procontract

Supplier Guide

For

Responding to Tenders (using Attachments) within ProContract

Contents

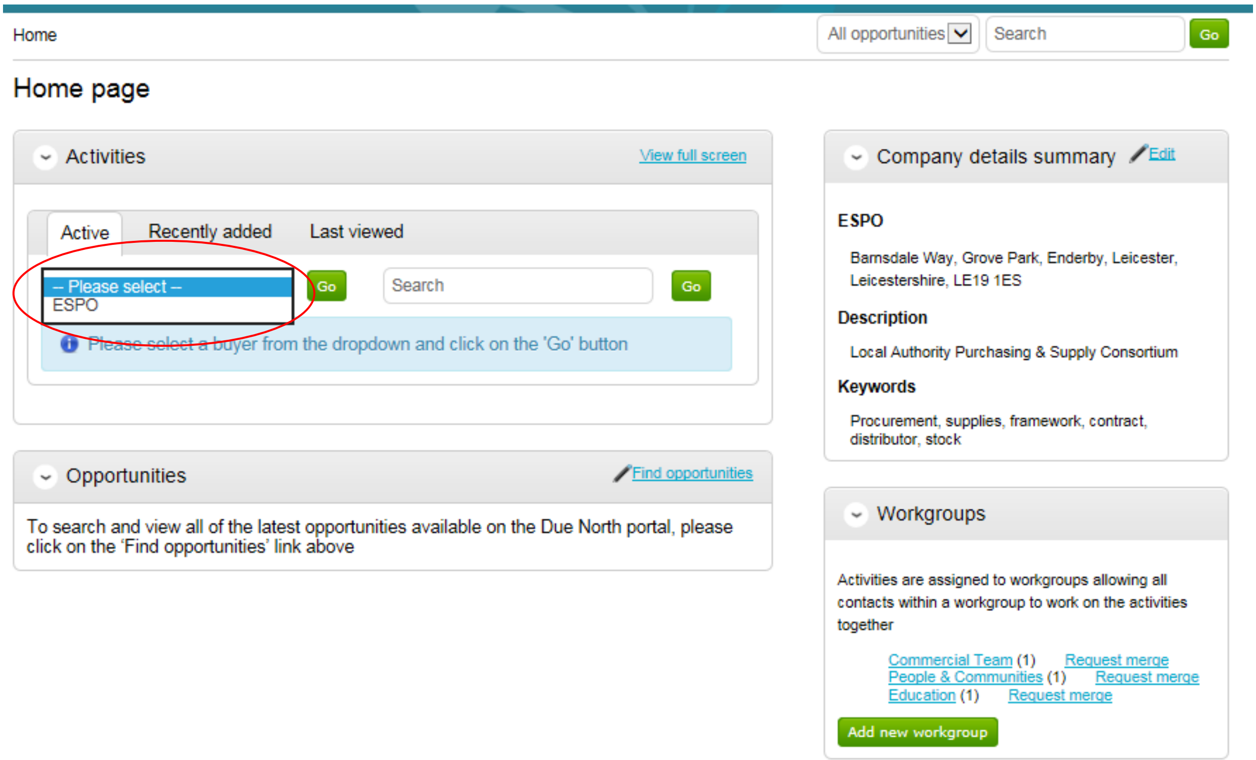
Responding to RFQ/PQQ/ITT’s (using attachments)

When the RFQ/PQQ/Tender is published an e mail will be sent by the system to inform you of this and that the exercise can now be viewed and worked on. The following section of the user guide will take you through the RFQ/PQQ/Tender response process.

Note: While this guide covers the attachment of an ITT response, it remains the same for the return of a PQQ or RFQ, it is just the specific wording that will change, the functionality will not. **Online Evaluations are covered in a separate User Guide/Help Section.**

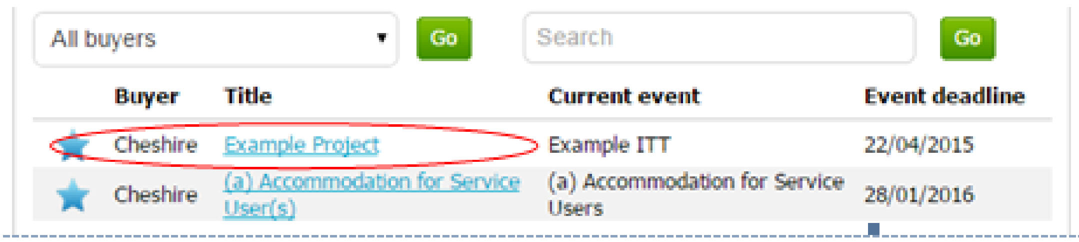
Viewing the Exercise Details/Documents

Login to the system and then it will take you to the screen highlighted below



From the drop down menu select the organisation which advertised the opportunity. Then you will be able to see your current activities that you are working on, from the "Activities" section click on the title of the Activity you wish to work on.

The Activities area shows all the various tenders that you are involved with (expressed an interest), so this can be an ITT (Invitation to Tender), RFQ (Request for Quotation), a PQQ (Pre-Qualification Questionnaire) etc.

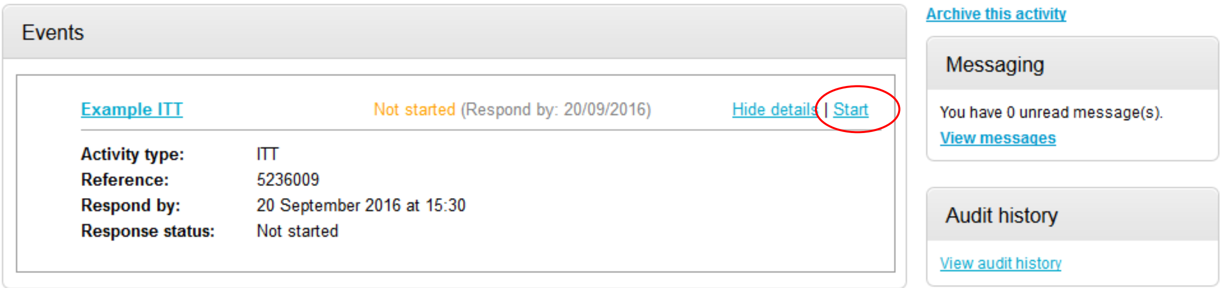


Note: The process is the same in the system for all types of tender opportunity, PQQ, ITT and RFQ's, etc. however in this case the ITT has been chosen to look through, and ITT will be referred to at various points. If you are completing a PQQ or Quotation (using attachments) then the screens will remain the same, it is only the terminology that will change. Online responses to online evaluations are covered in a separate guide/help section.

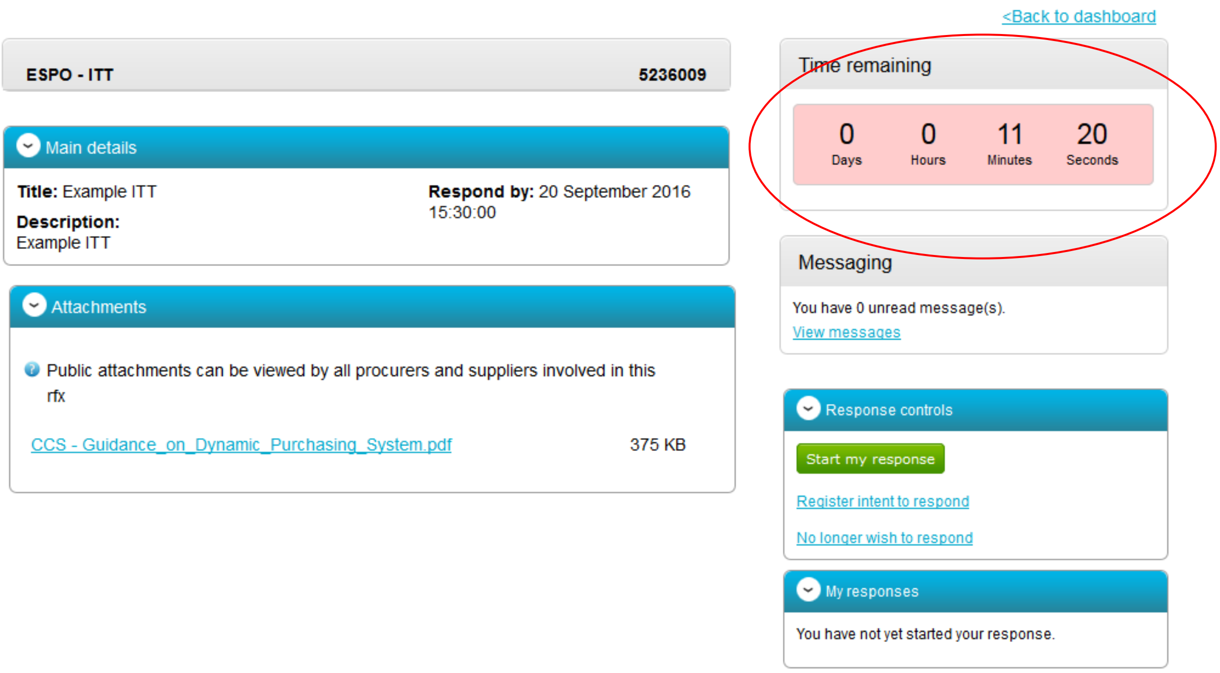
As you can see above, the Buyer, Title of the project, current event and event deadline is shown. In this case it shows a  symbol to reflect it is new and it has not yet been viewed or worked upon yet.

By clicking on the title in blue, further information is now shown. From this screen all aspects of this project can be dealt with; the tender can be viewed, questions can be asked and answers received, additional information can be issued and your response can be put together and sent to the contracting organisation. Each stage of the procurement process will be seen as its own section.

To view the relevant stage of the project click **Start** within the relevant stage, in this instance 'Example ITT'.



This will open the tender screen. This is broken up into different sections; Additional Information and Attachments and Messaging. **Note:** There is also a **countdown timer** in the top right indicating the time left until the submission deadline.



The different sections are explained below;

Main details

This section shows the title, description and date and time the completed tender must be returned by.

Attachments

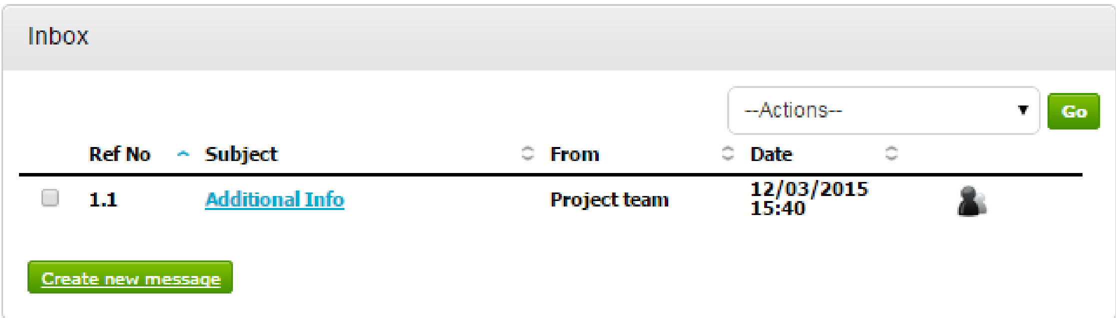
This section shows the attachments that have been published by the organisation. To download these click on the title of the attachment.

Note: There may be no attachments here, however in the majority of cases there will be. Where there are documents, they should be **downloaded and saved** to your own network or desktop before working on them.

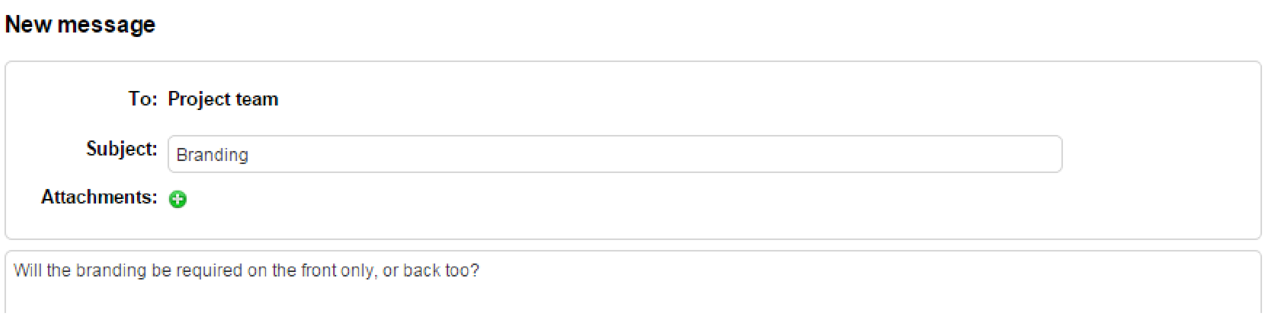
Messages

During the process all questions should be raised using the portal. The ability to ask questions/send messages is found in the Messaging section. Anything sent through this area will go to the member of staff that is working on this within the procuring organisation. Open this area by clicking on **View Messages**.

This will show any messages that have already been sent or received. To send a new message, click on the Create new message button.



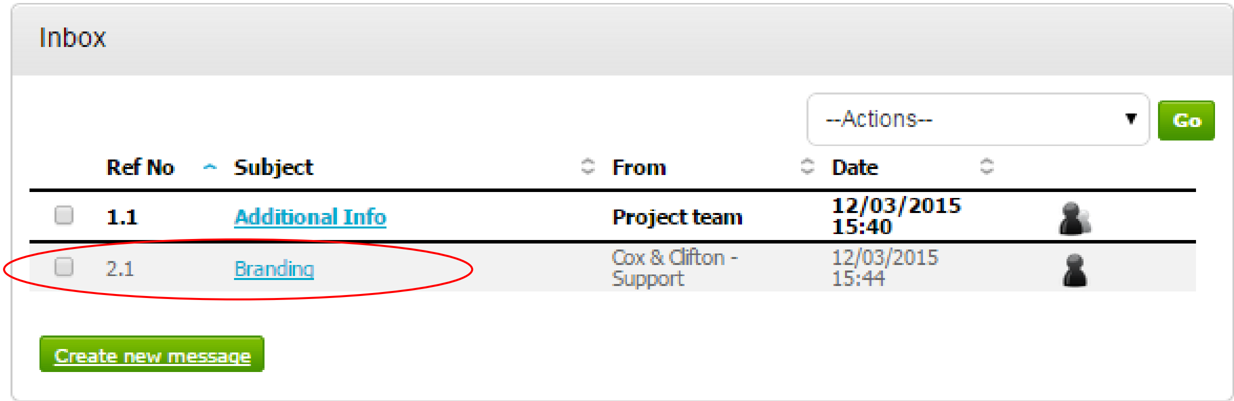
Populate the subject along with the main body of text, and once done then click on the Send button. Attachments can also be added (details of adding an attachment within the system is included later in this guide.)



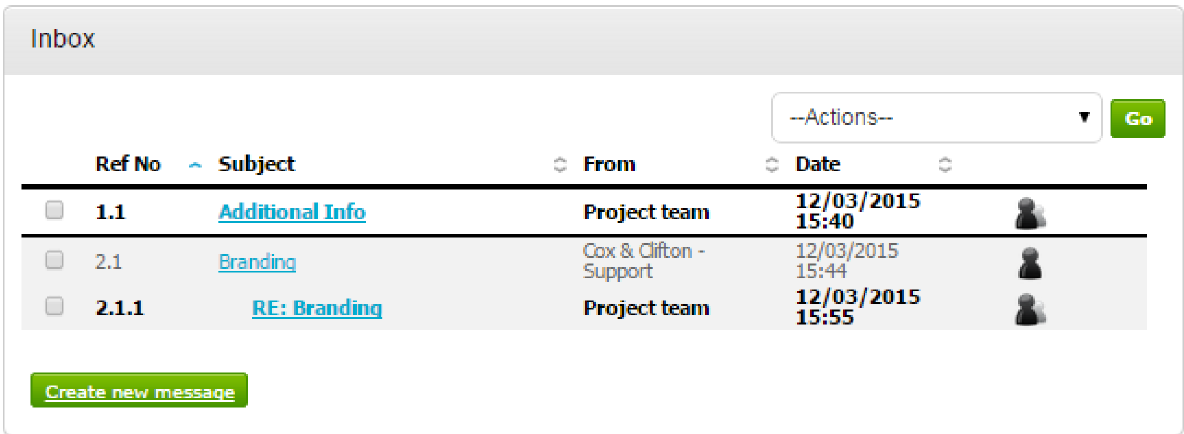
Click 

to issue the message to the procuring organiation.

The sent message is now shown in the Inbox.

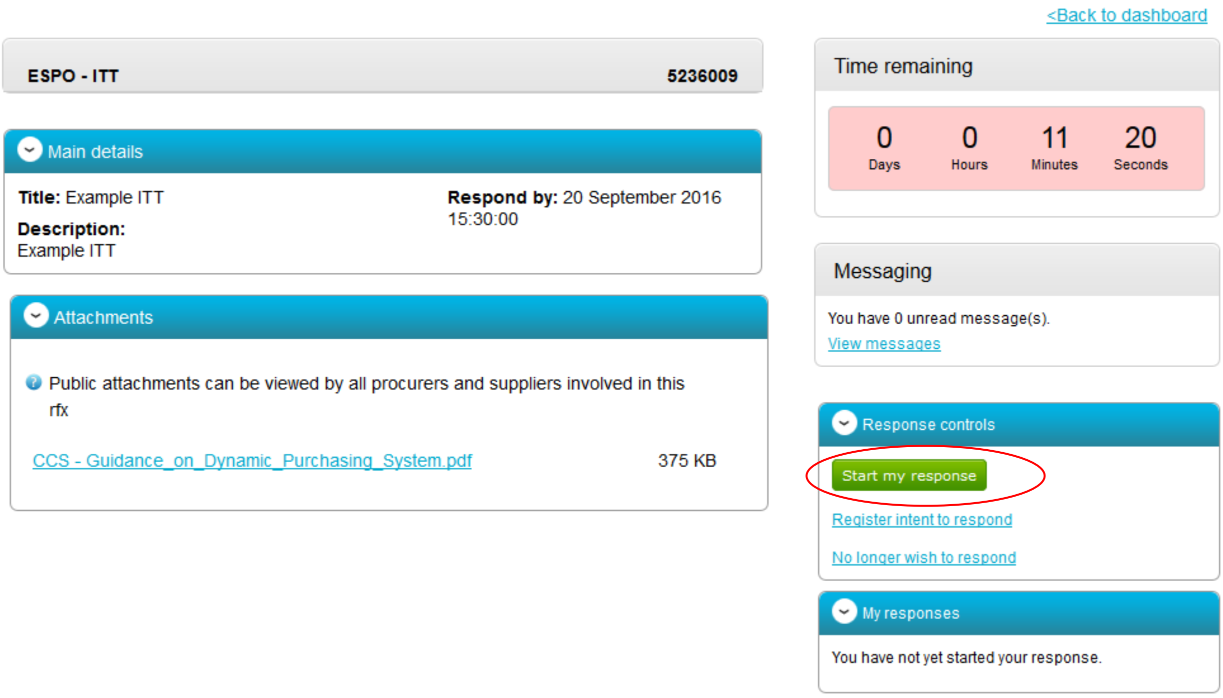


When a reply to that message is sent by the procuring organisation, you will see that the reply is linked to the original message by the numbering. All messages you send to the procuring organisation will be privately sent to them, shown by the symbol. When the procuring organisation replies they may reply privately to you alone ( ), or publically (so all suppliers involved in this stage) can see the response ( ). **Note**: The system will NEVER show which supplier sent the original message.



Completing the Response (using attachments)

To begin the response, from the tender summary screen, click **Start my response**.



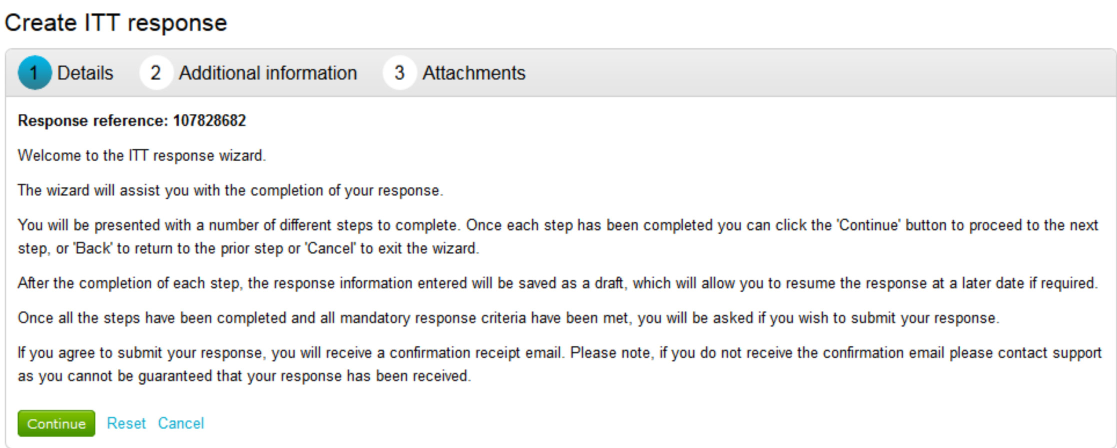
In the 'Response control' box you also have two additional options:

Register Intent to Respond – this option will notify the buyer about your intention to respond.

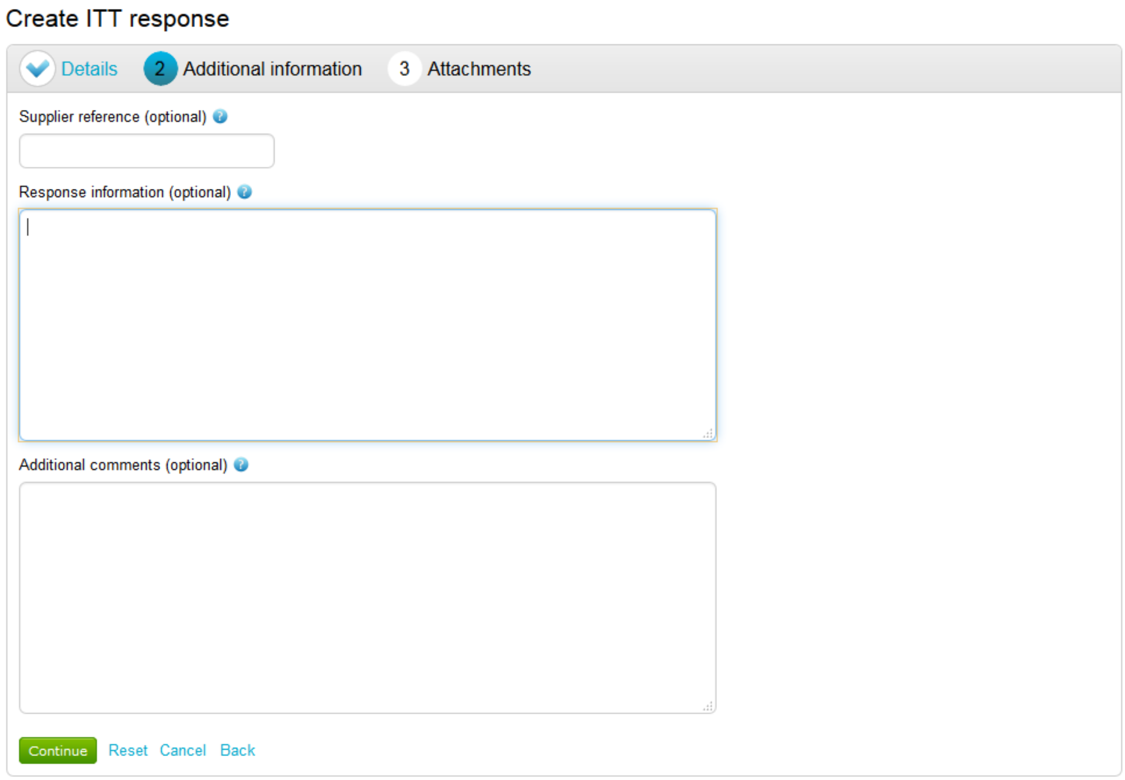
No longer wish to respond – you can select this option, if after reading the tender documentation you decide to opt-out from the tender opportunity.

The Response Wizard

This will open up the response wizard that will take you through each stage of the tender response to make sure it is completed successfully. Stage 1 will always contain a welcome message which should be read carefully.



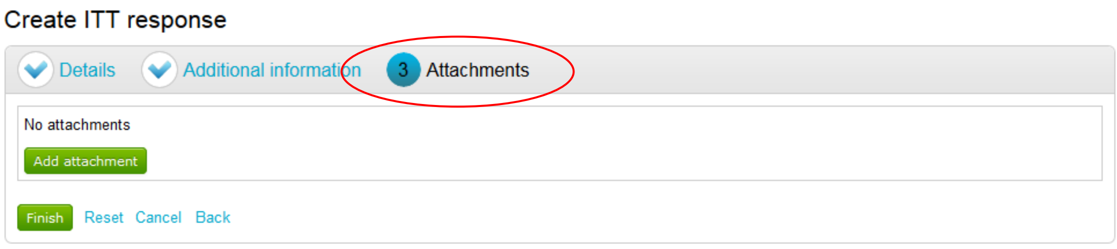
From the options section at the bottom of the page click "Continue" to move onto the next page and click "Cancel" to leave the wizard.



Uploading Attachments

The next stage allows you to upload your relevant tender attachments.

Note: In some cases an attachment will be mandatory, so it may not let you submit until an attachment is added at this stage.



To add an attachment click 

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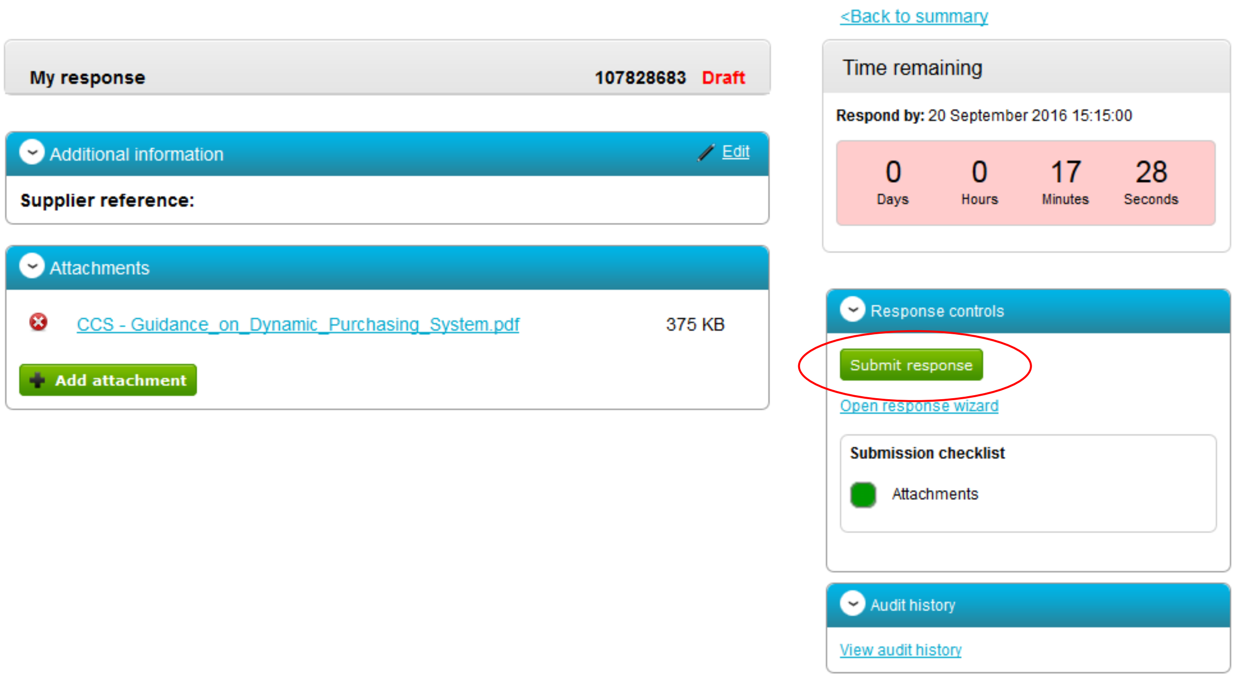
You can now browse your computer for the attachments using the file uploader (see below). You can add as many attachments as you like.

When uploaded, you can view an attachment by clicking its name, to remove the attachment click the red cross icon. When all required attachments have been added, click on the “Next” button to proceed to the next screen.

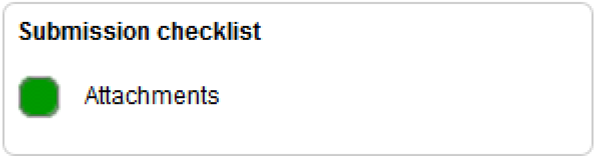
When complete click “Continue” to move onto the next page, “Reset” to begin the wizard again and remove all info, “Cancel” to leave the wizard completely (without saving) or “Back” to return to the previous stage.

Submitting The Tender Response

When all information is added you can submit the response by clicking **Submit response**. You will be required to confirm this by clicking Submit response for a second time.



If the Submit response button is greyed out, the Submission checklist can be used to pick out why (anything with a red box will need revisiting.)



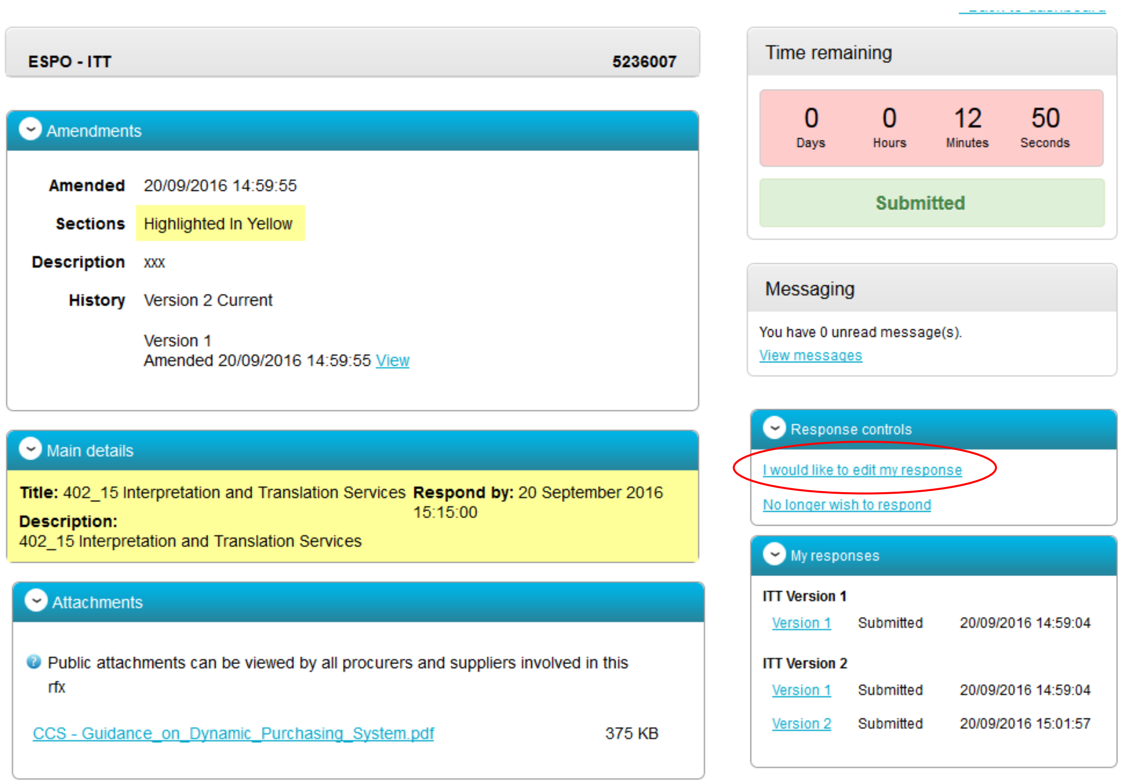
Note: Please make sure that you submitted the latest version of the tender package. You should be notified about any amendments to the tender package via email and/or through the messaging section.

Editing Tender Response and Re-Submission

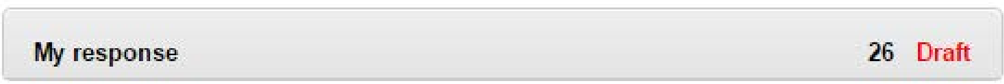
An important feature that is available after the tender response has been submitted is the ability as a supplier to edit this response before the submission time and date has passed.

All the procuring organisation will see, is the version number of the response but no previous submissions, providing they are all returned on time (further information on this later).

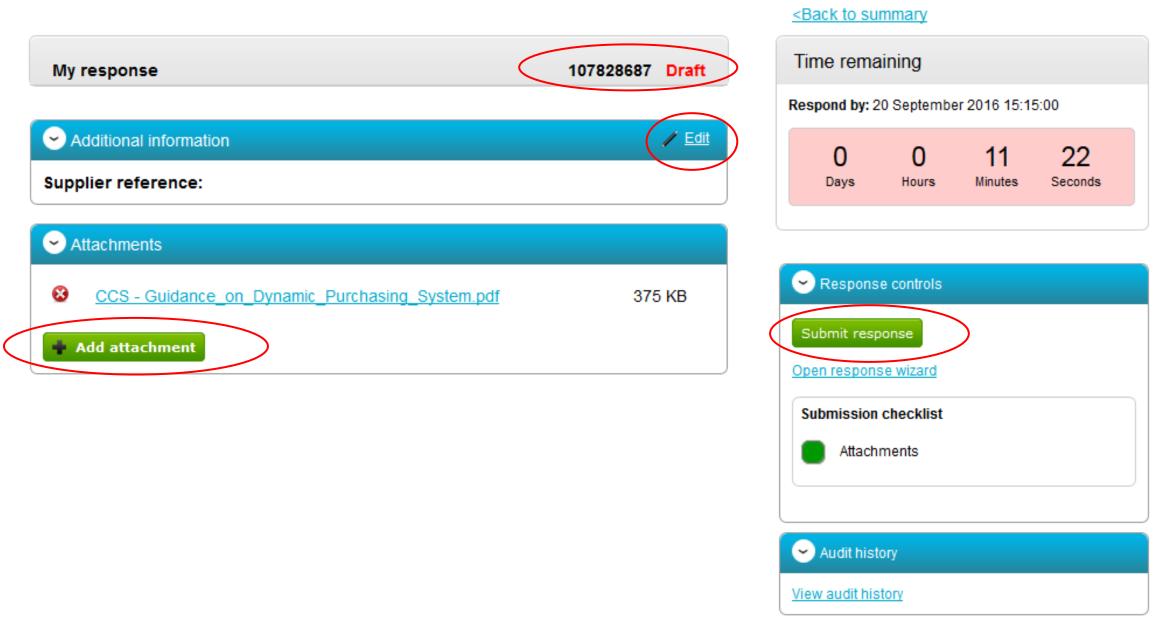
To edit a response from the tender summary screen, click **I would like to edit my response**.



When this is clicked it will create a draft version 2.



Each area can then be amended by editing the relevant section. Once you have edited your response click **Submit Response** and make sure the status of the submission changes from **Draft** to **Submitted**



Portal Technical support

Email for Non-emergency issues and General Technical Support

For all non-emergency issues and general support, please contact Due North Technical Support Team via email, ProContractSuppliers@proactis.com. This will auto-log you a support ticket in the PROACTIS Supplier Support Helpdesk, http://proactis.kayako.com/default

On logging a ticket, if you have not already logged one before, you will be issued with a registration email that will give instructions to allow you to log in, review and update your tickets effectively, as well as having full audit records.

Phone number for Time-Sensitive or Emergency Contact only

+44 (0)330 005 0352   (lines open 8.30am – 5.30 pm Monday to Friday excluding bank holidays)

Prior to contacting the help desk via the phone you should already have logged a support ticket via the method outlined above.

Please note you should use the phone number only in emergency situation but this should be by exception and not as a rule.

(note: questions relating to the tender content should be submitted to ESPO by accessing the messaging tool for each tender– please see the introduction pages of this Invitation to Tender for details).