360Pro Providers' Quick Reference Guide

This guide will step you through the basics, from logging on, to answering request for tender questions and then submitting a Response.

Contents

Introduction

The 360Pro Procurement Portal is a secure system hosted and supported within Australia with features that enable online tender preparation, submission and evaluation. 360Pro manages the documents and workflow of an Approach to the Market (ATM). Major benefits include:

- Secure storage of data and immediate availability of tender documents and Responses
- No need for paper submissions or collation of a wide variety of data from dispersed sources
- Consistent use of format and presentation of data to eliminate non-comparable submissions
- Providers (e.g. Tenderers) can re-open, amend and re-submit the Response until the closing date
- The system enables remote access, evaluation and a range of reporting tools
- Providers do not have to re-create Forms and do not need to present their own form of Response documents, and
- All questions for completion are provided under tabs in 360Pro.

Respondents using 360Pro to respond to ATMs are referred to as **Providers**.

Providers do not pay to use 360Pro, you access a URL, register (if you have not already done so) log in, and begin compiling a Response to an ATM, these are generically referred to in 360Pro as 'Jobs'.

Every question needs to be responded to and can take some time to work through. Do not expect to compile your Response in Word/PDF and simply upload it.

When you have finished compiling your Response, you can submit from within 360Pro. You can log back in as many times as you wish to compile your Response, copy and paste from past Responses, and attach files to support your Response.

Types of ATMs
There are three types of ATMs:

1. Open (Request for Tenders)
2. Restricted (Request for Quotations)
3. Prequalification (addition to a panel)

Getting Started

Providers can register by becoming a user and logging on. There is no other formal registration process. The ATMs /Jobs appear when they have been released by the Buyer. Open ATMs will be advertised on relevant tendering websites and/or newspapers and will include a URL that takes you to the Buyers' 360Pro Job details page. In some instances, Buyers will advertise their Jobs under the 'Promoted Jobs' view on 360Pro – but at this time (2017) lots of Jobs are published *without* being promoted.

The address https://360Providers.apetsoftware.com.au is the default login site. (Please note – you can register via the *New Provider* button on the login page. Alternatively, when you click on the URL provided in the Job's advertisement there will be a Register button in the top right hand corner).

For Restricted ATMs, Providers will be sent an email titled New Job Published and that email will contain a specific URL with your Username and Password that you must enter to access the Job.

Registration

Click on the appropriate Job Name. This will provide you with further details on this ATM.

1. If you have a 360Pro account already, select Login and begin your Response.

2. If you do not have an account, you can click Register or New Provider (depending on which screen you're looking at) and create an account:
    - please ensure the phone number you register is a valid number,
    - we encourage you to enter a username without any spaces and usernames cannot be changed after creation
    - the password needs to be a minimum of 8 characters with at least 1 capital letter, 1 number, and 1 alphanumeric symbol (like an @, # or *, for example)

3. And then Login at the Provider Portal

4. If you are advised that the Provider Name or User already exists, contact support@simplylogical.net and we will advise who in your organisation has previously registered.

5. If you have forgotten your password, please click on the Forgot Password link available at the login screen. The Password Recovery email that you receive contains a URL that can be used to reset your password. (Before you retrieve your password, please ensure no-reply@apetsoftware.com.au is listed as a 'safe sender' in your email account – All emails from 360Pro will be sent from this email address.)

Navigating 360Pro

Click on a Job Name to open a 'Job' and begin a Response.

There are a number of Functions available to Providers:

Functions:

Promoted Jobs allows you to a view Jobs that are currently being promoted. Many Jobs are published without being promoted. To see all currently open Jobs, click on 'Switch Accounts' to view a list of all Accounts who have open Jobs.

This Account's Jobs allows you to see open Jobs on this account. Click on this link to return to any unfinished submissions for this Account that you'd like to finish/submit.

Switch Accounts to see all currently open Jobs. Once you've clicked on 'Switch accounts, click on an Account name to view their open Jobs. If you are an existing 360Pro user, when you login to 360Pro it will open at the Account you were last in. To navigate to another account, select the 'Switch Accounts link'. Scroll down the list of Accounts and click on the Account who has released the Job you're interested in.

My Users to add new users /edit existing users (please note: usernames cannot be changed).

My Details to update any of your organisation's details (address, phone, email etc.). If you are updating the email address of the account, please ensure you update the email address for the relevant User in **My Users**

My Notifications to select the regions and industries relevant to your organisation. When a Job is published matching both the region and industry you've selected, you will receive a notification email. It is optional to set your notification preferences.

Change Password to update your password.

Tutorial: For people using 360Pro for the first time, this view provides information about 360Pro terminology and functions.

Icon/logo The icon in the top left hand corner returns the user to the Home view.

Navigating the Response Form

When you Click on a Job Name to open a 'Job' and begin a Response, you will see the Response Form structure, a description of the Job, release and closing details, and links to any supporting documents.

The **Left Hand Side menu** provides links and information to assist you

such as:

- Provider name
- User ID
- Logout function
- Hover your mouse over the 'Traffic Light' to show what you still need to do
- The Timezone in which the Job has been issued and closes
- The date and time released
- The date and time you registered
- A function to de-register (box with red cross) – If you de-register, your Response will be **deleted**.
- The date and time the Job closes
- How long till the Job closes

Marquet Lidre
vertigocon
Logout

Timezone
AUS Eastern Standard
Released
05-Mar-2013 11:30
Registered
07-Mar-2013 11:24
Closing
28-Mar-2013 12:00

21 days, 36 minutes until close of job

Start your Response

1. Click on a Job Name to open a 'Job' and begin a Response.
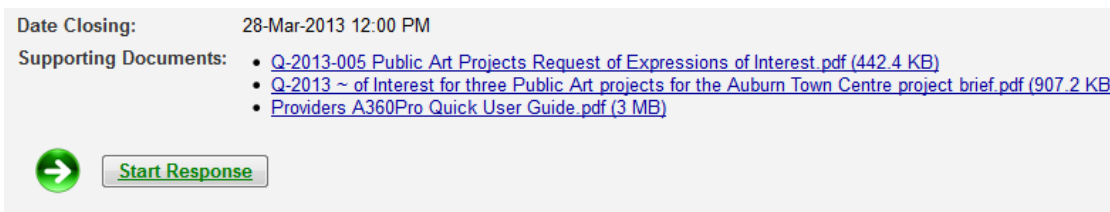2. Click on the **Start Response** button

Downloading Documents and Templates

The Job Info tab provides links to any supporting documents. You can click on the link and then Save or Open the supporting documents and then Save As. It is advisable to download and save all supporting documents while the job is open, as some supporting documents are unavailable to download after the job closes.

Documents may also be attached at Sections (tab) or Questions. Any blank forms provided for completion MUST be downloaded, completed and then uploaded.

Date Closing:	28-Mar-2013 12:00 PM
Supporting Documents:	• Q-2013-005 Public Art Projects Request of Expressions of Interest.pdf (442.4 KB) • Q-2013 ~ of Interest for three Public Art projects for the Auburn Town Centre project brief.pdf (907.2 KB) • Providers A360Pro Quick User Guide.pdf (3 MB)

Start Response

Compile your Response

1. Choose an appropriate statement that reflects your intent - Mandatory

    - You MUST select an appropriate statement before 360Pro will allow you to save a Statement or attachments. In some configurations a Statement select box may not be visible, but you still need to respond to the question.

2. Provide a Response Statement – may be mandatory. If so, you will get a red error message if you do not select a statement.

    - Be careful when copying and pasting into the Response Box. The format text you are pasting in may not be html compatible and will not be saved. You should 'Clear Formatting' (a MS Word function' before copying and pasting in text into 360Pro). Alternatively, paste and copy into Notepad or use the 'Paste from Word' icon on the format ribbon (if available).

    - In many cases, the Buyer has elected to not allow 'Rich Text' in the Response Box. In these instances, you will not be able to format the text, arrange into tables or include images.

3. Upload a document – may be mandatory. If so, you will get a red error message if you do not upload (add) a document.

    - You can add multiple documents, but only one at a time.

    - Click on Browse to navigate to the document on your Drive and select the appropriate document.

- Select Upload File, Next or Save to upload the document. Pressing the Upload button multiple times for the one document will not speed up the uploading process. Please press it once and wait for the document to upload. If you have any troubles uploading, please contact support@simplylogical.net

- Adding single documents over 10 Mb is not recommended.

- Ensure your attachment's file name is less than 100 characters

- You may remove documents using the grey Remove link now showing beside the uploaded document's name.

4. Click on 'Next' to save and progress to the next question or Click on Save to save and stay on this question.

5. Click on Exit to navigate away to the Job Info tab and not save. You can navigate back and edit at any time.

6. Forms for completion attached at Questions MUST be downloaded to your computer, completed, saved and then uploaded back into the system.

E.1.2 Contact Details

E.1.2.1 Tenderers must provide the Name and Position of a nominated contact person from within the organisation.

❓ **Choose a statement**   Do Not Comply   * **1**
Please provide a response or upload a file.

❓ **Response**   **2**

❓ **Incoming document**   Test doc.docx   **6**
Files may either be for your reference, or for you to complete. For files to be completed: open, complete and save the completed file to your computer. Then, browse to the saved file, and click 'Upload'.

❓ **Upload document(s)**   Browse…   Upload File   **3**

Exit   Next   Save
5   **4**

Multiple Question format

1. For Compliance questions, Buyers may configure a Section of questions such that they appear on the one screen view.
2. Providers should select an appropriate statement that reflects your intent – Mandatory.
3. Where you elect to provide a supporting statement or are prompted to as a result of your selection, click on the little red arrow to reveal the Response Box.
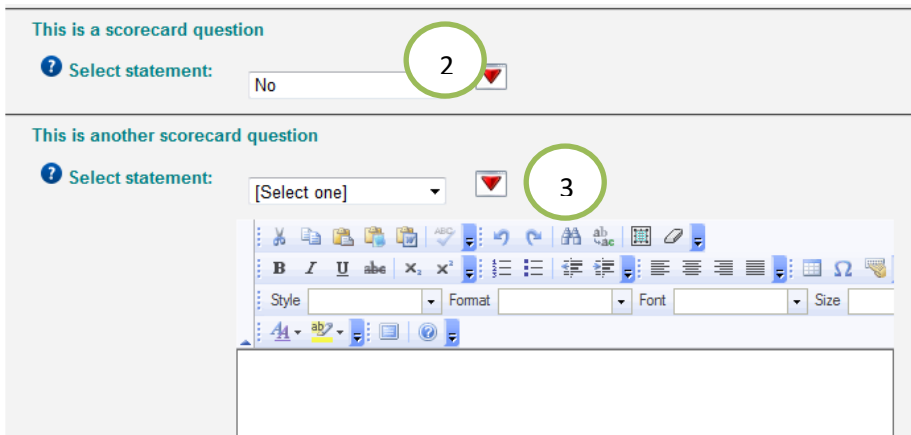
Optional Sections and Questions

In some instances, a Buyer may designate a Section of questions as optional or certain questions within a section as optional.

Section

1. In this case, a 'Skip Section' button will appear and can be selected.
2. Selecting the 'Skip Section' button will overwrite all Responses provided to questions in that section.
3. Providers can 'un-skip' a section and edit their Response.

Questions

Where you do not wish to provide an answer for a particular question or page of questions, the Buyer may have elected to allow you to select the 'Skip Questions' button at the bottom of that page. Providers can 'un-skip' a question by clicking on 'Respond to this/these questions button". This will 'unskip' all of the questions on the page.
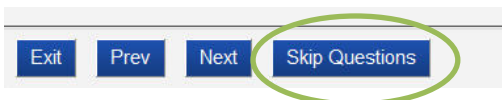
Navigating the Response Form and Tracking Progress

1. Providers may navigate to different sections using the Tabs at the top of the View

2. Providers may navigate to different questions within a Section using the 'Show Questions' button in the left hand side menu (click on the 'x' in the top right hand corner of the pop-up to close the question list pop up)

- A green tick indicates that the questions is compete
- A blue cog indicates the current question
- A red cross indicates an incomplete question

3. The red light on the traffic light indicates that the Response is incomplete.

4. The Job Progress bar indicates the Sections and Questions completed.

Questions and Answers

1. If you have questions about the ATM, you should contact the Job Manager. Other respondents will not see your question. Some accounts provide a 'Contact Job Manager' button at the top Right hand side of the view that will open a dialogue box to allow you to ask a question. Otherwise, check RFT conditions or Job instructions for the relevant contact officer and process.

2. Answers to questions are generally issued as Addenda and are posted at the bottom of the Job Info tab (See screenshot on page 9).

- Providers will also receive an email advising them of Addenda.
- All addenda messages **MUST** be opened and read in 360Pro before the 'Submit' button is revealed.
- If an Addenda is issued after a Provider has submitted their Response, the system will still register your Response as Submitted. Providers can elect to withdraw (re-open) their Response and edit it before re-submitting. You should closely consult the conditions associated with the Job to ensure you are still compliant if you do not address the addenda.

Date Released:	18-Aug-2012 09:00 AM
Date Closing:	11-Sep-2012 02:00 PM
Supporting Documents:	• Part 1 - Conditions of Tender.doc (133 KB) • Part 2 - Specification.doc (74 KB) • Part 4 - General Conditions of Contract.doc (64.5 KB) • Part 5 - BSC Statistical Profile - January 2010.pdf (513.7 KB) • Part 6 - Banana_Shire_Council_-_Overview_Map.pdf (162.7 KB) • Part 7 - 360Pro Tenderers Quick Reference Guide.docx (1.6 MB)
Job Addenda:	▸ Presence in the Shire Area - T12/13.4 (Sent on 22-Aug-2012 08:48 AM) ▸ T12/13.4 Tender - Council 1: Intellectual Propertyy (Sent on 07-Sep-2012 09:54 AM) ▸ T12/13.4 Tender - Council 2: Alternative Tenders (Sent on 07-Sep-2012 09:59 AM)

Checking your Response

1. You can review your Response at any time by selecting the Review button. The view will display the questions and your Responses in a single list with the words Incomplete (in red), Complete (in green), and Not Answered (in maroon) beside your incomplete responses, completed responses, and skipped questions respectively. On the Review page, you can go directly to a question by clicking on the View link to the right hand side of the question.

Submitting your Response

1. When you have completed your Response to all of the questions:

    a. The Job Progress bar indicates all of the Sections and Questions completed (100%)

    b. All the triangles next to any Addenda on the Job Info tab are Green

    c. The Traffic Light is Amber

2. The 'Submit' button is revealed - You can select the 'Submit' button and your Response will be submitted

3. You can select the 'Review' button and the view will display the questions and your Responses in a single list. You can then 'Edit' any Response or select the 'Submit' button at the top and your Response will be submitted


If the Submit button is not on the screen you have not entered data against all questions and/or you have unread addenda on the Job Info page

Once your Response has been submitted:

1. The Job Progress message at the top of the View states: 'Submitted'

2. The Traffic Light shows green

3. The Status indicates 'Submitted' and provide a time stamp

4. An email is sent to the Provider confirming your Response has been submitted.

Reopening and Updating your Response

1. Before the Job is closed, you can Re-open the Response, make changes and re-Submit up until the Closing time. **This is the same as pulling your Response back out of the Tender Box.**
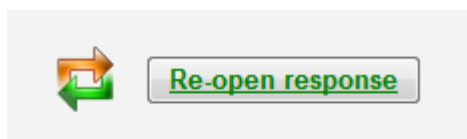
2. If you wish to reopen the Response make a change and lodge an amended Response, it will be the same Response but with changes, not a different (additional) Response to the original, for example.

3. Providers will be prompted to confirm their understanding when you click the re-open button:
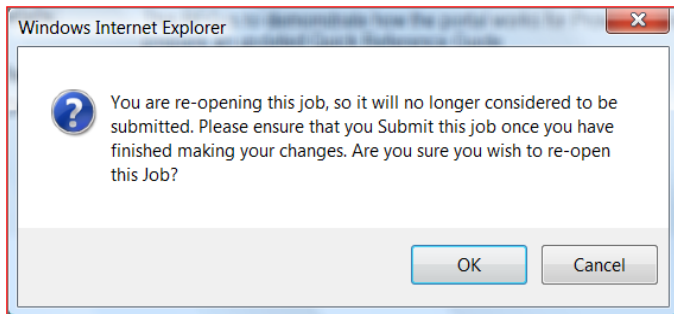
4. When you re-open your Response:

    a. The Traffic Light goes Amber

    b. The 'Review' and 'Submit' buttons are revealed

5. You can select the 'Submit' button and your Response will be submitted

6. You can select the 'Review' button and the view will display the questions and your Responses in a single list. You can then 'Edit' any Response or select the 'Submit' button at the top and your Response will be submitted
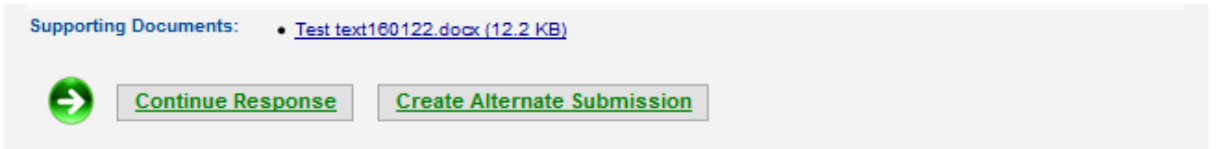
Alternative Submissions/Tenders

A Job you're responding to **could** allow you to submit an alternative submission via the *Create Alternative Submission* button. If this is the case, after you've completed your 'conforming' submission and the traffic light is amber, return to the **Job Info** tab and click on *Create Alternative Submission*.

If the *Create Alternative Submission* button is grey, please check that the following have been completed:

1. Responses to all questions,

2. Addenda have been opened,

3. Document fee has been paid (if applicable), and

4. Passed pre-submission rules (if applicable)

If you click on the *Create Alternative Submission* button all of your responses in your Conforming submission (including attachments), with the exception of Price details (if applicable), will be cloned.

Supporting Documents: • Test text160122.docx (12.2 KB)

→ Continue Response   Create Alternate Submission

You can click on the 'Open' hyperlink beside the alternative submission name to open your Alternative Submission and compete your response.

Any changes made to the Conforming submission **after** an Alternative Submission is created **do not** appear in the Alternative Submission and vice-versa.

When you are completing your Alternative Submission, you may notice your responses to some sections are read-only and therefore cannot be edited on your Alternative Submission. In addition, **some** jobs may display a star next to the tab (section) heading(s) of the Alternative Submission; this star means the responses to the questions within this section can be edited in the Alternative Submission.

If the Alternative Submission you've created does not display any stars that means ALL responses are editable in the Alternative Submission.

You can switch between your conforming response and your Alternative Submission via the 'Switch to Conforming Submission' link if you're working on your alternative submission or via the View Alternative Submissions button on the Job Info tab if you're working on your Conforming submission

You can rename your Alternative Submission; this is for your convenience only and will be visible in the bottom left hand corner of the screen when you're working on your Alternative Submission.

Alternate Submission Name: Alternate Submission 3

Submit   Cancel
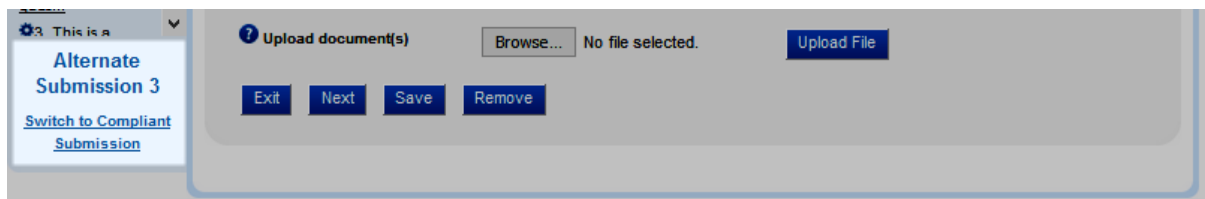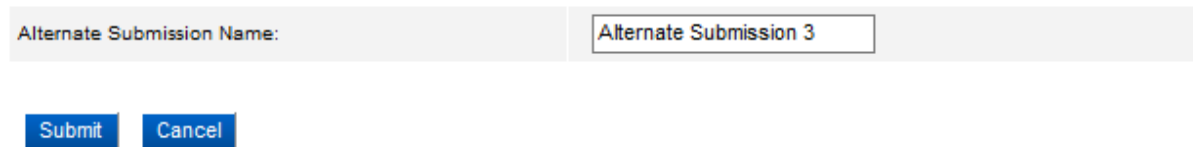
If addenda have been released, they need to be opened and read on the Conforming Submission **before** you can submit. If addenda are released after the Conforming and Alternative responses have been submitted and you decide to re-open the Alternative Submission, the addenda on the Conforming submission **must** be opened before submitting the Alternative Submission.

There is no ability to de-register/delete your Alternative Submission; if you decide not to submit your Alternative Submission, please don't press the Submit button when viewing the Alternative Submission. The 'View Alternative Submissions' page will also advise (in red text) if there is a limit on the number of

Alternative Submissions allowed to be submitted. As with the Conforming submission, you do have the option to re-open your Alternative Submission before the Job closes.

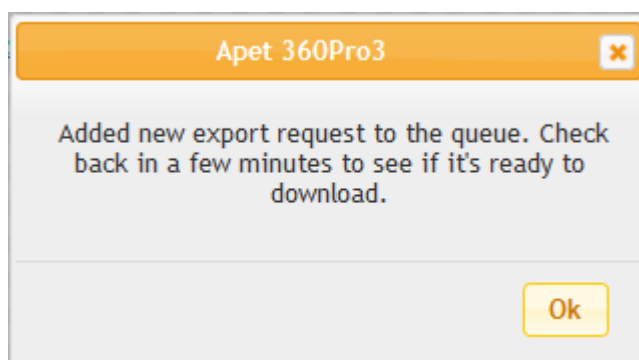**Please note the following important points:**

- The Conforming submission must be submitted **before** Alternative Submission(s) and each submission is submitted **separately.**

- If the Conforming Submission is re-opened it will **automatically re-open** any submitted Alternative Submission(s) and therefore you **MUST** submit your Conforming Submission **AND** your Alternative Submission(s) again. In this situation, you will only receive a *re-open response* email for the Conforming submission (and not the alternative submissions)

- You will receive a re-open response email if you (intentionally) re-open your Alternative Submission(s).

Finally, creating alternative submissions via the *Create Alternative Submission* button is not necessarily allowed on every Job.

Saving a copy of your Tender for your records

You can save/export your response at any time (after you have registered for the job and even after the Tender has closed).

1. Go to the Job Management View
2. Click on the [icon] icon at the right hand side of the Job title
3. The system will compile your response and attachments into a zip file and you'll be advised by the following message:

Apet 360Pro3 ⊠
Added new export request to the queue. Check back in a few minutes to see if it's ready to download.
Ok

4. Click on the [icon] icon to see the status of the download and if ready, the file will download and you'll have the option to 'Open with' or 'Save File'.
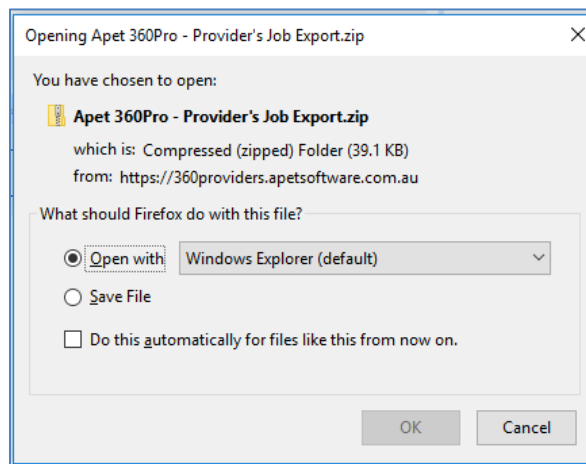
5. If you log off and then login again (or go to a different page and return to the Job Management age) and the file is ready to download, the icons will change to ![box icons] - the box with the downwards arrow allows you to export a copy of the same response again and the box with the red cross deletes that version of the export file (if you delete the file, you'll be able to export it again by following steps 2-4 above)

6. If, after exporting a copy of your response you make a change to your response(s) and you'd like to export a new version of your response, you need to click on ![box icon] (box with the red cross) to remove the previous version of the export file and repeat steps 2-4 above.

If applicable, you can save a copy of your Alternative Submission(s) by clicking *View Alternative Submissions* on the Job Info tab of the compliant tender and then clicking on ![icon] in right hand side of the Alternative Submission name and following the same steps as above.

Responding to Multi Service ATMs

1. Multi Service or Multi Part ATMs are where a Buyer issues an ATM that has multiple services and Providers can elect to respond to some or all services. The ATM is made up of several Response Forms structured into a parent-child hierarchy.

2. The Parent Response Form contains a number of general details and generic criteria. All response clauses contained in the Parent Job (Form) must be completed regardless of the item or items tendered for. Some clauses may also require a standard schedule or price schedules that will apply regardless of the item or items tendered for.

3. Only the Parent Response Form appears at the Public page. All of the Parent and Child Response Forms will be displayed in your Job Management view and are listed in the Job Info page of the Parent Form and vice versa.

4. The Child Response Forms are optional, however; you must submit at least one of them. If you are tendering for a specific supply category or for a number of supply categories, you must complete each of the response questions contained in that Child Response Form.

5. The Parent Response Form MUST be submitted first. Completed Child Response Form(s) will be automatically submitted when you submit the Parent Response Form.

6. You will only receive **one** Response Confirmed email from 360Pro for your submission (regardless of how many Child Response Forms were submitted with the Parent Response Form) and that email will only contain the name of the Parent Job (Form).

7. If you want to confirm which Child Response Forms were successfully submitted, click on Child Response Forms and the traffic light will be green, there will be a date and time stamp where the progress bar normally is and there will be a submitted date and time stamp in the left hand panel (underneath the Closing Time).

Responding to Prequalification ATMs

Prequalification ATMs are where a Buyer wishes to establish a panel or Multi User List (MUL) of suppliers so that they can be engaged more efficiently. Prequalification Jobs usually have an extended closing time. Responses are evaluated as they come in. The sooner you submit your Response, the sooner you get on the List.

When your Response is evaluated, you will receive an email advising if you are successful or not and, if successful, a 'medal' icon will appear on your 360Pro Job Management page. When you click on the icon, it will list the Job types you are prequalified for.

The prequalification Job will be 'renewed' on a regular basis. You will be sent an email and will need to 're-open' the Job and update your details such as insurance policies or to resubmit some details.

Technical Help

For issues related to access to 360Pro or the functions of 360Pro, direct these queries to support@simplylogical.net