

Undertake post-submission activities

Overview

This standard is for you if you are involved in the bid post-submission activities. It is relevant to in-house bid managers, other related professionals, sales, marketing and business development teams, quality assurance teams and business owners.

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Performance criteria

You must be able to:

1. respond to customer request(s) for further information to support the bid, if required
2. take part in post submission activities as requested by the buyer / funder
3. make amendments to the bid in line with the customer's feedback, and re-submit
4. receive the final customer decision and obtain customer's feedback on the bid
5. review your organisation's bidding process, identifying reasons why the bid was successful / unsuccessful
6. seek further clarification on the decision from the buyer / funder, and where appropriate, decide on whether to appeal or lodge a complaint
7. ensure the bid and supporting documentation are added to the bid library, or suitably filed for future reference
8. obtain and analyse the feedback from the bid team and the key stakeholders
9. identify the lessons learnt for your organisation's future bids
10. agree and implement an action plan based on lessons learnt review
11. ensure that lessons learnt are incorporated within your organisation's bid strategy.

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Knowledge and understanding

You need to know and understand:

1. the relevant legal, regulatory and ethical requirements that relate to bidding
2. the current best practice(s) relevant to the bid post-submission activities
3. how to collate and provide further information to support the bid
4. the standard post-submission activities, such as clarification questions, all relevant paperwork, presentations, demonstrations, scenario days, site visits
5. the negotiation, competitive dialogue and e-auction processes, including how to achieve a realistic final offer
6. the methods for obtaining feedback from buyers / funders
7. the relevant legal framework of the bidding process and the factors to consider before making an appeal or lodging a complaint
8. the methods of collecting and analysing the bid process experience to generate lessons learnt
9. how to use lessons learnt to improve your organisation's bidding processes and chances of future success
10. how to incorporate lessons learnt into your organisation's strategy.

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Skills

- Business strategy
- Interpersonal skills
- Information collection and analysis
- Negotiating
- Presentation skills
- Process evaluation

Glossary

E-auctions: electronic auctions (or reverse electronic auctions) are on-line auctions where selected bidders submit offers electronically against the purchaser's specification. All communication following and including the invitation to pre-qualified bidders to submit new prices and/or values must be electronic.

Lessons learnt: is knowledge or understanding gained by experience that has a significant impact for an organisation. The experience may be either positive or negative. Successes are also sources of lessons learnt.

Links to other NOS

CFABAA617 Develop a presentation

CFABAA623 Deliver a presentation

CFABAG124 Negotiate in a business environment

External Links

Gov. UK – How to make a freedom of information (FOI) request

<https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act>

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