

# Annual Review 09/10

Last year nearly 2,000 Scottish businesses attended our events, seminars and workshops.

Let's talk business...



**Supplier  
Development  
Programme**

Improving business  
procurement.

[www.sdpscotland.co.uk](http://www.sdpscotland.co.uk)

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# Welcome

As Chair of the Supplier Development Programme  
I am delighted to introduce our annual review for 2009/10.

The Supplier Development Programme continues to deliver meaningful support and expertise which enables more of our small and medium sized businesses to meet the challenges presented by the current economic environment.

The public sector procurement opportunities present, to an increasing number of businesses, an appealing and attractive business consideration. However, many are unfamiliar with the tendering requirements and bidding processes and this often leads to disappointment and frustration which translates into becoming dismissive of preparing future bids.

Given that the public sector currently spends around £8bn per annum in procuring goods and services in Scotland, £220bn in the United Kingdom and some €2,000bn in Europe (for SMEs), this is not a market that should be easily dismissed.

We at the SDP recognise that procuring from the public sector is a demanding and highly competitive process. In order to be successful it does require businesses to fully prepare themselves prior to bidding for contracts.

SDP offers a free calendar of events to bring awareness to firms new to this market or those seeking to improve their market success:

- **By organising our local and national Meet The Buyer events, we provide a platform for all businesses interested in competing for public sector contracts to meet with the buyers and fully understand their needs.**
- **We offer practical and effective tender writing training through our highly successful programmes, Love Me Tender and Submission Impossible.**
- **We can support firms to introduce or update their policies on equality and diversity; environment; quality management and health and safety.**

Your business's active participation with the Supplier Development Programme will result in your business being better placed to compete for and win future business.

I would compel all businesses to participate in our Supplier Development Programme. Don't miss out on the significant market opportunities emerging from the public sector.

**Register today, [www.sdpscotland.co.uk](http://www.sdpscotland.co.uk)**



Cllr Christopher Thompson,  
Chairman

# Annual Review

## The Board

A partner authority has a right to be represented on the Board of the Supplier Development Programme. The Board was formed last year with a membership across 11 councils.

The first Board meeting took place on the 30th October 2009 at Glasgow City Chambers with Councillor Chris Thompson of South Lanarkshire Council appointed as Chair. The Board will meet on a quarterly basis.

## New Partners

This year saw two new partners being welcomed into the SDP. Scottish Borders Council joined the SDP in August and Dundee City Council in January. Both new partners will be hosting a series of events this year. This brings the partnership to 16 local authorities and the Third Sector, Scottish Government.

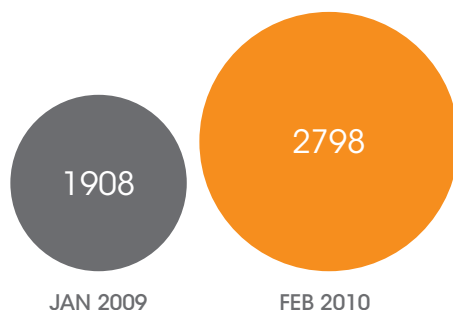
The benefits to a local authority on becoming a member of the SDP include:

- Representation on the Board of SDP Ltd.
- Representation on SDP Steering Group. The Steering Group meets around eight times a year to co-ordinate the implementation of the Programme's objectives and strategies.
- Unlimited number of companies registering with the SDP. Member local authorities actively encourage businesses within their area to register.
- Full access to company information as held on the Suppliers Register.
- Hosting local events. Member local authorities, with the support of SDP, can host any of the events in their own area.
- Develop network across the other partner authorities which will enhance working practices.

Benefits to companies, within a partner area, registering with the SDP include:

- Access to any local SDP event.
- Access to any SDP event in any area.
- Full access to information on website.
- Company listing on the SDP's Suppliers' Register.
- Receive regular SDP communications.
- Access to local business support network.
- And all free of charge.

## Number of companies registered with SDP



## Programme Delivery

The main priority of the Supplier Development Programme is to build awareness and provide information, education and training on public procurement and contract opportunities.

This is delivered through our website and our programme of events.

## Events

The SDP has an expanding training portfolio to take businesses along each stage of the events journey. All of the events present an opportunity to access advice and guidance about the tendering process, gain an insight into current opportunities and to develop business relationships.

### Awareness: do you understand the market?

This stage involves raising awareness of the benefits of the opportunities available from the public sector procurement market place. It is aimed at companies who have never tendered but are interested in exploring the possibilities.

- **Guide to Procurement seminar.**
- **Policy workshops.**
- **Meet the Buyer and other exhibitions.**

## Guide to Procurement

This seminar, delivered by BIP Solutions, provides an overview to understanding the market, key procurement issues, how tender documents are assessed and how to improve chances of submitting a winning tender. This is an excellent introduction to the issues of procurement.

**"I found the speakers information and discussions very helpful, structured and honest. Made me aware of many things. Very helpful."**

## Policy Workshops

This year, to ensure more of our member companies were tender ready, the SDP rolled out a series of three policy workshops – Environmental, Health and Safety and Equality and Diversity. Quality Management was later added as a response to companies' feedback. Piloted in Glasgow, the series of policy workshops were then delivered in five other partner areas.

**"Thank you for delivering the environmental workshop. I thought it was an excellent session which will help me enormously not least my business and, of course, the environment. Thought provoking, informative and really well presented."**

## The Events Journey

- 1 Awareness Raising
- 2 Self Diagnostic
- 3 Readiness
- 4 Opportunities



# Annual Review

## Meet The Buyer

Last year Meet the Buyer exhibitions took place in Glasgow and Lanarkshire.

2009 saw the fourth Meet the Buyer in Glasgow. This year the SDP worked in collaboration with Business Scotland to deliver the event in its new location of the Royal Concert Hall. Year on year attendance has grown and this year we recorded 696 delegates to the exhibition. Buyers from 34 public sector organisations such as Scotland Excel, the Emergency Services and a full representation from the Scottish Procurement Directorate were in attendance to ensure the success of the event.

Now in its second year, the Lanarkshire Meet the Buyer also looks set to become a regular feature in the SDP events calendar.

**"We welcomed the opportunity to meet the buying departments and understand how we should approach them. Otherwise it is so difficult to know where to start."**

## Diagnostic: is this the market for you?

This stage will assist businesses to self select on whether this is the right market for them or not. From information gathered, a company can decide whether they can become tender ready and fit to compete for tender opportunities or whether time and resources would be better concentrated in other areas of the market place.

## Readiness: are you business ready?

This stage is aimed at companies with some tendering experience and knowledge but are looking to develop skills and practices. It provides a high degree of flexibility and offers a range of customised services to clients.

- Love Me Tender.
- Submission Impossible.
- Meet the Buyer and other exhibitions.

## Love Me Tender

**"Practical down to earth information. Unlike many other seminars this one promises a 'real' opportunity to achieve success in the tendering process."**

This series of workshops, delivered by the Intellectual Assets Centre, looks at finding those opportunities, understanding the tendering process, collaborative workings and compiling winning tenders.

## Submission Impossible

**"Submission Impossible has informed everyone of the correct procedures to follow and removed most of the mystery around the process. It has also instilled a great deal of confidence within people where there was very little."**

In association with Enterprise Europe Scotland, this is a series of three half day workshops on finding and analysing opportunities, completing quality tenders and exploring other markets within Europe.

**"It's always worthwhile to meet people in person at Meet the Buyer. It can also be worthwhile to network with other delegates to find business opportunities. I must take more business cards next time!"**

## Opportunities: do you know where they are and how to go after them?

This stage will encourage participants to access existing tender advertising portals and new platforms including business network forums, events, Glasgow 2014 and more specific Meet the Buyer exhibitions. In addition to presenting opportunities in Scotland and the UK, the SDP will encourage our members to explore opportunities available in the European Union and the international market place. Members will also be encouraged to consider potential collaboration and inter-trading between SDP firms to achieve capacity and fulfil opportunities.

- Let's Work Together (from May 10).
- Selling to Europe.
- Selling to the US Government.
- Sector specific Meet the Buyer exhibitions.
- Trade Exhibitions.

## Website

[www.sdpscotland.co.uk](http://www.sdpscotland.co.uk)

The website acts as an information source and provides the likes of downloadable guides, useful links and contact details for our member SMEs.

Our full events listing is held on the website along with an online booking system. This is continually kept up to date and member companies receive regular e-bulletins highlighting events recently added to the calendar.

Members can also network via the Suppliers' Register. When a company registers with the SDP their details are uploaded to the Suppliers' Register. For example, it can be used as a resource for members looking for a company to collaborate with. All partner local authorities receive regular information updates relating to the companies in their area.

In the forthcoming year, we are looking to communicate with our members via the social media networking sites of LinkedIn and Twitter.

"Submission Impossible had an impact on our scoring. We got 197/200 for one tender."

During 2009/10 the SDP delivered

66 training days  
1967 companies benefited

# Partnership Working

## Partnership Working

As the SDP is delivered through the economic development function of the partner councils we work closely with procurement professionals to assist with the Programme delivery.

## Scottish Government

The Supplier Development Programme works closely with the Scottish Government, specifically the Scottish Procurement Directorate, to ensure our member companies receive first hand any changes within the public sector procurement landscape.

Public Contracts Scotland work in partnership at many of our events to ensure members are aware of the national portal.

SDP also appreciates the input from all the Centres of Expertise at events such as our Meet the Buyer.

## Intellectual Assets Centre

**Maria Weir, Intellectual Assets Centre**

*“Working with the Supplier Development Programme has added a whole new dimension to the Love Me Tender programme of work. Together we have combined our knowledge, skills, expertise and contacts in order to develop and deliver a truly unique form of support. We can ensure that Scottish companies and organisations are truly prepared to benefit from the new procurement landscape and prove that by working in partnership, the whole truly is greater than the sum of its parts”.*

Working in collaboration with the Supplier Development Programme has allowed the Intellectual Assets Centre to develop an innovative and exciting programme which enables companies to dramatically develop their tendering effectiveness through identifying and making best use of the intangible aspects of their business. The programme takes the form of an introductory event followed by a series of highly interactive bespoke workshops and one-to-one surgery sessions where companies get to work as a collaborative group. Participants benefit from both the best in intangible asset management advice and the support of procurement specialists, legal experts, local authorities and the Scottish Government – all designed to ensure that they are more than prepared to gain business from the public sector.

The real strength of this programme comes from it being a genuine partnership; the IA Centre brings the legal, procurement and intangibles expertise and the SDP brings their knowledge and contacts within the local authorities around Scotland and their excellent relationships with companies and organisations. This means that participants can also benefit from gaining an ‘inside track’ on what is happening within the local authorities into which they hope to sell.

The IA Centre is passionate about the difference that this level of partnership working makes to the programme.

## Love Me Tender

**22** | **449**  
companies benefited  
events delivered



## Glasgow 2014 Commonwealth Games

Mike McNally, Community Benefits Manager,  
Glasgow City Council

“The Supplier Development Programme is a key partner of Glasgow City Council in ensuring that businesses maximise the potential long-term benefit of the Commonwealth Games and wider Glasgow City Council procurement opportunities.”

The Glasgow City Council Community Benefits policy introduces measures within procurement contracts to encourage:

- the targeted recruitment and training of the long-term unemployed and those furthest from the job market.
- support for small to medium sized enterprises.
- support for social enterprises.

Glasgow City Council’s Community Benefit policy is designed to open up supply chain opportunities initially in relation to Commonwealth Games procurement. These elements have been included in the contract work for the National Indoor Sports Arena and Velodrome, the Commonwealth Games Athletes’ Village and the East End Regeneration Route and are being further developed to be included in other Glasgow City Council procurement opportunities.

Contractors are obliged to advertise all relevant Games related tenders via the Commonwealth Games business portal. The portal brings together contractors and suppliers and provides businesses of all sizes with the opportunity to find out about, and compete for, Games related contracts.

Further details are available at [www2.glasgow2014.com/businessportal](http://www2.glasgow2014.com/businessportal)

In addition, if, as an organisation, you tender directly with Glasgow City Council then Community Benefit may form part of the procurement. Further details on Community Benefit and Glasgow City Council procurement are available on the SDP website at [www.sdpscotland.co.uk](http://www.sdpscotland.co.uk)

The Supplier Development Programme is actively working with main contractors to develop capacity building and procurement support for potential sub-contractors. This support will take a number of forms including Meet the Buyer events, specific procurement workshops and also a feedback facility for those organisations who tender for opportunities and are unsuccessful. Details of these events will be advertised directly through the SDP website.

## Scotland Excel

Dorothy Cowie, Director, Scotland Excel

“Scotland Excel’s partnership with the Supplier Development Programme aims to encourage supplier involvement in collaborative procurement and to develop their understanding of the procedures involved. Attendance at the SDP’s regional Meet the Buyer events allows Scotland Excel to meet with companies of all sizes and inform them of the public sector contract opportunities open to them. Most Scotland Excel contracts do include SME suppliers so there is evidence that our partnership is working well.”

Scotland Excel is the Centre of Procurement Expertise for the local government sector in Scotland. It is a non-profit making organisation funded by participating local authorities with a remit to work collaboratively with members and suppliers to raise procurement standards, secure best value for customers and to improve the efficiency and effectiveness of public sector procurement in Scotland.

The organisation is a keen supporter and partner of the Supplier Development Programme and regularly exhibits at SDP’s Meet the Buyer events.



# Partnership Working

## Enterprise Europe Scotland

Amy Burnett, Enterprise Europe Scotland

“The SDP has consistently been professional throughout. The team are proactive in their approach, always looking at improving the content, listening to delegate feedback and keeping the interests of the client at the heart of the workshops.”

Enterprise Europe Scotland (EES) work in partnership with SDP in the delivery of the Submission Impossible workshops. The objective of the workshops is to help those companies who have previously submitted tenders but with varying success to review and improve their process, their response to public procurement opportunities and how looking at feedback can be an integral part of their business development process. In addition, delegates are encouraged to look further afield at public procurement opportunities across Europe.

The team at EES work closely with SDP in the development, marketing and management of the Submission Impossible workshops. Three series of these workshops have now been delivered across Scotland.

## Healthy Working Lives

Sharon Currie, Healthy Working Lives

“Healthy Working Lives looks to continue its successful partnership working with the Supplier Development Programme into 2010. During 2009 we offered specific workshop input at Renfrewshire, Glasgow, Fife and Lanarkshire on Health and Safety awareness and policy development for suppliers.”

The health and safety workshops were well attended by a wide cross section of business and provided an opportunity for companies to take a practical approach to health and safety policy development. In addition, delegates were given advice on the practical elements of a PQQ and contractor appraisal process. The sessions demonstrated the value to businesses of having an effective health and safety policy. The evaluation of the sessions showed that SDP members benefited from the practical advice given and guidance resources available.

The sessions were also a great opportunity for businesses to ask the Health and Safety advisers for additional free and confidential advice and guidance on a wide range of other subjects including site visits.

## Success in Submission Impossible

51 | £4.7m  
increase in turnover  
tenders won



## BiP Solutions

Eddie Regan, Senior Consultant, BiP Solutions

“BiP Solutions have always been supportive of the SDP from the Programme’s early days through to the present. We have enjoyed working together on a number of projects and look forward to building on our successes in the future.”

BiP Solutions are an established authority on all aspects of public procurement and advise thousands of organisations in the UK and Europe on how to achieve best practise in this complex and often changing environment.

BiP Solutions have been working with the SDP since its formation and have devised and delivered the Guide to Procurement seminar in all of the partner areas, with excellent feedback.

## Wren and Bell

Wren and Bell, a structural, civil and environmental consultancy, deliver the environmental policy workshops. The aim is to increase environmental awareness and improve ability in the tendering process on the basis of environmental credentials. Interactive discussions and tasks on environmental issues assist in preparing a written policy. During the workshop delegates identify actions to improve their environmental performance and reduce overhead costs.

As well as the interactive half day training session, Wren and Bell also help companies to access free environmental advice (approximately one day) that will support them in the implementation of their environmental action plan.

## Equal and Diverse

Dr Donald Macaskill

“The Supplier Development Programme has sought to be ahead of the game in this regard and has been helping SMEs to consider the issues of equality and diversity by running several workshops.”

When seeking to tender for a public contract, organisations have been required to produce an equality and diversity policy. This requirement will be further enhanced by forthcoming changes to be brought in under the new Equality Act. These changes are seeking to place equality and diversity good practice at the heart of all public procurement.

These workshops, delivered by Equal and Diverse, have been very practical in nature and have helped businesses to consider the issues of equality and diversity, not least in terms of developing an effective policy, employee good practice, exploring recruitment and managing diversity.

## QCS International

Mike Izon

“SDP worked with QCS International to develop informative and value added training seminars for their customers.”

Five workshops were held and presented to over 75 people on how to apply ISO 9001 for a competitive advantage. All attendees left with a working copy of a quality policy to instantly improve their tenders and also an action plan of how to reduce risk and improve their business immediately.

This was followed up by a free one day introduction course and also a 12 part implementation e-course of which many attendees have subscribed to. 15 companies are now actively pursuing ISO 9001 certification as a result of the workshops organised by SDP.



# Our Partners

## Ayrshire Group

East Ayrshire, North Ayrshire & South Ayrshire Councils

This past year has seen the three Ayrshire authorities strengthen the relationship between their respective economic development and procurement departments through the formation of the SDP Ayrshire Group.

"The creation of the Ayrshire Group has helped us build on the achievements of last year and ensures we put clear plans in place for the continuing delivery of our service. This, in conjunction with the infrastructure around the national advertising portal, will make the public sector supply chain more accessible to suppliers and contractors including the Third Sector." says **Andy Shilliday, Procurement Manager at South Ayrshire Council.**

With social economy enterprises now fully engaged in the process, the SDP Ayrshire Group has extended its reach to include workshops and events specifically tailored for this sector. In the year ahead the Group will organise more events and workshops for all business sectors and will solicit the views and opinions of Ayrshire's SMEs through a customer survey.

"What we are doing in Ayrshire is helping to set the agenda for the SDP at a regional level. As a group we are taking full advantage of the resources available and directing them to the benefit of all our SMEs tendering for public sector contracts." says Andy.



SDP Ayrshire



"We registered with the SDP as it was clear we needed to improve areas of our performance if we were to continue winning public sector contracts," says Andy Lusk.

For the past fifteen years the Lusk Group has delivered specialist construction related services across the UK and Ireland. The core of the company, and longest established of the businesses, is Kilmarnock based AL Plumbing and Heating Ltd, which has long worked with public and commercial clients.

"I realised we needed our knowledge updated in key areas if we were to stay on top of things," admits Andy. "The public sector environment has changed so much and although the opportunities are out there the demands on you as a supplier are harder than ever before."

It made sense to take AL Plumbing and Heating through the series of policy workshops offered by the SDP.

"Originally we signed up for the session on health and safety but we quickly saw that the company would benefit from other sessions on quality management, equality and diversity and environmental policy."

Soon after completing the workshops, Andy committed the company to the introduction of a new integrated management system which has improved working practices and made them more tender ready.

"East Ayrshire Council's economic development team has been a big help to us," says Andy. "They told us about the SDP and gave us practical help with implementing the changes we needed to make. All in, it has been a year of change for The Lusk Group but we're definitely better set up now for the future and the SDP has helped make that happen."

**"They've given us practical help with implementing the changes we needed to make. All in, it has been a year of change for The Lusk Group but we're definitely better set up now for the future and the SDP has helped make that happen."**

The Supplier Development Programme's Love Me Tender workshops seemed like the ideal opportunity for us to learn the ins and outs of winning public sector contracts.

Alice Abbott, Rainbow Services (UK) Ltd



## Our Partners

"The Supplier Development Programme's Love Me Tender workshops seemed like the ideal opportunity for us to learn the ins and outs of winning public sector contracts," says **Alice Abbott from Rainbow Services (UK) Ltd.**

Based in the small town of Maybole, South Ayrshire, Rainbow Services (UK) Ltd has been operating for five years providing home and day-care services for the elderly. After submitting several tenders without success, Alice signed up for the Love Me Tender workshops and as Alice explains, "The workshops were exactly what we needed to take us from nearly winning to winning." Following attendance at the workshops, Rainbow Services (UK) Ltd benefited almost immediately after successfully winning their first public sector contract providing a winter discharge service.

Following on from this success Alice recently agreed to share her experiences with other Social Enterprises at a SDP event aimed specifically at the Third Sector. "Taking advantage of the public sector opportunities is a vital component of being a social enterprise and I am pleased to see that SDP are now offering courses which address the particular challenges social enterprises face in winning public sector work.

"Winning our first tender has given us more confidence in our ability to take advantage of the business opportunities the public sector provides, and best of all has allowed us to provide new jobs in difficult economic times."

Rainbow Services (UK) Ltd continue to utilise the knowledge they gained at the Love Me Tender workshops and are now confident enough to tender outwith their local authority.



**Sercon Support Services** is an Ayrshire SME which operates in soft services facilities management to a wide range of clients.

**Lorraine Stevely, Finance & Commercial Manager with Sercon Support Services**, said of her experience, "In May 2008, we restructured both our business and strategy to best place ourselves to compete for market share in our line of business. In doing this, we received, and continue to receive, a huge amount of support and direction from the Supplier Development Programme and in particular from the business development team at North Ayrshire Council. We have found the support to be advantageous to our business in many ways.

"The SDP training courses we have attended in relation to the PQQ and ITT process have been very useful. This has had a positive impact to the business and the key points we learnt have assisted us in building our confidence and experience in submitting tenders. As a result of this, we have been successful in winning several contracts on a three year fixed term. This has also allowed us to include moderate, but achievable, forecast projections for the current financial year and the future in our business plan.

"Through the Supplier Development Programme, the assistance and guidance has been constructive and of great benefit to our organisation."



Lorraine Stevely,  
Sercon Support Services

# Our Partners

## East Dunbartonshire Council

East Dunbartonshire Council's (EDC) membership of the Supplier Development Programme forms part of the Council's support to local businesses. Through partnership with SDP, East Dunbartonshire Council has offered local companies the opportunity to participate in training events to improve their chances of winning public sector contracts.

**Councillor Billy Hendry, Convener of EDC's Development and Infrastructure committee,** is keen to support businesses in East Dunbartonshire.

"It is important that local businesses have access to advice in order to develop and grow and to provide jobs and opportunities locally."

Throughout the past year, companies have participated in Love Me Tender and the series of policy workshops. Local businesses involved in the programme would thoroughly recommend it to others such as the following case study from Montgomerie Knight Recruitment.

**Montgomerie Knight Recruitment** provides both temporary and permanent staff across a wide range of business sectors throughout the UK. They also provide activity reports on any new sales candidate placed. The company participated in Love Me Tender to gain the knowledge required to secure both temporary and permanent public sector recruitment contracts.

There were two main benefits to Montgomerie Knight Recruitment from attending Love Me Tender as **Martin Knight** explains.

"Firstly, Love Me Tender dispelled the old myth that public sector contracts were a foregone conclusion and that contracts would always be awarded to the same 'old favourites.' Love Me Tender showed that these contracts should now be transparent and awarded to any company who scores high enough at the PQQ stage and again when invited to tender."

Martin goes on to say, "The second and most important benefit was the detailed understanding of how the public sector view applications and the skills gained in meeting these requirements.

"Our tendering process has changed dramatically with regards to the contracts we go after and our approach. When we do go after a public sector contract I feel that we are now in a much better position to succeed. Love Me Tender has taught us how to prepare and file all of the information normally required for PQQs and ITTs. The time saving with this task alone has been immense.

"Love Me Tender also demonstrated that the value of a contract could sometimes prohibit our company from applying. This consequently saves our company valuable time and resources. I would recommend any company who wish to be considered for public sector contracts to take the time to invest in attendance of Love Me Tender. The time invested today will be repaid again and again in the future."

## West Dunbartonshire Council

Since West Dunbartonshire Council joined the Supplier Development Programme in 2007, a number of local businesses and Third Sector organisations have benefited from the advice and information on offer through membership of the SDP.

In the current economic climate where there are more suppliers competing for less contractual opportunities it is imperative that SMEs, and also our social enterprises, are supported to equip themselves with the knowledge and skills to improve their tendering prowess and win public sector contracts. By working closely and in partnership with the SDP, West Dunbartonshire Council is in a position to offer procurement advice, support and training to SMEs thereby improving their tender readiness and ultimately their tender success.



I found the training to be very useful as more and more of our work is now secured through the procurement process.

Blyth Deans, The Lennox Partnership

Companies had the opportunity to participate in Love Me Tender, Meet the Buyer and other procurement events as well as having access to online advice and support through the SDP website. Further events are planned in the region to raise awareness of procurement opportunities and the support available as well as to encourage more businesses and Third Sector organisations to register with the SDP to avail themselves of the benefits.

With their proximity to Glasgow, West Dunbartonshire businesses are ideally placed to tender for the 2014 Commonwealth Games and specific support is available through the SDP for this. Complimentary to the training and support through the SDP are the discretionary grants available to our businesses for training and business growth from West Dunbartonshire Council.

**Blyth Deans, Chief Executive, The Lennox Partnership,** a not for profit economic development company based in Clydebank, comments on his experiences since registering with the SDP. "Through my contact with the SDP, I was enrolled on their Love Me Tender programme which was delivered over four sessions towards the end of last year. I was fortunate enough to be able to attend the programme which was specifically targeted at the voluntary sector. I found the training to be very useful as more and more of our work is now secured through the procurement process. The fact that it provided very practical advice and guidance has helped us be better prepared for submitting tenders."

# Our Partners

## Fife Council

Fife Council originally joined the SDP in order to tap in to knowledge and networks on a Scotland-wide scale. This has evolved over the past year becoming proactive to the needs of the business community. Feedback from recent Fife events suggest that involvement in the Programme is providing a valuable insight into the world of procurement, useful contact information and also the opportunity to discuss tender processes.

Education and training relating to tendering has a great deal of support in the Fife business community. Fife companies have taken advantage of a diverse toolkit of support over the past year encompassing information sessions, tender writing workshops, policy workshops and procurement surgeries. The introduction of one to one procurement surgeries have been a great success, allowing businesses to meet face to face to discuss any issues with Fife Council procurement representatives. These sessions appeal to all organisations from those new to tendering for the public sector through to established organisations planning to enter the European market.

Two companies who have benefited from the procurement surgeries gave the following feedback. **David Aitken from the JKF Group**, commented, "The meeting was beneficial in the sense that we understand the broader picture within Fife Council and now understand the direction and changes in relation to future procurement. As an experienced contractor we welcome the continuation of these individual and group surgeries in order to maintain good communications in the future."

**Audrey Ellis of Muir Construction**, reported, "The meeting was very useful. For us, it was encouraging that Fife Council are taking the time to get the views of suppliers in order to improve their procurement process. It was also good to hear that detailed feedback is available to suppliers so that we can improve our service. It is great that there will be a series of events like Submission Impossible to help us improve our PQOs."

**Councillor Tony Martin, Strategic Chair of the Environment, Enterprise and Transportation Committee** said, "Fife Council's membership of the Supplier Development Programme has opened up the opportunity for Fife businesses to access some of the £8 billion public sector spend. The Programme has supported businesses through events, training and the website to help them to become ready to tender and to find tender opportunities.

"It's good to see Fife Council doing what it can to help local business in this difficult economic climate. The partnership between Fife Council's economic development team and the procurement department will help get buy-in locally to support Fife companies."

## Submission Impossible

9 182

companies attended

workshops held



It's great there is a series of events to help us improve our PQQs.

Audrey Ellis, Muir Construction





The SDP helped put the systems in place to make my business more efficient.

Frank Connolly, Wee Creative

# Our Partners

## Glasgow City Council

"The Supplier Development Programme is proving to be a valuable business support service within Glasgow. By participating in the programme, companies are becoming more competitive in tendering for public sector contracts and building more competitive businesses in general. In the current economic climate, support for local businesses to access public sector contracts is vitally important."

**Jim Cunningham, Assistant Director, Development and Regeneration Services.**

Glasgow City Council works closely with the partner local authorities to co-ordinate and deliver the programme across all areas. SDP Glasgow is committed to the development of the programme.

Together with the SDP partner authorities and the working partners, the forthcoming year looks set to build on our past successes which can only benefit our member SMEs, our partners and the local economy.

**Frank Connolly of Wee Creative**, a design studio specialising in strategic branding and marketing communications, recently attended a series of SDP training workshops.

"We completed Submission Impossible and found the workshops both informative and easy to follow. The workshops helped map the requirements expected in a tender and the steps our company should follow to achieve a successful outcome."

Talking about the impact on the company, Frank goes on to say, "By taking stock of the workshops, we have our company policies up to date including the introduction of equal opportunities. We are also ISO 9001 accredited and are about to complete our Investors in People programme.

"We have been awarded public sector health campaigns and have also been extremely successful working in the private sector on local and UK campaigns that have opened new opportunities and challenges. The SDP helped put the systems in place to make my business more efficient."



WEE CREATIVE COMPANY

# Our Partners

## North Lanarkshire Council

As the Supplier Development Programme continues to develop and increase its membership throughout Scotland, North Lanarkshire Council continues to increase its company membership locally. SDP is now an integral element of the portfolio of services and support to businesses, and as such, in partnership with South Lanarkshire Council, we have hosted a range of events including a second successful Lanarkshire Meet the Buyer, a series of policy workshops and the Love Me Tender workshops. All of which have been well attended and highly commended by participating businesses.

The success of these events is very encouraging and we look forward to offering local companies access to the training and information available through SDP by continuing to host events locally in the coming year.

The advantages of becoming a member of SDP becomes evident when companies begin to profit. Two local companies which have participated in SDP events have succeeded in winning places on the Scotland Excel framework contract for personal protective clothing. Both Bellshill companies, **Scot Industrial Products** and **ARCO**, are delighted to be included in a framework contract and hope to see a big increase in business from Scottish local authorities.

**Stewart Beats, Regional Sales Manager for ARCO**, who participated in a Lanarkshire Meet the Buyer event said, "It was an ideal opportunity to learn more about our customers and the way in which they work. It allows us to develop our ability to service our customers properly and win new business. It was a very worthwhile event!"

Approximately 58% of North Lanarkshire Council's suppliers are small businesses. With this in mind, the Council's procurement team proactively promotes SDP and encourages local businesses to join the programme. Over the past year North Lanarkshire procurement officers have been actively involved in the SDP events being delivered locally and will continue to support forthcoming events. The procurement and business support teams continue to work closely to support local businesses and assist them to become better equipped to tender for Council and other public sector contracts.



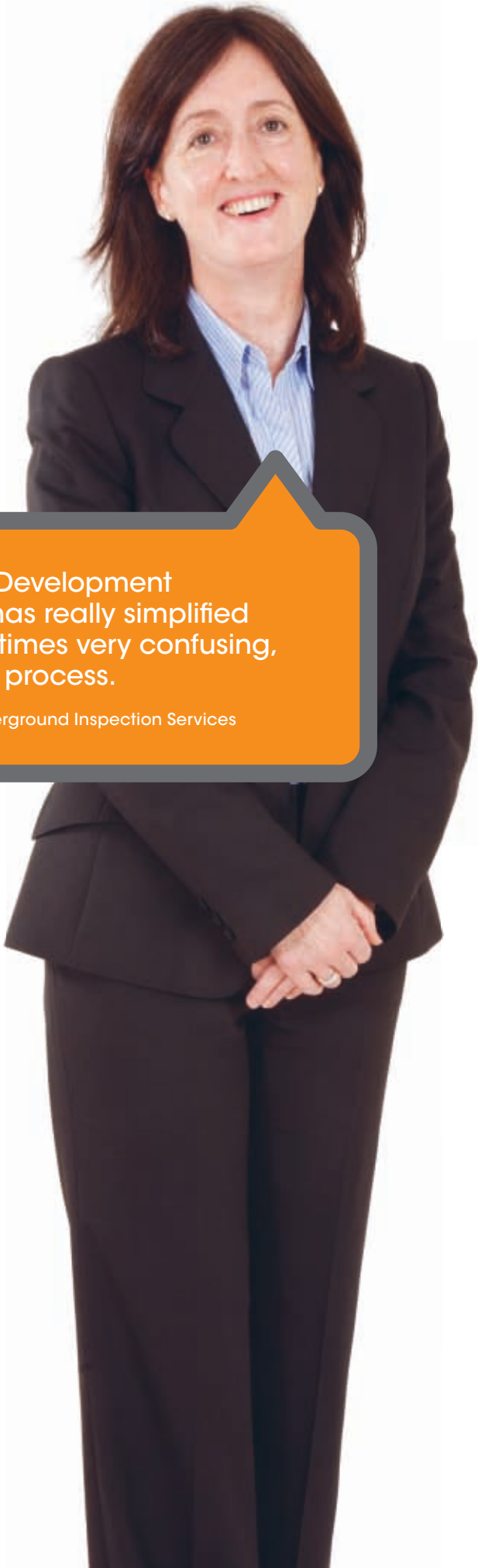
## Third Sector, Scottish Government

The Scottish Government recognises the vital contribution that Third Sector organisations make to the local and national economy, the important contribution they make to the delivery of public services and the unique position they hold within their respective communities. There is a real role for the Third Sector to help achieve the Scottish Government's purpose of creating a successful country with opportunities for all of Scotland to flourish through sustainable economic growth.

The initiatives provided by the Supplier Development Programme play a vital role in supporting those organisations to become effective and efficient. The activities and events organised through the Programme are extremely beneficial in preparing Third Sector organisations for the tendering process. Third Sector organisations from across Scotland and with varying levels of experience, have benefited from these initiatives designed to help them become more competitive and to win new business.

Building the capacity of the Third Sector in winning contracts becomes even more important as public procurement opportunities open to the Third Sector through the development of Community Benefit clauses. The support of the Supplier Development Programme in promoting good practice within the procurement process is a significant step forward in supporting Third Sector organisations actively engaged in the delivery of public services through an open and transparent procurement process.

The increase in the number of organisations actively participating in the programme and the wider integration of the programme within the business community, supports the aims of the Scottish Government to have a wider supplier base. Further, it supports Third Sector organisations to grasp the available public sector procurement opportunities, strengthening those organisations and building sustainable capacity.



The Supplier Development Programme has really simplified the, at some times very confusing, procurement process.

Frances Martin, Underground Inspection Services

# Our Partners

## South Lanarkshire Council

From being a founder member of the Supplier Development Programme four years ago, South Lanarkshire Council (SLC) has been proud to be a part of SDP and its development. This year, in conjunction with North Lanarkshire Council, SLC has hosted a very successful Meet the Buyer as well as Love Me Tender and the policy workshops. The feedback from the businesses who attended these events has been overwhelmingly positive and SLC intend to continue delivering the portfolio of SDP events to our local business base.

SDP's further support of Third Sector organisations with specifically designed courses is warmly welcomed as this is a sector with its own unique issues and barriers to securing contracts.

Already, membership of the SDP is facilitating a more meaningful relationship between the business support and procurement departments in South Lanarkshire Council. As SDP expands it will more and more become an essential tool for not only local authority business development departments but, more importantly, for local businesses. The SDP has also proved invaluable in accessing companies who have never contacted or liaised with the business support network. This has allowed such businesses not only support with procurement matters but also access to the wider portfolio of business support.

One South Lanarkshire company to benefit from the SDP is **Underground Inspection Services (UIS)**. Based in Blantyre, UIS are one of the main providers in Scotland of CCTV pipeline surveys, drain and sewer cleaning and associated services.

The company attended the Lanarkshire Meet the Buyer event as well as the quality management workshop in 2009. UIS has been successful in securing contracts for the provision of draining cleaning services with Glasgow City Council and North Lanarkshire Council and they are also very confident of securing work with South Lanarkshire Council.

**Frances Martin, Finance Director**, said of the quality management workshop, "It simplified the process of attaining ISO and gave UIS the motivation to seek journal accreditation. The Supplier Development Programme has really simplified the, at some times, very confusing procurement process."

## Policy Workshops

21 | 242

companies benefited

workshops delivered



# Our Partners

## East Renfrewshire Council

East Renfrewshire Council, as one of the three founding members of the SDP, continues to see the benefits of implementing a programme designed to assist small and medium businesses become more 'tender ready'.

A recent evaluation concluded that 77% of East Renfrewshire businesses have never considered or engaged in joint tendering, however, 84% would consider joint tendering opportunities. Clearly there is still work to be done and participation in this programme can only help to reduce the gap and give businesses valuable opportunities to win public sector contracts.

Having East Renfrewshire companies gain access to these programme activities helps our local businesses to benefit from wider business opportunities. The programme also assists the economic development team in delivering a business support programme of greater scale and provides excellent value for money at a time when businesses are suffering from the effects of the current economic downturn. East Renfrewshire Council's procurement team are also actively engaged in the programme and the Council is benefiting from the access to a wider supplier base.

Meanwhile the programme has a role in assisting the delivery of the 'community benefits' targets for the Commonwealth Games, the Whitecart Flood Prevention project, M74 road extension and other major infrastructure projects which are seen as essential and vital in producing legacy benefits to the business community. Similarly, this programme can contribute to 'community benefits' for more local regeneration projects within East Renfrewshire.



## Renfrewshire Council

The economic climate over the last 12 months has continued to present considerable challenges to local businesses. As many traditional markets have contracted, businesses have been pro-active in seeking out new markets and selling to the public sector has been of increasing interest. The Council's involvement in the Supplier Development Programme has enabled many of our local businesses to access practical advice and training to help improve their success in tendering for public sector contracts.

Already, 150 businesses in Renfrewshire have become members of the SDP. One of those is **kennedyscott consulting**, a small, innovative consultancy specialising in organisation and business development support. In 2009, the company joined SDP's Love Me Tender programme. Fiona Kennedy, director of the business commented, "As well as giving us the chance to share experiences with other businesses, it gave us direct access to procurement experts and we were able to build up materials which we could use in future tenders. We are now able to put together a more focused tender which meets the need of the contract and this has resulted in being awarded a major contract with a University working with partner institutions in Northern Ireland and Republic of Ireland".

**Bob Darracott, Director of Planning and Transport, Renfrewshire Council** said, "Since 2007, the Council has worked pro-actively with SDP to promote the opportunities presented by public procurement. We have been very impressed with the programmes and events that SDP delivers and we look forward to a long term relationship to help further improve the competitive position of Renfrewshire businesses."



## Inverclyde Council

Inverclyde Council's membership of the Supplier Development Programme is part of the Council's support to local small to medium businesses. Through partnership with SDP, the Council has offered local companies the opportunity to participate in training events to improve their chances of winning public sector contracts.

Throughout the past year, Love Me Tender has been held in Renfrewshire with the opportunity for Inverclyde companies to participate. Any local SMEs who have registered with the SDP can participate in tendering writing training, policy writing workshops and Meet the Buyer exhibitions as well as using the online tools.

## Scottish Borders

Although Scottish Borders Council (SBC) has only been a member authority for a short time, already local businesses are benefiting from being part of the SDP. Local businesses were invited to attend Love Me Tender on the 4 March at Ettrick Riverside in Selkirk.

SBC held the seminar to help local businesses win public sector tenders in the future and take full advantage of the opportunities offered by working with the public sector.

The seminar's goals were to help attendees understand the public sector tendering process, find out what contracts are available and where, discuss collaborative working and write winning tenders.

This event was followed by three in-depth workshops which provided training on the tendering process. SBC also provided a procurement update describing their new procurement department and how it functions. SBC look forward to building on these events in the coming year.

## Angus Council

The challenging economic situation over the last 18 months has meant that local businesses have been more focused on developing new markets and selling to the public sector has been of increasing interest.

The Council's involvement in the Supplier Development Programme has enabled many of our local businesses to access practical advice and training to help improve their prospects of success in tendering for public sector contracts.

Already, over 80 Angus businesses have become registered members of the SDP and 16 local businesses benefited from the training provided as part of Love Me Tender held in Angus last year. One of those businesses was **Black's Worldwide Movers**, a long established family business specialising in providing a storage and removals service across Scotland. Director Ann-Marie Black said, "The Love Me Tender workshops were an excellent opportunity to obtain a valuable understanding of how to make our PQQs and tender submissions stand out from the crowd. The workshops also gave us a behind the scenes insight in to how PQQs and tenders are scored. Providing us with a unique opportunity to learn what information we should add in order to score maximum points and subsequently win the business."

**Roy Johnston, Senior Business Adviser at Angus Council** said, "Since joining the Programme in 2007, the Council has been pleased to work in partnership with the SDP to promote the opportunities presented by public procurement. We had a good level of business interest in Love Me Tender and are very pleased to note that 2010 will bring similar training opportunities to our local organisations in the Third Sector. We look forward to fostering a long term relationship with SDP to further improve the competitive position of all Angus organisations in relation to public procurement."

# Our Partners

## Dundee City Council

Dundee City Council (DCC) joined the Supplier Development Programme at the beginning of 2010 to supplement the support already available to the local business community.

A full programme of events is planned for the year and the first of these events – A Guide to Procurement – held in February, was oversubscribed. Such was the demand that another event was quickly organised. Feedback from both events was positive and DCC are liaising with SDP to arrange dates for future events such as Love Me Tender and Third Sector tender writing.

Early indications are that the programme is of real interest and benefit to the business community and DCC look forward to working with SDP to develop and deliver events that are well received and of real value.

## Perth & Kinross Council

The Council has been involved in a number of initiatives to support local enterprise in the difficult economic climate. This has included helping businesses to diversify into new products and markets and to get involved in public sector contracts as a means to aid sustainability. We believe involvement with the SDP further helps the local business base in reaching these targets and improving their viability.

So far, 136 Perth and Kinross businesses have registered with the Programme which has allowed them to access specialist advice, increase the understanding of the intricacies inherent in public sector procurement and tailor their processes for enhanced success and more efficient management of time and resources while applying for contracts.

Perth and Kinross Council also welcomes the move to embrace Third Sector organisations by SDP in a bid to make them more 'tender aware' and better equipped to apply for public sector contracts. Perth and Kinross Social Economy Partnership is very supportive of this activity and we are intending to stay involved for the benefit of local Third Sector enterprises in these challenging times.



# Financial Overview

The Supplier Development Programme operates with a financial year from April to March and receives financial contributions from the economic development departments of our partner councils. This funding provides us with the necessary resources to deliver all of our programme activities.

Contributions are currently received from Angus Council, Dundee City Council, East Ayrshire Council, East Dunbartonshire Council, East Renfrewshire Council, Fife Council, Glasgow City Council, Inverclyde Council, North Ayrshire Council, North Lanarkshire Council, Perth and Kinross Council, Renfrewshire Council, Scottish Borders Council, South Ayrshire Council, South Lanarkshire Council, West Dunbartonshire Council and also from the Scottish Government, Third Sector.

In addition the following organisations have kindly given their time and expertise to assist the SDP in delivering a range of support:

Allan Associates, APUC, BBC, Business @ The Mitchell, Caledonian University, Central College of Commerce, Central Government Centre of Procurement Expertise, Clyde Waterfront, Constructionline, East Ayrshire Council Procurement, East Dunbartonshire Council Procurement, East Renfrewshire Council Procurement, Edinburgh City Council Procurement, eProcurement Scotland, Fife Council Procurement, Glasgow 2014 Commonwealth Games, Glasgow City Building, Glasgow City Council Procurement, Glasgow East Regeneration Agency, Glasgow Works, Historic Scotland, Inverclyde Council Procurement, Learn Direct Scotland for Business, Lothian and Borders Police, M74 Interlink, Ministry of Defence, NHS Centre of Expertise, North Ayrshire Council Procurement, North Lanarkshire Council Procurement, Procurement Scotland, Public Contracts Scotland, Renfrewshire Council Procurement, Scotland Excel, Scottish Enterprise/Olympic 2012, Scottish Environmental Protection Agency, Scottish Parliament, Scottish Procurement Directorate, Scottish Water, South Ayrshire Council Procurement, South Lanarkshire Council Procurement, Strathclyde Fire & Rescue, Strathclyde Passenger Transport, Strathclyde Police, Strathclyde University, VisitScotland, West Dunbartonshire Council Procurement and the West of Scotland Loan Fund.

Finally, we would like to thank the following organisations for their significant contribution during 2009/10: Enterprise Europe Scotland, Healthy Working Lives, Intellectual Assets Centre and the Scottish Government.

# The Year Ahead

The year ahead will see public sector contract opportunities as the main source of opportunity for many firms. The need for businesses to prepare fully for these emerging opportunities has never been greater with growing levels of competition evident in even the smallest value tenders. The Supplier Development Programme can and will play a vital role in supporting businesses to improve their level of competitiveness.

## Fail to prepare, prepare to fail

However, every business leader knows that to give themselves a chance they do require to fully understand the market they are engaging in. They should be aware about what the buyer is actually looking for and they should be certain of the tendering process. In the current economic environment, buyers are looking to eliminate bids as quickly as possible. Consequently, failing to answer any of the PQQ questions, or writing in an incomprehensible manner, or failing to respond within the necessary timescales, will usually see your bid being dismissed. And unfortunately all of these factors are all too common in tender submissions.

The SDP has a proven track record of helping businesses either become tender ready or, if already tendering, then to become more astute with the tendering process. We would encourage anyone interested in exploring public sector procurement to come along to our seminars and workshops. We can help put the processes and information in place to submit potentially winning tenders.

## Make time to confirm what you know and learn what you don't know

Our response to the recession and the increasingly competitive marketplace will see a significant increase in the number of events being supported by SDP. In total, during 2010/11, SDP will deliver over 120 training workshops (all free of charge to our member SMEs) which we anticipate will support some 2,000 plus firms in their preparations to win business from the public and private sectors.

Our award winning Programme will extend the events already offered to provide tender writing training workshops for Third Sector organisations as well as launching a new collaborative bids workshop, Let's Work Together. This workshop is for business leaders who are interested in exploring the potential of joint tendering bids. We will be hosting a number of these collaboration workshops across the partner areas and in partnership with McClure Naismith Solicitors.

This year we will be supporting three significant Meet the Buyer exhibitions:

- On 10th June in the Royal Concert Hall we will host our 5th annual Meet the Buyer exhibition and seminar programme where 30 buying organisations from the public sector will be available to answer all of your questions;
- On 15th September 2010, the Glasgow City Council corporate procurement team, together with other council departments and arms length companies, will host a 'Meet the Buyer from Glasgow City Council' in the Banqueting Hall within the Glasgow City Chambers; and
- At the SECC in October 2010 (date to be confirmed), we will be supporting the Scottish Government in delivering a major procurement exhibition.

We will also continue to deliver the Love Me Tender workshops, the Guide to Procurement seminars and our policy workshops – Health and Safety, Environmental, Equality and Diversity and Quality Management – which have all been successfully rolled out across the partner areas.



As major build projects get underway, the SDP will play a pivotal role in developing working relationships with the winning contractors and sub-contractors to improve awareness and understanding on doing business with them. Projects such as the new Southern General Hospital, Glasgow 2014 Commonwealth Games including the infrastructure and delivery, the SECC arena and so on.

## Make use of the support network

The SDP website – [www.sdpscotland.co.uk](http://www.sdpscotland.co.uk) – is constantly being updated and developed. It now incorporates an online forum in which businesses can exchange interactive discussions around procurement, trading or general business issues. The SDP will also be looking at building online communities through the social media networking of LinkedIn and Twitter. We are also currently developing registration areas for Suppliers, Buyers and Stakeholders so that anyone with an interest in procurement or the SDP can easily join the Programme. And lastly, in order to give businesses the best chance possible, they should keep checking our events calendar on the website so as not to miss out on our events programme.

To receive details on all public sector opportunities register your company details at:

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)  
[www2.glasgow2014.com/businessportal](http://www2.glasgow2014.com/businessportal)

To make sure you utilise the full business support network, the following websites may be of interest:

[www.sdpscotland.co.uk](http://www.sdpscotland.co.uk)  
[www.bgateway.com](http://www.bgateway.com)  
[www.scotent.com](http://www.scotent.com)  
[www.glasgow4businessweek.co.uk](http://www.glasgow4businessweek.co.uk)

And finally, as we develop the SDP further in the forthcoming year, we look forward to continuing to work with our delivery partners as well as forging new partnerships to move towards our goal of a Scotland wide programme.

Robert Andrew, SDP Glasgow

# Achievements

## 2009

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### September

Scottish Care At Home  
Winner of the SCAH Alliance Award

### October

GO Awards Scotland  
Highly Commended  
GO / John F McClelland  
Collaborative Procurement Award

### November

The Supplier Development Programme, in partnership with CEIS, was awarded the contract, by the Scottish Government, to deliver tender writing training services to Third Sector organisations.

## 2008

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### October

GO Awards Scotland  
Highly Commended  
GO Team Excellence Award



# Acknowledgements

## Our Partners

**Angus Council**  
Roy Johnston  
01307 473339  
JohnstonR@angus.gov.uk

**Dundee City Council**  
John Scott  
01382 434275  
john.scott@dundeecity.gov.uk

**East Ayrshire Council**  
Carol Andrew  
01563 503231  
Carol.Andrew@east-ayrshire.gov.uk

**East Dunbartonshire Council**  
Mary Coulshed  
0141 578 8511  
mary.coulshed@eastdunbarton.gov.uk

**East Renfrewshire Council**  
David Kermack  
0141 577 3791  
david.kermack@eastrenfrewshire.gov.uk

**Fife Council**  
Fiona Grubb  
08451 55 55 55 ext 406752  
Fiona.Grubb@fife.gov.uk

**Glasgow City Council**  
Robert Andrew  
Principal Officer  
0141 287 7250  
robert.andrew@drs.glasgow.gov.uk

Pauline Wallace  
Senior Project Development Officer  
0141 287 7216  
pauline.wallace2@glasgow.gov.uk

Margaret Swinburne  
Events Co-ordinator  
0141 287 7235  
margaret.swinburne@drs.glasgow.gov.uk

Elizabeth Bailey  
Monitoring Officer  
elizabeth.bailey@drs.glasgow.gov.uk  
0141 287 7231

Lindsay McCready  
Programme Administrator  
lindsay.mccready@drs.glasgow.gov.uk  
0141 287 7251

**Inverclyde Council**  
Lynne Lambie  
01475 715555  
lynne.lambie@inverclyde.gov.uk

**North Ayrshire Council**  
Paul Donnelly  
01294 225150  
pdonnelly@north-ayrshire.gov.uk

**North Lanarkshire Council**  
Isobel Long  
01236 638962  
longi@northlan.gov.uk

**Perth and Kinross Council**  
Paul Kyle  
01738 477950  
phkyle@pkc.gov.uk

**Renfrewshire Council**  
Philippa Simms  
0141 842 5512  
philippa.simms@renfrewshire.gov.uk

**Scottish Borders Council**  
Lesley Kelso  
01385 826727  
lkelso@scotborders.gov.uk

**South Ayrshire Council**  
Calum McPhail  
01292 616077  
Calum.McPhail@south-ayrshire.gov.uk

**South Lanarkshire Council**  
Eliot Jordan  
01698 455135  
eliot.jordan@southlanarkshire.gov.uk

**Third Sector**  
Danny McKenna  
0141 271 3731  
danny.mckenna@scotland.gsi.org.uk

**West Dunbartonshire Council**  
Jane Campbell  
01389 737222  
jane.campbell@west-dunbarton.gov.uk

## Partnership Working

**Intellectual Assets Centre**  
SkyPark 2  
12 Elliot Place  
Glasgow  
G3 8EP  
Maria Weir  
0141 243 4920  
information@ia-centre.org.uk  
www.ia-centre.org.uk

**Enterprise Europe Scotland**  
Atrium Court  
50 Waterloo Street  
Glasgow  
G2 6HQ  
Amy Burnett  
0141 228 2522  
info@enterprise-europe-scotland.com  
www.enterprise-europe-scotland.com

**Scotland Excel**  
Unit 5  
Anchor Mill  
7 Thread Street  
Paisley  
PA1 1JR  
Dorothy Cowie  
0141 842 6600  
contactus@scotland-excel.org.uk  
www.scotland-excel.org.uk

**Healthy Working Lives**  
Princes Gate  
3rd Floor  
Castle Street  
Hamilton  
ML3 6BU  
Sharon Currie  
01698 208 188  
www.healthyworkinglives.com

**BIP Solutions Ltd**  
Medius  
60 Pacific Quay  
Glasgow  
G51 1DZ  
Eddie Regan  
0141 332 8247  
support@bipsolutions.com  
www.bipsolutions.com

**Wren & Bell**  
11 Chester Street  
Edinburgh  
EH3 7RF  
Elene Dawkins  
0131 225 5904  
wb@wren-bell.co.uk  
www.wren-bell.co.uk

# Acknowledgements

## **Equal & Diverse**

474 Crow Road  
Jordanhill  
Glasgow  
G11 7DR

Dr Donald Macaskill

0141 586 7173  
info@equalanddiverse.com

## **QCS International Ltd**

13 The Wynd  
Cumbernauld  
G67 2ST

Mike Izon

0845 303 9700  
info@qcs.co.uk  
www.qcs.co.uk

## **Case Studies**

### **ARCO**

Unit A  
Melford Road  
Righead Industrial Estate  
Bellshill  
ML4 3LR

Stewart Beats

0141 419 3231  
Bellshill.branch@arco.co.uk  
www.arco.co.uk

### **Black's Worldwide Movers**

Unit 9  
Brechin Business Park  
West Road  
Brechin  
DD9 6JR

Ann-Marie Black

01356 622119  
removals@blacksofbrechin.com  
www.blacksofbrechin.com

## **JKF Group Ltd**

Quayside House  
Dock Road  
Methil Dock Business Park  
Methil  
Fife  
KY8 3SR

Dave Aitken

01333 424 457  
office@jkftd.co.uk  
www.jkftd.co.uk

## **kennedyscott consulting**

22 Cormorant Avenue  
Houston  
Renfrewshire  
PA6 7LW

Fiona Kennedy

07906 015 808  
fiona@kennedyscottconsulting.co.uk  
www.kennedyscottconsulting.co.uk

## **Montgomerie Knight**

Huntershill Business Centre  
Office 5  
25 Auchinairn Road  
Glasgow  
G64 1RX

Martin Knight

0141 762 4647  
info@montgomerieknight.co.uk  
www.montgomerieknight.co.uk

## **Muir Construction**

Muir House  
Belleknowes Industrial Estate  
Inverkeithing  
Fife  
KY11 1HY

Audrey Ellis

01383 416 191  
aellis@muir-group.co.uk  
www.muirgroup.co.uk

## **Rainbow Services (UK) Ltd**

15 Whitehall  
Maybole  
KA19 7DR

Alice Abbott

01655 82022  
rainbowservices@hotmail.co.uk

## **Sercon Support Services**

Kent House  
21 Whittle Place  
South Newmoor Ind Estate  
Irvine  
KA11 4HR

Lorraine Stevely

01294 271 600  
enquiries@serconltd.co.uk  
www.serconltd.co.uk

## **The Lennox Partnership**

Ground Floor  
Carus House  
201 Dumbarton Road  
Clydebank  
G81 4XJ

Blyth Deans

0141 951 1131  
info@thelennoxpartnership.org  
www.thelennoxpartnership.org

## **Underground Inspection Services**

Block 15, West Avenue  
Blantyre Industrial Estate  
Blantyre  
G72 0UZ

Frances Martin

01698 334 455  
info@undergroundinspectionsservices.co.uk  
www.undergroundinspectionsservices.co.uk

## **Wee Creative**

Pentagon Centre  
36 Washington Street  
Glasgow  
G3 8AZ

Frank Connolly

0141 221 7231  
design@weecreative.co.uk  
www.weecreative.co.uk





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Exchange House 229 George Street Glasgow G1 1QU  
Tel 0141 287 7251 Fax 0141 287 7267 Email [sdp@drs.glasgow.gov.uk](mailto:sdp@drs.glasgow.gov.uk)  
Registered in Scotland SC342650