Unsuccessful letter

TEMPLATE

# When to use this template

This template can be used to advise a supplier that they have been unsuccessful following a procurement process. It can also be used to invite the unsuccessful supplier to a briefing. This is consistent with Clause 30 of the [*Queensland Procurement Policy 2023*](https://www.forgov.qld.gov.au/finance-and-procurement/procurement/procurement-resources/search-for-procurement-policies-resources-tools-and-templates/queensland-procurement-policy-2023)(QPP), which requires all government agencies subject to the QPP to offer debriefings to all suppliers who have submitted tenders, for each procurement process where a tender has been called.

In other words, a debriefing must be offered to a supplier regardless of whether they were successful or unsuccessful in their tender response.

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

**Notes:**

1. This letter is a template only and should be modified as appropriate.
2. This letter should be copied and pasted into your agency’s letterhead.
3. This letter should not be issued until the Evaluation Report (or similar) has been signed by the relevant delegate and the contract has been formed with the preferred supplier.
4. All items in grey are to be updated as appropriate.
5. Electronic signatures can be used in accordance with the [*Electronic signatures guideline*](https://www.forgov.qld.gov.au/information-and-communication-technology/qgea-policies-standards-and-guidelines/electronic-signatures-guideline).
6. Consider sharing in the letter who the contact was awarded to.

# Contract disclosure requirements

In accordance with the [*Procurement guidelines: Contract disclosure,*](https://www.forgov.qld.gov.au/finance-and-procurement/procurement/procurement-resources/search-for-procurement-policies-resources-tools-and-templates/contract-disclosure-guidelines) agencies must publish minimum requirements for reportable contracts. Any contract required to be disclosed is published on QTenders.

To support greater transparency and trust in government procurement, consider sharing this information proactively. For example, add the following in the unsuccessful letter:

Thank you for your offer in response to the above procurement activity. Unfortunately, on this occasion your offer was unsuccessful. The contract was awarded to [insert successful organisation].

# Unsuccessful letter and/or email

Supplier details [if a letter and/or an email]

[Insert recipient’s name]

[Insert recipient’s title]

[Insert recipient’s organisation name]

[Insert recipient’s address/email address

Subject [if an email]

STRICTLY CONFIDENTIAL: ITO NO. [Insert procurement activity and reference number]

Body [if a letter and/or an email]

Dear [Insert salutation]

Re: [Insert procurement activity and reference number]

Thank you for your offer in response to the above procurement activity. Unfortunately, on this occasion your offer was unsuccessful.

The time and effort you have taken to prepare your response is greatly appreciated and I would like to thank you again for submitting an offer.

We would like to invite you to attend a supplier debriefing session on your offer. If you are interested in attending this session, please contact [insert contact officer and email address] by no later than [insert date]. These sessions will be conducted in [insert month and year] by [insert relevant option: via Microsoft Teams or in person].

We encourage you to take up this offer. It is an opportunity to receive constructive feedback on your offer, ask us questions about the procurement process and provide us with your feedback. Learning more about Queensland Government tender processes may help you with future tender submissions.

Please contact [insert name of the contact officer for the procurement activity] on [insert phone number] or by email [insert email address], should you have any questions.

Yours sincerely

[Insert sender’s name]

[Insert sender’s title]

##### *Unsuccessful letter template*

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| **Version** | **Date** | **Comments** |
| v1 | 11 Apr 2018 | Template created and published |
| v2 | 9 Jul 2018 | Formatting updates |
| v3 | 16 Jul 2018 | Formatting updates |
| v4 | 1 Aug 2018 & 7 Mar 2019 | Formatting updates |
| v5 | 16 Aug 2019 | Formatting updates |
| v6 | 20 Dec 2019 | Added ‘Disclaimer’ on new DHPW corporate branding |
| v7 | 28 May 2021 | Updated to new DEPW corporate branding |
| v8 | 28 June 2024 | Major updates to reflect *Queensland Procurement Policy 2023;* added ‘Version control table’, ‘Copyright’ and ‘Administration’ sections, detailed instructions of use, ‘Contract disclosure’ information, a ‘Notes’ section and major changes to letter on new DEC corporate branding |

**The State of Queensland (Department of Energy and Climate) 2024**

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##### Contact us

Queensland Government Procurement, Department of Energy and Climate is committed to continuous improvement. If you have any suggestions about how we can improve this template, or if you have any questions, contact us at [betterprocurement@epw.qld.gov.au](mailto:betterprocurement@epw.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 2023*, your agency’s procurement policies and procedures, and any other relevant documents.

The Department of Energy and Climate disclaims all liability that may arise from the use of this document. This template should not be used as a substitute for obtaining appropriate probity and legal advice as may be required. In preparing this template, 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 of the Department of Energy and Climate, a reasonable effort will be made to correct them.

##### Administration

Version 8.0 of the template replaces all previous versions of ‘Unsuccessful letter template’ and takes effect immediately.