

Step by Step Supplier Guide

to the

e-Tendering System

Page 1 of 16



Introduction

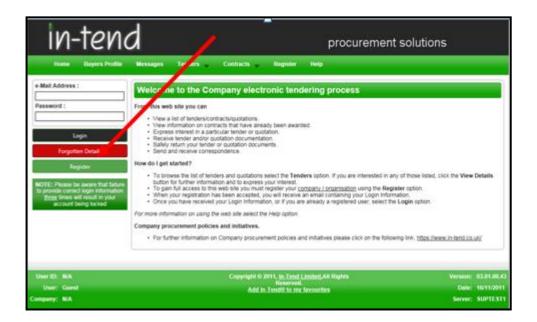
This **Step-By-Step Guide** is provided to assist you in using the (In-Tend) e-tendering system. Once you have registered, you will be able to maintain your company information, return tender submissions and maintain company/contract documentation in a secure area via the internet.

If you encounter any difficulties whilst using the system you can contact out Support team by phoning 0844 2728810 or emailing support@in-tend.co.uk

Registering on the e-Tendering system

Visit https://in-tendhost.co.uk/****** to access the (In-Tend) supplier portal.

From the homepage click on Register





Registration process

As part of the simple registration form you will be asked to complete your **Company Details**, **Company Contact Details** and **Primary User Details**. Email alerts and actions will be sent to the email addresses you provide so if possible it is useful to enter a general company email address in the **Primary User Details** section such as info@ *****.co.uk. For cases where this person or inbox may be unavailable, we strongly recommended you add an **Additional User** at the bottom of the screen so they can gain access to the site and also receive a copy of the emails. All Yellow fields are mandatory

Company Details But	iness Classifications		
In order to gain full ac	ess to this website you must register your comp	vary / organisation details.	
If you believe that you registered contacts and	company / organisation has already registered ask them to add you as a new contact	on this site but you are a new user who requires access, please contact one o	f the existin
PLEASE NOTE: Yellow			
Company Details			
Company Reg No :		I do not have a Company Reg Number	
Company Name :		Address Line 1 :	
Address Line 2 :		Address Line 3 :	
Address Line 4 :		Post Code :	
Country :	United Kingdom		

	Contact Details			
	Telephone :		Fax:	
,	Web Site :		Construction Line No :	
	Primary User Details			
	Contact First Name :		Contact Last Name :	
	Telephone :		e-Mail :	
	Confirm e-Mail :		Password :	
	Confirm Password :			
		tuations where the primary contact is not available, add ay only add one additional point of contact, however aft re like.		



You are also able to add one Additional User which is recommended for situations where the primary contact is not always available (this is not a mandatory requirement).

While registering you may only add **one** additional point of contact, however after the registration is complete you may login to your account and add as many additional contacts as you like.

	y only add one additional point of contact, however		re registered as they would still be able to gain access. plete you may login to your account and add as many
Additional User Details			
Contact First Name :		Contact Last Name :	
Telephone :		e-Mail :	
Confirm e-Mail :		Password :	
Confirm Password :			
			Register My Company

In the **Business Classifications** tab you are able to add the business category codes relevant to your company. Enter a key word or click on the search button to see the full list of available categories. Click the blue + symbol to add a category you require. You can add multiple categories.

Once you are happy with the details click on **Register My Company**

ompany Details	Business Classifications	
Cassifications		
Search :		Search Clear
Category	Title	
	Unspecified	+
A	Audio-Visual & Multimedia	+
AA	Audio Equipment including Video Conferencing, Televisions, Videos	+
AB	Display/Projection Equipment & Consumables	+
AC	Learning Packs	+
AD	Music	+
AE	Photographic Equipment Supplies & Services	+
Aő	Studio Costs	+
44	Thurston Costs	+ *
Category	Title	
		Register My Company

You should not register your company more than once unless they are under a separate company registration number. If your company has several locations, register the company against the head office and add contact details for individuals at the different locations. You can add one additional user at the time of registration. Once registered, you can add several contacts in the **Company Details** section.



Once registration is complete, the system will then thank you for registering and inform you that your details are being processed. You will then shortly receive an email with confirmation of your email and password.

Thank you for registering		
hank you for registering with the Company ele	ctronic tendering web site.	
Confirmation E-Mail		
four details are awaiting processing, and each	contact will be sent an email to confirm their negistration has been accepted.	
hese e-mails will contain the automatically sys	tem generated User ID, as well as a reminder of the e-mail address and password.	
incompany of the projection of many set of	e able to login to your secure area of the web site.	

Managing your Company Details

If you need to update your company information you can do this from the Company Details section on the top menu bar. From here you can edit/add information regarding the company, contact details, company documents and business classifications.

nome Botollo	
pany Details	
is Documents Business Cab	sgories Contact Details
Address Company Banking	Insurance Other Accreditation
Company Name :	RHG Supplies
Address Line 1 :	1 A Road
Address Line 2 :	
Address Line 3 :	
Address Line 4 :	London
Postcode :	SW1
Country :	United Kingdom
Telephone :	0123 456789
Fax :	
Website :	
Company e-Mail :	
Publish e-Mail :	j.bloggs@bloggs.co.uk
Enquiries e-Mail :	
Health and Safety e-Mail :	

Please note that it is important that you do keep your details up to date, particularly your contact email addresses as you may miss out on tender opportunities which may be of interest.



Tender Opportunities

To access tender opportunities hover over the **Tenders** section at the top menu bar and then click on **Current**, this will provide you with a full list of current tender opportunities. For a tender that you are interested in you should click **View Details**

Home	Buyers Profile	Messages Tenders Co	ntracts – Rogister Help
Tenders			
Search		A.123 Stationery contract	Date documents can be requested until: 06/05/2012
Current Forthcoming Awarded Show all.		Description	In-Tend dt are currently out to tender for the Stationey: contract which will run for a three year period starting from the 1st March 2012. If you are interested in being involved with the tender please express an interest, you will then be seen further details in the tender documentation. The closing date for return of tenders is the 31st January 2012 at 12 noon. Please note that you will not be able to make a return after the deastorns relating to the tender should be forwarded time to make your electronic feature. Any questions relating to the tender should be forwarded via the Correspondence functionality.
Customer			View Details
Al		e9.0	Date documents can be requested until: 15/12/2011
		Description	lest
			View Details
		1912 12	Date documents can be requested until: 15/12/2011
		Description	test
			View Details
		125.91	Date documents can be requested until: 15/12/2011
		Description	test
			View Details

From the Tender Management screen you are able to Express Interest in the tender.

nder Management	
ender	
A-123 Stationery contract	
Title :	A-123 Stationery contract
Reference :	A-123
Description :	In-Tend Itd are currently out to tender for the Stationery contract which will run for a three year period starting from the 1st March 2012. By you are interested in being involved with the tender please express an interest, you will the he set further details in the tender documentation. The closing date for return of tenders is the 31st lanuary 2012 at 12 room. Please note that you will not be able to make a return after the deadline so please ensure you applo sufficient time to make your electronic return. Any questions relating to the tender should be forwarded via the Correspondence functionally.
Contact :	Ruth Gambling
Contract Start :	01/03/2012
Contract End :	28/02/2014
Date documents can be requested until :	06/01/2012



You will be asked to either log into an existing account or register a new one.

Once you have expressed your interest you will instantly see an update as to your status in the tender process and it will tell you that your Expression of interest is being processed.

ender Management	
our Expression of Interest in the tender is being progressed by u	8
Tender Correspondence History	
A-123 Stationery contract	
Title :	A-123 Stationery contract
Reference :	A-123
Description :	In-Tend Itd are currently out to tender for the Stationery contract which will run for a three year period stating from the Lst March 2012. Byou are interested in being involved with the tender period search provided with the besent further details in the tender documentation. The closing date for return of tenders is the 11st lanuary 2012 at 12 non. Process note that you will not be able to make a return after the deadline so please ensure you applo sufficient time to make your electronic return. Any questions relating to the tender should be forwarded via the Correspondence functionality.
Contact :	Ruth Gambling
Contract Start :	01/03/2012
Contract End :	28/02/2014
Date documents can be requested until :	06/01/2012

Once your expression of interest is received and accepted by the organisation (this may not happen straight away) you should receive an email saying that you have received tender documents and you should login to the secure area of the website to access them. If documents are immediately available, you will be taken straight to the latest tender stage screen.

If you are not currently logged in, from the homepage you should enter your email address and password then click Login.

e-Mail Address :
Password :
Login
Forgotten Details
Register
NOTE: Please be aware that failure to provide correct login information <u>three</u> times will result in your account being locked

*Please note that you are given three attempts to enter your email address and password. Please ensure you click the **Forgotten your Password** button if you cannot remember your details otherwise your account will be locked!

in-tend

Once you are logged in, go to the **Tenders** section at the top menu bar and click on **My Tenders**, find the tender that you are dealing with and click **View Details**. From the Tender Management section you can see easily see what your status is within the tender process. You will be able to see tabs running across the top, the tab which is **RED** is the current stage of the tender process (eg. Pre Qualification Stage, Invitation to Tender stage).

Tender Management	
Your return has not yet been sent	
Tender III Correspondence History	
A-123 Stationery contract	
Title :	A-123 Stationery contract
Reference :	A-123
Description :	In-Tend Itd are currently out to tender for the Stationery contract which will run for a three year period stating from the 1st March 2012. If you are interested in being involved with the tender places express an interest, you will have the sent further details in the tender documentation. The closing date for return of tenders is the 1st lanuary 2012 at 12 noon. Please note that you will not be able to make a return after the deadline so please ensure you applo sufficient time to make your electronic return. Any questions relating to the tender should be forwarded via the Correspondence functionality.
Contact :	Ruth Gambling
Contract Start :	01/03/2012
Contract End :	28/02/2014
Date documents can be requested until :	06/01/2012

Submit Tender Return

If you click on this tab you will go into the section where you can access the tender documents. At the top of this section you will see instructions as to how to attach and submit documents which you should read carefully as they talk you through step by step.

in-tend

In this section you will see the follow headings:

- Tender Documents Received: View and/or download tender documents received
- **My Tender Return:** If any mandatory documents have been requested, they will be shown in the **My Tender Return** section against a *Red* button. You will need to attach them using the **Attach Documents** button within the **My Tender Return** section to the bottom of this screen.

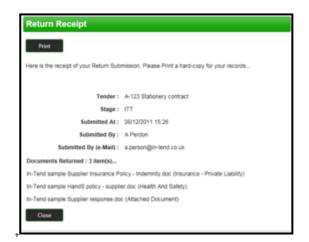
If a Questionnaire is required to be completed, it will be shown in *Red* and marked **Not Started** in the **My Tender Return** section. It is mandatory that any Questionnaire's must be completed.

- Attach Documents (if available): Attach any additional documents you wish to return as part of your tender submission; these will upload to the **My Tender Return** section.
- **Submit Return:** Click the Submit Return button only when you are completely happy that you have all the documents uploaded that you need to submit.

A REAL PROPERTY OF A READ REAL PROPERTY OF A REAL P	Documents		
Attach Documents 2. If a Questionnaire is must be completed. 3. To attach additional	button within the My Tender Return section to the bottom required to be completed, it will be shown in Red and marke	Tender Return section against a Red button. You will need to attach them using the of this screen. If Not Started in the My Tender Return section. It is mandatory that any Questionnaire's click the Attach Documents button under the My Tender Return section (if available).	
	ay take some time to upload. We advise you to keep the files	under SMB	
		ter return, click the red Submit Return at the bottom of this page.	
a manyacan con	being as the above substant are ready to service your re-	er en ante de la companya de la companya de la companya de la companya.	
Server Time / 2178127209	1 13:59:39 Dee Date : 11/01/2012 12:00:00 T	Inv Resoluting II Weeks 22 Hours 20 Seconds	
Tender Details			
Stage Name		m	
Description		This is the Invitation to Tender stage	
Closing Date		31/01/2012	
Stage Start Date		06/12/2011	
Project Title		A-123 Stationery contract	
Project Description		In-Tend Hd are currently out to tender for the Stationery constrait which will run for a three year period starting from the 1xt March 2012. If you are interested in being involved with the throder please express an interest, you will three be sent further details in the tender documentation. The closing date for return of tenders is the 31st January 2012 at 12 noon. Please note that you will not be able to make a return after the deadline so please ensure you appli subficient time to make your electronic return. Any partition installing to the tender should be forwarded via the Correspondence functionality.	
Tender Documents Recei	red Description	Options	
In-Tend sample ITT.doc		View Download	
Tech spec.doc		View Download	
In-Tend sample TandCs.do		View Download	
My Tender Return	Description	Option	
Insurance - Private Liability	Upload copy of Insurance of	enificate Upload Document	
Health And Safety	Upload copy of Health and	Upload copy of Health and Safety Policy Upload Document	
		m settion above using the Attach Documents button below.	
		m settion above using the Attach Documents button below. ad. We advise you to keep file sizes under SMB.	
	NOTE : Large files can take some time to uplo	-	
Solooit My Beboo	NOTE : Large files can take some time to uplo	ad. We advise you to keep file sizes under SMB.	
Submit My Return	NOTE : Large files can take some time to uplo Attach D	ad. We advise you to keep file sizes under SMB.	
Submit My Keturn	NOTE : Large files can take some time to uplo Attach E When you have completed all the above steps and are ready	ad. We advise you to keep file sizes under SMB.	

in-tend

Once you have submitted your return you will be able to view a Return Receipt which confirms all the details of your submission. This will always be available to View within the History tab.



If for anyreason you wish to amend your return you may be able to do so by going into the stage tab again. The screen visible will show you all the documents that you returned as part of your original submission. If you want to remove any documents or add additional dcouments you can do this now.

Please note you should ensure that ALL the documents which you wish to be evaluated as part of your tender return are included in the My Tender Return section before you click on Modify Return as you are overiding the first return!

Tender Documents Received	Description	Options				
In-Tend sample ITT.doc		View Download				
Tech spec.doc		View Download				
In-Tend sample TandCs.doc		View Download				
My Tender Return	Description	Options				
In-Tend sample Supplier Insurance Policy - Indemnity.doc	(Microsoft Word Document) Insurance - Private Liability	View Download Remove				
In-Tend sample HandS policy - supplier.doc	(Microsoft Word Document) Health And Safety	View Download Remove				
In-Tend sample Supplier response.doc	(Microsoft Word Document)	View Download Remove				
Return Submitted						
	You have made a previous return for this tender on 08/12/	/2011				
It is possible to modify the your return by selecting the 'Modify Return' button. Please note that any documents not included in the subsequent return will not be considered. All tender documents you wish to return must be included in your modified bid as this replaces your first and existing bids.						
You must pres	s the 'Submit' button again, in order to submit any subsequ	ent modified returns.				
	Modify Return					

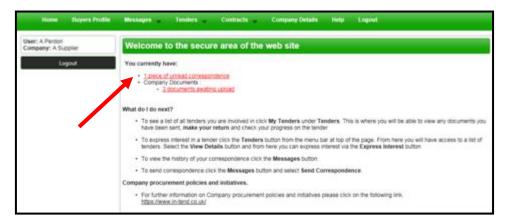
Page 10 of 16



Correspondence

This procedure is used to receive and send a communication regarding a tender/contract via the website.

If you receive Correspondence you will firstly receive an email alert informing you of this. You will need to login to the secure area of the system to view it. When you first login you will see on the homepage in red a prompt to say that there are unread correspondence. If you click on the link it will take you straight through to the message.



Or you can view the message through the Tender Management screen where it will tell you in brackets how many correspondence there are in the Correspondence tab. You can view the message, view any attachments and also make a reply.

r return has been received by us						
nder III Correspondence (Correspondence	1) History					
Search	🗘 Date	🖨 Subject		Au	ociated	
leceived	08/12/2011 15:	19	Ø	3	A-123	
ent /	_					
ead	Message Subject:	Attachments Reply				7
ead how all_			successul in winning t	he Stationery cont	xect.	2
ivead ead how all		A-123	successul in winning t	the Stationery cont	ract	

You can also view Correspondence through the Messages tab at the top of the screen

Home Duyers Profile	Messages 🚽 Tend	ers Contra	icts 🕌	Company Details	Help	Logout
User: A Perdon Company: A Supplier	Correspondence Clarifications Actions	secure area	of the	web site		
Logovt	Actors	J				



Clarifications

If there are any Clarifications made against the tender you can view them by viewing the tender details and a new tab will appear. It will tell you how many clarifications there are in brackets. Click on the Clarifications tab to view.

Tender Management				
Your return has been received by us				
Tender III Correspondence ((1) Clarifications	(1) History		
Clarifications				
Search	C Added	Ç TRA	🗘 Project	
Read Unread Show all	Ob/12/2011 Carification		A-123 Clarification 1	
Filter Stage	Name:	A-123 Clarification 1		
None	Description:	Question: xyz Answer: xyz		
	Date:	08/12/2011		

NB. If you require clarification regarding the tender you should send your clarification request via Correspondence

Actions

This procedure is used to send you tasks which should be completed by a certain date. The system will send out automatic reminders for you to complete Actions.

If you receive an Action email, log in to your homepage and a red link will appear on screen.

Click on the red link or hover over **Messages** at the top menu bar and then click Actions.

Home Duyers Profile	Messages Tenders Contracts Company Details Help Logicial				
User: A Perdon Company: A Suppler	Welcome to the secure area of the web site				
lagovi	You currently have:				
	false been sent, make your return and check your progress on the tender. • To express interest in a tender click the Tenders button from the memu bar at top of the page. From here you will have access to a list of tenders. Select the View Details button and from here you can express interest via the Express Interest button. • To view the instroy of your correspondence click the Messages button. • To even downerse click the Messages button and exist Send Correspondence.				
	Company procurement policies and initiatives. • For further information on Company procurement policies and initiatives please click on the following link. <u>https://www.lindent.co.uk/</u>				

Page 12 of 16



You will be taken you to this screen where you can view details of the action placed against you.

Search Completed Status Raised Date Description Outstanding Completed Show all Not Completed Not Completed 08/12/2011 Associated With Stage (A-123 Stationery contract -) Please provide the following information: Filter Project None Image: Appleted 08/12/2011 Associated With Stage (A-123 Stationery contract -) None Image: Appleted Date Date: 14/12/2011 Associated With Stage (A-123 Stationery contract -) None Image: Appleted Date Date: 14/12/2011 Associated With Stage (A-123 Stationery contract -) None Image: Appleted 08/12/2011 Image: Appleted Image: Appleted None Image: Appleted 08/12/2011 Image: Appleted Image: Appleted Status: Not Completed Image: Appleted Image: Appleted Image: Appleted Project Image: Appleted Ar-123 Stationery contract (ITT) Image: Appleted Image: Appleted Description: Associated With Stage (A-123 Stationery contract - ITT) Image: Appleted Image: Appleted	Actions						
Outstanding Completed Stationery contract (ITT) Not Completed Not Completed Not Completed Note Not Completed Note Not Completed Note None Not Completed Note Not Completed Not Completed Not Completed Not Completed Not Completed Not Completed Not Completed Not Completed Not Completed		🔶 Due Date 🔹 🗧	Who	Associated	🗘 Status	Raised Date	Description
Project None Date Due: 14/12/2011 Contract Who: A Perdon Raised Date: 08/12/2011 Status: Not Completed Project A-123 Stationery contract (ITT)	Outstanding Completed	14/12/2011 A	Perdon	Stationery	Not Completed	08/12/2011	Associated With Stage : A-123 Stationery contract - ITT Please provide the following information:
None Date Due: 14/12/2011 Contract Whe: A Perion None m Raised Date: 08/12/2011 Statu: Not Completed Project K-123 Stationery contract (ITT)		Action					
None Raised Date: 08/12/2011 Statu: Not Completed Project (Stage) A-123 Stationery contract (ITT)		Date Dues	14/12/2011				
Status: Not Completed Project (Stage) A-123 Stationery contract (ITT)		Who:	A Perdon				
Project (A-123 Stationery contract (ITT)	None	Raised Date:	08/12/2011				
(Stage) A-123 stationery contract (p11)		Status:	Not Complete	ed			
Description: Associated With Stage : A-123 Stationery contract - ITT			A-123 Station	very contract (ITT)			
		Description:	Associated W	(th Stage : A-123	Stationery contrac	t - 177	
Please provide the following information:			Please provid	le the following in	formation:		
View Stage Complete Action							Complete Action

Read through the Action and make sure everything requested is completed then click **COMPLETE ACTION.**

Tender History

Within the My Tenders section you will see the History tab where there is a log of your involvement of the tender right from your expression of interest to the current status.

nder Management						
ngratulations, you have been so	uccessful in winning this tender					
ender ITT Corresponden	ce (1) Clarifications (1) Actions History					
Date	Description	Page 1 of 2 Next				
01/12/2011 13:12	You were successful in winning this tender					
01/12/2011 13:12	Your return is being considered by us for Stage TTT					
01/12/2011 13:11	Your return was opened by us for Stage TTT	Your return was opened by us for Stage TTT				
01/12/2011 12:46						
01/12/2011 12:40	Your return was received by us for Stage TIT					
01/12/2011 12:40	Your return has been sent to us for Stage TIT'	View Receipt				
01/12/2011 12:27	You started processing the tender documentation for Stage TIT*					
01/12/2011 12:27	You received tender documentation for Stage TTT'					
01/12/2011 12:27	A new Stage has been published					
01/12/2011 12:27	Your Expression of Enterest is being considered for the next Stage					



Contracts

You can view a summary of what Contracts the Institution has running from the **Contracts** heading at the top menu bar. (may not be available with some institutions)

Home	Buyers Profile	Messages 🖕	Tenders 🚽	Contracts 🖕	Company Details	Help	Logout	
Contracts								
Search	٩	🔶 A/123 Stat	ionery contract					Expiry Date Not Set
My Contracts		Description	This is the Statio	mery contract which	will run for a period of	three years s	tarting from the 1st S	eptember 2011
New Current		Name	A/123 Stationery	contract				l K
Expiring Show all								View Details
Filter Customer		Another Good	I Company -3 Yea	r Cleaning Contra	đ			Expiry Date 31/12/2015
All		Description	Contract bety	ween Us & Another	Good Cleaning Compr	ay to provide	cleaning etc etc	
~		Name	Another Goo	d Company -3 Year	r Cleaning Contract			
								View Details
		Supply of Des	ktop PC's					Expiry Date Not Set
		Description		1	test description			
		Name		1	Supply of Desktop PC's			
								View Details
		test boolean o	contract					Expiry Date 07/10/2011
		Name		test boolean co	ontract			
								View Details

If you are the contracted supplier you should log into the secure area of the website to be able to view specific contract information/documentation.

You can view this information by hovering over **Contracts** on the top menu bar and then clicking on **My Contracts** and then **View Details** for the relevant contract.

From this screen you can view contract details, see contract documents and send correspondence relating to the contract.

ontract Man	agement				
Contract Doou	nerts Correspondence				
A/123 Statione	y contract				
Description :	This is the Stationery contract which will run for a period of three years starting from the 1st September 2011				
Name :	A/123 Stationery contract				

Page 14 of 16



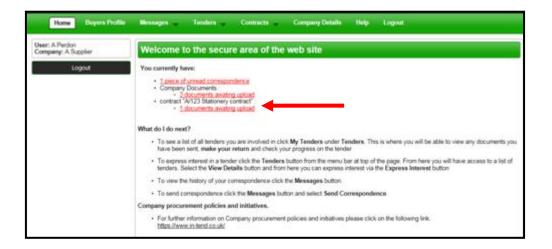
Contract Documents

Contract Documents can be viewed in the Documents tab within the Contract Management section.

Some documents may have viewing rights only which you cannot replace eg. official contract, agreed terms and conditions etc.

Other documents may be for you to manage and keep updated eg: insurances, policies etc...

If you are required to upload a new document of a document has expired you will receive an email alert. You should login to the secure area of the website where you will see a prompt in red that contract documents require upload.



To upload these documents you should click on the red prompt or go into **My Contracts**, click **View Details** of the relevant contract and then click the **Documents** tab.



Page 15 of 16



Managing Contract Documents

From the documents tab you can view contract documents and replace/upload documents that you are responsible for maintaining.

You will be able to see a Replace button for the documents that may have expired (eg. Insurances) or that can be updated as and when (eg policies). You will also see a red Upload Document button for documents that have been requested by the contracting institution. If there is an expiry date in place you will be reminded until you upload the required document.

