

Tender Response Hints and Troubleshooting Guide

Please read the following instructions before submitting a response:

- Allow sufficient time to prepare your response. Download and thoroughly examine all the specification documents and prepare your response in accordance with the instructions in the documents
- Session time out for the site is 30 minutes. If your account is inactive for over 30 minutes you will be prompted to sign back into the site e.g. *If you leave the upload page open for longer than 30 minutes without clicking 'Upload Response' your account will have timed out due to inactivity and you will be prompted to sign back into the site once you do click 'Upload Response'.*
- Your upload should take no longer than 30 minutes to complete. If it has taken longer your upload has probably timed out, please attempt your submission again. If you have issues contact the help desk
- Do not include unnecessarily large documents (eg brochures, video files etc). **We suggest each file be 15MB or less in size** to avoid upload issues
- Use only standard electronic formats such as MS Word, Excel, Powerpoint, pdf etc
- Save your response file/s to a location in your computer/system that can be easily located for uploading
- Before commencing your upload, check that you are responding to the correct tender request
- When you are ready to upload, click on the [Click here to submit an electronic response](#) link located under the Responses heading on the Display Tender page. Follow the prompts to complete your upload.
- To upload your completed response 'drag and drop' your tender documents into the upload area
- **The total size of each upload to the site must not exceed 100MB. If it does you will receive an error message**
- If your total submission is larger than 100MB, you will need to break it into parts that are less than 100MB each and upload them separately (you can perform multiple uploads to the same request. Previously uploaded files are not deleted/overwritten by the second or subsequent upload/s)
- **When each upload is successfully completed, an official response receipt number will appear on the screen and you will receive an email containing the receipt number. You should store this receipt in a safe place as it is your proof of lodgement**
- **If you do not receive a response receipt number, or your response receipt email does not list your uploaded documents, your upload was unsuccessful and you should try again**
- Do not close the browser window or navigate away from the browser window when an upload is in progress until you get a response from the system. Performing either of these actions during the upload of your files will result in your upload being lost or corrupted.
- Once you have started an upload you are unable to add other documents to this upload, you will need to upload these via a separate submission once your current upload is complete.
- Make sure you commence uploading well in advance of the tender closing time (see table below for approximate upload durations) so that if assistance is required there is enough time to provide it

The following table shows an estimate of upload times depending on the accumulated size of all the files you are uploading.

Estimated Upload / Download Speeds (in Minutes)

Connection speed	File Size					
	0.5Mb	1.0Mb	2.0Mb	4.0Mb	8.0Mb	16Mb
28kb/s	3	6	12	24	48	95
56kb/s	1	3	6	12	24	48
128kb/s isdn	1	1	3	5	10	21
512kb/s cable	<1	<1	1	1	3	5
1500kb/s T1	<1	<1	<1	<1	1	2

If you require further assistance please refer to the [FAQ](#) option located under the *Help* tab and select the How do I lodge a tender response electronically? help topic, or contact the LG tender box Help Desk on 1800 779 027.