



Using COORDINARE TenderLink portal

Quick tips for service providers



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1. Getting started

1.1. System requirements

We recommend using Google Chrome as your internet browser when using COORDINARE TenderLink website to reduce compatability issues.

1.2. About the COORDINARE TenderLink Portal

COORDINARE – South Eastern NSW PHN uses the COORDINARE TenderLink Portal to advertise tenders, Request for Proposals, Expression of Interests and other approaches to the market, to assist in managing the procurement process through to contract award stage.

1.3. Who should use the COORDINARE TenderLink portal?

If you are interested in applying for our approaches to market, you will need to register on this portal. We welcome current and potential providers to register. Registration is free.

Once confirmed as a registered provider, you will receive an email notification of any new opportunities we publish. You will also be able to access this portal to:

- (a) view any associated documentation;
- (b) participate in Q&A forums;
- (c) submit electronic bid responses through our secure, online form.

2. How do I register?

- Go to the portal website:
<https://www.tenderlink.com/COORDINARE/> (**TIP:** save this as a favourite in your web browser to make sure that you are taken directly to the COORDINARE site and not the main TenderLink site).
- Register in the portal with your details.
- See the screen shots on the following pages for further guidance.



The screenshot shows the COORDINARE website interface. At the top, there is a navigation menu with the following items: Home, All Current Tenders, Search Tenders, Industry Categories, Registration, Support, and Help. The 'Registration' tab is highlighted. Below the menu, the main content area is titled 'Welcome to COORDINARE - South Eastern NSW PHN E-procurement'. It features a large image of people sitting around a table with puzzle pieces. To the right of the main content is a sidebar with a login form and 'Tender Statistics'.

Navigation Menu: Home | All Current Tenders | Search Tenders | Industry Categories | **Registration** | Support | Help

Registration Form:

Email :
Password :

[Forgot your Password?](#)

Tender Statistics

- * Open Tenders : 2
- * Closed Tenders : 13

Free registration
We welcome current and potential providers to register on this portal. There is no charge for registration. To register, click on the registration tab above or watch one of our video tutorials below.

Why register?
Once confirmed as a registered provider, you will receive an email notification of any new opportunities we publish. You will also be able to access this portal to:
(a) view any associated documentation;
(b) participate in Q&A forums;
(c) submit electronic bid responses through our secure, online form.

Questions?
Enquiries regarding procurement documentation or process can be submitted anonymously using the online forum. Answers will be made available to all participating providers.

Video tutorial help
A range of online video tutorials have been developed to assist you in using this Tenderlink website.
[Click here to watch them now.](#)

Technical Assistance
Contact TenderLink customer support on 1800 233 533 or support@tenderlink.com

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Click on the **Registration** tab in the menu at the top of the screen.

Supplier Registration

If you are a supplier of goods and services and wish to access the tender notices within this portal, you need to register first.

Please complete the fields below and click the "Next" button located at the bottom of this page.

Please choose your country:

What is your ABN number?

What is the full legal name of your organisation? to TenderLink.com

What is your email address?

Please confirm your email address:

Note: Registration on the COORDINARE (South Eastern NSW PHN) e-tendering portal is provided free of charge. This portal is hosted by TenderLink.com on our behalf. To register, you must first agree to the TenderLink.com terms of service on the following page.

Enter your business details – you will need your ABN and legal business name to be entered here.

You will also be asked to create a profile – follow the prompts provided.

NOTE: If you do not want to provide your ABN details you can still register. Each time you login it will ask for your ABN and you will need to click on skip at the bottom of the screen. However, an ABN will be required as a mandatory field for any applications that you complete as a service provider.

3. Technical assistance

If you are having trouble with accessing TenderLink at any time or have questions about the portal, you can contact:

Contact TenderLink customer support on 1800 233 533 or support@tenderlink.com.

Help Guides

You can also access the online manuals or help screens on the right hand side of the portal page.

Questions relating to tenders, Request for Proposals, Expression of Interests

Any questions relating to content or material provided by COORDINARE should be posted on the Forum linked with the notice for the relevant tender/request for proposal or expression of interest (at the bottom of the ERFx notice screen).

3.1. When should I register for TenderLink?

You should register for TenderLink as soon as you can to allow yourself time to become familiar with the system and what is required to complete a submission. There are strict deadlines for submissions so we advise to allow yourself plenty of time to read the information provided.

You will also need to allow yourself time to ask questions via the forum – the forum is typically closed for new questions a week before the tender closes.

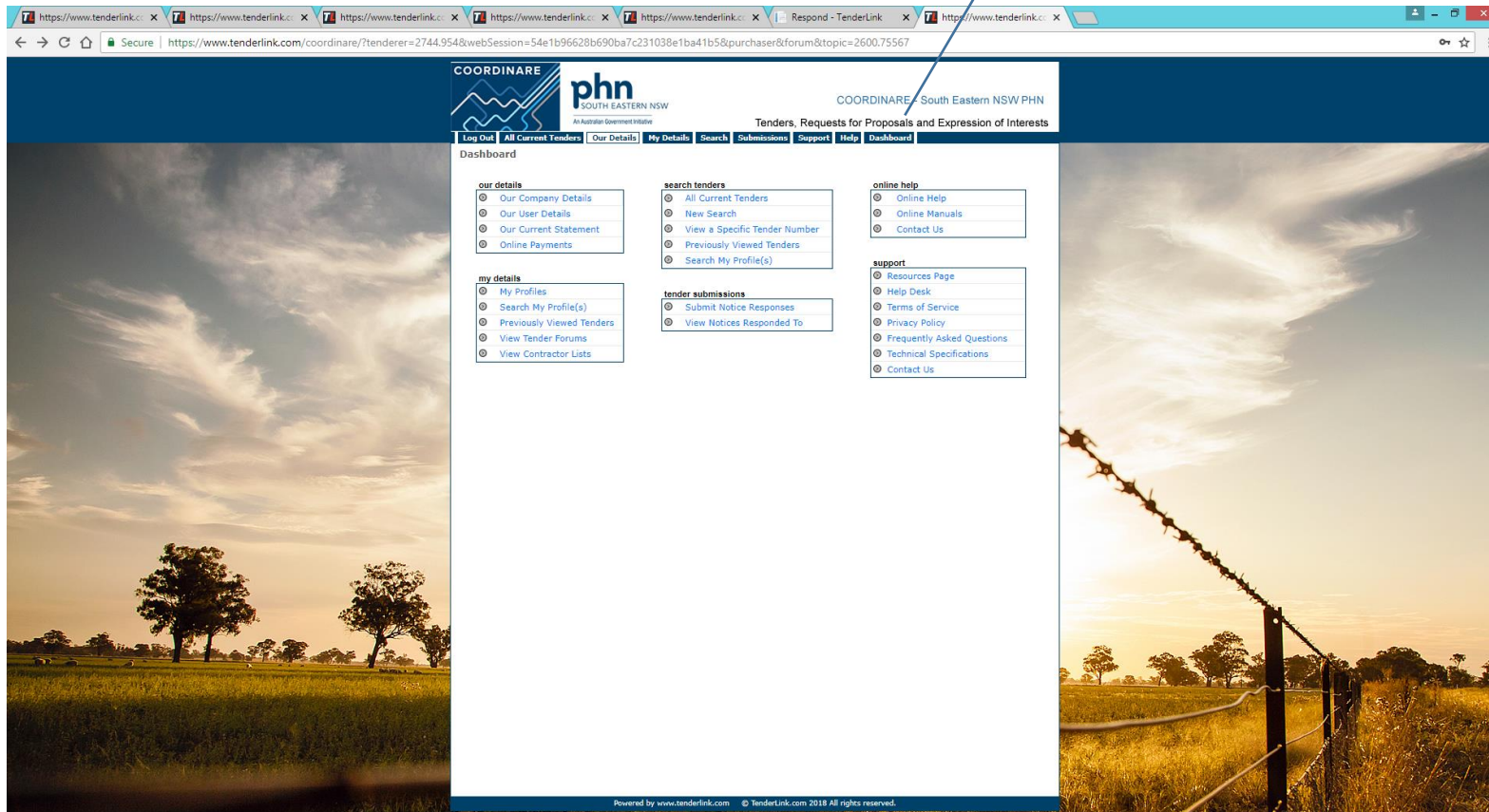
There is no other mechanism to ask questions as they all need to appear on the forum for transparency, so that all providers can view and receive the same response.



4. Accessing the COORDINARE TenderLink Dashboard

Login with your user name and details.

Click on the **Dashboard** tab at the top of the screen. This screen will appear.





4.1. Searching for current COORDINARE tenders

The screenshot shows the COORDINARE tender portal dashboard. The page title is "COORDINARE - South Eastern NSW PHN" and the subtitle is "Tenders, Requests for Proposals and Expression of Interests". The navigation menu includes "Log Out", "All Current Tenders", "Our Details", "My Details", "Search", "Submissions", "Support", "Help", and "Dashboard". The main content area is titled "Welcome Back COORDINARE" and "Dashboard". It features several menu sections: "our details" (Our Company Details, Our User Details, Our Current Statement, Online Payments), "my details" (My Profiles, Search My Profile(s), Previously Viewed Tenders, View Tender Forums, View Contractor Lists), "search tenders" (All Current Tenders, New Search, View a Specific Tender Number, Previously Viewed Tenders, Search My Profile(s)), "tender submissions" (Submit Notice Responses, View Notices Responded To), "online help" (Online Help, Online Manuals, Contact Us), and "support" (Resources Page, Help Desk, Terms of Service, Privacy Policy, Frequently Asked Questions, Technical Specifications, Contact Us). A yellow callout box with a blue border points to the "All Current Tenders" link in the "search tenders" section, containing the text: "Under 'the search tender' box, click on 'All Current Tenders'".

4.2. Viewing the tender (the ERFx notice)

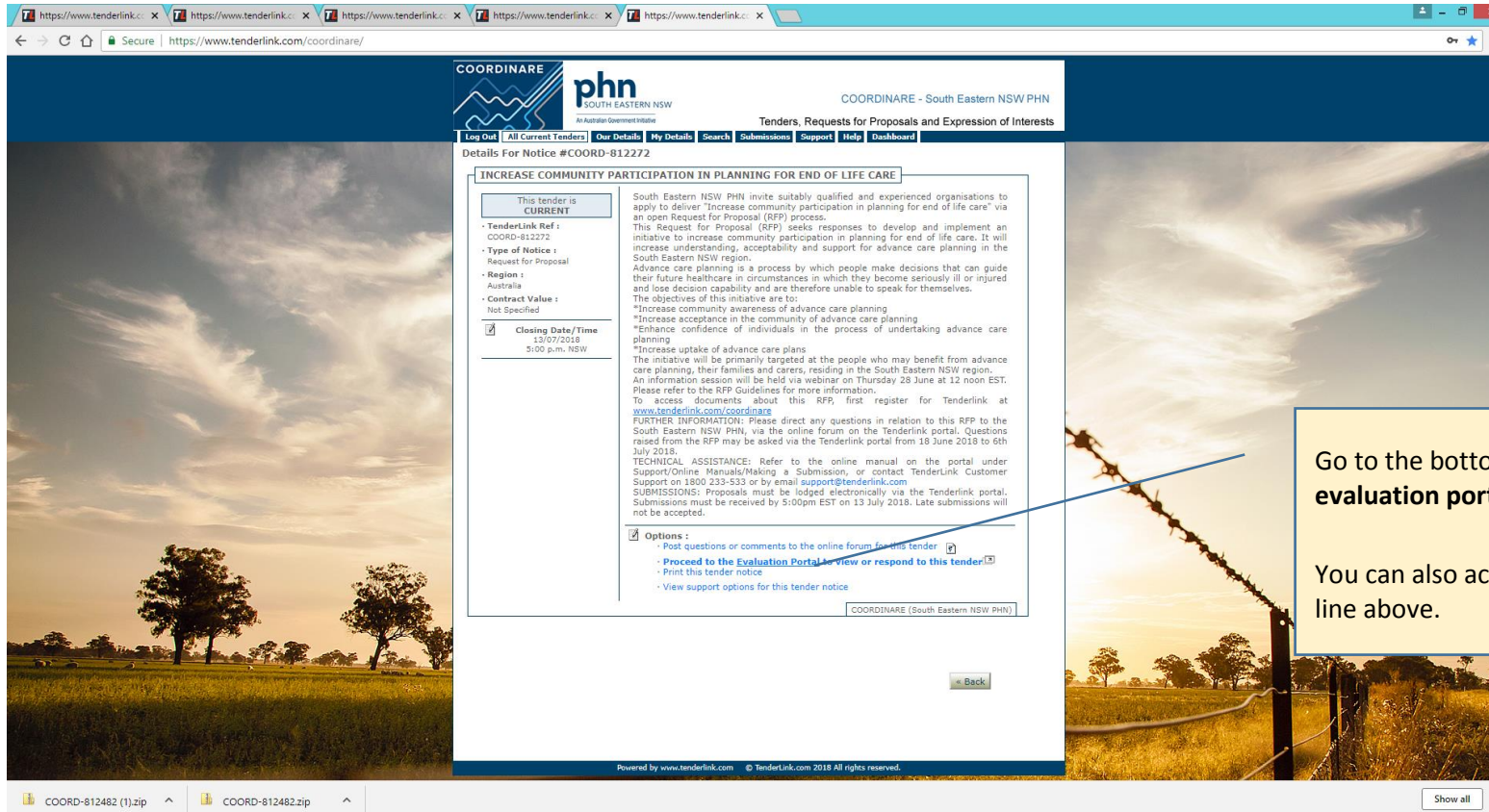
RFx No.	Summary	Forum Close Date	Notice Type	# ETBs	Using Evaluation	Closing
COORD-812272	Increase community participation in planning for end of life care	06/07/2018	Public Request for Proposal	0	Yes	13/07/2018 5:00 p.m. NSW
COORD-812482	Strengthening Capacity and Coordination of Community Based Palliative and End of Life in SE NSW	10/07/2018	Public Expression of Interest	0	Yes	27/07/2018 5:00 p.m. NSW

NOTE: The date and closing time for submissions – you will need to have your application **finalised and submitted** in the system before the closing time (AEST).

NOTE: The final date for questions to be posted in the forum.

Select the tender you are interested in by **clicking on the hyperlinked code** and number on the left side of the screen.

4.3. Accessing the tender documents



COORDINARE **phn** SOUTH EASTERN NSW
An Australian Government Initiative

COORDINARE - South Eastern NSW PHN
Tenders, Requests for Proposals and Expression of Interests

Log Out | All Current Tenders | Our Details | My Details | Search | Submissions | Support | Help | Dashboard

Details For Notice #COORD-812272

INCREASE COMMUNITY PARTICIPATION IN PLANNING FOR END OF LIFE CARE

This tender is **CURRENT**

- TenderLink Ref : COORD-812272
- Type of Notice : Request for Proposal
- Region : Australia
- Contract Value : Not Specified
- Closing Date/Time : 13/07/2018 5:00 p.m. NSW

South Eastern NSW PHN invite suitably qualified and experienced organisations to apply to deliver "Increase community participation in planning for end of life care" via an open Request for Proposal (RFP) process. This Request for Proposal (RFP) seeks responses to develop and implement an initiative to increase community participation in planning for end of life care. It will increase understanding, acceptability and support for advance care planning in the South Eastern NSW region. Advance care planning is a process by which people make decisions that can guide their future healthcare in circumstances in which they become seriously ill or injured and lose decision capability and are therefore unable to speak for themselves. The objectives of this initiative are to:

- *Increase community awareness of advance care planning
- *Increase acceptance in the community of advance care planning
- *Enhance confidence of individuals in the process of undertaking advance care planning
- *Increase uptake of advance care plans

The initiative will be primarily targeted at the people who may benefit from advance care planning, their families and carers, residing in the South Eastern NSW region. An information session will be held via webinar on Thursday 28 June at 12 noon EST. Please refer to the RFP Guidelines for more information. To access documents about this RFP, first register for Tenderlink at www.tenderlink.com/coordina

FURTHER INFORMATION: Please direct any questions in relation to this RFP to the South Eastern NSW PHN, via the online forum on the Tenderlink portal. Questions raised from the RFP may be asked via the Tenderlink portal from 18 June 2018 to 6th July 2018.

TECHNICAL ASSISTANCE: Refer to the online manual on the portal under Support/Online Manuals/Making a Submission, or contact TenderLink Customer Support on 1800 233-533 or by email support@tenderlink.com

SUBMISSIONS: Proposals must be lodged electronically via the Tenderlink portal. Submissions must be received by 5:00pm EST on 13 July 2018. Late submissions will not be accepted.

Options :

- Post questions or comments to the online forum for this tender
- Proceed to the Evaluation Portal to view or respond to this tender**
- Print this tender notice
- View support options for this tender notice

COORDINARE (South Eastern NSW PHN)

Back

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COORD-812482 (1).zip COORD-812482.zip Show all

Go to the bottom of the notice and click on the **evaluation portal link**.

You can also access **the forum** by clicking on the line above.



4.4. Downloading tender documents.

COORDINARE SOUTH EASTERN NSW An Australian Government Initiative

COORDINARE - South Eastern NSW PHN
Tenders, Requests for Proposals and Expression of Interests

Home Evaluation Dashboard Donna Dark

Online Responses for Tender COORD-812272

Responses to this Tender
If you wish to respond to this opportunity your submission must be made through this online Form which contains all the questions you must answer.
Before you start a response you can view all the requirements using the button below.
When you click the **Create a New Response** button you will be taken to the form itself and you can begin answering the questions.
Your responses will be saved automatically as you proceed and you can leave and come back to this submission at any time.
Your response is not sent to the purchaser until you've completed the online response and clicked the **Submit** button.

eRFx ID	COORD-812272
Summary	Increase community participation in planning for end of life care
Closes	13 July 2018 5:00 PM

I acknowledge that I have read, understood and hereby agree to the Terms of Service of TenderLink.com

Download Tender Documents **Create a New Response** View the Requirements

COORD-812272 (4).zip

Click on download tender documents.

A zip file with all relevant documents will be opened at the bottom of your screen, click on this folder.



COORD-812272 (4)

File Home Share View Extract

This PC > Downloads > COORD-812272 (4)

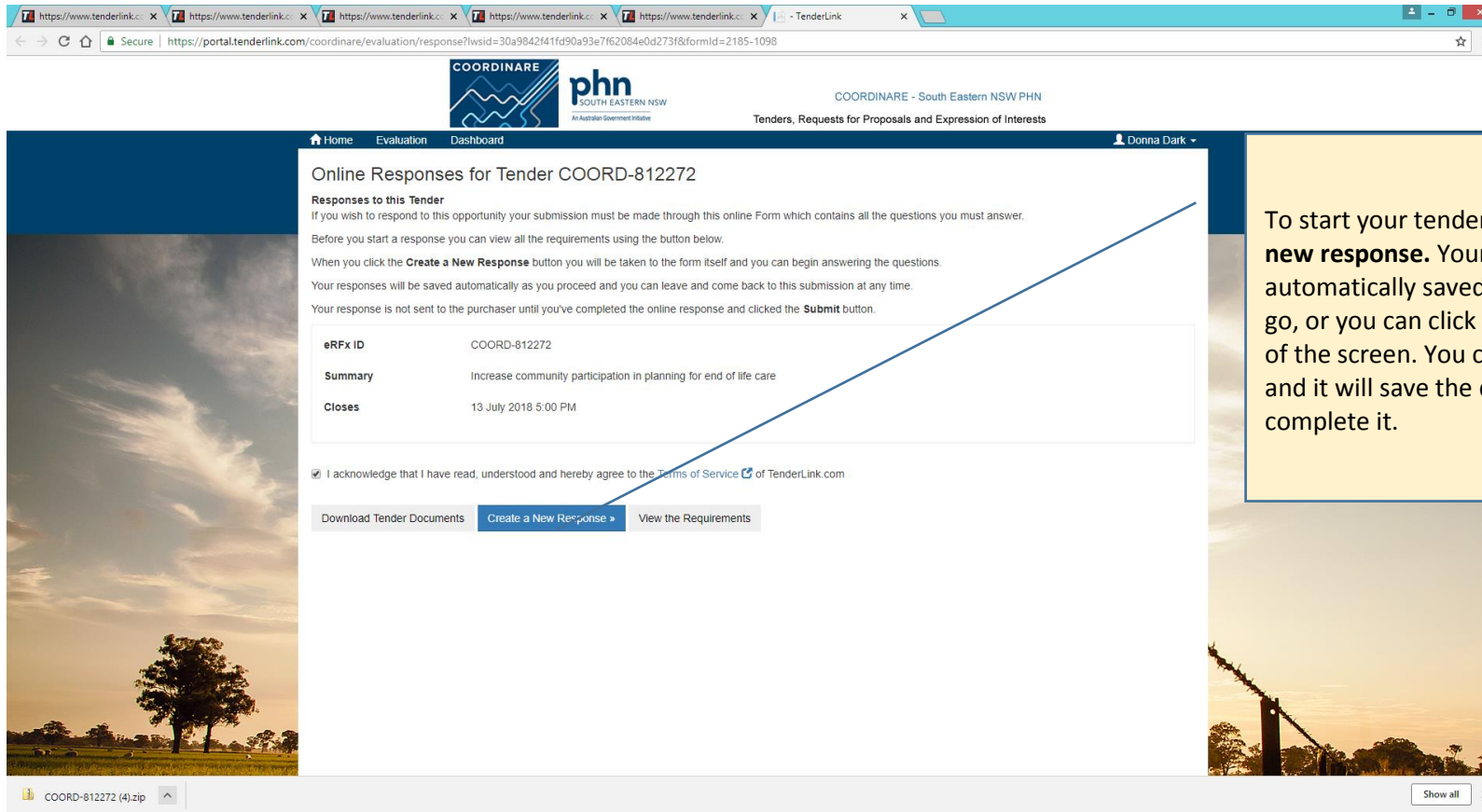
Name	Type	Compressed size	Password ...	Size
Industry Briefing RFP COORD_8122...	Adobe Acrobat Document	378 KB	No	429
RFP Community Participation End ...	Adobe Acrobat Document	618 KB	No	732
RFP COORD_ 812272 _Addendum ...	Adobe Acrobat Document	468 KB	No	538
RFP COORD_ 812272 _Addendum ...	Adobe Acrobat Document	501 KB	No	573 KB 13% 2/07/2018 3:14 PM
RFP_BUDGET template_2018-19	Microsoft Word Document	17 KB	No	22 KB 23% 18/06/2018 5:29 PM

5 items

Downloaded tender zip file
The documents relevant to the tender will be in this folder, including any updates (addendums), industry briefing slides uploaded since the tender was released. You will need to save the files to your computer if you want to view them out of the system.

4.5. Completing a tender submission

Allow plenty of time to complete your submission. Look through the tender documentation provided which will outline all requirements. Gather the relevant information you need for your submission.



The screenshot shows a web browser window displaying the TenderLink portal. The page title is "Online Responses for Tender COORD-812272". The main content area contains the following text:

Responses to this Tender
If you wish to respond to this opportunity your submission must be made through this online Form which contains all the questions you must answer. Before you start a response you can view all the requirements using the button below.
When you click the **Create a New Response** button you will be taken to the form itself and you can begin answering the questions. Your responses will be saved automatically as you proceed and you can leave and come back to this submission at any time.
Your response is not sent to the purchaser until you've completed the online response and clicked the **Submit** button.

eRFx ID	COORD-812272
Summary	Increase community participation in planning for end of life care
Closes	13 July 2018 5:00 PM

I acknowledge that I have read, understood and hereby agree to the [Terms of Service](#) of TenderLink.com

Download Tender Documents **Create a New Response** View the Requirements

At the bottom of the page, there is a file download notification for "COORD-812272 (4).zip" and a "Show all" button.

To start your tender submission, click on **create a new response**. Your response will be automatically saved but you can also save as you go, or you can click the save button at the bottom of the screen. You can go out of the submission and it will save the draft and return later to complete it.



Increase community participation

South Eastern NSW PHN invite suitably qualified and experience ...
more »

Notice #: **COORD-812272** Status: Draft
 Notice Type: Request For Proposal (RFP) Closes: 13-Jul-2018 05:00 pm
 Organisation: COORDINARE (South Eastern NSW PHN) Prepared By: Donna Dark

- Please respond to all the requirements <
- Response Schedule
 - Application Form
 - Selection Criteria
 - Compliance Documentation
 - Declarations

1.0 Response Schedule

1.1 Guideline
 Please ensure you have read the Request for Proposal Guideline and attached documents.
 Please indicate yes if you have reviewed and understand the Request for Proposal Guideline document

Yes
 No

2.0 Application Form

2.1 Your Organisations Details
 Please provide details below

Organisation name
Short Text

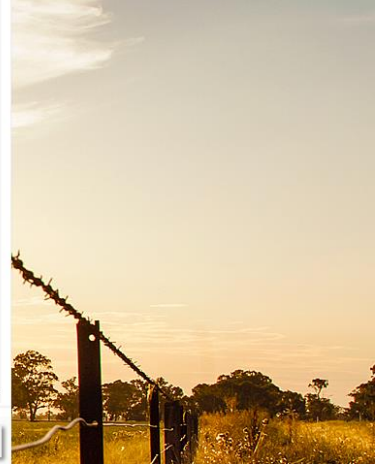
Legal entity
Short Text

ABN
ABN

✓ Saved!

Preview >

Click on each section to complete.
 The response schedule is basic information.



Increase community participation

South Eastern NSW PHN invite suitably qualified and experience...
[more](#)

Notice #: **COORD-812272**
 Notice Type: Request For Proposal (RFP)
 Organisation: COORDINARE (South Eastern NSW PHN)

Status: Draft
 Closes: 13-Jul-2018
 05:00 pm
 Prepared By: Donna Dark

Forum

- Please respond to all the requirements
- Response Schedule
 - Application Form
 - Selection Criteria
 - Compliance Documentation
 - Declarations

2.0 Application Form

2.1 Your Organisations Details
 Please provide details below

Organisation name
Short Text

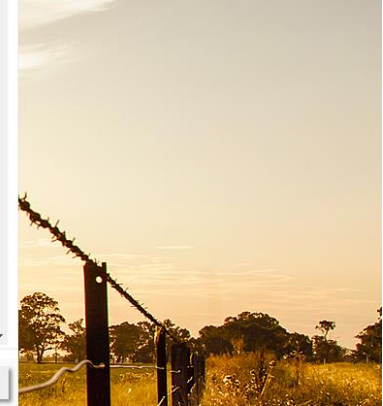
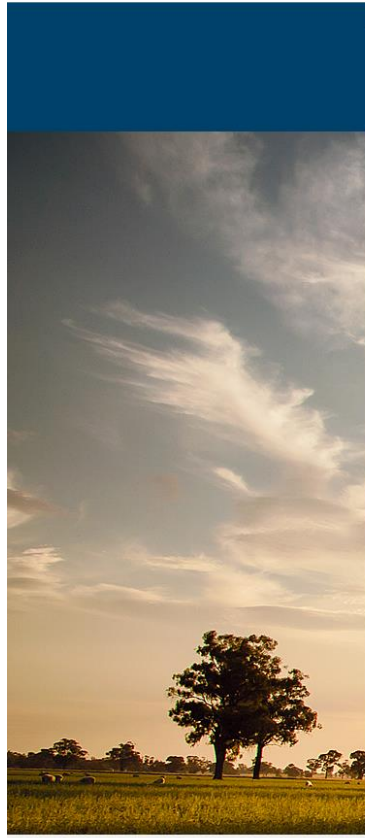
Legal entity
Short Text

ABN
ABN

ACN (if applicable)
Number

Place of Incorporation (if applicable)
Short Text

Click on each section heading in the side bar on the left to complete. This is the start of the application.



Preview

Increase community participation

South Eastern NSW PHN invite suitably qualified and experience...
[more](#)

Notice #: **COORD-812272**
 Notice Type: Request For Proposal (RFP)
 Organisation: COORDINARE (South Eastern NSW PHN)

Status: Draft
 Closes: 13-Jul-2018 05:00 pm
 Prepared By: Donna Dark

Forum

Your response contains one or more errors

- Response Schedule
- Application Form
- Selection Criteria
- Compliance Documentation
- Declarations

3.1 Initiative methodology/ approach

3.1.1 Initiative methodology/ approach

*Degree to which proposed initiative meet objectives and align to stated key activities, principles and scope
 *Appropriateness and feasibility of proposed activities

All items for this requirement are mandatory

Please provide details here

20,000 characters or less...

Required

Please limit pages. If document is large, specify the page number

Upload...

Clear

Required

3.2 Value for money

3.2.1 Value for money

*Budget and proposed activities which support initiative methodology/approach and reflects value for money

One or more required fields must be completed

Preview

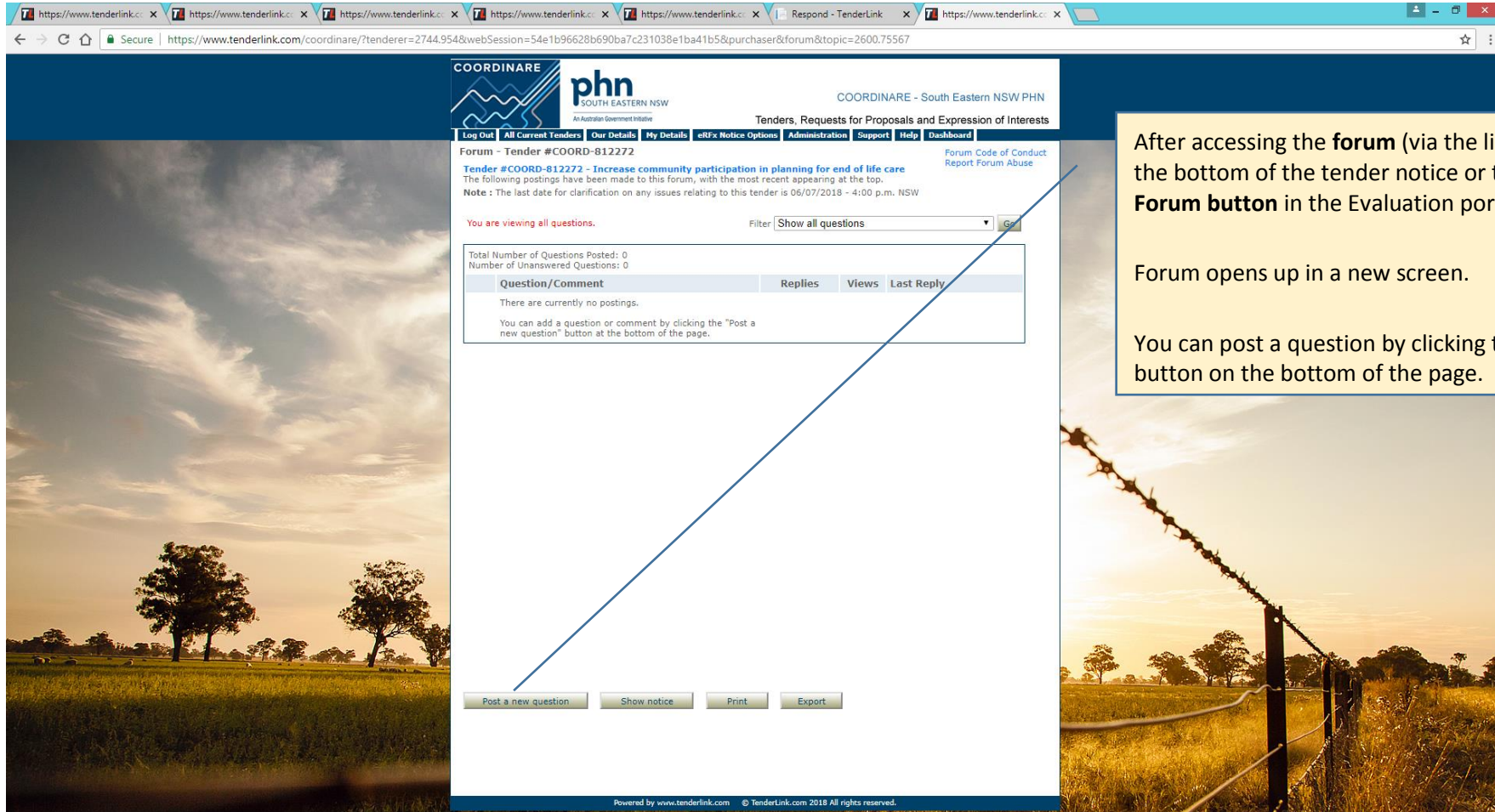
A red triangle will appear for questions and sections that are mandatory. These must be completed prior to submission.

In various sections, such as the selection criteria, you may be able to upload a file of supporting information. **NOTE:** You can only upload a single file, so it is important to merge documents into one word or PDF file prior to uploading.

You can preview your response to check for spelling and general content.

If you have a question during this process you can click on the Forum button on the top right of the page.

4.6. Posting questions on the forum.



COORDINARE - South Eastern NSW PHN
Tenders, Requests for Proposals and Expression of Interests

Forum - Tender #COORD-812272

Tender #COORD-812272 - Increase community participation in planning for end of life care
The following postings have been made to this forum, with the most recent appearing at the top.
Note : The last date for clarification on any issues relating to this tender is 06/07/2018 - 4:00 p.m. NSW

You are viewing all questions. Filter:

Total Number of Questions Posted: 0
Number of Unanswered Questions: 0

Question/Comment	Replies	Views	Last Reply
There are currently no postings.			
You can add a question or comment by clicking the "Post a new question" button at the bottom of the page.			

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After accessing the **forum** (via the link at the bottom of the tender notice or the **Forum button** in the Evaluation portal.

Forum opens up in a new screen.

You can post a question by clicking the button on the bottom of the page.

5. Frequently Asked Questions

5.1. How do I update a tender submission?

Tender submissions may be updated at any stage, **before the closing date and time of the electronic tenders box (ETB)**. Once the ETB is closed, submissions can no longer be updated.

Updating a tender submission follows the same steps as the initial submission process. The TenderLink system will know that existing files have already been submitted, and will simply update/overwrite the existing files.

In the **Dashboard** window, under the **tender submissions** heading, click on **View Tenders Responded To**. Choose the ERFx notice you wish to update and click on the **Update Submission** button—you will be taken through the four-step wizard (responding to an ERFx notice). Add the new files in Step 4 (now called Update Submission).

If the same file name is used for the update as the existing one in the ETB, then the old file will be overwritten.

5.2. Can I withdraw/remove a submission?

Yes, you can withdraw a submission to a tender (ERFx notice). Click on View **Tenders Responded To** under the tender submissions heading in the **Dashboard** window, and select the submission you wish to withdraw. Then click on the **Remove Submission** button at the bottom of the window.

In the **Withdraw Submission** window check that the ERFx notice number is correct and enter a reason for withdrawing your submission (optional). Click on the **Remove My Submission** button—this will remove your submission and all files completely.

If there are any problems or difficulty doing this, please contact the TenderLink support team on 1800 233 533 or support@tenderlink.com.



Browser tabs: https://www.tenderlink.com, Respond - TenderLink

Address bar: https://www.tenderlink.com/coordinare/?tenderer=2744.954&webSession=825c977c502cf06d0c9077c771ca7d04&purchaser&dashboard

COORDINARE - South Eastern NSW PHN
Tenders, Requests for Proposals and Expression of Interests

Log Out | All Current Tenders | Our Details | My Details | Search | Submissions | Support | Help | Dashboard

Online Submissions

Tenders that have had a submission made within the last 6 months are shown below. You can remove or update submissions by clicking the links below providing the tender is still current.

eRFx	Time and Date Stamped	Closing Date - Time	Submission Made	Trail
Increase community participation in planning for end of life care				
<input type="radio"/> COORD-812272		13/07/2018 - 5:00 p.m. NSW	<input type="checkbox"/>	
Strengthening Capacity and Coordination of Community Based Palliative and End of Life in SE NSW				
<input type="radio"/> COORD-812482		27/07/2018 - 5:00 p.m. NSW	<input type="checkbox"/>	

Remove Submission | Update Submission | Back

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Remove and update submission buttons are at the bottom of the screen – select the relevant tender and then review/edit or remove submission.

5.3. Unsubscribing from a COORDINARE TenderLink forum

If COORDINARE have indicated that there is a forum in place for the Tender (ERFx notice), then all suppliers who have downloaded documentation will automatically be included in the forum process.

Once COORDINARE replies to a forum question, all suppliers will be notified via email that a new question/answer has been posted to the forum.

If you do not wish to receive these emails simply click the **unsubscribe link** at the bottom of the forum notification email, just below the **Check Forum** button.

5.4. Unsubscribing to tender email updates from COORDINARE TenderLink

On the emails you have received from COORDINARE TenderLink, right at the bottom is an **unsubscribe link**. You can unsubscribe from further notifications of the tender you if have downloaded documents, or engaged with the tender via the forum.

5.5. Deleting a COORDINARE TenderLink service provider account

For a service provider to delete their account on the COORDINARE SE NSW PHN portal, you will need to contact TenderLink support in order for them to make it completely inactive. COORDINARE is not able to delete your account.

If there are any problems or difficulty doing this, please contact the TenderLink support team on 1800 233 533 or support@tenderlink.com.