

Catering tenders

(Tips and techniques for submission)

06 February 2018, Manchester

03 May 2018, Birmingham

27 June 2018, Central London



Catering tenders – tips and techniques for submission

Introduction

APSE training is pleased to offer offering an introductory skills development course on submitting tenders.

This course aims to give a practical overview to operational and business development managers seeking to improve their learning in this area and help them face the challenges of submitting tenders and compete against the commercial sector in a local authority context.

Outcomes:

- Understand the key stages of a tender from Expression of Interest through to contract award and mobilisation of a new contract
- Gain advice on submitting Supplier Questionnaires
- Understand the different types of client relationship including consultants, through the tendering process and onto contract management
- Learn techniques for tender process control
- Learn tips on writing quality method statements
- Learn tips on pricing in competition and minimising risk
- Learn tips on developing a strategy for the tender

Who Will Benefit?

Operational managers, service managers, finance officers, business development managers, business managers, trade union officials, elected members or anyone seeking to improve their knowledge and understanding of the commercial world of tendering, in particular with regard to catering, although it will also benefit other services

Duration

1 day event: Start time: **9.30 am** Finish time: **4.30 pm**

Trainers

The sessions will be delivered by APSE Associate Sharon Jarvis, supported by Jan Kennedy, Head of APSE Training.

Sharon Jarvis – APSE Associate

Sharon has worked in Education Catering for 20 years starting as a Marketing Manager for a local authority and completing her first tenders as a Service Development Manager in a London Borough. She then progressed to the commercial sector as an Operations Director responsible for £17 million turnover for the state Secondary School division of a French contract caterer.

Sharon returned to the public sector becoming Head of Catering and Client prior to spending 10 years in Business Development in the Facilities Management sector, winning £19 million of new business. She predominantly focused on whole local authority catering and healthcare catering tenders, supporting cleaning tenders, competitive dialogue, framework tenders, joint venture tenders, mini competitions and frequently also tendered to single schools.

Sharon's clients have been local authorities, consultants, schools and other FM companies spanning Cornwall to Redcar.

Sharon's experience includes:

- Retention: Client Relationship Management and focusing on what the customer really wants, managing from the school up
- Reviewing school catering services from a competitive point of view
- Supporting services to complete tenders
- Service Development and service quality
- Growth strategy development
- Strategic Management

Sharon has a degree in Hotel and Catering Management, a Masters in Marketing Management and is currently completing an MA in Creative Writing.

Jan Kennedy – Head of APSE Training

Jan Kennedy is Head of APSE Training and has responsibility for the learning, skills and development arm of the Association. Jan has a background in training and development, firstly as an executive training officer in central government where she gained her CIPD in Training & Development.

She moved to local government in 1999 where she joined Liverpool City Council as a member of the corporate training team. Jan has experience of managing and delivering a wide range of training and development including Liverpool's One Stop Shop training

programme. Prior to joining APSE Jan managed the Lifelong Learning Employability curriculum in Adult and Community Education.

Jan holds a Certificate in Post 16 Education and a CLAIT Advanced in ICT. Jan is also qualified in level A and level B psychometric testing. Her current study is helping learners with dyslexia.

Since joining APSE Jan regularly delivers training on a range of topics including Project Management, Leadership, Supervisory skills (across service sectors), Managing Change, Negotiation Skills, Time Management, Marketing, and Service Level Agreements. Jan works in partnership with Hull University to deliver training modules to lunchtime supervisors. Jan also co-delivers on the current Master Classes on Health and Safety Issues.

Jan can be contacted at e-mail address at: jkennedy@apse.org.uk or by telephoning her on either 0161-772-1810(Office) or 07764-252-107 (Mobile)

Course Outline – Catering tenders (tips and techniques for submission)

09.15 - 09.30

Registration

Domestics, Objectives and Ice Breaker

Tenders – why do we have to do them?

- Motivation for completing tenders, and managing expectations

What are the key requirements for winning a tender?

- Rules, Price, Quality, relationships

Key stages of a tender

- Expression of interest and submitting pre-tender clarifications to handover or mobilisation

11.00 - 11.15

Morning Break

Supplier Questionnaires

- Financial and commercial standing
- Technical statements

Client Relationships and their differences

- Consultants
- Other local authority procurement teams
- Schools

Tender Process Control

- Reading, asking for clarifications and getting a project plan

13.00 - 14.00

Lunch Break

Pricing in competition and minimising risk

- Fixed price versus Cost Plus
- Business development price v operational budget? pricing from the bottom up
- Pricing strategy, get to know your competitors
- Evaluating workforce data
- Strategy for the tender

15.0 - 15.15

Afternoon Break

Quality Method Statements

- Mobilisation and organisational strategy
- Types of method statement
- Understanding what they are looking for
- The role of innovations
- How to Score more highly

16.15 – 16.30

Evaluations, Certificates and Close

For official use:

Del No:
Date:
Database: Y / N

Catering tenders - booking form

Contact name: _____ Employer: _____

Address: _____

Postcode: _____ Telephone: _____

Email: _____

Delegate name	Job title	Email address

Please state if delegates have any special requirements (dietary/access/information in alternate formats):

Booking information: APSE will take bookings up to 24 hours prior to the course, subject to availability. You are however advised to book early to secure your place and avoid disappointment.

Please tick all relevant boxes:

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Please note: places on the sessions will be strictly limited to a first come first served basis. Provisional reservations for places are not accepted on this form.

APSE members: 1 delegate: £239 + VAT per delegate per course
 3 or more delegates: £209+ VAT per delegate per course
(Discount only applies to delegates attending same date.)

Non-members: per delegate: £409 + VAT

I found out about the event via: email website seminar advisory group manager/colleague
other

Please quote your purchase order number (if appropriate): _____

I am paying in advance I am paying by cheque I am paying by bacs

Booking confirmation: APSE issues a written confirmation letter to the 'contact name' for all delegate bookings received. We **will not** send confirmation to each delegate named on the booking form, unless this has been requested in writing. Should the 'contact name' not receive a confirmation letter **by post within 10 working days** of sending the booking form, then please contact APSE on telephone: 0161 772 1810.

Payment: APSE will issue an invoice after the event to delegates attending from Local Authorities, public sector and local government organisations or APSE approved partners unless we are notified otherwise.

In the event of any delegates not being invoiced through the organisations stated above APSE will require payment in advance before the event. Payment must be submitted within 10 working days of making the booking.

Advance payment must be made either by cheque payable to: APSE or by bacs (details can be provided on request at jkennedy@apse.org.uk A receipt will be provided on request.

All delegate fees are subject to vat, the rates quoted are exclusive of vat. Please ensure you include this in your payment.

Cancellation charges: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to jkennedy@apse.org.uk or fax to 0161 772 1811. Cancellations must be made in writing at least 10 working days before the event and will incur a £75 administration fee. The full delegate fee will be payable for cancellations received less than 10 working days before the event or for non-attendance. All fees are non-refundable after the cancellation period.

Booking transfers will only be acceptable, if there is availability on another date for the same course, and will incur a £75 administration fee. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. APSE regrets we cannot accept any liability for associated transport or hotel costs in the event of course cancellations made by us.

The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary.

Please return completed form to:

Jan Kennedy - APSE – 2nd Floor Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford, Manchester, M32 0FP. Tel 0161 772 1810 – Fax 0161 772 1811 - Email: jkennedy@apse.org.uk - Web: www.apse.org.uk

