



## *Supplier Guidance*

### *Responding to an Invitation to Tender or Pre-Qualification Questionnaire*

## Introduction

This guide will take you through the steps required to submit a response to a KCC invitation to tender or pre-qualification questionnaire via The Kent Business Portal (KBP).

Further guidance can be found within the KBP's 'Help' section located in the top right hand corner of the page once you're logged in.

This guide is split into four sections:

1. Logging in and registering your interest in an opportunity
2. How to locate the relevant documentation
3. Using the discussions facility
4. Submitting your response

## Section 1 – Logging in and Registering your Interest in an Opportunity

**Kent Business Portal**

**Portal Links**

- Supplier Registration
- Contract Store
- Current Opportunities
- Subcontracting Opportunities
- User Guides
- Supplier Area**
- Login

**Welcome to the Kent Business Portal**

This portal allows the sharing of information about existing contracts and forthcoming tendering opportunities across councils in the Kent area.

- Register free to receive email notifications of opportunities
- Click on Opportunities to view current contract opportunities advertised by the participating authorities
- Click on Contract Store to view the contacts currently let by the participating authorities
- Click on User Guides for instructions on using the system and frequently asked questions

**Participating Authorities and Services:**

- Kent County Council
- Folkestone Hythe & Romney Marsh Shepway District Council
- Medway Council
- Thanet District Council
- Swale Borough Council
- Maidstone Borough Council
- Gravesham Borough Council
- Canterbury City Council
- Commercial Services
- Kent Fire & Rescue Service

- a) Visit [www.kentbusinessportal.com](http://www.kentbusinessportal.com) and select 'Supplier Area'

**Information**  
As part of the governments initiative to implement e-procurement, you can now register free to an electronic system which will allow you to tender for public sector contracts  
Approximately 100 public sector procurement officers are issuing tenders and quotations electronically via our system today. If you want to register your company on the system, register free now!

**Benefits**

- Make buyers aware of your presence
- Receive Pre-Qualification Questionnaires, Requests for Quotes and Invitations to Tender electronically
- Submit your quotations and tenders electronically almost instantly
- All you need is an internet connection and an email account
- Reduce your paper and associated printing costs
- Benefit from proven added security and knowledge that your submission has been delivered

**Latest Opportunities** [Search Latest Opportunities](#)

The latest contract opportunities can be viewed below. PLEASE NOTE THAT THIS IS ONLY A SMALL SELECTION OF THE LATEST OPPORTUNITIES. You are advised to use the search facility to look at the full range of available opportunities by clicking the search link above.

| Contract Title   | Buyer                    | Start Date | End Date   |
|--|--------------------------|------------|------------|
| <a href="#">Civic Centre Cleaning Contract</a>                               | Shepway District Council | 01/10/2014 | 30/09/2016 |
| <a href="#">Cabling Quotation</a>  | Medway Council           | 23/06/2014 | 11/07/2014 |
| <a href="#">Short Breaks Disabled Children's Day Services from 2015-2018</a> | Kent County Council      | 02/06/2014 | 02/06/2014 |
| <a href="#">SS13 170 Cycle to Work Scheme</a>                                | Kent County Council      | 10/07/2014 | 09/07/2016 |
| <a href="#">SS13 19 KCC Training Framework Invitation to Tender</a>          | Kent County Council      | 01/08/2014 | 31/07/2018 |

**Subcontracting Opportunities** [Search Subcontracting Opportunities](#)

You can now search for subcontracting opportunities posted by our registered suppliers. The latest subcontract opportunities can be viewed below. PLEASE NOTE THAT ONLY A MAXIMUM OF FIVE SUBCONTRACT OPPORTUNITIES WILL BE VISIBLE AT ANY ONE TIME. You are advised to use the search facility to look at the full range of available opportunities by clicking the binoculars icon.

- b) Select 'Login' located in the top right hand corner of the above page.
- c) On the page that follows enter your login information and select 'login'

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There are no new subcontract opportunities, please check back later.

- d) The above page will display the latest 5 opportunities posted on the Kent Business Portal. In order to search all current opportunities select 'Search Latest Opportunities'



Home > Search Opportunities

## Opportunities

### Search current opportunities

**Search Criteria**

Organisation:

Category/Categories: (All Categories)

Contains:

Order By:

All Opportunities:  Tick to include past/previous opportunities and also future opportunities which are not yet open for expressions of interest

**Options**

**Help**

**Organisation** - allows you to choose the organisation whose opportunities you wish to search.

**Category** - allows you to choose the category to which the opportunities you wish to search for are associated.

**Contains** - allows you too search for a specific keyword contained in an opportunity.

**Order By** - to choose how you want the search results to be displayed.

**All Opportunities** - allows you to show results for all opportunities (past/previous, current and future).

Click **'Search'** to search opportunities.  
Click **'Finish'** to return to your homepage.

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We use these logos to help raise awareness of accessibility issues.

W3C WAI-AA WCAG 2.0

- e) Select the organisation for which you wish to view opportunities from the **drop down box** and select **'Search'**
- f) The page that follows will display a list of the opportunities currently being advertised, click on the title of the opportunity to view further information.

Home > Search Opportunities > Search Results > Opportunity > Opportunity > Opportunity > Opportunity > Opportunity

## Contract: KENT-9JPG-JFR4TK

**Main Contract Detail**

Buyer: Kent County Council

Title: SS13 170 Cycle to Work Scheme

Category/Categories: [\\* show categories](#)

Additional Categorisation(s): None

**Summary:**

To reduce environmental pollution and promote healthier journeys, the 1999 Finance Act introduced an annual tax exemption which allows employers to loan bicycles and safety equipment to employees (up to the cumulative value of £1,000) as a tax-free benefit. The exemption was one of a series of measures introduced under the Government's Green Transport Plan. Supporting the Green Agenda is the primary environmental issue and this also works towards the Council's Health and Wellbeing Agenda.

As a result, the Council's Reward team normally run two Cycle to Work schemes annually in pre-determined windows, usually in April and September. During this time, employees can take part in the salary sacrifice scheme and acquire bicycles and safety equipment for the primary use of commuting to and from work.

The Council are inviting potential suppliers to tender for the provision of a Cycle to Work scheme whereby the successful supplier is expected to organise and manage the process on behalf of the Council. This will be a Framework Agreement which will allow bicycles and equipment to be purchased as required on a call-off basis depending on employee demand.


The scheme provider will be required to utilise, partner with or sub-contract to independent local providers where appropriate, both at the beginning and throughout the scheme duration. This will increase the range of bicycles and equipment available to Council employees and increase the opportunities local SMEs have to participate in the scheme.

**If you are interested in tendering for this opportunity, please submit an expression of interest, download the Invitation to Tender documentation and submit your completed tender response via the Kent Business Portal no later than noon on Tuesday 10th June 2014.**

Should you have any questions, please use the discussion facility within the Kent Business Portal [www.kentbusinessportal.org.uk](http://www.kentbusinessportal.org.uk)

Contact: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Buyer**

  
[Kent County Council](http://Kent County Council)

**Help**

Click **'Register Interest'** to register your interest in this contract.

This option will only be available if the current date is within the expression of interest window.

Once you have registered your interest you will receive a confirmation receipt via email and the buyer may contact you with more information regarding the contract if you interest is successful.

Click **'Return To Search'** to amend your search.

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- g) Read the instructions contained within the advert. If you wish to register your interest then scroll to the bottom of the page and select 'Register Interest' You will receive email confirmation of your expression of interest , if no email is received please double check that you've expressed your interest successfully.

- h) In most cases you will receive a second email inviting you take part in the opportunity. The 2<sup>nd</sup> email will contain a link that will guide you to any documentation relevant to the process as well where you submit your response.

## Section 2 – How to Locate Documentation Relating to an Opportunity

In this section we will explain how to navigate and find the documentation relevant to the opportunity for which you have expressed an interest.

- a) The simplest route is to simply click the link contained within the email you will have received after expressing your interest; this will prompt you to login. Enter your account information and click 'Login' (skip to 2g)

Alternatively

- b) Follow section 1a – c to navigate to the page displayed below

Home

**Opportunities Portal**  
Welcome to the Opportunities Portal Powered by Due North

Contact Support Help Logout

**Latest Opportunities** Search Latest Opportunities

The latest contract opportunities can be viewed below. PLEASE NOTE THAT THIS IS ONLY A SMALL SELECTION OF THE LATEST OPPORTUNITIES. You are advised to use the search facility to look at the full range of available opportunities by clicking the search link above.

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There are no new subcontract opportunities, please check back later.

**Help**

**My Opportunities** - You can see all of the opportunities that you have been selected for by choosing the **My Opportunities** icon or link above.

**Latest Opportunities** - you can search for the latest contract opportunities by choosing **Search Latest Opportunities** in the latest opportunity section.

A list of the latest opportunities published by all of the buyers using this portal can be seen in this section.

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See also:-

- c) Select '**My Opportunities**'
- d) On the page that follows select the relevant organisation from the dropdown menu and click the icon.

Kent Business Portal

Home | My Opportunities

### Opportunities Portal

Welcome Mr Danny Lee

Organisations: Kent County Council

Please select an organisation from the dropdown menu above and click the icon

#### Last Viewed Opportunity

| Contract Title                | Contract ID | Received Date |
|-------------------------------|-------------|---------------|
| SS13 170 Cycle to Work Scheme | 9JPG-JFR4TK | 01/05/2014    |

My Contracts

- View Archive Opportunities
- Update Company Profile
- Update My Details
- Change Password
- Create/Manage Subcontracts

Help

**Organisations** - List of organisations you are/have been working with.

**Opportunities** - List of contracts you are involved with for the currently selected organisation.

**Last Viewed Opportunity** - the contract that you accessed on your last visit to the supplier area.

**Change Password** - your password can be changed by clicking the Change Password icon

Indicates that you have been invited to a new stage which you have not yet viewed or that the current stage has changed.

If any of your details displayed in the right hand panel are incorrect you can update the relevant information either by choosing the Update Company Profile icon or Update My Details links above.

- e) The page will display a list of all processes that you are currently involved with. Click the **contract ID** for the opportunity you want to access.

Kent Business Portal

Home | My Opportunities | Contract Dashboard

### Contract: SS13 170 Cycle to Work Scheme (9JPG-JFR4TK)

Stage: Please Select

SS13 170 Cycle to Work Sc... (ITT)

#### Stage Detail

| Title                                      | Reference         | Respond By          | Response Status |
|--|-------------------|---------------------|-----------------|
| SS13 170 Cycle to Work Scheme Tender (ITT) | RFX-9JPH-YU2W4K-1 | 10/06/2014 12:00:00 | New             |

Stage Options

View Stage Detail | Archive Contract | Close

Help

**View Stage Detail** - Select from the drop down menu the stage you wish to navigate to, then click the icon

**Tabs** - Click the tab header to see the stage detail click << to go to the first tab or >> to go to the last tab.

Click 'The Title' to open the current stage.

Click 'Finish' to return to the contract selection area.

Click 'Archive Contract' to archive the contract.

Click 'Retrieve Contract' to retrieve the contract when archived.

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- f) If you've been involved in more than one stage of the process then you will see multiple **green tabs**, one for each stage (e.g. a pre-qualification questionnaire followed by an invitation to tender) Select the appropriate tab and click on the **title** of the process.

## Kent County Council - Invitation to Tender

Contact Support  Help  Logout 

## Invitation To Tender Information

[View Invitation To Tender](#)[View Discussions](#)

Contract Ref No: KENT-9JPG-JFR4TK  
Contract Title: SS13 170 Cycle to Work Scheme  
Ref No (Version): RFX-9JPH-YU2W4K-1 (Version 1)  
Title: SS13 170 Cycle to Work Scheme Tender  
Response Required By: 10/06/2014 12:00:00  
Attachments: 4

## My Response

[View Response](#)

Status: New  
Version: 1  
Intent To Respond: Not Sent  
Supplier Ref No: Not Set  
Attachments: 0

## Options

[Response Wizard](#)[Opt Out](#)[Register Intent](#)[Finish](#)

## Discussion(s)

There are 1 unread messages

## Help

**Information Section** shows all information for this procurement exercise.

You can view further information in this section by clicking the  icon or **'View'** link found at the top right of the section.

**My Response** shows the status of your latest response version to this procurement exercise to date.

You can modify the information in this section (if the exercise hasn't closed or you have not yet submitted your response) by clicking the  icon or **'View'** link found at the top right of the section.

You can also create/view/edit your response (if the exercise hasn't closed or you have not yet submitted your response) step by step by using the provided response wizard.

Click the **'Response Wizard'** button found in the options section (when available) to begin the response wizard.

**Discussions** shows all current discussions. Discussions include:-

**'Messages'** where you can raise a message to the procurement team and see other messages posted by other suppliers.

- g) From the page shown above you're able to access the **tender information and any relevant documentation**, the **discussions** area through which all communication relating to the tender should take place as well as the **'Response Wizard'** which will take you through the steps required to submit your response.



## Section 3 – Using the Discussions Facility

The discussions facility should be used for all communication between yourself and Kent County Council. Any questions you have regarding a particular process or tender should be asked via the discussions area, likewise, important information will be sent to you via discussions and as such it's important you take note and read any messages.

You will receive an email alert when a new message is received.

- a) Select '**View Discussions**' as shown in the previous screenshot.

The screenshot displays the Kent Business Portal interface. At the top, the navigation bar includes 'Home', 'My Opportunities', 'Contract Dashboard', 'Invitation to Tender Summary', and 'Messages'. The 'Messages' section is active, showing a table with the following data:

| # | Subject                           | Date       | Time     |          |
|---|-----------------------------------|------------|----------|----------|
| 3 | Clarification Questions and An... | 08/05/2014 | 12:14:39 | (Public) |

Below the table, there are two buttons: 'Create New Message' and 'Close'. On the right side, there is a 'Receiving Emails' section with a 'Help' section. The 'Help' section includes the following text:

**Subject** - To open a message please click the subject.

- Message Sent
- Message Opened
- Message Unopened
- Indicates message has attachments.
- Indicates message is public.
- Indicates message is private.

**Communications** - You can opt out/in to further communications from this procurement exercise by clicking 'Change' (where available).

Click '**Create New Message**' to create a new message.

Click '**Close**' to close the messages.

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- b) Here you will see a list of messages sent to you displayed in a format similar to email. Select the **subject** of a message to read it as well giving you the option to reply.
- c) To send a new message select '**Create New Message**' The page that follows will allow you to enter in content of your message as well as add any attachments as required.



## Section 4 – Submitting your Response

This section will show you how to complete and submit your response to the Kent County Council.

- a) Firstly navigate to the page displayed in 2g.

The screenshot displays the Kent Business Portal interface for an 'Invitation to Tender' by Kent County Council. The page is titled 'Kent County Council - Invitation to Tender' and includes a navigation breadcrumb: Home > My Opportunities > Contract Dashboard > Invitation to Tender Summary. The 'procontract' logo is visible in the top right corner.

**Invitation To Tender Information**

|                       |                                      |
|-----------------------|--------------------------------------|
| Contract Ref No:      | KENT-9JPG-JFR4TK                     |
| Contract Title:       | SS13 170 Cycle to Work Scheme        |
| Ref No (Version):     | RFX-9JPH-YU2W4K-1 (Version 1)        |
| Title:                | SS13 170 Cycle to Work Scheme Tender |
| Response Required By: | 10/06/2014 12:00:00                  |
| Attachments:          | 4                                    |

**My Response**

|                    |          |
|--------------------|----------|
| Status:            | New      |
| Version:           | 1        |
| Intent To Respond: | Not Sent |
| Supplier Ref No:   | Not Set  |
| Attachments:       | 0        |

**Options**

Response Wizard (highlighted) | Opt Out | Register Intent | Finish

**Discussion(s)**

There are 1 unread messages

**Help**

**Information Section** shows all information for this procurement exercise. You can view further information in this section by clicking the icon or 'View' link found at the top right of the section.

**My Response** shows the status of your latest response version to this procurement exercise to date. You can modify the information in this section (if the exercise hasn't closed or you have not yet submitted your response) by clicking the icon or 'View' link found at the top right of the section.

You can also create/view/edit your response (if the exercise hasn't closed or you have not yet submitted your response) step by step by using the provided response wizard.

Click the 'Response Wizard' button found in the options section (when available) to begin the response wizard.

**Discussions** shows all current discussions. Discussions include:-

**Messages** where you can raise a message to the procurement team and see other messages posted by other suppliers.

- b) Select '**Response Wizard**' You will be presented with a number of different steps to complete from basic information to uploading any attachments that may be required. Once each step has been completed you can click the '**Next**' button to proceed to the next step. '**Previous**' buttons are also available allowing you to return to the prior step at any time. After the completion of each step the response information entered will be saved as a draft which will allow you to return to the response wizard at a later date if required.

Contract Business Portal

Home My Opportunities Contract Dashboard Invitation to Tender Summary Response Wizard

### Invitation to Tender Response Wizard Step 1 of 4 (Invitation to Tender Information)

\* Denotes Mandatory Fields

**Invitation to Tender Information**

\* My Reference:

Invitation to Tender Information: N/A

Additional Comments: N/A

Delivery Period: N/A

Price(s) Firm Until:  (dd/mm/yyyy)

**Options**

Previous Next

**Help**

**My Reference** a unique reference that can help identify your response if the procurement team have any queries e.g. REF001.

**Information** any information regarding your response can be entered here. You can also attach extensive response information on the attachment step of the response wizard.

**Additional Information** any supplementary information that the buyer must be aware of relevant to your response.

**Delivery Period** the lead time for delivery (where applicable).

**Price(s) Firm Until** the date on which your stated price expire (where applicable).

Click **'Next'** to save and go to the next wizard step.

Click **'Previous'** to go to the previous wizard step.

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c) The only information required here is your own internal **reference number**

Contract Business Portal

Home My Opportunities Contract Dashboard Invitation to Tender Summary Response Wizard

### Invitation to Tender Response Wizard Step 2 of 4 (Attachments)

**Response Attachment Information**

There are currently 0 attachment(s) uploaded to your response

**Options**

Previous **Add Attachment(s)** Next

**Help**

**Attachment Information** the current list of attachments you have uploaded to your response.

The filename, size and date uploaded can be seen in this section for each attachment added.

Click **'Next'** to save and go to the next wizard step.

Click **'Add'** to add upload attachments. You can also remove any listed attachments by clicking the icon and following the on screen prompts.

Click **'Previous'** to go to the previous wizard step.

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d) If the tender requires you to complete an online questionnaire then there will be an additional step. You will need to click on the title of the questionnaire and complete all questions. A small green progress bar will appear on the right hand side of the page and you will be unable to submit your response until all questions have been answered and the bar is full. The step that follows (above screenshot) allows you to add attachments to your response. To do so select **'Add Attachment(s)'** click **'Next'** when you're ready to move on.

e) The next step will ask you whether you agree to the attached terms and conditions.

Kent Business Portal

Home My Opportunities Contract Dashboard Invitation to Tender Summary Response Wizard Response Wizard Summary

Invitation to Tender Response Wizard Step 4 of 4 (Summary)  
\* Denotes Mandatory Step(s)

Step 1 ( Response Information ) [Edit Step 1 \( Response Information \)](#)

Version: 1  
My Reference: 12345  
Response Information: N/A  
Additional Comments: N/A  
Delivery Period: N/A  
Price(s) Firm Until: N/A

Step 2 ( Attachments ) [Edit Step 2 \( Attachments \)](#)

There are currently 1 attachment(s) uploaded to your response

| Attached/Link Name | Size | Date Uploaded |
|--------------------|------|---------------|
| Kalimba.mp3        | 8Mb  | 09/05/2014    |

Step 3 ( Terms & Conditions ) [Edit Step 3 \( Terms & Conditions \)](#)

Title  
 Terms & Conditions in ITT...

Accept Terms: Yes

Options  
[Save As Draft](#) [Submit Response](#)

Contact Support Help Logout

View Audit History  
Visitor History (Contract Dashboard)

Status  
**Draft**  
**(NOT SUBMITTED)**

Submission History

| Version | Edited              |
|---------|---------------------|
| 1       | Currently Displayed |

Help  
Tender/Quote/Questionnaire Information shows your basic response information. To enter your details in this section click the Edit icon or 'Edit' link located in the top right of the section.  
Specification Breakdown (where available) shows your prices for requested line items. To enter your details in this section click the Edit icon or 'Edit' link located in the top right of the section.  
Attachments (where available) shows your uploaded attachments for your response. To add/edit attachments in this section click the Edit icon or 'Edit' link located in the top right of the section.

f) The final screen presents you with a summary of your response. You can return and edit each step individually by selecting **Edit Step** next to the relevant section. Using the buttons at the bottom you're able to either save your response as a draft or submit it. Even after submitting a response you're still able to return prior to the tender deadline, make amendments and submit a 2<sup>nd</sup> version, Kent County Council will only ever be able to view your most up to date submission.

Note: Please note the **status of your submission** located in on the right hand side of the page presented in large bold text. If you aren't certain that you have submitted a response correctly you should first check this status. If you agree to submit your response you will receive a confirmation of receipt email. Please note if you do not receive this email please contact support by clicking the [Contact Support](#)  icon located at the top right of the screen as you cannot be guaranteed that your response has been received.