

**HOW TO FIND OUT WHEN OPPORTUNITIES ARISE...**

1. **MONITOR THE DOUGLAS SHIRE COUNCIL WEBSITE (TENDERS PAGE)**
2. **RECEIVE NOTIFICATIONS VIA VENDOR PANEL**
3. **CHECK NEWSPORT**

**PLANNING YOUR OFFER...**

**4. REVIEW THE REQUEST FOR RESPONSES**

Please ensure you read, understand and can meet the requirements included in the tender documents.

**5. CLOSING DATE FOR TENDER**

It is important to take note of the closing date and time. Late offers may not be considered.

**6. WHAT HAPPENS IF A BRIEFING OR SITE VISIT IS REQUIRED?**

Briefings and/or site visits may be a mandatory requirement of the tender and are usually conducted while the tender is being advertised.

If a briefing or site visit for a tender is required, this will be detailed in the request for responses and/or Scope of Works.

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

**7. QUESTIONS REGARDING THE TENDER?**

All questions in relation to the tender must be posted via Vendor Panel ([www.vendorpanel.com](http://www.vendorpanel.com)). This is to ensure fairness and transparency. If you contact a Council Officer to ask questions regarding a current tender, you will be directed to Vendor Panel. All questions and answers will be shared via Vendor Panel.

Final date for questions will be included in the request for responses. Please ensure any questions are asked prior to this date. Questions after this date will not receive a response.

**PREPARING YOUR OFFER...**

**8. RESPOND IN FULL TO THE TENDER EVALUATION CRITERIA**

Council selects the tenderer/s from responses received that best address the evaluation criteria and represent value to Council. Further information on what is required can be found in the Scope of Works.

**9. 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. Failure to do so may adversely affect your chances.

**10. INCLUDE YOUR BEST REFEREES**

When nominating your referees, please select the strongest and most relevant to the project you are submitting a proposal for.

**11. LICENSES, PERMITS & INSURANCES**

Ensure that licenses, permits and insurances are current prior to submitting your tender.

**12. STRUCTURE YOUR OFFER CLEARLY**

Ensure you have set out your tender response clearly, logically and organised.

Please refer to the request for responses and Scope of Work for information on how your response should be set out.

**SUBMIT YOUR OFFER...**

**13. HOW DO I SUBMIT MY OFFER?**

All tender offers must be submitted via the Vendor Panel website ([www.vendorpanel.com](http://www.vendorpanel.com)).

**14. 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.

## TIPS AND FREQUENTLY ASKED QUESTIONS SHEET

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

You can absolutely request a debriefing regarding your tender after the process has been completed; especially if your offer was unsuccessful. 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.

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

In the first instance, please review the Procurement Process Conditions at:

<https://douglas.qld.gov.au/download/tenders/Procurement-Process-Conditions-FNQROC.pdf>

The document includes the following:

**1.4 (Complaints in relation to the Procurement Process)** The Respondent must make any complaint in relation to the Procurement Process using the Communication Method immediately upon the cause of the complaint arising or upon the Respondent becoming aware of the cause. The complaint must be made in writing to the Complaints Manager and must contain adequate detail to allow the Principal to properly investigate the complaint.

For more details about Council's complaints process (or to download a PDF complaint form) you can visit Council's website at <https://douglas.qld.gov.au/council-information/complaints/>.

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

No, there is a 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. 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 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 Scope of Work so that you understand the criteria that Council is evaluating and the weightings attributed to each of the criteria.

### 5. Will my price be shared with other vendors?

Changes to the Local Government Act 2009 (Qld) and the Local Government Regulation 2012 (Qld) means that all submitted prices for materials/services above \$200,000 will be made public in open Council Meetings. These changes were communicated to vendors via the Notice to Tenderers - Legislative Changes 2020 distributed in late October, 2020.

For more information:

Phone: (07) 4099 9444

Visit: [www.douglas.qld.gov.au](http://www.douglas.qld.gov.au)

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