

Industry Capability Network
Wellington
29th April 2009

Responding to Tenders 1.01



Executive Summary

- A good Executive Summary
 - Brief and relevant
 - Highlights the main points of the response
 - Gives a very good high level overview
- Executive Summaries should not
 - Be the size of the response
 - Include information not referred to elsewhere
 - Contain mainly Company information or promotional material

This is not a rated section.

We read this to gain a good overall summary of your proposal – make us want to read the rest.

Response Structure

- **Good**
 - Follows the format and instructions in the RFP, we don't include these for fun
 - Does not make any assumptions
 - We don't know who you are
 - We don't know what you have done
- **Not Good**
 - Deviate from that prescribed
 - Place cost in non defined areas
 - When we say no promotional material we mean no promotional material

Specific Questions and Answers

- **Answers Should**
 - Address the question
 - Closed questions answered yes or no
 - Provide sufficient information for the evaluator to be comfortable
- **Answers Should not**
 - Reference a web site, this does not constitute an answer
 - Commence with/include 'sales'
 - Refer answer to another question
 - Require us to look for the answer
 - Answer an open question with a closed answer

Generic Questions and Answers

We ask these to understand your standard practice in project management, risk management etc. These are as important as the technical or RFP specific questions.

- **A good answer**
 - Demonstrates your commitment to best practice
 - Your ability to deliver in fair weather or foul
 - Demonstrate you have done this before
 - Demonstrate your willingness to do business
- **Answers should not**
 - Trot out standard project management risks, if there are any identify specific risks
 - Assume we know the answer because we have done business in the past

Contracts, Appendix, Pricing, Other

- Draft contracts are provided to assist in the process
- Appendices should support your response and not just be marketing material
- Pricing – always an area of discussion
 - Needs to be clear and unambiguous
 - Needs to show where savings/discounts can be made
 - Needs to detail all costs – hidden costs are never appreciated
- Quality Control
 - Using another organisations name/title
 - Spelling
 - Grammar

What We Can Improve On

- Sticking to published timeframes
- We are not always sure what it is we want
- We ask too many questions, some of which are vague
- Feedback
- Use the correct tender document

The Process We need to Follow

- We need to follow the rules
- Some of the documents we need to complete:
 - Procurement plan
 - Evaluation process
 - Weightings
 - Internal business case (s)
 - Evaluation report
 - Recommendation paper
 - Audit documents
- We need to ensure the best solution for the best value