

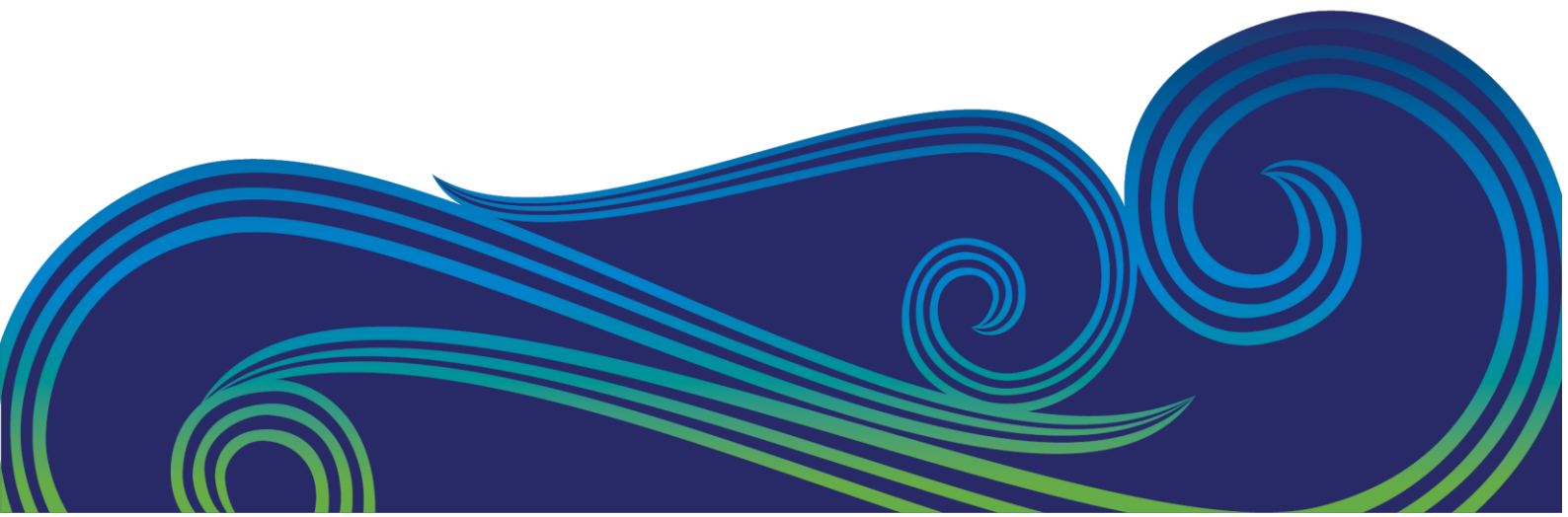


**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Accessing and Responding to Open Tender Opportunities

User Guide for Suppliers/Partners

October 2025



Contents

Glossary	3
About this guide	4
Overview 4	
Icons used in this guide.....	4
How to access a tender opportunity	5
1. Before you begin	5
2. How to access an open tender.....	5
3. How to view tender opportunity attachments and supporting documentation	7
4. How to create a response	9
6. How to send a message to the Ministry	12
7. How to reply to a message received.....	14
8. How to revise your response before the tender close date	17

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/partners 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.
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. Once you are in the system it is always referred to as the Supplier Portal.
Weka	The name of the Oracle system used by the Ministry for procurement and supplier/partner management processes.

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 open tender opportunities.

Key topics covered in this guide include:

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

Please note that if you are not registered with MSD 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 support or have any questions during the registration process, please do not hesitate to contact NAC_Suppliers@msd.govt.nz.

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

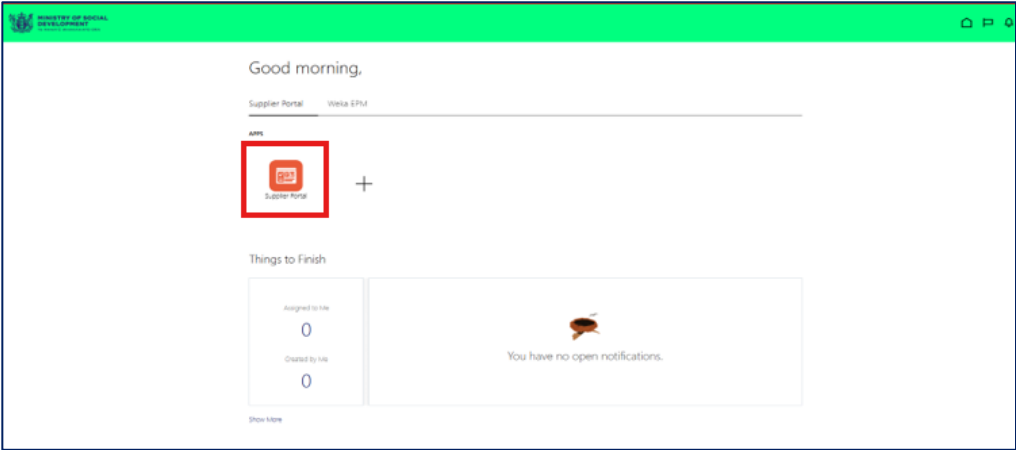
Login to the Supplier/Partner portal. If you encounter any issues accessing the portal, contact NAC_Suppliers@msd.govt.nz.

2. How to access an open tender

Overview

The steps below will guide you on how to access the open tender contract opportunity.

System steps

Step	Action
1.	The Portal landing page will open. Click on the Supplier Portal tile. 

2. Click on the **View Active Negotiations** menu item.

The screenshot shows the Supplier Portal interface. On the left, a sidebar lists various menu items. Under the 'Negotiations' section, the 'View Active Negotiations' item is highlighted with a red rectangle. The main content area displays three cards: 'Requiring Attention', 'Recent Activity', and 'Transaction Reports'. Each card shows a lightning bolt icon and the text 'No data available'. Below these cards is a 'Supplier News' section with the text 'Welcome to the Ministry of Social Development Supplier Portal'.

3. On the Active Negotiations landing page, change the “**Invitation Received**” to “**No**”.



Click **Search**.

4. A list of the Ministry's "Open" tender opportunities will be listed.

The screenshot shows the 'Active Negotiations' page on the NZTA website. The page displays a table of tender opportunities. The first row is highlighted in blue and contains the following information:

Negotiation	Title	Negotiation Type	Supplier	Time Remaining	Close Date	Your Responses	Will Participate	Unread Messages	View PDF	Response Spreadsheet
MSDN00000025	Supplier Open RFP	RFx	[Redacted]	5 Days 4 Hours	30/06/2025 3:10...	0	0	0	[Icon]	[Icon]

The redacted supplier name is indicated by a red box with the text: "Your company name will show here".

5. You can access any one of the opportunities listed by clicking on the **Negotiation** number.

The screenshot shows the 'Active Negotiations' interface. At the top, there's a search bar and a 'Message Watchlist' button. Below the search bar, there are tabs for 'Active Negotiations', 'Search Results', and 'Create Response'. The main table displays a list of negotiations. The first row is highlighted, and the 'Negotiation' column value 'MFC0909090025' is enclosed in a red box. The 'Supplier' column value 'Your company name will show here' is also enclosed in a red box.

Negotiation	Title	Negotiation Type	Supplier	Time Remaining	Close Date	Your Responses	Will Participate	Unread Messages	View PDF	Response Spreadsheet
MFC0909090025	Supplier Open RFP	RFP	Your company name will show here	5 Days 4 Hours	30/09/2025 5:10	0	0	0	0	0

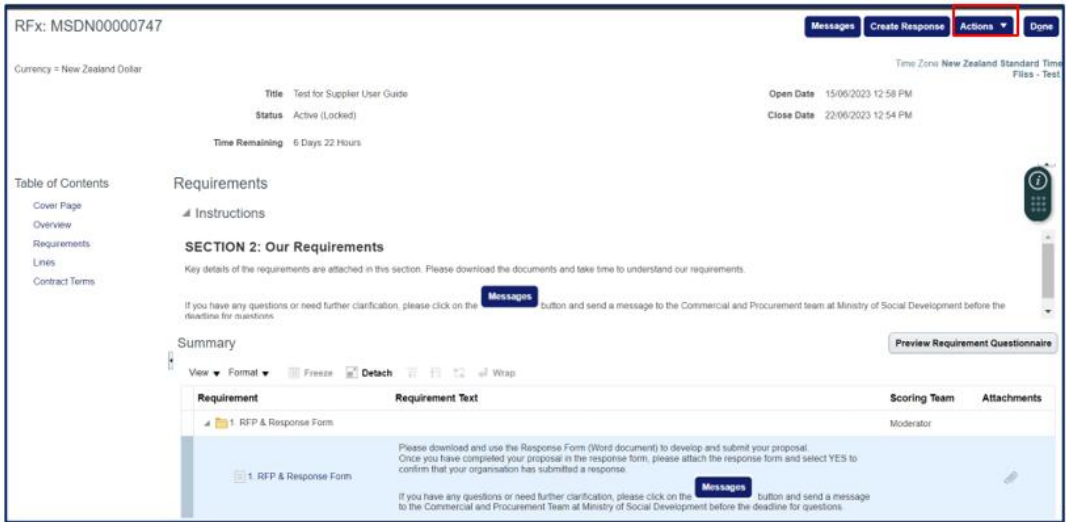
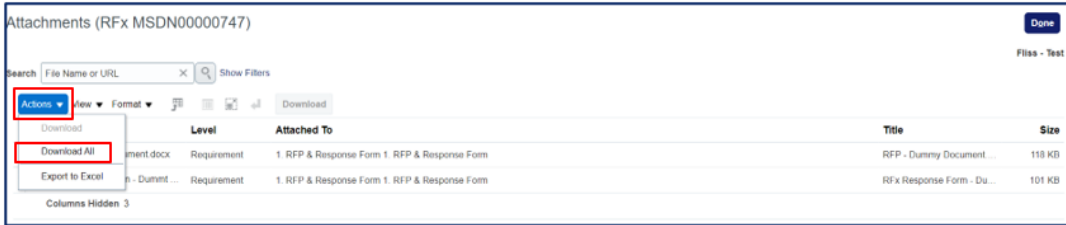


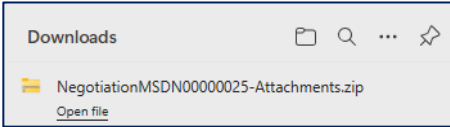
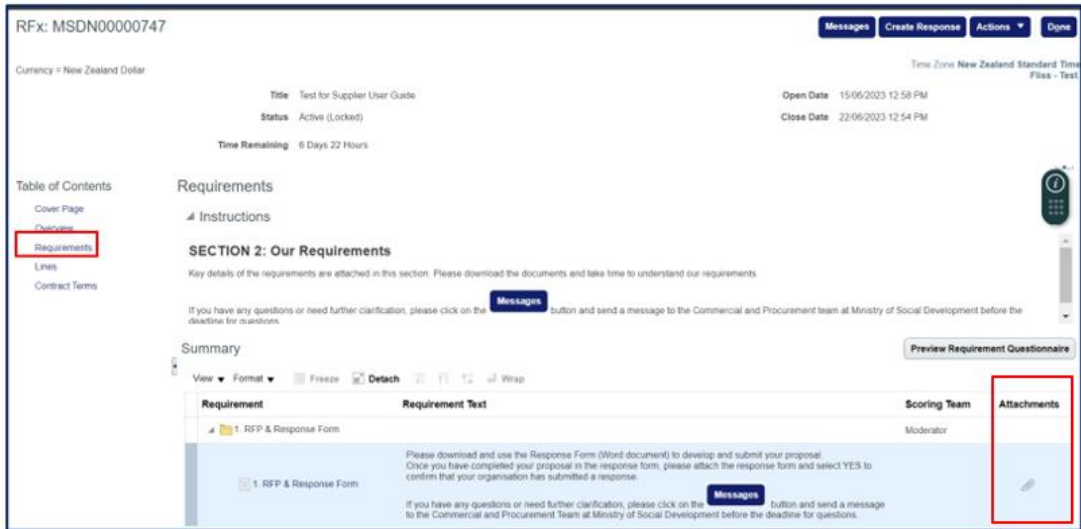
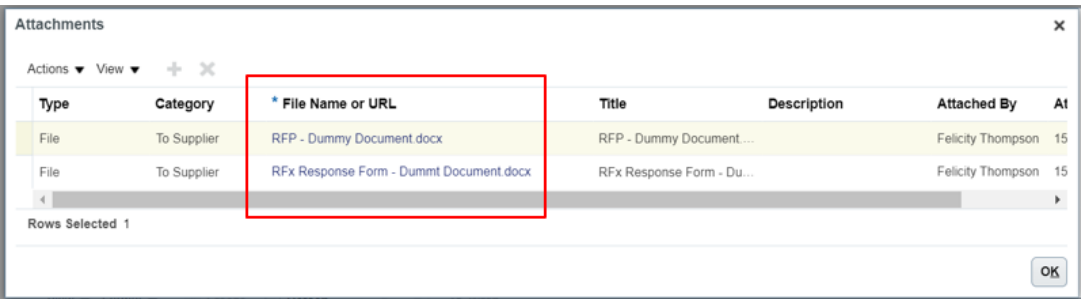
3. How to view tender opportunity attachments and supporting documentation

Overview

To view 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.	You can download all documents at once on the tender opportunity page, click on the Actions button located in the top-right corner. 
3.	From the dropdown menu, select View and then choose View Attachments .
4.	On the Attachments landing page, select Actions and then choose Download All. 

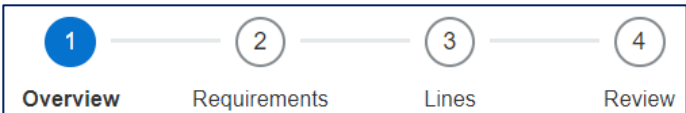
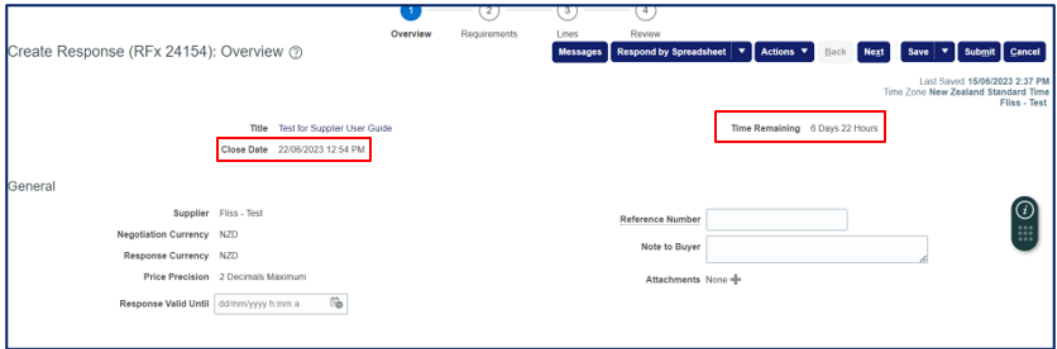
5.	The attachments will download into the "Downloads" folder on your computer 
6.	You can also download the files individually for the tender opportunity. Click on the Requirements tab. 
7.	Under the Attachments section, you will see a paper clip icon. Click on the paper clip icon.
8.	In the pop-up box, 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. 
9.	After downloading each document, click OK to close the pop-up box.
	This completes the section.

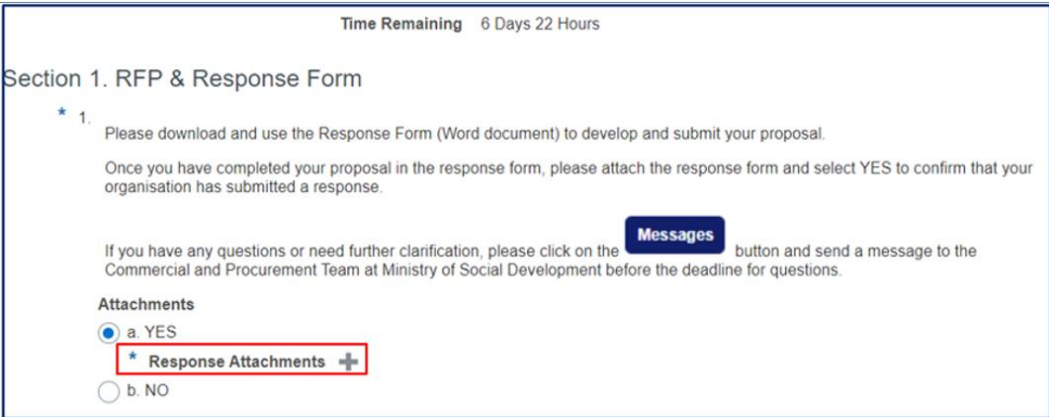
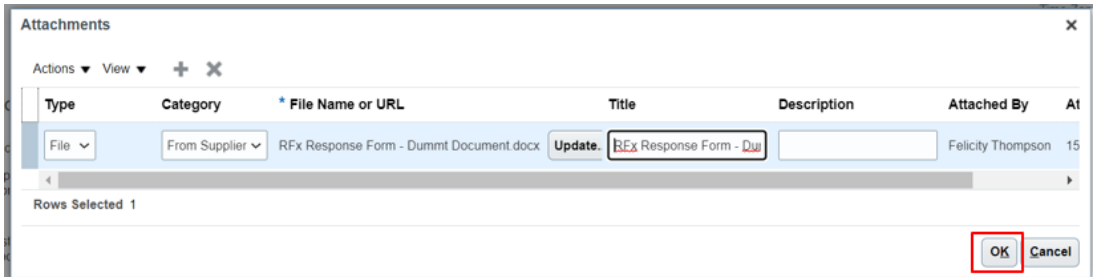
4. How to create a response

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.  In the Overview tab: Reference Number - Insert a number for your internal tracking (optional). 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. 

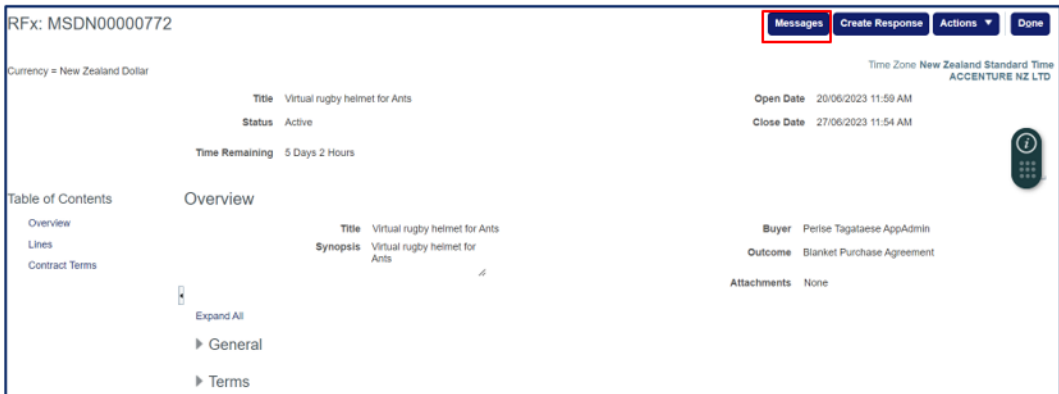
4.	Click Next or the Requirements tab button.
5.	Select Yes to indicate that you will upload a copy of your Response Form document with other supporting documentation. To upload the Response Form document, click on the plus “+” button under Response Attachments. An Attachments pop-up box will appear. 
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.



	Create Response (RFx 24154): Lines ⓘ OverviewRequirementsLinesReview MessagesRespond by Spreadsheet ▾Actions ▾BackNextSave ▾SubmitCancel Currency = New Zealand Dollar Last Saved 15/06/2023 3:07 PM Time Zone New Zealand Standard Time File - Test Time Remaining 6 Days 21 Hours Close Date 22/06/2023 12:54 PM Actions ▾View ▾Format ▾FreezeDetachWrap <table><tr><th>Line</th><th>Description</th><th>Alternate Line Description</th><th>Create Alternate</th><th>Category Name</th><th>Start Price</th><th>Response Price</th><th>Estimated Quantity</th><th>UOM</th><th>Line Amount</th><th>Estimated Total Amount</th><th>Response Minimum Release Amount</th></tr><tr><td>1</td><td>Test for Supplier User</td><td></td><td>+</td><td>Cleaning Services</td><td></td><td>150,000.00</td><td></td><td></td><td>150,000.00</td><td></td><td></td></tr></table> Rows Selected 1 Columns Hidden 6 Grand Totals All response lines except alternate lines are included. Response Amount 150,000.00	Line	Description	Alternate Line Description	Create Alternate	Category Name	Start Price	Response Price	Estimated Quantity	UOM	Line Amount	Estimated Total Amount	Response Minimum Release Amount	1	Test for Supplier User		+	Cleaning Services		150,000.00			150,000.00		
Line	Description	Alternate Line Description	Create Alternate	Category Name	Start Price	Response Price	Estimated Quantity	UOM	Line Amount	Estimated Total Amount	Response Minimum Release Amount														
1	Test for Supplier User		+	Cleaning Services		150,000.00			150,000.00																
	The 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																								
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. 1234 OverviewRequirementsLinesReview MessagesRespond by Spreadsheet ▾Actions ▾BackNextSave ▾SubmitCancel Currency = New Zealand Dollar Last Saved 15/06/2023 3:16 PM Time Zone New Zealand Standard Time File - Test Time Remaining 6 Days 21 Hours Title Test for Supplier User Guide Close Date 22/06/2023 12:54 PM OverviewRequirementsLines View ▾Format ▾FreezeDetachWrap <table><tr><th>Line</th><th>Description</th><th>Alternate Line Description</th><th>Category Name</th><th>Response Price</th><th>UOM Name</th><th>Line Amount</th><th>Estimated Total Amount</th><th>Response Minimum Release Amount</th><th>Attachments</th></tr><tr><td>1</td><td>Test for Supplier User Guide</td><td></td><td>Cleaning Services</td><td>150,000.00</td><td></td><td>150,000.00</td><td></td><td></td><td></td></tr></table> Columns Hidden 8 Grand Totals All response lines except alternate lines are included. Response Amount 150,000.00	Line	Description	Alternate Line Description	Category Name	Response Price	UOM Name	Line Amount	Estimated Total Amount	Response Minimum Release Amount	Attachments	1	Test for Supplier User Guide		Cleaning Services	150,000.00		150,000.00							
Line	Description	Alternate Line Description	Category Name	Response Price	UOM Name	Line Amount	Estimated Total Amount	Response Minimum Release Amount	Attachments																
1	Test for Supplier User Guide		Cleaning Services	150,000.00		150,000.00																			
	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 click the create plus icon or 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.

Send Message

To: Setup Enterprise

* Subject: Clarification Question

Helvetica 2

B I U S₂ S² +

Can you please clarify XYZ outlined in section 2.1 in the Response Form]

* Message

Attachments: None +

Send Cancel

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

Online Messages (MSDN00000772) ?

Printable Page Done

Time Zone New Zealand Standard Time
ACCENTURE NZ LTD

Title Virtual rugby helmet for Ants Status Active

Time Remaining 5 Days 2 Hours Close Date 27/06/2023 11:54 AM

Messages

Actions View Format + Freeze Detach

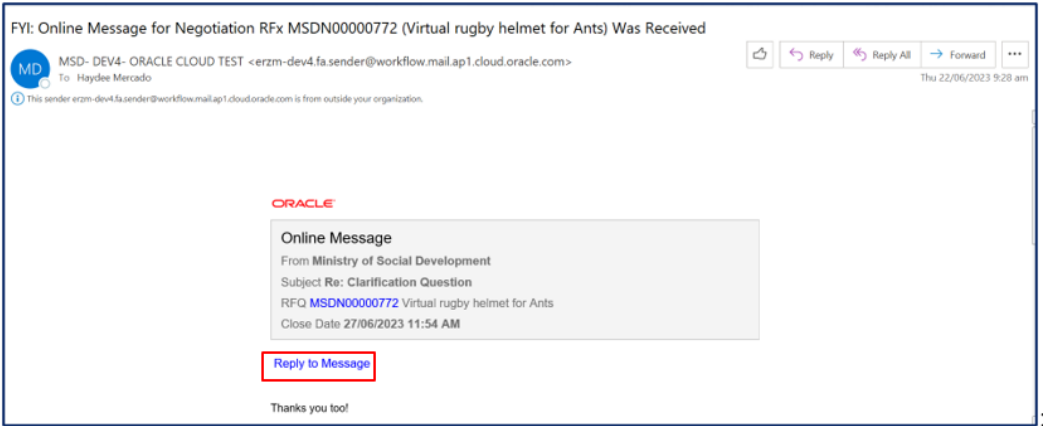
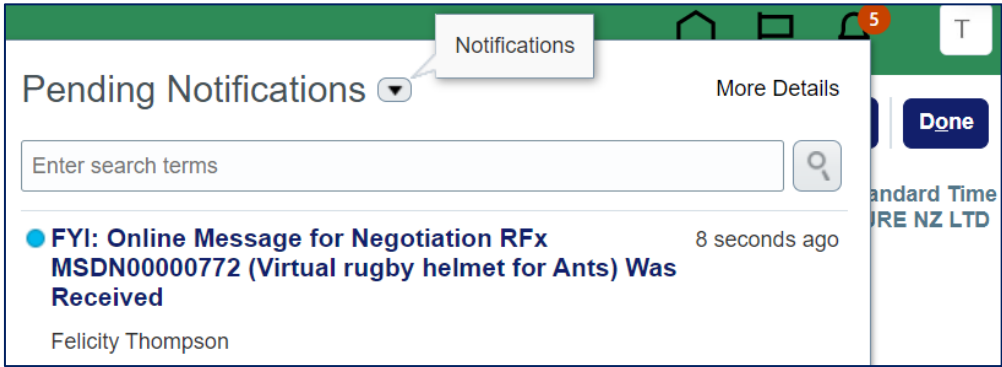
Subject	Status	From	To	Date
Clarification Question				

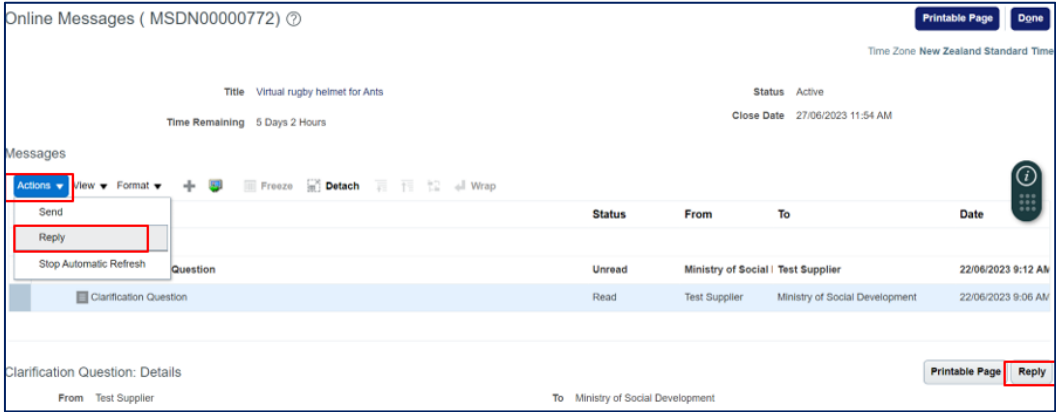


This completes the section.

7. How to reply to a message received

System steps

Step	Action
1.	You will receive an email when 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 Supplier/Partner portal platform.
2.	Alternatively, log in to the Supplier/Partner portal, click the bell icon located on the top right-hand corner, then click into the Notification: "FYI Online Message 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 Messages 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.	Select Actions and then Reply draft a message response. 
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 the count of 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 chain with the Ministry regarding a particular matter.

Online Messages (MSDN00000772) ⓘ

Printable Page Done

Time Zone New Zealand Standard Time

Title Virtual rugby helmet for Ants

Status Active

Time Remaining 5 Days 2 Hours

Close Date 27/06/2023 11:54 AM

Messages

Actions View Format + Freeze Detach Wrap

Subject	Status	From	To	Date
Clarification Question				
Re: Clarification Question	Unread	Ministry of Social Development	Test Supplier	22/06/2023 9:27 AM
Re: Clarification Question	Read	Test Supplier	Ministry of Social Development	22/06/2023 9:26 AM
Re: Clarification Question	Replied	Ministry of Social Development	Test Supplier	22/06/2023 9:12 AM
Clarification Question	Read	Test Supplier	Ministry of Social Development	22/06/2023 9:06 AM

Re: Clarification Question: Details

Printable Page Reply

From Test Supplier

To Ministry of Social Development

Date 22/06/2023 9:26 AM

From Company

Attachments None

Hi Test Buyer,

Thanks for your response. Have a good day.

Thanks,
Test Supplier

On 22/06/2023 9:12 AM Pacific/Auckland, Ministry of Social Development wrote

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

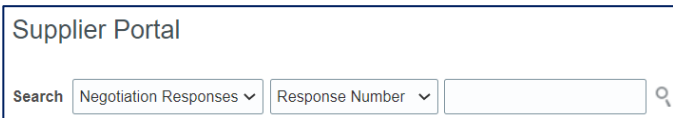
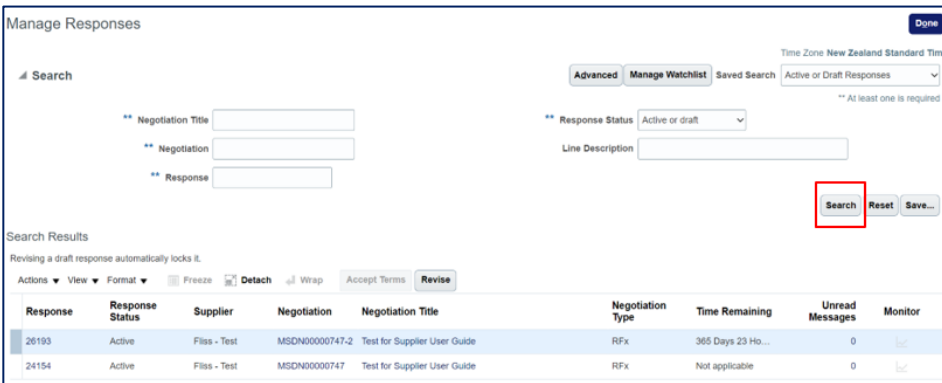
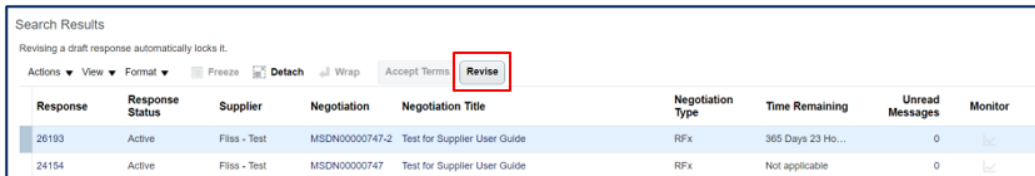
Can you please clarify XYZ outlined in section 2.1 in the Response Form.



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. 
4.	Highlight the response you want to revise, then click Revise . 
	You can only revise responses before the tender close date i.e. those that have Time Remaining left.
5.	Complete Section 4. How to create a response .
	This completes the section.