

**Dawtek's Tender Checklist provides a guide to the information that is generally required when responding to an RFP. This checklist is not definitive, however should be used as a guide to the information that will be required.**

Item	Description of information to be provided
<b>Background</b>	<p>Briefly go over their general requirements of the RFP. Make note of all requirements i.e. Reference letters</p> <p>It is important to note the delivery method and how many copies must be provided.</p>
<b>Company Profile</b>	<p>Describe your company in detail. Highlight your strengths and list your experience including customers you service. Include information such as:</p> <ul style="list-style-type: none"> <li>• Years of operation;</li> <li>• Experience in the industry;</li> <li>• Your overall capacity and experience to provide</li> <li>• General organisation details ie. ABN, address etc</li> </ul>
<b>Services / Experience</b>	<p>Detail your Service capabilities</p> <ul style="list-style-type: none"> <li>• List your organisations experience</li> <li>• Provide a list of your current clients and the services you provide to them</li> <li>• Provide referees – 3 referees is standard.</li> </ul>
<b>Quality Management</b>	<p>Provide an overview of your Quality Management system. Include information such as:</p> <ul style="list-style-type: none"> <li>• What standards does your organisation conform to? Ie. ISO:xxx</li> <li>• Do you have supporting policies and procedures in place?</li> <li>• Staff recruitment and induction procedures</li> <li>• Describe your client governance framework</li> <li>• Does your organisation have an Occupational Health and Safety Policy</li> <li>• Does your organisation have an environmental policy</li> <li>• Do you have an OH&amp;S system in place?</li> </ul>
<b>Staff</b>	<p>Please provide details of your key personnel</p> <ul style="list-style-type: none"> <li>• Supply an organisational chart that details your proposed organisational structure for the provision of the Services for which you are tendering</li> <li>• What is your Performance Management and reporting process</li> <li>• Do you conduct key staff performance reviews/ appraisals? What is the process?</li> </ul>
<b>Staff Development</b>	<p>Provide details of your staff training and development programs. Include information such as:</p> <ul style="list-style-type: none"> <li>• Staff training</li> </ul>



Item	Description of information to be provided
	<ul style="list-style-type: none"><li>• Staff development</li><li>• Induction</li><li>• Equal opportunity</li></ul>
<b>Account Management</b>	What is your account management process?
<b>Pricing</b>	Breakdown the cost by equipment and personnel time to come up with your expected budget. Include payment terms, discounts for early payment, and other cost or payment information.
<b>Information Technology</b>	Provide information on your IT systems and if applicable, your web based systems and the benefits they will provide your clients. <ul style="list-style-type: none"><li>• Web- based reporting</li><li>• Business continuity</li><li>• Innovative systems</li></ul>
<b>Business Continuity</b>	Do you have a business continuity plan? <ul style="list-style-type: none"><li>• Processes for avoiding service failures/delays;</li><li>• Back-up processes;</li><li>• Impact on service timeframes;</li><li>• Backup systems (data and power); and</li><li>• Additional costs (if any).</li></ul>
<b>Supporting Documentation</b>	Add any supporting info here. You can also add information about similar projects you have completed for other firms and what the results were of those. Include testimonials from clients, clippings from news papers, reference letters, policies and procedures, etc.