

eTenders – Submitting a Response

This guidance has been developed to support and assist Economic Operators interested in engaging with Carlow County Council's procurement competitions, posted on the eTenders portal, and in particular around the feature of submitting a response.

This document should *not* be seen as definitive guidance, and this Authority accepts no responsibility for the accuracy of this guide's content provision.

All queries regarding accessing, submitting and engagements of the eTenders platform, including any issues technical or otherwise should, in the first instance, be addressed to the eTenders Helpdesk:

Email: irish-eproc-helpdesk@eurodyn.com

Phone: +353 818001459

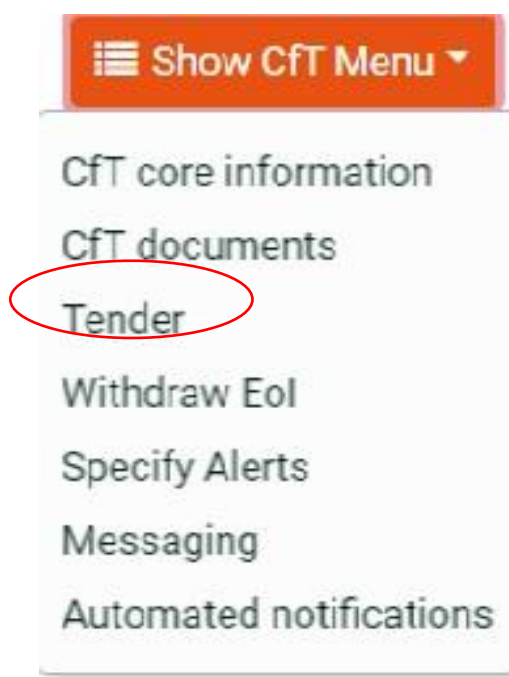
Please note phone and online support are available between 9.00 am and 5.00 pm, Monday to Friday.

Submitting a Response

There are a number of very important matters to observe at this vital stage of competition:

- Be cognisant of the competition submission time and date; remember it will not be possible to submit a tender response once the time/date have passed, so, set yourself an early reminder now!
- Give yourself plenty of time for this important function; consider commencing this process *the day before* the required submission time/date.
- Check that you have assembled and saved ALL of your completed final documents for submission.
- Revisit these documents ensuring that you have addressed **ALL** questions and requests asked of you in the published documents.
- Before submitting a response *always* re-check the instructions in the competition documents for any specific requirement, such as font size, page number limits or, for example, there may be a requirement to use and submit via a provided tender response document (TRD).
- Ensure the file names you have chosen are relevant, logical, and follow any specific protocols requested. For example, you may be requested to upload your submissions as a zip file.

Once you have satisfied yourself that you have observed all of the above instructions, log in, find the competition you intend responding to by selecting and clicking the name of the competition (the competition name, in blue text is a hyperlink). Now selected *Tender* from the dropdown *Show CfT Menu*.



The following screen will display:

Tender submission is now open.

CFT: Competition name displays here.

Show CFT Menu

Create Tender Online

Cycle 1

List of submitted Tenders

#	Submitted By	View Tender Name	D/P receipt ID	D/P submission time	T/P receipt ID	T/P submission time	T/P conformance	Status	D/P match result	Received on Time
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VIEW

REMOVE

All items submitted/Hash match | Additional items will be needed | Missing items/Hash mismatch/Late Submission

List of draft Tenders

Now, click on the Green Tab, *Create Tender Online* (as indicated above by the red star). This will bring you to the next screen. Follow instructions on screen and click the *Save* Tab.

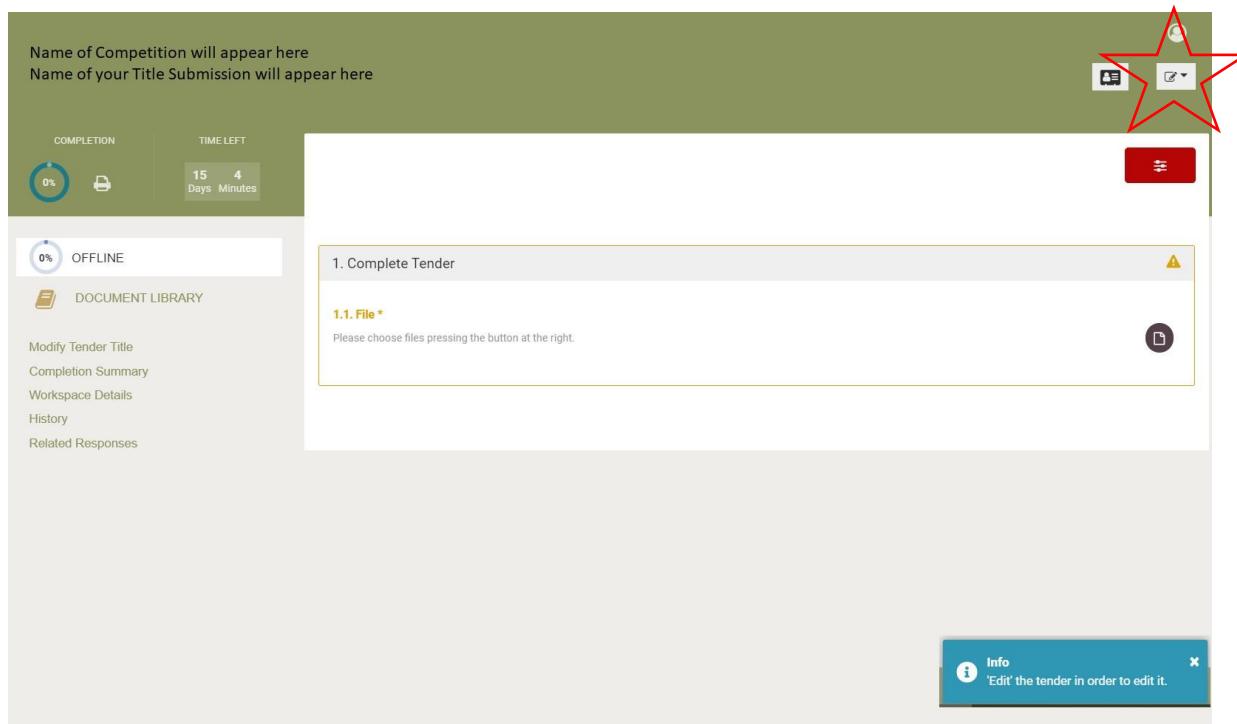
Create Response

Insert appropriate title here including your company name.

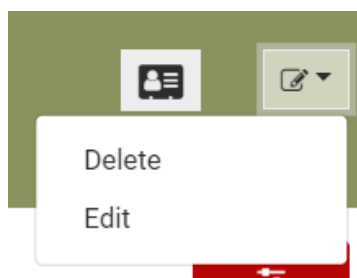
Provide a meaningful title that describes your response. The title will not be visible to the Buyer, it will help you navigate efficiently and distinguish between multiple tender submissions.

Save

This should bring you to a screen where you will have the opportunity to start loading your documents:

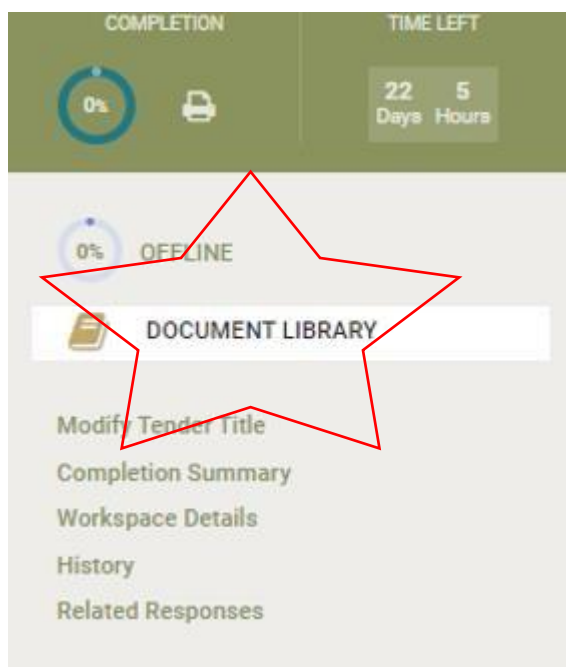


You are required to select *edit* to continue with this process. This function may be found at the top right-hand corner of the screen (*as indicated above by the red star*).



Select edit from the options (*a per the image above*). If correctly enabled the screen will display a *success* tab.

Once this edit task is successfully done you now should click on the *DOCUMENT LIBRARY* tab (as indicated below by the red star).



Now, use the *Choose Files* or *Drag and Drop* tab to get them to the Queue.

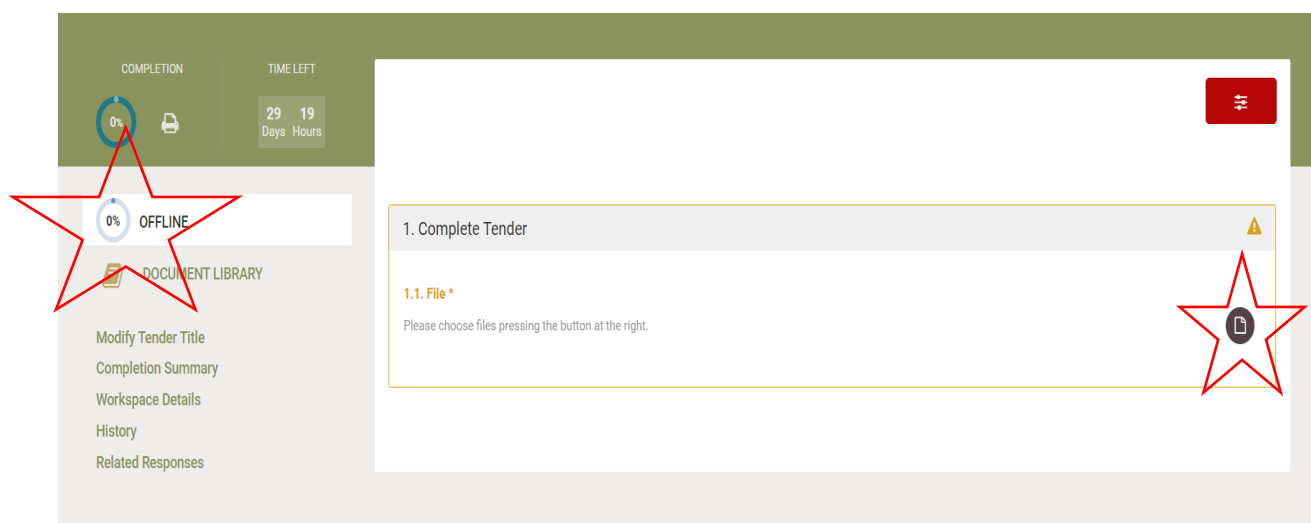
You should always upload your tender submission as a Zip File. *Please do not upload individual files.*

Bidders should note that there are File Size Limits: 250 MB per file, and 500MB total space per response.

Moving from Queue to Uploaded:

When you click on the *UPLOAD* tab your file will progress to 100% and indicate SUCCESS, File uploaded.

Please note, you must now associate your documents with the competition!!



To associate your documents with the competition click the *OFFLINE* tab (as indicated by the red star).

This will bring you back to the Complete Tender window.

Now click on the PAGE ICON tab.

N.B. 100% displaying here DOES NOT MEAN you have submitted yet AND even though the display stated OFFLINE it does not mean that the system is offline!

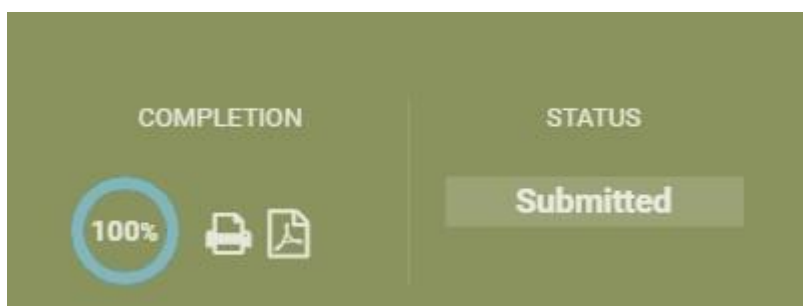
You are required to click on each file and insert a comment in the space provided.

Once complete you will receive a message Successful, The associated files have been updated.

Final Step for Submitting:



Once you are satisfied that ALL of your files for submission are correct then proceed by clicking on the Submit TAB, visible beside the edit tab *(and as indicated by the red star)*.



Please note that the above MUST appears on screen to confirm that your tender is actually submitted.