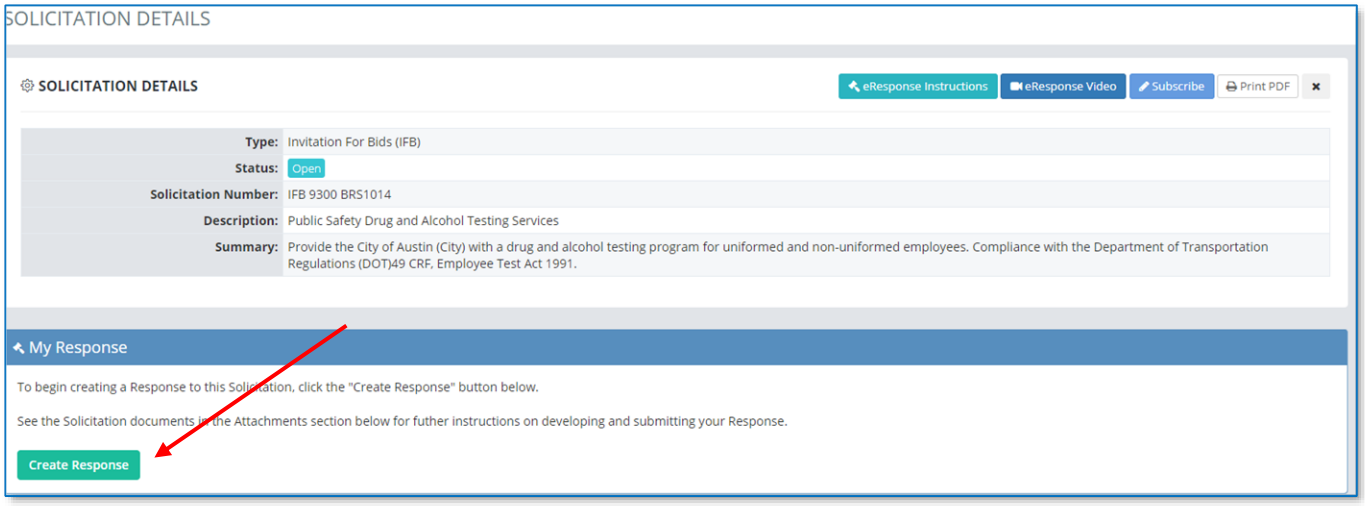
Capital Contracting Office
How to Submit Offers Online
eResponse Instructions

Revised: 10/20/2020

Submitting Offers online using eResponse.

<u>Internet Explorer is not supported</u> – please use Chrome, Edge or Firefox

1. **Create an eResponse.** Find the Solicitation you wish to respond to in Austin Finance Online (AFO), located at: https://www.austintexas.gov/financeonline/finance/. If the Solicitation includes the "eResponse" function, it will have a "My Response" section in the Solicitation's Detail page. Click on "Create Response" to start an eResponse (Fig. 1).



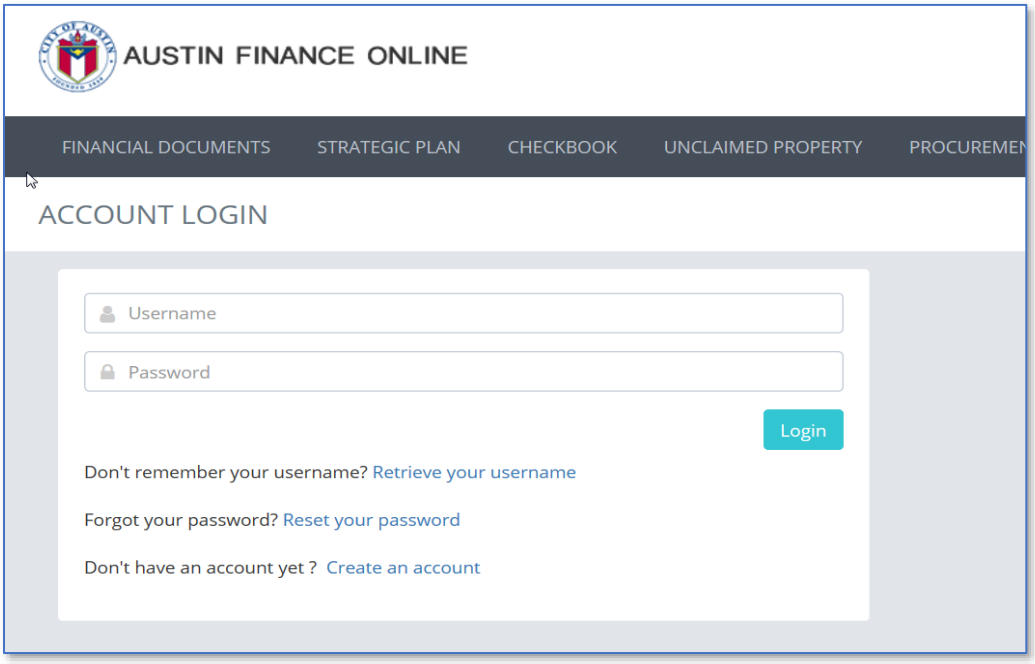
(Fig. 1)

a. To create, edit, or submit an eResponse, you must be logged in to your approved vendor account as the primary contact.

   Approved vendor accounts have been completed and reviewed by the City of Austin's Vendor Registration team.

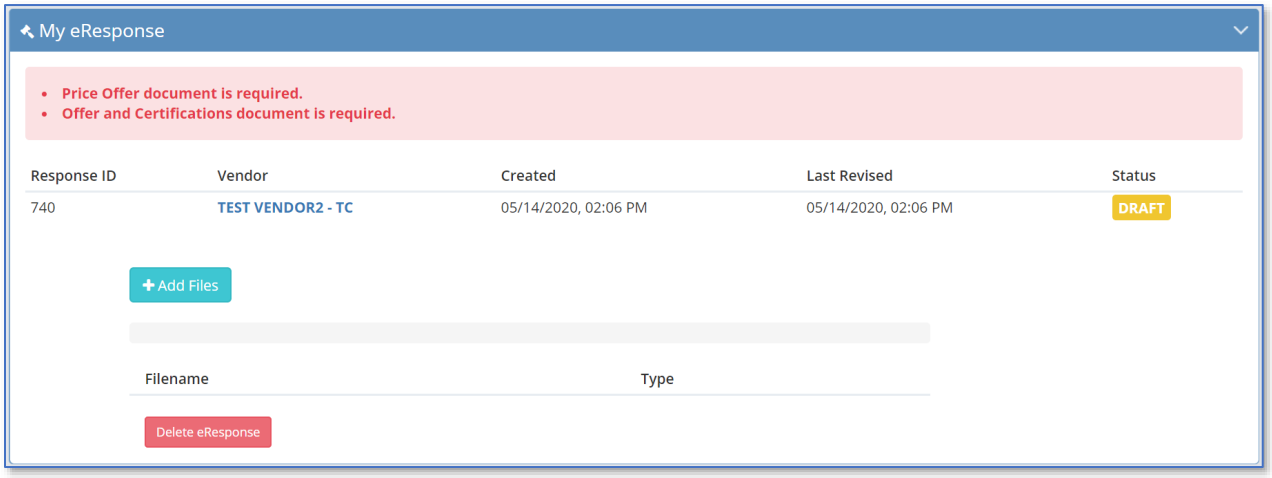
   If you are not the primary contact of your approved account, the Create Response button will not appear after you have logged in. Please contact Vendor Registration for assistance at vendor@austintexas.gov, and inform them that you are unable to submit an eResponse.

b. If you click on "Create Response" but you have not yet logged into AFO, the system will redirect you to a login screen (Fig. 2). Once you have logged into AFO, the system will take you back to the Solicitation.



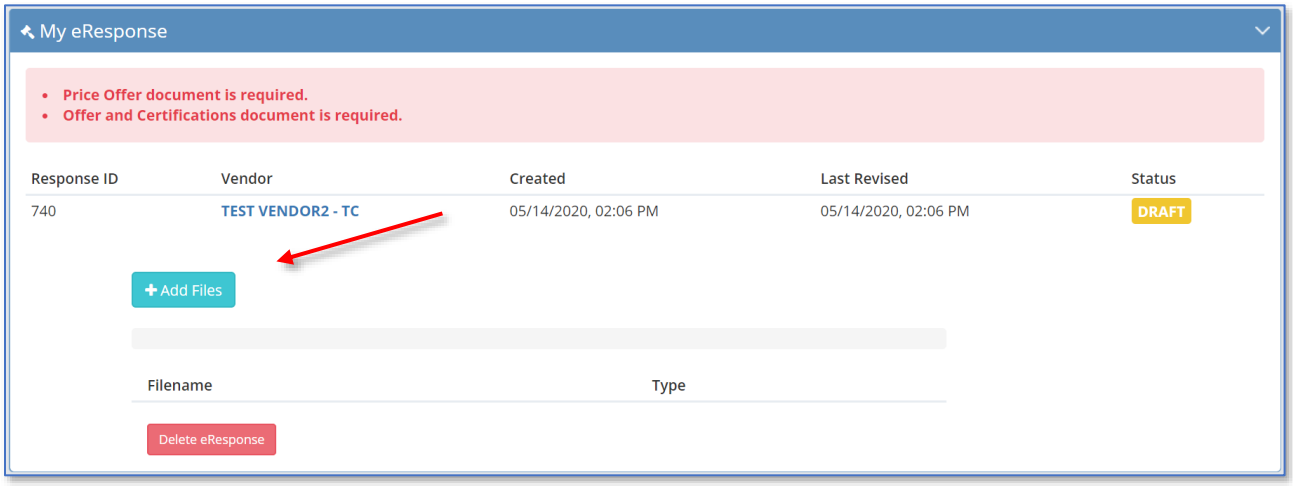
(Fig. 2)

c. Once you click "Create Response", you will now see a Response ID, Vendor Name, the date and time that you created your eResponse, the date and time you last revised your eResponse and the status of your eResponse, which should be "DRAFT" initially. The field at the top of the section will be shaded red and will list the types of documents that are required to submit your eResponse. Please refer to the solicitation instructions for a list of all required documents for that solicitation. If you make a mistake or attempt to add an unsupported file, an error message will appear in this red field (Fig. 3).



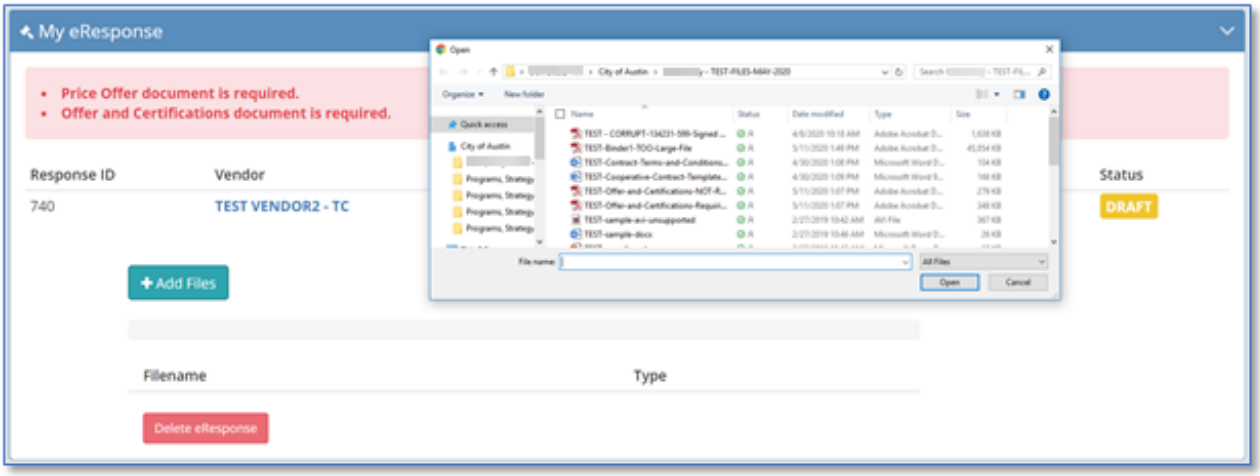
(Fig. 3)

2. **Adding Files to Your eResponse.** To upload files to your eResponse, click on the blue "+ Add Files" button (Fig. 4).



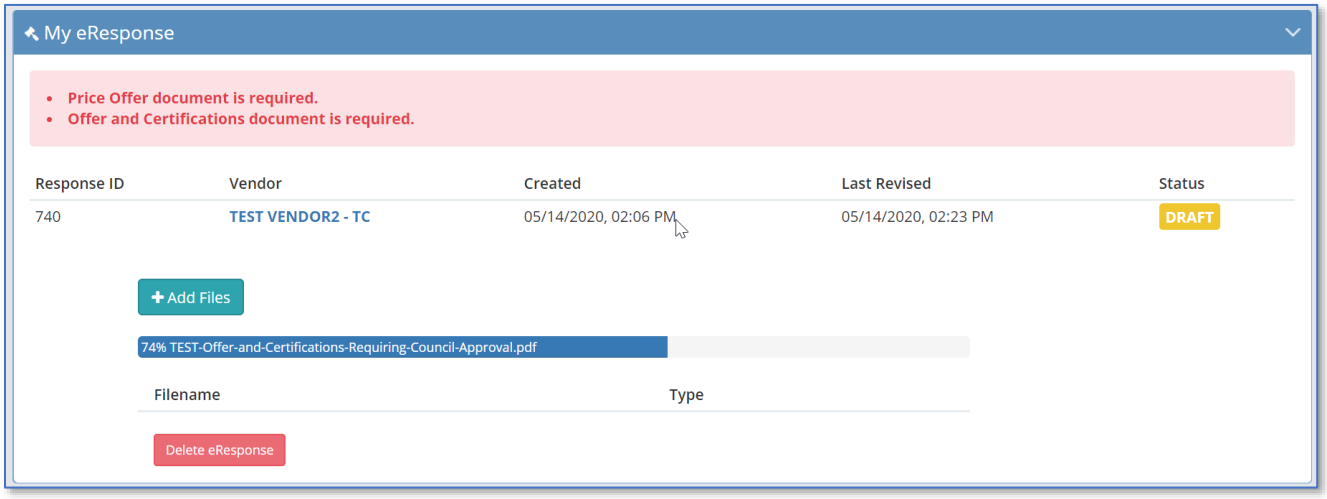
(Fig. 4)

a. After clicking the "+ Add Files" button, a pop-up window will open displaying files on your computer (Fig. 5).



(Fig. 5)

b. Navigate on your computer to where your files are located. Select the file or files you wish to upload and click "Open". The blue indicator bar moving from left to right will show your file being uploaded (Fig. 6)



(Fig. 6)

c. Repeat this step to add additional files to your eResponse.

3. **File Types Accepted.** The eResponse functionality in AFO accepts the following electronic file types (Fig. 7). Please note that your Price Offer cannot be in a .ZIP file format. It is recommended that your Price Offer be in a .XLS or .XLSX file format.

.PDF	**.DOC**	**.DOCX**
.TXT	**.ZIP**	**.XLS**
.XLSX		

(Fig. 7)

a. Only use numbers, letters, underscore, period, spaces and hyphens in your file names. No special characters. A warning message will display in the red notice box and the file will not be accepted.

4. **Number and Size of Files Allowable.** AFO accepts no more than twenty-five **(25)** files in an eResponse. eResponse will not accept a single file greater than 40 MB.

5. **eResponse Only Accepts One Submission per Vendor per Solicitation.** If alternate offers are being accepted, you will need to submit those along with your primary submission. Alternates can be multiple pages in a single "Price Offer" file or uploaded as a separate document by selecting "Other" from the drop down.

6. **Identify Your Files.** As you add files, you will see a dropdown menu to the right of the Filename, under "Type". Use this dropdown menu to select the appropriate type of file. (Fig. 8).

   Your "DRAFT" response must be changed to "SUBMITTED" in the eResponse system prior to the date and time stated in the solicitation documents. Do not wait until the last few minutes to submit your Response as it takes time for the "DRAFT" to go through and be accepted as "SUBMITTED" by the system. Responses that are still in "DRAFT" status by the Solicitation's Due Date and Time will not be received by the City.

a. For Invitations for Bids (IFB) and Indefinite Deliverable Indefinite Quantities (IDIQ) solicitations, the following files must be included:

i. Select the "Offer and Certifications" type for the file which contains a copy of your **Bid Guaranty.** You can only identify one (1) file as your "Offer and Certifications."

ii. Select "Price Offer" type to identify the file that includes your **Total Bid Form** submission. The Total Bid Form is included in the solicitation documents, referenced in the solicitation Table of Contents, and is also available at: http://www.austintexas.gov/page/bid-docs. You can only identify one (1) file as your "Price Offer." **Please only submit the Total Bid Form with your "Price Offer" and do not submit any other documents for this category. Everything submitted in this category will be displayed on eResponse and will be accessible to the public after the bid due date and time.**

iii. Select "Compliance Plan" type to identify the file that includes your **MBE/WBE or DBE Compliance Plan and any Good Faith Effort documentation**.
You can identify multiple files as "Compliance Plan" types.

iv. Select the "Technical Offer" type to identify the file that includes a copy of your **signed Section 00300 Bid Form**.

v. You will not be able to submit your eResponse if you have not identified at least one file as "Offer and Certification" and another as "Price Offer". Once you do, the red warning bar across the top of the My eResponse section will turn blue and read "Your eResponse is ready for submission".

b. For Competitive Sealed Proposals (CSP) solicitations, the following files must be included:

i. Select the "Offer and Certifications" type for the file which contains a copy of your **Proposal Guaranty.** You can only identify one (1) file as your "Offer and Certifications."

ii. Select "Price Offer" type to identify the file that includes your **Total Proposal Form** submission. The Total Proposal Form is included in the solicitation documents as referenced in the solicitation Table of Contents. You can only identify one (1) file as your "Price Offer." **Please only submit the Total Proposal Form with your "Price Offer" and do not submit any other documents for this category. Everything submitted in this category will be displayed on eResponse and will be accessible to the public after the proposal due date and time.**

iii. Select "Compliance Plan" type to identify the file that includes your **MBE/WBE or DBE Compliance Plan and any Good Faith Effort documentation (Section 00101CSP Evaluation Criteria Item 1)**. You can identify multiple files as "Compliance Plan" types.

iv. Select the "Technical Offer" type to identify the file that includes a copy of your **Proposal Responses to Section 00101CSP Evaluation Criteria Items 2-12.**

v. You will not be able to submit your eResponse if you have not identified at least one file as "Offer and Certification" and another as "Price Offer". Once you do, the red warning bar across the top of the My eResponse section will turn blue and read "Your eResponse is ready for submission".

i.

c. For Construction Manager at Risk Requests for Proposals (RFP), the following files must be included:

i. Select the "Offer and Certifications" type for the file which contains your signed Request for Proposal. You can only identify one (1) file as your "Offer and Certifications." Your Request for Proposal include all required documents in Section 00101CMR.

ii. Select "Price Offer" type to identify your price submission. You can only identify one (1) file as your "Price Offer." *Please note, this submission becomes publicly available on the Closed Solicitations page of Austin Finance Online once solicitations have been opened. Any documents that are not related to your price submission should not be included in the same document file as your "Price Offer". For this reason, your Price Offer cannot be in a .ZIP file format. It is recommended that your Price Offer be in a .XLS or .XLSX file format. Please provide all non-price related documents in a separate upload from your "Price Offer" and categorize it appropriately. The City of Austin is not responsible for the inadvertent release of any proprietary information included in a Price Offer document.

iii. Select "Compliance Plan" type to identify the file that includes your compliance plan and any Good Faith Effort documentation. You can identify multiple files as "Compliance Plan" types.

iv. You will not be able to submit your eResponse if you have not identified at least one file as "Offer and Certification" and another as "Price Offer". Once you do, the red warning bar across the top of the My eResponse section will turn blue and read "Your eResponse is ready for submission".

d. For Professional Services Agreements (PSA) Requests for Qualifications Statements (RFQS), the following files must be included:

i. Select the "Offer and Certifications" type for the file which contains your signed Statement of Qualifications. You can only identify one (1) file as your "Offer and Certifications". Your Statement of Qualifications includes all required documents in the Request for Qualifications Section of the solicitation including signed Form 1 and responses to each of the Evaluation Criteria Items, including Forms 5-9.

ii. Select "Compliance Plan" type to identify the file that includes your compliance plan and any Good Faith Effort documentation. You can identify multiple files as "Compliance Plan" types.

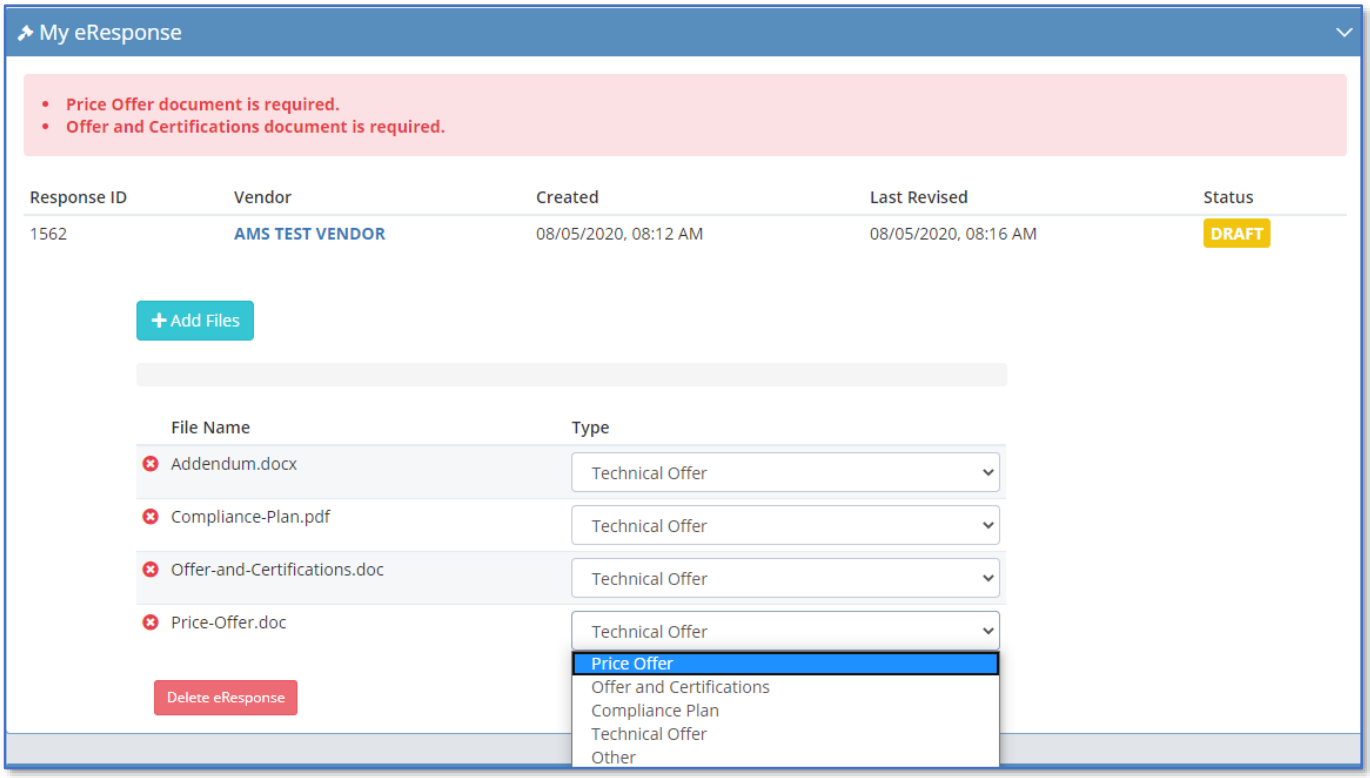
iii. You will not be able to submit your eResponse if you have not identified at least one file as "Offer and Certification" and another as "Price Offer". Once you do, the red warning bar across the top of the My eResponse section will turn blue and read "Your eResponse is ready for submission".

e. For Design Build (DB) Requests for Qualifications Statements (RFQS), the following files must be included:

i. Select the "Offer and Certifications" type for the file which contains your signed Statement of Qualifications. You can only identify one (1) file as your "Offer and Certifications". Your Statement of Qualifications includes all required documents in Section 00101DB.

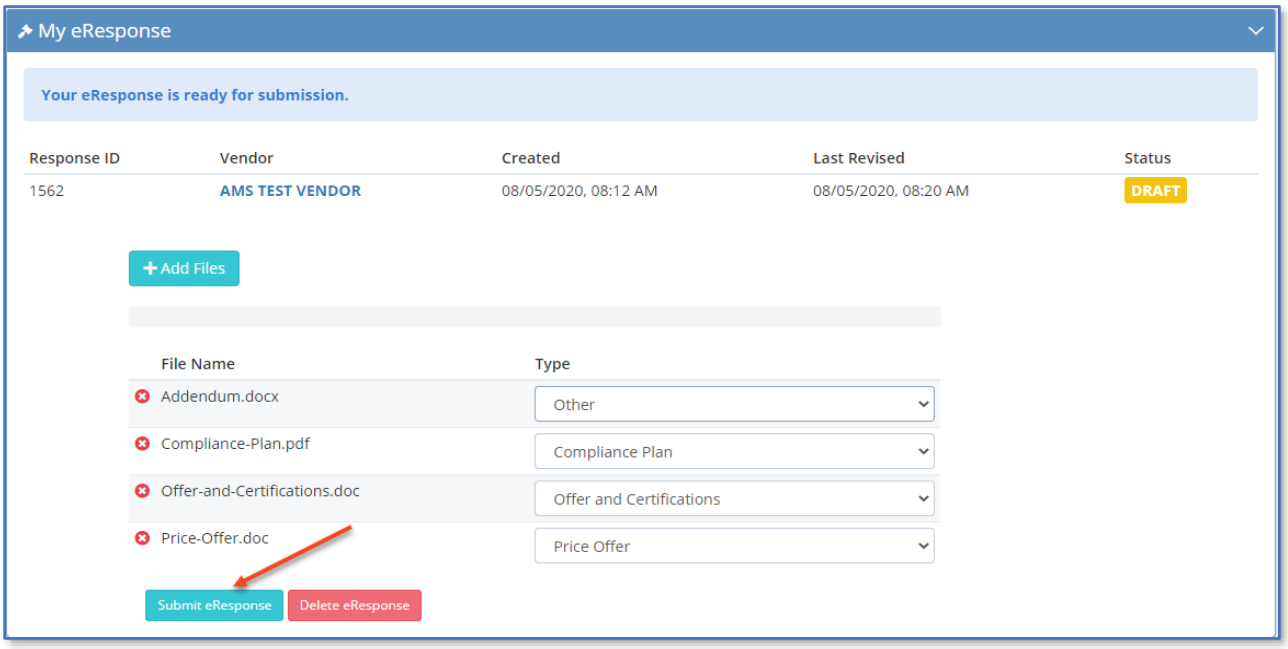
ii. Select "Compliance Plan" type to identify the file that includes your compliance plan and any Good Faith Effort documentation. You can identify multiple files as "Compliance Plan" types.

iii. You will not be able to submit your eResponse if you have not identified at least one file as "Offer and Certification". Once you do, the red warning bar across the top of the My eResponse section will turn blue and read "Your eResponse is ready for submission".



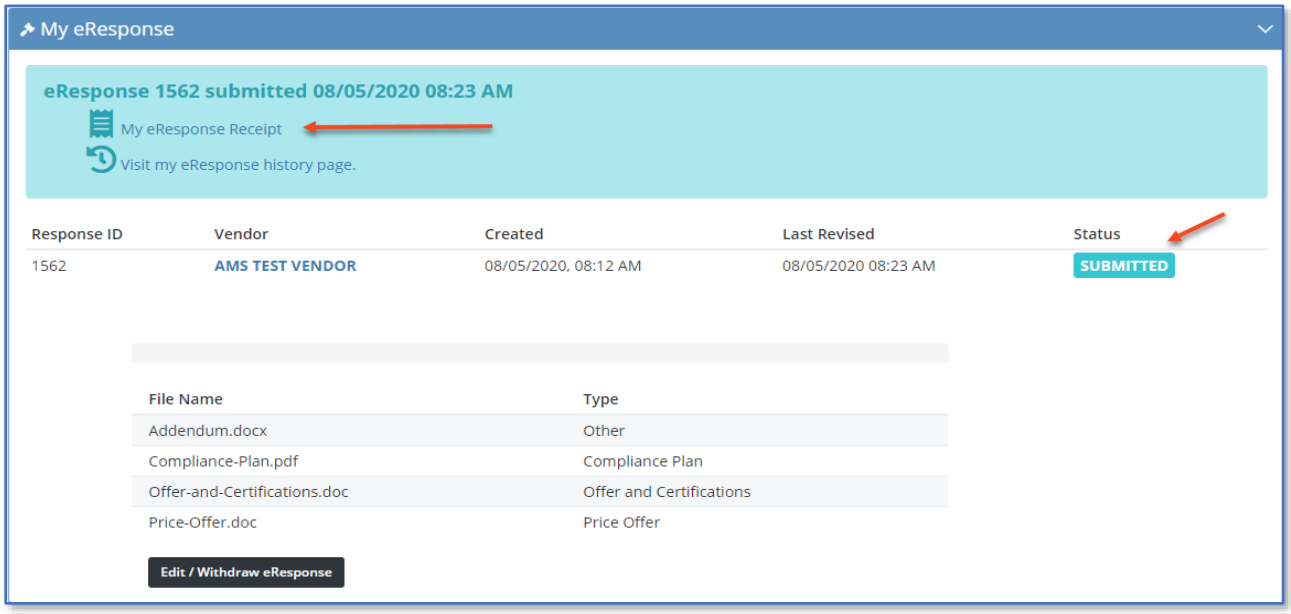
(Fig. 8)

7. **Submitting your eResponse.** Once you have uploaded and identified the types of all the files you need to for your eResponse, the field at the top of the section will turn blue and read "**Your eResponse is ready for submission**". Click the "Submit eResponse" button (Fig. 9).



(Fig. 9)

a. After you click the "Submit eResponse" button, the field at the top of the section will turn green and it will display your unique eResponse submission number and the date and time your eResponse was submitted. This field will also display two links to the "My eResponse page" and to a PDF copy of your submission receipt (Fig.10). An automated confirmation email will be sent to you with your eResponse information (Fig. 11).



(Fig. 10)

IFB 7400 TEST9915 : Your Response Has Been Submitted

E eresponse@austintexas.gov
To

Reply | Reply All | Forward | ...
Fri 10/9/2020 12:25 PM

IFB 7400 TEST9915

Your response to **IFB 7400 TEST9915** has been submitted. Your eResponse ID is **2356**.

Details	
Solicitation ID	134841
eResponse ID	2356
Submitted	10/09/2020 12:25 PM
Vendor Name	TEST VENDOR2
Vendor Customer Code	TES8304588
File List	
Price Offer	Price-Offer.doc
Offer and Certifications	Offer-and-Certifications.doc
Other	Addendum.docx

For assistance please email vendor@austintexas.gov and visit Vendor Help.

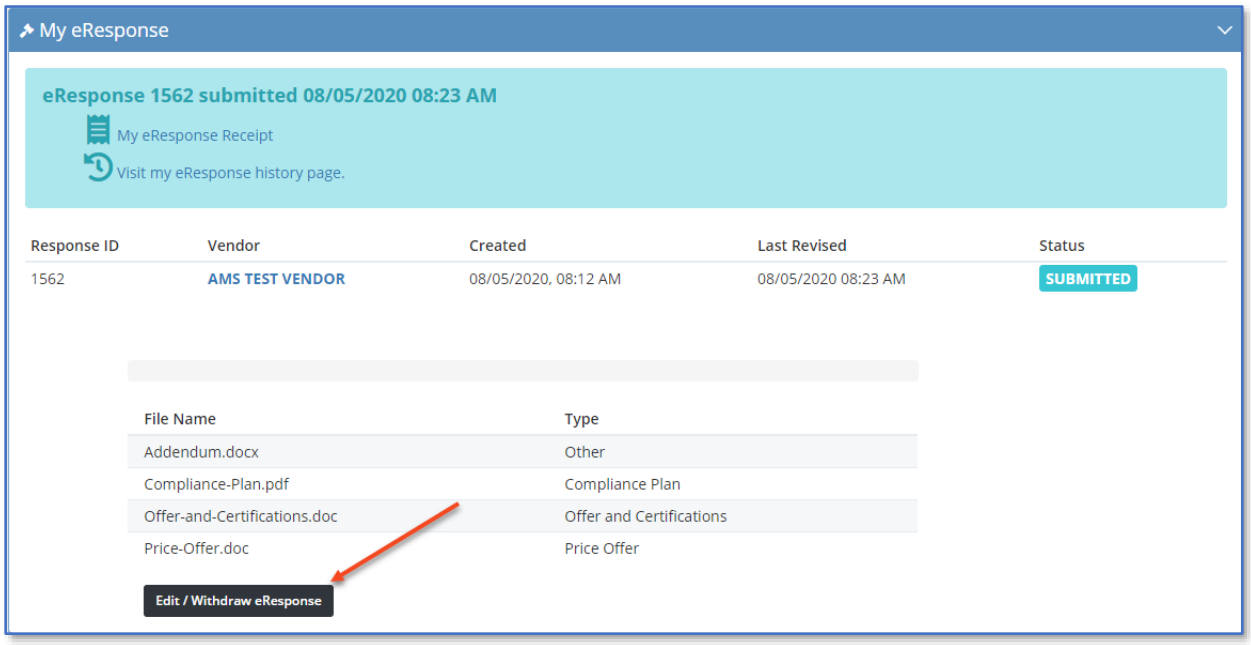
(Fig. 11)

b. You can return to the Solicitation or your eResponse through the Response History page, or by navigating directly to the solicitation through the Open Solicitations page in AFO. When you return to the Solicitation, you will notice that your Status (upper right corner of the My eResponse section) will say "SUBMITTED". Your Last Revised date and time will update to the date and time you clicked on the "Submit" button.

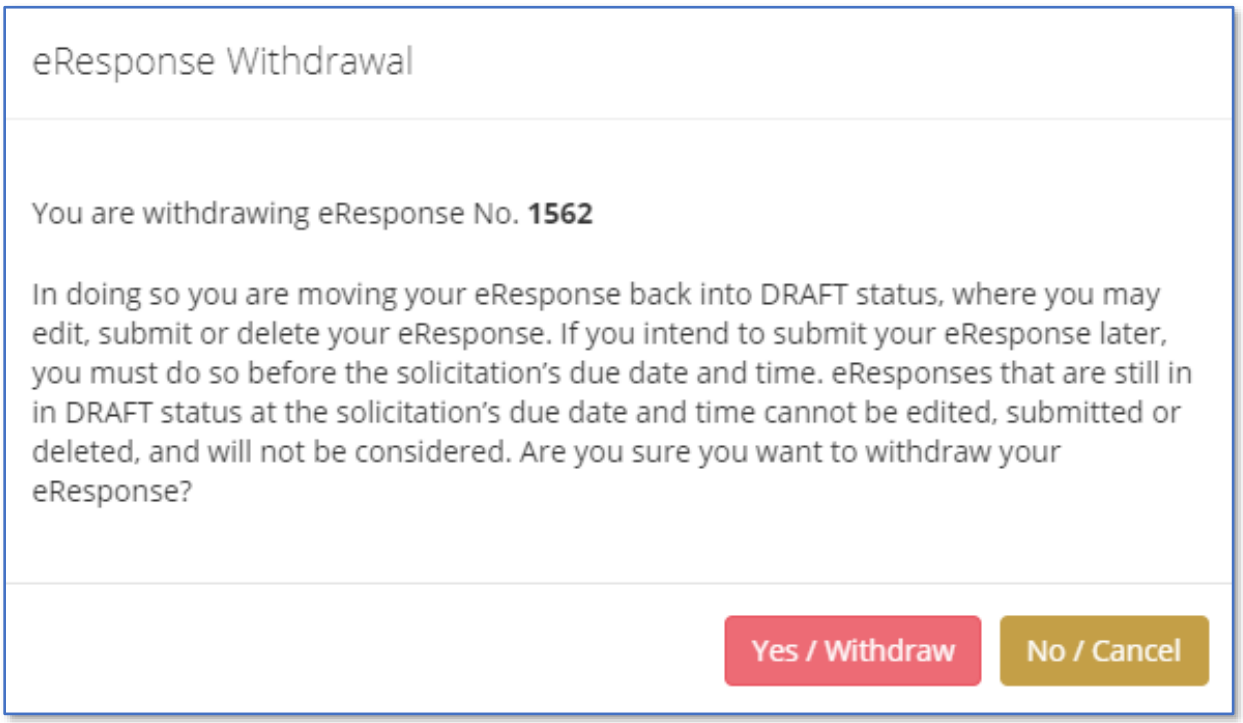
c. If you start an eResponse and don't click "Submit eResponse", your eResponse will stay in "DRAFT" status. Before the Solicitation's Due Date and Time, you can navigate back to your draft eResponse and submit it.

d. eResponses that are still in "DRAFT" status at the Solicitation's Due Date and Time will not be received by the City.

8. **Withdrawing or changing an eResponse after it has been submitted.** Prior to the Solicitation's Due Date and Time, you may withdraw or modify your eResponse. Click on the "Edit/Withdraw eResponse" button (Fig. 12). A pop-up window will appear listing your eResponse ID number and asking if you are sure you want to move your eResponse back to draft. You may select "Yes / Withdraw" to move your eResponse back to draft, or "No / Cancel" to leave your eResponse submitted (Fig. 13).

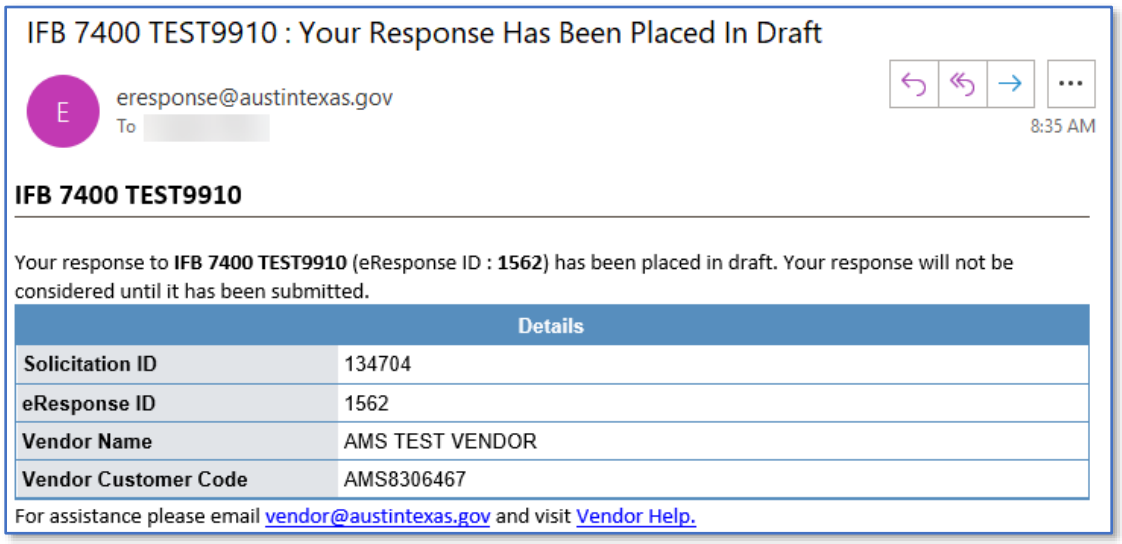

My eResponse
eResponse 1562 submitted 08/05/2020 08:23 AM
My eResponse Receipt
Visit my eResponse history page.
Response ID
Vendor
Created
Last Revised
Status
1562
AMS TEST VENDOR
08/05/2020, 08:12 AM
08/05/2020 08:23 AM
SUBMITTED
File Name
Type
Addendum.docx
Other
Compliance-Plan.pdf
Compliance Plan
Offer-and-Certifications.doc
Offer and Certifications
Price-Offer.doc
Price Offer
Edit / Withdraw eResponse

(Fig. 12)


eResponse Withdrawal
You are withdrawing eResponse No. 1562
In doing so you are moving your eResponse back into DRAFT status, where you may edit, submit or delete your eResponse. If you intend to submit your eResponse later, you must do so before the solicitation's due date and time. eResponses that are still in in DRAFT status at the solicitation's due date and time cannot be edited, submitted or deleted, and will not be considered. Are you sure you want to withdraw your eResponse?
Yes / Withdraw
No / Cancel

(Fig. 13)

a. If you select "Yes / Withdraw", then you will receive an automated confirmand email indicating that your eResponse will not be considered until it has been submitted (Fig. 14).


IFB 7400 TEST9910 : Your Response Has Been Placed In Draft

eresponse@austintexas.gov
To

8:35 AM

IFB 7400 TEST9910

Your response to **IFB 7400 TEST9910** (eResponse ID : **1562**) has been placed in draft. Your response will not be considered until it has been submitted.

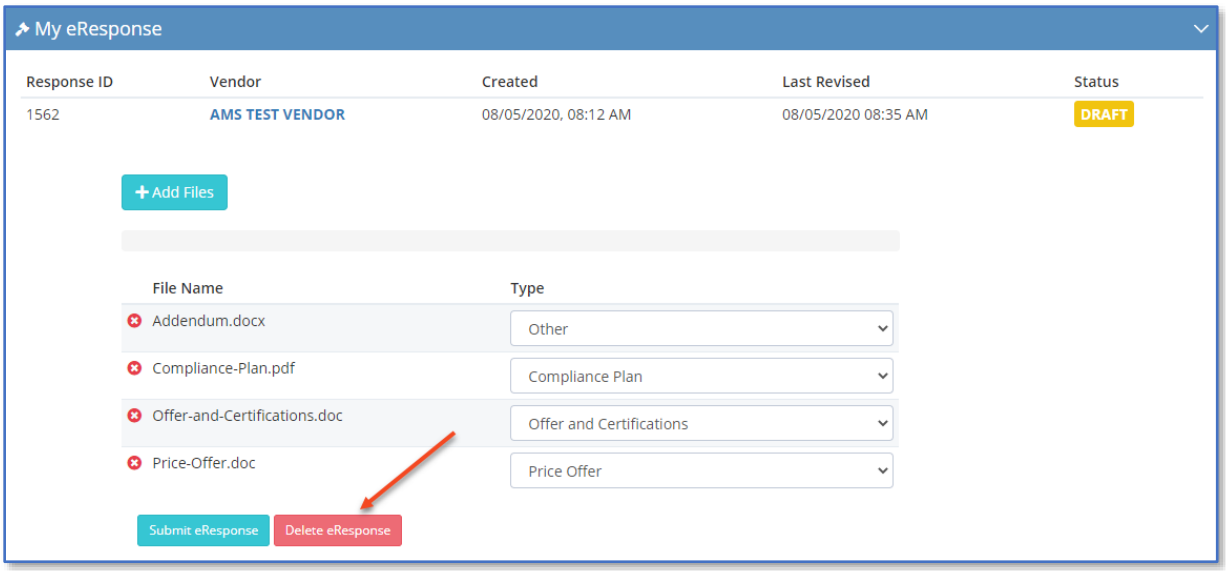
Details	
Solicitation ID	134704
eResponse ID	1562
Vendor Name	AMS TEST VENDOR
Vendor Customer Code	AMS8306467

For assistance please email vendor@austintexas.gov and visit Vendor Help.

(Fig. 14)

b. While your eResponse is in draft, you can add files, delete individual files or delete the entire eResponse.

i. To delete the entire eResponse, click the red "Delete eResponse" button at the bottom of the "My eResponse" section. A pop-up window will appear listing your eResponse ID number and asking if you are sure you want to delete. You may select "Cancel" to leave your eResponse in draft, or "Delete" to delete your eResponse permanently (Fig. 15).


My eResponse

Response ID	Vendor	Created	Last Revised	Status
1562	AMS TEST VENDOR	08/05/2020, 08:12 AM	08/05/2020 08:35 AM	DRAFT

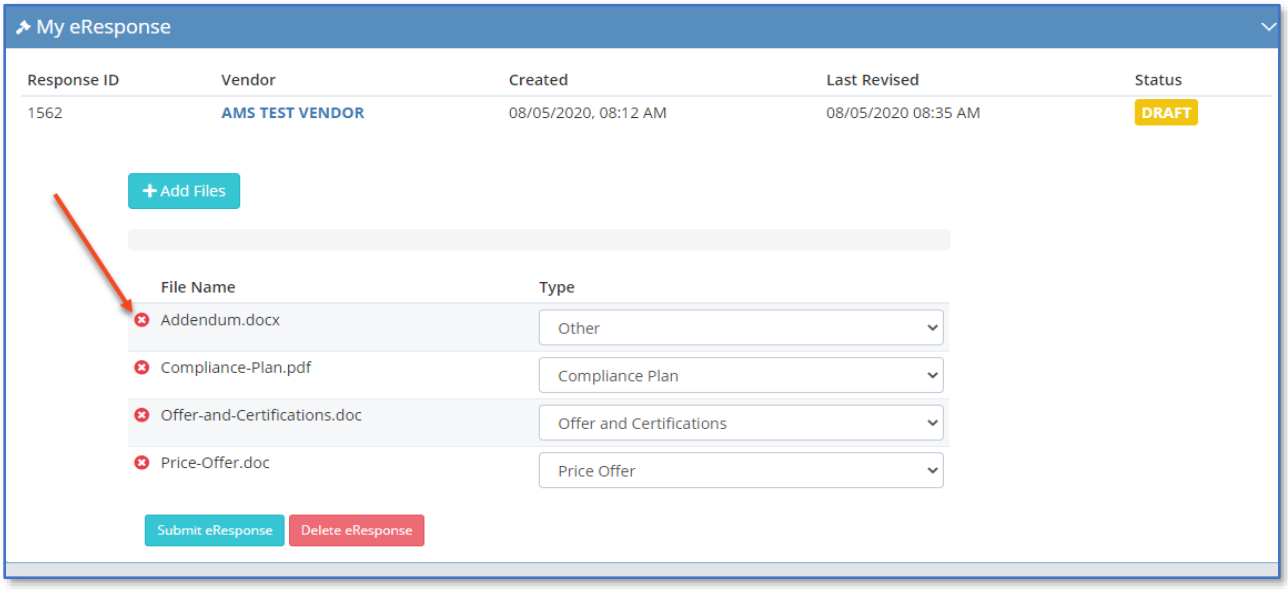
+ Add Files

File Name	Type
Addendum.docx	Other
Compliance-Plan.pdf	Compliance Plan
Offer-and-Certifications.doc	Offer and Certifications
Price-Offer.doc	Price Offer

Submit eResponse | Delete eResponse

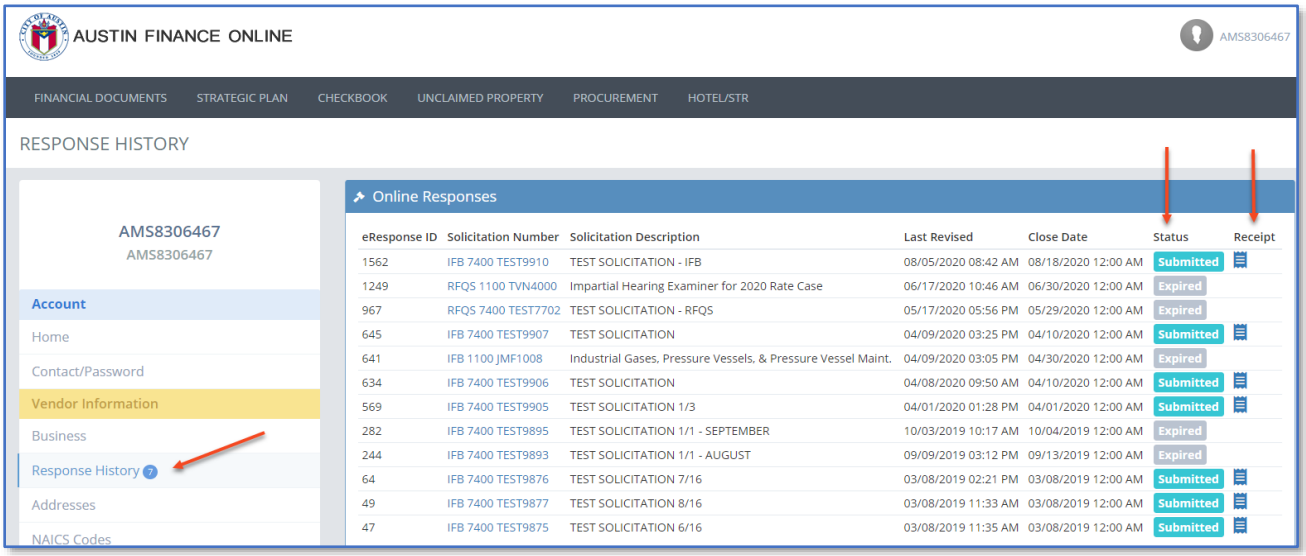
(Fig. 15)

ii. To delete individual files within an eResponse, click the red circle with the white "X" to the left of the file you wish to delete (Fig. 16).



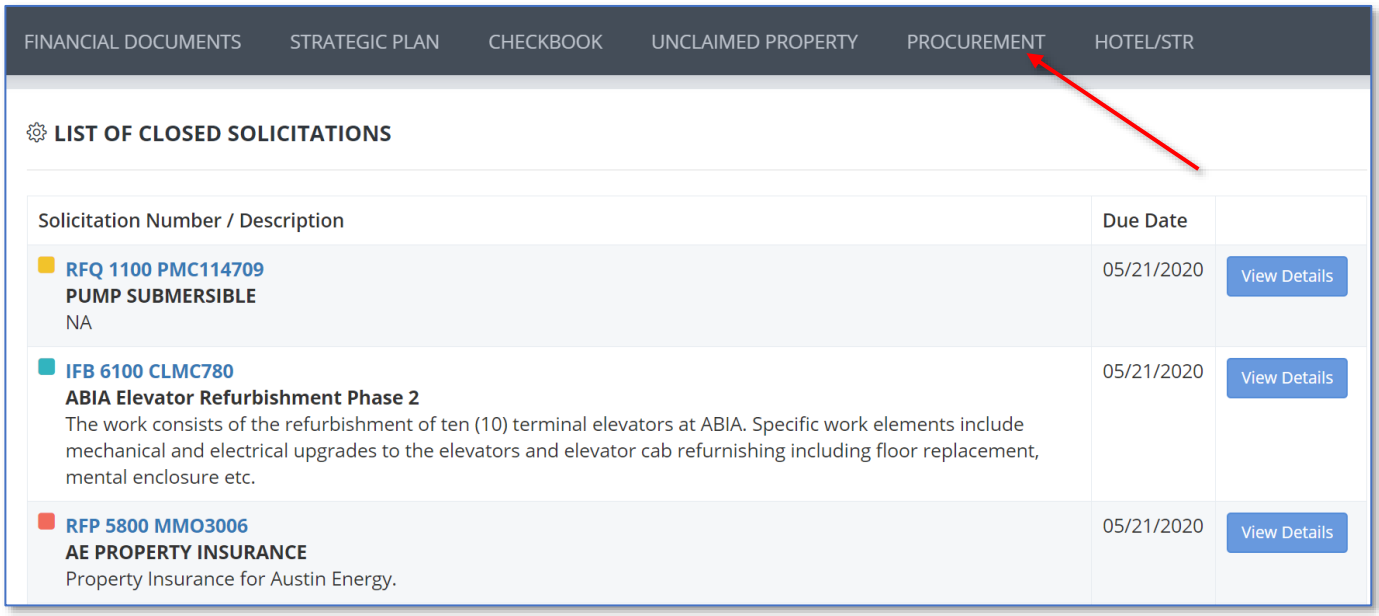
(Fig. 16)

8. **Response History Page.** You can access your "Response History" page anytime from User Dashboard. Click on your username in the upper right corner of AFO. A pop-up window will appear. Click on "Home". From this page, select "Response History" from the menu on the left. You can see the eResponse ID; Solicitation Number; Solicitation Description; Last Revised date; Close Date and; Status of each solicitation for which you have created an eResponse. By clicking on the link in the solicitation number you can return to the Solicitation Details page and, if the solicitation has not closed, make edits to your eResponse (Fig. 17).



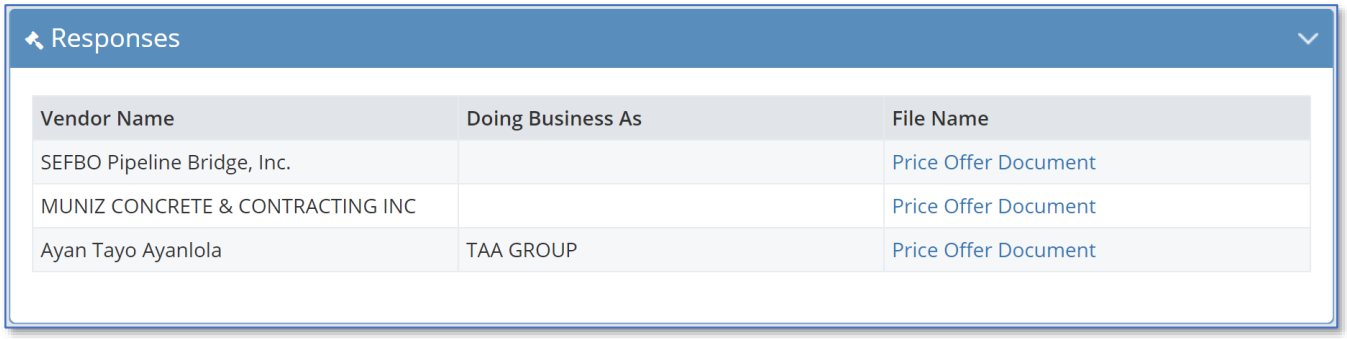
(Fig. 17)

9. **Bid Opening – Closed Solicitation Page.** The "Closed Solicitation" page serves as the bid opening for all eResponse Submissions. Vendors who submit through eResponse will not hear their name called during the Purchasing Office's live bid opening webcast. Instead, they should navigate to the "Closed Solicitations" page to see a list of vendors who responded. The "Closed Solicitations" page is accessible through the Procurement dropdown of the AFO menu bar (Fig. 18).



(Fig. 18)

a. A list of responding vendors will be visible on the "Closed Solicitation" page approximately one hour after the solicitation closes. For IFB solicitations, the Price Offer documents for each vendor will also be visible (Fig. 19).



(Fig. 19)

For assistance with the eResponse system please email Vendor@austintexas.gov