



TIP SHEET for TENDERERS

How to strengthen your response to the Green Army 2014-2017 Request for Tender

Writing a tender application is a major undertaking. Following industry feedback, the Department of Employment (Employment) developed this tip sheet to assist potential Tenderers in developing a strong submission that allows Employment to better evaluate the merit of their submission.

In addition to reading this tip sheet, Tenderers must properly familiarise themselves with the Request for Tender (RFT) and undertake appropriate due diligence enquiries prior to tendering. In particular this tip sheet includes information that reflects the content of the Statement of Requirements. In the event of any inconsistency with the RFT, the RFT takes precedence.

Here are some suggestions Tenderers may use to prepare their tender response:

1. BE PREPARED

1. Review the RFT and the relevant programme documentation. Make sure you fully understand the services being purchased and the labour market characteristics and opportunities of the States/Territories you propose bidding for, and how you will operate successfully in that market.
2. Spend time before you start writing your response to refine your strategies and develop your approach to ensure you put forward the best possible case in your tender response.
3. Solicit feedback, relevant examples and verifiable, quantitative data from previous, comparable services you have delivered. You will need robust, measureable data on performance to confirm your claims. You may also get descriptive feedback or testimonials from stakeholders, including colleagues, job seekers/clients and employers on strategies that demonstrate best practice and results.
4. Be realistic about the time it can take to write and revise the application.

2. USE THESE TIPS WHEN WRITING RESPONSES TO THE SELECTION CRITERIA

It is important that you justify your claims against each selection criteria and provide verifiable statements and other information to support your response.

Your tender could be strengthened by describing how your organisation:

- Has developed its governance arrangements, communication strategies, organisational and staffing management, and accountability structures. For example have you:
 - Recruited, trained and retained suitably qualified and experienced staff who will work effectively with all the participants and comply at all times with the Contract?
 - Provided details of accreditation against international standards (if required)?
 - Provided details of communication strategies, including a customer servicing and complaint handling process, for young people and key stakeholders?

- Demonstrated its knowledge of reporting requirements, including provision of financial information and risk management strategies?
- Has developed strong knowledge of the States/Territories for which you are submitting a tender, and used this knowledge to adapt local strategies to develop and manage projects.
- Has coordinated, deploy and managed participants in the delivery of those projects
- Has worked actively with young people and provided structured training programmes that meet the needs of participants with diverse backgrounds and educational needs.
- Has implemented strategies for developing links and collaborative arrangements with local organisations to assist with the delivery of flexible, tailored projects to achieve sustainable outcomes. Have you:
 - Provided examples of any relationships already in place, or the networking strategies you will put in place, with local organisations, Councils or environment groups?
 - Considered the wide range of local organisations with which you could collaborate such as community and support organisations and government and community services?
 - Detailed the programmes you deliver and the outcomes you have achieved through those programmes?

Remember that in a competitive tender process, not all tenders will be successful. This may not be because your organisation did not have relevant skills and experience, but because another demonstrated more experience and provided strong supporting evidence.

3. AVOID COMMON TENDERING MISTAKES

There are some tendering mistakes and common errors that may exclude tenders from consideration during the registration and conformance phase of the purchasing process. To avoid having this happen to your tender, consider the following things.

1. Provide concrete evidence and examples that support the statements you are making. For instance, do not simply write that you have delivered projects, managed participants or provided structured training to young people. Provide examples of how you delivered projects, supported participants, worked collaboratively with key organisations and stakeholders, the issues you considered when providing support, and the outcomes you achieved, and verify these claims. The department will not accept any unsubstantiated claims.
2. Base your response on the States/Territories you are tendering for. If you are applying for multiple States/Territories do not just copy and paste information for Selection Criterion 3 for each State/Territory, make your response specific to the State/Territory in question.
3. Do not assume that the assessment teams will have prior knowledge of your organisation, the work it has done, the people involved, and the outcomes achieved.

4. REVIEW THIS FINAL CHECKLIST

Below are some final checks to assist you to get your response ready and submitted by the tender closing time.

1. Have you completed your tender submission using the appropriate forms which you downloaded from AusTender?
2. Remember that to respond to the RFT, Tenderers must access the tender from AusTender, complete it and then lodge it on AusTender.

3. Have you practised uploading into AusTender using the demonstration tenderbox facility? This is on the AusTender site which is located at www.tenders.gov.au/?event=public.atm.show&ATMUID=00D2290A-CABC-099C-A26C9C056A453030.
4. Do not submit your tender at the last minute. Leave plenty of time to submit it on AusTender. Tenders received or lodged after the tender closing time will be considered late and will not be assessed, even if you commenced uploading the Tender on to AusTender prior to the closing time and date. Tender lodgement on AusTender can be affected by the speed of your Internet connection, a tender still lodging on AusTender at the closing time is a late tender.