



SUBMIT A CONFORMING TENDER

OFFER Tips and FAQ Sheet

PLANNING YOUR OFFER...

1 REVIEW THE REQUEST FOR TENDER
Please ensure you read, understand and can meet the requirements of the tender documents.

2 CLOSING DATE FOR TENDER
It is important to take note of the closing date and time. Late offers may not be considered.

3 WHAT HAPPENS IF INDUSTRY BRIEFINGS OR SITE VISITS ARE REQUIRED?
Industry briefings or site visits may be a mandatory requirement of the tender and are usually conducted while the tender is being advertised.

If an industry briefing or site visit for a tender is required, this will be detailed in 'Section 2 - Brief to Tenderers'.

It is important to note that if these are a mandatory requirement, then companies who do not attend cannot be considered.

4 QUESTIONS REGARDING THE TENDER?
All questions in relation to the tender must be posted via the TenderLink Online Forum at www.tenderlink.com/lcc/.

Final date for questions will be the Thursday before the tender closes. Please ensure any questions, are asked prior to this date. Questions after this date will not receive a response.

PREPARING YOUR OFFER...

5 RESPOND IN FULL TO THE TENDER EVALUATION CRITERIA
Council selects the tenderer/s from offers received who best addresses the evaluation criteria and represents value to Council. Further information on what is required can be found in 'Section 2 - Brief to Tenderers' documentation within the tender.

6 NON PRICE RETURNABLE SCHEDULES
Please ensure you complete all requested forms for Council to evaluate. Also take care to include all relevant information and attachments to support your tender offer.

7 INCLUDE YOUR BEST REFEREES
When nominating your referees, please select the strongest and most suitable referees.

8 AVOID ASSUMPTIONS
Do not assume the tender evaluation team knows about your business and its capabilities, in particular those who currently work with Council. Only information submitted in your offer will be evaluated.

9 STRUCTURE YOUR OFFER CLEARLY
Ensure you have set out your tender response clearly, logically and organised.
Please refer to 'Section 2 - Brief to Tenderers' for information on how your response should be set out.

SUBMITTING YOUR OFFER...

10 HOW DO I SUBMIT MY OFFER?
All tender offers must be submitted via the TenderLink website (www.tenderlink.com/lcc/).

11 LODGEMENT OF TENDER OFFER
Never underestimate the time required to complete your offer, including the lodgement process. Late or incomplete tender offers may be excluded from consideration.

WANT MORE GREAT TIPS ON HOW TO SUBMIT A COMPETITIVE OFFER?
Register your interest at the next Supplier Information Session, via email at:
corporateprocurement@logan.qld.gov.au

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TENDER OFFER FAQ Sheet

1. My tender was not successful and I would like feedback on how I could have improved my offer. Is this possible?

You should always request a debriefing on your tender offer after the process has been completed, especially if your offer is not successful. Feedback from the evaluation panel can be extremely useful in understanding how your offer can be improved and can assist you in preparing for your next tender.

Please be aware Council can only discuss the details of your tender and cannot discuss the contents of any other tenderers offer. Please contact the nominated Council officer on your tender outcome correspondence.

2. I have a complaint about the tender process. Who can I make a complaint to?

Council has a formal complaint management process, called the "administrative action complaints process", in place.

For more details about Council's complaints process (or to download a PDF complaint form) you can visit Council's website via the web address <http://www.logan.qld.gov.au/about-council/contact-us/administrative-review> or search with the words "complaints management process" on Council's website.

3. I am a current contractor to Council. Will I be guaranteed to be awarded a contract?

No, there is no guarantee existing contractors will be awarded a new contract. The purpose of Council going to the open market for each tender is to encourage open and effective competition through public advertisement. This process promotes transparency and fairness to all tenderers on the basis all respondents will be assessed against the same criteria.

When Council selects the successful tender/s, all respondents can be confident that Council has followed strict probity and evaluation guidelines in the evaluation and award stage of the tender process. In every instance Council will only accept the offer most advantageous to it, having regard to the Sound Contracting Principles.

4. My price was cheap and very competitive. Why wasn't I awarded the contract?

Price is not the only determining factor when determining value for money. Therefore, having the lowest priced tender will not always guarantee that your tender will be successful. Always refer to the evaluation criteria situated within the document "Brief to Tenderers", for further information on how value for money will be evaluated.

For more information

Phone 3412 3412

Visit www.logan.qld.gov.au

Email council@logan.qld.gov.au