# Frequently Asked Questions

## (Tenders and Quotations)

This document provides basic information about frequently asked questions (FAQ's) in relation to the City of Cockburn (City) sourcing process.

### How do I find out about opportunities to tender with the City?

All public tenders are advertised in The West Australian newspaper under the "Local Government Tenders" section either on a Wednesday or Saturday.

All public tenders are advertised on the City of Cockburn's website via the eProcurement Portal – "360"

### Do I need to register in the electronic procurement system to submit responses?

Yes. Registration is free and registered suppliers will;
- Receive automatic email notifications;
- Receive access to view and download documentation; and
- Submit responses online.

### What is 360pro?

360pro is an online eProcurement system used by the City to advertise, receive and evaluate and manage responses for all Requests for Tenders (RFT), Requests for Quotations (RFQ), Requests for Proposals (RFP) and Expressions of Interests (EOI) issued by the City's authorised officer.

### How do I access the system?

A link is provided on the City's website to the eProcurement Portal. Details are also included in any publicly advertised Requests in The West Australian newspaper.

### Can I talk to Councillors about Tenders or Quotations?

No. It is not permitted and will result in disqualification from the process. You can contact Procurement Services on tenders@cockburn.wa.gov.au

### What is a Conflict of Interest?

A Conflict of Interest is any situation where there is, or may appear to be, a relationship between supplier personnel and a City employee that could influence, perceived or otherwise, the decision making process.

### What do I do if I may have a conflict of Interest?

Should you have a conflict or perceived conflict of interest you are required to disclose this to the Governance Department via governance@cockburn.wa.gov.au as soon as you become aware of the situation.

**Do I have to answer all the questions in the Requests?**

Yes. You are required to provide a response to all questions for the system to enable the "Submit" button to be activated and your submission received.

**Can responses for Tenders and Quotations be submitted in hard copy?**

No. All responses must be submitted electronically via the eProcurement portal, otherwise your submission will be deemed non-compliant and not accepted

**Can I obtain a hard copy of the Sourcing documentation from the City?**

No. Documentation is only provided electronically via the eProcurement portal.

**Can I submit an alternative response in the system?**

Yes, when the system permits it. Not all requests allow alternate submissions. Suppliers who submit a conforming tender within the system may when permitted also submit an alternative tender.

**Can my submission be received after the advertised day and closing time?**

No. All submissions must be received by the advertised closing day and time. Do not leave upload a submission close to the closing time; otherwise it will not be received before the system closes off.

**How can I respond to submission if I do not have Computer equipment?**

The City provides free public internet access across all it libraries. PCs can be booked in advance and used to upload submissions. Free public Wi-Fi is also available at the City's libraries.

**Who can I contact if I have any technical issues with the system?**

Please contact support@simplylogical.net if you require assistance regarding the registration process or technical support.

For further information contact Procurement Services on 08 9411 3444 or at tenders@cockburn.wa.gov.au