




Tender Support


CONTACT



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MILESTONE

Thank you for your interest in Milestone™.

What follows is a quick overview of our work to date, showcasing how we can improve the quality of your tenders and your win rate.

If you have not heard of us before, Milestone is a construction planning consultancy based in Bristol. When I set it up in 2014, I had a single goal: to create predictability. The construction industry was crying out for commercially minded, site experienced planners who would improve the chances of winning a tender and make sure the project was buildable and profitable.

Since then we have supported tenders from Falmouth to Hull and in sectors as diverse as Clean Tech, Justice and Senior Living. Our largest tender topped £300m. We have helped clients win “must win” bids and to level up the size of projects they win.

If that sounds like something you want, give me a call. I look forward to hearing from you.

Yours Sincerely
Malcolm



OVERVIEW

Milestone's goal is to help you win more tenders.

Our clients look to us to help them increase their win rate, win projects they would not otherwise be able to bid, de-risk their pipeline and very simply, to fill in when their internal bid re-source is either overwhelmed or missing.

Since 2014, we have developed our tender stage services to meet this demand for expert, flexible and reliable resource.

The Milestone team are ready to help you with whatever you need, be that:

- ◆ Quality Review
- ◆ Bid Strategy and Win Messages
- ◆ Bid writing and Coordination
- ◆ Tender Programming
- ◆ Technical report writing
- ◆ Methodology and Logistics plans
- ◆ Scaffold Schedules
- ◆ 2D, 3D and 4D graphics
- ◆ BIM Integration
- ◆ Presentation, Interviews and Bid Coaching

As the founder of Milestone, I pride myself on the work we do. I know we are only ever as good as the last piece of work – so I motivate my team by giving them a “win bonus” – they only get this if you win the work. Believe me, they REALLY want you to win!

We love working on “must win” bids, we are hard-working and always looking for ways to present your bid in the best possible light. From the bid strategy to final presentation and everything in between, let us help you build your pipeline by winning the projects you really want to win.

Below is a list of recent clients:

- ◆ Beard (Oxford)
- ◆ DB Broadcasting
- ◆ Exyte
- ◆ Integral Build
- ◆ Integral UK
- ◆ ISG
- ◆ Kier Major Projects
- ◆ Lancer Scott
- ◆ Leander
- ◆ Mears
- ◆ Midas
- ◆ Mi-Space
- ◆ Mitie
- ◆ R&M Williams
- ◆ Rydon



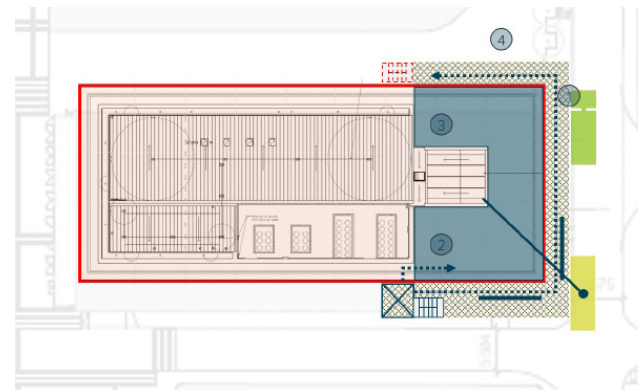
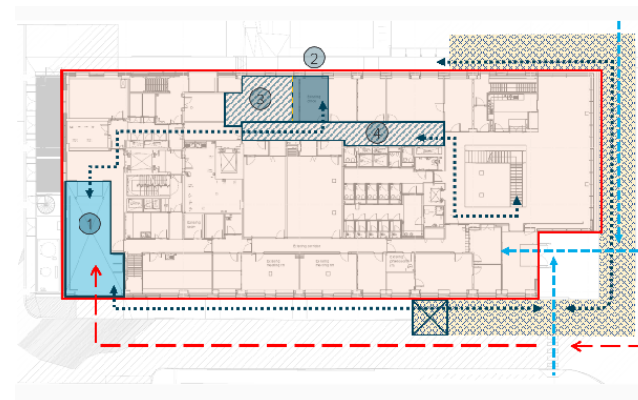
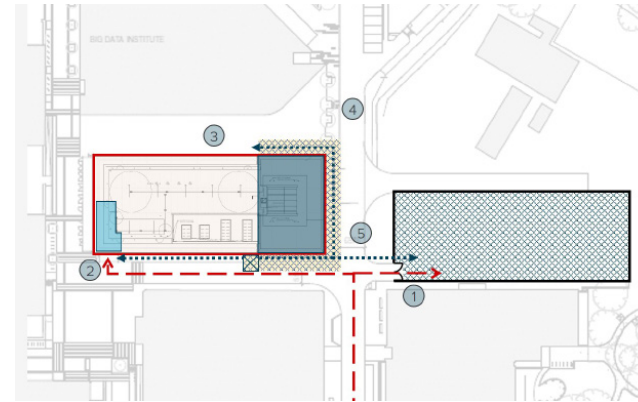


METHODOLOGY & LOGISTICS PLANS

Having drawn up the programme, our construction planners will then work with the graphics team to create a narrative together with graphics that show how the site will be managed, taking into account access, health and safety and any other restrictions on use such as planning or blue light services. We often find that the creation of the Methodology and Logistics Plan will help the client hone their ideas and sometimes even realise that there is a flaw in the design (e.g. cables being laid through an existing Listed building).

We are also able to create scaffold schedules to enable subcontractors to price correctly as well as giving certainty in the build-ability of a project.

The accuracy and clarity of our graphics will enable you to see how best to manage your Prelim Costs – which has an impact on the profitability of the build.



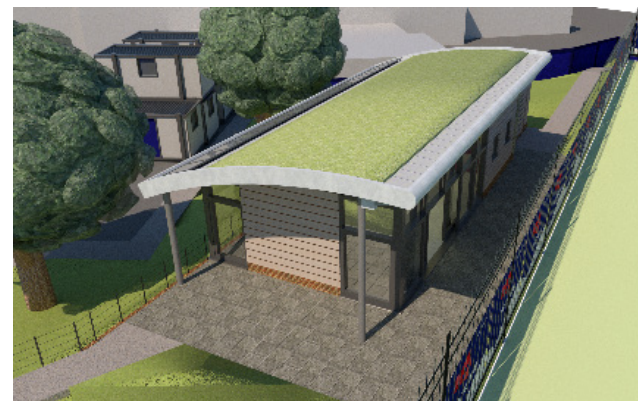
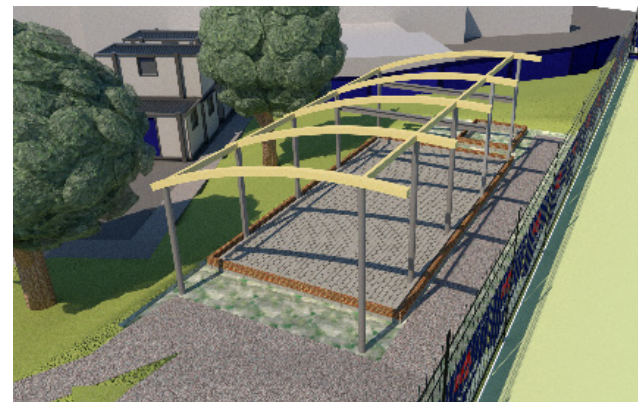
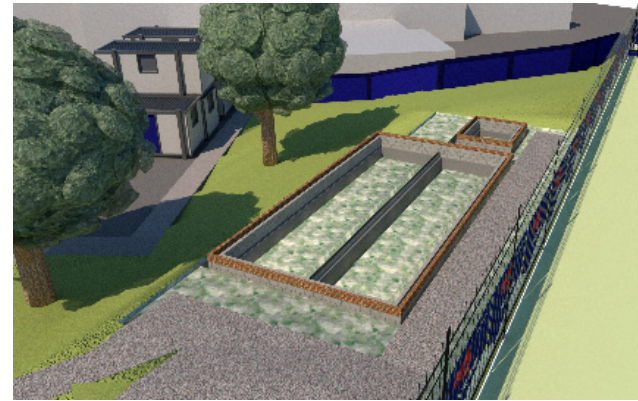
3D METHODOLOGIES

A picture can be more effective than a thousand words, so we will largely let them speak for themselves.

Our clients ask us to help them show their work in the best possible light and as clearly as possible. Our in-house graphics team sets us apart from other construction planners. We work as a team, so the programme and methodology statement inform the graphics and you do not have to manage the process yourself.

We can do as much or as little of the graphics for you as you need: we have in the past worked alongside an in-house team to support them at times of stress, we've taken whole projects to manage or we can contribute to your bid document by, say, providing organisation charts. Beyond that, we offer presentations, photographic montages of completed work, 2D, 3D and 4D videos and if the BIM model is available, can provide the BIM integration for you.

If you want to showcase your work with minimum spend and input from you, we can help.



3D MODELLING & 4D VIDEO

If a picture is worth a thousand words, imagine how many words a video can say.

3D and 4D videos are created with maximum amounts of collaboration between our planners and graphic team to beautifully represent an eye-catching methodology and programme together in one output. This will require very little input from your own team but will maximise your potential of creating a winning bid whilst saving you time and money.

These videos have the capability of being presented as a stand alone display, as part of an overall presentation or with virtual and augmented reality to really make your bid stand out from the competition.

If a BIM model is available, we are able to provide BIM integration with a graphically stunning video.





TENDER PLANNING

Quality Review

When you appoint Milestone to help you improve your win rate, we can review your last 12 months' bids to look at where you have left points on the table and to suggest improvements. Our suggestions are pragmatic and will enable you to improve your next scores. A common error, for instance, is in not understanding the nature of a question, e.g. the Added Value question where too often bidders do not provide the monetary value or include something here that is elsewhere in the bid. Another is not understanding what the question is driving at and providing the correct level of detail to score the full marks available. And finally, sometimes it is simply a question of rewriting the answers in such a way that it make it easy for the person marking to score the answer. The Quality Review can look at PQQ responses as well as the full submission.

We know that a busy team under pressure often has to make compromises simply to get a document out of the door (and you don't get any prizes for bid documents which are beautiful but still sitting in the desk drawer). Even so, there are some relatively easy wins to be made which will not dramatically increase the workload for your team but will improve the scores.

Bid Strategy and Win Messages

It is our experience that the bids which are the most compelling are those with a clear bid strategy and with win messages that all contributors understand and buy into. We have a half day workshop that we can run with your bid team that will take the existing "what we know" information and craft it into a bid strategy with clearly set out win messages, together with how this translates for each section of the proposed tender. In this way, contributors know what is required from them and the document itself is not just consistent but also compelling.

Compelling, clear documents are more likely to score highly and what's more, when you come to having to present at interview stage, the presentation more-or-less writes itself as you already know what the key win messages are.

What's more, having a clear bid strategy and win messages means it is easier to assess success – if you can understand why you won a tender, it makes it easier to repeat that success.



BID PRESENTING

Bid writing and Co-ordination

Our bid writers are skilled at writing bids and have handled tenders for developments worth £100,000s to public sector framework agreements worth many £1,000,000s. Our aim is always to convey to the client exactly why your bid is the best in the most compelling way possible. We want it to be easy for them to appoint you.

We work closely with the other contributors, often taking their words and polishing them to provide a more consistent story in line with the win messages. If time is short, we can conduct telephone or face to face interviews to obtain the detail and data we need to write the answers from scratch. We also hold the “quality reviewer” role, making sure that each answer is consistent and of a consistently high quality.

We also have a database of successful quality answers that we can build on to help you to bolster your usual responses, perhaps in the field of Health and Safety or Equality, Diversity and Inclusion. We often find that businesses have lots going on in these areas but haven't had time to capture it all in one place for tenders. Once we have done that once, you will probably be able to reuse the information several times before needing to refresh it. Whether at PQQ, tender clarification or final submission phase, we help you to take any opportunity to put your best case forward.

Presentation, Interviews and Bid Coaching

Most people hate public speaking. This is probably why presentations are often left to the last minute! We know that for some people a quick chat in a coffee shop can feel like more than enough preparation for a major pitch – but that's rarely the case. What's more, it's possible to lose at presentation stage. Then all the investment you have made up to that point, including the research, relationship building and all the work on the documents is wasted. So, yes, there's pressure on the presentation team – but that's also the fun of it.

We work with you to create a presentation to be proud of. It will both be a tool that helps you present better and, more importantly, something that helps your client understand your bid better. We have inserted 3D and 4D videos into presentations, set up “site meetings” and coached reluctant presenters into star performers.

The presentation is often the last opportunity to shape your client's thinking. We see it as the culmination of all the work to date and enjoy helping you to clearly set out and evidence the win messages. Our expertise ranges from infrastructure bids through to small design companies bidding for new types of D&B work. As usual, it is our goal to help you win.



OUR TEAM

MILESTONE QUALITIES

Our clients can expect the same from every member of our team:

Knowledgeable

Our clients expect us to be the expert in the room and we pride ourselves on that.

We share a love of learning, are curious and inquisitive and invest in training. Our technical knowledge is always increasing. We evolve because we continuously look for ways to improve what we know and how we do it.

We are all well-rounded and relatable people partly because our personal experience of the world goes beyond the day job and it is this extra experience that makes us better at what we do.

Professional

We know that we can rely on each other to achieve our clients' goals. We have confidence in each other and in ourselves, and we communicate this through our actions.

We are never complacent in what we do and always ask difficult questions: it is our job to question what others simply assume. We are dependable and can be relied upon to do what we say we will. We are organised and efficient, and always look for ways to be more organised and more efficient.

Resourceful

The Milestone team always believe that “it can be done”. We are positive, open-minded and determined to achieve what we set out to do, whether for our own business or for our clients. We are skilled problem solvers who will look to use all available tools (whether they are the obvious answers or not) and all available knowledge.

Supportive

Our ethos is “leave no one behind”, and we look to reassure, encourage and help our colleagues to grow in confidence. We listen to each other and can be confident that, if we share our concerns appropriately, we will be heard and helped, however senior or junior we are. Above all, we are a team.

The Milestone Extra Factor

We are creative, full of ideas and passion and vision for how we want the future to be. We all have a life outside work. We have passion and enthusiasm for our goals and are ambitious for ourselves and for Milestone. We refresh ourselves and importantly, celebrate together.



OUR TEAM

Milestone provides excellent value for money. Our team-based approach keeps our charges competitive, which means we can offer a range of cost-effective pricing options.

Quality is underpinned by our right-first-time approach, ongoing investment and baked-in continuous improvement process. Our growth has been entirely on the back of doing good work for our clients on time and on budget.



MICK UNDERHILL
Managing Director



SALLY CALVERLEY
Director & Bid Specialist



MARK CROCKER
Planner



LIAM FUDGE
Planner & 3D Graphics



MEG ADAMS
Graphics



CATHERINE DERRICK
Office Manager

YOUR TEAM

Presenting your team in a smart professional manner compliments a premium bid. Through working with many client teams in the past, we have honed our skills in presenting your organisation in the best possible way.

CVs and organograms are a requirement of any submission. Our graphics team understand how important it is to present your team in a professional yet coherent fashion, portraying a seamless organisation.

We are able to work within your brand and existing style to enhance CVs and organograms, through to presentations and tender documents. We can also start from a blank canvas, creating such documents that will enhance the current bid as well as enabling yourselves to better future tenders.



CASE STUDIES

A construction company was concerned that it was not winning enough tenders to fill its pipeline and that those it did win were unprofitable. We had a good look at what they had been producing and explained the shortfall in quality, both in terms of output but also quality of presentation. In short, what they had been producing simply wasn't good enough to beat their competitors.

We were appointed to create a template bid document as well as to create some boiler plate text for quality answers. We also created some images for them to use in tenders and provided the tender programmes and methodologies. Over time we have developed a close working relationship so that our team works seamlessly with theirs and our construction planners are part of their team. We give them preferential rates that refer to the various standard documents we have created for them and the level of input they require. Their win rate has dramatically improved along with their profitability.

Business Development Director **“Just wanted to say thanks for your valued assistance with the tender. This is undoubtedly the best presentation we have ever put together; you have raised the bar and there is no going back now!”**

A main contractor contacted us to see if we could provide support for a government framework bid. We already worked with them to provide construction programmes but they needed additional support as there was a pinch-point in their work winning resources coming up to Christmas. We were able to offer a tender review which highlighted the areas they needed to focus on for immediate gains and then we provided bid writing and graphics support alongside the tender programme. As a result, they were able to bid all of the tenders they had identified as “must win” and maintain their profile with the client as a preferred contractor.

The Framework Manager said **“Just a quick email to say a big thank you for all your efforts in completing the IPP submission. All responses have been uploaded (a week ahead of the deadline). Thank you so much.”**

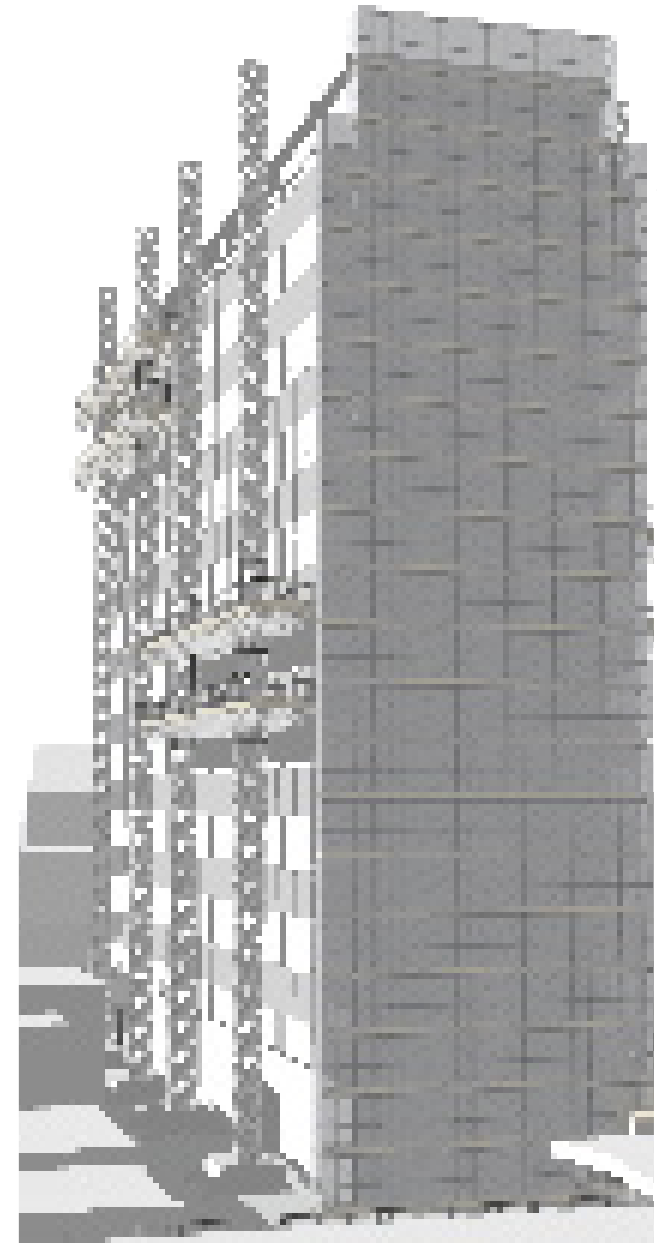


A design company came to us for help with understanding where they had gone wrong with their previous framework tenders. We conducted a thorough review and compared it to the previous review we had conducted two years previously, explaining that there was not much change. As a result, their win rate had not improved. We were able to intervene in an important current bid and provide focus to how each of the questions were answered to make sure that they gained maximum marks from the information they were able to provide. We then offered to provide ad hoc support and coaching for the bid manager involved to ensure that the changes we advised were implemented to guarantee a better return on investment in the future.

The Bid Manager said **”The submission was successfully sent last night, I just wanted to thank you and Mick for your time and work it was a great help to us, I am really looking forward to working with you again in the future”**

A local Design and Build contractor came to us for help with a project that was much larger than the ones they had worked on previously. It involved the redevelopment and regeneration of a disused water reservoir for community housing. One of our team who has both architectural and town planning qualifications worked closely with the client team on this project to help them to brain-storm ways of working that would de-risk the project and shorten the programme. We also provided graphics support to help the client explain their approach in a way that the public sector client would understand more clearly. We await the outcome.

Their CEO said **”We thoroughly enjoyed working with Liam-especially with his flexibility working with us to make adjustments at the 11th hour. This was well needed and allowed us to offer some reasonable savings.”**



Other Services we Offer

TENDER STAGE

- ◆ Tender Programming
- ◆ Technical report writing
- ◆ Methodology and Logistics plans
- ◆ Scaffold Schedules
- ◆ 2D, 3D and 4D graphics
- ◆ BIM Integration
- ◆ Bid writing and Coordination
- ◆ Interviews and Bid Coaching

PRE CONSTRUCTION

- ◆ Programme Development
- ◆ Value Engineering
- ◆ Logistics Planning

PROJECT DELIVERY

- ◆ Construction Programmes
- ◆ 4D/BIM Integration
- ◆ Change and Instruction management
- ◆ Collaborative Planning Workshops
- ◆ KPI Development
- ◆ Management of Project Controls
- ◆ Progress Reporting

PLANNING CONSULTANCY

- ◆ As-built programmes
- ◆ Cause & effect programme analysis
- ◆ Programme peer reviews
- ◆ 3rd Party Programme Monitoring

October 2020 Tender Booklet

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