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# **E-TENDERING SERVICES**

## **EPPS0920 - VIEW AND REPLY TO MESSAGE RECEIVED**



**VERSION 2.0 – 03/2020**

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## View and Reply to Message received EPPS0920

### Purpose

This guide presents how a user can view and reply to a message received regarding a particular Call for Tender, using eTendersNI. The Messaging functionality applies to the following users:

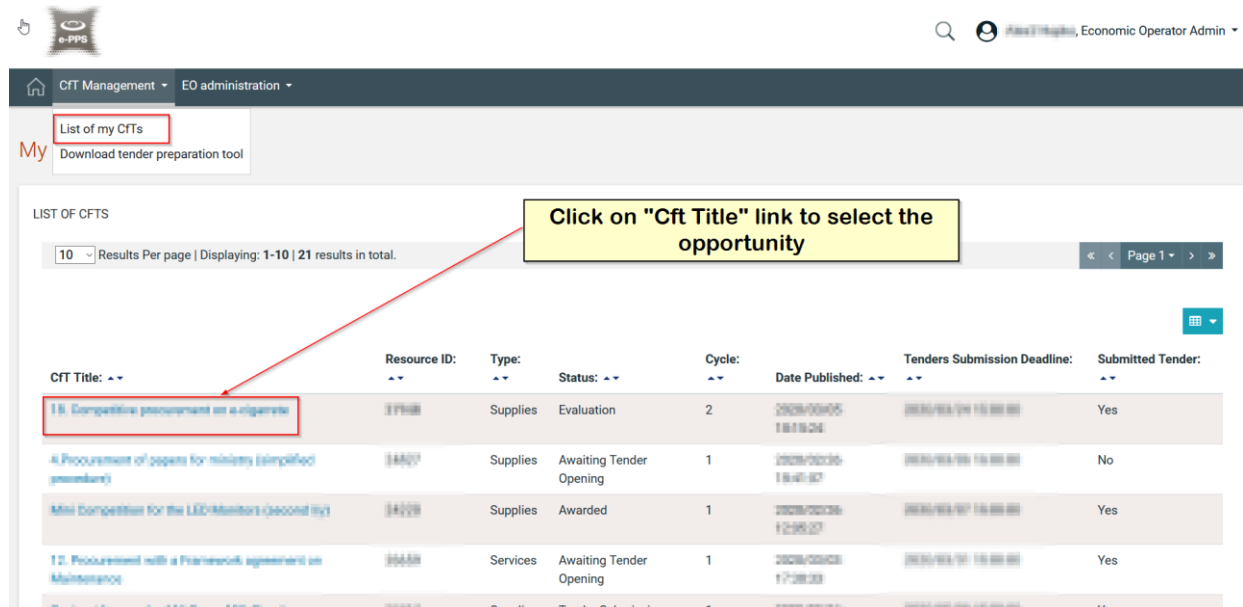
- Tender Coordinator (PO/TC) of Call for Tender
- Evaluator Responsible (PO/ESR) of Call for Tender
- All associated Supplier users

This guide describes the functionality available to supplier users.

### Procedure

The steps for viewing and replying to a message are the following:

- Log in on eTendersNI and select the Call for Tender, through clicking on the title of the Call for Tender. The Call for Tender can be found from the “*List of my CFTs*”, under “*Cft Management*” section.

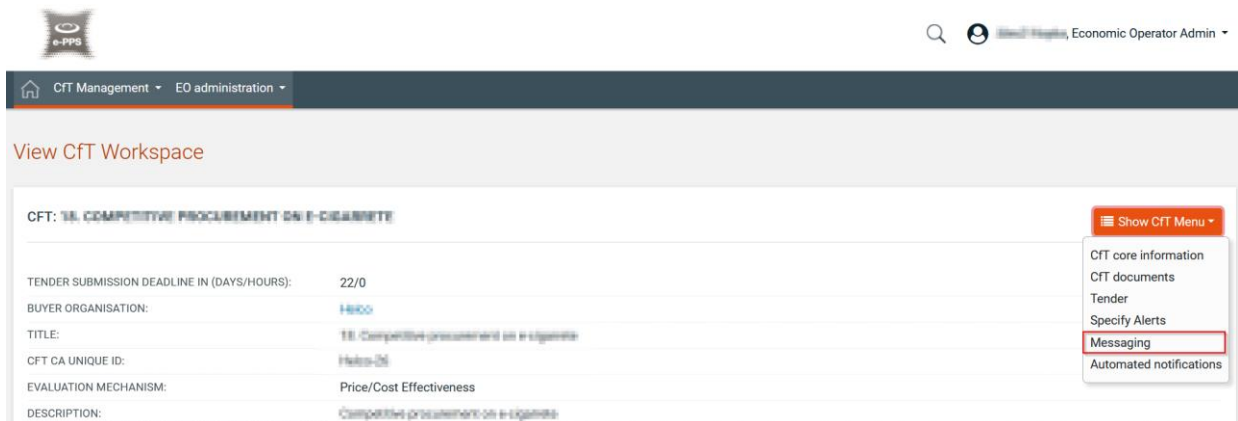


| Cft Title: ▾   | Resource ID: ▾ | Type: ▾  | Status: ▾               | Cycle: ▾ | Date Published: ▾   | Tenders Submission Deadline: ▾ | Submitted Tender: ▾ |
|--|----------------|----------|-------------------------|----------|---------------------|--------------------------------|---------------------|
| <b>18. Competitive procurement on a cigarette</b>            | 17748          | Supplies | Evaluation              | 2        | 2025/03/05 18:18:24 | 2025/03/04 18:00:00            | Yes                 |
| 4. Procurement of papers for military (simplified procedure) | 14427          | Supplies | Awaiting Tender Opening | 1        | 2025/02/05 18:41:57 | 2025/02/04 18:00:00            | No                  |
| Mini Competition for the LEO-Members (second try)            | 14728          | Supplies | Awarded                 | 1        | 2025/02/05 12:55:27 | 2025/02/07 18:00:00            | Yes                 |
| 12. Procurement with a Framework agreement on Maintenance    | 10448          | Services | Awaiting Tender Opening | 1        | 2025/02/03 17:28:33 | 2025/02/07 18:00:00            | Yes                 |
| Continued for renewal of 18 Tenders Mills Provider           | 16617          | Supplies | Tender Submission       | 1        | 2025/01/04          | 2025/01/04 18:00:00            | Yes                 |

The system displays the “View Cft Workspace” page where the details of the Call for Tender are shown.

- Click on the red button “*Show Cft Menu*”. The drop-down Menu appears and

select the “*Messaging*” option.



The screenshot shows the 'View CFT Workspace' page in the eTendersNI system. The breadcrumb navigation is 'CFT Management > EO administration'. The main content area displays details for a specific CFT: '11. COMPETITIVE PROCUREMENT ON E-GIGANTS'. The details include: TENDER SUBMISSION DEADLINE IN (DAYS/HOURS): 22/0; BUYER ORGANISATION: H&O; TITLE: 11. Competitive procurement on e-gigants; CFT CA UNIQUE ID: H&O-21; EVALUATION MECHANISM: Price/Cost Effectiveness; DESCRIPTION: Competitive procurement on e-gigants. A 'Show CFT Menu' dropdown is open, showing options: CFT core information, CFT documents, Tender, Specify Alerts, Messaging (highlighted with a red box), and Automated notifications.

By default, the Messaging Inbox is displayed where the list of received messages is shown. The following columns are displayed:

- **Sender**
- **Subject**
- **Sent** (date and time of message dispatch)
- **First opened** (date and time message was first opened)
- **First Replied** (date and time message was first replied)
- **Status** (status of the message)
  - “New” for unread messages
  - “Read” for read messages
  - “Replied” for replied messages
- **Action**
  - “View” to view message
  - “Reply” to reply to message
  - “Forward” to forward the message

- Click on the “View” link in “Action” column

## View Messages

CFT: 18. COMPETITIVE PROCUREMENT ONI-CILARRETE Show CFT Menu

**Inbox** Sent Messages Draft Messages COMPOSE

Search Messages

Subject:

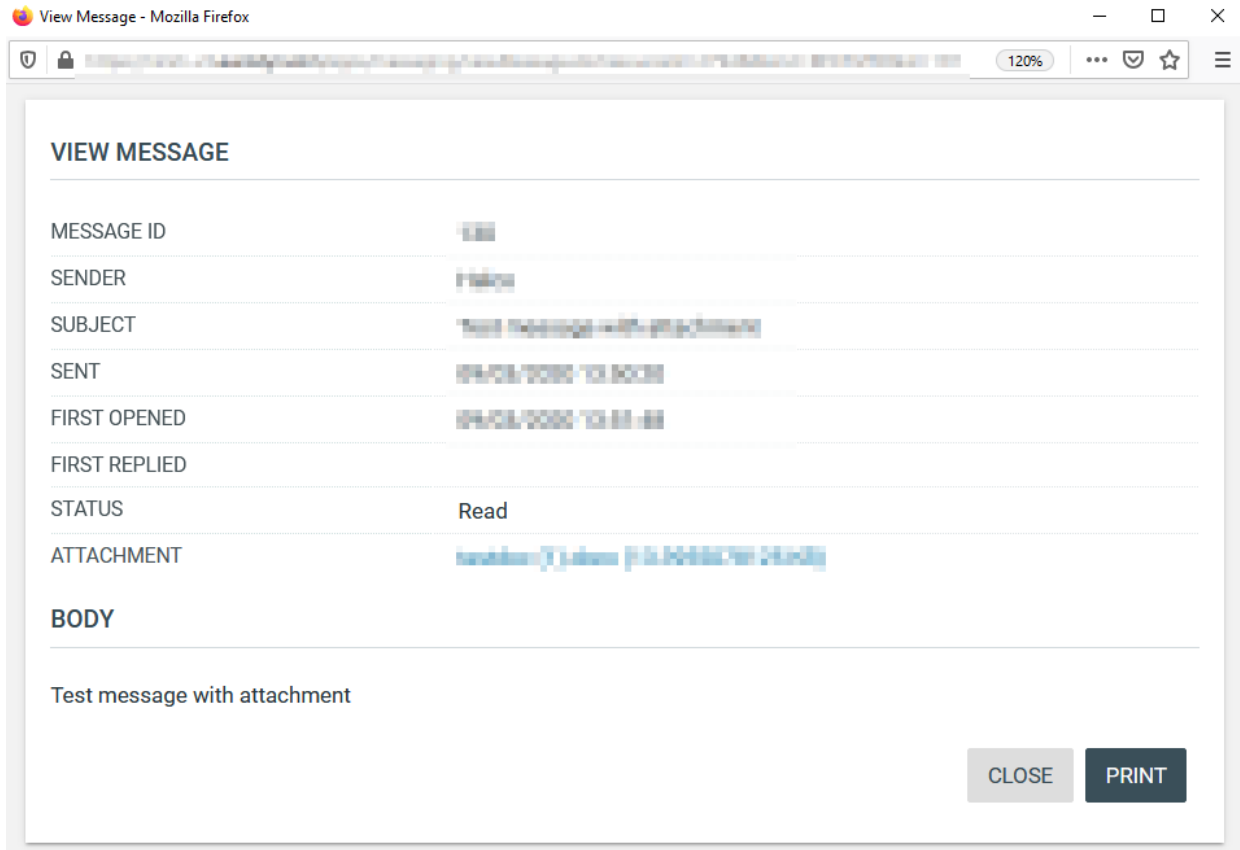
Broadcast  
 Yes  No [Clear] SEARCH

10 Results Per page | Displaying all 2 matches. < < > >

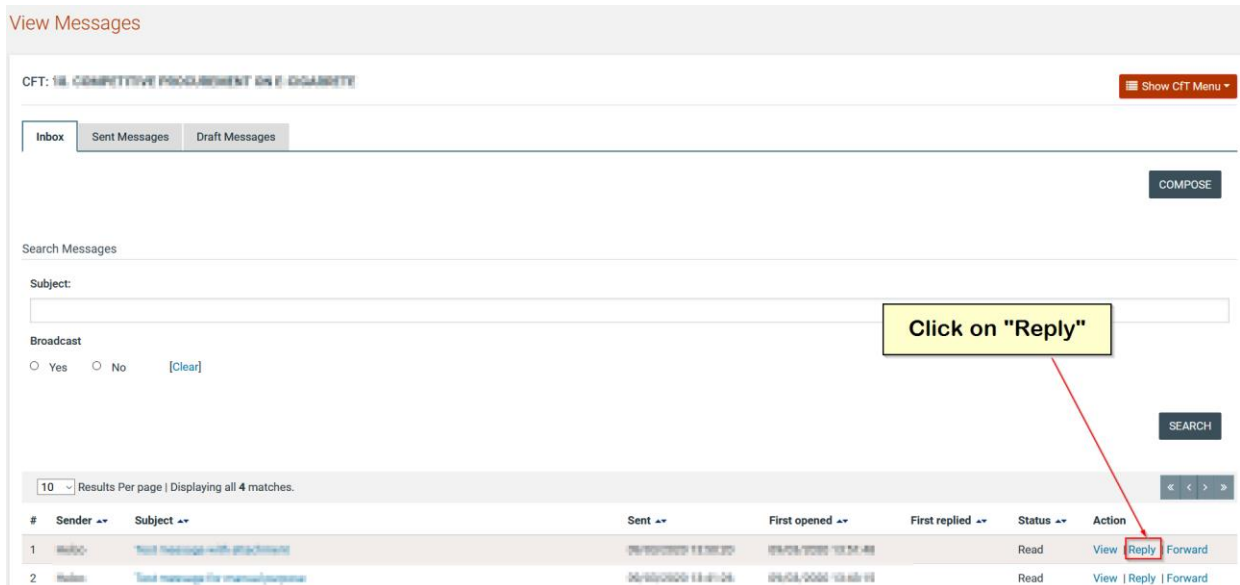
| # | Sender | Subject  | Sent                | First opened        | First replied | Status | Action                        |
|---|--------|--|---------------------|---------------------|---------------|--------|-------------------------------|
| 1 | Public | CFT: 17988 - 18. Competitive procurement on a (general) Supply agreement | 05/10/2020 10:21:40 | 05/10/2020 10:21:40 |               | Read   | <b>View</b>   Reply   Forward |
| 2 | Public | CFT: 17988 - 18. Competitive procurement on a (general) Supply agreement | 05/10/2020 10:21:40 |                     |               | New    | View   Reply   Forward        |

All message details are then displayed in the generated pop-up window:

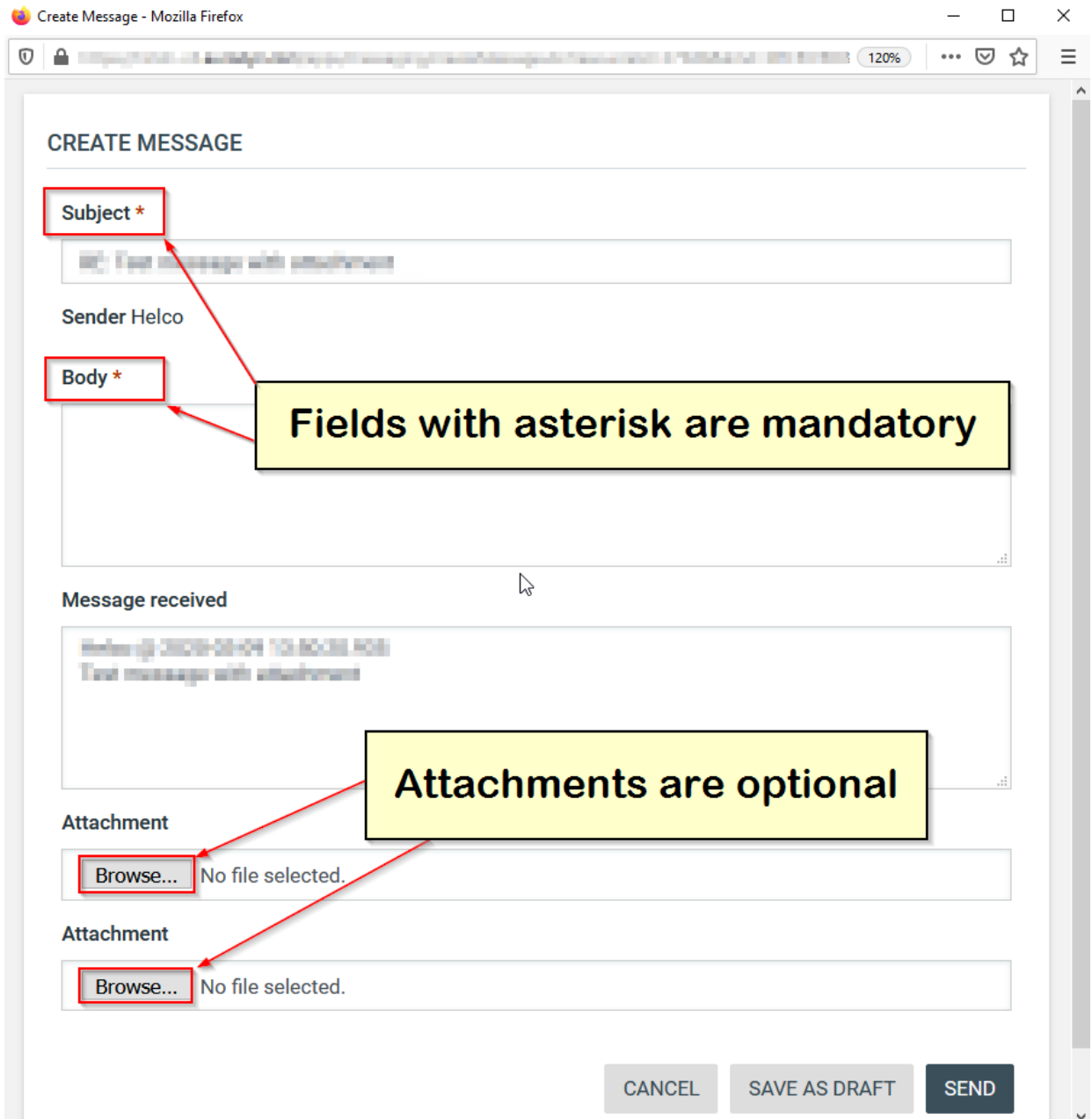
- **ID**
- **Sender**
- **Subject**
- **Sent**
- **First opened**
- **First replied**
- **Status**
- **Attachment**
- **Body**



- In order to reply to a received message, click on the “Reply” link in “Action” column



- In “*Create message*” form, fill in the following fields:
  - **Subject** (mandatory)
  - **Body** (mandatory)
  - Up to 2 **Attachments** (Optional).



- Click on the “*Send*” button to send the message. In order to save a message as draft and send it later, click on the “*Save as Draft*”. The draft message is saved in “*Draft Messages*” section/tab



Once a message is sent, an automated notification e-mail is dispatched to the recipient. To view the message, recipient user can click on the link inside the e-mail notification, and, if already logged in, he will be redirected to the received message.

The Tender Coordinator/ Evaluator Responsible will receive notification email that the message has been answered.

The screenshot shows an email header and body. The header includes: From: ni-eproc-test-noreply@eurodyn.com ☆; Subject: eTendersNI CFT Automated Notification - [CFT: [redacted]] Message sent; To: ni-eproc-test-noreply@eurodyn.com ☆. The body text says: [redacted] sent you a message on CFT: [redacted], with title [redacted]. Please access the below URL to view the message. [redacted]. A callout box labeled 'Cft resource id' points to the [redacted] in the subject line. Another callout box labeled 'Title of a message' points to the [redacted] in the body text. Below the URL, there is a disclaimer: IMPORTANT: All actions within the eTendersNI will be recorded for auditing purposes. This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited. Please do not reply to this mail.

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