to your organisation will be, working with the public sector, because the tendering exercise will consume huge resources. Why else would there be companies out there offering to create and submit tenders on your behalf? They know the amount of effort it takes and the investment. In one example that I can think of they want a fee plus a percentage of the contract value. Doing business with the public sector is something that every company should consider. Just be aware of the very high level of effort (and it's your money that is being spent doing that!) that is required to submit just one tender.

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Business: Knoco Ltd
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Website: www.knoco.co.uk



Tom Young of Knoco Ltd

6 Ask the experts_

Q Can a public authority justify not providing a FOI request under section 33 1(b) of the Act, particularly in relation to the winning submissions in a tender?

Joao Madeira
Global Language Services Ltd

A Yes. Authorities are allowed to withhold copies of winning submissions under this part of the freedom of information rules where disclosing a copy could substantially prejudice the commercial interests of any person e.g. the winning bidder. Before refusing disclosure, an authority must also consider whether it is in the public interest to do so.

Previous decisions of the Scottish Information Commissioner about tender submissions indicate it is acceptable to withhold information which affects a winning bidder's ability to compete e.g. pricing structures, unique methodologies and software tools. However, some bids may not be sensitive, either because of the passage of time or because they concern the supply of standard products and disclosure of this type of bid has been required. If you are unhappy with an authority's decision to refuse an FOI request, you can request an internal review and if you remain unhappy with the review outcome you can appeal to the Information Commissioner.

<http://www.itspublicknowledge.info/homeScottishInformationCommissioner.asp>

Authorities also have obligations under the procurement rules to disclose limited information about winning bids at the start of the so-called standstill period and slightly more information if bidders subsequently request it.

David McGowan
Maclay Murray & Spens LLP



mms maclay murray & spens LLP

If you have a question you would like to put to our panel of experts then please email to sdp@drs.glasgow.gov.uk

Michael Dean, David McGowan and Johan Sahl are part of the procurement team within Maclay Murray & Spens LLP. They advise both public and private sector clients on all aspects of procurement law.

Eddie Regan is Senior Procurement Consultant with BiP Solutions and frequently assists public and private sector organisations with clarification and interpretation of EU directives and a wide variety of legislative issues.

Answers will be published in b-link. We look forward to hearing from you.



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