



Oifig um Sholáthar Rialtais
Office of Government Procurement

New Messaging Functionality

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Overview of Messaging Functionality

The messaging system on eTenders supports the logging and tracking of any communication during the tendering process. Buyers can send messages to and receive messages from the different registered users involved in the tender competition. This can include supplier companies and colleagues within your own contracting authority. Also, the system automatically generates messages to inform you when important events occur i.e. Tender proposal received. All messages are stored in a flat folder in date order. Each procurement competition will have its own unique messaging folder.

The Proposed Enhancement

It is not possible for buyers to group or sort messages at present. This can be problematic when there is a large amount of queries and this increases the risk that certain supplier messages could be missed. The new messaging folders will automatically separate and filter user generated messages and system messages. Buyers will also have the ability to create new folders to structure messages as they see fit. Individual messages can be copied from the default folders which will simplify search and retrieval. These newly created folders are unique to each tender competition. This enhancement will only apply to new tender competitions published after the 4th May 2015.

Key elements of the New Messaging System

1. Default folders include;
 - 1.1 Buyer/Supplier messages.
 - 1.1.1 Inbox
 - 1.1.2 Sent
 - 1.1.3 Drafts
 - 1.2 System Notifications.
 - 1.2.1 Invitations Accepted
 - 1.2.2 Responses Sent
2. Create your own folders unique to current tender, e.g. Clarifications. This will appear under the Buyer Supplier Messages.
3. Copy messages from default folders into newly created folder(s).
4. Cannot delete individual messages in the default messaging folders.
5. Message threads are retained when copied into newly created folders.¹
6. Can delete created folders containing copied messages. The original message is retained in the default folders listed in the default folders listed in 1 above.

¹ Message threads should be reviewed prior to broadcasting to all suppliers. Company or persons names should be removed before the broadcast message is sent.

Where can I find the Messaging System

The messaging system can be found when you have created a tender on the left hand side of the RFT checklist, as below.

RFT14296 - FARM FRAMEWORK - Combine Harvesters (1)

Project: Over Threshold Framework

[Instructions](#)

The screenshot shows the interface for RFT14296 - FARM FRAMEWORK - Combine Harvesters (1). On the left is the 'Administration' panel with sections: Suppliers (Supplier overview, Remove supplier, Add to favourite suppliers list), Responses (Responses - Step 1 - Combine Harve..., Notify changes, Lock/unlock suppliers), **Messaging** (Responses - Step 1 - Combine Harve..., New message), Audit trail (Responses - Step 1 - Combine Harve...), and Reporting (Go to reporting). On the right is the 'Checklist' panel for 'RFT - Combine Harvesters (1)'. It lists several tasks: Selecting of process template (Open Procedure (OJEU)), Manage packages (Combine Harvest...), Set message recipients (Set message recipients), Select CPV codes (Select CPV codes), RFT Dates / Planned activities in this process (Edit), Publication sites (Edit), Manage evaluation model (Edit), ESF projects (Edit), and Pricing required (if any) (Combine Harvest...). The 'Messaging' section in the Administration panel is circled in red.

New Messaging Homepage

RFT13511 - FARM FRAMEWORK - Combine Harvesters

Project: Over Threshold Framework

The screenshot shows the 'New Messaging Homepage' for RFT13511 - FARM FRAMEWORK - Combine Harvesters. At the top, there is a 'New message' button, a dropdown for 'Combine Harvest...', a dropdown for 'All companies', a search bar, and a 'More' dropdown. Below this is a 'Buyer/Supplier messages' section with a table. The table has columns for 'Id', 'Subject', 'From', and 'Sent'. The first message has Id 29983 and Subject 'eu-supply TEST: Invitation to RFT Combine Harvesters'. Below the table is a pagination control showing 'Page 1 of 1' and 'items per page 25'. At the bottom, there is a 'System notifications' section.

New Message Screen

New message

Reference: RFT # 13511 : 1 Combine Harvesters

To...

Broadcast

Subject:

Send notification about message to recipient(s).

B *I* U Font Sizes

p

Send Save Attach files... Cancel

Message sent to Suppliers – sitting in ‘Sent’ folder

RFT14296 - FARM FRAMEWORK - Combine Harvesters (1) Project: Over Threshold Framework

[New message](#) Combine Harvest... All companies More ← To checklist

Buyer/Supplier messages

	<u>Id.</u>	<u>Subject</u>	<u>From</u>	<u>Sent</u>
<input type="checkbox"/>	32800	eu-supply TEST:Invitation to RFT Combine Harvesters	Patrick, Grogan - To...	16/02/2015

[Inbox](#) **[Sent](#)** [Drafts](#)

Page 1 of 1 Items per page 25 Display

System notifications

Response from Supplier – sitting in ‘Inbox’ folder

RFT14296 - FARM FRAMEWORK - Combine Harvesters (1) Project: Over Threshold Framework

[New message](#) Combine Harvest... All companies More ← To checklist

Buyer/Supplier messages

	<u>Id.</u>	<u>Subject</u>	<u>From</u>	<u>Received</u>
<input type="checkbox"/>	32801	TEST RESPONSE Re: eu-supply TEST:Invitation to RFT Combin...	Vincent, Brennan - F...	16/02/2015

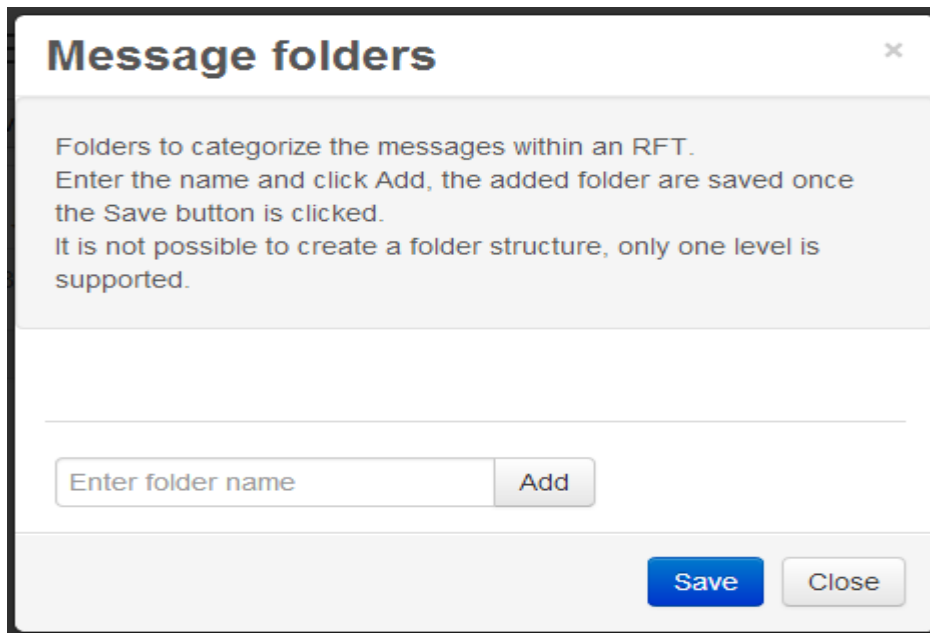
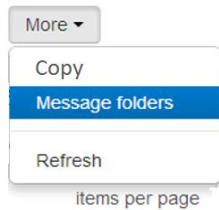
[Inbox](#) [Sent](#) [Drafts](#)

Page 1 of 1 Items per page 25 Display

System notifications

Create New Folder

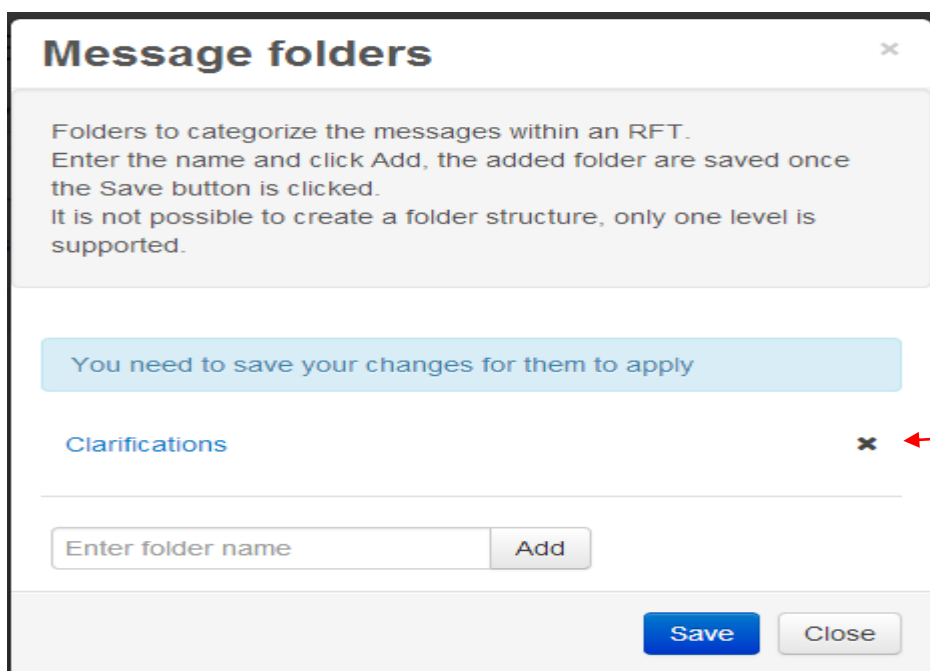
Click on **More**, **Message folders**, type name of new folder to be added, click **Add** and **Save**.



A screenshot of a dialog box titled 'Message folders'. The dialog contains the following text: 'Folders to categorize the messages within an RFT. Enter the name and click Add, the added folder are saved once the Save button is clicked. It is not possible to create a folder structure, only one level is supported.' Below the text is a text input field with the placeholder 'Enter folder name' and an 'Add' button. At the bottom right, there are 'Save' and 'Close' buttons.

You can see Clarifications has been added.

To remove a folder, click on 'X' opposite the folder name. Note that you cannot delete a folder containing messages.



A screenshot of the 'Message folders' dialog box. It shows a list of folders with the name 'Clarifications' and a small 'X' icon to its right. A red arrow points to the 'X' icon. Above the list, there is a light blue notification bar that says 'You need to save your changes for them to apply'. Below the list is a text input field with the placeholder 'Enter folder name' and an 'Add' button. At the bottom right, there are 'Save' and 'Close' buttons.

New Folder Added

RFT14296 - FARM FRAMEWORK - Combine Harvesters (1)

Project: Over Threshold Framework

The screenshot shows an email client interface. At the top, there's a header with 'New message', a dropdown menu for 'Combine Harvest...', a search bar, and a 'More' dropdown. Below this is a table of messages. The first message is selected, and the 'More' dropdown menu is open, showing options like 'Copy', 'Message folders', and 'Refresh'. The 'Clarifications' option is circled in red. Below the message list, there are navigation buttons and a 'Page 1 of 1' indicator. At the bottom, there are links for 'Clarifications' and 'System notifications'.

Copy a message to another folder

Click on **More**, **Copy**, click on folder where message is to be moved, click **Copy**.

RFT14296 - FARM FRAMEWORK - Combine Harvesters (1)

Project: Over Threshold Framework

This screenshot is identical to the one above, but the 'Copy' option in the 'More' dropdown menu is highlighted in blue. The 'Clarifications' option is no longer circled.

The screenshot shows a dialog box titled 'Move messages'. Inside the dialog, there is a text box with the instruction: 'Select a folder to move the selected messages to that folder. The message will still be visible in the All folder'. Below this text box, the 'Clarifications' option is circled in red. At the bottom of the dialog, there are two buttons: 'Copy' and 'Close'.

Message copied to new created folder 'Clarifications'

RFT14296 - FARM FRAMEWORK - Combine Harvesters (1)

Project: Over Threshold Framework

New message All companies

Buyer/Supplier messages **Id** **Subject** **From** **Sent**

Inbox 32801 TEST RESPONSE Re: eu-supply TEST:invitation to RFT Combine H... Vincent, Brennan - F... 16/02/2015

Sent

Drafts

Clarifications

System notifications

Message created and saved as draft – sitting in 'Drafts' Folder

RFT14296 - FARM FRAMEWORK - Combine Harvesters (1)

Project: Over Threshold Framework

New message All companies

Buyer/Supplier messages **Id** **Subject** **From** **Sent**

Inbox 32802 Testing Draft Patrick, Grogan - To... 16/02/2015

Sent

Drafts

Clarifications

System notifications

All buyer and supplier messages can be seen in the 'Buyer/Supplier messages' folder

RFT14296 - FARM FRAMEWORK - Combine Harvesters (1)

Project: Over Threshold Framework

New message All companies

Buyer/Supplier messages **Id** **Subject** **From** **Sent**

Inbox 32802 Testing Draft Patrick, Grogan - To... 16/02/2015

Sent 32801 TEST RESPONSE Re: eu-supply TEST:invitation to RFT Combine H... Vincent, Brennan - F... 16/02/2015

Drafts 32800 eu-supply TEST:invitation to RFT Combine Harvesters Patrick, Grogan - To... 16/02/2015

Clarifications

System notifications

All system messages (if any) can be seen in the 'System notifications' folder

RFT14296 - FARM FRAMEWORK - Combine Harvesters (1)

Project: Over Threshold Framework

New message All companies

Buyer/Supplier messages No messages

Inbox

Sent

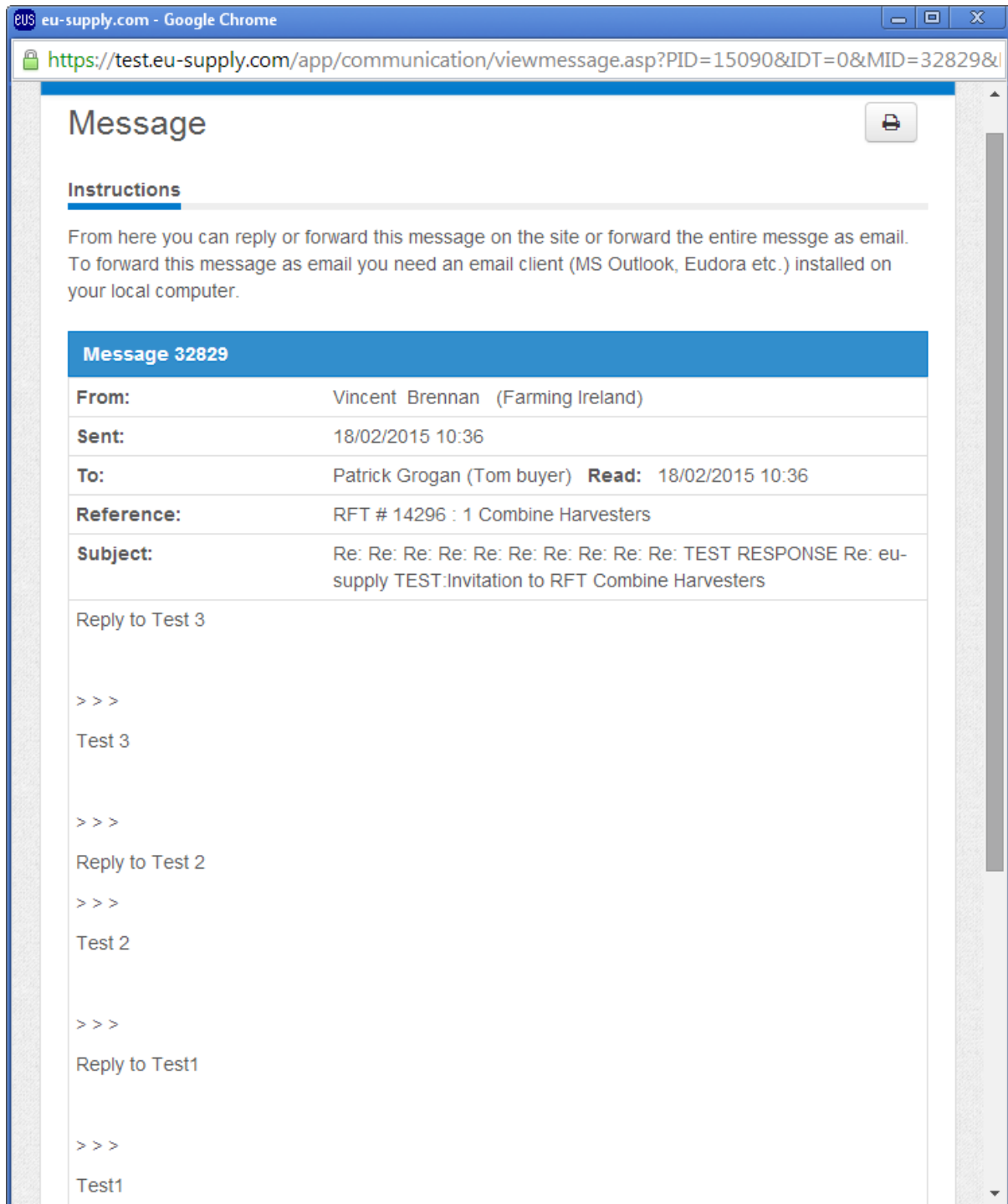
Drafts

Clarifications

System notifications

Testing Message Threads

Threads are retained when copied to a new folder. **When broadcasting to all Suppliers, Buyers should review messaging threads which may identify the company or individuals who submitted a query. These details should be removed prior to broadcasting.**



The screenshot shows a web browser window with the address bar displaying the URL: <https://test.eu-supply.com/app/communication/viewmessage.asp?PID=15090&IDT=0&MID=32829&I>. The page title is "Message" and there is a print icon in the top right corner.

Instructions

From here you can reply or forward this message on the site or forward the entire message as email. To forward this message as email you need an email client (MS Outlook, Eudora etc.) installed on your local computer.

Message 32829

From:	Vincent Brennan (Farming Ireland)
Sent:	18/02/2015 10:36
To:	Patrick Grogan (Tom buyer) Read: 18/02/2015 10:36
Reference:	RFT # 14296 : 1 Combine Harvesters
Subject:	Re: Re: Re: Re: Re: Re: Re: Re: Re: Re: TEST RESPONSE Re: eu-supply TEST: Invitation to RFT Combine Harvesters

Reply to Test 3

>>>

Test 3

>>>

Reply to Test 2

>>>

Test 2

>>>

Reply to Test1

>>>

Test1