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QUICK REFERENCE GUIDE

Getting Started Guide (for businesses)

This guide is for businesses seeking to respond to a request for tender or similar request using 360. If this document has an error or seems to be out-of-date, please email support@simplylogical.net. For additional help, please browse or search 360's help articles.

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INTRODUCING 360

360 is an online quote and tender evaluation system with two portals:

1. The Internal Portal allows buyers to:
    a. Configure a request for tender, request for quote, and similar requests
    b. Publish them openly (public) or to selected businesses (invitation-only)
    c. Manage correspondence with respondents
    d. Evaluate responses and rank the submissions
    e. Maintain confidentiality with auditable records and information access logs
2. The Public Portal allows businesses of goods and services to:
    a. Respond to the requests
    b. Demonstrate their offer is good value for money
    c. Be notified when requests are published and progressed

MOST IMPORTANT CONCEPTS

360 uses an online questionnaire

360 is an online question-and-answer tendering system. To submit, register your interest, complete the online questionnaire, and submit at the "Final Step".

Everything in the questionnaire needs a response

Answer every question. Read every addendum. The "Final Step" will not let you submit until everything is complete.

360 applies best practice procurement policies

Buyers cannot see businesses responses until the request has closed. 360 helps evaluation teams reach their decisions using fair and equitable systems.

360 is built for commercial-in-confidence data

All data is kept in the strictest confidence and 360 is built to limit access to businesses' sensitive information question by question.

360 is free to use for tenderers – including tender notifications

360 is paid for by buyers' licence fees and occasional customisations.

360 has a free subscription service based on Product/Service or Trade/Skill, and optionally Location, Request Type, and Price Bracket.

How to respond to a request (e.g. for tender) in 360

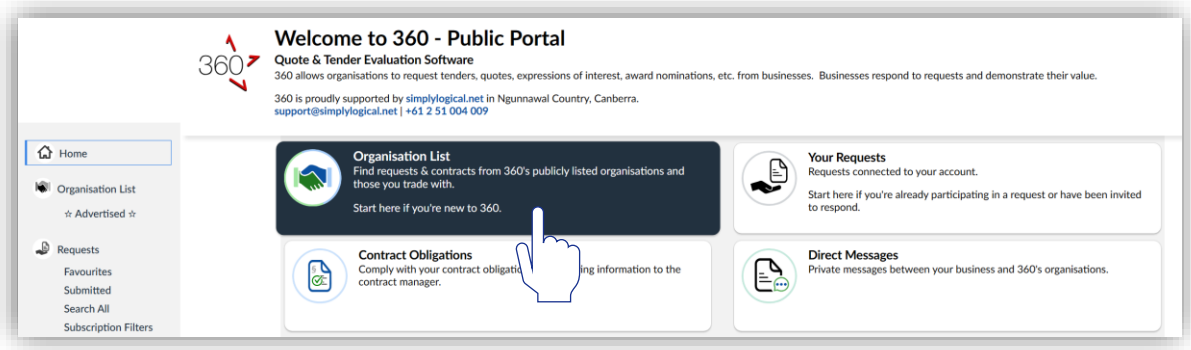
Step 1 – Sign up and sign in

Sign up and sign in information has moved to the Sign up & Sign in Guide.

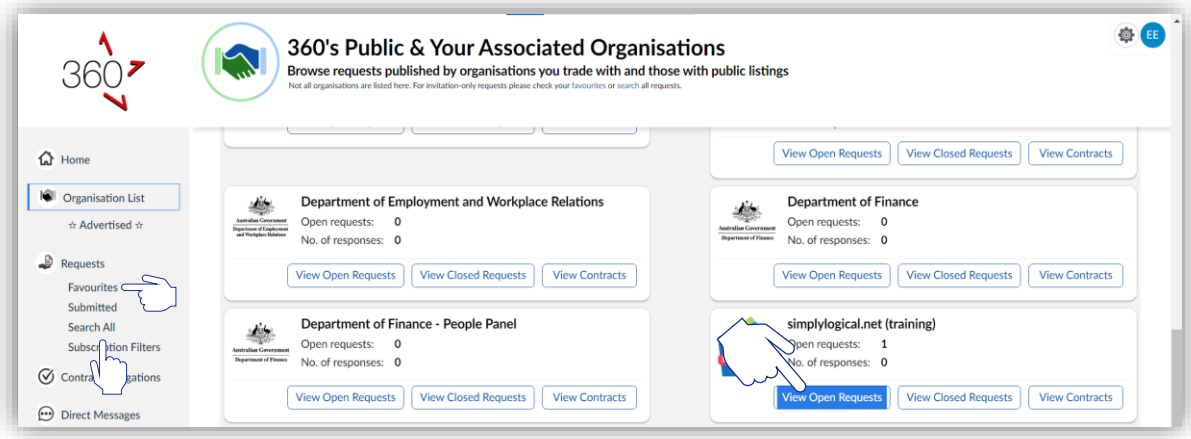
Step 2 – Find the request

Step 2a – Browse public requests

1. Click “Organisation List”

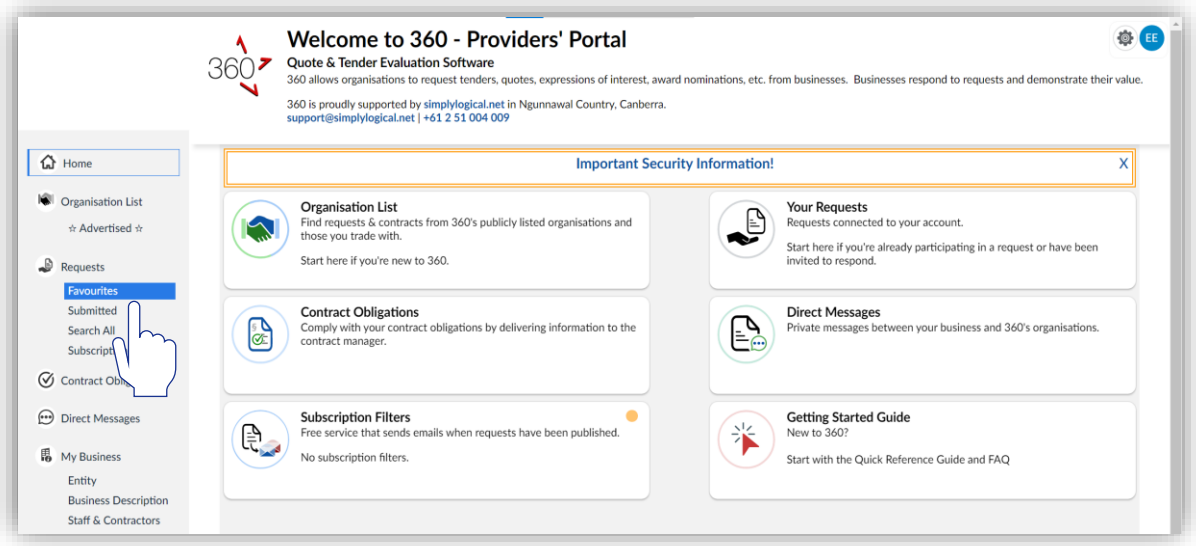


2. For public requests, click “View Open Request”

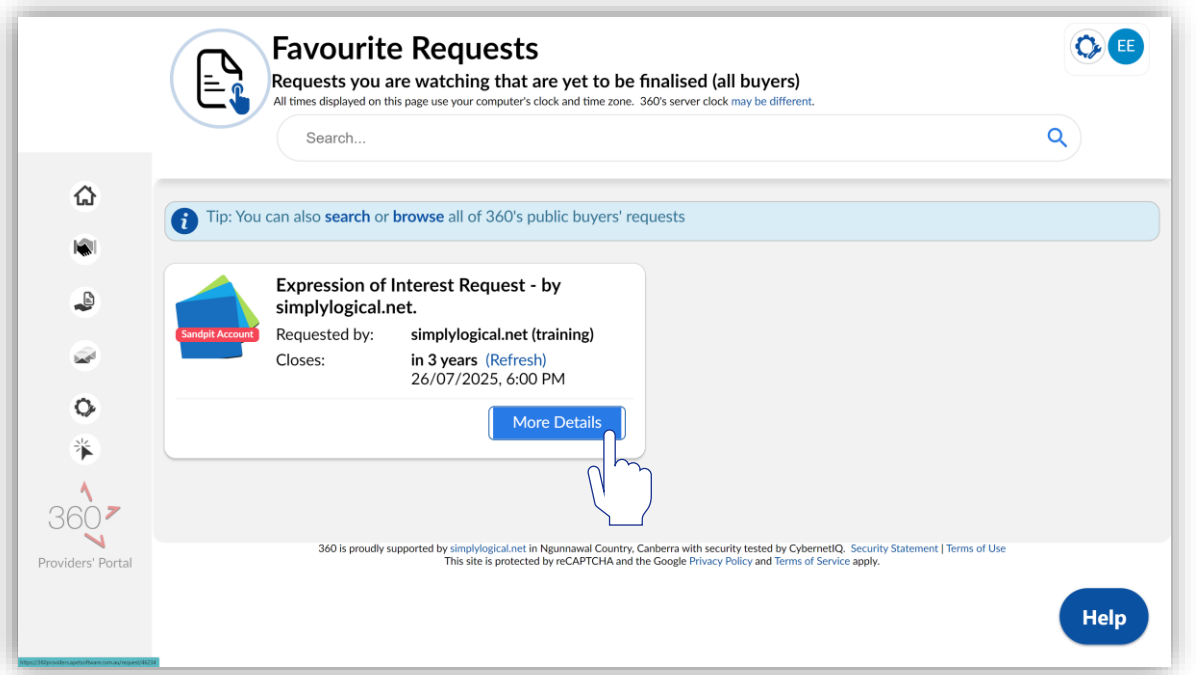


STEP 2B – GO TO FAVOURITES

360 will list request in “Favourites” if you have been invited to participate or if you have registered interest in responding to a request.



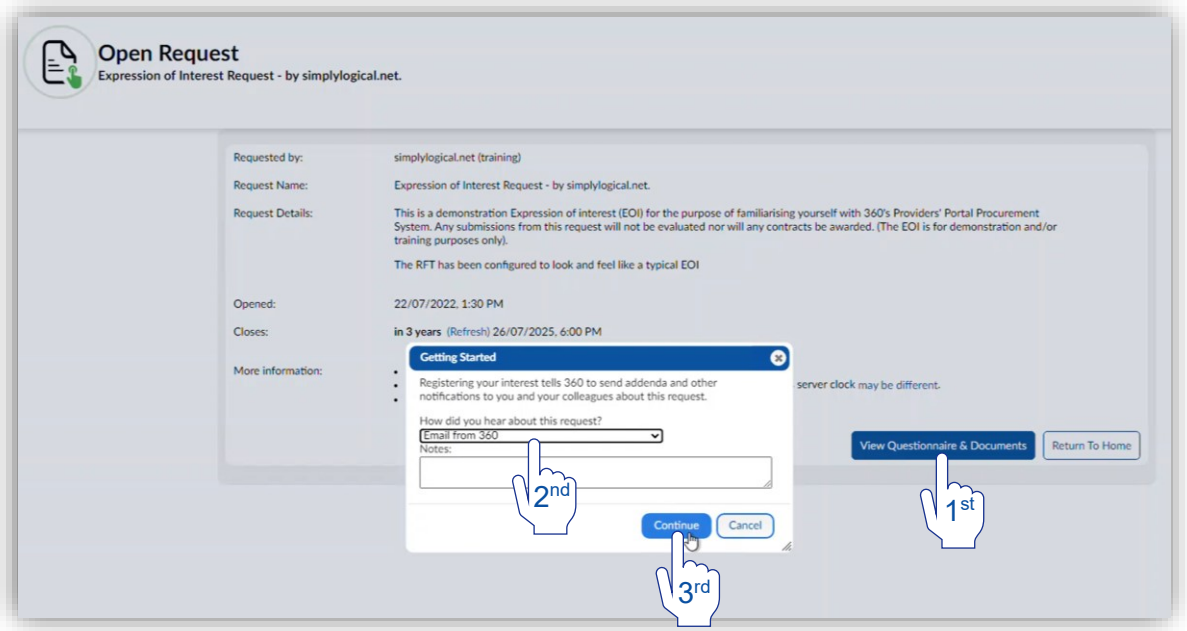
3. Once you’ve found a request that you are interested in submitting a response to, click “More Details”



STEP 3 – RESPOND TO THE REQUEST

STEP 3.1 – REGISTER YOUR INTEREST

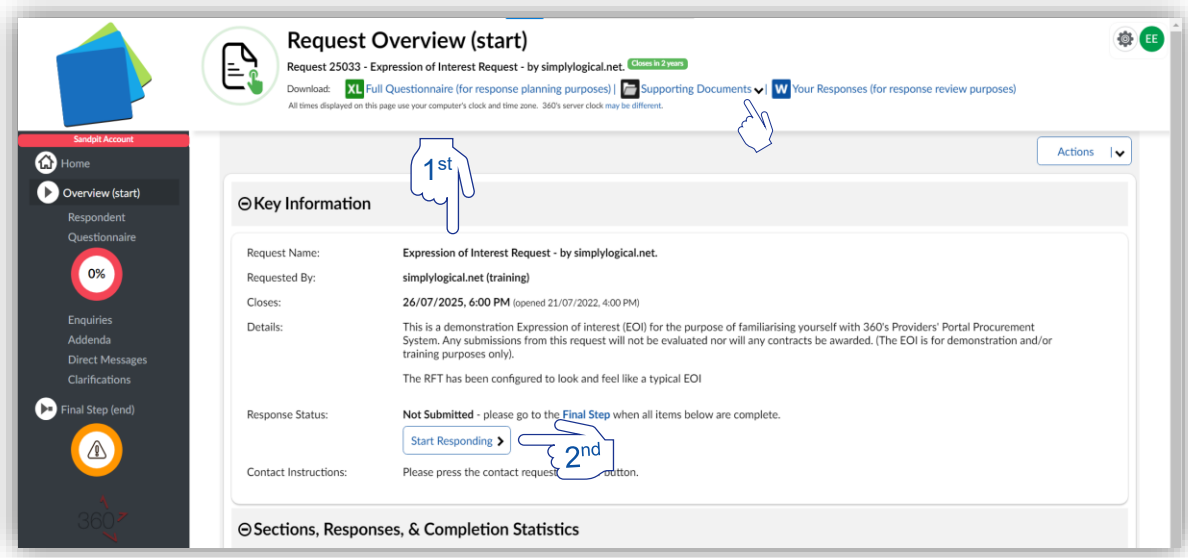
1. Click “View Questionnaire & Documents.”
2. Optionally, help the request manager improve their communications and “Continue”



STEP 3.2 – START RESPONDING

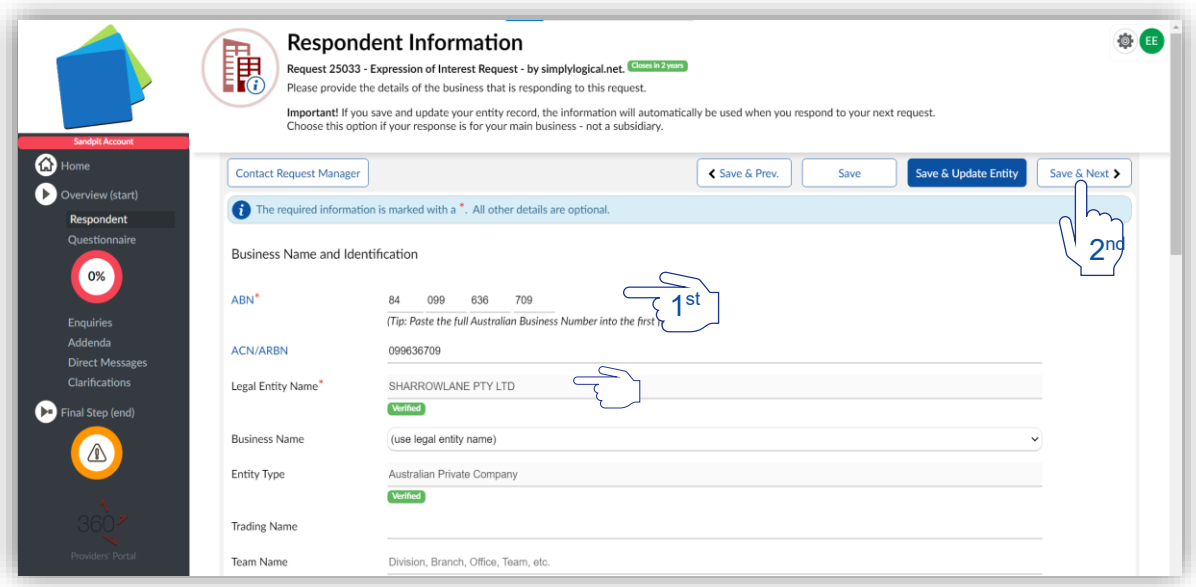
360’s questionnaire can be completed sequentially (start, next, …, next, lock and submit).

1. Review the request details and supporting documents
2. Press “Start Responding”



The first part of the questionnaire is often the “Respondent” information. To respond:

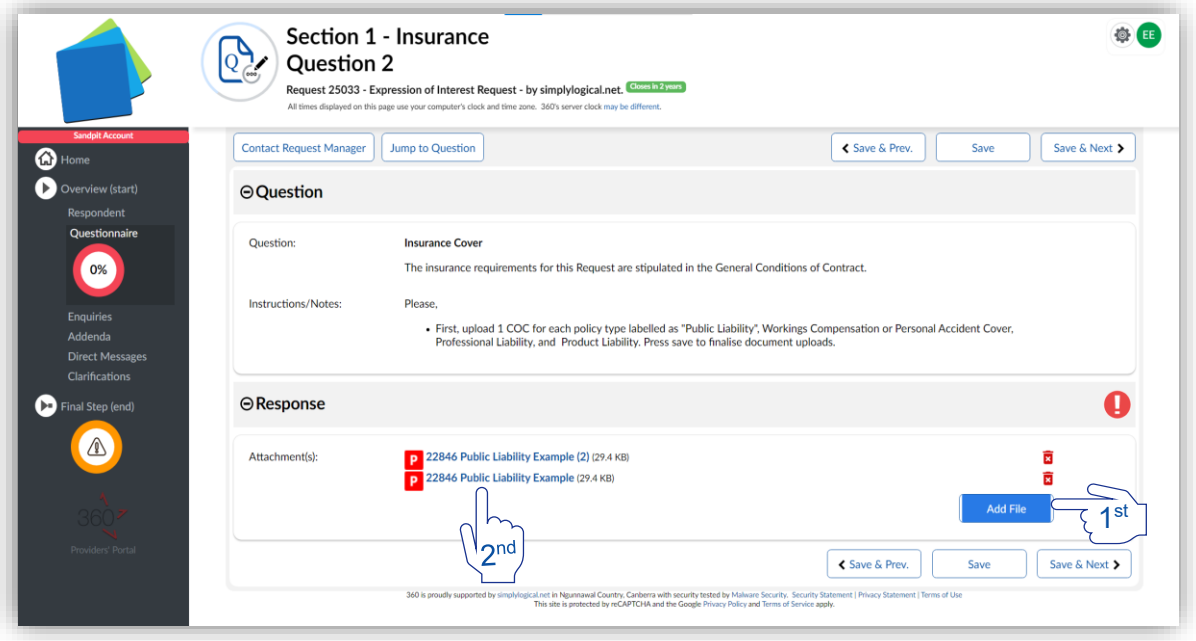
1. Complete the required information
2. Click “Save & Next” to progress through to the next section of the questionnaire



STEP 3.3 – UPLOAD A FILE

Some questionnaire items allow (or require) a file to be uploaded. To upload a file:

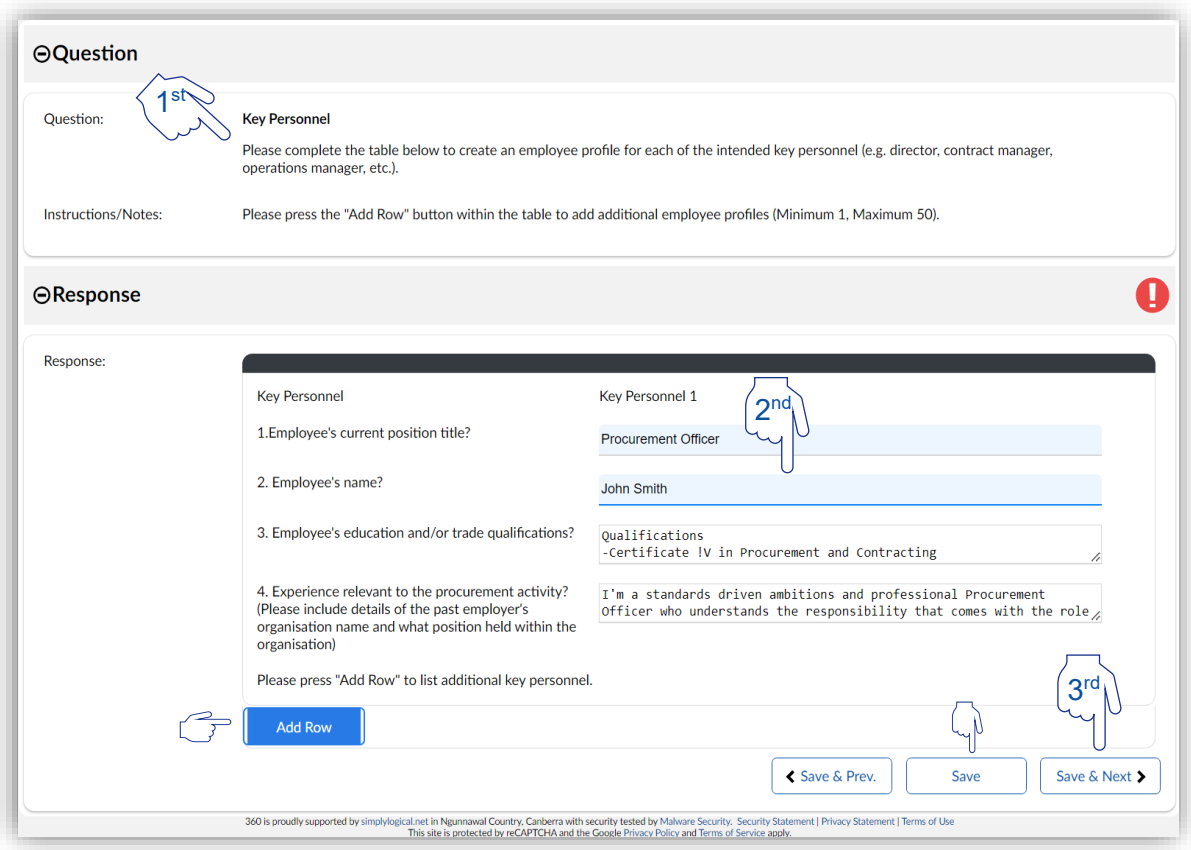
1. Click “Add File” and select the file you wish to upload
2. **Important!**
   Wait for the file to be uploaded. Ensure the file is listed before you continue.



STEP 3.4 – RESPOND TO A TABLE

Some questionnaire items require a table of information to be entered.

1. Read the instructions
2. Complete the Table Data (add an additional Row if needed)
3. Click “Save & Next” or “Save”



STEP 3.5 – REVIEW RESPONSES

360's questionnaire can also be completed non-sequentially (start, do a bit, go back, continue, check again, lock and submit).

Important!

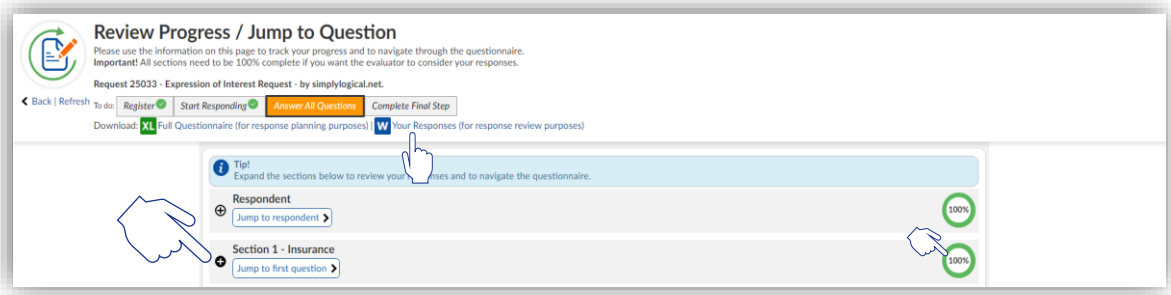
360's questionnaire has "Sections" and "Questions".

For a section to be complete, all of its questions need to be answered.

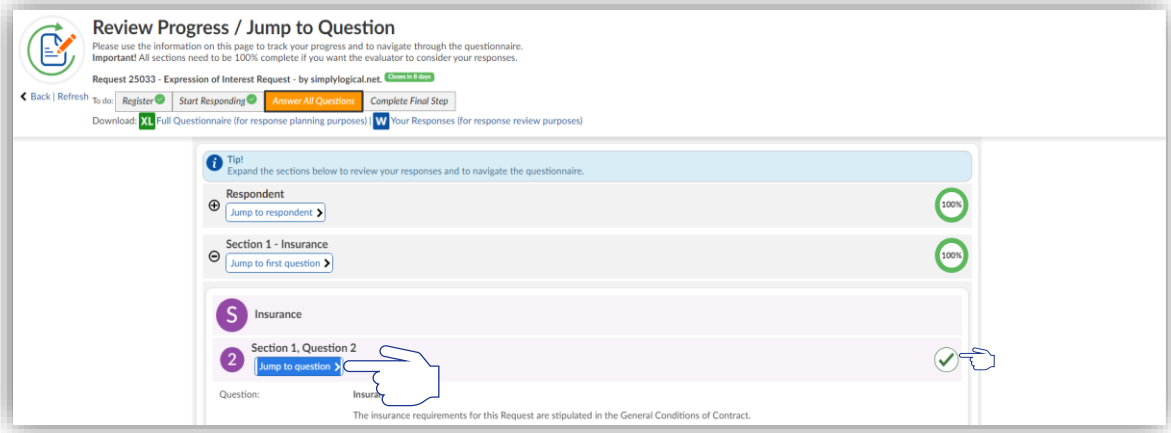
All sections must be 100% complete before you can submit.

1. Click "Questionnaire"

2. Expand the sections by clicking "**+**" icon to review your responses and to navigate the questionnaire.



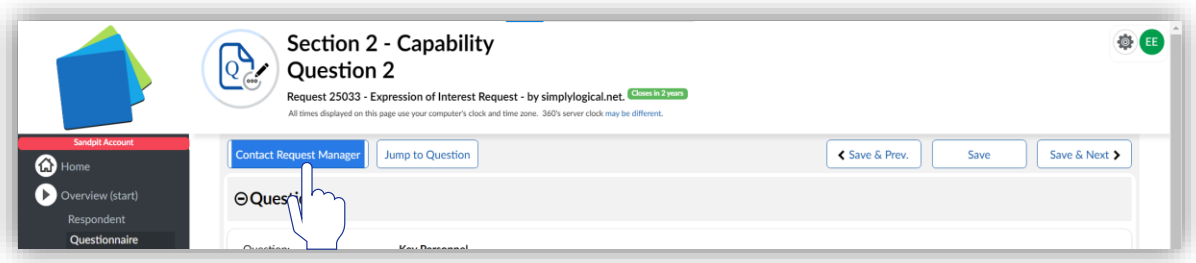
3. Click "Jump to question" to respond to a specific question.
   Note, the green tick indicates that the question has a valid response.



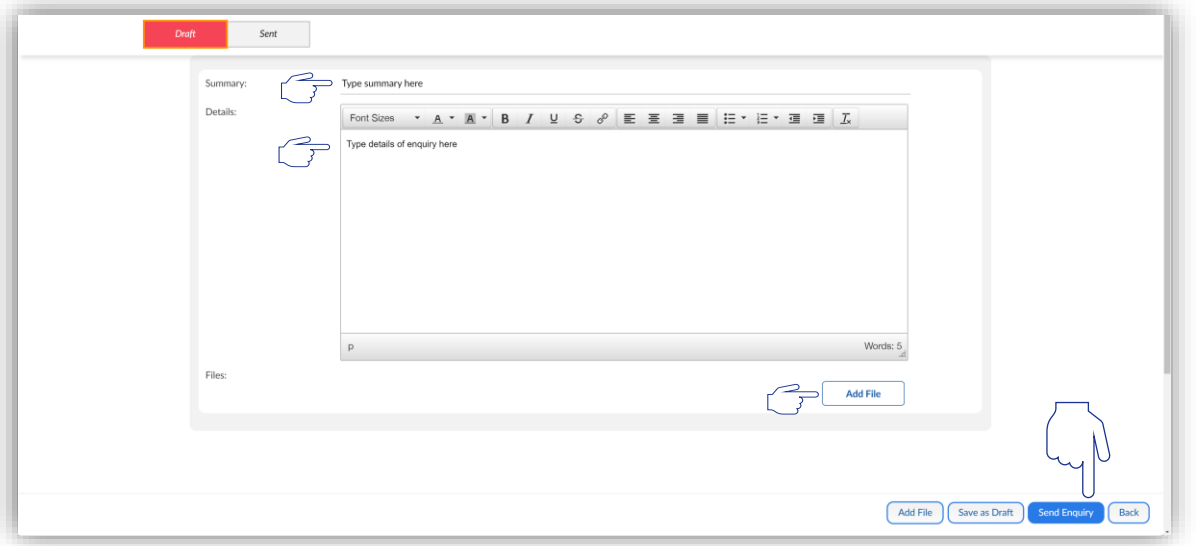
STEP 3.6 – CONTACT THE REQUEST MANAGER

360 has a system for asking extra information from the request manager – an “Enquiry”.

1. Click “Contact Request Manager”



2. Type in the enquiry summary, details, upload files (optional) and click “Send Enquiry”

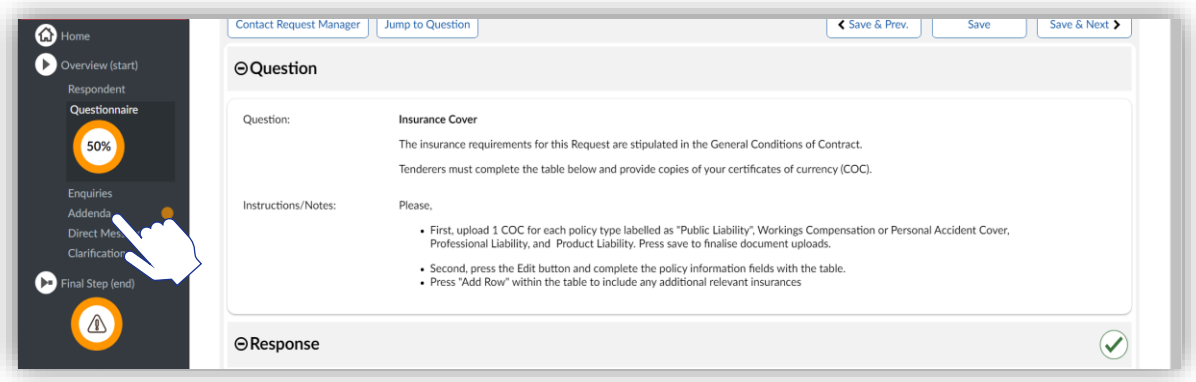


STEP 3.7 – READ ADDENDA

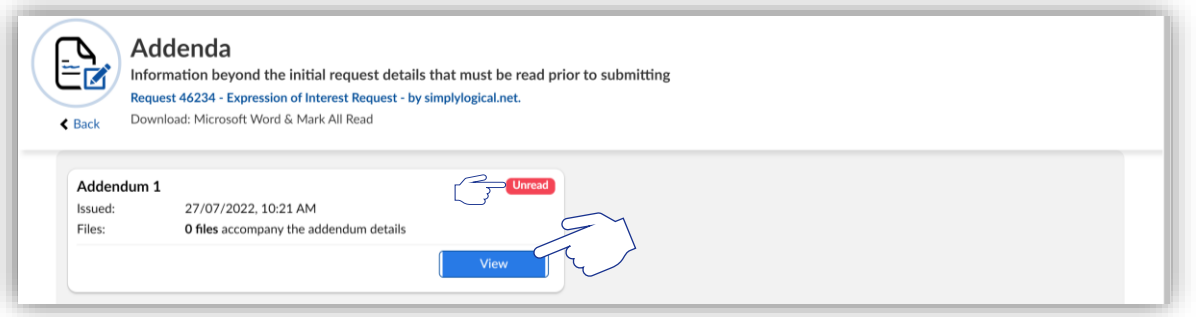
Enquiries are often answered via “Addenda”.

> ***Important!***
>
> ***All addenda must be read before you can submit.***

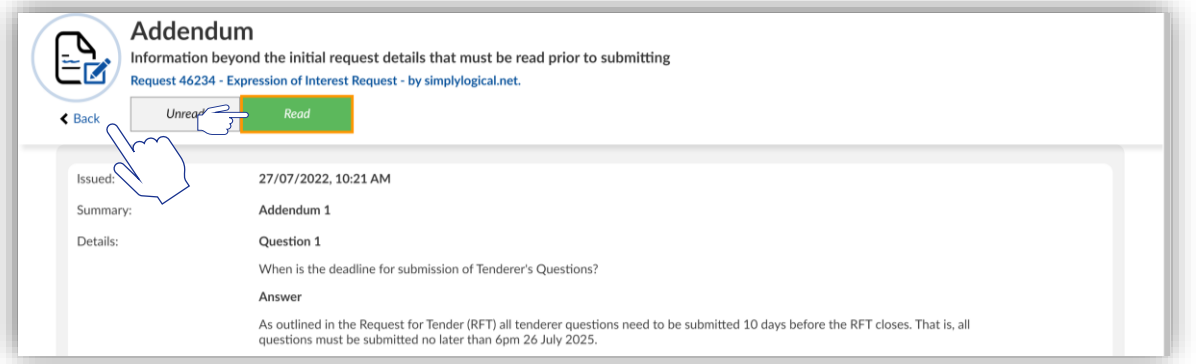
1. Click “Addenda” (which may also indicate there are unread addenda)



2. Click “View” on the addenda that you want to read



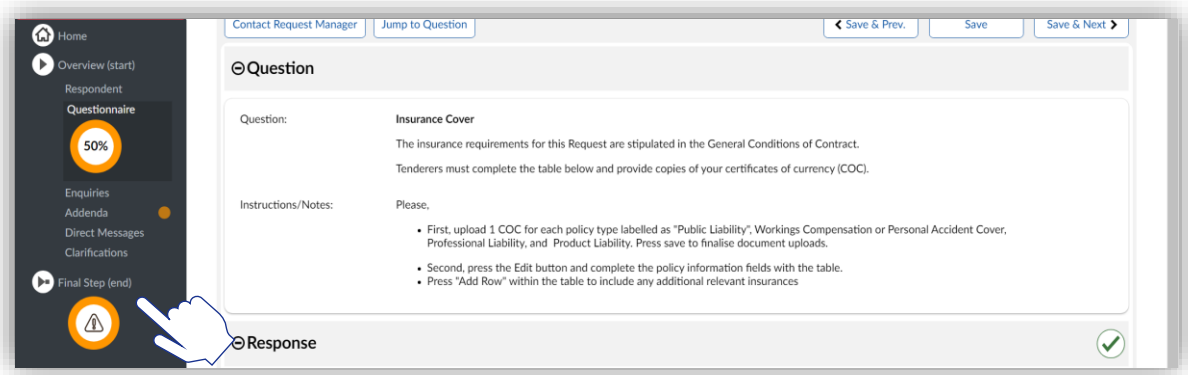
3. View/read the addendum and then click “Back”



STEP 3.8 – FINAL STEP

Submitting your responses is done at the “Final Step”.

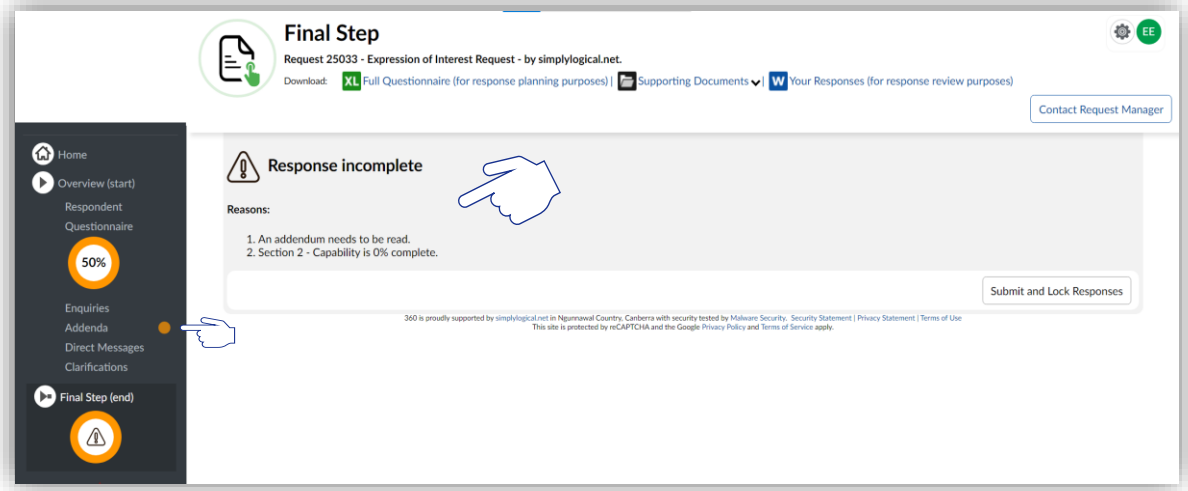
1. Click “Final Step (end)”



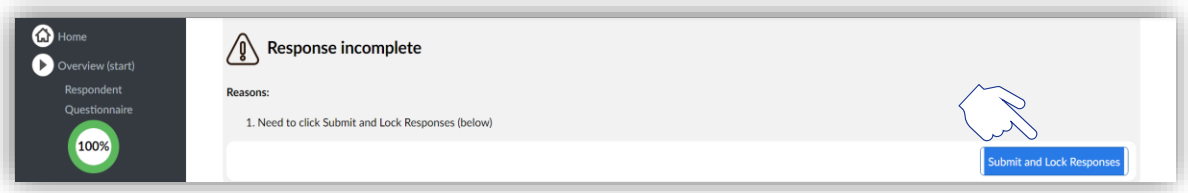
2. Read the reasons why your response is incomplete

Important!

All sections must be 100% complete and all addenda must be read before you can submit.



3. Click “Submit and Lock Responses”



Frequently Asked Questions

Is 360 a government-owned website?

No. 360 is owned, built, and managed by simplylogical.net (Sharrowlane Pty Ltd) – a family-owned software development company in Canberra. 360 is licensed as a service to government and private entities.

Is 360 free to use?

Yes. simplylogical.net does not charge businesses to register or respond to a request for tender.

Can I use a tender consultant or submit on behalf of a subsidiary?

Yes (but not always). 360 has a separation between the company logged in (the "Business") and the company tendering (the "Respondent"). The request manager can turn this feature off.

How do I find a Request for Tender?

There are three ways to find a request:

1. Browse
2. Search
3. Sign-in and go to your Favourites (if you've registered your interest to a public request or been invited to respond to an invitation-only request)

See also: How to find a request (e.g. for tender) in the 360 public portal

Can I be notified when a Request for Tender is published?

Yes. 360 has a free subscription service based on Product/Service or Trade/Skill, and optionally Location, Request Type, and Price Bracket.

You need to sign-in and create a subscription filter.

See also: How to change my subscription filter (notification) preferences

How can I get a log-in?

Enter your ABN and email address into the sign-up page. If your business is registered already, we'll try to avoid creating a duplicate by asking existing users to let you join their team. If not, enter a password and you're good to go.

See also: How to register (sign-up) as a business of goods and services

Is my data safe and kept confidential?

Yes. 360 is a secure system and all data is treated as commercial-in-confidence and/or personal-in-confidence.

Data safety

Please refer to the latest security statement published in 360's webpage footer.

Confidentiality

360 applies best commercial-in-confidence procurement principles to all data:

1. The tender period must be closed and authorised people must open the electronic tender box before the Buyer can see responses.
2. If a tender is not submitted at the close of the tender period, it will not be available to buyers and its contents can be purged from 360 by the Business[1].
3. The request manager controls access to the responses such that evaluators can only see part of a submission (important protection for when the Buyer uses subject matter experts).
4. Before submission, business and staff contact details are made available to the request manager (essential for avoiding conflicts of interest).

Notes

Data protection is your responsibility too.

- ✓ Control who has access – businesses grant (and revoke) staff access.
- ✓ Be mindful of who sees correspondence – 360 sends messages to all staff with access to 360 and the business email is CC'd.
- ✓ Be internet savvy – strong, site-specific passwords help prevent theft and you should always check the domain name. The domain names we use are:
  - ✓apetsoftware.com.au
  - ✓simplylogical.net
  - ✓simplylogical.atlassian.net

See also: How to change my, my team's, and my company's contact details (as a business of goods and services) in 360

What do I need to respond to a Request for Tender?

A good internet connection and a modern web browser.

For specifics, see: Minimum system requirements to use 360

[1] The request manager can monitor questionnaire completion progress, including which questions have been answered, by whom, and when, but not the specifics such as typed text, selected options and uploaded files.

If I've got a question, who do I ask?

If it's a question about the request's contents, please contact the request manager.

If it's a question about how to use 360 or if there seems to be an error with the system, please contact the technical support team:

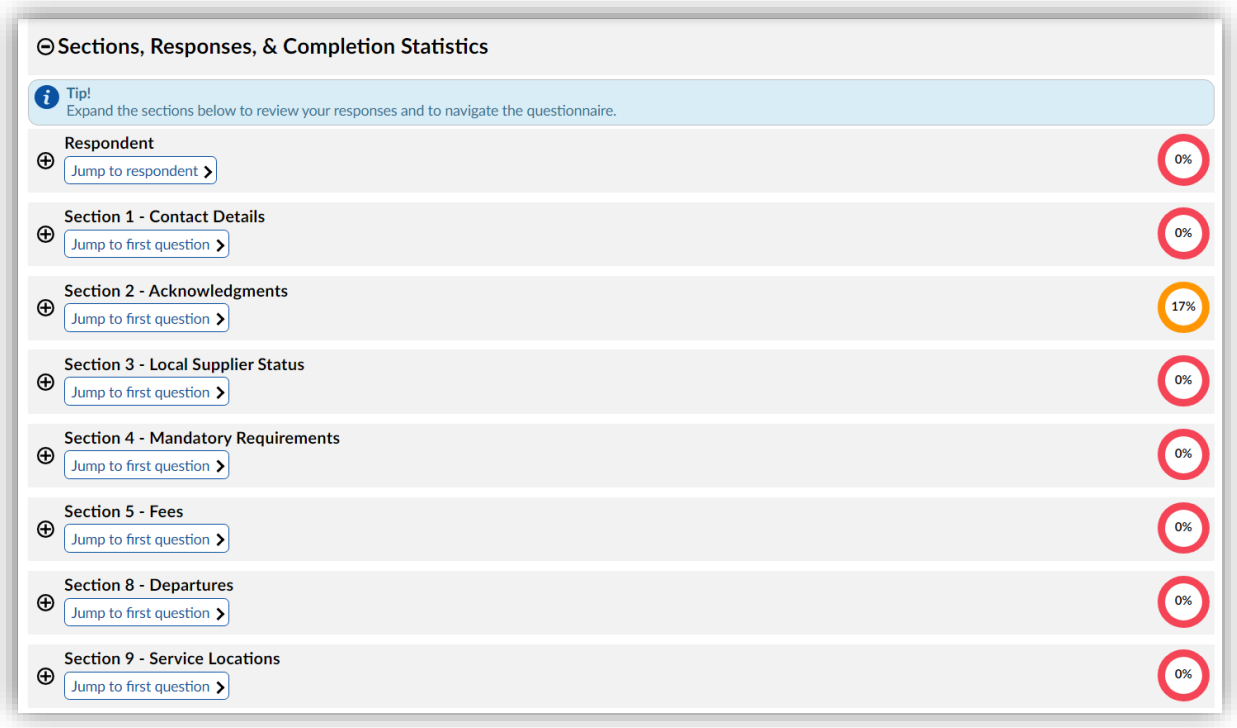
- ✓ support@simplylogical.net
- ✓ 02 51 004 009

Notes

1. Enquiries are only sent to the request manager – not other respondents.
2. Enquiries are often answered with addenda and may quote the enquiry text.
3. It is normal for buyers not to answer enquiries close to the closing time.
4. The technical support team is not authorised to speak to a request's contents.

What's 360's Submission Process?

1. Register your interest
2. Download the supporting documents and plan your responses
3. Answer every question in 360's online questionnaire
4. Read all addenda
5. Check your progress and review your work by expanding the sections on the "Start" page



6. Go to the Final Step
7. Submit and lock your responses