



Procurement

NSW eTendering  
Public User Guide  
December 2016





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## NSW eTendering overview

[NSW eTendering](#) is a web based tender management system that delivers a standard single entry point for government organisations and suppliers to advertise and respond to NSW Government tenders. Business opportunities with NSW Government agencies are listed on the NSW eTendering website, including upcoming, current and closed opportunities, and details of awarded contracts over \$150,000 in value.

Suppliers can self-register a profile and when procurement opportunities that match their profile are published they will receive a free email notification.

Access to NSWBuy eQuote is also through the NSW eTendering system and is used to issue, manage and award requests for quotes online from suppliers registered on established prequalification schemes and panel arrangements.

Suppliers can apply to become pre-approved through a number of prequalification schemes to undertake work for the NSW Government. For each individual scheme, guidelines and rules have been established to manage the respective risks. As risk increases, so does the level of assessment criteria.

## Benefits

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

- reduced time for sourcing through electronic document management, advertising process efficiencies and less paper handling
- reduced advertising costs
- increased opportunities for the number and location of suppliers bidding
- online access to information as soon as it is released

## Register as user of NSW eTendering

You will need to register if you wish to:

- be notified of current and proposed Requests for Tenders (RFTs)
- be notified of updates to Agency Procurement Plans (APPs)
- add an APP to your watch list
- respond to an advertised RFT
- apply to be part of a prequalification scheme
- respond to prequalification scheme invitations to quote

No registration is required to view current or proposed RFTs, prequalification schemes or APPs.

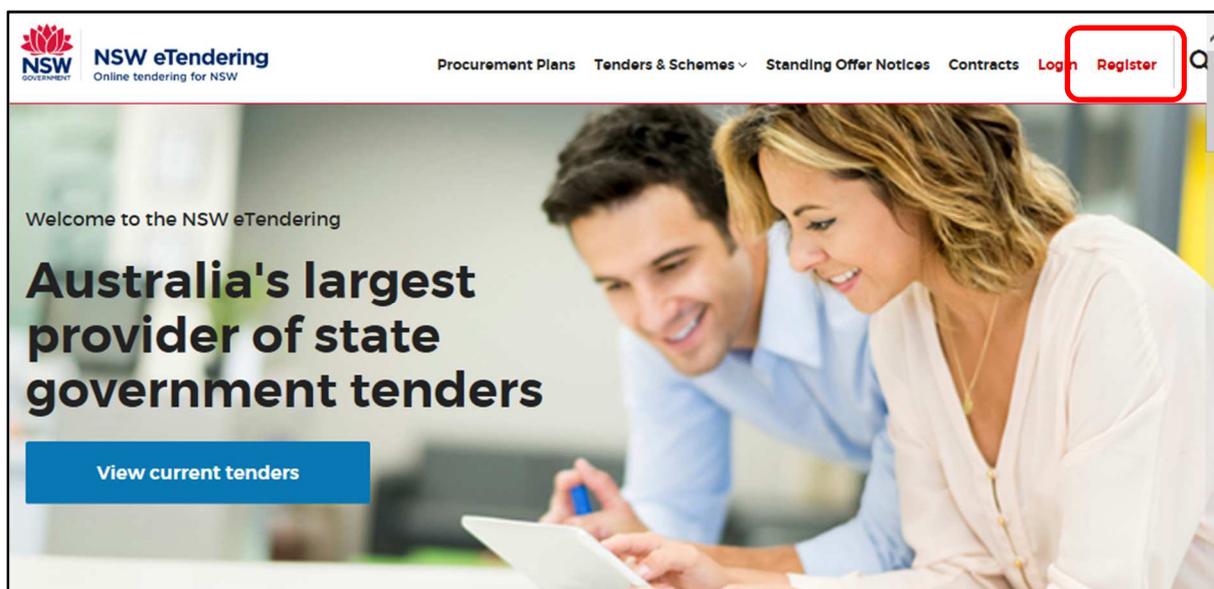


## Registration process

To register as a user of NSW eTendering, open your web browser and:

1. Go to the [NSW eTendering](#) homepage.
2. Click 'Register' from the top right of the screen.

**Figure 1: New user Registration**



Complete the fields relevant to your organisation to create your company profile. Table 1 below describes the fields and how to complete them. Fields marked with an \* are mandatory.

**Table 1: New User Registration Fields**

Field	Instruction
Email Address*	Enter a valid email address. All emails generated from NSW eTendering will be sent to this email address.
Confirm Email Address*	Re-type the email address.



Field	Instruction
Password*	<p>Create a password.</p> <p>The Password must be a minimum length of 10 characters and must contain at least three of the following character sets:</p> <ul style="list-style-type: none"> <li>• lowercase alphabetic characters (a–z)</li> <li>• uppercase alphabetic characters (A–Z)</li> <li>• numeric characters (0–9)</li> <li>• special characters</li> </ul> <p>Your password should not contain the words:</p> <ul style="list-style-type: none"> <li>• password</li> <li>• tender</li> <li>• contract</li> <li>• your first name</li> <li>• your email username (the characters before the @ symbol)</li> </ul>
Confirm Password*	Re-type the password.
Identity Validation Question*	Select one of the available options from the dropdown list. This question will be used to prompt you in the event that you have forgotten your password.
Answer*	Enter the answer to the identity validation question.
Title	Enter title (e.g. Mr, Mrs, Ms, and Dr etc.).
First Name*	Enter given name.
Last Name*	Enter surname name.
Business Name*	Enter company name.
Trading Name	Enter your trading name if applicable. This is a non-mandatory field.
ABN Exempt	Suppliers may be Australian Business Number (ABN) exempt if they are an overseas company or an Australian company that has an annual turnover of less than \$50,000. Select the appropriate option from the dropdown list.
ABN	Enter your ABN. The ABN is a unique 11 digit number formed from a 9 digit unique identifier and two prefix check numbers. Only a valid ABN number is accepted.



Field	Instruction
Number of Employees*	Select the number range in the dropdown list that best describes the number of employees in your company/organisation.
Street Address Line 1*	Enter address details.
Street Address Line 2	Enter additional address details if applicable.
Town/City*	Enter your Town/City.
State/Territory*	Select your State from dropdown list.
Postcode*	Enter your postcode.
Country*	Select your country from the dropdown list.
Phone Number*	Enter your phone number including the area code if in Australia e.g. 02 9999 9999.
Mobile Number	Enter your mobile number details if applicable.
Email Format*	Select either the HTML or the Plain Text option as the format in which you wish to receive NSW eTendering emails.
Email Notifications*	Select Yes or No to receive email notifications for tender processes and/or planned procurements as they are published on NSW eTendering.
Agreement	By clicking the 'I agree and understand' button you are agreeing to eTendering's <a href="#">Terms of Use</a> .

## Notification settings

If you select 'No' to receiving email notifications, the Confirm Registration Details screen will display next. Check your details, then:

- Click Confirm to complete, or
- Click Edit to amend details.

If you have selected 'Yes' to receiving email notifications, the Edit Notification Settings screen displays. There are a number of fields and field choices in the Edit Notification Settings screen. Table 2 below describes the fields and how to complete them.



**Table 2: Edit Notification Settings Fields**

Field	Instruction
Notify me about	<p>Planned Procurements: Check this box to receive email notification of Planned Procurements that match your notification profile.</p> <p>Tender Processes: Check this box to receive email notification of new business opportunities that match your notification profile.</p>
Enter Search Criteria - Keyword(s)	<p>Enter the appropriate keyword(s) and use commas to separate multiple keywords. The keyword(s) will be used for the new published opportunities email notifications. If the keyword(s) match the ID or title or category or description of the RFT and there are no other search criteria on the notification setting page, then that particular RFT will be included in the new published opportunities email.</p> <p>For RFTs, keyword matching is on RFT ID, title and description. For APPs, keyword matching is on description and category.</p>
Additional Settings	<p>There are a number of different ways you can filter your notifications:</p> <ul style="list-style-type: none"> <li>• By United Nations Standard Products and Service Code (UNSPSC) Category.</li> <li>• By Location, including NSW Regions as well as Australian States and Territories.</li> <li>• By RFT Type, such as Expression of Interest (EOI), Funded Service, Invitation to Respond, Notice, Open Tender, Pre-Qualified/ Invited (Restricted Tender).</li> <li>• By CSV format</li> </ul> <p>To see detailed information for any of the additional settings, click the down arrow.</p>
To filter via the UNSPSC Category	<p>Select the appropriate category from the dropdown list. Hold down the 'Ctrl' or 'Control' keyboard button for multiple selections.</p> <p>By selecting a specific category you will limit the notifications you will receive from NSW eTendering about opportunities. See Table 3 for further details.</p>
To filter via the Location	<p>Select the geographic locations(s) of the RFT(s) that you are interested in. Click the 'All Locations' link to automatically select all NSW Regions and all State and Territories</p>
To filter via the RFT Type	<p>The RFT types are based on the <i>Code of Tendering for NSW Government Procurement 1999</i> and are generic across the eTendering system.</p> <p>Hold down the 'Ctrl' or 'Control' keyboard button for multiple selections.</p>



Field	Instruction
CSV Attachment	Select 'Yes' or 'No' for receiving new open business opportunities and/or Planned Procurements in a spreadsheet format.

**Table 3: Notifications as Determined by UNSPSC Category Choices and Search Filters**

UNSPSC Category Choice	Impact on Search Results
If you choose a specific UNSPSC category AND use keywords, without limiting the Location or RFT Type	You will only be notified of opportunities/RFTs and/or APPs that match BOTH your keywords AND the selected category.
If you choose 'Any category' AND use keywords, without limiting the Location or RFT Type	You will be notified of any RFTs and/or APPs that match your keywords.
If you do not choose any specific UNSPSC Category	You will be notified of any opportunities/RFTs and/or APPs that match your keywords. In other words, this has the same effect as choosing 'Any category'.

Once you have finished making your selections for email notifications:

Select 'Save Details' – The 'Confirm Registration Details' screen displays. Check your details then

- Select 'Confirm' to complete, or
- Select 'Edit' to amend details.

Select 'Save Details and View Matching Tenders' – The Current Tender List based on the notification settings you identified displays. Once you have finished viewing the relevant tenders, you will need to select 'Back to Edit Notification Settings' so you can save and confirm your details. This link is near the top of the page just under the title Matching Tenders Information.

## Registration Confirmation

Once you have registered, you will receive an email confirming your registration.

Open the email and select the link to confirm your registration by entering your email username and your password. Select 'Login' and then 'Confirm' to finalise the confirmation process.



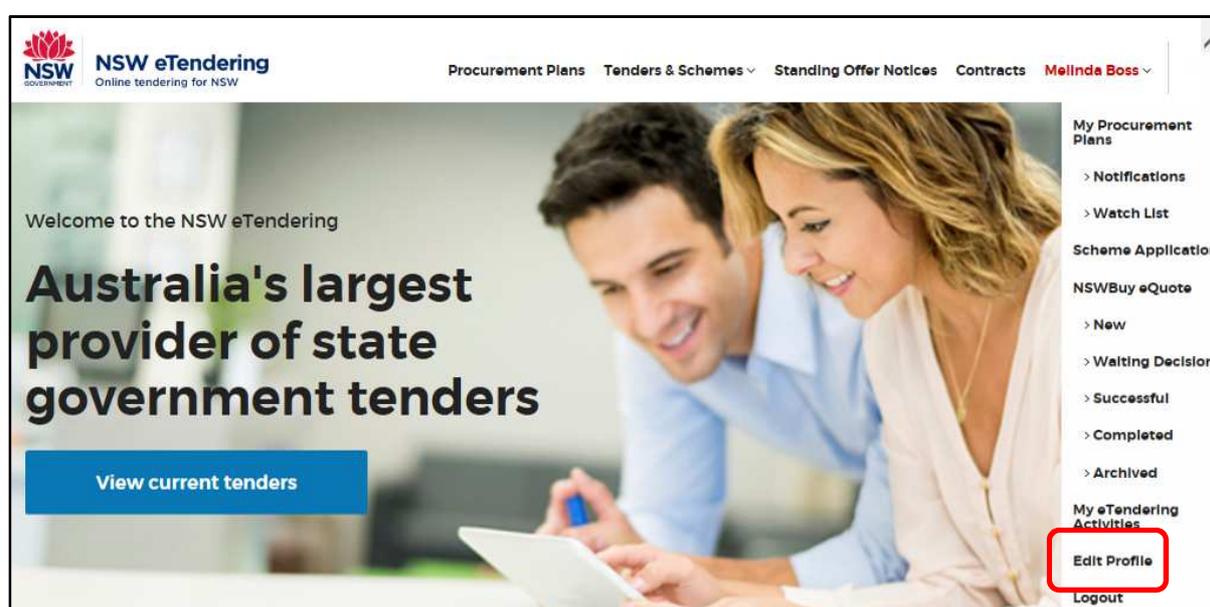
## Updating your company general information

The information provided as part of the registration process can be updated as required and should be reviewed on a regular basis to ensure that all the information is still current.

To review and update company general information, select 'Login' from the top right toolbar of the NSW eTendering site. Only the authorised company owner will be able to update the information. If unsure who the company's authorised owner is, please contact the NSW Procurement Service Centre on 1800 679 289.

Once logged in, the profile information can be accessed by selecting the 'Contact Name' dropdown on the top right toolbar. Once the drop down opens, select the 'Edit Profile' link.

**Figure 2: Edit Profile Access**



The same profile information fields used during the registration process will be displayed. Update the fields as required.

If you are receiving email notifications, the preferences can be amended on page two of the profile.

## Navigating NSW eTendering

NSW eTendering provides a number of dropdown lists across the top of the screen to access different areas. Table 4 describes the options available in each dropdown list.

**Table 4: Dropdown lists**

Dropdown list	Access to
Procurement Plans	Procurement Plans are a statement of an agency's planned procurements for the forthcoming financial year. It consists of a short strategic procurement outlook for the agency, supported by details on planned strategic and major procurements.
Tenders & Schemes	<ul style="list-style-type: none"> <li>• Proposed – Proposed RFTs provide early notification of possible upcoming business opportunities or tenders and are no guarantee that the RFT will proceed.</li> <li>• Current – List of tenders available to respond to</li> <li>• Closed – Tenders are viewable for 30 days after the Closing Date, as Closed Tenders. Tenders that have been closed for more than 30 days are found in Archived Tenders.</li> <li>• Archived – list of tenders that have been closed for more than 30 days.</li> <li>• Schemes – List of prequalification schemes that are open for suppliers to apply against.</li> <li>• Scheme explorer – Enables agencies to identify suitable suppliers that have been registered on a scheme.</li> </ul>
Standing Offer Notices	A 'Standing Offer Notice' (SON) is a notice to advise the community, the government sector, industry and other interested parties of the establishment of a future arrangement between a NSW Government entity and a private entity. A 'standing offer' is not a contract.
Contracts	<p>A 'contract award notice' is a notification of the existence of a contract between a NSW Government entity and a private entity/organisation.</p> <p>The NSW Government requires that NSW Government agencies publicly disclose details about any contracts over \$150,000 in value with private sector organisations. This requirement is part of the Government Information (Public Access) Act.</p>



Dropdown list	Access to
Registered Company Name	<ul style="list-style-type: none"> <li>• My Procurement Plans –               <ul style="list-style-type: none"> <li>○ Notifications – Notifications received will remain on your Planned Procurement Notification Page for fourteen (14) days. During that period you can review Planned Procurements and add selected items to your Watch List by clicking on the star at the right hand side of the Planned Procurement. Planned Procurements not added to your Watch List during that 14 day period will be removed from your Notification Page.</li> <li>○ Watch List – Planned Procurements you have selected to ‘watch’ will display in this list. Your Watch List allows you to identify and monitor specific Planned Procurements of interest and be notified by email should they be converted to an open business opportunity.</li> </ul> </li> <li>• Scheme Applications – Displays the status of all prequalification scheme applications you are working on or have submitted. It is the access point to update scheme application information such as key company personnel and insurances etc.</li> <li>• NSWBuy eQuote –               <ul style="list-style-type: none"> <li>○ New – New invitations to participate in sourcing events will be displayed here.</li> <li>○ Waiting Decision – Quote requests your organisation has responded to but have yet to be finalised by the agency are displayed here.</li> <li>○ Successful – Lists your responses that were successful in being accepted by an Agency.</li> <li>○ Completed – Lists your responses that have been finalised.</li> <li>○ Archived – Lists invitations that have been cancelled by the agency and been declined, withdrawn from or not responded to by the supplier.</li> </ul> </li> <li>• My eTendering activities – provides access to:               <ul style="list-style-type: none"> <li>○ Recent Tenders Notified (during last 7 days)</li> <li>○ Recent Tender Downloads (during last 30 days)</li> <li>○ Recent Tender Responses (during last 30 days)</li> <li>○ Recent Contracts Notified (during last 30 days)</li> <li>○ Recent Searches (last 5 searches)</li> </ul> </li> <li>• Edit Profile – provides access to update company profile information.</li> <li>• Logout</li> </ul>

NSW eTendering provides a direct link to link to NSW Government tenders



## Search all tenders

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Search the online database for past present and future tenders.

Search eTendering

It also provides a number of links for prequalification schemes:

- [Apply for a scheme](#)
- [Manage your scheme profile](#)
- [Change your contact details](#)
- [NSWBuy eQuote](#)

## Prequalification schemes

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[Apply for a scheme](#)

[Manage your scheme profile](#)

[Change your contact details](#)

[NSWBuy eQuote](#)

Finally, at the bottom of the page there are access points listed under Tenders & Schemes, Info and the ability to search for opportunities linked to specific government agencies.

Tenders & Schemes	Info	Government Agency
<a href="#">Proposed</a> <a href="#">Current</a> <a href="#">Closed</a> <a href="#">Archived</a> <a href="#">Schemes</a> <a href="#">Scheme Explorer</a>	<a href="#">Help</a> <a href="#">Contact Us</a> <a href="#">Terms of Use</a> <a href="#">Privacy Statement</a>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <input style="width: 90%;" type="text" value="Select Department"/> <span style="float: right;">▼</span> <span style="float: right; border: 1px solid #ccc; padding: 2px 5px;">Go</span> </div> <div style="border: 1px solid #ccc; padding: 2px;"> <input style="width: 90%;" type="text" value="Select Agency"/> <span style="float: right;">▼</span> <span style="float: right; border: 1px solid #ccc; padding: 2px 5px;">Go</span> </div>

## RFT search options

There are a number of ways to locate a specific RFT on the NSW eTendering website. Table 5 below describes the different search methods.

**Table 5: RFT Search Methods**

Search Type	Instruction
Current Tenders	<p>Accessed from the main panel, current tender searches can be further refined by entering keywords at the top of the screen.</p> <p>A dropdown list at top right of the section allows you to move between current tenders and schemes and proposed, closed or archived opportunities.</p>
All Tenders	<p>Accessed through the Search for NSW Government tenders under Quick Links, the advanced functionality allows you to select the search parameters including searching RFT's, Planned Procurements, Contract Award Notices and Standing Offer Notices.</p> <p>Results are further refined through a number of filters including keywords, RFT types and publish dates.</p>

## Lodging Request for Tender responses

Once you find the relevant RFT, click on 'Full details' to see the information provided. If you decide to lodge a response, click the Lodge a response link. Table 6 below describes the fields to be completed to lodge a tender response.

**Table 6: Lodging a Response Field**

Field	Instruction
Lodge a response on behalf of your organisation?	Identify if you are lodging a response on your own behalf or if you are lodging on behalf of a different legal entity or organisation.
Business Name*	Enter company name.
Trading Name	Enter your trading name if applicable. This is a non-mandatory field.
ABN Exempt*	Suppliers may be Australian Business Number (ABN) exempt if they are an overseas company or an Australian company that has an annual turnover of less than \$50,000. Select the appropriate option from the dropdown list.
ABN*	Enter your ABN. The ABN is a unique 11 digit number formed from a 9 digit unique identifier and two prefix check numbers. Only a valid ABN number is accepted.



Field	Instruction
Number of Employees*	Select the number range in the dropdown list that best describes the number of employees in your company/organisation.
Street Address Line 1*	Enter address details.
Street Address Line 2	Enter additional address details if applicable.
Town/City*	Enter your Town/City.
State/Territory*	Select your State from dropdown list.
Postcode*	Enter your postcode.
Country*	Select your country from the dropdown list.
Phone Number*	Enter your phone number including the area code if in Australia e.g. 02 9999 9999.
Lodge a Response	Displays the closing date and time of the RFT and response instructions
Response Files	<p>Add your prepared response files that have been virus checked. A maximum of five (5) separate files can be submitted at any one time.</p> <p>If you have more than five (5) separate files, you 'zip' files together to reduce the total number or you can submit more batches of up to 5 files separately.</p>
Notifications	Identify if you require notification when a Contract Award Notice or Standing Offer Notice is published.
Lodge response	<p>Select the lodge response link. Each successful transmission of your submitted files will be confirmed with an on-screen receipt displaying details of what has been received, being file names, time and date received and a receipt number.</p> <p>If this screen does not display then your response has NOT BEEN successful. Repeat the process. If you still do not receive a receipt you must immediately contact the RFT contact officer or the NSW eTendering Help Desk on 1800 679 289.</p>

If your response has been successfully lodged, you will receive an email from [NSW\\_eTendering\\_NoReply@finance.nsw.gov.au](mailto:NSW_eTendering_NoReply@finance.nsw.gov.au) confirming the details of your response. Please retain this receipt for your records.



## NSWBuy eQuote – Joining a prequalification scheme

The NSW Government has a number of prequalification schemes that improves the ability of government agencies to connect with suppliers through NSWBuy eQuote.

Prequalification schemes cover an extensive range of services and goods. Each individual scheme has defined capabilities that suppliers apply against and guidelines and rules have been established to manage the respective risks. As risk increases, so does the level of assessment criteria.

Suppliers can chose to apply against one or more capability in each scheme and are not limited by the number of schemes they can apply for; however they must first register through NSW eTendering before a scheme application can be started.

### Application process

From the 'Tenders & Schemes' dropdown list select the 'Schemes' option. A list of available prequalification schemes is displayed. Select full details to review the following information:

- Application instructions
- Terms and conditions
- Scheme capabilities
- Qualification types
- Current registered suppliers

If the scheme matches the supplier's capabilities, the six step application process can be started by selecting the 'Start Application' link. Table 7 below describes the fields to be completed to lodge a scheme application.

**Table 7: Scheme Application Fields**

Field	Instruction
Entity Detail	The option to re-use data from your personal profile or from another existing application to populate part of the form is given at the top of the section.
Business Name*	Enter company name.
Trading Name	Enter your trading name if applicable. This is a non-mandatory field.
ABN*	Enter your ABN. The ABN is a unique 11 digit number formed from a 9 digit unique identifier and two prefix check numbers. Only a valid ABN number is accepted. Tto join a prequalification scheme, applicants MUST have an ABN.
ACN	Enter your Australian Company Number (ACN). The CAN is a unique nine digit number.
Number of Employees*	Select the number range in the dropdown list that best describes the number of employees in your company/organisation.



Field	Instruction
Office/Location Name	Enter the name of your office which will be used as an identifier.
Contact Title	Enter the title of the contact person, e.g. Mr, Mrs, Miss, Master, Madam, Sir etc.
Contact First Name	Enter the first name of the contact person.
Contact Last Name	Enter the surname of the contact person.
Contact Position	Enter the position title of the contact person.
Street Address Line 1*	Enter address details.
Street Address Line 2	Enter additional address details if applicable.
Town/City*	Enter your Town/City.
State/Territory*	Select your State from dropdown list.
Postcode*	Enter your postcode.
Country*	Select your country from the dropdown list.
Phone Number*	Enter the phone number of the contact person including the area code if in Australia e.g. 02 9999 9999.
Mobile Number	Enter the mobile number of the contact person.
Web Address	Enter a web address if relevant.
Service Locations	Select the locations where your organisation can provide your service.
Questionnaire	<p>Provide key company profile information which can include key personnel, insurance information, financial information, experience and referee reports, WHS compliance information etc.</p> <p><b>The supplier is responsible for ensuring that this information is updated regularly. Failure to do so may jeopardise opportunities being provided to the supplier.</b></p>
Specific Capabilities	Address each capability that applies to your organisation. Ensure that all requirements including supporting documentation are provided as requested.



Field	Instruction
Terms & Conditions	Review the Terms & Conditions of the scheme. You must check the Agree box to confirm your agreement to the scheme terms and conditions, which is available to download on this page, before you can submit your application.
Review and Edit	Each of the previous fields are available to review and edit as required. Select the down arrow of each section to review the entered information and select the edit link if further amendment is required.
Lodge Response Buttons	Back – select if you want to return to the previous page. Submit application – select if you want to lodge your scheme application. You will receive a receipt number for your records. Save & exit – select if you want to save all the data you have entered so far. The details will be available for further editing. Cancel – select if you want to abort the action.

## Managing scheme applications

All scheme applications, whether in draft or have been submitted can be accessed through the 'Registered Company Name' dropdown list. Selecting the 'Scheme Applications' option will display applications and indicate their status including draft, in review, successful or rejected. Each status has available actions which are outlined in Table 8 below.

**Table 8: Application Status Actions**

Status	Action
Draft	Edit application – opens the application so that amendments can be made to any field. Discard application – a warning message is displayed before the application is permanently deleted.
In review	Withdraw application – a warning message is displayed before the application is withdrawn from review. The application can be edited and resubmitted or discarded.



Status	Action
Successful	<p>View/Modify application – provides access to update company details, capabilities and the company profile which includes documentation and information submitted as part of the application for the scheme.</p> <p>Remove from scheme – a warning message is displayed before the application is removed from the scheme. Suppliers will no longer receive invitations from agencies to quote if removed from the scheme. Once removed suppliers can reapply and submit a new application.</p>
Unsuccessful	<p>Resubmit application – opens the application so that amendments can be made to any field.</p> <p>Discard application - a warning message is displayed before the application is permanently deleted.</p>

## Keeping company data relevant

Company information provided as part of the supplier's scheme application is made available for review by agencies when determining the most suitable suppliers to invite to a quoting opportunity. Failure by suppliers to keep this information up to date may impact on the decision making process of agencies.

Company data is made up of three elements:

- Company details – includes company name, contact name and contact details, organisation size and service area.
- Capabilities – includes which capabilities the company has been approved to provide.
- Company profile - includes key personnel, insurance information, financial information, experience and referee reports, WHS compliance information etc.

## Updating company details

It is important to note that the company details provided as part of the scheme application are separate to the company general information provided as part of the registration to NSW eTendering and must be updated separately.

It is also important to note that the company details provided as part of a scheme application are separate from any other scheme application and must be updated separately. This enables suppliers to provide information specific to that application.

For example, for Scheme A they may be able to provide a service state wide; however on Scheme B, they may only be able to provide a service in the Hunter region.

Company details are updated by:

1. Accessing 'Scheme applications' from the 'Registered Company Name' dropdown list.
2. Selecting the 'View/Modify' option from the relevant scheme.
3. Selecting the 'Edit office details' button under the Company Details heading.



4. Updating the required fields.
5. Selecting the 'Save' option.

## Updating company capabilities

Over time the capabilities of a company may change. This can be as a result of the company growing, restructuring or downsizing, and of key personnel changing as a result. Companies wishing to add additional capabilities must have them assessed prior to them being added to their information.

Additional company capabilities are added by:

1. Accessing 'Scheme applications' from the 'Registered Company Name' dropdown list.
2. Selecting the 'View/Modify' option from the relevant scheme.
3. Selecting the 'Edit application' button under the scheme name on the right of page.
4. Complete the relevant information for the new capability.
5. Selecting the 'Save' option.
6. The request will be reviewed and advice provided as to its success.

Capabilities can only be removed from a company profile by contacting the NSW Procurement Service Centre.

## Updating company profile

Company profile information includes key personnel, insurance information, financial information, experience and referee reports, WHS compliance information etc. and is submitted as part of the initial scheme application. Some of this information, such as insurance information will need to be updated annually while other information may need to be updated on an ad hoc basis as changes occur in the company. A review will be undertaken of updated company profile information prior to the information being made public.

Company profile information is updated by:

1. Accessing 'Scheme applications' from the 'Registered Company Name' dropdown list.
2. Selecting the 'View/Modify' option from the relevant scheme.
3. Selecting the 'Edit company profile' button next to the Company Profile heading on the lower left of the page.
4. Updating the required fields.
5. Selecting the 'Submit update for review' option.
6. The request will be reviewed and advice provided as to its success.

## Responding to NSWBuy eQuote opportunities

Once suppliers have successfully applied to be on a prequalification scheme, government agencies may invite them to participate in a Request for Quote (RFx) process. Invited suppliers will receive an email notification that they have been invited to respond to an RFx.

Once a supplier has received an email notification inviting them to respond to an RFx, there are a number of steps to take. Table 9 below explains the different steps in responding to an eQuote RFx.



**Table 9: Responding to an RFx**

Step	Action
Step 1	The email invitation will be sent to the person nominated as the contact person for the supplier. Login to <a href="#">NSW eTendering</a> .
Step 2	From the Registered Company Name dropdown list, select the NSWBuy eQuote New option.
Step 3	New opportunities will be displayed. If it has not been accessed previously it will be marked with a green 'NEW'. The close date and time will be displayed on the right of screen. Suppliers have the opportunity to: <ul style="list-style-type: none"> <li>• Send an intent to respond – indicates to the agency that the supplier intends to submit a response to this opportunity.</li> <li>• Ask a question – submits a question to the agency for response.</li> <li>• Decline invitation – indicates to the agency that the supplier will not be responding to the invitation.</li> <li>• View the RFx detail – opens the full detail of the opportunity.</li> </ul> Select the View RFx detail option.
Step 4	The full detail of the opportunity outlines the requirements and can contain additional documents to be downloaded. Ensure that all provided information is considered in preparation of your response.
Step 5	Once a response has been prepared it can be uploaded into the system by selecting the 'Create new response' option.
Step 6	You may be required to enter a text response, upload a file and/or provide and price. Text responses can be copied from other documents and pasted into the field or typed in. Only 1 file can be submitted per requirement. If suppliers have multiple files, they must be zipped prior to being uploaded. The supplier can: Save a draft – selecting this option will save the details that have been entered to date. Editing can continue or the window closed can be completed at another time. The date and time of the last save will be recorded under draft. Lodge a response – Submits a response to the agency. The agency cannot access the details until the opportunity closes. Suppliers can edit the response up until the closing date and time. Close window – will close the response without saving any data.



Step	Action
Step 7	<p>Once a response is lodged, a receipt number is issued and the date/time of lodgement is recorded under response lodged.</p> <p>The supplier can:</p> <p>Create a new response – Creating a new response will delete any previous data submitted.</p> <p>Update response – will allow previously submitted data to be edited.</p> <p>Withdraw response – withdraws the submitted response returning it to a draft version. A new response can be submitted or the current response updated.</p>
Step 8	The estimated decision date indicated to the supplier when they might receive notification on the outcome of the response.

## Supplier questions

Responses to supplier questions are generally provided by the agency through an addendum or amendment to the RFX. This ensures that all suppliers are provided with access to the same information at the same time.

## Agency Procurement Plans

Agencies are required to publish an Agency Procurement Plan (APP) on NSW eTendering. An APP is a statement of an agency's planned procurements for the forthcoming financial year. It consists of a short strategic procurement outlook for the agency, supported by details on planned strategic and major procurements.

All Planned Procurements are subject to revision or cancellation. Information about Planned Procurements is provided for planning purposes only and it does not represent a solicitation or constitute a request for proposal, nor is it a commitment by the NSW Government to purchase the described property or services.

Through notification settings, suppliers can subscribe to Procurement Plan notifications or place an APP on their watch list. If you are 'watching' an APP, you will receive an email notification if the Planned Procurement is converted to an open business opportunity/RFT.

## Understanding UNSPSC

The UNSPSC (United Nations Standard Products and Services Code) is a hierarchical convention that is used to classify all products and services. There are five levels within the UNSPSC. All NSW Government supplier opportunities are given a UNSPSC code, often at the highest hierarchical level.

The UNSPSC system offers an efficient, accurate and flexible classification system in the procurement space. It enables visibility of spend analysis and supports electronic commerce capabilities using systems such as NSW eTendering.



## UNSPSC levels

The levels allow analysis by drilling down or rolling up to analyse expenditure. Each level has its own unique number as per the diagram below:

XX Segment (first two digits of code)

XX Family (second two digits of code)

XX Class (5<sup>th</sup> and 6<sup>th</sup> digits in code)

XX Commodity (last two digits in code)

Example:

UNSPSC Code = 42312201	
First two digits are '42'.	These two digits refer to the segment of the market. In this case the market segment is 'Medical Equipment and Accessories and Supplies'.
Third and fourth digits are '31'.	These two digits refer to the family within that market segment. In this case the family is 'Wound Care Products'.
Fifth and sixth digits are '22'.	These two digits refer to the class within the family within the market segment. In this case, the class is 'Suture and Related Products'.
Seventh and eighth digits are '01'.	These two digits refer to the actual commodity within the class, family and market segment. In this case, the commodity is 'Suture'.

In this example, the highest level of the code would be 42000000: 'Medical Equipment and Accessories and Supplies'. This is the broadest level of the category and would enable a supplier to be notified of all opportunities/RFTs and/or Planned Procurements in this category.



## Questions, Feedback and Training

If you have any questions or feedback about this Public User Guide, or if you would like further assistance, please contact the NSW Procurement Service Centre on 1800 679 289 or via email at [nswbuy@finance.nsw.gov.au](mailto:nswbuy@finance.nsw.gov.au).