

# Downloading Documents

## A Guide to Tender Documentation

Tender advertisements listed on Tenders.Net can have documentation, specifications and electronic forms attached with more information. This document details how to access this documentation for a tender.

### Getting Access to Tenders.Net

To access the tender documents via Tenders.Net you must have a username and password. If you do not have one, you can register for free as a Supplier on our website or contact us for assistance.

Our system requires that each individual has their own log-in details, but they can all be linked together in the one account for your organisation or company.

### Levels of Access

Tenders.Net offers different levels of access for both Advertisers and Suppliers on our system. If you cannot access the areas included in this walkthrough you may be on the wrong level of access. Please contact our friendly staff to help pick the best level of access for your needs.

Suppliers registering for free on Tenders.Net get access to many opportunities without cost, including all Publicly Available tenders advertised directly onto our system by councils, companies and organisations. We also offer optional paid subscriptions for suppliers to be notified directly via email of relevant tender opportunities each day.

### Restricted or Invited Tenders

Advertisers may choose to restrict their tender to our paying subscribers, or to their invited suppliers only. You will not be able to access these tenders with a standard free supplier access.

## Contact Us

If you have any questions about this guide or with using our system in general, please contact us using our details as listed below:

### Australia

Tel	1300 307 308
Fax	(02) 9747 4011
Email	info@tenders.net
Web	<a href="https://tenders.net.au">https://tenders.net.au</a>

### New Zealand

Tel	0800 447 191
Fax	+61 2 9747 4011
Email	info@tenders.net
Web	<a href="https://tenders.net.nz">https://tenders.net.nz</a>

### International

Tel	+61 2 9747 1111
Fax	+61 2 9747 4011
Email	info@tenders.net
Web	<a href="https://tenders.net">https://tenders.net</a>

## Viewing the Tender Advertisement

Access to the Electronic Documentation for a tender is made available from the Tender Advertisement which can be found by searching on one of the following:

1. **Our main website** – <https://tenders.net/>
2. **Direct Tendering Portal** (specific to the Tendering Firm)
3. **Local Government Tender Portal** (if the advertiser is a local council)
4. **Industry Pages** (based on the works/services requested)
5. **Daily Tender Notification email** (sent to eligible subscribers)

You must be logged in and have an appropriate level of access before you can view the Tender Advertisement. Our free supplier access will give you access to many of the tenders but advertisers can choose to restrict their advertisement to paying subscribers of Tenders.Net or their own list of invited suppliers only.

Once you have opened the tender advertisement you can then access the additional features such as the tender documentation and the electronic tender box.

### **An Example Tender Advertisement**

#### Tender Advertisement #1027880

 Documents	 Tender Box	 Forum	 Consortium
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Brief	<b>This is a testing tender opportunity</b>
Location	New South Wales
Closing	Sun 28/10/2018 - 05:00 PM Eastern Standard Time
Tendering Firm	Tenders.Net
Contact Details	These are the contact details for a testing opportunity.
Tender Details	This opportunity is for testing purposes only. It was created for making a guide to lodging an electronic submission
Tender Docs	 <a href="#">Download documents and further information</a>
Tender Box	 <a href="#">Lodge an electronic response via Tenders.Net</a>
Tender Forum	 <a href="#">View Question Forum</a>
Amendments	 <i>No amendments have been issued</i>
Consortium	 <a href="#">Form a consortium with other suppliers to bid on this tender</a>

## Documentation Access Charge

The tendering firm may choose to charge a fee to access their tender documentation hosted on Tenders.Net. You must submit valid payment details and authorisation before getting access to download the tender documentation files.

Once valid payment details have been submitted for a tender you will not be required to do so again. The payment details will be passed on to the Tendering Firm for processing.

**These charges are not handled by Tenders.Net but by the Tendering Firm directly.**

### An Example of the Document Access Charge form

#### Tender Details

Tender #	1027880
Brief Desc.	This is a testing tender opportunity
Tendering Firm	Tenders.Net
Amount	\$10.00

#### Contact Details

Company	I.N.F.O. Pty Ltd (support)
Contact Person	Support Office
Phone	1300 307 308
Fax	--
Email	suport@tenders.net

#### Payment Details

Card Type	<input type="radio"/> MasterCard	<input type="radio"/> VISA
Card Number	Enter the card number without spacers or separators	
Card Expiry	mm	/ yyyy
Card Verification	Enter CCV	AMEX: 4 digits on front; VISA / MASTERCARD: 3 digits on back
Card Holder	Enter the holder's name as shown on the card	

## Tender Subscription

When you download documentation hosted on Tenders.Net we will automatically enable you to receive future updates and amendment notices for this tender. You can disable receiving these updates should you no longer be interested in this tender advertisement.

**The details you provide here will be passed on to the Tendering Firm.**

The first time you go to download the documents attached to a tender you will be given a chance to specify what contact details are provided. The details will default to those in your Submission Profile which can be edited via the ACCOUNT section of the website. Any subsequent attempts to download the tender documentation will skip this step.

### **An Example of the Tender Subscription page**

## Documentation for Tender #1027880

Access the electronic documentation or additional information available for this opportunity.

### Tender Subscription

Any future addenda or amendment notices will be sent to your details specified below.

#### Your Details

If any of these contact details are incorrect, please change them now.

Name	<input type="text" value="I.N.F.O. Support Officer"/>
Phone	<input type="text" value="(02) 9747 1111"/>
E-mail	<input type="text" value="support@tenders.net"/>

Cancel

Save & Continue

## Tender Documents

Tenders.Net provides several different methods of accessing additional information and documentation for tender opportunities, depending upon the advertiser's requirements.

These methods are explained in more detail over the next few pages and include:

1. **External Documentation**
  2. **File Downloads**
  3. **Requesting Documentation**
  4. **Web Links**
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## A Notice About Security

Malicious software, called malware, such as computer viruses and trojan worms can quickly spread through computer systems and it is important to take steps to prevent this.

A few simple steps is all it takes to detect and block the majority of malware, keeping your systems safe. Before opening any file downloaded off the internet, we recommend:

1. **Verify the source.** Make sure the website you download from is the correct one.
2. **Scan for viruses.** Use an anti-virus program to check the files before opening them.
3. **Stay updated.** Keep your computer and software fully patched and up-to-date.

Your IT department may have policies and procedures around handling files from external sources such as the internet. We recommend checking these internal procedures first.

All files created by Tenders.Net are clean and safe but as the tender documentation have been uploaded directly by the tendering firm we recommend following the above steps.

If the advertiser chooses to host their documents on their own website or somewhere else, we will provide a link through to the relevant location. You may be required to register and log in to this external location and this may incur a charge.

Since this external site will be outside of the Tenders.Net system your Tenders.Net Universal Access will not work and you will need to contact the tendering firm directly for assistance with downloading their tender documentation.

After continuing past a notice page, shown below, we will attempt to automatically open the external website in a new browser window or tab. If your browser prevents this you can instead use the standard **Open Window** button to manually proceed.

### **An Example of the External Transfer Notice**

## Documentation for Tender #1027880

Access the electronic documentation or additional information available for this opportunity.

### External Transfer

You will be transferred to another server where the documentation/further information resides.

#### **Registering for Documents**

Your registration to Tenders.Net will not automatically give you access to the documentation. You may be required to register again on the linked server and there may be a cost for registering. Please confirm details on the linked website.

#### **Who to Contact**

If you require assistance in accessing the documentation from the external server please first look for a Contact Us link on the linked website. If you cannot find such a link, please use the tender contact details provided in the advertisement.

Cancel

Save & Continue

## Tender Documents > File Downloads

For documents that have been uploaded to Tenders.Net by the Tendering Firm we will allow you to download all the attached files at once or individually as needed.

We will clearly indicate the files you have already downloaded that latest version of and those you have not. This is especially helpful for identifying new or updated documents.

Any addenda released by the tendering firm will be included in the list of attached files.

### An Example Download Tender Documents page

 Always run a Virus Scanner check before opening any files you download from the internet.

## Download

### Compressed Archive

The Compressed Archive contains all individual files and is kept up-to-date with any changes.

[Download All Files \(9.80 MB\)](#) Tender-1027880-Downloads.zip

### Individual Files ( x 3 )

These are the individual files found in the Compressed Archive above.

	File Name	File Size	Hash
	<a href="#">Testing_Tender_Document.odt</a>	2.13 MB	
	<a href="#">Returnable_Schedule.ods</a>	386 KB	
	<a href="#">Tender_Drawings_and_Sizes.pdf</a>	7.29 MB	

### Downloading Help

- Right-click on a link and select "Save Target As..." or "Save Link As..." or "Download Linked File" to save the file to your computer without opening it first.
- Notifications will usually be sent out via email when files are updated or new files are added to the list.

Sometimes the advertiser of the tender may not have the documentation ready in time or they require an additional level of verification before releasing sensitive information. In these cases you may be asked to submit a request for the documentation instead of being able to download it immediately.

If tender documents are by request only, the Tender Subscription page will also ask for your Postal Address in case the documents need to be mailed out on a USB stick or a DVD.

You can only submit a request for documents once per tender in these circumstances.

### **An Example Documentation Requested Page**

## Documentation for Tender #1027880

Access the electronic documentation or additional information available for this opportunity.

### Documentation Requested

Documentation is not available for download, instead your request has been sent to the Tendering Firm.

#### Request Details

The Tendering Firm should get back to you shortly using these contact details you provided.

Date	Tuesday, 30/10/2018 at 02:36:58 EST [GMT +10:00]
Name	I.N.F.O. Support Officer
Phone	(02) 9747 1111
E-mail	support@tenders.net
Postal	PO Box 165 Concord West NSW, 2138 Australia

Tender Advertisement

For cases where the Tendering Firm has provided links to access their documentation instead of hosting them on Tenders.Net, we show them to suppliers in a simple list.

Each of the links is listed on a new line which promotes the domain of the page we are linking you through to. This makes it easier to identify where you are going. To go to a link either click the domain name or the View icon listed under the Actions column.

The websites you will be taken through to are those supplied by the Tendering Firm and you should contact them for any assistance with downloading their documentation.

### ■ An Example Web Links page

## Documentation for Tender #1027880

Access the electronic documentation or additional information available for this opportunity.

### External Transfer

New tabs or windows should have opened in your internet browser at the external servers listed below.

#### Documentation Links

#	External Server Domain	Actions
#1	<a href="https://tenders.net">tenders.net</a>	
#2	<a href="https://tenders.net.au">tenders.net.au</a>	
#3	<a href="https://tenders.net.nz">tenders.net.nz</a>	
#4	<a href="https://www.tenders.com.au">www.tenders.com.au</a>	

Tender Advertisement

## Tender Documents > Updates and Amendments

When you submit the Tender Subscription form to access the documentation we will automatically enable you to receive future addenda and updates regarding the tender. These updates will be sent out by the Tendering Firm to the email address you provided.

You can disable the notices for a specific tender from the Tender Documentation page or via the Tender Subscriptions list in your User Account. You will miss out on addenda and amendments if you disable updates to a tender you are still interested in.

### ■ An Example of Cancelling the Tender Updates

#### Receiving Notifications

You will receive addenda & updates for this tender.

**Email:** support@tenders.net

[Unsubscribe from Tender](#)

#### Tender Forum

You will be emailed posts to the Tender Forum.

[View Forum](#)

[Leave Forum](#)

### ■ An Example of the Tender Subscriptions list under the User Account

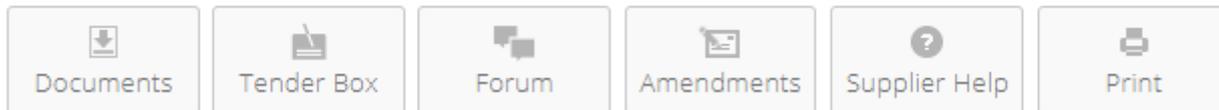
#### Tender Subscriptions ⓘ

Tender #	Brief Description	Email	Active	Action
1027880	<a href="#">This is a testing tender opportunity.</a>	support@tenders.net	✓	

Previous amendments for a tender are listed under the Amendment Log linked from the tender advertisement. If you were not sent an amendment you can view the message here. Any addenda would have been included in the main tender documentation already.

### An Example of the Amendment Log Button in the Tender Advertisement

#### Additional Actions



### An Example of the Tender Amendment Log

#### Amendments to Tender #1027880

These are the amendments and addenda sent out for this opportunity after it was advertised. You can download the files via the E-Docs/E-Specs link in the tender advertisement.

You will only receive amendments issued *after* you first downloaded the tender documents. Files added in earlier amendments were included in the tender documents for download.

#### Newest to Oldest

##### Amendment #1

Date Sent	30/10/2018 04:18:34 PM AEST [GMT +10:00]
Subject	<b>Tender #1027880 - Amendment Notification #1</b>
Message	This is a test amendment created for documenting the process of Downloading Documents for a tender.  Please ignore this test amendment message.
Attachments (x3)	<ul style="list-style-type: none"><li>• Testing_Tender_Document.odt</li><li>• Returnable_Schedule.ods</li><li>• Tender_Drawings_and_Sizes.pdf</li></ul>

Tender Advertisement

## Further Assistance

This document was provided as a guide and a resource to introduce to you the basics of accessing the electronic documentation for tenders hosted on Tenders.Net.

Should you have any enquiry not answered by this guide, or would like assistance with anything mentioned in this document please contact our friendly help desk for help.

### Tenders.Net Help Desk

#### Australia

Tel	1300 307 308
Fax	(02) 9747 4011
Email	info@tenders.net
Web	<a href="https://tenders.com.au">https://tenders.com.au</a>

#### New Zealand

Tel	0800 447 191
Fax	+61 2 9747 4011
Email	info@tenders.net
Web	<a href="https://tenders.net.nz">https://tenders.net.nz</a>

#### International

Tel	+61 2 9747 1111
Fax	+61 2 9747 4011
Email	info@tenders.net
Web	<a href="https://tenders.net">https://tenders.net</a>

### Additional Resources

Tenders.Net also have guides to take you through other aspects of using our platform, such as our *Searching For Tenders* which takes you through how to find tenders relevant to you.

Please feel free to contact our help desk for this, or any other additional resources.