



informed



# Tendering Suppliers Guide

Version 1.0 (10 Dec 2012)



[www.burnside.sa.gov.au](http://www.burnside.sa.gov.au)

# Introduction

This guide has been developed to assist businesses to better position themselves to access business opportunities at the City of Burnside (Council). The guide provides a summary of the information businesses should be aware in order to participate effectively in quoting and tendering opportunities with Council, and should not replace although reading of the documents provided in a procurement activity.

## Mission statement

“To provide high quality reliable procurement services and support across Council ensuring value for money is achieved while maintaining the principles of probity and transparency are embraced”.

## What is tendering?

Tendering is the selling of goods, services and works to Council through the request of formal bids – otherwise known as tenders.

## Terminology

### RFT—Request for Tender

A formal offer open to the public to bid for the supply of specified goods, services or works, under specified terms.

### EOI—Expression of Interest

A formal invitation to prospective suppliers to provide information and opinions on the methodologies of meeting a specific need.

### Selective Engagement

This approach is used where knowledge of the marketplace exists. A specified number of representative suppliers are

# Tendering in Local Government

Tendering in Local Government is regulated under Section 49 of the *Local Government Act 1999*. To comply with this, and to establish its own framework, Council has developed its Procurement Policy which sets out and guides all procurement activities undertaken by staff.

## Tenderers responsibility

It is your responsibility as a tenderer to ensure that you have all the information you require to develop your submission. If you are unclear about any aspects of the tender documentation, then clarify the requirements by contacting Council’s nominated contact officer, whose details will be listed on in the tender/quote documents

## Key information resources

### City of Burnside Website

[http://www.burnside.sa.gov.au /Home](http://www.burnside.sa.gov.au/Home)

### SA Tenders and Contracts Website

[www.tenders.sa.gov.au/tenders/tenders/index.do](http://www.tenders.sa.gov.au/tenders/tenders/index.do)

### SA Tenders and Contracts FAQ

<https://www.tenders.sa.gov.au/tenders/faqs/browse.do>

### South Australian Business

<http://www.southaustralian.biz>

# Notification and Submission of Tenders

## Advertising of tenders

Quotes, Tenders and EOI's are open for varying periods of time. When setting the timeframes for the offer to make a submission, Council takes into account a number of factors including the complexity of the project, the time of year (i.e. Christmas holiday period), the availability of precise and reliable information, and normal market expectations. As a guide, the normal opening period is 3 weeks. You should check the documentation you receive about the quote/tender to ensure you understand the closing date and time.

## Closing of tenders

Council generally closes tenders and quotes at **2:00pm SHARP** on any given Tuesday, however, this may change from time to time, so it is important to make yourself aware of the date and time, which can be found on the tender or quote documents for the particular process you are participating in.

## Late tenders

The closing date and time of tenders is one of the most important milestones in the entire tendering process. If you want your submission to be considered, the first step is to ensure that your tender submission is received in the appropriate format and by the appropriate receiving method by the closing date and time as specified in the tender documents. These details will appear several times throughout the tender documents.

## Alternative tenders

If a tenderer wishes to recommend through their submission, an alternate method or process of fulfilling their obligations under the contract, Council can only consider this alternate offer if a fully conforming tender is also submitted. Ensure that you highlight any aspect of your submission that includes an alternate proposal for Council to consider.

Generally, when a Request for Tender (RFT) is called the end result is known and as such a detailed specification would have been drafted to ascertain the approach which should be applied to carry out such a requirement.

However, when a Request for Proposal (RFP) is called the end result or methodology isn't as clear or defined and Suppliers are asked to propose a solution to the requirement sought by Council. This is where the opportunity for genuine innovation is encouraged and eagerly sought.

If you are uncertain about your offer, seek clarification from the nominated contact officer detailed on the Conditions of Tender coversheet.

### **Please Note:**

While care is taken to ensure accuracy, the City of Burnside cannot guarantee that information expressed here is correct will be interpreted in the way intended Council recommends that users exercise their own skill and care with respect to its use. The City of Burnside makes no warranty or undertaking, whether expressed or implied, nor does it assume any legal liability, whether direct or indirect.

# Notification and Submission of Tenders

## Uploading tenders via SA Tenders

SA Tenders recommend that when upload your electronic submission package you should ensure that;

- Each file size is to be no larger than Two (2) Megabytes (2MB)
- Your response must be submitted in Adobe PDF format only (i.e. photos / plans and documents). This ensures all files are non editable.
- You do not upload more than 10 items at one time; this will cause your browser to fail and all items will have to be uploaded again; and
- Each file is labeled with the appropriate SA Tenders identification i.e.  
COB0xxxx – Project title - Tenderers name – title of document

*(COB02356 - Mowing Councils Median Strips - ABC Company - Tender Response.pdf)*

If you have any issues or concerns with your upload please contact the SA Tenders support team-

SA Tenders System Administrator

Phone: 08 8462 1401

Email: [satendersandcontracts@sharedservices.sa.gov.au](mailto:satendersandcontracts@sharedservices.sa.gov.au)

***Please note - All original documentation posted on SA Tenders by Council will be in the appropriate format to meet such requirements.***

## Format of tenders

Council has decided to adopt an environmentally friendly philosophy to the way it approaches procurement. As such, it is now mandatory that all tender responses be submitted in electronic format only. This can be via the SA Tenders website, or by physically delivering your response on CD, DVD or USB to Councils Tender Box by the due date and time.

Council believes that utilising electronic formats will make it easier for you to do business with us. We also believe by utilising the free services provided by State Government's. 'SA Tenders' website, you will reduce the expenses incurred to your organisation by ;

- No longer producing multiple colour print outs, elaborate binders or packages;
- Delivery of submissions via Couriers to Council and other miscellaneous courier costs;
- Being automatically notified by email of any changes to the project;
- Your response will invoke an automated delivery receipt with date, time and notice of successful upload; and
- Provides a superior record management tool.

We understand that sometimes adapting to technology change is hard... If you are unable to submit electronically via the SA Tenders website, you can provide a CD with your full submission on it, so that we can make sure your submission is safe and electronically recorded. In the event of any discrepancy in copies, the CD is considered to be the original tender.

# How to Submit a Tender

## Step 1 Find and review the tender advertisement

The City of Burnside publishes all tenders online (SA Tenders) and in the Tenderers section of Tuesdays 'Advertiser'.

## Step 2 Decide whether or not you are suitable for the project

Read the tender documents very carefully and familiarise yourself with the conditions of tendering, the conditions of contract and all specifications (or the requirements), especially the clauses dealing with delivery and price variations, before deciding whether this is a suitable to tender for.

## Step 3 Understanding the documents

If you are unsure about Councils proposed contract, either discuss it with the contact nominated in the tender advertisement or you can have the tender documents reviewed by your legal representative.

## Step 4 Completing your tender forms

Once you have filled out all the necessary fields in the document, and answered each of the criteria you are ready for lodgment of the tender document.

### PLEASE NOTE:

When finalising the Tender response form, the appropriate forms must be signed and scanned into PDF format. An original signature must be made on this page and the entire Offer, including the signature must be scanned to PDF before submission. A signature will not include a persons initials, a scanned signature block pasted on page or any typed font to replicate a signature.

## Step 5 Lodgment of tender documents

City of Burnside will only accept electronic versions via uploading through SA Tenders or stored on a USB , CD or DVD delivered to Councils Tender Box, which is located in the Customer Service Desk, 401 Greenhill Rd, Tasmore SA 5065.

City of Burnside will not accept a physical print out of your submission.

## What happens next?

Once your tender is submitted, Council will examine it for compliance with the conditions of tendering. Each tender submission is read in detail and examined. The perceived strengths and weaknesses of each tender are recorded. You will be advised in writing both when your submission was received and after the evaluation has completed with an outcome.

# Compliance Requirements

## What is a conforming tender?

To submit a conforming tender, you must ensure that you have signed and completed all the relevant forms and supplied Council with all the information required as part of the tender document.

You must ensure that you have addressed the formal evaluation / selection criteria listed in the tender document. Failure to do so will result in your submission being considered non-conforming and it may not be considered.

Following is a guide to some of the information that you may be required to provide to Council. However, it is important to remember that all tenders are different; therefore the information you may be required to provide may also be different or additional to the following requirements.

## Non-compliance submission format

-  Council will not accept the following:
-  Sent to any City of Burnside email address.
-  Tenders responses submitted in editable versions i.e. Microsoft Word, Excel or Project format's
-  Tender acceptance and signoff with a persons initials; A scanned Signature block pasted on a page or a any typed font to replicate a signature.

## Compliance submission format

Council requires the following submission format:

-  The tender response submitted electronically addressing applicable criteria
-  The tender response submitted in Adobe PDF format only
-  The Tender response signed correctly
-  The Applicable Current Certifications of insurance and necessary licenses.

# Understanding the Tender Document

## Pricing requirements

Always ensure you are aware of and understand the requirements as asked for any particular tender. Generally a lump sum will be required with a list of schedule of rates completed for any additional works or services, as seen fit by Council.

Pricing is often an important criterion in the evaluation of most tenders so it is critical that you consider any of the conditions that are attached to pricing request i.e. is there a period where Council requires the pricing to be fixed?; what are the mechanisms within the tender agreements to request a price increase?

## License and insurance requirements

Generally all tenders will be very specific about the type of licence required and the level of insurance cover you will require in order to successfully fulfill your compliance obligations under the tender. The necessary 'current' licenses (occupation / works specific) will be required i.e. building or trade specific licence.

The most common insurances are Public Liability, Professional Indemnity, Plant and Fleet liability; contract works liability and Workers Compensation (Work Cover). The level of cover may vary from tender to tender.

### Tip

Generally, City of Burnside will require as a minimum, \$20 Million in Public Liability Insurance cover.

## Consortium bids / Sub-Contracting

In some instances, suppliers establish a consortium to tender for a large or complex procurement. Small to medium size businesses can enter into relationships with large (generally head contractor) companies, to deliver specific works or services.

While it is understood that sub-contractors have insurance and other due diligence required, the Principal Contractor must also hold all the current appropriate licenses and insurance details.

## Intellectual Property

If your submission contains specific Intellectual Property (IP) information that belongs to a different company, you must ensure that you are entitled to use this IP and indemnify Council against any future claims that might be related to the use of such IP.

## Warranties

The requirement and scope for warranties will vary with each individual tender and depends entirely on the particular goods and services being tendered. Always ensure that you have read and understand these requirements, as you may incur costs associated with the provision of the warranties as contained in the tender documentation.

# Evaluation and Negotiation

## Understanding evaluations

Council will develop an evaluation matrix in order to best assess each tender received. The evaluation criteria will be specified within the tender documents. Any evaluation criteria should be considered and addressed clearly in your submission.

Your submission will be assessed against the evaluation criteria.

The following criteria may be considered:

### Capability / Capacity:

Understanding of Requirements, Knowledge & Experience in the Industry, Infrastructure Other Support, Staff Resources and Methodology.

### Tender compliance:

All components of the tender submission are correct and complies with City of Burnside's Procurement Policy.

### Performance:

Current and previous works, Local Government Experience, Mechanisms for Monitoring Contractual Performance, OHS&W, Equal Opportunity.

### Quality systems deliverables

Quality, Environmental, Polices & OHS&W.

### Timeframes

Ability to deliver in timeframe, project schedules.

## Negotiation

If a negotiation is required, suppliers will be notified and this will occur according to the Conditions of Tender or Quote. You should clarify what the Council intend to negotiate about and raise any additional issues that you would like to see raised during negotiations. Consider and be prepared to offer alternative solutions.

## Awarding and signing of the contract

After successful negotiations the Preferred supplier's will be offered a contract for the tendered requirements. Please note that once Supplier's have entered into a contract with City of Burnside, they are bound to fulfill their role for the delivery of services or works as stated in the executed Agreement.

All tender respondents will be notified of the outcome of a Tender, Quote or EOI process.

## Debriefings and feedback

The experience of not winning a tender can be disappointing, given the time and effort invested in preparation of your submission. Following advice of the tender outcome, all tenderers are offered a debrief. This is a useful process, which can to assist you in understanding what elements of your submission could be improved in future bids.

Please note, that only your submission will be discussed. Discussion will outline the strengths and weaknesses of your submission. No comparisons will be made with any other submission received and commercial confidentiality for all tendering parties will be ensured.