

# LAA eTendering Quick Guides

## QG04: Communicating with the LAA eTendering Team

#### 1. Communicate using PQQ/ITT Messaging



If you wish to communicate with the LAA regarding the content of the Information For Applicants (IFA), PQQs and ITTs please use the online secure messaging tool to send a message. The relevant IFA will set out the timescales for when you can submit questions.

#### 2. Creating Messages

| Ð   |   |                           |  |  |
|---|---|---------------------------|--|--|
| ▼ ITT Details                                       | ITT: itt_223 - Demonstration Project<br>Closing Date: 21/09/2013 12:00:00 |                           |  |  |
| Settings<br>View ITT settings                       | Response Last Submitted On: Not Submitted Yet                             |                           |  |  |
| Buyer Attachments<br>Buyer Attachments: 0           |   |                           |  |  |
| My Response<br>Status is: Response Not Submitted To | Help for Suppliers  |                           |  |  |
| Buyer   | Response status   |                           |  |  |
|   | Response status   | Response Not Submitted    |  |  |
| Messages<br>Vorread Messages (0)                    | Overview  |                           |  |  |
| Create Message                                      | ITT Code  | itt_223                   |  |  |
| Received Messages                                   | ITT Title   | Demonstration Project     |  |  |
| Sent Messages                                       | ITT Description   |                           |  |  |
| Draft Messages                                      | Type of Supplier Access   | ITT Open to All Suppliers |  |  |
| Forwarded Messages                                  | Response Currency   | GBP                       |  |  |
| User Rights   | Test ITT  | No                        |  |  |
| Manage User Rights                                  | Buyer Organisation  | Legal Aid Agency          |  |  |
|   | Buyer Name  | Hampson Sean              |  |  |
|   | Allow Suppliers to Respond by Consortium                                  | No                        |  |  |

Access the messaging tool by clicking the 'Unread Messages' button within the PQQ or ITT.

To create a new message, click 'Create Message'.

#### 3. Create and Send a Message



Edit your message content (enter a subject and the actual message) then click the 'Send Message' link or, if you do not want to send the message immediately, click 'Save as Draft' to save the message in the Draft messages list.

You can also attach files to messages if required by clicking on 'Attachments'.



### 5. Viewing Received Messages

#### Legal Aid Agency

| Back To List   Main Page   Logout   Access                     | ibility and Legendr?  | We<br>Tim                         | elcome: Hampson Sean<br>e Zone: GMT + 0:00 DST |              |        |              |            |                 |
|--|---|-----------------------------------|--|--------------|--------|--------------|------------|-----------------|
| <b></b>  | Project : project 81  | - Demo Project                    |  |              |        |              |            |                 |
| ▶ Create   | Closing Date: 21/09/  | stration Project<br>2013 12:00:00 |  |              |        |              |            |                 |
| Monitor  | Status: Running   |                                   |  |              |        |              |            | Simply click on |
| Setup Evaluation   |   |                                   |  |              |        | Þ            |            | any message to  |
| Evaluate   | 🔄 Save as new ITT 🙀 Delete 🕞 Invalidate 🔄 Save as new Template 🚔 ITT Printable View 🕈 |                                   |  |              |        |              | open the   |                 |
| Award  | Search/Filter Create E Export List to Excel Messages Report                           |                                   |  |              |        |              | Ap apessam |                 |
| Publish Results  | Sender  | Date                              | Subject  | Opened by Me | Opened | Replied      |            | tails.          |
| Messages<br>Vunread Messages (1)                               | Total: 1  | Page 1 of 1                       |  |              |        |              |            |                 |
| Create Message  Received Messages Sent Messages Draft Messages |   |                                   |  |              |        | <u>^ Top</u> |            |                 |
| Forwarded Messages User Rights Manage Rights and Mailing List  | 1   |                                   | ~ COPYRIGHT 2000 - 2013 BRAVOSOLU              |              |        |              |            |                 |
|  |   |                                   |  |              |        |              |            |                 |

#### 4. Viewing Sent Messages

| ck To List   Main Page   Logout   Acce    | sibility and Legende <sup>®</sup>  | Welcome:<br>Time Zone:                       | lampson Sean<br>GMT + 0:00 DST |                   |         |
|---|--|--|--------------------------------|-------------------|---------|
| ITT Details                               | Project : project <u>81</u> - Demo Pr<br>ITT: itt_223 - Demonstration P<br>Closing Date: 21/09/2013 12:<br>Response Last Submitted On: N | oject<br>roject<br>00:00<br>ot Submitted Yet |                                |                   |         |
| fessages<br>▼ Unread Messages (0)         |  |  |                                |                   |         |
| Create Message<br>Received Messages       | Printable View   |  |                                |                   |         |
| Sent Messages     Draft Messages          | Search/Filter  | Export List to Excel Messages                | Report 📄 Print                 |                   |         |
| Forwarded Messages                        | Recipient  | Date   | Subject                        | Read by Recipient | Replies |
| l <b>ser Rights</b><br>Manage User Rights | Legal Aid Agency Total: 1 Page   | 01/07/2013 12:00<br>1 of 1                   | Example Message                | 1                 | 0       |
|   |  |  |                                |                   |         |

To see a list of all the messages that you have sent to the LAA eTendering team, click 'Sent Messages'.

You are able to view whether the message has been 'Read by Recipient' and if they have subsequently 'Replied'.

You can click on the number links to actually view the details of the individuals that have read and replied to the message.

#### 6. Creating and Sending a Reply

| 🍋 Back 🔛 Reply 🔛 Forward 🗎 Print |                            |                                   |
|----------------------------------|----------------------------|-----------------------------------|
| Message                          |                            | After reading the message, if you |
| Date                             | 01/07/2013 12:00           | wish to reply you can do so by    |
| Sent by                          | SH Supplier 02 🗗           | pressing the Reply link.          |
| Sent from User                   | Hampson Sean               | Messages can also be forwarded    |
| Subject                          | Example Message            | to an external email address if   |
| Message                          | This is an Example Message | required.                         |
| Broadcast message                | No                         |                                   |

Details on how to get further technical support are available through the 'Technical Support and Guidance' link on the login page