



eTenderBox Respondent User Manual

8-0-0

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1 Document Control

1.1 Document Version

The full version history of this document can be found in the appendix.

1.2 Terms and Definitions

Glossary containing the meaning of all names, acronyms, and abbreviations used within this document.

Term/Acronym	Definition
Access Code	The unique code issued to an invited Respondent that will grant them access to the Rfx within the eTenderBox. Access Codes are only provided when the tender is an 'Invited Only' tender.
Buyer	An internal CONTRACTS officer representing the entity that manages the eTenderBox for the purpose of establishing contracts with suppliers.
Closing Date	The date and time at which an RFX will be closed and Submissions can no longer be uploaded via the online eTenderBox.
Contract	'Contract' is the term used to represent an agreement between your organisation and another contracting Supplier or Suppliers (see below). A contract can refer to the actual agreement or to the contract record within the database, with associated data and documents attached.
Dashboard	The Dashboard is the first screen the user will be directed to once they log into Open Windows CONTRACTS. It is made up of widgets, modules and a message bar. The dashboard can always be accessed by clicking on the Open Windows logo.
eTenderBox	The online portal in which RFX's are advertised and where Submissions are lodged electronically. The eTenderBox supports the tendering process on the web.
Opening Date	The date and time in which an RFX is open and accessible via the eTenderBox.
Pre-contract	A pre-contract is a record used to capture budgetary, sourcing, and/or procurement information prior to letting a contract.
Respondent	This is the term used to refer to an organisation that has registered on the eTenderBox. When a submission is imported into CONTRACTS, the respondent is added as a supplier.
Revised Clarification Date	The effective and revised closing date of the clarification period as it may be amended from time to time. After this date, no further clarifications can be submitted.
Revised Closing Date	The effective and revised Closing Date as it may be amended from time to time.

RFx	A generic term used to represent a stage in your tender process such as Request for Information (RFI), Request for Proposal (RFP), Request for Quote (RFQ), or Request for Bid (RFB).
SOURCING	An optional module for CONTRACTS which supports the tender lifecycle and allows you to record tender details and collate tender documentation each time you go out to market via 'Stages'.
Submission	A written offer submitted by the Respondent to an RFx via the eTenderBox.
Supplier	A 'Supplier' is the term given to an 'other' contracting organisation. In most cases, a supplier will be associated to a Contract, Pre-contract or a Project within the application.
Tenderer	Another term that is used for a respondent.
Unlocker	Internal Staff member responsible for unlocking the RFX on the eTenderBox and importing RFx Submissions into Contracts.

1.3 Document References

All documents referenced and / or used to assist the creation of this document.

Document	Author(s)	Version
CONTRACTS User Manual	Various	8-0-0
SOURCING User Manual	Various	8-0-0
eTenderBox User Manual	Various	8-0-0

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2 Introduction

This user manual will assist you in using the eTenderBox to view and lodge electronic Submissions to RFx's. This document covers the following functions:

- Registering and logging in as a Respondent
- Viewing RFx details
- Register/deregister your interest in an RFx
- Download RFx Documentation
- Lodge and modify a Submission to an RFx
- View RFx communications and submit queries via the eTenderBox
- Contacting a Contact during the RFx period.
- Viewing RFx updates during the RFx Period.
- Managing your account details (including resetting your password)

3 Registering on the eTenderBox

You are required to register on the eTenderBox to lodge submissions and access invited tenders. Use the following instructions to register, you will only need to do this if you have not previously registered and/or do not have an eTenderBox account.

1. From the **My Account** widget, select the **Create Account** link.

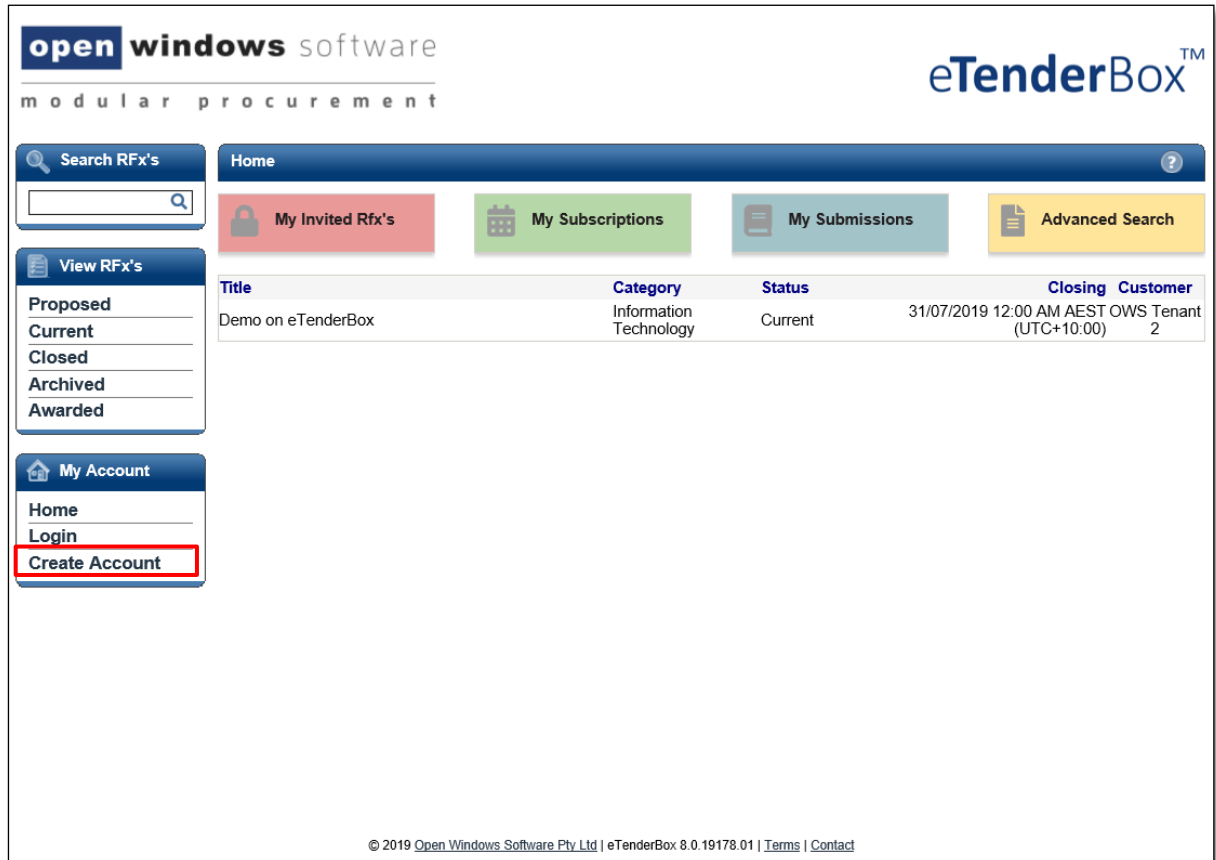


Figure 3-1: Create Account

2. Complete your details on the **Respondent Registration** page. Note all fields marked with * are mandatory.

Figure 3-2: Create Respondent Account

3. Review the **Conditions of Use** and select the checkbox. Select **Submit** to complete the registration.

Figure 3-3: TimeZone Details

1. A message will appear indicating you have successfully registered and notify you that an email has been sent to you with instructions on how to complete the registration process.

Figure 3-4: Create Respondent Account

- Log into your email account, you will see an email like the following from the eTenderBox. Click the verification hyperlink to complete the registration.

NOTE: Your email security settings may prevent this hyperlink from being active. If this is the case copy and paste the link into the address bar of your internet browser.

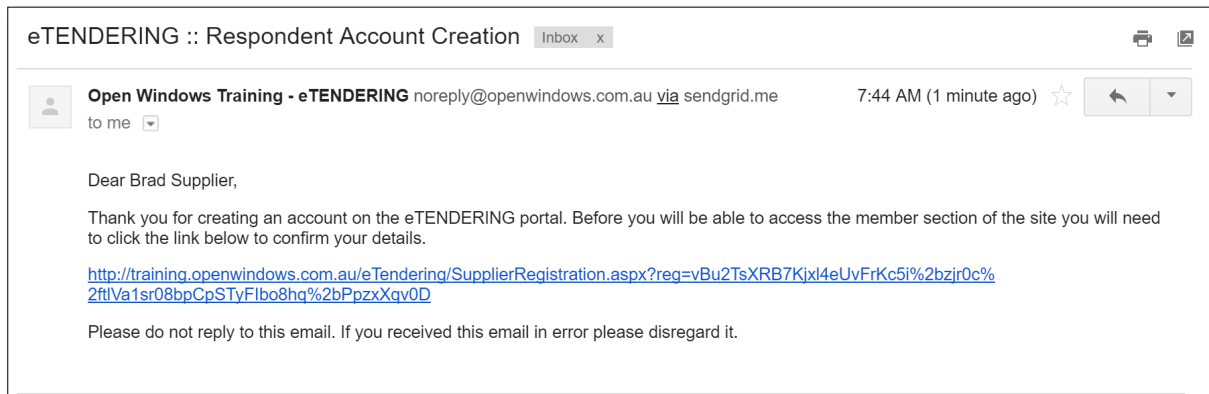


Figure 3-5: Respondent Account Creation

- The link will open the eTenderBox to the **Respondent Account Registration** page. Enter your password to log into your account.

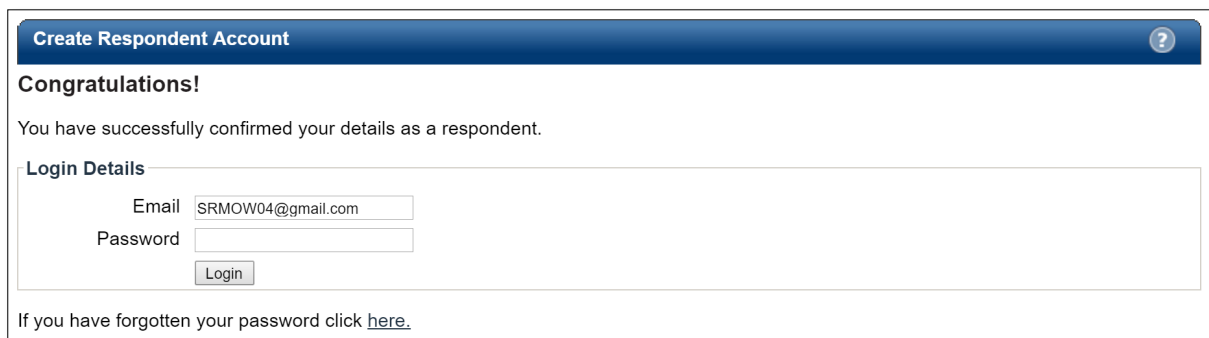


Figure 3-6: Respondent Account Resigtration

- Once logged in you will be directed to the **eTenderBox Desktop**.

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eTenderBox™

Search RFX's

View RFX's

Proposed
Current
Closed
Archived
Awarded

My Account

Home
Login
Create Account

Home

My Invited Rfx's

My Subscriptions

My Submissions

Advanced Search

Title	Category	Status	Closing	Customer
Demo on eTenderBox	Information Technology	Current	31/07/2019 12:00 AM AEST OWS Tenant (UTC+10:00)	Tenant 2

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Figure 3-7: eTenderBox Desktop

4 Logging into the eTenderBox

Once you have registered an account on the eTenderBox you may use the **'login'** link to access your account. It is important you remember the email account you used to register on the portal, to ensure probity you are the only one who can modify your account.

To log onto the eTenderBox select the **Login** link.

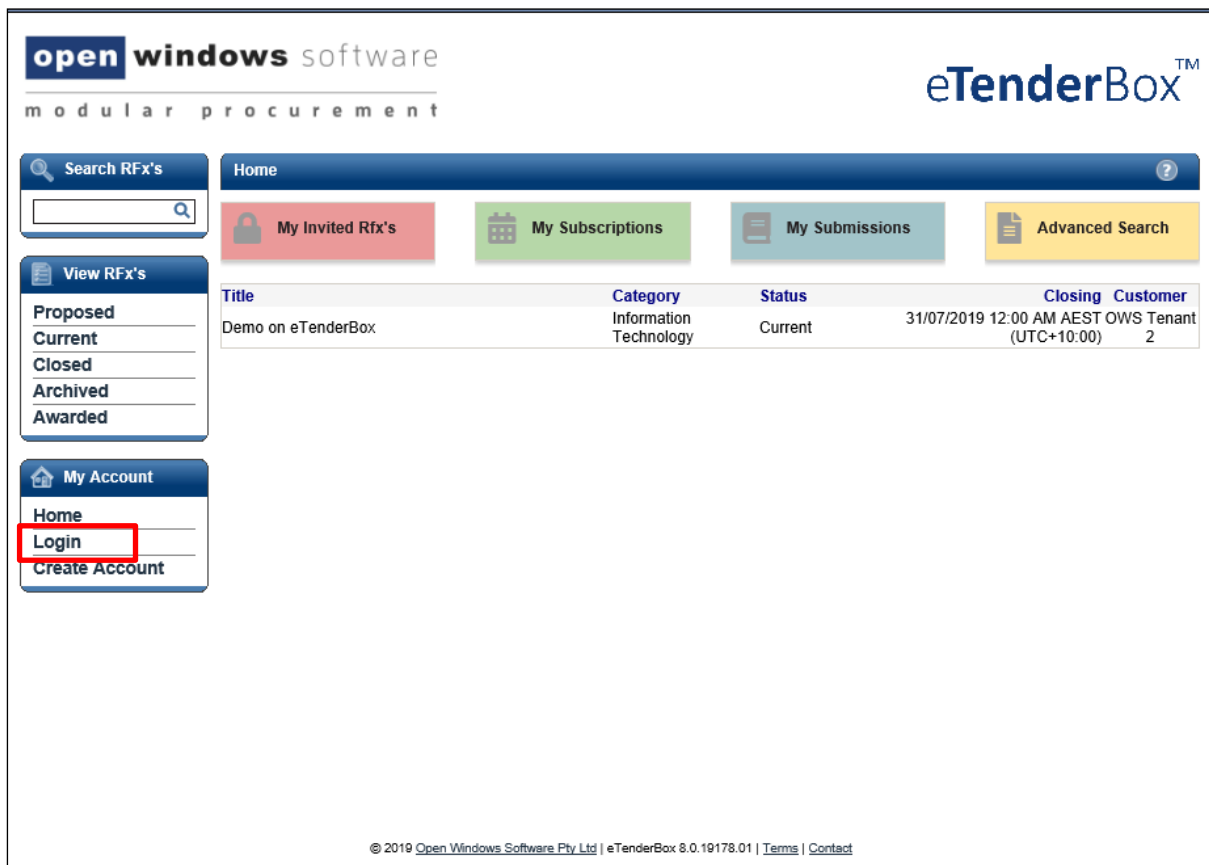


Figure 4-1: Login

Enter your registered email address and password on the Login screen. If you have forgotten your password, click on the [here](#) hyperlink. See the section **'Forgotten Password'** for more information on resetting your password.

The screenshot displays the eTenderBox login interface. On the left, there is a sidebar with two main sections: 'Search RFX's' and 'View RFX's'. The 'Search RFX's' section includes a search bar with a 'Search' button and an 'Advanced Search' link. The 'View RFX's' section lists five categories: 'Proposed', 'Current', 'Closed', 'Archived', and 'Awarded'. The main content area is titled 'Login Details' and contains a 'Login Details' section with input fields for 'Email' and 'Password', followed by a 'Login' button. Below the login fields, there is a message: 'You will need to register to make a submission or to access additional functionality like alerts. [Click here to register](#). If you have forgotten your password click [here](#).'

Figure 4-2: Resetting Your Password

Once you are successfully logged in to the eTenderBox, you will be presented with your desktop where you can now search for your RFX, view all your current and closed RFX's, and view your Submissions history.

5 The eTenderBox Desktop

The eTenderBox supports procurement and sourcing processes by providing a secure, web-based solution in which respondents can view upcoming and current RFX's and lodge responses electronically.

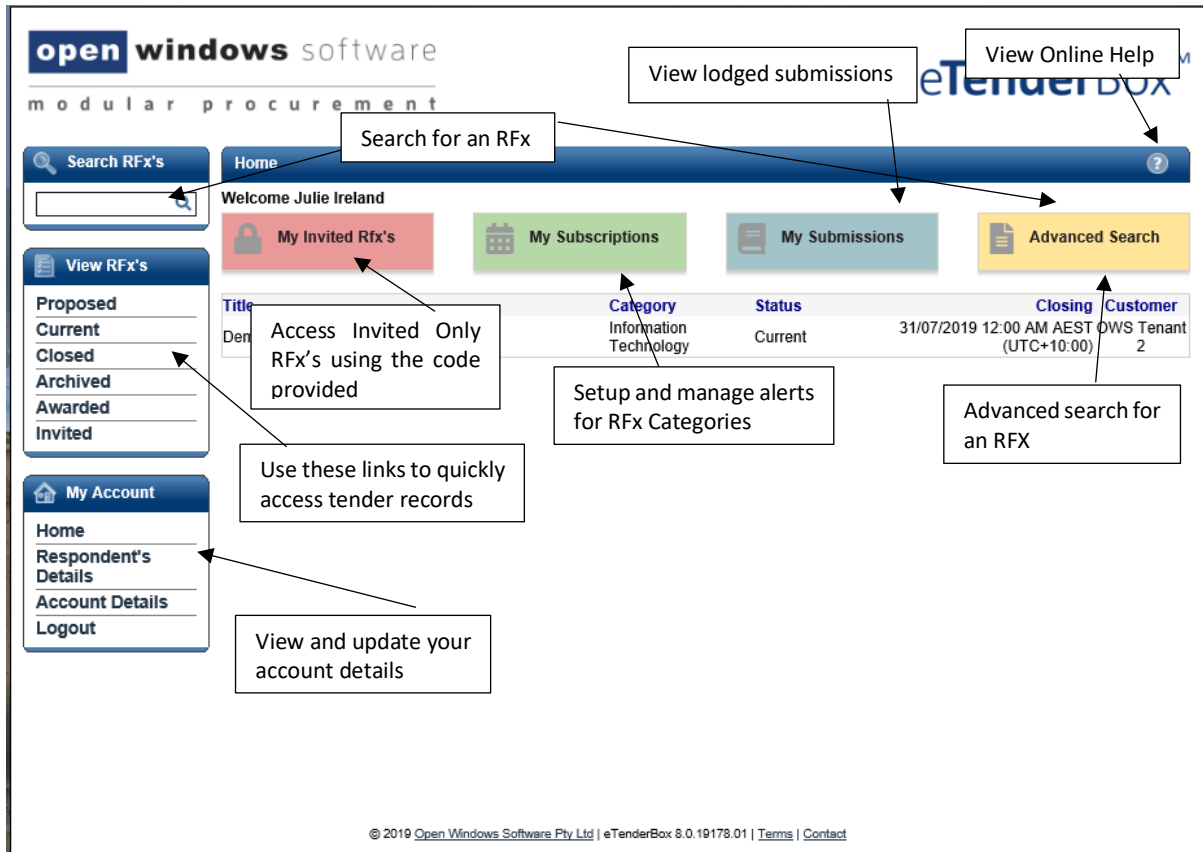


Figure 5-1: Portal Desktop

5.1 How to locate an RFX

There are 4 methods you can use to locate an RFX within the eTenderBox.

1. RFX Search:



Figure 5-2: RFX Search

Click on the **Search** menu option to search across all current and expired RFX's within the system

(both public and those you have been invited to tender on). Use the following fields to perform your search:

- a. **Number:** Search using part or all the RFx number.
- b. **Title:** Search using part or all the RFx title.
- c. **Customer:** Search by selecting the customer of the RFx.

A screenshot of a web-based search form. The form has a blue header bar with the word "Search" on the left and a question mark icon on the right. Below the header, there are three input fields: "Number" with the text "Cars" entered, "Title" which is empty, and "Customer" which is a dropdown menu showing "-- All --". To the right of these fields are two buttons: "Search" and "Reset".

Figure 5-3: Search

2. Advanced Search:

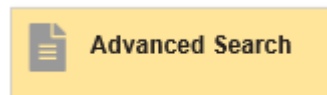


Figure 5-4: Advanced Search

Click on the **Advanced Search** button to view and access a set of more detailed search criteria. Use the following fields to perform a stricter search:

- a. **Number:** Search using part or all the RFx number.
- b. **Title:** Search using part or all the RFx title.
- c. **Description:** Search using key words contained in the RFx description.
- d. **Pre-contract Stage:** Search by using the stage the RFx is likely to be published under.
- e. **Category:** Search by selecting the category of the RFx.
- f. **Region:** Search by selecting the location of the RFx.
- g. **Closing Date Range:** Search by entering the date range you believe the RFx is due to close between.
- h. Select **Search**.

Advanced Search

Search

Number

Title

Description

Preliminary Stage

Category

Region

Closing Date Range To

Figure 5-5: Advanced Search

3. View RFX's:

View RFX's

- Proposed**
- Current**
- Closed**
- Archived**
- Awarded**
- Invited**

Figure 5-5: View RFX's

Located on the left-hand menu is a widget called View RFX's. Here you will find links that will allow you to locate the following RFX's:

- Proposed:** Displays an organisations proposed RFX's.
- Current:** All current public RFX's. These RFX's are currently accepting Submissions.
- Closed:** All closed public RFX's and all RFX's to which you were previously invited and have passed their Closing Date. These RFX's are no longer receiving Submissions. All RFX's will stay in a 'closed' state for Ninety (90) days before moving to the archived folder.
- Archived:** RFX's will be visible within this folder for thirty (30) days after which the records will be removed from the eTenderBox.
- Awarded:** Displays information about the awarded RFX. Please note the decision to publish this information is at the discretion of the organisation.
- Invited:** Displays a list of all RFX's that you have been invited to submit a response against.

5.2 Locating an Invited Only RFx

An invited only RFx is not visible to the public and can only be responded to by those suppliers who have been invited to respond. If you are invited to respond to an RFx you will receive an email with an **Access Code** like the example below.

NOTE: You must log into the eTenderBox with the email address that was sent the access code. Only this account can access the Invited Tender.

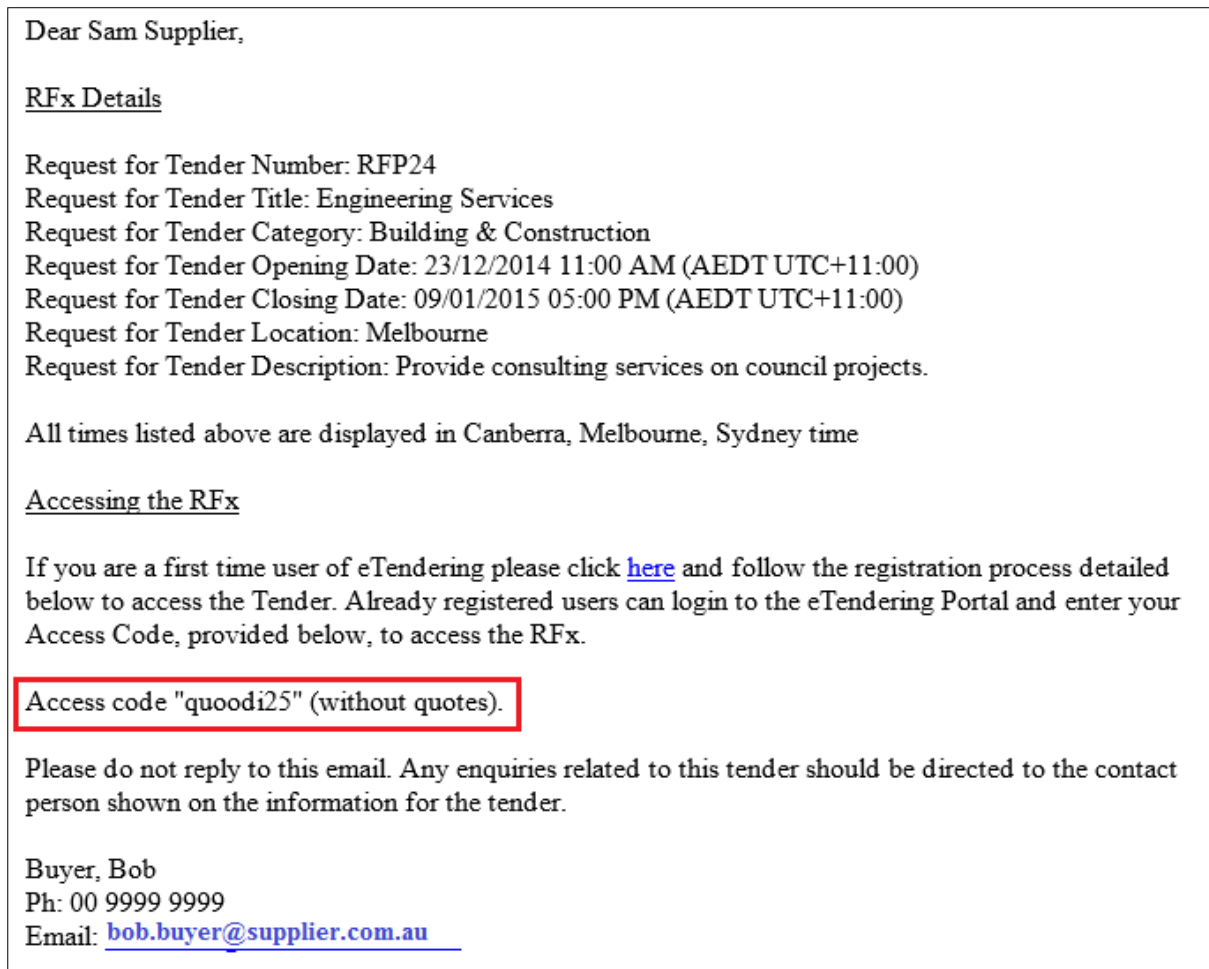


Figure 5-6:Invited Tender

5.3 Viewing an Invited Only RFx

To view the RFx use the following instructions

1. Log into the eTenderBox.

Figure 5-7: Login Details

2. Select the **Invited** View. Enter the **Access Code** in the **RFX Invited Code** field and the relevant organisation, then select the **Get RFX** button.

Figure 5-8: Access Invited RFX

3. The **RFX** will now display in the list.

Number	Title	Category	Preliminary Stage	Opening	Closing	Status
RFP24	Engineering Services	Building & Construction	Request for Tender	23/12/2014 11:00 AM (AEDT UTC+11:00)	09/01/2015 05:00 PM (AEDT UTC+11:00)	Not Yet Open

Figure 5-9: Invited

6 Navigating within an RFX

Once you have located an RFX you are interested in, select the **Current** option on the side menu, then click on RFX to view more details.

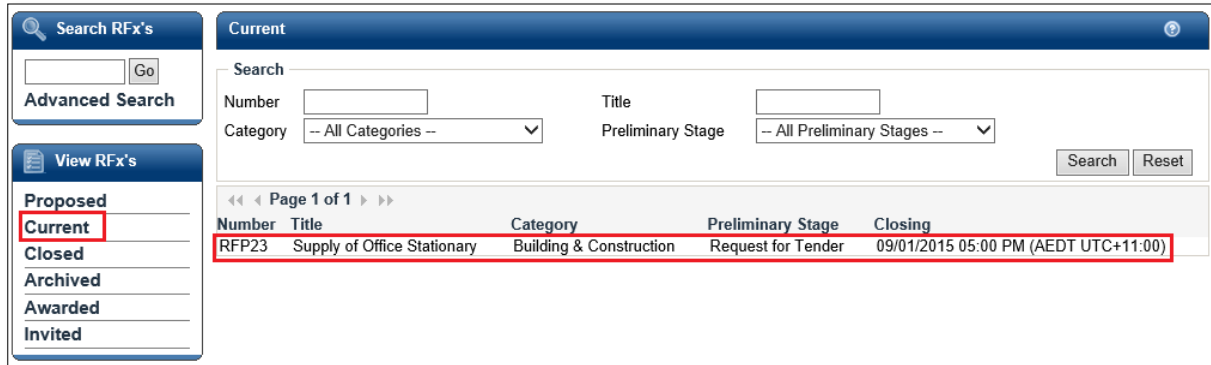


Figure 6-1: Current RFX

You will be directed to the RFX Details screen, where you can navigate through the different tabs of information relating to the RFX. These tabs are further explained in the next sections.

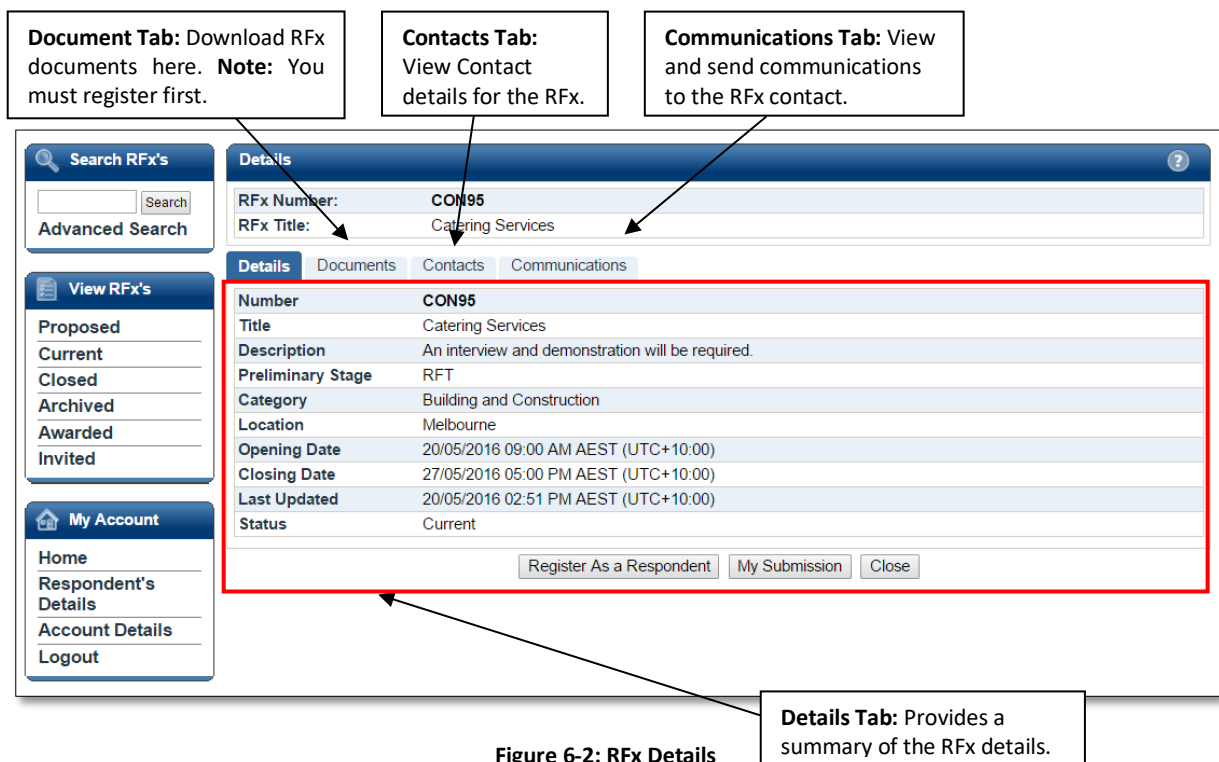


Figure 6-2: RFX Details

6.1 The Details Tab

The **Details** tab shows all the key details about the RFx.

Details	
RFx Number:	CON98
RFx Title:	Demo on eTenderBox
<div> Details Documents Contacts Communications </div>	
Number	CON98
Title	Demo on eTenderBox
Description	dsfsdgr
Preliminary Stage	EOI
Category	Information Technology
Location	Starthfield
Opening Date	16/07/2019 01:00 AM AEST (UTC+10:00)
Closing Date	31/07/2019 12:00 AM AEST (UTC+10:00)
Communications Closing Date	31/07/2019 12:00 AM AEST (UTC+10:00)
Last Updated	16/07/2019 09:58 AM AEST (UTC+10:00)
Status	Current

Close

Figure 6-3 : Details

What do the fields mean?

1. **Number:** Tender reference number.
2. **Title:** Title of the RFx.
3. **Description:** A summary description of the RFx.
4. **Pre-contract Stage:** The market approach used for your RFx, e.g. Expression of Interest, Request for Proposal, Request for Services etc.
5. **Category:** The category or classification for the project/goods/service.
6. **Location:** The RFx Location or Site for which the project works/goods/service is required.
7. **Opening Date:** The date and time at which an RFx is open, accessible and available for Submissions.
8. **Closing Date:** The date and time at which an RFx will be closed and electronic lodgement of Submissions thereafter is strictly unavailable.
9. **Communications Closing Date:** This is the date that the communication period closes.
10. **Last Updated:** The last time a change was made to the RFx.
11. **Status:** The status of the RFx: Current or Closed.

6.2 The Documents Tab

The Documents tab lists all RFx Documents issued with the RFx. In order to access the **Download all documents** button you will first need to **Register as a Respondent**.

Figure 6-4: Register as a Respondent

6.2.1 Registering as a Respondent / Downloading RFX Documents

In order to view RFX documents you will be required to login using your eTenderBox account and register for the RFX, if you do not have an eTenderBox account please see section 3. Registering on the eTenderBox. To register for an RFX and download the RFX documents:

1. Ensure that you are on the **Documents** tab of the RFX.
2. Click on the **Register as a Respondent** button.

Figure 6-5: Register as a Respondent

3. If you are not logged into the eTenderBox you will be required to enter your account details at this point.
4. Select the **Click here to download all documents** button, this will only be available once you have registered as a respondent to the RFX.

Details ?

RFx Number: CON95
RFx Title: Catering Services

Details **Documents** Contacts Communications

Filename	Last Updated
Sample document.docx	20/05/2016 11:10 AM AEST (UTC+10:00)

[Click here to download all documents](#)

* You must register your interest for this RFx before you are able to download documents or make a submission

[Unregister As a Respondent](#) [Update or Lodge A New Submission](#) [Close](#)

Figure 6-6: Download Documents

6.2.2 Unregistering as a Respondent

At any time during the RFx Period you can unregister your intent to participate in the RFx.

1. Navigate to the Documents tab of the RFx and click on the **Unregister as a Respondent** button.

Details ?

RFx Number: CON95
RFx Title: Catering Services

Details **Documents** Contacts Communications

Filename	Last Updated
Sample document.docx	20/05/2016 11:10 AM AEST (UTC+10:00)

[Click here to download all documents](#)

* You must register your interest for this RFx before you are able to download documents or make a submission

[Unregister As a Respondent](#) [Update or Lodge A New Submission](#) [Close](#)

Figure 6-7: Documents

2. Click **Confirm** to acknowledge that you no longer wish to receive communications regarding the RFx.

Details ?

RFX Number: **CON95**

RFX Title: Catering Services

Details **Documents** Contacts Communications

Filename	Last Updated
Sample document.docx	20/05/2016 11:10 AM AEST (UTC+10:00)

[Click here to download all documents](#)

By unregistering you will no longer receive any communications regarding this RFX

Confirm Cancel

Unregister As a Respondent Update or Lodge A New Submission Close

Figure 6-8: Confirm

- Once you have unregistered you will notice that your access to the RFX has reverted to **“Read Only”** as it was prior to your registration. This means you are no longer able to download RFX Documents (including any addendums), send communications or lodge a Submission.

6.3 The Contacts Tab

The Contacts tab details the contact information of the Organisation’s Contacts that have been nominated for the RFX. Please note that the Contacts may differ for each RFX.

Details ?

RFX Number: **RFP23**

RFX Title: Supply of Office Stationary

Details Documents **Contacts** Communications

Description	Tender Queries
Name	Buyer, Bob
Phone	00 9999 4444
Extension	
Email	bob.buyer@ges.com.au
Website	
Fax	
Address	Australia

Back

Figure 6-9: Contacts Tab

6.4 The Communications Tab

The Communications tab acts as a repository for all RFX communications and queries that have been submitted to the RFX Contact since the RFX Opening Date.

NOTE: Your use of the Communications tab will be restricted until you have registered as a respondent for the RFx. Communications may close at a different date to the actual RFx, please note the Clarification Closing Date listed on the RFx details tab.

The screenshot shows the 'Communications' tab selected. The header bar is blue with a question mark icon. Below it, the 'RFx Number' is 'CON95' and the 'RFx Title' is 'Catering Services'. The tabs 'Details', 'Documents', 'Contacts', and 'Communications' are visible, with 'Communications' being the active tab. A link 'Click here to add a new RFx Communication.' is present, followed by a message box stating 'No Communications have been recorded for this RFx'. At the bottom, there are three buttons: 'Unregister As a Respondent', 'Update or Lodge A New Submission', and 'Close'.

Figure 6-10: Communications

6.4.1 Sending a Communication

You may submit a query or clarification for RFx's at any time while the RFx is open and once it has been closed. The RFx contact will receive an alert to notify them of the query once it has been submitted. Follow the steps below to send a query to the RFx Contact:

1. Click the link **Click here to add a new RFx Communication.**

This screenshot is identical to Figure 6-10, showing the 'Communications' tab. The link 'Click here to add a new RFx Communication.' is highlighted with a red rectangular border to indicate the next step in the process.

Figure 6-11: Communications

2. Enter a **Subject** for the communication and populate the detail of your query in the text box.

Details

RFx Number: **CON95**
RFx Title: Catering Services

Details Documents Contacts **Communications**

Compose new Communication

Subject: RFx Interview

Rich text editor toolbar: Bold, Italic, Underline, ABC, Bulleted List, Numbered List, Indent Left, Indent Right, Decrease Indent, Increase Indent, Paragraph, Link, Unlink, Image, Table, HTML.

Please confirm if an interview is required as part of the selection process.

Path: p

Attachment(s): Browse... Remove

Send Close

Unregister As a Respondent Update or Lodge A New Submission Close

Figure 6-12: Communications

3. Attach any relevant documentation using the **Browse** button to locate the document.

NOTE: If you would like to attach more than 1 document, these can be uploaded as a Zip File. To remove an attachment simply click on the **Remove** button.

4. Click **Send** to lodge the communication.

Details

RFx Number: **CON95**
RFx Title: Catering Services

Details Documents Contacts **Communications**

[Click here to add a new RFx Communication.](#)

Date	Subject	From	Message	Public
20/05/2016 11:44 AM AEST (UTC+10:00)	RFx Interview (1 messages)	Brad Supplier	Please confirm if an interview is required as part of the selection process.	No

Unregister As a Respondent Update or Lodge A New Submission Close

Figure 6-13: Communications

5. The Communications screen lists all public communications for the RFx including any you have submitted. Upon successfully submitting a communication your communication item will appear in this log.

6. Once the RFx contact has responded to your communication you will receive an email with the details of their response. You will also be able to view the details of the response within the Communications tab.

7 Responding to an RFx

In order to respond to an RFx and lodge a submission you must first ensure that you:

- A. Register as a Respondent to the RFx
- B. Download all RFx documentation

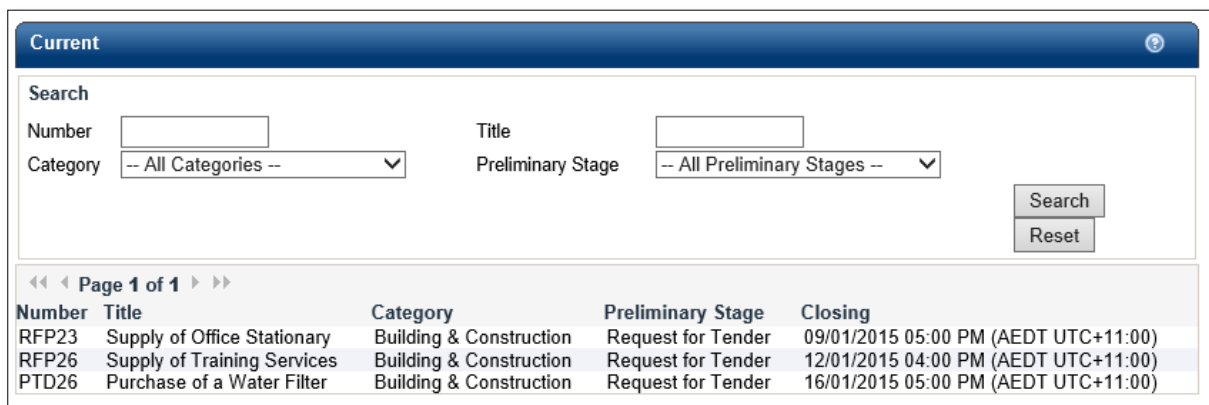
The following instructions assume you have already completed these steps.

7.1 Lodging a Submission

The following steps will guide you through lodging a Submission.

NOTE: *There are limits on the acceptable file types, file size and number of documents per Submission, as explained below.*

1. Locate the RFx you wish to respond to using one of the methods indicated earlier.
2. Click on the RFx to open the RFx details.

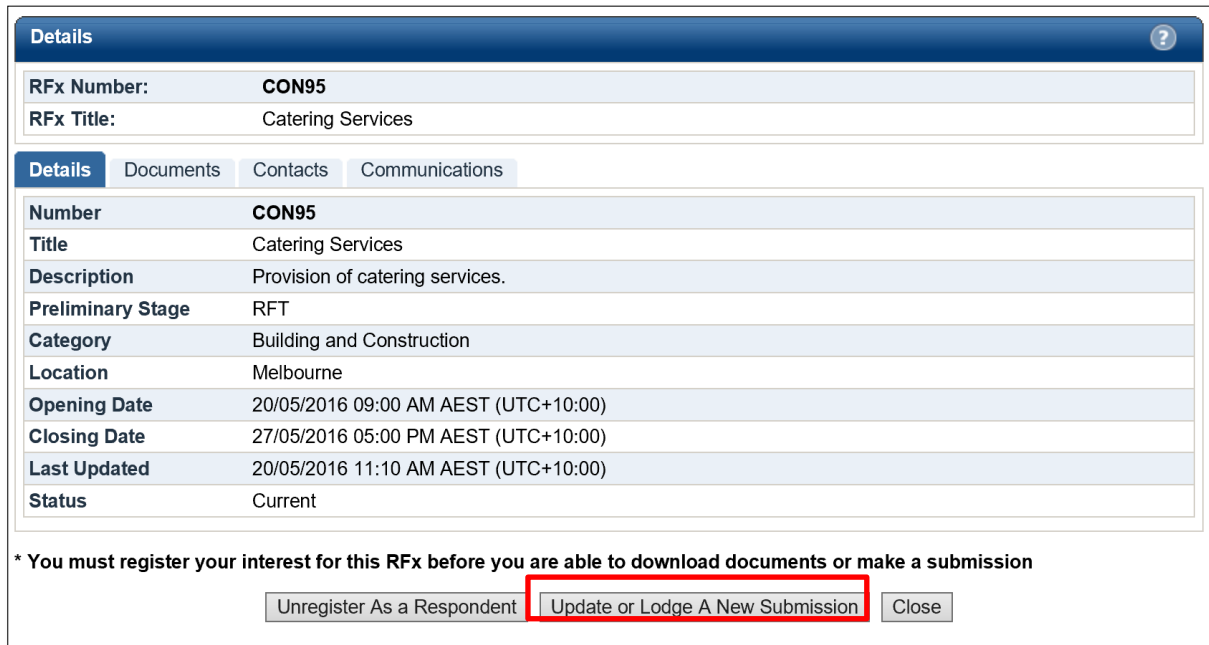


The screenshot shows a web application window titled 'Current'. It features a search section with fields for 'Number', 'Title', 'Category' (a dropdown menu set to '-- All Categories --'), and 'Preliminary Stage' (a dropdown menu set to '-- All Preliminary Stages --'). There are 'Search' and 'Reset' buttons. Below the search section is a table with the following data:

Number	Title	Category	Preliminary Stage	Closing
RFP23	Supply of Office Stationary	Building & Construction	Request for Tender	09/01/2015 05:00 PM (AEDT UTC+11:00)
RFP26	Supply of Training Services	Building & Construction	Request for Tender	12/01/2015 04:00 PM (AEDT UTC+11:00)
PTD26	Purchase of a Water Filter	Building & Construction	Request for Tender	16/01/2015 05:00 PM (AEDT UTC+11:00)

Figure 7-1: Current

3. Firstly, you will need to Register as a Respondent by clicking the button (if you have already done this move on the next step).
4. Click on the **Update or Lodge a New Submission** button.



Details ?

RFx Number: **CON95**
RFx Title: Catering Services

Details Documents Contacts Communications

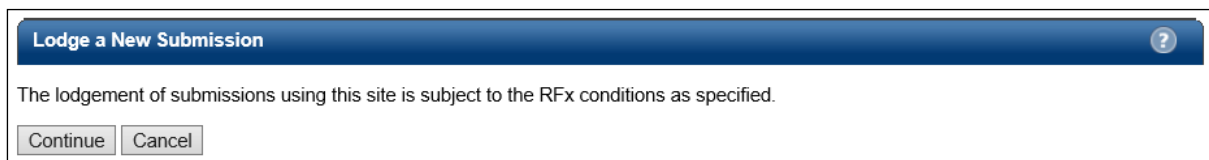
Number	CON95
Title	Catering Services
Description	Provision of catering services.
Preliminary Stage	RFT
Category	Building and Construction
Location	Melbourne
Opening Date	20/05/2016 09:00 AM AEST (UTC+10:00)
Closing Date	27/05/2016 05:00 PM AEST (UTC+10:00)
Last Updated	20/05/2016 11:10 AM AEST (UTC+10:00)
Status	Current

* You must register your interest for this RFx before you are able to download documents or make a submission

Unregister As a Respondent **Update or Lodge A New Submission** Close

Figure 7-2: Update or Lodge a New Submission

- You will be directed to the **Update or Lodge a New Submission conditions** page. Click on the **Continue** button to agree with the terms and conditions of the RFx process



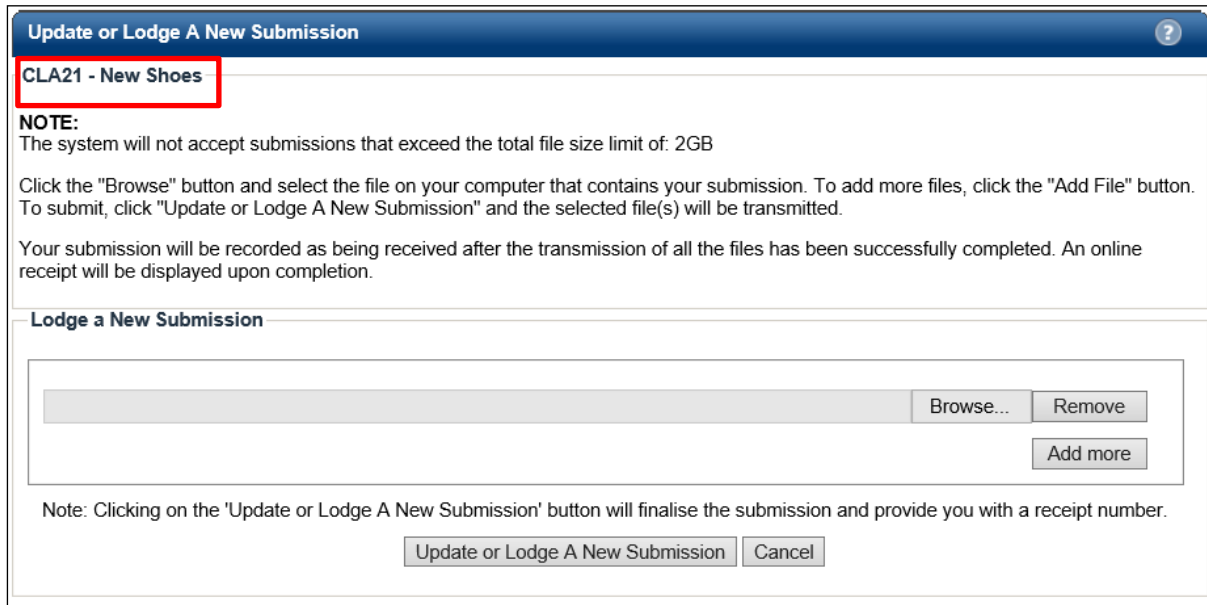
Lodge a New Submission ?

The lodgement of submissions using this site is subject to the RFx conditions as specified.

Continue Cancel

Figure 7-3: Lodge a New Submission

- You will be navigated to the screen where you are able to upload your Submission. Before you start uploading documents and lodging your Submission, please locate the RFx name and check that you are lodging your Submission against the correct RFx.



Update or Lodge A New Submission

CLA21 - New Shoes

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

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

Figure 7-4: Update or Lodge a New Submission

7. To upload a Submission document, click on the **Browse** button to locate your document.
8. To upload additional documents, click on the **Add More** button. Repeat this process for all remaining documents, remembering there is a limit of 5 documents per Submission. You can make multiple submission against the RfX if you have more than 5 documents to upload.



Update or Lodge A New Submission

CLA21 - New Shoes

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:\Users\julie.ireland\Desktop\DocuSign\Tender Document.docx

C:\Users\julie.ireland\Desktop\DocuSign\New Shoes procurement Report (1).rtf

C:\Users\julie.ireland\Desktop\DocuSign\Tender Document.docx

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

Figure 7-5: Lodge a New Submission

9. If you make a mistake and need to remove a document from your Submission, click on the **'Remove'** button next to the file you wish to remove.

10. Click on the '**Update or Lodge a New Submission**' button to lodge your Submission. You may see an '**Upload in progress**' screen which indicates the Submission is being uploaded.
11. Once your Submission has been successfully lodged, you will be navigated to the Submission Receipt screen. On this screen, please:
 - a. Locate and note your Submission receipt number for future reference; and
 - b. Check that all your Submission documents have been successfully lodged.
 - c. You will receive a reference number for each lodged Submission

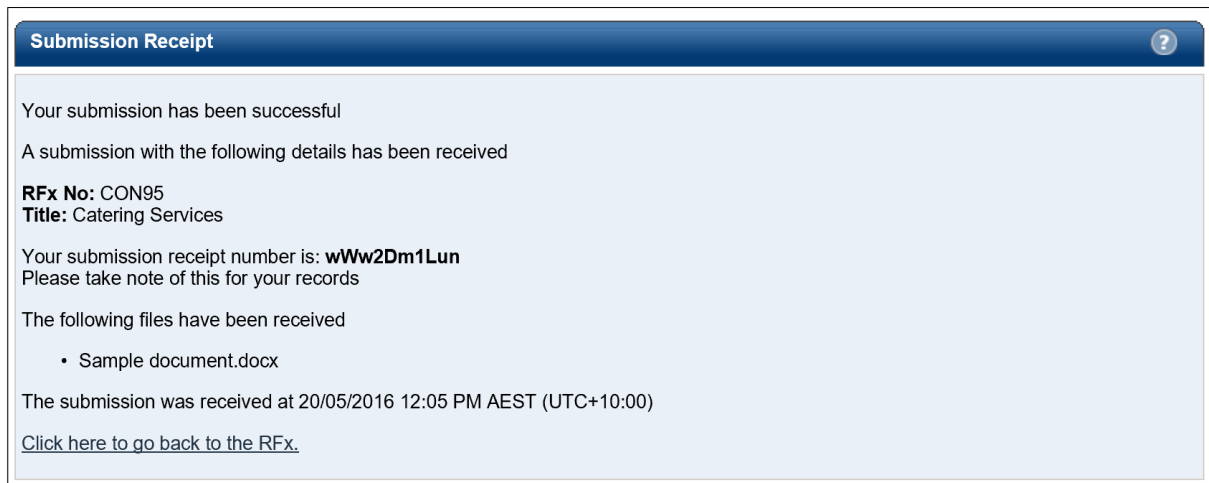


Figure 7-6: Submission Receipt

You will also receive an **eTenderBox: RFx Submission Lodged Notification** email which is a copy of your Submission Receipt.

To retrieve your Submission history against an RFx, return to the **Details** screen of the RFx and click on the **My Submission** button.

Details

RFx Number:

CON95

RFx Title:

Catering Services

Details

Documents

Contacts

Communications

Number

CON95

Title

Catering Services

Description

Provision of catering services.

Preliminary Stage

RFT

Category

Building and Construction

Location

Melbourne

Opening Date

20/05/2016 09:00 AM AEST (UTC+10:00)

Closing Date

27/05/2016 05:00 PM AEST (UTC+10:00)

Last Updated

20/05/2016 11:10 AM AEST (UTC+10:00)

Status

Current

Unregister As a Respondent

My Submission

Update or Lodge A New Submission

Close

Figure 7-7: My Submission

You can click on the view submission files to see the filename, the size of the doc and the time and date that you uploaded them.

My Submissions							
Page 1 of 1							
Number	Title	Closing Date/Time	Organisation	Status	Time of Submission	Receipt Number	View Submission Files
CLA21	New Shoes	31/07/2019 05:00 PM AEST (UTC+10:00)	Vocus Group Ltd	Current	24/07/2019 11:46 AM AEST (UTC+10:00)	YPQ1QoPslf	
Close							

Figure 7-8: My Submissions

My Submissions?

Page 1 of 1

Number	Title	Closing Date/Time	Organisation	Status	Time of Submission	Receipt Number	View Submission Files
CLA21	New Shoes	31/07/2019 05:00 PM AEST (UTC+10:00)	Vocus Group Ltd	Current	24/07/2019 11:46 AM AEST (UTC+10:00)	YPQ1QoPslf	

Filename	Length	Uploaded
Tender Document.docx	11884 (0.01 MB)	24/07/2019 11:46 AM AEST (UTC+10:00)
New Shoes procurement Report (1).rtf	266563 (0.25 MB)	24/07/2019 11:46 AM AEST (UTC+10:00)
Tender Document.docx	11884 (0.01 MB)	24/07/2019 11:46 AM AEST (UTC+10:00)

Close

Figure 7-9: Submission Files

7.2 Modifying your Submission

At any time before the Closing Time, you can modify your previously lodged Submission(s).

1. Log into the eTenderBox and navigate to the RFx.

2. On the **Details** screen of the RFx, click on the **Update or Lodge A New Submission** button.

Details

RFx Number: **CON95**
RFx Title: Catering Services

Details Documents Contacts Communications

Number	CON95
Title	Catering Services
Description	Provision of catering services.
Preliminary Stage	RFT
Category	Building and Construction
Location	Melbourne
Opening Date	20/05/2016 09:00 AM AEST (UTC+10:00)
Closing Date	27/05/2016 05:00 PM AEST (UTC+10:00)
Last Updated	20/05/2016 11:10 AM AEST (UTC+10:00)
Status	Current

Unregister As a Respondent My Submission **Update or Lodge A New Submission** Close

Figure 7-8: Modify Submission

3. Click on the **Continue** button to accept the terms and conditions of the RFx process.
4. You will be navigated to the **Update or Lodge a New Submission** screen. Since you have previously lodged a Submission, the screen will now display **Lodged Documents** and an area to **Lodge a New Submission** as shown below:

Update or Lodge A New Submission

CON95 - Catering Services

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.

Lodged Documents

Sample document.docx	Original	20/05/2016 12:05 PM AEST (UTC+10:00)	Update
----------------------	----------	--------------------------------------	--------

Lodge a New Submission

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 Cancel

Figure 7-9: Modify Submission

5. You are now ready to make amendments to your Submission(s). There are two (2) options for updating your previously lodged Submission:

Option 1 – Update a previously lodged Submission document

This option allows you to update specific documents that you have lodged as part of a previously lodged Submission.

1. Locate the **Lodged Documents** area on the top half of the **Update or Lodge a New Submission** screen; all your submitted documents will be listed in this area.

- Click on the **Update** button next to the document that you wish to update.

Update or Lodge A New Submission

CON95 - Catering Services

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.

Lodged Documents

Sample document.docx	Original	20/05/2016 12:05 PM AEST (UTC+10:00)	Update
----------------------	----------	--------------------------------------	---------------

Lodge a New Submission

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 Cancel

Figure 7-10: Update or Lodge a new submission

- A browse documents pop up will appear under the document record that you are modifying.

Update or Lodge A New Submission

CON95 - Catering Services

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.

Lodged Documents

Sample document.docx	Original	20/05/2016 12:05 PM AEST (UTC+10:00)
----------------------	----------	--------------------------------------

Browse... Remove

Lodge a New Submission

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 Cancel

Figure 7-11: Lodged Documents

- Click on the **Browse** button and locate your revised/modified document. If you have selected the incorrect document, click on the **Remove** button and repeat this step. Click on the **Update or Lodge a New Submission** button at the bottom of the screen to finalize your modification.

Update or Lodge A New Submission

CON95 - Catering Services

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.

Lodged Documents

Sample document.docx	Original	20/05/2016 12:05 PM AEST (UTC+10:00)
----------------------	----------	--------------------------------------

C:\Users\melisa.perkins\Desktop\Sample document.docx Browse... Remove

Lodge a New Submission

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 Cancel

Figure 7-12: Documents

- You will receive another **Submission Receipt**. Please note your Submission receipt number for future reference and check your modified document(s) has been successfully uploaded. Your Submission Receipt will also be emailed to you.

Option 2 – Submit additional Submission documents:

This option allows you to add more documents to your Submission.

- Locate the **Lodge a New Submission** area at the bottom half of the **'Update or Lodge a New Submission'** screen.

- Click on the '**Browse**' button and locate the document you wish to lodge. If you have selected the incorrect document, click on the '**Remove**' button and repeat this step. Click on the '**Update or Lodge a New Submission**' button at the bottom of the screen to finalise your submission.

Update or Lodge A New Submission

CON95 - Catering Services

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.

Lodged Documents

Sample document.docx	Original	20/05/2016 12:05 PM AEST (UTC+10:00)
----------------------	----------	--------------------------------------

Browse... Remove

Lodge a New Submission

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 Cancel

Figure 7-13: Update or Lodge a New Submission

- You will receive another Submission Receipt. Please note your Submission receipt number for future reference and check your modified document(s) has been successfully uploaded. Your Submission Receipt will also be emailed to you.

7.3 Viewing your Submission History

There are 2 methods of viewing your Submission history depending on whether the RFx is still open or has closed.

Submission History - RFx Open

When the RFx is still open, your Submission history will appear on your **Update or Lodge a New Submission** screen.

- Log into the eTenderBox and navigate to the RFx.
- On the **Details** screen of the RFx click on the **My Submission** button to view a summary of the submission details.

Details ?

RFx Number: **CON95**

RFx Title: Catering Services

Details Documents Contacts Communications

Number **CON95**

Title Catering Services

Description Provision of catering services.

Preliminary Stage RFT

Category Building and Construction

Location Melbourne

Opening Date 20/05/2016 09:00 AM AEST (UTC+10:00)

Closing Date 27/05/2016 05:00 PM AEST (UTC+10:00)

Last Updated 20/05/2016 11:10 AM AEST (UTC+10:00)

Status Current

Unregister As a Respondent **My Submission** Update or Lodge A New Submission Close

Figure 7-14: My Submissions

4. A history of your submissions will display. Click the **View Submission Files** to see a list of the documents you submitted. (Note this is only a list – you will not be able to open or view the content of the files)

My Submissions ?

« « Page 1 of 1 » »

Number	Title	Closing Date/Time	Status	Time of Submission	Receipt Number	View Submission Files
PTD26	Purchase of a Water Filter	16/01/2015 05:00 PM (AEDT UTC+11:00)	Current	08/01/2015 05:23 PM (AEDT UTC+11:00)	7	

Back

Figure 7-15: View Submission Files

Submission History - RFx Closed

When the RFx has closed, follow the below steps to view your Submission history.

1. Log into the eTenderBox using your account details.
2. On the eTenderBox Desktop locate and click on the **'My Submissions'** widget.

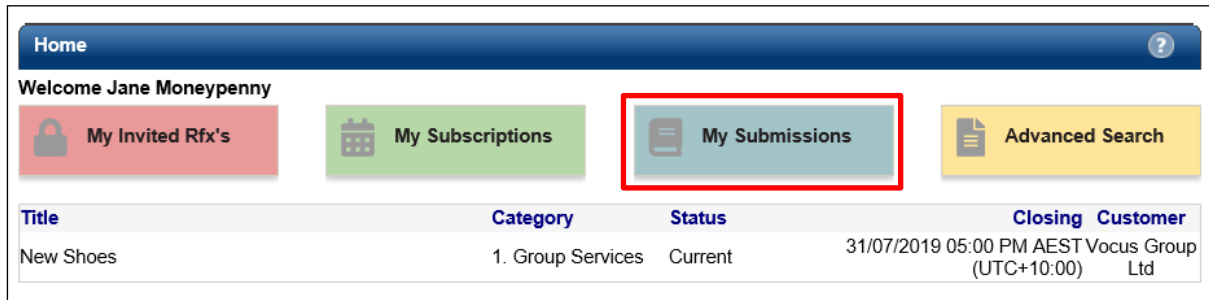


Figure 7-16: eTenderBoxDesktop

- You will be navigated to the **My Submissions** screen which displays your entire submission history.

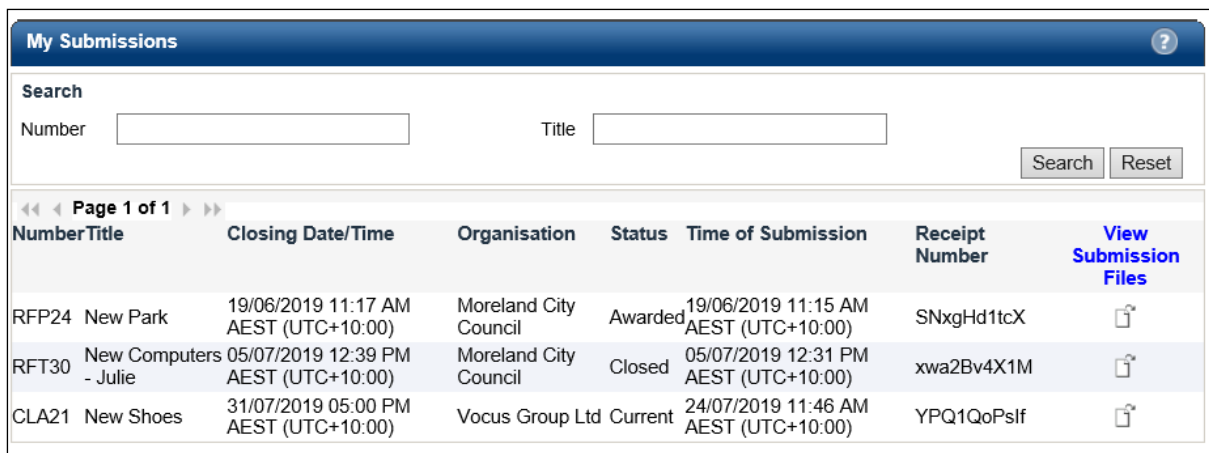


Figure 7-17: My Submissions

NOTE: There will be a Submission record for each Submission receipt. Therefore, if you have lodged more than one Submission for a RFX or you have modified a Submission, you will have a Submission record for each Submission Receipt.

- Click on the **View Submission Files** icon next to the RFX record for which you wish to view the Submission document log.

My Submissions

Search

Number

Title

Category

-- All Categories --

Preliminary Stage

-- All Preliminary Stages --

Search

Reset

<< < Page 1 of 1 > >>

Number	Title	Closing Date/Time	Status	Time of Submission	Receipt Number	View Submission Files
PTD25	Purchase of a CMS	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 02:14 PM (AEDT UTC+11:00)	1	
PTD25	Purchase of a CMS	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 02:14 PM (AEDT UTC+11:00)	2	
PTD26	Purchase of a water filter	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 02:30 PM (AEDT UTC+11:00)	3	
PTD26	Purchase of a Water Filter EOI	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 03:42 PM (AEDT UTC+11:00)	4	
PTD26	Purchase of a Water Filter EOI	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 03:43 PM (AEDT UTC+11:00)	5	
PTD26	Purchase of a Water Filter EOI	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 03:43 PM (AEDT UTC+11:00)	6	
PTD26	Purchase of a Water Filter	16/01/2015 05:00 PM (AEDT UTC+11:00)	Current	08/01/2015 05:23 PM (AEDT UTC+11:00)	7	

Figure 7-18: My Submissions

- The **Submission Document** log will be presented below the Submission History List as highlighted in the following screenshot.

My Submissions

Search

Number

Title

Category

-- All Categories --

Preliminary Stage

-- All Preliminary Stages --

Search

Reset

Page 1 of 1

Number	Title	Closing Date/Time	Status	Time of Submission	Receipt Number	View Submission Files
PTD25	Purchase of a CMS	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 02:14 PM (AEDT UTC+11:00)	1	
PTD25	Purchase of a CMS	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 02:14 PM (AEDT UTC+11:00)	2	
PTD26	Purchase of a water filter	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 02:30 PM (AEDT UTC+11:00)	3	
PTD26	Purchase of a Water Filter EOI	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 03:42 PM (AEDT UTC+11:00)	4	
PTD26	Purchase of a Water Filter EOI	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 03:43 PM (AEDT UTC+11:00)	5	
PTD26	Purchase of a Water Filter EOI	06/01/2015 01:00 PM (AEDT UTC+11:00)	Closed	06/01/2015 03:43 PM (AEDT UTC+11:00)	6	
PTD26	Purchase of a Water Filter	16/01/2015 05:00 PM (AEDT UTC+11:00)	Current	08/01/2015 05:23 PM (AEDT UTC+11:00)	7	

Figure 7-19: Submission Document

8 Setting up / Managing Subscriptions

You may wish to setup subscriptions alerts to ensure you are notified by email when an advertised tender matches a category you have subscribed to.

8.1 Adding Subscription Alerts

1. Click the **'My Subscriptions'** button on the dashboard.

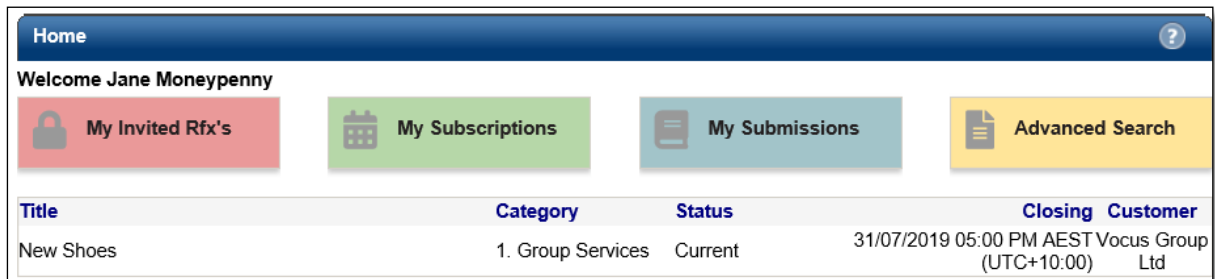


Figure 8-1: My Subscriptions

2. Select the link **'Click here to add a new RFX Subscription'**.

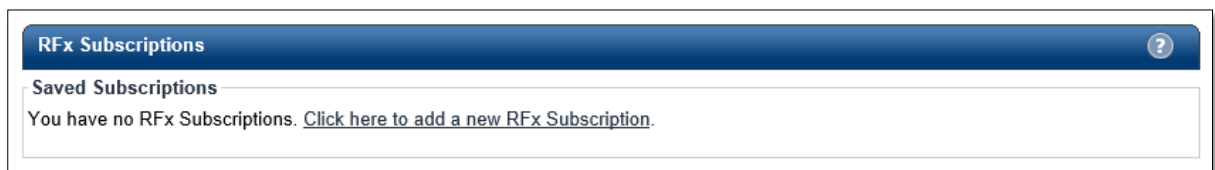


Figure 8-2: Add a new RFX Subscription

3. The following screen will appear:

RFX Subscriptions ?

Fields marked with * are required.

My RFX Subscriptions

Create New Alert

Key Words Key word searches RFX Title and Category. Separate multiple word searches using a comma.

Search Category (UNSPSC):

Category (UNSPSC)

- ☒ 10000000 - Live Plant and Animal Material and Accessories and Supplies
- ☒ 11000000 - Mineral and Textile and Inedible Plant and Animal Materials
- ☒ 12000000 - Chemicals including Bio Chemicals and Gas Materials
- ☒ 13000000 - Resin and Rosin and Rubber and Foam and Film and Elastomeric Materials
- ☒ 14000000 - Paper Materials and Products
- ☒ 15000000 - Fuels and Fuel Additives and Lubricants and Anti corrosive Materials
- ☒ 20000000 - Mining and Well Drilling Machinery and

☐ Select All

Selected Category (UNSPSC)

☐ Select All

Alert Expiry Date *

Alert Frequency

As Added ☒

Daily Summary ☐

Weekly Summary ☐

Saved Subscriptions

You have no RFX Subscriptions. [Click here to add a new RFX Subscription.](#)

Figure 8-3: RFX Subscriptions

- Enter the combination of search criteria required for the subscription:
 - Key Words – enter key words to perform a word search. i.e. **‘After Hours’**, this will search for all tenders with RFX titles that match the title of **‘After Hours’**.
 - Select the **‘Category’** using the UNSPSC categories.
 - Add an **‘Alert Expiry Date’** sometime into the future.
 - Choose from either **‘As Added’**, **‘Daily Summary’** or **‘Weekly Summary’** for the frequency of the alert to be provided.
- Select **‘Add Alert’**.
- If you select **‘Test Alert’** you will receive an email as a test for that alert.
- Your alert will be listed in the RFX Subscriptions screen, at any time you can come back and adjust the alert.

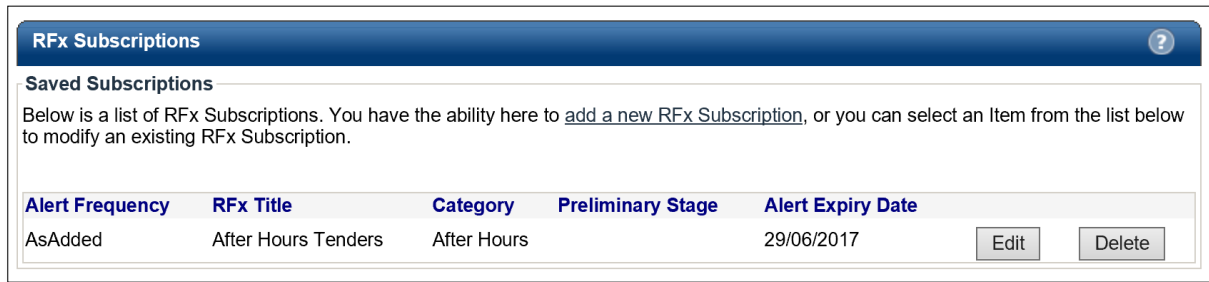


Figure 8-4: RFx Subscriptions

8.2 Modifying Subscription Alerts

1. Click the **'My Subscriptions'** button on the dashboard.

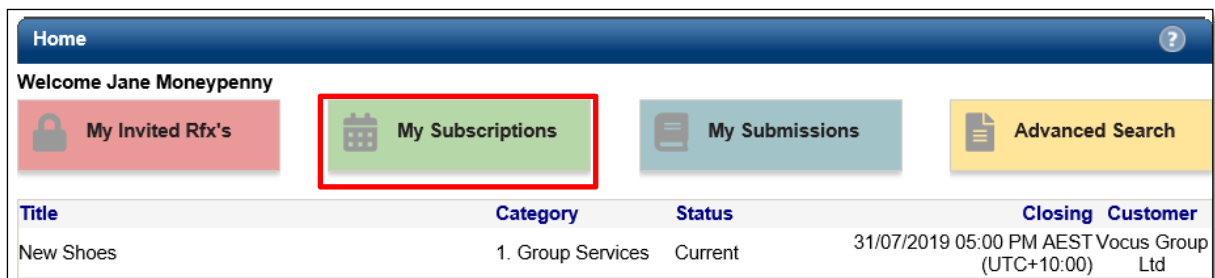


Figure 8-5: My Subscriptions

1. To modify information on an Alert, simply click on the **'Edit'** button next to the alert:

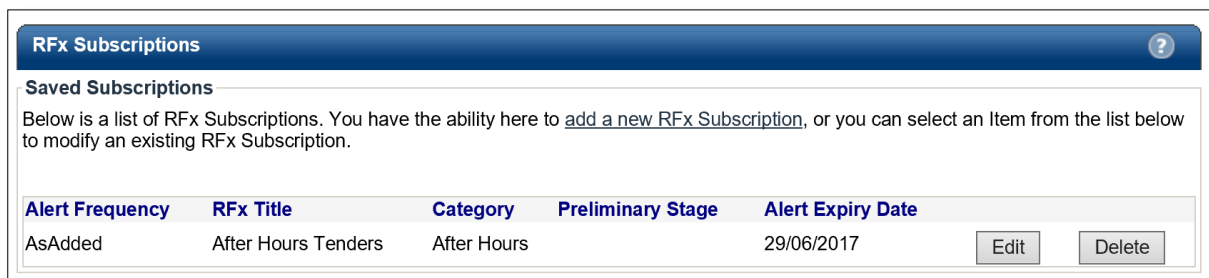


Figure 8-6: RFx Subscriptions

2. Modify the required details and click **'Update Alert'** to save the changes.

RFx Subscriptions

Fields marked with * are required.

My RFx Subscriptions

Create New Alert

Key Words Key word searches RFx Title and Category. Separate multiple word searches using a

Search Category (UNSPSC):

Category (UNSPSC)

- 10000000 - Live Plant and Animal Material and Accessories and Supplies
- 11000000 - Mineral and Textile and Inedible Plant and Animal Materials
- 12000000 - Chemicals including Bio Chemicals and Gas Materials
- 13000000 - Resin and Rosin and Rubber and Foam and Film and Elastomeric Materials
- 14000000 - Paper Materials and Products
- 15000000 - Fuels and Fuel Additives and Lubricants and Anti corrosive Materials
- 20000000 - Mining and Well Drilling Machinery and

☐ Select All

Selected Category (UNSPSC)

- 10000000 - Live Plant and Animal Material and Accessories and Supplies

☐ Select All

Add >>

<< Remove

Alert Expiry Date *

Alert Frequency

As Added ☒

Daily Summary ☐

Weekly Summary ☐

Figure 8-7:Update an alert

8.3 Deleting an Alert

1. Click the **'My Subscriptions'** button on the dashboard.

Home

Welcome Jane Moneypenny

Title	Category	Status	Closing	Customer
New Shoes	1. Group Services	Current	31/07/2019 05:00 PM AEST (UTC+10:00)	Vocus Group Ltd

Figure 8-7: My Subscriptions

2. To delete an Alert, simply click on the **'Delete'** button next to the alert:

Alert Frequency	RFx Title	Category	Preliminary Stage	Alert Expiry Date
AsAdded	After Hours Tenders	After Hours		29/06/2017

Figure 8-8: Delete Subscription

8.4 Forgotten Password

The organisations that you are submitting tenders for do not have access to your account on the eTenderBox, therefore they cannot change or reset your password on your behalf. If you have forgotten, or wish to change, your password please refer to the guidelines below.

If you have forgotten your password to the eTenderBox, you are able to obtain a new password using the Forgot Password function.

1. Locate and select '**Login**' under the '**My Account**' left hand menu.

Figure 8-9: Login Details

2. Locate the '**If you have forgotten your password click here**' information below the **Login Details** area. Click on the here hyperlink.
3. You will be navigated to the **Forgot your password** screen where you are required to enter your email address for confirmation purposes. Click '**Send password information**'.

NOTE: Your email address must match the one you used to initially register on the eTenderBox.

Search RFX's

Forgot your password

Enter your username below to have a new password sent to your registered email address.

Fields marked with * are required.

Login Details

Email * owsupplier34@gmail.com

Send password information

View RFX's

Proposed

Current

Closed

Archived

Awarded

All Public Tenders

My Account

Home

Login

Create Account

Figure 8-10: Forgot Your Password

4. You will receive an on-screen notification, notifying you that your new password request has been successful. Your new password will be contained in an **eTenderBox: New Password Notification email**.

9 Changing your Password

You may change your password at any time by following the steps outlined below.

1. Log into the eTenderBox. If you do not remember your password, please refer to Section 8.4, **'Forgotten Password'** to receive a temporary password.
2. Navigate to **the My Account** left hand menu and click on **Account Details**.

The screenshot displays the 'My Account Details' page. At the top, the user's email is SRMOW04@gmail.com. Below this, a section titled 'Change Password' is highlighted with a red box. It contains three required input fields: 'Old Password *', 'New Password *', and 'Password Confirmation *'. A 'Save' button is located at the bottom of this section. On the left-hand menu, under the 'My Account' header, the 'Account Details' option is highlighted with a red box.

Figure 9-1: Changing your Password

3. On this screen you will be required to enter in your old password into the Old Password* field.
4. Enter a new password and confirm this password in the New Password* and Password Confirmation* fields. Your new password must be at least seven (7) characters long and contain letters and numbers. The password is case sensitive, and cannot have a space between letters and numbers.
5. Click the **'Save'** button to reset your password. Your password has been reset when you receive a successful on-screen message.

10 Appendix: Document Revision History

The purpose of this section is to capture all changes made to the content of document.

Version	Date	Updates / Changes	Author / Reviewer
0.1	21/08/2017	Update to Version 7.0.5	Melisa Perkins
1.0	21/08/2017	Final QA	Melisa Perkins
1.2	15/06/2018	Update to Version 7.0.6	Julie Ireland
2.0	16/06/2018	Final QA Approval	Ryan Newstead
3.0	27/08/2018	Update to Version 7.0.7 & Final QA	Melisa Perkins
4.0	24/07/2019	Update to Version 8.0.0	Julie Ireland
5.0	24/09/2019	QA	Catherine Erasmus
6.0	8/10/2019	QA changes made	Julie Ireland