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## What is the postbox?

The tender Postbox is an online submission facility which allows buyer to receive tender responses from suppliers electronically in a secure environment.

Responses are submitted through the portal and held in the secure Postbox until the deadline for responses has expired. Nominated members of a buying organisation can then unlock the Postbox to access the submissions.

The Postbox can be used for receipt of completed tender documents in an open procedure or completed PQQs in a restricted procedure.

Note: To use the Postbox for the second stage in a restricted procedure please see the Restricted Procedure Stage 2 user guide.

A full audit trail is kept of all access to the Postbox and a complete record of all supplier submissions is stored.

## How to create a notice with a postbox

During notice creation the publisher selects **Postbox** from the **Additional Notice Options** screen.

### Additional Notice Options

Select any additional options that you would like for this notice.

Go to question:

#### Noted Interest

Noted Interest (must be selected if you wish to use the additional options)

Record details of suppliers interested in your notices. You can then issue clarifications, change deadline dates etc and the relevant suppliers will be informed automatically.

#### Additional Options

Additional Documents

Attach RFTs and any other supporting documentation for instant download by your suppliers.

Questions and Answers

Respond only once to questions, keeping all current and newly interested suppliers up to date in real-time.

Postbox

eTendering - receive and manage tender submissions in a secure environment.

On the **Tender Submission Postbox screen** the buyer is then asked to select the user(s) from their buying organisation to be given the rights to unlock the Postbox. Only those users with **Postbox Opener** access will appear in the list.

### Tender Submission Postbox

You can elect to use the Tender Submission Postbox facility to receive responses from suppliers to your notice electronically. If you use the Postbox you must designate one or more members of your organisation to 'unlock' the postbox after the notice deadline.

Go to question:

Please select one or more members to unlock the postbox:

- John Harrowgate (john.harrowgate@thecouncil.gov.uk)
- Jane Smith (jane.smith@thecouncil.gov.uk)

Once the notice has been published the buyer will receive an e-mail confirming the details of the Postbox, which reads:

*Notice ID: MAY123456  
Title: Supply of Stationery  
Deadline: 04/10/2009 12:00*

*The above notice has now been published. Responses to this tender will be received electronically and the following members of your buying organisation are responsible for the monitoring and opening of the tender Submission Postbox:*

**John Harrowgate**  
**Jane Smith**

*You can view the status of the Tender Submission Postbox for this notice here:*

(link to Postbox submission page)

*From there, the number of responses received to date can be viewed and when the deadline has passed the Postbox can be opened and full details of the responses viewed and documents downloaded.*

*Regards  
myTenders Website support  
Tel: 0800 222 9006*

**Note: The deadline for the Postbox is set by the date you provide in the Procedure Timescales Question.**

This is the date and time provided in the field:




*Deadline for Receipt of Tender Documents – Open Procedures*

*Deadline for Requests to Participate – Restricted Procedures*

The deadline can be changed post publication if required.

## How do suppliers know a postbox is being used?

Once the notice is published on the portal it will appear on the **Notice Search** page displaying a yellow key icon denoting that the postbox can be used.

Recently Published Notices	
149 records found. Jump to page <input type="text" value="1"/> of 3 <input type="button" value="Go"/>	
Date	Notice Details
16/03/2015  	<a href="#">test</a> Reference No: MAR067284 Published By: User Guide Millstream Deadline Date: 14-Dec-99 Notice Type: Contract Notice
12/03/2015 	<a href="#">Construction works</a> Reference No: MAR067268 Published By: Millstream Associates Ltd Deadline Date: Notice Type: Prior Information Notice

A link will also appear in the short description of the notice instructing suppliers to register their interest and instructing that the Postbox function will be used for this notice.

Any supplier who wishes to submit a Postbox response must record their interest in the notice on the portal. (Note: For more details on the supplier process please see the relevant user guide.)

## Dealing with postbox submissions

Once a submission has been dispatched to the Postbox by the supplier, an e-mail is sent to all buyer users who have access to the Postbox. This e-mail reads:

*Notice ID: MAY123456*

*Title: Supply of Stationery*

*Deadline: 04/10/2009 12:00*

*A response, reference 212, has been received for the notice shown above on (date and time)*

*You can view the current status of your Tender Submission Postbox for this notice at -*

*(link to Postbox submission page)*

*Regards,*

*myTenders Website support*

*Tel: 0800 222 9006*

## Postbox Status

The Postbox status page is only accessible by the buyer organisation Controller(s) and the selected openers. It is accessed by going to the published notice workspace (select **Buyer** in the header menu at the top and then select **Buyer Published Notices**), selecting the relevant notice title and then **View Submission Postbox** under **Additional notice options**.

### Postbox Status

Details of the Tender Submission Postbox for this notice are shown below.

**Postbox Details**

Title: test

Created: 16/03/2015 10:29 AM

Deadline: 14/12/2099 12:00

Status: Locked

[Unlock](#)

[Back](#)

### Current Responses

ID	Created	Status
11288	16/03/2015 13:31:28	Not Submitted

- Please note that the name of the supplier cannot be exposed until the postbox is unlocked.
- 'Submitted' refers to responses completed and submitted by suppliers on the interest list to the post box.
- 'Not Submitted' refers to responses partially created by suppliers on the interest list but not yet dispatched to the post box.

### Authorised Openers

Name	Email	<a href="#" style="color: #0070c0; text-decoration: none;">Change Opener Access</a>	
		Status	Unlocked
John Harrowgate	john.harrowgate@thecouncil.gov.uk	Locked	
Jane Smith	jane.smith@thecouncil.gov.uk	Locked	

The postbox status page gives details of all responses that have been created. The response status shows the status of each response:

**Submitted** – Refers to responses completed and submitted to the postbox.

**Not Submitted** – Refers to responses partially created but not yet dispatched to the postbox.

Supplier details are not visible until the deadline for submissions has passed. The Postbox status page also lists the authorised Postbox openers which, if required, can be changed by the Controller selecting **Change Opener Access**.

## Opening the postbox

If one of the openers attempts to unlock the Postbox before the stated deadline, this will be unsuccessful and their attempt to open the Postbox will be logged in the access log.

Once the deadline has passed the nominated Postbox openers will receive an e-mail reminding them to log into the site to unlock the Postbox.

Before submissions can be accessed each selected user must select **Unlock**.

The time and date of each unlocking is recorded. Once all relevant users have unlocked the Postbox, the option to **Open** the Postbox will appear.

### Postbox Status

Details of the Tender Submission Postbox for this notice are shown below.

You have successfully unlocked your section of the postbox.

#### Postbox Details

Title: test  
Created: 16/03/2015 10:29 AM  
Deadline: 16/03/2015 12:00  
Status: Unlocked

[Open](#)

[Back](#)

### Current Responses

ID	Created	Status
11288	16/03/2015 13:31:28	Submitted
11308	16/03/2015 15:10:26	Not Submitted

- Please note that the name of the supplier cannot be exposed until the postbox is unlocked.
- 'Submitted' refers to responses completed and submitted by suppliers on the interest list to the post box.
- 'Not Submitted' refers to responses partially created by suppliers on the interest list but not yet dispatched to the post box.

### Authorised Openers

Name	Email	Status	Unlocked
John Harrowgate	john.harrowgate@thecouncil.gov.uk	Unlocked	16/03/2015 15:13:11
Jane Smith	jane.smith@thecouncil.gov.uk	Unlocked	16/03/2015 15:12:05

On selecting **Open**, the **Postbox View** page is displayed and responses can be downloaded. The access log is also shown on this page.

## Adding Notes

After opening the postbox, Buyers have an option to add a note to the postbox by selecting **Create New**. When a note has been entered the Buyer must select **Save**. The note will be added and will display which Buyer added the note along with the date that the note was created. There is no limit on the number of notes that can be added to the Postbox.

**Postbox View**

Details of the Tender Submission Postbox for this notice are shown below. To view the full supplier details and download the supporting documents *click* the appropriate ID. To download the entire postbox into a zip file click on the relevant link.

**Postbox Details**

Ref: MAR067284  
Title: test  
Created: 16/03/2015 10:29 AM  
Deadline: 16/03/2015 12:00  
Download: [Download all postbox responses \(Zip File\)](#)

**All Responses**

ID	Received	Supplier Name	Late Responses
<a href="#">11288</a>	16/03/2015 15:10:20	Millstream - AA0014	

**Postbox Notes**

[Create New](#)

Created	Notes	Who
16/03/2015	This is a note	John Harrowgate

**Post Box Note**

Please enter the text for the note below and *click* **Save** to create a new note.

Note

test note 1

[Save](#)

[Cancel](#)



## Downloading responses

The open Postbox only lists completed submissions. The original responses are stored in the system and can be downloaded as many times as required. Each response has a unique reference number which is provided to the supplier when they successfully submit their response.

You can download the entire Postbox into a zip file by selecting the **Download all postbox...** link. This should generate a pop up window asking whether you want to save or open the file.

### Postbox View

Details of the Tender Submission Postbox for this notice are shown below. To view the full supplier details and download the supporting documents *click* the appropriate ID. To download the entire postbox into a zip file click on the relevant link.

#### Postbox Details

Ref: MAR067284  
Title: test  
Created: 16/03/2015 10:29 AM  
Deadline: 16/03/2015 12:00  
Download: [Download all postbox responses \(Zip File\)](#)

#### All Responses

ID	Received	Supplier Name	Late Responses
<a href="#">11288</a>	16/03/2015 15:10:20	Millstream - AA0014	

#### Postbox Notes

[Create New](#)

Created	Notes	Who
16/03/2015	This is a note	John Harrowgate

Within the zip file there will be a folder containing all responses and a .txt file listing the responses and the postbox details.

Each response is provided in its own folder and contains each document the supplier uploaded to their response as well as a .txt file detailing the response.

You can also view and download responses individually by selecting the supplier name.

## Notes

**Deadline:** Submissions can be created and submitted up to the stated tender deadline. Once the deadline has passed submissions can neither be created or submitted. It is not advisable for suppliers to wait until the last moment before creating and dispatching a response in case of any last minute problems.

**Postbox Security:** Postbox submissions cannot be accessed by anyone, including Millstream, until the deadline has passed. Once a response has been submitted it cannot be recalled or edited. If a supplier realises they have made an error in their response, the only remedy for this is to submit another response which supersedes the original.

**Terms and Conditions/Request for Tender Documents:** Purchasers may wish to consider reviewing the terms and conditions in their request for tender documentation in light of late delivery or technical issues.

**Information:** All notices using the tender Postbox for submissions will automatically display the below statement:

*The buyer has indicated that it will accept electronic responses to this notice via a 'Tender Submission Postbox' facility. If purchasers are only accepting electronic responses via the Postbox this should be made clear in the tender notice and in the documents.*

**Viruses:** The server virus checker will scan all documents when they are uploaded and if a virus is detected the file will be deleted and the supplier notified. Provided that the deadline has not passed, the supplier will have the opportunity to replace with a clean file.

**Corrupt Documents:** Corruption in documents cannot be detected. Buyers should define their policy in this regard in the tender document (e.g., it will be rejected).

**Document Types:** It would be helpful if buyers specified in the notice or tender documents what file/document types can be accepted and read by your organisation for online submissions.

**Document sizes and maximum documents allowed:** There is a maximum size limit of 10Mb for any document to be sent via the Postbox. If suppliers attempt to upload a document larger than 10Mb it will be rejected and will not be added to the submission. The size of Postbox responses must not exceed 30Mb in total.

**Multiple submissions:** As mentioned above, if a supplier has already submitted a response it cannot be recalled. However, they can submit a second tender if they wish, stating which response is to stand.

**Help Desk:** For further advice on using the online submission facility please contact the support team using the contact details provided on the site home page.