

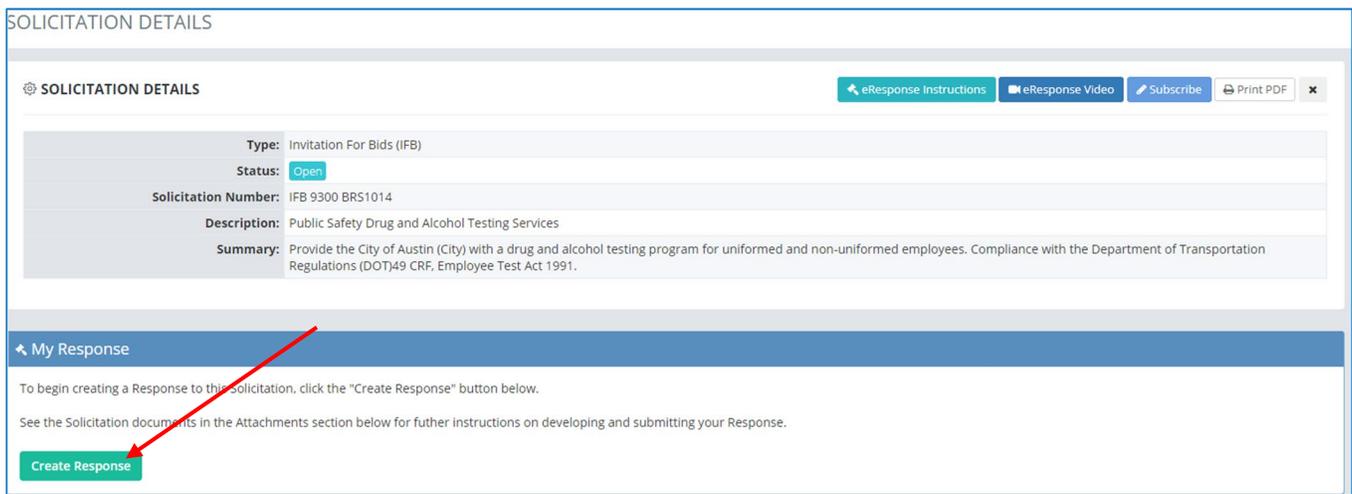


How to Submit Offers Online eResponse Instructions

Revised: 10/9/2020

Submitting Offers online using eResponse. **(Only available for IFB, RFP and RFQS Solicitations)**

- 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)

- 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.

- 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.



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(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).

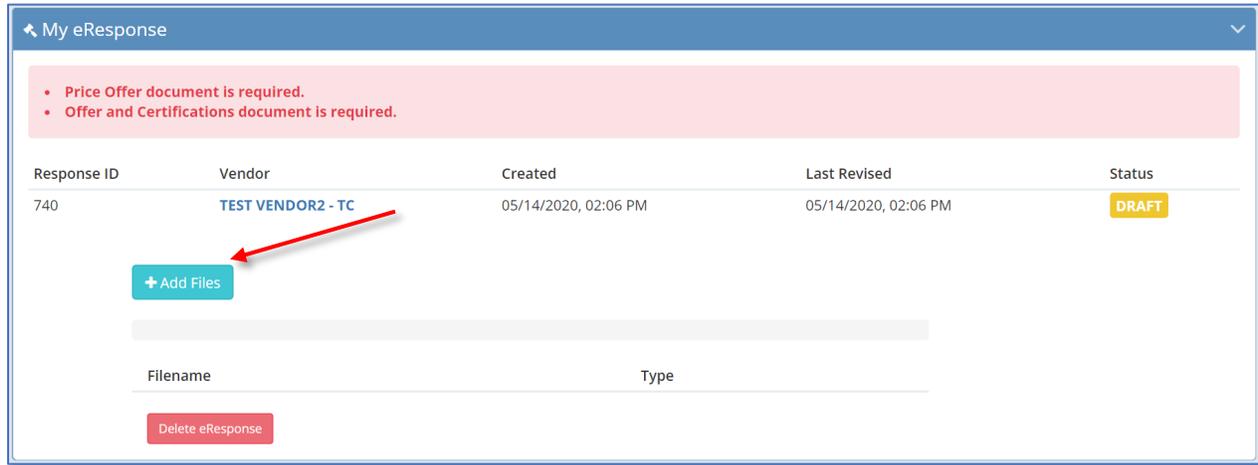
(Fig. 3)



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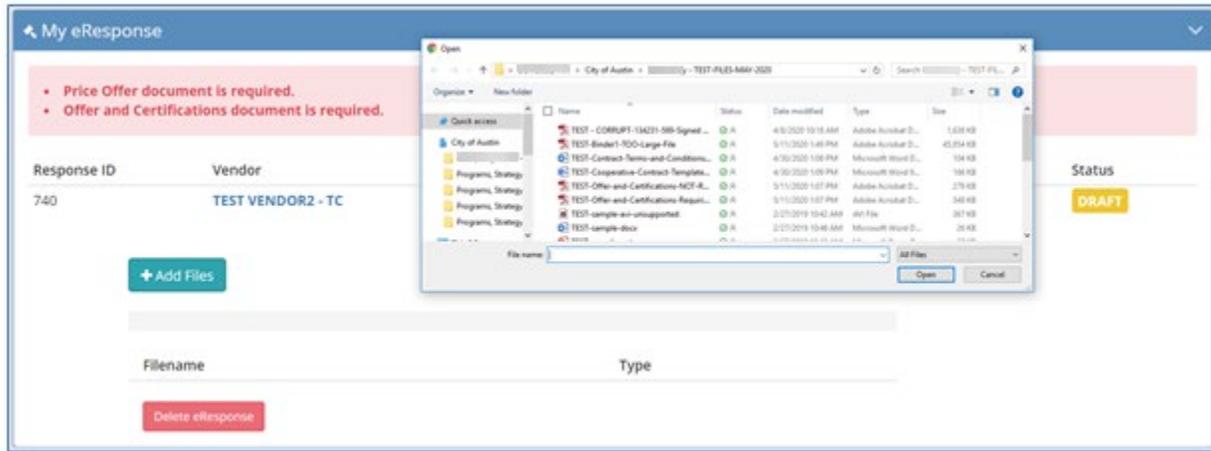
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2. **Adding Files to Your eResponse.** To upload files to your eResponse, click on the blue “+ Add Files” button (Fig. 4).



(Fig. 4)

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



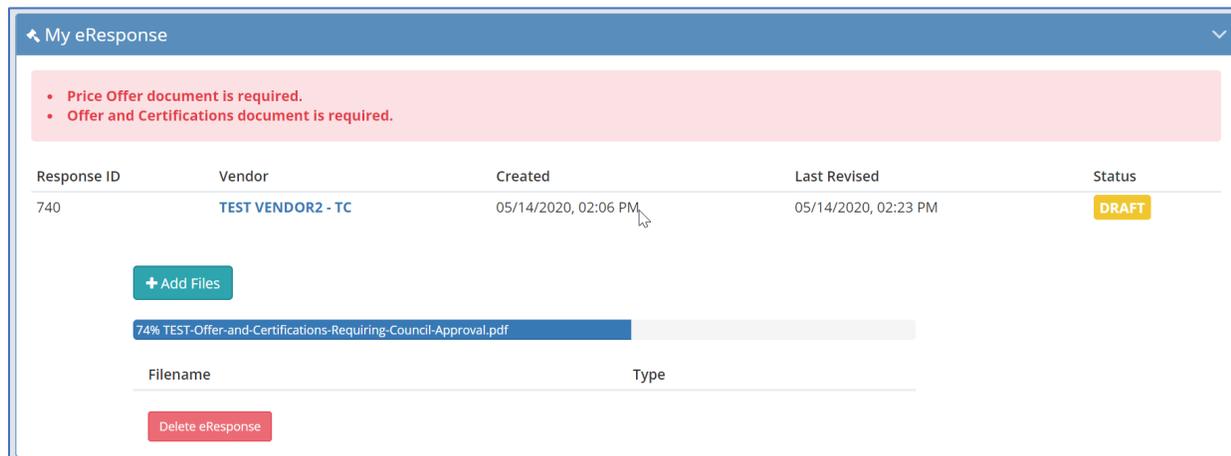
(Fig. 5)



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- 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)

- 4. **Number and Size of Files Allowable.** AFO accepts no more than fifteen (15) 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).

- a. **For Invitations for Bids (IFB), the following files must be included:**



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- i. Select the “Offer and Certifications” type for the file which contains your signed Offer Sheet and all the certifications in that attachment which require completion and signature. You can only identify one (1) file as your “Offer and Certifications.”
- 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. If required, select “Compliance Plan” type to identify the file that includes your compliance plan. You can identify multiple files as “Compliance Plan” types.
- iv. Select the “Technical Offer” type for any files that contain any information required to be submitted other than the Offer and Certifications and Price Sheet. You can identify multiple files as “Technical Offer” types.
- 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 Requests for Proposals (RFP), the following files must be included:

- i. Select the “Offer and Certifications” type for the file which contains your signed Offer Sheet and all the certifications in that attachment which require completion and signature. You can only identify one (1) file as your “Offer and Certifications.”
- ii. Select “Price Offer” type to identify the file that includes your price submission. You can only identify one (1) file as your “Price Offer.” 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. The City of Austin is not responsible for the inadvertent release of any proprietary information included in a Price Offer document.
- iii. If required, select “Compliance Plan” type to identify the file that includes your compliance plan. You can identify multiple files as “Compliance Plan” types.
- iv. Select the “Technical Offer” type for any files that contain any information required as part of the proposal submittal requirements in the instructions section. You can identify multiple files as “Technical Offer” types.
- 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”.

c. For Requests for Qualifications Statements (RFQS), the following files must be included:



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- i. Select the “Offer and Certifications” type for the file which contains your signed Offer Sheet and all the certifications in that attachment which require completion and signature. You can only identify one (1) file as your “Offer and Certifications.”
- ii. If required, select “Compliance Plan” type to identify the file that includes your compliance plan. You can identify multiple files as “Compliance Plan” types.
- iii. Select the “Technical Offer” type for any files that contain any information required as part of the qualification’s submittal requirements in the instructions section. You can identify multiple files as “Technical Offer” types.
- iv. 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”.

The screenshot shows the 'My eResponse' interface. At the top, there is a red warning bar with two messages: 'Price Offer document is required.' and 'Offer and Certifications document is required.' Below this is a table with the following data:

Response ID	Vendor	Created	Last Revised	Status
1562	AMS TEST VENDOR	08/05/2020, 08:12 AM	08/05/2020, 08:16 AM	DRAFT

Below the table, there is a '+ Add Files' button. Underneath, there is a list of files with their names and selected types:

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

A dropdown menu is open for the 'Price-Offer.doc' file, showing the following options: Price Offer (highlighted), Offer and Certifications, Compliance Plan, Technical Offer, and Other. There is also a 'Delete eResponse' button at the bottom left of the file list area.

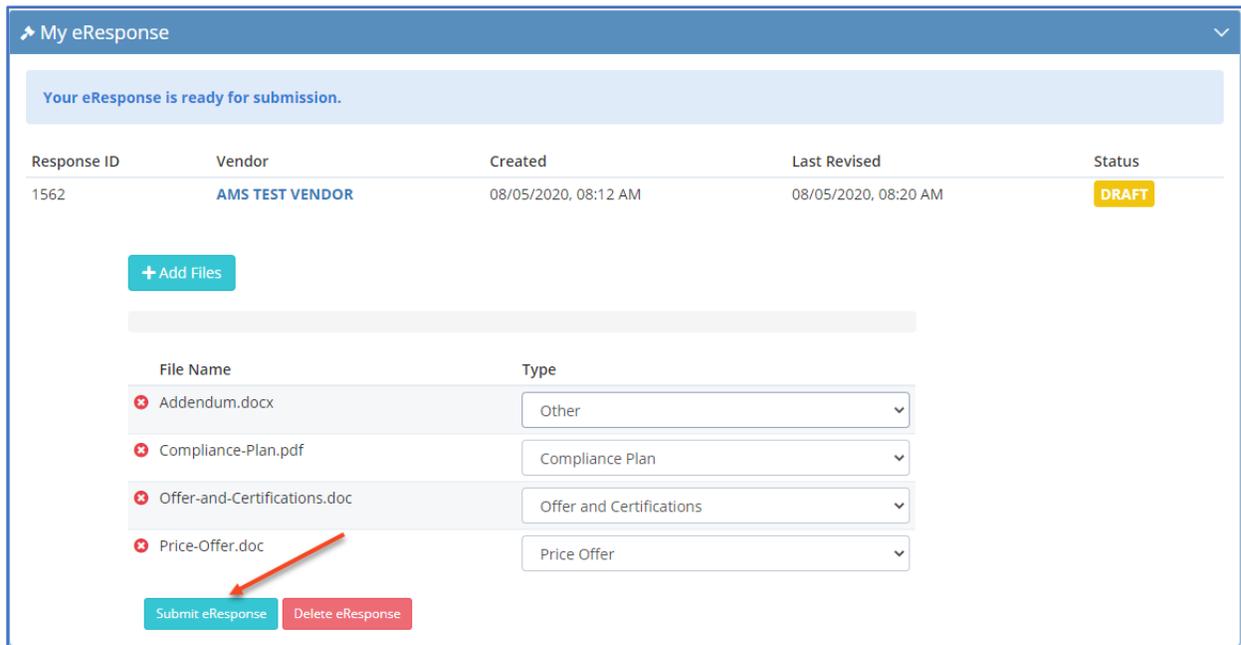
(Fig. 8)

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).



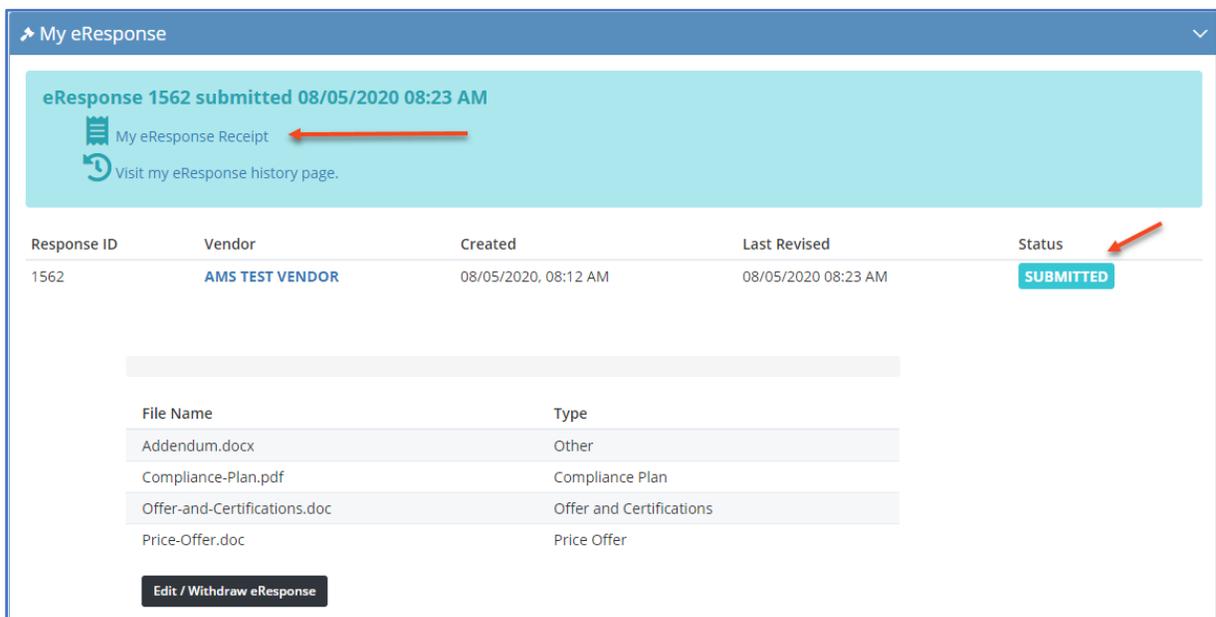
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(Fig. 9)

- 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)



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IFB 7400 TEST9915 : Your Response Has Been Submitted

eresponse@austintexas.gov
To [redacted]

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).



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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

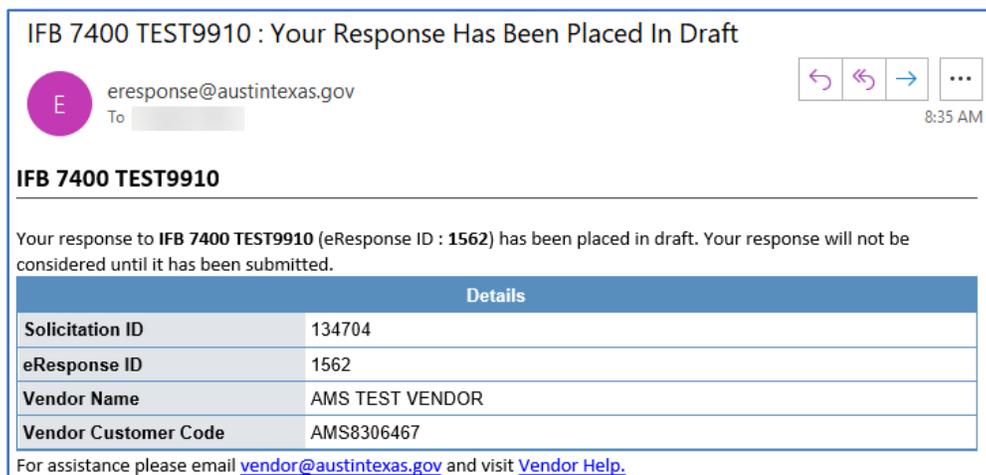
(Fig. 13)



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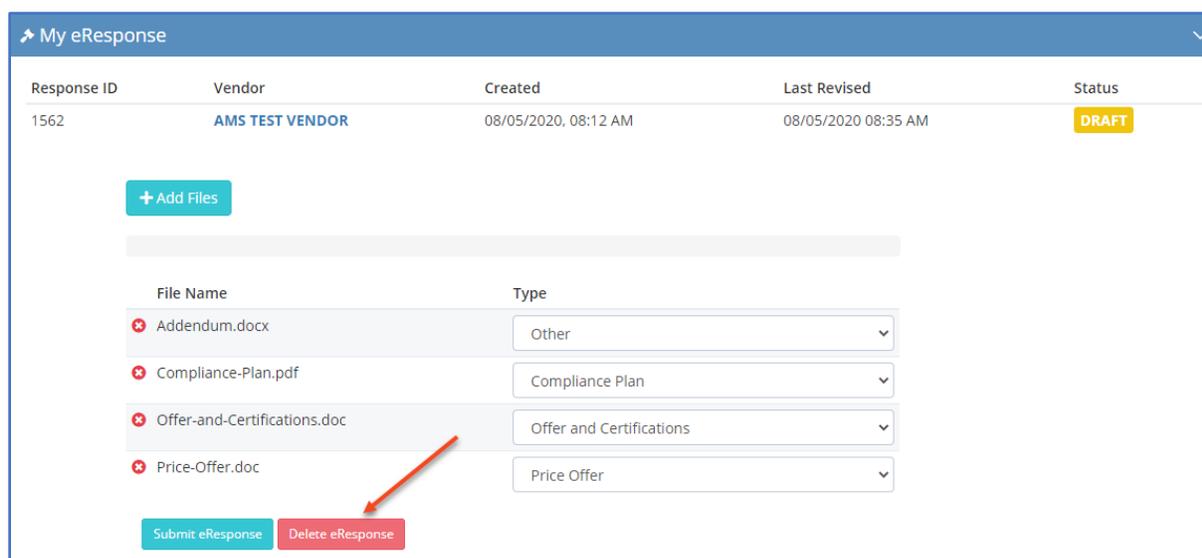
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- a. If you select “Yes / Withdraw”, then you will receive an automated confirmand email indicating that your eResponse will not be considered until it has been submitted (Fig. 14).



(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).



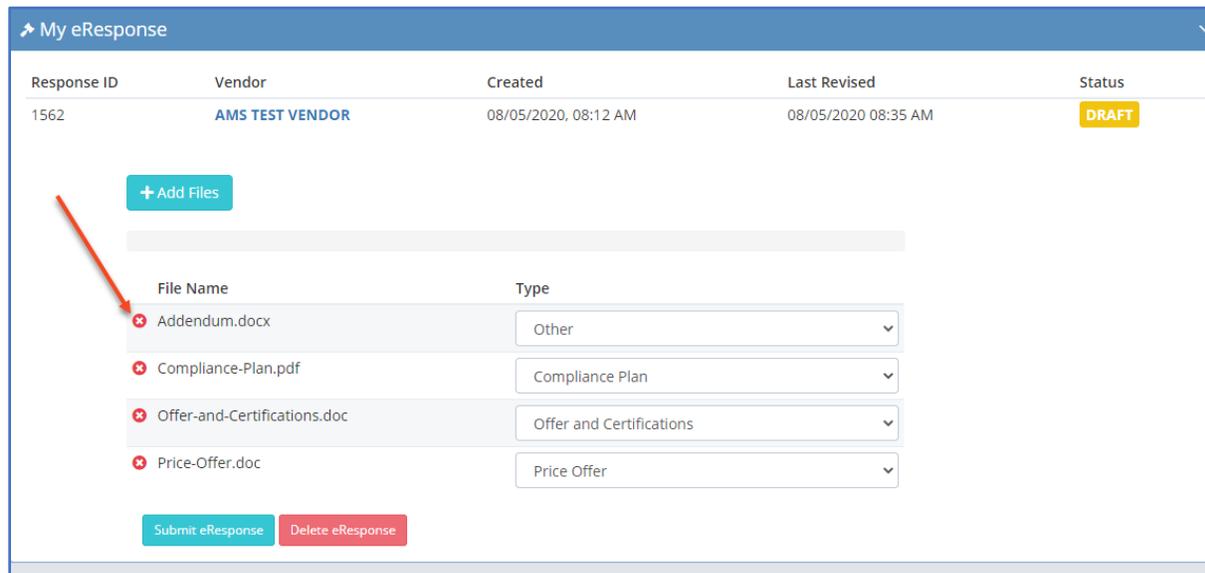
(Fig. 15)



How to Submit Offers Online eResponse Instructions

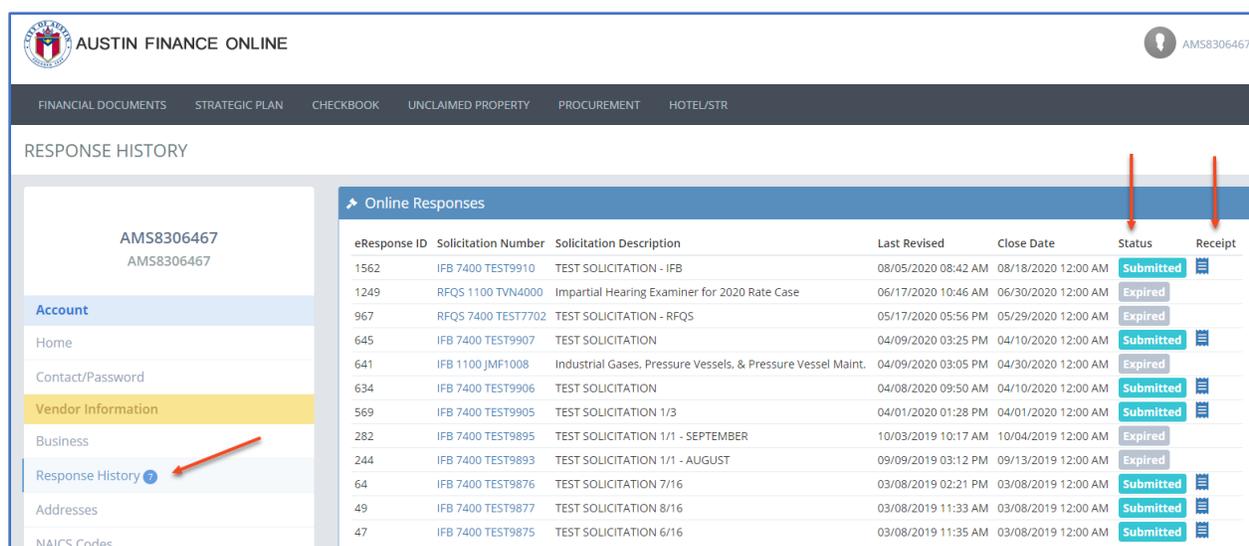
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- ii. To delete individual files within an eResponse, click the red circle with the white “X” to the left of the file you wish to delete (Fig. 16).



(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).



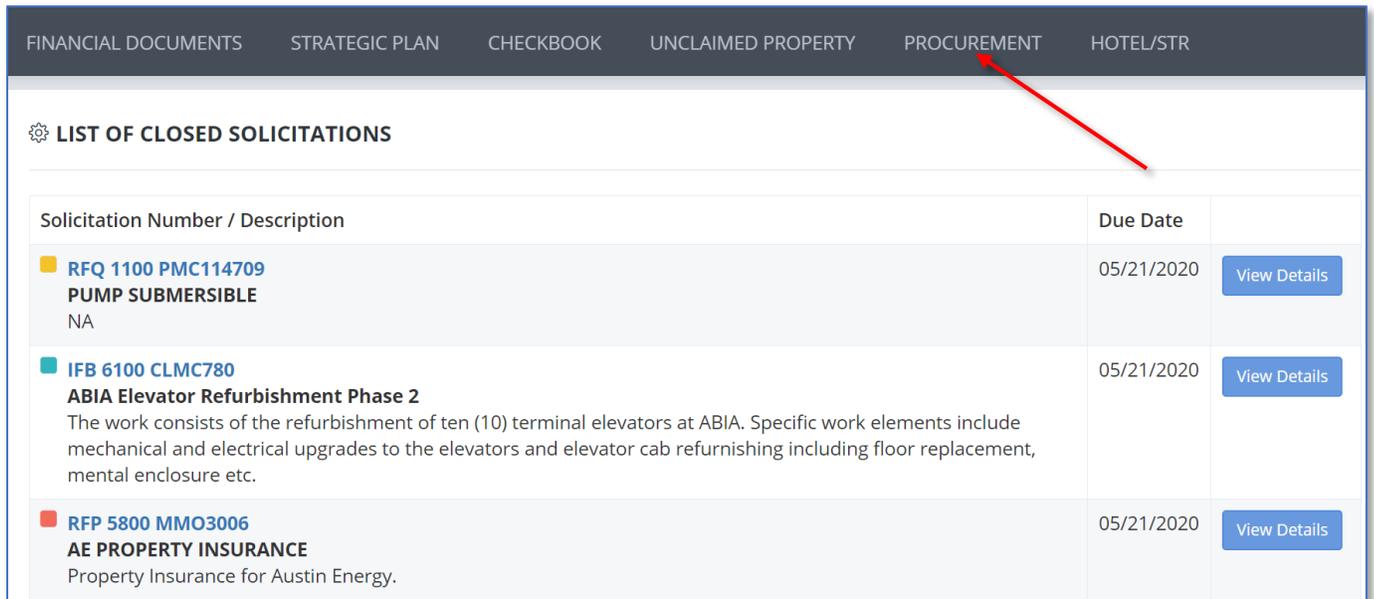
(Fig. 17)



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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