

# Reverse Auctions

## *Questions to Evaluate Vendors By*

### **I. Information concerning the firm's service:**

- 1) Who are the firm's major competitors?
- 2) What advantages and special features does the firm's online auctioning tool offer that their competitors do not?
- 3) Can the firm provide a demonstration of a "live" auction using the firm's auctioning tools at a client's facility?
- 4) For which Federal Government agencies is the firm currently conducting online auctions? If so, who in these agencies may be contacted for references?
- 5) How is pricing for the firm's on-line auctioning services determined?

### **II. Pre-Online Auctioning Process:**

- 1) How does the firm ensure that a level playing field is maintained for all prospective bidders in an online auction?
- 2) How are bidders trained on the software and bidding process?
- 3) What hardware and software is needed by the customer and the bidders to participate in an online auction?
- 4) How does the firm accommodate a prospective bidder that does not have Internet access?
- 5) How does vendor registration take place, how long does this process take and what is involved in the process?
- 6) Do bidders pay to participate?
- 7) How soon after a solicitation or Request for Proposal is finalized can the firm conduct an on-line auction?

### **III. Online Auctioning Event:**

- 1) How long does it take to update a bid or refresh a monitor screen as bidding is taking place?
- 2) What happens if a bidder loses their Internet connection during an online auction event?
- 3) What kind of troubleshooting is provided during an event? For example, is there a help line bidders can call?
- 4) Can the firm's online auctioning software ensure that every legitimate bid from every bidder is received? If so, how is this achieved?

### **IV. Post Auction Event:**

- 1) What type of an audit trail is provided?
- 2) Is the bidding history made available to the buying organization?
- 3) Is there a call-in log that documents what bidders called in, what their problem(s) were and how the problem(s) were resolved?
- 4) How long does the firm maintain files on an auction event?

What questions would you include?

Please let me know:

Geoff Gauger (202) 622-0203 [geoff.gauger@do.treas.gov](mailto:geoff.gauger@do.treas.gov)  
Office of Procurement