

# Supplier Development Programme Annual Report 2016-2017



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## **Welcome from the Chairman – Councillor Anthony Buchanan**

As chair of the Supplier Development Programme I am delighted to introduce our annual report for 2016/17.

Through the Supplier Development Programme there is a sense of shared purpose, in local and central government. Procurement and supplier engagement has a focused direction, not withstanding organisations who are maybe at different stages with different aspects.

The Programme seeks to identify the commonality of issues facing suppliers and working with Scottish Government and our members endeavours to pull that together, create the cohesion and help us identify the need for further training and guidance to ensure that Scottish SME's are better placed to find, win and keep public sector business.

I believe the Supplier Development Programme, through its comprehensive training agenda, is a key driver to successful supplier engagement and capability building.

2016/17 has been another successful year for SDP which this report outlines and we look forward to building on this success over the next year.



## **Delivering Meaningful Support – Gillian Cameron, Programme Manager**

The Supplier Development Programme continues to deliver meaningful support and expertise which enables more of our small and medium sized businesses to win work in the public sector.

2016/17 has been a monumental year. The introduction of the Procurement Reform (Scotland) Act, more than ever demonstrated the need for a Programme dedicated to supporting Scottish SMEs with public sector tendering. In addition the Programme offers a much needed support mechanism for public sector buyers and business associations to ensure that suppliers have access to consistent and high quality training to help them bid, win and grow their businesses.

Our Annual Meet the Buyer event is now recognised as the largest free event of its kind in Scotland (possibly even the UK) offering businesses a unique opportunity to meet a wide range of Scottish and National public bodies, business support agencies and Tier 1 contractors.

Over the next year we will continue to build on networking opportunities to share best practice and further connect and develop working relationships at a local level to support supplier up skilling and engagement.

## Our Partners

Starting life as a partnership between local authorities in the West of Scotland, the Supplier Development Programme has developed and evolved year on year and now all 32 local authorities in Scotland hold membership.

Each partner organisation has a SDP representative who acts as a first point of contact for suppliers in their area. The representatives have continued to work together on a regional level to programme events tailored to the needs of suppliers in that area.

In 2016/17 representatives (mainly based in economic development departments) have increased the joined up working they do with their procurement teams, ensuring that training events align with upcoming major contract opportunities, maximising the benefit for suppliers.

East Ayrshire  
Aberdeen City  
Highland Fife Scottish Borders  
Moray East Lothian Argyll & Bute  
East Renfrewshire Edinburgh Perth & Kinross  
Forestry Commission Falkirk South Ayrshire  
North Lanarkshire Comhairle Nan Eilean Siar  
Third Sector Unit East Dunbartonshire  
Clackmannanshire Inverclyde North Ayrshire  
West Lothian Dundee West Dunbartonshire  
Orkney Midlothian Dumfries & Galloway  
South Lanarkshire Renfrewshire  
Angus Glasgow Aberdeenshire  
Shetland Stirling

## Partner organisations

As the Supplier Development Programme continues to develop and evolve we are expanding our membership opportunities beyond that of just being a local authority scheme to adopt a 'Team Scotland' approach. As part of this we have created a number of different membership options available to both public and private sector organisations in order that they can widen their engagement with suppliers and enable them to add value to the support they provide. All of the membership options include full access for suppliers to our current Programme of training and events as well as bespoke events, tailored towards particular contracts or supplier needs. The provision of staff time and resources to assist with marketing of other events and contract opportunities is included in the cost of each membership package.



### **Forestry Commission Scotland**

*In January 2017 we were delighted to welcome the Forestry Commission as our first Affiliate member. The new Scottish Government Procurement legislation has meant they have had to make significant changes to their procurement process, moving fully online. They see SDP as an essential service to support their existing suppliers to adapt to this change and maintain their chance of success and have welcomed the opportunity to engage with additional suppliers and expand their supply chain*

*through other SDP activity including exhibiting at Meet the Buyer events. Simon Mclean, regulated procurement officer at the Forestry Commission said 'after the introduction of the Procurement Reform Act and the requirement for us to move to an online tender process, we saw it as a necessity to provide our suppliers with extra support to navigate this process. By becoming a member of SDP we have been able to signpost our suppliers to a whole range of excellent support to help them with the new tender process and allow them to retain current contracts as well as winning new ones'.*

In the next year we will continue to work with Scottish Government to support us in the development of our business as we begin our next phase of our transformation to a 'Team Scotland' approach.

# The year in numbers

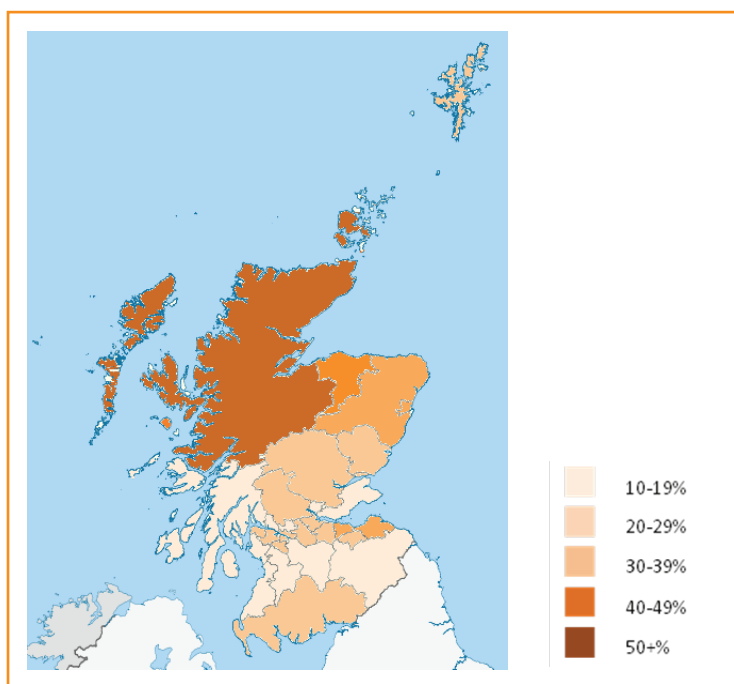
## Registrations

We have continued to promote registrations to SDP through various means, including attendance at various business exhibitions, promotion on Public Contracts Scotland website and via our regional representatives. 2293 Scottish SME's or third sector organisations joined the programme in 2016/17, increasing total registrations 23.5% from 2015/16 figures to 9,749.

Table 1. Total registrations to SDP in 2016/17

Quarter	Number of registrations	Registrations (total at end of quarter)
1	982	8438
2	414	8852
3	482	9334
4	415	9749
<b>Total</b>	<b>2293</b>	

Figure 1. % increase in registrations to SDP by Local Authority region in 2016/17 from previous year (2015/16)



Every local authority area saw an increase in membership of at least 11% on the previous year. The areas with the highest percentage increase in registrations were Orkney and Comhairle nan Eilean Siar, who both joined the Programme within the last two years and Highland. Moray, Aberdeenshire, Aberdeen City, East Lothian and Edinburgh also saw a larger than average percentage increase in their registrations. Full figures on number of registrations and percentage increases in each region can be found in Appendix A.

## Events

### Totals and Location

In 2016/17 the Supplier Development Programme delivered 120 face to face training events and webinars, supported 19 partner events and attended and/or supported an additional 34 external events. In 2016/17 SDP ran face to face training events in all regions that have full membership. It should be noted that some areas such as Greater Glasgow and Clyde and Edinburgh and the Lothian's choose to deliver their events centrally in order that they are more accessible to a wider number of businesses. For the first time businesses from all areas of Scotland accessed SDP training either via face to face events or webinars. While all areas reported good attendance at their events, as per previous trends, courses in Edinburgh and Glasgow continue to have the highest attendance.

Table 2: Number of events in 2016/17

Quarter	Direct training	Additional events
1	36	15
2	14	13
3	21	11
4	49	14
<b>Total</b>	<b>120</b>	<b>53</b>

Table 3: table showing number of events by region and average per Local Authority Events by region

Authority	No. of events	Local authorities in region	Average per local authority
Argyll and Bute	4	1	4
Ayrshire	5	3	1.67
Dumfries and Galloway	5	1	5
Edinburgh and Lothians	10	4	2.5
Fife	9	1	9
Forth Valley	7	3	2.34
Grampian (Associate member)	0	2	0
Greater Glasgow and Clyde	15	8	1.88
Orkney	2	1	2
Scottish Borders	1	1	1
Tayside	7	3	2.34
Highland (Associate member)	0	1	0
Shetland	3	1	3
Webinar	52	n/a	n/a
<b>Total</b>	<b>120</b>		

The largest number of events were run in Edinburgh and Glasgow, followed by Fife, Forth Valley and Tayside. When the number of local authorities in each area are taken into account giving the average number of events per local authority, Fife has the largest number of events, followed by Argyll and Bute and Dumfries and Galloway.



## Event Attendance

In 2016/17 there were a total of 1704 attendances at SDP training events, 628 of these were at face to face events and 1076 were at webinars. These attendances comprised of 1033 unique businesses. As demonstrated in figure 3, the largest number of overall attendances were from businesses located in Glasgow, North Lanarkshire and Edinburgh, followed by Aberdeen City. Broken into Face to Face and Webinar attendance; businesses located in Glasgow, Edinburgh and Fife has the highest attendance at face to face events and businesses located in Glasgow, Edinburgh and Aberdeen City had the highest attendance at Webinars. The overall average attendance at a face to face event was 9.2 and at a webinar was 20.7.

Figure 3: Number of attendances at SDP training from businesses in each local authority area 2016/17

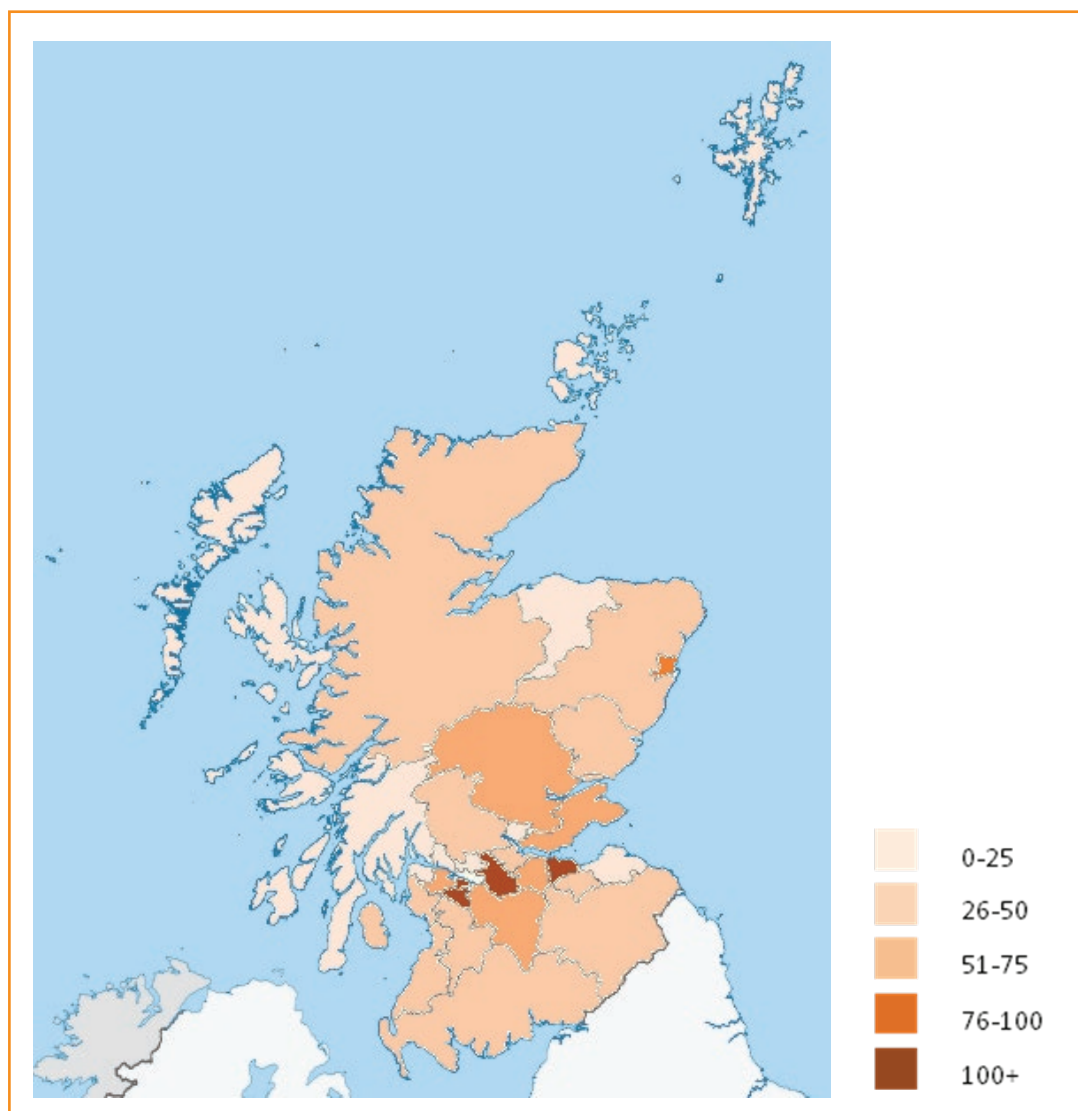


Figure 4 demonstrates where businesses located in each local authority area attended face to face training. Attendance at face to face training generally shows that businesses are most often attending training in either their or their surrounding area. There are some exceptions to this and this data is intended to be useful on a local basis for regional officers when programming their events.

Figure 4: Number of attendances at face to face events by business location against course location

	Aberdeen City	Aberdeenshire	Angus	Argyll & Bute	Clackmannanshire	Siar	Dumfries & Galloway	Dundee	East Ayrshire	East Dunbartonshire	East Lothian	East Renfrewshire	Edinburgh	Falkirk	Fife	Glasgow	Highland	Inverclyde	Mid Lothian	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							2																	2							1					
Aberdeenshire			1													2								1												
Angus			12				4							1	5																					
Argyll & Bute				7												2																				
Clackmannanshire														1										1												
Comhairle Nan Eilean Siar																																				
Dumfries & Galloway							19						1											2												
Dundee			7					8							1	4	1							2								1				
East Ayrshire							1	2									3												8							
East Dunbartonshire																	3																1			
East Lothian													3		2	4																		1		
East Renfrewshire																									3											
Edinburgh					2		2						37	7	9	8			1					7	1							3				
Falkirk				1	1								4	9		3								1									3			
Fife													6	1	33	2						1														
Glasgow			1	1			1	1					12	5	3	85								3	7			4								
Highland																								2												
Inverclyde																2			1					1												
Mid Lothian					1		1						6		5					1				1									1			
Moray																																				
North Ayrshire				1				1								3						1														
North Lanarkshire							2						5	7	2	14						1		2	1									1		
Orkney																																				
Perth & Kinross			1				1	1							2	13	1							9												
Renfrewshire								1								10						2		1	13				2			1				
Scottish Borders								1					7		1											6										
Shetland																																				
South Ayrshire									5							2						1		1					19							
South Lanarkshire							2						2	4	1	8						1		3	1			2								
Stirling						3		1						4	1	2								1										2		
West Dunbartonshire																	2																			
West Lothian							1						5	5	5	6				1				4								3				
Third Sector/Blank							2							2	2																					
Business Location																																				

## Training Event Attendance

Our core programme of training was revised in August 2016 to reflect the new Scottish Procurement Reform Act published in April 2016 and the introduction of the European Single Procurement Document (ESPD). The courses remain delivered over three levels as 10 separate courses, aimed at businesses with varying levels of tendering experience. See appendix 4 for a full list of course titles.

Average attendance at face to face events for each level in 2016/17 is illustrated in the charts below for both the old and new Programme. Whereas there was a lot of fluctuation in the previous Programme, the level of attendance is more stable across all course levels under the new Programme suggesting that the new Programme is tailored better to suit business needs.

The uptake for level 3 courses has remained lower, showing a lesser demand for these higher level courses and we will take this into account when putting together our new Programme of training for 2017/18.

Figure 5: Average attendance at old Programme face to face events

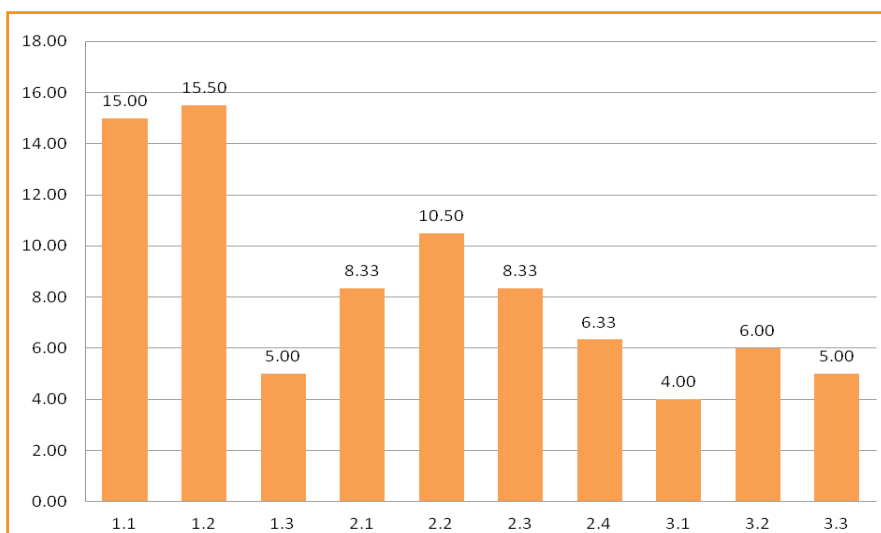
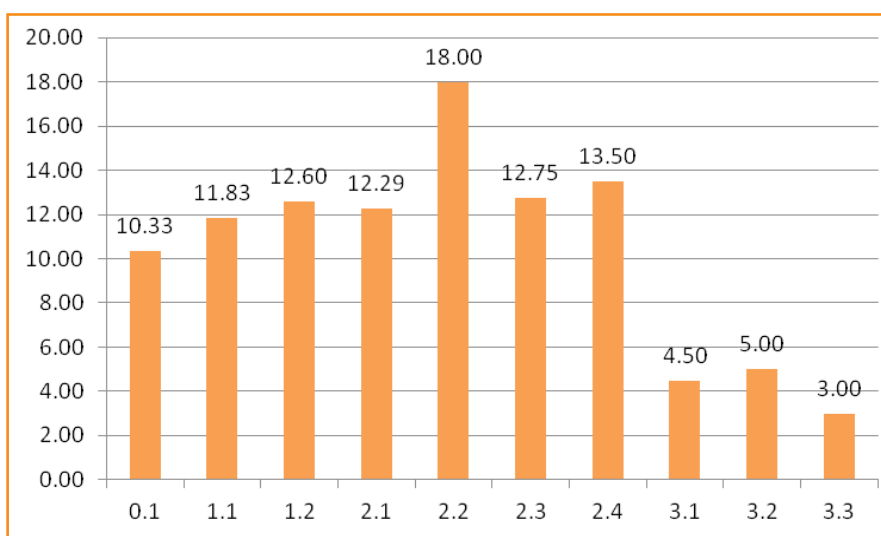
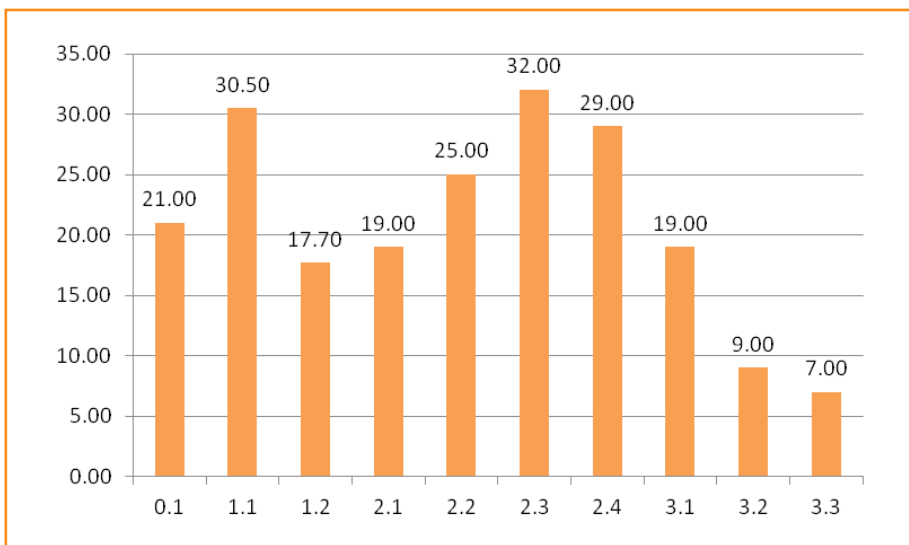


Figure 6: Average attendance at new Programme face to face events



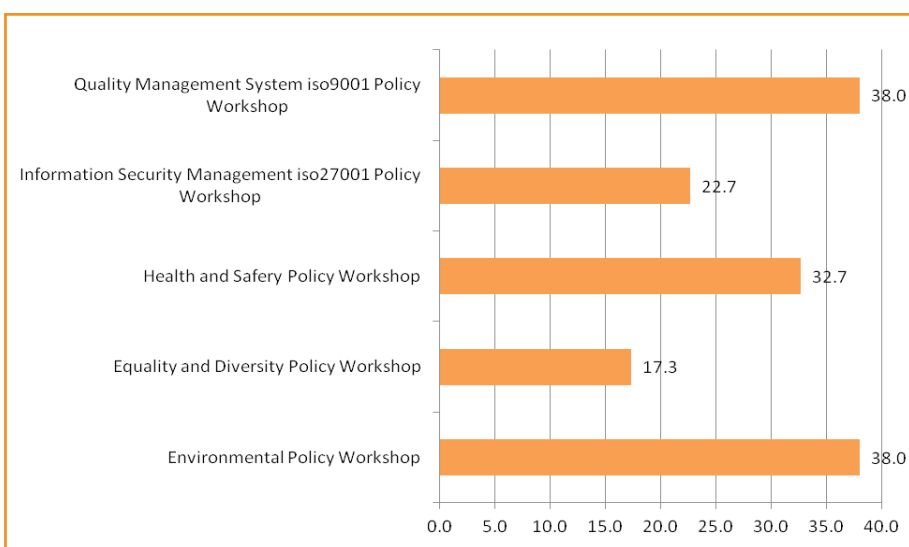
The core Programme is also delivered via webinar, with the format being 45 minute sessions at the same time on two consecutive days. There is slightly more fluctuation in the average number of attendances for each course from the new Programme delivered via webinar. However there have been fewer webinars at each level delivered so we will get more accurate data on an ongoing basis. However, there is a similar trend that the level 3 courses have lower attendance.

Figure 7: Average attendance at new Programme webinars



In November 2016, SDP launched a new Programme of Policy workshops delivered via webinar. These are aimed to provide guidance on the key things to include within policies which are often requested as part of a tender submission and are run over one 30-45 minute session with opportunities for questions. These have proved very popular with average attendance for these webinars at 29.7 opposed to 20.9 for the core Programme webinars.

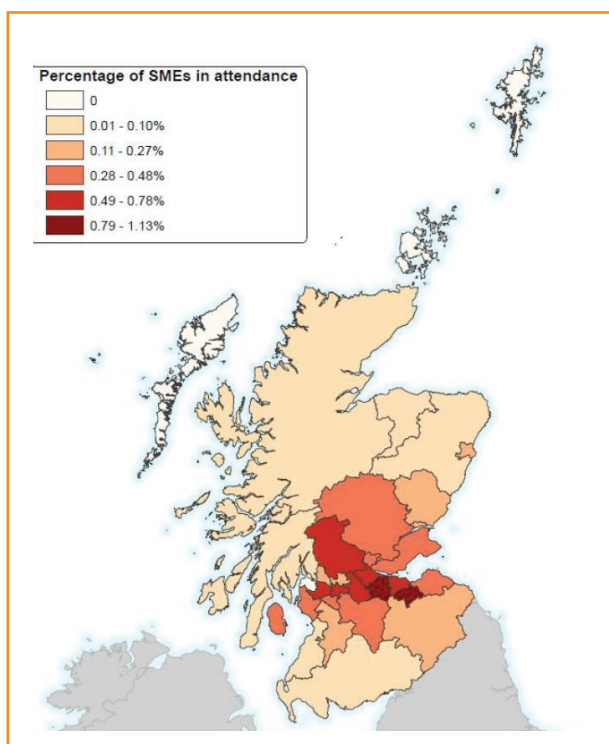
Figure 8: Average attendance at policy workshops



## Meet the Buyer

On the 2nd June 2016 we held our annual Meet the Buyer event at Murrayfield Stadium in Edinburgh which was our biggest and best yet. The sold out event attracted 1,200 delegates including representatives from over 650 Scottish SME's. Delegates attended from all but three of the Scottish Local Authority areas, with the highest attendance from businesses located in the central belt.

Figure 9: Location of businesses attending Meet the Buyer 2016

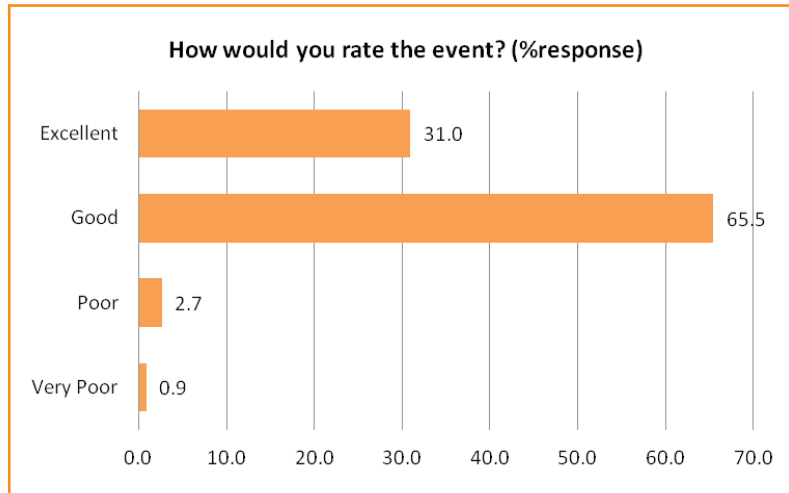


Over 60 organisations exhibited at the event including 28 of the 32 Scottish local authorities. A number of other public sector buying organisations exhibited including the MOD, Crown Commercial Services, DfID and Scottish Prisons Service as well as a number of business support organisations. For the first time since the Programme was refreshed in 2014 we invited tier 1 contractors to exhibit. These were businesses that had won large public sector contracts and had a number of sub-contracting opportunities for which they wanted to expand and diversify their supply chain.

Alongside the exhibition a full programme of workshops ran throughout the day. This included speakers from Scottish Government, the Infrastructure and Projects Authority, Business Gateway and Glasgow 2018 European Championships. Trainers from SDP delivered workshops raising supplier's awareness and knowledge of the new ESPD.

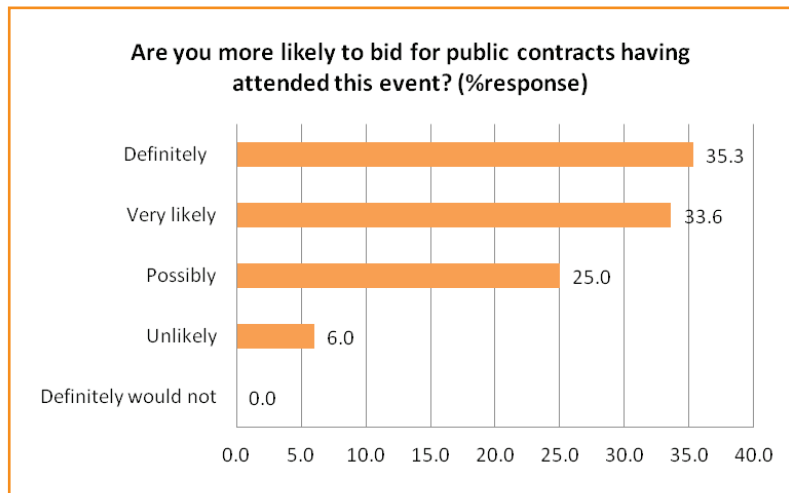
The event received incredibly positive feedback from exhibitors and delegates alike. Delegates particularly commented on the advantages gained from being able to speak directly to buyers and decision makers, both to find out about upcoming contract opportunities and to get an insight into their procurement process as well as raising the profile of their organisation. Of those completing the post event survey over 95% rated the event as excellent or good.

Figure 10: rating of Meet the Buyer 2016 by survey respondents



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. Over 65% of those asked stated that they were either very likely to or definitely would bid for public contracts.

Figure 11: % of survey respondents likely to bid for public contracts after attending Meet the Buyer 2016



We will use all feedback collected to build on and improve the event for 2017 which is due to be held on the 28th September at Hampden Park, Glasgow.

## In the office



In 2016/17 the SDP team dealt with an average of 200 enquiries a month from suppliers, received either by email, phone or our website contact form. There were a wide range of enquiries, but the majority fell into one of the following categories:

- SDP registration assistance
- SDP event booking or cancellation assistance
- Assistance with selecting the most suitable events
- Basic enquiries on tender submissions
- Help getting access to a webinar
- Navigation around the website - guiding customers to areas which are of the most relevance to company and their needs

We also provide ongoing desk-based assistance to our regional officers and other partners, with day to day management of the training programme including event and training coordination and processing of feedback forms. We also provide monthly, quarterly and annual reports as per the requirements of our performance framework.



## Out and about



The SDP team attended and/or supported 53 partner or external events in 2016/17. These included several local Meet the Buyer events or Business Exhibitions coordinated by partner authorities.

As well as promoting these events through all of our communication channels we often took stands at the event to promote the benefits of SDP to local suppliers. At a number of these events a member of the team ran a workshop providing an overview of SDP and an introduction to tendering with some top tips.

We also entered a number of contra-arrangements with some large business exhibitions with a free stand in exchange for marketing the event. Exhibitions we attended included, Procurex, Scotland Build, New Start Scotland and Expo Scotland. Attending these exhibitions provided us with an excellent opportunity to raise the profile of SDP among Scottish SME's and increase registrations to the Programme.

Over 15% of new registrations to the Programme in 2016/17 stated that they found out about the Programme through SDP staff at an event. Having this direct engagement with suppliers also allows us to speak to them about what specific support they require which we fed into the briefs for the new Programme of training launched in September.



## Projects and partnerships

Working with different organisations supporting their supplier engagement allows SDP to broaden our reach and increase awareness of the training support on offer linked to potential future opportunities. In 2016/17 we continued to grow our network working with:



### Glasgow City Region City Deal

Working with our member authorities with their local engagement of raising awareness of projects arising from the City Deal we supported 7 events, raising awareness of the Programme of training.



### Glasgow 2018 European Championships

The Glasgow 2018 European Championships will take place in Glasgow in the summer of 2018. In advance of this procurement opportunities exist for a variety of goods and services with a range of contract values. SDP supported an event attended by 80 suppliers to raise awareness. We also jointly created print collateral to promote further. We continue to work with the team to engage suppliers.



### CivTech®

The Scottish Government's CivTech® project brings together private sector innovation, public organisations and citizens to develop more efficient and effective products and services. SDP provided a marketing and promotion service to raise awareness within the SME community and our local authority network of the project to encourage participation.



### Scottish Government: More Powers Implementation Procurement Team

Following devolution of extra powers to Scotland, the Scottish Government required a contractor(s) to provide employment support services in Scotland. SDP participated in a series of Supplier open day road shows, highlighting the tender training that was available to potential bidders of the Scottish Employability Support Services contract.



### Scotland Excel

Within the training Programme our course on Framework contracts has proved highly popular and Scotland Excel has been supporting us on the frameworks modules to provide some practical advice and details of framework opportunities. This has worked well and we will be continuing this in the coming year.

### Scottish Government: Grow Local

Following successful completion of a pilot, SDP member authorities were given access to the Financial Year 2015/16 data. SDP received feedback that access to Grow Local had encouraged closer working relationships between Economic Development and Procurement teams.

An example of the successful use of the data was seen in the award of a £30,000 contract to a local supplier, identified through Grow Local, with the council now using the data to help inform procurements for future contracts. The total number of Grow Local reports run on the Hub for the last rolling year was 3,404. This is compared with 94 reports run in the previous rolling year.

### Scottish Government: Procurement Supplier Group

SDP sits on the Procurement Supplier Group and continues through the Group to provide feedback and commentary on a number of procurement related initiatives, such as the Supplier Journey and the use PCS and PCS Tender services.

In addition, following discussion around the implementation of the European Single Procurement Document (ESPD), we have set up a working group with Scottish Government, SDP trainers, procurement representation from South Lanarkshire and Fife Council looking at the issues that have arisen from the use of the ESPD and working on how to ensure there is clarity for both Buy and Supply side.



## Case Study: SDP Support for Social Enterprises



In 2016/17 SDP worked to increase the amount of bespoke support we provide to Social Enterprises getting ready to tender for public sector contracts.

In partnership with Ready for Business and our representative at Inverclyde Council, a bespoke training day was delivered for Social Enterprises in the Social Care field in January 2017 to assist with their bids for an upcoming major Social Care contract. 17 people from 12 Social Enterprises attended on the day with training covering all aspects of the tender process including practical exercises on how to price a bid. Feedback on the event was very positive with delegate comments including:

*'Thoroughly enjoyable, you made a subject matter interesting and easy to follow.'*

*'The course was very comprehensive and the cost exercise was ideal.'*

We also facilitated joint working between Ready for Business and the three Ayrshire Councils, with a training event run in Ayr in March as part of the Just Enterprise programme.

In February a Social Enterprise awareness raising event 'Adding Value to Public Sector Contracts' event was run in South Lanarkshire, attracting a Scotland wide audience from public and private sector buyers. A series of workshops discussed the added value social enterprises can bring to public sector contracts, as well as a discussion around the challenges of the tendering process. A market place provided Social Enterprises with the opportunity to promote their services.

David Reid from the Voluntary Sector Team at South Lanarkshire Council said *'The Supplier Development Programme is a valued partner in helping us raise awareness of the Social Enterprise model and creating opportunities to assist start-up organisations. Through joint working with fellow Lanarkshire Social Economy Partnership agencies, SDP colleagues have helped provide fast track access to bespoke training and support essential to develop the business skills that improve resilience and position organisations to meet the needs of future tender opportunities.'*

After the success of bespoke training in Inverclyde and Ayr, and the South Lanarkshire event, we will continue to work with other SDP member organisations looking to run similar training and events as well as continuing our partnership working with Ready for Business and Senscot.

SDP provided additional support to both South Lanarkshire Council and Edinburgh City Council for their Transport Framework Contracts, by means of bespoke engagement days to ensure that suppliers with limited or no technology skills were able to access and complete tender documents online using Public Contracts Scotland (PCS) and Public Contracts Scotland Tender (PCS-T).

The supplier group interested in bidding for transport exercises are typically self employed taxi drivers that have provided this service to local authorities for many years via paper based exercises.

### January 2017

Edinburgh City Council hosted a supplier engagement event prior to going to the market for a **'Transport Framework Agreement for Education and Health and Social Care'** which SDP attended to provide an overview of our services and discuss the help available those unfamiliar with the digital tools currently being used by public sector procurement. Following this event Edinburgh City Council uploaded our contact details to the Q&A section of PCS to encourage bidders to seek help should they require assistance with the ESPD – many took up the offer of additional support from SDP.

### February 2017

Supplier engagement pre South Lanarkshire Council's **'Framework agreement for the Provision of Passenger Transport'** tender exercise was scheduled over two days. SLC provided the facilities - which included 12 PC's with access to guest wi-fi to enable the attendees that were not familiar with the online processes to firstly register with PCS, register an interest in the live tender and access the tender documents. SDP was on hand throughout the two days to encourage and assist attendees to access PCS and the relevant documentation and assist with uploading supporting documents when required.

### March 2017

The offer of additional digital support has also been extended to West Lothian council which is in the process of going to the market for the Provision of Taxi and Minibus School Transport Service.

# How are we doing?

## Training event feedback



At the end of every face to face training event and webinar we ask attendees to fill in a feedback form. We use this information to help us update training materials, evaluate our trainers and review venues and training times on an ongoing basis.

Over 90% of those completing feedback forms had rated the training they had attended as either good or excellent. When asked for further detail many suppliers noted how useful the sessions had been particularly in terms of their clarity and the opportunities for interaction with the trainers.

Comments included:

'Session was very easily understood, a useful introduction to tendering.'

'Talking through the process and familiarising myself with the wording was very helpful. The process feels less daunting thanks to the SDP training. Picked up lots of useful tips on how to enhance our chances.'

'Good explanations and discussion about how PCS works and many aspects associated with PCS system.'

'Trainers were very good at presenting clearly and simply with good opportunity for interaction and questions.'

'The trainers knowledge and style ensured every aspect of the course was very useful and enjoyable.'

Suppliers also commented on the added benefit of networking with other businesses when attending face to face sessions.

Improvements suggested included to cut down the number of slides and suggestions to include good and bad practice examples. All suggestions for improvement of course content will be considered when updating this later in 2017/18.



# How are we doing?

## Supplier survey feedback

In January 2017 SDP conducted its annual supplier survey for the calendar year 2016, with 234 responses received; the results gave us a good overview of how suppliers viewed our performance.

The survey was sent out to all suppliers registered with SDP on the 28th December and was open to responses for a month. In total we received 234 fully completed responses with an additional 39 partially completed responses. The survey consisted of 38 questions (many of which being lead on questions, with 15 being compulsory in order to move on to the next section). The survey was distributed to all active suppliers registered with SDP and promoted via our newsletter and social media. Regional officers were asked to promote to their local contacts.

## Profile of respondents

The majority of organisations that completed the survey were private sector companies with a smaller number of responses from Social Enterprises and the Third Sector.

Table 4: % of supplier survey respondents from different sectors

Sector	Number	%
Private sector	219	86
Social Enterprise	17	7
Third Sector	18	7

Respondents were based in 31 of the 32 local authority areas in Scotland. The highest number of responses came from organisations based in Glasgow (51, 19%), South Lanarkshire (21, 8%) and Edinburgh (19, 7%).

45% of respondents had accessed SDP training and/or online resources within the last calendar year while 89% stated that they are either very likely or quite likely to attend Supplier Development Programme training events or webinars in the future.

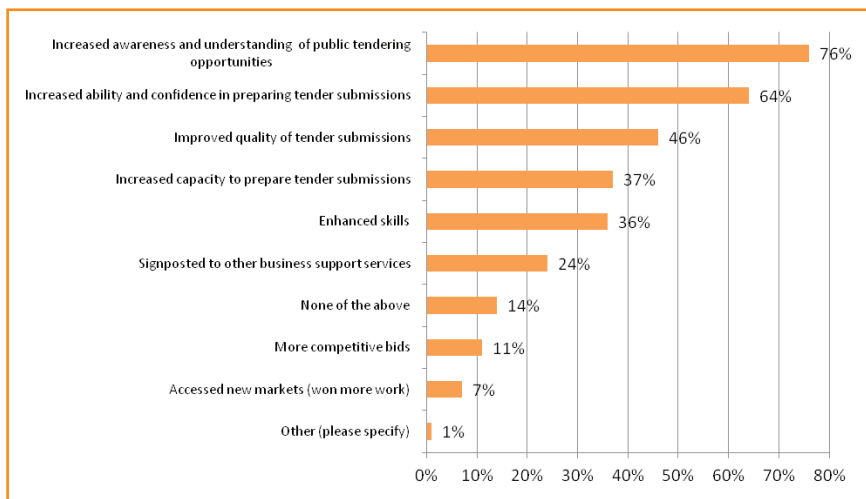
## Key findings

Four of the key objectives of SDP, as outline in our business plan are as follows and the supplier survey gave us a good indication of whether we are meeting these, as well as helping us to establish a baseline going forward. Objectives A and B are as follows:

- A. Suppliers registered with the Programme will have an increased awareness/ understanding of tendering procedures
- B. Suppliers registered with the Programme will have increased confidence in relation to submitting tenders

Figure 12 demonstrates responses to question 25: Have you or your business/organisation benefited in any way as a direct result of the support received from the Supplier Development Programme? (select all that apply)

Figure 12: % of supplier survey respondents reporting different positive impacts after receiving support from SDP



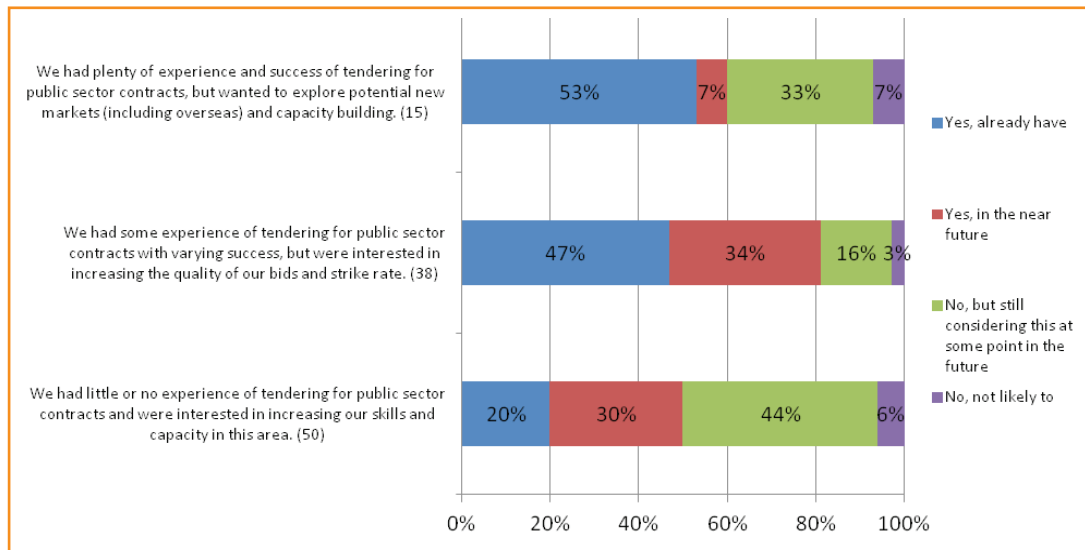
In relation to objectives A and B, the results of this question are very positive. With 76% and 64% of respondents noting a positive outcome respectively.

46% of respondents also stated that accessing support had improved the quality of their tender submissions. Of all of the positive impacts listed as options, 86% of respondents stated that they had experienced at least one.

Objectives C and D are as follows.

- C. There is an increase number of SME's submitting tenders for the first time
  - D. There is an increase in the number of SMEs winning tenders bidding for other work
- Figure 13 compares the answers to Question 7 (Which of the following statements best describes your business/organisation prior to your engagement with the Supplier Development Programme?) with answers to Question 26 (Since receiving support from the Supplier Development Programme, have you submitted or do you plan to submit any public sector contract tenders?).

Figure 13: Comparison between question 7 and question 26 of the Supplier Survey 2016



Of those responding to question 7, the largest number (50) had little or no experience of tendering for public sector contracts prior to accessing support from The Supplier Development Programme. In relation to outcome C, 50% of respondents either already had submitted a bid or were planning to in the near future. Only 6% of businesses were still unlikely to submit a bid.

In relation to outcome D, the results are more positive. From the results of the survey it can be said that the greatest uptake in the submission of bids after receiving support from SDP is by businesses with some experience but who want to improve their success rate. For this group 81% of respondents said will or already have submitted bids.



## Success stories

We hear from many businesses who have successfully won contracts after receiving support from SDP. We have featured a number of these in our monthly newsletter. Two of these businesses were Provista UK Ltd and Horisk Leslie Development.



**PROVISTA**  
IP COMMUNICATIONS

Provista UK Ltd are an award-winning professional services organisation with a focus on IT Networks and Security, Unified Communications, Data Centre and Hosted Cloud Solutions based in Scotland.

Being an ethical employer, investing in the Scottish Business Pledge and becoming a Living Wage Accredited Employer, Provista were keen to win business with public sector bodies throughout Scotland. However in a competitive marketplace they realised they needed to improve the quality of their bids. In order to do this they accessed training and support from SDP following which they have significant success winning multi-year tenders for various councils across Scotland as well as three NHS health boards.

They stated 'we would encourage other companies to bid for public sector work as we have seen a genuine desire to work with local businesses. A smaller more dynamic organisation can be seen as more appealing to public sector bodies than a larger more bureaucratic company. Our main tip to any company would be to speak to SDP and do not be discouraged by any tenders that you are not successful on'.



Horisk Leslie Development is a software development consultancy specialising in developing websites, web applications and database solutions to enhance business processes and improve business efficiency. Their work includes bespoke e-commerce websites, online booking and management systems for accommodation and courses, helpdesk systems and membership databases. Their clients include the Scottish SPCA, LSE,

The Robert Gordon University and Tradeprint. The Supplier Development Programme helped them with their successful bid for a place on the Scottish Government Application Design and Development Framework.

They have always had some public sector clients, but their tender success was sporadic, and as this was the biggest tender they had attempted they turned to SDP for some expert help. They stated: 'we usually have a good technical story to tell, but the SDP training showed us a better way to we present this – providing evidence for every claim, including lots of examples, illustrating with diagrams and screenshots rather than just written text. It also stressed the importance of maximising our score in the ancillary sections like workforce matters and framework management – these are areas where it is easy to drop marks unnecessarily.'

The final list of suppliers appointed to the framework included some global companies and household names – but they were delighted to win one the first tenders to be awarded through the framework. They stated: 'our success shows that SDP can help smaller companies like us to compete on a larger stage'.

## The future

Going forward into 2017/18 our largest focus will be to expand the Programme to other organisations while continuing to provide and improve our existing core programme of support to suppliers.

To ensure the longevity of SDP we are required to maximise income generation through a widened membership model to enable a true “Team Scotland” approach to reflect the needs of public bodies and their suppliers in Scotland.

Working with Scottish Government along with the support of our members is critical in being able to drive forward the “Team Scotland” approach, encouraging at a local/regional level participation of other public bodies. This approach will see a bigger, more inclusive, SDP with significantly greater impact aligned to a range of policy priorities, with a key focus still on supporting SME’s with the tender process.

Over the next year the Programme will continue to be a voice on behalf of the Scottish SME community and our members. Working together will allow us to create cohesion and help us identify the need for further training and guidance to ensure that Scottish SME’s are better placed to find, win and keep public sector business.

New City Region Deals offer the potential for fresh collaborative regional partnerships and the Programme will work with their members to raise awareness of appropriate opportunities from these projects.

Open Contracting will provide SME’s with greater access to tender documentation and access to public bodies Contract Registers, Procurement Strategies and Procurement Reports, improving visibility and transparency of tender information.

Electronic tendering will continue to advance with new European Commission eForms to be rolled out late 2017/2018 (most likely 2018) and the push to accept electronic submissions to procurement exercises, plus the use of e-invoicing.

*All of the above pose new challenges for SDP but also great opportunities and we look forward to working towards them in 2017/18.*

Appendix A: table showing percentage increase in registrations by Local Authority area

Local Authority	Total SDP registered companies 2015/16	Total SDP registered companies 2016/17	Joined in 2016/17	% increase
Aberdeen City Council	160	255	95	37.3
Aberdeenshire Council	101	154	53	34.4
Angus Council	126	161	35	21.7
Argyll and Bute Council	138	159	21	13.2
Clackmannanshire Council	101	119	18	15.1
Comhairle nan Eilean Siar	3	11	8	72.7
Dumfries and Galloway Council	162	207	45	21.7
Dundee City Council	190	242	52	21.5
East Ayrshire Council	283	318	35	11
East Dunbartonshire Council	132	161	29	18
East Lothian Council	95	136	41	30.1
East Renfrewshire Council	138	186	48	25.8
Edinburgh City Council	632	954	322	33.8
Falkirk Council	157	220	63	28.6
Fife Council	491	592	101	17.1
Glasgow City Council	1470	1943	473	24.3
Highland Council	50	108	58	53.7
Inverclyde Council	68	93	25	26.9
Midlothian Council	171	230	59	25.7
Moray Council	15	28	13	46.4
North Ayrshire Council	216	245	29	11.8
North Lanarkshire Council	467	584	117	20
Orkney Islands Council	7	16	9	56.3
Perth and Kinross Council	194	265	71	26.8
Renfrewshire Council	353	451	98	21.7
Scottish Borders Council	182	214	32	15
Shetland Islands Council	6	8	2	25
South Ayrshire Council	221	262	41	15.6
South Lanarkshire Council	594	722	128	17.7
Stirling Council	141	195	54	27.7
West Dunbartonshire Council	107	127	20	15.7
West Lothian Council	285	383	98	25.6
<b>Total</b>	<b>7456</b>	<b>9749</b>	<b>2293</b>	<b>23.5</b>

Appendix B: table showing attendance data by Local Authority area for 16/17

Business Location	Total Attendances	Face to Face (total attendances)	Webinar (total attendances)	Unique Businesses
Aberdeen City	95	5	90	48
Aberdeenshire	37	4	33	19
Angus	43	22	21	23
Argyll and Bute	19	9	10	15
Clackmannanshire	5	2	3	4
Comhairle nan Eilean Siar	3	0	3	3
Dumfries and Galloway	32	22	10	26
Dundee City	44	24	20	30
East Ayrshire	40	14	26	18
East Dunbartonshire	10	3	7	8
East Lothian	23	10	13	10
East Renfrewshire	13	3	10	9
Edinburgh City	206	77	129	127
Falkirk	40	22	18	26
Fife	75	43	32	42
Glasgow City	395	123	272	232
Highland	41	2	39	24
Inverclyde	23	4	19	9
Midlothian	30	16	14	24
Moray	7	0	7	4
North Ayrshire	36	11	25	23
North Lanarkshire	105	35	70	67
Orkney Islands	9	0	9	5
Perth and Kinross	55	28	27	29
Renfrewshire	58	30	28	39
Scottish Borders	30	15	15	18
Shetland	6	0	6	4
South Ayrshire	38	28	10	21
South Lanarkshire	67	24	43	45
Stirling	28	14	14	24
Third Sector	12	6	6	10
West Dunbartonshire	6	2	4	5
West Lothian	73	30	43	42
<b>Grand Total</b>	<b>1704</b>	<b>628</b>	<b>1076</b>	<b>1033</b>

## *Appendix C: old and new Programme course titles*

### List of Old Programme Courses

- 1.1 Are you ready to tender? Is the Public Sector for you?
- 1.2 Using Public Contracts Scotland (PCS) and other portals
- 1.3 Winning work through the supply chain
  
- 2.1 Understanding framework agreements
- 2.2 Completing a pre-qualification questionnaire (PQQ)
- 2.3 What the buyer looks for in your tender
- 2.4 Sustainable procurement
  
- 3.1 Seeking feedback and improving your bid
- 3.2 Expanding your marketplace
- 3.3 Keeping the contract – the importance of Contract Relationship Management

### List of New Programme Courses

- 0.1 Introduction to working with the Public Sector
  
- 1.1 Introduction to tendering
- 1.2 Using Public Contracts Scotland (PCS) and other portals
  
- 2.1 Tender procedures and the ESPD
- 2.2 Finding and understanding framework agreements
- 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



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Disclaimer: This report provides information on SDP activity for the financial year 2016/2017. Please note that the information contained herein is true and complete to the best of our knowledge and SDP does not take responsibility for any minor inaccuracies.

For further information or to enquire about having this information supplied in an alternative format or language, please contact: 01698 453734 or e-mail [info@sdpscotland.co.uk](mailto:info@sdpscotland.co.uk)

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