

# HPV Procurement Portal

## Internal Audit Services – Gippsland HPVITS2018-150

# The Process of Responding to the online ITQ

- Registration on the HPV Procurement Portal
- How to access ITQ's
- Buyer attachments
- Format of the ITQ
  - Different envelopes
  - Types of questions
- How to send a message
- How to respond & submit
- Help available
- Tips for responding
- Any questions?

HPV Procurement Portal

<https://www.hpv.org.au>

# HPV website 'Single Sign On'

- Single Sign On
- Allow suppliers to login via [www.hpv.org.au](http://www.hpv.org.au) and have their credentials automatically recognised for other systems they may access such as the HPV Procurement Portal (e-sourcing)
- You will only need to login via the HPV website

What do you need to do?

- Check your registration works (or register if you haven't already done so)
- Expect an email from [isoperations@hpv.org.au](mailto:isoperations@hpv.org.au) with a link to update your new password for registration if you haven't registered on the HPV Website before
- Contact HPV for assistance if you are experiencing any difficulties

Go to <https://www.hpv.org.au> and click Register

The screenshot shows the homepage of Health Purchasing Victoria. At the top is a dark navigation bar with links for Home, About HPV, Careers & Training, Contact Us, and Outlook Web Access. On the right side of this bar are 'Sign In' and 'Register' buttons. Below the navigation bar is a white header area containing the HPV logo, a search icon, and three menu items: 'Tenders & Contracts' (with a sub-link 'Sourcing Program'), 'Useful Tools' (with a sub-link 'Resources'), and 'News Centre' (with a sub-link 'Publications'). A large banner image shows three people in business attire collaborating around a computer. Below the banner is a dark grey bar with the text 'Collaborating with our health sector' and a 'Pause' button. The main content area is divided into three columns. The left column, titled 'Latest News', lists three articles: 'Reference Group nominations - having a say in...' (8 months ago), 'HPV Chief Executive wins Leadership Award' (8 months ago), and '2015-16 Confirmed Annual Sourcing program' (9 months ago), with a 'View All News Updates >' link at the bottom. The middle column features a 'Who is Health Purchasing Victoria?' section with a sub-image of the HPV logo and a paragraph describing the organization's mission. The right column, titled 'Quicklinks', contains two links: 'Recallnet Healthcare >' and 'Upcoming Tenders (Sourcing Events) >'.



Search here...

Search Docum... ▾



Sign in

Register

Menu

Home > Register

## Register

Welcome to Health Purchasing Victoria's website - to register for an account to access targeted content, please register as a supplier or health service below.

Please note that accounts are provided to:

- Contracted suppliers currently supplying goods or services for a HPV contract
- Prospective suppliers interested in supplying HPV contracts in the future
- Current health service employees accessing HPV contracts

If your organisation already has an account registered with HPV, your registration form will auto-fill with provided details and your request for access will be automatically forwarded to the 'super-user' within your organisation responsible for approving access to HPV's website. If we don't have your details in the system, your request will be issued to HPV directly for authorisation.

Note that HPV's website is now the sign on point for access to other systems including HPV Procurement Portal (for suppliers and health services) and the Victorian Product Catalogue System (for health services only).



Supplier



Health Service

To create your account click on the 'Supplier' link



Search here...

Search Docum...



Sign in

Register

Menu

Home > Register as a Supplier

## Register

Email (required)

*Please use an organisation specific email, or contact HPV.*

NEXT

Type in your organisation  
specific email

Health Purchasing Victoria logo

Search here... Search Docum... Q

Sign in Register Menu

Home > Register as a Supplier

## Register

Email

SarahD@freedomfoods.com.au

✓ Your email address has been accepted.  
Please fill out the rest of the form to complete registration.

### Your Details

First Name (required)

Surname (required)

ABN or ACN (required) LOOKUP

ABN Entity Name

Company or Corporation Trading Name

Phone (required)

Address Line 1 (required)

Fill in the registration form

[Sign in](#) [Register](#) [Menu](#) 

[Home](#) > [Register](#) > [Registration Complete](#)

## Register

### Registration Complete

Thank you for registering for a supplier account on HPV's website. Your registration has been received and you will shortly receive an auto-confirmation allowing you to update your password and access supplier content on the website and the HPV Procurement Portal.

Subscribe to receive the HPV **newsletter** >





Search here...

Search Docum... ▾



Sign in

Register

Menu

Home > Change your password

## Change your password

### Change your password

Please enter a new password.

New Password (required)

Confirm New Password (required)

\* The password must have no spaces and have at least 6 characters, a mixture of alphanumeric, upper and lower case letters and special characters e.g. ?!#

I've read and accept the [terms and conditions](#)

CHANGE PASSWORD

Type in a password



Search here...

Search Docum...



Sarah Dooley (Sign out)

Menu

[Home](#) > [Change your password](#)

## Change your password

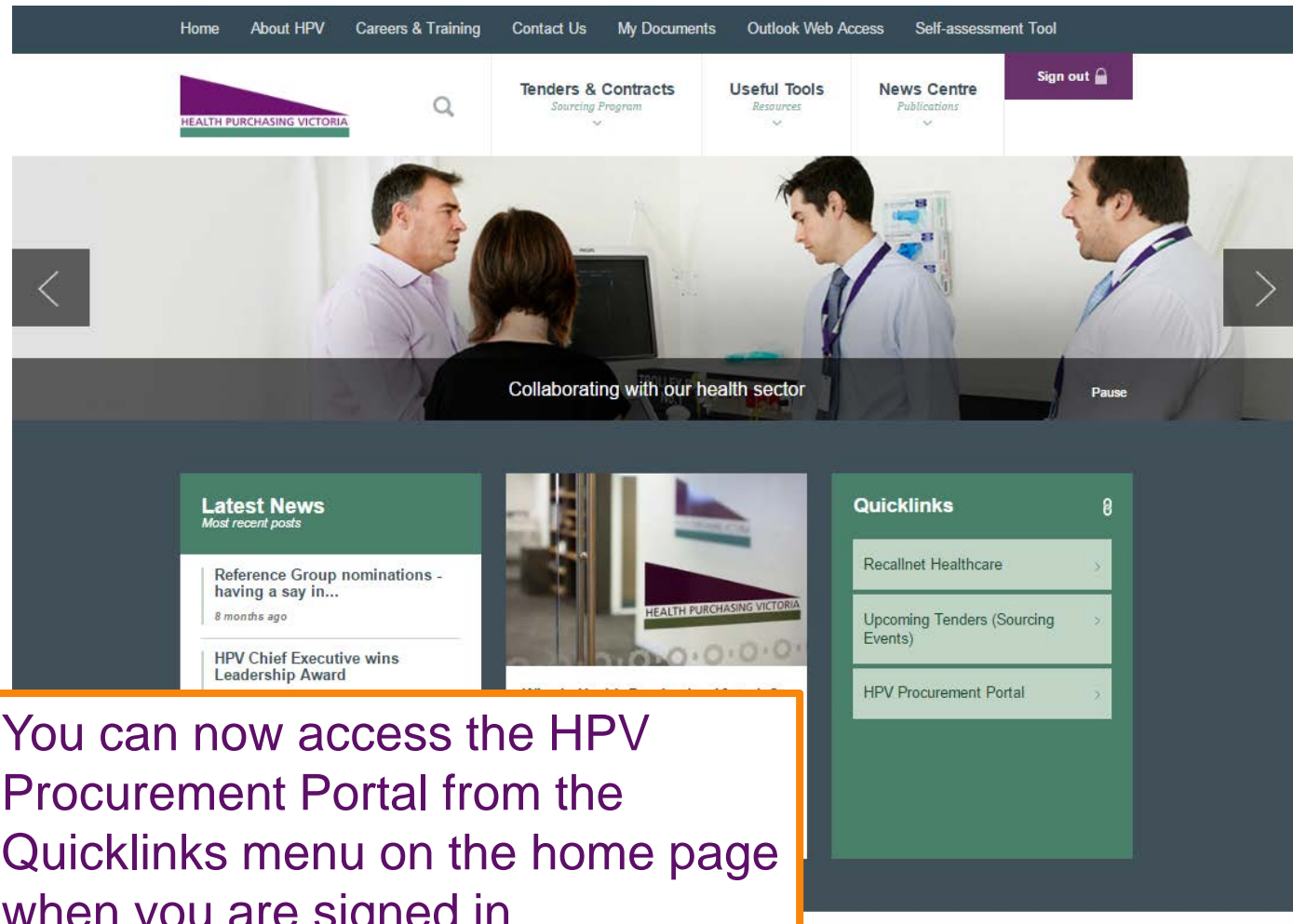
Your password has been updated.

Subscribe to receive the HPV **newsletter** >



Your email address



SUBSCRIBE



You are now signed in to the HPV Website




You can now access the HPV Procurement Portal from the Quicklinks menu on the home page when you are signed in


15:43 AET - Australian Eastern Time Help  


 **HPV Procurement Portal** Welcome Sarah Dooley 


**Main Dashboard**  

**RFx Open to All Suppliers** 

	Currently Open	Next Closing Date
RFI	0	-
RFQ	0	-


**My RFIs with Pending Responses** 


 No RFIs to display


**Quick Links** 


**Standard Links**

- Organisation Profile
- Published Opportunities
- My Auctions
- My RFIs
- My RFQs
- My Contracts

**New Messages (last 30 days)** 

 No Unread Messages

**My RFQs with Pending Responses** 

 No RFQs to display

When you click on the HPV Procurement Portal link, you will be redirected to your Dashboard. You can edit your personal profile

▼ User: Sandra Ireland

Role: Super User (with some Redefined Rights)

Division: Division

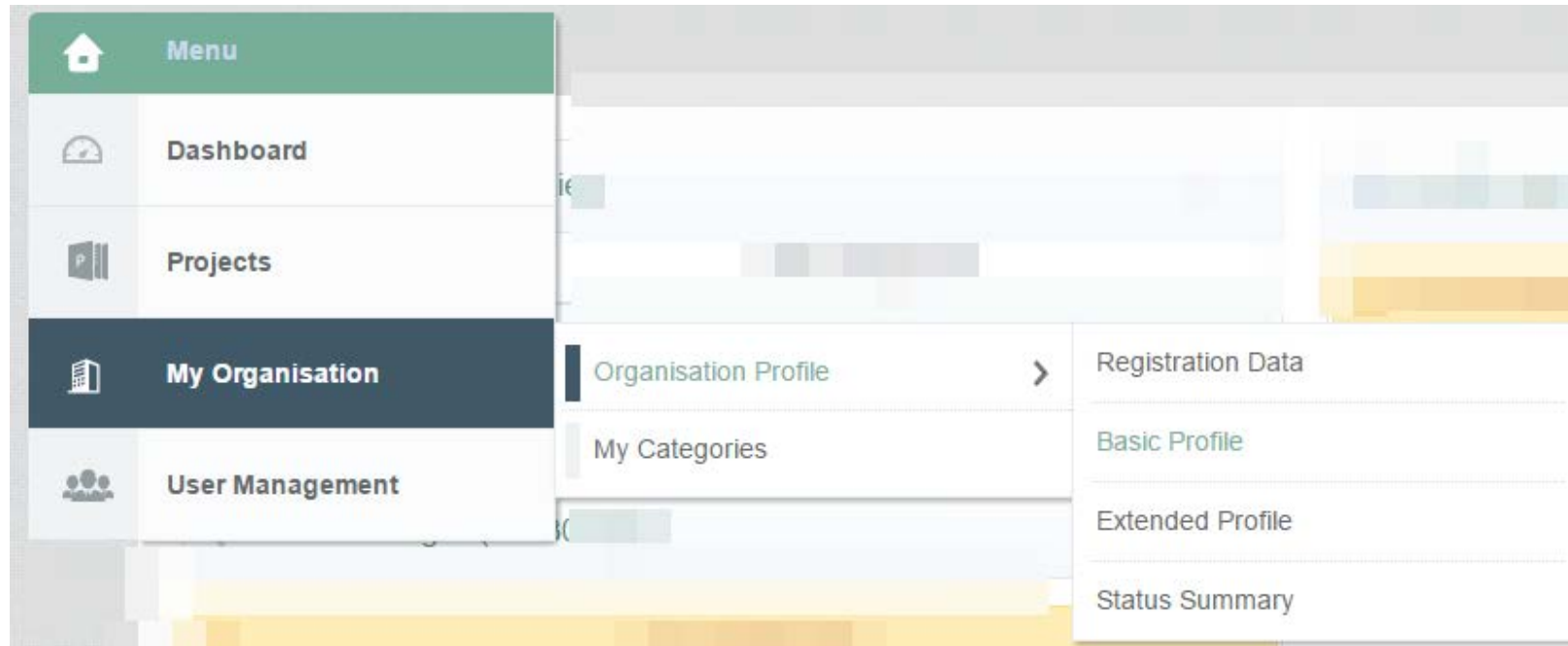
Save

Cancel

User Details

* Last Name	<input type="text" value="Ireland"/>
* First Name	<input type="text" value="Sandra"/>
User Status	Active
User Tag for Codes	<input type="text"/>
* Email	<input type="text" value="s.ireland@hpv.org.au"/>
* Telephone Number	<input type="text" value="03 9947 3724"/>
The Mobile phone number must start with '+' and contain digits from 0 to 9 (min 8 max 15) with no spaces. The first number can not be 0.	<input type="text" value="+610409050188"/>
Division Name	Division
Department	<input type="text" value="..."/>
Role Name	Super User
* Choose your Username and check it is not already in use	<input type="text" value="s.ireland@hpv.org.au,sales@hpv.org.au"/>
* Preferred Language	<input type="text" value="English (UK)"/>
* Time Zone	<input type="text" value="(GMT +10:00) Sydney, Canberra, Melbourne"/>

If you are the Super User you will receive all system alerts. You can change or add email addresses using ; to separate



Update your organisation details if your organisation has not been registered on the HPV Procurement Portal before.

15:53 AET - Australian Eastern Time Help

**HPV Procurement Portal** Welcome Sarah Dooley

Registration Data
Basic Profile
Extended Profile
Status Summary

Title	Supplier Data Status		Document Expiry Date (First to Expire)	Last Modified Date	Order of Presentation
	Mandatory	Optional			
Company_Information	0%	0%			1
Total 1					Page 1 of 1

To update your details, click on the Title hyperlink

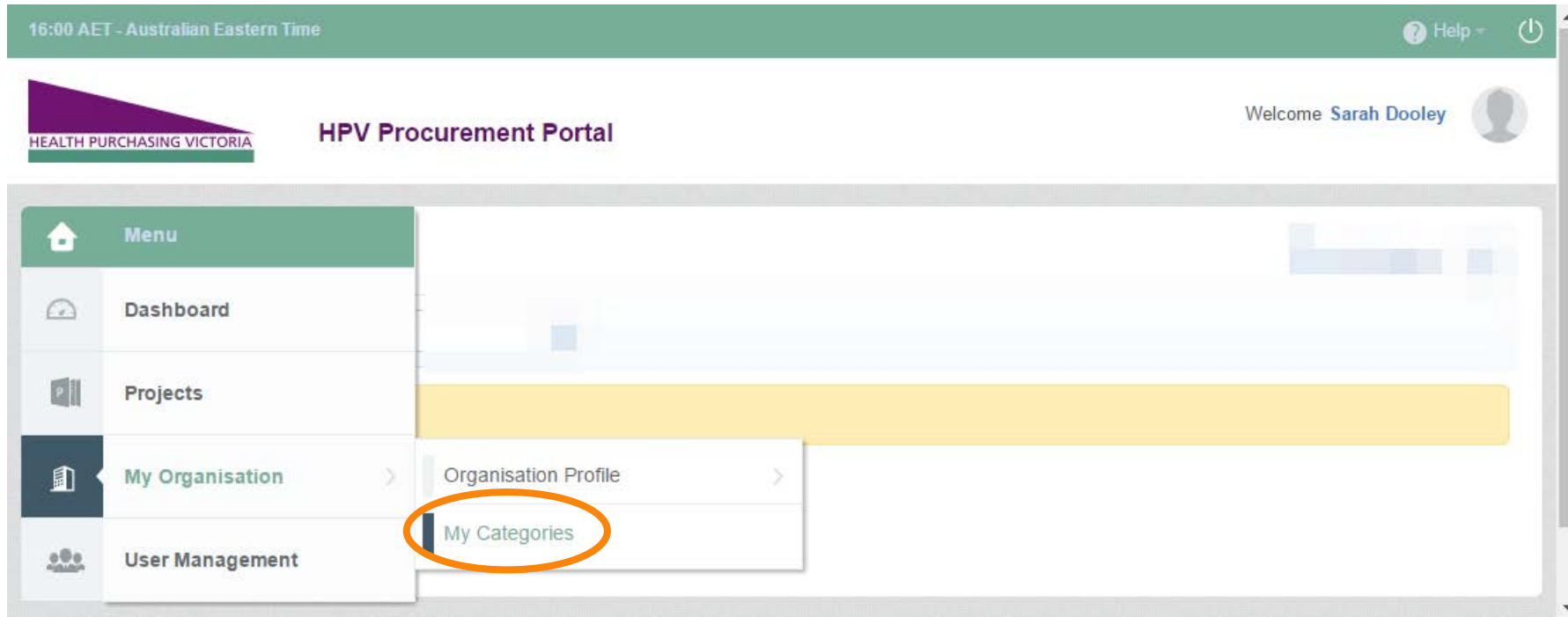
Click Edit and complete the simple registration form with your organisation details, making sure all mandatory fields are populated

Basic Profile Form: Company\_Information  
Registration

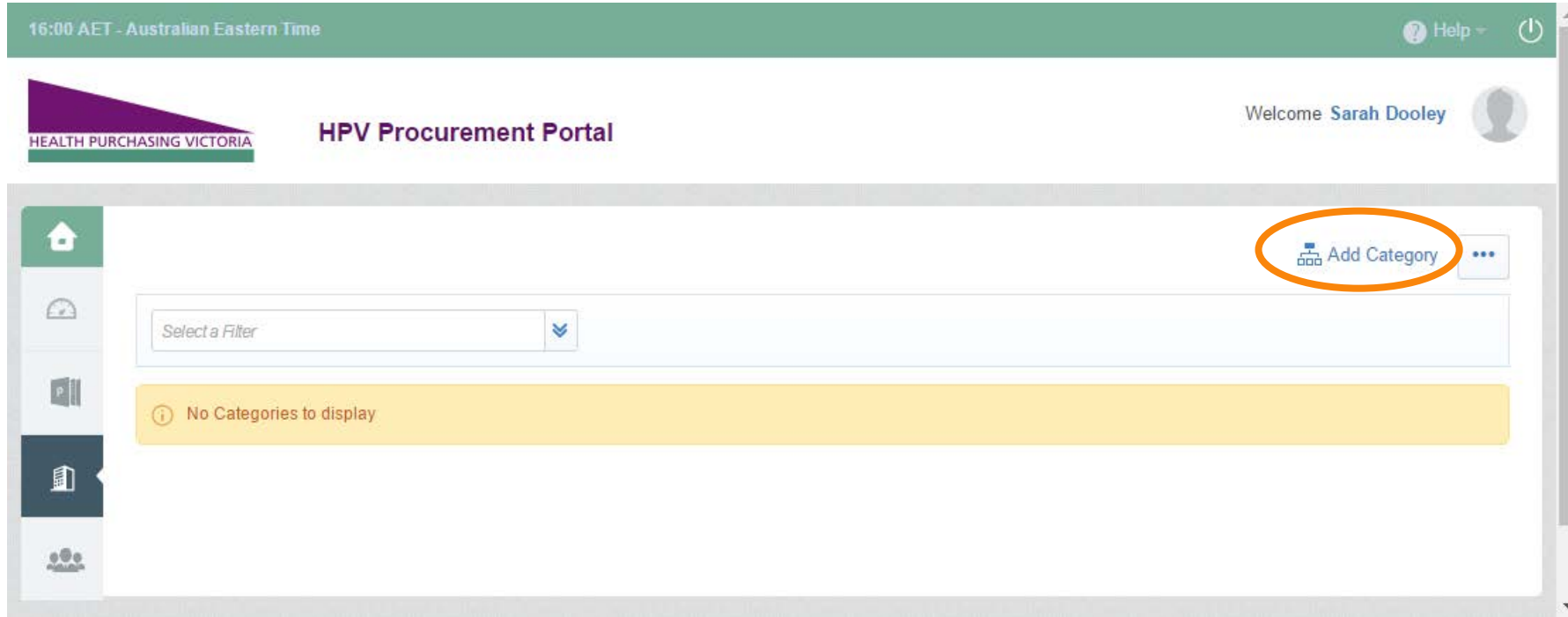
Company Details  
Please provide details about the Company Operations

Organisation Trading Name	* Enter your Organisation's Trading Name	<input type="text"/>	Characters available 2000
Company Details	* Please provide the organisation's postal address	<input type="text"/>	Characters available 2000
Company Details	Please provide your organisation's head office address.	<input type="text"/>	Characters available 2000
Company Details	* Please indicate whether your organisation operates on a multinational level?	<input type="text"/>	
Company Details	* Is your organisation a Manufacturer, Distributor or both?	<input type="checkbox"/> Manufacturer <input type="checkbox"/> Distributor	
Company Details	* Please select the option that best describes the corporate structure of the tendering entity.	<input type="text"/>	
Company Details	If your organisation is a company, what is the organisation's date of Incorporation?	<input type="text" value="dd/mm/yyyy"/>	
Company Details	If your organisation is a company, what is the organisation's place of Incorporation?	<input type="text"/>	Characters available 2000
Company Details	* Please state number of years since the tendering entity commenced operations.	<input type="text"/>	125
Company Details	* Please state number of years since current ownership commenced doing business.	<input type="text"/>	125
Company Details	* Please state the number of Full Time Equivalent (FTE) employees your organisation employs?	<input type="text"/>	125





Next you will have to set up your organisation's categories.  
Click on My Categories



Click on Add Category

Select the categories you provide from the list. Use the search facility if required

Tree Navigation

Confirm Current Selection Cancel

Free Text Search  Search

Deselect All Display Selected Only Expand All Collapse All

- Categories (selected items: 0)
  - 10000000 - Live Plant and Animal Material and Accessories and Supplies
  - 11000000 - Mineral and Textile and Inedible Plant and Animal Materials
  - 12000000 - Chemicals including Bio Chemicals and Gas Materials
  - 13000000 - Resin and Rosin and Rubber and Foam and Film and Elastomeric Materials
  - 14000000 - Paper Materials and Products
  - 15000000 - Fuels and Fuel Additives and Lubricants and Anti corrosive Materials
  - 22000000 - Building and Construction Machinery and Accessories
  - 23000000 - Industrial Manufacturing and Processing Machinery and Accessories
  - 24000000 - Material Handling and Conditioning and Storage Machinery and their Accessories and Components
  - 25000000 - Commercial and Military and Private Vehicles and their Accessories and Components
  - 26000000 - Power Generation and Distribution Machinery and Accessories
  - 27000000 - Tools and General Machinery

Search results are highlighted in yellow. Select the relevant boxes and click Confirm Current Selection.

You will now receive an email when HPV engages in a relevant activity.



Main Dashboard

### RFx Open to All Suppliers

	Currently Open	Next Closing Date
RFI	1	22/03/2016 14:00
RFQ	3	23/03/2016 14:00

### My RFIs with Pending Responses

No RFIs to display

### My RFQs with Pending Responses

RFQ Title	Buyer Organisation	RFQ Closing Date/Time	Response Status
Tender Briefing - Surgical Gloves Test ITS	HPV	14/03/2016 14:00	No Response Prepared

### New Messages (last 30 days)

No Unread Messages

### Quick Links

- Standard Links
- Organisation Profile
- Published Opportunities
- My RFIs
- My RFQs
- My Contracts

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When you enter the system you will land on a dashboard. Click on the 'RFQ' line within the 'RFx Open to All Suppliers' Portlet

To find the tender that you wish to express interest in, select 'RFQs Open to All Suppliers'

HEALTH PURCHASING VICTORIA HPV Procurement Portal

Main Dashboard

RFx Open to All Suppliers

	Currently Open	Next Closing Date
RFI	1	22/03/2016 14:00
RFQ	3	23/03/2016 14:00

New Messages (last 30 days)

No Unread Messages

HEALTH PURCHASING VICTORIA HPV Procurement Portal

Welcome Diana Test

My RFQs RFQs Open to All Suppliers

Select a Filter

	RFQ Code	RFQ Title	Project Code	RFQ Status	Time limit for Expressing Interest	Buyer Organisation
1	rfq_59	HPVITS2016-109 Workplace Supplies	tender_97	Running	23/03/2016 14:00	HPV
2	rfq_48	HPVITS2015-119 Automated Blood Culture and Mycobacterium Culture Equipment and Consumables	tender_85	Running	24/03/2016 12:00	HPV
3	rfq_86	HPVITS2016-124 Hand Hygiene, Disinfectants and Chemical Products	tender_113	Running	30/03/2016 14:00	HPV

Total 3

20 Page 1 of 1



RFQ: rfq\_59 - HPVITS2016-109 Workplace Supplies

Running

Project: tender\_97 - HPVITS2016-109 Workplace Supplies  
Closing Date: 23/03/2016 14:00:00

Express Interest

Decide Later

Printable View

Response Status

Response Status  
No Response Prepared

Overview

RFQ Code  
rfq\_59

Detailed Description  
Provision of office supplies, domestic paper and cleaning equipment

Response Currency  
AUD

Buyer Organisation  
HPV

Title  
HPVITS2016-109 Workplace Supplies

Type of Supplier Access  
RFQ Open to All Suppliers

Test RFQ  
No

Date & Time Information

Options for Viewing Responses  
Sealed (parallel opening)

Closing - Date  
23/03/2016 14:00:00

End Date for Buyer Replies to Messages - Date

Number of Hours before Closing Time to block Expressions of Interest  
0

Awarding Strategy

Supplier Response Ranking  
Best Technical Score

Review the overview information and take note of the deadline date and time. Click on 'Express Interest'. **This is the only way to access the event.**



[← Back to List](#)

### RFQ: rfq\_95 - Tender Briefing - Surgical Gloves Test ITS

Running

Project: [tender\\_133](#) - Tender Briefing - Surgical Gloves Test ITS

Closing Date: 14/03/2016 14:00:00

Response Last Submitted On: Not Submitted Yet

**Warning:** You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

[RFQ Details](#)

[Messages \(Unread 0\)](#)

[Settings](#) [Buyer Attachments \(1\)](#) [My Response](#) [User Rights](#)

[View Response Index Only](#)

To populate the content of your tender response, click on 'Create Response'



#### 1. Qualification Response (questions: 120)

##### 1.1 READ ME FIRST - SUPPLIER'S TIPS FOR COMPLETING YOUR RESPONSE - Question Section

Note	Note Details
1.1.1 Requirement Attachment	Please note that we have uploaded attachments in the technical envelope. Companies must download these documents and consider the details before they complete their response
1.1.2 Note:	USE THE ONLINE 'HELP FOR RESPONDENTS' FUNCTION - The content is designed to explain the eSourcing platform in business terms, allowing you to quickly understand the features and benefits of the software.
1.1.3 Note:	SAVE REGULARLY - For security reasons your access to the portal will 'time out' if inactive for 15 minutes if you do not click "save" within this time. Failure to do so means you risk losing your work. This is to maintain security and tender integrity and cannot be changed. NOTE: typing does not mean you are active on the portal!
1.1.4 Note:	Please ensure that 'pop ups' are NOT blocked on your browser. Should you be inactive for 15 minutes, the portal will notify you through a 'pop up'. It is vital that that you are able to see this in order to click the 'Refresh' link in this 'pop up' so you are not disconnected from the portal and lose any unsaved information.
1.1.5 Note:	DO NOT leave your response until the last minute/hours before the deadline (if you experience connection problems you will miss the deadline. Always upload generic information early to avoid last minute time pressure).
1.1.6 Note:	Please SUBMIT your RESPONSE when completed. This will submit your response to the buyer. FAILURE TO DO THIS WILL RESULT IN YOUR BID NOT BEING VISIBLE TO THE BUYER. The 'SUBMIT RESPONSE' button can be found at the top centre of the screen.
1.1.7 Note:	If the Buyer makes any changes to the settings and questions area of a live/running tender, suppliers MUST re-publish their response - this is to ensure that changes are brought to your attention - you may receive a message prompt from the Buyer - generally this will not mean re-entering information.
1.1.8 Note:	Whilst the portal allows for large individual attachment sizes (max 50Mb at a time), we recommend that you keep attachments to a manageable size (5Mb) to ensure ease & speed of access. Only attach documents that the Buyer has requested and make sure that you attach them in the correct area.

[← Back to List](#)

RFQ: rfq\_95 - Tender Briefing - Surgical Gloves Test ITS

Project: tender\_133 - Tender Briefing - Surgical Gloves Test ITS

Closing Date: 14/03/2016 14:00:00

Response Last Submitted On: **Not Submitted Yet**

Will advise you that you haven't submitted yet.

Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

RFQ Details

Messages (Unread 0)

Settings

Buyer Attachments (1)

My Response

User Rights

You can submit as many times as you like. The latest submission will overwrite previous submissions.

[Submit Response](#)

My Response Summary

1.	Qualification Response	Missing mandatory responses (87)
2.	Technical Response	Missing mandatory responses (23)
3.	Commercial Response	Mandatory fields missing (3)

Total Price (excluding optional sections)

0

[View Response Index Only](#)

Click on 'Edit Response'

[Edit Response](#)

The tender questions are divided into three sections. A summary of remaining mandatory questions is summarised at section level.





RFQ: rfq\_95 - Tender Briefing - Surgical Gloves Test ITS

Project: tender\_133 - Tender Briefing - Surgical Gloves Test ITS

Closing Date: 14/03/2016 14:00:00

Response Last Submitted On: Not Submitted Yet

Edit Mode

**Make sure you save regularly. If you are inactive on the site for more than 15 minutes you will need to sign in again and any unsaved data will be lost.**

save and Return

Save and Continue

Cancel

Validate Response

2. Technical Response (questions: 34 )

2.1 QUALITY MANAGEMENT - Section of Profile Questions

Question	Description
2.1.1 Quality Management	* Please state whether your organisation has a
2.1.2 Quality Management	Please attach a current certificate for your certifi
2.1.3 Quality Management	Please state the expiry date of your certificate fo
2.1.4 Quality Management	If your organisation does not have a certified Qu

The response will be made up of various question types:

- Yes / No
- Text
- Numeric
- Options List
- Multiple Choice
- Date
- Attachment

Response

+ Click to attach file

dd/mm/yyyy

Industry standards for quality

Characters available 2000



Questions for HPV?  
If you need to send a clarification question to HPV use the secure messaging function

RFQ: rfq\_95 - Tender Briefing - Surgical Gloves Test ITS Running

Project: tender\_133 - Tender Briefing - Surgical Gloves Test ITS

Closing Date: 14/03/2016 14:00:00

Response Last Submitted On: Not Submitted Yet

Send Message Save as Draft Cancel

Message

Subject

Message

Attachments

[Attachments](#)

Attachment Name	Attachment Description	Comments
<span>No Attachments</span>		

When you reply to a message in the 'Received Messages' section, the message will automatically be moved to the 'Sent Messages' folder.

[Back to List](#)

RFQ: rfq\_95 - Tender Briefing - Surgical Gloves Test ITS

Running

Project: tender\_133 - Tender Briefing - Surgical Gloves Test ITS  
Closing Date: 14/03/2016 14:00:00  
Response Last Submitted On: Not Submitted Yet

You'll be unable to submit a response if there are any mandatory fields outstanding

RFQ Details

Messages (Unread 0)

[Settings](#) [Buyer Attachments \(1\)](#) [My Response](#) [User Rights](#)

Ignore the Total Price field for this ITQ

[Submit Response](#)

My Response Summary

1. Qualification Response	Missing mandatory responses (87)
2. Technical Response	Missing mandstory responses (23)
3. Commercial Response	Mandatory fields missing (3)

Total Price (excluding optional sections) 0

[View Response Index Only](#)

**VERY IMPORTANT!**  
When you have finished populating your tender response, make sure that click on 'Submit Response' to publish your response to HPV

## Contact Us

### Contact Us

#### HPV location

Location and postal Address: 2 Lonsdale St (Cnr Spring St)  
Level 34, Casselden Place, Melbourne, VIC 3000

#### General Contacts

##### HPV reception/general queries

Tel: (03) 9947 3700

Email: [feedback@hpv.zendesk.com](mailto:feedback@hpv.zendesk.com)

##### HPV general sourcing (tenders and contracts queries)

Email: [contracts@hpv.zendesk.com](mailto:contracts@hpv.zendesk.com)

##### HPV website queries

Email: [webgeneral@hpv.zendesk.com](mailto:webgeneral@hpv.zendesk.com)

##### Bravo Procurement Portal helpdesk

[help\\_au@bravosolution.com](mailto:help_au@bravosolution.com) or (02) 8072 0644

Technical support enquiries  
can be directed to the Bravo  
helpdesk

# Tips for Responding

- Make sure that you read and digest all documentation thoroughly and make note of key actions and deadlines
- Utilise the appropriate people within your organisation
- Answer every question, including bullet points
- Do not assume your company is known or well known by the evaluators – instead; provide all requested information
- Do not use acronyms or abbreviations
- Do not cross-refer to other questions or answers in your responses
- Remember to save regularly
- Unanswered mandatory questions will prevent your response from uploading.

# Tips for Responding

- If you have a slow internet connection and the size of the response is in excess of 10mb, your session could time out while trying to upload the response
- Try to submit your response on the day before closing, this will give you time to address any issues that might be stopping your submission from uploading, e.g. Unanswered mandatory questions or file sizes larger than 10mb. Don't leave it till the last minute to submit your response – leave plenty of time.
- Resubmit as many times as you like, only the latest version will be visible to HPV. **Note: Multiple users can work on the submission. However, when submitting, only one user should be logged on to ensure the latest data is submitted and to avoid a concurrency error.**
- Use the secure messaging to communicate with the HPV and seek clarifications
- Call the BravoSolution helpdesk for technical guidance, tel (02) 8072 0644

# Questions



HEALTH PURCHASING VICTORIA

Level 34  
Casselden Place  
2 Lonsdale Street  
Melbourne 3000

T: 03 9947 3700

F: 03 9947 3701

All enquires via the HPV Procurement  
Portal – Messages tab  
[www.hpv.org.au](http://www.hpv.org.au)