



**Quality
Compliance
Systems**
an  IRL Dataix company



Your Tender Team
your success is our success

Top tips to grow your business through tendering



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What you'll get from this webinar

Common themes that feature in H&SC tenders

What to be mindful of coming to a
bid/no bid decision

How to prepare your business for tendering



Pass/Fail requirements



Assess all pass/fail requirements of the tender

Thorough understanding of all tender documentation

Be honest with yourself

Do not fall at the first hurdle

Do you meet the financial requirements?

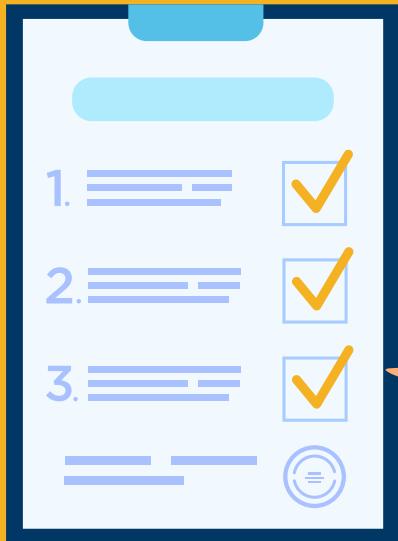
Minimum turnover set?

Credit checks/score set that you must meet?
E.g. Creditsafe

May need accountant input – E.g. performance indicators might include ratios, liquidity, operating margins etc.



CQC



Are you registered with the CQC?

Has the Commissioner stipulated that you need to have a certain CQC rating, e.g. rated Good?

Location - Does your registered office need to be in the borough/county that the tender is based in?

How will the tender be evaluated?

Most tenders will have a quality V's price weighting

Quality – do you have enough time dedicated to writing a compelling bid? Consider chatting to Your Tender Team



Pricing



Is the pricing fixed at a certain rate that bidders must agree to meet?

Has there been a price range stipulated that bidders must bid within?

Can you deliver the service stipulated within this price?

Specification

Each tender has a standalone specification document. Review and confirm you can meet all requirements

Vital as all deliverables in the specification will be monitored and performance benchmarked against these



Experience

Do you have experience delivering similar services?

References or case studies will be required for most tenders, do you have any?

Sometimes these are pass/fail so careful consideration is required



Policies



Are your policies up to date and compliant?

Can you submit all of the policies the tender is asking for, and are they compliant and up to date?

Sometimes policies are pass/fail so do not underestimate the importance of them

Technologies & Accreditations

Have certain technologies or accreditations been stipulated?

Examples of this might include call monitoring systems, ISO standards for Quality Management Systems (ISO 9001) or Environmental Management Systems (ISO 14001), or accreditations such as Cyber Essentials



Technologies & Accreditations

What is the cost to you should you participate and have to roll out certain tech or invest in accreditations?

Information Security - It's not unusual for tender submissions to ask for bidders to evidence their data protection protocols. These requirements can often go beyond the submission of individual information governance policies, requiring the completion of online Information Governance toolkits and/or possession of the government's Cyber Essential accreditation or equivalent (e.g. ISO 27001). Failure to meet these requirements may mean you fall at the first hurdle, so check/seek support to check the bidding criteria

TUPE



Does TUPE apply to this tender? If so, have you reviewed the implications of this?

New staffing model

Costs associated with TUPE

Insurances

Do you have the right cover in place?
Tenders will stipulate the types of
insurance and cover required

For instance, in the care sector Medical
Malpractice Insurance is stipulated



Method Statements

Quality side of the tender submission is the most challenging – Your Tender Team

Be sure to dedicate enough time and resources needed to put together thorough, compelling responses to tender questions



Additional Registrations, Licences & Safety Docs



Some social care tenders that require the provision of accommodation, or accommodation and low-level support, may not require CQC registration, but it could be that they require bidders to hold an HMO licence for the properties in question

They may also be required to evidence certain safety certification and contingency documentation, e.g. Gas Safety Certification, compliance with fire regulations, locality risk assessments, etc.

Contractual Obligation/Anticipated Delivery Volume/Capacity Requirements

If there's a clear idea of how much additional volume you'd be required to take on, can you deliver? If not, what are the cost implications for hiring additional member of staff (bearing in mind TUPE may apply)



Requirements you can prep for now

✓ Updated Business Continuity Plan

✓ For services to supply accommodation, liaise with accommodation providers and landlords if no current SLA agreements in place

✓ **Sustainability** – Update any Carbon Reduction Plans or other initiatives outlining your commitment to sustainability

✓ Tenders may stipulate a requirement to commit to the Living Wage Foundation or equivalent. Investigate becoming Living Wage accredited

✓ **Prep your team** - make sure you remember to have more than one person monitor any tender portals you sign up to, and that these individuals have access. If someone is sick or on holiday, someone else will need to step in as the commissioner won't make allowances. If they have a clarification requests post submission, and the provider doesn't get back to them in time, the commissioner could throw out your bid

We hope you found this webinar useful!

If you would like to find out more details regarding how we can help with a future tender, please contact me below;

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