

# **Welcome to Finditinworcestershire's breakfast and networking meeting:**

'Doing Business with Worcestershire County Council'

Tuesday 19 May 2015



# Introduction

**Kathryn Wagstaff**

Economic Development Unit  
Worcestershire County Council





**Sander Kristel**  
Director of Commercial and Change  
Worcestershire County Council  
with  
**Rosanna Davenport**  
Commercial Commissioning Officer



# WORLD CLASS WORCESTERSHIRE

————— A World of Opportunity —————

## DOING BUSINESS WITH WORCESTERSHIRE COUNTY COUNCIL

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MAY 2015

#WorldClassWorcs

[www.investinworcestershire.com](http://www.investinworcestershire.com)

# SANDER KRISTEL

## Director of Commercial and Change

# WORLD CLASS WORCESTERSHIRE

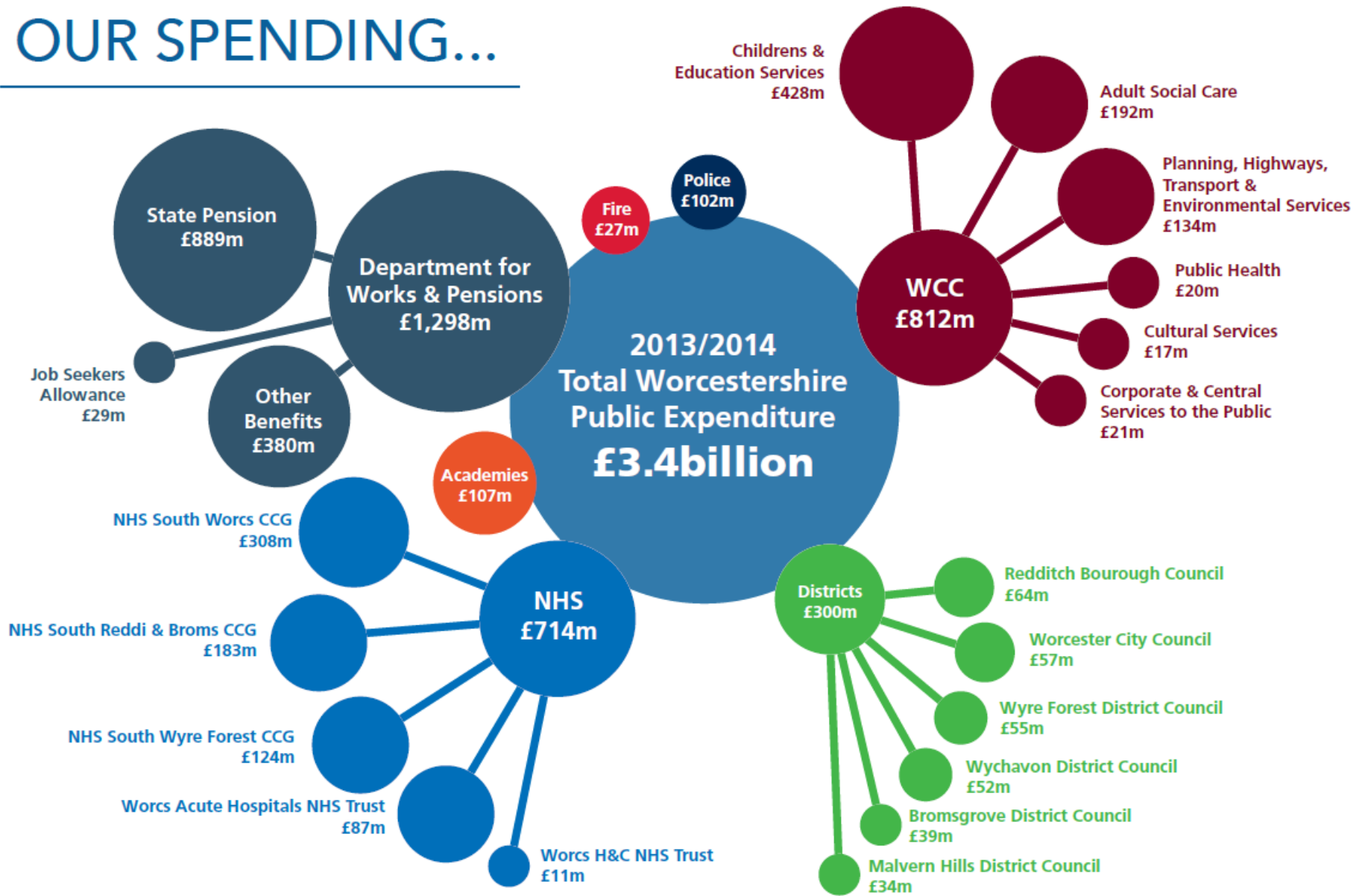
————— A World of Opportunity —————

## WHO WE ARE...

#WorldClassWorcs

[www.investinworcestershire.com](http://www.investinworcestershire.com)

# OUR SPENDING...

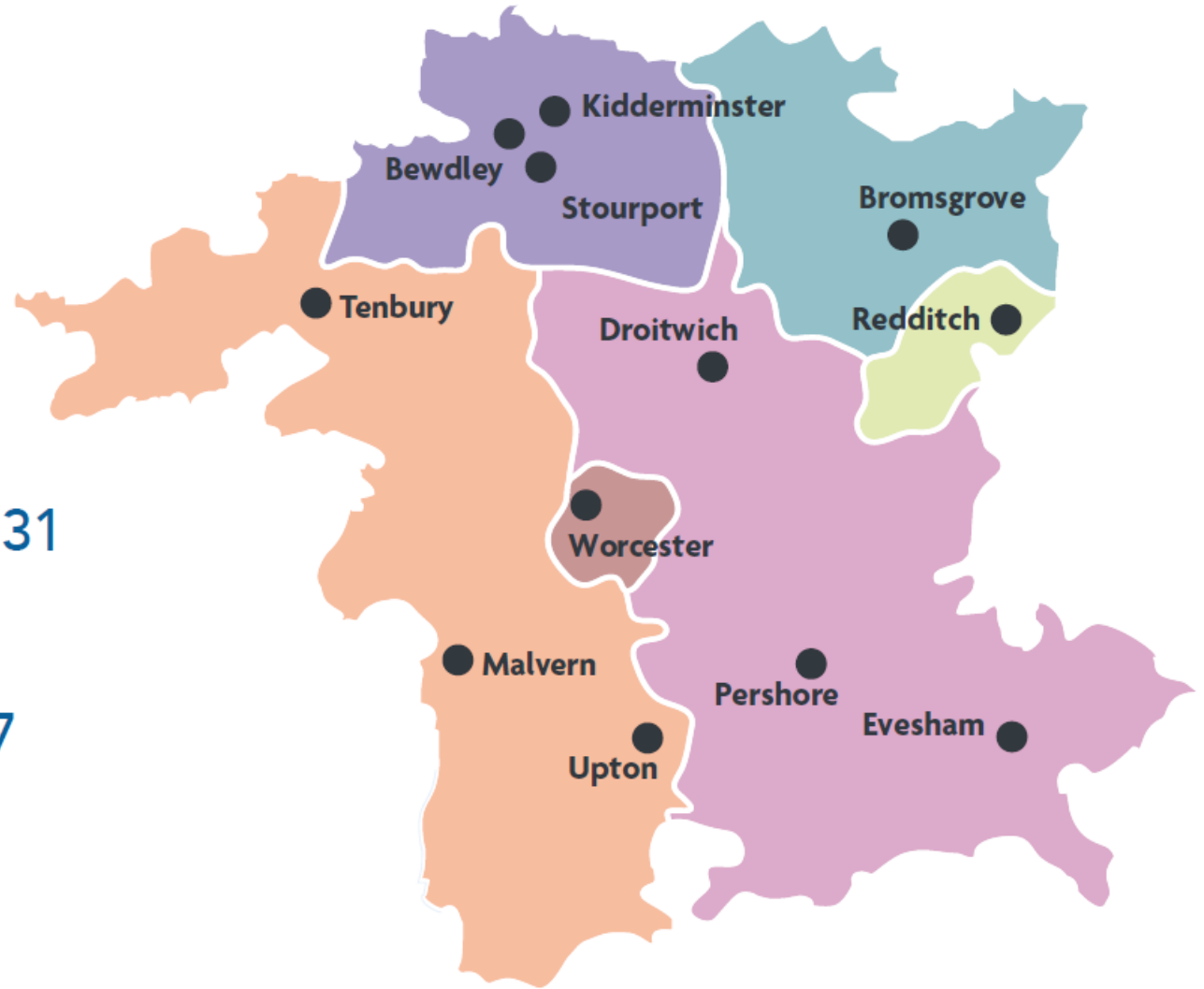




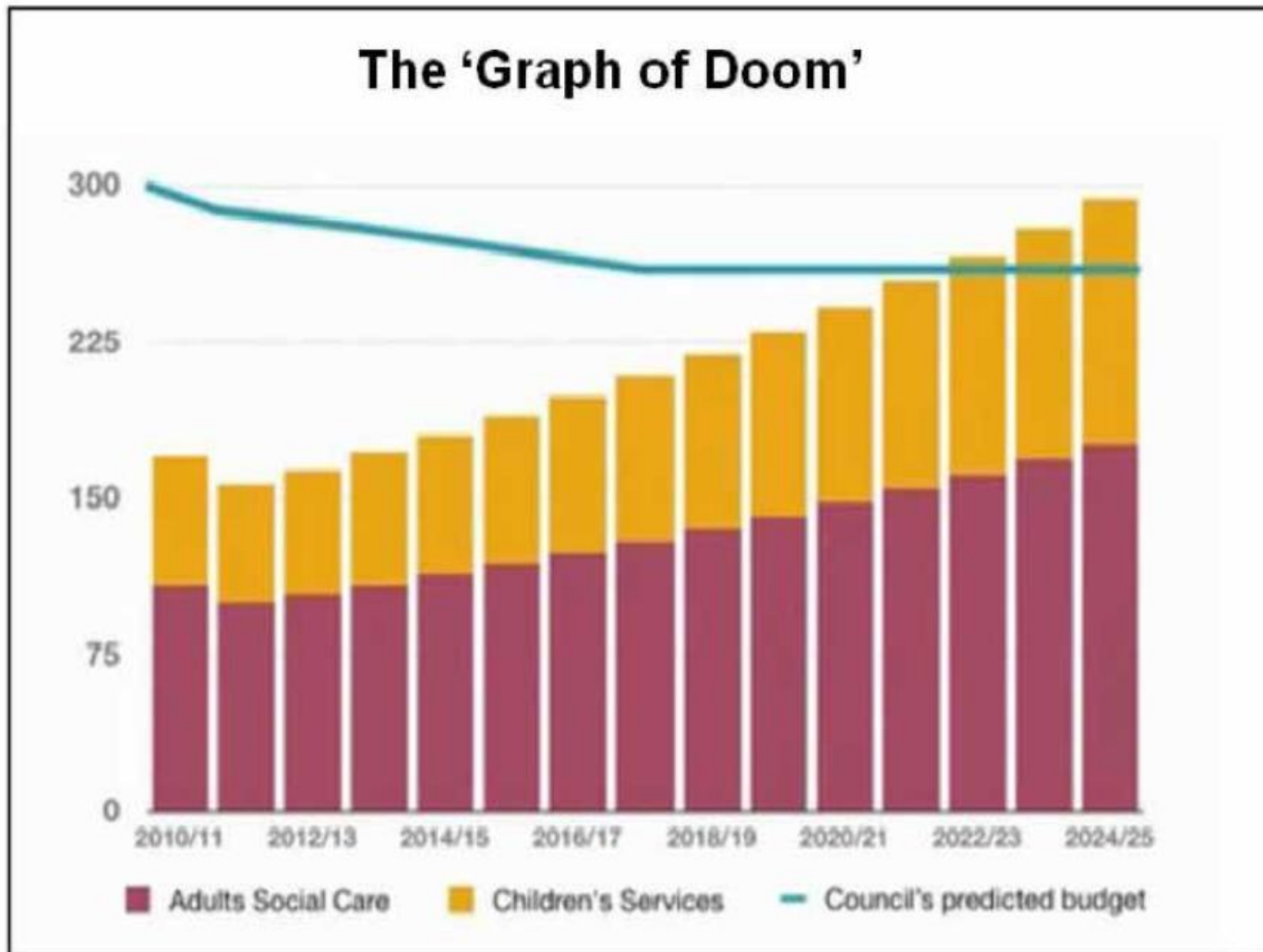
# OUR POLITICAL MAKE UP...

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CONSERVATIVE - 31  
LABOUR - 11  
UKIP - 2  
INDEPENDENT - 7  
LIBERAL - 4  
GREEN - 2



# NATIONAL CONTEXT...



# DOING THINGS DIFFERENTLY...

**OVER £100M**

BEING INVESTED IN WORCESTERSHIRE'S ECONOMY



**£2.7M**

COMMUNITY LED LIBRARIES



**£12M**

INVESTMENT IN PREVENTION

**£**  IN 3 YEARS  
**22%**



HIGHWAYS SPEND

**10%** 

**6TH BEST**  
IN COUNTRY



**£25M**

P.A



**£1.8M**

COMMUNITY  
ENABLED YOUTH  
PROVISION



**64%** AWARE OF  
COMMISSIONING



**84%**

SATISFACTION WITH  
PLACE TO LIVE

**86%**

OF OUR EARLY YEARS  
SETTINGS AND  
SCHOOLS RATED GOOD  
OR OUTSTANDING BY  
OFSTED

**£** **80%**

OF OUR THIRD  
PARTY SPEND  
IS WITH LOCAL  
BUSINESSES



**500,000+**  
RESIDENTS

# OUR PRIORITIES...

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# WORLD CLASS WORCESTERSHIRE

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## WORLD CLASS WORCESTERSHIRE

#WorldClassWorcs

[www.investinworcestershire.com](http://www.investinworcestershire.com)

# WHAT IS WORLD CLASS WORCESTERSHIRE?

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- An identity for the County to competitively position Worcestershire
- Raising the profile of Worcestershire as a place
- Does not replace any other brands
- Is an identity that all partners can buy into
- A marketing plan for our area and our economy
- Our ambitions to up our game and really 'sell Worcestershire' together
- Bringing in new investment and raising the ambition here too.

# WORLD CLASS PLACE TO INVEST...

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## SO WHY WORCESTERSHIRE?

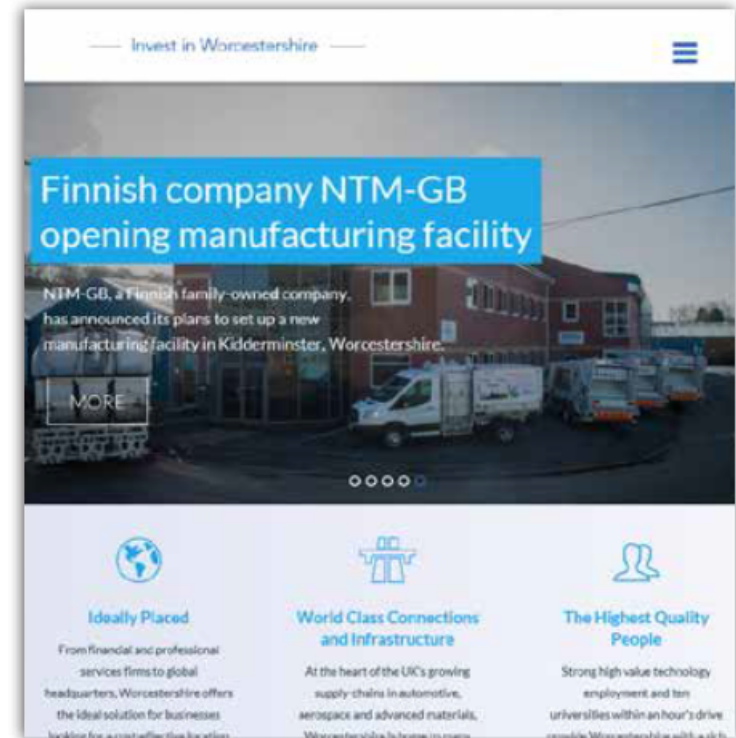
- A beautiful County with innovation at its heart
- Business support readily available for those who need it
- Trained staff: top performing schools, excellent colleges and 10 universities within an hour's drive
- Quality of life
- A range of excellent development opportunities
- Well connected: Motorway networks, close proximity to Birmingham Airport and Heathrow, Bristol and Manchester airports
- Enjoy benefits of co-locating with a vibrant mix of home-grown and international companies that have already chosen Worcestershire.



# INVEST IN WORCESTERSHIRE...

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- New website [www.investinworcestershire.com](http://www.investinworcestershire.com)
- Worcestershire success stories/testimonials
- Events: MIPIM, London, Birmingham, Liverpool
- Business attendance
- Visits to the County
- Dedicated enquiry line/email:  
01905 676658  
[enquiries@investinworcestershire.com](mailto:enquiries@investinworcestershire.com)





# RAISING THE PROFILE OF WORCESTERSHIRE...

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## BENEFITS FOR BUSINESSES

- Attract more businesses to locate in Worcestershire so there are more business-to-business opportunities
- Help retain the highly skilled workforce in the County and help you attract the right people for your vacancies
- Raising the profile of Worcestershire will help local businesses win more trade overseas and attract investment
- Raise your own company's profile as well as that of the local area.

# BUSINESS INVOLVEMENT...

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## BENEFITS FOR BUSINESSES

- Promote the County – “world class place for business...”
- Give a testimonial from your business. E.g.

“We’re located right in the middle of the country. Nearby motorway and road networks mean we can get an order in the morning from someone up in Scotland and the goods can be with them by the evening. Worcestershire is a great location for our business.”

Andrew Billé, Director, Evesham Vale Growers



“Worcestershire is close to motorway networks, making distribution throughout the UK easy and efficient. We also have access to good quality labour resources. Our new premises will further strengthen the brand’s presence in the area, whilst retaining jobs in the local community.”

Carl Arntzen, Managing Director



“The most important part of our business is our people. We wanted to retain their experience, expertise and intellectual capacity and that’s why we chose to stay here in Malvern. Besides which, we have a good quality of life here. Worcestershire is a great place to live and consequently our staff retention levels are high.”

Paul Walker, Managing Director



# ROSANNA DAVENPORT

## Commercial Commissioning Officer

# WORLD CLASS WORCESTERSHIRE

————— A World of Opportunity —————

## HOW TO DO BUSINESS WITH THE COUNCIL

#WorldClassWorcs

[www.investinworcestershire.com](http://www.investinworcestershire.com)

# TENDERING...

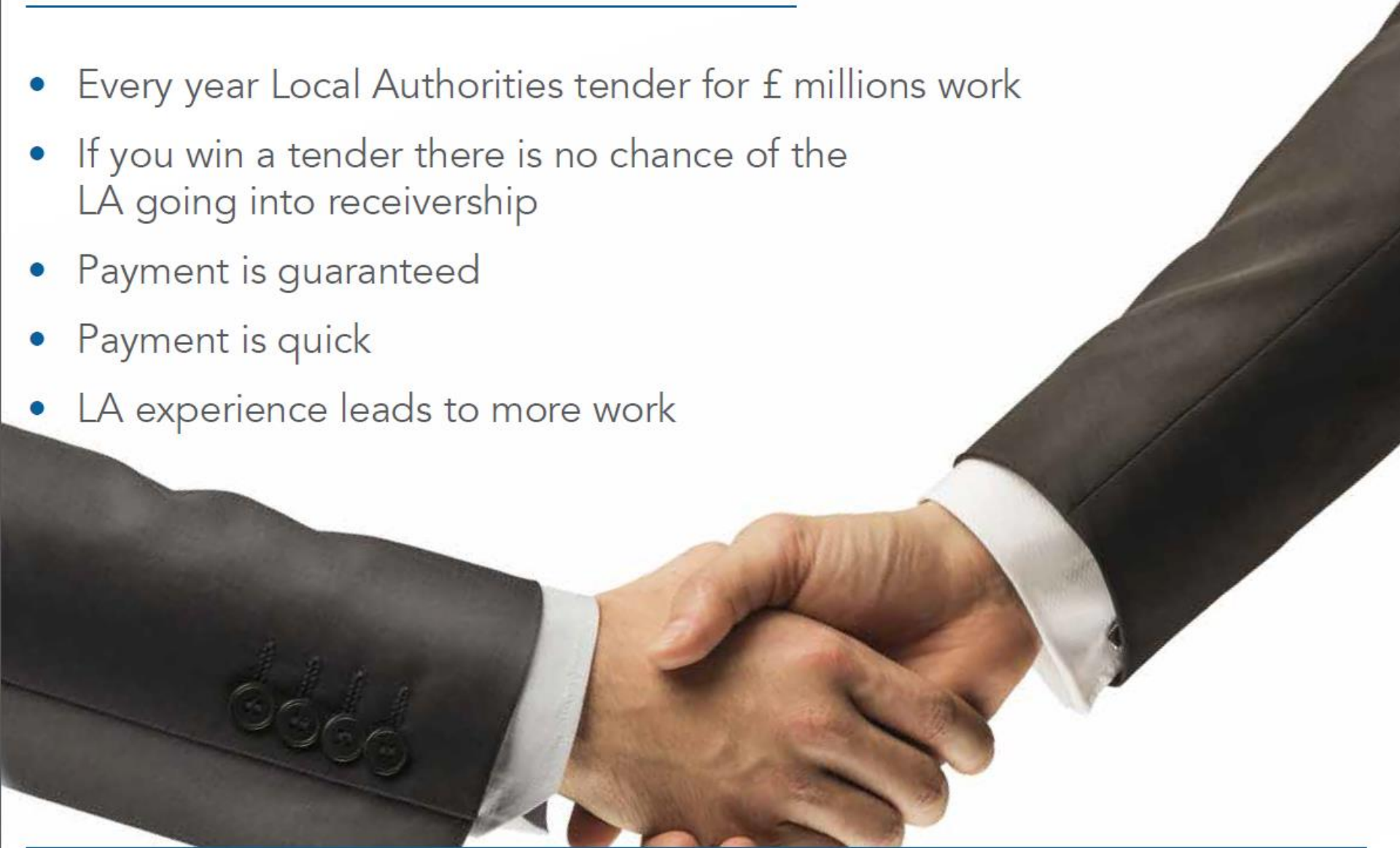
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- Leads to robust and legally compliant methods of Procurement
- Tests The Market
- Gets the best available quality for the budget
- Gets the best price
- Market development
- Contracts provide a method to monitor and manage your suppliers

# SO WHAT'S IN IT FOR YOU?

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- Every year Local Authorities tender for £ millions work
- If you win a tender there is no chance of the LA going into receivership
- Payment is guaranteed
- Payment is quick
- LA experience leads to more work



# ADVERTISING TENDERS...

Worcestershire Tender Portal  
[www.worcestershire.gov.uk/etendering](http://www.worcestershire.gov.uk/etendering)

The screenshot shows the 'Worcestershire County Council E-Tendering' website in a Windows Internet Explorer browser. The browser's address bar shows the URL 'http://www.worcestershire.gov.uk/etendering/'. The website header features the council's logo and navigation links for 'About Our Local Area' and 'A-Z of Council Services'. Below the header, the page title is 'Web Tendering' and the location is 'Home > All Tenders'. A welcome message states: 'Welcome to Web Tendering. You will find details of all current and forthcoming opportunities here.' There is a feedback link: 'If you have any comments on the e-tendering portal please let us know by completing [this feedback form](#)'. A green box indicates the user is not logged in, with links for 'Login Now' and 'Register now'. Below this, there are options to 'Show Categories' and 'Show Tenders', and a 'View by Council' dropdown menu set to 'All Councils'. The main content area is titled 'Current Categories' and lists various tender categories with the number of open tenders for each:

Tender	Open Tenders
Advertising and Marketing	2 items
Building and Property Maintenance	1 items
Catering Services, Equipment and Supplies	0 items
Cleaning, Cleansing and Waste Services	2 items
Clothing and Personal Protective Equipment	0 items
Consultancy, Agency Staff, Education and Training	1 items

# REGISTERING ON THE PORTAL...

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- Click 'Register now'
- Fill in the boxes to create an account
- Monitoring categories
- Services for Children, Young People, Families and Carers



# WHAT TO DO TO APPLY FOR A TENDER...

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- Read the tender documents and note any queries
- Note the return date and any other key dates such as open meeting, interview and site visit dates - these are usually not negotiable
- Note what additional documents you need to submit with the tender
- Consider who you will need to help you complete the tender (including attending interviews and hosting site visits)
- Talk to us!

# THE TENDER PROCESS...

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- Market engagement events
- Tender advertised (including a timetable)
- Open meeting
- Written answers to queries published on tender portal
- Tender submission deadline (date and time)
- Tender evaluated
- Interviews and site visits (optional)
- Tender award - but it doesn't end there.....

# COMMON ERRORS...

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- Failing to follow the instructions
  - Omission of documents
  - Envelopes identify tenderer
  - Late submission
- Failing to clarify
- Tender price over advertised budget
- Tender not tailored to requirement
- Lack of detail on delivery
- Assuming commissioners know your organisation
  - You will only be evaluated on what is written in your tender
  - Incorrect costings
- Wrong address
- Signed by 'wrong' organisation (Consortia)



# TOP TIPS...

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- Know how to find out about tenders.
- When you get the tender pack be sure to read it in good time. Note what you need to provide within the tender and make plans to get the information you need in good time - Prepare & Plan in advance
- Query anything you don't understand
- Submit the tender in good time (a deadline is a deadline, and follow any instructions for tenderers)
- Keep dates free for site visits and/or interviews
- Learn from your tender failures (and successes) – Feedback
- Ask for a debrief if appropriate.



# CONTRACT AWARD...

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- Contract
  - An agreement between parties which is binding in law
- Fundamentals include:
  - Offer (your tender)
  - A promise to do/not do something
  - Acceptance (usually the letter to the successful tenderer)
  - On accepting an offer, a contract is formed
  - Acceptance must be unqualified
- Invitation to tender
  - Not an offer but an 'invitation'

# CONTRACTS...

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- Specification
- Conditions Of Contract
- Special Requirements/Conditions
- Invoicing arrangements
- Contract monitoring and review
- Getting paid
- Contract start date & end date
- Signatures

# WHAT YOU CAN ENGAGE WITH NOW...

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- Look at the tender portal:  
[www.worcestershire.gov.uk/etendering](http://www.worcestershire.gov.uk/etendering)
- Look on Find it in Worcestershire
- Transport Providers Forum – 2nd June
- Health and Well Being – Networking Event – Early July
- Sexual Health Services – 9th September

# YOUR LIFE YOUR CHOICE...

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**Your Life**  
*your choice*  
WORCESTERSHIRE

Your Life, Your Choice in Worcestershire is a new website, that will be launched this Spring, offering a full range of information and advice on health, well-being and adult social care. If you would like to see a preview then please contact Kerry Edwards on **01905 728674** or e-mail us at [FutureLives@worcestershire.gov.uk](mailto:FutureLives@worcestershire.gov.uk).

Your Life, Your Choice website has been designed to answer some fundamental questions:

- How can I stay well and independent?
- What support is available in my community – and where from?
- Can I get any help with paying for care services if I need them?
- What care is available, how good is it and how much does it cost?

The site will evolve as different products and services are added. It will even tell you what might be on offer in your community including what might be available for free!

For more information please contact us at:  
[ToUs@worcestershire.gov.uk](mailto:ToUs@worcestershire.gov.uk)



# Your Life

*your choice*

## WORCESTERSHIRE



# YOUR LIFE YOUR CHOICE...

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## EXAMPLE ENGAGEMENT EVENT

- Two events in February to support onboarding
- Attended by more than 250 providers
- Supported by the Commercial Team
- Advertised via Find it in Worcestershire

# NEW DEVELOPMENTS...

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- Provider Portal
- More services being commissioned
- Innovative Delivery Models
- Market Engagement Events

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## TRAINING AVAILBLE

#WorldClassWorcs

[www.investinworcestershire.com](http://www.investinworcestershire.com)

# FROM WORCESTERSHIRE BUSINESS CENTRAL...

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## NEGOTIATION SKILLS

11th June 2015, 9.30am-1.30pm

Worcester

## INTRODUCTION TO TENDERING

15th June 2015, 9.30am-1.30pm

Worcester

## WRITING WINNING TENDERS

15th June 2015, 9.30am-1.30pm

Worcester

Details can be sourced from the Business Central stand during the event or Business Central website

# WORLD CLASS WORCESTERSHIRE

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## OUR TEAM...

#WorldClassWorcs

[www.investinworcestershire.com](http://www.investinworcestershire.com)

# COMMERCIAL COMMISSIONING TEAM...

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“Supporting excellent commissioning within  
Worcestershire County Council”



**JO CHARLES**

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# WORLD CLASS WORCESTERSHIRE

————— A World of Opportunity —————

## QUESTIONS?

Contact us...

[ToUs@worcestershire.gov.uk](mailto:ToUs@worcestershire.gov.uk)

[#WorldClassWorcs](#)

[www.investinworcestershire.com](http://www.investinworcestershire.com)

# Thanks to today's exhibitors...





## **Events for your diary.....**

### **Enterprising Worcestershire Procurement Workshops**

**Running weekly throughout June**

Please see Findit for more info

### **Resource Efficient Worcestershire**

**Tuesday 2 June, 9am – 1pm at Morgan Motor Company**

Environment and Energy Expo

### **Finditinworcestershire Breakfast & Networking Event**

**Tuesday 16 June, 7am – 9.30am**

Negotiation Skills with Counterpoint Courses



**Thank you for attending today**

Please stay for further refreshments and  
networking

Don't forget to follow @finditinworcs

