

Tasmanian Government ICT Tenders – common mistakes and reasons for failure

Similar to any open procurement process, assessment of responses to Tasmanian Government ICT Tenders is undertaken by departmental Evaluation Committees. The Committee take a very structured approach in assessing compliant tender responses against the evaluation criteria and any weightings specified in the request for tender (RFT) or request for quotation (RFQ) documentation.

The Committee produces a report documenting the evaluation process, factors considered in making their decision and to confirm compliance with the Tasmanian Government's purchasing principles, policies and procedures throughout the evaluation process. These principles, policies and procedures are available on the [Tasmanian Government purchasing website](#).

The Evaluation Committee cannot consider information or documentation that is not submitted in, or as a part of, a respondent's quotation/tender submission.

Potential providers may be unsuccessful in winning ICT tenders because they fail to meet part, or all the requirements specified in the RFT or RFQ documentation. Key areas of concern can include any of or a combination of the following.

- Failure to comply with the mandatory criteria including:
 - a properly completed Quotation Form signed by appropriately authorised persons (for example in accordance with section 127(1) of the *Corporations Act 2001 (Cwlth)*);
 - provision of Certificates of Currency to confirm the required insurances (as specified in the RFQ or RFT) are valid; and
 - names and contact details for the prescribed number of referees.
- Failure to address each of the qualitative criteria separately.
- Failure to adequately demonstrate a deep understanding of the Department's requirements (without regurgitating it) and how the proposed approach will provide value.
- Poor alignment of the offer to the qualitative (non-cost) evaluation criteria.
- Unsubstantiated claims of experience and/or capability.
- Questions that arise in relation to:
 - the suitability, adequacy and attractiveness of the company's relevant skills and previous experience including the nominated personnel (such as number of personnel involved with delivering the contract, their relevant experience, skills and knowledge);
 - the company's financial viability, qualifications, referee reports and/or past performance;
 - the suitability, adequacy and attractiveness of the company's administrative, management systems and/or quality assurance processes; and
 - the control mechanisms to be applied to manage sub-contracting.

- Cost/price/value for money in comparison to other bids (noting that value for money does not necessarily mean the cheapest price will win the tender).
- Failure to fully identify and/or adequately address the potential risks or constraints identified in the proposal.
- Failure to adequately outline the broader social and economic impacts of the proposal, if requested to do so in an Economic and Social Benefits Statement.
- Proposals that are poorly structured, inconsistent and lack supporting information.

Technology Services Multi-Use List

Tasmanian Government agencies are required to procure in-scope technology services valued at \$100 000 or more from the Technology Services Multi-Use List (TSL).

Full details of the TSL and its applicability are available from the Purchasing website.

Suppliers may apply for inclusion on the TSL by submitting an application via the Tasmanian Government Tenders website, which can be accessed here: [Tasmanian Government Tenders](#). Details are available from the Purchasing website.

Suppliers must have a Tasmanian Government Tenders website account to be able to apply for the TSL.

Tips on navigating the Tenders website can be found here: [Tasmanian Government Tenders Online - how can it benefit you?](#)

Once approved for inclusion on the TSL, suppliers may be invited to participate in technology services RFQs or RFTs by Tasmanian Government agencies.

Generally, RFQs are used for ICT procurements with a value of \$100,000 or more but less than \$250,000. Open tender processes are generally used for ICT procurements with a value of \$250,000 or more.

Recommended reading

[Government's Tendering Handbook](#): a guide to help you bid for business with the Tasmanian government. It includes information, tips, tools and resources to help you develop a tender or quote.

[Winning Government Business website](#): access to key information including guidance on how to quote and tender, checklists to assist suppliers, and information on Government policies and processes.

[Bidding for Government Contracts Fact Sheet](#): key tips on selling to the Tasmanian government.

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