

# 1. Responding to an Opportunity

Please allow yourself sufficient time to make your submission if you encounter any problems call 1800 337 628 well before the close time.

Check the Frequently Asked Questions at the end of this document.

## Step 1

### Already Registered

- If you are already registered login with your email and password to the member login area.

### Not Registered

- If you are not registered click on the register button and fill in your details.

### Forgotten your Password

- If you have forgotten your password, type in your email and click on the resend password button.
- If you don't receive an email password, check your junk mail, if there's nothing in your junk mail, try registering, if it says you are already registered call 1800 377 628 for technical support.

The screenshot displays the eProcure website interface. The top navigation bar includes links for 'demo - training home', 'my watch list', 'my details', 'awarded', and 'help/faq'. The main header features the eProcure logo and a banner image. The left sidebar contains a 'Demo - Training' section with a description of the e-tendering website and links for 'Supplier Instructions' and 'Public Opportunities'. The right sidebar contains three main sections: 'member login', 'Not a member?', and 'Forgotten your Password?'. The 'member login' section has fields for 'Email address' and 'Password', with a 'Login' button and a link to 'Forgot your Password?'. The 'Not a member?' section lists 'Benefits of registering' and has a 'REGISTER' button. The 'Forgotten your Password?' section has an 'Email address' field and a 'RESEND PASSWORD' button. Arrows point from the text labels 'Login', 'Register', and 'Password Reset' to their respective buttons or links in the sidebar.

**member login**

Please sign in below.  
Existing users, login below, new users can register for free.

Email address:

Password:

[Login](#) [Forgot your Password?](#)

**Not a member?**

**Benefits of registering:**

- Free to register.
- Simple to sign up.
- View a list of open opportunities.
- Be updated on any tender changes.
- Questions & Answers forum.
- Electronic Submissions.

[REGISTER](#)

**Forgotten your Password?**

Email address:

[RESEND PASSWORD](#)

**Need help?**

If you require immediate assistance message our support team via [LIVE CHAT](#) or our [contact page](#).

## Step 2

- Click on the hyperlink to access the tender details.
- Private tenders you have been invited to will be visible after you have logged in (only accessible with the email address that was invited).

The screenshot displays the eProcure website interface. At the top, there is a navigation bar with tabs: "demo - training home", "my watch list", "my details", "awarded", and "help/faqs". Below this is a banner image with the eProcure logo and the text "POWERED BY TENDERSEARCH".

The main content area is titled "Demo - Training". It includes a green status message: "You are now logged in." Below this, there is a paragraph describing the e-tendering website and its purpose. It also mentions that registration is free and provides contact information for Tender Search. A section titled "Supplier Instructions" lists several links: "Responding to a Document Upload Requirement", "Responding to an Online Form Requirement", "Completing a Pre-Qualification", and "Completing a Schedule of Rates".

The "Private Tenders" section features a link "Catering for Swinburne University" with a left-pointing arrow. Below the link, it provides details: "Closing: 19/08/2020 12:25 AEST | Released: 16/08/2019 11:22 AEST | Type: RFT | Responded: 16/08/2019" and a description: "Contractor required to undertake the operation of the student cafe".

The "Public Opportunities" section includes a link "Request for Quote for the Renovation of 20 Bathrooms" with a left-pointing arrow. Below the link, it provides details: "Closing: 19/11/2020 8:32:00 AM AEST | Released: 18/11/2019 1:49:00 PM AEST | Type: RFQ | Responded: 18/11/2019" and a description: "Housing is seeking responses from suitably qualified and experienced contractors for the purpose of 20-bathroom." A "VIEW MORE" link is also present.

Below this is another link "Build for 6 houses Camden area" with a left-pointing arrow. Below the link, it provides details: "Tender # PH 5768/2019 | Closing: 8/01/2020 5:00:00 PM AEST | Released: 8/11/2019 9:00:00 AM AEST | Type: RFT" and a description: "Contractor required for the build of 6 houses." A link "Click contractor here" is also visible.

On the right side of the page, there is a "member login" sidebar. It includes a welcome message, the user's email address "skielty@eprocure.com.au", a "LOGOUT" button, and a "Need help?" section with a link to the support team via LIVE CHAT or a contact page.

### Step 3

- Click on the **REGISTER YOUR INTEREST** button to access all areas of the tender details

**Request for Quote Supply of 4 Vehicles**

We require 4x 4x4 Vehicles to join our fleet, please see specifications in the tender document and supply your quote with on road costs and extra features listed.

**Release:** 10/12/2019 9:20:00 AM AEST **Closing:** 10/01/2020 5:00:00 PM AEST

**RFx Type:** RFQ

In order to view documents, respond online, ask questions and receive alerts relating to this tender click the Register Your Interest button below.

☒ Watch this tender.

**REGISTER YOUR INTEREST** ← Click Register Your Interest to access the RFx

**member login**

Welcome, you are now logged in as: **skiel@eprocure.com.au**

**LOGOUT**

**Need help?**

If you require immediate assistance message our support team via **LIVE CHAT** or our [contact page](#).

### Tender Page Overview

**Request for Quote Supply of 4 Vehicles**

We require 4x 4x4 Vehicles to join our fleet, please see specifications in the tender document and supply your quote with on road costs and extra features listed.

[Tender Document.docx \(10/12/2019 09:24\)](#)

**Release:** 10/12/2019 9:20:00 AM AEST **Closing:** 10/01/2020 5:00:00 PM AEST

**Purchased:** 10/12/2019 9:58:05 AM **Responded:** -

**RFx Type:** RFQ

**WITHDRAW FROM TENDER** **INTEND TO RESPOND**

**member login**

Welcome, you are now logged in as: **skiel@eprocure.com.au**

**LOGOUT**

**Need help?**

If you require immediate assistance message our support team via **LIVE CHAT** or our [contact page](#).

- Tender Details** – if there are tender documents to download they will be here
- Addenda** – if there have been any addendums issued they will be here
- Questions** – if you have any questions relating to the tender ask them here
- Response** – when you are ready to make a response, click here, if they are using an online form it will be here
- WITHDRAW FROM TENDER** – if you decide you are not going to respond to the opportunity and no longer wish to receive updates ie. Addenda, questions, tender closing reminders, withdraw your interest
- INTEND TO RESPOND** – this notifies the portal owner that you intend to respond to this opportunity, however it does not mean you have to make a response if you decide not to

## 2. Document Upload Response

If the opportunity you are responding to does not have an online form and requires a document upload response only

### Step 1

- Download the tender documentation
- Follow the requirements outlined in the tender documentation to either populate supplied file(s) or create your own file

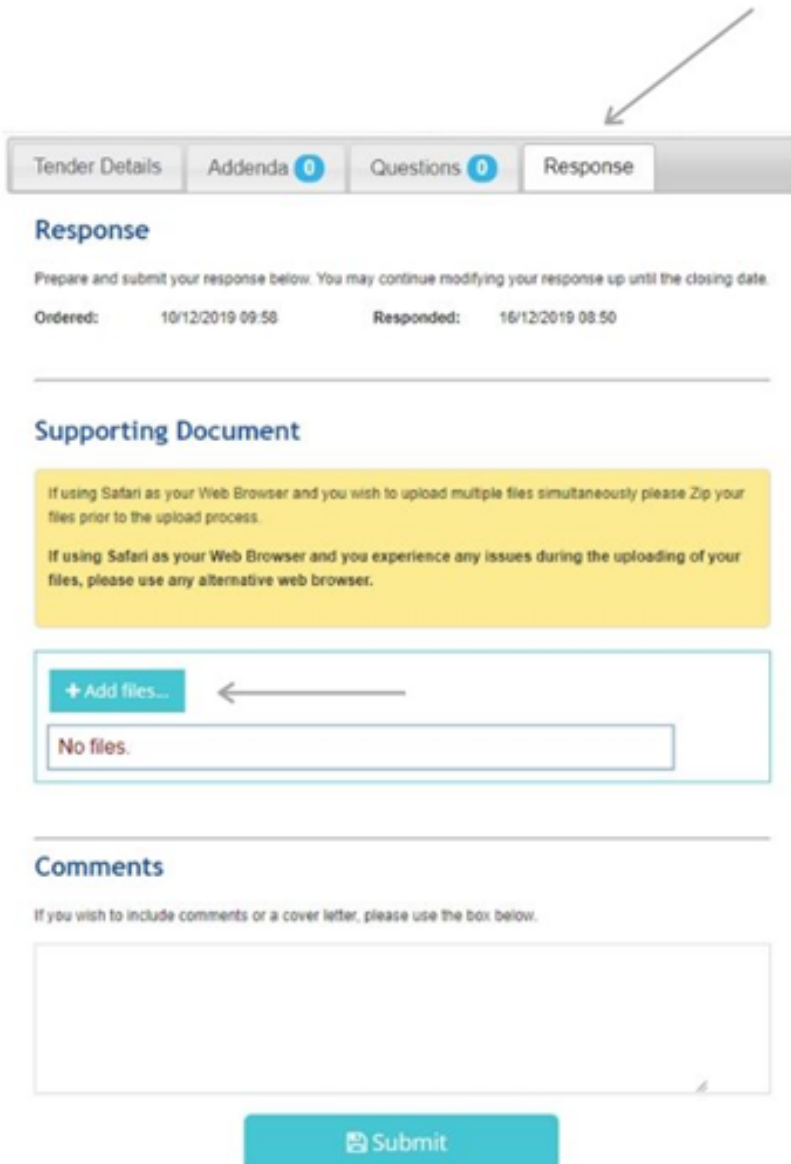
The screenshot shows a tender portal interface. At the top, there is a navigation bar with tabs: 'Tender Details', 'Addenda' (with a blue circle containing the number 0), 'Questions' (with a blue circle containing the number 0), and 'Response'. Below the navigation bar, the title 'Request for Quote Supply of 4 Vehicles' is displayed. A sub-header reads: 'We require 4x 4x4 Vehicles to join our fleet, please see specifications in the tender document and supply your quote with on road costs and extra features listed'. Below this, there is a link to 'Tender Document.docx (10/12/2019 09:24)' with a document icon. An arrow points from the text 'Tender Documents' to this link. Below the link, there is a table of dates and times:

Release:	10/12/2019 9:20:00 AM AEST	Closing:	10/01/2020 5:00:00 PM AEST
Purchased:	10/12/2019 9:58:05 AM AEST	Responded:	18/12/2019 8:50:31 AM AEST
RFx Type:	RFQ		

At the bottom, there are two buttons: 'WITHDRAW FROM TENDER' and 'INTEND TO RESPOND' (with a blue circle containing the number 0).

## Step 2

- Click on the **Response** tab
- Click on **+ Add files...**
- Select your file(s) from where you have them saved



Tender Details Addenda 0 Questions 0 **Response**

### Response

Prepare and submit your response below. You may continue modifying your response up until the closing date.

Ordered: 10/12/2019 09:58 Responded: 16/12/2019 08:50

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### Supporting Document

If using Safari as your Web Browser and you wish to upload multiple files simultaneously please Zip your files prior to the upload process.

If using Safari as your Web Browser and you experience any issues during the uploading of your files, please use any alternative web browser.

**+ Add files...** ←

No files.

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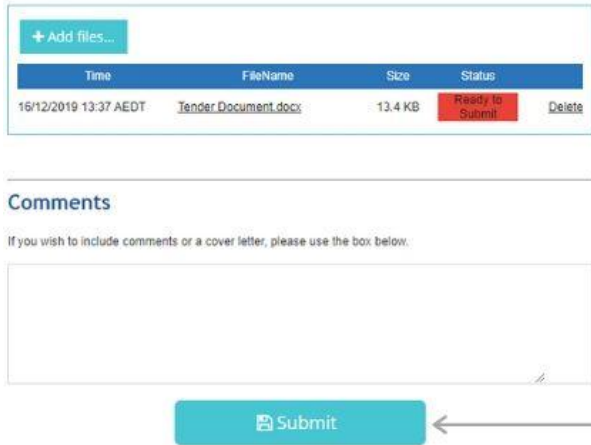
### Comments

If you wish to include comments or a cover letter, please use the box below.

**Submit**

### Step 3

- After adding your file(s) it will show **ready to submit**
- You can type in comments in the box if you wish, this is not mandatory and not evaluated with your submission
- Click on the **Submit** button



The screenshot displays a web interface for file submission. At the top, there is a teal button labeled '+ Add files...'. Below it is a table with the following data:

Time	FileName	Size	Status	
16/12/2019 13:37 AEDT	Tender Document.docx	13.4 KB	Ready to Submit	Delete

Below the table is a section titled 'Comments' with a subtext: 'If you wish to include comments or a cover letter, please use the box below.' This is followed by a large, empty text input area. At the bottom of the form is a teal button labeled 'Submit' with a document icon. A grey arrow points from the right towards the 'Submit' button.

- Once you have made your submission you will receive confirmation from the portal as well as an email notification

## Thankyou for your submission

Your response has been saved and will be eligible for consideration.

You may update your submission as often as you like until the closing date from the tender page.



If you have not received a 'Submission Received' confirmation email then please call TenderSearch on 1800 TENDER

**Release:** 11/04/2019 10:45 AEST **Closing:** 11/09/2019 17:00 AEST

**Ordered:** 11/04/2019 10:48 AEST **Responded:** 9/07/2019 13:06 AEST

## Responded Documents

Name	Size	Date
Tender Document.docx	13.4 KB	9/07/2019 13:03

## Comments

No comments.

[BACK TO LIST](#)

[BACK TO TENDER](#)

## Email Confirmation



### SUBMISSION RECEIVED - Demo - Training

**TENDER :** Demo Tender

**SUPPORTING DOCUMENTS:** Tender Document.docx - 13.4 KB

**COMMENTS:** Thank you for considering my submission, please contact me if you need clarification on anything.

Regards  
Joe Schmoe



## Frequently Asked Questions

### **"I am waiting for a document from my colleague and the tender is closing, how will I be able to make my submission after the tender has closed?"**

- There is no way of making a submission once the tender has closed, make your submission and go back and add the document if you get time, your submission will either be evaluated based on the information you have provided or they may ask you to provide the missing information via the portal after the tender has closed.

### **"The tender closed before I made my submission, can I email my responses?"**

- Once the tender has closed you can no longer make a submission, due to probity reasons email responses cannot be accepted.
- If you feel that there were circumstances preventing you from making your submission on time you can email your case to [info@eprocure.com.au](mailto:info@eprocure.com.au) and we will pass on the details to the portal owner for their decision.

*Note: If you haven't allowed yourself sufficient time to make your submission it is unlikely they will accept, and in some cases no late submissions are accepted*

### **"I need clarification on a question but the forum has closed."**

- Once the forum is closed the portal owner is not obliged to answer questions, so it's always a good idea to start your submission early allowing for any questions may arise relating to the tender content.
- You can email your question to [info@eprocure.com.au](mailto:info@eprocure.com.au) and we will pass on to the portal owner to answer at their discretion.

### **"I can't seem to download the files for the tender."**

- Try using a different browser if you are using Internet Explorer you may encounter issues due to it being phased out, we recommend Chrome for optimum performance.
- Still not downloading or getting a 404 error, contact us on 1800 377 628 or email [info@eprocure.com.au](mailto:info@eprocure.com.au)

### **"I've been invited to a tender but I can't see it on the portal."**

- "Invitation Only/Private/Closed Tenders" can only be accessed by logging in with the email address that was invited.
- If the person that was invited is no longer employed or does not make the tender responses email [info@eprocure.com.au](mailto:info@eprocure.com.au) the details of the tender and the email address you want to request to be invited and we will pass onto the portal owner.
- Check the email, what is the release date of the tender?

### **"What type of files can I upload with my submission?"**

- Document files with the following extensions  
.txt,.doc,.docx,.ppt,.pptx,.pdf,.zip,.rar,.avi,.mpg,.mpeg,.htm,.gif,.jpg,.jpeg,.xls,.xlsx
- Graphic files  
.jpg,.jpeg,.gif,.png
- Media files  
.avi,.mpg,.mpeg,.mp3



*Note: If you have a file that is not listed you can zip it and upload it.*

**"What size file can I upload?"**

- It is advisable not to upload any one file over 100mb, if you have larger files you can zip them and upload.

**"I made my submission but didn't receive an email confirmation."**

- Check your junk folder.
- Call 1800 836 337