



ACT
Government

Getting started with Tenders ACT

A Step-by-Step Guide for Suppliers

September 2022

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Acknowledgement of country

We acknowledge the traditional custodians of this land, and pay our respects to their elder's past, present and emerging.

We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

We would also like to acknowledge and welcome other Aboriginal and Torres Strait Islander people who may be accessing and interacting with this eLearning package.

Welcome and overview

Welcome to the ACT Government's Supplier training on Tenders ACT by Procurement ACT.

This Guide has been developed to assist businesses to tender for the ACT Government and respond to procurement opportunities on Tenders ACT.

This Guide provides information about the processes and requirements involved in supplying goods and services to the ACT Government.

The information provided in this Guide should be used in combination with the Supplier online training courses, the Procurement ACT website, the Major Projects Canberra website and our Procurement Helpdesk.

We hope that you enjoy your learning journey and that you will utilise this new knowledge when tendering for ACT Government procurements.

Learning Guide for Suppliers on Tenders ACT

Getting Started with Tenders ACT

This guide will take you through the key requirements and processes of registering with Tenders ACT to supply to the ACT Government.

Supplying to the ACT Government

The ACT Government is a potential market for businesses of all sizes. We spend approximately \$2 billion (Goods & Services Tax (GST) included) each year on the provision of goods, services and works to support the delivery of the Government's priorities. We leverage our spending to continue meeting community expectations as well as supporting the local economy, local jobs, and the ACT Government's COVID-19 recovery efforts.

There are many [ways to supply](#) to the ACT Government. We encourage any business that can help us meet our objectives to apply for opportunities to work with the ACT Government. We have policies in place to support and promote our small-to medium enterprises (SMEs), Canberra Region businesses, and Aboriginal and Torres Strait Islander Enterprises to participate in and benefit from government procurement.

More information on these initiatives is available on the [Find industry specific information page](#).

Checking that you are ready to supply to the ACT Government

Before you tender for an ACT Government contract, there are a few business basics you will need to complete, like:

- Registering for an Australian Business Number (ABN)
- Setting up an Australian bank account
- Registering for GST, if required – see the Australian Tax Office website for more information here
- Ensuring your business licenses and insurance policies are up to date, these could be:
 - Professional indemnity insurance;
 - Public liability insurance;
 - Workers compensation insurance;
 - Labour hire license; and
 - Relevant Building and construction licenses.
- Ensuring that you have up to date Secure Local Jobs certification if you plan to tender for construction, cleaning, security, traffic management or high value services (more details is provided below).

More information on construction pre-qualification is available [here](#).

For more information on business insurance, see the Business.gov.au website.

For more information on supplying to the ACT Government, see the [Supplying to the ACT Government Guide](#).

What is Tenders ACT?

Tenders ACT is the ACT Government's central point where opportunities for contracts and panel arrangements are advertised publicly by the Territory.

The Government uses Tenders ACT to promote open and effective competition and transparent procurement opportunities.

Tenders ACT is used for all procurements valued at \$200,000 (GST included) or more that are undertaken via public tender.

How can I use Tenders ACT?

Tenders ACT can be used to identify current or future business opportunities and to view what types of goods or services are being provided to the ACT Government through contracts already awarded. No matter the size of your business, if you provide quality goods, services or works that the ACT Government buys, there may be an opportunity for you. You can also register on Tenders ACT to be automatically notified of business opportunities.

Benefits of registering on Tenders ACT

As a registered supplier, you can access the following benefits on Tenders ACT:

- download copies of tender documentation and information;
- automatic notification of new business opportunities;
- instant notification of amendments to tenders;
- receive notification that your business has been invited to take part in a selective tender; and
- ability to lodge secure tender responses.

Minimum technical requirements

To access Tenders ACT system, you will need the following:

- computer or laptop;
- access to the internet; and
- pdf document reader e.g., Adobe Acrobat Reader.

For more information on the technical requirements, see [Tenders ACT Supplier User Manual](#)

Technical Support

Any technical queries should be addressed to the Tenders ACT team through the [Request Support link](#) from the Help menu on the home page of Tenders ACT website. If the Tenders ACT website is not available, you can email tendersACT@act.gov.au to request technical support.

Accessing Tenders ACT

The Tenders ACT website is the central source for all public procurement opportunities within the ACT. The site provides easy access to tender opportunities and a facility to submit electronic tender responses.

To access Tenders ACT System, you will need to:

- Launch your browser (Using the latest browser version is recommended)
- Go to www.tenders.act.gov.au
- The Welcome to Tenders ACT page appears.

The screenshot shows the Tenders ACT website homepage. At the top, there is a navigation bar with the ACT Government logo, the text 'Tenders ACT', and links for 'Procurement ACT', 'About Us', and 'Contact Us'. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a main menu with links for 'Home', 'Tenders', 'Contracts', 'Help', and 'News'. On the right side of the main menu, there are links for 'Log In' and 'Sign Up', and a timestamp '3 Aug 2022 16:29:18'. The main content area features a purple header with the text 'Tenders ACT' and a question mark icon, followed by the subtext 'Tenders ACT is the central point for managing ACT Government tenders.' Below this, there are four featured articles, each with a thumbnail image and a title: 'Latest News' (Acquisition of Creative Services), 'Register', 'Mobile App', and 'User Guides'.

Procurement ACT | Tenders ACT | Procurement ACT | About Us | Contact Us

Search

Home | Tenders | Contracts | Help | News | Log In | Sign Up | 3 Aug 2022 16:29:18

Tenders ACT ?

Tenders ACT is the central point for managing ACT Government tenders.

Latest News

Acquisition of Creative Services 30 Aug 2021

The ACT Government is making changes to the Creative Services Panel and is introducing a number of new buying arrangements from 1 October 2021. These changes strengthen the ACT Government's options when sourcing creative content and other related services.

[Read More](#)

Register

[Register](#) for Tenders ACT to receive alerts and view opportunities.

Mobile App

The Tenders ACT mobile app allows you access to our system on the go. You must be registered on Tenders ACT to use the app. Download the app now to search for current tenders, closed tenders and advanced tender notices.

User Guides

To find out how to use the Tenders ACT website, download our quick reference guide and supplier user manual from the [document library](#).

Registration on Tenders ACT

- Click **“Sign Up”** on the public home page. The Terms & Conditions page will appear
- Scroll through the document to the bottom and if you are agreeable to those terms and conditions, click **“I AGREE”** to continue with the registration

Note: All users must agree to the website terms and conditions and privacy statement before registering on Tenders ACT.

Terms and Conditions

Important Notice

The use of the ACT Government's (the Territory) electronic tendering system (Tenders ACT) is governed by the following Terms of Use which when accepted, constitutes an agreement between the Territory (including its agents, employees and subcontractors) and the User. A User is any person including an individual or body corporate or organisation that is accessing or using the website of Tenders ACT and includes a registered user. Terms And Conditions

Review these Terms of Use and either Agree or Disagree (bottom of the page). You cannot proceed further if you disagree with the Terms of Use.

Important Notice

The use of the ACT Government's (the Territory) electronic tendering system (Tenders ACT) is governed by the following Terms of Use which when accepted, constitutes an agreement between the Territory (including its agents, employees and subcontractors) and the User. A User is any person including an individual or body corporate or organisation that is accessing or using the website of Tenders ACT and includes a registered user. By accessing or using Tenders ACT, the User agrees to be bound by these terms and conditions and any applicable instructions, processes, procedures and recommendations as advised on Tenders ACT. Before continuing, the User should read these terms and conditions as they form a binding agreement between the User and the Territory regarding the use of Tenders ACT.

Tenders ACT will enable a User to:

- a. View tender documentation and information;
- b. Download tender documentation electronically via the Internet;
- c. Upload tender responses electronically via the Internet; and
- d. View details of Contracts Awarded in accordance with the Territory's contracts disclosure requirements.

The Territory may amend the Terms of Use at any time.

- The Privacy Statement page will appear and if you are agreeable to the privacy statement click **“I AGREE”** to continue with the registration

Privacy Statement

Non-personally identifiable website traffic data is analysed to improve our services.

The Territory will only use your personal information for the purposes for which you gave it to us. The Territory does not share information about you with other government agencies or other organisations, such as financial institutions, contractors or service providers, without your permission, unless it:

- is necessary to provide you with a service that you have requested;
- is required or authorised by law;
- is reasonably necessary for law enforcement in certain situations and for the protection of public revenue; or
- will prevent or lessen a serious and imminent threat to somebody's health.

If you believe that your personal information is being used for a purpose other than what was intended when submitted, you may contact us via the details listed below. In all cases, the Territory will take reasonable steps to verify your identity prior to granting access to your personal information or making corrections to the information collected.

The Australian Capital Territory is bound by the Information Privacy Principles under the [Privacy Act 1988](#) (Cwth).

If you have any comment in relation to any aspect of the collection, use, security of or access to your personal information, please contact us:

Tenders ACT Team

Telephone: +61 2 6207 7377

Email: tendersACT@act.gov.au

The Tenders ACT Team is available between 9 am and 5pm ACT Local Time, Monday to Friday (excluding ACT and National public holidays).

To continue with registration, please accept or decline the Privacy Statement:

- The Register New Supplier page will appear

Register New Supplier ?

This page is used to register your business with Tenders ACT. You are urged to read the detailed help before proceeding. Note that Tenders ACT will not process multiple registrations of the same business. If you have forgotten your password, please retrieve it using the "Reset Password" tab in the top right hand corner of the Home Page.

Business Information

Legal Name*

Business Name*

ABN* Does your business have an Australian Business Number (ABN)?
 Yes No

ACN

Organisation Type*

Address*

City*

State/Province*

Zip/Postcode*

Country*

Website

Products/Services ?

Check All Categories

- Apparel and Luggage and Personal Care Products
- Building and Construction Machinery and Accessories
- Building and Facility Construction and Maintenance Services
- Chemicals including Bio Chemicals and Gas Materials
- Cleaning Equipment and Supplies
- Commercial and Military and Private Vehicles and their Accessories and Components
- Defense and Law Enforcement and Security and Safety Equipment and Supplies
- Distribution and Conditioning Systems and Equipment and Components
- Domestic Appliances and Supplies and Consumer Electronic Products

Contact Information

First Name*

Last Name*

Position

User Name*

Email Address*

Number

- Complete all the mandatory fields (denoted by a red asterisk*) in the Business Information, Products/Services and Contact Information section.

For more information on field description see [Tender ACT Supplier User Manual](#).

- Click **“Register”** to proceed
- The Registration confirmation page will be displayed (a system generated password will be emailed to you with a confirmation of your registration)
- Once you have logged in using the supplied password, you can change it to a password of your choice.

The Tenders ACT system does not allow multiple registrations of a business. You may receive an alert telling you that your business is already registered on the system. If this happens contact Tenders ACT team using your business email and they will tell you who in your business is listed as your primary contact. You can then ask your primary contact to add you as a user for your business.

Guidance on Registration and Notifications

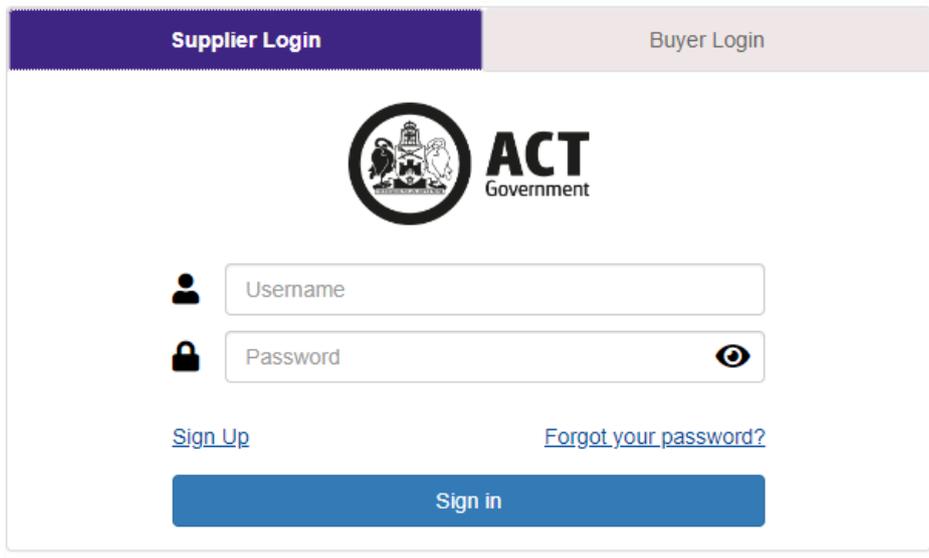
- Only registered users of Tenders ACT will receive an email notification of new tender opportunities that have been released. Tender opportunities are also advertised on the “Open Tenders” page of Tenders ACT.
- Email notifications are based on the United Nations Standard Products and Services Code (UNSPS Code) selected against the organisation’s profile and the Personalised Notification Profile. The UNSPS Codes assist in the linking of tender opportunities to businesses registered on Tenders ACT.
- The Territory recommends selecting all UNSPS Codes at least for a few months to ensure users capture all potential tender opportunities and can see how tenders may be categorised. Selections can then be changed later by editing business details in the “Edit my Business Details” section on Tenders ACT.
- A primary contact for your business is required to act as a single point of contact for correspondence relating to tender opportunities. By default, the Primary Contact for a business will receive email alert notifications for all tender opportunities released by the ACT Government that match the notification profile established for the organisation.
- Additional users can create personalised notification profiles to allow them to receive notification alerts.
- These alerts can be the same as (or different to) the main business profile and users can create multiple search profiles.

The process on how to create personalised notification profiles will be covered later in this guide.

If you have more queries regarding notifications or registrations, see the [FAQs section](#) on Tenders ACT.

Logging In on Tenders ACT

- Click on the **Login link** on the public home page.
- The member Login Page will appear.
- Ensure that the **Supplier Login tab** is selected, if not select the **Supplier Login tab** before you login



The screenshot shows the 'Supplier Login' page for the ACT Government. At the top, there are two tabs: 'Supplier Login' (highlighted in purple) and 'Buyer Login' (grey). Below the tabs is the ACT Government logo, which consists of a circular emblem with a shield and a crown, followed by the text 'ACT Government'. Underneath the logo are two input fields: 'Username' with a person icon on the left, and 'Password' with a lock icon on the left and a toggle eye icon on the right. Below the input fields are two links: 'Sign Up' and 'Forgot your password?'. At the bottom of the form is a blue button labeled 'Sign in'.

- Enter the username and the system generated password supplied from the confirmation email sent to you and click **Sign In**
- The first time you login you will be presented with the Terms & Conditions page again
- If you agree to those terms and conditions, click **"I AGREE"**
- The reset password page will appear
- Enter the required information and click the **Save Changes** button
- A confirmation details page will appear.

Updating Business Information

- To change your business details, click on the **Edit My Business** link on the left-hand menu of the page

Manage Business ?

Manage this business and this business' people, offices, and sub-businesses.

Business Information ?

Name*

Legal Name*

ABN
Does your business have an Australian Business Number (ABN)?
 Yes No

Abbreviation*

Default Invoicing*
Address

Primary Contact*

Head Office*

Receive Summary*
Mailout

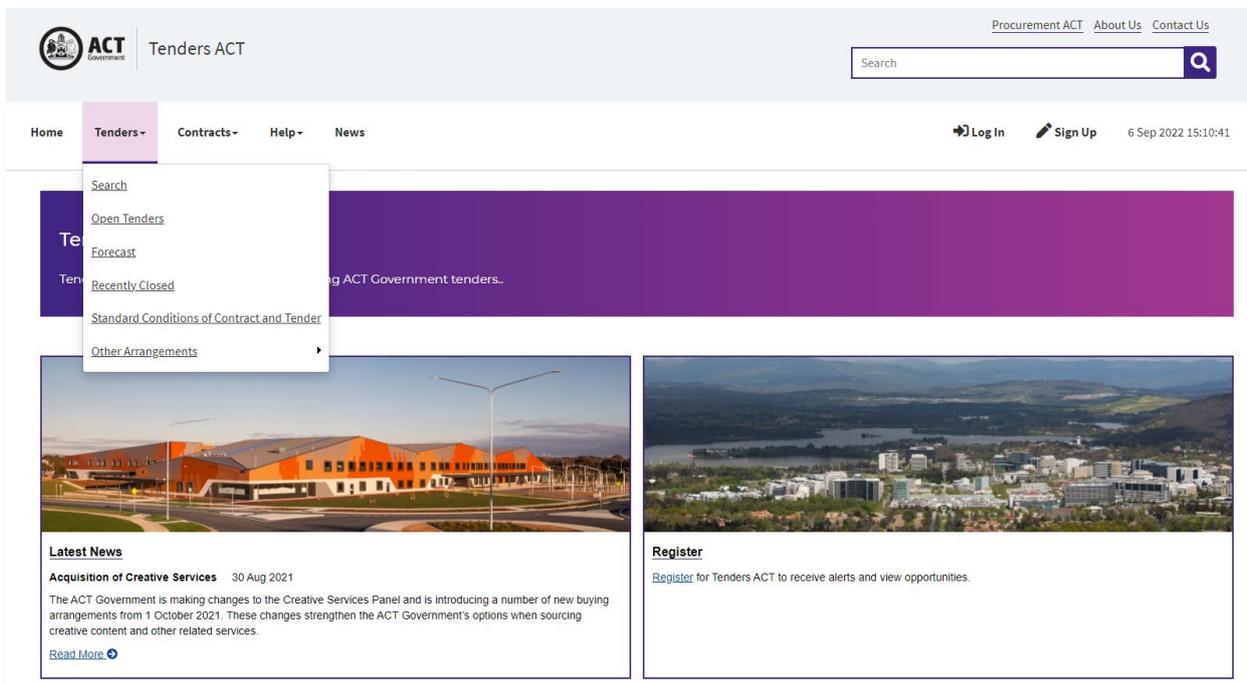
- You can update the required information on this page. Once complete, click **Save Changes** to reflect the modifications to your system account
- A confirmation page will be displayed to confirm that your modifications have been saved.

For more information on managing your business profile, including adding people, editing personal information, and creating a new supplier, see [Tender ACT Supplier User Manual](#).

Browsing Tenders

To browse for tenders or contracts:

- Click on the tenders link on the menu at the left of the page



- If browsing tenders, click on the status of tender you are interested in (Open, Closed, upcoming (forecast) etc.)
- The related tender or contract page is displayed. It shows a condensed view of all tenders of the type selected.

Open or Current tenders

The Open Tenders page displays a condensed view of all open/current tenders to which you can respond. This includes both public tenders and any selective tenders, which your business has been invited to respond to.

Selective tenders will only show up if your business is selected as a respondent and you are signed in as a registered user of that business. The condensed view provides basic tender information and a link to view full details of each tender.

Current Tenders ?

This page shows all open tenders. The list includes all public tenders, as well as selective tenders to which your business can respond. You must be signed in to see selective tenders.

Search Results ?

RFx Number	Details	Date
27791.114 Open Other Arrangements	Valuation Services Scheme Issued by: Chief Minister UNSPSC 1: 83000000 - Public Utilities and Public Sector Related Services - 40% UNSPSC 2: 84000000 - Financial and Insurance Services - 30% UNSPSC 3: 80000000 - Management and Business Professionals and Administrative Services - 30%	released Mon, 22 June 2020 2:00 pm closing Mon, 30 June 2025 2:00 pm
2020-1044-110 Open Other Arrangements	Growing and Renewing Public Housing REOI Issued by: Community Services Directorate UNSPSC 1: 72000000 - Building and Facility Construction and Maintenance Services - 40% UNSPSC 2: 80000000 - Management and Business Professionals and Administrative Services - 30% UNSPSC 3: 30000000 - Structures and Building and Construction and Manufacturing Components and Supplies - 30% <i>Note: this approach to market is Territory Funded Work covered by Secure Local Jobs Code.</i>	released Tue, 23 March 2021 1:30 pm closing Tue, 25 March 2025 2:00 pm

Closed or Under Evaluation Tenders

This page lists all categories with tenders that have closed for responses and not yet been awarded. The type of tenders includes all public tenders, as well as selective tenders to which your business was invited to respond.

Selective tenders will only show up if your business is selected as a respondent and you are signed in as a registered user of that company. If a tender is on this page, it means that responses are being evaluated prior to award.

Recently Closed Tenders ?

This page displays all tenders that closed in the last month. The list includes all public tenders, as well as selective tenders to which your business can respond. You must be signed in to see selective tenders. For a full list of Closed Tenders please use the Tender Search page.

Search Results ?

RFx Number	Details	Date
GS3167564 Closed Request for Tender	Whitlam Place Management Curation Services Issued by: Chief Minister UNSPSC 1: 80000000 - Management and Business Professionals and Administrative Services - 40% UNSPSC 2: 90000000 - Travel and Food and Lodging and Entertainment Services - 40% UNSPSC 3: 50000000 - Food Beverage and Tobacco Products - 20%	released Thu, 30 June 2022 2:00 pm Closed Tue, 02 August 2022 2:00 pm
ATN GS0407873 Closed Advanced Tender Notice	Big Canberra Battery Project Stream 2: Government Sites - Small Batteries Prequalification Category: Approved Battery Retailer under Next Generation Energy Storage Program Issued by: Environment UNSPSC 1: 22000000 - Building and Construction Machinery and Accessories - 34% UNSPSC 2: 39000000 - Electrical Systems and Lighting and Components and Accessories and Supplies - 33% UNSPSC 3: 26000000 - Power Generation and Distribution Machinery and Accessories - 33%	released Wed, 20 April 2022 9:40 am Closed Sun, 31 July 2022 5:00 pm

Searching for Tenders

There are two search pages – one under Tenders on the left-hand side menu and one under Open Tenders page. When a search is initiated, it will return all results that match the specified criteria.

As a registered Tenders ACT user, you can create saved tender searches. Saved searches provide an easy way to perform frequently used search operations.

To search for tenders:

- Click on the **Search** link under Tenders on the left-hand side menu of the page
- The Search page will display
- Enter the required search criteria and click the **Search** link

- Results will appear depending on the criteria selected.

The screenshot shows the 'Tender Search' interface. At the top, there's a purple header with 'Tender Search' and a help icon. Below it, a subtitle reads 'Find RFX that match a specified criteria. When signed in, you can also configure saved searches and set up new RFX notifications.' The main content area is titled 'Search Results' and includes an 'Export to XLSX file' button. Below this is a table header with columns for 'RFX Number', 'Details', and 'Date', and a 'No Records' message. The 'Saved Searches' section shows 'No saved searches' and a 'Save Search As' field with a 'Save' button. The 'Search Criteria' section contains various filters: Keywords, Tender Code, Tender Title, Tender State (Open), Tender Type (Any), Prequalification Category, Procurement Category (- Select -), Category (with a search icon), Issued By (with a search icon), Opening Date (From/To date pickers, This Week (Monday - Sunday)), Showing less than (Days old (0 Days indicates No Restriction)), Closing Date (From/To date pickers, This Week (Monday - Sunday)), Awarded Date (From/To date pickers, This Week (Monday - Sunday)), Secure Local Jobs Initiative (Any), Order By (Any), and Grouping (None). At the bottom are 'Search' and 'Reset' buttons.

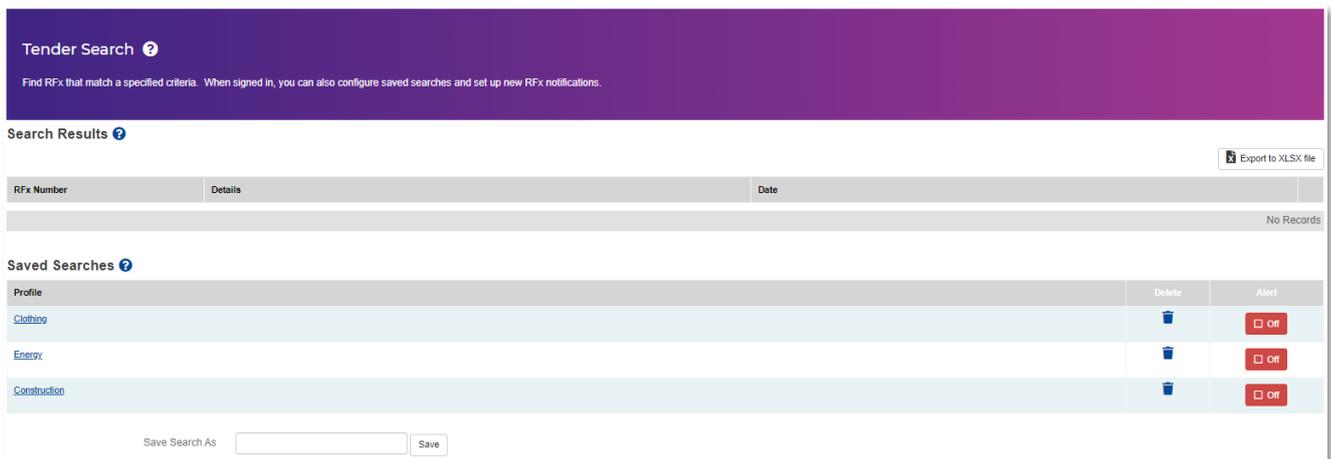
For more information on search criteria and column value see [Tender ACT Supplier User Manual](#).

Search Profiles (Saved Searches)

Search profiles are for tender searches and are an easy way to access frequently used search criteria. A search profile is created from an interactive search.

- To save the search criteria created from the interactive search you will need to type a relevant title in the **Save This Search As** field and click on the **Save Search** button.
- You can save up to 10 named profiles. These profiles are saved against your username, so you must be logged in to see and use them.
- Once saved, the search profile provides one-click access to your favourite searches. Each time you go to the search page, you can simply click on the named profile to view currently open tenders in that category.
- The search profile can be deleted any time by clicking on the Delete icon.

The search profile stores the search criteria, not the search results. Therefore, the search results using the same profile will vary over time, as tenders change state and new tenders are published.



Setting up Notifications for Tenders

You can set up alerts to notify you of relevant tenders by email.

To create an alert:

- Ensure that you have created a Search profile.
- Click on the Alert (On/Off) button next to the search profile. For the example below, you could toggle the Alert (On/Off) button next to Construction.
- The list will now show the alert as On/Off depending on the previous state of alert.

Profile	Delete	Alert
Clothing		<input type="checkbox"/> Off
Energy		<input type="checkbox"/> Off
Construction		<input checked="" type="checkbox"/> On

A profile can be deselected as an Alert by toggling on the On/Off Alert button next to the profile. The creation of emails from these search profile alerts is automated and does not require you to be in the site or signed in. All registered users can receive email alerts.

Each day Tenders ACT performs various automated events.

This process means that:

- any number of profiles can be flagged as an alert;
- a tender will only be counted once, even if it appears in several search profiles;
- you will only be alerted of a tender once; and
- the notification will be sent to all your listed email addresses.

For more information:

- Procurement ACT Helpdesk (02) 6207 9000 (listen to the prompts and then select option 7 for Procurement ACT, you will then be connected to the Tenders ACT team).

TendersACT@act.gov.au

For support accessing and using Tenders ACT the Tenders ACT team is available between 9 am and 5pm ACT Local Time, Monday to Friday (excluding ACT and National public holidays).

- Procurement ACT website at procurement.act.gov.au

For more information and copies of all our legislation, policies, and factsheets.

- Major Projects Canberra (02) 6207 5542

majorprojectscanberra@act.gov.au

For infrastructure procurement and contract related queries. For Pre-qualification enquiries phone (02) 6207 7154 or email MPCPrequalification@act.gov.au

- Secure Local Jobs Code at securelocaljobs@act.gov.au

For information and support on Code Compliance and Certification.

Procurement ACT Resources

If you want to find out more about the ACT Government's Procurement Framework, the below links may be useful:

[*The Procurement Framework*](#)

[*Procurement ACT Factsheets and Policies*](#)

[*Supplying to the ACT Government Guide*](#)

[*Government Procurement Act 2001*](#)

[*Government Procurement Regulation 2007*](#)