



**ACT**  
Government

# Finding and Submitting Tenders on Tenders ACT

A Step-by-Step Guide for Suppliers

September 2022

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# Acknowledgement of country

We acknowledge the traditional custodians of this land, and pay our respects to their elders past, present and emerging.

We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

We would also like to acknowledge and welcome other Aboriginal and Torres Strait Islander people who may be accessing and interacting with this eLearning package.

# Welcome and overview

Welcome to the ACT Government's Supplier training on Finding and Submitting Tenders on Tenders ACT by Procurement ACT.

This Guide has been developed to assist businesses to tender for the ACT Government and respond to procurement opportunities on Tenders ACT.

This Guide provides information about the processes and requirements involved in supplying goods and services to the ACT Government.

The information provided in this Guide should be used in combination with the Supplier online training courses, the Procurement ACT website, the Major Projects Canberra website, and our Procurement Helpdesk.

We hope that you enjoy your learning journey and that you will utilise this new knowledge when tendering for ACT Government procurements.

# Learning Guide for Suppliers on Tenders ACT

## Finding and Submitting Tenders on Tenders ACT

This module will take you through the key requirements and processes of using Tenders ACT to supply to the ACT Government.

### How does the ACT Government procure?

#### Quotes

ACT Government buyers commonly seek quotes for goods, services or works with an estimated value of less than \$200,000 (GST included). You can respond to a request for a quote made directly to your business for the supply of goods, services or works via email to the address in the Request for Quote documents.

#### Panels and whole of government arrangements

ACT Government buyers use a 'panel first' approach, meaning that where a panel or whole of Government arrangement is available and fit for purpose it will commonly be used to undertake a procurement. The ACT Government uses these arrangements to procure goods, services and works in a variety of areas. Opportunities to join panels and whole of government arrangements are advertised on Tenders ACT via public tender.

When procuring from established panels, ACT Government buyers will seek quotes directly from listed businesses on the panel or whole of Government arrangement either via email or through Vendor Panel (where the panel is managed through Vendor Panel).

#### Public Tenders

The ACT Government commonly publishes public tenders for goods, services or works with an estimated value of \$200,000 (GST included) or more. You can search for opportunities to tender using Tenders ACT. This module is focused on how to find and respond to public tenders.

#### Panel Management Portal (VENDOR PANEL)

The Panel Management Portal is an online platform licensed by VendorPanel to support and simplify quotation, evaluation, and selection process for supported Whole of Government arrangements. Where a panel is managed through VendorPanel, panel providers will be invited to register directly.

*For more information see the [VendorPanel factsheet](#).*

## Preparing to work with the ACT Government

There are several legislative and policy requirements that are helpful to understand when deciding which tender opportunities your business should respond to. The ACT Government considers these legislative and policy requirements when evaluating tenders and, in some cases, they are mandatory requirements.

Refer to [The Procurement Framework factsheet](#) for more information.

### Secure Local Jobs Code (SLJC)

Businesses tendering for construction, cleaning, security, or traffic management; or for services that are primarily for labour and have a value of \$200,000 (GST included) or more, need to comply with the Secure Local Jobs Code and have a current Secure Local Jobs Code Certificate when they submit a tender.

Refer to the [Secure Local Jobs](#) website for more information.

Businesses tendering for cleaning, security, or traffic management work worth more than \$25,000 (GST included) also need to complete a Labour Relations, Training and Workplace Equity Plan (also referred to as LRTWEP). For construction work and services worth more than \$200,000 (GST included) you will also need to complete one.

For more information, refer [here](#).

### Labour Hire Licensing Scheme

The Labour Hire Licensing Scheme is for labour hire providers to better protect workers and promote responsible practices in the labour hire services industry. All labour hire providers operating in the ACT are required to hold a license in accordance with the [Labour Hire Licensing Act 2020](#) (the Act).

### Charter of Procurement Values

The [Government Procurement \(Charter of Procurement Values\) Direction 2020](#) (Procurement Values Direction) encourages fair and equitable opportunities for businesses, through open and transparent procurement processes.

You should be aware of the Charter of Procurement Values outlined in the Procurement Values Direction. Tenders may include evaluation criteria that seek to achieve one or more of the Procurement Values. You will need to respond to the requirements for each individual procurement that address the Procurement Values the territory entity is pursuing.

More information about the Procurement Values Direction is available [here](#).

## Ethical Treatment of Workers Evaluation

The Ethical Treatment of Workers Evaluation (ETWE) ensures supplier behaviour and business practices align to the Fair and Safe Conditions for Workers Procurement Value. The ETWE evaluation is an ACT Government requirement under the [Government Procurement \(Ethical Treatment of Workers Evaluation\) Direction 2021](#) (the ETWE Direction).

Under ETWE, applicable tenders are evaluated against the Fair and Safe Employment Criteria comprising of:

- Secure Local Jobs Code compliance including Labour Relations Training and Workplace Equity Plans and compliance with prescribed legislation; and
- whether a tenderer's actions or omissions are likely to have an adverse effect on the Territory's reputation if a contract with that tenderer was entered into.

*For more information, refer to the [Secure Local Jobs](#) website.*

## Opportunities for Aboriginal and Torres Strait Islander Enterprises

The [Aboriginal and Torres Strait Islander Procurement Policy](#) encourages Territory entities to identify opportunities for Aboriginal and Torres Strait Islander Enterprises in their procurement activities. The Territory's procurement regulations allow a Directorate or Agency to seek a quote directly from a certified Aboriginal and Torres Strait Islander Enterprise where the total estimated value of the procurement is less than \$200,000 (GST included).

### Certifying Authority:

The following organisations are currently recognised by the Territory as being suitable Certifying Authorities for Aboriginal and Torres Strait Islander Enterprises:

- [Supply Nation](#);
- [National Aboriginal Community Controlled Health Organisation](#) (NACCHO); and
- [Office of the Registrar of Indigenous Corporations](#) (ORIC).

*For more information on the Certification Process, see the [Aboriginal and Torres Strait Islander Procurement Policy](#).*

*For more information on quotation and tender thresholds, see the [Government Procurement Regulation 2007](#).*

## Pre-qualification

Pre-qualification is required to be eligible to tender for work for design and construction procurements above \$250,000 (GST included).

*More information is available [here](#).*

Pre-qualification is where you demonstrate technical, work health and safety management, financial and business capabilities prior to supplying to the ACT Government.



# The tendering process

## Accessing tender documents

ACT Government tenders are issued directly by ACT Government Directorates and Agencies through Tenders ACT. A list of Directorates can be found [here](#).

Issuing Directorates and Agencies have the option to make tender documents or physical items available by Download (if they are electronic), or by Post, by Fax or by Order for Collection. However, many tenders will only offer one or two of these options, with Download being the most likely option available for electronic documents.

## Downloading the right documents to compete for the tender

From the relevant Tender Details page:

- Click the **Download Now** link on the Specification Documents section

**Display 27791.114** ⓘ  
This page displays the details of an RFx. See the detailed help in each section for specific information.

**Valuation Services Scheme**  
Directorate/Agency Chief Minister, Treasury and Economic Development Directorate

**Other Arrangements**  
Status: Open  
Number: 27791.114  
UNSPSC: 83000000 - Public Utilities and Public Sector Related Services - (40%)  
84000000 - Financial and Insurance Services - (30%)  
80000000 - Management and Business Professionals and Administrative Services - (30%)

**Description**  
The Territory invites interested parties to submit an Application for the ACT Government Territory Valuation Services Scheme (Scheme). The Scheme is a prequalified list of suppliers that provide a broad range of valuation services to meet the needs of Territory Directorates and Agencies.

**Enquiries** ⓘ  
Contacts  
Tenders ACT Team  
Phone: +61 (02) 62077377  
[tendersact@act.gov.au](mailto:tendersact@act.gov.au)

**Specification Documents** ⓘ  
[Download Now](#)

- The Download for Tender Document page will now be displayed

**Download for Tender Documents** ⓘ  
This page allows you to easily download tender specification documents from the Tenders ACT website to your PC. File downloads are coordinated by the use of Java Applet technology which provides greater functionality OR the standard HTML download technology, which does not require the use of the applet.

RFx Number	Details	Date
27791.114	<a href="#">Valuation Services Scheme</a> ⓘ Issued by: Chief Minister	released Mon, 22 June 2020 2:00 pm
Open	UNSPSC 1: 80000000 - Management and Business Professionals and Administrative Services - 30%	closing Mon, 30 June 2025 2:00 pm
Other Arrangements	UNSPSC 2: 83000000 - Public Utilities and Public Sector Related Services - 40%	
	UNSPSC 3: 84000000 - Financial and Insurance Services - 30%	

Download Documents To download the documents, click on the Download Documents button. If you do not wish to download all the documents electronically just uncheck the box next to the file name(s) you do not want.

**Specification Documents**  
☒ Select All ☐ Select None

RFA 27791.114 Request for Application (version 1, dated 19 June 2020 12:57)  
☒ [RFA 27791.114 Request for Application.pdf](#)

RFA 27791.114 Attachment B - Application Form (version 1, dated 19 June 2020 12:57)  
☒ [RFA 27791.114 Attachment B - Application Form.docx](#)

RFA 27791.114 Attachment C - Scheme Conditions (version 1, dated 19 June 2020 12:57)  
☒ [RFA 27791.114 Attachment C - Scheme Conditions.pdf](#)

RFA 27791.114 Attachment D - Short Form Contract Template (version 1, dated 19 June 2020 12:57)  
☒ [RFA 27791.114 Attachment D - Short Form Contract Template.docx](#)

[Download Documents](#)

- A File Download dialog box will be displayed asking you to **Open** or **Save** the file
- Click on the **Save** button to continue
- Once complete, the downloaded file is usually under the `[SYSTEM DIRECTORY]/Users/<YourComputer Username>/Downloads` folder if you did not specify a folder to store the file
- Navigate through the folder where the document is saved to access the tender documents.

## Communication about the tender

### Post to a Forum

The Online Forum provides a place to obtain clarification and is enabled for some tenders. The Forum can only be submitted to if you are logged-in and have downloaded the tender documents. Where the forum is not used, the tender documents will outline the process for seeking clarification.

To submit a post in the Online Forum:

- Browse or search for the tender
- Click on the **tender title** to display the tender details
- Click the **Download Now** link to download the tender documents
- Click on the **Link To Forum** link

#### Online Forum

Forum posts cannot be posted after 25 June 2025 05:00 pm

The online forum provides a place to comment and obtain further clarification if needed.

In order to submit or comment on a post you must be logged-in and have downloaded the documents.

Comments cannot be posted after 25 June 2025 05:00 pm.

[Link To Forum](#)

Please note that the use of the forum for supplier self-promotion is unacceptable and may result in the supplier having their account suspended. Such posts shall not be responded to or published on the forum.

- The Online Forum page will be displayed

Online Forum for 27791.114 ?

In order to submit a post you must be logged in, have downloaded specification documents for this tender and the tender must not be closed.

Rfx Number	Details	Date
27791.114	<a href="#">Valuation Services Scheme</a>	released
Open	Issued by: Chief Minister	Mon, 22 June 2020 2:00 pm
Other Arrangements	UNSPSC 1: 80000000 - Management and Business Professionals and Administrative Services - 30%	closing
	UNSPSC 2: 83000000 - Public Utilities and Public Sector Related Services - 40%	Mon, 30 June 2025 2:00 pm
	UNSPSC 3: 84000000 - Financial and Insurance Services - 30%	

Forum Created 22 June 2020 14:00

Posts

No Posts

New Post

Subject

Content

Submit Post

Submit Private Post

- Enter your query in the **Submit Post** text box and click the **Submit Post** button
- Your post will not be immediately displayed on the forum, as the responsible tender officer needs to review it.

The officer may choose to:

- Not publish the post and answer the query through a Question & Answer addendum to the tender, in which case you will be notified of the Addendum by email; or
- Publish the post with a response.
- If other suppliers make posts to the forum which are published, you will receive an email notification.

*Note: If neither the Ask a Question nor Post to Forum options are available, use the Enquiries contact on the Tender Details page to communicate with the issuing agency about the tender.*

## Briefing Registration


If a Tender has a briefing, you can register to attend by following the below steps.


- Click on the “**Registered Attendees**” link from Tender Display.
- The Briefing Register page will display.
- To register yourself, click “**Add Yourself**”. This will add your name in the list.
- To add other unregistered attendees from your company, click “**Add Other Attendees**”.
- Enter Attendee’s name in **Briefing Attendees Names** and click “**Add**”. This will add the attendee in the list. (The list of attendees is limited to your company).


### Briefings ?


#### About Us

A briefing session will be held at **2 King William Road, Adelaide, SA, Australia, 5005** on **16 October 2022 03:11 PM**

 A site visit is a pre-requisite to submission and consideration of a bid.

 Attendance at the briefing is a pre-requisite to submission and consideration of a bid.

 Registration closes on **31 August 2022 03:11 PM**

 Briefing Registrations

## Submitting a tender response

Before you respond to an electronic tender make sure that you have fulfilled all the requirements for the tender and have allowed time for the response to upload before the tender closing time.

To submit a tender response:

- Click on the **tenders** link.
- Click on the **electronic response** icon under **Responses Section** for the tender you want to respond to.

*Note: Allow plenty of time to upload tender documents prior to tender close time to ensure successful submission. Tenders cannot be uploaded after the tender close time.*

*Ensure your documents comply with the terms and conditions of the request for tender and technical specifications for submission through Tenders ACT.*

*Tenders with an Invited status are only open for electronic response to those businesses specifically invited by the Directorate/agency.*

*More information on technical specifications is available [here](#).*

- The Submit Electronic Response page will display

RFx Number	Details	Date
71205-RFT-002	Rural Road and Carpark Grading and Snow Removal	released Thu, 21 July 2022 5:00 pm
Open	Prequalification Category: R1 F1	
Request for Tender	Issued by: Transport Canberra and City Services	closing Thu, 18 August 2022 2:00 pm
	UNSPSC 1: 72000000 - Building and Facility Construction and Maintenance Services - 90%	
	UNSPSC 2: 80000000 - Management and Business Professionals and Administrative Services - 10%	
	Note: this approach to market is Territory Funded Work covered by Secure Local Jobs Code	

- Upload your response either using the **drag 'n drop** option or through manual upload.
- The Submit Electronic Response page will display, which provides 15 entry fields that allow you to use Browse buttons to select the files you wish to submit and the description field for each file which is optional.
- Use the Browse buttons to select the files you wish to submit. When the files have been selected, click the **Upload Response** button at the bottom of the page.
- During the transfer of the files, a pop-up window will advise you that lodgement is in progress.
- When the upload has successfully completed, a confirmation page will display showing a receipt number and the list of the files you submitted.

*Note: You should print this as proof of your response. The confirmation page will also be emailed to you, and you should retain this email for your records.*

## Tracking tender status

After a tender is closed it is evaluated. It is only when the tender has been evaluated and finalised that a contract is awarded, and the tender converts to a contract.

Government policy requires successful and unsuccessful tenderers to be notified of their status after the tender process has concluded. Unsuccessful tenderers can request that a full debrief on their response be provided. For more information on debriefing, see the [Supplier Debriefing Factsheet](#).

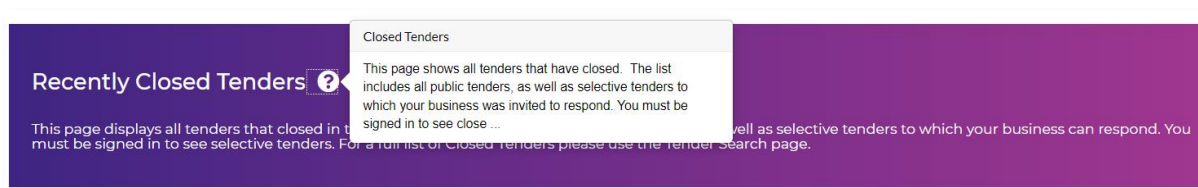
# Getting help (using Tenders ACT Help)

## Using Tenders ACT Help

The Help function is an on-line directory of information to help you understand and use the Tenders ACT system. The Help menu comprises of FAQs, Requesting Support, Document Library and Tips on Electronic Submission.

For specific help on a particular page, click the **Help** icon on the main menu and then click the **title** of the page that you would like to view. This will pop up a new window that will display the page you selected.

*Note: Many pages on Tenders ACT website have a help icon (?) alongside the title of the page. This help link provides further information about the topic on that page.*



## Frequently Asked Questions

To access Frequently Asked Questions (FAQs):

- Click the **Help** link in the menu from among the tabs on top of the page.
- The **FAQ** page will display.

The FAQ page provides a list of topics known to be of interest to most users and is often updated based on support requests received through the Tenders ACT team.

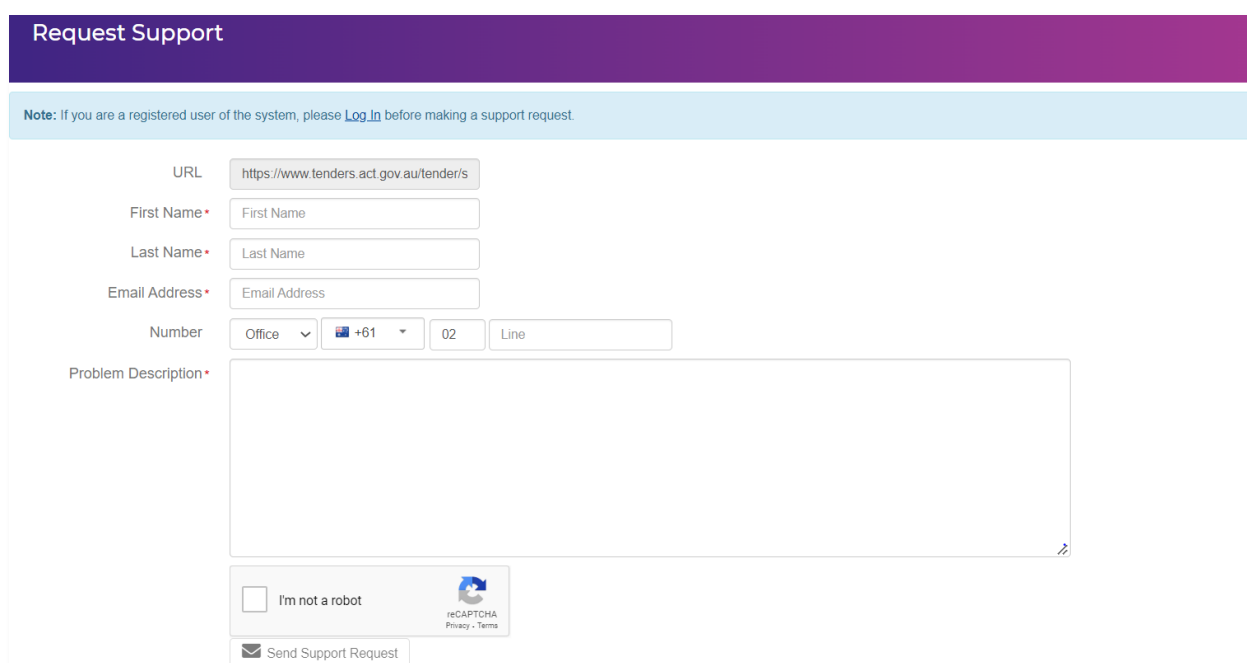
*Note: If your query relates to a specific tender then follow-up with the designated Enquiries contact person for that tender.*

## Request Support

A user can request support or provide feedback on Tenders ACT services. Support requests will be routed to the Tenders ACT team. If you cannot find an answer on the FAQ page on Tenders ACT, you may use the Request Support feature from the Help menu.

To request support:

- If you are a registered user, you should login prior to requesting support.
- Click the **Help** menu from the header on the top of the page, and then click the **Request Support** link. The Request Support page will display.
- If you are logged in, your registered contact information is used. If you are not a registered user, you will be prompted to enter additional information.
- After entering the required information, click the **Send Support Request** button. A confirmation page will display.



The screenshot shows the 'Request Support' form. At the top is a purple header with the text 'Request Support'. Below the header is a light blue note: 'Note: If you are a registered user of the system, please [Log In](#) before making a support request.' The form fields include: 'URL' with a text box containing 'https://www.tenders.act.gov.au/tender/s'; 'First Name' and 'Last Name' with text boxes; 'Email Address' with a text box; 'Number' with a dropdown menu set to 'Office', a country code dropdown set to '+61', a text box with '02', and a 'Line' text box; and 'Problem Description' with a large text area. At the bottom, there is a checkbox for 'I'm not a robot' next to a reCAPTCHA logo, and a 'Send Support Request' button.

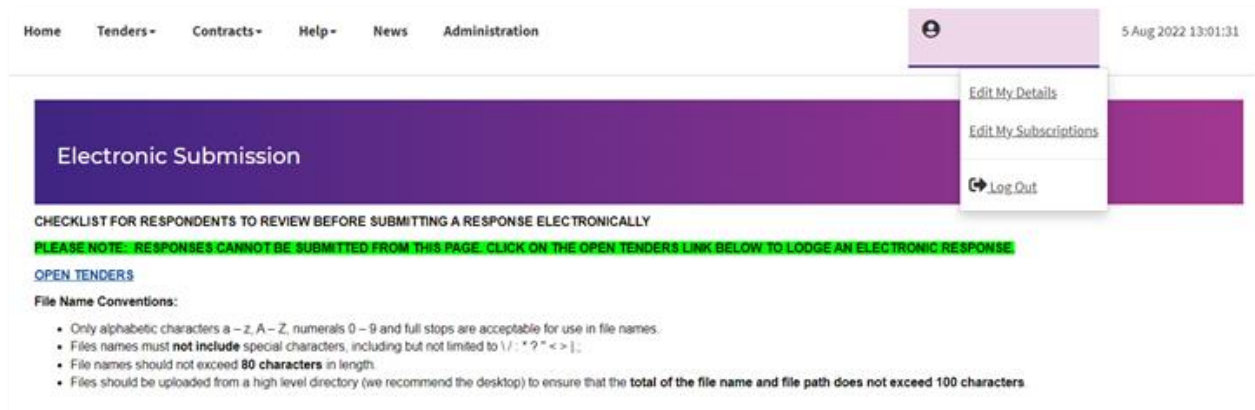
*Note: Remember to provide a description of the problem or feedback in the Problem Description field in the Request Support page. Responses are usually by email; however, the Tenders ACT team may call to clarify the issue if necessary.*

## Logging Out

If your session with the Tenders ACT website remains idle for too long, the system will automatically log you out. In this case you will need to login again.

To log yourself out when you have finished your work:

- Click on the **Logout** link from the drop-down menu under the current logged in user tab.



## What you can expect when tendering with the ACT Government

- we will undertake our procurements with consistency, in accordance with our Procurement Framework;
- our staff must disclose any potential and actual conflicts of interest;
- our staff must not accept or receive gifts or benefits during their work;
- we will offer debriefs on the outcome of your bid, providing feedback against the evaluation criteria; and
- information which is marked confidential, or which a reasonable person would expect to be confidential, will be treated as such.

## What we expect from you

- gifts or benefits must not be offered to ACT Government staff;
- business partners must disclose any potential and actual conflicts of interest;
- information which is marked confidential, or which a reasonable person would expect to be confidential, must be treated as such; and
- where equipment or resources are supplied by us, they must only be used for the agreed upon purpose.

# Tips for Tendering

The following information provides tips to assist and support you in understanding how best to tender with the ACT Government.

## Make your business visible

Ensure your business is visible to ACT Government buyers by maintaining a professional website and/or social media pages that clearly communicate services and products offered by your business. Make effort to ensure your business capability and capacity is known to the ACT Government. Formal marketing and relationship management activities (e.g., networking opportunities, debriefs, supplier inquiries) may assist Government buyers noticing your business. Buyers also engage in preliminary market research as part of procurement planning and these efforts may put businesses in a sound position to get noticed more frequently.

## Ensure you understand the tender documents

It is important to provide sufficient information for the evaluation team to assess your tender response.

Ensure you read all tender documentation in full and understand the terms and conditions of the tender. It is important to ensure that your business can sufficiently address all tender requirements and you may seek advice and clarifications from the procuring ACT Government buyer through the contacts provided in Tenders ACT or the request for quotation documents, where necessary.

## Unsolicited proposals

You can submit an unsolicited proposal to government at any time. These proposals typically involve an innovative or unique idea that aligns with the ACT Government's strategic objectives.

*More information on how to make an unsolicited proposal is available [here](#).*

## Advanced Tender Notices

These are notices of potential upcoming work which are posted on the Tenders ACT website.

*You can find Advanced Tender Notices [here](#).*

*More information on the Procurement Thresholds is available [here](#) and the different ways ACT Government buyers approach the market is available [here](#).*



## Address the criteria

It is important to understand the evaluation criteria against which your business will be assessed. Identify and understand any mandatory, weighted and non-weighted criteria that you must address. This refers to criteria that an evaluation team will use to assess and rate your tender response. Provide evidence in your response to demonstrate your ability to deliver the scope and provide examples to support the details in your response to the criteria. Use any information from industry briefings or information sessions to address the selection criteria, ensuring your tender response is presented professionally and clearly with the mention of any value-adds that your business may be able to offer.

## Consider Value for Money and Procurement Values

When drafting your response, consider your Value for Money proposition and the Procurement Values.

Value for Money isn't simply the cheapest offer, it is the best available procurement outcome which takes a balanced judgement of financial and non-financial factors relevant to the procurement. In pursuing value for money, the ACT Government will consider probity and ethical behaviour, management of risk, open and effective competition, and optimising whole of life costs as well as social, ethical, and environmental factors.

*For more information see the [Value for Money Considerations Better Practice Guide](#).*

A quote or tender may ask you to demonstrate alignment to one or more Procurement Values identified by the government buyer team. Demonstrating how your business will deliver and perform against the Procurement Values, will strengthen your tender, or quote, and assist the ACT Government's assessment of whether your offer represents the best value for money.

*More information on the Procurement Values can be found [here](#).*

## Provide sufficient evidence

Being clear and specific in your response and providing sufficient evidence will assist your response. You will also need to satisfy tender requirements. For example, ensure you can obtain the required insurance cover for your business and meet industry standards. In addition, check that all operation and procedure manuals are current and meet the requirements of the tender.

## Request a debrief

You are entitled to a debrief whether your tender response is successful or unsuccessful. A debrief is an opportunity to learn of key elements you may have missed and why your tender response was not successful. It is an important way to learn how best to respond to future tender opportunities.

*More information can be found in the [Supplier Debriefing Factsheet](#).*

*For more information on tendering with the ACT Government see the [Supplying to the ACT Government factsheet](#).*

## For more information

- Procurement ACT Helpdesk (02) 6207 9000 (listen to the prompts and then select option 7 for Procurement ACT, you will then be connected to the Tenders ACT team).

[TendersACT@act.gov.au](mailto:TendersACT@act.gov.au)

For support accessing and using Tenders ACT the Tenders ACT team is available between 9 am and 5pm ACT Local Time, Monday to Friday (excluding ACT and National public holidays).

- Procurement ACT website at [procurement.act.gov.au](https://procurement.act.gov.au)

For more information and copies of all our legislation, policies, and factsheets.

- Major Projects Canberra (02) 6207 5542

[majorprojectscanberra@act.gov.au](mailto:majorprojectscanberra@act.gov.au)

For infrastructure procurement and contract related queries. For Pre-qualification enquiries phone (02) 6207 7154 or email [MPCPrequalification@act.gov.au](mailto:MPCPrequalification@act.gov.au)

- Secure Local Jobs Code at [securelocaljobs@act.gov.au](mailto:securelocaljobs@act.gov.au)

For information and support on Code Compliance and Certification.

## Procurement ACT Resources

If you want to find out more about the ACT Government's Procurement Framework, the below links may be useful:

[\*The Procurement Framework\*](#)

[\*Procurement ACT Factsheets and Policies\*](#)

[\*Supplying to the ACT Government Guide\*](#)

[\*Government Procurement Act 2001\*](#)

[\*Government Procurement Regulation 2007\*](#)