HOW TO VIEW QUERIES, SEND MESSAGES AND UPDATE TENDER DOCUMENTS ON eTENDERS PLATFORM, (SCHOOLBOOKS DPS)

SPU

Schools Procurement Unit

Contents

Introduction

This guidance is designed to assist post-primary school leaders of Voluntary, Community and Comprehensive Schools with creating a reading any queries that may be sent by suppliers via eTenders platform in relation to school's competition under the Dynamic Purchasing System for the Supply of Schoolbooks (DPS). This document will also show how to respond to a query, how to broadcast a message, and how to update documents in a live competition if any changes are required.

You can access eTenders at https://www.etenders.gov.ie.

Further guidance documents and resources designed to help schools with procurement are also available on Schoolbooks Scheme for Post-Primary Schools and SPU website.

There is a checklist listing all the required steps in tendering process under the DPS. You can download it by visiting SPU website.

Note: If you have any issues or questions, send those to the **dedicated Helpline** available at postprimaryschoolbooks@education.gov.ie or 01 8892089.

1. Answering queries on eTenders

Note: The email address associated with the account used to create the competition will receive email notification of every query asked via eTenders platform. It is still good practice to frequently check if any questions are being asked by suppliers.

It is recommended to respond to the queries **within 24 hours** from them being asked.

1.1. Open CFT workspace

Log into eTenders account and on the "**task list**" locate your tender competition. Click on **its title**.
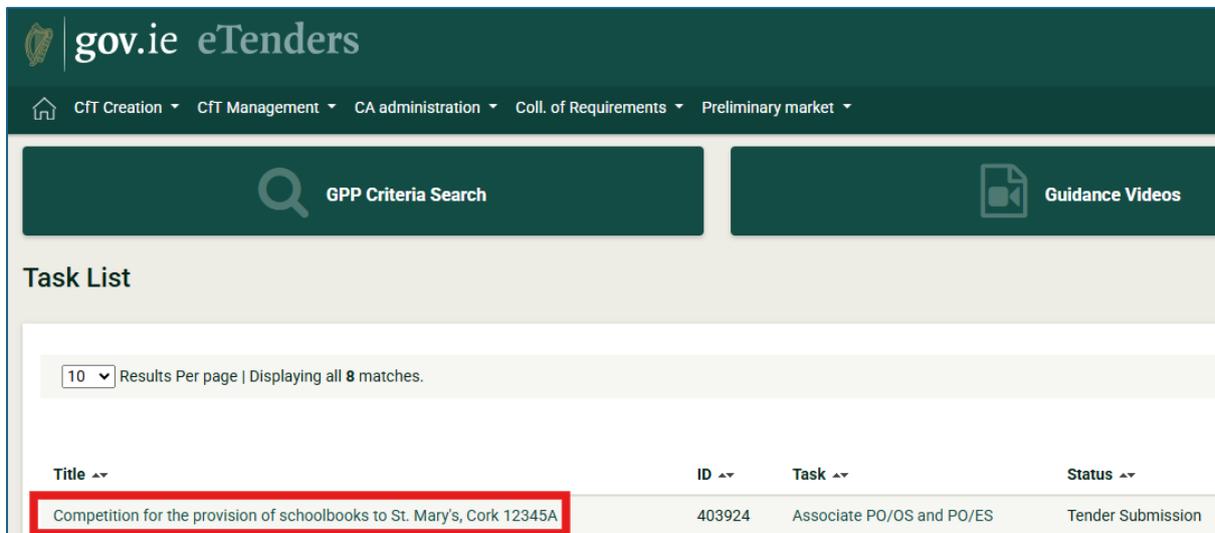

Figure 1

1.2. CFT menu

This will open a webpage called **"CFT Workspace"** with details of the tender listed below. Click on the menu button on the right hand-side called **"Show CfT Menu".**
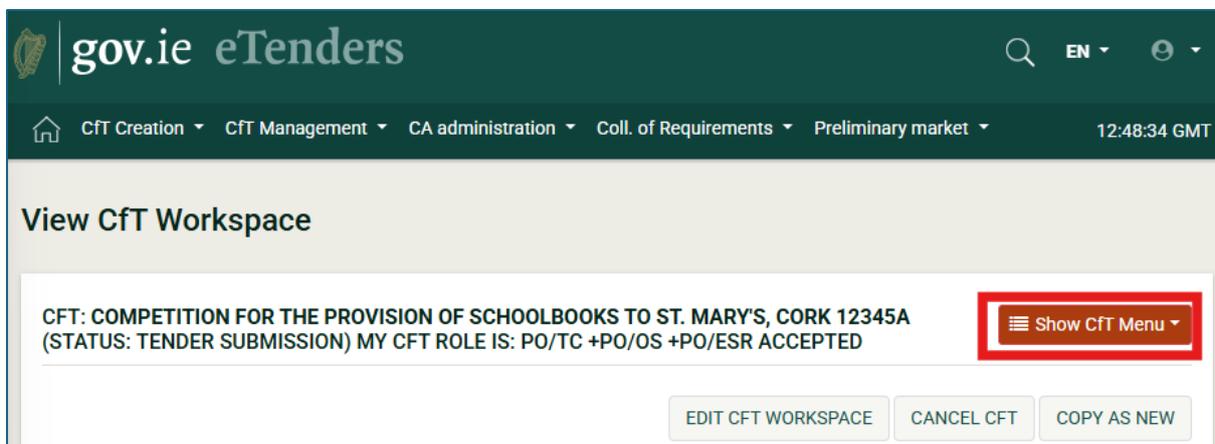

Figure 2

From the "Show CFT Menu" dropdown list choose **"Messaging"**. You might need to scroll down to see that option.
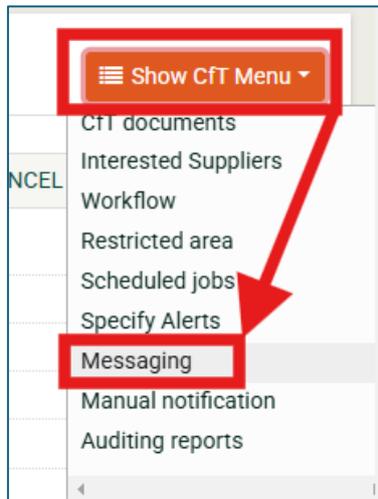

Figure 3

This will open a page called "View Messages" with any unread messages listed below.

1.3. How to read received messages

Click on the **"subject" of the message** to view the details.
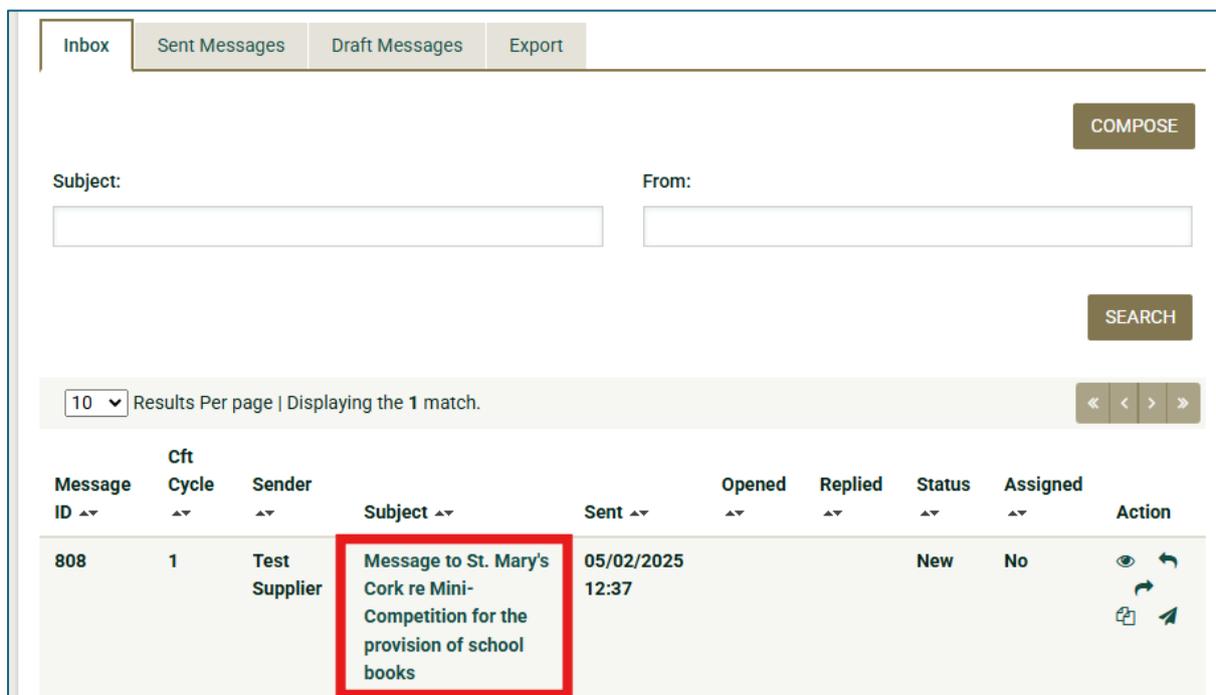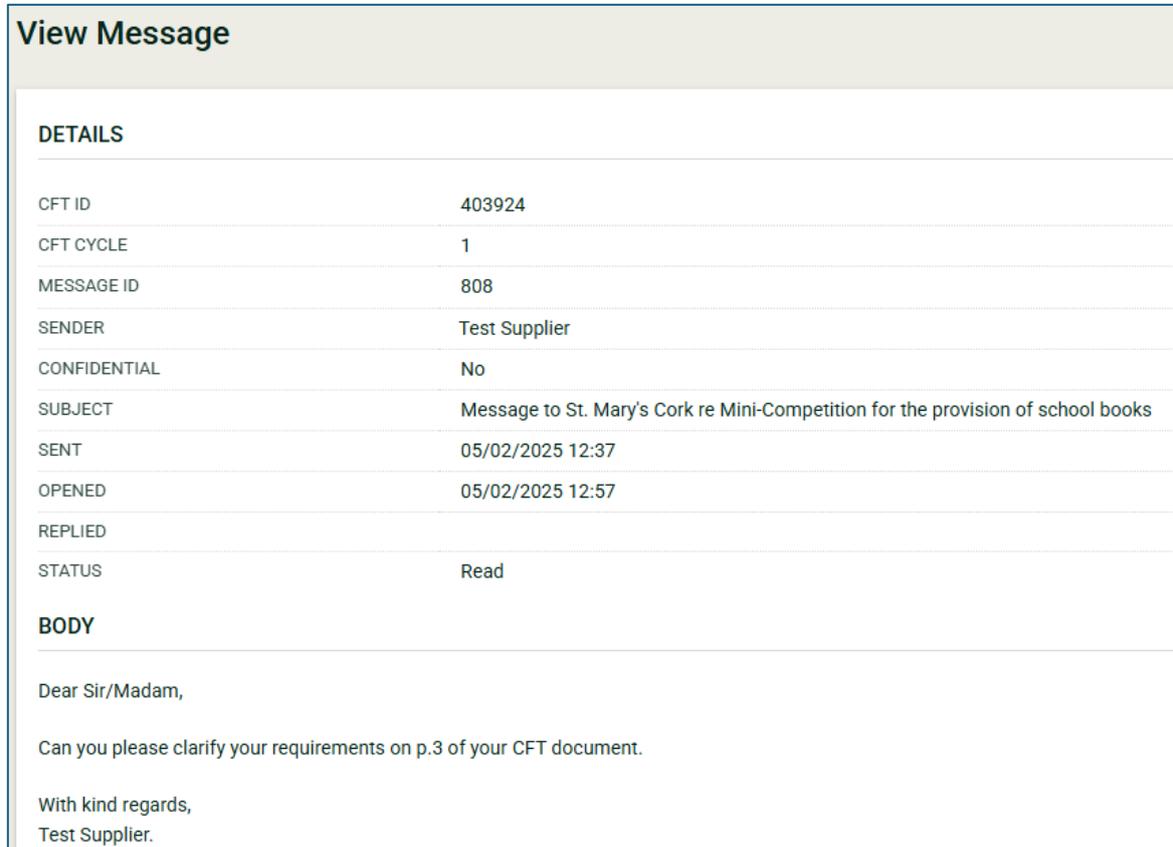

Figure 4

This will open **a page with the details** of who sent the query, at what time as well as the body of the message.

Read the query carefully and clarify the information as requested. If you are unsure how to respond to the question, contact postprimaryschoolbooks@education.gov.ie or 01 8892089 for advice.

View Message

DETAILS

CFT ID	403924
CFT CYCLE	1
MESSAGE ID	808
SENDER	Test Supplier
CONFIDENTIAL	No
SUBJECT	Message to St. Mary's Cork re Mini-Competition for the provision of school books
SENT	05/02/2025 12:37
OPENED	05/02/2025 12:57
REPLIED	
STATUS	Read

BODY

Dear Sir/Madam,

Can you please clarify your requirements on p.3 of your CFT document.

With kind regards,
Test Supplier.

Figure 5

Note: It is recommended to respond to queries **within 24 hours** from them being asked.

In order to respond to this message, you can either:

(1) Staying on "View Message" page - click **"Reply"** – see paragraph **"1.4. Replying to a message"** for further details or
(2) Returning the previous page ("Inbox") click on "**Compose**" – see paragraph **"1.5. Composing a message"** for further details**.**

1.4. Replying to a message

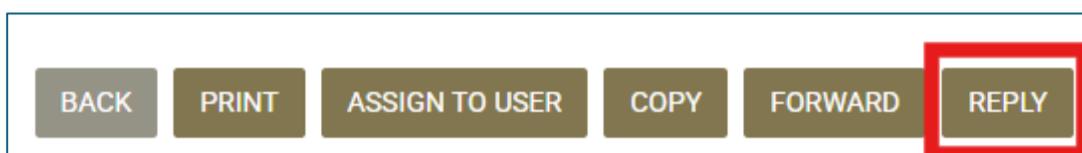You can reply directly to that message, by clicking "**Reply**" at the bottom of the page.

Figure 6

Note: if a query asks to clarify something about the competition every supplier that has been invited to tender or expressed interest in it is entitled to read your clarification. In such cases, the **response should be anonymised**, i.e. any information linking to the company that asked the question, should be removed from the message sent to all suppliers, and the response should be set as "broadcast" to all. See below for more details.

Once you click on "Reply" a new page called "**Create Message**" will open. Edit the fields as per the information provided in the table below.

Field	Description	Recommended text for Schools
Action*	This field will be preselected. No action needed.	Reply
Subject	Subject of the message. This field will be prepopulated but may be edited. Response must be **anonymised** if it is broadcast.	**Important!** If any word or a detail in the subject of the message is linking that query to the company that asked the question. Any such word or detail must be removed before sending the response.
Body*	Body of the message. This will be prepopulated with the initial message sent by the company. Response must be **anonymised** if it is broadcast.	**Important!** There should be no company name nor any other details linking that query to the company that asked the question in the body of the message. Any such word or detail must be removed before sending the response.
Attachment 1	Optional field. Documents may be attached to the message.	It is recommended not to attach any files to the message. If there is a need to amend the original tender documents, see paragraph **"2. Updating published documents in a 'live' tender competition"** for further details.
Attachment 2	Optional field. Another document may be attached to the message.	It is recommended not to attach any files to the message. If there is a need to amend the original tender documents, see paragraph **"2. Updating published documents in a 'live' tender competition"** for further details..
Confidential	Yes or No	No
Broadcast	Yes or No. If "Yes" is chosen, the message will be sent to all suppliers that expressed interest in or were invited to this tender.	Yes

Review the message to ensure that all is correct and click "**Send**".
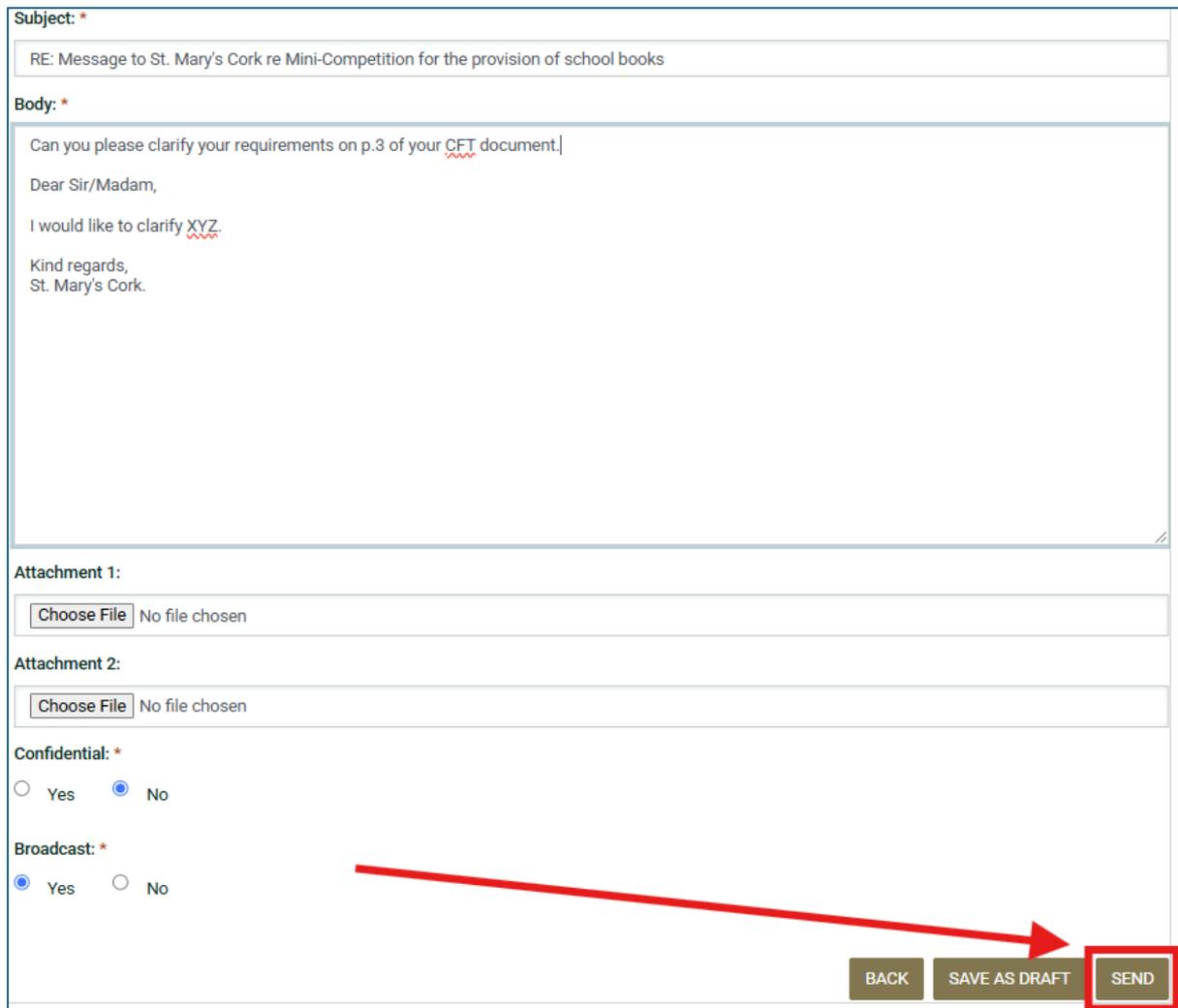
Subject: *
RE: Message to St. Mary's Cork re Mini-Competition for the provision of school books

Body: *
Can you please clarify your requirements on p.3 of your CFT document.

Dear Sir/Madam,

I would like to clarify XYZ.

Kind regards,
St. Mary's Cork.

Attachment 1:
Choose File   No file chosen

Attachment 2:
Choose File   No file chosen

Confidential: *
○ Yes   ● No

Broadcast: *
● Yes   ○ No

BACK   SAVE AS DRAFT   SEND

Figure 7

A pop-up window will appear. If all is in order, click "**ok**".

irish-acc.eurodyn.com says

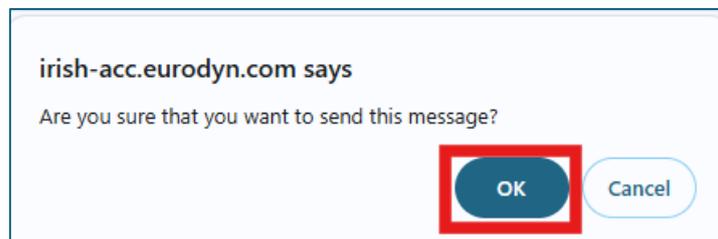Are you sure that you want to send this message?

OK   Cancel

Figure 8

8

1.5. Composing a message

In order to compose a new message, go back to page "**View Messages**" (Figure 4 in paragraph **"1.3. How to read received messages"**) or go back to "task list" and follow steps in paragraphs **"1.1. Open CFT workspace"** and **"1.2. CFT menu"** above).

Once you have the page with your inbox open, click on **"Compose"**.

View Messages

CFT: COMPETITION FOR THE PROVISION OF SCHOOLBOOKS TO ST. MARY'S, CORK 12345A
(STATUS: TENDER SUBMISSION) MY CFT ROLE IS: PO/TC +PO/OS +PO/ESR ACCEPTED

≡ Show CfT Menu ▾

Inbox   Sent Messages   Draft Messages   Export

COMPOSE

Subject: From:

Figure 9

A new page called "**Create Message**" will open. Edit the fields visible on this page as per the information provided in the table below.

Note: If you are composing a message to answer a query that one of the suppliers asked, make sure not to include any names or other details that could link the query to that company that originally asked it. Responses and clarifications should be anonymised.

Field	Description	Recommended text for Schools
Subject	Subject of the message.	Type in subject of your message.
Body*	Body of the message.	Write a message with clarification or any updates to the competition.
Attachment 1	Optional field. Documents may be attached to the message.	It is recommended not to attach any files to the message. If there is a need to amend the original tender documents, contact SPU before proceeding.
Attachment 2	Optional field. Another document may be attached to the message.	It is recommended not to attach any files to the message. If there is a need to amend the original tender documents, contact SPU before proceeding.

Confidential	Yes or No	No
Broadcast	Yes or No. If "Yes" the message will be sent to all suppliers that were invited to this tender or expressed interest in the tender.	Yes

Review the message to ensure all is correct and click **"Send".**

Figure 10

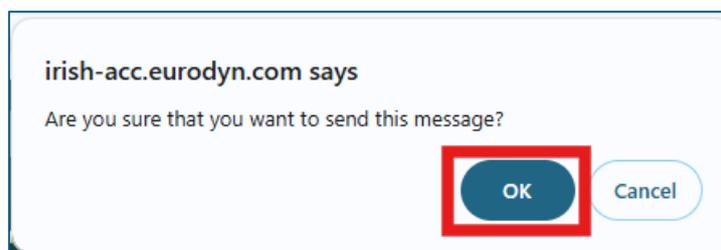A pop-up window will appear. If all is in order, click "**ok**".

Figure 11

2. Updating published documents in a 'live' tender competition

It is recommended to work on and finalise the tender documents **before publishing them on eTenders**.

In a situation where **an amendment is necessary**, the document(s) would have to be (1) withdrawn, (2) reuploaded and (3) the message informing suppliers of the nature of the change broadcast using messaging function on eTenders (see paragraph **"1.5. Composing a message"** above).

Important! Before you make any amendments to your tender documents, contact Helpline at postprimaryschoolbooks@education.gov.ie or 01 8892089 for advice.

Note: the documents cannot be deleted from eTenders. As a CA you will be able to see all the final, draft and withdrawn versions in the tab "Tender Documents". However, suppliers that either expressed interest in or were invited to your tender, will only be able to see the final version (status "Final" of the document in the "Tender Documents" tab).

2.1. Log in to eTenders

Log into eTenders account and on the "**task list**" locate your tender competition. Click on its title.

2.2. CFT Menu

This will open a webpage called **"CfT Workspace"** with details of the tender listed below. Click on the menu button on the right hand-side called **"Show CfT Menu".**

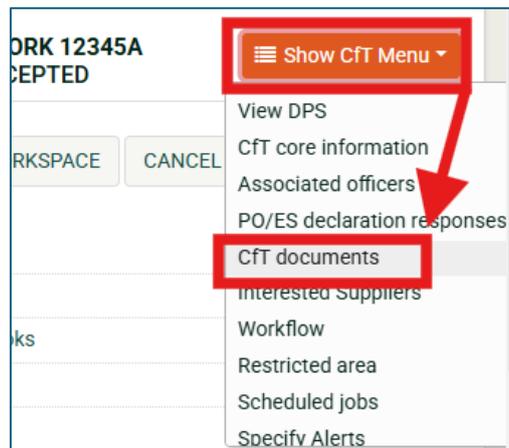From the "Show CfT Menu" dropdown list choose **"CFT documents"**.

Figure 14

2.3. Tender documents

A page with three tabs will open. Click on the tab called **"Tender Documents".** This will give you a view of all the documents you have previously uploaded to your competition.
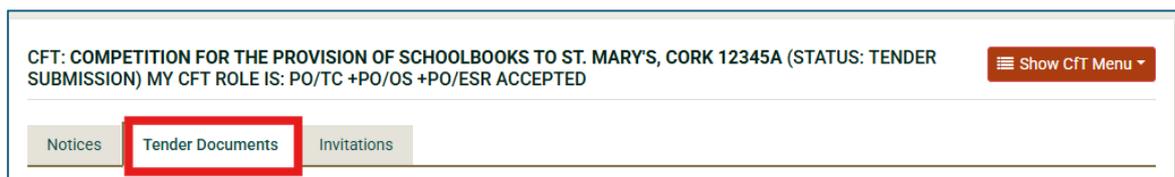

Figure 15

2.4. Withdraw a document

To withdraw a document locate it on the list under a tab "Tender Documents" and click on the circle under the **"Select"** heading.
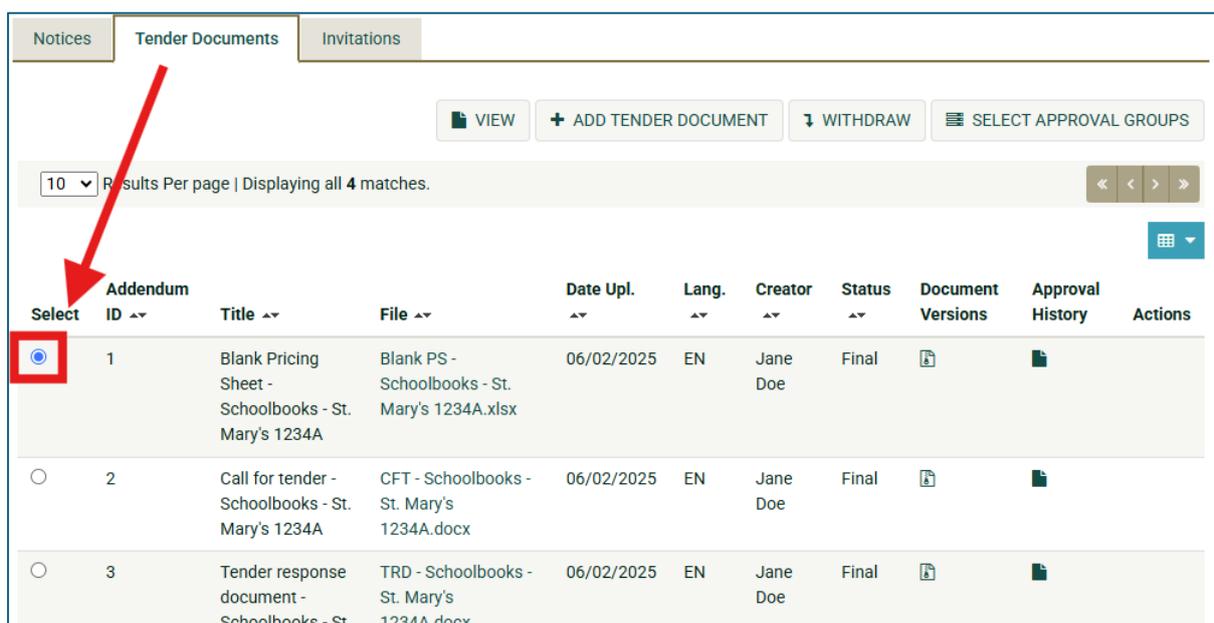

Figure 16

Note: Only one document can be selected at a time.

When you have the document selected, click on **"Withdraw"** above the list of documents.
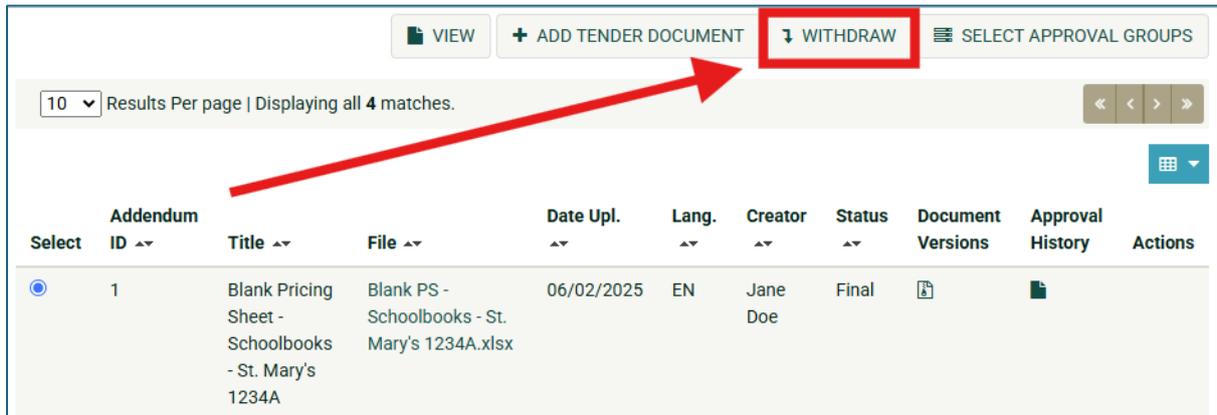

Figure 17

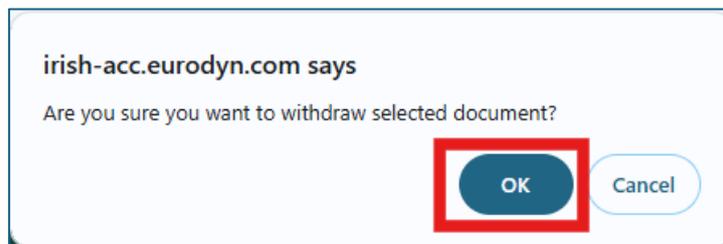A pop-up window will appear. Click "**ok**" to proceed.

Figure 18

This document will now have status **"Withdrawn"** and will not be visible to companies that expressed interest in or were invited to your tender.
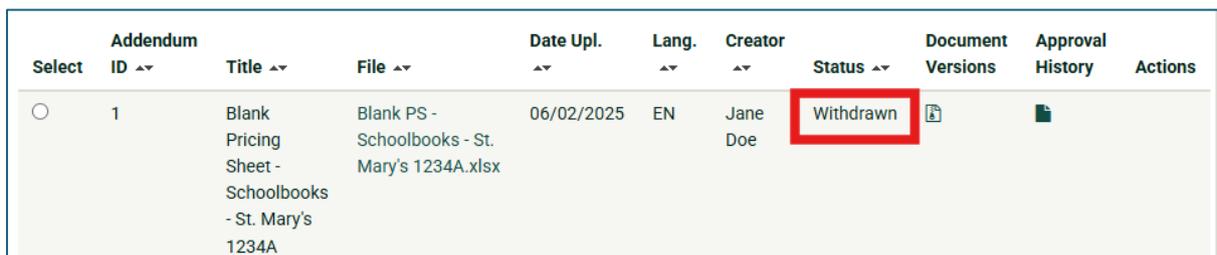

Figure 19

2.5. Add an updated version of the document

Once the file is withdrawn, you can upload the amended version.

Note: When uploading a document that has any changes or amendments made, add a date or version number to the file name to easily distinguish this document from the previous one.

In order to add tender documents, select the "**Tender Documents**" tab and then click on "**+ Add Contract Document**" button as can be seen in Figure 26.
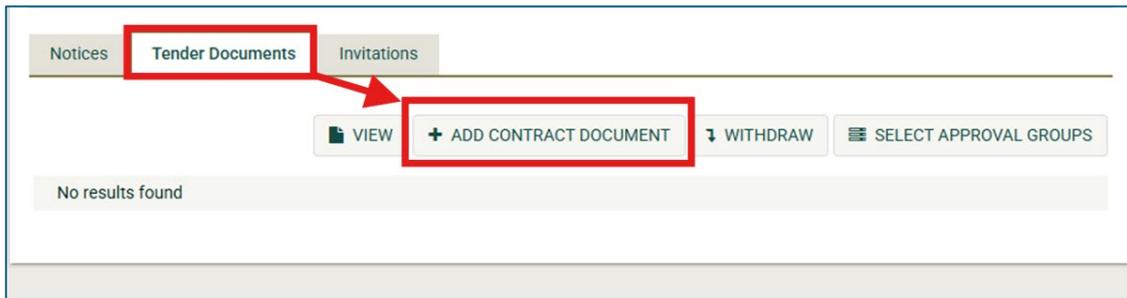

Figure 20

When adding a document, the following fields must be completed:

Field	Description	Recommended response for schools
Title	This is the name of the document and will be shown on the notice when published.	Provide a clear name of each document uploaded. *Example: Pricing Schedule v.2.0 – [School Name and Roll Number]*
Language	English.	English.
Description	This is **not** mandatory.	This can be left blank.
Attachment	Here you can add a document from Template Library on eTenders or from your local drive.	We recommend that you add the document from your local drive. Click on "**Choose File**" to select relevant document.
Status	Draft/ Final. Draft – if document is still in draft; may still require CA's approval. Final – Final version.	**Select: "Final"** All approvals for these documents should be completed off eTenders and only a final version uploaded on eTender.

Note: Make sure that before you save the document on eTenders, you choose "Final". Any documents saved during this step as **"Draft" will not be available** to DPS members.
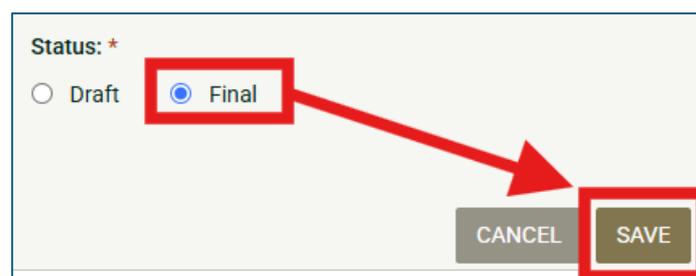
Select "**Final**" and the "**Save**".

Figure 21

When you click "Save" a **pop-up message** will appear asking for confirmation, click OK to proceed.
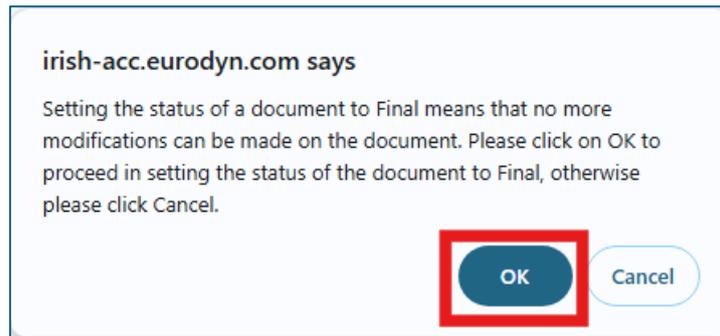

Figure 22

2.6. Broadcast a message

Every company that has expressed interest in or has been invited to your tender must be notified of the change. In order to send a message to everyone, see paragraph **"1.5. Composing a message"** above.