simply**logical**.net

Authors of high-quality software in Canberra since 2002
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360

QUICK REFERENCE GUIDE

Providers' Portal

This guide is for businesses seeking to respond to a request for tender or similar request using 360. If it has an error or seems to be out-of-date, please email support@simplylogical.net. For additional help, please browse or search the online knowledgebase: [360 – Providers' Portal Help Articles](#).

CONTENTS

INTRODUCING 360

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

1. The Buyers' Portal allows buyers to:
    a. Configure a request for tender, request for quote, and similar requests
    b. Publish them
    c. Manage correspondence with respondents
    d. Evaluate responses
    e. Maintain confidentiality and auditable records
2. The Providers' Portal allows providers 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 is a paperless system!

Buyers publish requests (e.g. for tender) online. Providers respond by completing the buyer's questionnaire online.

Every item in the questionnaire needs a response!

The online questionnaire has questions and instructions. Each must be answered or acknowledged in order to submit the tender. If there is an unread addendum or an unanswered question, 360 will not allow the responses to be submitted. Unsubmitted responses are not presented to the evaluation team for consideration.

360 applies best practice procurement policies!

Buyers cannot see responses until the electronic tender box is open. Once open, 360 helps evaluation teams reach their decisions using fair and equitable systems. 360 has comprehensive audit logging.

360 is built for commercial-in-confidence data!

All data is kept in the strictest confidence and 360 is built to allow subject matter experts to assist the evaluation team without risking confidential information being shared with competitors.

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 providers to register or respond to a request for tender.

CAN I USE A TENDER CONSULTANT OR SUBMIT OF BEHALF OF A SUBSIDIARY?

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

HOW DO I FIND A REQUEST FOR TENDER?

There are 3 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 providers' 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 just need to sign-in and create a subscription filter.

See also: How to change my subscription filter (notification) preferences in 360

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 provider 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 the electronic tender box must be opened by authorised people 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 provider[1].
3. The request manager controls access to the responses such that evaluators can only see part of a submission (an important protection for when the buyer uses subject matter experts).
4. Business and staff contact details are made available to the request manager prior to submission (important for avoiding conflicts of interest).

NOTES
Data protection is your responsibility too.

- ✓ Control who has access – providers 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 provider 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](#)

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[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.