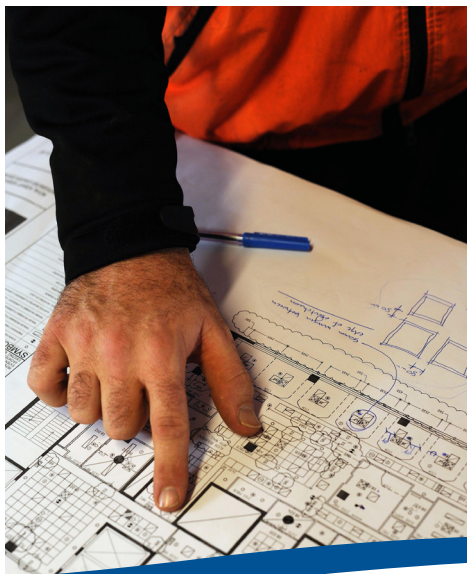


A guide to tendering or quoting for
Tasmanian Government business
June 2017

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 particularly focuses on developing tenders or larger quotes for the Tasmanian Government and includes information, tips, tools and resources to help you to develop a professional tender or quote.

Although each government agency is generally responsible for its own purchasing they all have to follow specific processes and this guide will help you apply for business with all Tasmanian Government agencies. 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 will explain 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.

This website will lead you to the Winning Government Business and Tasmanian Government Tenders websites.

All websites referred to throughout this guide are listed in **Part 6: How to get help**.



Part 1: 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 and effective competition.
3. Purchasing ethically, and in accordance with a code of conduct.
4. Enhancing opportunities for local business.

Government agencies must follow strict 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: Want to know more about how the Tasmanian Government buys?**

Purchasing limits

The Tasmanian Government buys many goods, services and works, and its projects can range from small to very large. The size of the purchase will determine whether a formal process has to be followed. This is determined by purchasing limits as outlined below.

Goods and services

When the Tasmanian Government is buying goods and services:

- purchases of \$50 000 or less are at the discretion of the relevant agency
- purchases of more than \$50 000 but less than \$250 000 require a minimum of three written quotes, with at least two from a Tasmanian business where capability exists
- purchases of \$250 000 and over require an open tender process with at least two tenders sought from a Tasmanian business where capability exists.

Building and construction/roads and bridges

When buying building and construction or roads and bridges works:

- purchases of \$50 000 or less are at the discretion of the agency
- purchases of more than \$50 000 but less than \$250 000 require at least three written quotes, with at least two from a Tasmanian business where capability exists
- purchases of \$250 000 and over require an open tender process with at least two tenders sought from a Tasmanian business where capability exists. In some cases, tenderers must be prequalified (or registered) with the Government to be eligible to tender.

For more information see **Prequalification** on page 4.

When engaging consultants and an appropriate prequalification category exists, agencies must only use prequalified consultants (regardless of the contract value). The Value Based or Qualifications Based selection methods are used for these engagements. Where prequalification categories do not exist, or for the engagement of consultants for roads and bridges projects, agencies are required to:

- seek at least one quotation for procurement valued at below \$10 000
- seek at least three quotes for procurements valued at more than \$10 000 and less than \$100 000
- conduct an open tender for procurements with a value of \$100 000 or more.

How do I access Tasmanian Government business?

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.

Let agencies know you are out there

As previously noted, 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.

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 Agency Buying Directory (by Product) at the Winning Government Business website for a list of products that each agency regularly purchases.

Contact the buyers in that agency

Refer to the Agency Buying Directory (by Agency), at the Winning Government Business website for contact details for Government Buyers.

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, or sending them a brochure or other promotional material that becomes available. However, like any business relationship, do not bombard them and appreciate that they 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

Prequalification is a way of letting the Government know in advance that you have the skills and capability to do certain categories of work. 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.

Contractors who wish to offer services to the Tasmanian Government for building and construction works are required to be prequalified where a suitable category exists for procurements valued at \$250 000 or more. All building and construction consultants are required to be prequalified, where a suitable category exists. 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, but you are required to be prequalified by close of tender. The prequalification assessment process can take two working weeks (subject to all documentation being provided), so it is a good idea to be prequalified before you tender for works.

Approval for the building and construction prequalification scheme is valid for two years for contractors and three years for consultants. To apply, you will need a prequalification application form and the supporting documentation. For more information, visit the Winning Government Business website.

The roads and bridges prequalification scheme is administered by the Department of State Growth and for that scheme a contractor is required to be prequalified prior to tendering for works.

If you employ people with disabilities

Government Buyers can, at their discretion, choose to seek quotations or purchase directly from businesses that employ people with disabilities (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 Australian Disability Enterprises website at www.ade.org.au.

For more information, see *Procuring from businesses that employ people with disabilities* in **Part 8: Want to know more about how the Tasmanian Government buys?**

Part 2: Getting started

How will I know when opportunities come up?

Look for advertising

You can find out about an opportunity to tender or quote for Tasmanian Government business via:

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 in the categories you have expressed interest in.

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

Saturday editions of Tasmanian and national newspapers

It is important that you monitor the Tasmanian and Australian newspapers to identify any tenders not advertised on the Tasmanian Government tender website.

Direct contact

If you have made yourself known to Government Buyers (as outlined in Part 1) and a purchasing opportunity arises, a government 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 of 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.

State Capital Program

The State Capital Program is the name used to describe:

- all government agency capital expenditure programs
- the capital programs of statutory authorities, government business enterprises and State-owned companies.

Information on future Tasmanian Government capital projects is listed in each year's Budget Paper No 2 available at www.treasury.tas.gov.au. Reviewing this 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 (RFQ)

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 works, goods or services under the value of \$250 000.

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

Request for Tender (RFT)

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 works, goods or services worth \$250 000 or more.

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
- 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 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 on page seven outlines the key sections of an RFQ/RFT document.

Government information technology conditions (GITC)

If you are bidding for an information technology (IT) contract, a condition of quotation/tender will be that you agree to sign the Government Information Technology Conditions (GITC) Head Agreement if you are successful.

The GITC was designed to help efficiently develop contracts between the Tasmanian Government and the IT industry. It consists of:

- a generic Head Agreement between the Crown and an IT company (organised by the Department of Treasury and Finance, and containing general IT terms and conditions)
- official purchase orders which are the individual purchase orders between an agency and an IT company (organised by agencies and containing specific requirements) for software orders, hardware purchases, the supply and integration of a system, and other IT services.

For information on the GITC including a copy of the Head Agreement and purchase order examples, go to the Contracts section of the Purchasing website.

Table 1: 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"> • Definition of terms • Name and contact details of Contact Officer • Details of pre-tender briefing details (if applicable)
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"> • Evaluation criteria and any weightings to be applied (this may include participation criteria, mandatory criteria and qualitative evaluation criteria) • Closing date, time and place to lodge tenders • Agency contact details • Notification of pre-tender briefing sessions • Pricing requirements (for example, whether prices should include or exclude the GST) • Relevant government policies and principles
Specifications	Provides a comprehensive description of what is required	<ul style="list-style-type: none"> • Functional requirements • Technical requirements • Performance requirements
Conditions of contract	Sets out the contractual terms that will be used	<ul style="list-style-type: none"> • Information on your rights and obligations • Information on the Government's rights and obligations
Tender form/quotation form	To be completed by all tenderers	<ul style="list-style-type: none"> • Lists all the information to be provided and declaration of compliance with conditions and requirements, including a summary of costs where appropriate. • Supplier's name and contact details • ABN • Signatures of witnesses
Response schedules	May be required to be completed by tenderers to provide the information specified	<ul style="list-style-type: none"> • The format in which information is to be presented to allow the agency to assess the offer against the evaluation criteria

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.

Marking key sections with sticky notes will also help you find the information you are looking for quickly.

Seek further information

Contact officer

Once you have read the RFQ/RFT, you can phone or email the Contact Officer to ask questions. However, the Government must ensure that any information provided to one potential bidder is provided to all. This ensures that all bidders have the same information and are competing on a level playing field.

When seeking information, don't just focus on information about the tender or quote process; make sure you fully understand the requirements so you can fully address these in your submission.

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 will be held to clarify any uncertainties that you may have relating to the work site or the tender/quote documentation. This gives you an opportunity to fully understand the work required.

For some tenders, such as cleaning, construction or roads tenders, these sessions are held on site 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 should be issued as an Addendum to the RFQ/RFT.

Decide whether to bid

When you have reviewed the RFQ/RFT and sought 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 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 page four of Part 1 for more information about prequalification.
- Do 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 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. Reviewing **Part 3: Developing a competitive tender or quote** will help.
- 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 in 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:

- quotation or tender form
- a statement addressing each of the evaluation criteria
- details addressing the requirements of the specifications
- pricing schedules
- local small and medium-sized enterprises (SME) Industry Impact Statement or Tasmanian Industry Participation Plan
- insurance information
- referees
- other special requirements.

Quotation or tender form

This form is included in each RFQ/RFT document. It must be completed and signed for your tender or quote to be eligible.

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:

- compliance (or mandatory) criteria
- qualitative criteria
- price.

Compliance criteria/mandatory criteria

Compliance criteria (sometimes called mandatory criteria) 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?

Your tender may be immediately eliminated if you do not comply with these criteria.

The compliance criteria 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 under compliance criteria (or mandatory criteria) in the evaluation of tenders section of the conditions of quotation/tender.

How you address the compliance 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 (or rationalise any areas of non-compliance).

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.

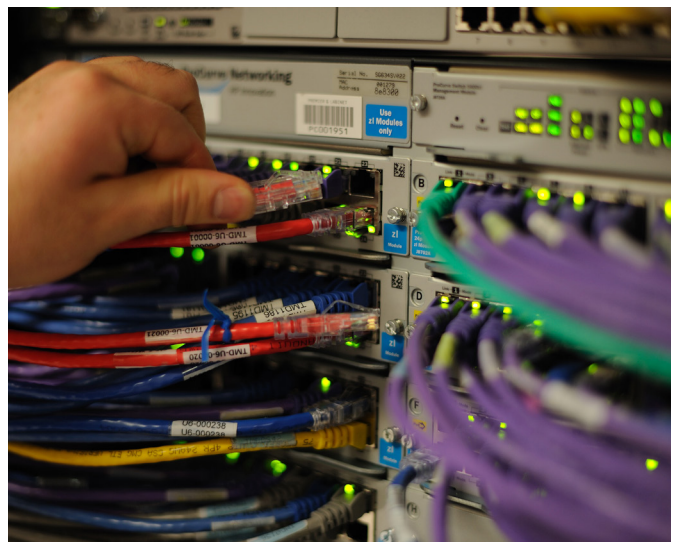
Some of the compliance criteria do not require you to provide any information, for example, a requirement that your tender was submitted on time.

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 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. Your responses will generally be scored out of ten.

Ensuring you address all aspects of the criteria will help you cast your submission in a positive light. The tips on page 13 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 skills 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?
- Use straightforward language that reflects the language and terminology used in the criterion.
- Be specific about what you did; don't just describe the problem or issue.
- Ensure your claims against each criterion are strong, 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.

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.

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.

Local small and medium-sized enterprises industry impact statement

For tenders over \$50 000 and up to \$2 million (or up to \$5 million at the discretion of the agency), as part of a commitment to maximising opportunities for local small and medium-sized enterprises (SMEs) to benefit from Tasmanian Government business, you will need to provide a statement about how your business will impact on the local industry if you were to provide the advertised goods or services to the Government.

Your local SME Industry Impact Statement is an essential part of your submission. It contributes a minimum of 10 per cent of the procurement evaluation and will be used by the agency to evaluate your submission. Tenderers that fail to submit a statement will not get a score for this criterion.

Tasmanian Industry Participation Plan

Tenders over \$5 million and some over \$2 million (at the discretion of the agency) will require a formal Tasmanian Industry Participation Plan (TIPP), which provides more detail than a Local SME Industry Impact Statement. The TIPP will contribute a minimum of 10 per cent of the procurement evaluation and will be used by the agency to evaluate your submission. Tenderers that fail to submit a TIPP will not get a score for this criterion. Regardless, the successful supplier will be required to complete a TIPP prior to finalising the contract.

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' 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. 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.

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 Evaluation Panel find the information it is looking for easily.

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 Evaluation Panel can easily find the information it is 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.

To increase the chances of the Evaluation Panel understanding the context of your appendices, 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

Cover letter

- 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.

Cover page

- 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.

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 or an eye-catching graphic to give a positive first impression.

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 media communications strategy will require a higher standard of presentation than a bid to do some kerbing.

Some simple tips for writing your submission include:

- 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.

Page layout

- Leave white space within your document to maximise readability and 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 Evaluation Panel. 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 graphics, photographs, tables or charts, use a caption to describe it.
- Also 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.
- 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** section of this Guide to help.

Competitively price your bid

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 evaluation panel will be looking for the tender that presents the best value for money. This does not necessarily mean the cheapest price, and the evaluation panel 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** on page 21 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 evaluation panel.

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 say whether facsimile and/or electronic tenders will be accepted. If so, they 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 the machine has been engaged or is faulty, your submission may not be accepted. If you suspect your tender has not transmitted properly, call the contact person responsible for the tender to discuss.



Part 4: The evaluation process

What happens once I have submitted my tender or quote?

Acknowledgment of receipt

Once your tender or quote has been submitted you will normally receive a letter or email acknowledging that it has been 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.

Invitation to meet

You may be invited to meet with the government buyer or the evaluation panel that is assessing the tender or quote you submitted.

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

The government buyer or evaluation panel may request you present particular information about your product 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 they may be contacted at any stage during the evaluation process. It is good practise and courteous to first contact your referees to confirm they are willing to be a referee for any 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?

Evaluation Panel or Government Buyer

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 RFT/RFQ document. 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 the compliance criteria (or mandatory criteria) outlined in the 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 may mean that your submission might be considered invalid and eliminated from further evaluation.

In some cases, you may be contacted to provide evidence of your compliance if it is not clear in your submission.

Assessment against the qualitative criteria

If your tender is found to be compliant, 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 requirement 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 evaluation panel 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 excluded in the price.

Scoring

Often, Evaluation Panel members will have a scoresheet for each submission. They will evaluate each submission scoring each qualitative criterion as they go. When they do this, the evaluation panel will look to see that the submission covers everything they need.

Sometimes criteria have several elements and the Evaluation Panel 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 evaluation panel 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.

Once they have scored each submission separately, the Evaluation Panel meets to discuss their individual scores and comments and to reach a combined position that is recorded and documented.

Imagining the evaluation panel 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 evaluation panel (or buyer) weighs 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.

Government Buyers will not necessarily choose the cheapest quote. They will assess price in conjunction with the other evaluation criteria to select the bidder that offers the best value for money.

For more information about value for money see *What does value for money mean?* on page 31.

How is a final decision reached?

Referees contacted

Before making a final decision, the Government Buyer or Evaluation Panel 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 Evaluation Panel or Government Buyer has made its 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

For all procurements with a value of \$100 000 or more, the Government Buyer undertakes an internal review of evaluations to ensure all policies and procedures were followed.



Part 5: Notification and debriefing

How will I be notified?

Notification from the Contact Officer

The Government Buyer will notify you of the outcome of the evaluation process once the decision is final and approved. 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 recommended that you seek a debriefing interview with the relevant agency 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 weakness 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 (usually the panel chair) 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
- subcontracting 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.

To do this 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, at 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 a failure to seek public tenders
- 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 taken. This may include recalling tenders or quotations, provided there is no undue cost or disadvantage to other companies.

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 TAS 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 mean that certain information relating to contracts must 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.

Contracts that result from streamlined processes (such as procuring from organisations that employ people with disabilities) must also be reported in annual reports. Contracts valued at over \$2 million are made available publicly on the Tenders website, unless it is not practicable to do so.

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.

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 Crown Contracts Confidentiality Policy at the Tasmanian Government 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

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/winninggovernmentbusiness/

Tasmanian government tenders

Visit the 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/

Agency Buying Directory

To find a list of products and services each government purchases, visit the Agency Buying Directory on the Winning Government Business website.

www.purchasing.tas.gov.au/winninggovernmentbusiness/agencybyproduct.jsp

You can also view what each government department purchases, as well as who to contact within each department.

www.purchasing.tas.gov.au/winninggovernmentbusiness/agencybyagency.jsp

Australian Disability Enterprises website

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

www.ade.org.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 will 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 will be considered incomplete and will be eliminated.

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 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.

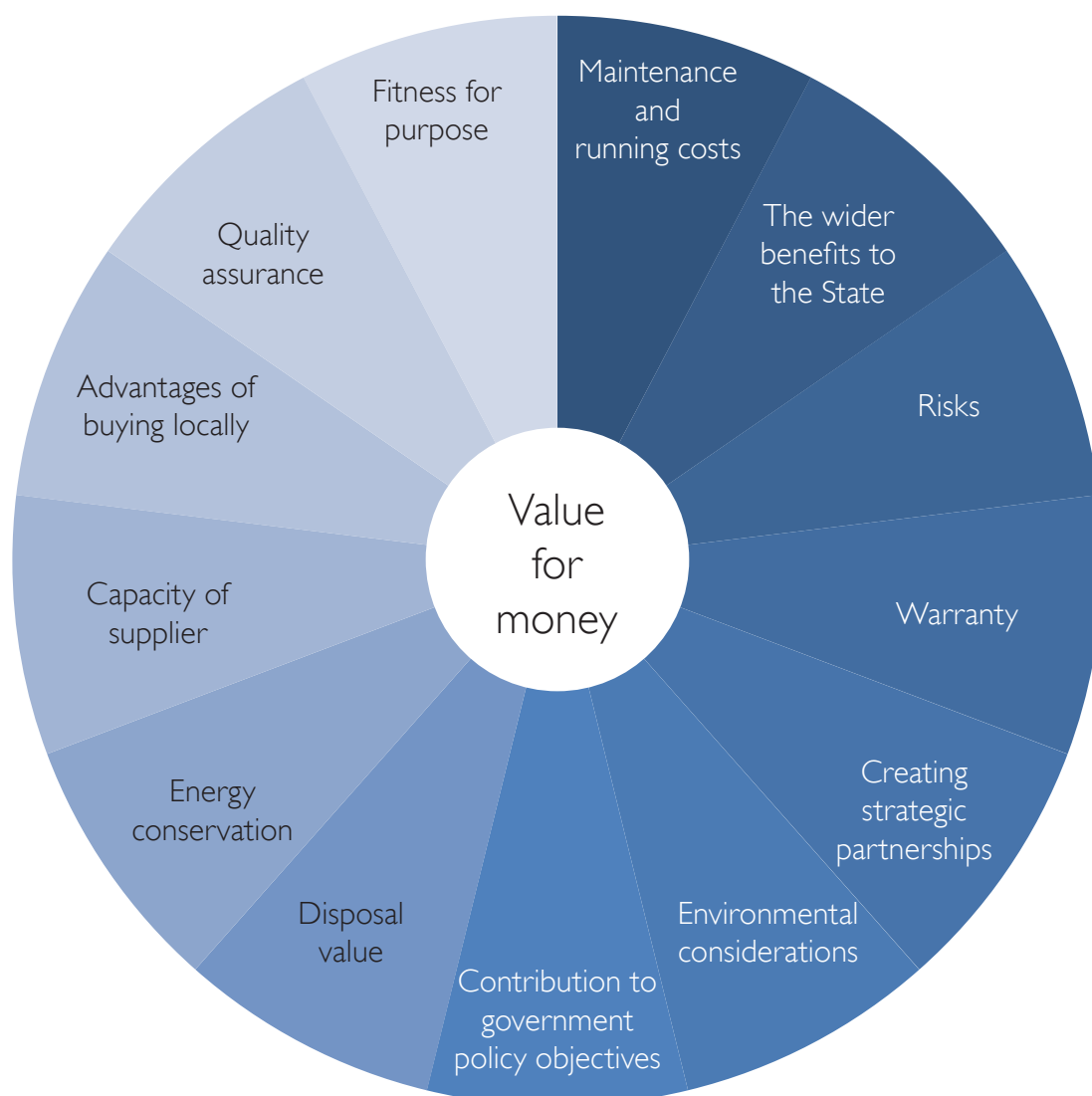


Part 8: Want to know more about how the Tasmanian Government buys?

Purchasing principles

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.

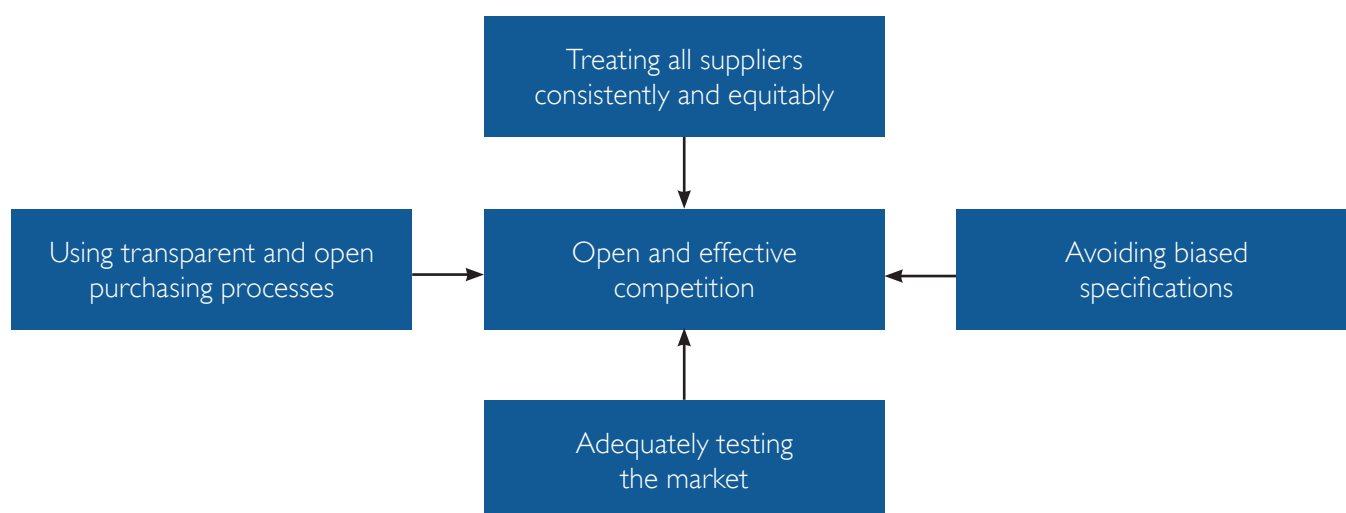


When assessing value for money, Tasmanian Government Buyers will weigh up the benefits of the purchase against the cost of the purchase. In doing so they may consider:

What does open and effective competition mean?

Government Buyers must ensure that the purchasing process is impartial, open and that competitive offers are encouraged.

Open and effective competition is achieved through:



What does purchasing ethically and in accordance with a code of conduct mean?

Government Buyers must ensure all purchasing is fair, unbiased and in the best interests of the state.

This means suppliers will be:

- provided with the same information as other suppliers to base your tender or quotation on – 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 their bid
- assured that your quotation/tender will receive fair and equal consideration
- assured that your dealings with Tasmanian Government are kept confidential.

It 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 the government policies (see **Purchasing policies** on page 33).

What does enhancing opportunities for local business mean?

Government Buyers must ensure local businesses that want to do business with the government have the opportunity to do so and that these businesses comply with the requirements of the Tasmanian Government's Buy Local Policy (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, New Zealand, the United States, Chile, Korea or Japan.

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.

Treasurer's Instructions are broken down according to the type of procurement:

Series Number	For Treasurer's Instruction relating to the following
I100 series	Purchasing of goods and services
I200 series	Purchasing of building and construction/roads and bridges
I300 series	Disposals
I400 series	Government's position on confidentiality in contracts and information on how unsolicited proposals are assessed

Treasurer's Instructions can be found at www.treasury.tas.gov.au

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 procurements valued greater than \$50 000, where local capability exists, Government Buyers must approach Tasmanian businesses to participate.

When the goods, services or works will cost the Government more than \$50 000, tenderers will be asked to provide, as part of a response, either:

- a Tasmanian Industry Participation Plan (for procurements valued \$5 million and over, or where the Head of Agency determines at their discretion for procurements over \$2 million and up to \$5 million)
- a local SME Industry Impact Statement (for all other procurements).

This will help Government Buyers assess the impact on local small to medium enterprises should you be 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 local SME companies and sub contractors
- any broader economic or community benefits promoted through your business.

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. These are the:

- Australia and New Zealand Government Procurement Agreement
- Australia–United States Free Trade Agreement
- Australia–Chile Free Trade Agreement
- Korea–Australia Free Trade Agreement
- Japan–Australia Economic Partnership Agreement

For up to date information about the agreements, visit www.purchasing.tas.gov.au

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. In 1999, the Tasmanian Government introduced a policy to ban government agencies from purchasing dumped goods or goods that are suspected of being dumped.

Environmental and climate change policies

The Tasmanian Government is committed to protecting the environment by avoiding products that are harmful to it and by avoiding 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 disabilities

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

Government policy allows agencies, at their discretion, flexibility to streamline the procurement process when purchasing from businesses that exist to provide the services of people with a 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 – or for businesses outside of Australia's jurisdictions, have a predominant proportion of employees with a disability or your predominant purpose is the provision of employment to persons with a disability – it is important to make sure that relevant Government Buyers are aware of your business.

The Australian Disability Enterprises website (www.ade.org.au) 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

The Government has a position of zero tolerance towards violence against women under the *Safe Homes, Safe Families, Tasmania's Family Violence Action Plan*, and in support of Tasmanian Government agency efforts to obtain White Ribbon Workplace Accreditation. Accordingly, Tasmanian Government procurement and associated contractual documents now contain 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.

For an information sheet for contractors in relation to the policy go to www.purchasing.tas.gov.au



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>
Australia and New Zealand Government Procurement Agreement (ANZGPA)	<i>The Australia and New Zealand Government Procurement Agreement</i> abolishes state purchasing preferences and ensures that Australian and New Zealand suppliers are given equal consideration and opportunities to contract for the supply of goods and services to the Commonwealth, state and territory governments.
Agency	For the purposes of this guide, government agencies are those agencies which are subject to the <i>Financial Management and Audit Act 1990</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.
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.

Term	Definition
Dumped goods	<p>Dumped goods are goods that:</p> <ul style="list-style-type: none"> • are imported from overseas at less than their normal value • may cause injury to an Australian industry producing similar goods, or hinder the establishment of an Australian industry • have been classified as being 'dumped' by the Department of Immigration and Border Protection.
Evaluation criteria	Evaluation criteria are used to assess the merit of offers received. The evaluation criteria are specified in the RFQ/RFT.
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.
Government Information Technology Conditions (GITC)	The Government Information Technology Conditions is used for most purchases of computer hardware, software and IT services, regardless of value.
Local small and medium enterprises (SMEs)	Australian and New Zealand businesses employing fewer than 200 people.
Minor works	Building and construction/roads and bridges contracts with an estimated total value of under \$250 000.
Major works	Building and construction projects (including construction and maintenance), and roads and bridges projects, with an estimated total value of \$250 000 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.

Term	Definition
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).
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.
State Capital Program	The State Capital Program comprises government agencies' capital expenditure programs, and the capital programs of statutory authorities, government business enterprises and State-owned Companies.
Tasmanian business	All businesses operating in the state, which have a permanent office or presence in Tasmania and employ Tasmanian workers.
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.



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