

## General Hints and Tips for Responding to Outside School Hours Care Tenders

1. Read and address the Response Schedule questions fully and answer every aspect of the question. If something specific is asked e.g. a costing formula, please provide one and not just a final amount.
2. Do not assume the questions in the Response Schedule are the same as other OSHC tenders. Generic standardised responses that are cut and pasted from previous responses should be avoided.
3. Responses should be relevant and refer to the school in question.
4. When answering response questions, provide supporting information to demonstrate your ability.
5. If you make a statement describing what you will do or can provide, ensure that information is represented consistently throughout other areas of the response (e.g. in the sample menu, sample programme, organisational structure or other attachments).
6. When making statistical statements provide supporting information on how and who gathered the data. If the data is not justified or misleading it may not be considered by the panel.
7. Use the available space in the Response Schedule to promote your business and ability to deliver the services required and do not denigrate other suppliers.
8. When offering value added services, provide measurable benefits only.
9. Be familiar with the specifications. Address what is in scope or requested by the school in your response.
10. Ensure the ABN of your organisation submitted in the Response Schedule is the same as the ABN detailed in your PQP agreement (Only PQP panel members can submit responses).
11. Original tender response documentation must not be altered (including any deletion or insertion of information). In the event that tender response documentation is altered, the offer may be considered non-conforming and may be excluded from evaluation.
12. Customer Invitations to Offer will detail, where applicable, the time/s and date/s for site visits. Pre-qualified Providers must not request alternative time/s and/or date/s outside the nominated times listed on the Invitation to Offer documentation.
13. During site visits, Pre-qualified Providers must ensure that all questions are directed to the Customer's Authorised Officer. Where the Customer advises that the site visit will include a separate question and answer session, all questions are to be reserved until the question and answer session is convened. Business cards, merchandise or other material must not be given to any of the Customer's representatives during site visits.
14. The name, position title or contact details of any person engaged in the evaluation of offers will not be made available to Pre-qualified Providers at any stage of the procurement process, including at its conclusion.
15. Feedback in respect of unsuccessful offers will not be provided unless requested in writing by the Pre-qualified Provider within ten (10) days of receipt of notification of contract award.