



## *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
- Swale Borough Council
- Maidstone Borough Council
- Canterbury City Council
- Commercial Services
- Gravesham Borough Council
- Kent Fire & Rescue Service

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

Kent Business Portal

procontract

Home

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

**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

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.

Contact Support
Help
Login

[Register Free](#)  
[Reset Password](#)  
[Username Reminder](#)

**Help**  
**Login** - allows you to login using your assigned username and password.  
**Register** - allows you to register with the supplier portal to receive information regarding current and future contracts.  
**Reset Password** - if you have forgotten your password you can reset it using your email address and your username (use username reminder option if you do not know your username).  
**Username Reminder** - if you cannot remember your username you can receive a reminder to your registered email address.  
**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.  
To further promote accessibility on the Web, W3C provides conformance logos for Web Content Accessibility Guidelines (WCAG) 2.0. Content providers can use these logos on their sites to indicate a claim of conformance to a specified conformance level of the Web Content Accessibility Guidelines 2.0. Note that this does not represent review or validation of conformance by W3C and/or WAI.

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

Kent Business Portal

procontract

Home

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

**Latest Opportunities**

Search Latest Opportunities

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

Contact Support
Help
Logout

[My Opportunities](#)  
[My Contracts](#)

**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.  
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See also:-

- 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'

KBP – Supplier/D Lee/May14/v1.0



**Kent Business Portal** 

Home Search Opportunities

## Opportunities

### Search current opportunities

**Search Criteria**

Organisation: All

Category/Categories: (All Categories)

[Search / Select Categories](#)

Contains:

Order By: Start date

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

**Options**

[Search](#) [Finish](#)

**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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- Select the organisation for which you wish to view opportunities from the **drop down box** and select '**Search**'
- 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.

**Kent Business Portal** 

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](#)

**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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- 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

**Kent Business Portal**

Home

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

[Contact Support](#) [Help](#) [Logout](#)

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

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<a href="#">Short Breaks Disabled Children's Day Services from 2015-2018</a>	Kent County Council	02/06/2014	02/06/2014
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There are no new subcontract opportunities, please check back later.

**My Opportunities**  
**My Contracts**

**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.  
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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

**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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W3C WAI-AA WCAG 2.0

- 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 Business Portal

procontract

Home
My Opportunities
Contract Dashboard
Invitation to Tender Summary

Kent County Council - Invitation to Tender

Contact Support
Help
Logout

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.

KBP – Supplier/D Lee/May14/v1.0



### 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.

Kent Business Portal

Home My Opportunities Contract Dashboard Invitation to Tender Summary Messages

Messages

View

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

Options

Create New Message Close

Receiving Emails

Help

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.

**Kent Business Portal**

Home / My Opportunities / Contract Dashboard / Invitation to Tender Summary

### Kent County Council - Invitation to Tender

[View Invitation To Tender](#)

**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

[View Discussions](#)

**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.

**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](#)

- 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.

The screenshot shows the 'Invitation to Tender Response Wizard Step 4 of 4 (Summary)' in the Kent Business Portal. The page has a blue header with the portal name and a navigation bar with links: Home, My Opportunities, Contract Dashboard, Invitation to Tender Summary, Response Wizard, and Response Wizard Summary. On the right, there are links for Contact Support, Help, and Logout. The main content area is divided into three steps: Step 1 (Response Information), Step 2 (Attachments), and Step 3 (Terms & Conditions). Each step has an 'Edit' link. Step 1 shows fields for Version (1), My Reference (12345), Response Information (N/A), Additional Comments (N/A), Delivery Period (N/A), and Price(s) Firm Until (N/A). Step 2 shows a table of attachments with columns for Attached/Link Name, Size, and Date Uploaded. One attachment, 'Kalimba.mp3', is listed with a size of 8Mb and a date of 09/05/2014. Step 3 shows a title field with 'Terms & Conditions in ITT...' and an 'Accept Terms' checkbox that is checked. At the bottom, there are 'Save As Draft' and 'Submit Response' buttons. On the right side, there is a 'Status' section showing 'Draft (NOT SUBMITTED)' and a 'Submission History' table with columns for Version and Edited. The status is highlighted with a green box. Below the status, there is a 'Help' section with links to 'Tender/Quote/Questionnaire Information', 'Specification Breakdown (where available)', and 'Attachments (where available)'. The 'Contact Support' icon is highlighted with a red box at the top right of the screen.

- 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.