



Evaluator's Complaints

These are some real-life examples of complaints and feedback by tender bid evaluators. Make sure you address these points to give your company the best chance of making it through the process.

- The author did not follow the instructions
- The proposal contains no compliance matrix. As a result, evaluators spend a lot of time trying to figure out whether the response is actually compliant
- Emphasis is placed on the 'wrong' portion of the tender document (failure to understand the award criteria)
- Lack of meaningful proposal themes. No story is told to the evaluator
- Poorly structured response, illogical table of contents, and misuse of appendices
- Differentiators are not used or are unclear
- Many requirements not addressed at all (Silence on the statement of work requirements means the bid is non-compliant or deficient).
- Statement of Work requirements not addressed with respect to the business
- Technical claims not substantiated with tangible, real data
- Difficult to read: straight text, no bullets, poor graphics, no white space
- Lack of section summaries. Points are buried inside long chunks of text
- Overuse of boilerplate responses. The response is not tailored to the business needs of the client or agency issuing the ITT
- Graphics not readable after copy and paste ... sigh
- Prime contractors' / subcontractors' agreements not included
- Other back-up information such as copies of insurance and safety certificates not included
- Certifications / qualifications included but the dates quoted meant they looked out of date
- An insufficient number of copies sent
- Documents submitted too late



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