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Ask the marketplace

Questions template

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| **Use this template to prepare offline before publishing.**   * All questions are mandatory unless marked ‘optional’. * Keep your answers within the word limits where stated. * If you need help or guidance please [contact us](https://marketplace.service.gov.au/contact-us) and we’ll respond as soon as possible.   <https://marketplace.service.gov.au/contact-us>   * We generally respond within the hour during business hours. * When you are ready to publish, create and publish your request.   <https://marketplace.service.gov.au/2/outcome-choice>   * You can [view examples](https://marketplace.service.gov.au/2/opportunities?openTo=all&type=atm) to see how other agencies have used Ask the marketplace.   <https://marketplace.service.gov.au/2/opportunities?openTo=all&type=atm> |

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## **Who can respond?**

**Accept responses from:**

* any seller on the panel
* any seller in a panel category

You can see what you can source in each category at:

<https://marketplace1.zendesk.com/hc/en-gb/articles/360000556476-Panel-categories-and-rates>

## **About**

**Create a title for your opportunity**  
Describe the outcome you need, for example ‘Website redesign and development’.

(100 characters maximum)

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**Department, agency or organisation**  
Who is the work for? Please write in full, including the state if necessary.

For example, ‘Digital Transformation Agency’ instead of ‘DTA’.

(100 characters maximum)

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**Summary of work to be done**

(150 words maximum)

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**Where can the work be done?**

* Australian Capital Territory
* New South Wales
* Northern Territory
* Queensland
* South Australia
* Tasmania
* Victoria
* Western Australia
* Can be delivered remotely

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## **Response formats**

* Sellers submit up to 500 words to each criteria you provide.
* Responses are available as a spreadsheet to download after the opportunity has closed.
* If you need proposals or quotes now, use the seek proposals and quotes approach:

<https://marketplace1.zendesk.com/hc/en-gb/articles/360000579716-Seek-proposals-and-quotes>

**What additional information must sellers submit through the Marketplace?**

* Case study
* References
* Resumes

**What additional assessment activities will you request from selected sellers once the opportunity closes? (optional)**

* Presentation (This can help you understand a seller's approach to deliver your outcome, e.g. by demonstrating a live product or technical prototype.)
* Prototype

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## **Objectives**

**Why is the work being done?**

(500 words maximum)

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**What’s the key problem you need to solve?**

(500 words maximum)

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**Describe the users and their needs.**

(500 words maximum)

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**What work has already been done?**

(500 words maximum)

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**Additional documents (optional)**

You can attach additional documents as part of your opportunity. Documents must be in .DOC .XLS .PPT or .PDF format and can be viewed by any invited seller. Do not include internal or private information.

**Industry briefing (optional)**

Make sure you include the information to be provided, date, time and access details of your briefing.

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## **Timeframes**

**Estimated start date**

|  |  |  |
| --- | --- | --- |
| **Day** | **Month** | **Year** |
| DD | MM | YYYY |

**Key dates or project milestones (optional)**

(150 words maximum)

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## **Evaluation criteria**

You must list each criteria separately so that sellers can respond to each one through the Marketplace.

Add as many criteria as required. Weightings are optional and must add up to 100%.

**Criteria Weighting (%)**

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## **Closing date**

**Closing date**

We recommend publishing for at least two weeks to allow interested sellers to respond. Responses will be available after 6:00pm Canberra time on this date.

|  |  |  |
| --- | --- | --- |
| **Day** | **Month** | **Year** |
| DD | MM | YYYY |

**Contact number for Marketplace support**

This number will not be visible on the Digital Marketplace. It will only be used by the Marketplace operations team in case they need to contact you.

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| **When you are ready to publish:**   1. [Log in](https://marketplace.service.gov.au/login) to the Digital Marketplace. <https://marketplace.service.gov.au/login> 2. Click ‘Create new request’ and select ‘Outcome’. 3. Click ‘Get started’ under ‘Ask the marketplace’. <https://marketplace.service.gov.au/2/outcome-choice> 4. Complete the form using the content from this template. |