


Guidelines for Tenderers using Electronic Procurement

The following has been developed as a guideline to Tenderers submitting their tenders electronically via TenderLink. Following these guidelines will assist with the evaluation of the tender responses and ensure the best possible assessment of each Submission.

Issue	Description	Example
Naming and Format of Files and Documents		
PDF or MS Word formats only	Please submit documents in PDF format only. MS Word, MS Excel, CAD, JPEG or other file formats are to be provided ONLY WHEN REQUESTED .	
Keep file names short	Keep file names short – most Windows based programs only allow a certain file length. Long file names cause problems, especially in Zip files.	File names should be kept to less than 60 characters
One file preferable	One file is preferred in PDF format only. Multiple PDFs can be combined to create one file. If you do not have the software but have multiple PFD documents, name each of these clearly and separately, i.e. do NOT give each document the same name and do not Zip.	
Number and order your documents	For multiple documents if you cannot combine into one, use a numbering system . We may not receive them in the same order so sequential numbering is helpful.	01 Contract 1234 02 03
Do not zip documents	Please avoid using a Zip file. There is no limitation on file size and no requirement to zip files together.	
Do not use illegal characters or symbols	Do not use illegal characters, symbols or any other non-English characters. Most Windows based programs do not accept these. a-z, A-Z, numbers 0-9 and full stops are acceptable.	Characters such as & , () ' < " + are not accepted
File Size	There is not limitation on file size.	
Embedded documents	Do not embed or insert one document into another as these often cannot be opened	
Before Uploading Tender Submissions		
Allow time to upload	Ensure that sufficient time is allowed to upload your response form and all supporting documents that constitutes your tender submission. Upload times may vary depending on the size of documents submitted and internet speed.	Allow at least 2 hours BEFORE tender closing to upload your submission.
Re-name your documents	Please do NOT save documents with the same name that the files were provided with. Re-name the documents with: No of Doc – Contract Number – very brief description of document – business/company name .	01 Tender response from ABC Company Pty Ltd 02 Price Schedules from ABC Company 03 Certificate of Currency...

Issue	Description	Example
Original documents not required	Please do NOT upload the original tender documentation that you downloaded from Tenderlink, otherwise there is a possibility of double-up documentation provided to Council. Send only the relevant files where a response or signature is required.	Conditions of Tender and General Conditions of Contract don't need to be submitted (except for the signing page)
Other Helpful Hints and Tips		
Disable security and protection features	Please disable ALL security features in your document. Files MUST NOT be password protected – please remove all protection or encryption from documents before submission to Tenderlink.	Insurance policy and certification documents are usually password protected, check these before submitting.
Fully complete response forms	Please ensure you FULLY complete tender response forms and electronic documents – partially completed documents may result in your tender as non-conforming.	Enter in 'Nil' rather than leaving a section blank
Use the checklist	Use the checklist provided and ensure you have included / attached everything in your submission. <input type="checkbox"/>	Use the checklist
Check evaluation criteria	Tenders are assessed against the evaluation criteria. Evaluation panel members give a weighted score based on the information you provide in your submission. Read and understand what Council is asking for and don't assume we know your level of experience, resources, capacity etc.	
Sign your documents	Tenders are non-conforming if they are not signed. For electronic documents, use a digital signature or print, sign and scan the signature into your tender submission.	https://support.office.com/en-US/article/Add-or-remove-a-digital-signature-in-Office-files-70D26DC9-BE10-46F1-8EFA-719C8B3F1A2D
Ensure handwriting is legible	If forms are handwritten, please ensure handwriting is legible and easily understood. Use a black pen for scanning documents.	
Do not include lengthy documents	Large documents with hundreds of pages, such as WHS manuals and procedures etc. that are lengthy are not required to be submitted. Copy or attach the Contents pages only as this is usually enough information to be able to assess on.	
Do include glossy brochures or catalogues	Please submit documents only that are relevant for the tender UNLESS REQUESTED. Brochures, catalogues or pages of photos do not add value to your submission. Too much extraneous information slows down a smooth assessment process. Use real life examples instead.	
Reduce colour	Please do not use colour unnecessarily – creative use of colour and formatting makes it difficult to find the actual information during a tender evaluation.	