

Introduction to Tendering with Gippsland PHN

Why does Gippsland PHN request tenders?

Commonwealth's PHN programme guidelines determine how PHNs should be commissioning services.

Tendering is a standard expectation of the Commonwealth, and of the public, whenever public funds are being spent.

Competitive procurements ensure that we obtain the best Value for Money.

Consumers benefit by having access to the best providers for their healthcare needs.

Tendering Opportunities

Gippsland PHN advertises tender opportunities on our website at <https://gphn.org.au/procurement-and-tendering/commissioning-opportunities/> as well as via the Tenderlink portal at <https://portal.tenderlink.com/gphn/>

It's free to register with Tenderlink and when you do, you will receive an automated email whenever a tender is released that meets your selected requirements.

To register, click on the word "Registration" that you will see in the top menu bar on the portal page:



Fill in your details and you will receive an email from Tenderlink confirming your username and password.

Video Tutorials

Tenderlink has a great range of 2-minute video tutorials that demonstrate:

- How to register as a supplier;
- How to download tender documents and participate in the Question and Answer forum; and
- How to upload and submit a tender response.

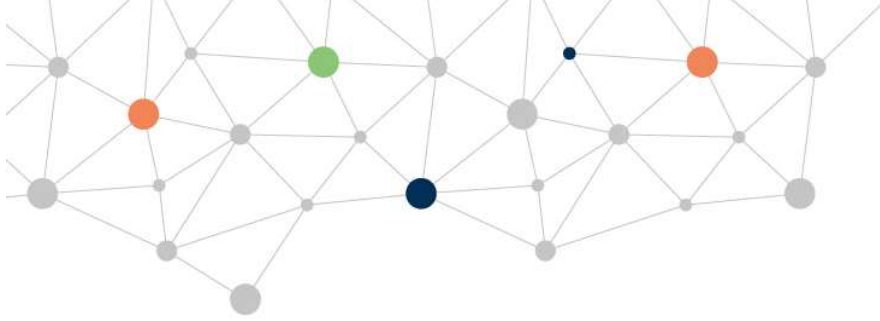
The tutorials are available at <https://illion.tenderlink.com/resources/help/>

Tenderlink is very intuitive and you can just 'read the screen' for most functions. For example, Click on the tender name to open it and then look for the link to download the documents

For reasons of probity, we need to ensure that the same information is shared with all tenderers at the same time. This is why we use the Online Forum to address tender questions. Raise your question via the Forum and we will respond. Both the question and the response will be visible to all tenderers.

Once you've downloaded the tender documents, you will then be notified via automated emails when:

- Any changes are made to the tender documents or addendums are released; and
- When questions and responses are posted to the Forum.



Preparing your Tender Response

Some considerations for when you are preparing your tender response:

- Gippsland PHN provides an Application Form in Word format as part of the tender documentation. You should answer the questions within that Word document.
- Keep your answers relevant to the question and be concise - stick to any designated word count.
- If you attach additional documents to your submission, make sure that those documents are clearly referenced within the Application Form. Clearly name each attached document.
- Attached documents should be in PDF, Word and Excel formats only. We are unable to download or open any other file types from Tenderlink.
- Make sure your attached documents don't have any passwords set. "Read only" is ok.
- Don't provide any weblinks within your documents. All the information that makes up your tender submission should be wholly contained within the Application Form and attached documents. This is for reasons of probity, as weblinks may change over time, and we need to keep a static version of your submission on file.

Submitting your Tender Response

When you are ready to submit your tender response:

- Log into Tenderlink, select the tender you wish to respond to and click on the option to upload your submission. You can refer to the video tutorial on the Tenderlink website for a visual demonstration.
- Make sure you leave plenty of time to upload your submission - aim for the day before or at least a few hours prior to the closing time to plan for any contingencies. Tenderlink will automatically cut out strictly at closing time, even if you are mid-upload, and your tender will not be submitted.
- When saving your files, minimise the file names. Too many letters in a name may corrupt the file when we go to download it from Tenderlink and we'll be unable to open it. You need to clearly label your files but also be as concise as possible with your naming conventions.
- You should minimise the number of folder levels for the same reason. Just one zipped folder containing the documents that form your tender submission is best. "Folders within folders" adds to the length of file names and may corrupt the file so that we are unable to open it.
- If you do have any technical issues during the upload:
 - Contact the Tenderlink call centre for assistance; and
 - Let us know that you are trying to submit but are having trouble. ***You must contact us prior to closing time in order for this to be taken into consideration.***

Additional Information

If you do have any additional questions:

- Contact Tenderlink directly for any technical questions with the Tenderlink portal (*their contact details are available here: <https://million.tenderlink.com/contact/>*); and
- Any general tendering enquiries can be directed to procurement@gphn.org.au

Please make sure you register with Tenderlink in order to receive automated emails when tenders are released.

Keep checking our website as it is regularly updated with upcoming tender opportunities.

Best of luck with your future tender submissions!