Debriefing

Debriefing is a way of helping suppliers to improve their competitive performance which produces benefits to procuring organisations.

Unsuccessful suppliers and bidders have a right to know the reasons for their rejection. Any bidder may request additional information regarding the tendering process. You need to make sure enough time and resource is given to the debriefing process.

Debriefing will also be necessary for unsuccessful candidates at the **Selection Stage.**

Care should be taken that debriefing information is consistent with that provided with the Standstill Notice.

Debriefing Objectives

Supplier Performance	To assist suppliers to improve their performance. A debriefing should cover the positive aspects and suggest areas for improvement of the unsuccessful bid. Suppliers will then have the opportunity to address these issues and improve their competitiveness in any future bids.
Bidder Feedback	To offer unsuccessful bidders the opportunity to provide feedback to the Organisation on the tender process. This will help with continuous process improvement .
Reputation	To establish and maintain a reputation as a fair, honest and ethical customer. This will help to ensure that high quality suppliers will be encouraged to submit tenders.

Debriefing Timescales

Candidates eliminated at the Selection Stage:

- it is a legal requirement to notify candidates eliminated at this stage "as soon as reasonably practicable" (based on commercial judgement);
- provision of de-brief information is not required, but should be done as a matter of best practice;
- if candidates make a written request, de-brief information must be provided within 15 days.

Unsuccessful bidders:

- all bidders must receive a standstill notice with the required information as soon as possible after the contract award decision has been made. This includes a summary of the reasons why they were unsuccessful and the characteristics and relative advantages of the successful bidder(s)
- if bidders make a written request, additional de-brief information must be provided within 15 days.

Debriefing Meeting

Open or close

A buyer should chair the debriefing meeting. Other User Intelligence Group (UIG) members or end-users can still provide guidance and/or assistance.

Where a formal debriefing meeting is required, this may involve representatives from both operational areas and procurement professionals. This will ensure the debriefing is undertaken by experienced and fully trained personnel.

You should ensure that technical/operational representatives understand their role in the debriefing.

Quickfire Guide

Debriefing - Points to Remember

- Bidders are entitled to a written explanation of why their tender was unsuccessful.
- Debriefing should be undertaken in line with the **Notification of Contract Award Decision** station. Care must be taken to ensure all information provided can be justified.
- When debriefing it must be made clear to each bidder that only their tender will be discussed.
- Under no circumstances will such things as commercial terms, innovative ideas from another bidder, be disclosed.
- The debriefing must be accurate, factual and consistent with information provided in the notices associated with the standstill period. You should not introduce new or conflicting reasons for the decision.
- Debriefing meetings must be carefully planned and only executed by experienced personnel.
- At the end of the debriefing meeting, bidders should be asked if they have any comments/feedback on the Procurement Documents and the Procurement Exercise.
- A record of the debriefing meeting must be made and placed on the appropriate registered file.