

## SUPPLIER GUIDANCE ON SUBMITTING PQQ/ TENDER RESPONSES – TOP TIPS

### 1. **Download all of the documentation.**

Ensure you download and read all of the documentation that comprises the RFQ/PQQ/Invitation to tender.

### 2. **Read the instructions**

Ensure you read the instructions on completion of the documentation, and follow them! Ie if there is a word limit set, then stick to it. If you are required to follow a numbering convention, make sure you follow it. Failure to follow instructions may lead to an invalid response.

### 3. **Understand what is required**

Ensure you read and understand what is required– i.e. the full remit of the contract provision, and satisfy yourself that you can meet all of the minimum requirements, before completing your submission

### 4. **If you don't understand anything – ASK!**

If you don't understand anything – ask a question – you are permitted to ask for clarification and Magenta Living are happy to provide it, but make sure you ask the question within the timescales stated within the RFQ/PQQ/ Invitation to tender documents, otherwise you are not guaranteed a response.

### 5. **Follow the instructions for communication**

If you need to ask a question or request clarification, always ensure you follow the instructions for methods of communication – ie if it states contact x person or use x electronic method by xxx date then ensure you do that. – It is not permissible to contact individuals within Magenta Living unless explicitly stated. They may not have the authority to advise you and may not give you the correct information.

### 6. **Allow plenty of time for completion**

Always ensure you allow plenty of time for completion of your submission – do not leave it until the last minute to start compiling your response – it can take a long time and you may need time to seek further clarification – note the deadlines for this.

### 7. **Your submission should be as concise as possible.**

Magenta Living will have a lot of submissions to evaluate and they will not spend huge amounts of time reviewing lengthy responses. Stick to the word limits/page lengths set and do not include unnecessary attachments unless specifically asked for. Lengthy responses may therefore not be considered.

### 8. **Your response should follow a logical format**

Ensure your response follows a logical format, is easy to read, and does not require the evaluator to search through reams of documentation to find an answer to a question asked. Ie Ensure it is in number order, appendices are labelled and follow in sequence, and are referred to within the response. Don't include/ refer the evaluator to generic marketing information and unnecessary attachments unless specifically asked - answer the question where asked.

### 9. **Use Templates Provided**

Where forms/templates are provided – USE THEM! Failure to do so may invalidate your submission. Do not attempt to alter forms/templates to suit your requirements – they may have been created in such a format to enable efficient evaluation of responses. Any alterations to forms/templates provided may also invalidate your response

### 10. **Answer all of the questions asked**

Failure to do so may invalidate your response. Note the weighting of each of the questions, this will give you an indication of the importance of the specific topic area to the award decision.

### 11. **Answer the entire question**

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If the question asks for a number of points, make sure you address each point – failure to do so may lead to poor marks or may even invalidate your response.

### **12. If unable to answer a question or unable to meet a requirement, - say so, and Why**

If you are unable to answer a question or unable to meet a specific requirement, then you should clearly state that within your response, and explain why you are unable to meet, and what alternative solution you propose to meet the requirement, or alternatively seek clarification from Magenta Living, if you are unsure.

### **13. What would lead to automatic exclusion from the process?**

Where a question is indicated as a PASS/FAIL within the evaluation criteria– failure to meet the minimum requirements specified will mean that your response may be rejected. For example, if Magenta Living states that it is a requirement to agree to Magenta’s Terms and Conditions of Contract then this means that this is non-negotiable and any requests to negotiate on this will lead to a rejection of your submission.

### **14. Do not make assumptions- they may be WRONG!**

If you have any queries –ask! – Raise a query via the communication method stated within the documents and within the timescales advised.

### **15. Do not assume Magenta Living “knows” your Organisation**

Even if you have worked with us before, do not assume Magenta knows your Organisation. Approach your submission as if you have never provided any goods/services/works to Magenta Living before. Treat your submission as if Magenta knows nothing about your Organisation, and hence provide full details in your response to the questions asked. Magenta will only take into consideration information provided within your response. Prior knowledge/experience/ assumptions etc cannot be taken into consideration. This ensures a fair, open and transparent process.

### **16. Q/A your submission.**

Presentation is important. Poor quality submissions give a bad impression of the quality of the goods/services/works your Organisation provides, and this may be reflected in the scoring of your submission.

### **17. Submit your response in plenty of time ahead of the closing date and time**

Do not leave it until the last minute to submit your response - Make sure you submit your response in sufficient time to ensure receipt before/at the time and closing date for submissions. - The time and date for completion of submissions is FIXED. Late responses may not be considered.

**GOOD LUCK** and thank you for the interest shown in supplying Magenta Living