

Situation

A global fire protection firm, Harmony Fire work alongside clients to design specialist integrated fire detection and suppression solutions. Their work of comprehensive consulting, design, project delivery and maintenance services bring a new perspective to managing risks and ensures the protection of life, assets and business continuity.

Task

Harmony Fire contacted Hudson Outsourcing in July 2021 to use our Tender Writing services for an Invitation to Tender (ITT) posted by North Lanarkshire Council for the retrofit of sprinklers and associated works at five North Lanarkshire Tower Blocks. The key tasks/challenges we underwent in providing this service are as follows:

- After creating an initial and comprehensive bid plan, we were tasked with completing 11,000 words in the quality questionnaire at a high standard based on information provided by the client and research.
- As we had previously worked with the client, the main challenge of this tender was to find information we had from our previous work effectively, without querying the client for information they had already provided us. To do so, this required effective communication between our Bid Writers.
- We set out detailed communication procedures with the client to ensure that any extra information needed was extracted quickly and efficiently and to make the client aware of any further input needed.

Activity

The actions we took to ensure that we performed to the exceptional standards expected of us are as follows:

- After examining our previous information and conducting research on the company, we created a detailed bid plan which outlined a structure for each answer. We liaised with Harmony Fire to extract extra information required from them without repeating questions we had previously asked.

- The work was delegated between our team of expert bid writers by our Head of Bid Management, Daniel Hall. They proactively worked with each other to develop high-quality, well-researched and detailed responses.

- The tender response then went through a comprehensive internal review to ensure that all areas of importance had been covered within the confines of the word count.

Result

As a result of our excellent collaboration with the client and between our Bid Writing Team, we finalised all responses to an exceptional standard after the internal review. Harmony Fire won the contract valued at £3,200,000 and were extremely happy with the work from Hudson Outsourcing.

They provided this testimonial:

“We have had a really good experience working with Hudson having utilised their bid writing and bid review service. We have found their level of attention to detail excellent – Hudson invest time into learning about the business and gaining the information required for a compelling bid, whilst also bringing their own ideas for a win strategy”. - Tyler Lennox-Gordon, Bid Manager