



eTENDERING PORTAL Help Guide

<https://etendering.gleneira.vic.gov.au>

Welcome to the Glen Eira City Council eTendering Portal.

Using Council's eTendering Portal is free for all users. There is no tender fee applicable either when registering an interest in tendering, downloading documents and lodging your tender.

At any time to go to the Home Page on the Portal, click anywhere on our Council logo.

Should require further assistance in relation to the use of Council's eTendering Portal, please contact:

General Tender Enquiries



Neil Whotton

Tendering and Contracts Coordinator
61 3 9524 3333

Email: tenders@gleneira.vic.gov.au

Technical Support



Open Windows eTENDERING support team
1300 739 073 between 8.00am and 5.00pm (AEST) - Monday to Friday.

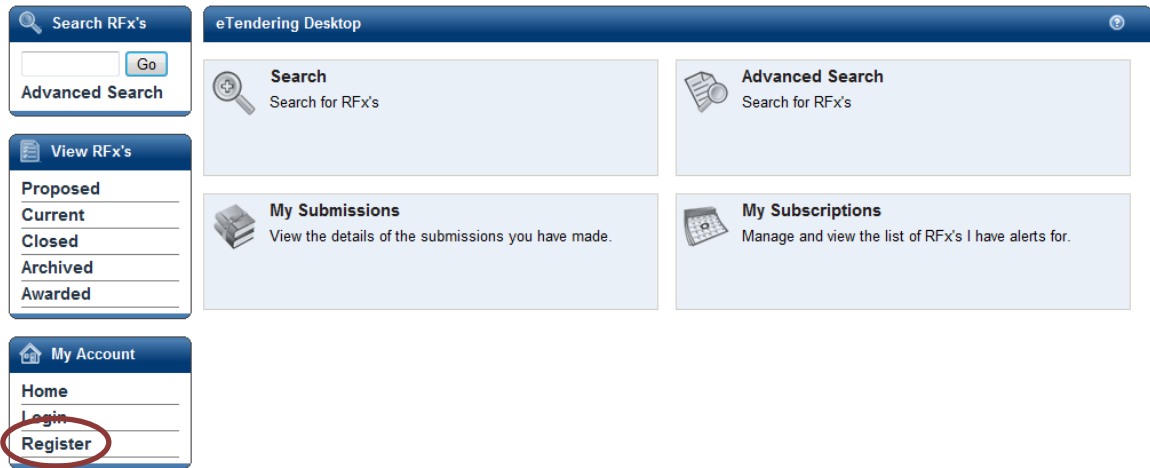
Email: etendersupport@openwindows.com.au

TABLE OF CONTENTS

SETTING UP YOUR FREE ACCOUNT	2
CHANGING YOUR PASSWORD	3
FORGOTTEN PASSWORD	5
SETTING UP / MANAGING YOUR SUBSCRIPTION ALERTS	7
• <u>Adding Subscription Alerts</u>	7
• <u>Modifying a Subscription Alert</u>	9
• <u>Deleting a Subscription Alert</u>	11
HOW TO REGISTER AND DOWNLOAD DOCUMENTS	12
HOW TO SUBMIT A QUERY TO COUNCIL	15
HOW TO UPLOAD A SUBMISSION	19

SETTING UP YOUR FREE ACCOUNT

1. From the eTendering Portal home screen, click 'Register' from the [My Account] tab:



2. Now complete the details (fields marked with * are mandatory):

The screenshot shows the 'Respondent Registration' form. It is divided into four main sections: 'Contact Details', 'Address Details', 'Account Details', and 'Organisation Details'. Fields marked with an asterisk (*) are mandatory. The 'Country' dropdown is set to 'AUSTRALIA'. At the bottom, there is a checkbox for 'I have read and agree to the conditions of use' and a 'Submit' button.

Contact Details

Title _____
First Name * _____
Last Name * _____
Email * _____
Note: All emails generated from eTendering will be sent to this email address
Phone * _____
Mobile _____
Fax _____

Address Details

Street Address 1 * _____
Street Address 2 _____
City * _____
State * _____
Postcode * _____
Country AUSTRALIA

Account Details

Password * _____
Password Confirmation* _____

Organisation Details

Organisation * _____
Position _____
Department _____
ABN _____
ACN _____
Legal / Other Name _____

I have read and agree to the [conditions of use](#)

Submit

NB 1: Your email address becomes the username to log into the eTendering Portal.

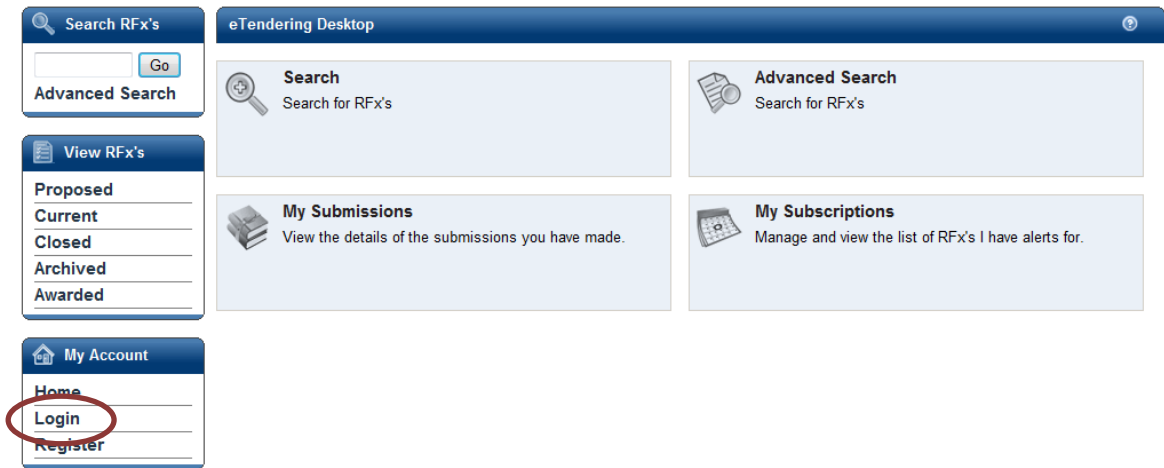
NB 2 : (Ensure the password you select is as least 8 characters long with at least one uppercase letter and at least one number.)

3. Once you have registered, an automated email will be sent to you, to confirm your details. Click on the link within the email (or go to the eTendering Portal) and log in with your email address and password to verify your details.

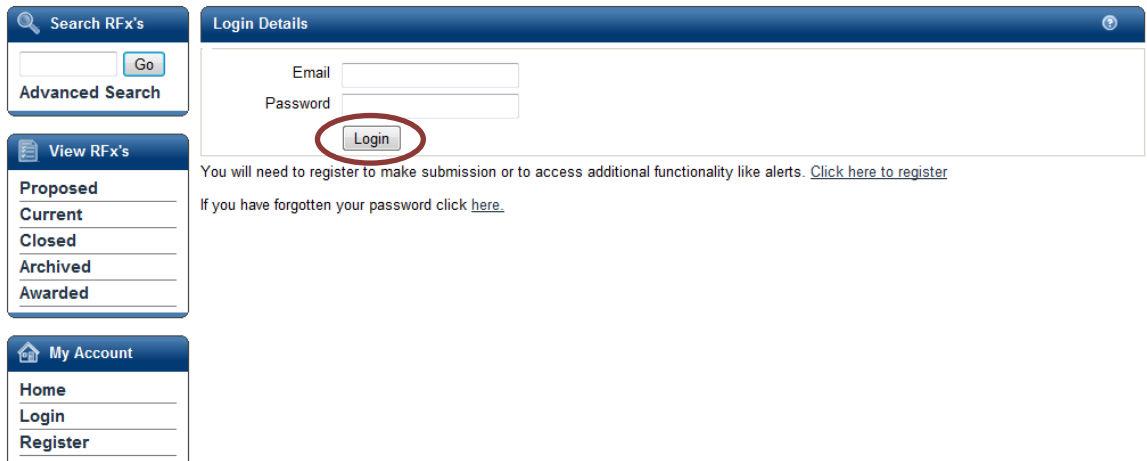
CHANGING YOUR PASSWORD

It is good business practice to ensure you periodically change your password. To do this, follow these steps:

1. Ensure you have logged into the eTendering Portal with your Email address and Password. Click the Login button from [My Account] tab:



2. Enter your Email address and Password that you registered with and click [Login]:



3. Click on the [Account details] tab:



4. Enter your old and new passwords in the box that appears:

The screenshot shows the 'My Account Details' form. It has a title bar 'My Account Details' and a section titled 'Change Password'. This section contains three input fields: 'Old Password*', 'New Password*', and 'Password Confirmation*'. Below these fields is a 'Submit' button, which is circled in red.

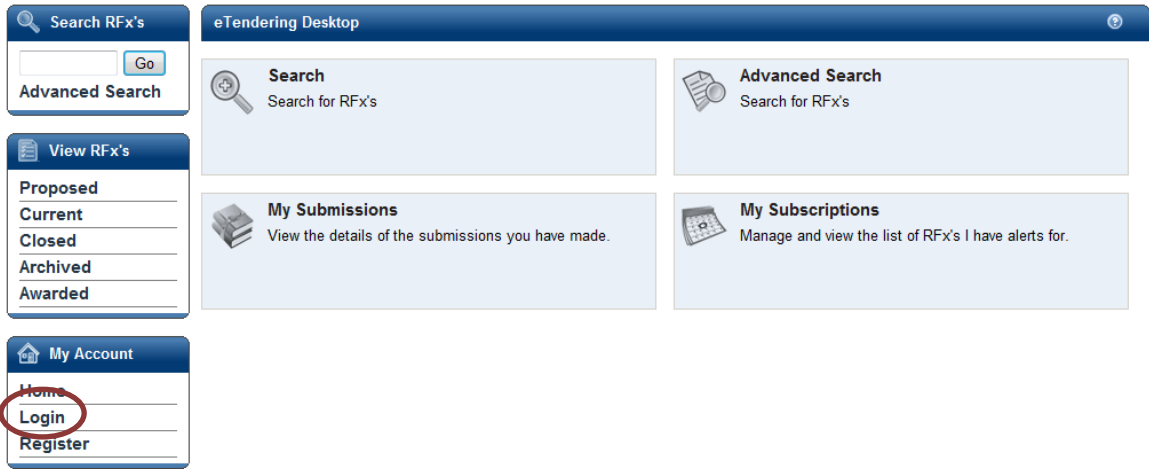
(Ensure the password you select is at least 8 characters long, containing a mix of letters, numbers and at least one letter in uppercase.)

5. Now click on [Submit].
6. The following message should appear:

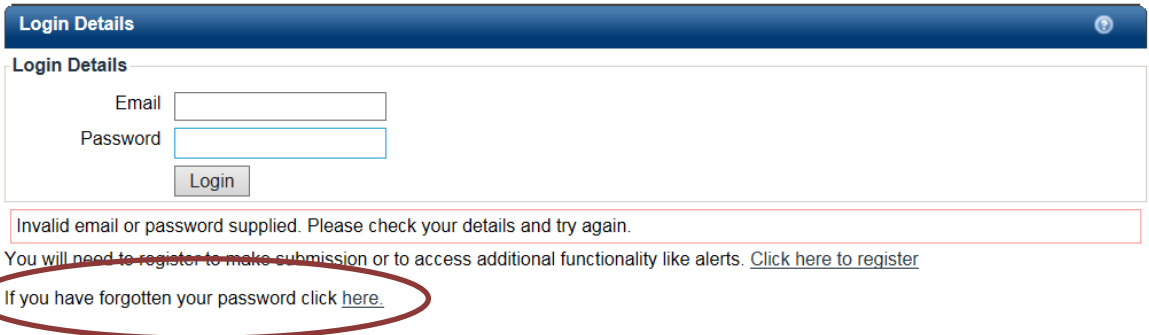
Your account details were successfully updated.

FORGOTTEN PASSWORD

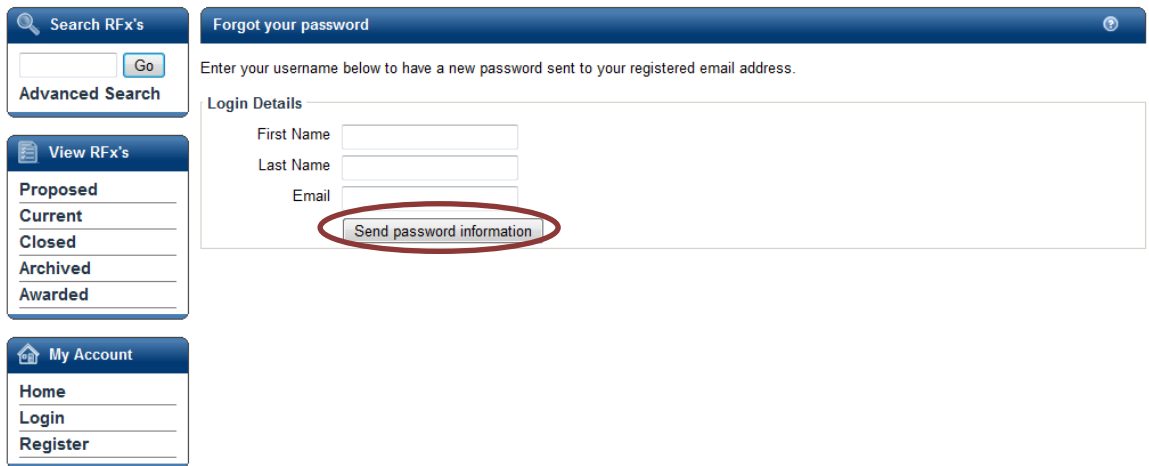
Forgot your password? Follow these steps:



1. From the Login screen where you attempted to put in your Email address and Password, click on the link highlighted below:



2. You will now be presented with the following screen:



Complete the details as per your original registration to the eTendering Portal and then click [Send password information].

3. You will now receive the following message:

Your request has been successful and a new password has been sent to your registered email address. Note: after logging in be sure to change your password to something you can remember.

4. A New Password Notification email will now be sent to the email address used to register for the eTendering Portal. Click on the link in the email, or go to the eTendering website and ensure you change the password to suit.

(Ensure the password you select is as least 8 characters long, containing at least one uppercase letter and at least one number.)

SETTING UP / MANAGING YOUR SUBSCRIPTION ALERTS

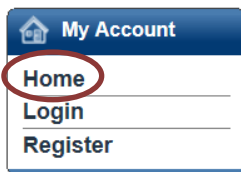
You can quite easily set up subscription alerts to automatically be notified by email that Council has advertised a project matching that you have subscribed to.

The alerts can be tailored to arrive in you inbox as advertised or daily or weekly.

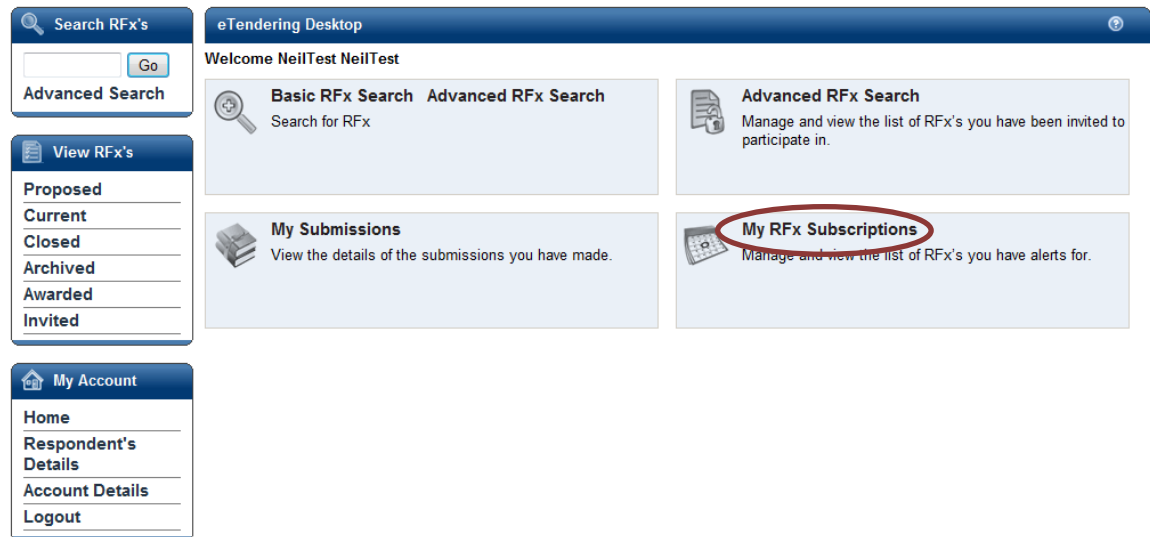
To set up alerts, you must first be registered to use the eTendering portal and then login with your email address (that you registered with) and password.

Adding Subscription Alerts

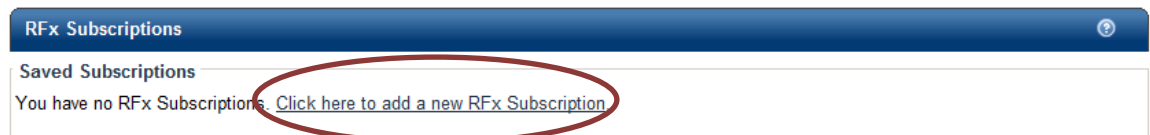
1. Click the Home button on the [My Account] tab:



2. Select My RFx Subscriptions:



3. The following will appear:



Select [Click here to add a new RFx Subscription].

4. The following box will now appear:

The screenshot shows a web interface titled "RFX Subscriptions". Under the heading "My RFX Subscriptions", there is a "Create New Alert" section. It contains the following fields and options:

- RFX Title:** A text input field.
- Category:** A dropdown menu currently set to "-- All Categories --".
- Preliminary Stages:** A dropdown menu currently set to "-- All Preliminary Stages --".
- Alert Expiry Date:** A date input field.
- Alert Frequency:** Three radio button options: "As Added" (selected), "Daily Summary", and "Weekly Summary".

At the bottom of the "Create New Alert" section are two buttons: "Test Alert" and "Add Alert".

Below this section is a "Saved Subscriptions" section with the text: "You have no RFX Subscriptions. [Click here to add a new RFX Subscription.](#)"

- Leave the 'RFX TITLE' field blank so you capture all details.
- Select the particular category you are interested in using the drop-down box.
- Leave the Preliminary Stages dropdown box set to 'ALL PRELIMINARY STAGES'.
- Add an 'Alert Expiry Date' of some date in the future.
- Choose from either 'As Added', 'Daily Summary' or 'Weekly Summary' for the frequency of the alert to be provided.

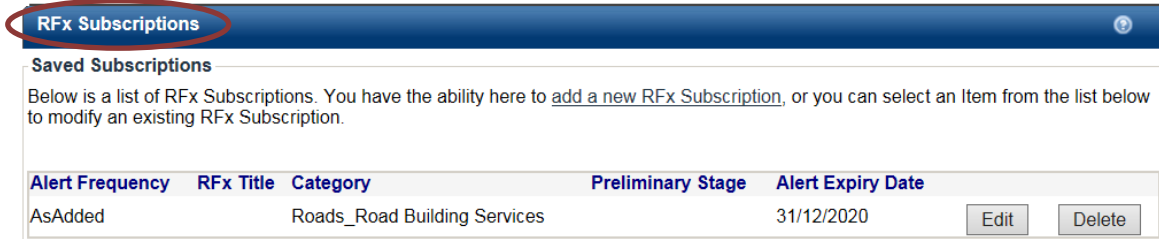
Sample example view – 'Roads_Road Building Services':

This screenshot shows the same "RFX Subscriptions" form as above, but with the following specific values entered:

- RFX Title:** (Blank)
- Category:** "Roads_Road Building Services"
- Preliminary Stages:** "-- All Preliminary Stages --"
- Alert Expiry Date:** "31/12/2020"
- Alert Frequency:** "As Added" (selected)

The "Saved Subscriptions" section remains the same: "You have no RFX Subscriptions. [Click here to add a new RFX Subscription.](#)"

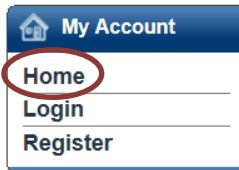
- Finally, select **Add Alert**.
- Your screen should look something like this (below). You will also receive an automated email of your saved subscription/s.



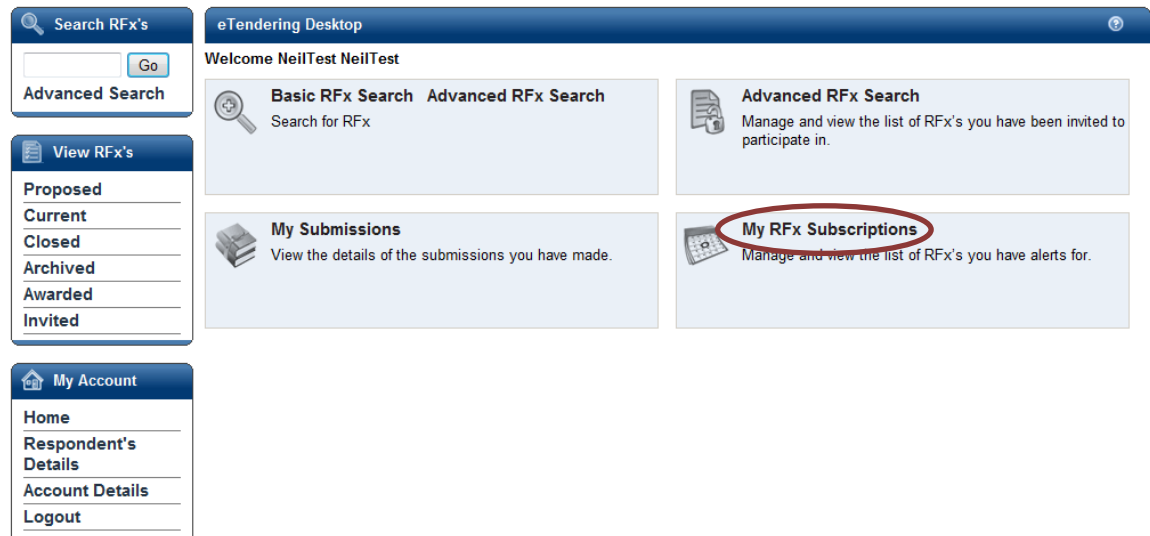
- Repeat steps 4 to 7 to add further categories you want to set a subscription alert for.

Modifying a Subscription Alert

- Click the Home button on the [My Account] tab:



- Select My RFX Subscriptions:



3. To modify any information on an Alert at any stage, simply click on the **Edit** button next to the alert:

RFX Subscriptions

Saved Subscriptions

Below is a list of RFX Subscriptions. You have the ability here to [add a new RFX Subscription](#), or you can select an Item from the list below to modify an existing RFX Subscription.

Alert Frequency	RFX Title	Category	Preliminary Stage	Alert Expiry Date	
AsAdded		Roads_Road Building Services		31/12/2020	Edit Delete

4. Here you can modify the 'Alert Expiry Date', as well as 'As Added', 'Daily Summary' or 'Weekly Summary' for the frequency of the alert to be provided.
5. When you have finished making changes, click on [Update Alert]:

RFX Subscriptions

My RFX Subscriptions

Create New Alert

RFX Title

Category

Preliminary Stages

Alert Expiry Date

Alert Frequency

As Added

Daily Summary

Weekly Summary

Saved Subscriptions

Below is a list of RFX Subscriptions. You have the ability here to [add a new RFX Subscription](#), or you can select an Item from the list below to modify an existing RFX Subscription.

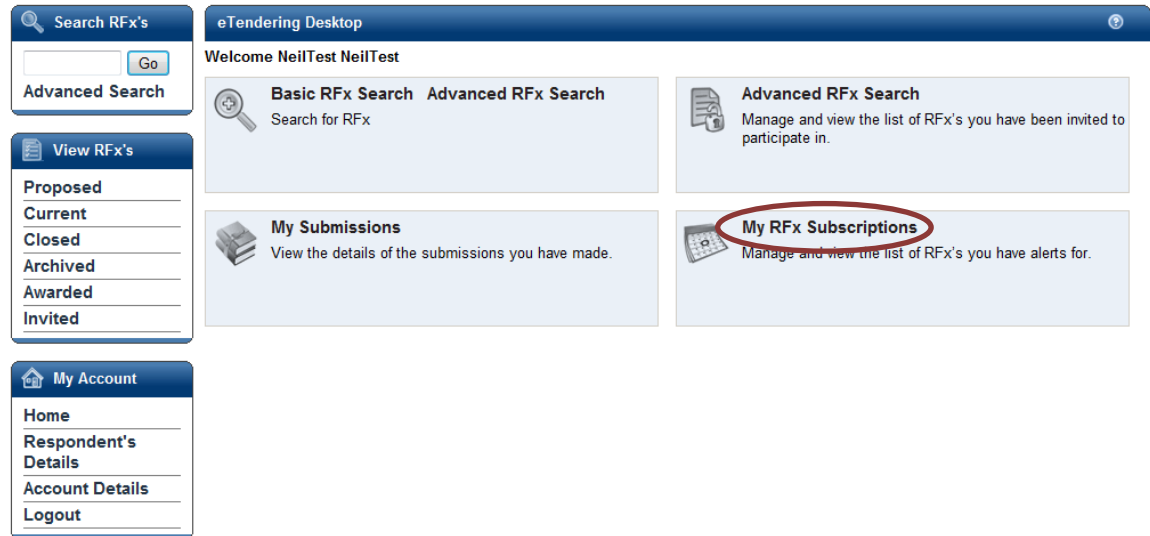
Alert Frequency	RFX Title	Category	Preliminary Stage	Alert Expiry Date	
AsAdded		Roads_Road Building Services		31/12/2020	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Deleting a Subscription Alert

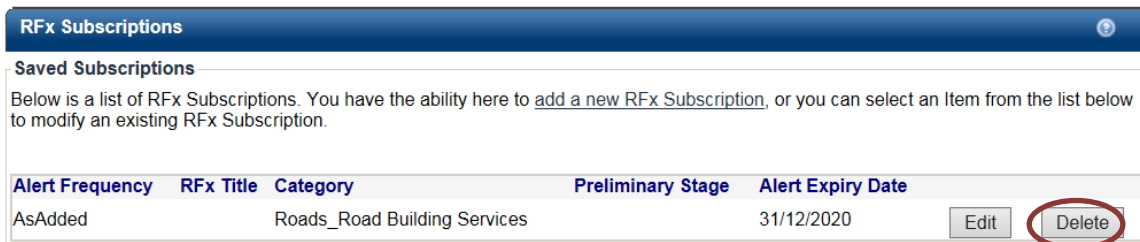
1. Click the Home button on the [My Account] tab:



2. Select My RFX Subscriptions:



3. To delete an Alert at any stage, simply click on the button next to the alert and the Alert will automatically be removed from your Subscriptions list:



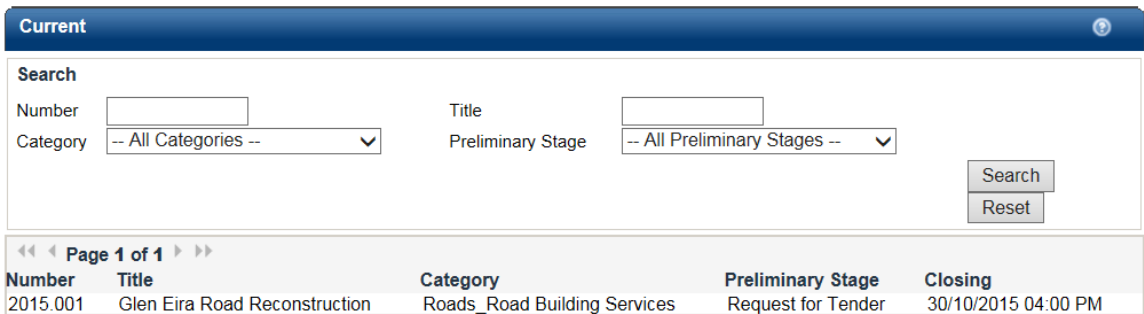
HOW TO REGISTER AND DOWNLOAD DOCUMENTS

You must first register as a respondent in order to access and download Council's documents.

1. Click the Current button on the [View RFX's] tab:

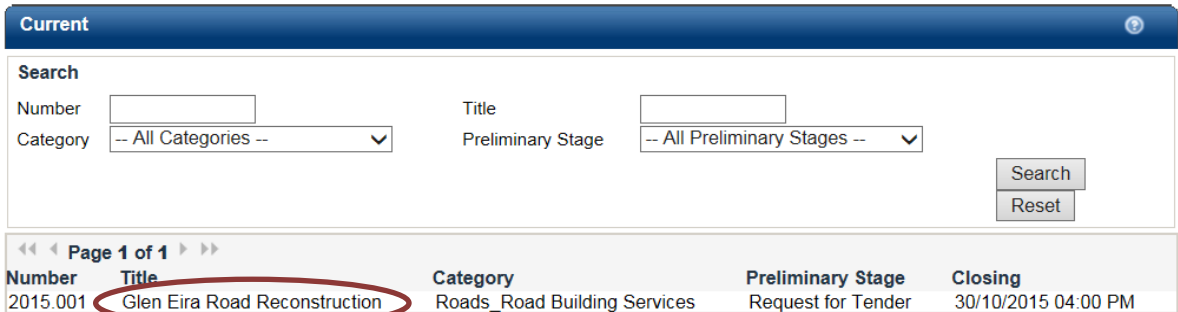


2. You should now be presented with a list of current projects. For example:

A screenshot of a web application interface showing a list of current projects. The interface includes a search bar with fields for "Number", "Title", "Category", and "Preliminary Stage", and buttons for "Search" and "Reset". Below the search bar is a table with the following data:

Number	Title	Category	Preliminary Stage	Closing
2015.001	Glen Eira Road Reconstruction	Roads_Road Building Services	Request for Tender	30/10/2015 04:00 PM

3. Click on the project you are interested in:

A screenshot of a web application interface showing a list of current projects. The interface includes a search bar with fields for "Number", "Title", "Category", and "Preliminary Stage", and buttons for "Search" and "Reset". Below the search bar is a table with the following data:

Number	Title	Category	Preliminary Stage	Closing
2015.001	Glen Eira Road Reconstruction	Roads_Road Building Services	Request for Tender	30/10/2015 04:00 PM

The "Glen Eira Road Reconstruction" project title is circled in red.

4. The screen is broken into four tabs with the [Details] tab appearing first:

Details	
RFx Number:	2015.001
RFx Title:	Glen Eira Road Reconstruction

Details	Documents	Contacts	Communications
Number	2015.001		
Title	Glen Eira Road Reconstruction		
Description	Removal and replacement of 750 Sm of Asphalt pavement, 744 Tonnes of New Asphalt, 1160 Lm of Geotextile tape, 1182Lm of Concrete Kerb & Channel, 904Sm of Concrete Paving, 26 in No Drainage pits, 218 Lm of 300mm DIA RCP, 147 Lm of 375mm DIA RCP, 100 Lm of 525mm DIA RCP inclusive of Drainage Excavation & associated works.		
Preliminary Stage	Request for Tender		
Category	Roads_Road Building Services		
Location	Hawthorn Road, Caulfield		
Opening Date	06/01/2015 09:30 AM		
Closing Date	30/10/2015 04:00 PM		
Last Updated	26/10/2015 1:30:24 PM		
Status	Current		

[Back](#)

5. Click on the [Documents] tab and the list of documents associated with the project will appear:

Details	
RFx Number:	2015.001
RFx Title:	Glen Eira Road Reconstruction

Details	Documents	Contacts	Communications
Filename	Last Updated		
Tend2015001_3930_FINAL.DOCX	26/10/2015 1:30:24 PM		

[Download all documents](#) [Register As a Respondent](#)

[Back](#)

6. You must now complete the registration process in order download the documents. Click [Register As a Respondent]:

Details	
RFx Number:	2015.001
RFx Title:	Glen Eira Road Reconstruction

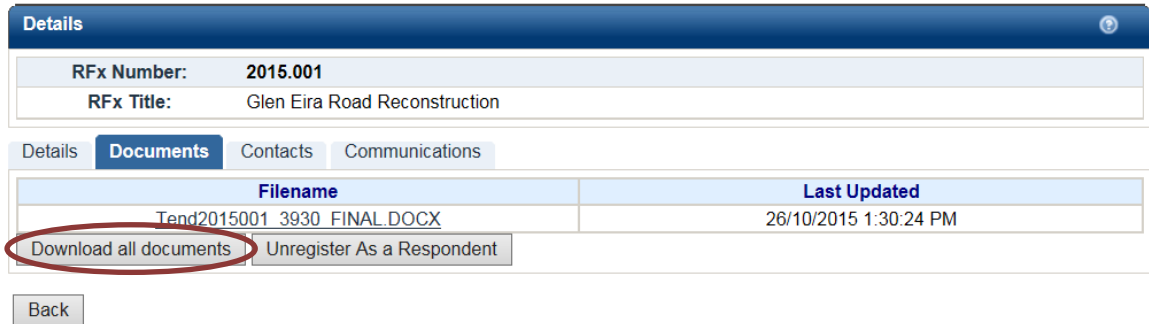
Details	Documents	Contacts	Communications
Filename	Last Updated		
Tend2015001_3930_FINAL.DOCX	26/10/2015 1:30:24 PM		

[Download all documents](#) [Register As a Respondent](#)

[Back](#)

Click [Register As a Respondent].


7. The screen will now alter, allowing you access to the documents by clicking on [Download all documents]:



The screenshot shows a web interface for RFX details. At the top, there is a blue header with the word "Details" and a help icon. Below this, there are two rows of information: "RFX Number: 2015.001" and "RFX Title: Glen Eira Road Reconstruction". Below the information, there are four tabs: "Details", "Documents", "Contacts", and "Communications". The "Documents" tab is selected. Below the tabs, there is a table with two columns: "Filename" and "Last Updated". The table contains one row with the filename "Tend2015001_3930_FINAL.DOCX" and the last updated date "26/10/2015 1:30:24 PM". Below the table, there are two buttons: "Download all documents" (circled in red) and "Unregister As a Respondent". At the bottom, there is a "Back" button.

Filename	Last Updated
Tend2015001_3930_FINAL.DOCX	26/10/2015 1:30:24 PM

8. You will be prompted with the following box:



The screenshot shows a dialog box titled "RFX Document Download" with a help icon. Below the title, there is a message: "Click on the download button to retrieve all documents." Below the message, there is a "Download" button (circled in red). Below the button, there is a message: "Click [here](#) to return to the RFX."

Click [Download] and follow the prompts on your device to save the files.

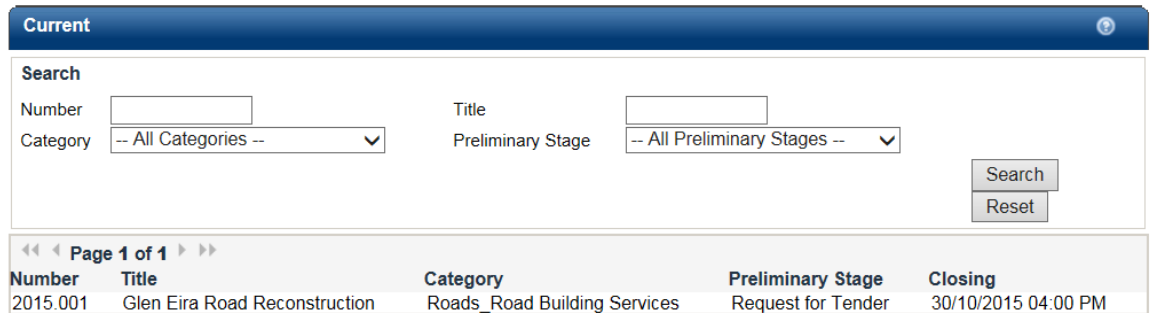
HOW TO SUBMIT A QUERY TO COUNCIL

In order to ensure fairness in the availability of information, requests for further information can only be accepted via Council's eTendering Portal. All requests for information must be received five working days prior to close of tenders.

1. Click the Current button:

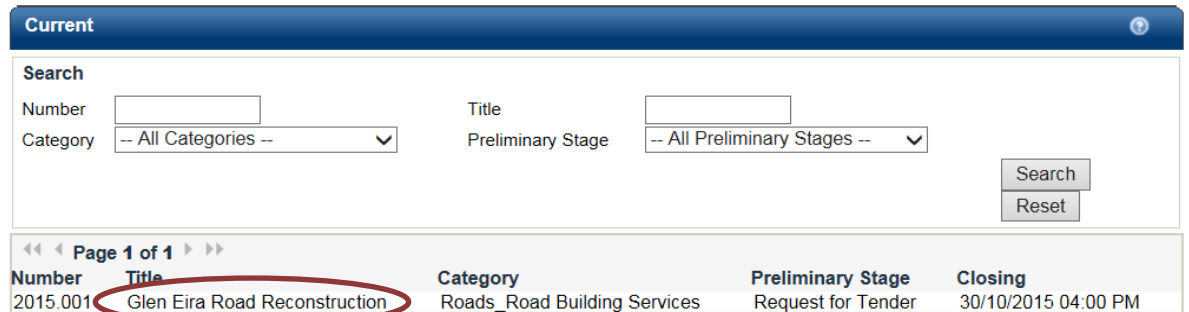


2. You should now be presented with a list of current tenders.
For example:

A screenshot of the "Current" tender list interface. It features a search bar with fields for "Number", "Title", "Category", and "Preliminary Stage". Below the search bar is a table with the following data:

Number	Title	Category	Preliminary Stage	Closing
2015.001	Glen Eira Road Reconstruction	Roads_Road Building Services	Request for Tender	30/10/2015 04:00 PM

3. Now select on the tender you are interested in:

A screenshot of the "Current" tender list interface, identical to the previous one, but with the first row of the table highlighted in red. The "Title" cell, "Glen Eira Road Reconstruction", is also circled in red.

Number	Title	Category	Preliminary Stage	Closing
2015.001	Glen Eira Road Reconstruction	Roads_Road Building Services	Request for Tender	30/10/2015 04:00 PM

4. You should be presented with [Details] tab:

The screenshot shows a web interface with a dark blue header bar labeled 'Details'. Below the header, there are two rows of information: 'RFX Number: 2015.001' and 'RFX Title: Glen Eira Road Reconstruction'. Below this is a navigation bar with tabs for 'Details', 'Documents', 'Contacts', and 'Communications'. The 'Communications' tab is highlighted with a red circle. Below the navigation bar is a table with the following data:

Number	2015.001
Title	Glen Eira Road Reconstruction
Description	Removal and replacement of 750 Sm of Asphalt pavement, 744 Tonnes of New Asphalt, 1160 Lm of Geotextile tape, 1182Lm of Concrete Kerb & Channel, 904Sm of Concrete Paving, 26 in No Drainage pits, 218 Lm of 300mm DIA RCP, 147 Lm of 375mm DIA RCP, 100 Lm of 525mm DIA RCP inclusive of Drainage Excavation & associated works.
Preliminary Stage	Request for Tender
Category	Roads_Road Building Services
Location	Hawthorn Road, Caulfield
Opening Date	06/01/2015 09:30 AM
Closing Date	30/10/2015 04:00 PM
Last Updated	26/10/2015 1:30:24 PM
Status	Current

Back

5. Click on the [Communications] tab.
6. This screen provides a list of clarifications from potential tenderer. In fairness to all potential tenderers, Council provides the query and answer to all potential tenderers via this screen. All potential tenderers will also receive an automated email alert when a query has been responded to.

The screenshot shows the same web interface as above, but with the 'Communications' tab selected. The main content area displays the message: 'No Communications have been recorded for this RFX'. Below this is a large text area labeled 'Query:'. At the bottom of the form, there is an 'Attachment:' field with 'Browse...' and 'Remove' buttons. At the very bottom, there are 'Send Query' and 'Cancel' buttons.

Back

This screen also has provision for attachments to be uploaded.

7. In the 'Query field', type your query:

Details

RFx Number: 2015.001
RFx Title: Glen Eira Road Reconstruction

Details Documents Contacts **Communications**

No Communications have been recorded for this RFx

Query: Q1. Will there be a site visit organised for this project?

Attachment: Browse... Remove

Send Query Cancel

Back

8. When you have finish entering your query, click the [Send Query] button.

9. Your query will be recorded on the eTendering Portal similar to the sample below:

Details

RFx Number: 2015.001
RFx Title: Glen Eira Road Reconstruction

Details Documents Contacts **Communications**

Date	Title	Query	Response
26/10/15		Q1. Will there be a site visit organised for this project?	

Query:

Attachment: Browse... Remove

Send Query Cancel

Back

10. Communications responded to by Council appear on the eTendering Portal similar to the sample below:

?
Details

RFx Number:	2015.001
RFx Title:	Glen Eira Road Reconstruction

Details
Documents
Contacts
Communications

Date	Title	Query	Response
26/10/15	Query Response Clear 1	Q1. Will there be a site visit organised for this project?	A2. A site visit has been organised for Tuesday 3 November 2015 at 3.00 pm. Please RSVP your atten...

Query:	
---------------	--

Attachment:
Browse...
Remove

Send Query
Cancel

Back

HOW TO UPLOAD A SUBMISSION

You must first register as a respondent in order to access, download tender documents and lodge a submission.

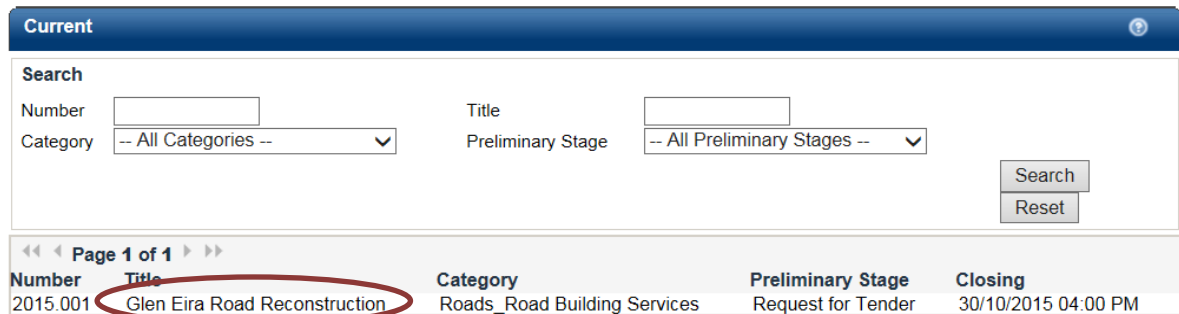
Tenderers are encouraged to submit their Tender as early as possible to ensure that the advertised deadline for tenders is met as late tenders will not be accepted. Tenderers are advised to allow an appropriate amount of time to upload their submission.

Council will not be responsible for any network or system (gateway) constriction in the moments before the closing time for submissions.

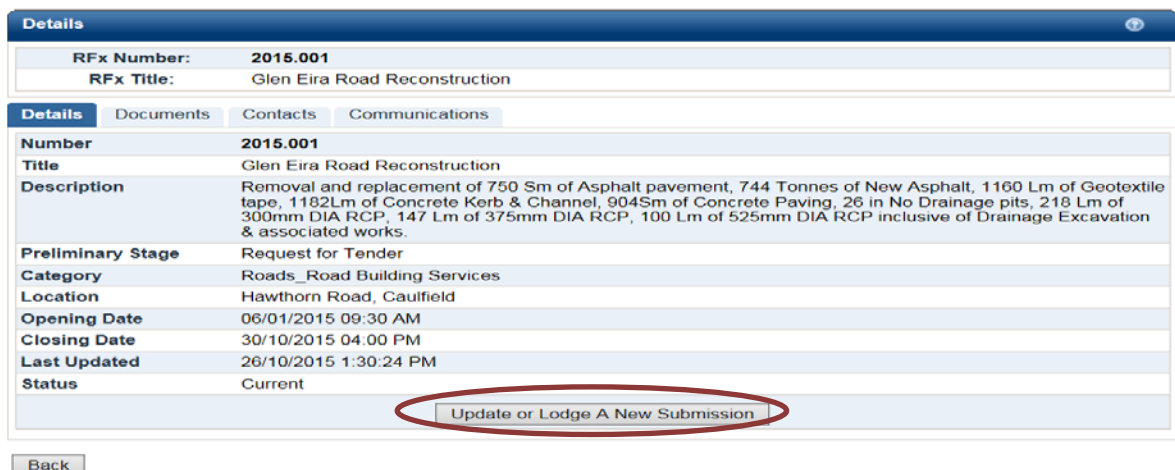
1. Click the Current button:



2. You should now be presented with a list of current projects. For example: Click on the project you are interested in:

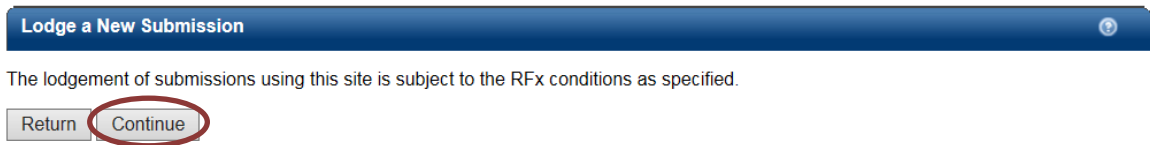


3. You should be presented with [Details] tab:



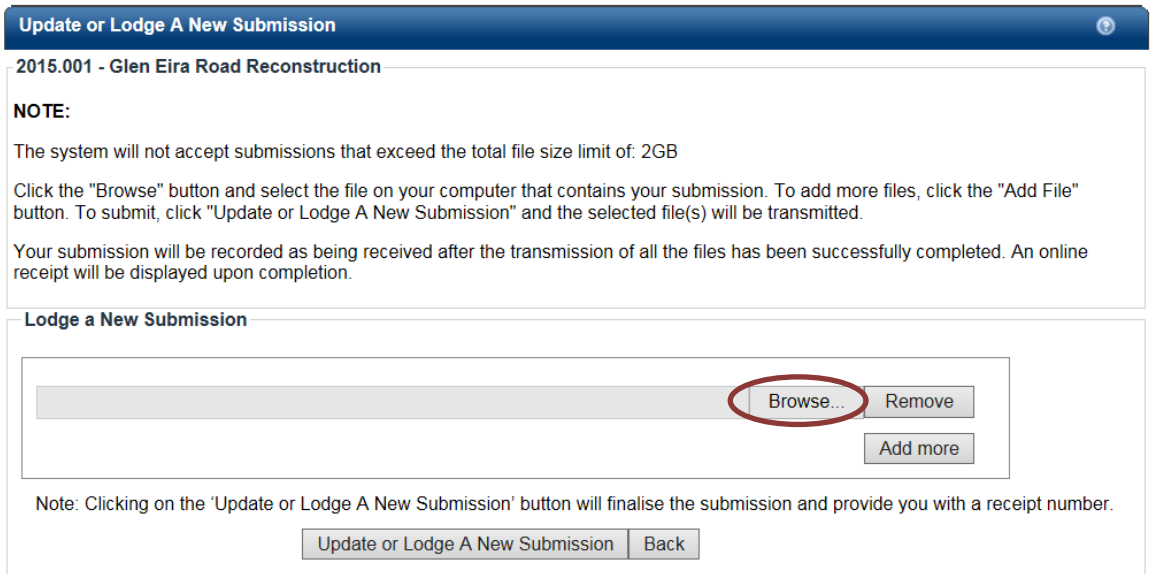
11. Click [Update or Lodge a New Submission].

12. An alert message box will appear:



Click [Continue].

13. You can now begin uploading documents, click on [Browse] and add the file:



Multiple files can be uploaded as part of your submission. The system will not accept file sizes exceeding two (2) GB – keep each file under that limit.

All Files must be names with the Tender Number, your organisation's name and a meaningful (short) description of the content, similar to the samples below:

2015.001_ABC321PtyLtd_Part B Tender Response.docx

2015.001_ABC321PtyLtd_OH&S manual.pdf

2015.001_ABC321PtyLtd_Insurances.pdf

All Tenders must scan and upload the completed and signed or executed Form of Tender, together with all Tender Documents on or before the advertised closing date and time.

14. Click on [Add more] and repeat step 14 until you have uploaded all files:

Lodge a New Submission

C:\2015.001\2015.001_ABC321PtyLtd_Part B Tender Response.docx Browse... Remove

Add more

Note: Clicking on the 'Update or Lodge A New Submission' button will finalise the submission and provide you with a receipt number.

Update or Lodge A New Submission Back

15. When you have finished adding files, click [Update or Lodge A New Submission] :

Update or Lodge A New Submission

2015.001 - Glen Eira Road Reconstruction

NOTE:

The system will not accept submissions that exceed the total file size limit of: 2GB

Click the "Browse" button and select the file on your computer that contains your submission. To add more files, click the "Add File" button. To submit, click "Update or Lodge A New Submission" and the selected file(s) will be transmitted.

Your submission will be recorded as being received after the transmission of all the files has been successfully completed. An online receipt will be displayed upon completion.

Lodge a New Submission

C:\2015.001\2015.001_ABC321PtyLtd_Part B Tender Response.docx Browse... Remove

C:\2015.001\2015.001_ABC321PtyLtd_OH&S manual.pdf.docx Browse... Remove

C:\2015.001\2015.001_ABC321PtyLtd_Part B Tender Response.docx Browse... Remove

Add more

Note: Clicking on the 'Update or Lodge A New Submission' button will finalise the submission and provide you with a receipt number.

Update or Lodge A New Submission Back

16. You will receive an on screen Submission receipt, and an email receipt will also be sent to your email account.

Submission Receipt

Your submission has been successful

A submission with the following details has been received

RFx No: 2015.001
Title: Glen Eira Road Reconstruction

Your submission receipt number is: **YZoq5qD6sz**
Please take note of this for your records

The following files have been received

- 2015.001_ABC321PtyLtd_Part B Tender Response.docx
- 2015.001_ABC321PtyLtd_OH&S manual.pdf.docx
- 2015.001_ABC321PtyLtd_Part B Tender Response.docx

The submission was received at 26/10/2015 3:51:44 PM

Click [here](#) to go back to the RFx.

17. At any stage prior to the advertised closing date and time of submissions, you can make changes to your submission.
18. The outcome of tenders will be posted on both Council's eTendering Portal and in correspondence to those organisations submitting a tender.
19. For probity purposes electronic Tenders cannot be accessed by Council (electronically locked) until after the advertised closing date and time.
20. After the advertised closing date and time tenders received will be deemed to have been lodged validly and will be scanned into Council's electronic document management system.