

Introduction

Suppliers can respond to Approaches to Market (ATM) also known as a Request for Quotation (RFQ) released to the market by The City of Mandurah (The City) via a portal.

Suppliers can either self-register for portal access or may receive an invitation from The City to respond to an ATM.

The Supplier Portal has been introduced as a method for potential suppliers to register an interest in supplying to The City of Mandurah.

Purpose

The purpose of this guide is to provide clear instructions on how to access and review Approaches to Market to which you have been invited, submit your responses, and monitor the progress.

It also outlines the procedures for accessing financial transactions, purchase orders, and contract summaries; updating contact and payment information; submitting or revising qualifications; responding to reviews; and managing quotes or tenders.

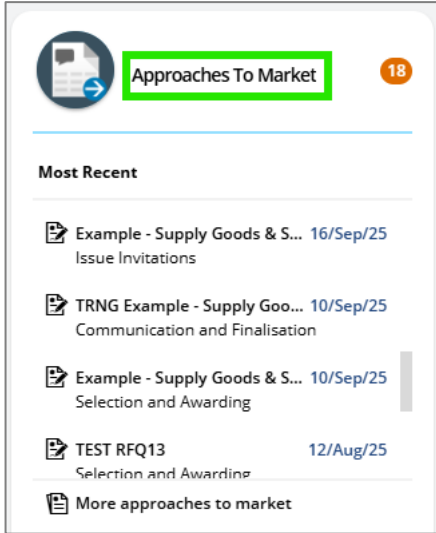
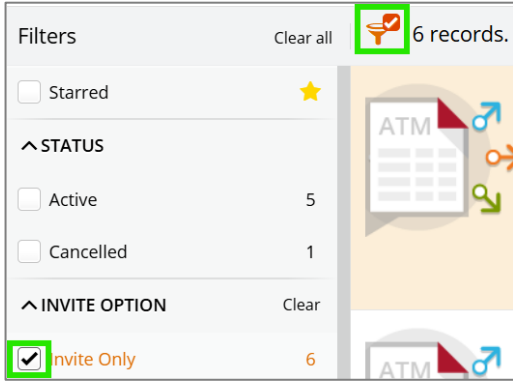
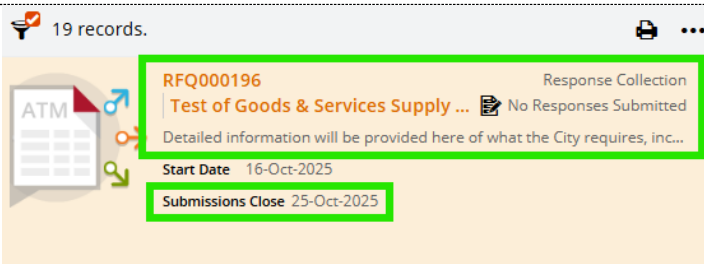
Portal View

Once registered the following tile will display. The Approaches to Market is the area which displays any opportunities your organisation has been invited to, as well as any open opportunities you can respond to.

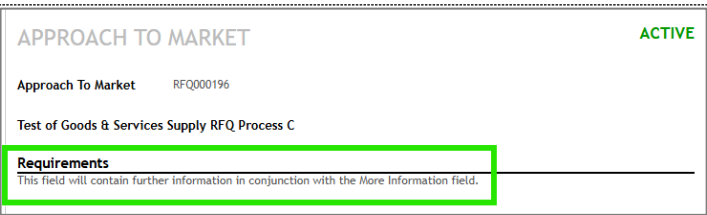
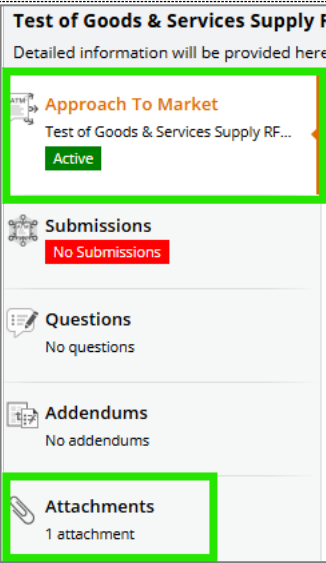


How to Respond to an Approach to Market

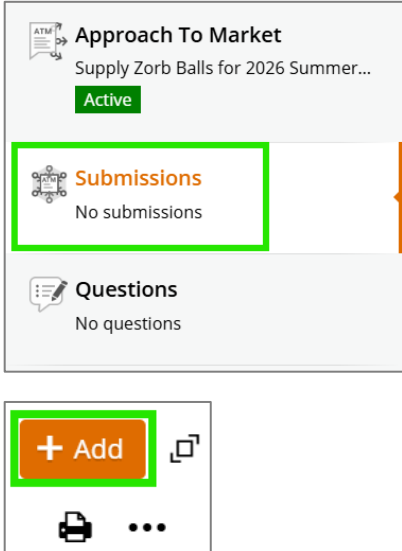
Viewing an Approach to Market

1.	Open up the tile Approaches To Market by clicking on the title.	
2.	Open up the tile Approaches To Market by clicking on the title. This tile will show you all Approach to Market (ATM) your organisation has been invited to participate in, or any approaches that are open for any supplier to respond to.	
	 You can filter the list to see only the ones you're invited to by using the filter option at the top left – as shown to select Invite Only	
3.	A summary of the ATM will be visible. This will show the: • RFQ Number • RFQ Title • A brief description • The Stage (i.e. Response Collection in this example) • The Start date • Submission Closing Date	  Ensure the submission is submitted by 2pm on the Closing Date – no further submissions can be accepted after this date/time.

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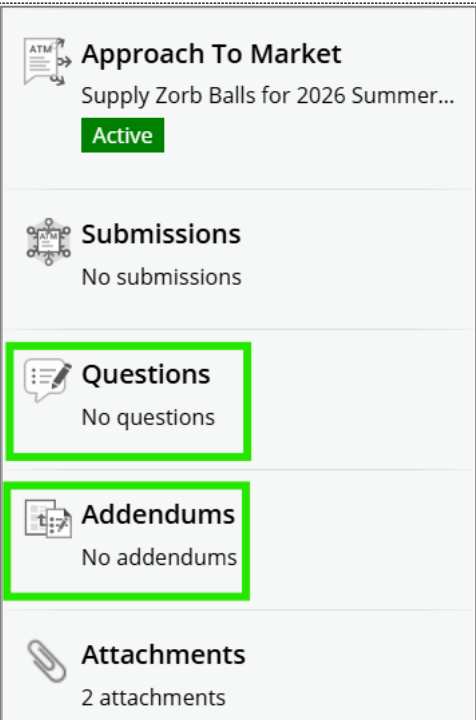
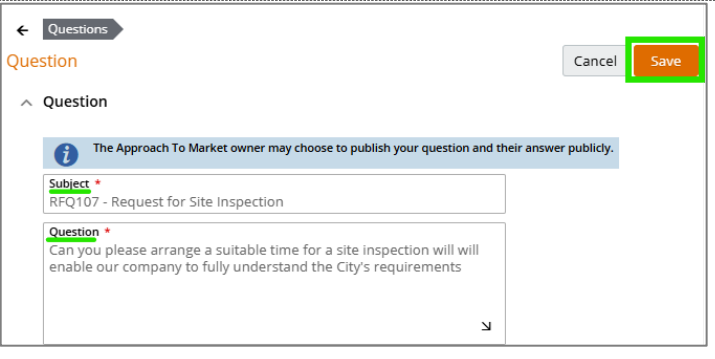
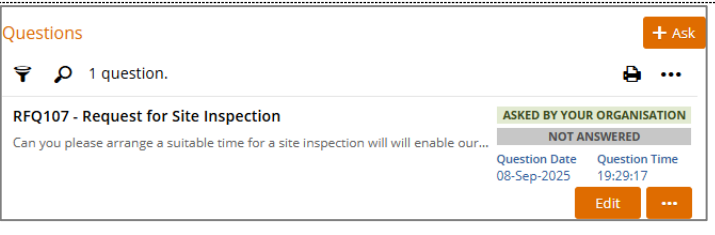
	On this same screen you will see an image of the Approach to Market, which shows the RFQ number, Stating its Active and a Requirements Heading. Under the Requirements heading will be further information of the City's Requirements.  <i>Please take note of any instruction or information in this section in conjunction with the attachments and detailed information in the ATM.</i>	
4.	Next click on View Button	
5.	Click on the Approach to Market Tab to view details, Ensure you open all attachments which will provide further details of the City's requirements.  <i>In general, any attachments that are editable documents (not PDF) will need to be completed as part of the response (i.e. Pricing Schedule in Excel)</i>	
6.	There are three different stages for each Approach to Market opportunity: • Response Collection: During this period you can add, amend or withdraw your submission. In the response collection stage you can submit questions for clarification if required via the supplier portal. • Selection and Awarding: This is the stage where submission date and time has been reached. No further submissions, changes or questions can be submitted or received. This is the stage where the City is reviewing all submissions to decide on the successful respondent. • Communication and Finalisation: At this stage, everyone who responded to the Approach to Market will be contacted with the outcome.	

Responding to an Approach to Market

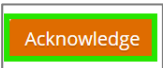
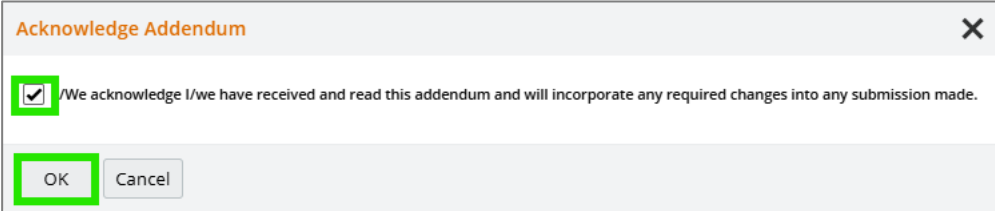
7.	Open an Approach to Market as detailed in the above steps.
8.	Click on the heading Submissions and next click on + Add Button  <i>If you don't see the option to add a submission, it could mean that this Approach to Market isn't currently accepting responses. Simply return to the main screen to check when submissions will open.</i>
9.	As part of the submission there will be a requirement to answer questions and also to provide documentation and complete attachments (i.e. Pricing Schedule which is detailed line items that make up the Lump Sum value that is entered in the response). When answering questions simply use the drop-down menu to add your response or type a comment in the provided box. <i>In some instances, there will be pre-populated text in the comments box as an example of how to provide details to the question.</i> If you are including attachments as part of your response, please include the name of the attachment in the relevant comment field, the opportunity to attach the document/s will come later.
10.	You can save at any time throughout the process, by clicking the Save Button located in the top right-hand corner of the screen. This allows you pause and come back later - your submission will be saved as a draft, and you'll see a new tab where you can add attachments. Just remember, all questions need to be answered before you can submit your response. 

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Ask a Question

11.	If you need to ask a question for clarification, click on the Questions Tab to submit your question. Here you will see any questions that have been asked and published for external view, as well as the answer or attached addendum.  <i>You can only ask questions during the response collection stage.</i> Responses will be provided by the City via the Supplier Portal issued as an Addendum and will display in the Addendum Tab shown here.	 Approach To Market Supply Zorb Balls for 2026 Summer... Active Submissions No submissions Questions No questions Addendums No addendums Attachments 2 attachments
12.	To ask a new question click +Ask Button	
13.	Enter a Subject (include the RFQ Number) and the Question in the fields provided. Next click Save.	 ← Questions Question Cancel Save ^ Question <i>The Approach To Market owner may choose to publish your question and their answer publicly.</i> Subject * RFQ107 - Request for Site Inspection Question * Can you please arrange a suitable time for a site inspection will enable our company to fully understand the City's requirements
14.	The following status will display.	 Questions + Ask 1 question. RFQ107 - Request for Site Inspection ASKED BY YOUR ORGANISATION NOT ANSWERED Can you please arrange a suitable time for a site inspection will enable our... Question Date 08-Sep-2025 Question Time 19:29:17 Edit ...

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15.	The City will review the question which will either be answered to your organisation, published for all invited parties to see (your details will be hidden), or an addendum will be published. If your question leads to an addendum, you'll receive an email with all the details and a request to acknowledge you've seen it.
16.	If there's something new for you to review, you'll see a red flag under the Addendums Tab.  Click View to open the addendum and read through the details.  Once you've read through the addendum, click Acknowledge and tick the box to confirm. The red flag will turn green, letting you know that all addendums are up to date and nothing more is needed from you.    <i>Before submitting your response the system will prompt you to Acknowledge any Addendums not already confirmed.</i>

Finalising your Submission

17.	Once you've finished answering all questions and adding any necessary attachments, you're ready to submit your response. Note: If there are any unanswered questions, you'll see a message advising which questions still need to be completed.
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How to Respond to an Approach to Market

	2 ERRORS  Question: Is your company compliant with c  Question: Provide a list of plant and equipm
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Need to amend Submission

If you decide to add more information after submitting, you can easily withdraw your submission, make your updates, and resubmit your response. Just keep in mind, this option is only available while the submission period is open. Once the closing date passes, the option to edit or resubmit will no longer appear.

18.	If once you have submitted your response you need to amend – providing the RFQ deadline is still open, simply click on the Withdraw Submission Button. Withdraw Submission More ▾ Make the changes and click on Submit Button to submit your response.
19.	Other options available are: • Add New Submission - To add a new submission rather than amending a submission • Cancel Submission – This option will completely cancel the submission

Adding Attachments

When responding to questions in the RFQ there are prompts throughout to provide attachments. It is recommended that the Attachment Name is recorded in the response field to clearly indicate which attachment relates to which question.

Suggested Format: Attachment A – List of Key Personnel, Attachment B – Project Plan, list attachments in order of the Questions.

Deadline

The closing time for submissions is usually 2pm (AWST) on the date of closing, it is recommended that responses are submitted at least 2 hours prior to allow time for system delays or technical issues. Submissions cannot be received after the closing time.

Withdraw Submission

It is possible to withdraw a submission up to the submission deadline. There are two options:

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- Withdraw and Re-submit; or
- Cancel

Note: if Submission is cancelled it is not possible to re-submit – the response will need to be started again

~~ Further Information ~~

Once Updated to Supplier Status

When the RFQ is finalised, successful suppliers who are awarded the work will be configured to a “Creditor” with The City. The Portal view will have additional Tiles displaying

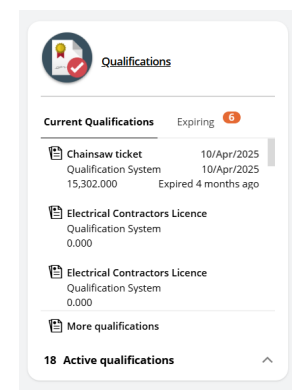
Contracts, Qualifications, Approaches to Market (RFQ), Qualifications, My Transactions etc.

Add or Renew Qualifications

Suppliers can easily maintain and update their own qualifications to ensure they remain compliant with contract requirements.

1. Open up the Qualifications tile by clicking on the title.

 *You can easily see which qualifications need reviewing by the number in red showing how many have expired.*



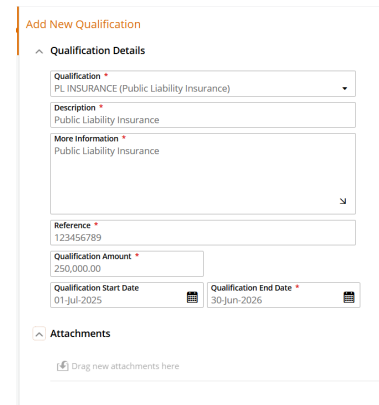
2. To add a new qualification, select “Add New Qualification.”

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3. Use the drop down to select which qualification you want to add.

If you cannot find the qualification in this list, please email tenders@mandurah.wa.gov.au for it to be added.

Fill in the required details, upload any attachments, and click “Save.”



4. If you want to renew a qualification you already have, find it in the list and click “Renew Qualification”
5. Enter any updated details, upload the new attachment and click “Save” to finish.

My Supplier Details

Within My Accounts, you can update essential details like bank information and primary contacts, and view account balances, outstanding amounts, and transaction histories. The platform also provides access to payment summaries and review recent payments, giving you a clear overview of your organisation’s financial details.

1. Expand the My Accounts function tile. Information about each account you hold displays, so at a glance, you can determine what your account balances are, as well as total outstanding balance.
2. Click an account. Let’s view an account so we can access and update some of its details.
3. The Account Summary will show with a bar graph. To view details imply click a bar on the graph to view transaction information.
4. On the left hand column under Account Summary is Payment Details if this information is not correct, click on the Request change button. Simply fill out the information that needs updating and submit a form to ensure payment details are always correct and up to date.
5. Back at the Account Details, suppliers can also update their contact information.
6. On the Remittance Tab, click a remittance to open it. You can also view and reprint remittances from within My Accounts, which means you have access to these at any time from within the portal, without having to request them again

Support

If you experience access issues or require support please email:
tenders@mandurah.wa.gov.au