



SupplyGov.ie Suppliers Guide

Messaging Functionality

Contents

Messaging Functionality.....	3
1.0 How to view RFQ/RFT messages.....	4
1.1 Unread Messages	5
1.2 Messages Tab	6
2.0 Create and send message in a RFT/RFQ.....	7
2.1 Locate the relevant RFT/RFQ	7
2.2 Create and send message in a RFT/RFQ.....	8
2.3 Compose Message	9
3.0 View and Reply to Buyer Message in RFT/RFQ	10
3.1 System Email Notification.....	10
3.2 View and Reply to Buyer Message.....	11
4.0 Contact Us	12

Messaging Functionality:

The Messaging Functionality on www.supplygov.ie supports the logging and tracking of any communication between a Supplier and a Buyer from a Contracting Authority during the Request for Quotation (RFQ)/Request for Tender (RFT) process.

1.0 How to view RFQ/RFT messages

Browse to www.supplygov.ie and enter your username & password to login to your Supplygov Account.

To view unread messages click on **Click to Show Unread Messages±**

To view all messages, click on **Messages'**.

The screenshot shows the top navigation bar with the following items: Home, Supplier Details, My RFTs & RFQs, My Competitions, My Checklist, Terms & Conditions, Forms, and Messages. Below the navigation bar is a welcome message: "Welcome [blank] | [Supplier Home](#) | [Change Password](#)". On the right side of the welcome message is a "Logout" button. Below the welcome message is a teal button labeled "Click to Show Unread Messages..". Below this is a section titled "Suppliers may express an interest in the competitions listed below." followed by the text "Applications for any competitions (Dynamic Purchasing Systems / Frameworks) listed below are processed *online*. Click 'Select' and complete all necessary steps in the application process." Below this text is a table with the following columns: Competitions, Closing Date, Application Status, and Options. The first row of the table shows "DPS for Plant Hire for Local Authorities and the OPW" and a "SELECT" button.

Competitions	Closing Date	Application Status	Options
DPS for Plant Hire for Local Authorities and the OPW			SELECT

1.1 Unread Messages

When you click on 'Click to Show Unread Messages' this screen will appear listing all unread messages.

The screenshot shows the 'Messages' page with a navigation bar at the top containing: Home, Supplier Details, My RFTs & RFQs, My Competitions, My Checklist, Terms & Conditions, Forms, and Messages. Below the navigation bar is a 'Welcome' message with links for 'Supplier Home' and 'Change Password', and a 'Logout' button. A teal button labeled 'Click to Hide Unread Messages..' is highlighted with a red arrow pointing from the callout box. Below this button is a table of unread messages:

Message Received	RFT Reference & Subject of Message
24 August 2018 09:49:54	KY18000149T Subject:message
23 August 2018 13:59:14	KY18000149T Subject:Message no. 1

At the bottom left of the message list, it says 'There are 2 unread messages'. At the bottom right, there is a link for 'All messages'.

1.2 Messages Tab

When you click on **Messages** tab, the screen will display all sent and received messages.

Unread messages will be displayed in **bold text**.



Home	Supplier Details	My RFTs & RFQs	My Competitions	My Checklist	Terms & Conditions	Forms	Messages
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Welcome | [Supplier Home](#) | [Change Password](#) Logout

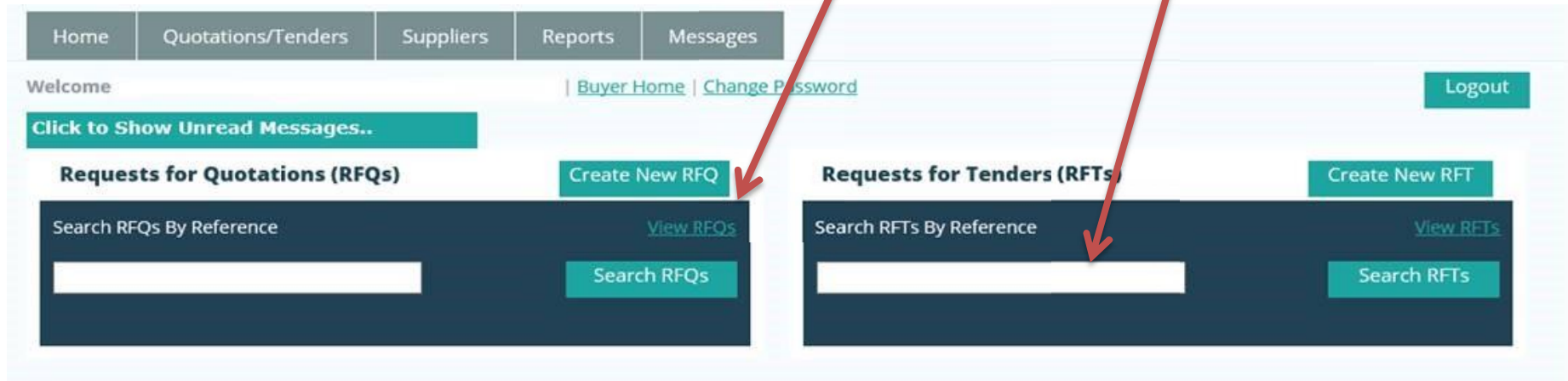
Message Id	RFT	Message Subject	From	To	Clarification Deadline
10009	KY18000149T	message		Supplier message KY18000149T	29 August 2018 12:00:00
10001	KY18000149T	Message no. 1		Supplier message KY18000149T	29 August 2018 12:00:00

2.0 Create and send message in a RFT/RFQ

2.1 Locate the relevant RFT/RFQ

Login to your SupplyGov account home page.

Search for individual RFT/RFQ by entering the RFT/RFQ reference in 'Search RFQs By Reference' text box or by clicking on the **View RFQs/RFTs** Link.



2.2 Create and send message in a RFT/RFQ

Home | Supplier Details | My RFTs & RFQs | My Competitions

Welcome | Supplier Home | Change Password

Request for Tender: KY18000152T Open

Summary

Description: Test
 Date Published: 28/08/2018
Clarification Date: 03/09/2018 - 12:00
 Closing Date: 04/09/2018 - 12:00
 Buyer Contact:

Documents
 No Documents Uploaded

My Response | **RFT Messages**

Messages

ID	Subject	View Message	From	To	Date	Files	Reply
10036	KY18000152T - Total Cost	View Message			03/09/2018 09:06:20	Test Messaging.docx (11.41 KB)	Reply
10035	KY18000152T - Supplier Message	View Message			03/09/2018 09:01:28	No files	Reply
10034	RFT Query	View Message			31/08/2018 16:52:21	No files	

10034 10035 10036 10037 10038 10039 10040 10041 10042 10043 10044 10045 10046 10047 10048 10049 10050

‘Clarification Date’: This is the date and time by which Suppliers must submit any queries they have in respect of the RFT/RFQ.

The clarification date will be unique to each RFQ/RFT.

Prior to Clarification Date: A Supplier can send and reply to a Buyers message of the RFQ/ RFT.

Post Clarification Date and Prior to Award: A Supplier can only reply to messages sent by a Buyer.

Post Award: Only the preferred/successful Supplier can message the Buyer after the RFQ/RFT has been awarded.

Click on ‘RFT Messages’.

Click on ‘Create new message’.

Create new message

2.3 Compose Message

To: Buyers Name will appear here.

Subject: Free text box to enter subject of RFQ/RFT.

Attachments: Upload documents to send out with message.

Email Body: Free text box to enter your message.



To:

Subject:

Attachments:

Email body:

Rich text editor toolbar with icons for undo, redo, bold, italic, bulleted list, numbered list, link, unlink, and text color.

Send Message:
Click on **'Send'** to send message.

3.0 View and Reply to Buyer Message in RFT/RFQ

3.1 System Email Notification

When a Buyer sends broadcasts or replies to a Supplier message on Supplygov.ie, an email will automatically be generated to alert the Supplier that they have received a new message.

This is an automatically generated email, please do not respond!

Dear Supplier,

You have received a new message on SupplyGov.

Click on the link below to go to your message archive and read your message including attached documents if any.

<https://www.supplygov.ie/login.aspx>

*** If this message has reached the wrong address, please contact the helpdesk on eproc@kerrycoco.ie, or call 076 106 4020. ***

When a Supplier sends a message to a Buyer, an email will automatically be generated from Supplygov.ie notifying the Buyer that they have received a new message.

3.2 View and Reply to Buyer Message

Follow **Step 1.3.1** above to locate the relevant RFT/RFQ.

Home | Supplier Details | My RFTs & RFQs | My Competitions | My Checklist | Terms & Conditions | Forms | Messages

Welcome | [Supplier Home](#) | [Change Password](#) [Logout](#)

Request for Tender: KY18000152T [Open](#)

Summary

Description: Test
 Date Published: 28/08/2018
 Clarification Date: 03/09/2018 - 12:00
 Closing Date: 04/09/2018 - 12:00
 Buyer: [Redacted]

Expected Delivery Date:
 Delivery Location:

Documents
 No Documents Uploaded

My Response | **RFT Messages**

Messages

ID	Subject	View Message	From	To	Date	Files	Reply
10036	KY18000152T - Total Cost	View Message	Buyer	Supplier	03/09/2018 09:06:20	Test Messaging.docx (11.41 KB)	Reply
10035	KY18000152T - Supplier Message	View Message	Buyer	Broadcast To All Suppliers	03/09/2018 09:01:28	No files	Reply
10034	RFT Query	View Message	Supplier	Buyer	31/08/2018 16:52:21	No files	

[Create new message](#)

Click on **RFT Messages** to view all messages.

The **To** and **From** columns will display if the message has been issued to an individual Supplier OR if it has been broadcast to all Suppliers.

To reply to a message received from a Buyer, click on **Reply**.

4.0 Contact Us



Should you have any queries, please do not hesitate to contact the SupplyGov Helpdesk Team.

- Telephone: **076 106 4020** (Office hours: Monday to Friday, 09:00 to 17:00 excluding Bank Holidays)
- Email: **eproc@kerrycoco.ie**.