

Situation:

Purelife Care Services is a supported living provider based near Derby, run by Director Tariro Mugabe who has a background in prison nursing and providing trauma-informed care. Purelife Care Services required some public sector contractual experience and had seen a local Council Dynamic Purchasing System that they wished to join but required support with.

Task:

Purelife Care Services required support with completing a Selection Questionnaire, associated documents and quality questions to bid for a Dynamic Purchasing System to deliver supported living in the local area. As the organisation had never tendered before, they required help with each stage of the process, as well as conveying prior experience and processes to answer the written quality questions.

One of the main challenges with completing the bid was the fact that the key point of contact also worked in a prison, which therefore meant that she was unavailable during the day except for short periods of time on her lunch break. This therefore required flexible planning to schedule calls in advance.

Activity:

Following our standardised process, the first step was to create a bespoke bid plan, detailing the quality questions and any other documents required as part of the tender. This bid plan was developed within 48-hours of payment and sent to the client.

A phone call was then arranged to discuss the bid plan and the technical information required. Purelife Care Services' dedicated consultant collaborated with the client to ensure that a phone call could be arranged around shifts working in the prison, as she was unavailable by phone for most of the working day.

The content was developed around the information provided by the client in bursts and any content gaps were flagged during subsequent phone calls. Once this had been completed, it was sent off for an internal management review to ensure that

the specification had been adequately referenced and that the questions were fully answered.

Once the amendments had been made in line with suggestions from management, the draft responses were sent to the client for their sign off. This involved ensuring that the content was reflective of their service offering, and that the client was wholly satisfied with the responses.

Hudson also supported with uploading documents requested by the buyer following the submission.

Result:

Purelife Care Services was successful in their response to this DPS and is now eligible to bid for any works arising from it.

We received the following testimonial from the client:

"I would recommend anyone who is planning to go into supported living or any other healthcare business to use Hudson. They have proved to be the best in the market. As a new start-up company, we engaged them, however just like any other new business, we were not 100% as this was our first time. Hudson is very professional, time conscious and their communication is excellent. This testimonial will not be complete if we do not mention our consultant Olivia Backhouse whose writing skills are perfect and second to none." – Tariro Mugabe, Managing Director