Delivery partner FAQs

After I submit a tender to Hort Innovation, when will I receive a reply?

Hort Innovation assess all submissions after the tender closes. How long this takes depends on the number and complexity of the proposals and whether we need more information.

Our Tender Manager will keep you informed by email at key stages, including:

- Confirmation that the tender has closed
- An update when responses move to evaluation
- Notification of any delay in the evaluation timeframe
- Formal notification to unsuccessful respondents once the outcome is approved.

During assessment, we may contact you to clarify parts of your proposal. If we do, we'll explain what information we need and when you need to respond.

We'll formally notify everyone who submitted a tender once the evaluation is complete and the outcome is approved. We aim to let you know as soon as possible, although timing will vary.

If my tender is unsuccessful, can I seek feedback from Hort Innovation?

Yes. Please ask if you'd like feedback on how your application addressed the evaluation criteria. It may help with your next submission. We provide feedback on request, rather than automatically.

How will clarifications be handled, and how long do we have to respond?

If Hort Innovation needs more detail to assess your submission, we'll send you a formal clarification request explaining what we need.

The evaluation panel uses this information to check its understanding of your proposal and address any amendments required under the request for proposal (RFP) documents.Please use tracked changes in your original submission when responding. The project manager will confirm the resubmission timeframe in writing, based on how much additional information is needed.

We may also ask you to present or pitch your proposal to the evaluation panel, either in person or online, so you can explain it in more detail.

Who should I contact during assessment?

The Hort Innovation tenders team is your main point of contact during assessment. Please send all tender questions to tenders@horticulture.com.au, and the team will direct them to the appropriate project manager for a response.

Where appropriate, we'll share general questions and answers with all active respondents through the Q&A forum on the tenders site. Giving everyone access to the same information helps keep the tender process fair and transparent.

Is there a standard approach, or does it vary by program and manager?

All Hort Innovation procurements follow the same overall process, including assessment and clarification requests. This keeps the process fair and transparent, with consistent standards for everyone.

We assess each proposal on its own merits, against the participation conditions, requested services and evaluation criteria in the relevant request for proposal (RFP). We may adapt the approach to suit the size, complexity and risks of each opportunity.

Any adjustments must suit the scale of the opportunity and meet the relevant RFP requirements.

Can I request an extension to the tender closing date?

If you need more time, please email tenders@horticulture.com.au as early as possible and before the tender closing date and time.

In some cases, you can raise your request directly with the project manager. All requests must still be formally reviewed and approved through Hort Innovation's procurement process.

We'll consider your request, but approval is not automatic. Any decision must be fair to all respondents and made transparently.

We cannot grant extensions once a tender has closed. If additional submissions are needed after closing, the tender must be formally re-published. Please allow enough time to prepare and submit your proposal before the deadline.

Who should I contact if our project manager is unavailable?

If your project manager is away on leave or travelling during the procurement process, please email your tender-specific questions to the Tender Manager at tenders@horticulture.com.au. They can connect you with the right person.

If you're delivering an active project and your project manager is unavailable because of leave or travel, please contact the person named in their out-of-office reply or the relevant head of department, whose details are on the Hort Innovation website.

How will I receive feedback on milestones?

Your project manager will provide feedback directly on your milestone submission through the Delivery Partner Portal.

During the review, they may add comments about how your submission meets the milestone criteria and what is needed for approval. They may also ask you to revise and resubmit it.

You may need to correct errors, provide more evidence that you've met the milestone criteria, or add missing appendices or resources. If we ask you to resubmit, you'll need to do so within 10 business days.

How often will Hort Innovation check in during the project?

Your project manager will check in with you between milestone reports. Depending on your project, this could mean monthly or quarterly phone calls, or discussions at project reference group meetings if your project has them.

How often you meet, and the type of check-in will depend on your project.

How can we provide feedback, and how often do you formally seek it?

Please let us know what's working well and what we could do better. Your feedback helps us improve how we work with delivery partners and invest for the industry. Start by speaking with your project manager.

You can also share your views through:

- The annual Grower and Partner Survey, which collects formal, anonymous feedback from delivery partners
- The online Delivery Partner Forum, where all delivery partners are invited to connect with Hort Innovation, ask questions and provide feedback.

Hort Innovation

Horticulture Innovation Australia Limited
ACN 602 100 149

Level 15, 141 Walker Street
North Sydney NSW 2060 Australia

02 8295 2300 | communications@horticulture.com.au

www.horticulture.com.au