

This document will be progressively reviewed as part of Buy Queensland 2023 implementation.

Supplier feedback

Template

(Insert procurement activity and reference number)

When to use this template

This template can be used to prepare for debriefing a supplier following a procurement process.

Please delete this text box and remove any user notes before use.

Use of this template is optional – remember to check your agency’s policies and procedures to check whether your agency has a standard template available that you are required to use.

For more information on the *Buy Queensland* approach to procurement please visit

www.qld.gov.au/buyqueensland.

Get involved! This document is part of the Procurement Resource Centre. We would love to hear what you think, so please email your feedback to betterprocurement@hpw.qld.gov.au.

Disclaimer

This document is intended as a guide only for the internal use and benefit of government agencies. It may not be relied on by any other party. It should be read in conjunction with the Queensland Procurement Policy, your agency’s procurement policies and procedures, and any other relevant documents.

The Department of Energy and Public Works disclaims all liability that may arise from the use of this document. This document should not be used as a substitute for obtaining appropriate probity and legal advice as may be required. In preparing this document, reasonable efforts have been made to use accurate and current information. It should be noted that information may have changed since the publication of this document. Where errors or inaccuracies are brought to attention a reasonable effort will be made to correct them.

Debrief details

Procurement activity and reference number	(Insert procurement activity and reference number)
Date of debrief	(Insert date)
Agency representatives conducting debrief	(Insert name of officers) [User note: it is recommended that at least two agency officers are present for any debrief sessions (the panel chair and another panel member if possible). In some situations (e.g. a high risk procurement), it may be appropriate to include a legal, technical and/or probity advisor.]

Supplier details

Supplier name	(Insert supplier name)
Supplier representative/s	(Insert name/s of the supplier representatives attending, where known)

Purpose of debrief

The purpose of the supplier debriefing session is to:

- help suppliers understand the procurement process and the strengths and weaknesses of their offer, so they can submit more competitive offers in the future
- contribute to improved value for money solutions for government, through receipt of supplier feedback on the procurement process.

The supplier debriefing session is not to be used:

- to justify the selection of the successful supplier
- to compare offers
- to debate the evaluation process
- as a complaint channel.

This debrief will be documented and will be used to inform improvements in future procurement processes conducted by the (insert name of agency).

[User note: the objectives and scope of the debrief should be understood and acknowledged by both parties.]

Feedback given to the supplier

Outline of procurement process

(Insert relevant information on the procurement process.)

[User note: an outline of the procurement process should be provided to the supplier as background prior to providing specific feedback on the supplier's offer. This aims to help the supplier understand, at a high-level:

- how the procurement was conducted
- key timeframes
- number of offers received
- how offers were evaluated and scored, and if appropriate, the ranking of the supplier's offer
- which supplier was successful (i.e. contract awarded), if any.*

**A decision to disclose the identity of the successful supplier should be based on a consideration of contract disclosure requirements.]*

Reasons the supplier was unsuccessful

Summary

(Insert relevant information about why the supplier's offer was unsuccessful and key areas for improvement to help the supplier with future tenders)

[User note: in providing feedback, it is suggested that officers explain that an offer can fail because:

- the offer did not meet the process requirements, or did not demonstrate that it could meet all the criteria
- the offer met the process and criteria requirements, but it was not the preferred offer.]

Detail of evaluation – strengths and weaknesses of the supplier's offer

[User note: feedback should be focused on the supplier's offer and its strengths and weaknesses against the evaluation criteria. Comparisons with other offers should not be made and specific, sensitive details (e.g. price, intellectual property) are not to be disclosed.]

Mandatory evaluation criteria	Compliant? (Y/N)	Comments
(Insert criterion)	(Y/N)	(Insert details)
(Insert criterion)	(Y/N)	(Insert details)
(Insert any additional criteria)	(Y/N)	(Insert details)

Desirable evaluation criteria	Key strengths	Key weaknesses
(Insert criterion)	(Insert details)	(Insert details)
(Insert criterion)	(Insert details)	(Insert details)
(Insert any additional criteria)	(Insert details)	(Insert details)

Additional details relating to the offer

[User note: where relevant, additional details may also be provided to the supplier to help with the preparation of future offers.]

Items	Detail
Offer presentation	
Was the offer: <ul style="list-style-type: none"> clearly written and easy to understand? free from any spelling or grammatical mistakes? structured in a logical, easy to follow manner? free from information or attachments that was not requested or was unnecessary? 	(Insert details)
Offer compliance with invitation requirements	
Did the offer: <ul style="list-style-type: none"> provide all information requested in the invitation document? address all the evaluation criteria (i.e. mandatory and desirable) in full? contain all attachments to substantiate claims made against the criteria/meet invitation requirements? 	(Insert details)
Offer improvements	
How else could the offer have been improved?	(Insert details)
Are there any suitable training opportunities available to help the supplier build capability for the preparation of future offers?	(Insert details)

Feedback to be sought from the supplier

(Insert relevant questions to ask the supplier.)

[User note: the debriefing session is also an opportunity for officers to seek feedback from the supplier on the procurement process to inform process improvements and/or knowledge of the supply market. Potential questions that could be asked include:

- what worked well with the procurement process and what could be improved?
- how do you determine whether to submit an offer?]

References

In developing this template, the following documents were used as a reference:

- [Checklist – Supplier Debrief](#) by the New Zealand Government (2010).



<https://creativecommons.org/licenses/by-nc-sa/4.0/legalcode>

- [Supplier feedback over the procurement process – goods and services procurement guide](#) by the Victorian Government (2019).
- [Guide to selling – If you don't win a contract](#) by the Australian Government (undated).