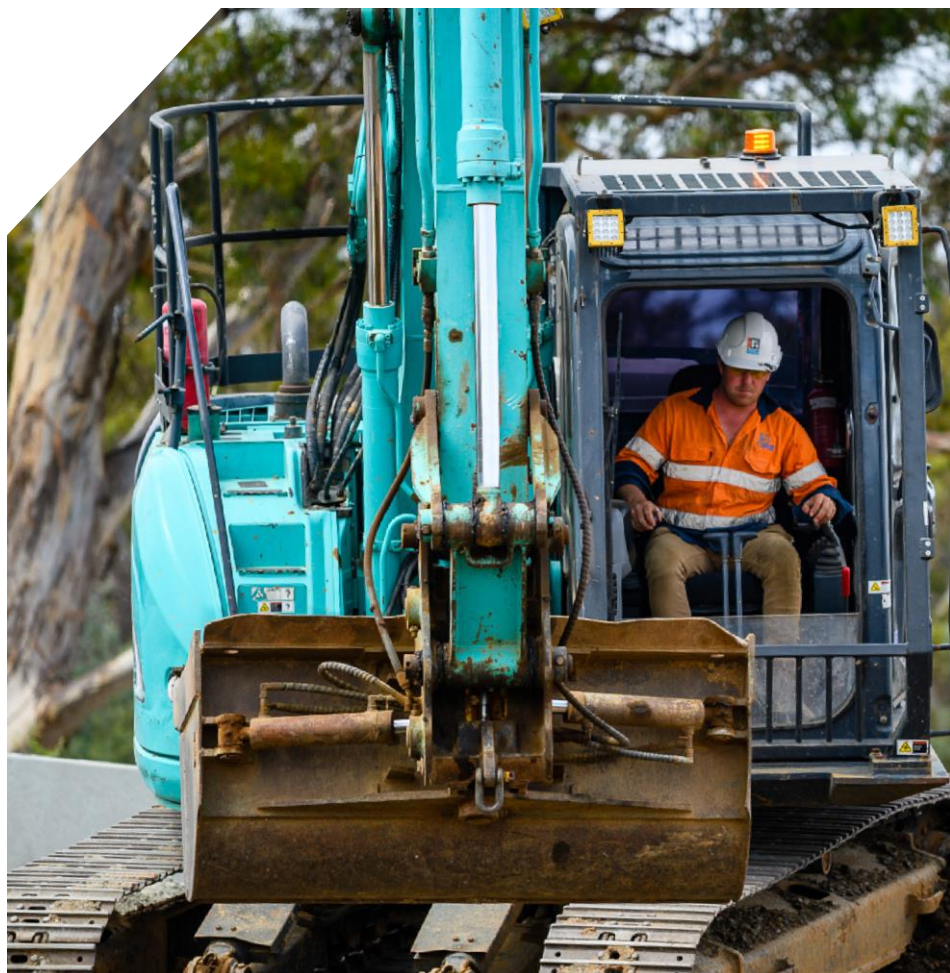


# Tendering handbook







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# Introduction

Bidding, tendering or quoting for government business can be an important part of business success.

The Tasmanian Government has produced this guide to help you bid for business with government. It focuses on developing tenders or quotes for the Tasmanian Government and includes information, tips, tools and resources to help you develop a professional tender or quote.

Although each government agency is generally responsible for its own purchasing, they all have to follow similar processes. As such, this guide will help you apply for business with any Tasmanian Government agency. This guide may also help you to bid for business with the Australian Government or other state or territory governments.

A glossary at the end of this guide explains what certain terms used by the Tasmanian Government mean.

## For more information

This document is intended as a guide to the Tasmanian Government's bidding, tendering and quoting process.

For more detailed information about how to do business with the Tasmanian Government, go to

[www.purchasing.tas.gov.au](http://www.purchasing.tas.gov.au). In particular, the [Winning Government Business](#) section of the website provides useful information and publications, including details about the [Tasmanian Government Tenders website](#).

All websites referred to throughout this guide are listed in [Part 6: How to get help](#).

# Part I: Before you start

## Why do I have to formally bid for Tasmanian Government business?

### Purchasing principles

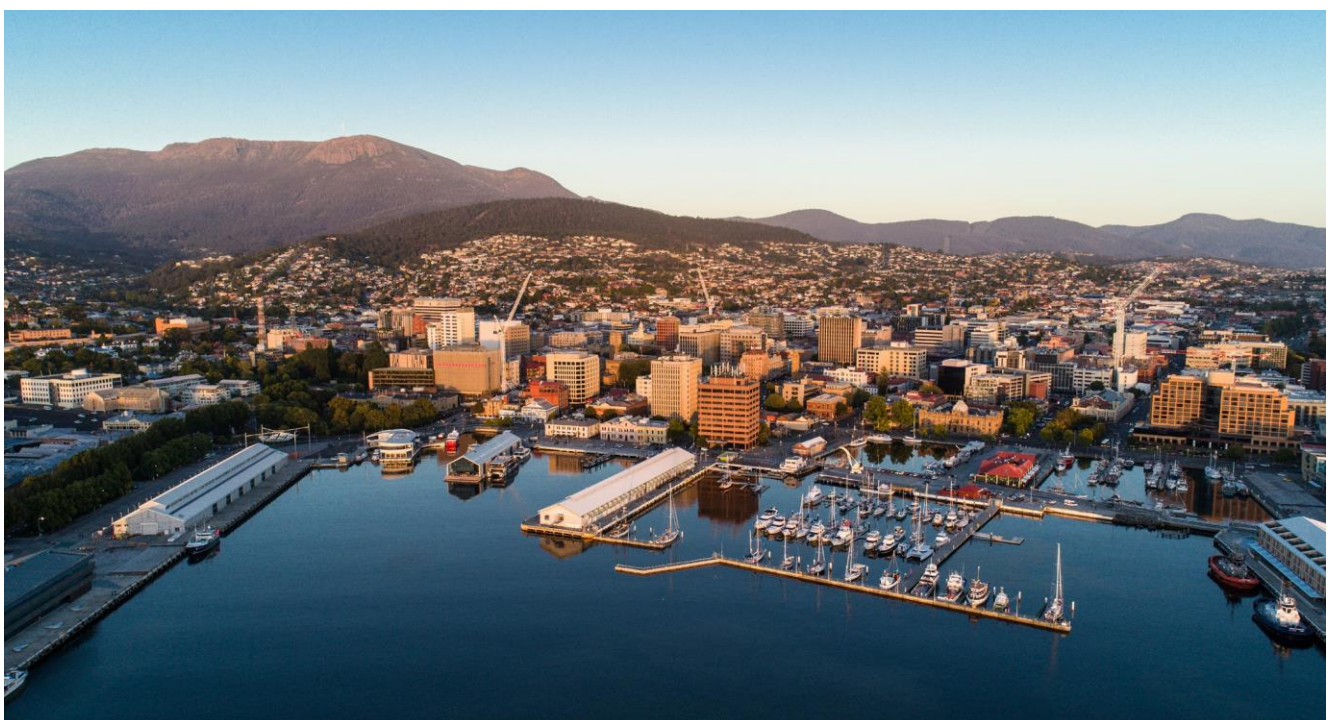
When the Tasmanian Government purchases goods, services or works, it is spending public money. For this reason it is vital that all suppliers are chosen fairly using a transparent and equitable process.

To achieve this, the Tasmanian Government applies four key principles to all purchasing decisions:

1. value for money
2. open, impartial and effective competition
3. providing local suppliers that wish to do business with Government the opportunity to do so through the adoption of the [Buy Local Policy](#) requirements
4. observation of ethical procurement standards during the course of procurement activity by buyers (including external representatives purchasing on behalf of the Agency/Government) and specifically, for building and construction/roads and bridges procurement, acting in accordance with:
  - » the Australian Standard AS 4120-1994 Code of Tendering, clause 6 “Obligations of the Principal” for procurement with a value of \$50 000 or more; and
  - » the Australian Standard AS 4121-1994 Code of Ethics and Procedures for the Selection of Consultants when selecting building and construction consultants.

Government agencies must follow purchasing procedures that are guided by these principles along with other policies and guidelines which vary according to the value and type of the business.

For further details about Tasmanian Government purchasing principles and policies, go to [Part 8: Tasmanian Government purchasing principles and policies](#).





## Purchasing thresholds

The Tasmanian Government buys many goods, services and works, and its projects can range from small to very large. While there are some limited exceptions, the value of the purchase will generally determine the type of purchasing process that must be used.

Agencies have the discretion to determine the appropriate process for a purchase valued at less than \$100 000. This can include directly approaching one or multiple businesses to deliver the work.

Market approaches for procurements valued at \$100 000 or more are outlined below.

Procurement Value	Procurement process that can be used
<b>Goods and Services</b>	
\$100 000 or more but less than \$250 000	Quotation process, open tendering, selective tendering, limited tendering
\$250 000 or more	Open tendering, selective tendering, limited tendering
<b>Building and construction works</b>	
\$100 000 or more but less than \$500 000	Quotation process, open tendering, selective tendering, limited tendering
\$500 000 or more	Open tendering, selective tendering, limited tendering
<b>Roads and bridges works</b>	
\$100 000 or more but less than \$500 000	Quotation process, open tendering, selective tendering, limited tendering
\$500 000 or more	Open tendering, selective tendering, limited tendering
<b>Building and construction/Roads and bridges consultants – where using prequalified consultants</b>	
Detailed information regarding the market approach methods for prequalified building and construction / roads and bridges consultants is detailed in clause 2.2 of <a href="#">Treasurer’s Instruction PP-2 Market approaches</a> and in the <a href="#">Best Practice for the Engagement of Consultants (Civil and Civic)</a> publication.	
<b>Building and construction/Roads and bridges consultants – where using non-prequalified consultants</b>	
\$100 000 or more but less than \$500 000	Quotation process, open tendering, selective tendering, limited tendering
\$500 000 or more	Open tendering, selective tendering, limited tendering

# How do I find opportunities to do business with the Tasmanian Government?

## Register on the Tasmanian Government Tenders website

You can register on the Tasmanian Government Tenders website and identify the types of tenders in which you are interested. You will be alerted by email when a relevant tender opens.

You can also go to this site to review all current tenders and any upcoming opportunities. While the site is predominantly for tenders, sometimes opportunities to quote are also listed.

The website also includes details of all awarded contracts with a value of \$50 000 or more and the expiry date for each of the contracts, which will help you identify possible future tender opportunities.

Registering on the site also allows you to download tender documentation and lodge tenders electronically (where these functions are available).

When you register, you will be given a username and password. Make sure you record your registration details as these will allow you to have ongoing access to the site.

The Tenders website fact sheet, available from the [Purchasing website](#), provides a brief overview about how to make best use of the Tenders website.

## Let agencies know you are out there

While there are some whole-of-government contracts in place, each government agency is generally responsible for its own purchasing.

Making agency buyers aware of your business is the best way to increase your opportunities to bid for Tasmanian Government business. Government buyers can purchase some items at their discretion or directly approach businesses for quotes for certain purchases.

For purchases valued at less than \$100 000, agencies may directly approach businesses.

For purchases that are valued at more than \$100 000 but fall below the open tendering thresholds (see table on Page 3 for details), agencies will often seek quotations from multiple businesses (including at least two Tasmanian businesses, where Tasmanian capability exists).

The key is to target those agencies that use your goods or services and make sure they know your capabilities and are confident in your performance and abilities.

There are several ways you can do this.

### **Find out which agencies use your goods or services**

Refer to the Winning Government Business website for a list of products that each agency regularly purchases. Click on “Who Buys What” (under the “Finding Business” heading), then select the “Who Buys What Directory”.

### **Contact the buyers in that agency**

Refer to the Winning Government Business website for more information about Government buyers.

Click on “Purchasing Participants” (under the “How Government Buys” heading) for more information about Government buyers and the types of services Government buys.

You can also click on “Who Buys What” under the “Finding Business” heading. Select “Agency Contacts” for a list of people to contact in specific agencies. Email addresses and phone numbers are included on this list.

### **Provide information on your services to the buyer**

Make sure the information you provide is concise and relevant. Useful information for the buyer includes your company profile, case studies or previous work, testimonials and contact details. You should also include a link to your website.

### **Maintain contact with the buyers**

Make sure you maintain regular contact with the agencies that buy what you sell to build relationships and reaffirm your capability. You could do this by networking with them at industry events, phoning or emailing them when you have an interesting new product or service, and sending them a brochure or other promotional material.

However, like in any business relationship, do not bombard them, and appreciate that agency buyers receive many approaches for business opportunities.

### **Understand the agency's usual purchasing procedures**

It is useful to talk to agency buyers to find out when certain products are due for replacement or at what time of year they buy certain items. Also, find out how the agency sources information to research the market, then consider these sources as marketing tools for your business.

### **Build a reputation for quality, service and innovation**

Agency buyers often talk to one another and ask for referrals. Ensuring you provide good service to your existing clients will increase your chances of being directly approached through referrals.

## **Prequalification**

For certain building and construction or roads and bridges projects, Tasmanian Government agencies can only engage prequalified contractors or consultants. Prequalification is a way of letting the Government know in advance that you have the skills and capability to undertake work within certain categories. Prequalification does not guarantee government work, but it is an indicator that a business is capable of performing work in certain categories and within certain financial limits.

There are different schemes for prequalification, depending on whether the works are for building and construction or for roads and bridges.

### **Department of Treasury and Finance prequalification**

Contractors who wish to offer building and construction and maintenance services to the Tasmanian Government are required to be prequalified with the Department of Treasury and Finance where a relevant category exists and the contract is valued at \$500 000 or more. All building and construction consultants are required to be prequalified, where a relevant category exists, regardless of the contract value. Prequalification is not required for purchases of goods and services.

For building and construction works, you do not have to be prequalified before the tender process commences and can start the process after the tender has opened; however, you are required to be prequalified by the close of tender.

The prequalification assessment process takes approximately four to six weeks to complete (subject to all documentation being provided and the volume of other applications under assessment), so if you intend to tender for government work it is a good idea to be prequalified in advance. The standard registration approval period is three years.

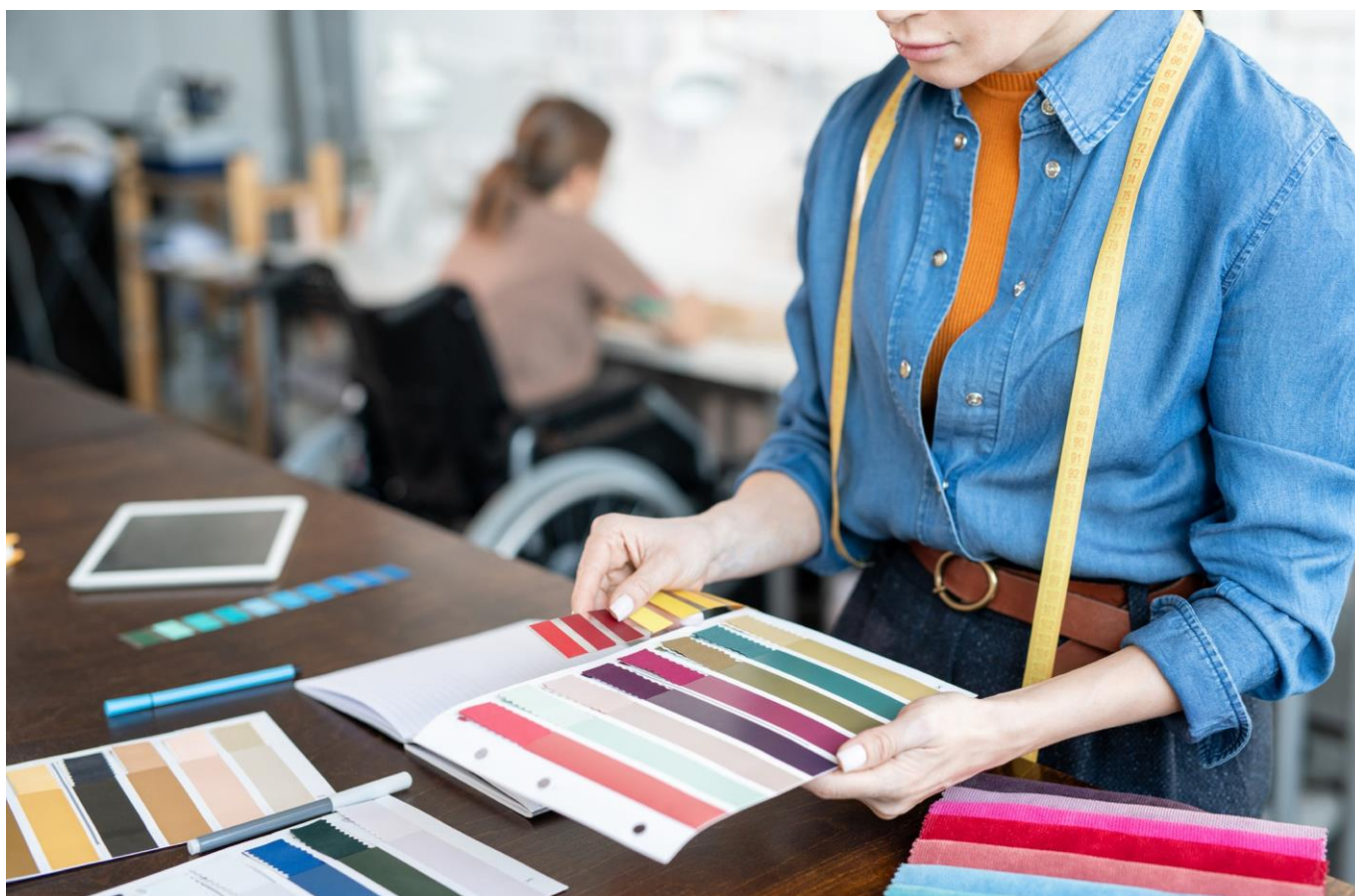
To apply, you will need to complete a prequalification application form and submit this, along with all supporting documentation, to [prequalified@treasury.tas.gov.au](mailto:prequalified@treasury.tas.gov.au). For more information, visit the Winning Government Business website.



Treasury also manages contractor registration and mutual recognition under the *National Prequalification System for Non-residential Building* (the NPS). A contractor must be prequalified under the NPS to be able to tender for non-residential government building and construction works valued at \$50 million and or more.

### **Agency prequalification**

The roads and bridges prequalification scheme is administered by the Department of State Growth. For that scheme, a contractor is required to be prequalified prior to tendering for those works. For more information, visit the Department of State Growth – Roads and Traffic Contract Services.



### **Multi-use lists or panel contracts**

Agencies can also undertake a procurement process to establish a multi-use list or a panel contract, from which they will make future purchases.

A multi-use list is a list of prequalified or pre-registered suppliers intended for use in more than one procurement process. To establish a multi-use list, an agency will either issue a notice (at least annually) inviting interested suppliers to apply for inclusion on the list or make the notice available in a continuous electronic form. Generally, this will occur via the Tenders website. A multi-use list can operate indefinitely and does not include set pricing.

Once the multi-use list is established, an agency will then invite suppliers from that list to participate in particular procurements. The method used to procure goods or services from suppliers on the multi-use list will vary, depending on the value of the procurement.

A panel, by comparison, is established through an open tender or multi-staged purchasing process, including a full evaluation process. There will be a contract between each successful supplier on the panel and the agency, for the supply of specific goods or services. A panel usually provides a set or indicative price for the goods or services that can be obtained from it, which will generally occur via purchase order/invoicing arrangements. A panel has a finite number of suppliers and operates for a finite period.

### **If you employ people with disability**

Government buyers can, at their discretion, choose to seek quotations or purchase directly from businesses that predominantly exist to provide the services of persons with disability (as long as the process is consistent with the intent of the Government's purchasing principles and policies). If you are this type of business, you should register your business on the BuyAbility website.

For more information, see Procuring from businesses that employ people with disability in [Part 8: Tasmanian Government purchasing principles and policies](#).

# Part 2: Getting started

## How will I know when opportunities come up?

### Look for advertising

#### **Tasmanian Government Tenders website**

If you have registered on the Tasmanian Government Tenders website (as outlined in [Part 1](#)), you will receive an email when a tender opens or a future opportunity is listed in the categories you have registered in.

You can also check this site regularly for details of any other current tenders or upcoming opportunities.

Government agencies are encouraged to provide advance notice of future procurement opportunities on the Tenders website, under the “Future Opportunities” section.

#### **Tasmanian Infrastructure Pipeline**

The Tasmanian 10-year Infrastructure Pipeline is designed to assist businesses in planning their work and making investment decisions. The Pipeline contains major project information gathered from Tasmanian government agencies, government businesses, statutory authorities and local government. Where major private sector projects are known, they are also included. The Pipeline includes projects valued at \$5 million or more, that are funded, partially funded, or highly likely to be funded. The information is presented through an interactive online database and is updated approximately twice a year.

#### **Saturday editions of Tasmanian and national newspapers**

Some tender opportunities are promoted in Tasmanian and other Australian newspapers. Tenders may also be promoted in relevant trade journals and publications.

### Direct contact

If you have made yourself known to Government buyers (as outlined in [Part 1](#)) and a purchasing opportunity arises, an agency buyer may contact you directly and ask you to tender or quote.

This may also occur if you have been referred to a buyer by someone who already knows your work.

### Third parties

Someone you know may tell you about an opportunity to tender. If this happens, make sure you register your interest with the contracting agency or on the Tasmanian Government Tenders website so that you will be notified of any amendments or provided with additional information that is issued. Agencies may conduct information briefings in relation to tender opportunities and details of briefings are often made available in the tender documentation available on the Tenders website.

### Capital Investment Program

The Capital Investment Program is the name used to describe the capital expenditure programs for all government agencies and statutory authorities.

Information on future Tasmanian Government capital investment projects is listed in each year’s Budget Paper No 2, available on the Treasury website. Reviewing this information can help you identify when agencies are going to be purchasing particular items.



# I've found a business opportunity. How do I get started?

## Obtain the quote or tender request documentation

To be eligible for government business you will, in most cases, have to submit a written quote or tender that addresses particular requirements. These are usually outlined in a document called a Request for Quote or Request for Tender.

### **Request for Quote**

A Request for Quote (RFQ) is either a verbal or written request from government agencies inviting businesses to quote on providing a specified work, good or service. Generally, an RFQ will apply to goods and services purchases under the value of \$250 000, and building and construction works and roads and bridges works valued below \$500 000.

You may receive a request for a quote directly from a government agency or you might find a notice advertising an RFQ process on the Tasmanian Government Tenders website. You may also hear about it through word-of-mouth.

### **Request for Tender**

A Request for Tender (RFT) is a formal document inviting offers from businesses to provide a specified work, good or service. Generally, an RFT will apply to goods and services purchases worth \$250 000 or more, and building and construction works and roads and bridges works valued at \$500 000 or more.

These values are considered the 'open tendering' threshold values beyond which agencies are generally required to conduct open tenders.

You can get a copy of the RFT document by:

- logging on to the Tasmanian Government Tenders website and downloading it;
- asking the Contact Officer listed on the advertisement to send it to you; or
- receiving it directly from a Government buyer who knows about your work.

## Review the requirements

If you are invited verbally to quote, make sure you understand what is being sought. If necessary, ask for the invitation to be given to you in writing, even if it is just an email.

Larger purchases that require a more formal process will have an RFQ or RFT document available that clearly outlines the essential requirements of the purchase and information you need to provide.

You should carefully review the RFQ/RFT document; in particular, consider the specifications and evaluation process, and note any questions you have.

While RFQ and RFT documents can initially seem quite overwhelming, there is normally a common structure to them. The table in the following section outlines the key sections of an RFQ/RFT document.

### **Tasmanian Technology Contract Conditions (TTCC)**

The TTCC framework is the contracting framework used by Tasmanian Government agencies for the procurement of information and communications technology (ICT) products and/or services.

Information on the TTCC is available from the "Contracts" section of the Tasmanian Government Purchasing website. This includes a decision tool outlining when agencies are required to use the TTCC framework for purchasing,

## Key sections of a RFQ/RFT document

Section	Purpose	Examples of content
Important information for tenderers	Defines the terms that will be used in the document and highlights important information about the process	<ul style="list-style-type: none"> <li>• Definition of terms</li> <li>• Name and contact details of Contact Officer</li> <li>• Details of pre-tender briefings (if applicable)</li> </ul>
Conditions of tender/quotation	Sets out the terms under which a quote or tender will be accepted for evaluation	<ul style="list-style-type: none"> <li>• Evaluation criteria and any weightings to be applied (this may include participation criteria, mandatory criteria and qualitative evaluation criteria)</li> <li>• Closing date, time and place to lodge tenders</li> <li>• Agency contact details</li> <li>• Notification of pre-tender briefing sessions</li> <li>• Pricing requirements (for example, whether prices should include or exclude the GST)</li> <li>• Relevant government policies and principles</li> </ul>
Specifications	Provides a comprehensive description of what is required	<ul style="list-style-type: none"> <li>• Functional requirements</li> <li>• Technical requirements</li> <li>• Performance requirements</li> </ul>
Conditions of contract	Sets out the contractual terms that will be used	<ul style="list-style-type: none"> <li>• Information on your rights and obligations</li> <li>• Information on the Government's rights and obligations</li> </ul>
Tender form/quotation form	To be completed by all tenderers	<ul style="list-style-type: none"> <li>• Lists all the information to be provided and declaration of compliance with conditions and requirements, including a summary of costs where appropriate.</li> <li>• Supplier's name and contact details</li> <li>• ABN</li> <li>• Signatures of witnesses</li> </ul>
Response schedules	May be required to be completed by tenderers to provide the information specified	<ul style="list-style-type: none"> <li>• The format in which information is to be presented to allow the agency to assess the offer against the evaluation criteria</li> </ul>

### Handy tips:

If you are referring to the electronic version of the RFQ/RFT, turn on the navigation pane in Word to find your way through the document more easily.

The bottom of each section has a footer that tells you what section of the document you are in.

If you are working on a printed version, mark key sections with sticky notes to help you find the information you are looking for quickly.

## Seek further information

### Contact Officer

Once you have read the RFQ/RFT, you can email the Contact Officer (often nominated on the online notices) to ask questions. However, because the Government must ensure that any information provided to one potential bidder is provided to all, it is likely that your question and the response you receive will be made available to everyone who has registered for that tender. This ensures that all bidders have the same information and are competing on a level playing field.

Additional information or clarification is usually provided as an Addendum to the RFQ/RFT. If you have registered on the Tasmanian Government Tenders website, you will be notified via email if an Addendum is issued.

### Pre-tender briefing

Sometimes, a pre-tender briefing is held with potential tenderers to clarify any issues relating to the work or the tender/quote documentation. This gives you an opportunity to fully understand the work required.

It is important to attend these if you can. If you are unable to attend in person, it is usually possible for you to participate by Skype or phone. This can be arranged with the Contact Officer.

For some tenders, such as cleaning, construction or roads tenders, pre-tender briefings are held onsite to demonstrate the scope of the work required. Sometimes, attendance at these briefings is mandatory and forms part of the Conditions of quotation/tender. Information about pre-tender briefings is included in the RFQ/RFT. Information that is discussed at these briefings that is additional to the information in the RFQ/RFT is issued as an Addendum to the RFQ/RFT.

## Decide whether to bid

When you have reviewed the RFQ/RFT and obtained any additional clarification and information, you need to decide whether to bid. Things to consider include the following:

- Do you have a good understanding of what the agency wants to buy, and would this work be cost-effective for you? Reviewing the Specifications section in the RFQ/RFT and seeking clarification from the Contact Officer or at the pre-tender briefing will help.
- Do you believe you have the skills/capability/products the agency is looking for and to what extent can you demonstrate this? Reviewing the evaluation criteria in the Conditions of quotation/tender section of the RFQ/RFT will help you decide.
- Do you comply with all of the Conditions of quotation/tender, including any participation criteria or mandatory requirements listed in the document, such as insurance certificates, prequalification or licensing requirements? See [Part 1](#) for more information about prequalification.
- Can you comply with the contract terms and conditions? These are listed in the Conditions of Contract and outline what you will need to comply with if you sign a contract.
- Are there aspects of the RFQ/RFT with which you do not fully agree or comply? There may be provisions in the RFQ/RFT that allow bidders to specify conditions or requirements with which they do not fully agree or comply. In such cases, it is very important to read the relevant clauses and follow the instructions in relation to statements of non-compliance.
- Can you complete the contract in-house or would you need to engage subcontractors, or form a consortium-type arrangement? Such arrangements take time so you will need to consider if you can have them in place before the submission deadline.
- Would winning this contract place your business under stress? Do you have the resources in place to fulfil the requirements? This is particularly important to consider if you are also bidding for other tenders.
- Do you have time to develop a competitive tender or quote? Does everyone who is involved know the deadlines and can they deliver on time?



You may wish to prepare a tender response strategy for high value tenders. This will help you determine at an early stage if you can provide a competitive submission. Things you may consider include:

- the budget and resources required to prepare your tender
- the resources you will require to fulfil the contract
- identifying your competition
- analysing your prospects of winning the tender

Sometimes, going through this process can make you realise that now is not the time to tender and can help you be better prepared next time a similar opportunity comes along.

## Plan your bid

Once you have decided to bid, you should plan your submission:

- Start early. Seek clarification or more information early in the process.
- Note the closing date, time and address for lodging your submission. Late submissions will not be accepted unless there are exceptional circumstances, and only if approved by the contracting agency. Plan to get your response in one day before the closing time. If a hard copy submission is required, allow time to post your document.
- Develop a timeline with key dates. Work backwards from the deadline.
- Develop a checklist so you can keep track of progress. For examples, refer to [Part 7: Resources](#).
- Note any questions and be prepared to attend a pre-tender briefing session or ask the Contact Officer.
- If you received the RFQ/RFT documentation from a third party, make sure you have registered your interest with the agency or on the Tasmanian Government Tenders website so you receive any updates or additional information.
- Work out who needs to do what. You may ask different people to provide specific information, so make sure they know what they are responsible for and when it is due.
- Work out any approvals required within your organisation and make sure you factor these into your timeline.
- Make sure you fully understand what is required to develop your bid.
- Consider whether you need professional help with any aspect of the tender. This might include professional services such as accountants, architects or planners, or in writing and proofreading your tender. Make early contact to book their services.

Understanding how your submission will be evaluated will also help you to plan your bid properly. Review [Part 4: The evaluation process](#) for more information.

# Part 3: Developing a competitive tender or quote

## What do I include in my submission?

### Include everything that's asked for

For your tender or quote to be eligible, it must include all of the information set out in the RFQ/RFT. Your submission could be marked down, or even eliminated, if you have not provided everything.

Typically, a submission will need to include:

- the quotation or tender form
- a statement addressing each of the evaluation criteria
- details addressing the requirements of the specifications
- pricing schedules
- an Economic and Social Benefits Statement or Tasmanian Industry Participation Plan
- insurance information
- details of referees
- other special requirements.

These requirements are each described in further detail below.

### Quotation or tender form

This form is included in each RFQ/RFT. It must be completed and signed for your quote or tender to be eligible. To ensure you provide all the required information, it is best to use the template provided rather than recreate this in another document.

### Evaluation criteria

The evaluation criteria are the criteria by which your quote or tender will be assessed. Sometimes, these are weighted according to their importance. If so, the weighting will be in the RFQ/RFT. You must address all of the evaluation criteria in your submission.

They generally include:

#### **I. Compliance (or mandatory) criteria**

Mandatory criteria and conditions for participation are those conditions that a business must comply with to be eligible. They are generally criteria that the panel can assess with a yes/no. For example, does the supplier have the relevant insurance?

The agency may not be able to consider your tender if you do not comply with these requirements.

Generally, they require you to demonstrate that you comply with:

- the conditions of quotation/tender outlined in the RFQ/RFT. This could include any condition of participation such as prequalification or licensing requirements. It also includes things such as ensuring your tender is submitted correctly and on time
- the conditions of contract outlined in the RFQ/RFT. These are the terms of the contract you would be expected to comply with if you are successful
- any other requirements listed as mandatory in the 'Evaluation of Tenders' section of the Conditions of quotation/tender.

How you address mandatory criteria will vary according to the requirement of the particular RFQ/RFT. At a minimum, you should make a statement to confirm that you comply.

You may also be required to provide evidence, such as copies of licences, evidence of prequalification or relevant certificates. If these are required, you should summarise the details in the body of your submission and provide the evidence as an appendix.

For example, you might include a table that lists your relevant insurance policies, the policy numbers, and names of the insurers, limits of your liability and expiry dates. You might then include copies of the certificates of currency as an appendix to your submission.

Some of the mandatory criteria or conditions for participation do not require you to provide any information. For example, it is likely to be a condition that your tender was submitted on time.

## 2. Qualitative criteria

You are required to provide a written statement against each qualitative criterion to demonstrate your capability to the panel. These criteria are the non-price criteria.

The tender evaluation panel will assess your responses to the qualitative criteria to determine the extent to which they believe you meet the requirements based on the information you have supplied.

Ensuring you address all aspects of the criteria will help you cast your submission in a positive light.

The following tips will help you do this.



### Tips for addressing the qualitative criteria

- Read the criteria very carefully and break each criterion into the key points you need to address.
- List each criterion as a heading in your response.
- Demonstrate your ability to fulfil each criterion – don't just say you can do it. Draw on previous experiences to provide examples of your capability and experience. Offer certificates, samples, references and referees to further justify statements.
- Provide examples of when, how and how often your company has demonstrated the ability to meet the criterion. How well did you do it? What was the result/outcome?
- Be very direct in your response. Use straightforward language that reflects the language and terminology used in the criterion.
- Be specific about what you did when you are referring to your past performance or providing examples; don't just describe the problem or issue.
- Ensure your claims against each criterion are clear and concise.
- Think about how you would evaluate your tender against the criteria if you were assessing your response.
- Don't make any claims that you cannot substantiate.
- Aim to set yourself apart from your competitors by emphasising areas where you exceed the requirements and where you feel you can add value for the agency.

### Example

An example of a qualitative criterion is: 'Ability to provide statistical analyses'.

A poor response to this might be: "We have the ability to conduct a detailed analysis of the survey's results." This statement does not provide any supporting evidence.

A better response might start with: "Our ability to provide thorough and detailed analyses from raw data is demonstrated through..." then go on to provide specific examples of the company's ability to analyse data with reference to when and where it has done this.

## Specifications

The specifications section of the RFQ/RFT outlines the detailed requirements of the tender. Some tenders such as technical or information technology tenders may provide a form or template on which you must specifically address each element of the specifications.

Even if the RFQ/RFT does not require this, you should make sure you completely understand the Specifications and can demonstrate your ability to meet them throughout your submission.

## Price

Clearly present your prices and demonstrate how the price has been calculated. Some RFQ/RFTs will include a price or cost schedule that you will need to complete to present the pricing information for all items you are tendering.

If a price or cost schedule is not included, make sure you present your prices in a clear way. A table is often the most useful way to do this.

Check the RFQ/RFT to see if the prices you give should be GST inclusive or exclusive. Clearly indicate whether your prices are GST inclusive or exclusive.

## Economic and Social Benefits Statement

The Tasmanian Government is committed to ensuring that, where possible, expenditure by the Government on goods and services provides a corresponding benefit to the Tasmanian community.

As part of this commitment, for competitive procurement processes valued at \$100 000 or more, you will need to provide a Statement setting out the broader economic and /or social benefits your business can bring to the Tasmanian community if you are awarded the contract. These broader benefits of procurement are taken into account as part of the Government's value for money considerations.

Your Economic and Social Benefits Statement is an essential part of your submission. It contributes 30 per cent of the total procurement evaluation and will be used by the agency to evaluate your submission. Tenderers who fail to submit a Statement will not get a score for this criterion.

Agencies may highlight specific economic and/or social outcomes that are being targeted as a result of the procurement activity. It is important to carefully consider any guidance information provided by the agency and respond accordingly.

Suppliers do not necessarily need to be a Tasmanian business. What is important is the benefit a supplier can bring to the Tasmanian community. For example, a supplier who is located outside Tasmania could still provide a local benefit by using a Tasmanian-based workforce.

The use of local contractors and manufacturers in the supply chain also supports the Tasmanian economy.

A *Buy Local - Guide for Tasmanian Businesses* publication is available on the [Purchasing website](#), which provides guidance to businesses on how the Tasmanian Government buys, how to plan and prepare bids, and what to do if a bid is not successful. The Guide also provides additional guidance on responding to the Economic and Social Benefits Test.

## Tasmanian Industry Participation Plan

A Tasmanian Industry Participation Plan (TIPP) is aimed at improving opportunities for Tasmanian SMEs in Government funded or resourced projects. For all tenders with a value of \$5 million or more, the successful supplier is required to prepare a TIPP. A TIPP may also be required for tenders with a value greater than \$2 million at the discretion of the agency. Approved TIPPs are published on Treasury's Purchasing website.

In most cases, the successful supplier will be able to use the information provided in the Economic and Social Benefits Statement as the basis for preparing the TIPP.

For roads and bridges tenders administered by the Department of State Growth, a standing TIPP process that is directly linked to a supplier's prequalification will apply. Further information and the specific requirements will be outlined in the RFT for the specific tender.

## Referees

You will usually need to include contact details for at least two referees. Referee requirements are listed in the "Information to be provided by the Tenderer" section in the Specification/Response schedule in an RFT or the Information Table in an RFQ.

## Other special requirements

Any other special requirements will be listed in the "Information to be provided by the Tenderer" in the Specification/Response schedule. These could include:

- financial statements
- quality assurance requirements
- any relevant certificates
- annual reports
- manuals.



You should provide a heading for each of these and include the relevant information and, if necessary, provide the full documents as an appendix.

### Alternative tender

If you believe you have a product or service that does not comply with the conditions of tender, you may be able to submit an alternative tender. This is a tender that offers an alternative that still satisfies the agency's requirements.

Alternative tenders will not be considered unless they are allowed in the conditions of tendering. If you wish to submit an alternative tender, check with the contracting agency first to ensure that it will be considered and get an understanding of any requirements.

# How do I present a competitive submission?

## Make sure your submission looks professional and is easy to evaluate

While your bid will be evaluated on content, you should ensure your document looks professional and that it creates a positive impression of your business.

Presenting a professional looking document helps the panel easily find information to assess how your business meets the requirements. Remember that evaluation committees are often reading many tenders. It can help your tender be evaluated positively if all of the information is provided and easy to find.

Sometimes an RFQ/RFT will ask for information to be provided in a specific format. This could include providing your responses in templates or schedules.

If no set format has been specified, the following information will help you structure your submission.

## Information is easy to find

### Table of contents

- Include a table of contents to help the evaluators easily find the information they are looking for.

### Headings

- Use headings to make it easy to navigate through your document. Headings also help break up your document to make it easier to read and convey key selling points.
- Include headings for all the major sections of your submission.
- Make sure your major headings match those used in the RFQ/RFT so the evaluators can easily find the information they are looking for. You can then use sub-headings to further structure your information.
- Number your headings so sections can be easily referenced in the evaluation process.

### Summary of key details

- Consider including a page that summarises key details, such as your business name, ABN, contact person, contact details, website and summary of business expertise.
- Include the names of the relevant people involved and a summary of their expertise, or a summary of the products you supply and their benefits.
- Include any other information relevant to the particular tender, such as evidence of prequalification or licensing.

### Executive summary

- If your document is very long, you could consider an executive summary that conveys the key selling points of your bid.

### Appendices

- Appendices are documents that contain additional supporting information about specific topics contained in the tender. These can include annual reports, marketing brochures, specifications, plans and procedures.
- Carefully consider any appendices you provide. You should only provide additional information if you believe it makes your case stronger.
- If you do provide appendices, to increase the chances of the evaluators understanding their context, you should number or letter them sequentially and refer to them specifically in the relevant part of the body document. For example, "For detailed specifications about product X, see Appendix B – Product information."

## Appealing layout and style

### Cover letter

- You could introduce your business to the buyer in a cover letter and emphasise your capability to do the work. The letter should be no more than one page. It is likely that a cover letter will rarely be specifically requested from the agency buyer.

### Cover page

- Include a professional looking cover page that includes your business name and the tender you are bidding for, as well as your business logo.
- Consider a high-quality photograph of the product you are tendering for or an eye-catching graphic to give a positive first impression.
- Keep in mind that some agency buyers will specifically request that you do not amend the specified tender response forms or schedules with fancy graphics or images.

### Consistent style

- Establish a consistent style for headers, footers, headings, captions, lists and any other page design features.
- Use a stylesheet or word processing template to help with this.

### Simple language

The writing style and presentation of the submission will vary according to the type of tender. For example, a bid for a media communications strategy may require a higher standard of presentation than a bid to do some kerbing.

Some simple tips for writing your submission:

- Use simple, straightforward language.
- Keep to the point.
- Simplify or replace wordy phrases.
- Avoid words or phrases that are unclear.
- Shorter sentences are usually more persuasive, effective and easier to read.
- Avoid industry jargon (If you must use it, define what it means the first time you refer to it).
- Avoid repetition.
- Avoid using clichés like ‘outside the square’ or ‘the big picture’.
- Spell out any acronyms or abbreviations the first time in full, with the abbreviation or acronym in brackets. For example, in this guide the first time we referred to a request for quote we followed it with (RFQ) and then used RFQ from then on.
- Consider using the plain English style of writing. For more information and resources such as the 26TEN Communicate Clearly: A Guide to Plain English, see Tasmania’s 26TEN website.

### Page layout

- Leave white space within your document to maximise readability and to allow key points to stand out.
- Use simple fonts that are easy to read and be consistent with these throughout. Use bold, capitals, underlining and italics for emphasis if necessary, but keep it to a minimum.
- Always include page numbers.
- Include a footer in your document that identifies the name of your business and the name of the tender.

## Graphics and photographs

- Use graphics and photographs to capture the attention of the evaluators. Any images you use should emphasise your competitive advantages and solution, preferably showing your own products or service. People are more likely to recall a graphic or photograph than what they read in text.

## Captions

- If you include a graphic, photograph, table or chart, use a caption to describe it.
- Use captions to reiterate selling points. For example: “Product B has been upgraded to include an online facility, demonstrating our ability to meet the online requirement of this tender.”

## Tailored resumes

- If you include resumes of key staff who will be involved in the proposed work, present these consistently and tailor them to the particular tender. One-page resumes are sufficient. Personal resumes should not be included.

## Edit and check

You should ensure your submission is checked thoroughly before submitting it. Here are some basic tips for editing and checking your submission:

- Run the spelling and grammar checker over your submission.
- Check it for consistency of style and layout including headings, references, graphics and tables and make sure that any web addresses you have provided are correct and working.
- Get someone else to check it for mistakes and inconsistencies and to ensure it is factually correct. Ask them to tell you if something is unclear. Often, getting someone who doesn't know much about what you are tendering for can help you make changes so that it can be easily understood.
- Make sure someone checks a printed version. Often, mistakes that are overlooked on screen become obvious when the document is printed.
- Allow plenty of time for the final review as this often takes longer than you think.
- Make sure your prices are correct and add up.
- Ensure all mandatory details are included and that all relevant pages are signed.

Use the Checklist for tenders and quotes in [Part 7: Resources](#) of this guide to help.

## Price your bid competitively

You need to determine how you will price your tender or quotation and present this clearly in your submission. You should consider the buyer's budget or budget range (if you know it) and other factors such as likely competitor pricing and your actual costs and profit margin. The objective is to price your tender competitively.

The evaluators will be looking for the tender that presents the best value for money. This does not necessarily mean the cheapest price, and the evaluators will consider price as only one factor in their value for money assessment. Clearly state any features or benefits within the price of your tender so that any added value is clear.

For more information on how value for money is assessed, see Assessment of value for money in Part 4 of this guide.



### Submit your tender on time

Before submitting your tender or quotation, make sure that you correctly sign all appropriate tender forms.

Also make sure you submit your tender or quotation response at the right location and before the closing time (these details are on the RFQ/RFT). Late bids will usually not be accepted, unless there are exceptional circumstances involving the submission and it has been approved by the evaluators.

Where a hard copy of a tender response is required, it must be submitted in a sealed envelope, so check to see if specific information is required to be on the tender envelope.

The RFQ/RFT will advise how tenders will be accepted. All tenders must be received, in full, before the tender closing time. If your tender has not fully transmitted by the close of tender, even if this is because of technical difficulties, your submission may not be accepted. If you suspect your tender has not been received in time, call the Contact Officer to discuss.





# Part 4: The evaluation process

## What happens once I have submitted my tender or quote?

### Acknowledgment of receipt

If you submit your tender on the Tasmanian Government Tenders website, you will be able to see if your tender has been received. If you email it, you may not receive any acknowledgment of its receipt.

Once your tender is received, you may not hear anything else for some time.

### Request for further information

#### **Request for written clarification**

When you submit a quote or tender, you may be contacted to clarify information in your submission. This could happen at any time during the evaluation process. Usually, a request will be in writing (via email) and the information will be required from you, also in writing, within a set timeframe.

You are not permitted to change anything about your bid at this point – the purpose here is to clarify information you have already submitted.

#### **Presentations**

In the case of a tender that has outlined a two-stage evaluation process, you may be invited to meet with the evaluation panel if you are shortlisted at the first stage.

If this is the case, you will be advised in advance regarding what to expect at the presentation and what you will need to prepare for it.

The evaluation panel may request that you present particular information about your product, or demonstrate it to the panel, or simply to respond to questions the panel will ask. It is very important that you do not introduce new or revised information at this time.

#### **Referees**

Ensure your nominated referees are able to answer any questions posed regarding the claims you have made in your submission and that they can be contacted at any stage during the evaluation process. It is good practice and courteous to first contact your referees to confirm they are willing to act as referees for a particular submission before including their details.

### Notification of outcome

You may not hear anything until your submission has been evaluated, at which time you will receive a letter or phone call to advise that you have been successful or unsuccessful.

For smaller quotes, this can happen quite quickly. For large tenders, this can take several months. See [Part 5: Notification and debriefing](#) for more information.

## Who assesses my submission?

### Government buyer or evaluation panel

Your tender or quote will be assessed by a Government buyer or an evaluation panel. A panel is normally made up of people who are responsible for the purchase and who will be users of the goods or services (subject experts).

As part of the completion of the process, the evaluation panel or Government buyer produces a report documenting the entire purchasing process to demonstrate it complied with the Government's purchasing principles, policies and procedures.

### Probity Adviser

A Probity Adviser may also be part of the evaluation process, particularly for large tenders. A Probity Adviser is external to, and independent of, the purchasing process and not a member of the evaluation panel. The Probity Adviser's role is to observe and review the evaluation to ensure all processes are followed and that the process is equitable and conducted with integrity.

## How is my submission assessed?

### Assessment against the evaluation criteria

Your submission will be assessed against the evaluation criteria specified in the RFQ/RFT document by either an evaluation panel or a government buyer (depending on the value). It will be assessed for its relative strengths and weaknesses against each criterion.

### Assessment against compliance/mandatory criteria

Initially, your submission will be assessed to see if it meets mandatory criteria and conditions for participation outlined in the RFQ/RFT. This is generally a yes/no assessment where questions will be asked, for example:

- does the submission comply with any Conditions of Tender outlined in the RFQ/RFT, such as -
  - » was it submitted on time?
  - » has all the required information been supplied?
  - » does the supplier have the required registrations, licenses or insurances?
- does the submission comply with the Conditions of contract outlined in the RFQ/RFT?

A 'no' response to any one of these questions will mean that your submission might be considered invalid and eliminated from further evaluation. In some cases, you may be contacted to provide evidence if it is not clear in your submission.

### Assessment against the qualitative criteria

If your tender is found to meet the mandatory criteria and conditions for participation, it will go on to be assessed against the qualitative (non-cost) criteria outlined in the RFQ/RFT. This may include:

- the technical merit of your proposal
- the capability of your business to fulfil the requirements, including technical and management competence, financial viability and relevant experience
- the relevant skills, experience and availability of key personnel
- quality assurance requirements
- the risks or constraints associated with your offer

If you fail to respond to all of the criteria, your tender may be disqualified.

### Consideration of price

If your submission is found to meet the evaluation criteria, the evaluators will then look at the price of your submission.

They will expect to be able to understand clearly the price of your offer, especially whether it is GST inclusive or exclusive, and exactly what is included and not included in the price.

## Scoring

The scoring methodology (breakdown by criterion and relative value of each criterion) is established by the evaluation panel before tender documentation is shared with potential suppliers. That is why it is important you consider the relative weighting of each criterion when providing your response.

Often evaluators will have a scoresheet for each submission. They will assess each submission, scoring each qualitative criterion as they go. When they do this, they will look to see that the submission covers everything they need.

Sometimes criteria have several elements and the evaluators will check that all aspects of each criterion are covered. Their scoresheet may score each element of each criterion.

For example, a qualitative criterion might read 'Proven ability to provide effective strategic advice about ways to reach target audiences, as well as experience working on integrated campaigns.'

The evaluators will look for evidence of where strategic advice has been provided to reach particular audiences as well as evidence of where you have worked on integrated campaigns and may score these two elements separately. This is why it is important that you address all aspects of the qualitative criteria.

For larger tenders being assessed by a panel, once they have scored each *submission* individually, the evaluators meet to discuss their individual scores and comments and to reach a combined position that is recorded and documented.

Imagining the evaluators discussing and scoring your entry using a scoresheet can help you make sure you write your submission clearly.

## Assessment of value for money

When assessing value for money, the evaluators weigh the benefits of your tender against the whole-of-life costs of your tender.

At this time, you may be contacted to clarify information about the price or features of your tender or quote. You may provide the information that is being asked for at this time, but you cannot reduce the price or include additional features.

Tasmanian Government agencies will not necessarily choose the cheapest quote. The evaluators will assess price in conjunction with the other evaluation criteria to select the bidder that offers the best overall value for money.

For more information about value for money see [What does value for money mean?](#) in Part 8 of this guide.

## How is a final decision reached?

### Referees contacted

Before making a final decision, the evaluators may contact your referees to seek confirmation or clarification of your skills and experience.

Just because your referees are contacted does not mean you are the successful bidder.

### Process documented and report written

Once the evaluators have made their decision, they will make sure their decision-making process is documented. For larger quotes and tenders, a report will be developed that outlines the process followed and the decisions made.

### Internal review

All procurements with a value of \$250 000 or more are required to be reviewed by government procurement specialists in the agency to confirm that a fair and equitable process has been followed and that all policies and procedures were adhered to.

# Part 5: Notification and debriefing

## How will I be notified?

### Notification from the Contact Officer

Once the agency’s decision is final and approved, you will be notified. You may hear by letter, email or a phone call.

## What happens if I am the preferred provider?

### Contract established

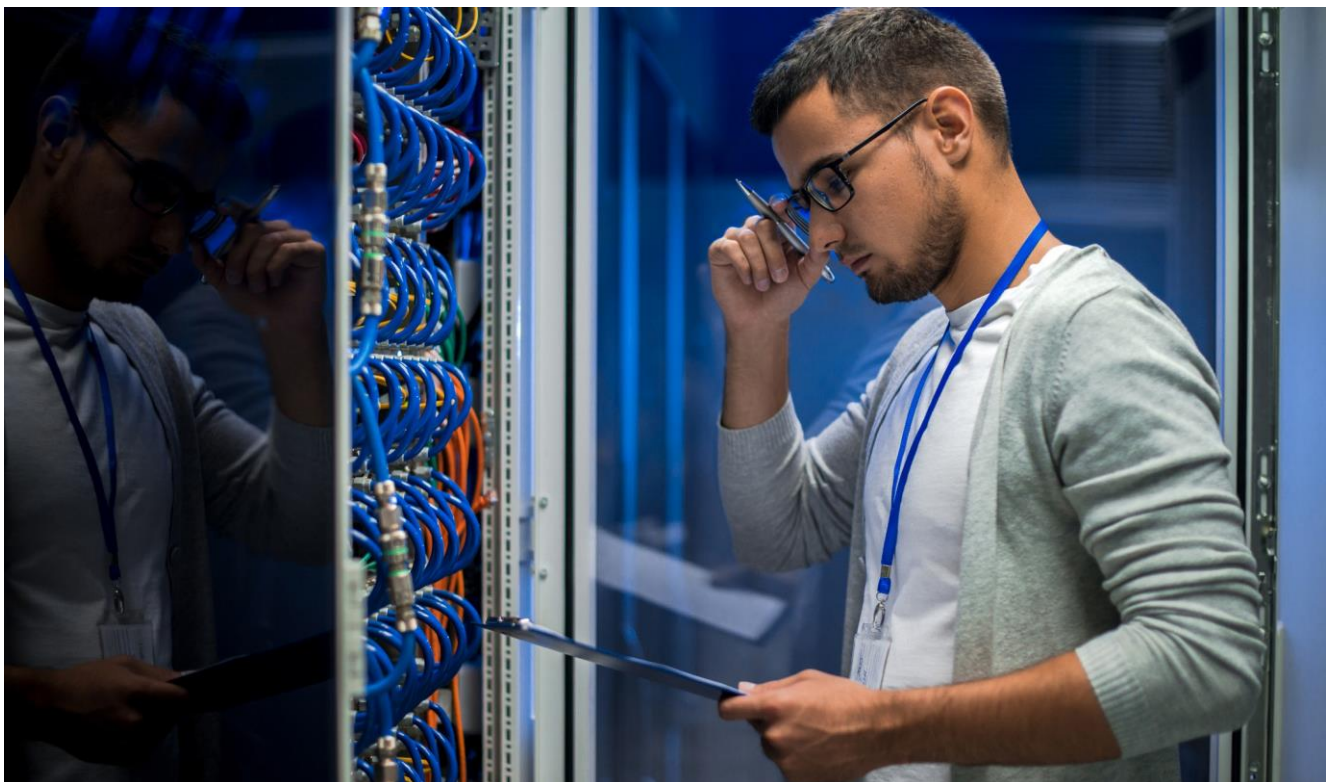
Once you have been formally advised that you are the preferred provider, there may be discussions about the finer points of the contract before you and the government representative agree to enter into a contract.

Depending on the value and complexity of the purchase and its business category, a contract may be established by simply signing the acceptance statement within your quotation, using a letter of agreement, issuing a purchase order, or using a formal agreement with specific conditions of contract.

The contract defines the rights and obligations of both parties. Often a specimen contract is provided in the original RFT or RFQ on which you based your tender or quote. Contracts vary according to the types of goods, services, or works for which you tendered or quoted.

Once the contract is established, both you and the government agency have responsibilities to manage and complete the contract.

More information about the contracting process and managing the contract is available on the Winning Government Business website.





# What happens if I am unsuccessful?

## Look at how your submission can be improved for next time

As there can usually only be one successful bidder, not winning can be an opportunity to review your unsuccessful tender and strengthen your submission for next time.

### Debriefing interview

If your quote or tender was not successful, it is highly recommended that you seek a debriefing interview with the Contact Officer to find out why.

The main purpose of the debriefing interview is to help you submit more competitive bids in the future by identifying how your offer could have been improved.

Discussion will be limited to your offer. No comparisons can be made with the winning offer or any other offer and no aspect of the winning offer or any other offer can be discussed. The intent of the interview is to provide you with information about the strengths and weaknesses of your own bid, not to justify the selection of the successful offer.

At the debriefing interview, at least one member from the evaluation panel will attend and the discussion should cover:

- how your offer performed against the evaluation criteria
- the strengths of your offer
- the weaknesses of your offer.

#### **Examples of issues that may be discussed are:**

- an indication of your cost competitiveness
- the levels of compliance in meeting the specification and evaluation criteria
- any offer or contractual issues that arose from your bid
- any perceived design deficiencies
- after-sales service issues
- delivery dates
- administrative or management systems
- industrial relations
- quality management issues
- experience, qualifications, referee reports or past performance
- the nominated personnel – number, experience, skills, knowledge, and quality of management
- facilities or equipment issues
- sub-contracting issues such as inadequate control mechanisms.

# What if I have a complaint or dispute?

## Complaints process

If you are concerned that a tender process has not adhered to the government's purchasing principles or policies, you are entitled to make a complaint. There a range of resources to assist you in understanding the complaints process available on the [Purchasing website](#).

For higher-value procurements known as 'covered procurements', there is a specific complaints process. The *Complaints handling - Covered procurement* publication available from the [Purchasing website](#) provides details of this process. The relevant tender documentation will identify if the tender process is a covered procurement.

Generally, to make a complaint, you should follow this process.

### **1. Contact the agency concerned and discuss the problem or complaint with the person named on the bid documentation.**

If you have a concern about a specific tender or contract, you should seek to resolve the problem informally with the Contact Officer first.

### **2. If you are not satisfied with the Contact Officer's response, or have a general purchasing-related concern, contact the agency's nominated purchasing complaints officer.**

You can contact the complaints officer by phone or in writing. See the list of purchasing complaints officers available, and their contact details, on the Winning Government Business website.

When you make your complaint, you should include the following information:

- your name, address and contact details
- tender or contract details, including reference numbers
- the nature of the complaint; for example, whether the complaint is about tender specifications, the evaluation process, or the tendering process
- all relevant supporting information or documentation.

Agencies are required to investigate all complaints in a timely manner and provide regular feedback to you.

If a contract has been entered into, it is unlikely the decision can be overturned. However, where a contract has not been finalised, and government procurement principles or policies have not been followed, appropriate remedial action will be considered.

All complaints are investigated free-of-charge.

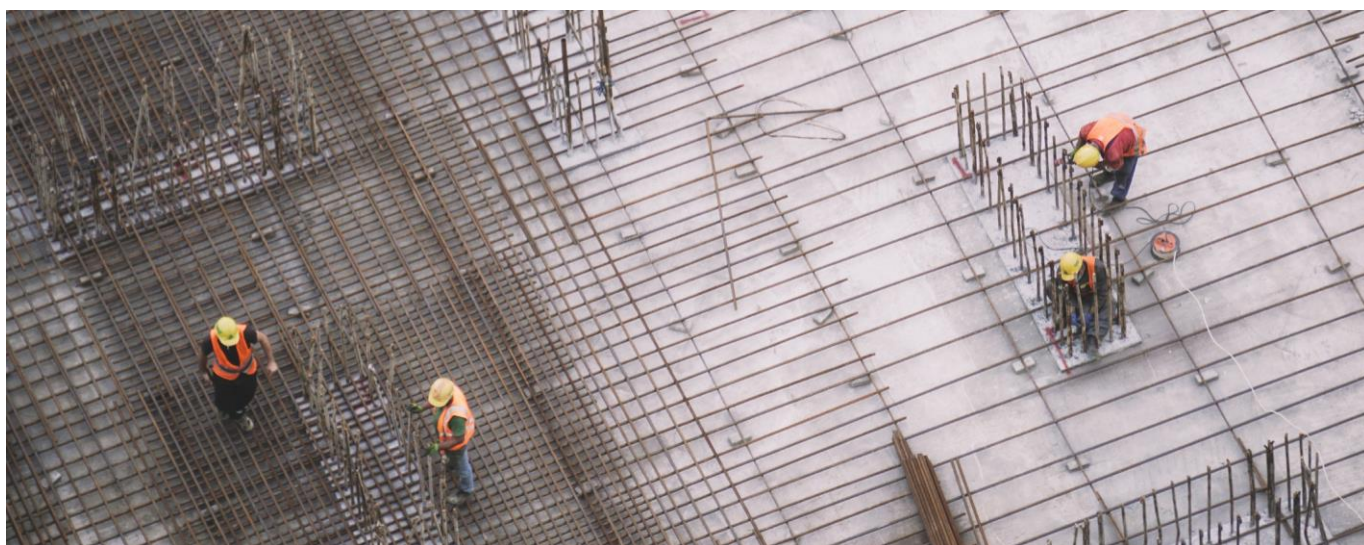
### **3. If you still feel that your complaint has not been resolved, write to the Secretary of the Department of Treasury and Finance.**

You should address your correspondence to:

Secretary  
Department of Treasury and Finance  
GPO Box 147  
HOBART TASMANIA 7001

You will need to provide all relevant information, including copies of correspondence with the agency against which you are making the complaint.

The Department of Treasury and Finance will take the necessary action to investigate the complaint, including, in certain circumstances, employing a Probity Adviser.



**4. If you are not satisfied with the response from the Department of Treasury and Finance, you can approach the Ombudsman or the Minister responsible for the tendering agency.**

You will need to provide all relevant information, including copies of correspondence with the agency and the Department of Treasury and Finance.

You must ensure that every effort is made to resolve any problems or complaints with the agency concerned and not make frivolous complaints. Any allegations of official misconduct of a criminal nature should be referred directly to Tasmania Police.

## Will information about my bid be confidential?

### Publication of contract details

Government policies and procedures require certain information relating to contracts to be disclosed publicly. Details of all awarded contracts valued at \$50 000 and over are published on the Tenders website and also reported in the procuring agency's annual report. Details of contracts valued at over \$2 million are made available publicly on the Tenders website, unless it is not practicable to do so.

Contracts that result from streamlined processes (such as procuring from organisations that employ people with disability) must also be reported in annual reports.

### Confidentiality

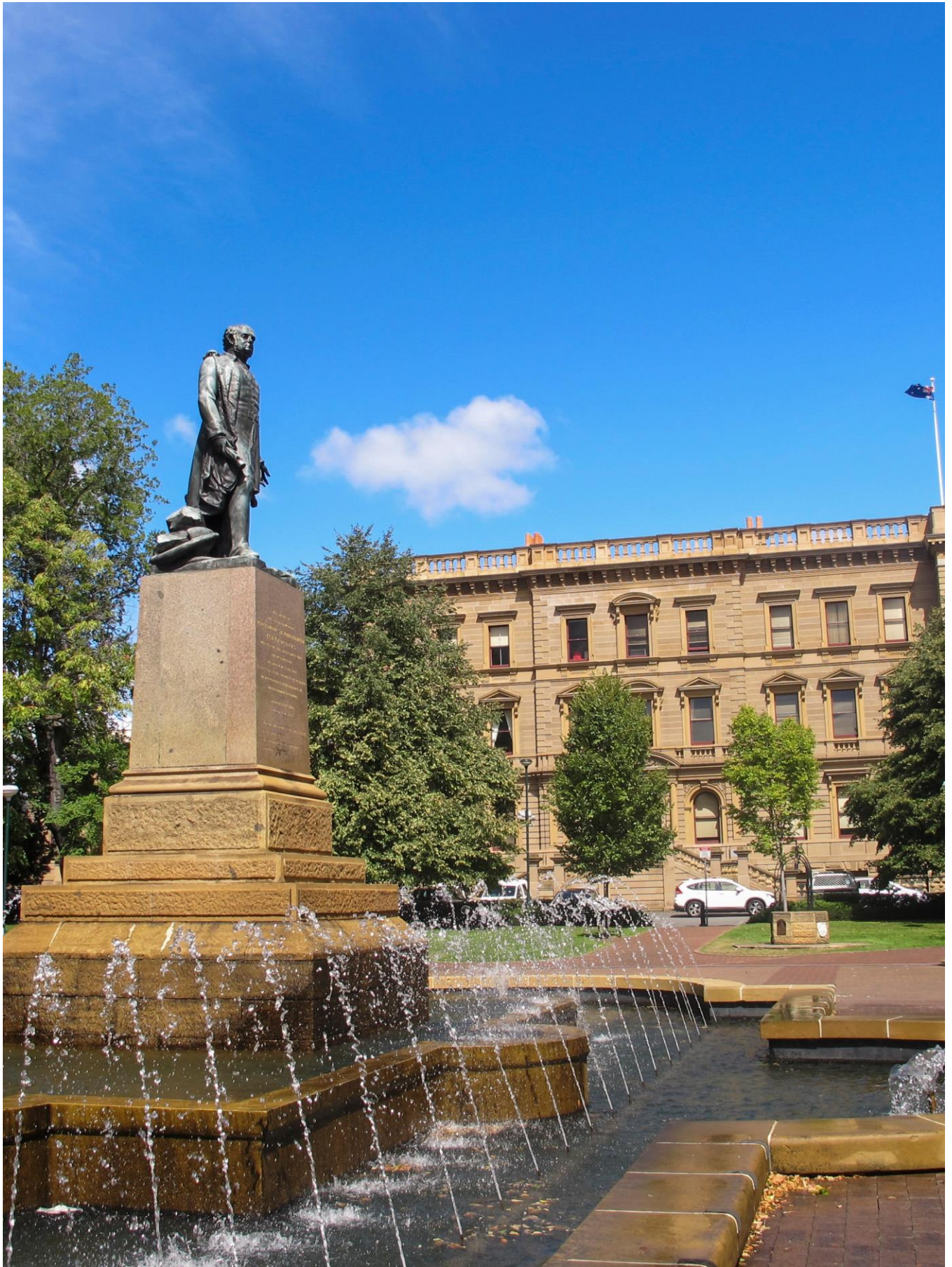
The Tasmanian Government is committed to ensuring that government contracting is conducted openly and transparently and that unnecessary confidentiality provisions do not fetter scrutiny of contracts. All submissions are confidential throughout the procurement process and unsuccessful submissions remain so. However, if a successful submission forms part of a resulting contract, it does not retain its confidentiality, as contracts can be accessed through the Right to Information (RTI) process.

For higher value contracts (usually those with a value of \$5 million or more, you will be contacted for permission to publish your TIPP on the Tasmanian Government Purchasing website. For more details about the TIPP, see Part 3.

A Head of Agency may approve the inclusion of a confidentiality provision in a contract where specific circumstances are met. Such provisions must be reported in the agency's annual report and on the agency's website.

For more information, go to the *Contracts Better Practice Guideline* on the [Purchasing website](#).





# Part 6: How to get help

## Websites

The list below includes all websites referred to in this Guide.

### **Tasmanian Government Purchasing**

The Tasmanian Government Purchasing website is the government purchasing information gateway. Visit this site to connect to all aspects of government tendering, including those listed below.

[www.purchasing.tas.gov.au](http://www.purchasing.tas.gov.au)

### **Winning Government Business**

The Winning Government Business website is your guide for selling to the government. It is designed to make it easy for you to find out how to do business with the Tasmanian Government.

[www.purchasing.tas.gov.au/winning-government-business](http://www.purchasing.tas.gov.au/winning-government-business)

A comprehensive [Guide for Tasmanian Businesses](#) is also available through this website.

### **Tasmanian Government Tenders**

Visit the Tasmanian Government Tenders website to see the latest Tasmanian Government tenders, download tender documents, lodge tender submissions online and receive email notifications of new tenders open for bid.

[www.tenders.tas.gov.au](http://www.tenders.tas.gov.au)

### **Treasury**

Visit the Treasury website and review the current Budget Paper No 2 for information about future Tasmanian Government capital projects.

[www.treasury.tas.gov.au](http://www.treasury.tas.gov.au)

### **Agency Buying Directory**

To find a list of products and services each government agency purchases, as well as who to contact within each agency, visit the “Who Buys What” section of the Winning Government Business website.

[www.purchasing.tas.gov.au/winning-government-business/finding-business/who-buys-what](http://www.purchasing.tas.gov.au/winning-government-business/finding-business/who-buys-what)

### **Industry Capability Network Tasmania**

ICN Tasmania supports local businesses by connecting them with buyers (including Government buyers). ICN maintains an online platform and provides industry specialists to help support Tasmanian businesses looking for a range of projects and opportunities within and outside the State.

[www.icn.org.au/icn-tas](http://www.icn.org.au/icn-tas)

### **BuyAbility**

The BuyAbility website is an initiative of National Disability Services aimed at growing supported employment to give people with disability the opportunity to participate in the workforce. This website can be used by Australian Disability Enterprises to promote their products and services.

[www.buyability.org.au/](http://www.buyability.org.au/)

### **26TEN Literacy and Numeracy**

Information about writing in plain English is available, including Tasmania’s 26TEN Communicate Clearly: A Guide to Plain English.

[www.26ten.tas.gov.au](http://www.26ten.tas.gov.au)



# Part 7: Resources

## Checklist for tenders and quotes

It is a good idea to use a checklist when tendering or quoting, to make sure you cover everything. Below is an example of a typical checklist. You will need to develop your own based on the specific requirements of each tender.

### Planning your response

Item	Description
Have you registered your interest in this tender or quote?	If you receive your copy of the tender or quote document from a third party, register your interest with the contracting agency so that you receive any amendments.
Do you understand all the requirements?	Make sure you have read the tender or quote documentation and highlighted important points.
Do you need clarification?	If you do not understand something, talk to the Contact Officer.
When is the closing date?	When does the tender or quote close and where should it be lodged? Late tenders or quotes will not usually be accepted.
What are the conditions for participation (mandatory requirements)?	Determine the conditions for participation that you must meet in order for your tender or quote to be considered.
Is there a pre-tender briefing?	Make sure you attend any pre-tender briefing sessions.
Can you complete the entire contract in-house?	Can you complete the contract in-house or will you need to sub-contract or form a consortium? If you need outside help, make sure you give others enough time to provide input into the tender or quote.
What are the evaluation criteria?	Determine the criteria against which your tender or quote will be evaluated and note any weighting placed on each of the criteria.
Do you need a tender or quote response strategy?	For high value tenders or quotes, you may wish to determine at an early stage if you can provide a competitive submission.
What are the contract terms and conditions?	Read the contract terms and conditions and make sure you can comply.
Have you identified how to respond?	Make sure you know how the final response must be submitted and, if hard copies are required, how many. Also ensure you have allowed time to post or deliver hard copies.
What format do you respond in?	Are there any mandatory tender or quote forms to be completed? If there are, and they have not been included, your tender or quote may be considered incomplete and may be eliminated (please make sure you carefully read the instructions because in some cases not meeting a mandatory criterion will automatically exclude you).

## Preparing your response

Item	Description
Are there tender or quote Response schedules?	If tender or quote Response schedules have been provided, use them.
What numbering has been used in the tender or quote document?	If no set format for responding has been specified, follow the general format and numbering of the tender or quote specification.
Have you answered all the specified requirements?	Prepare a checklist and tick each of them off as you answer them.
Have you provided all the information requested?	Have you been requested to supply other information and documents? Are they attached to your submission?
Have you demonstrated you meet the conditions for participation (mandatory requirements)?	Make sure you have demonstrated clearly that you comply with the conditions for participation.
Have you demonstrated your ability to meet all of the evaluation criteria?	Make sure you have clearly demonstrated (not just asserted) your ability to fulfil all of the evaluation criteria.
Have you completed the price or cost schedule for all items you are tendering or quoting?	Include your costing for all items and follow the GST requirements.
Have you indicated whether you comply with the conditions of contract?	If you exceed the requirements, or only partially comply, provide a detailed explanation (if there is provision to do so).
Have you contacted your referees to confirm they are willing to be a referee?	Ensure referee contact details are correct.
Are there quality assurance requirements?	Attach any required supporting documents.
Is this an alternative tender or quote?	Check with the agency first to confirm that an alternative proposal will be considered. Clearly identify that yours is an "Alternative tender or Quote".
Have there been any amendments?	Keep track of any tender or quote addendums issued and address the issues arising.
Are you offering value for money?	Make sure your pitch is competitive.

## Submitting your response

Item	Description
How can you send your response?	Send your response in the manner requested. Make sure you provide the format and number of copies required.
Have you signed all the appropriate forms?	Sign all appropriate tender or quote forms correctly.
What needs to be on the tender or quote envelope?	Check if specific information is required to be included on the tender or quote envelope - back and front - and how to present this.

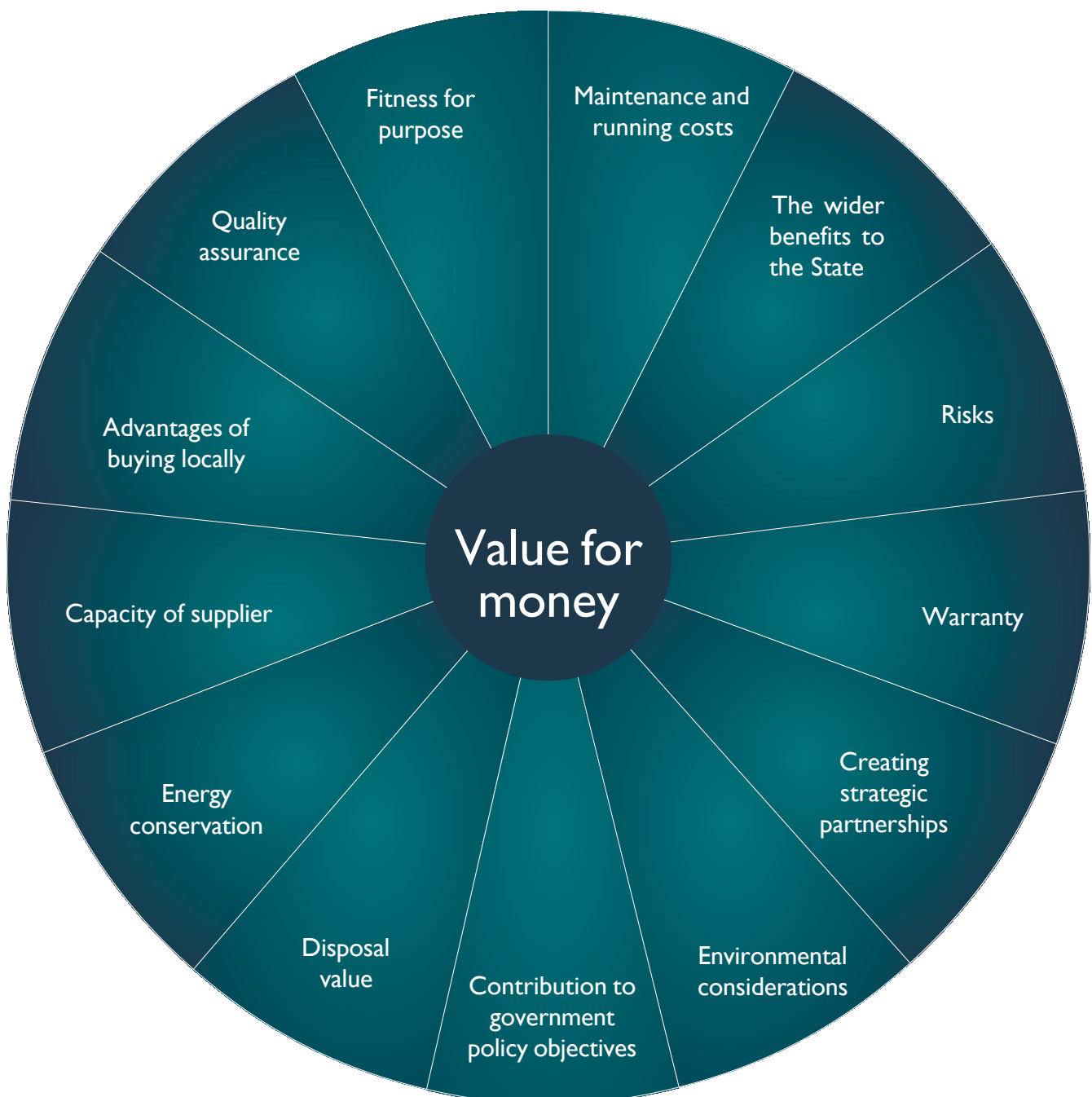
# Part 8: Want to know more about how the Tasmanian Government buys?

## Purchasing principles

This section details what the Tasmanian Government purchasing principles mean.

### What does value for money mean?

Value for money is about getting the desired outcome at the best possible price. This does not necessarily mean choosing the cheapest price.



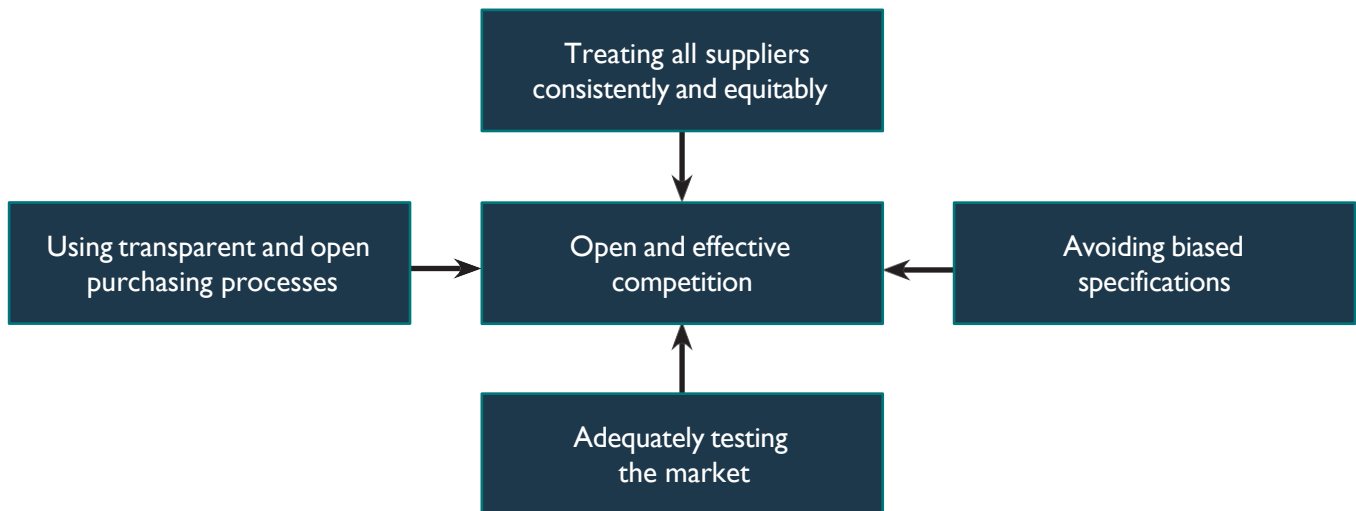
When assessing value for money, Tasmanian Government buyers will weigh up the benefits of the purchase against the cost of the purchase.

In doing so, they may consider the following questions.

### What does open, impartial and effective competition mean?

Government buyers must ensure that the purchasing process is impartial, open, and encourages competitive offers.

Open and effective competition is achieved through:



### What does observing ethical procurement standards during the course of procurement mean?

Government buyers (including external representatives purchasing on behalf of the Government) must ensure all purchasing is fair, unbiased and in the best interests of the State.

#### This means you will be:

- provided with the same information as other suppliers on which to base your tender or quotation – this means if you ask a question that results in additional information being provided to you, your question and the answer will be circulated to all other potential suppliers;
- provided with the same amount of time as other suppliers to prepare your bid;
- assured that your quotation/tender will receive fair and equal consideration; and
- assured that your dealings with Tasmanian Government are kept confidential.

#### This means that Government buyers:

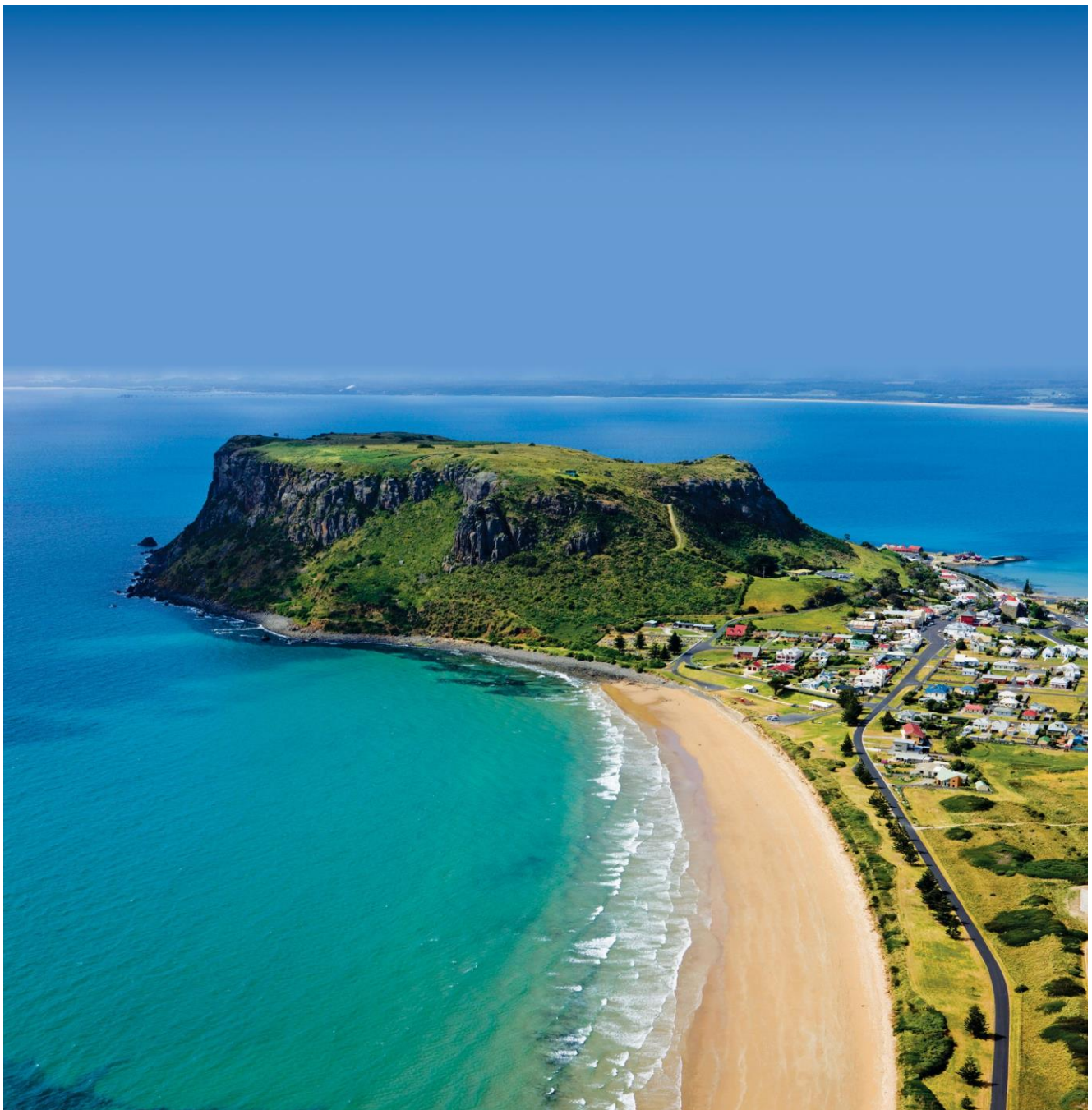
- must make their decisions in the best interests of the State and not be influenced by self-interest or personal gain;
- cannot accept gifts or any other benefits from suppliers;
- must identify and deal with any real or perceived conflicts of interest;
- undertake all purchasing in accordance with government policies and Better Practice Guidelines; and
- for building and construction and roads and bridges procurement, act in accordance with —
  - » the Australian Standard AS 4120-1994 Code of Tendering, clause 6 “Obligations of the Principal” for procurement with a value of \$50 000 or more; and
  - » the Australian Standard AS 4121-1994 Code of Ethics and Procedures for the Selection of Consultants when selecting building and construction consultants.

What does enhancing opportunities for local business mean?

Government buyers must provide local suppliers that wish to do business with Government the opportunity to do so, through the adoption of the Buy Local Policy requirements (see below).

Government buyers must actively seek bids from local businesses, particularly from those businesses that have previously requested the opportunity to compete for government business. It should be noted that enhancing opportunities for local business is not the same as giving preference to local business.

As a result of various international free trade and cooperative agreements, Tasmanian Government buyers cannot discriminate against suppliers from other states, territories and specific countries where an agreement is in place. These are detailed in the Free Trade Agreement and Cooperative Agreement participation section below.





## Purchasing policies

When purchasing goods, services or works, Government buyers are guided by several policies. You can have a look at these policies at the Winning Government Business website.

### Treasurer's Instructions

Treasurer's Instructions are the minimum rules that must be followed when procuring goods, services and works. Government buyers must follow these instructions, which are the basis of all of the Government's buying procedures. The Treasurer's Instructions are structured as follows:

- Procurement Framework - sets out the principles and policies that apply to the government procurement framework in Tasmania.
- Procurement Process - details specific process requirements for procurement in Tasmania.
- Contracts - details the principles that apply to the management of major accommodation leases, and disclosure and confidentiality in relation to government contracting.
- Disposals - details the principles that apply to the disposal of government assets.

Treasurer's Instructions can be found on the Treasury website at the following link:  
[www.treasury.tas.gov.au/purchasing-and-property/procurement-treasurers-instructions](http://www.treasury.tas.gov.au/purchasing-and-property/procurement-treasurers-instructions)

### Buy Local Policy

The Buy Local Policy ensures Government buyers provide opportunities for local suppliers to participate and succeed in bidding for the Government's business. For competitive procurement processes valued \$100 000 or more, where Tasmanian capability exists, Government buyers must seek submissions from at least two Tasmanian businesses.

Additionally, suppliers will be asked to provide, as part of a response, an Economic and Social Benefits Statement. Details are provided in Part 3.

This will help Government buyers assess the broader economic and /or social benefits your business can bring to the Tasmanian community if you are awarded the contract.

Agencies can only assess what is submitted, so it is important to explain how your business will support the local SME industry if you are successful, for example:

- direct and indirect impact of the business (staff employed/jobs created in the State, goods/services to be purchased to complete the contract);
- opportunities you will provide for Tasmanian SME companies and sub-contractors; and
- any broader economic or community benefits promoted through your business.

The Economic and Social Benefits Statement is weighted at 30 per cent of the overall evaluation criteria. You do not have to provide a Statement; however, if you do not provide a Statement, you would then be unable to be scored for that entire evaluation criterion.

### Free Trade Agreement and Cooperative Agreement participation

The Tasmanian Government, together with the Australian Government and all other state and territory governments, is bound by a number of free trade and cooperative arrangements. Some of those agreements and arrangements include specific government procurement commitments. The up-to-date list of agreements by which the Tasmanian Government has agreed to be bound can be found in the International Procurement Obligations guideline document, which is available on the Tasmanian Government Purchasing website.

### Dumped goods

Dumped goods are goods from overseas that are imported into Australia at less than their normal value and that may cause injury to an Australian industry producing similar goods, or hinder the establishment of an Australian industry.

## Environmental and climate change policies

The Tasmanian Government is committed to protecting the environment by avoiding products that are harmful to it and by minimising waste. Where possible, preference is given to environmentally sound products.

## Procuring from government entities

Government agencies can only accept offers from other government entities, including Government Business Enterprises and State-owned companies, where the price has been calculated on a full-cost-attribution basis, unless there are no private sector suppliers.

Full cost attribution ensures government entities recognise all of the costs that the private sector would normally bear; that is, direct costs plus overheads, taxes, fees and charges. If full cost attribution cannot be confirmed, then the offer must be declined.

## Procuring from businesses that employ people with disability

The Tasmanian Government is aware of the valuable role of businesses that provide employment to people with disability.

Government policy allows agencies, at their discretion, to streamline the procurement process when purchasing from businesses that predominantly exist to provide the services of people with disability, provided that the process undertaken is consistent with the intent of the Government's policy and purchasing principles.

If you are an approved Australian Disability Enterprise it is important to make sure that relevant Government buyers are aware of your business.

The BuyAbility website is a key marketing tool that all Australian Disability Enterprises can use to promote their products and services.

## Zero tolerance towards violence against any person in the workplace

Tasmanian Government procurement and template contract documentation now contains specific clauses in relation to the Government's zero tolerance towards violence against any person in the workplace. These clauses set expectations with respect to the behaviour of contractors procured to provide government works and services.

The clauses align with the Government's position of zero tolerance towards violence against women and the Government's commitment to [Survivors at the Centre: Tasmania's Third Family and Sexual Violence Action Plan 2022-2027](#).

For an information sheet for contractors in relation to this policy, go to the Tasmanian Government Purchasing website.



## Part 9: Glossary

Term	Definition
Alternative tender	<p>An alternative tender is a tender that offers an alternative proposal that still satisfies the agency's requirements.</p> <p>Alternative tenders will not be considered unless they are allowed in the Conditions of Tendering. If you wish to submit an alternative tender, check with the contracting agency first to ensure that it will be considered.</p>
Agency	For the purposes of this guide, government agencies are those agencies which are subject to the <i>Financial Management Act 2016</i> and are subject to the purchasing guidelines outlined on the Purchasing website.
Building and construction	The construction and refurbishment of buildings and residential properties, and associated maintenance (services and residential) and professional services (for example, architects).
Business category	The three business categories are: goods and services; building and construction; and roads and/or bridges.
Capital Investment Program	The Capital Investment Program comprises government agencies' capital expenditure programs, and the capital programs of statutory authorities.
Conditions of contract	Conditions of contract define the rights and obligations of both parties once the contract has been awarded. This includes insurance requirements, price variation clauses and appointment of subcontractors and other.
Conditions of tender/ quote	The rules governing what a submission should contain, how it should be submitted and how it will be evaluated.
Contact Officer	The person nominated in the RFQ/RFT for any queries about the quote or tender.
Contractor	A contractor is an individual or organisation engaged under a contract (other than as an employee) to provide goods and/or services to an agency. A contractor will usually work under the supervision of an agency manager.
Contract	A contract is an obligation, such as an accepted offer, between competent parties upon a legal consideration, to do, or abstain from doing, some act.
Consultant	A consultant is a particular type of contractor (refer contractor definition) who is engaged to provide recommendations or specialist or professional advice to assist or influence agency decision making.
Dumped goods	<p>Dumped goods are goods that:</p> <ul style="list-style-type: none"> <li>• are imported from overseas at less than their normal value</li> <li>• may cause injury to an Australian industry producing similar goods, or hinder the establishment of an Australian industry</li> </ul> <p>The Anti-Dumping Commission administers Australia's anti-dumping system. More information is available through the Australia Government's Department of Industry, Science and Resources website.</p>

Term	Definition
Evaluation criteria	Evaluation criteria are used to assess the merit of offers received. The evaluation criteria are specified in the RFQ/RFT.
Evaluator	A generic term used in this document when referring to either an Evaluation Panel or a Government buyer.
Free trade agreements	Free trade agreements are negotiated agreements between two or more countries to form a free trade area. The free trade area increases trade between the signatories through the removal of tariffs, quotas, 'buy local' penalties and other trade barriers.
Goods and services	Goods are tangible, transportable supplies. Services are intangible supplies or effort, such as consultancies (other than building and construction related consultancies).
Government Agency	See 'Agency'.
Government Business Enterprise	Government Business Enterprises (GBEs) are entities which operate outside the Public Account, principally on the basis of funds derived through their operations. GBEs are subject to their own enabling legislation and the Government Business Enterprises Act 1995.
Minor works	Building and construction/roads and bridges contracts with an estimated total value of under \$500 000.
Major works	Building and construction projects (including construction and maintenance) and roads and bridges projects with an estimated total value of \$500 000 or more.
Probity Adviser	A Probity Adviser provides advice on probity issues before and during the process of tendering and contracting to ensure the process is fair and in accordance with Government guidelines.
Purchasing	Also known as procurement. Purchasing is the acquisition of goods or services.
Prequalification	Prequalification classifies you according to your expertise and capability in specific work categories within a specific financial range. Prequalification is only required for building and construction/roads and bridges consultants and contractors. It is not available for goods and services.
Quality Assurance	A system of activities to provide assurance that quality control is effective.
Quotation/quote	A quotation (or quote) is the bid submitted in response to a Request for Quotation from a contracting authority.
Request for Quotation (RFQ)	A Request for Quotation can be either a verbal or written request for offers from businesses capable of providing a specified work, good or service.
Request for Tender (RFT)	A Request for Tender is a document soliciting offers from businesses capable of providing a specified work, good or service. Requests for Tender are usually advertised.
Roads and bridges	The construction and maintenance of roads and bridges and associated professional services (for example, civil engineers).



Term	Definition
Specifications	A document that clearly, accurately and completely describes the essential requirements of the goods, services and/or works being purchased.
State-owned Company	State-owned Companies (SOCs) operate outside the Public Account, principally on the basis of funds derived through their operations and are subject to the Corporations Act 2001, Company Constitutions and their respective Portfolio Legislation, for example, Aurora Energy Pty Ltd and TT-Line Company Pty Ltd.
Statutory authority	Statutory authorities are each established under specific legislation that defines the purpose for which they are established and the general functions for which they are responsible.
Tasmanian business	All businesses operating in the state, which have a permanent office or presence in Tasmania and employ Tasmanian workers.
Tasmanian small and medium sized enterprises (Tasmanian SMEs)	Tasmanian businesses employing less than 200 people.
Tender	A proposal, bid or offer that is submitted in response to a Request for Tender from a contracting authority.
Value for money	Value for money means achieving the desired outcome at the best possible price.
World Trade Organisation Agreement on Government Procurement	A plurilateral agreement between a number of World Trade Organisation members with a fundamental aim to mutually open government procurement markets among its international parties.





Department of State Growth  
Business Tasmania

PO Box 1186  
Launceston TAS 7250 Australia

Phone: 1800 440 026

Email: [ask@business.tas.gov.au](mailto:ask@business.tas.gov.au)

Web: [www.business.tas.gov.au](http://www.business.tas.gov.au)

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