



Tenders

Supplier user guide



Contents

Introduction.....	3
Finding an opportunity.....	4
Searching on the Opportunities Hub.....	4
Checking your Tenders dashboard.....	5
Being invited to respond to an opportunity.....	6
Your Tenders dashboard.....	7
Notifications panel.....	7
Opportunities table.....	8
In progress table.....	8
Submitted table.....	9
Close table.....	9
Responding to an opportunity from your Tenders dashboard.....	9
Overview.....	10
Your supplier profile.....	10
Requirements.....	11
Uploading documents.....	12
Terms and conditions.....	13
Review.....	13
Making changes to your submitted response.....	14
Q&A function.....	15
Viewing your response.....	15
Response history.....	17
Further information.....	18



Introduction

This user guide helps you to navigate the Tenders module where you can save, draft and submit responses to opportunities. This module allows you to:

- Respond to a tender using an online form from your own Tenders dashboard
- See all your current tender responses and any related notifications on your Tenders dashboard
- Save and return to your response as often as needed before it closes
- Collaborate with team members on responses
- Attach supporting documents from your Document Library
- Have a Q&A with the opportunity owner and have it recorded on your dashboard

NOTE:

We have standardised the closing time for all opportunities to 3pm. This is to improve your user experience by:

- Providing you time to get support from our Customer Contact Team's business hours
- Keeping the submission process simple when you might respond to opportunities across different departments or agencies in NSW Government

Finding an opportunity

Anyone can view open tenders by reviewing the Opportunities Hub on the buy NSW website (for full details, you will need to login or sign up)

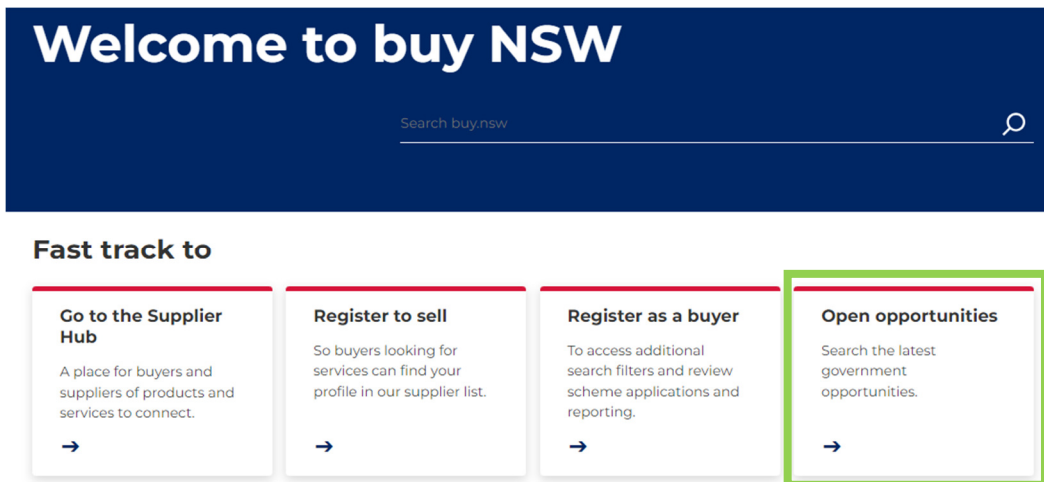
Some opportunities are restricted or by invitation only. Buyers select their suppliers based on their buy NSW profiles, so it's important to ensure you include as much information about your business as possible and ensure your details are kept updated.

There are three ways to find an opportunity:

1. Searching on the Opportunities Hub (registered and unregistered suppliers)
2. Checking your Tenders dashboard (registered suppliers)
3. Being invited to respond to an opportunity by a buyer (registered suppliers)

Searching on the Opportunities Hub

From the buy NSW home page, click the Open opportunities tile to access the Opportunities Hub.



The screenshot shows the 'Welcome to buy NSW' header with a search bar. Below the header, there is a 'Fast track to' section with four tiles. The 'Open opportunities' tile is highlighted with a green border. The tiles are:

- Go to the Supplier Hub**: A place for buyers and suppliers of products and services to connect.
- Register to sell**: So buyers looking for services can find your profile in our supplier list.
- Register as a buyer**: To access additional search filters and review scheme applications and reporting.
- Open opportunities**: Search the latest government opportunities.

Search for an opportunity based on the category or type.

Filter using the left-hand search bar and once you find an opportunity, click See details.

With open opportunities, you can click to respond, or save the opportunity. By saving an opportunity, it will appear on your Tenders dashboard and you will be notified of any amendments related to it.

Jones Park Refurbishment - Published - RFT-100345

Respond

Save

8 Days until close

Description

Jones Park is a vibrant community hub and will undergo a refurbishment to improve accessibility, amenity and safety. The design considers the Aboriginal and European heritage significance.

Checking your Tenders dashboard

Login to your buy NSW account. From your dashboard, you can access your Tenders dashboard by clicking on the Tenders tile. This should be located under What's New, otherwise, scroll further down the page.

There are a number of ways to be kept informed of relevant opportunities, you can;

- Subscribe to receive buy NSW nightly opportunity email, which will contain all open opportunities published on the Opportunities Hub that day.
- View recently published opportunities that have been matched to your products and services on your buy NSW dashboard. These are refreshed as and when new open opportunities are published.
- View opportunities you have been invited to by logging in to buy NSW and navigating to your Tenders dashboard.

Supplier dashboard

Example Company

Switch company profile ▾

Register another company profile

Overview

3 Opportunities match your goods & services
[view opportunities](#)

1 Team members
[view team members](#)

Activity

Opportunities

There are **3** opportunities currently listed that match your goods & services

C0011 Employment Checks

RFT Type Open Tenders

Agency NSW Treasury

Closes 28-Mar-2024 10:00

Publish date 20-Feb-2024

See details →

Apply →

buy.nsw apps

The tiles below provide useful shortcuts to apps within the buy.nsw platform. You can add more by clicking on the buy.nsw apps icon in the top right corner.

What's new

Schemes module

Where suppliers apply for, and buyers create and manage schemes

Tenders

Create, publish and manage your Tenders

Company documents

Upload, reuse, share and manage your frequently asked for documents.

Being invited to respond to an opportunity

If you are invited to an opportunity, you can click on the link in your email (if you are not logged in, you will be directed to log in), or find it on your Tenders dashboard.

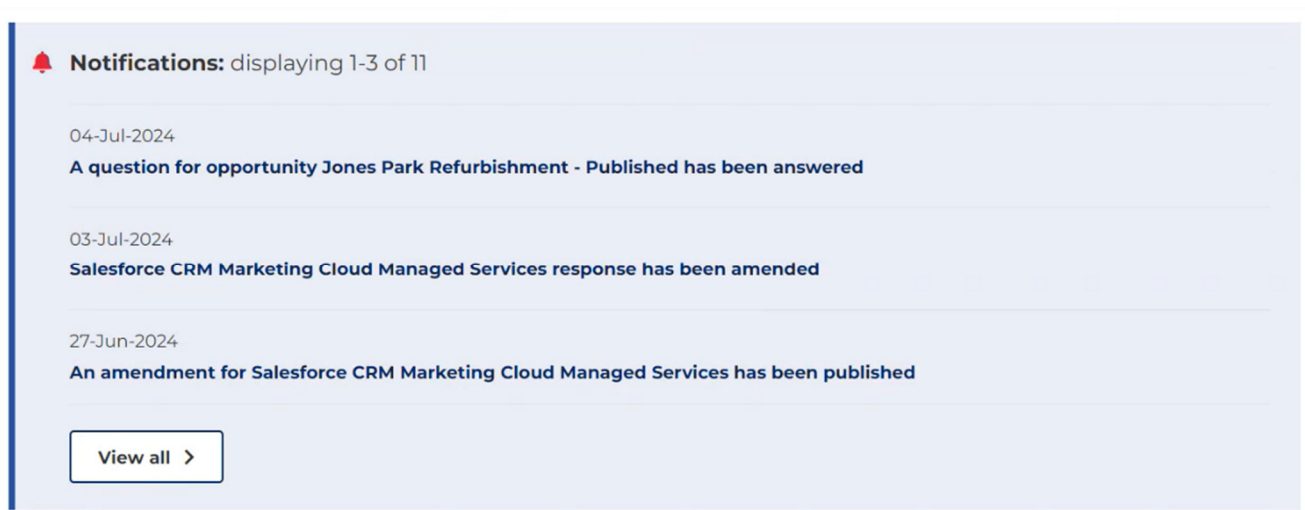
Your Tenders dashboard

This is an at-a-glance page which lists all opportunity activity related to your profile including draft, submitted and closed responses to opportunities.

Notifications panel

In addition to receiving emails, notifications about opportunities related to your profile, are recorded in the notification panel. You will see updates related to:

- Opportunities to which you have been invited to respond
- Opportunities that you have found on the Opportunities Hub and saved
- Opportunities that you have responded to
- Q&A that you have submitted related to an opportunity



Notifications: displaying 1-3 of 11

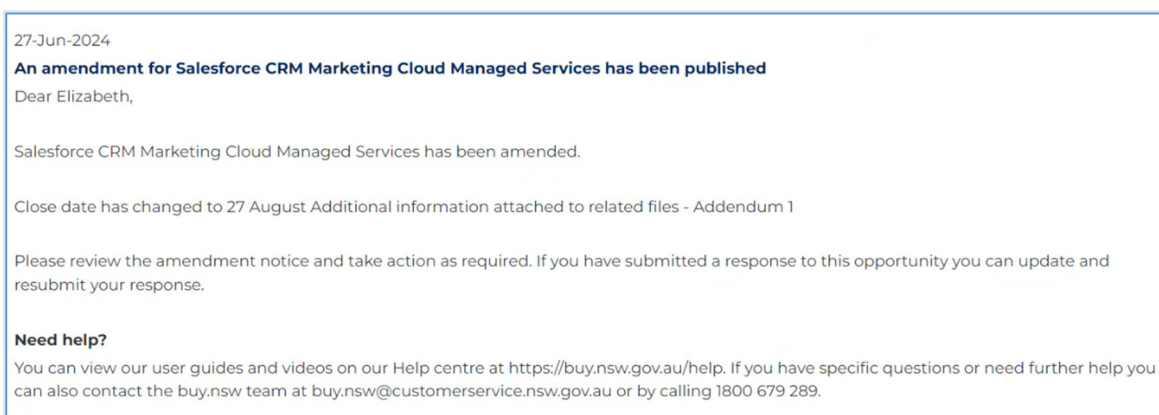
04-Jul-2024
A question for opportunity Jones Park Refurbishment - Published has been answered

03-Jul-2024
Salesforce CRM Marketing Cloud Managed Services response has been amended

27-Jun-2024
An amendment for Salesforce CRM Marketing Cloud Managed Services has been published

[View all >](#)

You can click on a notification in the panel to see the detail behind it.



27-Jun-2024
An amendment for Salesforce CRM Marketing Cloud Managed Services has been published

Dear Elizabeth,

Salesforce CRM Marketing Cloud Managed Services has been amended.

Close date has changed to 27 August Additional information attached to related files - Addendum 1

Please review the amendment notice and take action as required. If you have submitted a response to this opportunity you can update and resubmit your response.

Need help?
You can view our user guides and videos on our Help centre at <https://buy.nsw.gov.au/help>. If you have specific questions or need further help you can also contact the buy.nsw team at buy.nsw@customerservice.nsw.gov.au or by calling 1800 679 289.



Opportunities table

These are opportunities that you have been invited to respond to, or that you have saved during a search of the Opportunities Hub. Click on the title of the opportunity to access the full details, and if you wish to respond, click on the Respond button.

Opportunities

Opportunities that you have been invited to or have viewed in detail, but have not yet submitted a response.

Title	Closes			
June 24 RFP-100444 Invited	19-Jul-2024		Q&A	Respond Decline
Salesforce CRM Marketing Cloud Managed Services - Selective RFT-100391 Invited	30-Sep-2024	Elizabeth has declined	Q&A	Respond

If you decline an opportunity that you have been invited to, you are still able to respond if you change your mind (the opportunity will still be visible on your Tenders dashboard until it closes).

If you remove a saved opportunity, you can still find it in the Opportunities Hub and resave it to your dashboard.

Click on the Q&A button to post a question to the opportunity owner.

In progress table

This is where you will see opportunities that you have begun a response for but not yet submitted. You can edit these as often as you need before submitting.

In progress

Opportunities that are in draft or being worked on and have not yet been submitted.

Title	Closes	Status		
Salesforce CRM Marketing Cloud Managed Services RFT-100388	27-Aug-2024	Update	Q&A	Check out




Submitted table

This is where you can find all current submissions and their status. You can submit a question to the opportunity owner or update your response as often as you like prior to the close date.

Submitted

Opportunities that you have submitted a response to that have not yet closed.

 Amendments have been made to the opportunity. You should check and/or update your response.

Title	Closes	Response Owner			
RFT_OPEN NO TEAM MEMBERS NO ROLE RFT-100149	09-May-2024	DAn 	Q&A	Update	Withdraw

Close table

This is where you can find all your submissions for opportunities that have reached their closed date and their status.

Closed

Opportunities that you have responded to and have since closed.

Title	Closed	Status	
RFT Open Proposed With Team Members (Test 2) P-RFT-100214	30-Apr-2024	Pending	View

Responding to an opportunity from your Tenders dashboard

Click on the title of the opportunity.

Clicking on Respond opens up the opportunity for you to commence your response. Your response is divided into 5 sections.

- Overview
- Your supplier profile
- Requirements
- Terms and conditions
- Review

Update



Done
Overview



Done
Your supplier profile



Done
Requirements



Done
Terms and conditions



Done
Review

➔ Check in

🗑 Remove draft update

Amendments

27 Jun 11:51AM - Close date has changed to 27 August Additional information attached to related files - Addendum 1
12 Jun 10:20AM - A change to the estimated timeframe for delivery for clarity
13 Jun 01:34PM - Changed close date

Overview

48 Days until close

Managed:

Small Business Commissioner

NOTE: when you're drafting a response, the draft will be checked out to you. Whilst it's checked out to a user, no other team members from your supplier profile can overwrite the response. You will need to save and check in a draft for others to access it.

Overview

Contains an overview of the opportunity, including closing date, description, project goals and scope.

Amendments are listed at the top, to ensure that you are aware of them and can update your response accordingly.

Your supplier profile

Information shown here is pre-populated from your buy NSW supplier profile. Please check the information is correct. If you need to update it, you will have to save your response and update the information from your supplier profile before continuing. This section includes:

- Company details
- Related entities
- Contact details and address
- Business contact and business address
- Company type and size
- Business structures and identifiers
- Accreditations and licences
- Legal disclosures

- Service areas

All of this information is shared with the buyer when they open responses for evaluation. Once you're satisfied that this page is accurate, you will need to tick the box to acknowledge this and click Next to move forward.

Service areas

- Central West
- Hunter
- Mid North Coast

I acknowledge that the details above are current and accurate *

< Back

× Cancel

Save

Next >

In page navigation includes

- Back to move to the previous page
- Cancel to remove all information from the current page
- Save to keep all work saved to that point without moving forward
- Next to save and move forward with your response

Requirements

Each opportunity will have mandatory requirements (questions) based on various factors as well as requirements specific to the opportunity.

An example of a mandatory requirement might be scheme membership.

Mandatory requirements

A. Scheme membership (SCM0020) *

This category has a mandated scheme, to be awarded this contract you will need to be a member of ICT Services Scheme SCM0020.

Are you a member of SCM0020?

No

Yes

Opportunity requirements may be mandatory or optional.

The way you respond maybe to click a yes/no button, provide free text or upload documents.

Uploading documents

You can upload a document from your Document Library, or from your own files. The Document Library is part of your supplier profile and where you can store frequently requested documents that you can make visible to logged in buyers on your supplier profile, when applying to or managing your scheme membership or responding to a tender.

If you upload files outside of your Library, you can save it to the Document Library at the same time, for easy access in future .

3. Modern slavery *

Please download and complete the attached modern slavery tender schedule

Response templates

-  [RFT Part B Returnable Schedules DICT27335.docx \(127 KB\)](#)

Upload document(s)

Select file from my document library

Upload new file



Tenders-demo_Example-for-testing_modern-slavery-schedule.docx

(VND.OPENXMLFORMATS-OFFICEDOCUMENT.WORDPROCESSINGML.DOCUMENT, 130 kb)



If you wish to delete an upload, simply click on the red trash can.

There is room on this page to upload supporting documents, which may not relate directly to a requirement, but can provide context to support your response (eg case studies or references).

NOTE ON FILE UPLOADS:

Document uploads are limited to 2GB per file/folder. buy NSW accepts a range of file types. Folders within folders are not permitted. A virus scan will be performed on all uploaded documents.



Terms and conditions

There are two types:

- Global terms and conditions relate to your usage of buy NSW and how tender responses are submitted. buy NSW is managed by the Department of Customer Service.
- Opportunity specific terms and conditions. These may be agency specific or items that relate directly to the opportunity eg contractual frameworks.

Review

This tab gives you an at-a-glance summary of your response and alerts you to any sections that have information missing.

Please note that this page does not check the quality of your submission, only that all required fields have been responded to.

Click to submit when you your response is completed. Remember you can still make changes to your response right up until the closing date and time by selecting update on your Tenders dashboard.

Response is ready for submission

Review your answers and once you are satisfied all information is correct you can click on the submit button to continue.

Section	Info	Status
Overview		✓ Ready to submit >
Your supplier profile		✓ Ready to submit >
Requirements		✓ Ready to submit >
Terms and conditions		✓ Ready to submit >

< Back

✕ Cancel

📁 Save

✓ Submit response

Making changes to your submitted response

You can continue to make changes to your response right up until the closing date and deadline of 3pm.

From your Submitted list, click the Update button for that opportunity.

Submitted

Opportunities that you have submitted a response to that have not yet closed.

Title	Closes	Response Owner			
Salesforce CRM Marketing Cloud Managed Services RFT-100388	27-Aug-2024	Elizabeth Smith	Q&A	Update	Withdraw

Clicking update creates a new draft of your response. Your existing response is still submitted (so you don't need to worry about missing the close date).

Response is ready for submission

Review your answers and once you are satisfied all information is correct you can click on the submit button to continue.

The following edits have been made to this response

Requirements

Removed items from "Tender response documents" My tender response

Section	Info	Status	
Overview		✓ Ready to submit	>
Your supplier profile		✓ Ready to submit	>
Requirements	⚠ Edited	✓ Ready to submit	>
Terms and conditions		✓ Ready to submit	>

< Back

✕ Cancel

🔒 Save

✓ Update response

Once you have completed your changes the review page will show the edited sections. When you are ready to submit click Update response. The previous response will then be overwritten and the latest version will be what is received by the opportunity owner once the deadline is passed.

Q&A function

The Q&A function allows you to post questions directly to the opportunity and owner and team.

Click on the Q&A button next to the opportunity.

This will open a page with a text box to submit question. Any previous questions and related answers will be listed here as well.

Once the question has been answered, you will be sent an email and receive a notification on your tenders dashboard.



Viewing your response

You can review your response at any time once submitted. This is particularly helpful if any amendments are made to the opportunity.

Click on the opportunity title, listed under Submitted.

The Response details tab will provide a one-page view of the complete submission. If you need to make changes, you can click on the Update button from your dashboard.

Submitted

Opportunities that you have submitted a response to that have not yet closed.

Title	Closes	Response Owner			
Salesforce CRM Marketing Cloud Managed Services RFT-100388	27-Aug-2024	Elizabeth Smith	Q&A	Update	Withdraw

Submitted

- Response details
- Q & A
- History

Response details

i Submitted - 10 Jul 2024 10:52AM Elizabeth

You can still make edits and changes and resubmit your response until the close date. Buyers will not be able to see your response until the close date for this opportunity.

Managed:	Small Business Commissioner
Primary contact:	Elizabeth tenders@smallbusinesscommission.nsw.gov.au
Type:	RFT (Open)
Category(s):	Information and technology
Opportunity ID:	RFT-100388
Locations:	All regions
Covered procurement:	Yes

Response history

The History tab provides a detail view of the actions related to your response and the team members responsible for them.

Submitted

Response details

Q & A

History

History

A detailed list of amendments made to this response.

10-Jul-2024 10:52 AM

User name Elizabeth

Reason (amend)
Response amendment submitted

03-Jul-2024 12:35 PM

User name Elizabeth

Reason (amend)
Response amendment created

03-Jul-2024 12:33 PM

User name Elizabeth

Reason (amend)
Response amendment submitted



Further information

For more information or assistance you can contact the buy NSW customer centre by emailing buy.nsw@customerservice.nsw.gov.au or calling 1800 679 289.