

Tips to Improve your City of Gold Coast Invitation to Offer Response

This tool provides guidance only and does not replace qualified advice from your agency's legal and procurement specialists.

To improve your chances of winning a City of Gold Coast Request for Quotation (RFQ) or Request for Tender (RFT), consider these tips when compiling your response.

Prepare

- Start early. Get a copy of the tender documents from the [City of Gold Coast eMarketplace \(VendorPanel\)](#) as soon as possible.
- Read the conditions of tendering and conditions of contract and make sure that you can comply. Non-compliant tenders may not be considered.
- Read the tender documentation thoroughly and attend any pre-tender/supplier briefing sessions and be prepared to ask questions.
- Note the closing date, time, format and procedure for responding to the RFQ or RFT.
- Seek any clarification from the Contact Officer ONLY and in plenty of time.
- Plan to get your response submitted well in advance of the closing date and time. Late responses will not be accepted.

Read evaluation criteria and response questions carefully

- Break down each question into its core and its supporting requirements.
- Match each question to the corresponding evaluation criteria in the RFQ or RFT.
- Review the specifications to check if there are any further requirements relating to the question.

Respond completely to the question

- Utilise the response template provided and provide information in the requested format - responses are judged on content, not on elaborate presentation.
- When relating to requirements and demonstrating capabilities, provide evidence of recent relevant experience and ensure referees are current and aware they have been nominated.
- Make sure you clearly **demonstrate** your ability to meet the evaluation criteria - not just assert that you can.
- Make sure all requirements relating to the question have been addressed.

If you're responding with little government experience

- Demonstrate how your commercial experience is also relevant to the City of Gold Coast's requirements.
- Demonstrate your understanding of the City of Gold Coast's requirements.
- If you cannot address all requirements fully, outline your plan for building capability and increasing your resources.

Do not assume that everyone knows you

- Address each question as if your capabilities, strengths, skills and resources are unknown to the evaluator.
- Describe your methodologies and examples in detail.
- Show how your business capabilities are appropriate for this job.

Do not be afraid of repetition

- Answer each question completely. If you find repetition in the questions, use it to reinforce your experience, skills, resources and capabilities.

Remember customer service counts

- Differentiate your response by using customer service proposals that are detailed, substantive and relevant.

Offer value add proposals

- Offer proposals that are both generally valued by the City of Gold Coast and relate to the particular requirements of the RFQ or RFT. This may include innovative or alternative solutions.
- Offers are evaluated on the basis of value for money, which includes all costs associated with ownership and other non-cost factors such as: quality; service; sustainability; risk; and the contribution to the advancement of the City of Gold Coast's priorities - the lowest price doesn't necessarily win.
- Offer your most competitive price the first time and present all the benefits of your product or service.
- Consider offering two options, high end and low end, or offering multiple combinations with a breakdown of costs, remembering that a conforming offer is required before any alternatives will be considered.

Ensure your response is complete and submit it on time

- Have you been requested to provide other information or documents?
- If you exceed requirements, or only partially comply, have you provided a detailed explanation?
- Have there been any tender amendments and have you addressed these?
- Be aware of time differences, particularly during daylight saving, and/or when bidding across States.
- Remember that late submission of the RFQ or RFT will not be accepted.

Understand the City of Gold Coast Procurement Policy requirements and contract conditions

- Learn more about particular City of Gold Coast policies at: <https://www.goldcoast.qld.gov.au/Council-region/Future-plans-budget/Plans-policies-strategies/Our-policies/Procurement-Policy-Contract-Manual>

Tender evaluations – the three gate system

The evaluation process generally comprises three gates.

Gate 1:	Mandatory criteria - disqualify non-conforming offers.
Gate 2:	Capability scoring criteria - shortlist offers based on a combination of capability and local business and industry preferential factors (Local Benefits). Local benefits weightings are mandatory scoring criteria to be applied after the other scoring criteria have been scored with a minimum 20% allocation of weighting based on benefits to the local economy.
Gate 3:	Value for money criteria – the most advantageous offer(s) based on pricing criteria.
Gate 4 (Optional):	Total Cost of Ownership (TCO) / pricing – an optional fourth TCO/pricing gate may be added which will include a weighted combination of capability and TCO.

Contact the City of Gold Coast Contracts & Procurement team on Source2Contract@goldcoast.qld.gov.au

General

Frequently asked questions

Q1	Does the City of Gold Coast pre-qualify companies as potential tenderers?
A1	Though the City of Gold Coast does not register companies as potential tenderers or meet with suppliers, companies interested in supplying goods or services to the City can provide their details by registering on City of Gold Coast eMarketplace (VendorPanel)

Q2	Does the City of Gold Coast publish information about current contracts and past successful tenders?
A2	The City of Gold Coast, in accordance with section 237 of the <i>Local Government Regulation 2012</i> , publishes for Contracts over \$200,000, providing the contract commencement date, who the contract was awarded to, the value and purpose of the contract, for a period of 12 months. The current list can be located on the City of Gold Coast website
Q3	How does the City of Gold Coast publish/advertise its Tenders/Invitation to Offer, can I be alerted automatically of Tenders of a particular type?
A3	The City of Gold Coast advertises tenders via City of Gold Coast eMarketplace (VendorPanel) . Suppliers registered to the eMarketplace can be notified of upcoming opportunities according to their selected categories and region of supply. The City of Gold Coast also records all open Tenders/Invitation to Offer on its Tenders website . Council does not alert vendors of Tender opportunities directly but registering to the eMarketplace (VendorPanel) allows system notifications to occur to be informed of these opportunities
Q4	Does the City of Gold Coast prefer to use Local suppliers?
A4	The City of Gold Coast actively supports the development of competitive local business and industry. Information on how the City resolved to strengthen its support for local business is contained within its ' buy local ' procurement policy located on the City of Gold Coast website
Q5	If I have any questions regarding a particular Contract or Tender/Invitation to Offer who should I call?
A5	All Tender/Invitation to Offer specific enquiries should be addressed to the Contact Officer identified in the Invitation to Offer documentation at source2contract@goldcoast.qld.gov.au