

# HSV Procurement Portal

# Procurement Portal

Request for Information (RFI) document download, Request for Information (RFI) related questions, and Request for Information (RFI) submission from the HSV Procurement Portal ONLY

Register/Access at [healthsharevic.org.au](https://healthsharevic.org.au)

Each HSV Procurement Portal company account has one superuser responsible for managing sub-users, including visibility of the EOI documentation

Technical Issues? Contact HSV Procurement Portal (Jaggaer) Customer Support

Ph: 02 8074 8627 [customersupport@jaggaer.com](mailto:customersupport@jaggaer.com)

**New User?** Go to [healthsharevic.org.au](https://healthsharevic.org.au) and click *Register*

HealthShare  
Victoria

About Us ▾ News ▾ Contracts and Tenders ▾ Resources ▾ Compliance ▾ Help Centre Contact Us ▾ COVID-19 ▾

Health Purchasing Victoria is now HealthShare Victoria. Find out more.

# Delivering safe, affordable and sustainable healthcare

Sign in or register to access contracts, tools and more

Sign In Register

# Register

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

I am a Supplier

I am a Health Service

Email (required)

Please use an organisation specific email, or contact HSV for assistance.

ABN or ACN (required)

Please use your company's ABN or ACN number. No spaces, comma, or dash. Example format: 00123456789

Next

## To create your account:

1. Select the "I am a Supplier" option
2. Enter your business specific email address
3. Click "Next"

**Complete your registration** and you will receive a new account email with a password setup link

New suppliers will need to enter additional user and business details – phone number, address, etc.

|  | Start Date<br>-<br>End Date | Last<br>Updated |  |
|--|-----------------------------|-----------------|--|
|--|-----------------------------|-----------------|--|

“Favourite” the category you are interested in to get email updates

|                                 |                          |             |   |
|---------------------------------|--------------------------|-------------|---|
| 31<br>ur - Clinical and Support | 24/11/2017<br>23/11/2021 | 17 days ago |  |
|---------------------------------|--------------------------|-------------|---|

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lood Culture and Mycobact  
nd Consumables

HOME > MY DASHBOARD

Hello, Lyn

You can now access the HSV Procurement Portal from the Quick Links menu on your dashboard when you are signed in

**Quick Links**

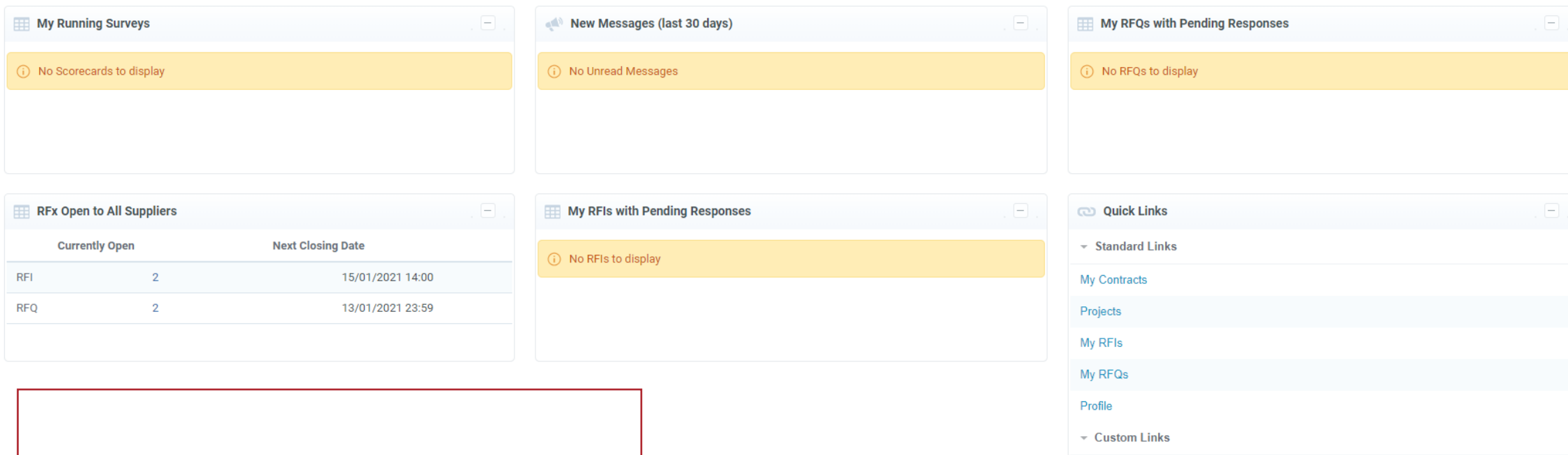
Procurement Portal

Send Enquiry/Feedback

Submit Contract Variation

You will be directed to the Procurement Portal where you can access any open RFx or edit your personal profile

Main Dashboard



The dashboard contains several widgets:

- My Running Surveys:** No Scorecards to display.
- New Messages (last 30 days):** No Unread Messages.
- My RFQs with Pending Responses:** No RFQs to display.
- RFx Open to All Suppliers:** A table showing the status of RFIs and RFQs.
- My RFIs with Pending Responses:** No RFIs to display.
- Quick Links:** A list of links including My Contracts, Projects, My RFIs, My RFQs, Profile, and Custom Links.

|     | Currently Open | Next Closing Date |
|-----|----------------|-------------------|
| RFI | 2              | 15/01/2021 14:00  |
| RFQ | 2              | 13/01/2021 23:59  |

Can't see the RFx? Contact your company's superuser.

If you are the Super User you will receive all system alerts.  
Add additional contact email addresses to yours using ; as a separator.

▼ User:  Active  
Division: Division

### User Details

|  |  |
|--|--|
| * Last Name  | <input type="text" value="Smith"/>               |
| * First Name   | <input type="text" value="Jane"/>                |
| User Status  | Active   |
| User Tag for Codes   | <input type="text"/>                             |
| * Email  | <input type="text" value="j.smith@example.com"/> |
| * Telephone Number   | <input type="text" value="01557330165"/>         |
| 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="+6141000000"/>         |
| Division   | Division   |
| Department   | ---  |
| Role   |  |
| Username   | 3m australia                                     |
| * Preferred Language   | English (UK) ▼                                   |
| * Time Zone  | (GMT +10:00) Sydney, Canberra, Melbourne ▼       |

Please contact the HealthShareVic Helpdesk if you need to change a superuser

From the Portal click on the 'RFI' line within the 'RFx Open to All Suppliers'

Main Dashboard

My Running Surveys

No Scorecards to display

New Messages (last 30 days)

No Unread Messages

My RFQs with Pending Responses

No RFQs to display

RFx Open to All Suppliers

| Currently Open | Next Closing Date |
|----------------|-------------------|
| RFI 2          | 15/01/2021 14:00  |
| RFQ 2          | 13/01/2021 23:59  |

My RFIs with Pending Responses

No RFIs to display

Quick Links

Standard Links

[My Contracts](#)

[Projects](#)

[My RFIs](#)

[My RFQs](#)

[Profile](#)

Custom Links



Select the Request for Information (RFI) you would like to express interest in



My RFQs

RFQs Open to All Suppliers

Enter Filter (type to start search)

|         | Code    | Title                             | Project Code | Time limit for Expressing Interest | ▲ Status |
|---------|---------|-----------------------------------|--------------|------------------------------------|----------|
| 1       | rfq_978 | BRHS Kitchen Asset Upgrade        | tender_7531  | 13/01/2021 23:59                   | Running  |
| 2       | rfq_992 | ITS2020-071 Rehab Supply Services | tender_9530  | 25/01/2021 15:00                   | Running  |
| Total 2 |         |                                   |              |                                    |          |

Click on 'Express Interest'. This is the only way to access the event.



For technical support, please contact the Jaggaer helpdes  
If you are in Australia please call: 02 8074 862  
If you are outside of Australia, please [click here](#) for overseas phone number  
Email: [customersupport@jaggaer.com](mailto:customersupport@jaggaer.com)

▼ RFQ: rfq\_992 - ITS2020-071 Rehab Supply Services Running

Project: tender\_9530 - ITS-2020-071- Rehab Supply Services  
Closing Date: 25/01/2021 15:00:00

Express Interest

Decide Later

Printable View

**Response Status**

**Response Status**  
No Response Prepared

**Overview**

|                        |   |
|------------------------|---|
| <b>Code</b><br>rfq_992 | <b>Title</b><br>ITS2020-071 Rehab Supply Services   |
| <b>Description</b>     | <b>Supplier Access</b><br>RFQ Open to All Suppliers |

To populate the content of your Request for Information (RFI) response, click on 'Create Response'

The screenshot shows a web interface for an RFI response. At the top, there is a navigation bar with a 'Back to List' link. Below this, the main header displays 'RFQ: rfq\_95 - Tender Briefing - Surgical Gloves Test ITS' with a 'Running' status indicator. Project details include 'Project: tender\_133 - Tender Briefing - Surgical Gloves Test ITS', 'Closing Date: 14/03/2016 14:00:00', and 'Response Last Submitted On: Not Submitted Yet'. A yellow warning banner states: 'Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.' Below the warning, there are tabs for 'RFQ Details' (selected), 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (1)', 'My Response', and 'User Rights'. A 'View Response Index Only' link is also present. On the right side, a 'Create Response' button is circled in red. The main content area is titled '1. Qualification Response (questions: 120)' and contains a section '1.1. READ ME FIRST - SUPPLIER'S TIP'S FOR COMPLETING YOUR RESPONSE - Question Section'. This section contains a table of notes.

| Note                         | Note Details  |
|------------------------------|---|
| 1.1.1 Requirement Attachment | Please note that we have uploaded attachments in the technical envelope.<br>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.   |

## 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.

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

[Edit Mode](#)

[Save and Return](#) [Save and Continue](#) [Cancel](#)  
[Validate Response](#)

### 2. Technical Response (questions: 34)

#### 2.1 QUALITY MANAGEMENT - Section of Profile Questions

| Question                 | Description  | Response   |
|--------------------------|--|--|
| 2.1.1 Quality Management | * Please state whether your organisation has a certified Quality Management System?  | <input type="text"/>   |
| 2.1.2 Quality Management | Please attach a current certificate for your certified Quality Management System   | <a href="#">+ Click to attach file</a>                           |
| 2.1.3 Quality Management | Please state the expiry date of your certificate for your Quality Management System  | <input type="text" value="dd/mm/yyyy"/>                          |
| 2.1.4 Quality Management | If your organisation does not have a certified Quality Management System please advise how you intend to ensure that you meet the customers requirement and industry standards for Quality | <input type="text"/><br><small>Characters available 2000</small> |

Mandatory questions are marked with an \*asterisk

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

[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](#)

1. Qualification Response (questions: 120) [Edit Response](#)

1.1 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.<br>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. <b>NOTE:</b> typing does not mean you are active on the portal! |

- Will advise you that you haven't submitted yet
- You can submit as many times as you like. The latest submission will overwrite previous submissions.
- Click on 'Edit Response'
- The Request for Information (RFI) questions are divided into three sections – Qualification, Technical, and Commercial. A summary of the remaining mandatory questions is summarised at each section level.

If you need to send a clarification question to HSV 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 style="background-color: #f96200; color: white; padding: 5px; border-radius: 5px;">No Attachments</span> |                        |          |



← Back to List



Once complete **ensure you click 'Submit Response'**  
You can't submit if there are mandatory fields outstanding.

Running

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

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

RFQ Details

Messages (Unread 0)

Settings

Buyer Attachments (1)

**My Response**

User Rights

**Submit Response**

### My Response Summary

|    |                        |                                  |
|----|------------------------|----------------------------------|
| 1. | Qualification Response | Missing mandatory responses (87) |
| 2. | Technical Response     | Missing mandatory responses (23) |

**Our advice to all respondents is:**

**Start early, save frequently, and don't hesitate to submit early.**

Note that responses – including pricing – are sealed until Request for Information (RFI) close. Your response is locked and inaccessible to the buyer until then.

To confirm that your response has been submitted, check that "My RFIs" shows "Response Submitted to Buyer" for that ITS.

The screenshot shows the HealthShare Victoria Sourcing interface. On the left, a navigation menu is visible with 'RFQs' highlighted (marked with a red circle '2'). A sub-menu is open, showing 'My RFQs' (marked with a red circle '3') and 'RFQs Open to All Suppliers'. The main content area displays a table of RFQs. The first row is highlighted, showing 'rfq\_360' with a status of 'Running' (marked with a red circle '4'). The 'Response Status' column for this row is 'Response Submitted To Buyer'.

|           | Status                              | Response Status             | Buyer Organisation |
|-----------|-------------------------------------|-----------------------------|--------------------|
| 1 rfq_360 | tender_567 21/05/2021 05:00 Running | Response Submitted To Buyer |                    |

The screenshot shows the details for RFQ: rfq\_360 - RP RFQ 03 Jan 2020 2. The 'Response Last Submitted On' field is highlighted with a red box and shows the date and time: 19/05/2021 03:20:02.

RFQ: rfq\_360 - RP RFQ 03 Jan 2020 2  
Project: tender\_567- R Proj (Re-sourcing 23-01-2018)  
Closing Date: 21/05/2021 05:00:00  
Response Last Submitted On: 19/05/2021 03:20:02

Clicking on that RFI shows when you last submitted



# Tips for Responding

- Do not assume your company is known or well known by the evaluators – 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
- Submit early – you can overwrite your information up to the time of closing. Late submissions can only be accepted if they meet the strict conditions of the *ITS Late Responses* clause
- Multiple users working on a submission can cause errors and delays. It is strongly recommended that only one user be logged on at one time to work on a submission.