Procurement
Government Services

NSW eTendering Administration User Guide

October 2011

Release 1.14

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NSW eTENDERING

ETENDERING OVERVIEW

NSW eTendering is a web-based tender management solution.

It is a:

- single entry point for government organisations and suppliers to advertise, access and respond to NSW Government business opportunities
- key enabler in the move to electronic sourcing, establishing opportunities to integrate with electronic process and systems up and down the procurement stream
- based on traditional tendering process and operates in a secure environment.

Benefits

There are numerous benefits that result from using NSW eTendering. These include:

- reduced time for sourcing through electronic document management, advertising process efficiencies & less paper handling
- reduced advertising costs
- increased opportunities for the number and location of suppliers bidding
- online access to information as soon as it is released
- ability to leverage existing ICT Infrastructure with minimal investment whilst maintaining corporate brands.

Policies

The New South Wales (*NSW) Government Code of Practice for Procurement* outlines how the Government will conduct its procurement activities when interacting with the private sector. The Code sets the framework for all business relationships by:

- establishing the standards of behaviour expected from government agencies (as clients), employer and industry associations and unions
- requiring a strong commitment to continuous improvement and best practice performance by all participants in the supply chain.

Click on the link for further information:

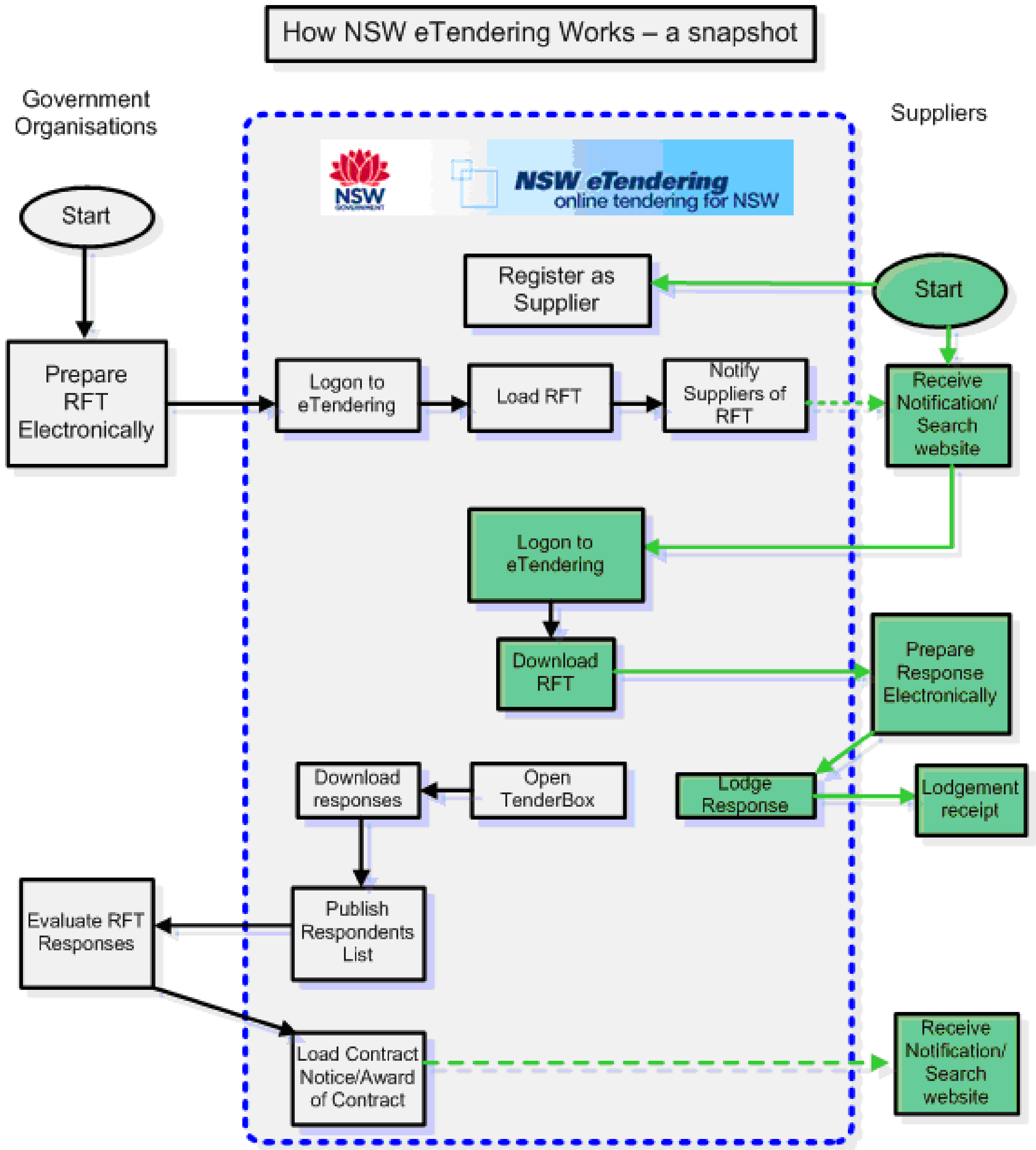
- NSW Government Tendering Guidelines (Goods & Services)

  http://www.nswprocurement.com.au/psc/nsw_government_guidelines/tendering_guidelines.aspx

- NSW Government Tendering Guidelines (Construction) http://www.nswprocurement.com.au/Procurement-System-for-Construction/Reference-material/Procurement-Guideline-Documents/Tendering-Manual.aspx

AGENCY ADMINISTRATION

- NSW Government Procurement Policy Framework *http://www.nswprocurement.com.au/Government-Procurement-Frameworks.aspx*
- Rules of Tendering *https://tenders.nsw.gov.au/nsw/?event=public.rulesOfTendering*
- NSW eTendering web page *https://tenders.nsw.gov.au/nsw/*
- Public Disclosure of Information Arising from NSW Government Tenders and Contracts *https://tenders.nsw.gov.au/nsw/?event=public.guidelines*
- Local Jobs First Plan – PM 2010-09 *http://www.nswprocurement.com.au/Government-Procurement-Frameworks/Goods---Services/Framework/Local-Jobs-First-Plan-version-3-1-Feb-2010.aspx*


How NSW eTendering Works – a snapshot
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Register as Supplier
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Download responses
Open TenderBox
Lodge Response
Lodgement receipt
Evaluate RFT Responses
Publish Respondents List
Load Contract Notice/Award of Contract
Receive Notification/ Search website

LOGGING INTO THE eTENDERING WEBSITE

- Open your web browser
- Type the following URL for the **Public** Site:

  https://tenders.nsw.gov.au/nsw

- Type the following URL for the **Administration** Site:

  https://tenders.nsw.gov.au/nsw/?event=admin.login

Complete the following fields:

Field	Instruction
Username	Type your username
Password	Type your password ***Note:*** *Must be at least 6 characters and alpha & numeric*

- Click **I agree & login**

The *eTendering Administration home page* screen displays.

NAVIGATION

Navigation in the eTendering Administration Website

***Note**:* All fields in the NSW eTendering site, marked with an * are mandatory.

HELP: **Click the** for information regarding a field, or

Contact: 1800 NSWBUY (679 289) or nswbuy@services.nsw.gov.au

To manage ...	Go to section ...
Department/Agency	Agency Administration
Users	Internal User • Create user • Edit user • Password Reset
Tenderbox Opening	Tenderbox opening
Respondents	Manage respondents

Loading RFT Console

To load ...	Go to section...
Proposed RFT	Load proposed RFT *This option is only available if this has been configured for your agency.*
RFT	Load RFT
RFT Amendment	Load RFT amendment

To convert ...	Go to section...
Proposed unpublished or lapsed or published	Convert proposed RFT *This option is only available if this has been configured for your agency.*

Publish RFT Console

To publish ...	Go to section...
Proposed	Publish proposed
RFT	Publish RFT
Amendment	Publish RFT amendment

ADMINISTRATION

User Management

Purpose

To create and manage users who will have access to:

- load RFT *(Request for Tender)* documentation
- publish RFT *(Request for Tender)* documentation
- Tenderbox opening
- witness opening of RFT documentation
- administration (department & agency)
- load contract notice/standing offer notice documentation
- publish contract notice/standing offer notice documentation
- manage respondents
- reports

on behalf of your organisation in NSW eTendering.

Access roles that allow users to create and manage users:

- Department Administrator
- RFT Admin
- CN (Contract Notice) Admin.

To..	Go to section..
Create User	Create user
Edit User	Edit user

Relevant Links

Go to Role Matrix or proceed to next page.

Roles

Roles defined

All roles (except for RFT Opening Witness) have access to:

Manage My Details console, and download User Guides and re-set registered (public) user/s password/s.

Role	Access to..
Dept Admin	• RFTs (load & publish) • Tenderbox opening • Respondents • User management & user reports • Contract notices • Reports • Department/agencies administration *(access to edit own department, and edit/suspend own agencies)* • Audit Trail *(read only and limited to own department)* • System Administration *(add/edit policy documents & related links)*
RFT Admin	• RFT user management & user reports • Department/agencies administration *(limited access - can edit own agency)*
Contract Notice / SON (Standing Offer Notice) Admin	• Contract notice & standing offer notice user administration & user reports • Department/Agencies administration *(limited access - can edit own agency)*
RFT Reporting User	• Tenderbox opening • RFT reports
RFT Opener	• Open RFT responses • Respondents
RFT Publisher	• Publishing RFT • Respondents
RFT Loader	• Proposed RFT *(option only available if setup at department level)* • Loading RFT • Respondents

Role	Access to..
RFT Opening Witness	• Witness a tender opening
CN / SON Editor	• Contract notice / standing offer notice - edit, publish and cancel
CN / SON) Publisher	• Contract notice / standing offer notice - add, edit and publish
CN / SON Reporting User	• Contract notice – reports • Standing offer notice - reports • Suppliers – reports

Create User

From the *NSW eTendering Administration* screen

- Click Users
- Click Internal Users.

The *Internal User List* screen displays

- Click Add Internal User
- Select Agency
- Click Continue

Complete the following fields:

Field	Instruction
Username	Type a user name for the person you are creating (best to use the standards adopted by your organisation for system logins)
First name	Type the user's first name
Last name	Type the user's surname
Phone number	Type the user's contact phone number
Email address	Type the user's email address
Department/agency	Defaults to the selection you have made
Roles	Select ☐ against relevant role For explanation of roles, click here

Field	Instruction
Password	Type a password for the user *NOTE: It must be alphanumeric and contain at least six characters. It should not contain the words 'password', tender', contract', the users first name or email username (characters before the @symbol).*
Confirm Password	Retype the password

- Click Save or
- Click Cancel

The *Internal User List* screen displays.

The new user will receive an email with their login details. They will need to contact the administrator to obtain their password.

Modify User

From the *NSW eTendering Administration* screen

- Click Users
- Click Internal Users

The *Internal User List* screen displays.

Search for user whose details are to be modified.

- Type surname or email address
- Select Agency
- Click Search

The list of users displays.

To edit a user record:

- Click Edit

  Change details as required
- Click Save

To suspend a user:

- Click Suspend
- Enter your reason for suspending the user
- Click Yes

User Reports

From the *NSW eTendering Administration* screen

- Click Reports
- Click Users
- Click Internal User Report

The Internal User Report Criteria screen displays.

- Select Last Login (3 months, 6 months, or 12 months)
- Select ☐ include suspended (if required)
- Select ☐ against role/s
- Click Display Results

Relevant details will be displayed.

AGENCY ADMINISTRATION

The access role of Department Administrator is required to create a new agency within the department structure.

Business/System Rules

When creating new agencies**:**

- Each agency must be attached to a parent agency or to a department.
- RFT & CN administrators may only edit the agency they belong to.
- New child agencies do not automatically inherit settings from the parent agency or department.

Create Agency

From the *NSW eTendering Administration* screen

- Select *Departments/Agencies*
- Click [Add Agency]
- Complete the following agency address details:

Field	Instruction
Department	• The system will default to the department the agency belongs to
Parent agency	• Select the parent agency
Agency name	• Type the agency name
Type of agency	• Select option: ♦ Public Sector ♦ State Owned Corporation ♦ Government Trading Enterprise ♦ Local Government ♦ Non Government organisation ♦ Other
Agency logo	• Click [Browse...] to select the agency logo
Product class	For use by System Administrator only. • **Leave this field blank**
Email address	Type the <*email address*> of key RFT contact person for agency
ABN	Type the *agency ABN*

Field	Instruction
Street Address Line 1	Type the *agency address*
Street Address Line 2 Optional	Type *address detail* if required
Town/City	Type *town/city*
Sate/Territory	Select the *state or territory*
Postcode	Type the *postcode*

Agency Attributes

Complete the following if relevant:

Field	Instruction
Merchant code	Only used if merchant facility is available (for organisations that are enabled for credit card payments)
Merchant access code	Only used if merchant facility is available (for organisations that are enabled for credit card payments)
Merchant secure hash key	Only used if merchant facility is available (for organisations that are enabled for credit card payments)
Default late hours	Enter *detail* *NOTE: This should be aligned to your organisation's tender processes and policy*
e-Lodgement	Select ☐ , if relevant
Hardcopy order	Select ☐ , if relevant
Hardcopy default	Select ◯ On or ◯ Off
Softcopy default	Select ◯ On or ◯ Off
Proposed RFT Expected Issue Date Emails	Select ☐ , if relevant
Enable request lump sum field for RFTs	Select ☐ , if relevant

Field	Instruction
Display SOC specified award disclosure fields as optional	Select ☐ , if relevant
'i-Tender' Tenders	Select ☐ , if relevant to your organisation
Default government tier	Select option *(State, Federal, Local Government, or other)*
Contract notice display period after end date	Enter details if required. Value between 0-99
Require reason for repeat openings	Select ☐ , if relevant
Enable Notification to RFT Publisher/s	Select ☐ , if relevant
Hide From Public	**DO NOT USE**. If this option is selected agency details & associated tenders will be hidden from the public viewable website.

- Click Save

REQUEST FOR TENDER (RFT)

In order to load a RFT for your organisation you will require one of the following access roles:

- Department Administrator, or
- RFT Loader.

Prerequisites

You must be familiar with:

- Tender/contract management *(Refer to NSW Government Tendering Guidelines)*
- Web-based applications.

Definitions

Proposed RFT - is advance notice of an agency's intent to procure goods/services and is yet to invite public/registered users to participate in the process. It may, or may not, lead to an actual RFT.

To ...	Go to section ...
Load RFT	Load RFT
Load proposed RFT	Load Proposed RFT
Convert proposed RFT	Load RFT
Publish RFT	Publish RFT
RFT amendment	RFT Amendment

Business/System Rules

General:

- RFT ID must be unique *(across the entire NSW eTendering website)*
- If elapsed time between the RFTs publish date and close date is less than 25 days, the person loading the RFT is presented with a warning when saving.
- If the RFT will not lead to the awarding of a contract, a default message will be available for selection at the time of publishing respondents.

Reject RFTs

A user MUST enter a reason when rejecting an RFT. The reason is included in the email sent to the person who loaded RFT in the eTendering system and the RFT Contact Officer.

Cancel RFTs:

- A user MUST enter a reason to cancel an RFT
- When cancelled, a RFT Loader can select to send an email notification to registered users (public users) who have shown interest in the RFT.

Guidelines

Restricted RFTs

There are 3 restricted access levels:

1. **Restricted - No Public View:**
   - ♦ does not appear in lists
   - ♦ can only be accessed via direct match search on RFT ID or direct link
   - ♦ a password is required to access RFT view.

2. **Restricted - Public View Detailed:**
   - ♦ does appear in lists
   - ♦ RFT view can be accessed
   - ♦ A password is required to access documents or respond.

3. **Restricted - Public View Limited:**
   - ♦ does appear in lists
   - ♦ a password is required to access RFT view and documents or respond.

Other Relevant Links

Local Jobs First Plan –

Premier's Memorandum 2010-09 (*http://www.dpc.nsw.gov.au/publications/memos_and_circulars/circulars/2010/c2010-09_the_local_jobs_first_plan)*

Local Jobs First Plan (Feb 2010)

(*http://www.nswprocurement.com.au/Government-Procurement-Frameworks/Goods---Services/Framework/Local-Jobs-First-Plan-version-3-1-Feb-2010.aspx)*

Public Disclosure of Information arising from NSW Government Tenders and Contracts

https://tenders.nsw.gov.au/nsw/?event=public.guidelines

NSW Government Tendering Guidelines (Goods & Services)

http://www.nswprocurement.com.au/psc/nsw_government_guidelines/tendering_guidelines.aspx

Load a Proposed RFT

From the *NSW eTendering Administration* screen:

- Select Proposed RFT.

Choose the next step:

To...	Then...
Search	• Enter *RFT ID or title* in search field • Click Search • Select *RFT* • Click Edit
Create new	• Click Add Proposed RFT • Select agency • Click Continue

- Complete the relevant fields
- Click Publish.

The *Proposed RFT Publish - Proposed* RFT ID screen displays

Choose the next step:

To...	Then...
Publish	Click Publish
Edit	Click Edit
Delete	Click Delete
Preview	Click Preview

Loading RFT

From the *NSW eTendering Administration* screen

- Select Loading RFT

The *Loading RFT List, Draft* screen displays.

Screen explained (if draft RFT/s are listed):

Field	Description
RFT ID	Unique RFT ID
Title	Title of RFT

Field	Description
Agency	Agency
Category	UNSPSC category
Loaded by	Name of person who loaded RFT
Action	Edit or delete or preview
Publish date	Date RFT published
Close date & time	RFT close date & time
Published by	Name of person who published RFT

Choose the next step:

To...	Then...
Search	• Enter *RFT ID or title* in search field • Click Search • Select *RFT* • Click Edit
Sort	• Select option one of the following options from the drop down: *RFT ID; Title; Agency; Category; Loaded By; Published By; Publish Date Or Close Date & Time* • Click Go
Create new	• Click Add RFT • Select Agency • Click Continue
Convert proposed	• Click *Proposed Published* or *Lapsed* tab • Select relevant proposed RFT • Click Add Current Details The details will populate a new RFT

Enter RFT Details

The *Loading RFT Add* screen displays.

Complete the following.

Note: Fields marked with an * are mandatory. Click the relevant for information and help for the fields.

Field	Instruction
RFT ID	Type in *unique RFT number*. This is the RFT advertised ID and must be unique across NSW eTendering System. ***NOTE:*** *Use your own organisation's standard for RFT numbering. You cannot use the following characters: <> ~!@ $#%()[]*
Title	Type in *unique RFT title*. This is the RFT advertised title. Ensure the title is descriptive of the RFT.
Short description	Type in the *short description.* This is a brief descriptor of the advertised RFT. This will display on the public site where all RFTs are listed with a brief/short description. You should follow your organisation's standards, policy and procedures regarding this content
Long description	Type in the *long description.* This could be several paragraphs of text about the nature of goods/services sought. Also any special instructions or tendering instruction that should be brought to the attention of the public. This will display on the RFT details page level of the public site
Additional Details/Instructions	Type in the *other instructions.* This can include information about site meetings, how to lodge a response detailed location information, or any other relevant information that will assist the responder in putting forward a tender response
Address for lodgement	Type the *address for lodgement.* This address is where the tender documents are to be lodged
Category (UNSPSC) *{Universal Standard Products and Services Code}*	Either: • Enter UNSPSC (type 2 to 8 digits, e.g. 4300), or • Enter *description of good/service*. The system will search for the category as you type. Select the most relevant category • If RFT Type Funded Services is selected will automatically add UNSPSC Code 93140000, this can be edited.

Field	Instruction
Category *(Additional Notification based on UNSPSC)*	This field is to be used for new business opportunities. Enter the UNSPSC category or type the word that best describes the goods/services
Estimated value *Optional*	Type the estimated amount
RFT Type	Select one of the following options: *Expression of Interest, *Funded Services, Invitation to Respond, Notice, Open Tender, Pre Qualified/Invited, Request for Proposal, Selective Tenders, Single Invitation.* **Funded Services Note 1: NGO or Local Govt Authority funded by Govt to provide support services to individuals, families and communities.* **Note 2: Automatically adds UNSPSC Code 93140000 to Category field (this can be edited).*
RFT Access	• Select option ***Note:*** *If <u>restricted</u> you need to generate a passcode* • Select Generate Passcode • Print passcode (the passcode is required to access/lodge a response for restricted RFTs)
RFT Publish Date	• Select • Select date
RFT Close Date	• Select • Select date ***Note****: If the close date is less than the mandatory 25 days for tenders, a confirm closing date screen will display when you save or submit the RFT*
RFT Close Time	Select *Time* from drop down ***Note:*** *Ensure that this time is suitable for closing*
Related RFT ID	Type the *related RFT ID* ***Note:*** *The* RFT must be published prior to linking
RFT Preview Document(s) *Optional*	• Select Browse... • Select the required *document*
Related website address *Optional*	Type the *web address (URL)* detail if relevant

Enter Requirement Details

These fields enable compliance with the Free Trade Agreement

Complete the following:

Field	Instruction
Conditions for Participation	This is a free text field. Refer to Free Trade Agreement, Chapter 15 *http://www.dfat.gov.au/trade/negotiations/us_fta/final-text/chapter_15.html*
Estimated Timeframe for Delivery	This is a free text field. Refer to Free Trade Agreement, Chapter 15 *http://www.dfat.gov.au/trade/negotiations/us_fta/final-text/chapter_15.html*
Location	• ☐ *If selected, add detailed location into Additional Details/Instructions field (refer to page 21),* • Select *All Locations*, or • ☐ *NSW Regions,* or • ☐ *region,* or • ☐ *State/Territory*

Enter RFT Documents

Complete the following:

Field	Instruction
Softcopy availability	Select ☐
Cost to download $	This field will only appear if the merchant facility has been selected by your department/agency. Enter *0.00*
Hardcopy/CD availability	Select ☐
Cost to order $	This field will only appear if the merchant facility has been selected by your department/agency. Enter *0.00*
File one	• Click Browse... • Select *File* to be uploaded Continue until all RFT documentation is uploaded
Response options	Select ☐ to allow electronic responses

Field	Instruction
Lump sum	Select ☐ if lump sum required ***Note:*** *This option must be selected when an agency/department is set up*

Enter Contact Details

Complete the following:

Field	Instruction
Name	Type in the *contact name.* This person must be available to answer queries while the RFT is open
Phone number	Type in the *phone number*
Fax number Optional	Type in the *fax number*
Mobile number Optional	Type in the *mobile phone number*
Email Address	Type in the *email address*
Internal Use	
Jurisdiction responsible	Select relevant *government jurisdiction (e.g. New South Wales, Victoria, etc.).*
Government Tier	Select relevant *tier of government*
Procurement Compliance Requirements	Select ☐ against the relevant fields
Note One	Type in details as required
Note Two	Type in details as required
Publishers to Notify (This option will only display if set up at agency level.)	
All Publishers	Select ☐ check box if required
Primary Publisher	Select from drop down
Secondary Publishers	Select from drop down
All Department Admins	Select ☐ check box if required
Department Admins	Select from drop down
Award Details	

Field	Instruction
RFT Will Not Lead to Award	☑ Select check box for default message to display. ***Note***: *Default messages can be edited.*

- Click Save as Draft to save, or
- Click Save as Draft and View Target Audience, or
- Click Submit to Publisher, or
- Click Cancel.

PUBLISHING RFT

In order to publish a RFT one of the following access roles is required:

- RFT Publisher
- Department Administrator

Related Procedures

- RFT Amendment
- Un-publish (RFT)
- Open Tenderbox

Business Rules

General:

- RFT ID must be unique.
- If elapsed time between the RFT publish date and close date is less than 25 days, the person loading the RFT will receive a system generated warning when saving.

Reject RFTs

- A user MUST enter a reason when rejecting an RFT.
- The Reason is included in the email sent to the person (loader) who submitted this RFT and the Contact Officer.

Cancel RFTs

- A user MUST enter a reason to cancel an RFT
- When cancelled, RFT user can select for email notification to be sent to registered users (public users) who have shown interest in the RFT.

Un-publish RFTs

As above

Policy

You must abide by your organisation's Tendering process and NSW Government Tendering Guidelines policy:

http://www.nswprocurement.com.au/Government-Procurement-Frameworks/Goods---Services/Tendering-Guidelines---Policy.aspx

Publish RFT

From the *eTendering Administration Console*:

- Select Publishing RFT

The *Publishing RFT List*, *Unpublished* screen displays.

- Enter RFT ID or Title
- Click Search

The RFT List displays.

To ...	Then ...
Reject	• Click Reject • Type in the *reason* for rejecting the RFT • Click Yes or No
Publish	• Click Publish • Check publish & close date & time • Type in a *passphrase*. It must be at least 4 words and minimum of 20 characters in length. Please keep this information secure • Retype in the *passphrase.* Make sure you take note of this passphrase so you can open the tender upon closing A warning message will display if this close date is less than the mandatory 25 days • Click Yes • Print the *passphrase page*
Preview	• Click Preview The RFT will display in a new window • Close the window to return

Un-publish RFT

From the *eTendering Administration Console:*

- Select Publishing RFT

The *Publishing RFT List*, *Unpublished* screen displays.

- Enter RFT ID or Title
- Click Search

The RFT List displays.

- Click Unpublish

Note: *You can only 'Un-publish' if non-one has downloaded or responded to this RFT. Refer to Rules for more information.*

- Click Yes

The RFT will move to the *Un-published* list.

RFT AMENDMENT

In order to load an amended RFT for your organisation you will require one of the following access roles:

- Department Administrator (can load and publish), or
- RFT Loader
- RFT Publisher.

Business Rules

- Registered users will be notified that a published amendment via an email if they have:
  - ⇒ ordered hardcopy documentation
  - ⇒ downloaded softcopy documentation
  - ⇒ responded to the RFT
- The automatically generated email will contain the amendment number
- Amendment documents will be available for download from the RFT documents screen once published
- The RFTs publish date cannot be changed
- Ordinary users can only extend the close date.

Load RFT amendment

From the *Loading RFT* menu

- Click Published tab
- Enter RFT ID or Title in search field
- Click Search.

From relevant RFT

- Click Amend

The *RFT Amendment Add - RFT ID* screen displays.

Complete the following:

Field	Instruction
File One, Two, Three, Four	Click Browse...
Comment	Type in *your comments* regarding the amendment

- Amend other fields if required.
- Click Save as Draft , or
- Click Submit to Publisher.

Publish RFT amendment

From the *Publishing RFT* menu:

- Click Published tab
- Click Preview.

Review the amendment/s, close screen to return to RFT list.

Choose the next step:

To ...	Then ...
Publish Amendment	• Click Publish Amendment • Click Yes to confirm
Reject Amendment	• Click Reject Amendment • Type in the *reason* for rejection • Click Yes to confirm An email notification that the amendment has been rejected, will be sent to the 'Loader'

CANCEL RFT

From the *Publishing RFT* menu

- Click **Published** tab
- Search for RFT you wish to cancel
- Click Preview

Review the RFT to ensure this is the RFT you wish to cancel, close screen to return to Publishing RFT List.

- Click Cancel RFT

The *Publishing RFT Cancel <RFT ID> screen* displays.

Field	Instruction
Cancellation Reason	• Enter *<your reason for cancelling this RFT>*
Notify Interested Registered Users of Reason for Cancellation	• Select Check box if you want an email to be sent to registered users who have viewed this RFT.

- Click Yes to confirm or
- Click No to cancel this action.

TENDERBOX OPENING

In order to open responses to your tender, you and two other staff members will require one of the following access roles:

- RFT Opener
- Witness (there must be two separate witnesses. Must not include the RFT Opener or Department Administrator).
- Department Administrator

Business/System Rules

Witness Authentication

The following applies when opening an electronic Tenderbox:

- There must be two valid witnesses to open the RFT
- The witnesses must stay throughout the 'opening' process
- To ensure integrity is maintained, the witnesses must use their passwords to log into the system – this action cannot be done on their behalf
- Only one of the two witnesses being used may be newly created on that day of the session
- When the session begins, an email will be sent to the email address of the witness, to inform them that the account has been used in a tenderbox opening session.

Security

You must end an opening session to maintain security:

- Click End Session
- Click Yes to confirm.

Open Tenderbox

From the Administration Homepage:

- Click *Tenderbox Opening*

The *Tenderbox Opening, Witnesses Authorisation* screen displays

Complete the following:

Field	Instruction
Witness one	*NOTE: A system generated email will be issued to this user*
Username	Type *username*
Password	Type *password*
Witness two	*NOTE: A system generated email will be issued to this user*
Username	Type *username*
Password	Type *password*

- Click Continue.

The *Details of Tenderbox Opening Session* screen will display with the following:

Field	Details
Opener	Name of opener
Witness one	Name of first witness
Witness two	Name of second witness
Month	Click ▼ to select different month
Year	Click ▼ to select different year

- Click Filter

If required:

- Select *sort by option*
- Click Go.

Select RFT

Screen Details

Field	Detail
Agency	Name of agency
RFT ID	RFT ID
Title	Title of RFT

Field	Detail
Close date & time	Close date & time
Total Responses (including Late/TCDL) *(Tender Closing During Lodgement)*	Total number of responses including late/tender closed during lodgement (TCDL) *NOTE: This is only if your organisation is enabled to receive late responses*
Un-accessed late/TCDL responses	• Total number of responses that **HAVE NOT** been previously opened • Once RFT has been opened, this number will display as '0'
Previously opened	Date & time of previous opening
Actions	Open will display if past RFT close date & time

- Click Open against the relevant RFT
- Enter RFT passphrase

RFT ID details screen will display.

Screen details explained:

Field	Details
RFT ID	RFT ID - linked to RFT
Title	Title of RFT
Department	Department name
Agency	Agency name
Close date & time	Close date & time
Published By	Name of the publisher
Sort Responses By	Select Option from drop down *(Response Date & Time; ABN; Tendering Entity)*
Show Additional Fields in Distribution & Response Report	Select check box if required.

- Type in the passphrase for this RFT
- Click Continue

****Processing. Please Wait**** message will display.

The *Download Responses - RFT ID* screen will display listing number of responses received.

Responses are grouped in bundles of 20.

For less than 20 responses:

Screen will display results as follows:

Column	Detail
Tendering entity	Business name of respondent
ABN	ABN details
Response date & time	Date & time response was lodged
File name	Lists files from each respondent
Response summary file	Select this file to obtain list of respondents and files received
RFT Distribution & Responses Report File	Select this file to obtain this report.

For more than 20 responses:

Responses will be grouped in lots of 20.

- Click the Responses 1 to 20 link.

Screen will display results as follows:

Column	Detail
Tendering entity	Business name of respondent
ABN	ABN details
Response date & time	Date & time response was lodged
File name	Lists files from each respondent
Response summary file	Select this file to obtain list of respondents and files received. This will contain all responses, not just a group of 20
RFT Distribution & Responses Report File	Select this file to obtain this report.

Note: *You will need to download package for each group of responses.*

To download next group

- Click « Return to Response Group View
- Click the next group link.

Create Download Package

- Select **ALL** (this will also select the Response Summary File. Deselect if you do not want to download this file)
- Click Create Download Package.

The *Creating Response Package <RFT ID>* screen displays:

- Click Click here to download.
- Select location on your hard disc or CD where you wish to save.

The *File Download* popup screen displays

- Click Save
- Select <location> on your hard disc or CD where you wish to save these responses.

Once complete, click on Back to return to Response list.

Choose the next step:

To...	Then...
End session	• Click End Session • Click Yes
Open another tender	Click Open Another Tenderbox

Download spreadsheet

- Click Download Spreadsheet.
- Click Save
- Select location on your hard disc or CD where you wish to save.

Relevant Links

- Manage Respondents
- Contract Notice
- Standing Offer Notice
- Reports

RESPONDENTS

RFTs past their close date & time (i.e. closed and archived) are available for selection, filtered by month and year.

Relevant Links

- Add Hardcopy Response/s
- Edit Hardcopy Response/s
- Edit Respondent
- Publish Respondent List
- Un-publish Respondent List

System Rules

List RFTs Filter

List will filter on close date by current month and year by default.

Commit Hardcopy Response

Removes it from the Manage Respondents console, making it read only and appears on the Distribution & Response Report.

When committing a hardcopy response, the system creates a corresponding respondent record with disclosure status "for publication".

Batch Upload

This option is only available to agencies with Advanced eTendering. For details on the specification for batch upload files, refer to document RESFETI Specification Version 1-1-0.pdf

List RFTs

From the Administration Homepage:

- Click *Respondents.*

The *Respondents - RFT List* screen will display.

Screen Details

Field	Detail
Month	Defaults to current month
Year	Defaults to current year

Field	Detail
Sort by	Options are: • RFT ID • Title • Agency • Close date & time
RFT ID	RFT ID
Title	Title of RFT
Close date & time	Close date & time
Electronic responses	Number of electronic responses
Hardcopy responses	Number of hardcopy responses entered against the RFT
Actions	Manage respondents

- Select Month & Year from drop down.
- Click Filter

The list of RFTs will display *(for the selected month & year)*

- Click **Manage Respondents** against relevant RFT.

The *Respondents List - RFT ID* screen displays.

Edit Respondents

(For Respondents who have responded via NSW eTendering i.e. not hardcopy)

- Click **Respondents for Publication** tab
- Click **Edit** link against relevant respondent.

Complete the following fields as required:

Field	Instruction
Business name	Edit as required
Trading name Optional	Edit as required
ABN	Edit as required
Street address line 1	Edit as required
Street address line 2 Optional	Edit as required
Town/city	Edit as required

Field	Instruction
State/territory	Reselect
Postcode	Edit as required
Country	Reselect
Short listed *(an * will appear against respondent when published).*	Select ○ Yes or ○ No
Disclosure state	Select option *(for Publication or Not for Publication)* from drop down
Disclosure comment	Enter reason why this respondent is not published *(for example if could be a duplicate respondent)*

- Click Save

Add Hardcopy Response

(For Respondents who have responded with hardcopy i.e. not via NSW eTendering)

- Click Add Hardcopy Response.

The *Hardcopy Response Add - RFT* ID screen displays.

Choose the next step:

To...	Then...
Add multiple hardcopy responses	• Enter number of responses • Click Continue

Complete the following fields:

Field	Instruction
Receipt date	Click & select date
Receipt time	Type in the time received (hh:00am)
Business name	Type in the business name
Trading name	Type in the trading name
ABN exempt	Select option: ⇒ *Not Exempt* ⇒ *Exempt - Non Australian Entity* ⇒ *Exempt/Insufficient Turnover* ⇒ *ABN Not Known/Provided*

Field	Instruction
Street address line 1	Type in the address
Street address line 2	Type in the address
Town/city	Type in the city
State/territory	Select from drop down
Post code	Type in the postcode
Country	Select from drop down
Phone number	Type in the phone number
Email address	Type in the email address

Choose the next step:

Click	Result
Save as Draft	You can then review/edit delete
Commit	This becomes non-editable
Cancel	Cancels the entry

Note: The Contact Officer will receive an email notification that a hard copy has been added.

Edit Hardcopy Response

From **Draft Hardcopy Responses** tab, choose the next step:

To...	Then...
Edit respondent details	• Click Edit • Edit fields as required To commit for publishing • Click Commit • A receipt number will display. This record now appears in the *Respondents for Publication* tab To save as draft: • Click Save as Draft
Delete respondent details	• Click Delete • Click Yes

Publish Respondent List

The RFT Publisher or Department Administrator access roles are required to publish a respondents list.

From the Administration Homepage:

- Click *Respondents*

The *Respondents - RFT List* screen will display.

- Click *Manage Respondents* against relevant RFT

The *Respondents List - RFT ID* screen displays.

- Click Preview RFT to review
- Click Back on Internet toolbar

To remove duplicate respondents

If there are duplicate respondents,

- Click Remove Duplicate Respondents **Note:** Will only remove if details (e.g. ABN) are identical.

- Click Publish Respondents List

The *Respondent List Publish - <RFT ID>* screen displays.

- Click or to change sort order

If this RFT <u>will not lead to awarding a contract</u>, a default message will be available for selection and will display on the public site.

- Select relevant fields if applicable:

Field	Instruction
RFT will not lead to the awarding of a contract	Select ☐ Default text will display which can be edited.
Respondent Sort Order Reason	Select Option *(Blank Apparent Alphabetical)* Default text will display which can be edited.

- Select ☐
- Click Yes to publish

Un-publish Respondent List

The RFT Publisher or Department Administrator roles are required to un-publish a respondents list.

From the Administration Homepage:

- Click ***Respondents***

The *Respondents - RFT List* screen will display.

- Click ***Manage Respondents*** against relevant RFT.

The *Respondents List - RFT ID* screen displays:

- Click Unpublish Respondents List
- Click Yes to confirm.

CONTRACT NOTICES

Purpose

The contract notices functionality in eTendering is used to publicly disclose information regarding tender opportunities and contract award information.

The following roles are required in order to: create; edit; publish; delete; or cancel contract notices:

- CN Editor (edit, publish, delete & cancel)
- CN Publisher (add, edit, publish & delete)
- Agency Auditor (read only access)
- Department Administrator (add, edit, publish, delete & cancel).

Rules

System Rules

Contract Notice details are entered in 4 stages:

1. Contract details - details of contract and agency contact information
2. Evaluation criteria
3. Additional details if contracts are class 2 or 3
4. Confirmation.

Batch Upload

This option is only available to agencies with Advanced eTendering. For details on the specification for batch upload files, refer to document CONFETI Specification Version 1.1.0.

Guidelines

Disclosure Class

Class 1

All government contracts with estimated value $150,000 or above.

Class 2

All government contracts with estimated value $150,000 to less than $5 million which also - result from a direct negotiation where there has not been a tender process; or have been the subject of a tender process and where the final contract terms and conditions are substantially negotiated with the successful tenderer (this includes alliance type contracts); or - involve operation or maintenance obligations for 10 years or longer; or - involve a privately financed project as defined by relevant Treasury guidelines; or - involve a transfer of land or other asset to a party in exchange for the transfer of land or other asset to an agency.

Class 3

The same as Class 2 contracts (as above) and where the estimated value of the government contract is $5 million or more.

Tender Method - Summary

Please refer to NSW Government Tendering Guidelines policy for more information. *http://www.nswprocurement.com.au/Government-Procurement-Frameworks/Goods---Services/Tendering-Guidelines---Policy.aspx*

The tender method information below is a summary only.

Open - Refer Section 2.3.1

Tendering process is an invitation to tender by public advertisement with no restriction placed on who may submit a tender.

Multi-stage - Refer Section 2.3.2

Tendering process may be used to cull a large number of respondents and identify the best service providers in a particular well-supplied market that are interested in providing the products, work or services. It also limits the number of tenderers to those that can demonstrate the requisite capability in the first stage.

Limited - Refer Section 2.3.3

Tendering process includes invited tendering and direct negotiation. Invited tendering is used:

1. In emergency circumstances
2. For specialist work
3. In special circumstances where only one or a limited number of service providers are known to be able to carry out the work, or
4. For low value, low risk, off-the-shelf procurement.

Direct negotiation is to be used ONLY in special circumstances. This requires **high-level authorisation** and should only be used in **clear and unambiguous circumstances** that indicate such direct negotiation will result in the best value for money outcome for government. Refer www.icac.nsw.gov.au for further information.

Add Contract Notice

From the Administration Homepage:

- Click *Contract Notices.*

The *Contract Notice List* screen displays.

Screen details:

Option	Detail
Add contract notice	Select to add a new contract notice
Download spreadsheet	To download spreadsheet of contract notices
Batch upload	This option is specifically for selected agencies
Search & sort	• Search function • Sort function options: ➢ Contract notice ID ➢ Contract title ➢ Agency ➢ Category ➢ Successful contract name ➢ Successful contract ABN ➢ Publish date ➢ Display until date ➢ Contract period ➢ Contract value
Draft	Lists draft contract notice/s
Published	Lists published contract notice/s
Lapsed	Lists lapsed contract notice/s
Cancelled	Lists cancelled contract notice/s

- Click Add Contract Notice..

The *Contract Notice Add - Select Agency* screen displays.

- Click Continue .

For single contractor Contract Notice

- Select ◌ Single (defaults)
- Type new Contract Notice ID
- Click Continue

The *Contract Notice Add - CN ID* screen displays.

For Multi Contractor Contract Notice:

- Select ◌ Multi.

Complete the following:

Field	Instruction
If using an existing contract notice ID	• Type in the *contract notice ID* • Click Continue
If this is the first contract notice in set of agreements	• Type in the *contract notice ID* • Type in the *contact value amount* • Select option: ♦ *Estimated amount payable* ♦ *Contract estimate per annum* ♦ *Estimated contract life* - from drop down • Click Continue or Save as Draft

Edit Contract Notice

Complete the following fields:

Field	Instruction
Contract title	Type in the *details*
Category	Either: • Type in the *UNSPSC. (enter 2 to 8 digits. e.g. 4300)* or • Type in the *description* of good/service (the system will search for the category as you type. Select the most relevant category) Refer to page 66 for information on UNSPSC
Particulars of the project to be undertaken...	Enter *relevant details*
Contract Notice Duration	

Field	Instruction
Contract effective date	• Click • Select date
Contract end date	• Click • Select date
Display until date	• Click • Select date
Successful Contractor	
Business name	Type in the *details*
Trading name	Type in the *details*
ACN exempt	Selection option: ♦ *Exempt – Not an Australian Company* ♦ *Exempt – not an Incorporated Entity* ♦ *Exempt – Australian Company Incorporated prior to 1991* ♦ *Exempt – Joint Venture Companies* ♦ *Exempt – State Government Corporation* ♦ *Exempt – Australian Registered Body Number - ARBN* ♦ *Exempt – Indigenous Corporation Number - ICN*
ACN	Type in *Details*
ABN exempt	Select option: ♦ *Not exempt* ♦ *Default exempt* ♦ *Non-Australian entity exempt* ♦ *Insufficient turnover*
ABN	Type in the *details* *NOTE: If non-exempt option selected, then ABN is optional*
Street address line 1	Type in the *details*
Street address line 2	Type in the *details*
Town/city	Type in the *details*
State/territory	Select from drop down
Postcode	Type in the *details*

Field	Instruction
Country	Select from drop down

Enter Other Details

Complete the following:

Field	Instruction
Related RFT ID	Type in the unique RFT ID if applicable
Related SON ID	Type in the unique ID Standing Offer Notice if applicable
Other private sector entities	Type in the relevant *details*
Contract value	Enter *amount*
Contract value type	Select option: • *Estimated amount payable* • *Contract estimate per annum* • *Estimated contract life* *NOTE: If 'Estimated amount payable contract estimate per annum' is selected, this will be a sum of values of all successful contractors*
Description of any relevant operation or maintenance	Type in the relevant *details*
Tender Method	Select option: • *Open* • *Limited* • *Multi-stage* • *Non tender*
Description of any provision under ... amount payable ...	Type in the relevant *details*
Description of any provisions ... renegotiated	Type in the relevant *details*
Disclosure class	Select option: • *Class 1* • *Class 2* • *Class 3*

<table>
<tr><th>Field</th><th>Instruction</th></tr>
<tr><td colspan="2">Industrial Relations Details
Note: Fields will display WITH or WITHOUT data. If no sub-contractors involved in this contract, enter "Not Applicable".</td></tr>
<tr><td>Name of Sub-contractors</td><td>Enter <<i>List of Sub-contractors details</i>> involved with this contract. E.g.:
Sub-contractor Name 1 (ABN: 123 456 789, ACN: -)
Sub-contractor Name 2 (ABN: -, ACN 3 478 989)
Sub-contractor Name 3 (ABN: -, ACN: -)</td></tr>
<tr><td>Applicable Industrial Instruments</td><td>Enter <<i>industrial instrument</i>> <i>(award)</i> that applies to employees working on this contract.
e.g.:
Sub-contractor name 1
• Award 1
• Award 2
Sub-contractor name 2
• Award XY
Sub-contractor name 3
• Award 1
• Award XY</td></tr>
<tr><td>Location of Work</td><td>Enter <<i>list of all locations of work</i>> that is covered by this contract.
e.g.:
Sub-contractor name 1
• 123 Pitt St, Sydney NSW 2000
• 34 George St, Sydney NSW 2000
Sub-contractor name 2
• 25/F High Tower, 4 Princes Hwy, Chatswood NSW 2067
Sub-contractor name 3
• Level 26 McKell Bldg, 2-24 Rawson Place, Haymarket NSW 2000</td></tr>
<tr><td colspan="2">An IR Label will display with the following:
NSW Industrial Relations inspectors routinely audit the employment records of contractors and sub-contractors to all NSW Government contracts. The results of these inspections are published on the NSW Industrial Relations Website.</td></tr>
</table>

Field	Instruction
Agency contact	Type in the *details*
Street address line 1	Type in the *address*
Street address line 2	Type in the *address*
Town/city	Type in the *city*
State/territory	Select from drop down
Postcode	Type in the *postcode*
Country	Select from drop down
Phone number	Type in the *phone number*
Fax number	Type in the *fax number*
Email address	Type in the e*mail address*
Other information	Type in the r*elevant details*

- Click Continue

Enter CN Evaluation Criteria

The *Contract Notice Evaluation Criteria Add - CN ID* screen displays.

- Enter evaluation criteria
- Enter weighting
- Click Add Evaluation Criteria.

The details will display. Continue until all criteria have been added.

- Click Continue.

For Class 2/3 screen details

The *Contract Notice Class 2 or 3 Details - CN ID* screen displays.

Complete the following:

Field	Instruction
Particulars of future transfers of assets to the State,...	Type in the *relevant details*
Particulars of future transfers of assets to the contractor...	Type in the *relevant details*

Field	Instruction
The results of any cost-benefit analysis of the contract conducted by the agency.	Type in the *relevant details*
The components and quantum of the public sector comparator, if used	Type in the relevant *details*
Where relevant, a summary of information used in the contractor's full base case financial model...	Type in the relevant *details*
Where relevant, particulars of how risk, during construction and operational phases of contract...	Type in the relevant *details*
Particulars as to any significant guarantees or undertakings between the parties...	Type in the relevant *details*
Particulars of any other key elements of the contract	Type in the relevant *details*
Class 3 - additional fields	
Provide a web site address...	Type in the relevant *details*
Has the contract or any provisions within it been withheld from this disclosure...	Select ○ Yes or ○ No
If yes to the above, what are the reasons...	Type in the relevant *details*
If yes to the above, is it intended...	Type in the relevant *details*
If yes to the above, where some but not all provisions...	Type in the relevant *details* • Click [Continue]

The *Contract Notice Publish - CN ID* screen displays.

- Click [Yes] or [Save as Draft].

The contract notice will now appear in the published list.

STANDING OFFER NOTICES (SON)

Purpose

Publicly disclose information regarding tender opportunities for **panel** or **standing offer** arrangements with value type **Contract Estimated Per Annum.**

The following roles are required in order to: create; edit; publish; delete; or cancel standing offer notices:

- CN/SON Editor
- CN/SON Publisher
- Department Administrator
- Agency Auditor *(read only access)*

Relevant Links

- Reports
- User Roles
- PM 2007-01 - Public Disclosure of Information arising from NSW Government Tenders and Contracts *http://www.dpc.nsw.gov.au/publications/memos_and_circulars/ministerial_memoranda/2007/m2007-01*

System Rules

Standing Offer Notice details are entered in 3 stages:

1. Standing offer details - details of contract and agency contact information
2. Suppliers
3. Additional details if contracts are class 2 or 3

Guidelines

Disclosure Class

Class 1

- All government contracts with estimated value $150,000 or above.

Class 2

- All government contracts with estimated value $150,000 to less than $5 million which also - result from a direct negotiation where there has not been a tender process; or - have been the subject of a tender process and where the final contract terms and conditions are substantially negotiated with the successful tenderer (this includes alliance type contracts); or - involve operation or maintenance obligations for 10 years or longer; or - involve a privately financed project as defined by relevant Treasury guidelines; or - involve a transfer of land or other asset to a party in exchange for the transfer of land or other asset to an agency.

Class 3

- The same as Class 2 contracts (as above) and where the estimated value of the government contract is $5 million or more.

Tender Method - Summary

Please refer to NSW Government Tendering Guidelines policy for more information. The information below is only a **summary.**

http://www.nswprocurement.com.au/Government-Procurement-Frameworks/Goods---Services/Tendering-Guidelines---Policy.aspx

Open - Refer Section 2.3.1

- Tendering process is an invitation to tender by public advertisement with no restriction placed on who may submit a tender.

Multi-stage - Refer Section 2.3.2

- Tendering process may be used to cull a large number of respondents and identify the best service providers in a particular well-supplied market that are interested in providing the products, work or services. It also limits the number of tenderers to those that can demonstrate the requisite capability in the first stage.

Limited - Refer Section 2.3.3

- Tendering process includes invited tendering and direct negotiation. Invited tendering is used:

1. In emergency circumstances
2. For specialist work
3. In special circumstances where only one or a limited number of service providers are known to be able to carry out the work, or
4. For low value, low risk, off-the-shelf procurement.

Direct negotiation is to be used ONLY in special circumstances. This requires **high-level authorisation** and should only be used in **clear and unambiguous circumstances** that indicate such direct negotiation will result in the best value for money outcome for Government. Refer www.icac.nsw.gov.au *(http://www.icac.nsw.gov.au)* for further information.

Add Standing Offer Notice

From the Administration Homepage

- Click **Standing Offer Notices -** the *Standing Offer Notice List* screen displays.

  For explanation of screen:

Option	Detail
Add Standing Offer Notice	To add a new Standing Offer Notice

Option	Detail
Download Spreadsheet	To download spreadsheet of Standing Offer Notices
Search & Sort	Sort function options: Standing Offer Notice ID, Standing Offer Notice Title, Agency, Category, Publish Date, Display until Date, Standing Offer Period
Draft	Lists draft Standing Offer Notice/s
Published	Lists published Standing Offer Notice/s
Lapsed	Lists lapsed Standing Offer Notice/s
Cancelled	Lists cancelled Standing Offer Notice/s

- Click Add Standing Offer Notice

The *Standing Offer Notice Add - Select Agency* screen displays.

- Select <*Agency*>
- Click Continue

The *Standing Offer Notice Add* screen displays.

Edit Standing Offer Notice

Complete the following fields:

Field	Instruction
Standing Offer Notice ID Title	Enter <*details*>
Standing Offer Title	Enter <*details*>
Category	Either: • Enter <*UNSPSC*>*. (Enter 2 to 8 digits - e.g. 4300)* OR • Enter <*description of good/service*> *(the system will search for the category as you type. Select the most relevant category.)* [Click here for information on UNSPSC]
Particulars of the project to be undertaken...	Enter <*relevant details*>

Field	Instruction
Standing Offer Notice Duration	
Standing Offer Effective Date	• Click • Select <date>
Standing Offer End Date	• Click • Select <date>
Display Until Date	**Defaults** to the 'Standing Offer End Date' (or 'Amended Standing Offer End Date)' **PLUS** 'Display Period After End Date' *(this is set at agency level)* **or** the 'Standing Offer Notice Publish Date' **PLUS** 30 days, whichever is the greater period.

Enter Other Details

Complete the following:

Field	Instruction
Related RFT ID	Enter *<details>*
Other private sector entities ...	Enter *<relevant details>*
Tender Method	Select Option *(open, limited, multi-stage, non tender)* from drop down
Description of any provisions under which the Standing offer may be renegotiated	Enter *<relevant details>*
Standing Offer Contains Agency 'PiggyBack' Clause	Select Yes or No
Agency Contact Details	
Agency Contract	Enter *<relevant details>*
Street Address Line 1 & Line 2	Enter *<relevant details>*

Field	Instruction
Town/City	Enter <*relevant details*>
State/Territory	Select from drop down
Postcode	Enter <*relevant details*>
Country	Select from drop down *(defaults to Australia)*
Phone No./Fax No./Email address	Enter <*relevant details*> for at least one of these fields.

- Click Continue or
- Click Save as Draft

Enter Supplier Details

Complete the following fields:

Field	Instruction
Business Name	Enter <*relevant details*>
Trading Name	Enter <*relevant details*>
Email Address	Enter <*relevant details*>
ACN Exempt	Select one of the following options from the drop down: • *Not Exempt* • *Exempt Not an Australian Company* • *Exempt Not an Incorporated Entity* • *Exempt Australian Company Incorporated prior to 1991* • *Exempt Joint Venture Companies* • *Exempt State Government Corporation* • *Exempt Australian Registered Body Number ARBN* • *Exempt Indigenous Corporation Number ICN*

Field	Instruction
ACN **Note**: *If ACN is not known, leave field blank. When the ABN is entered, and this section saved, the system will do a validation against the ABN. If there is a valid ACN number then this field will be populated. If there is no valid ACN then you will need to select option from the ACN Exempt Option field.*	Enter <*relevant details*> if known
ABN Exempt	Select option: • *Not Exempt* • *Exempt - Non Australian Entity* • *Exempt - Insufficient Turnover)*
ABN **Note**: *The system will validate if this is a valid ABN against the ABN lookup on saving. It will also populate the ACN field if there is a valid ACN.*	Enter <*ABN*>
Street Address Line 1	Enter <*relevant details*>
Street Address Line 2	Enter <*relevant details*>
Town/City	Enter <*relevant details*>
State/Territory	Select <option> from drop down
Postcode	Enter <*relevant details*>
Country	Select <option> from drop down

- Click Add Supplier and repeat steps above, or
- Click Continue

Confirmation

The *Standing Offer Notice Supplier Add* screen displays.

Current supplier details entered will display at the bottom of the screen

Choose the following steps:

To...	Then...
Edit supplier details entered	Click Edit
Delete supplier details entered	Click Delete
Add another supplier	Complete the relevant fields.
Continue adding supplier	• Click Next Supplier • Repeat steps above.
Publish	Click Continue

The *Standing Offer Notice Supplier Confirm* screen displays.

- Click Yes to continue, or
- Click No to add more suppliers

If **Yes** was clicked, then the *Standing Offer Notice Publish* screen displays.

- Click Yes to publish or
- Click No to save as draft

The Standing Offer Notice will now appear in the published list.

REPORTS

The following access roles are required for the various eTendering reports:

Access Role	Report
Dept Admin RFT Admin CN Admin Support Desk	Users
RFT Reporting User Department Administrator	• RFT days advertised • RFT • RFT summary • RFT activity • RFT distribution and responses • RFT Unsuccessful response attempt • RFT procurement compliance exception
CN / SON Reporting User Department Administrator	• Contract notice export • Contract notice published • Standing offer notice published
Agency Auditor (read only access)	• RFT reporting console • CN reporting console • SON reporting console • Users
Department Administrator	• Supplier report • Top suppliers by contract • eTendering statistical • Batch upload • RFT payment gateway activity report

Report Structure

All reports have summary information at the beginning of the report.

All reports have [Download Spreadsheet] option.

Related Procedures

[User Management](#)

RFT Reports

Report	Details
RFT Days Advertised	RFT information listed in groups of: • 0-9 days • 10-24 days • 25 days or more, and • Total
RFT Report	Provides information on: • Agency • RFT ID • Title • Category • RFT access • RFT type • RFT contact person • Publish date • Close date & time • Late close date & time • No. of days advertised
RFT Summary	Provides statistical summary information on: • Downloads & responses • Averages (since live date) • Current year (financial year to date) • Averages this Year (financial year to date)
RFT Activity	• RFT Activity • No. of downloads • No. of hardcopy distributed • Total of distribution • Electronic response enabled • No. of online responses • No. of manual responses • No. of late responses • No. of contracts
RFT Distribution and Response	RFT information by: - • Selected RFT • All RFTs
RFT Unsuccessful Response Attempts	Response attempt by: • Date range • RFT ID

Report	Details
RFT Procurement Compliance	RFT Information displaying: - • Funds available • Authorised by agency • Code of Practice complied

Contract Notice Reports

Report	Details
Contract Notice Export	Report is run overnight.
Contract Notice Published	Provides information on: - • Agency • Contract notice ID • RFT ID • Successful contractor • Successful contractor ABN & postcode - category • Publish date • Effective date • End date • Contract value $ • Contract value type • Contact name • Published by • No. of amendments

Standing Offer Notice Reports

Report	Details
Standing Offer Notice Published	Provides information on: • Agency • Standing offer notice ID • Standing offer title • No. of suppliers • RFT ID • Category (UNSPSC) • Publish date • Effective date • End date • Display until date • Contact name • Published by • No. of amendments

User Reports

Report	Details
Internal User Report	Provides information on Internal Users: - • *Agency* • *Username* • *Name* • *Email address* • *Phone number* • *Suspended (Yes/No)* • *User functions* • *Last logged in (date & time)*

Supplier Reports

Report	Detail
Supplier Report	Provides information on: • *Agency* • *Publish date range* • *Value ($) range* • *Supplier name* • *Supplier ABN* • *Category*
Top Suppliers by Contracts Criteria	Provides information on: - • *Agency* • *Date range* • *Value ($) range* • *Contract value type* • *Estimate amount payable* • *Contract estimate per annum* • *Estimated contract life* • *No contract value type* • *SOC specified* • *Category*

FREQUENTLY ASKED QUESTIONS (FAQ'S)

This document contains frequently asked questions relating to various roles and functions in NSW eTendering.

Questions are categorised under:

- User Management
- RFTs
- Contract Notices
- Reports

HELP

Contact the **NSW Procurement Client Support Centre** on:

- 1800 NSW BUY (1800 679 289) or
- (+612) 9372 8333
- Email: nswbuy@services.nsw.gov.au

User Management

If your question relates to user roles:

Question	Answer
What's the difference between CN Editor and CN Publisher role?	CN Editor role can: • Edit • Amend *(amendment to the contact notice)* • Publish • Delete *(only before this has been published)* • Cancel *(after the CN has been published)* CN Publisher role can: • Add new • Edit • Amend *(amendment to the contact notice)* • Publish • Delete (only before this has been published)

Useful Links:

- [User Roles]
- [User Role Matrix]

RFTs

If your question relates to loading RFTs:

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>What is the character length in the short description field?</td><td>This is a 'text' field type, which has a limit of 65,000 characters</td></tr>
<tr><td>What is the character length/file name length for attaching/loading documents?</td><td>The softcopy filename cannot be more than 100 characters
The following rules also apply:
• Cannot contain any of the following characters: !'"@#$%^&*()_+|[]{}<>;:.,`~
• Must have an extension, e.g. .pdf
• Cannot have an .exe extension</td></tr>
<tr><td>Is 'Partially Restricted' now 'Restricted - Public View Detailed'?</td><td>Partially Restricted could be equivalent to:
• Restricted - Public View Detailed: public users can view all the RFT details in the public site, the system only requests an access pass-code when public users try to download softcopy or order hardcopy or lodge responses
• Restricted - Public View Limited: public users can view the RFT ID, close date & time, agency, category, publish date, RFT type, description and location details. When they click 'Full Details' link the system requests an access pass-code to access the other details</td></tr>
<tr><td>Can I delete a draft RFT?</td><td>Yes, however the following conditions apply:
• The user has RFT Loader or Dept Admin role
• The RFT has never been published
• If the RFT has been published and then unpublished, you <u>cannot delete</u> the RFT</td></tr>
</table>

Question	Answer
How do I preview the whole RFT?	From the *Loading RFT List* screen • Click *RFT ID* This will take you to the RFT so you can view RFT preview documents, RFT documents, amendments, *(e.g. addenda)* and internal 'notes' If you click *Preview*, this will show you what the public user would see
Is the phone number mandatory for the Contact Officer when loading an RFT?	The phone number and email address fields are both mandatory The RFT contact can request the enquirers to send the query in writing when they call Alternatively, they can specify this requirement under the **'Other Instructions'** area when they load the RFTs

Publishing RFTs

If your question relates to publishing:

Question	Answer
How do I preview the whole RFT?	From the *Publish RFT List* screen • Click *RFT ID* This will take you to the RFT so you can view RFT preview documents, RFT documents, amendments, *(e.g. addenda)* and internal 'notes' If you click *Preview*, this will show you what the public user would see
How do I archive a RFT which has no respondents?	The system will automatically archive RFTs after 30 days

RFT Amendments

If your question is about RFT amendments:

Question	Answer
When you load addenda via RFT amendment does it number the addenda in date order?	Amendments are listed in the public site in ascending date order

Question	Answer
Are email notifications sent to the publisher when an RFT amendments has been loaded?	Yes The email is also sent to: • registered users who have accessed the RFT *(e.g. downloaded documents or responded to RFT)* • the person who has been entered as the RFT contact • the person who loaded the RFT

Contract Notices

If your question relates to contract notices:

Question	Answer
When loading a contract notice, does the RFT have to be closed? Is there a warning message if you are trying to do this?	Currently: • there is no validation against the tender stage • provided that the RFT ID is valid, then the system will allow you to create the contract notice even if the RFT is not closed • there is no warning message A change request has been lodged for this validation to occur. You will be notified when this validation is available in the system
Why do you have to enter the RFT information into the contract notice. Why doesn't the system automatically populate the RFT information?	The contract notice functionality can also used for contract notices which are not associated with RFTs raised in the system

Reports

If your question relates to reports:

Question	Answer
Is there a report available that lists the RFT ID and the contract notice ID?	The *Contract Notice Published Report* shows the contract notice ID and the RFT ID

UNIVERSAL STANDARD PRODUCTS AND SERVICES CODE (UNSPSC)

Selecting UNSPSC when loading RFTs

When loading an RFT, in the Category field (UNSPSC) you can either:

- Enter *keywords for the category*

NOTE: The system will list the categories that relate to these key words will display, with the key words highlighted.

- Select appropriate category, or
- Enter *UNSPSC number*

The system will list the categories that contain that number, with the numbers highlighted.

- Select *appropriate category*

Note: *The category can be assigned at the segment, family, class or commodity level.* ***ONLY ONE*** *category can be assigned.*

Ensure that the category that you select sufficiently describes the goods/services you are requesting.

ROLE MATRIX

Process/ Action/ Functionality	User Role Matrix										
	Dept Admin	RFT Admin	CN/SON Admin	RFT Loader	RFT Publisher	RFT Opener	RFT Opening Witness	RFT Reporting User	CN/SON Editor	CN/SON Publisher	CN/SON Reporting User
Add/edit/ suspend agencies in own dept	Yes										
Edit own agency	Yes	Yes	Yes								
View of users in own dept/ agencies	Yes	Yes	Yes								
Management of users in own dept/agencies (excludes Agency Auditor)	Yes										
Limited management of users in agency (role based)		Yes	Yes								
Add/publish/unpublish proposed** RFTs	Yes	Yes		Yes							
Add/amend RFTs	Yes			Yes							
Can publish/reject/unpublish/ cancel RFTs	Yes				Yes						
Open the tenderbox	Yes					Yes					
Witness tenderbox opening							Yes				
Download electronic tender responses	Yes					Yes					
Manage respondents (suppliers) - add hard copy responses and publish respondents list	Yes			Yes	Yes	Yes					
Add/edit/cancel/amend own contract notices/standing offer notices	Yes									Yes	
Edit/cancel/ amend all contract notices & standing offer notices	Yes								Yes		

**** Proposed only available if dept/agency is configured for Proposed RFTs.**

Process/ Action/ Functionality	User Role Matrix										
	Dept Admin	RFT Admin	CN/SON Admin	RFT Loader	RFT Publisher	RFT Opener	RFT Opening Witness	RFT Reporting User	CN/SON Editor	CN/SON Publisher	CN/SON Reporting User
Preview draft/published/ lapsed/cancelled contract notices/standing offer notices	**Yes**										
Download contract notice/ standing offer notices spreadsheet	**Yes**										
Download contract notice/standing offer notice data	**Yes**										
Upload user guides	**Yes**										
Download user guides	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**
Manage internal user's passwords	**Yes**										
Limited management of other user's passwords & contact details (role based)		**Yes**	**Yes**								
Reset registered (public) user's passwords	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**
Manage own password and contract details	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**
Run the RFT reports	**Yes**							**Yes**			
Run the contract notice/standing offer notice reports	**Yes**										**Yes**
Run supplier reports	**Yes**										**Yes**
Run system reports	**Yes**										
Run user reports	**Yes**										
Run user reports (role based limitations)		**Yes**	**Yes**								
Access audit trails	**Yes**										
Load policy documents & related links (system administration)	**Yes**										