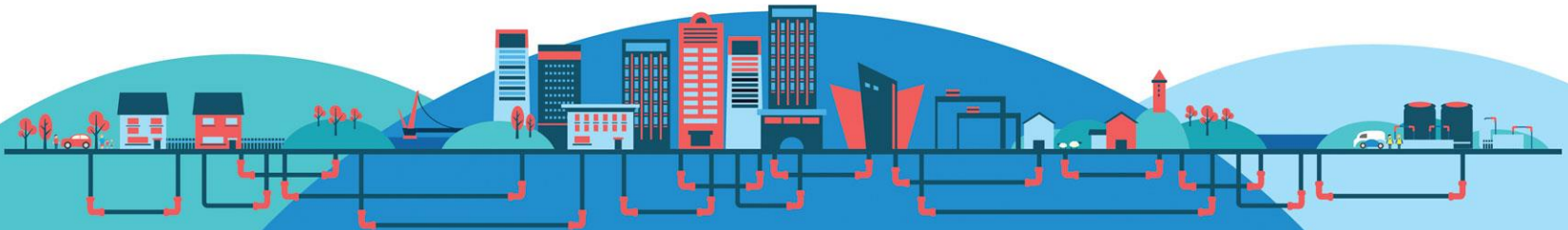




Tips for Suppliers



Administration

- Monitor the eTendersNI portal for live tenders
 - NI Water publishes a forward view of tenders annually on our website
 - Suppliers must register on the eTendersNI portal, and express an interest in a tender, in order to download the document.
 - Tender responses must be submitted via the eTendersNI portal.
 - Should any difficulties be encountered whilst using the portal or in accessing the information quoted, contact the eTendersNI supplier helpdesk
 - In the event of queries about any aspects of the tender, or the tender process, please contact NI Water via the eTendersNI messaging function, without delay. No email or telephone queries will be answered.
 - All requests for clarification must be made via eTendersNI.
 - NI Water tenders have to comply with the principles of the Utilities Contracts Regulations (as amended). This constrains how we deal with a tender to ensure that all tenderers are treated equally, transparently, proportionately and without discrimination.
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Guidance

- Ensure that your registered company information is fully up to date on eTendersNI i.e. company name, contact details etc.
 - Study the entire tender document carefully and ensure that you can demonstrate your ability to meet ALL the requirements.
 - If you don't understand something in the tender documents, use the eTendersNI messaging function to ask a question.
 - Answer all mandatory questions.
 - How the evaluation panel will score each answer will be explained in the tender documents. Read this carefully and make sure you address all the points required in each answer. This will help you achieve a good quality score.
 - Examine the tender evaluation criteria and weightings carefully. There will be pre-declared contract award criteria. Tender evaluation will focus on examining how your tender proposal will deliver the product/service (quality) and the cost of the product/service (price). The balance between quality and price will depend on the particular product/service being sought. Consider how much effort to put into your proposal for quality and price based on the relative weighting of each. Should price be a small percentage of the overall marks, that means NI Water believe quality is more important and you need to score well in your answers to the quality questions to have a chance of winning the tender.
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Guidance

- NI Water will ask you to complete a supplier declaration form which includes a field for the name of the company that will provide the goods/services. All other information you provide to us about your finances, insurances, ISO certificates, capacity, capability and how you will deliver the goods/services MUST relate to that company. If you are part of a group it is easy to sign the declaration form as Company A and then provide information for Company B. NI Water cannot score any information unless it is for Company A.
- Think about innovative ways to deliver the requirements detailed in tender documents as this may help you reduce costs and submit a more competitive bid to NI Water.
- When the tender allows for variant bids, ensure that you clearly identify your variant bid, and provide a detailed explanation as to the benefits of the variant, in accordance with the instructions set out in the tender.
- Ensure that any attachments provided in response to questions are uploaded to the correct section/question and that the filename identifies the question and your organisation.
- Ensure that you supply **ALL** the details/information requested. For example, if you are asked to attach certificates, make sure you do so.
- The evaluators, who may have a large number of detailed tenders to read and assess, will appreciate clarity, brevity and relevance.
- Complete all parts of the pricing schedule in the way asked. Do not amend the schedule in any way. Should you believe that the pricing schedule could be improved, at the earliest opportunity contact NI Water via eTendersNI to explain what changes you think would be appropriate.
- Ensure that your submission is received by the deadline. Late tenders will not be accepted. There will be no exceptions. If you need more time, contact NI Water via eTendersNI well before the tender is due to close. NI Water may, at its own discretion, extend the deadline for all companies.

Don't

- Leave it until the last minute to submit your tender response. It can take some time to upload all the documents, even with fast broadband.
 - Assume that the evaluators know anything about your company. Even if you have worked for NI Water before, staff can only score your written answer. They cannot base their evaluation on assumptions or previous knowledge. Treat each tender you submit as your first.
 - Exceed the word count limit within your answer as it will not be read and cannot be taken into account in the evaluation.
 - Cross reference answers to questions. The TEP (Tender Evaluation Panel) will not be able to take this information into consideration.
 - Include more information in your response than is requested within the tender documents as the information cannot be evaluated.
 - Add qualifications to your bid or amend the forms, pricing schedules etc. This could result in your bid being disqualified.
 - Forget that, if successful, your tender is legally binding. You cannot alter your submission once received by NI Water, unless NI Water has set out a negotiation phase in the tender document.
 - Expect special treatment, all applicants are treated equally.
 - Expect NI Water to vary its standard terms and conditions. To you it may seem like a small matter, to us it means that all applicants will not be treated equally. For this reason, NI Water cannot consider any changes to our terms and conditions. Please ensure that you are happy to do business under these terms and conditions before submitting your tender.
 - Assume that NI Water will grant an extension of time to a closing date and time of a tender competition. NI Water normally takes into account holidays and other factors when deciding on a closing date and time.
 - Be discouraged if you are unsuccessful. NI Water will provide you with constructive feedback, which will help you to understand how to improve your approach the next time you tender.
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Contact Details:

Should you require any further information from procurement, please contact:

Procurement Team / Capital Procurement Team (CPT)

Northern Ireland Water

Westland House

Old Westland Road

BELFAST

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