

eTendering Portal Respondents Guide

Document version

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

Version	Date	Updates / Changes	Author / Reviewer
1.0	10 July 2017	First Draft	Ian Bertram
2.0	19 July 2017	Inclusion of Knox City Council Visual Identity	Ian Bertram

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 eTendering portal. Access codes are only provided when the tender is an 'Invited Only' tender.
Buyer	Internal staff member responsible for managing the RFX during the tender open and/or closed period.
Child	A preliminary or contract record that is a sibling of another preliminary or contract record. E.g. A panel contract may contain 3 suppliers who may all have the same contract numbers, separated with a suffix number – CON123-A, CON123-B.
Closing Date	The date and time at which an RFX will close and submissions can no longer be uploaded via the online eTendering portal.
Contract Record	A contract record within the CONTRACTS allows the user to record contractual data. E.g. key dates, insurances, obligations, KPIs (key performance indicators) risk assessments and documents.
Dashboard	The dashboard is the first screen users are directed to once they log into open Windows CONTRACTS. This includes widgets, modules and a message bar. The dashboard is always accessible by clicking on the Open Windows logo.
eTendering Portal	The online portal in which RFXs are advertised and where submissions are lodged electronically. The eTendering portal supports the tendering process on the web, respondents can perform the following on the eTendering portal: <ul style="list-style-type: none"> • Receive notifications, clarifications and addendums regarding the RFX. • Download RFX documents online.

	<ul style="list-style-type: none"> • Upload submissions. • Submit queries and receive clarifications online.
Opening Date	The date and time in which an RFX is open and accessible via the eTendering portal.
Party	A supplier or vendor who may participate in an RFX or is engaged in a contract
Preliminary Record	A pre-contract record which allows the user to record activities such as scope, risk assessment, tender activities and evaluation. A preliminary record is created via the Preliminaries Module in Open Windows Contracts and subsequent to a tender activity is converted to a contract record.
Revised Closing Date	The effective and revised closing date as it may be amended from time to time.
RFX	RFX is the collective term for requests for tender/ proposal/ quotation/ information.
Respondent	Party/ vendor/ supplier who participates in an RFX activity.
Submission	A written offer submitted by the respondent to an RFX via the eTendering portal.
Unlocker	Internal staff member responsible for unlocking the RFX on the eTendering portal and importing RFX submissions into contracts.

Contents

Document version	2
Terms and definitions	2
Contents	4
1 Objectives.....	5
2 The eTendering portal desktop.....	6
2.1 How to locate an RFX.....	6
2.2 Locating an invited only RFX.....	9
3 Registering on the eTendering portal	11
4 Logging into the eTENDERING portal	14
5 Navigating within an RFX.....	15
5.1 The details tab.....	16
5.2 The documents tab	17
5.2.1 Registering as a respondent / downloading RFX documents.....	17
5.2.2 Unregistering as a respondent.....	18
5.3 The contacts tab.....	19
5.4 The communications tab.....	19
5.4.1 Submitting a query via the communications tab.....	20
6 Responding to an RFX.....	22
6.1 Lodging a submission	22
6.2 Modifying your submission	26
6.3 Viewing your submission history	28
7 Resetting your password.....	30
8 Changing your password.....	31
9 Amending respondent details.....	32

1 Objectives

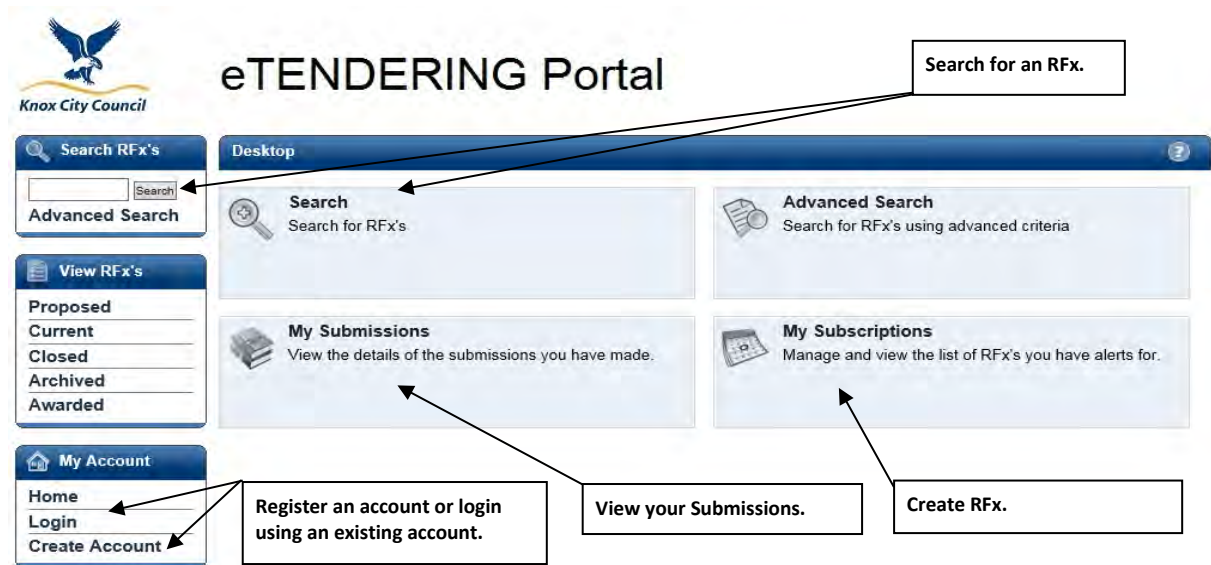
This instruction book will guide users to view and lodge electronic submissions via the eTendering portal.

This includes the following functions:

- Registering and logging on 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 eTendering portal.
- Contacting a contact during the RFX period.
- Viewing RFX updates during the RFX period.
- Managing your account details (including resetting your password).

2 The eTendering portal desktop

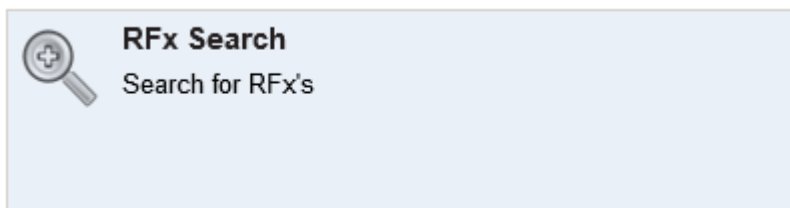
The eTendering portal supports procurement processes by providing a secure, web based solution in which respondents can view upcoming and current RFX's and lodge responses electronically.



2.1 How to locate an RFX

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

1. RFX Search:

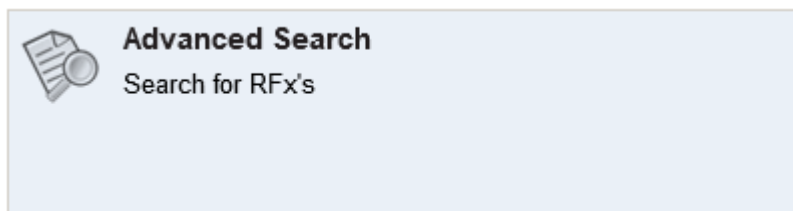


Click on the **search** widget to search across all current and expired RFX's within the system (both public and those you have been invited to tender on). Use the following fields to perform your search:

- a. **Number:** search using part or all of the RFX number.
- b. **Title:** search using part or all of the RFX title.
- c. **Category:** search by selecting the category of the RFX.
- d. **Preliminary Stage:** search by using the stage the RFX is likely to be published under.

The search widget has a blue header with the word 'Search' and a help icon. Below the header are four input fields: 'Number' (text box), 'Title' (text box), 'Category' (dropdown menu with '- All Categories -'), and 'Preliminary Stage' (dropdown menu with '- All Preliminary Stages -'). To the right of these fields are two buttons: 'Search' and 'Reset'.

2. **Advanced search:**



Click on the **advanced search** to view access a set of more detailed search criteria. Use the following fields to perform a stricter search;

- a. **Number:** search using part or all of the RFX number.
- b. **Title:** search using part or all of the RFX title.
- c. **Description:** search using key words contained in the RFX description.
- d. **Preliminary 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. **Location:** 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.

3. **View RFX's:**

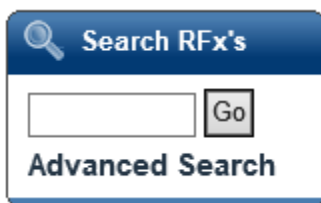


Located on the left hand menu is a widget called **view RFX's**. Here you will find links that will allow you to locate the following RFX's;

- a. **Proposed:** displays proposed 'read only' RFX's, you cannot lodge submissions to any RFX's advertised within this area.

- b. **Current:** all current public RFXs. These RFX's are currently accepting submissions.
- c. **Closed:** all closed public RFXs and all RFXs to which you were previously invited and have past their closing date. These RFX's are no longer receiving submissions. All RFX's will stay in a 'closed; state for 90 days before moving to the archived folder.
- d. **Archived:** RFX's will be visible within this folder for 30 days after which the records will be removed from the eTendering portal.
- e. **Awarded:** displays information about the awarded RFX. Please note the decision to publish this information is at the discretion of the organisation.

4. Search RFX's:

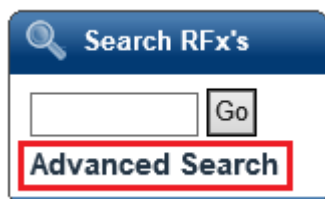


This widget provides a shortcut to performing the following searches

- a. **RFX Search:** Enter the RFX number and select **Go**.

Number	Title	Category	Preliminary Stage	Closing	Status
CON89515	Supply of Office Stationary	Office Equipment and Accessories and Supplies	Preliminary Stage 1	26/12/2014 05:00 PM (AEDT UTC+11:00)	Current

- b. **Advanced Search:** Click the **Advanced Search** to be directed to the criteria screen shown at point 2.



2.2 Locating an invited only RFx

An invited only RFx is not visible to the public and 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** similar to the following.

Dear Sam Supplier,

RFx Details

Request for Tender Number: RFP24
Request for Tender Title: Engineering Services
Request for Tender Category: Building & Construction
Request for Tender Opening Date: 23/12/2014 11:00 AM (AEDT UTC+11:00)
Request for Tender Closing Date: 09/01/2015 05:00 PM (AEDT UTC+11:00)
Request for Tender Location: Melbourne
Request for Tender Description: Provide consulting services on council projects.

All times listed above are displayed in Canberra, Melbourne, Sydney time

Accessing the RFx

If you are a first time user of eTendering please click [here](#) and follow the registration process detailed below to access the Tender. Already registered users can login to the eTendering Portal and enter your Access Code, provided below, to access the RFx.

Access code "quoodi25" (without quotes).

Please do not reply to this email. Any enquiries related to this tender should be directed to the contact person shown on the information for the tender.

Buyer, Bob
Ph: 00 9999 9999
Email: bob.buyer@yarraranges.com.au

To view the RFx use the following instructions:

1. Log into the eTendering portal.

- Select the **invited** view. Enter the **access code** in the **RFx invited code** field. Select **get RFx**.

Search RFx's
Go
Advanced Search

View RFx's

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

Invited

Current Closed Archived

Access Invited RFx

RFx Invited Code: quoodi25

Get RFx

<< Page 1 of 1 >>

Number	Title	Category	Preliminary Stage	Opening	Closing	Status
No records found						

- The **RFx** will now display in the list.

Invited

Current Closed Archived

Access Invited RFx

RFx Invited Code: quoodi25

Get RFx

<< Page 1 of 1 >>

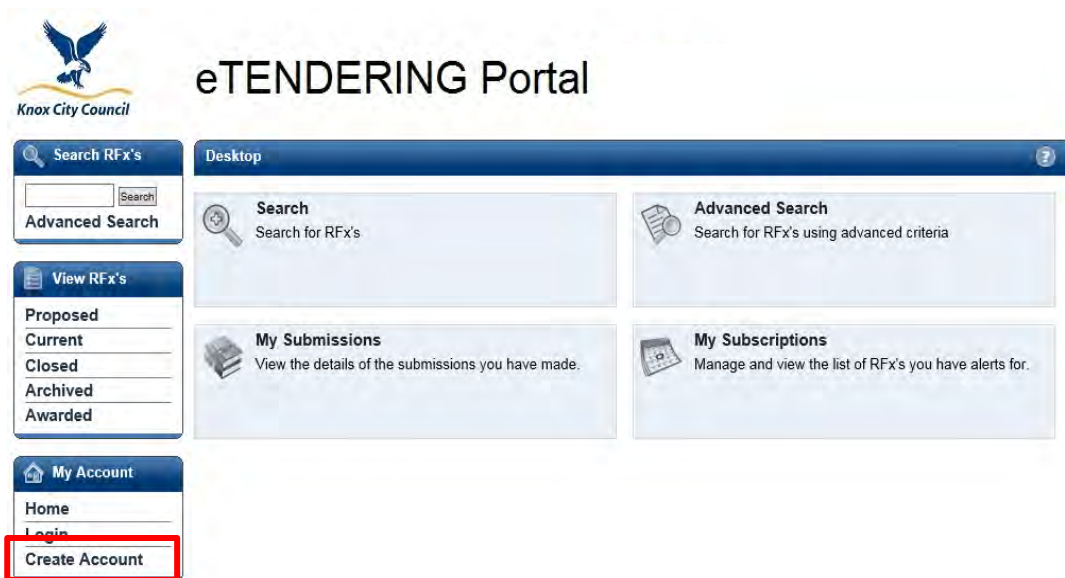
Number	Title	Category	Preliminary Stage	Opening	Closing	Status
RFP24	Engineering Services	Building & Construction	Request for Tender	23/12/2014 11:00 AM (AEDT UTC+11:00)	09/01/2015 05:00 PM (AEDT UTC+11:00)	Not Yet Open

This RFx is greyed out as the Opening Date has not yet passed

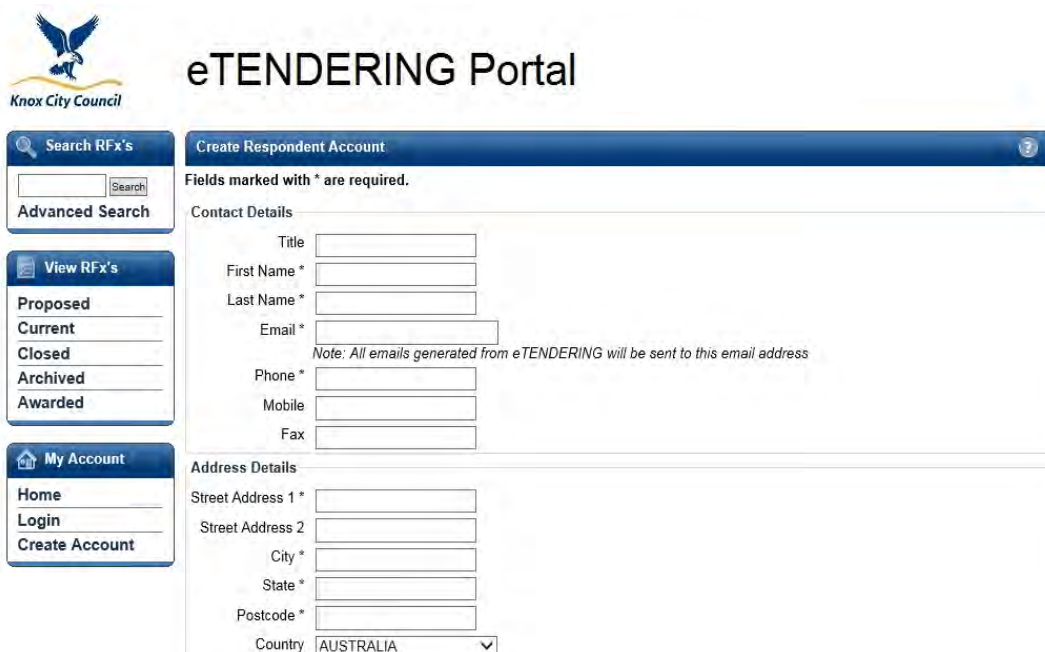
3 Registering on the eTendering portal

You are required to register on the eTendering Portal 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 eTendering portal account.

1. From the **my account** widget select **Create Account** link.



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



The screenshot shows the 'Create Respondent Account' page. The page title is 'eTENDERING Portal' and the sub-header is 'Create Respondent Account'. A note states: 'Fields marked with * are required.' The form is divided into two sections: 'Contact Details' and 'Address Details'. The 'Contact Details' section includes fields for Title, First Name *, Last Name *, Email *, Phone *, Mobile, and Fax. A note below the Email field states: 'Note: All emails generated from eTENDERING will be sent to this email address'. The 'Address Details' section includes fields for Street Address 1 *, Street Address 2, City *, State *, Postcode *, and Country (set to AUSTRALIA).

- Review the **conditions of use** and select the checkbox. Select **submit** to complete the registration.

Organisation Details

Organisation *

Position

Department

ABN

ACN

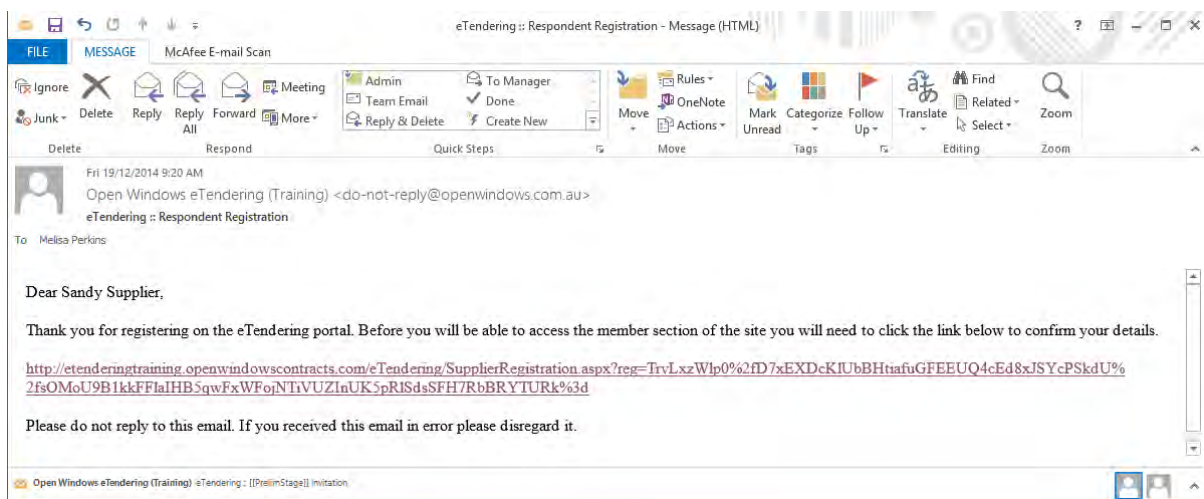
Legal / Other Name

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

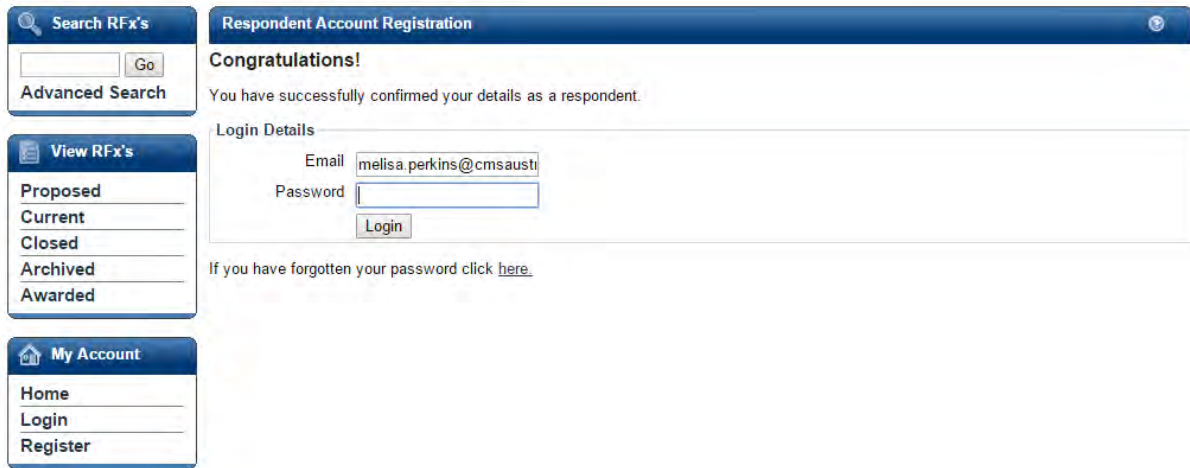
- A message will appear indicating you have successfully registered and an email sent to you with instructions to complete the registration process.



- Log into your email account, you will see an email similar to the following from the eTendering portal. Select the verification link to complete the process.



- The link will open the eTendering portal to the **respondent account registration** page. Enter your password to log into your account.



- Once logged in you will be directed to the **eTendering portal desktop**.



4 Logging into the eTENDERING portal

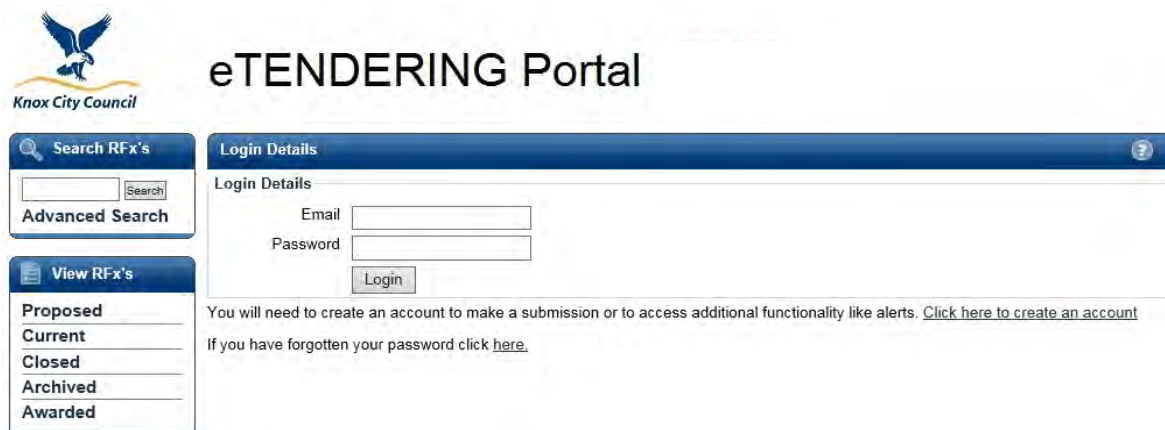
To access the eTendering portal enter the following URL into a web browser

<http://etendering.KnoxCity.vic.gov.au>

To log onto the eTendering portal select the **Login** link.



2. Enter your registered email address and password on the login screen. If you have forgotten your password, click on the here hyperlink. See Section 7 'Resetting your password'.



Once successfully logged in to the eTENDERING portal, you will be presented with your desktop where you can now search for your RFX, view all your current and closed RFXs, and view your submissions history.

5 Navigating within an RfX

Select desired RfX to view more detail.

Search RfX's

Advanced Search

View RfX's

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

Current

Search

Number Title

Category -- All Categories -- Preliminary Stage -- All Preliminary Stages --

Search Reset

Page 1 of 1

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)

RfX: Before the opening date

If your RfX details are greyed out (read only mode) as per the image below, your RfX has not opened and is not available for you to view until the opening date. In order to access your RfX you must return on or after the RfX opening date.

Invited

Current Closed Archived

Access Invited RfX

RfX Invited Code

Get RfX

This RfX is greyed out as the Opening Date is in the future.

Page 1 of 1

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

RfX: After the opening date

If your RfX details are not greyed out, the RfX has reached the opening date and is available for viewing as shown below:

Search RfX's

Advanced Search

View RfX's

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

Current

Search

Number Title

Category -- All Categories -- Preliminary Stage -- All Preliminary Stages --

Search Reset

Page 1 of 1

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)

Click anywhere on the RfX record to 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.

Document Tab: Register your intent to participate in the RfX and download RfX

Contacts Tab: View Contact details for the RfX.

Communications Tab: View and send communications to the RfX contact.

Details Tab: Provides a summary of the RfX

5.1 The details tab

The **details** tab shows all the key details about the RfX.

Details	Documents	Contacts	Communications
Number	RFP23		
Title	Supply of Office Stationary		
Description	Provide consulting services on council projects.		
Preliminary Stage	Request for Tender		
Category	Building & Construction		
Location	Melbourne		
Opening Date	23/12/2014 09:00 AM (AEDT UTC+11:00)		
Closing Date	09/01/2015 05:00 PM (AEDT UTC+11:00)		
Last Updated	23/12/2014 10:24 AM (AEDT UTC+11:00)		
Status	Current		

What do the fields mean?

1. **Number:** RfX reference number.
2. **Title:** title of the RfX.
3. **Description:** a summary description of the RfX.

4. **Preliminary 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/good/service.
6. **Location:** the RFX location or Site for which the project works/good/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 close and electronic lodgment of submissions thereafter is strictly unavailable.
9. **Revised Closing Date:** if the closing date of the RFX is amended at any time during the RFX period, the revised closing date field will appear under the closing date field in the details tab. The new closing date will be communicated to all respondents via email notice.
10. **Last Updated:** the last time a change was made to the RFX. The status of the RFX will be current or closed.

5.2 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**.



Details

RFX Number: RFP23
RFX Title: Supply of Office Stationary

Details Documents Contacts Communications

There are no documents for this RFX, or documents are currently inaccessible

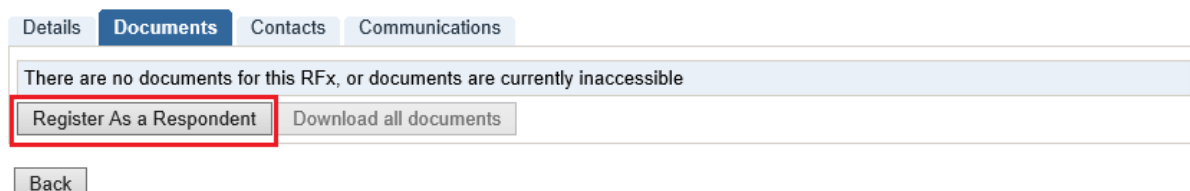
Register As a Respondent Download all documents

Back

5.2.1 Registering as a respondent / downloading RFX documents

In order to view RFX documents you will be required to login using your eTendering account and register for the RFX. If you do not have an eTendering portal account please see section 3. Registering on the eTendering portal. 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.



Details Documents Contacts Communications

There are no documents for this RFX, or documents are currently inaccessible

Register As a Respondent Download all documents

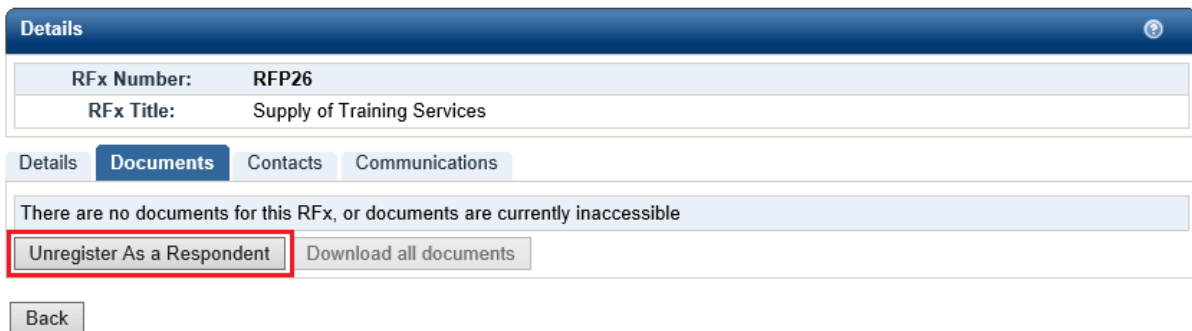
Back

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

5.2.2 Unregistering as a respondent

At any time during the RFX period you are able to unregister your intent to participate in the RFX.

1. Navigate to the documents tab of the RFX and click **unregister as a respondent**.



Details ⓘ

RFX Number: RFP26
RFX Title: Supply of Training Services

Details **Documents** Contacts Communications

There are no documents for this RFX, or documents are currently inaccessible

Unregister As a Respondent Download all documents

Back

2. Click **confirm** to acknowledge that you no longer wish to receive communications regarding the RFX.



Details ⓘ

RFX Number: RFP23
RFX Title: Supply of Office Stationary

Details **Documents** Contacts Communications

There are no documents for this RFX, or documents are currently inaccessible

Unregister As a Respondent Download all documents

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

Confirm Cancel

Back

3. Once you have unregistered you will notice that your access to the RFX has reverted back 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.

5.3 The contacts tab

The contacts tab details the contact information of the Knox City Council 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@yarraranges.com.au
Website	
Fax	
Address	Australia

5.4 The communications tab

The communications tab acts as a repository for all RfX communications and queries that have been submitted to the Knox City Council 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.

Details
?

RfX Number:	RFP23
RfX Title:	Supply of Office Stationary

Details
Documents
Contacts
Communications

No Communications have been recorded for this RfX

Query:

Attachment:

Browse...
Remove

Send Query
Cancel

5.4.1 Submitting a query via the communications tab

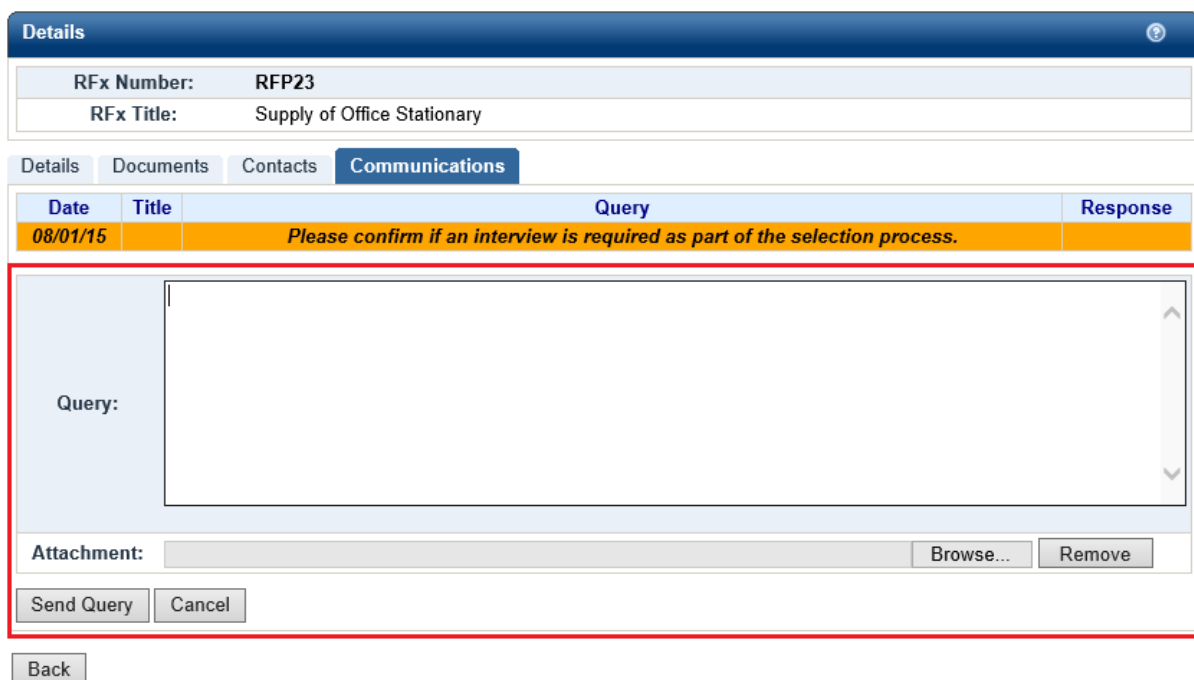
You may submit a query or communication for RFX's at any time while the RFX is open and one closed. The Knox City Council contact will receive an alert to notify them of the query once submitted.

Follow the steps below to send a query to the RFX contact:

1. Navigate to the communications tab of your RFX.
2. Enter the detail of your query in the query text box.
3. Attach any relevant documentation using the **browse** button next to the **attachment** field to locate the document.

Note: you are only able to attach one document per query. If you would like to attach more than one document, please raise a new query item for each document.

4. To remove an attachment simply click on the **remove** button.
5. Click **send query** to lodge.



The screenshot shows the 'Communications' tab of an RFX. At the top, a 'Details' box shows 'RFX Number: RFP23' and 'RFX Title: Supply of Office Stationary'. Below this is a navigation bar with tabs for 'Details', 'Documents', 'Contacts', and 'Communications'. A table lists communications with columns for 'Date', 'Title', 'Query', and 'Response'. One entry is visible: '08/01/15' with the query 'Please confirm if an interview is required as part of the selection process.' Below the table is a 'Query:' text area, an 'Attachment:' field with 'Browse...' and 'Remove' buttons, and 'Send Query' and 'Cancel' buttons. A 'Back' button is at the bottom left.

Date	Title	Query	Response
08/01/15		Please confirm if an interview is required as part of the selection process.	

6. The top section of the communications screen lists all communications for the RFX including any queries you have submitted. Upon successfully submitting a query your communication item will appear in this log.

Details ?

RFx Number:	RFP23
RFx Title:	Supply of Office Stationary

Details

Documents

Contacts

Communications

Date	Title	Query	Response
08/01/15		Please confirm if an interview is required as part of the selection process.	

Query:

Attachment:

- Once the RFx contact has responded to your query you will receive an email with response details. You will also be able to view response details within the communications tab.

6 Responding to an RFX

In order to respond to an RFX and lodge a submission you must first ensure that you;

- are registered as a respondent; and
- download the RFX documents.

6.1 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. Login to the RFX via the eTendering portal or if you are already logged in, Knox City Council logo at the top of your screen to refresh your screen and go back to your desktop.



2. Under the **View RFX's** left hand menu, click on **current** to locate your RFX.

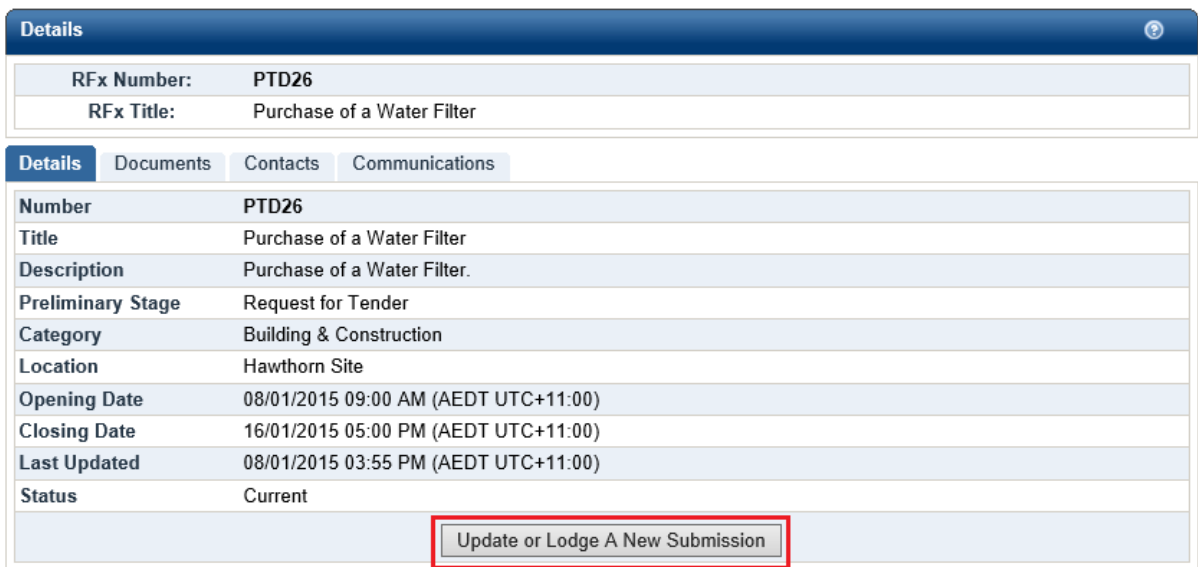


3. Select the RfX for which you would like to lodge a submission.



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)

4. You will be directed to the **details** tab of the RfX. If you do not see the update or lodge a new submission button, you are not registered to participate in the RfX. Please register as a respondent (refer to Section 5.2.1 'Registering as a respondent').



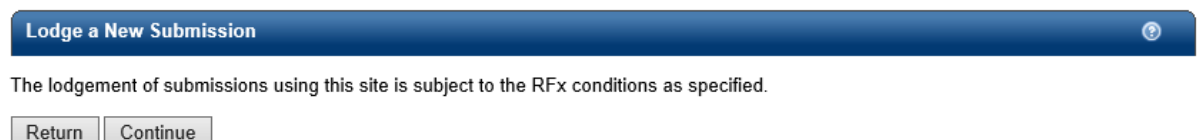
RfX Number:	PTD26
RfX Title:	Purchase of a Water Filter

Details	Documents	Contacts	Communications
Number	PTD26		
Title	Purchase of a Water Filter		
Description	Purchase of a Water Filter.		
Preliminary Stage	Request for Tender		
Category	Building & Construction		
Location	Hawthorn Site		
Opening Date	08/01/2015 09:00 AM (AEDT UTC+11:00)		
Closing Date	16/01/2015 05:00 PM (AEDT UTC+11:00)		
Last Updated	08/01/2015 03:55 PM (AEDT UTC+11:00)		
Status	Current		

[Update or Lodge A New Submission](#)

[Back](#)

5. Click on the **update or lodge a new submission** button.
6. 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.



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

[Return](#) [Continue](#)

- 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

PTD26 - Purchase of a Water Filter

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

Browse... Add more

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

Update or Lodge A New Submission Back

- To upload a submission document click on the **browse** button to locate your document.
- To upload additional documents click on the **add file** button and repeat step 8. Repeat this process for all remaining documents, remembering there is a limit of 10 documents per submission.

Update or Lodge A New Submission

PTD26 - Purchase of a Water Filter

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\melisa.perkins\Desktop\Tender Document.docx Browse...
C:\Users\melisa.perkins\Desktop\Tender Document 2.docx Browse... Remove
C:\Users\melisa.perkins\Desktop\Tender Document 3 3.docx Browse... Remove

Add more

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

Update or Lodge A New Submission Back

10. If you make a mistake and need to remove a document from your submission, click on the **remove** button next to the relevant file.
11. Click on the **update or lodge a new submission** to lodge. You may see an **upload in progress** screen which indicates the submission is being uploaded.
12. Once your submission has been successfully lodged, you will be navigated to the submission receipt screen. On this screen please:
 - a. Locate and note submission receipt number for future reference; and
 - b. Check that all submission documents have been successfully lodged.
 - c. You will receive a reference number for each lodged submission.



You will also receive an **eTendering: 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: PTD26
RFX Title: Purchase of a Water Filter

Details Documents Contacts Communications

Number	PTD26
Title	Purchase of a Water Filter
Description	Purchase of a Water Filter.
Preliminary Stage	Request for Tender
Category	Building & Construction
Location	Hawthorn Site
Opening Date	08/01/2015 09:00 AM (AEDT UTC+11:00)
Closing Date	16/01/2015 05:00 PM (AEDT UTC+11:00)
Last Updated	08/01/2015 03:55 PM (AEDT UTC+11:00)
Status	Current

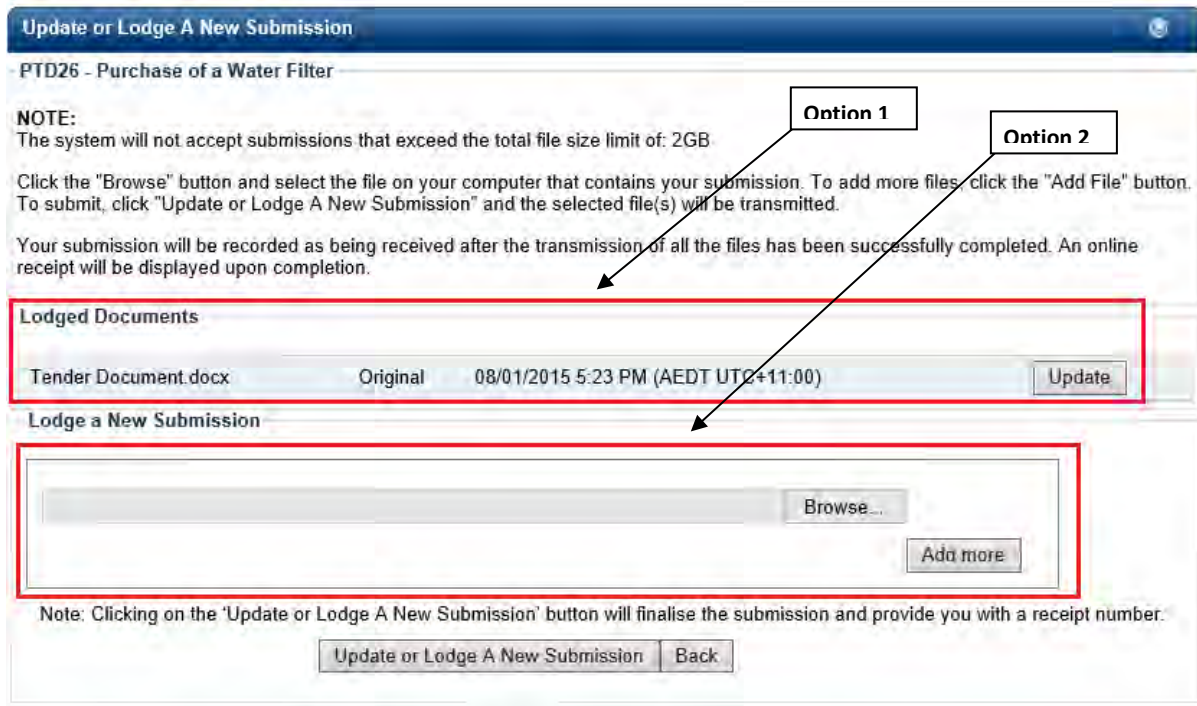
My Submission Update or Lodge A New Submission

Back

6.2 Modifying your submission

At any time before the closing time, you are able to modify your previously lodged submission(s).

1. Log in to the eTendering portal and navigate to the RFX.
2. On the **details** screen of the RFX, click **update or lodge a new 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:



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.
2. Click **update** next to the relevant document. A **browse documents** pop up will appear under the document record that you are modifying.
3. Click **browse** and locate your revised/modified document. If you have selected the incorrect document, click **remove** and repeat this step.
4. When you have modified all your documents, click on the **update or lodge a new submission** button at the bottom of the screen to finalise your modification.
5. You will receive another **submission receipt**. Please note submission receipt number for future reference and check modified document(s) has been successfully uploaded. Your submission receipt will also be emailed to you.

Option 2 – Lodge a new submission:

This option allows you to lodge a new submission.

1. Locate the **lodge a new submission** area at the bottom half of the **update or lodge a new submission** screen.

2. Click **browse** and locate the document you wish to lodge. If you have selected the incorrect document, click **remove** and repeat this step.
3. When you have attached all your documents, click **update or lodge a new submission** at the bottom of the screen to finalise your submission.
4. You will receive another submission receipt. Please note 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.



6.3 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.

1. Log in to the eTendering portal and navigate to the RFx.
2. On the **details** screen of the RFx click **my submission** to view a summary of the submission details.

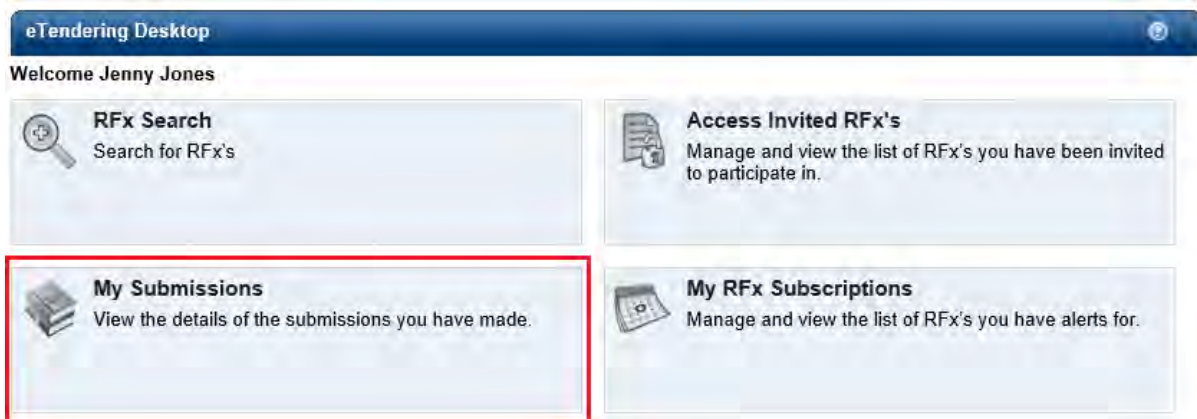


Submission history - RFx closed

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

1. Log in to the eTendering portal using your account details.

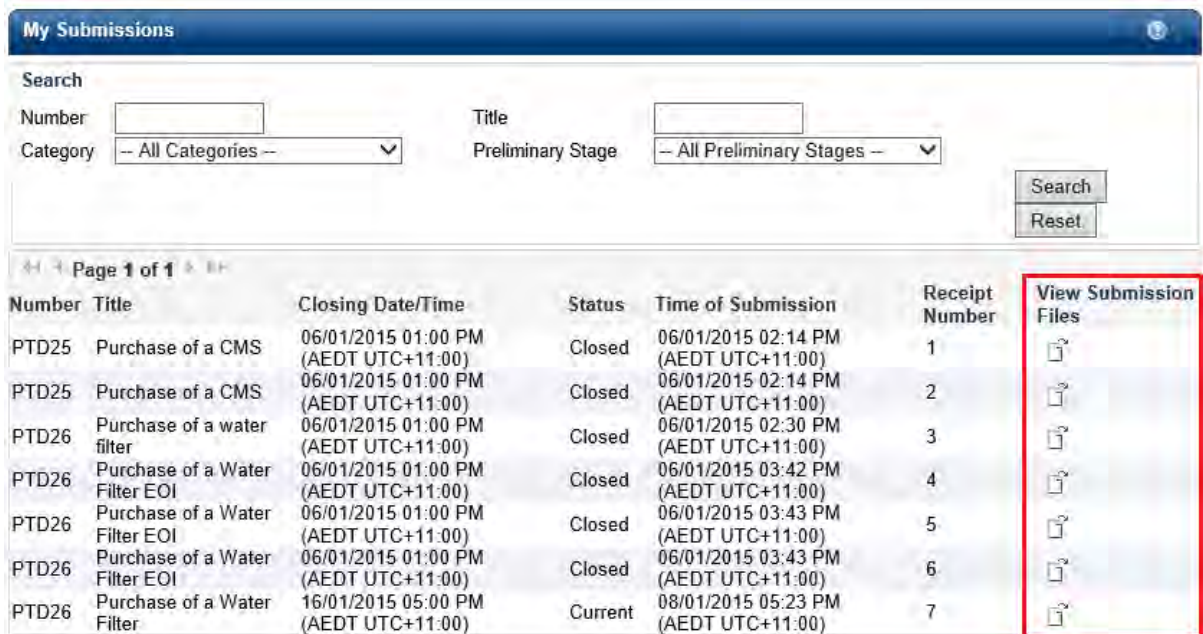
- On the eTendering desktop locate and click **my submissions**.



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

Note: there will be a submission record for each submission receipt. Therefore, if you have lodged more than one submission for a particular RFX or you have modified a submission, you will have a submission record for each submission receipt.

- Click **view submission files** next to the relevant RFX record.



- 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)		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)		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)		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)		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)		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)		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	

Filename	Length	Uploaded
Tender Document 2.docx	11397 (0.01 MB)	06/01/2015 3:11 PM
Tender Document.docx	11374 (0.01 MB)	06/01/2015 3:11 PM

7 Resetting your password

Knox City Council does not have access to your account on the eTendering portal, thus we 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 eTendering portal, 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.

2. Locate the 'If you have forgotten your password click here' information below the **login details** area. Click hyperlink.
3. You will be navigated to the **forgot your password** screen where you are required to enter your name and email address for confirmation purposes. Click **send password information**.

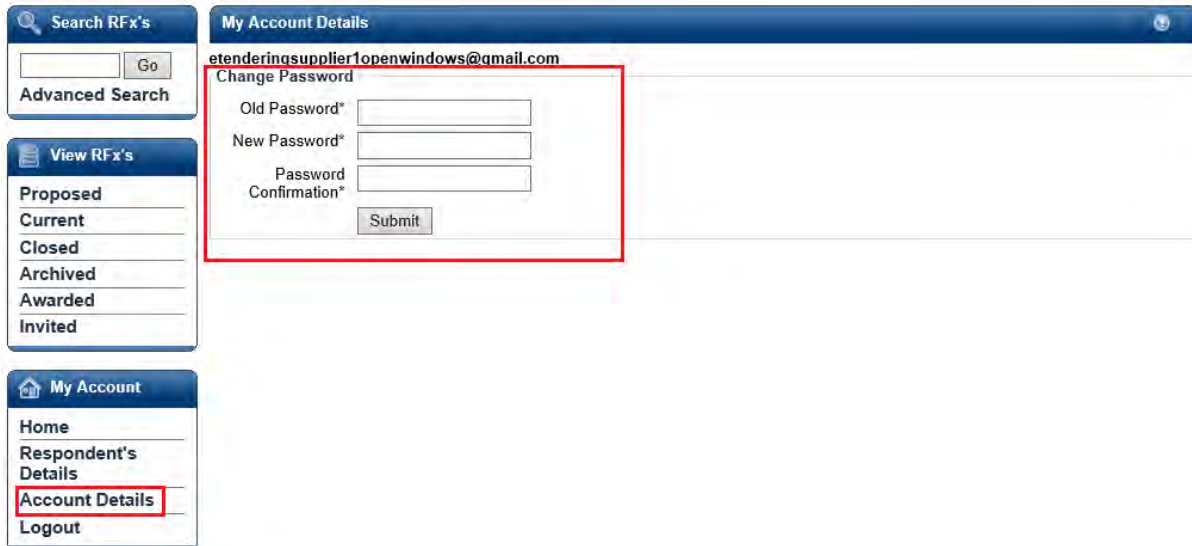
Note: your name and email address must be the same as you used to initially register on the eTendering portal.

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 **eTendering: new password notification email**.

8 Changing your password

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

1. Log into the eTendering portal. If you do not remember your password please refer to Section 7 'Resetting your password' to receive a temporary password.
2. Navigate to **the my account** left hand menu and click on **account details**.

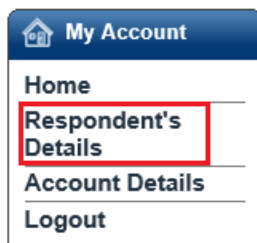


3. On this screen you will be required to enter in your old password into the old password* field.
4. Enter a new password and confirm this password in the new password* and password confirmation* fields. Your new password must be at least seven (7) characters long and contain letters and numbers. The password is not case sensitive nor do you require a space between letters and numbers.
5. Click the **submit** button to reset your password. Your password has been reset when you receive a successful on-screen message.

9 Amending respondent details

You may amend your account details at any time you are logged in to the eTendering portal.

1. Navigate to the **my account** left hand menu and click on **respondent's details**.



2. You will be navigated to the **my details** screen where you can view your registered details. Modify your contact, organisation or address details as required. This will ensure has your correct details at all times.
3. Click **submit** to save your changes.
4. Your changes have been saved once you receive a successful on-screen message.

