

GOSFORD CITY COUNCIL TENDER REGISTER

User Guide

CONTACT DETAILS FOR ELECTRONIC FILE TRANSFERS

For more information relating to the electronic file transfer service, contact Council's records management section – see below:

Telephone: (02) 4325 8222

Email: goscity@gosford.nsw.gov.au

What is the purpose of the Electronic File Transfer Service

The Electronic File Transfer service has been established to allow customers to lodge documents with Council that might, under normal circumstances be considered too large for traditional systems such as email.

Our Electronic File Transfer service provides customers with additional flexibility in dealing with Council, benefits include:

- The availability of the electronic file transfer service is not constrained to normal business hours.
- Customers have the ability to transact with Council without the need to visit a customer service centre.

How does the Electronic File Transfer Service Work?

To lodge a document through the electronic file transfer service, customers are first required to follow the simple registration process described below:

1. Complete the **New User** registration form (shown below).
2. Once the registration details are submitted, an activation email will be sent to the email address you provide.
3. Click the link provided in the email to activate your account.
4. Once the account has been activated, sign in using the **Existing User** form (shown below) to start using your account and lodge your documents.

How to Access the Electronic File Transfer Service

The electronic file transfer service is located at the following website address –

<http://www.gosford.nsw.gov.au/dropbox/>

How to Register for the File Transfer Service

Before accessing the file transfer service, users will be asked to complete the customer registration form (see below) to establish an online account.

Registration with Council for an online account is a one off process, once you have activated your account, it may be used to lodge documents with Council at any time.

Customer Registration Form

First time visitors should complete the 'New User' section of this form, all mandatory fields are marked.

Complete the form and click the 'sign up' button – an activation email will be sent to the email address you have provided on the registration form.

The screenshot shows a web form titled "Lodge an Electronic Response". It is divided into two main sections: "New User?" and "Existing User?".

New User? This section is for creating a new account. It includes a green "Sign Up" icon and the text "Sign Up For A New Account Below". Below this, there is a sub-header "Please enter your email address and contact details". The form fields include: "Email" (with a red asterisk), "Organisation", "First name" (with a red asterisk and the instruction "Enter your first name here."), "Last name" (with a red asterisk and the instruction "Enter your last name here."), "Job Title", "Phone", and "Fax".

Existing User? This section is for logging into an existing account. It includes a blue "Sign On" icon and the text "Sign On Using Your Existing Account Below". Below this, there is a sub-header "Please enter your email address and PIN". The form fields include: "Email" (with a red asterisk) and "PIN" (with a red asterisk and a link "Please click here if you have forgotten your PIN."). There is also a checkbox for "Keep me signed in using EasyLodge" with the text "EasyLodge keeps you logged in at your computer." and a "sign on" button.

Terms and Conditions

Customers wishing to use Councils electronic service are required to agree to the terms and conditions of use.

To view the terms and conditions, click the link provided on the 'New User' section of the registration form (see below).

This screenshot shows a section of the registration form with a blue border. It contains a checkbox for "I agree to the Terms And Conditions" with the text "Please ensure that you read the [Terms and Conditions](#)". Below this are two fields for a new PIN: "New PIN" (with a red asterisk and the instruction "Please enter your new PIN") and "New PIN Confirmation" (with a red asterisk and the instruction "Please confirm your PIN"). At the bottom of this section is a "sign up" button.

Personal Identification Number

Each new user registering with the tender service is required to record a **Personal Identification Number**.

Your PIN may be any combination of numbers/letters, usually between 4 & 6 characters in length.

The account PIN is used in conjunction with our unique user name protection to safeguard the integrity of your transactions with Council.

Activating Your New Account


After you submit your registration form, our system will generate an activation email and sent it to the email address you supplied on the registration form.

You will not be able to use your account until you have activated it. To activate your account, simply click the link contained within the activation email.

Once you have activated your new account, log in to the system using the 'Existing User' section of our registration form page.

Enter your email address and personal identification number to log in and view to the electronic file transfer form.

Existing User?

 Sign On Using Your Existing Account Below

Please enter your email address and PIN

Email ■

PIN ■

[Please click here if you have forgotten your PIN.](#)

Keep me signed in using EasyLodge
EasyLodge keeps you logged in at your computer.

 sign on

Managing Your Account Information

The tenders system will allow customers to manage the information relating to the account established with Council.

Customers are able to perform the following tasks against their account:

- Update name and address information.
- Update the account PIN
- Retrieve an account PIN

Editing your Email Address

Customers are advised that email address details cannot be edited. In this instance a new account containing the updated email address should be created.

Updating Account Name and Address Information

To update your account name and address details, follow these steps:

- Sign in using your email address and existing personal identification number.
- Update your account information by clicking the '**my profile**' button.
- Complete your changes, confirm your PIN and click the 'update' button.
- Click the 'sign out' button to log out.

Updating your PIN

To update your personal identification number, follow these steps:

- Sign in using your email address and existing personal identification number.
- Update your PIN by clicking the '**update pin**' button.
- Enter your current PIN, then enter and confirm your new PIN.
- Click the 'update' button to complete your changes.
- Click the 'sign out' button to log out.

Retrieving an Account PIN

To retrieve your PIN, click the link situated on the login form for existing users titled '*Please click here if you have forgotten your PIN*'. Your PIN will be emailed to the address provided to Council on the account registration form.

SUBMITTING A DOCUMENT ELECTRONICALLY

To submit documents to Council electronically, follow these simple steps:

- Browse to the electronic file transfer site at <http://www.gosford.nsw.gov.au/dropbox/> .
- Log in using your GCC account.
- Attach your files from your local computer drive.
- Provide subject information and notes or comments to your form if required.
- Enter your PIN to confirm.
- Click the submit button to begin the file transmission.
- Log out of the system when the transmission process is completed.

The File Submission Form

Important Information
Electronic lodgements for this item are subject to the following conditions:

- **Maximum Number of Attachments: 5**

Council Issue/Subject ■
Please enter the council issue or subject that your submission relates to.

File(s)
Please select your file(s) by clicking 'browse'.

Notes or Comments
Please enter any notes or comments that you wish to include with your transmission.

PIN ■
You are required to enter your PIN on this tender for electronic lodgement of submissions.
[Please click here if you have forgotten your PIN.](#)

Important Information about the File Submission Process

1. The Maximum number of attachments is stated on the file submission page. If you would like to attach more than the stated amount please contact Council or send the additional documents to Council separately. Our records staff can then bind your documents together during the registration process.
2. The completion time for your transaction will depend on the speed of your internet connection and the size of the files you are attempting to send. Council has no control over the amount of time required to complete your submission.
3. Once your upload has completed, you will be provided with a transaction receipt page which you will be able to print. Council will also send you a file transmission receipt via email to the email address linked to your GCC account. These receipts should be kept for future reference.
4. Any enquiries relating to your electronic submissions please quote your electronic receipt number.

Troubleshooting and FAQs

1 THE DIGITAL DROP BOX SITE HAS GONE DOWN?

- 1.1 Try again later the website may be having technical problems.
- 1.2 Alternate Mail can be sent via the email address or fax number listed.
 - Generic Mail address to gocity@gosford.nsw.gov.au
 - DA Submissions dasubmissions@gosford.nsw.gov.au
 - Fax Number; 43232477

2 IF A CLOSING DATE/TIME IS APPLICABLE (TENDERS & SUBMISSIONS ETC)

- 2.1 Suggest to fax 43232477
- 2.2 Email document to tender/submission email address (format size restrictions & tender email site only) <mailto:tenders@gosford.nsw.gov.au> or [submissions dasubmissions@gosford.nsw.gov.au](mailto:dasubmissions@gosford.nsw.gov.au)
- 2.3 If no fax or email is available, post the hardcopy documents prior to the closing time and to obtain a receipt from postal couriers as proof of lodgement before the closing date/time.
- 2.4 If the document is a tender for a lump sum amount (money involved, Schedule of Costs)
 - Send page of lump sum documents/quote and any documents with any price amount including company name and tender subject. Transmit via the options above.
 - All tender lodgements uploaded online must be submitted to the tender area within website see <http://www.gosford.nsw.gov.au/tenders>

3. I did not receive a receipt number after I lodged my documents?

- 3.1 Check email account for a copy of the receipt; an automatic generated receipt is sent to the registered address once the documents are uploaded successfully. If you are not receiving an automated receipt check your registered email address is still current. Customers are advised that email address details cannot be edited. In this instance a new account containing the updated email address should be created.
- 3.2 If no receipt number has been acknowledged after the upload, including the copy to the registered email address the upload may have been unsuccessful or there may be a problem with the site. Try to send again, if no receipt has still been issued contact Council. Customer service can then transfer the call to records for confirmation that the documents have been received.
 - Customers please do not to keep sending/uploading the documents as we may be receiving multiple copies.

4. I would like to lodge more then the maximum number of attachments specified?

- 4.1 If you would like to send more then the specified number of attachments, lodge the documents in order (estimating 3 at a time). During the registration process these documents can then be bound together and made as one master document.
- 4.2 If the electronic documents are required to be submitted in one transaction, contact Council to authorise a change to the file restriction settings, depending on the category or tender the documents are being transmitted against.

5. The file progress page is displaying on screen (but seems to be frozen)?

- 5.1 Depending on the size of the upload and speed of the Internet connection (broadband is recommended) it may take some time to complete the transmission. Council has no control over the amount of time required to complete your submission.
- 5.2 If the customer has been waiting for over 20 minutes and the transmission has not completed it may be a problem with the user's computer/ software or with the website.
- 5.3 If not urgent, try again later if problem persists please contact Council reported this issue to technical support.

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