

TENDERING TIPS

Please find below tendering tips to assist you when responding to a request for Expressions of Interest (EOI), completing Pre-Qualification Questionnaires (PQQ) and participating in an Invitation to Tender (ITT) process, which are subject to the Utilities Contracts Regulations (UCR) 2016 Regulations and have been published by Electricity North West Limited (ENWL).

Many of the points below can also be used as a general guide to help you when completing documents relating to procurement processes which are not subject to the UCR Regulations (e.g. Request for Proposals (RFP's) or Requests for Quotations (RFQ's)).

Please remember that we want to get the best out of you from the tender process and enable you to demonstrate your capabilities. A high-quality submission is in both our interests. The tips are grouped by key stages of the tender process.

ENWL issue the majority of calls for competition via the Achilles Utilities Vendor Database (Achilles UVDB). In the first instance you must:

- Ensure that you are registered on www.achilles.com as a supplier against all appropriate codes.
- Ensure that your contact details are correct in all correspondence published. You may miss an opportunity if they are incorrect or not up to date.
- Follow the link provided to the Wax Digital e-Tendering platform (e-Portal) and register your interest in the event.
- Once you are able to access the event, review the documents issued and answer any questions following the principles set out below.

When receiving a PQQ or ITT:

- Read the documents thoroughly as soon as possible to ensure you are aware of the objective of the contract and are capable of delivering the contract before completing the tender documentation.
- Ensure you fully understand what is being asked for. If you don't, there will be an opportunity to ask clarification questions, so please use it.
- Put a plan in place to ensure you complete any required documents in plenty of time, in order to avoid making mistakes or forgetting to submit documentation. Adherence to published timeframes/deadlines is extremely important.

When completing your response:

- Answer all the questions clearly, ensuring you provide all the requested information and evidence.
- Follow the instructions given. If you are provided with documents to complete, ensure you complete and submit them in the format requested. If you are asked to answer a question in



a specific place (e.g. a section in a Word document, or a section in the e-Portal), answer the question where stipulated.

- Consider the design and layout of your response. Remember that your recipient may be reading many submissions and it will help them if it is presented well (although you will achieve no more marks for doing so, unless this is specifically stated).
- Do the simple things – check grammar, spelling, etc.
- Adhere to any word counts given.
- Do not include unnecessary literature and brochures that have not been requested.
- If your submission will contain a high number of attachments, consider uploading them in a clearly-named zipped folder.
- If you cannot provide some of the requested information, check whether the tender will be accepted without the information before you invest time and resource in completing the submission.
- Questions which will be evaluated on a Pass/Fail basis will usually be marked first. If any of your responses are evaluated as a 'Fail', the rest of your submission will usually not be scored and you may be excluded from the process.
- During the Procurement process only contact the nominated ENWL Procurement representative regarding the tender, using the instructions provided. If the instructions state that you should only communicate through the e-Portal, then please do not email or telephone the Procurement representative.
- Ask questions during the clarification period if you need to. In an anonymised format, you will also see what questions other suppliers have asked and the responses we have provided). Ensure you read our responses and give them appropriate consideration as they may contain important information which changes something issued in the original documentation.
- If site visits/meetings are held during the tender period, try to attend as these are useful to learn more about the contract requirements and will help you to complete your response.
- Where requested, ensure that case studies are relevant, demonstrate your experience and were delivered within the requested timeframe. If you insert 'available upon request' or words to that effect, you will receive zero marks.
- Focus on the unique selling points of your organisation and make sure they are clearly evidenced in your response.
- Use the evaluation criteria provided to check you have covered all the relevant points in your submission and to help you understand what is most important and will achieve your highest possible score.
- Be as innovative as possible in your response and demonstrate where you can add value. You may do this as part of your response or, if appropriate, some tenders provide the opportunity to submit an alternative bid, in addition to submitting a compliant bid.
- ENWL's prior knowledge of an organisation will not be taken into account. In order to achieve consistency and fairness, tenders are evaluated based on responses to the issued tender only. Incumbent suppliers tendering for a new project should be particularly mindful of this.
- Cost the tender as accurately as possible and clearly state any assumptions you have made in your submission regarding your pricing model.
- If product samples are requested you should ensure that all samples are made available at the stipulated time, are clearly labelled and are addressed to the correct person. Whether samples are to be provided free of charge or not will be stated within the tender documents.



When submitting your response:

- Ensure you submit by the stated deadline. Don't wait until the last minute to submit your response, in order to avoid potential technical difficulties or submission of an incomplete response. Extensions will only be granted in extraordinary circumstances and won't be granted if you've underestimated the amount of time it will take you to complete and submit your response. Remember, the process needs to be fair and consistent to all parties.

After submitting your response:

- Please be patient whilst the tender evaluation is underway. Evaluation takes time and you will be notified of the next steps and outcome, whether you are successful or not.
- If you are not successful, feedback may be given to help you understand why you were not successful. Hopefully you will find this constructive and useful for when you tender next time.

Other suggestions:

- Ensure that contact details are current throughout the tender period and absences/holidays don't result in missed communications. It may be pertinent at the start of the process to request access to the e-Portal for more than one member of your staff or use a general email address for login which more than one person has access to.

This information is provided as general guidance only to suppliers who are interested in bidding for goods/services/works with ENWL.

