The following information may be helpful for suppliers interested in working with Kirklees Council

Please note: This document offers general guidance to help Bidders avoid common mistakes when preparing bid submissions. It is not linked to any specific procurement exercise. Bidders are responsible for reviewing and adhering to the requirements outlined in the official procurement documentation provided for each opportunity issued by the Council.

1. How to Find Tender Opportunities

Opportunities with Kirklees Council and the other Local Authorities are advertised on our e-Tendering portal, YORtender. In addition, opportunities can be seen on the Find a Tender Service (Central Digital Platform) website.

Bidders must make sure you are registered on the YORtender portal and Central Digital Platform to access and apply for procurement opportunities.

Our upcoming procurement opportunities can also be found at: Procurements and contracts | Kirklees Council

How to use the YORtender Portal

YORtender Guidance can be found on the Kirklees website: Doing business with the council | Kirklees Council

If you have issue with using the Portal contact the YORtender helpdesk:

- By Email: uksupport@eu-supply.com
- Telephone: 0800 840 2050 during office hours ONLY (09:00 to 17:00)

2. Completing a Quotation/ Tender Submission

2.1 Download all the Procurement Documents and save on your computer.

The portal does not save document edits so please save a copy of the procurement documents to your computer to fill out any details and save as you go.

2.2 Read the Procurement Documents carefully.

- Specification – can you deliver what is being asked?

- Pass/Fail Criteria – can you fulfil the mandatory requirements specified?

- Be aware of any deadlines – for example;
    - cut off dates for asking clarification questions;
    - submission deadlines – dates and times

2.3   Filling out the Procurement Documents.

- Use the documents/ format provided or requested for example, ensure you provide Word and Excel documents rather than pdf documents. In addition, we use Microsoft Office and cannot open iOS documents – Mac users should contact us via the YORtender portal if you need help with this.

- Don't put in 'filler' statements which sound good but are not relevant to the question being asked.

- Don't insert generic responses/information/graphics if they do not relate to the question/specification.

- Don't copy and paste from other bids as this can often result in inaccurate information being submitted and will appear generic and non-specific to the Contract applied for.

- Be aware of any word counts assigned to a response – ensure you answer the question but DO NOT exceed any word counts as excess information will not be scored.

- If you make a statement in a response, back this up with details, examples or supporting evidence (particularly where these are requested in the question).

- Check the tender documents in relation to wording included in graphics or supporting documents as these will not necessary be included in an evaluation.

- Do not assume that any prior knowledge of your organisation will be taken into consideration – **IF IT IS NOT IN YOUR BID, IT WILL NOT BE CONSIDERED!!!**

3. Asking Questions / asking for Help

If you have queries about documents or process, please raise a message on the e-tendering portal. Please do not send emails to Council staff as they may not receive the message whereas the portal will be regularly monitored.

Please note that clarifications and responses will be shared with ALL TENDERERS unless you have marked clearly that your question is confidential, noting that if the Council feel that the question is relevant to all bidders you may be asked to agree for this to be shared or retract your question.

If you have issue with using the Portal contact the YORtender helpdesk: By Email: uksupport@eu-supply.com and by Telephone: 0800 840 2050 during office hours ONLY (09:00 to 17:00)

4. Monitoring the YORtender Portal

Please ensure that you have a contact to monitor the Portal throughout the Tender process for questions, document amendments and updates.

5. Submitting Your Tender

5.1 Before submitting

- Check you have considered and completed the correct versions of the published documents checking for updates and amendments which may be issued during the tender period.

- Check all sections have been completed as requested.

- Check all forms are signed and dated.

- Check all additional information/ supporting documents requested have been included.

- Check you have uploaded your completed documents to the portal.

- Upload in advance of the deadline making allowances for any technical difficulties such as power cuts, server outages etc.

- Check that the portal shows that your documents have successfully submitted with a clear date and time of submission visible.

5.2 After Submission

- Continue to monitor the portal in case the Council has any follow up questions about your bid.

6. Troubleshooting

I need to add another Contact within the Organisation to my YORtender account.

The Council cannot do this on behalf of suppliers. Assistance can be raised with the site host by emailing uksupport@eu-supply.com or telephoning 0800 840 2050 during office hours ONLY (09.00 to 17.00).

I am not getting notifications from the Portal – what can I do?

Ensure you have selected to receive notification settings – see a step by step instructions for this on the Kirklees website Doing business with the council | Kirklees Council – it is important to ensure that the person responsible for bidding is checking the tender regularly for updates to documents and that they are available to answer any questions

How can I check that I have successfully submitted my tender documents?

Check that the portal shows that you have successfully submitted your tender documents with a clear date and time of submission visible. Refer to our guidance on the Kirklees Website for a step-by-step illustration.

I can't access an opportunity on YORtender.

- Check if it has been sent to the correct contact in your organisation.
- Check that you have accepted the invitation on the notification page.
- Read the instructions on the Kirklees website for step-by-step guidance.
- Contact Technical Support

Tips for Tendering:

Poor Approach	Good Approach
Rushed Bid	Ensure the correct person from your organisation responds to the question(s) relevant to their area of expertise and that they are given ample time to do so. Always give yourself enough time for completing the tender and uploading in case of any technical issues.
Filled with significant errors and / or omissions / Illegible	Type responses clearly, use spell check and ensure thorough proofreading - ideally by a second reviewer.
Not well structured /poorly presented	Make it easy for the evaluation panel to see you have addressed each requirement of the question particularly where the question has multiple 'asks'. For example, structuring your response in the same order as the question.
Response has no relevance / inconsistent information	Keep cross referencing your response with the question and the specification as you respond, and don't cut and paste from other bids. Ensure the tender focuses on the requirements as set out in the specification and evaluation criteria.
Very generic (i.e., not tailored specifically to the requirements of the contract)	Read the questions carefully and answer them accurately and precisely. Do not add in irrelevant information as this will impact your word count and will not score any marks.
Compiled mainly from promotional material	Promotional material is unlikely to address the question and does not gain any additional marks if included.
Lack of evidence	Where appropriate, provide supporting evidence for statements made in your tender response.
Makes assumptions that the reader already knows what you do or can do	The Council can only evaluate what you have submitted and that the Council **cannot** refer to any previous knowledge or experience it has of your organisation.
Reliance on style over substance	Use the provided templates and follow instructions carefully. Company logos and added cover pages do not gain any additional marks and only the content of the responses will be scored. In addition, unnecessary logos and graphics can increase file size adding extra upload time.
Ignoring instructions within the Procurement Documents	Read documents carefully and comply with the instructions noting deadlines and observing the formats to use when completing and submitting your response.

Poor Approach	Good Approach
Making assumptions instead of seeking clarification	If anything is unclear, raise questions during the clarification period. Submitting a bid based on assumptions may result in disqualification.
Documents not titled, indexed or referenced	Clearly title and cross-reference all documents, especially supporting materials, to help evaluators navigate your submission (this is particularly problematic with supporting or large numbers of additional documents)
Late Submission	Upload your Tender in advance of the deadline noting that tendering portals do not allow late submissions and the Council are under no obligation to accept a submission after the deadline has passed.
Missing Documentation	Check that all required documents have been uploaded to the portal before pressing 'submit'. The Council cannot see what you have uploaded until after the deadline has passed so it is your responsibility to ensure all the required documents are uploaded to the portal prior to the submission deadline.
Blank or incomplete documents	Check that the uploaded documents on the portal are the fully completed and most up to date versions. The Council cannot see what you have uploaded until after the deadline has passed so it is your responsibility to ensure that you have saved your responses within the submission documents before uploading. You can check and make amendments to your submission anytime until the deadline has passed. **YOU MUST ENSURE YOU RE-SUBMIT after any changes are made.**
Unsigned documents	Check that all sections are completed, and signatures (or e-signatures) have been provided as required.
Excessive acronyms or technical jargon	Use clear language and explain any acronyms or technical terms. Avoid jargon unless it's defined and necessary.
Not aware of insurance requirements	Check the insurance requirements for each procurement so you're prepared to have the necessary coverage in place at the start of the contract if your bid is successful.
Do not understand the Terms and Conditions	Review the Terms and Conditions included with the procurement documents thoroughly before submitting your response as you will be required to comply with them if awarded a contract. These terms are fixed and cannot be amended once the procurement process concludes. If you have any questions or concerns regarding the Terms and Conditions, they must be raised during the tendering period.