

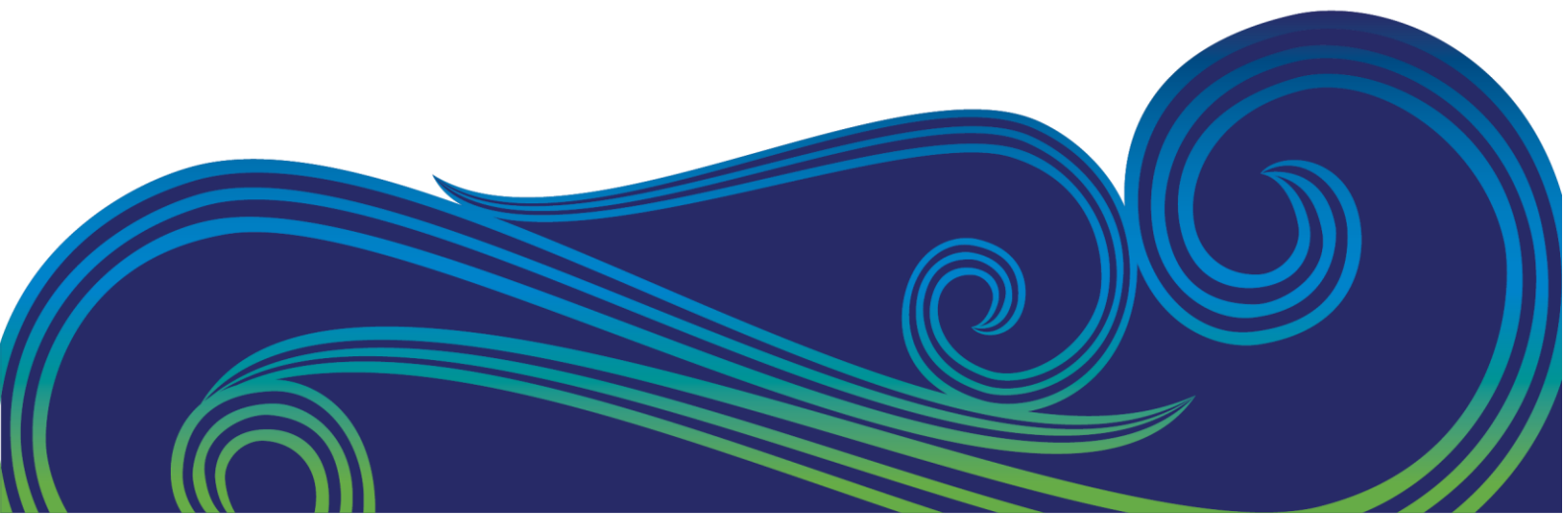


**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Accessing and Responding to Closed Tender Opportunities

User Guide for Registered Suppliers/Partners

October 2025



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Glossary

Weka	Description
Contract	A legally binding agreement between the Ministry and a supplier/partner, specifying the terms and conditions for the provision of goods or services.
Closed Tender	A competitive procurement process limited to a pre-selected group of known suppliers/partners from a government or internal panel.
Negotiation	In the system, it refers to the RFX/sourcing process.
Open Tender	An advertisement inviting all suppliers/partners to participate in the tender process. All open tenders will be advertised on GETS (Government Electronic Tenders Service) where suppliers will be directed to submit their responses in the system.
Purchase Order (PO)	A formal document issued by the buyer to the supplier/partner, confirming the buyer's intention to purchase specific goods or services.
Tender Opportunity	Also known as a contract opportunity, is an opportunity for suppliers/partners to submit their bids or proposals in response to a specific request or invitation from a buyer. It allows suppliers to compete for a contract or project.
Supplier/Partner portal	The module or platform that suppliers/partners use to manage their procure-to-pay interactions with the Ministry, including accessing tender opportunities, submitting responses, managing contracts, as well as viewing purchase orders, receipts, invoices, and payments. In the system this is simply shown as the Supplier portal.

About this guide

Overview

Welcome to the user guide for how to access and respond to tender opportunities with the Ministry of Social Development (the Ministry). This guide is designed to help you navigate the tender process and provides important information on how to respond to closed tender opportunities.

Key topics covered in this guide include:

- Accessing tender opportunities
- Viewing RFx attachments and supporting documentation
- Acknowledging or declining participation
- Creating a response
- Submitting questions and communicating with the Ministry
- Revising your response before the close date.

Note: if you are not registered as a supplier/partner and want to submit bids for contract opportunities, you must [first register as a prospective supplier](#). The 'How to Register as a Supplier/Partner' guide provides information on the registration process. If you need assistance with registration, please contact NAC_Suppliers@msd.govt.nz.

Only users with the **Supplier Bidder** or **Supplier Sales Representative** role can access and respond to tenders. If you do not have this role type, please talk to the **Supplier Self Service Administrator** contact within your organisation.

Icons used in this guide

The user guide may use the following icons:



Further information

References to additional sources of information for further details.



Tip

Provides a helpful piece of information or suggestion.



Important point

Highlights important information or areas that require caution.



Section Completed

Indicates section is complete

How to access a tender opportunity

1. Before you begin

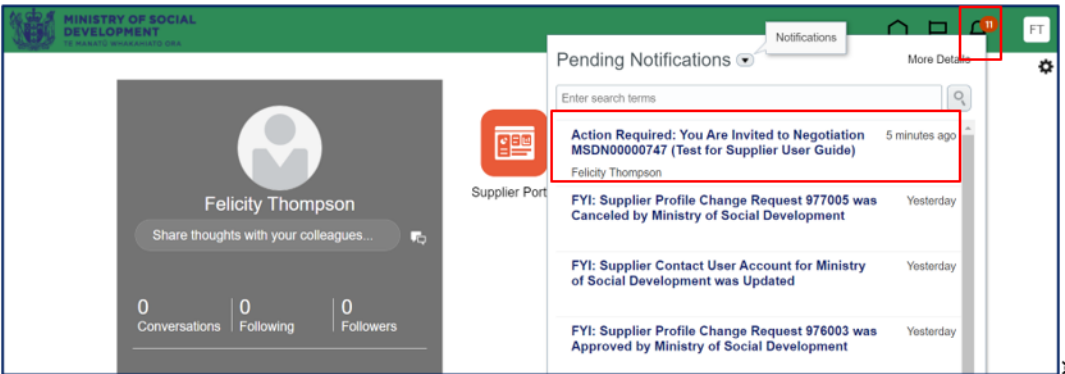
First, login to the Supplier/Partner portal. If you encounter any issues accessing the portal, contact NAC_Suppliers@msd.govt.nz.

2. How to access a closed tender

Overview

If you have been shortlisted for a closed tender, you will receive a notification via email and in the Supplier/Partner portal. The steps below will guide you on accessing the closed tender contract opportunity.

System steps

Step	Action
1.	Click on the notification bell icon located in the top-right corner of the screen. Look for the notification titled 'Action Required: You Are Invited to Negotiation MSDNXXXXXXXX' and click on it to open the negotiation. 
2.	Click 'View Negotiation' to see details of the contract opportunity.

	Negotiation Invitation Test for Supplier Guide Ministry of Social Development From Felicity Thompson RFx: MSDN00000095 Opens 15/08/2023 11:22 AM Closes 25/08/2023 11:15 AM Supplier Supplier Contact Acknowledge By 18/08/2023 11:22 AM Kia ora! You are cordially invited by the Ministry of Social Development (MSD) to participate in a closed procurement opportunity (Negotiation) for the specified goods/services. To access the information, please click on the "View Negotiation" button in this notification. Once you are on the Requirements tab, click the paper clip icon to access the relevant documents. For detailed instructions on accessing and responding to the procurement opportunity, please refer to the user guide or reach out to your Procurement contact. Kindly note that all responses must be submitted through the Supplier Portal. Participation in this procurement is optional. Please acknowledge receipt of this invitation and confirm your participation by selecting "Accept Invitation". If your organisation is unable to submit a response at this time, please select "Decline Invitation". Ngā mihi, MSD Procurement  Assigned to 15/08/2023 11:23 AM  Submitted by Felicity Thompson 15/08/2023 11:23 AM  MSDN00000095_SUPPLIER.pdf View Negotiation Create New Response Acknowledge Participation
	Alternatively, you can access the negotiation from the portal Negotiation landing page by following the system steps below.
3.	From your home page, click on the Supplier Portal tile.  Supplier Portal

4. Under **Tasks**, scroll to **Negotiations** and click on **View Active Negotiations**.

Supplier Portal

Search: Orders Order Number

Tasks

- Orders
 - Manage Orders
- Agreements
 - Manage Agreements
- Channel Programs
 - Manage Programs
- Contracts and Deliverables
 - Manage Contracts
 - Manage Deliverables
- Invoices and Payments
 - View Invoices
 - View Payments
- Negotiations**
 - View Active Negotiations**
 - Manage Responses
- Qualifications
 - Manage Questionnaires
 - View Qualifications
- Company Profile
 - Manage Profile

Requiring Attention

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- Schedules Overdue or Due Today
- Questionnaires
- Negotiations Closing Soon
- Negotiation Messages
- Invoices Overdue

Recent Activity
Last 30 Days

Negotiation invitations	1
Agreements opened	1
Orders opened	2

Transaction Reports
Last 30 Days

PO Purchase Amount	174K NZD
Invoice Amount	231K NZD
Invoice Price Variance Amount	0 NZD

Supplier News

MINISTRY OF SOCIAL DEVELOPMENT
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Welcome to the Ministry of Social Development Supplier Portal

[Please use this link for any training guides](#)

- Alternatively, expand the **Search** dropdown box, select **Negotiations**, then click the search icon.

Supplier Portal

Search: Negotiations Negotiation Number

5. Select the specific negotiation you want to access by clicking on the negotiation number hyperlink.
- Make sure the field 'Invitation Received' is showing '**Yes**' for the selected negotiation.

Active Negotiations

Search

** Negotiation

** Title

** Negotiation Close By

** Invitation Received: Yes

Response Submitted: No

Negotiation Open Since

Search Results

Negotiation	Title	Supplier	Time Remaining	Negotiation Type
MSDN0000748	Test for Supplier Guide	Fiss - Test	23 Hours 54 Min...	RFx



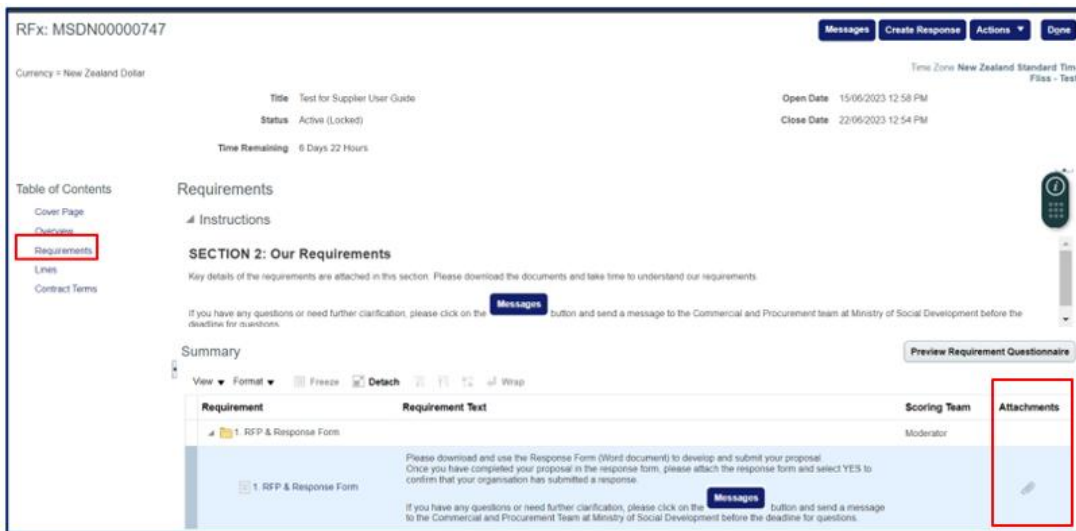
This completes the section.

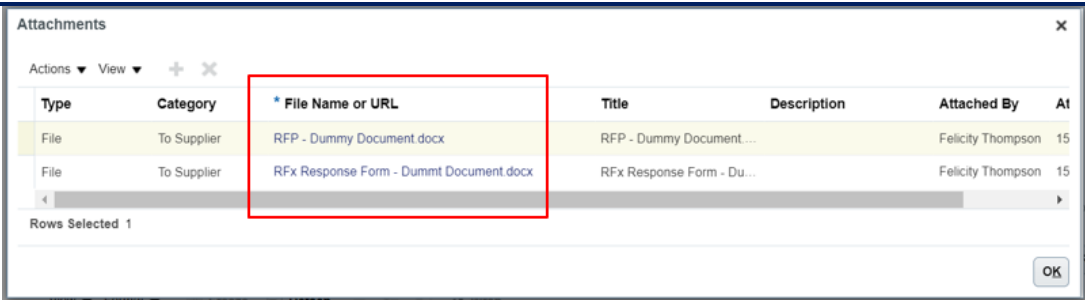
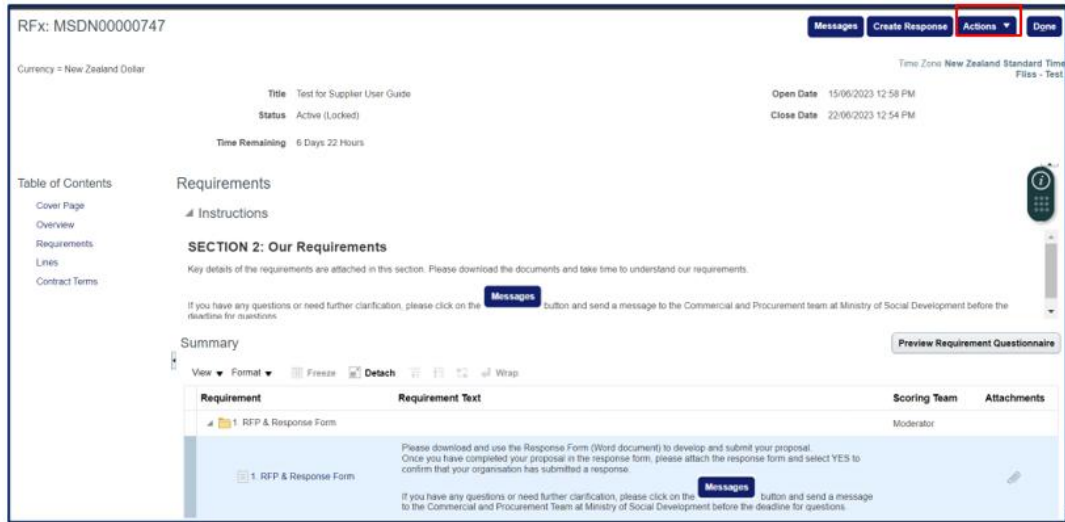
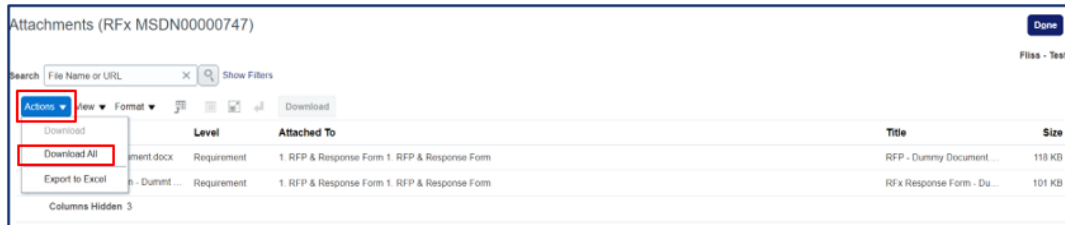
3. How to view tender attachments and supporting documentation

Overview

To view RFx attachments and supporting documentation for a tender opportunity, follow the system steps outlined below.

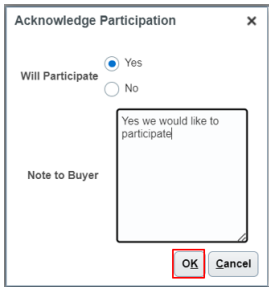
System steps

Step	Action
1.	Follow the steps outlined in How to access a tender opportunity to navigate to the tender opportunity.
2.	Once you are on the tender opportunity page, click on the Requirements tab. 
3.	Under the Attachments section, you will see a paper clip icon. Click on this.
4.	In the pop-up box, you will see a list of attachments and supporting documents related to the tender opportunity. Click on the hyperlink of each document to download a copy.

	
5.	After downloading each document, click OK to close the pop-up box.
6.	You can download all documents in the tender opportunity. On the Tender Opportunity page, click on the Actions button located in the top-right corner. 
7.	From the dropdown menu, select View and then choose View Attachments .
8.	On the Attachments landing page, select Actions and then choose Download All. 
	This completes the section.

4. How to acknowledge or decline your intention to participate

System steps

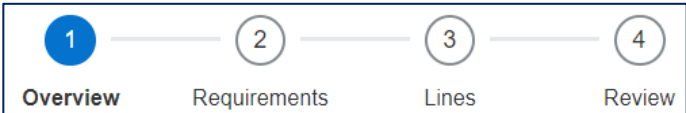
Step	Action
1.	Follow the steps outlined in How to access a tender opportunity to navigate to the tender opportunity.
2.	Click Actions then click Respond then Acknowledge Participation . 
3.	In the pop-up box, you will see two fields to complete: Will Participate - Tick ' Yes ' to acknowledge your participation, or tick ' No ' to decline your participation. Note: Add any notes or comments you want to send to the Procurement Lead, this field is optional.
4.	Once you have made your selection and added any notes (if applicable), click OK to submit your acknowledgement. 
	Acknowledging your intention to participate or decline participation in a tender opportunity is only a notification to the Ministry or relevant authority. It does not obligate you to participate in the future, nor is it a requirement for participation. You can change your acknowledgement response at any time before the closing date of the tender opportunity.
	This completes the section.

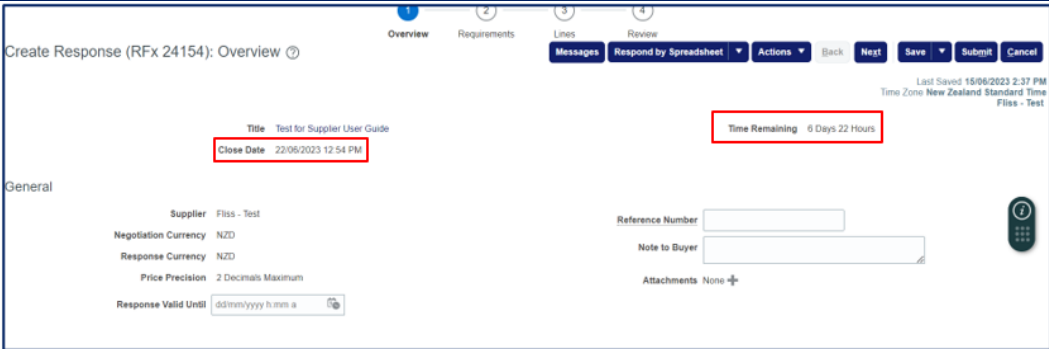
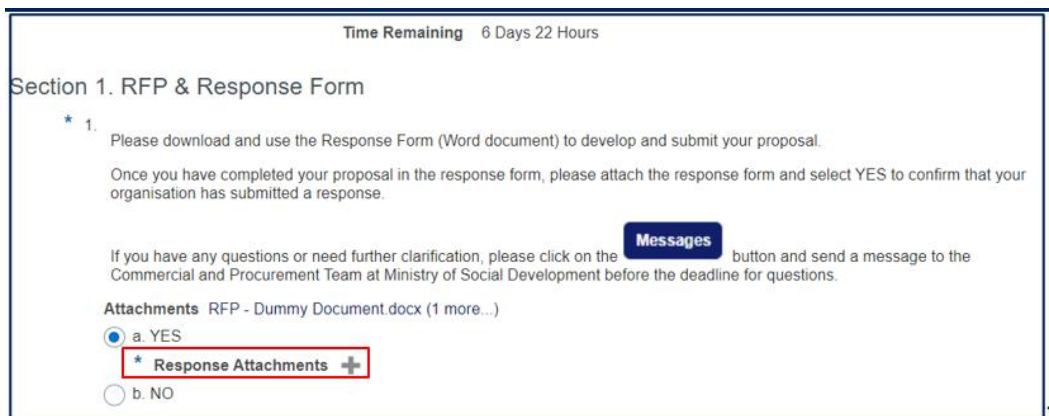
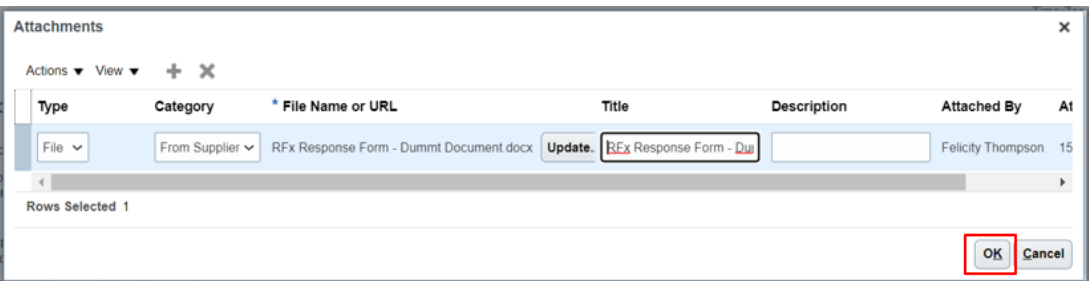
5. How to create a response

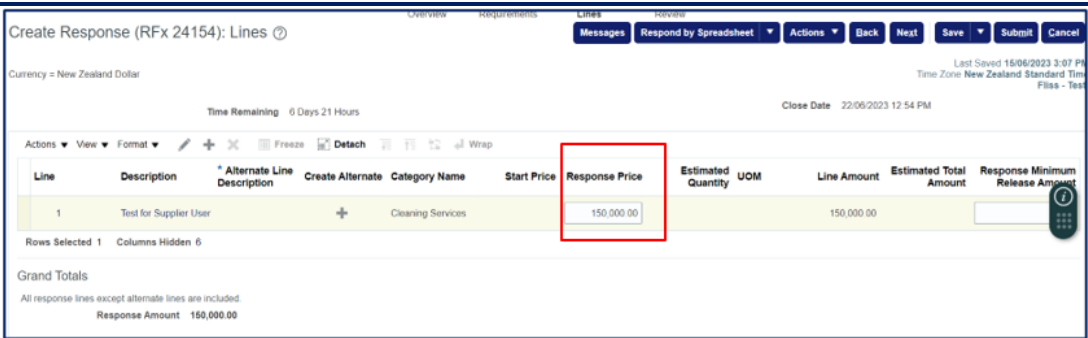
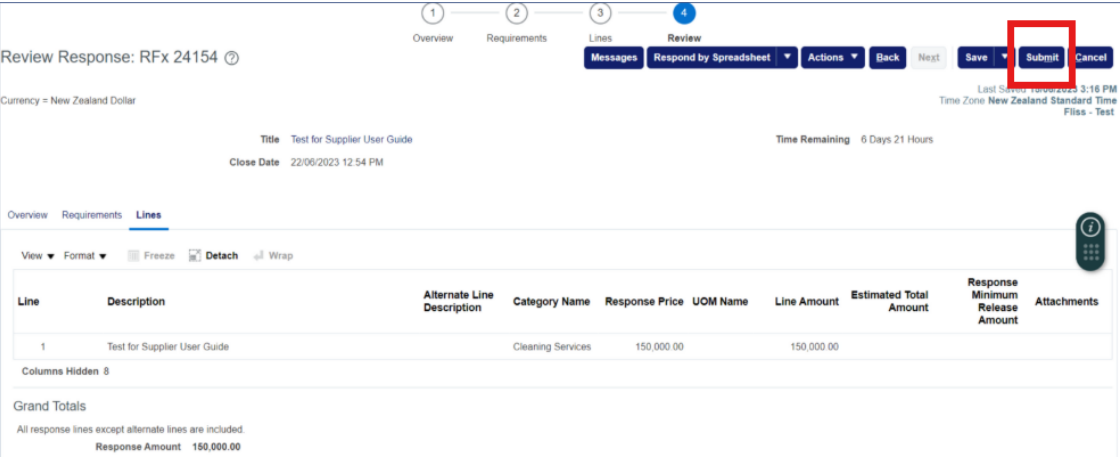
To create a response for a contract opportunity, you can follow the system steps outlined below.

At any time you can save your response as a draft and come back to it later. Click the **Save** button located on the top-right hand corner.

System steps

Step	Action
1.	Follow the steps outlined in How to access a tender opportunity to navigate to the tender opportunity.
2.	Click Create Response 
3.	There are four steps to be completed in your response  On the Overview tab, Reference Number: Insert a number for your internal tracking (optional). Note: Add any notes or comments you want to send to the Procurement Lead (optional).
	The Overview tab will display the Close Date of the tender opportunity as well as the Time Remaining .

	
4.	Click Next or the Requirements tab button.
5.	Select Yes to indicate that you will upload a copy of your Response Form document with other supporting documentation. To upload the Response Form document, click on the plus button under Response Attachments. An Attachments pop-up box will appear. 
6.	In the Attachments pop-up box, select the File you want to upload, update the Title, enter a Description, and then click OK to upload the document. Additional information documents can be uploaded by clicking on the plus add button. 
7.	Click Next .
8.	Enter the estimated Whole of Life (WOL) cost of your proposed response in the Response Price field.

	
	The Whole of Life WOL cost is the total cost of the entire duration of the contract, excluding GST. You may be asked to provide a further breakdown of your cost in your response form.
9.	Click Next or the Review tab button.
10.	Review your response submission to ensure all the information is accurate and complete. Once you have reviewed your response, click Submit in the top-right corner to proceed. Click OK. 
	This completes the section.

6. How to send a message to the Ministry

System steps

Step	Action
1.	Follow the steps outlined in How to access a tender opportunity to navigate to the tender opportunity.

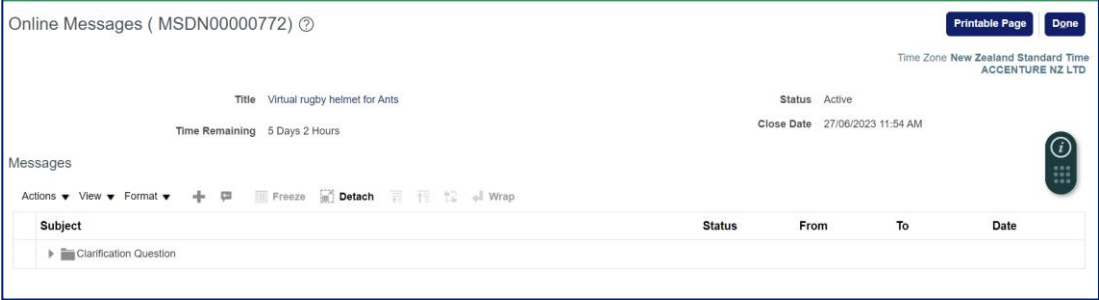
2. On the Tender Opportunity page, click the **Messages** button located on the top right-hand corner.

Result: The **Online Messages** landing page will appear.

3. To send a message, select **Actions** then **Send**.

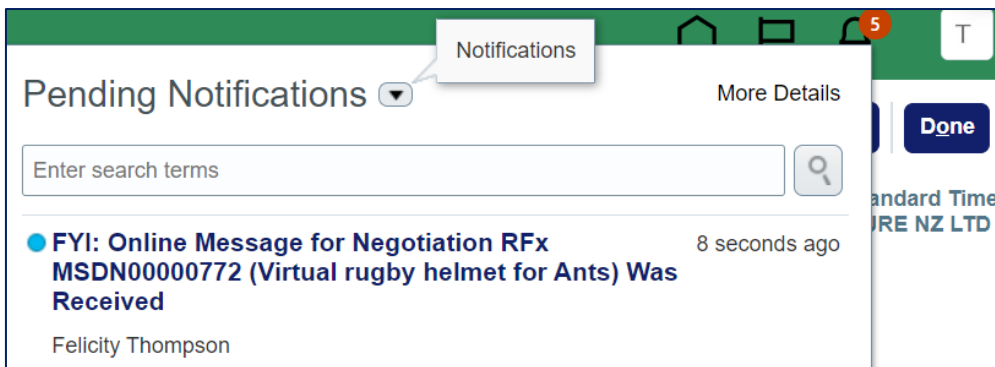
The **Send Message** pop-up box will display.

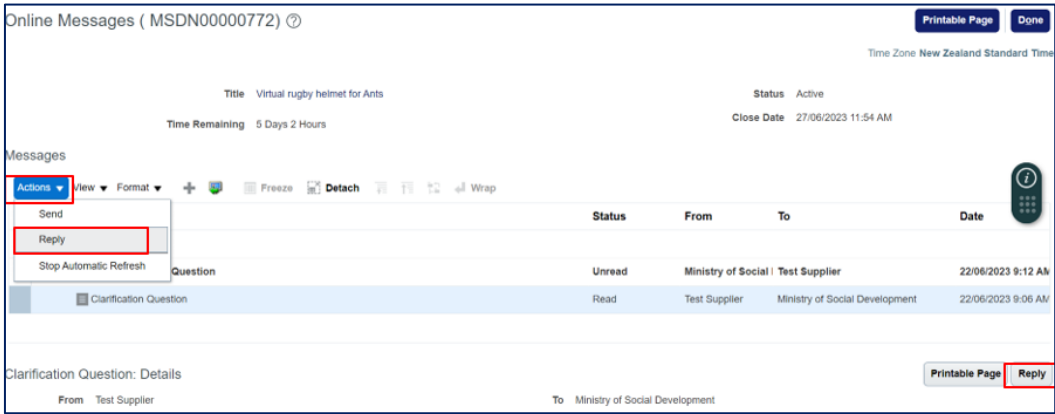
4. Add a **subject** for your message, write your message in the provided text box, and if needed, **attach** any relevant files and send.

5.	Your sent message will appear in the Messages section on the Online Messages landing page. The Ministry will be notified of your message. 
	This completes the section.

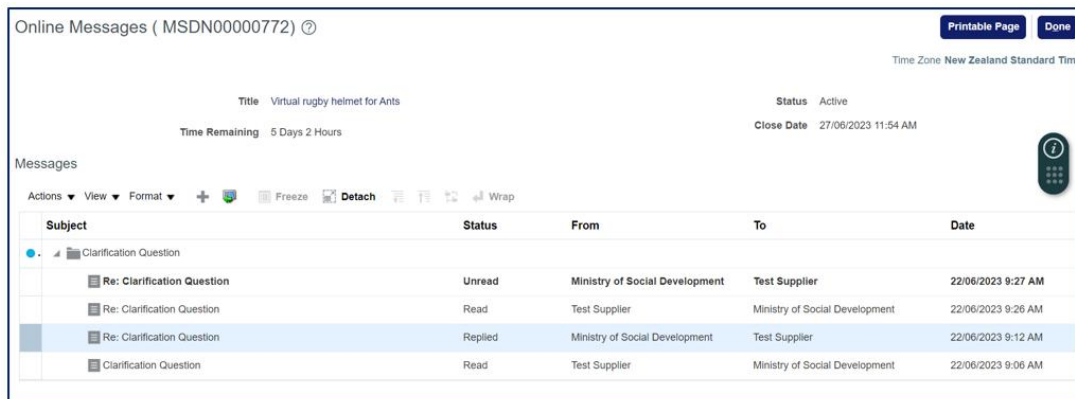
7. How to reply to a message received

System steps

Step	Action
1.	You will receive an email at the same time you receive an in-system message from the Ministry, click the Reply to Message option in the email. 
	Do not respond to the email received. To reply back to the Ministry, you will need to use the 'Reply to Message' hyper link in the email. 
2.	Alternatively, login to the Supplier Portal, click the bell icon located on the top right-hand corner, then click into the Notification: 'FYI Online Messages for Negotiation RFX MSDNXXXXXXXXX'. A response provided by the Ministry will display. 
3.	To reply to the message displayed in the notification, click Reply to Message. You will be directed to the Online Message landing page.

	Online Message for Negotiation RFx MSDN00000772 (Virtual rugby helmet for Ants) Was Received Dismiss ORACLE Online Message From Ministry of Social Development Subject Re: Clarification Question RFQ MSDN00000772 Virtual rugby helmet for Ants Close Date 27/06/2023 11:54 AM Reply to Message Hi Test Supplier, I am providing an example of a clarification to the message below for the supplier user guide. Kind regards, Test Buyer On 22/06/2023 9:06 AM Pacific/Auckland, Test Supplier wrote Can you please clarify XYZ outlined in section 2.1 in the Response Form. Reply to Message
4.	Highlight the message you want to reply to, then click Reply located on the right-hand side of the page (or select Actions and then Reply). 
5.	Follow the steps outlined in the How to send a message guide mentioned above to compose your response.
	Another way to access your messages for a particular tender is to navigate to your tender (refer to user guide How to access a tender opportunity) and click the Messages button located in the top-right corner.  The number in brackets indicates how many unread messages.
	Additional information about the messaging function: - The system keeps a record of the message correspondence, similar to email. - You can check the message status, sender and recipient information, as well as the date of sending or receiving.

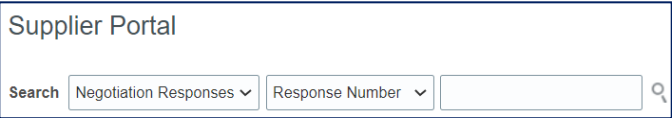
- Unread messages are indicated by a blue circle icon.
- Scroll down to the bottom of the page to view the full email/message chain between yourself and MSD.



This completes the section.

8. How to revise your response before the tender close date

System steps

Step	Action
1.	Under Tasks , scroll to Negotiations and click on Manage Responses . The Manage Responses landing page will appear.
2.	Alternatively, expand the Search dropdown box, select Negotiation Responses , then click the search icon to initiate the search. 

3. Complete the relevant search fields to narrow down your search for specific tenders you have responded to.

Once you have entered the relevant search criteria, click on the **Search** button.

Manage Responses

Search

Advanced Manage Watchlist Saved Search Active or Draft Responses

Time Zone New Zealand Standard Time

** Negotiation Title

** Negotiation

** Response

** Response Status Active or draft

Line Description

Search Reset Save...

Search Results

Revising a draft response automatically locks it.

Actions View Format Freeze Detach Wrap Accept Terms Revise

Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor
26193	Active	Fliss - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 23 Ho...	0	
24154	Active	Fliss - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0	

Columns Hidden 8

4. Highlight the response you want to revise, then click **Revise**.

Search Results

Revising a draft response automatically locks it.

Actions View Format Freeze Detach Wrap Accept Terms Revise

Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor
26193	Active	Fliss - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 23 Ho...	0	
24154	Active	Fliss - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0	



You can only revise responses **before** the tender close date i.e. those that have Time Remaining left.

5. Complete Section 5. [How to create a response](#).



This completes the section.