



Template for below threshold requests for quotes / pricing

This template can be used to provide structure to quotes that have been requested over the phone or for an email submission.

| Our Understanding of Your Requirements | |
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| <p>In this section, capture the known requirements of the buyer. Think more broadly than the simple question or request asked of the supplier.</p> <p>Do they need help scoping their needs? If so can you meet them to do this? Do they need pre-sales technical advice in relation to the order to make sure what they are ordering is the right fit for their organization? Do they need post-sales service and if so what kind do they need? What kind of SLA is offered as standard and what SLA comes at a premium? How quickly is the delivery needed by and can we meet the location, time, price and quality requirements?</p> | |
| Benefits of our offer | |
| <p>In this section, outline the full (whole life) benefits of the proposition. This should include the proposed quote price and any additional value adding features that deliver benefits to the user organization. This can include expected life cycle, efficiency vs. other models, training, technical support, servicing costs, guarantees, warranties etc.</p> | |
| Our approach to servicing your needs | Our approach to Quality |
| <p>Outline how you deliver / service needs of customer in brief. The bigger the quote, the more thought should be provided.</p> <p>This may include a very brief synopsis of people proposed for the service and why they are a good fit for the organization (bios can be added as appendix if appropriate).</p> | <p>Outline how you ensure the requested item is of the right quality and delivered on time, to the right place for the agreed price.</p> <p>Outline any quality management systems and related quality certs (health & safety), environmental etc. held by the company.</p> |
| Plan & next steps to service your needs | |
| <p>Outline how the proposed product / service / small works will be delivered to the satisfaction of the buyer.</p> <p>Outline the next steps. Remember, all below threshold quotes follow the negotiated procedure process. If you are open to them coming back to negotiate a slightly lower price, tell them <i>do not go with a lower price without giving us a chance to consider matching it.</i></p> | |

A template like this should be attached to the email / letter responding to the request for a quote from the contracting authority. A little bit of effort tailoring pro forma quotes is a step towards building competitive advantage for the company and how it is perceived by buyers.