eProcure Response Guide

Please read these important instructions before responding to this Request

Respondents may be disqualified or have responses marked down if the Respondent does not follow the below instructions.

Respondents must provide responses in the comments field in the Online Submission Form in the eProcure system and provide no more than two attachments to each requirement.

Respondents who do not submit their responses through the online form will be disqualified.

ECU is committed to conducting a transparent, robust, fair and defensible procurement process.

We conduct a separate qualitative and quantitative (pricing) evaluation.

Qualitative evaluators individually evaluate the responses based on the written submission and ensure that scoring is relative prior to conducting a consensus session. We do not consider prior knowledge of the vendor or previous experience during this evaluation process.

Please read these tips to ensure that you can maximise your opportunity to submit a successful response.

1.0 QUESTIONS

Respondents should provide responses directly to each individual requirement in the Online Submission Form, supplemented by supporting documentation for that requirement if necessary.

Respondents should not upload a single document containing all responses to the tender.

When responding to a specific question, Respondents are to provide a direct response to the question, they are not to refer evaluators to a response submitted for another question. Responses should not include canned responses or marketing collateral i.e. brochures.

2.0 PRICING

Respondents must use the pricing template provided and only mention pricing and pricing elements in the RFx Pricing Section/Question.

3.0 E-PROCURE HEADER

Please note that evaluators are unable to view documents uploaded to the eProcure System header so please refrain from uploading critical documents in this area.

Main Issues	Do's	Don'ts
Pre-qualification	• Confirm if a pre-qualification requirement is included in this opportunity. • Complete the requirements by the stipulated deadline.	• Don't delay completing the pre-qualification requirement as you may be excluded from submitting a response.

Answer each criterion in the appropriate response comments field within the eProcure Online form.	• Responses for each criterion must be recorded in the comments field of the Online form in eProcure.
	• Supporting documents may be attached to support your response.
	• Responses may be any combination of:
	  - Yes / No options;
	  - List options (Does Not comply, Partially Complies, Fully Complies etc.);
		• Don't simply attach a document with your full response without including the response in the appropriate Comments field within eProcure.
		• Don't rely on evaluators finding the relevant information in supporting documents or a website.
		• Answer each question within the appropriate response field and support with relevant documents if appropriate.
		• Do not attach irreverent marketing material.

Main Issues	Do's	Don'ts
	- Comments only (where respondent may describe their qualifications and experience). • Answer all parts of the question if there are multiple parts within a single criterion. • Provide sufficient information to allow an independent assessment of the response. • If possible, make the answer specific to ECU and provide evidence of where you have provided similar services. • Ensure that you ask clarification questions through eProcure if you are unsure of an area within the Scope or there is a Question that is not clear.	• Don't assume the evaluator has prior knowledge of your company, goods, or services. • Don't attach a policy or procedures document without an explanation of how this will be implemented in an ECU context.
Provide pricing information in the appropriate section/question only	• Complete the pricing spreadsheet and attach the document to the appropriate criterion/question within eProcure.	• Don't refer to pricing within the qualitative sections of the RFx. The evaluation process is run as a two-step process where pricing is considered separately to the qualitative response.
Avoid using special characters in the text fields	• Use plain text only in the response comments and text fields.	• Avoid the use of the following characters which may not display correctly in the comments field of the online form: !@#$%^&*" and bold text. • Review your response in the online form, especially if cutting and pasting information from other sources into the online form.
Update regularly	• Look for the update button and use regularly when responding. The update button may be at the bottom of the screen and not in view. If you navigate away from a screen without updating, your changes will be lost.	• Don't proceed to another screen without clicking the update button. Changes will be lost if an update is not completed prior to navigating to another screen.
Be succinct	• Make sure that you actually Answer the question and provide examples where appropriate. • Seek Clarity by submitting a clarification through eProcure if unsure of the question. • Show how your experience can be applied to ECU's requirement. • Assist evaluators by highlighting the important information.	• Avoid relying on generic marketing material. • Do not attach irrelevant marketing material.
Review your response	• Ensure your response is complete and no sections have been missed. • Make sure that all edits have been updated and recorded in the system.	• Don't leave it too close to the closing time to review your response as the system will automatically lock you out at the published closing time.
Supported browsers	• Firefox • Internet Explorer	• The following browsers are not certified to be fully compliant with the system. • Chrome • Microsoft Edge