

Quick Reference Guide for tenderers to submit a tender response

Background Information

The Federation University Australia (FedUni) Tender portal is a free service.

All tenders released from FedUni use this service exclusively.

If you require technical assistance, please contact eProcure on 1800 377 628 or alternatively use the Online Support which pops-up.

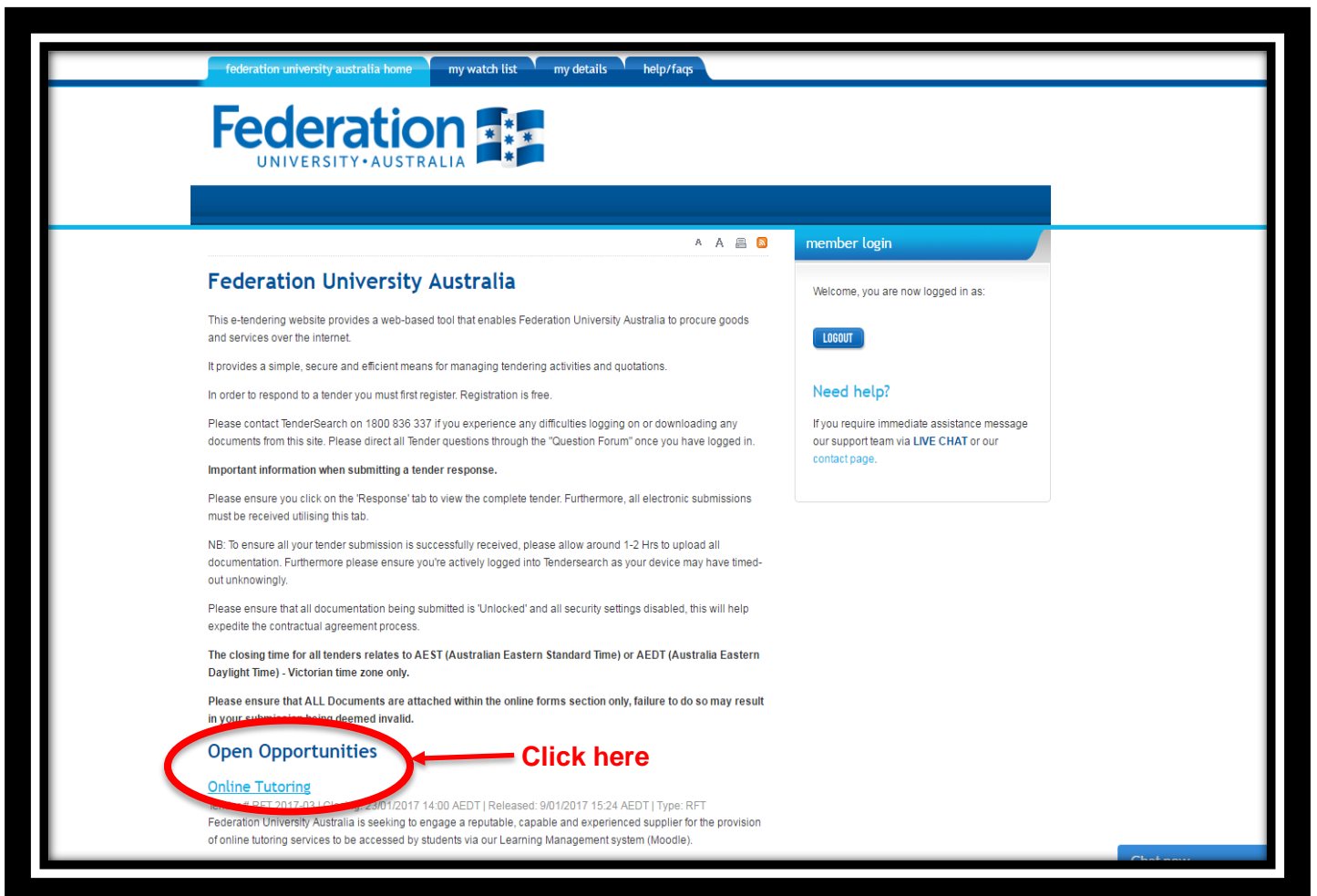
If you need to make contact with the Procurement Team with regards to any tender information, please contact them on +61353279472 or email procurement@federation.edu.au

Step-by-step overview on how to submit your tender submission


Once you have logged into the Tendersearch portal using your member's login, you'll be greeted with a screen similar to the one shown below.

Depending if this opportunity is classified as an 'Open' (public) or 'Closed' (private) tender, you'll be able to gain access to the tender information from here. Click on the opportunity that you intend to submit a response for.

Feel free to click on the 'View More' button to read further information about any specific tender.



federation university australia home my watch list my details help/faqs

Federation
UNIVERSITY • AUSTRALIA 

member login

Welcome, you are now logged in as:

[LOGOUT](#)

[Need help?](#)

If you require immediate assistance message our support team via [LIVE CHAT](#) or our [contact page](#).

Federation University Australia

This e-tendering website provides a web-based tool that enables Federation University Australia to procure goods and services over the internet.

It provides a simple, secure and efficient means for managing tendering activities and quotations.

In order to respond to a tender you must first register. Registration is free.

Please contact TenderSearch on 1800 836 337 if you experience any difficulties logging on or downloading any documents from this site. Please direct all Tender questions through the "Question Forum" once you have logged in.

Important information when submitting a tender response.

Please ensure you click on the 'Response' tab to view the complete tender. Furthermore, all electronic submissions must be received utilising this tab.

NB: To ensure all your tender submission is successfully received, please allow around 1-2 Hrs to upload all documentation. Furthermore please ensure you're actively logged into Tendersearch as your device may have timed-out unknowingly.

Please ensure that all documentation being submitted is 'Unlocked' and all security settings disabled, this will help expedite the contractual agreement process.

The closing time for all tenders relates to AEST (Australian Eastern Standard Time) or AEDT (Australia Eastern Daylight Time) - Victorian time zone only.

Please ensure that ALL Documents are attached within the online forms section only, failure to do so may result in your submission being deemed invalid.

Open Opportunities [Click here](#)

[Online Tutoring](#)

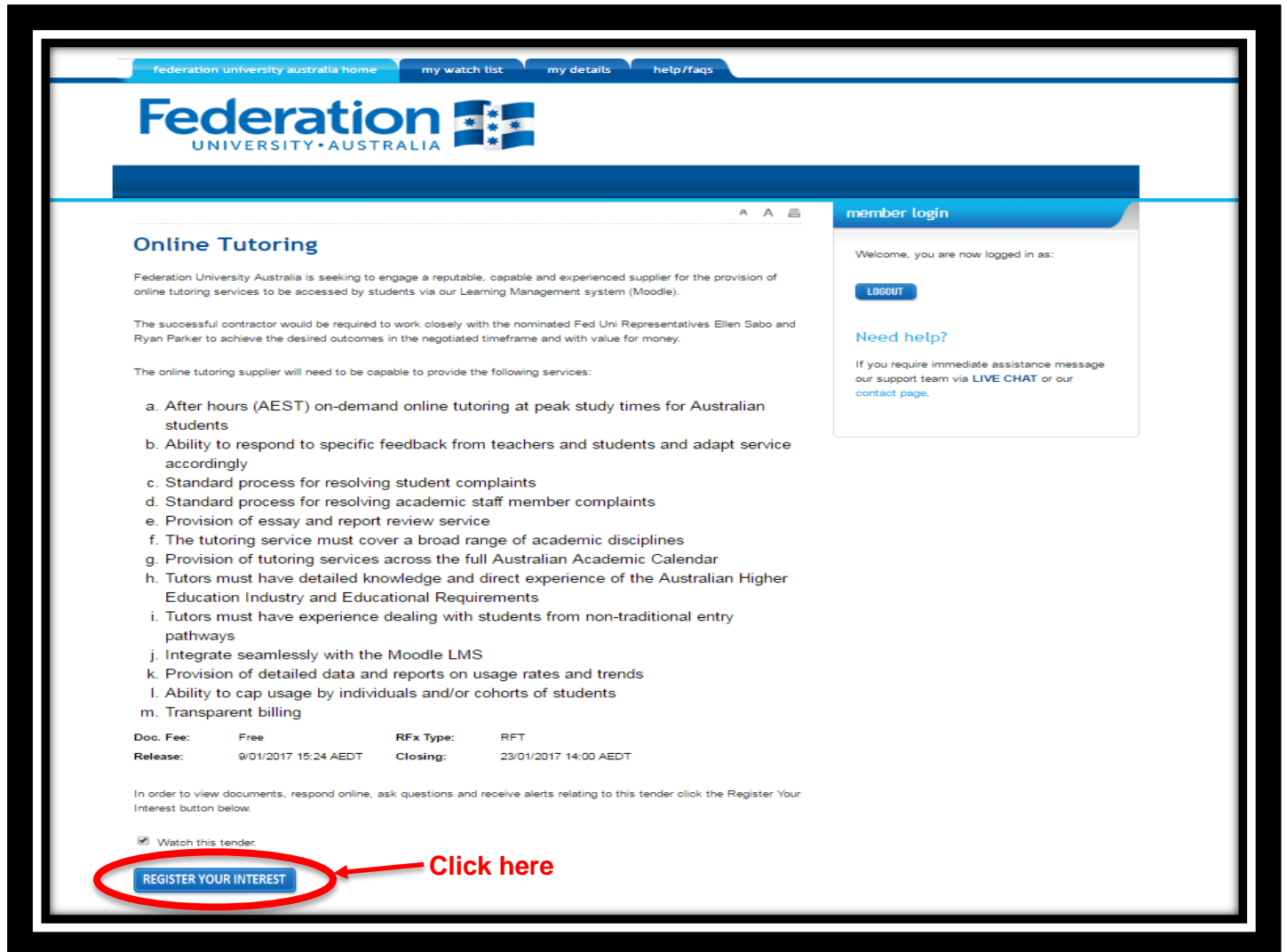
© 2017 Federation University Australia. All rights reserved. | Released: 9/01/2017 15:24 AEDT | Type: RFT

Federation University Australia is seeking to engage a reputable, capable and experienced supplier for the provision of online tutoring services to be accessed by students via our Learning Management system (Moodle).

NB: At different times, there may be numerous opportunities open at the same time.

Register your Interest

Once you've selected the tender that you wish to submit a response for, click on the 'Register your Interest' button as shown below.



The screenshot shows the Federation University Australia website interface. At the top, there is a navigation bar with links for 'federation university australia home', 'my watch list', 'my details', and 'help/faqs'. Below this is the university's logo and name. The main content area is titled 'Online Tutoring' and contains the following text:

Federation University Australia is seeking to engage a reputable, capable and experienced supplier for the provision of online tutoring services to be accessed by students via our Learning Management system (Moodle).

The successful contractor would be required to work closely with the nominated Fed Uni Representatives Ellen Sabo and Ryan Parker to achieve the desired outcomes in the negotiated timeframe and with value for money.

The online tutoring supplier will need to be capable to provide the following services:

- After hours (AEST) on-demand online tutoring at peak study times for Australian students
- Ability to respond to specific feedback from teachers and students and adapt service accordingly
- Standard process for resolving student complaints
- Standard process for resolving academic staff member complaints
- Provision of essay and report review service
- The tutoring service must cover a broad range of academic disciplines
- Provision of tutoring services across the full Australian Academic Calendar
- Tutors must have detailed knowledge and direct experience of the Australian Higher Education Industry and Educational Requirements
- Tutors must have experience dealing with students from non-traditional entry pathways
- Integrate seamlessly with the Moodle LMS
- Provision of detailed data and reports on usage rates and trends
- Ability to cap usage by individuals and/or cohorts of students
- Transparent billing

Doc. Fee: Free RFX Type: RFT
Release: 9/01/2017 15:24 AEDT Closing: 23/01/2017 14:00 AEDT

In order to view documents, respond online, ask questions and receive alerts relating to this tender click the Register Your Interest button below.

Watch this tender.

REGISTER YOUR INTEREST Click here

You'll receive the following pop-up notification. This notification is providing you with some brief instruction on how to submit your tender response.

Please click 'OK' to proceed.

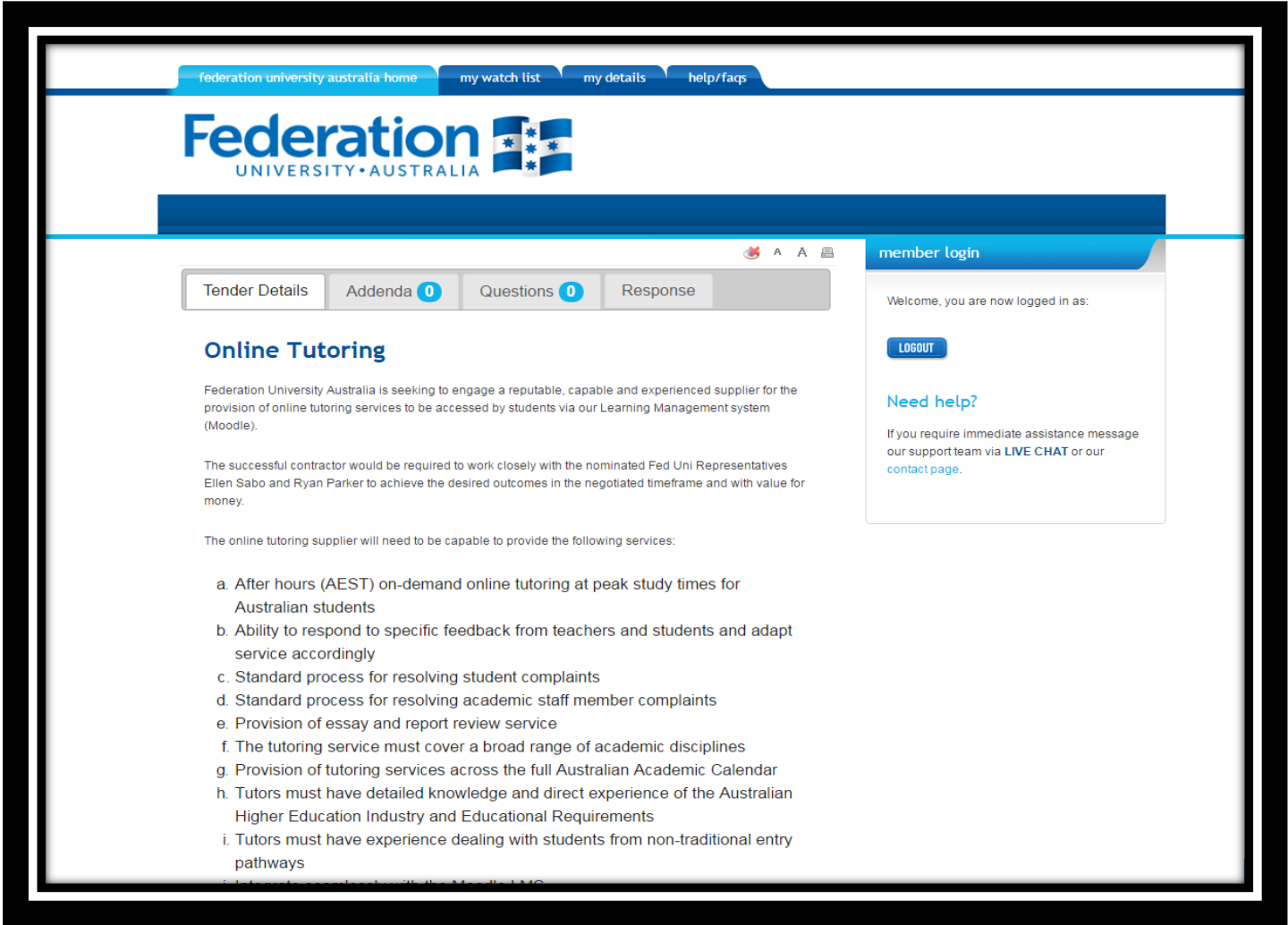


Now you have successfully landed on the 'active' tender page.

This page now allows you to view more information with regards to this specific tenders (see below).

You'll be able to gain an overview of the tender from here, also you'll be able to perform several functions such as:

- View all addendums relating to the tender – by using the 'addenda' tab
- View all questions that have been posted (publicised ones only) or post your own question where FedUni will provide you with a response in a timely manner. – by using the 'Questions' tab
- Commence your tender submission – by using the 'Response' tab



The screenshot shows a web interface for a tender. At the top, there are navigation tabs: 'federation university australia home', 'my watch list', 'my details', and 'help/faqs'. Below this is the Federation University Australia logo. A secondary navigation bar contains tabs for 'Tender Details', 'Addenda 0', 'Questions 0', and 'Response'. The main content area is titled 'Online Tutoring' and contains the following text:

Federation University Australia is seeking to engage a reputable, capable and experienced supplier for the provision of online tutoring services to be accessed by students via our Learning Management system (Moodle).

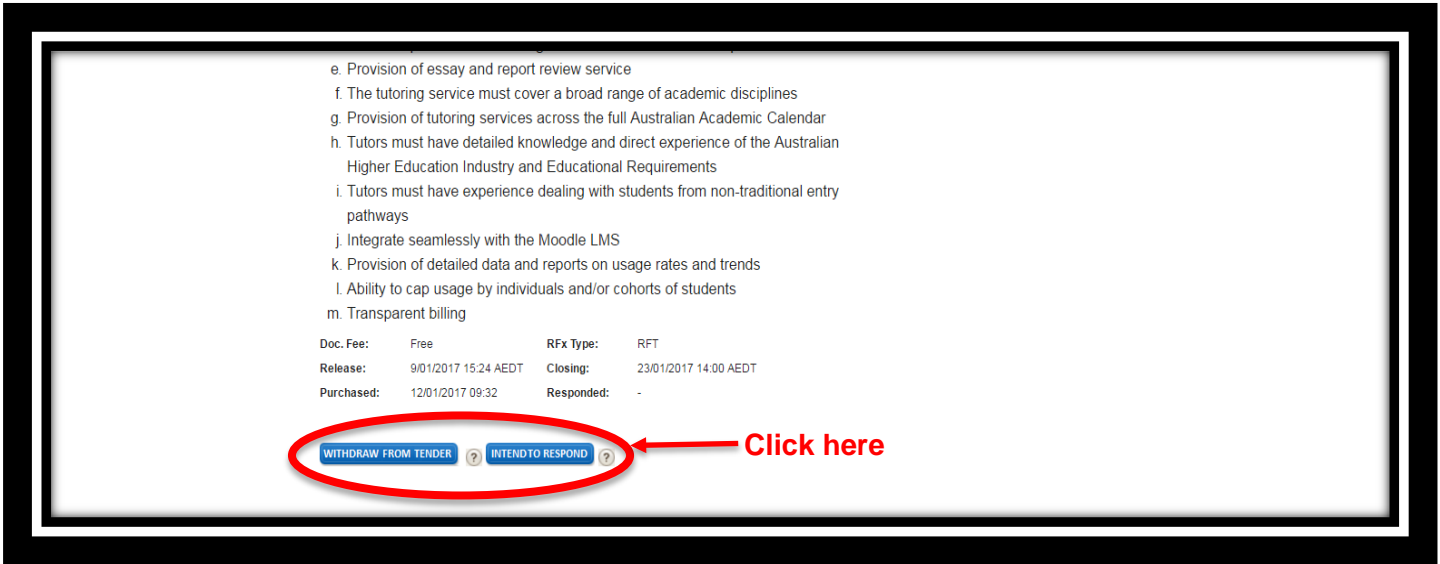
The successful contractor would be required to work closely with the nominated Fed Uni Representatives Ellen Sabo and Ryan Parker to achieve the desired outcomes in the negotiated timeframe and with value for money.

The online tutoring supplier will need to be capable to provide the following services:

- After hours (AEST) on-demand online tutoring at peak study times for Australian students
- Ability to respond to specific feedback from teachers and students and adapt service accordingly
- Standard process for resolving student complaints
- Standard process for resolving academic staff member complaints
- Provision of essay and report review service
- The tutoring service must cover a broad range of academic disciplines
- Provision of tutoring services across the full Australian Academic Calendar
- Tutors must have detailed knowledge and direct experience of the Australian Higher Education Industry and Educational Requirements
- Tutors must have experience dealing with students from non-traditional entry pathways

On the right side, there is a 'member login' section with a 'LOGOUT' button and a 'Need help?' link. Below the help link, it says: 'If you require immediate assistance message our support team via [LIVE CHAT](#) or our [contact page](#).'

Other options you can perform from this page include nominating your intention to submit or alternately withdraw your interest. Please refer to below.



The screenshot shows a list of services (e-m) and a table of tender details. The services list includes:

- Provision of essay and report review service
- The tutoring service must cover a broad range of academic disciplines
- Provision of tutoring services across the full Australian Academic Calendar
- Tutors must have detailed knowledge and direct experience of the Australian Higher Education Industry and Educational Requirements
- Tutors must have experience dealing with students from non-traditional entry pathways
- Integrate seamlessly with the Moodle LMS
- Provision of detailed data and reports on usage rates and trends
- Ability to cap usage by individuals and/or cohorts of students
- Transparent billing

The table below shows the following details:

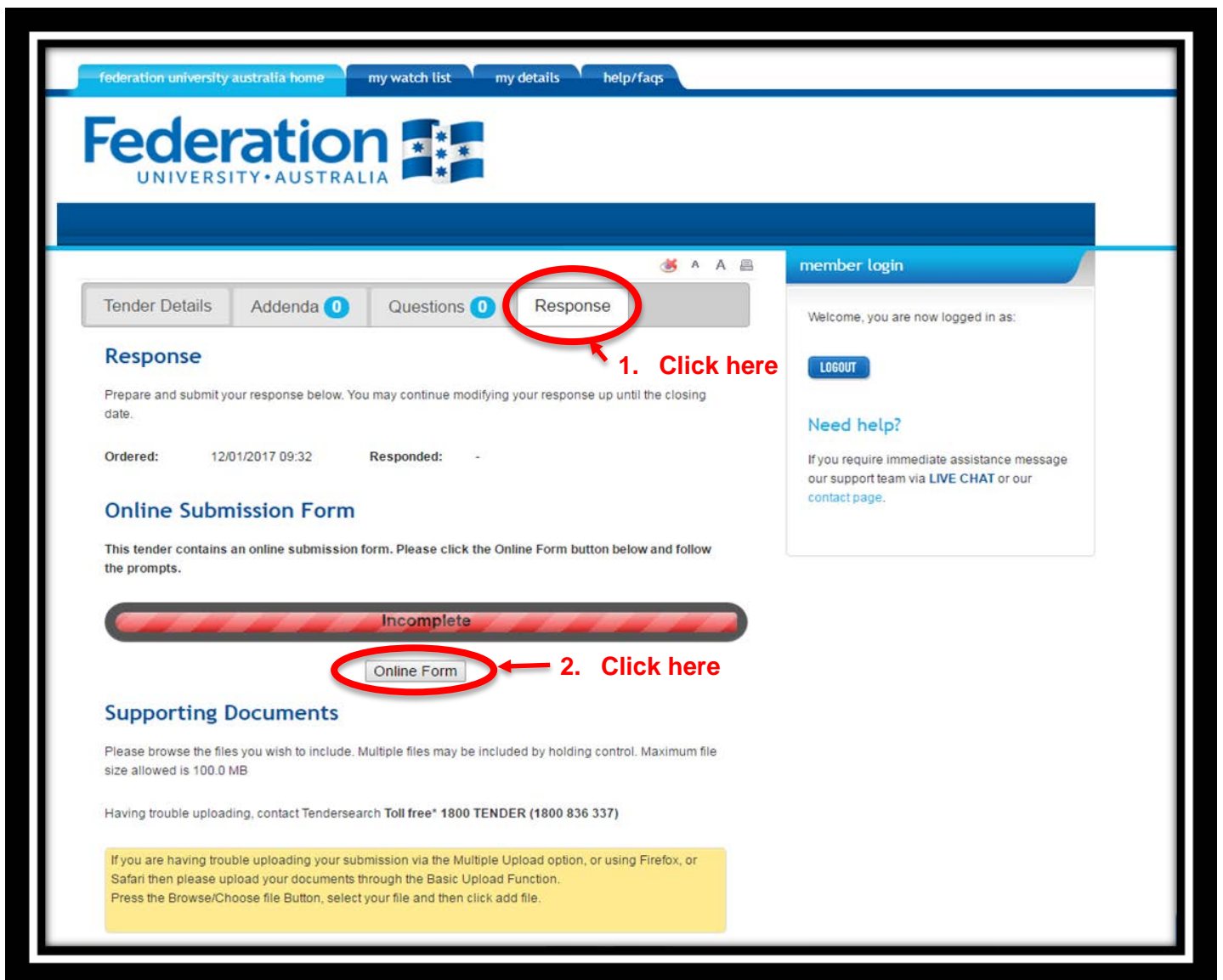
| | | | |
|------------|----------------------|------------|-----------------------|
| Doc. Fee: | Free | RFX Type: | RFT |
| Release: | 9/01/2017 15:24 AEDT | Closing: | 23/01/2017 14:00 AEDT |
| Purchased: | 12/01/2017 09:32 | Responded: | - |

At the bottom, there are two buttons: 'WITHDRAW FROM TENDER' and 'INTEND TO RESPOND'. Both buttons have a question mark icon to their right. A red circle highlights these two buttons, and a red arrow points to them with the text 'Click here'.

After clicking on the 'Response' tab you are now ready to proceed with your submission

From this tab you can access all the supporting documents relating to this specific tender.

All FedUni Tenders use the online Submission form functionality. You'll need to access to this part of the tender to complete your submission, access can be found just below the 'scrolling candy cane' – please see below. Click on the online form tab to commence with your submission.



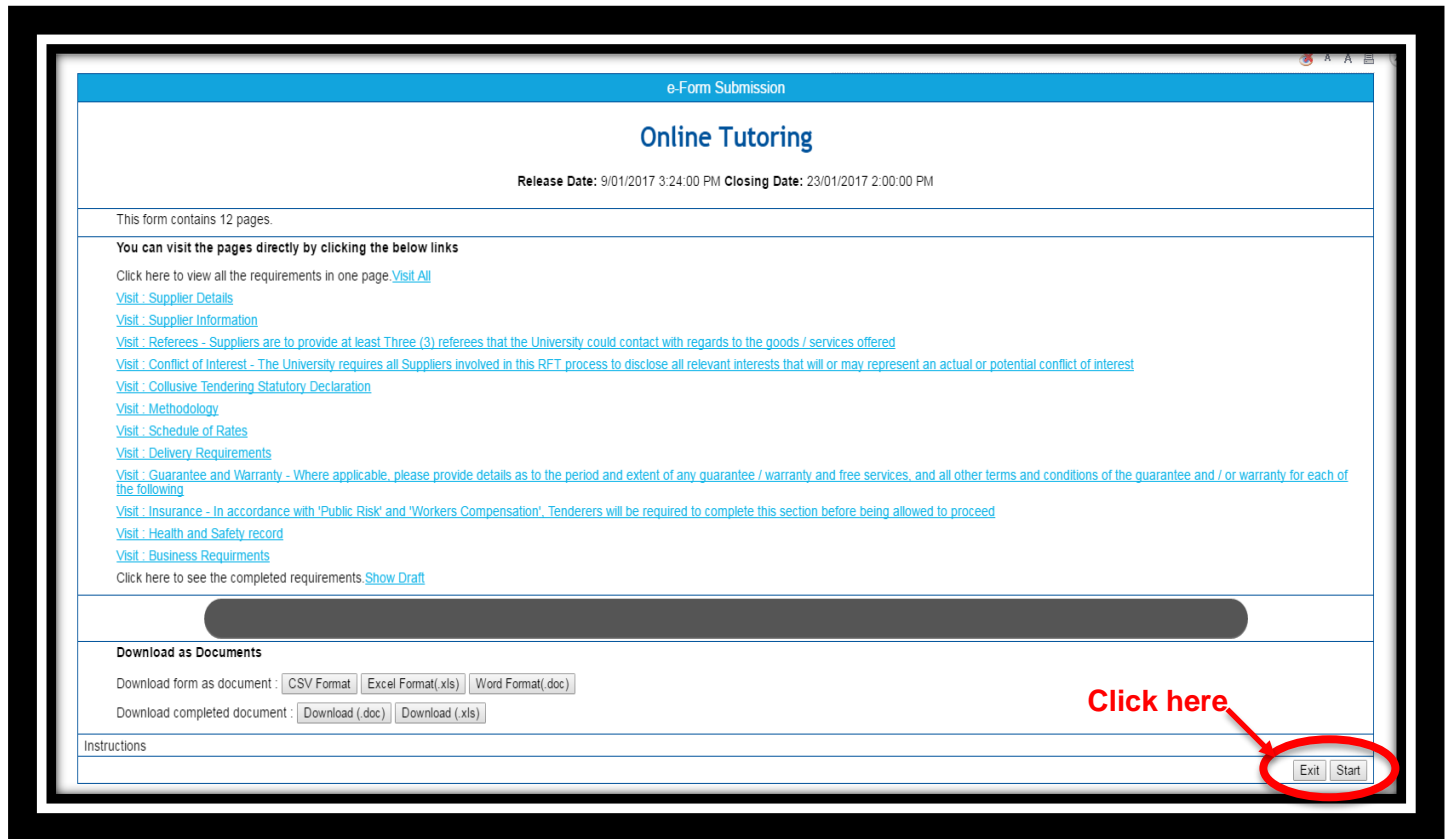
The screenshot shows the Federation University Australia tender submission interface. At the top, there are navigation tabs: "federation university australia home", "my watch list", "my details", and "help/faqs". The main header features the Federation University Australia logo. Below the header, there is a "member login" section with a "LOGOUT" button and a "Need help?" section. The main content area has a navigation bar with tabs: "Tender Details", "Addenda 0", "Questions 0", and "Response". The "Response" tab is circled in red with an arrow pointing to it and the text "1. Click here". Below the "Response" tab, there is a "Response" section with instructions: "Prepare and submit your response below. You may continue modifying your response up until the closing date." Below this, there is a table with columns "Ordered:" and "Responded:". Below the table, there is an "Online Submission Form" section with instructions: "This tender contains an online submission form. Please click the Online Form button below and follow the prompts." Below the instructions, there is a red progress bar labeled "Incomplete" and an "Online Form" button, which is circled in red with an arrow pointing to it and the text "2. Click here". Below the "Online Form" button, there is a "Supporting Documents" section with instructions: "Please browse the files you wish to include. Multiple files may be included by holding control. Maximum file size allowed is 100.0 MB". Below the instructions, there is a yellow box with text: "If you are having trouble uploading your submission via the Multiple Upload option, or using Firefox, or Safari then please upload your documents through the Basic Upload Function. Press the Browse/Choose file Button, select your file and then click add file."

This action will take you to the following screen.

From here you can view all the information that is being requested.

Click on any of these links provided to view exactly what's being requested.

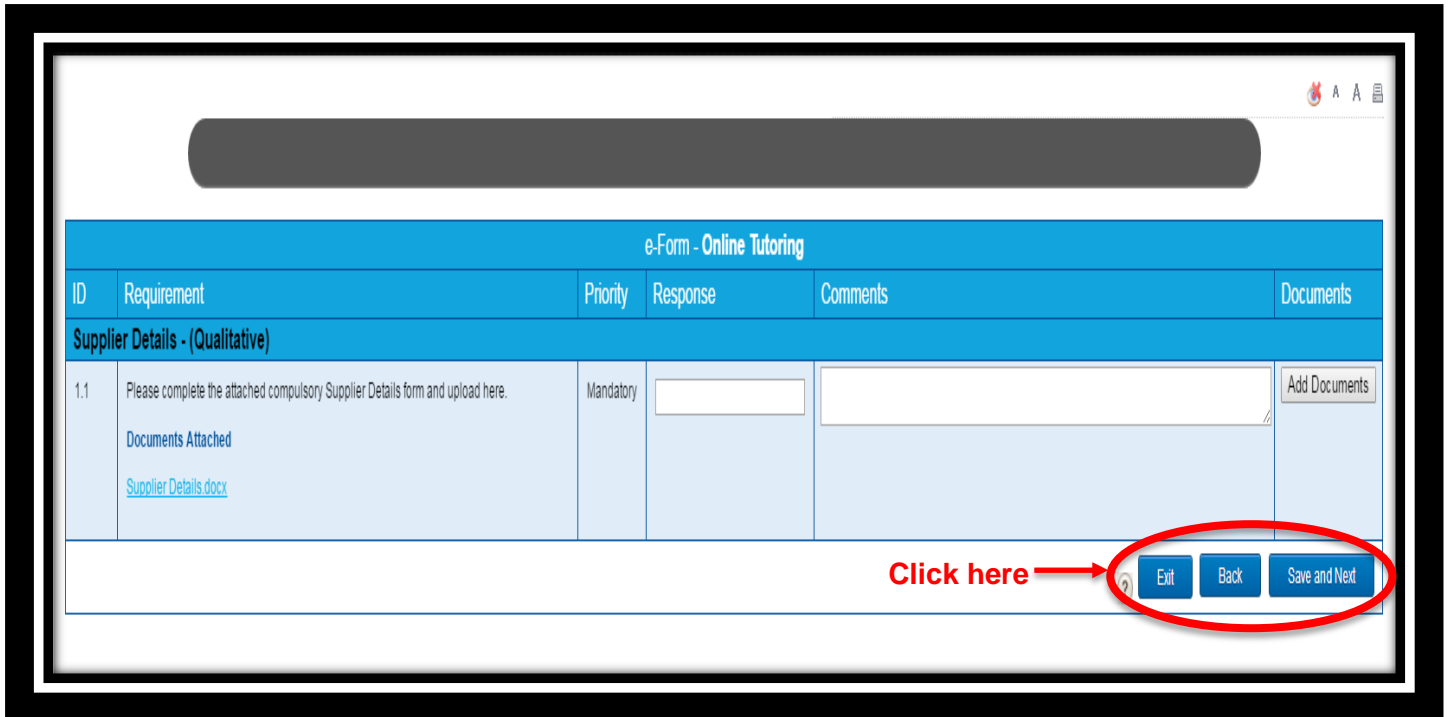
All or any of these documents can be downloaded from here; this is particularly useful if you need other people to assist you in completing your submission.



To commence with your submission simply click on the 'Start' tab located on the bottom of the page.

Completing your tender submission

Once you have entered into the 'e-form' you will see a screen similar to below.



e-Form - Online Tutoring

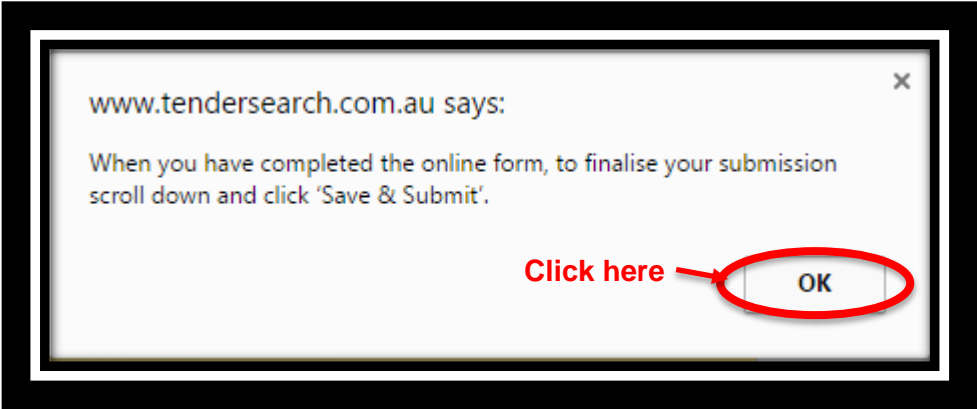
| ID | Requirement | Priority | Response | Comments | Documents |
|--|---|-----------|----------------------|----------------------|--|
| Supplier Details - (Qualitative) | | | | | |
| 1.1 | Please complete the attached compulsory Supplier Details form and upload here. Documents Attached Supplier Details.docx | Mandatory | <input type="text"/> | <input type="text"/> | <input type="button" value="Add Documents"/> |
| Click here → <input type="button" value="Exit"/> <input type="button" value="Back"/> <input type="button" value="Save and Next"/> | | | | | |

As shown, the field headers include such things as:

1. ID number – unique numbering
2. Requirements field – this is the question that is being asked by FedUni. It may also identify if there are any documents attached (as shown).
3. Priority indicator – this outlines if the question is either mandatory, optional, conforming or non-conforming requirement.
4. Response – a brief response.
5. Comments – the author can place any additional commentary in the area – max 350 characters.
6. Documents – you can upload any number of various type of documents here.

Once you're satisfied with your tender response you can then click on any of the tabs located at the bottom of the screen. You have a choice to either 'Exit', move 'Back' a screen or 'Save and Next' to continue with your submission. Proceed through all the fields and once satisfied with the response you're ready to submit your response.

NB: if at any time you wish to exit prior to completing your submission simply hit the save button and your information will be retained ready for you to re-commence once you log back in.

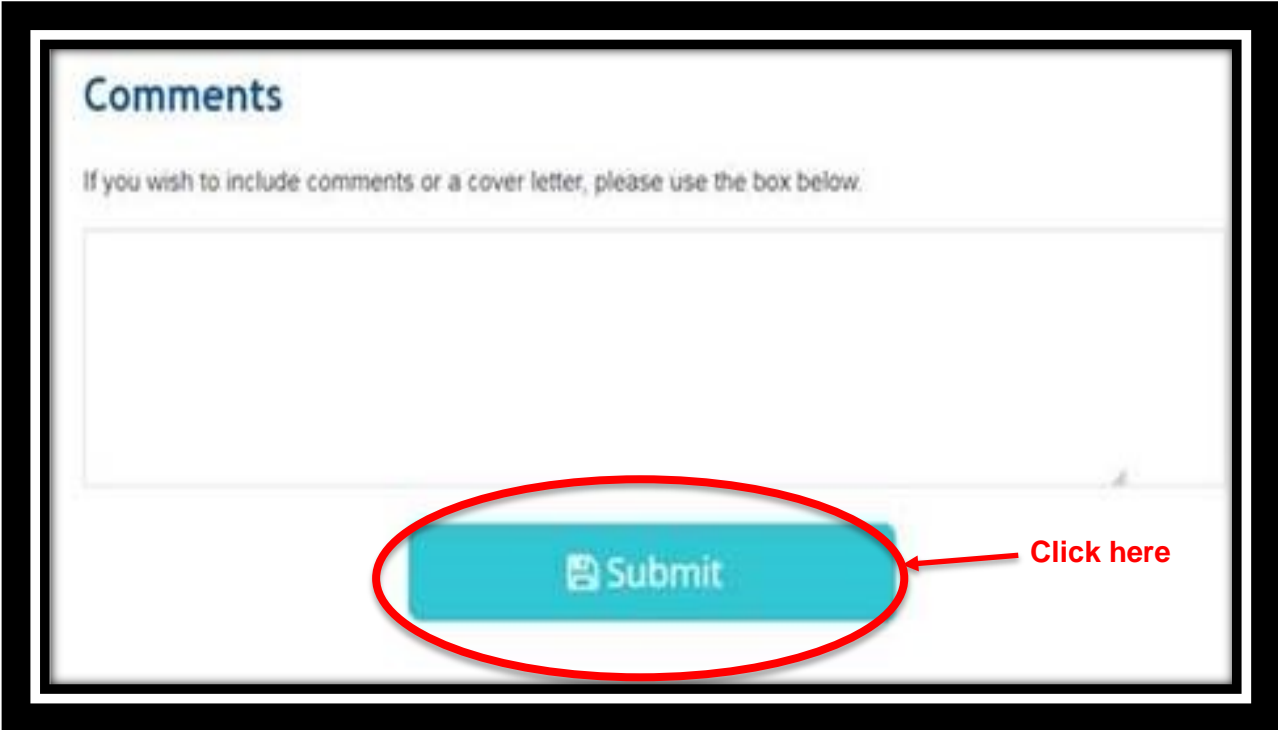


Finalise your Submission

IMPORTANT INFORMATION: any comments or any additional documents loaded into this section will not be visible to any members on the evaluation panel therefore it won't be included in any part of the evaluation process.

Please feel free to include any comments in the comments field, these will only be visible to the FedUni Procurement Team



Please click the 'Submit' button



Acknowledgment advice


You will receive the following acknowledgement as shown below. If you don't receive the email confirmation, immediately contact Tendersearch on 1800 836 337 for further instruction as FedUni **do not accept any late submissions**.

NB: you can go back into your tender submission any time prior to the tender closing time/date to make any necessary amendments.

A A  

Thankyou for your submission

Your response has been saved and will be eligible for consideration.
You may update your submission as often as you like until the closing date from the tender page.

 If you have not received a '**Submission Received**' confirmation email then please call TenderSearch on 1800 TENDER

| | | | |
|-----------------|-----------------------|-------------------|-----------------------|
| Release: | 9/01/2017 15:24 AEST | Closing: | 23/01/2017 14:00 AEST |
| Ordered: | 12/01/2017 09:32 AEST | Responded: | 12/01/2017 15:05 AEST |

Supporting Documents

| Name | Size | Date |
|-----------------|------|------|
| No files added. | | |

Online Form Documents

| Name | Size | Date |
|-----------------|------|------|
| No files added. | | |

Comments

.

BACK TO LIST

BACK TO TENDER

From: "Federation University Australia" <procurement.federation@tendersearch.com.au>
Date: 18 January 2017 at 4:00:01 pm AEDT
To: <>
Subject: **Submission Received**

SUBMISSION RECEIVED

(RFT 2017-03) Online Tutoring

Supporting Document:
None

Congratulations you're now finished.