Australian Government
Department of Finance

Attachment G - 360 Public Portal Tenderer's User Guide

People Panel Professional Contractor Services

Please note: The 360 Public Portal Tenderer's User Guide should only be used in the context of responding to a tender and may not be distributed without the Department of Finance's permission. All screenshot images in this 360 Public Portal Tenderer's User Guide are for example purposes only and the content in the screenshots should not be taken into consideration when completing your response.

Contents

1. Introduction

The Department of Finance (**Finance**) is using the 360 Public Portal, an online tender system, to receive tenders in response to Request for Tender (**RFT**) People Panel Professional Contractor Services.

Tenderer's wishing to submit a Tender in response to this RFT **MUST** submit their Tender through the 360 Public Portal.

This 360 Public Portal Tenderer's User Guide has been created to assist Tenderers with completing their Tender Response questionnaire in the 360 Public Portal.

2. Access

To view the minimum system requirements to use 360 Public Portal, refer to the What do I need (minimum system requirements) to use 360 Public Portal guide.

Please note that you can only complete one Tender Response questionnaire at a time.

2.1 Sign up and Sign in

To register an account in the 360 Public Portal, refer to the How to register (sign-up) as a provider of goods and services in the 360 Public Portal guide.

To sign into the 360 Public Portal, visit https://360providers.apetsoftware.com.au.

2.2 System Timeout

A system timeout occurs if you have been inactive for 48 hours. Answers in the Tender Response questionnaire will be lost unless they have been saved prior to the system timeout. Please ensure your answers are saved after completing each question to avoid this from occurring.

3. System Features

3.1 Contact Request Manager

If you have any queries when completing your response, select the **Contact Request Manager** icon to send a message to the Request Manager. This icon is always available at the top of the screen when you are completing your response.
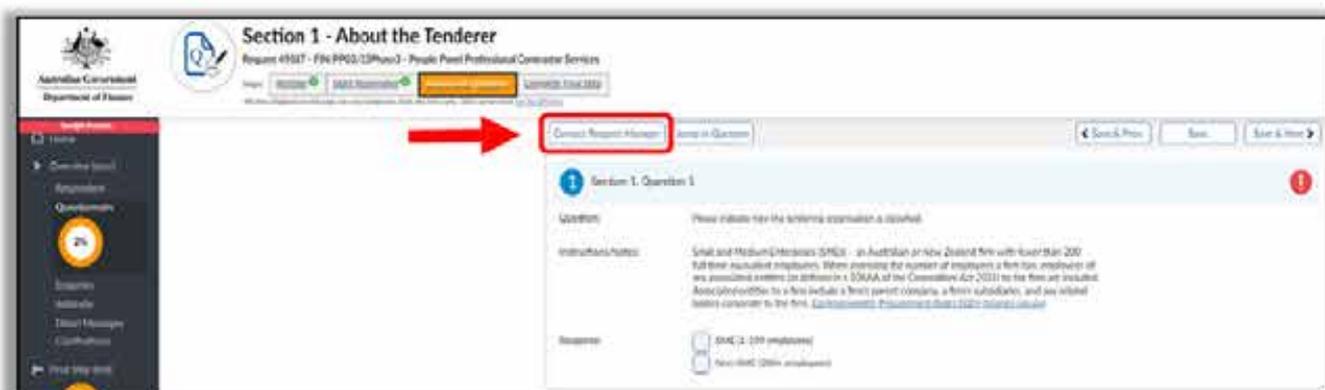
3.2   Review Progress/Jump to Question

At any point when completing your response, you can click the *Jump to Question* button. This will display all the sections of the response questionnaire. You can use the information on this page to track your progress and to navigate through the questionnaire.

**Important!** All sections need to be 100% complete in order for you to submit your response.

3.3   Addendum

When an addendum has been published, Tenderers registered on the 360 Public Portal will receive an email from notifications@apetsoftware.com.au with a direct link to the addendum in 360.

The system will also notify Tenderers by displaying a flashing orange dot in the left navigation menu next to *Addenda*.

Once the addendum has been read, the orange dot will disappear.

Important! The Tenderer must open all Addenda in the 360 Public Portal, before the 360 Public Portal will allow the Tenderer to submit its Tender.
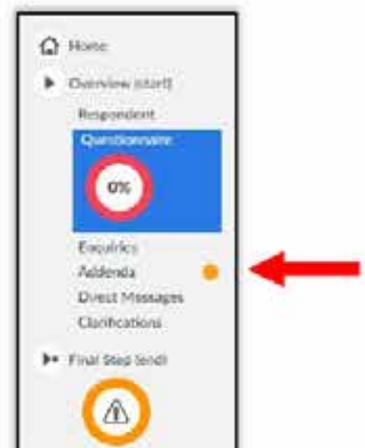
3.4   Referees

Referee endorsements will be facilitated through the 360 Public Portal. To add your Referee's details, select *Add New Referee* and click *Ok*. Once completed select *Lock Referee List & Send Request* and send invitation by selecting *Yes – Lock & Send*.

Important! You can come back and update your Referee's details at any time up until the Close Time simply by selecting the pen icon. If you want to change your Referee entirely, please delete the current referee by click the red bin and add the new Referee's details.

3.5   Final Steps

Once you have gone through the entire Tender Response questionnaire, the Final Step page will indicate the reason/s why your response is incomplete. It may list a number of sections that need finalising or simply say 'Need to click Submit and Lock Responses'.

To submit your response, click on the *Submit and Lock Responses* button at the bottom of the of the screen. Once you have successfully submitted, you will receive the Response Complete notification in 360. There is also the option to provide feedback on your experience using the system.

You will also receive an email with confirmation that your tender has been successfully submitted.
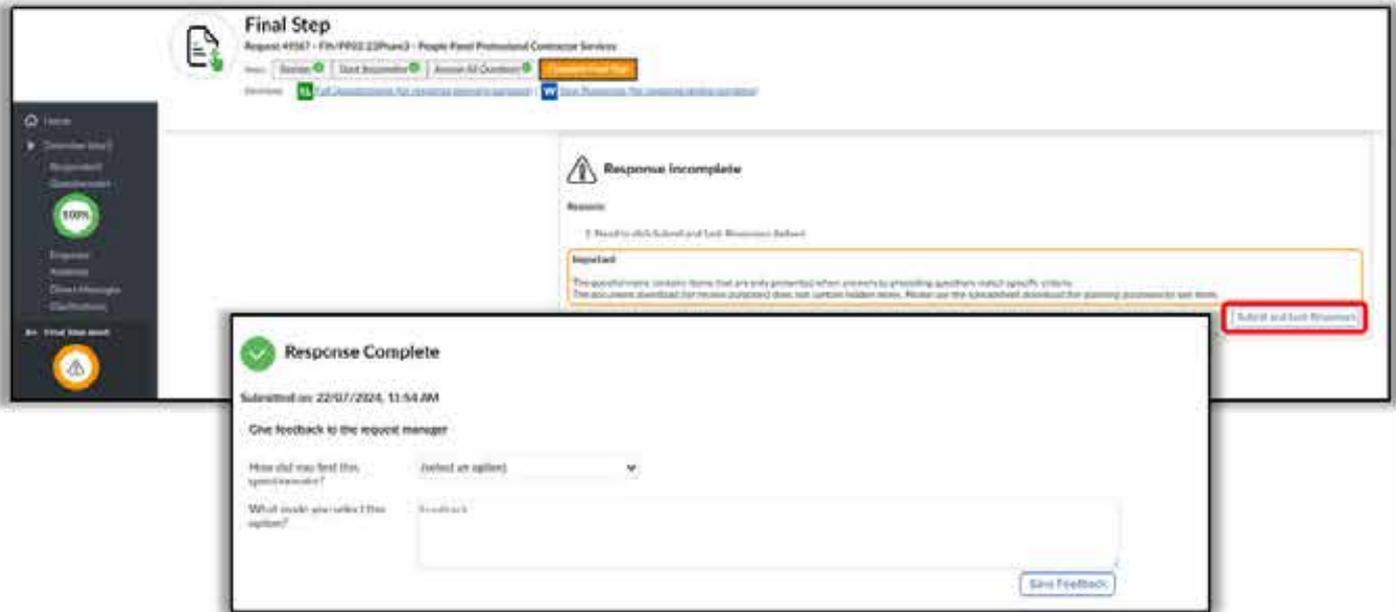
3.6   Reopen Response

If you wish to update/change any details in your Tender Response questionnaire, following submission, you can reopen your response. You may change your response at any point until the Closing Time by selecting the *Reopen Response* button which can be find in the *Overview (start)* on the left navigation menu.

Important! You must re-submit your response by clicking the Submit and Lock Responses button again on the Final Steps page.

3.7   Withdraw

At any stage up to the Closing Time, if you wish to withdraw your response, go to *Overview (start)* on the left navigation menu and click the *Actions* button on the right of the screen. A drop down with appear with the option to Withdraw.

A pop-up will present, asking if you are sure you want to withdraw your response. In the text box provided, type withdraw then click Confirm.

Important! Withdrawing your response means it will be deleted from the system and cannot be retrieved. You will no longer be notified when addenda are issued.

4. Technical Support

The blue *Help* icon is located on the bottom right-hand corner of every page in the 360 Public Portal.

When clicked, this feature allows you to quickly ask the 360 Technical Support team any queries by describing the situation and attaching any files.

You may also contact the technical support team for any issues regarding the 360 system by:

- Email: support@simplylogical.net
- Telephone: 02 5100 4009

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