

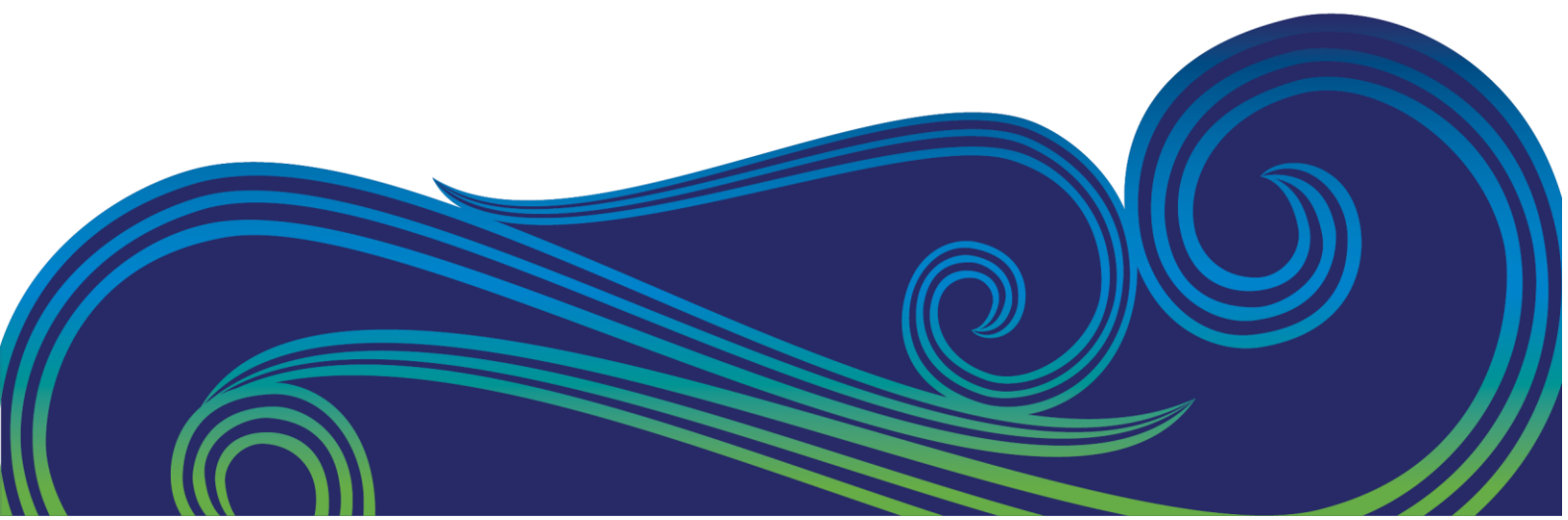


**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Accessing and Responding to Open Tender Opportunities

Developed for Suppliers

24/11/2025



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Glossary

Weka	Description
Contract	A legally binding agreement between the Ministry and a supplier, specifying the terms and conditions for the provision of goods or services.
Closed Tender	A competitive procurement process limited to a pre-selected group of known suppliers from a government or internal panel.
Negotiation	In the system, it refers to the RFx/sourcing process.
Open Tender	An advertisement inviting all suppliers to participate in the tender process. All open tenders will be advertised on GETS (Government Electronic Tenders Service) where suppliers will be directed to submit their responses in the system.
Purchase Order (PO)	A formal document issued by the buyer to the supplier, confirming the buyer's intention to purchase specific goods or services.
Tender Opportunity	Also known as a 'contract opportunity, is an opportunity for suppliers to submit their bids or proposals in response to a specific request or invitation from a buyer. It allows suppliers to compete for a contract or project.
Supplier Portal	The module or platform that suppliers use to manage their procure-to-pay interactions with the Ministry, including accessing tender opportunities, submitting responses, managing contracts, as well as viewing purchase orders, receipts, invoices, and payments.
Weka	The name of the Oracle system used by the Ministry for procurement and supplier management processes.

About this guide

Overview

Welcome to the user guide for how to access and respond to tender opportunities with the Ministry of Social Development (the Ministry). This guide is designed to help you navigate the tender process and provides important information on how to respond to tender opportunities.

Key topics covered in this guide include:

- accessing tender opportunities
- viewing RFx attachments and supporting documentation
- acknowledging or declining participation
- creating a response
- submitting questions and communicating with the Ministry
- revising your response before the close date

Please note that if you are not registered as a supplier and want to submit bids for contract opportunities, you must first register as a supplier. The "How to Register as a Prospective Supplier" guide provides information on the registration process. If you need assistance with registration, please contact NAC_Suppliers@msd.govt.nz for support.

Only users with the **Supplier Bidder** or **Supplier Sales Representative** role can access and respond to tenders. If you do not have this role type, please talk to the **Supplier Self Service Administrator** contact within your organisation. Alternatively, contact NAC_Suppliers@msd.govt.nz for support.

Icons used in this guide

The user guide may use the following icons:



Further information

References to additional sources of information for further details.



Tip

Provides a helpful piece of information or suggestion.



Important point

Highlights important information or areas that require caution.



Section Completed

Indicates section is complete

How to access a tender opportunity

1. Before you begin

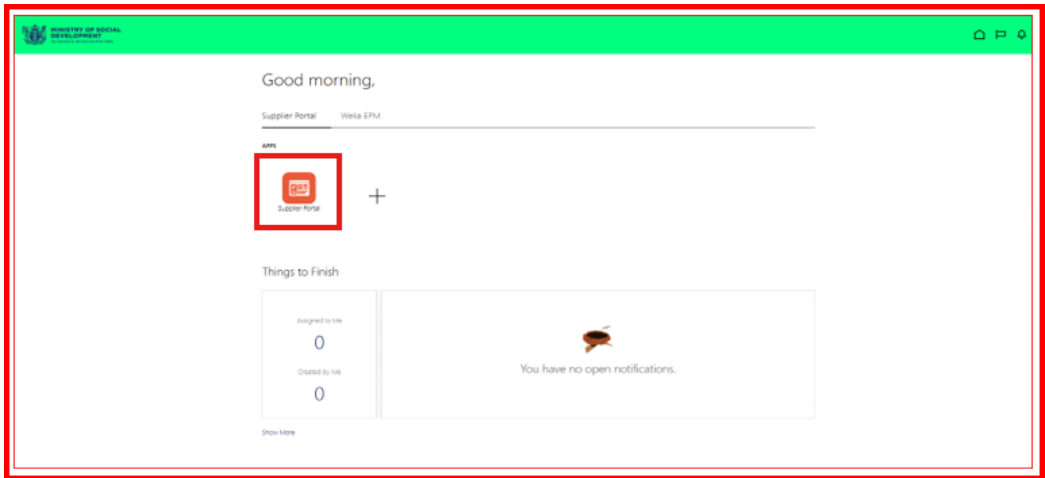
Please ensure you have your **RealMe username and password** ready. This must be the RealMe account linked to the email address used for your company registration. If you encounter any issues accessing the portal, you can contact NAC_Suppliers@msd.govt.nz for assistance.

2. How to access an open tender

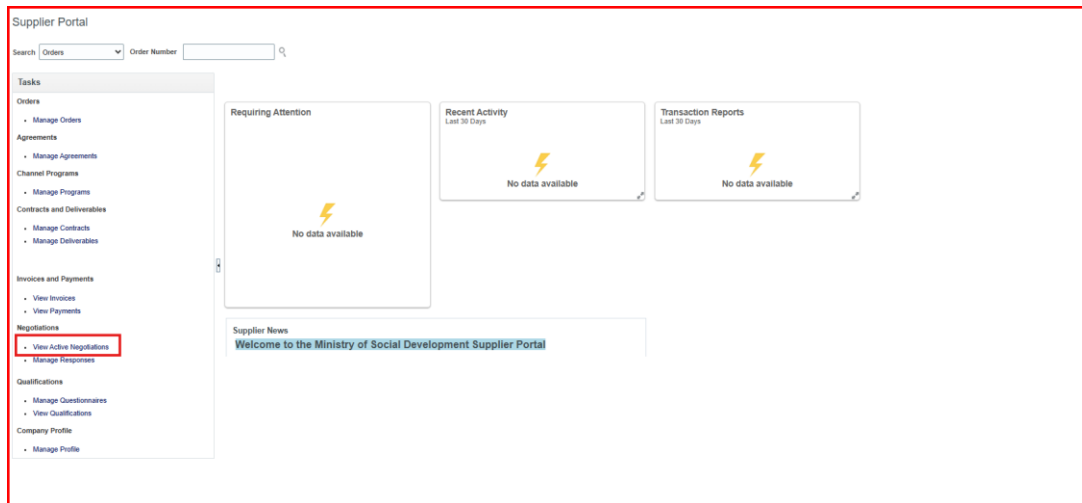
Overview

The steps below will guide you on accessing the open tender contract opportunity.

System steps

Step	Action
1.	<p>The Portal landing page will open. Click on the Supplier Portal tile.</p> 

2. Click on the **View Active Negotiations** menu item.

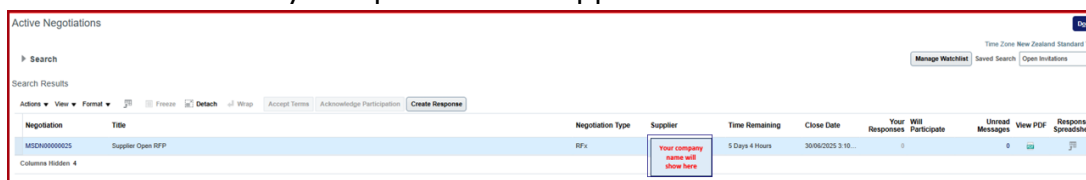


3. On the Active Negotiations landing page, change the “Invitation Received” to “No”.

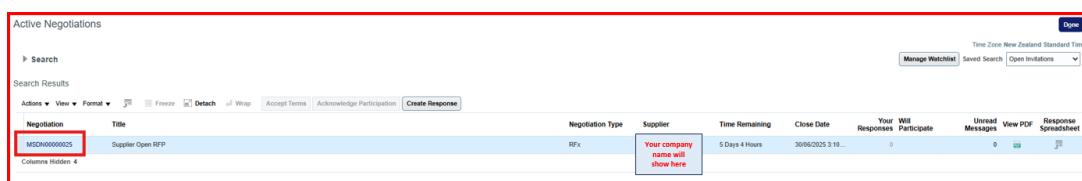


Click **Search**.

4. A list of the Ministry’s “Open” tender opportunities will be listed.



5. You can access any one of the opportunities listed by clicking on the **Negotiation** number.



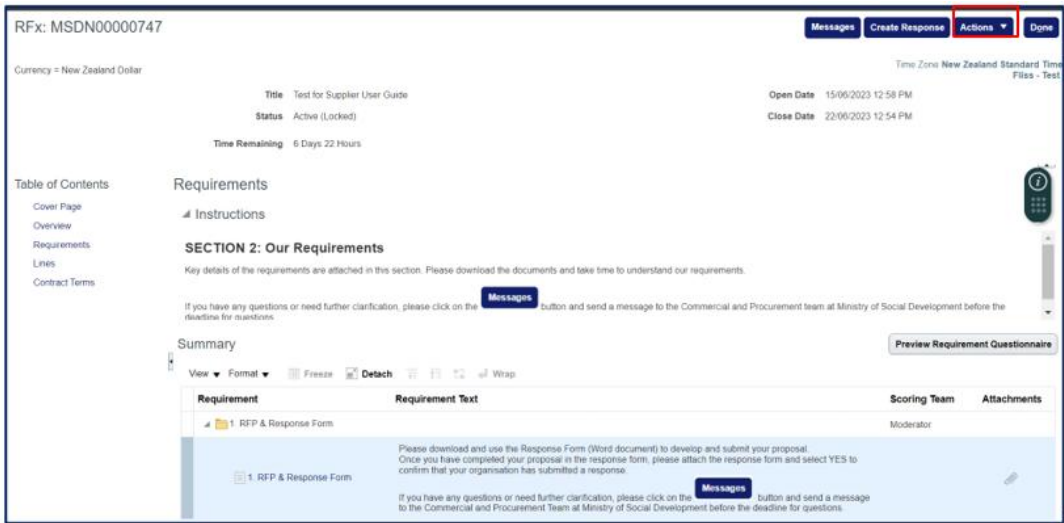
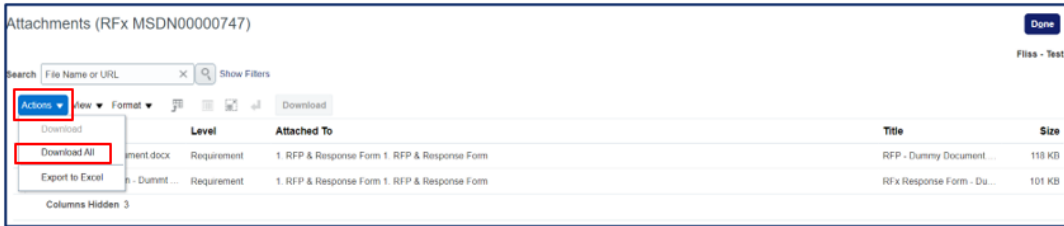
This completes the section.

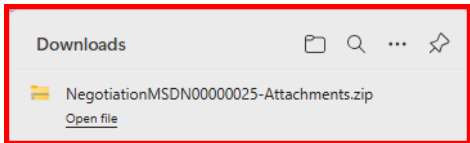
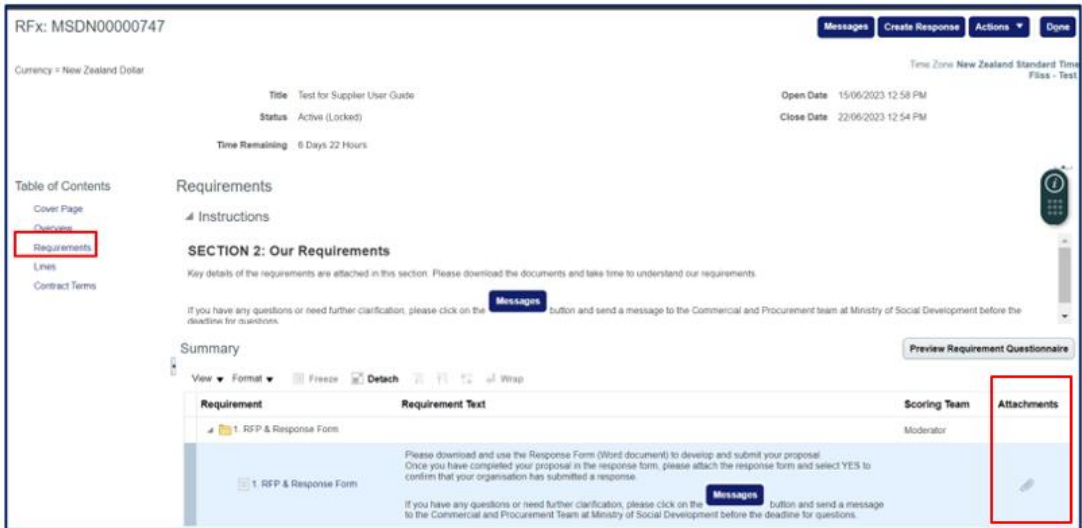
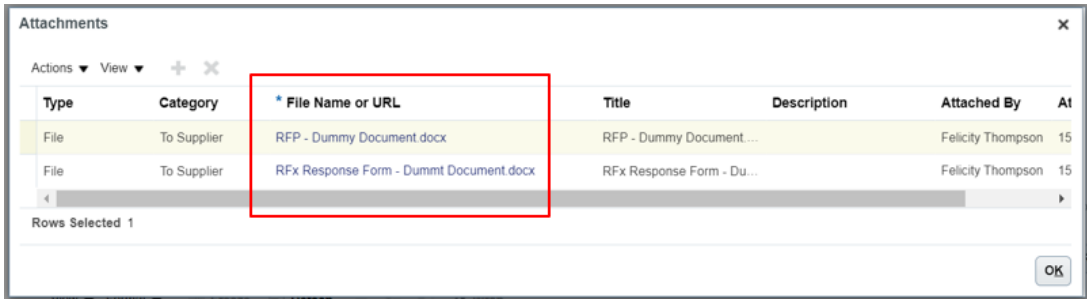

3. How view RFx attachments and supporting documentation

Overview

To view RFx attachments and supporting documentation for a tender opportunity, follow the system steps outlined below.

System steps

Step	Action
1.	Follow the steps outlined in How to access a tender opportunity to navigate to the tender opportunity.
2.	<p>You can download all documents at once on the tender opportunity page, click on the Actions button located in the top-right corner.</p> 
3.	From the dropdown menu, select View and then choose View Attachments .
4.	<p>On the Attachments landing page, select Actions and then choose Download All.</p> 


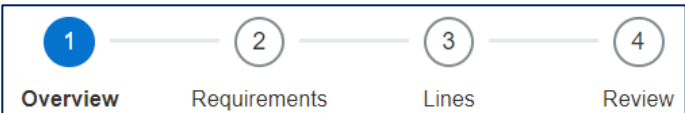


5.	<p>The attachments will download into the "Downloads" folder on your computer</p> 
6.	<p>You can also download the files individually for the tender opportunity. Click on the Requirements tab.</p> 
7.	<p>Under the Attachments section, you will see a paper clip icon. Click on the paper clip icon.</p>
8.	<p>In the pop-up box, you will see a list of attachments and supporting documents related to the tender opportunity. Click on the hyperlink of each document to download a copy.</p> 
9.	<p>After downloading each document, click OK to close the pop-up box.</p>
	<p>This completes the section.</p>


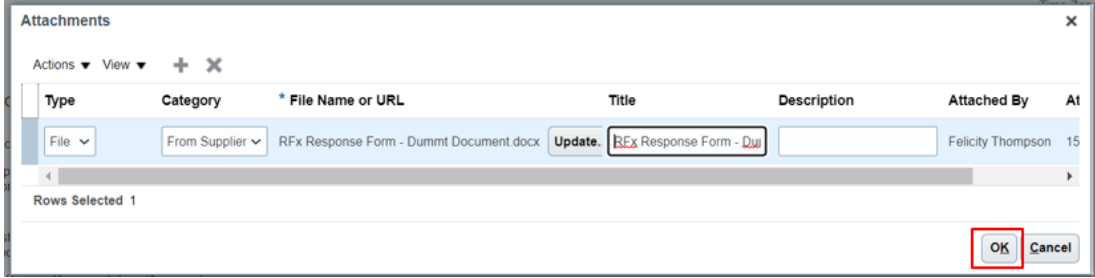
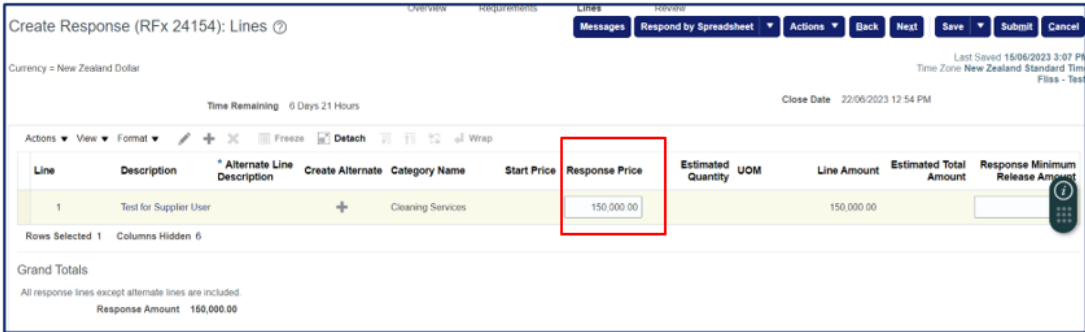
4. How to create a response

To create a response for a contract opportunity, you can follow the system steps outlined below.

At any time, you can save your response as a draft and come back to it later. Click the **Save** button located on the top-right hand corner.

System steps

Step	Action
1.	Follow the steps outlined in How to access a tender opportunity to navigate to the tender opportunity.
2.	<p>Click Create Response</p> 
3.	<p>There are 4 train stops to be completed in your response</p>  <p>On the Overview tab,</p> <p>Reference Number - Insert a number for your internal tracking (optional).</p> <p>Note to Buyer - Add any notes or comments you want to send to the Procurement Lead (optional).</p>
	<p>The Overview tab will display the Close Date of the tender opportunity as well as the Time Remaining.</p> 

4.	Click Next or the Requirements tab button.
5.	<p>Select Yes to indicate that you will upload a copy of your Response Form document with other supporting documentation.</p> <p>To upload the Response Form document, click on the plus add button under Response Attachments. An Attachments pop-up box will appear.</p> 
6.	<p>In the Attachments pop-up box, select the File you want to upload, update the Title, enter a Description, and then click OK to upload the document.</p> <p>Additional information documents can be uploaded by clicking on the plus add button.</p> 
7.	Click Next or the Lines tab button.
8.	<p>Enter the estimated whole of life (WOL) cost of your proposed response in the Response Price field.</p> 



The WOL cost is the total cost of entire duration of the contract, excluding GST. You may be asked to provide a further breakdown of your cost in your response form.

9. Click **Next** or the **Review** tab button.

10. Review your response submission to ensure all the information is accurate and complete.

Once you have reviewed your response, click **Submit** in the top-right corner to proceed. Click OK.

Review Response: RFX 24154 ⓘ

Overview Requirements Lines **Review**

Messages Respond by Spreadsheet Actions Back Next Save Submit Cancel

Currency = New Zealand Dollar

Title Test for Supplier User Guide Time Remaining 6 Days 21 Hours

Close Date 22/06/2023 12:54 PM

Overview Requirements **Lines**

View Format Freeze Detach Wrap

Line	Description	Alternate Line Description	Category Name	Response Price	UOM Name	Line Amount	Estimated Total Amount	Response Minimum Release Amount	Attachments
1	Test for Supplier User Guide		Cleaning Services	150,000.00		150,000.00			

Columns Hidden 8

Grand Totals

All response lines except alternate lines are included.

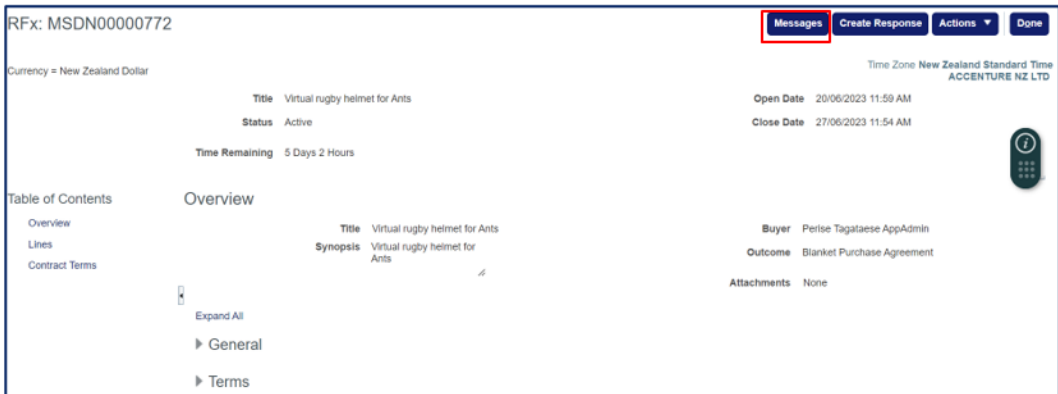

Response Amount 150,000.00



This completes the section.

6. How to send a message to the Ministry

System steps

Step	Action
1.	Follow the steps outlined in How to access a tender opportunity to navigate to the tender opportunity.
2.	<p>On the Tender Opportunity page, click the Message button located on the top right-hand corner.</p> <p>Result: The Online Messages landing page will appear.</p> 
3.	<p>To send a message click the create plus icon or select Actions then Send. The Send Message pop-up box will display.</p> 
4.	Add a subject for your message, write your message in the provided text box, and if needed, attach any relevant files and send.

Send Message

To

Setup Enterprise

* Subject

Clarification Question

Helvetica

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S

Can you please clarify XYZ outlined in section 2.1 in the Response Form.

* Message

Attachments

None

Send

Cancel

5. Your sent message will appear in the **Messages** section on the **Online Messages** landing page. The Ministry will be notified of your message.

Online Messages (MSDN00000772) ?

Printable Page

Done

Time Zone New Zealand Standard Time
ACCENTURE NZ LTD

Title

Virtual rugby helmet for Ants

Status

Active

Time Remaining

5 Days 2 Hours

Close Date

27/06/2023 11:54 AM

Messages

Actions

View

Format

Freeze

Detach

Wrap

Subject	Status	From	To	Date
Clarification Question				



This completes the section.

7. How to reply to a message received

System steps

Step	Action
1.	<p>You will receive an email when you receive a Weka in system message from the Ministry, click the Reply to Message option in the email.</p> 
	<p>Do not respond to the email received. To communicate with the Ministry, you will need to use the Weka platform.</p>
2.	<p>Alternatively, login to the Supplier Portal, click the bell icon located on the top right hand corner, then click into the Notification: "FYI Online Messages for Negotiation RFX MSDNXXXXXXXXX".</p> <p>A response provided by the Ministry will display.</p> 
3.	<p>To reply to the message displayed in the notification, click Reply to Message.</p> <p>You will be directed to the Online Messages landing page.</p>

	<p>Online Message for Negotiation RFx MSDN00000772 (Virtual rugby helmet for Ants) Was Received Dismiss</p> <p>ORACLE</p> <p>Online Message From: Ministry of Social Development Subject: Re: Clarification Question RFQ: MSDN00000772 Virtual rugby helmet for Ants Close Date: 27/06/2023 11:54 AM</p> <p>Reply to Message</p> <p>Hi Test Supplier,</p> <p>I am providing an example of a clarification to the message below for the supplier user guide.</p> <p>Kind regards, Test Buyer</p> <hr/> <p>On 22/06/2023 9:06 AM Pacific/Auckland, Test Supplier wrote:</p> <p>Can you please clarify XYZ outlined in section 2.1 in the Response Form.</p> <p>Reply to Message</p>
4.	<p>Highlight the message you want to reply to, then click Reply located on the right-hand side of the page (or select Actions and then Reply).</p> 
5.	<p>Follow the steps outlined in the How to send a message guide mentioned above to compose your response.</p>
	<p>Another way to access your messages for a particular tender is to navigate to your tender (refer to user guide How to access a tender opportunity) and click the Messages button located in the top-right corner.</p>  <p>The number in brackets indicates the count of unread messages.</p>
	<p>Additional information about the messaging function:</p> <ul style="list-style-type: none"> The system keeps a record of the message correspondence, similar to email. You can check the message status, sender and recipient information, as well as the date of sending or receiving. Unread messages are indicated by a blue circle icon.

- Scroll down to the bottom of the page to view the full email chain with the buyer regarding a particular matter.

Online Messages (MSDN00000772) ⓘ

Printable Page Done

Time Zone New Zealand Standard Time

Title Virtual rugby helmet for Ants

Status Active

Time Remaining 5 Days 2 Hours

Close Date 27/06/2023 11:54 AM

Messages

Actions View Format + Freeze Detach Wrap

Subject	Status	From	To	Date
Clarification Question				
Re: Clarification Question	Unread	Ministry of Social Development	Test Supplier	22/06/2023 9:27 AM
Re: Clarification Question	Read	Test Supplier	Ministry of Social Development	22/06/2023 9:26 AM
Re: Clarification Question	Replied	Ministry of Social Development	Test Supplier	22/06/2023 9:12 AM
Clarification Question	Read	Test Supplier	Ministry of Social Development	22/06/2023 9:06 AM

Re: Clarification Question: Details

Printable Page Reply

From Test Supplier

To Ministry of Social Development

Date 22/06/2023 9:26 AM

From Company

Attachments None

Hi Test Buyer,

Thanks for your response. Have a good day.

Thanks,
Test Supplier

On 22/06/2023 9:12 AM Pacific/Auckland, Ministry of Social Development wrote

Hi Test Supplier,

I am providing an example of a clarification to the message below for the supplier user guide.

Kind regards,
Test Buyer

On 22/06/2023 9:06 AM Pacific/Auckland, Test Supplier wrote

Can you please clarify XYZ outlined in section 2.1 in the Response Form.



This completes the section.

8. How to revise your response before the tender close date

System steps

Step	Action																											
1.	Under Tasks , scroll to Negotiations and click on Manage Responses . The Manage Responses landing page will appear.																											
2.	Alternatively, expand the Search dropdown box, select Negotiation Responses , then click the search icon to initiate the search. <div><div>Supplier Portal</div><div>Search <div>Negotiation Responses</div> <div>Response Number</div> <div></div> </div></div>																											
3.	Complete the relevant search fields to narrow down your search for specific tenders you have responded to. Once you have entered the relevant search criteria, click on the Search button. <div><div>Manage Responses</div><div><div><div>Search</div><div><div>** Negotiation Title</div><div>** Negotiation</div><div>** Response</div></div><div><div>** Response Status</div><div>Active or draft</div><div>Line Description</div></div></div><div><div>Search</div><div>Reset</div><div>Save...</div></div></div><div><div>Search Results</div><div>Revising a draft response automatically locks it.</div><div><div>Actions</div><div>View</div><div>Format</div><div>Freeze</div><div>Detach</div><div>Wrap</div><div>Accept Terms</div><div>Revise</div></div><table><thead><tr><th>Response</th><th>Response Status</th><th>Supplier</th><th>Negotiation</th><th>Negotiation Title</th><th>Negotiation Type</th><th>Time Remaining</th><th>Unread Messages</th><th>Monitor</th></tr></thead><tbody><tr><td>26193</td><td>Active</td><td>Filiss - Test</td><td>MSDN00000747-2</td><td>Test for Supplier User Guide</td><td>RFx</td><td>365 Days 23 Ho...</td><td>0</td><td></td></tr><tr><td>24154</td><td>Active</td><td>Filiss - Test</td><td>MSDN00000747</td><td>Test for Supplier User Guide</td><td>RFx</td><td>Not applicable</td><td>0</td><td></td></tr></tbody></table><div>Columns Hidden 8</div></div></div>	Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor	26193	Active	Filiss - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 23 Ho...	0		24154	Active	Filiss - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0	
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	You can only revise responses before the tender close date i.e., those that have Time Remaining left.																											
5.	Complete Section 4. How to create a response .																											
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