

HOW TO VIEW QUERIES,
SEND MESSAGES
ON eTENDERS PLATFORM,
(SCHOOLBOOKS DPS)

Schoolbooks Scheme for Post-Primary Schools

May 2026



Schools Procurement Unit

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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).

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 click on “CFT management” and “list of my CFTs”.

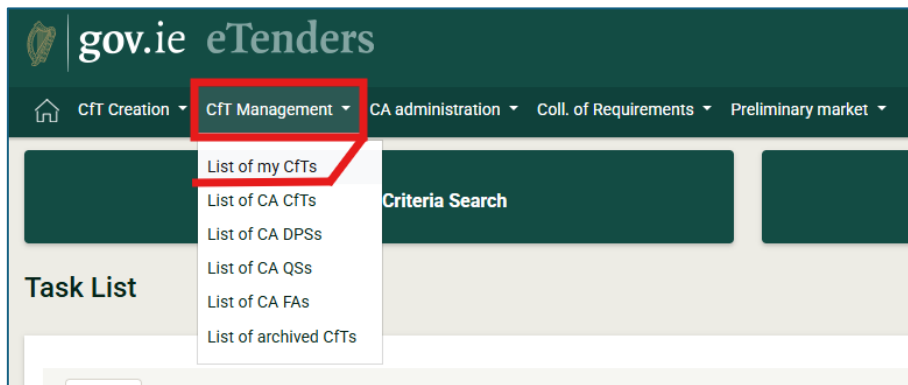


Figure 1

Find the relevant competition on the list and click on its title.

Title ^v	ID ^v	Task ^v	Status ^v
Competition for the provision of schoolbooks to St. Mary's, Cork 12345A	403924	Associate PO/OS and PO/ES	Tender Submission

Figure 2

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**”.

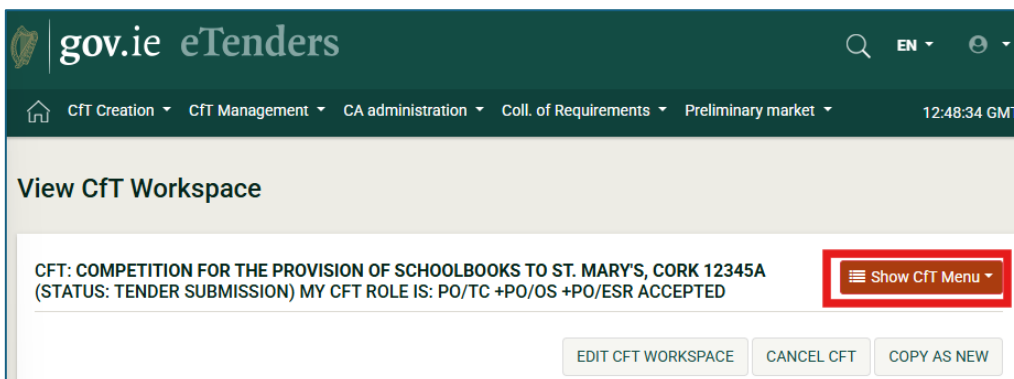


Figure 3

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

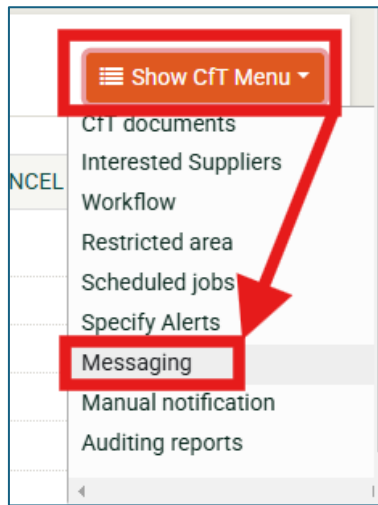


Figure 4

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.

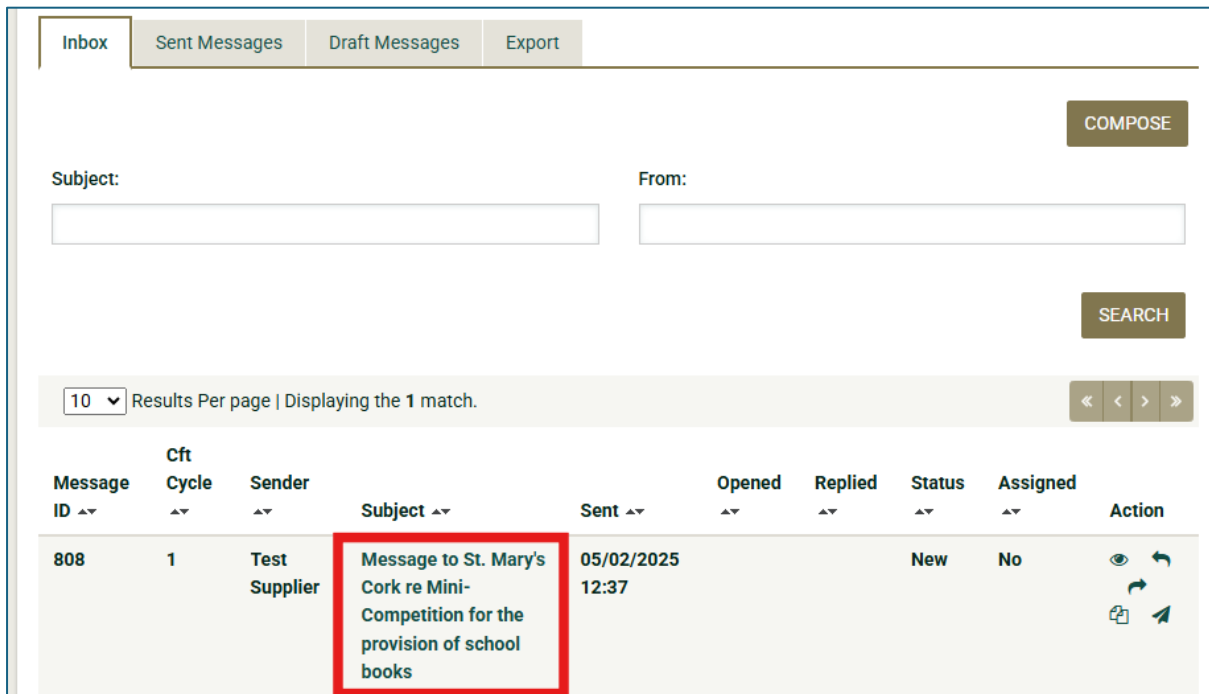


Figure 5

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 6

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.

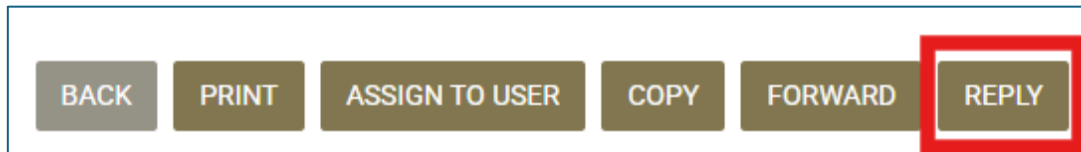


Figure 7

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 <u>anonymised</u> 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 <u>anonymised</u> 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

Figure 8

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

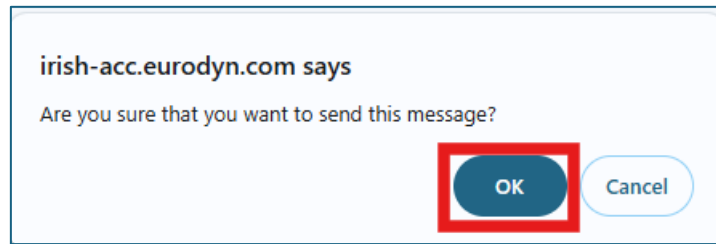


Figure 9

1.5. Composing a message

In order to compose a new message, go back to page “**View Messages**” (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**”.

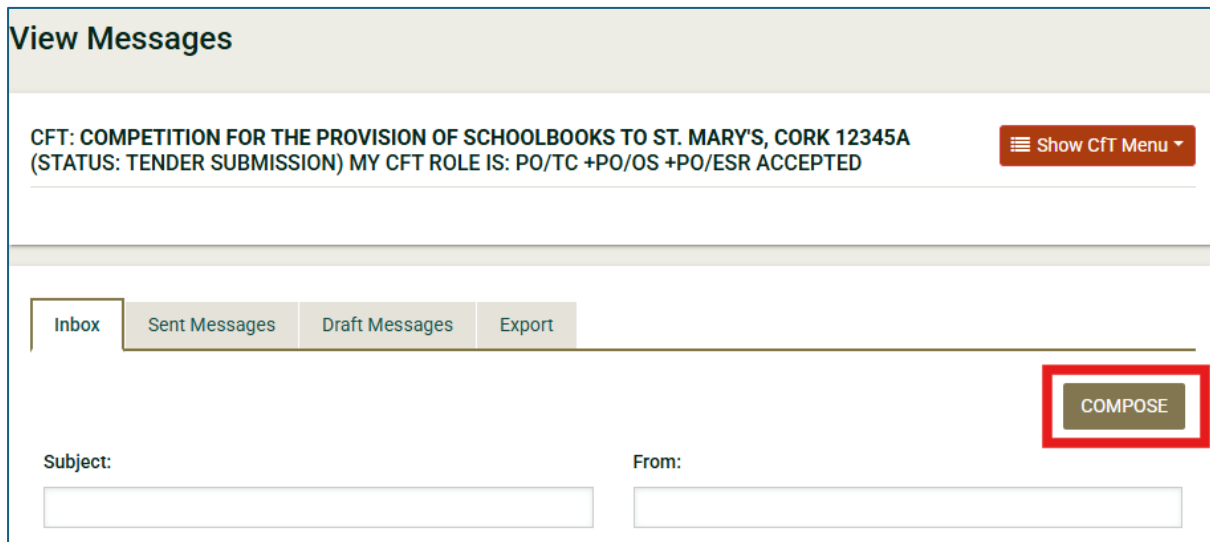


Figure 10

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"**.

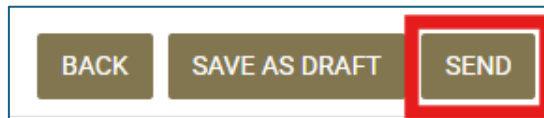


Figure 11

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

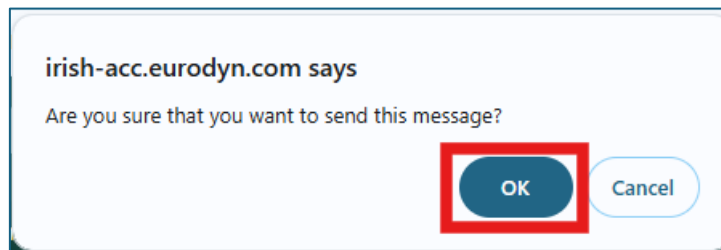


Figure 12