





# Guidelines for Submitting Quotations or Tenders Electronically

The following has been developed as a guideline to Respondents submitting their quotations or tenders electronically via QTender. Abiding by these guidelines will assist with the evaluation of the responses and enable the best possible assessment of each submission.

| Issue   | Description   | Example   |
|---|---|---|
| <b>Naming and Format of Files and Documents</b>         |   |   |
| PDF or MS formats only                                  | Preferred option for document submitted is PDF. Council will accept MS formats. All pricing schedules if requested in Excel must be provided in Excel.  |   |
| 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. Multiple files can be combined to create one document. If you do not have the software but have multiple documents, name and number each of these clearly and separately, i.e. do NOT give each document the same name |   |
| Number and order your documents                         | For multiple documents, use a numbering system. We may not receive them in the same order as you intended so sequential numbering is helpful.   | 01 Contract 1234 .....<br>02 .....<br>03 .....  |
| 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.<br><br>a-z, A-Z, numbers 0-9 and full stops are acceptable.  | Characters such as & -, ( ) ' < " + are not accepted  |
| File Size   | 100MB is the file size allow in any one upload  |   |
| <b>Before Uploading Quotation or Tender Submissions</b> |   |   |
| 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.                      |   |
| Re-name your documents                                  | Please do NOT save documents with the same name that the files were provided with. Re-name the documents with:<br><br>No of Doc – Contract Number – very brief description of document.   | 01Response from ABC<br>02Price Schedules from ABC<br>03Certificate of Currency...   |
| Original documents not required                         | Please do NOT upload the original documentation that you downloaded from QTender, otherwise there is a possibility of double-up documentation provided to Council.  | Conditions of Tender and General Conditions of Contract don't need to be submitted  |
| <b>Other Helpful Hints and Tips</b>                     |   |   |
| 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 QTender.   | Insurance policy and certification documents are usually password protected, check these before submitting.   |



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| 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 deemed non-conforming.   | Enter in 'Nil' rather than leaving a section blank  |
| Use Compliance Checklist               | Use the Compliance Checklist provided and ensure you have included / attached everything in your submission.  | 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 requesting and please don't assume we know your level of experience, resources, capacity etc. | No information = zero score!  |
| Sign your documents                    | <b>SIGN YOUR DOCUMENTS.</b> Submissions are non-conforming if they are not signed. For electronic documents, use a digital signature or print, sign and scan the signature page into your Submission. A photo image of the signed page is also accepted.  | <a href="https://support.office.com/en-US/article/Add-or-remove-a-digital-signature-in-Office-files-70D26DC9-BE10-46F1-8EFA-719C8B3F1A2D">https://support.office.com/en-US/article/Add-or-remove-a-digital-signature-in-Office-files-70D26DC9-BE10-46F1-8EFA-719C8B3F1A2D</a> |
| 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, unless specifically requested to be submitted. Copy or attach the Contents pages only as this is usually enough information to be able to assess on.                             |   |
| Issues with QTender                    | If issues are occurring when you are using QTender please contact System Support Team via (07) 3215 3699 or email <a href="mailto:bsu@hpw.qld.gov.au">bsu@hpw.qld.gov.au</a> .  | Business Hours - 8am to 5pm Monday to Friday, excluding public holidays   |