

# **Annual Report** **2018/2019**





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## Introduction to Supplier Development Programme

The Supplier Development Programme (SDP) is a business support initiative using training and information to improve the competitiveness of local businesses.

SDP is a partnership of Local Authorities, Scottish Government and other public bodies that works together to bring micro, small, medium and supported businesses that are based in Scotland support in all aspects of tendering. By assisting businesses to become tender ready for public procurement, SDP improves all-round efficiency, sustainability and market potential.

By helping businesses become more able to tender for contracts, SDP improves their prospects when competing in Scotland, where there is an annual public sector spend of £11 billion, and throughout the rest of the UK, where there is an annual public spend of £240 billion. SDP delivers this support through numerous free training and events held across Scotland throughout the year, face-to-face and virtually through webinars.

### **SDP's key objectives are to:**

- Raise awareness of opportunities arising from public sector spend;
- Provide training and support on all aspects public sector tendering;
- Improve the tender readiness of local suppliers through early intervention;
- Support SDP member organisations to meet the Sustainable Procurement Duty; and
- Promote links and integrate with other government business support services.

# Welcome from the Chair

Councillor Heather McVey



As the new chair of the Supplier Development Programme, I am delighted to introduce the 2018-2019 Annual Report.

Taking forward our "Team Scotland" approach in a new

operational direction, in 2018 SDP has been working with procurement teams and economic development departments within local authorities to introduce a new model of "early engagement" to more effectively align upcoming tender opportunities with dedicated training opportunities for SMEs and supported businesses. This has shown to further connect local businesses to potential contract opportunities.

This year, we were delighted to pilot a Meet the Buyer North event, which was held in Inverness in September 2018. This welcome and much-needed additional event complemented our national Annual Meet the Buyer, which is the largest free procurement event of its kind in Scotland, and was delivered in June 2018. These two large Meet the Buyer events offer a unique opportunity to connect buyers and suppliers, and through our North event, the Supplier Development Programme is delighted to now offer dedicated support to businesses in the Highlands and Islands of Scotland.

The SDP Team, four members of staff who have a national remit, has worked diligently to take forward the vision and work plan that the SDP Board, our Members and Scottish Government have shaped over the last year. This hard work and determination by the Team to deliver a unique service, connecting the important requirement of local authorities to meet the Sustainable Procurement Duty and engage with Scottish SMEs, while also improving the capability of Scottish SMEs to grow their businesses through tendering for public sector opportunities, is unparalleled by any other support organisation. Hosted by South Lanarkshire Council on behalf of all 32 Scottish Local Authorities, the SDP Team is well placed to continue to deliver ever-improved results as we look forward to 2020.

Finally, on behalf of the Supplier Development Programme, I offer my thanks and genuine appreciation to the outgoing Chair of the SDP Board, Councillor Tony Buchanan. He has done an outstanding job in shaping this organisation for the past two years to what it is today. The Programme depends on leadership from the Board to advance open contracting in Scotland, to ensure that SMEs are more easily able to find, win and keep public sector contracts. I look forward to working with Local Authorities, Member organisations and businesses in Scotland to continue this work over the next year.

# Working together and early intervention

Gillian Cameron, Programme Manager



We thought the previous year was fast and busy, but 2018/19 topped that, with our Meet the Buyer events exceeding all our expectations! Thank you to all our members who participated and made the events so successful.

Early in 2019, we enhanced the SDP core team with a stronger remit on marketing and social media and this has helped propel SDP into the social media limelight, increasing awareness of our services to both the public and private sector. (I trust you are following us on Facebook, Twitter and LinkedIn!)

SDP has an opportunity, backed by growing public body support, to transform supplier awareness of public sector opportunities and how to do business (through tendering), to subsequently demonstrate its significant value to the wider public sector.

By building home-grown SMEs' tendering capabilities, we support local employment and retain wealth locally, and this in turn

can help develop indigenous supply chains. SDP has in this year worked extensively and collaboratively with many of our members to adopt an "early intervention" approach, ensuring that we raise awareness of contract opportunities and train suppliers in advance of the tender being published, to give them a head start in what is often seen as a complex process.

In working proactively with our public sector members, and by capturing the SME story from the beginning to the end, we are able raise awareness of the benefit a business can gain from delivering to the public sector, and ultimately demonstrate SDP's capability to align training at the critical stages of the tender process to improve suppliers' understanding of the tender process and deliver better bids. Through the progressive procurement of goods and services, we can help develop the capability of local suppliers that are likely to support local employment, and thus retaining more wealth locally. Our inclusion in the Scottish Government's Economic Action Plan 2018-19, reinforces its commitment to the on-going development of SDP and the support we can offer.

# Our Board

The Supplier Development Programme is led by its Board, which is composed of the following representatives:

- Councillor Heather McVey : Chair
- Councillor Peter Henderson: Vice Chair
- Councillor Anthony Buchanan
- Peter Reid
- George Sneddon
- Jackie Hill
- Stuart Jamieson
- Councillor Collette Stevenson
- Paula Deegan
- Karen Lawson
- Diane Beattie
- Councillor Andrew Wood
- Councillor Gordon Jenkins

## **Ex-officio**

- Scott Bell
- Gillian Cameron

## **Secretary to the Board**

- Elizabeth Bailey

North Lanarkshire Council  
South Ayrshire Council  
East Renfrewshire Council  
Falkirk Council  
Fife Council  
Glasgow City Council  
Inverclyde Council  
South Lanarkshire Council  
Edinburgh City Council  
Dundee City Council  
Moray Council  
Dumfries & Galloway Council  
East Ayrshire Council

Scottish Government  
SDP Scotland

SDP Scotland

# Supporting our Members

The Supplier Development Programme is made up of a micro team of four, which provides a fully managed service including:

- Member and wider stakeholder engagement;
- Procurement and management of the delivery of training via the framework of trainers;
- Consistent, high quality course materials;
- Supplier engagement/training events booking and co-ordination service;
- Creation and delivery of a range of webinars and policy workshops; and
- SDP representation at key procurement/business group meetings, exhibitions and events.

In addition, the team manages the Programme finances, national marketing and social media, website content management and delivery of training nationally.

SDP provides a full secretariat service to the SDP Board and various management groups, coordinating the diaries for all the various SDP group meetings, as well as the administration for the full programme of events. This also includes providing monthly, quarterly and annual reports as per the requirements of the SDP performance framework. The SDP Team also provides desk-based assistance, as well as event support in person, to regional officers and membership organisations.

## Affiliate Members



## Corporate Member





## Our Members







# 2018/2019 IN NUMBERS

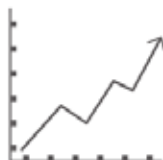


**1,879**

SMEs in Scotland Joined the Programme

**13,318**

Cumulative Total of  
Registered Businesses



**8% Increase**

in Businesses Registered  
since 2017/2018

**3,308**

Total Attendance  
at Face-to-Face  
and Webinar Training



**2,761**

Unique Businesses  
Attended  
SDP Training



**117**

Events in Total

**69**

Face-to-Face



**26**

Webinars



**27**

External Events

## Supplier Registrations

Working with both existing and new member organisations, SDP has continued to promote registration to SDP through a multi-channel approach, including attendance at various business exhibitions, speaking at key events, promotion on the Public Contracts Scotland website, utilising social media and via SDP regional representatives.

In 2018/2019, 1,879 new businesses registered with SDP, bringing the cumulative total to 13,318 business registrations from across all local authority regions in Scotland. This shows an upward trend of more than 11% from the previous year.

This trend for new registrations from all council areas highlights that SDP continues to be a national Programme that reflects

the commitment of the SDP Team to working in partnership with SDP members to help grow sustainable and inclusive growth, through access to public sector spend opportunities.

Glasgow City Council and North Lanarkshire Council each accounted for 16% of new registrations, followed by City of Edinburgh with 11%, South Lanarkshire Council with 6%, and newcomer Highland with 6%, which supports a correlation between holding a dedicated Meet the Buyer North event and registration with SDP. North Lanarkshire Council's extreme increase in registrations is also related to two early engagement training events for an interim contract for Early Learning and Childcare in March 2019.

### Table 1: Total registrations to SDP in 2018/2019

Full figures on number of registrations in each region are as follows:

Council Area	Companies Registered in 2018/19	Council Area	Companies Registered in 2018/19
Glasgow City	304	Dumfries and Galloway	34
North Lanarkshire	297	East Dunbartonshire	34
City of Edinburgh Council	206	Scottish Borders	32
Highland	115	East Ayrshire	31
South Lanarkshire	111	East Renfrewshire	28
Fife	64	East Lothian	27
Falkirk	57	Moray	26
South Ayrshire	49	West Dunbartonshire	21
North Ayrshire	46	Angus	18
Aberdeen City	44	Clackmannanshire	18
Aberdeenshire	43	Inverclyde	16
West Lothian	42	Argyll and Bute	10
Stirling	41	Orkney Island Council	6
Perth & Kinross	40	Comhairle nan Eilean Siar	5
Midlothian	38	Shetland Council	3
Dundee City	37		
Renfrewshire	36		
		<b>Total</b>	<b>1,879</b>

## Events

### Totals and Location

From April 2018 to March 2019, SDP delivered 69 face-to-face training events, 26 webinars and supported 27 external events.

The largest number of training events were run in the Glasgow region, followed by Fife. City of Edinburgh, Scottish Borders and Dumfries and Galloway each ran five training events in 2018-2019.

**Table 2: Number of events in 2018/2019**

#### External and Partner Events

Quarter	Direct training		Additional Events	
	2017/18	2018/19	2017/18	2018/19
1	32	32	13	6
2	25	17	12	4
3	26	21	13	8
4	22	25	12	9
<b>Total Events</b>	<b>105</b>	<b>95</b>	<b>50</b>	<b>27</b>

The Supplier Development Programme Team exhibits and speaks at many exhibitions and events throughout the year to inform and engage with buyers and suppliers across Scotland. Often, exhibitions and presentations detail the support available through the SDP website, training and events that SDP offers, and general information on the procurement landscape in Scotland. Typically at these events, SDP staff interact with at least 20 businesses, and certainly at some of the larger events, it may be up to 100 or more. Face-to-face interaction with the SDP Team gives credence to the Programme overall, and contributes to open and transparent procurement practices in Scotland.

#### Key exhibitions SDP has attended include:

- Procurex
- Ayrshire meet the Buyer
- Taycities Meet the Buyer
- South Lanarkshire Meet The Buyer
- P4H Scotland
- ScotBuild
- New Start Scotland

## Event attendance

From April 2018 to March 2019, there were a total of 2,558 attendances at SDP face-to-face training events. These attendances were comprised of 2,076 unique businesses. This is an exceptionally high increase of more than 52% from 2017/2018, where 1,337 businesses participated. This huge increase is attributed to SDP's efforts in working with local authorities to align training to actual contract opportunities, thus improving the tendering capability of the SMEs that need it most.

For a full breakdown of event attendances, please see Appendix A.

## Case Study

As part of a phased 1,140 hours expansion implementation strategy, North Lanarkshire Council Education and Families Committee approved the procurement of an interim Framework for 2-5 year olds which lasted for one year. North Lanarkshire Council approached the Supplier Development Programme (SDP) to provide bespoke training in March 2019 on how to bid for this public sector work through Scotland's public sector procurement website, Public Contracts Scotland. More than 130 providers of childcare attended the two training sessions.



One participant in this bespoke training was Geraldine Duffy, Owner of Weans World Childcare. Geraldine really enjoys her job, despite it being challenging at times. She loves helping young children reach milestones and teaching the wee ones, especially those who have no siblings, to share and be part of a team. Together with her husband, Chris, who works as her assistant, Geraldine's childminding business goes from strength to strength, and Weans World received an excellent grading in its annual inspection from SCSWIS.

Five years ago, Geraldine tendered for a similar contract for North Lanarkshire Council, which was not a good experience for her. She had not undertaken any training for that previous opportunity, and harboured serious concerns that the 2019/2020 early years public contract would result in a similar negative experience.

Geraldine said: "I was so nervous about bidding online that I brought my son so he could potentially help me fill everything in online, but now that I've had this training I feel much more confident to bid online myself."

All of her fears were dispelled when she attended the Supplier Development Programme's training, delivered in a calm and warm manner by trainer Gill Joy of Intend Business Development. This training gave Geraldine the confidence she needed to use the PCS-Tender portal and submit a bid to continue to deliver her services for North Lanarkshire Council. Geraldine said: "Learning how to use PCS-Tender was really good. Words can be difficult to turn into our terminology so going step-by-step alleviated my fears about online bidding. I would definitely recommend SDP training to help other childcare providers find the confidence to bid for early learning contract opportunities in other local authorities."



After attending the training, Geraldine submitted a bid through PCS and found out she was successful in June 2019. Geraldine said: "If it wasn't for SDP Scotland, God knows how my tender application would have turned out. A million thanks for the support SDP gave me to win a place on this Framework!"

North Lanarkshire Councillor Heather McVey, Chair of the Supplier Development Programme, said: "North Lanarkshire Council, with the support of Supplier Development Programme, has arranged for two Public Contracts Scotland training sessions to provide practical assistance for any SME that is interested in applying for a place on our 1140 Hours interim Framework. We have already held a series of communication events with private early years and childcare providers. It's essential that we work together with private providers to deliver the increased annual entitlement for free early years and childcare."

# Figure 1

## Number of attendances at face to face events by business location against course location

	Aberdeen City	Aberdeenshire	Angus	Argyll & Bute	Clackmannanshire	Comhairle Nan Eilean Siar	Dumfries & Galloway	Dundee	East Ayrshire	East Dunbartonshire	East Lothian	East Renfrewshire	Edinburgh	Falkirk	Fife	Glasgow	Highland	Inverclyde	Midlothian	Moray	North Ayrshire	North Lanarkshire	Orkney	Perth & Kinross	Renfrewshire	Scottish Borders	Shetland	South Ayrshire	South Lanarkshire	Stirling	West Dunbartonshire	West Lothian	Course Location
Aberdeen City	1															1	1																
Aberdeenshire		1														1	1																
Angus			9					1							1	2								1									
Argyll & Bute				1													1																
Clackmannanshire					2																												
Comhairle Nan Eilean Siar						1																											
Dumfries & Galloway							15							1																			
Dundee		1						5						1	3	1							3										
East Ayrshire							3		1							3					1							1					
East Dunbartonshire										1				1		2																	
East Lothian						1					4		1	1																			
East Renfrewshire						1						1				2					1		1										
Edinburgh							3			4			25	2	6	6			6														
Falkirk				1										8	1	2							1										
Fife				1			1			1		2			36								2										
Glasgow				1	3		1		1		1	4	3	88				2		1	3	2	6				5						
Highland																	2						1										
Inverclyde															1	5					1						1						
Midlothian										4		4		5	3				2														
Moray																						9											
North Ayrshire									1						1	2												6					
North Lanarkshire					3								3	1	6				3			173	1										
Orkney																							6										
Perth & Kinross		1					3							5	1								1										
Renfrewshire						1	1					1				12		1	2					6			1						
Scottish Borders													1												14								
Shetland																																	
South Ayrshire								1								5					2							31					
South Lanarkshire		1				1							4	7	16						1	3		1			1						
Stirling		1		3			1					1	2	3	4								1										
West Dunbartonshire															1	3																	
West Lothian					1	1						2	3	3	2			1					1										
Third Sector/Blank																																	
Business Location																																	

## Becoming 'Tender Ready' in ten steps

The most popular face-to-face training event requested and ran by local authorities in the last year was "1.2 Using PCS and other portals." This was followed in popularity by "1.1 Introduction to Tendering," "2.3 Improving Your Bid Score" and "2.1 Tender Procedures and the ESPD." Given the uncertainty caused by external factors such as Brexit, "3.3 Expanding Your Procurement Marketplace" did not run in 2018/2019, but this is expected to be supported in future years.

The core Programme of training is also delivered via webinar over 45-minute sessions, as well as additional sessions on topics like Health and Safety, and Talking Tenders. In total, more than 750 attendances were recorded from 685 unique businesses for all of the webinars SDP ran last year. Six "Talking Tenders" webinars were delivered in 2018/2019 with Fife Council, South Ayrshire Council, Stirling Council, West Dunbartonshire Council, North Ayrshire Council and Renfrewshire Council. Following this option in popularity was "1.2 Using PCS and other portals." Every other SDP training course was delivered by webinar at least twice throughout the year, including "3.3 Expanding Your Procurement Marketplace."

### SDP Training

#### 0.1 Introduction To Working With The Public Sector

##### 1.1 Introduction To Tendering

##### 1.2 Using PCS and other portals

##### 2.1 Tender Procedures and the ESPD

##### 2.2 Finding and Understanding Framework Opportunities

##### 2.3 Improving Your Bid Score

##### 2.4 Understanding Community Benefits and Sustainability

##### 3.1 Seeking feedback and improving your bid

##### 3.2 The Supplier's Role in Contract Relationship Management

##### 3.3 Expanding Your Procurement Marketplace

### Training Event Feedback

0.1 - Dundee  
September 2018

"I'm now very confident in completing my profile and tendering if an opportunity occurs."

1.1 - Glasgow  
April 2018

"Really useful as someone just starting out - clear overview."

2.1 - Fife  
September 2018

"There was a wealth of knowledge from the presenter and other Fife Council staff in the room."

0.1 - South Ayrshire  
September 2018

"Learned so much and feel confident enough to at least consider contractual work."

1.2 - Dumfries & Galloway - October 2018

"I found it useful to learn what to expect from tender requirements and questions."

1.1 - Edinburgh  
January 2019

"Very helpful insight into the buyer's side, as well as bidder."

1.2 - Orkney  
June 2018

"I will definitely use PCS more often."

2.1 - Ayrshire  
January 2018

"I enjoyed finding there are parts of a tender you can apply for as a whole tender."



2.1 - Edinburgh  
September 2018

"Excellent orator;  
very friendly and  
informative."

2.2 - Perth & Kinross  
May 2018

"I enjoyed all of the  
event, a complex  
subject explained in  
reasonably simple  
terms."

2.2 - Clackmannanshire  
April 2018

"It was useful being  
able to formulate a  
strategy for taking  
things forward."

2.2 - Fife  
November 2018

"It was useful to learn  
the different types of  
frameworks available.  
Very friendly and open  
format - welcoming."

2.2 - Glasgow  
December 2018

"Very useful training  
for potential first time  
tender processing."

2.2 - Dumfries &  
Galloway - February  
2019

"Learned 2/3 new  
items which will be  
extremely good for  
my business."

2.3 - Falkirk  
April 2018

"Enjoyed examples  
of questions and  
discussions of such."

2.3 - Midlothian  
May 2018

"Slides helpful, anecdotes  
of real situations helpful.  
You managed to make  
it as relevant to me as a  
building contractor with  
my kind of contract."

2.3 - Dundee  
June 2018

"Bid writing tips and  
FOI requests useful."

2.3 - Glasgow  
March 2019

"Impressed  
at relevance  
considering broad  
spectrum of services  
being addressed."

2.3 - South Ayrshire  
March 2019

"Useful having a SAC  
procurement person to  
add information and  
answer questions."

2.4 - East Lothian  
September 2018

"Very insightful and  
makes the process  
less scary!"

2.4 - Glasgow  
January 2019

"Gave fresh ideas  
and more on what  
we should be writing."

2.4 - Fife  
March 2019

"Learning how to  
engage with the  
community, and  
where I can get help  
was useful."

3.2 - North Ayrshire  
June 2018

"The KPI on the  
MATRIX particularly  
useful."

3.2 - Clackmannanshire  
September 2018

"Group discussions/  
live examples  
were useful."

3.3 - Webinar  
June 2018

"Helpful examples  
and advice drawn  
from presenter's own  
experience."

3.3 - Webinar  
January 2019

"Being located on Skye,  
it can be difficult, time  
consuming and expensive  
to travel to training events.  
The Webinar was a  
perfect way of learning  
with support."

3.3 - Webinar  
February 2019

"The great work SDP  
is doing is hugely  
appreciated and has  
made the daunting  
prospect of entering  
the PCS world not so  
daunting at all."

SDP Partner  
February 2019

"I think you must be a  
procurement angel!  
Thank you very much  
for your help."



## Engaging with SMEs: Meeting the Sustainable Procurement Duty

### Fife Council



Fife Council is a registered partner of the Supplier Development Programme. Fife Council is committed to providing support to the local business community in the tendering process, ultimately supporting the economic growth for the area. Through SDP, Fife Council provides support to Fife businesses by raising awareness of the opportunities for SMEs from the public sector, increasing business readiness to tender, and assisting SMEs in accessing tender opportunities.

Dot Smith has worked for Fife Council for more than 16 years, which has allowed her to gain an array of knowledge and experience of the services and support available to those in Fife. Her main goals are to help make Fife a vibrant economy, and to ensure Fife is the best place to do business. Dot is the lead SDP Rep in Fife.

SDP supports a number of businesses across Fife and Scotland to better understand how to engage with the public sector to bid for contracts. Dot's involvement has allowed her to gain a broader understanding of the requirements of businesses when working with the public sector, as well as build relationships with her colleagues in Fife Council Procurement to undertake a holistic approach whereby the Council can better understand the challenges business face and allow businesses to better understand the processes the local authority has with regard governance, processes and procedures. Dot said: "The Procurement process has changed significantly over the last few years, and therefore the workshops/webinars and guidance delivered as part of the Supplier Development Programme prepares businesses on expectations. My objective is to ensure that all of the support available to businesses dovetails with wider business development support programmes and activities and links to ensure Fife is the best place to do business."

When asked how this can be achieved, Dot explained: "I engage with SDP to help raise awareness and understanding on bidding with the public sector for businesses. I also arrange for Procurement colleagues to attend the SDP workshops delivered in Fife to showcase that Fife operates an open and transparent Procurement process. The attendance of Procurement representatives breaks down barriers with businesses and allows knowledge sharing from both private and public sector perspectives. In addition to this, I link Business Gateway Fife Advisers to provide 1-to-1 expert help for businesses to support writing a bid, to provide businesses with the best possible chance of success. I believe that to make Fife the best place to do business, it needs to be the easiest place to do business – and this approach has proven to work extremely well for us."

She continued: "Success for me is seeing businesses have a 'lightbulb' moment with the realisation, "I can do this!" or hearing discussion in a SDP workshop whereby businesses are learning from each other. It's amazing when a business has attended a SDP workshop and as a result, submitted a tender with the public sector and won the contract."

## Engaging with SMEs: Meeting the Sustainable Procurement Duty

### South Lanarkshire Council

South Lanarkshire Council (SLC) worked with the SDP Team to deliver a hugely successful Meet the “Real” Buyer event in November 2018 in Hamilton. More than 400 suppliers attended, and buyers from all SLC departments were represented, as well as representatives with some of the large Tier 1 construction companies that South Lanarkshire Council works with to deliver its contracts. This was an opportunity for businesses to speak to the actual South Lanarkshire Buyers that commission contracts and be involved in identifying potential companies invited to tender.

Eliot Jordan, Economic Development Officer for South Lanarkshire Council and SDP Rep, said: “This was an excellent opportunity for suppliers, especially those local in Lanarkshire, to find out what South Lanarkshire Council would be buying over the next two years and how they can be in a position to bid for those contracts and opportunities.”



Councillor Collette Stevenson, Depute Provost of South Lanarkshire Council, delivered an opening address. Workshops were delivered on topics like, “Talking Tenders with South Lanarkshire Council” and “Tender Support and Using Public Contract Scotland (PCS)” with the Supplier Development Programme. Scotland Excel also delivered a workshop on Framework Opportunities, and hub South West engaged with suppliers on Supply Chain Opportunities.

Feedback was highly positive. One attendee said: “It was one of the best events I have been to this year, very productive.” Another said: “Was worth attending - got some good contacts.” Yet another commented: “Really good and relevant event. Not too big.”



Early in 2019, the Scottish Borders Council Procurement team developed its first Dynamic Purchasing System (DPS) for Passenger Transport Service contracts. A DPS offers much more flexibility, as new suppliers are able to join existing ones at any point. This makes procurement more open and transparent, as SMEs no longer have to face the date-based barrier linked with traditional frameworks.

As this was the first DPS to be put in place by the team, crucial elements of the preparations focused on supplier engagement and training on PCS-T (the online tendering tool) through the Supplier Development Programme (SDP). Scottish Borders Council’s membership of SDP proved to be an invaluable additional resource to help us deliver high quality support and training to suppliers, with the side benefit of improving our own knowledge of how the system can work best.

Another real advantage is that once suppliers have attended initial training events, they are introduced to utilise the resources on the SDP website and provided with a step-by-step guide to apply in the live tendering environment. Feedback from the training was very positive from SMEs. This collective approach between the team and SDP resulted in a positive response to the DPS, fulfilling the key ambition of the procurement exercise.



Meet the Buyer 2018 was held on Wednesday, 6 June at Murrayfield Stadium, Edinburgh. It was SDP's most successful event to date, with more than 70 stands and 2,100 delegates.

Celebrating its 10th year, the Meet the Buyer agenda included speakers from Scotland Excel, NHS Scotland, and Advanced Procurement for Universities and Colleges (A.P.U.C.), as well as training workshops from the Supplier Development Programme.

### Exhibiting organisations include:

- A.P.U.C.
  - Balfour Beatty
  - Business Gateway
  - Business Loans Scotland
  - CalMac Ferries
  - City of Edinburgh Council
  - Clackmannanshire Council
  - Cooperative Development Scotland
  - Constructionline
  - Construction Scotland Innovation Centre
  - COPF/SCTS
  - Crown Commercial Services
  - DfID
  - Dumfries & Galloway Council
  - East Ayrshire Council
  - East Dunbartonshire Council
  - East Lothian Council
  - East Renfrewshire Council
  - Edinburgh Trusted Trader
  - Falkirk Council
  - Fife Council
  - Forestry Commission
  - GAP Group
  - Glasgow City Council
  - Glasgow City Region City Deal
  - Graham Construction
  - Hadden Group
  - Historic Environment Scotland
  - Hub South West
  - Just Enterprise
  - McLaughlin & Harvey Construction Ltd
  - Midlothian Council
  - Morgan Sindall
  - Multiplex Construction
  - National Records of Scotland
  - NHS East Procurement
  - NHS National Services
  - NHS West of Scotland Procurement
  - North Ayrshire Council
  - North Lanarkshire Council
  - Pennington Choices
  - Police Scotland
  - Procurex
  - Public Contracts Scotland
  - Registers of Scotland
  - Renfrewshire Council
  - Roadbridge UK
  - Scottish Borders Council
  - Scottish Enterprise
  - Scotland Excel
  - Scottish Fire and Rescue Services
  - Scottish Government
  - Scottish Parliament
  - Scottish Prisons Service
  - Scottish Procurement Alliance
  - Scottish Water
  - SGN & SSE
  - South Ayrshire Council
  - South Lanarkshire Council
  - Stirling Council
  - Supplier Development Programme
  - Tayside Procurement Consortium
  - Transport Scotland
  - West Dunbartonshire Council
  - West Lothian Council
  - Wheatley Group
  - Zero Waste Scotland
- Members
  - Affiliate Members
  - Non Members



## Meet the Buyer Feedback



Meet the Buyer feedback showed that 92% of respondents said the event was either good or excellent. The event received incredibly positive feedback from exhibitors and delegates alike. Delegates particularly commented on the advantages gained from being able to speak directly to Buying Organisations, Local Authorities and as well as meeting Public Bodies and Private sector organisations.

A major outcome of the event was the positive response from suppliers when asked if they were likely to bid for public contracts having attended the event. Sixty per cent of those asked stated that they were either very likely to or definitely would bid for public contracts.



"Fantastic event, vibrant atmosphere. Thoroughly enjoyed."

"This was a good day out, met a lot of important people which should help grow our business."

"The exhibition was great and had so much variety of organisations at it, all under one roof."

"The overall event was great, and was made brilliant by the exhibitors being so open with their time and information."

"Event was well planned and organised."

"I really appreciated the opportunity to meet local authorities."



## Meet the Buyer North 2018



The first ever Meet the Buyer North was held on Wednesday, 3 September 2018 at the Kingsmills Hotel, Inverness. Headline partners included Scottish Government, Scotland Excel and Highlands and Islands Enterprise. There were 415 delegates on the day; 88% of businesses came from within Scotland, whilst 12% came from out with Scotland.



### Exhibiting organisations include:

- A.P.U.C.
- Balfour Beatty
- Business Loan Scotland
- Chambers of Commerce - Inverness
- Comhairle nan Eilean Siar - Western Isles
- Highland Council
- Aberdeen City Council
- Aberdeenshire Council
- Crown Commercial Services
- Department for International Development (DFID)
- Federation of Small Business (FSB Highlands & Islands)
- Forestry Commission
- Highlands and Islands Airport Ltd
- Highlands and Islands Enterprise
- Historic Environment Scotland
- Shetland Islands Council
- Jacobs UK Ltd
- Kier Construction
- McLaughlin & Harvey Building & Civil Engineering Contractors
- Moray Council
- NHS Highland
- Public Contracts Scotland
- Scotland Excel
- Scottish Fire and Rescue
- Scottish Government
- Scottish Procurement Alliance
- Transport Scotland



- Members
- Affiliate Members
- Corporate Member
- Non Members

## Meet the Buyer North Feedback



An online survey was distributed to registered delegates for the Meet the Buyer North 2018. This survey was live between 18 September and 2 October for the duration of two weeks. Within this time, it received a response from 139 registered attendees.

From this data, it was highlighted that 71% of respondents were an SME or third sector organisation, and therefore eligible for SDP training and support. Of note was that 62% of suppliers said that they would definitely or very likely bid for public contracts after attending this event, and 80% of respondents would be interested in attending further Supplier Development Programme training events.



From the data, it was highlighted that the booking process was a particularly strong area of success in terms of event organisation, with 99% of delegates responding that it was either Good or Excellent. In addition to this, it was shown that 97% of respondents said that pre-event communication was either Good or Excellent. Furthermore, it was demonstrated that 90% of those who has responded to the survey rated the exhibition as Good or Excellent. In contrast to this, a large percentage of respondents rated the catering and the venue and facilities as either poor or very poor.

Overall, exhibitors rated the event highly, with 89% rating their overall event experience as either good or excellent.

### Recommendations and Suggestions

The main four suggestions that came back from the survey were in regard to better parking facilities as there was limited spaces; a larger venue to allow better footfall; improved sound system/microphone set-up; and cheaper catering on offer as coffee was expensive, and lunch options were poor.

"As it was so well attended, future events require a larger area to enable better foot traffic."

"It was helpful learning about different organisations that I did not know about prior to the event."

"The Meet the Buyer North 2018 was a fantastic experience that I thoroughly enjoyed."



## Working in Partnership



Procurex 2018

The SDP team attended and/or supported 27 partner or external events in 2018/19.

These included several local and regional Meet the Buyer events, project related events and business exhibitions co-ordinated by our member authorities. Many events are permanent fixtures on the SDP annual calendar such as Ayrshire, Dundee/Tayside, Fife, Forth Valley and South Lanarkshire. SDP also supported various events for hub South West.

Attendance by the SDP Team at these events is vitally important to continue raising brand awareness of the full programme, connecting with projects and future opportunities and understanding the challenges suppliers may be facing at a local level.

### Key Exhibitions

SDP attended and presented at many exhibitions throughout the year, including:

- **Edinburgh Tram event**
- **BSI event**
- **CITB**
- **Procurex**
- **New Start Scotland**
- **HS2 Supply chain event**
- **P4H**
- **Scotland Build**

The Supplier Development Programme continues to embrace working with a variety of public sector organisations. Throughout the year, SDP attended and contributed to:

- **Scottish Heads of Procurement Annual Meeting**
- **Highland Cluster Group Meetings**
- **Scottish Government Procurement Supply Group Meetings**
- **Procurement Policy group and Procurement Supply Group Meeting**
- **SLAED Business Group Meetings**
- **Partnership for Procurement (Supporting Scotland's Third Sector) Advisory Group**
- **Glasgow City Region City Deal Legal and Procurement Meeting**
- **NHS Heads of Procurement Meeting**

### Additional SDP Event Support

In addition to delivering its core work, SDP also supported a number of additional external events. This kind of engagement ensures that the SDP brand grows throughout Scotland, and helps the Team engage with SMEs and supported businesses that may not have heard of the free support offered by the Programme. Some examples include:

- **Lanarkshire Showcase Event in Blantyre, April 2018**
- **Ayrshire Engineering Alliance Group Member Meeting in Ayr, August 2018**
- **Lanarkshire Business Conference in North Lanarkshire, August 2018**
- **Clydebank Housing Association Event in East Dunbartonshire, November 2018**
- **East Renfrewshire Chamber Supply Chain Opportunity Event in Barrhead, March 2019**

By participating in these five non-partner events, SDP staff raised the profile of the Supplier Development Programme to more than 125 businesses.



## SDP and Supported Businesses

The Supplier Development Programme offers a host of free training and events, as well as information, guidance, and customisable templates to micro, small, medium, and supported businesses, as well as charities, that are based in Scotland. Supported businesses, third sector organisations and charities can all benefit from the free services provided by the Supplier Development Programme. Additionally, SDP works with partner organisations such as P4P (Partnership for Procurement), Scottish Government, and other buying organisations to support open and transparent procurement practices for all businesses, including the third sector.

Gillian Cameron, SDP Programme Manager, is on the P4P (Partnership for Procurement) Advisory Board, which supports social enterprises and the wider third sector to access contracts through collaboration.

### A Closer Look at Partner Support

#### Scottish Government: Commodities Reserved for Supported Businesses National Framework



The Scottish Government continues to work with supported businesses across Scotland, seeking creative ways to enable them to transform their business models, flourish commercially and sustain employment for disabled and disadvantaged people. Public bodies are able to reserve contracts for supported businesses under the public procurement rules in Scotland.

The Supplier Development Programme was approached by the Scottish Government to deliver a training webinar for buyers on 21 May 2018 on “Commodities Reserved for Supported Businesses – National Framework.” This webinar was attended by 35 public sector buyers. Feedback was highly positive. By working in partnership, this is one example of how the Supplier Development Programme has helped the Scottish Government demonstrate its commitment to helping Scotland’s supported businesses become more sustainable.



The Supplier Development Programme regularly contributes to reports, research and consultations. SDP is often asked to disseminate research opportunities to Scottish-based SMEs, third sector bodies, and supported businesses that engage with SDP through training and events.

In January 2019, SDP submitted a response to the Scottish Parliament's Economy, Energy, Jobs and Fair Work Committee's Consultation on Construction and Scotland's Economy. The remit of the inquiry was to understand the characteristics and challenges of Scotland's construction sector to ensure the sector realises its full potential in contributing to a productive and inclusive Scottish economy.

Significant frustration has been expressed by SMEs to SDP regarding complexities in public procurement practices, particularly in construction. SDP focused on wider procurement issues, how these create challenges within the construction sector for SMEs, and gave suggestions to encourage changes at a strategic level to break down barriers that could help struggling Scottish SMEs into working with the public sector and its supply chain for end-user benefit.

The final submission came together because of SDP's commitment to improve procurement practice and advocate on behalf of Scottish SMEs - to end the race to the bottom and help them contribute to local wealth creation. The Committee invited the Programme Manager to an oral evidence session at the Scottish Parliament in February 2019.

This was SDP's first official Parliamentary submission and subsequent invitation to give oral evidence. SDP specifically focused on wider procurement issues and how they create challenges within the construction sector. SDP awaits the final report, expected to be published in July 2019, as well as in the Government's official response to the Consultation later this year.

## Social Media

The Supplier Development Programme utilises social media to share information on upcoming training opportunities, events, market information, media releases, news, contract opportunities, and other items of note relating to procurement, Public Contracts Scotland, and SDP member organisations.

### Hashtags

Hashtags are, simply, a filing system for social media. The Supplier Development Programme introduced additional hashtags into social media posts in the first quarter of 2019. These include:

**#HelpingYouBidBetter**  
**#10DR**  
**#MeetTheBuyer2019**  
**#MeetTheBuyerNorth2019**

Additionally, the Supplier Development Programme utilises a joined up approach with the Scottish Government Procurement Communications Strategy with the use of the following hashtags:

**#PowerOfProcurement**  
**#GoodForBusiness**

### Social Media Platforms

The Supplier Development Programme can be found on Twitter, Facebook, LinkedIn and YouTube.

Twitter is the most popular platform, and SDP can be found by visiting [www.twitter.com/sdpscotland](https://www.twitter.com/sdpscotland). Facebook is the second most popular social media platform, and SDP can be found by visiting [www.facebook.com/SupplierDevelopmentProgrammeScotland](https://www.facebook.com/SupplierDevelopmentProgrammeScotland).

LinkedIn is a social network for professionals. In January 2019, the Supplier Development Programme moved from a "group" to the new structure of a "Page" on LinkedIn, which can be found by visiting [www.linkedin.com/company/sdpscotland](https://www.linkedin.com/company/sdpscotland).

SDP is also on YouTube at [www.youtube.com/channel/UCIqFOcumpnKlu1wQOrIkQvQ](https://www.youtube.com/channel/UCIqFOcumpnKlu1wQOrIkQvQ). Unfortunately, there are not enough Followers to request a professional, personalised link address as yet. However, SDP will work towards this in the future.

## SOCIAL MEDIA

in Numbers  
at the end of March 2019



**TWITTER**

**2,709**  
Followers

**FACEBOOK**

**387**  
Followers



**LINKEDIN**

**62**  
Followers



## Appendix A: Table showing attendance data by local authority area for 18/19

Council Area	Total Attendance	Unique Businesses
Glasgow City	616	520
City of Edinburgh Council	405	317
North Lanarkshire	396	330
South Lanarkshire	251	205
Fife	166	139
Highland	137	117
Renfrewshire	120	97
West Lothian	117	102
South Ayrshire	100	93
Midlothian	88	73
Stirling	87	80
Falkirk	83	65
Perth & Kinross	78	63
Dundee City	63	53
Dumfries and Galloway	59	50
North Ayrshire	58	50
Aberdeen City	53	48
East Lothian	53	42
East Renfrewshire	48	37
Aberdeenshire	46	38
East Dunbartonshire	45	32
Inverclyde	42	36
Scottish Borders	40	30
West Dunbartonshire	36	32
East Ayrshire	33	30
Moray	27	24
Angus	25	20
Clackmannanshire	21	18
Argyll and Bute	14	12
Orkney Island Council	7	7
Comhairle nan Eilean Siar	2	1
Shetland Council	0	0
<b>Total</b>	<b>3,316</b>	<b>2,761</b>

## Appendix B: Breakdown of Webinar attendance per local authority for 18/19

Council Area	Total Attendance	Unique Businesses
Glasgow City	151	138
City of Edinburgh Council	103	86
Fife	53	49
South Lanarkshire	49	46
Highland	44	40
West Lothian	34	30
Renfrewshire	33	32
South Ayrshire	31	28
North Lanarkshire	27	26
Stirling	25	23
Inverclyde	21	20
East Dunbartonshire	20	14
West Dunbartonshire	20	19
Midlothian	18	17
Dumfries and Galloway	17	16
North Ayrshire	16	14
Aberdeen City	15	13
Perth & Kinross	15	15
Dundee City	11	10
Falkirk	10	9
Aberdeenshire	9	9
East Lothian	8	7
Scottish Borders	8	6
East Renfrewshire	6	5
Argyll and Bute	5	4
East Ayrshire	5	5
Moray	2	2
Angus	1	1
Clackmannanshire	1	1
Comhairle nan Eilean Siar	0	0
Orkney Island Council	0	0
Shetland Council	0	0
<b>Total</b>	<b>758</b>	<b>685</b>



## Contact Details

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Fran Goldie	Development Officer - Digital
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