


Guidelines for Tenderers Submitting Quotations or Tenders Electronically

The following has been developed as a guideline to Respondents submitting their quotations or tenders electronically via TenderLink. Abiding by these guidelines will assist with the evaluation of the responses and enable 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 and number each of these clearly and separately, i.e. do NOT give each document the same name and please DO NOT Zip.	
Number and order your documents	For multiple documents if you cannot combine into one PDF, use a numbering system. We may not receive them in the same order as you intended 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 folders	Do not use folders to group documents 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, especially PDF as these often cannot be opened	
Before Uploading Quotation or Tender Submissions		
Allow time to upload	Ensure that sufficient time is allowed to upload your response form and all supporting documents that constitute your submission. Upload times may vary depending on the size of documents submitted and internet speed.	Allow at least 2 hours BEFORE quotation or 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	01 Response from ABC Company 02 Price Schedules from ABC Company

Issue	Description	Example
	documents with: No of Doc – Contract Number – very brief description of document – business/company name .	03 Certificate of Currency...
Original documents not required	Please do NOT upload the original 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	Disable ALL security features in your document. Documents and files MUST NOT BE password protected – 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 quotation or tender response forms and electronic documents – partially completed documents may result in your Submission being 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 provided
Check and complete evaluation criteria	Submissions 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.	No information = zero score!
Sign your documents	SIGN YOUR DOCUMENTS. Submissions are non-conforming if they are not signed. For electronic documents, use a digital signature or print, sign and scan the signature into your Submission. A photo image of the signed page is also accepted.	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 not include glossy brochures or catalogues	Submit relevant documents only for the quotation or tender UNLESS REQUESTED. Brochures, catalogues or pages of photos don't add value to your submission. 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 an evaluation.	