

Annual Report **2019/2020**



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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 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 Brannan-McVey



2019/20 marks the end of my first full year as Chair of the Supplier Development Programme and what a year it has been.

I would like to extend a warm welcome to Moray Council, which took up full membership of the Programme, and to all the Moray suppliers that participated in our locally delivered tender training events.

We continued to expand our membership and welcomed our first trade association member: SELECT, which is the trade association for the electrical contracting industry in Scotland. Keen to encourage Scottish businesses to bid for places on its frameworks, the Scottish Procurement Alliance joined us in November 2019. In January 2020, we were delighted to welcome our first housing association member, the Wheatley Group, and the year ended with SEPA taking up membership in March 2020.

By joining SDP, these organisations will benefit from aligned tender training for their contracts, as well as being part of a recognised network of procurement and economic staff to support communities.

Through working to strengthen local and SME spend, SDP helps facilitates supplier interaction through the procurement process and promotes that government is open for business. As I write this, that aspect has never been more important, the COVID-19 pandemic has shone a light on the importance of virtual meetings and training and SDP was quick to respond and shift to webinars in place of face-to-face training for suppliers, connecting with members through online meetings and still supporting the Scottish SME community.

As we look to the recovery phase, SDP will play a pivotal role in ensuring that we can facilitate supplier engagement and raising market awareness of contract opportunities that will be a lifeline for many Scottish businesses.

Finally, I would like to thank George Sneddon of Fife Council who retired from the SDP Board at the end of 2019, for his tireless work to champion the Programme from its early days and who was an avid supporter of connecting procurement and economic development whilst driving through the need for funding from Scottish Government to ensure that SDP is the premier free tender training programme for Scotland's SMEs. Representing Fife on the SDP Board, we are delighted to welcome Pamela Stevenson, who brings a wealth of experience through her work as chair of the Scottish Local Authority Economic Development group (SLAED) and Business Gateway National Board.

SDP continues to grow and develop and we look forward to building on our continued success in the next financial year.

Introduction from the Programme Manager

Gillian Cameron, Programme Manager



It's true that 2019/2020 is not going to be a year that we easily forget. The highs were certainly around practising practical procurement, delivering two highly successful large scale Meet

the Buyer events, and facilitating the connection between buyers and suppliers for critical contracts such as the 1140 hours through the delivery of dedicated tender training to ensure that local suppliers could respond to the contract opportunities for their area.

Through collaboration with our members, SDP has developed a focused approach to aligning tender training to actual contract opportunities. The benefits of this approach are that we can evidence, through active tracking, the improved bidding capability and tender readiness of our suppliers demonstrating the power of SDP to upskill suppliers.

Our training events continue to deliver, with 88 per cent of suppliers attending core SDP training saying they were more likely to bid for future public contracts as a direct result of the training they received. Looking at a snapshot of a single month (February 2020) this figure increased to 91 per cent, following a series of training and early engagements session across the length and breadth of Scotland.

SDP offers a proven multi-channel approach to training. We have been offering training via webinar for five years now, but overall, suppliers still choose to attend face-to-face meetings because they offer the chance to network and raise the profile of their business. Additionally, face-to-face meetings allow trainers to capture attention in a way that isn't possible in a virtual environment, participation at the council premises and the availability of staff to interact inspires and motivates suppliers highlighting it is not a "closed shop", plus offers the opportunity to connect business to other support services within the council, providing annual benefit to our members.

The tail end of March 2020 was not "business as usual" except in the public sector: here, the procurement rules ensured that as much as possible, the public sector continued to tender vital contracts for goods, services and works and SDP moved to "webinar only" training due to the COVID-19 virus. We swiftly worked with our public sector members to ensure that we could support them virtually with their requirements and connect them with suppliers wherever possible.

SDP can't stand still and indeed doesn't: we plan to invest in an online e-learning service in order to further support the recovery of businesses during and post the COVID-19 era, to ensure that Scottish SMEs, third sector and supported businesses can aid their business recovery through learning tendering skills. From our micro SDP team to your business, we hope you stay safe and well.

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

North Lanarkshire Council
South Ayrshire Council

- 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

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

Ex-officio

- Scott Bell
- Gillian Cameron

Scottish Government
SDP Scotland

Secretary to the Board

- Elizabeth Bailey

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



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA



National
Records of
Scotland



Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean



Caledonian MacBrayne
Hebridean & Clyde Ferries



Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba



Highlands and Islands
Airports Limited
Pàrtaidhean na Gàidhealtachd
's nan Eilean Earranta



Registers
of Scotland
ros.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



The Scottish Parliament
Pàrlamaid na h-Alba

Corporate Member

Trade Association Member

Housing Association Member

JACOBS

SELECT

**Wheatley
Group**

Full Members



Launching Moray Council

Moray Council has been a member of the Supplier Development Programme since 2014. Moray Council moved to full membership of SDP in 2019/2020. On Thursday, 3 October 2019, local businesses gathered at Horizon Scotland in Forres to learn more about the Supplier Development Programme as it was officially launched by Moray Council. The event was extremely well attended, with more than 80 suppliers in attendance. Councillor Theresa Coull, who represents Keith and Cullen in Moray Council, also attended the launch.



The launch opened with a networking session over lunch, with stands from hub North Scotland, the Supplier Development Programme, Moray Council Procurement, A.P.U.C./University of the Highlands and Islands Procurement, and Open4Business (O4B).

Diane Beattie, Payments Manager at Moray Council, gave the opening address with a presentation on how to work with Moray Council. Gillian Cameron, SDP Programme Manager, gave a presentation on 'Top Tips

for Tendering' and introduced the full SDP training programme, including the new 'Quick Quotes made easy' webinar. Jennifer Payne, SDP Development Officer, presented the initial results from an online survey of Moray businesses and how they want to work with the council, and conducted a snap poll for future SDP training to be scheduled locally.

Following the official launch event, two SDP face-to-face training events were organised at the Youth Café, a social enterprise venue in Elgin. The first was 'Improving Your Bid Score,' organised on 16 January 2020. According to SDP's survey after training, 100% of respondents were more likely to bid for public sector contracts, and 100% said they would recommend SDP training to other businesses. The second training event, 'Tender Procedures and the ESPD' was delivered on 19 February 2020. According to the survey, 63% of respondents were more likely to bid for public sector contracts, and 100% said they would recommend SDP training to other businesses.



From the three SDP events delivered in 2019/2020 in Forres and Elgin, 112 suppliers from 49 unique businesses attended. A fourth face-to-face training event was cancelled in March 2020 due to the restrictions surrounding coronavirus (COVID-19). Suppliers from Moray also participated in SDP training via webinars throughout the year.

Diane Beattie, Payments Manager at Moray Council, said: "Support through the Supplier Development Programme has proven to be both popular and essential for Moray Council to demonstrate our support for local small and medium sized businesses to encourage them to tender for public sector contracts with us and all across Scotland, where there is a cumulative annual public spend of £11 billion. These free training events, delivered in close partnership with the Supplier Development Programme, helped Moray businesses become better informed about how to find, win and keep public sector contracts."

Becoming 'Tender Ready' in 10 easy steps

The Supplier Development Programme offers 10 courses in its core training, which is delivered face-to-face and online via webinar. Additional topics are delivered via webinar as part of SDP's core training on topics such as Health and Safety and Talking Tenders. Two new practical webinars were developed in 2019/2020 on topics, 'Helping You Bid Better: Examine the ESPD Question by Question' and 'Quick Quotes Made Easy.'

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**

Practical Workshop Webinars

- Quick Quotes Made Easy
- Helping you Bid Better: Examine the ESPD Question by Question

Policy Workshop Webinars

- Health and Safety
- Equality and Diversity

Other Bespoke Webinars

- Talking Tenders

Winning Tenders with SDP Support



At 22 May 2020, 5627 registered users of the Supplier Development Programme were registered on the Public Contracts Scotland (PCS) website¹. Between 1 April 2019 and 31 March 2020, 403 Supplier Development Programme registered users won a total of 1,089 Quick Quote awards and 1066 Supplier Development Programme registered users won a total of 2989 contract awards².

¹ Data gathered from Public Contracts Scotland (PCS)

² Direct requests for quotations from suppliers registered on Public Contracts Scotland for lower value, non-regulated procurements and may include call-offs from frameworks.

SDP: Meeting Strategic Objectives

Through strategic grant funding and an agreed set of grant objectives from the Scottish Government, SDP's work aligns with the National Performance Framework and contributes towards Scottish Procurement's drive to use its collective spending power to deliver sustainable and inclusive economic growth.

Strategic Objective: Supplier Registrations

Website registrations of Scottish SME unique businesses	Cumulative Total 16,235	Yearly Total 2,917	SDP supports Scottish SMEs and third sector businesses to increase their knowledge and skills, to improve their ability to win public sector contracts.
From 1 April 2019 to 31 March 2020, 2,917 Scottish SMEs registered with SDP Scotland, bringing the overall total to 16,235 SME suppliers. The baseline for this financial year was 2,000 new registrations, to increase SMEs accessing support from SDP by 10% by end of March 2020. The actual number is an increase of 55% year on year. This unprecedented increase is largely attributed to the demand for bespoke training aligned to specific local authority contracts, such as Early Learning and Childcare 1140 hours.			

Working with both existing and new member organisations, SDP has continued to promote registration to the SDP website through a multi-channel approach, including attendance at various business exhibitions, speaking at key events, promotion on Public Contracts Scotland's website, utilising social media and via SDP regional representatives. From 1 April 2019 to 31 March 2020, 2,917 Scottish SMEs (unique businesses) registered with SDP Scotland, bringing the overall total to 16,235 SME suppliers. This shows an upward trend of 22% from the previous year. This spike in new registrations is largely attributed to bespoke training delivered by SDP that was aligned to specific local authority contracts in the areas of early learning and childcare, school transportation, care services, etc. It also highlights that SDP continues to be a national Programme that works in partnership with local authorities to achieve sustainable and inclusive economic growth for local SMEs, by improving their capability to bid for public sector spend opportunities.

Council	Unique SME Business Registrations 2019/2020	Council	Unique SME Business Registrations 2019/2020
Glasgow City	456	North Ayrshire	46
South Lanarkshire	362	Stirling	46
North Lanarkshire	240	South Ayrshire	45
City of Edinburgh	224	East Ayrshire	44
Dumfries and Galloway	140	East Dunbartonshire	42
Highland	128	Midlothian	39
Dundee City	124	Clackmannanshire	34
Angus	112	Argyll and Bute	30
Perth and Kinross	108	East Lothian	28
Renfrewshire	102	West Dunbartonshire	28
West Lothian	99	East Renfrewshire	27
Fife	92	Inverclyde	23
Falkirk	63	Comhairle nan Eilean Siar	6
Scottish Borders	62	Orkney	5
Aberdeenshire	54	Shetland Islands	5
Moray	54		
Aberdeen City	49		
		TOTAL	2,917

Strategic Objective: Building Capability of Suppliers

Training Attendance and Feedback

From 1 April 2019 to 31 March 2020, there was a total of 1,817 attendees at 120 SDP supplier training events. These attendances were comprised of 1,600 unique businesses. Breaking this down further, SDP ran 76 face-to-face events with a total number of bookings of 1,685, a total of 1,038 actual attendees, and 889 total unique businesses. SDP also ran 44 supplier webinar events with a total number of bookings of 1,388, a total of 779 actual attendees, and 711 total unique businesses.

Core Training

SDP hosts training throughout the year to registered SMEs, supported businesses and charities that are based in Scotland. Companies are encouraged to 'self-select' what training is appropriate to them and this could be from Level 1, Level 2 or Level 3. All SDP events are delivered in the traditional classroom style training and also digitally by webinar. SDP carefully uses the same course content and trainers for both styles of delivery, to ensure that SMEs are free to choose their preferred style of training.

From 1 April 2019 to 31 March 2020, there was a total of 47 face-to-face core training events, with a total of 931 bookings, and 482 actual attendees from 416 unique businesses. SDP also ran 22 webinar core training events, with a total of 702 bookings, and 378 actual attendees from 349 unique businesses. After attending SDP training, 88% of SMEs that responded to the survey said they were more likely to bid for public sector contracts.

Finally, SDP ran a total of 11 practical webinars, including 'Quick Quotes Made Easy,' 'Helping You Bid Better: Examine the ESPD Question by Question,' and policy webinars on 'Health and Safety' in conjunction with Healthy Working Lives. After attending SDP practical and policy webinar workshops, 73% of SMEs that responded to the survey said they were more likely to bid for public sector contracts.

Bespoke Training

SDP has worked with local authorities to align training to actual contract opportunities, thus improving the tendering capability of the SMEs that need it most. From 1 April 2019 to 31 March 2020, SDP held a total of 29 face-to-face bespoke training events, with 754 bookings, and 556 actual attendees from 473 unique businesses. SDP also ran a total of 11 bespoke webinars for suppliers, with a total of 423 bookings, and 263 actual attendees from 232 unique businesses. Included within this number was one 'Talking Tenders' webinar with Argyll and Bute Council.

Aligned, bespoke training can be measured through SDP training feedback surveys of 'being more likely to bid' and actual results of contract/framework wins, which must be manually cross-checked by SDP staff against publicly available data published for each contract on Public Contracts Scotland in the Contract Award Notice.

SDP Supplier Training Numbers

SDP builds the capability of Scottish SMEs and third sector to ensure they are 'tender ready' and best positioned to win new contracts.

SDP can evidence improved SME and third sector suppliers' capability to bid for public sector contracts through reporting of attendance and feedback gathered throughout the year, as well as case studies.

1 April 2019-31 March 2020	Total	Bookings	Actual Attendees	Unique Businesses	Feedback Response
ALL SDP SUPPLIER TRAINING	120*	3,073	1,817	1,600	
SDP face-to-face core training events*	47	931	482	416	88% of SMEs more likely to bid for public sector contracts after attending
SDP core webinar training events	22	702	378	349	
SDP webinar practical and policy workshops	11	263	138	128	73% of SMEs more likely to bid for public sector contracts after attending
SDP face-to-face bespoke training events*	29	754	556	473	Reported separately in case studies, cross-checked against PCS Contract Award Notices
SDP webinar bespoke training events	11	423	263	232	

A further 28 partner events were supported by SDP. Of these, SDP took supplier registrations for 13 events for which the number of bookings was 1,187, actual attendees was 758, with the total of unique businesses as 597. Finally, SDP supported 23 external events. Of these, SDP attended 12. The amalgamated number of approximate attendees at these 12 external events was 2,776, and approximate interactions with SDP staff (via business cards and networking) was 705.

Meet the Buyer North 2019**	1,100+	560+	-	93%
Meet the Buyer 2019**	2,623	1100+	-	90%

*The outbreak of Coronavirus (COVID-19) impacted upon delivery of face-to-face events in March 2020. SDP worked in partnership with local authorities to postpone and/or cancel these events.

**These figures are explored fully in a separate section of this document, found on pages 25 - 28.

Training Event Feedback

0.1 - Fife
April 2019

"Knowledge in procurement to support was excellent."

0.1 - South Ayrshire
November 2019

"Information provided was very thorough, and the council staff who attended were also very helpful."

1.1 East Dunbartonshire
May 2019

"Trainer simplified the tendering process and used relevant examples of tenders, very useful for a small company."

1.1 - Dundee City
November 2019

"Although I've tendered before, there were many things mentioned that were new to me and will help in future bidding."

1.2 - Angus
March 2020

"It was useful going through the website and explaining how to find the contracts."

1.2 - Fife
June 2019

"Good insight into different areas of PCS and tendering."

1.2 - Webinar
August 2019

"The 'winning' tips and hints were so helpful! I have already registered for the next 'Improving Your Bid Score' webinar."

1.2 - Perth & Kinross
September 2019

"Understanding and navigating the tender portal sites were really useful."

1.2 - North Ayrshire
December 2019

"The step-by-step guide was particularly useful."

1.2 - Renfrewshire
December 2019

"As a complete newbie, I am still very apprehensive around completion, the use of live status and the actual process. Good start!"

2.1 - South Lanarkshire
September 2019

"Best tender event I have been to! Very helpful, open and honest."

2.1 - Dumfries
January 2020

"The trainer was very interesting and had a wealth of knowledge to share with us."

2.2 - Glasgow City
June 2019

"Very helpful to have representation from a public sector procurement officer at the training."

2.2 - Stirling
September 2019

"Excellent course."

2.3 - Falkirk
October 2019

"Hearing from procurement was good as it gave us an indication of what is acceptable for the tender answers."

2.3 - Edinburgh City
February 2020

"I found most of it useful. As I have attended courses in the past, I signed up for a refreshment. I felt inspired and encouraged after."

2.4 - Glasgow City
August 2019

"Fantastic course - comprehensive but concise."

2.4 - Clackmannanshire
November 2019

"Most useful discussing opportunities for help in a tendering process and in meeting obligations of the community benefits section."

2.4 - Webinar
January 2020
Supplier from Orkney Islands

"The training was relevant, current and worthwhile."

3.1 - Webinar
January 2020

"The practical experience of the presenter was useful."

3.3 - Webinar
February 2020

"Really enjoyed the feedback and weightings discussions with others."

ESPD Webinar
March 2020

"The step by step breakdown of the ESPD was extremely useful."

Breakdown of attendees at all SDP Supplier Training by Local Authority

	Webinar	Aberdeen City	Aberdeenshire	Angus	Argyll & Bute	Clackmannanshire	Comhairle Nan Eilean Siar	Dumfries & Galloway	Dundee City	East Ayrshire	East Dunbartonshire	East Lothian	East Renfrewshire	Edinburgh	Falkirk	Fife	Glasgow City	Highland	Inverclyde	Midlothian	Moray	North Ayrshire	North Lanarkshire	Orkney Islands	Perth & Kinross	Renfrewshire	Scottish Borders	Shetland Islands	South Ayrshire	South Lanarkshire	Stirling	West Dunbartonshire	West Lothian	Training Location
Aberdeen City	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	
Aberdeenshire	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0	
Angus	5	0	0	66	0	0	0	0	3	0	0	0	0	0	1	1	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	
Argyll & Bute	6	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	
Clackmannanshire	6	0	0	0	0	25	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Comhairle Nan Eilean Siar	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dumfries & Galloway	23	0	0	0	0	0	0	21	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	2	4	0	0	0	
Dundee City	11	0	0	0	0	0	0	0	75	0	2	0	0	3	0	2	1	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	
East Ayrshire	10	0	0	0	1	0	0	1	0	5	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	1	1	1	0	
East Dunbartonshire	24	0	0	0	1	0	0	0	0	4	0	0	0	0	0	0	3	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	
East Lothian	4	0	0	0	0	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	
East Renfrewshire	6	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	
Edinburgh	70	0	0	0	0	2	3	10	0	4	0	0	0	31	1	1	5	0	0	0	0	0	0	1	2	0	0	1	7	1	1	1	0	
Falkirk	23	0	0	0	1	2	0	1	2	0	0	0	0	1	14	3	0	2	0	0	0	0	0	1	2	0	0	0	3	9	0	0	0	
Fife	37	0	0	0	0	0	0	5	0	0	0	0	0	1	2	34	2	0	0	2	1	0	0	0	4	0	0	0	1	2	0	0	0	
Glasgow City	122	0	0	0	0	0	0	2	2	21	0	0	6	5	2	62	0	0	0	0	0	0	0	2	9	1	0	0	19	1	0	0	0	
Highland	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	
Inverclyde	12	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	
Midlothian	7	0	0	0	0	0	0	0	0	0	0	0	0	5	1	1	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	
Moray	7	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0
North Ayrshire	13	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0
North Lanarkshire	38	0	0	0	0	1	0	0	0	3	0	0	2	0	1	5	0	0	0	0	0	0	63	0	0	1	0	0	10	0	0	1	0	0
Orkney Islands	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Perth & Kinross	19	0	0	0	0	0	0	3	0	0	0	0	1	1	4	2	0	0	2	0	0	0	0	0	46	0	0	0	0	2	0	0	0	0
Renfrewshire	24	0	0	0	0	0	0	0	1	4	0	0	1	0	0	5	0	0	0	0	0	0	0	0	25	0	0	0	2	1	0	0	0	
Scottish Borders	4	0	0	0	0	0	1	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	3	0	48	0	0	1	0	0	0	0	0	
Shetland Islands	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
South Ayrshire	10	0	0	0	0	0	3	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	3	0	0	11	0	0	0	0	0	0	
South Lanarkshire	135	0	0	0	0	0	3	0	0	5	0	0	4	0	0	5	0	0	0	0	0	0	3	1	0	0	145	0	1	0	0	0	0	0
Stirling	18	0	0	0	1	0	0	1	0	0	0	0	2	2	3	1	0	0	0	0	0	0	0	0	0	0	0	0	1	7	0	0	0	
West Dunbartonshire	8	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	
West Lothian	20	0	0	0	1	0	0	2	0	0	0	9	4	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	3	0	0
Business Location																																		

*Delivery of a bespoke webinar, Talking Tenders with Argyll and Bute, is counted with outcomes in that local authority location rather than in the webinar column.

**The outbreak of Coronavirus (COVID-19) impacted upon delivery of face-to-face events in March 2020. Delivery of webinars for South Lanarkshire, North Lanarkshire and Edinburgh are counted with outcomes in those local authority locations, rather than in the webinar column.

Breakdown of Unique Businesses at all SDP Supplier Training by Local Authority

		Webinar	Aberdeen City	Aberdeenshire	Angus	Argyll & Bute	Clackmannanshire	Comhairle Nan Eilean Siar	Dumfries & Galloway	Dundee City	East Ayrshire	East Dunbartonshire	East Lothian	East Renfrewshire	Edinburgh	Falkirk	Fife	Glasgow City	Highland	Inverclyde	Midlothian	Moray	North Ayrshire	North Lanarkshire	Orkney Islands	Perth & Kinross	Renfrewshire	Scottish Borders	Shetland Islands	South Ayrshire	South Lanarkshire	Stirling	West Dunbartonshire	West Lothian	Training Location		
Aberdeen City	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0			
Aberdeenshire	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0				
Angus	5	0	0	57	0	0	0	0	2	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0				
Argyll & Bute	5	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0				
Clackmannanshire	5	0	0	0	0	21	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0				
Comhairle Nan Eilean Siar	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Dumfries & Galloway	19	0	0	0	0	0	0	17	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0				
Dundee City	11	0	0	0	0	0	0	65	0	1	0	0	3	0	2	1	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	0				
East Ayrshire	10	0	0	0	1	0	0	1	0	5	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	1	1	1	0	0			
East Dunbartonshire	18	0	0	0	1	0	0	0	0	4	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0			
East Lothian	4	0	0	0	0	0	0	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0			
East Renfrewshire	6	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0			
Edinburgh	66	0	0	0	0	1	0	2	10	4	0	0	29	1	1	4	0	0	0	0	0	0	0	0	1	2	0	0	1	7	1	1	1	0			
Falkirk	20	0	0	0	1	1	0	1	1	0	0	0	1	11	2	0	1	0	0	0	0	0	0	0	1	1	0	0	2	7	0	0	0	0			
Fife	27	0	0	0	0	0	0	4	0	0	0	0	1	2	31	1	0	0	1	1	0	1	1	0	0	3	0	0	0	1	2	0	0	0			
Glasgow City	111	0	0	0	0	0	0	1	1	17	0	0	6	4	2	56	0	0	0	0	0	0	0	0	1	7	1	0	16	1	0	0	0	0			
Highland	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0			
Inverclyde	12	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0			
Midlothian	7	0	0	0	0	0	0	0	0	0	0	0	5	1	1	0	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0			
Moray	6	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
North Ayrshire	13	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
North Lanarkshire	33	0	0	0	0	1	0	0	0	2	0	2	0	1	5	0	0	0	0	0	0	0	58	0	1	0	0	0	9	0	0	1	0	0	0		
Orkney Islands	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Perth & Kinross	19	0	0	0	0	0	0	3	0	0	0	1	1	4	2	0	0	2	0	0	0	0	0	0	39	0	0	0	0	2	0	0	0	0	0		
Renfrewshire	23	0	0	0	0	0	0	0	1	3	0	1	0	5	0	0	0	0	0	0	0	0	0	0	0	19	0	0	2	1	0	0	0	0	0		
Scottish Borders	2	0	0	0	0	0	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	2	0	38	0	1	0	0	0	0	0	0	0		
Shetland Islands	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
South Ayrshire	10	0	0	0	0	0	2	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3	0	10	0	0	0	0	0	0	0	0		
South Lanarkshire	128	0	0	0	0	0	1	0	0	4	0	3	0	5	0	5	0	0	0	0	0	0	2	1	0	0	124	0	1	0	0	0	1	0	0	0	
Stirling	17	0	0	0	0	1	0	1	0	0	0	2	2	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	5	0	0	0	0	0		
West Dunbartonshire	6	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0		
West Lothian	17	0	0	0	1	0	0	2	0	0	0	8	4	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	3	0	0	0		
Business Location																																					

*Delivery of a bespoke webinar, Talking Tenders with Argyll and Bute, is counted with outcomes in that local authority location rather than in the webinar column.

**The outbreak of Coronavirus (COVID-19) impacted upon delivery of face-to-face events in March 2020. Delivery of webinars for South Lanarkshire, North Lanarkshire and Edinburgh are counted with outcomes in those local authority locations, rather than in the webinar column.



The Supplier Development Programme organised a total of 40 bespoke training events in partnership with local authorities between 1 April 2019 and 31 March 2020: 29 face-to-face events and 11 webinars.

SDP provided 15 bespoke, aligned training events aimed at local early learning and childcare providers for Clackmannanshire, South Lanarkshire, Glasgow City, Angus, Dundee City, North Lanarkshire, North Ayrshire, and Perth and Kinross Councils.

Three bespoke sessions were delivered in partnership with Dundee City Council in advance of its Children and Families Service (CFS) Framework, Renfrewshire Council benefited from bespoke training in advance of its Prepared Sandwiches Contract, and Scottish Borders Council worked with SDP to support its Repairs and Maintenance Framework.

West Lothian Council held bespoke training to support its Demand Responsive Transport (DRT) framework, and two bespoke SDP training sessions were held to support South Ayrshire Council's Taxi Service Framework and Angus Council's School Transport Conveyance Contract in the Brechin/Montrose Areas.

SDP delivered bespoke training sessions face-to-face and via webinar to support South Lanarkshire Council's upcoming opportunities for Social Work Carers,

Education Employability Training and its Education Services to Procured Service Agreement (PSA).

Finally, webinar training sessions were delivered to support North Lanarkshire Council ASN School Transport Tender Dynamic Purchasing System (DPS), Glasgow City Region Cenefits Training and Scotland Excel's Care and Support Services National Flexible Framework.

Outcomes from aligned, bespoke training can be measured through SDP training feedback surveys of 'being more likely to bid' and actual results of contract/framework wins, which must be manually cross-checked by SDP staff against publicly available data published for each contract on Public Contracts Scotland in the Contract Award Notice. As it is dependent on timescales controlled by each public sector buyer, the data is not yet available for all contracts for which SDP delivered bespoke training to support by 31 March 2020.

SDP: Supporting our Members

Supplier Development Programme Provides Free Training to South Lanarkshire Early Learning and Childcare Providers

In order to meet the Scottish Government's pledge to increase free childcare hours from 600 per year to 1,140 by August 2020, South Lanarkshire Council went out to tender for delivery of additional Early Learning and Childcare Services. The Supplier Development Programme and South Lanarkshire Council worked together to help local business prepare for the tendering process.



More than 120 local childcare providers who may have limited or no experience in bidding for a contract have benefitted from three specialist, local training sessions to help SMEs apply and bid for this contract opportunity. During these evening training sessions, held in Rutherglen on 26 June, Hamilton on 27 June 2019 and Lanark on 1 July 2019, representatives from South Lanarkshire Council's Early Years and the Procurement team discussed the requirements for the tender. A bespoke webinar was also held on 2 September for a blended approach to learning.

The Supplier Development Programme provided free training on Public Contracts Scotland Tender – the service through which childminders and nurseries will apply and bid for the tender to deliver the Early Learning and Childcare Services for the Council. South Lanarkshire Council's proactive approach to planning for the increase in childcare hours available, along with its support offered through the Supplier Development Programme to potential childcare providers, meant the local authority was on track to deliver the full number of hours by 2020.

One attendee said: "I had no experience with public sector tendering, but after the SDP training, I'm much clearer about what is required for the childcare tender in South Lanarkshire and how it will link into national standards."

South Lanarkshire Council Chair of Finance and Corporate Resources, Councillor Gladys Miller, said: "We are delighted that the Supplier Development Programme has jointly delivered training for local childcare providers with the Council. I do recognise that many smaller local businesses may not have previous experience in tendering for public sector contracts and can only benefit from the training and insight being offered by the Supplier Development Programme and South Lanarkshire Council procurement. I hope these businesses now feel sufficiently well prepared to take part in the future tendering opportunity."

Measurable outcomes

South Lanarkshire Council Procurement received 101 tenders to evaluate in total. The outcomes published on Public Contracts Scotland included 98 successful suppliers. In total, 132 unique businesses attended one or more of the three SDP aligned, bespoke training events in advance of tendering. Of the 98 successful suppliers, 83 unique businesses (85%) that had attended SDP training successfully tendered for a place on the DPS with South Lanarkshire Council. A further five unique businesses that registered with SDP, but did not attend the training, were also successful. This means that 90% of the total successful suppliers for this tendering exercise attended SDP training or engaged with the Supplier Development Programme by registering on the SDP website prior to bidding.

SDP: Supporting our Members

Scottish Borders Council's Open Engagement with Supplier Development Programme Bespoke Training benefits local businesses

To support contractors preparing to bid for its new Repairs and Maintenance Framework tender opportunity in the summer of 2019, many of which had never submitted an online bid, Scottish Borders Council contacted the Supplier Development Programme.

The Scottish Borders covers 4,732 sq. km, and 47.1% of the population live in a rural area. This presents unique challenges for all procurement, but specifically for a framework that requires works at unsociable hours across a huge area with difficulties in existing infrastructure.



**Scottish
Borders
COUNCIL**

SBC was aware success was reliant on engagement from SMEs across the region which were largely unknown to the council. Additionally, when SBC last procured the framework in 2016, contractors bid through hardcopy or online, but none had bid through PCS-T. Therefore, the quality of expected bids was uncertain. The wide-ranging Repairs and Maintenance Framework has 17 different Lots, with a total estimated budget of £19m over the four-year framework.

Scottish Borders Council contacted the Supplier Development Programme, which formed a joint plan for promotion of the opportunity and engagement with stakeholders and suppliers prior to the procurement to promote the opportunity, aligned tender training and additional support.

Hosted by the local authority's procurement team, SDP training was aligned to the specific requirements of the tender and delivered in evenings, free of charge, to potential suppliers ranging from single contractors to builders, electricians, and joiners, landscaping companies, roofers and more, on 30 June and 2 July 2019. In total, 51 local SME suppliers from 41 unique businesses attended. More than three quarters - 76% - reported that they had heard about the opportunity through SDP, overcoming the council's hurdle for engagement with an unknown marketplace.

After SDP training, 81% of suppliers reported that they felt much more confident that their tender would be stronger than it would have been without the training, and 81% felt more positive about potentially working with SBC. Crucially, 91% said they were more likely to bid. One supplier said: "The course was a great insight to tendering, as there is lots still to learn as a new business. I feel much more confident that my tender will be stronger than it would have been without the training."

Following the workshops, Scottish Borders Council also hosted a supplier 'drop-in' event on 4 July with representatives from Procurement, Property Services, Health and Safety, Community Benefits, Business Gateway, and one-to-one bid support.

Councillor Mark Rowley, Scottish Borders Council's Executive Member for Business and Economic Development, said: "These events were a great opportunity to help our local businesses get up to speed with what's required to bid for the framework and we are delighted to have once again worked with the Supplier Development Programme to support our contractors and encourage new ones to get on board and benefit from the work available through the Council."



Measurable Outcomes

At the outset, 191 different suppliers expressed an interest in bidding on PCS-T. While SBC Procurement received 145 tenders to evaluate in total, there were 229 different responses within these tenders, as some suppliers tendered for multiple lots. The outcomes included 142 successful suppliers. Of these, 116 suppliers (81.7%) were based in the Scottish Borders and 26 suppliers (18.3%) were based outwith the local authority area.

Of the 41 unique businesses that attended SDP aligned, bespoke training in advance of tendering, 39 (95.1%) tendered for the public sector contract. A further four unique businesses that registered with SDP, and therefore had access to supportive materials but did not attend the SBC aligned training, were also successful.

In total, 100% of the local SMEs that attended SDP's training that bid won a place on the framework, which ultimately contributes to business growth as well as local community wealth building in the Scottish Borders, where in 2015, 58.1% of employment was in small businesses with under 50 staff - higher than Scotland's national average of 36.7%. Furthermore, the geographical spread of successful contractors covers all key trades, which ensures that SBC can provide a full reactive and response repairs and maintenance service in all council areas.

Gillian Cameron, SDP Programme Manager, said: "Our partnership work with Scottish Borders Council acutely demonstrates how SDP's bespoke model of training, aligned to a specific tendering opportunity, builds the capability of Scottish SMEs and third sector to ensure they are 'tender ready' and best positioned to win new contracts. Winning a place on a framework, like 100% of the SMEs that attended our training did for this contract, contributes to business growth as well as local community wealth building."

SDP: Working with the wider Public Sector

SDP Pilots Tender Training in Further Education Sector

To support engagement with the collaborative Framework Agreements between Edinburgh Napier University and Heriot-Watt University for Minor Works, as well as for Professional Estates Services, two Market Engagement Days were arranged on 19 and 21 November 2019. The Supplier Development Programme promoted both events and provided free tender training to 167 total supplier businesses that attended.

By organising the Market Engagement Days, both universities hoped to actively engage with the SME marketplace. Rosemary Carson, Procurement Manager at Heriot-Watt University, said: "By making it a two-way exchange through direct engagement with the suppliers, I was hopeful that we would generate interest from both 'old and new' SMEs."



The events achieved just that through a partnership approach towards promotion of the joint events through each university, which was bolstered by the Supplier Development Programme's existing SME base reached through its website, social media channels and e-newsletter. The sessions combined a "Meet the Real Buyer" approach, with members of each university's procurement departments available to answer questions about the upcoming procurement opportunities, followed by tender training delivered by SDP.

Susan Groat, Director of Property and Facilities at Edinburgh Napier University, said: "All of the SMEs I spoke to thought the presentation was helpful and for those who hadn't filled the forms in before, were less apprehensive about giving it a go."

Andrew Foulner, Head of Procurement at Edinburgh Napier University, said: "The Supplier Development Programme is very good at engaging with the SME marketplace and helping them engage with the public procurement process. The SDP trainer gave clear examples that helped the audience understand how to use the PCS and PCS-T Systems and took away any trepidation about online tendering."

Police Scotland

The Supplier Development Programme (SDP) worked with the Scottish Police Authority (SPA) to hold three free training sessions for potential suppliers on the Public Contracts Scotland Tender website, in December 2019 and January 2020.



The Scottish Police Authority (SPA) and Crown Office and Procurator Fiscal Service (COPFS) was due to release a tender for a Framework for the Uplift and Transportation of Deceased Persons in early 2020. There are a range of circumstances where the SPA and COPFS are required to transport deceased persons when a death occurs in the community; mainly Police Reportable Deaths and unexplained Medical Deaths where the Procurator fiscal instructs the police to carry out an investigation into the circumstances of a death.

To support the engagement of SMEs in bidding for this framework opportunity, the Supplier Development Programme provided free tender training sessions for suppliers in Inverness, Perth and Glasgow. SDP took 35 bookings for the three bespoke training events, which were attended by 22 suppliers.

SDP: Working with the wider Public Sector

Supply Chain Cyber Security Tool with the Scottish Government



Cyber crime is one of the biggest criminal threats to the UK economy – losses are estimated at billions of pounds each year. Scottish public sector organisations are attractive targets for cyber criminals due to the amount of data they hold. The impact of cyber-attacks, both reputational and financial, can be significant.



Public sector organisations are making it more difficult to be directly attacked thanks to the good cyber security baseline established under the Scottish Government's Public Sector Action Plan on Cyber Resilience. Protecting against cyber criminals that may seek out suppliers that do not have the same level of cyber security in place within their businesses is a top priority for the Scottish Government. It has led towards the development of the Scottish Cyber Assessment Service (SCAS) and the Supplier Cyber Security Guidance Note. This embeds cyber security into the public sector supply chain and protect against cyber attacks.

SCAS is an online tool that provides a way for public sector organisations to assess cyber risk at the start of the procurement process. It seeks to ensure that the public sector obtains consistent and proportionate cyber security assurances from potential suppliers. SCAS requires suppliers to complete a questionnaire detailing their current level of cyber security, with detailed questions aligned with authoritative guidance from the National Cyber Security Centre.

The Supplier Development Programme teamed up with the Scottish Government to connect suppliers and buyers prior to the launch of the new SCAS in October and November 2019.

The training sessions, delivered by webinar, consisted of a live demonstration of the new tool delivered by Paul Chapman, Head of Public Sector Cyber Resilience at the Scottish Government. Suppliers were encouraged to take proactive action on having appropriate cyber security in place when bidding for public sector contracts. Buyers were encouraged to adopt a consistent approach to cyber security during procurement as best practice. The new SCAS tool is free for both suppliers and buyers to access and was launched as a beta service during Cyber Scotland Week in February 2020.

This tool provides Scotland's public sector with a way to ensure a consistent and proportionate assurance of suppliers' cyber security based on UK cyber security standards. Suppliers benefit from being able to reuse answers for different public sector contracts and having a free means to test current own cyber security.

The Supplier Development Programme plans to continue to work with the Scottish Government to carry out further training on the SCAS tool in 2020/2021.

SDP: Contributing to Supplier Success

SDP 'Dovetails' success with Social Enterprise

A Supported Business credits engagement with SDP for helping to win two public sector contracts in the Spring of 2019. Dovetail Enterprises (1993) Ltd is a Supported Business that manufactures certified internal fire doors as well as furniture and beds for the contract market. This social enterprise is located in Dundee and has 52 employees.



Prior to engaging with the Supplier Development Programme, Dovetail proactively attended training events organised by local authorities, which helped staff develop knowledge and experience. However, at that point, Dovetail's experience of public sector tendering was ad hoc and unsuccessful. In 2016, Dovetail fully embraced the entire range of free Supplier Development Programme training courses and began attending SDP-organised events, such as annual Meet the Buyer events, the Glasgow City Region City Deal supplier event in June 2016 and the City of Edinburgh Council's Meet the 'Real' Buyer Event in May 2019.

For Dovetail, the Supplier Development Programme training was valuable because it raised awareness of the importance of correct and detailed submissions, including full specification, and highlighted the pitfalls to avoid, as well as the differences between different threshold opportunities and types of contracts.

Jill Rettie, Sales Office Supervisor, said: "I have always found the SDP's trainers to be very helpful and interactive creating an open environment for learning that leaves you looking forward to the next course." In early 2018, three members of Dovetail staff participated in a myriad of SDP face-to-face training across Tayside, such as "Introduction to Working with the Public Sector" in Fife, 'Introduction to Tendering' in Angus, 'Using PCS and other portals' in Fife, and 'Improving Your Bid Score' in Dundee.

Over the last three years, Dovetail staff also participated in webinars on 'Talking Tenders' to understand specific procurement processes with Stirling Council, West Dunbartonshire Council, Fife Council, Comhairle nan Eilean Siar (Western Isles Council), and South Lanarkshire Council.

Ann Jamieson, Business Development Manager, said the longevity of engagement with SDP has paid off: "Just in the last few weeks, we have been awarded two significant contracts. One is with Herriot Watt University for the supply of 440 mattresses, and the other is for the supply of furniture to the Scottish Government Social Security offices. These are both significant contracts which help us fulfil our aim of providing employment for those disadvantaged in the workplace."

She continued: "I would always recommend attendance at workshops and training provided by the Supplier Development Programme. Along with useful information, helpful guidance and things not to do you, you also get the opportunity to meet representatives from other companies. It's best to attend with an open mind, accept this is the route to market and ask lots of questions. Also, don't be afraid to attend again to refresh what you have been told."

SDP: Contributing to Supplier Success

AquaAid wins first contract

AquaAid is a supplier of bottle fed, mains fed coolers and hot water boilers.

AquaAid also works very closely with two charities: Christian Aid and The Africa Trust. The small business is based in Blantyre, South Lanarkshire, and has 14 employees. In April 2019, AquaAid won its first ever public sector contract, to supply 53 mains-fed water coolers at Glasgow Caledonian University from May 2019.



AquaAid began bidding for public contracts in 2017, but struggled to complete the tenders on Public Contracts Scotland and its bids were always unsuccessful. Clare Miller, AquaAid National Sales Manager, first engaged with the Supplier Development Programme (SDP) at various events. Clare said: "I attended various events where SDP delivered talks and seminars. These were when I discovered the help and support SDP gives to SMEs, and I booked to attend Meet the Buyer in Edinburgh in June and South Lanarkshire's Meet the Real Buyer event in November 2018."

Clare gave more thought to attending training, and after speaking to SDP at a Procurement Event in West Dunbartonshire in January 2019, she booked a place on the 'Introduction to Working with the Public Sector' webinar at the beginning of February and on the 'Introduction to Tendering' webinar in March 2019. Clare said: "I realised what information is important when completing a tender. I remembered that we were advised not to just write words for the sake of it, but to always keep responses relevant to what we are being asked. Since then, I spend more time re-reading the questions in the tenders and making sure everything is relevant to our business. Through the webinars, I also gained more confidence and increased my understanding of the tenders we are submitting."

Attending the free webinars offered by SDP training has paid off for AquaAid, when it won its first public sector contract in April 2019 to supply 53 mains-fed water coolers at Glasgow Caledonian University. Installation is planned for early May 2019.

Clare said: "I would advise anyone thinking about getting involved with public sector tendering to just make the time at the outset to attend the free training offered by the Supplier Development Programme. The support from the SDP team and trainers is exceptional."

She continued: "The trainers explain everything clearly and take you step-by-step through the process, and you never feel that any question you may have is a silly one. They also make sure you fully understand everything before moving on. The training and resources SDP gave me have been invaluable and have given me the confidence to submit tenders I once thought I would be unable to do... and we already won our first!"

SDP: Contributing to Supplier Success

SDP helps M2M Cloud win Silver Lining with Highland Council contract

Based in Dundee, M2M Cloud won its first public sector contract with the Highland Council after engaging with free training through the Supplier Development Programme in August 2019, following the development of a novel internet of things (IoT) water-monitoring technology.



The software developer secured a competitively tendered three-year agreement to supply sensors to more than 100 Highland Council buildings, which will enable the local authority to remotely gather data about its water systems. M2M Cloud built its technology, called Neptune, following the success of an initial proof of concept project developed by CENSIS – the Innovation Centre for sensor and imaging systems and IoT.

Since first engaging with the Supplier Development Programme in February 2017, staff from M2M have participated in numerous events and training through the Supplier Development Programme, including a national Meet the Buyer event, two webinars, and 'Improving Your Bid Score' face-to-face training in Dundee.

Scott Edgar, Operations Director at M2M Cloud, said: “The SDP training session provided insight and tips which proved to be invaluable advice when applying for our first public sector contract. The session was delivered by a former procurement officer and it gave us a view from the procurement perspective, such as how public sector bodies mark applications, what they look for from bids, and how the process operates internally.”

Scott continued: “Using the PCS-Tender website for the first time was a daunting experience and weeks of hard work. SDP training gave us that extra bit of help to get our bid over line and ultimately has given us the experience to approach future tenders full of confidence.”

SDP: Contributing to Supplier Success

Consult Lift Services reaches new heights with Public Sector Tendering

Based in Renfrewshire, Consult Lift Services Ltd is a supplier of Lift and Escalator solutions to businesses and institutions throughout Scotland. After undertaking training through the Supplier Development Programme, Consult Lifts has gone on to win more than £5m of business from the public sector. In partnership with SDP Scotland, the Scottish Procurement featured this case study as a YouTube film published in December 2019.



Phil Reilly has built Consult Lift Services from the ground up. Beginning with a course attended personally by Phil in 2009, Consult Lift Services has gone from strength to strength in public sector tendering by putting into practice what can be learned from the Supplier Development Programme.

"We started out by trying to win anything at all with public sector tendering in 2008, but we were constantly unsuccessful," said Phil Reilly, Chairman of Consult Lift Services Ltd. "We wanted to work with councils, because you know you'll get paid, but we just couldn't get our foot in the door."

Phil engaged with the SDP training programme in 2009 and has since encouraged other members of his staff to attend the training in various delivery methods, such as two advanced webinars in 2016, "Seeking feedback and improving your bid" and "The supplier's role in contract relationship management." Consult Lift Services staff also completed all Level 2 SDP training in 2019. Phil said: "We won jobs after that initial training, which was so beneficial. It made me realise that I needed to look at the questions and made me re-look at the way we were answering. I gave the training materials to others in the company, and we've grown to 42 members of staff."

Winning public sector work has completely changed the company for the better. Phil said: "We have been in business for 21 years, and in the beginning, the majority of our business was in the private sector. That's different now, as the majority of our work is for the public sector." Consult Lift Services has delivered contracts for Edinburgh City Council, Falkirk Council, South and North Lanarkshire Councils, Falkirk Council, Police Scotland, and Renfrewshire Council, and has won more than £5m of work from the public sector to date.

Phil said: "I'm a big fan of the Supplier Development Programme because you don't need to hire a private consultant to bid for contracts. We don't have an in-house tender writing team, and we share responsibility to bid based upon what we've shared with each other from SDP training. The Supplier Development Programme helps level the playing field with bigger companies, so that small businesses like ours can compete and win work."

Meet the Buyer North 2019



Meet the Buyer North 2019 was held on 4 September 2019 at Macdonald Aviemore Resort. Headline partners included the Scottish Government and Highlands and Islands Enterprise. Out of the record 1,100+ suppliers that registered to attend, more than 560 gathered to interact with 35 exhibition stalls, representing 41 public sector buyers and business support services. There were 400 attendees at Meet the Buyer North 2018, which means there was a 40% increase in attendees. The overall event experience was rated as Excellent or Good by 94% of respondents. Most importantly, 93% of respondents said that they were more likely to bid for public contracts after attending Meet the Buyer North 2019.



Exhibiting organisations include:

- A.P.U.C.
- Balfour Beatty Ltd
- Bancon Construction Ltd
- Business Loan Scotland
- Caledonian Maritime Assets Ltd
- Chambers of Commerce - Inverness
- Construction Scotland Innovation Centre
- Crown Commercial Services
- CITB
- Federation of Small Business (FSB Highlands & Islands)
- Forestry Commission
- Highlands and Islands Airports Ltd
- Highlands and Islands Enterprise
- Highland Council, Aberdeen Council and Aberdeenshire Council
- Historic Environment Scotland
- hub North Scotland Limited
- Just Enterprise
- Kier Construction
- Living Wage Scotland
- Moray Council
- NHS Highland
- Police Scotland
- Public Contracts Scotland
- Roadbridge Ltd
- SELECT
- Sellafled
- Scotland Excel
- Scottish Fire and Rescue Service
- Scottish Government
- Scottish Government - Cyber Security
- Scottish Government - Public Contracts Scotland
- Scottish Procurement Alliance
- Scottish Water
- Tayside Procurement
- Transport Scotland

- Members
- Affiliate Members
- Trade Association Member
- Non Members

Meet the Buyer North feedback

"Meet the Buyer North is one of the easiest ways to find work with the public sector in the North of Scotland."

"The only comment I can make is that it was hard to hear the speakers, but overall, very good event."

"First class venue - very spacious and relaxing."

"The event exceeded my expectations."

"Top Tips for Tendering workshop was excellent."

"I enjoyed the opportunity to meet with various public sector bodies under one roof."

"Can the event start earlier?"

"We were impressed with the number of buyers present and the venue facilities."

"It would be nice to have more local authorities there."

"Great chance to learn about the procurement process of the different buyers."

Meet the Buyer feedback

"I attended mainly to network with difficult to reach key influencers within my business sector."

"I went prepared as advised by SDP, was specific about what I was promoting, and engagement was positive."

"I thought the list of workshops relevant and the event generally had a good buzz."

"Most helpful exhibition I've honestly ever been to."

"I learnt about PCS and PCS-T in ways that I hadn't been using it."

"First time I've attended and found the event very useful."

"Coffee was poor and expensive, but the event itself was excellent."

"Excellent event and well planned - looking forward to the next event in Edinburgh."

"I enjoyed most the opportunity to speak to key organisations all under the one roof."

"Great speakers and workshops very informative."

"Made some useful contacts - liked most that there were buyers willing to be frank about their procurement."

"I thought the list of workshops relevant and the event generally had a good buzz."

Meet the Buyer 2019



Meet the Buyer 2019 was held on 13 November 2019 at Hampden Park, Glasgow. Headline partners included the Scottish Government and Scotland Excel. The largest number of registrations to date were received: 2,623 suppliers registered, and more than 1,100* attended to interact with 69 exhibition stalls, representing 74 organisations. The event had on the whole very positive feedback from respondents, with 82% rating it as Excellent or Good and 90% more likely to bid for public sector contracts as a result of attending.



Meet the Buyer 2019 was opened by Councillor Heather Brannan-McVey, Chair of the Supplier Development Programme. Several presentations were delivered throughout the day, including:

- Scotland Excel: Delivering Social Value through Procurement, delivered by Jenny Bowles, Category Manager for Building and Consultancy;
- Delivering Benefits for Communities through £700 million Annual Spend: How SMEs can Engage with NHS Greater Glasgow and Clyde, delivered by Gordon Beattie, Head of Procurement, Greater Glasgow and Clyde Health Board;
- Productivity Clubs Programme (SCDI), delivered by Ashleigh McCulloch, Productivity Clubs Programme Manager;
- Scottish Government Cyber Resilience, delivered by Paul Chapman - Head of Public Sector Cyber Resilience;
- How to do Business with Sellafield Ltd, delivered by John Berry, Supply Chain Manager; and
- SELECT: New Fire Detection Regulations and Fire Alarm Systems in Scotland, delivered by Mark McLaughlin, Technical Adviser.



Additionally, two workshops from the Supplier Development Programme were delivered on 'Introduction to Tendering' and 'Improving Your Bid Score'. All presentations were delivered in the Auditorium at Hampden Park, which has a capacity of 250 seated.

*Unfortunately, there was an issue with registration by SDP's appointed event management company on the day of Meet the Buyer 2019. This resulted in long queues, compounded by cold weather; lengthy wait times for attendees at registration; and loss of registration data for some attendees. As a result of the registration issues, and while the number of attendees is 1,164 on SDP's official data tally, SDP estimates that there were around 1,500 actual attendees on the day. However, for audit purposes, SDP will report the lower registration number, which can be evidenced, for all official purposes.



Exhibiting organisations include:

- A.P.U.C.
- A-Plant
- Argyll and Bute Council
- BiP Solutions
- Business Loans Scotland
- Caledonian Maritime Assets Ltd
- Clackmannanshire Council
- Central Building Contractors (Glasgow) Ltd
- CITB
- COPFS
- DfID
- Dounreay Site Restoration Ltd
- Digital Development Loan
- Dumfries & Galloway Council
- ENGIE Restoration Ltd
- East Ayrshire Council
- East Lothian Council
- East Renfrewshire Council
- Falkirk Council
- Fife Council
- Forestry Commission
- GAP Group
- Glasgow City Council
- Glasgow City Region City Deal
- Highland, Aberdeen City and Aberdeenshire Councils
- Hadden Group
- Historic Environment Scotland
- hub South West
- Just Enterprise
- Magnox Ltd
- Multiplex Construction
- National Records of Scotland
- NHS Scotland National Procurement
- NHS Lanarkshire
- NHS Greater Glasgow and Clyde
- NHS Ayrshire and Arran
- North Ayrshire Council
- North Lanarkshire Council
- Productivity Clubs Programme (SCDI)
- Police Scotland
- Partnership for Procurement (P4P)
- Registers of Scotland
- Renfrewshire Council
- Roadbridge UK
- Sellafield Ltd
- Stirling Council
- Scottish Environment Protection Agency
- Scottish Enterprise
- Scotland Excel
- Scottish Courts and Tribunals Service
- Scottish Fire and Rescue Services
- Scottish Government
- Scottish Government - Cyber Security
- Scottish Government - Public Contracts Scotland
- Scottish Parliamentary Corporate Body
- Scottish Prisons Service
- Scottish Procurement Alliance
- Scottish Water
- SELECT
- South Ayrshire Council
- South Lanarkshire Council
- Strathclyde Partnership for Transport
- Tayside Procurement Consortium
- Transport Scotland
- West Dunbartonshire Council
- West Lothian Council
- Wills Bros Civil Engineering Ltd

- Members
- Affiliate Members
- Trade Association Member
- Non Members

Partner Events

The Supplier Development Programme supports membership organisations in their local 'Meet the Real Buyer' events, supplier engagement sessions, and more.

SDP also highlights some external events that may be of interest to Scottish-based SMEs and supported businesses, especially those in which we partner, through the SDP website and monthly e-newsletter.



SDP supported a number of partner and external events from 1 April 2019 to 31 March 2020.

April – June 2019

- HAS Minor Works Frameworks Open Day - East Ayrshire Council
- East Dunbartonshire Business Week - East Dunbartonshire Council
- Open Contracting Consultation with Civil Society - Scottish Government
- Planned and Reactive Maintenance Tender Supplier
- Engagement Event - Perth and Kinross Council
- Market Engagement Days by Business Glasgow - Glasgow City Council

July – September 2019

- Dumfries Supplier Showcase - hub South West Scotland
- The Scottish Transport Show
- Constructionline's Glasgow Meet the Buyer 2019 Event

October – December 2019

- Broughty Ferry Flood Protection Scheme - Meet the Buyer Event
- Accelerating the delivery of affordable new homes: Scotland Excel
- Scottish Heathrow Business Summit
- Procurex Scotland 2019
- Support for Business Event - Midlothian Council
- Fife Real Living Wage Event: Updates on Employment Law, and Contracting/Tendering
- Heathrow Logistics Hub: Meet the Buyer with Babcock International Group - Fife Council

January – March 2020

- MVV Environment Baldovie Meet the Buyer Event
- Cyber Scotland Week 2020
- The Gathering 2020
- Innovation in Scotland's Energy Storage Industry Supply Chain Event
- Lanarkshire Business Hub Event
- Challenge Based Innovation Event - Construction Scotland Innovation Centre
- NNG Offshore Wind Supply Chain Event

Meet the 'Real' Buyer Event – City of Edinburgh Council

On 30 May 2019, the City of Edinburgh Council, with support from the Supplier Development Programme, hosted a Meet the 'Real' Buyer event in the council's headquarters at Waverley Court. This was an opportunity for businesses to speak to the actual City of Edinburgh Council Buyers who commission contracts and are interested to meet potential companies who can bid/tender for work.



More than 60 suppliers attended to meet 'real' buyers from several council departments, including Communities and Families, Construction – Housing, Commercial and Infrastructure, Health and Social Care, Transport and Roads Services, Project Search / Developing the Young Workforce (DYW) Programme, and Supplier Support – Systems Advice. The Supplier Development Programme also exhibited.

Two workshops were delivered from the Commercial and Procurement Services (CPS) and the Supplier Development Programme. These were aimed at assisting businesses to get ready to tender or work with City of Edinburgh Council in 'Introduction to Public Sector Procurement' and 'Introduction to Public Contracts Scotland.'

Community Benefits Supplier Engagement Event Perth and Kinross Council

Perth and Kinross Council introduced a new community benefit process within procurement in May 2019. To support contractors and suppliers through this change, the Supplier Development Programme worked with Perth and Kinross Council to organise an engagement event that explored ethical and sustainable models for business, the promotion of positive social outcomes as a supplier, building community benefits into supplier bids, and the introduction to the new Community Benefits Wish List for local suppliers. In total, 19 SMEs attended.



Since the launch event, 33 Community Benefits have been delivered to communities in Perth and Kinross, including one of the SMEs that attended the SDP event: Sidey Ltd. Gillian Cameron, SDP Programme Manager, said: "SDP was delighted to work so closely with Perth and Kinross Council as staff considered how procurement activity could be better used to support local economic activity at the outset through early engagement, while also supporting local enterprises to learn how to supply goods, works and services locally as well as the wider public sector."

Meet the 'Real' Buyer Event – Orkney Islands Council

More than a dozen local businesses found out more about providing services and supplies for the public sector in Orkney at its Meet the Buyer regional event on 9 October 2019 at the Orkney Library and Archive. Businesses were invited to drop in to discuss opportunities to work with Orkney Islands Council and other public sector organisations. Staff were available from the council, Business Gateway Orkney and the Scottish Government-funded Supplier Development Programme, along with representatives from the Orkney Fair and Local Group. Suppliers learned more about potential opportunities linked to the Harbours Masterplan for Orkney, the Fair and Local initiative, and Orkney Islands Council's commitment to reducing usage of single-use plastics. The Supplier Development Programme also delivered a workshop on 'Top Tips for Tendering.'



Meet the Buyer Regional Event - Dumfries and Galloway Council

More than 50 suppliers attended this event on 23 October 2019, and were able to meet real buyers, introduce themselves and have a chat with the people directly involved in public sector contracts and framework opportunities at Dumfries and Galloway Council. Suppliers learned about upcoming opportunities, how to work with the local authority, and attended training sessions throughout the day that covered top tips for tendering and working with the public sector.



'Real' buyers from Dumfries and Galloway Council were available from Procurement, Social Work and Care Services, Construction and Property, Maintenance, IT, Waste Services, Print Facilities Services and Passenger Transportation. Exhibitors included Dumfries and Galloway Council, Scotland Excel, NHS Scotland, Loreburn Housing Association and the Supplier Development Programme.

Prior to the event, registration was managed by SDP, and feedback was positive, with 92% of respondents stating that they were more likely to bid for public sector contracts after attending. One supplier said: "It was a well organised event with key public sector organisations in attendance and very open to dialogue and in providing assistance and guidance concerning procurement. SDP is an invaluable resource for all SMEs in Scotland."

Meet the Buyer Roadshow - Argyll and Bute Council

Staff from Argyll and Bute Council approached the Supplier Development Programme to organise a Talking Tenders webinar, which ran in late October 2019. During this webinar, buyers imparted knowledge and answered suppliers' questions regarding how to do business with the council. SDP also promoted a 'Meet the Buyer' Roadshow held on three dates in November and December 2019. Businesses were invited to find out about providing services and supplies for the public sector in Argyll and Bute during with convenient 15-minute pre-booked appointments booked in advance direct with the council. Businesses also engaged with staff from the local authority and Business Gateway, and were provided with information on free upcoming training from the Supplier Development Programme.



Partner Events

Meet the Buyer Event - Dumfries & Galloway Housing Partnership join Wheatley Group

Almost 200 people, including 134 Scottish SMEs from 106 unique businesses, attended a Meet the Buyer event organised by the Supplier Development Programme on 20 January in conjunction with new members Wheatley Group and Dumfries and Galloway Housing Partnership (DGHP), which aimed to promote upcoming opportunities across the region.



Suppliers from all over attended to find out more about how DGHP, as part of Wheatley Group, plans to bring new homes, jobs and improved services to the region. There were also sessions from SDP on Top Tips for Tendering and how to work with the public sector, which gave a broad overview of how to get involved with future opportunities. The partnership launch aimed to promote a series of benefits for tenants, customers and stakeholders including up to 1000 new-build homes, accelerated improvements in existing homes and the creation of up to 500 jobs. As registration was managed by SDP, feedback could be collated from respondents which proved to be highly positive, with 90% more likely to bid for public sector contracts as a result of attending. Attendees also agreed that the speakers and networking opportunities were excellent on the day.

Meet the Public Sector Buyer - TayCities

The Supplier Development Programme worked with Dundee City Council, Angus Council, Perth and Kinross Council and Fife Council to organise the TayCities 'Meet the Public Sector Buyer' event on 18 February. On the day, 270 suppliers that included 182 Scottish SMEs and supported businesses, learned more about future contracts for Tayside's Public Services. Suppliers met buyers face-to-face and talk about their business, and participated in information sessions on Public Contracts Scotland and the support and training available through Supplier Development Programme.



Though it has supported all past events, SDP took registrations for TayCities for the first time at its 2020 event. The survey showed that almost half - 47% of respondents heard about the event from SDP or via the SDP newsletter. Additionally, 96% of respondents rated the booking process as Excellent or Good. Finally, 97% of respondents are more likely to bid for public sector contracts as a result of attending the event.

One supplier stated: "Good mixture of companies and the responsible people from these companies providing the relevant information." Another said: "I enjoyed networking with exhibitors and the ease of being able to speak to the right people from the public sectors."

External Events

Skanska Supplier Engagement Event

Skanska is a major project development and construction group that aims to create sustainable solutions and be a leader in quality, green construction, work safety and business ethics.

Skanska approached the Supplier Development Programme to promote a Supplier Engagement Event at Heriot-Watt University on Wednesday, 20 November 2019 to Scottish-based SMEs and supported businesses, as well as the wider business base of suppliers.



SKANSKA

SDP used a multi-channel approach to engage the Scottish SME supply base, as well as its existing network of public sector membership organisations to raise awareness of Skanska and its drive to reach out to potential suppliers. This approach proved to be successful, as 95 suppliers attended Skanska's Supplier Engagement Event in November 2019.

CITB Roadshow and Training Provider Autumn Events

The CITB Employer Roadshows are half-day events for construction employers all over the UK to learn about the latest updates from CITB such as the Construction Training Directory / Register and Apprenticeships, learn how to apply for grants and funding available to their business and find out more about who is available to help in their area. This is also a chance for employers to voice any concerns they may have and ask questions to the local CITB team.



citb

SDP participated in three of the CITB Employer Roadshows and delivered presentations on Top Tips for Tendering in October 2019. The three roadshow events were held in Perth, Cumbernauld and Inverness, and provided solid opportunities to meet larger contractors with supply chains, as well as smaller firms across Scotland that may not have previously engaged with the Programme. In total, 68 businesses attended the three events. Feedback on SDP's presentations, which was gathered through CITB in real time at each session, showed that 46% said it was very informative and 54% said it was quite informative. Additionally, 45% gave the SDP presentation a 9 or 10 for quality, whereas a further 27% gave it 7 for quality.

Strategic Involvement of SDP Scotland

To promote and support other organisations, the Supplier Development Programme contributes to several strategic and operational groups throughout the year. This work contributes to the promotion of the Programme to new audiences and the sharing of best practices. Some of the groups SDP has contributed to include the Scottish Government Procurement Supply Group (PSG), Glasgow City Region City Deal - Sustainable Procurement Group, Highland Cluster Group SLAED Business Group, and the CICV Forum's Commercial Sub Group.

Partnership for Procurement (P4P)

The SDP Scotland Programme Manager is on the Board for the Partnership for Procurement (P4P). The first blog for 2020 from P4P featured the Supplier Development Programme, and the services it can provide to train the third sector in public sector tendering.

Within the P4P blog post in January 2020, Gillian Cameron, SDP Scotland Programme Manager, said: "SDP has helped numerous third sector organisations in the past with training sessions that are suited to their needs, such as the 'Understanding Community Benefits and Sustainability' course – this covers issues such as sustainable procurement, procurement for the third sector, and being a 'best practice employer'."

SDP support for the Third Sector

Third sector organisations can move toward a greater understanding of the tendering process and how to win contracts through SDP training. For example, in October 2019, The University of Dundee Nursery Ltd. staff undertook SDP training in conjunction with Dundee City Council's Early Learning and Childcare 1140 hours framework opportunity.

Jacky Jones, a member of staff at the nursery, commented: "Though I feel much more confident, I didn't realise there would be as much work involved with this tendering process as there is. We really appreciate the advance support the Council is providing through the Supplier Development Programme. It will be helpful to have the additional information that was provided during the training to reference when we are filling out our tender next month."



Qatar Investment Bank

During Procurex Scotland in October 2019, SDP initially met three representatives from the Qatar Investment Bank. To promote the sharing of best practice, a meeting was organised with the Qatari delegation with Scottish Government, NHS Scotland and the Supplier Development Programme. SDP delivered a presentation and ensuing discussion, which was positive, explored the potential creation of a similar service to support local businesses in Qatar.

SDP 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. During 2019/2020, the Supplier Development Programme utilised several popular hashtags, including:

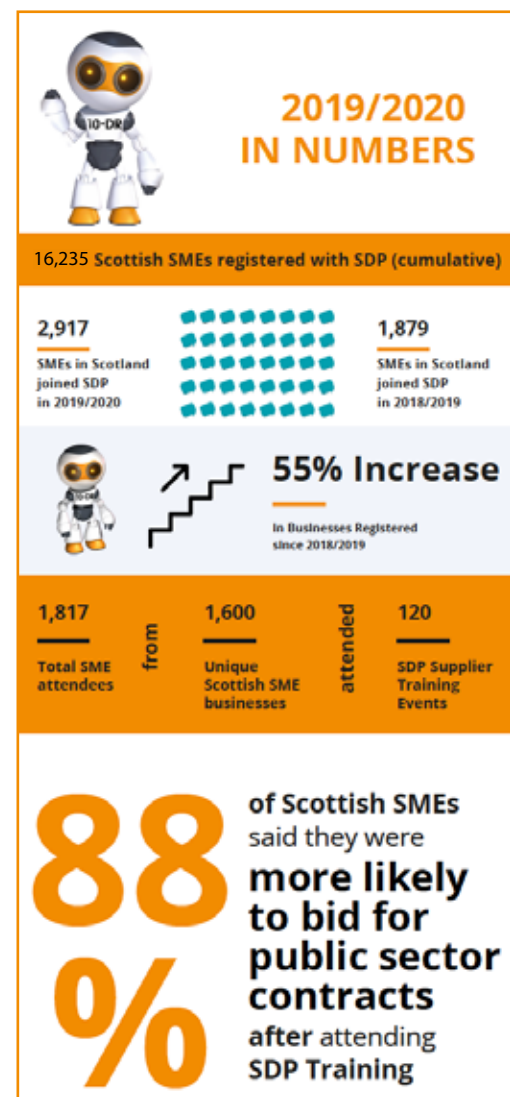
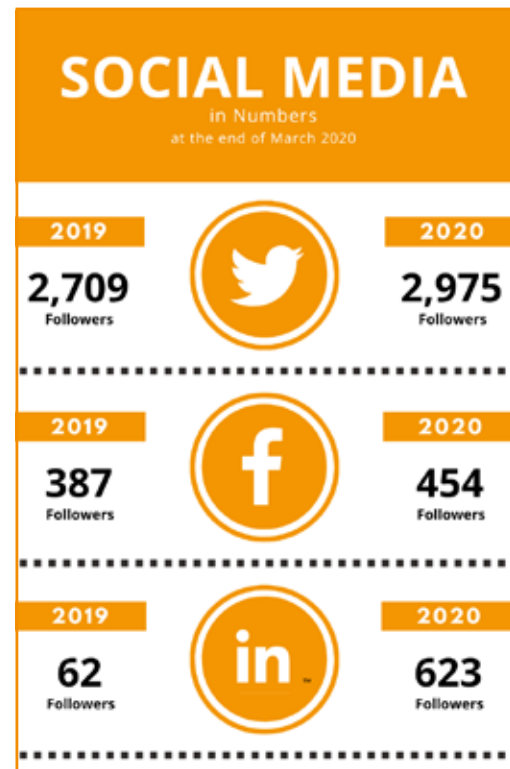
#HelpingYouBidBetter
#10DR
#MeetTheBuyer2019
#MeetTheBuyerNorth2019

Additionally, to maximise efforts in the public sector to be open and transparent in communications around public sector procurement, 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
#OpenAndConnected
#GoodForCommunities

Social Media Platforms

The Supplier Development Programme can be found on [Twitter](#), [Facebook](#), [LinkedIn](#) and [YouTube](#). From 1 April 2019 to 31 March 2020, SDP Scotland increased its social media presence on the three main platforms. This was reflected as a 10% increase in followers on Twitter, a 17% increase on Facebook and a 904% increase on LinkedIn.



Social Media: Meet the Buyer North 2019

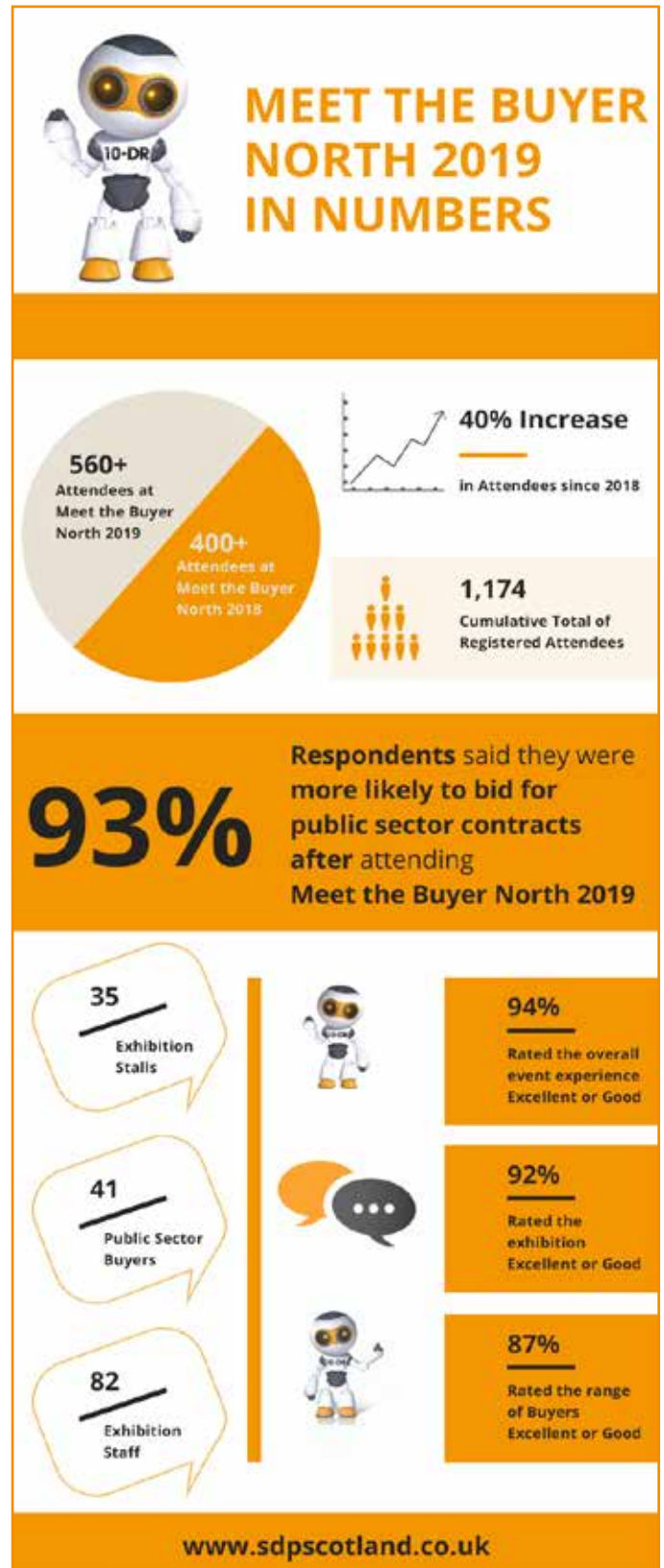


In March 2019, the Supplier Development Programme created the hashtag:

#MeetTheBuyerNorth2019

This was utilised by a number of buyers and suppliers in the lead up to the event. From 1 September until 4 September 2019, SDP posted 19 tweets using this hashtag. Twitter analytics indicate that these 19 tweets resulted in:

- 14,360 impressions;
- 411 engagements;
- 66 likes;
- 53 URL link clicks; and
- 37 retweets.



Social Media: Meet the Buyer 2019

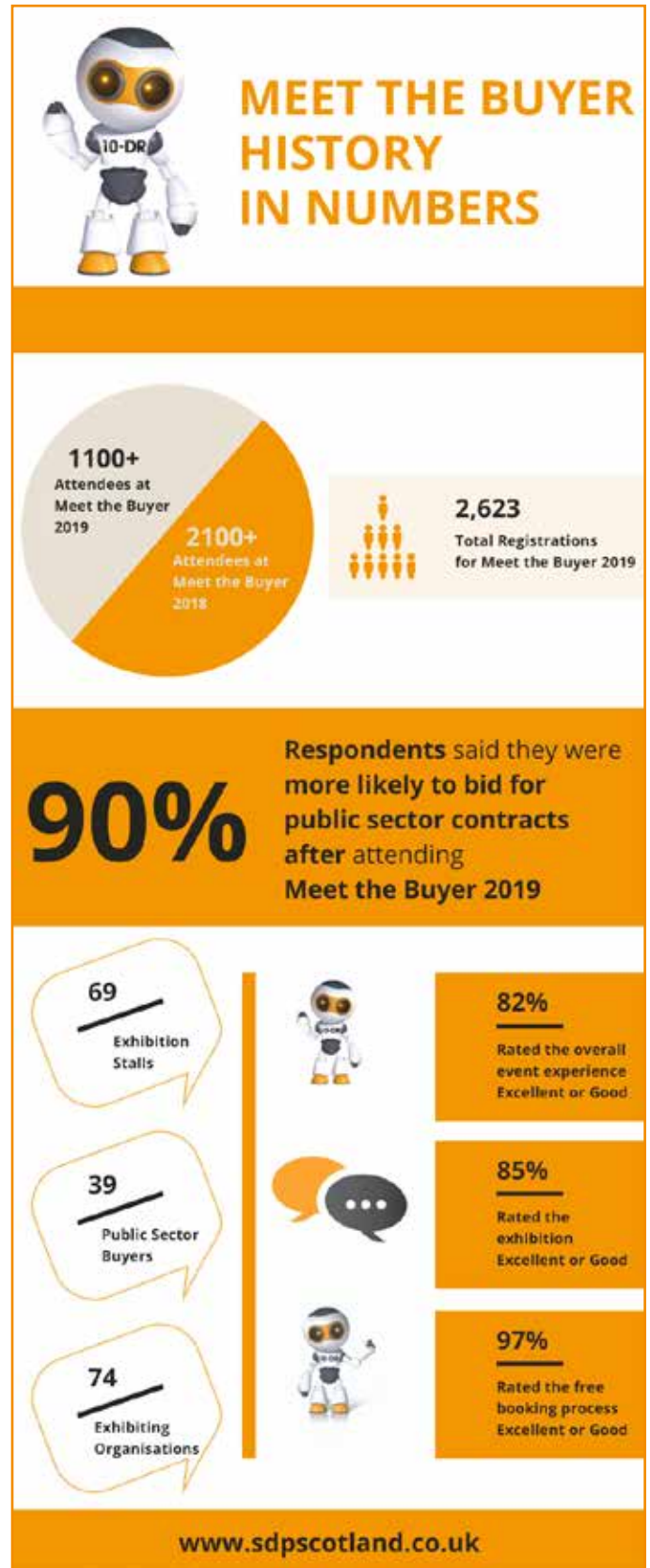


The Supplier Development Programme created the hashtag: **#MeetTheBuyer2019** to promote the event. It was utilised by a number of buyers and suppliers, as well as SDP, in the lead up to the event.

On 12 and 13 November 2019, SDP posted tweets using this hashtag as well as other tweets promoting the event. There was a total of 156 tweets over these two days.

Twitter analytics indicate that these 156 tweets resulted in:

- 42,952 impressions;
- 958 engagements;
- 142 likes;
- 49 retweets;
- 73 user profile clicks;
- 69 URL clicks; and
- 32 hashtag clicks.



SDP: Recognising Achievement

The Herald Scottish Family Business Awards 2019

The Supplier Development Programme sponsored the Rural Family Business Category at The Herald Scottish Family Business Awards held at The Crowne Plaza Hotel, Glasgow on Wednesday, 4 December 2019.

Gillian Cameron, SDP Programme Manager, said: "The Supplier Development Programme is proud to have sponsored the Rural Family Business of the Year Category of The Herald Family Business Awards. Family businesses form a key foundation of Scotland's economy, which support local people and communities across the country. The Supplier Development Programme supports all Scottish-based micro, small, medium, and supported businesses by delivering free public sector procurement training, and to sponsor 'The Herald Scottish Family Business Awards' as a way of recognising their great efforts in enterprise."



Winners and Finalists:

Rural Family Business of the Year Small/Medium

Sponsored by Supplier Development Programme

Coll Hotel – Winner, Castlegate Nursery & Out Of School Club Limited, Graham Pest Control – Commendation, Taysmouth Marina

Rural Family Business of the Year Large

Sponsored by Supplier Development Programme

Browns Food Group – Winner, James Donaldson and Sons, Johnstons of Elgin

Fastest Growing Family Business

Sponsored by Business Gateway

Ooni – Winner, Brewster Brothers, McLaren Packaging, Wholesale Domestic Bathrooms

Go Awards 2019

The Supplier Development Programme was honoured as a finalist in the Government Opportunities (GO) Excellence in Public Procurement Awards 2019/2020 Scotland for the category 'Team of the Year.'

Supported by the Scottish Government, the GO Awards Scotland are Scotland's national procurement awards and part of Scotland's Annual Festival of Procurement. The GO Awards Scotland celebrate excellence and innovation in all aspects of procurement, recognising outstanding achievement from the public, private and third sectors.

Gillian Cameron, SDP Programme Manager, said: "We were delighted to be recognised as a finalist for 'Team of the Year' by the GO Awards Scotland judging panel. We offer our sincere congratulations to all finalists across all of the categories for their admirable hard work in Scottish public procurement, and we look forward to learning more about each of their achievements at the end of October."



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