

Supplier Portal

User guide for using the supplier portal

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Introduction

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The following information will assist you in using this e-tendering / Contract Management 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 our Support team by phoning 0845 557 8079 or emailing support@in-tend.co.uk



Registration

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Registering on the e-Tendering system

Home Procurement Guidance Tenders Contracts Register Help

e-Mail Address :
d.gillott@in-tend.co.uk

Password :

Login

Forgotten Details

Register

AS ONE OF OUR SUPPLIERS, WE NEED TO MAKE SURE YOU RECEIVE OUR EMAIL NOTIFICATIONS. TO ENSURE OUR EMAILS REACH YOUR INBOX PLEASE ADD OUR EMAIL DOMAIN @IN-TENDORGANISER.CO.UK TO YOUR SAFE SENDERS AND CHECK YOUR SPAM FILTER SETTINGS. THANK YOU

In-tend e-Procurement System

From this web site you can

- View a list of tenders/contracts/quotations.
- View information on contracts that have already been awarded.
- Express interest in a particular tender or quotation.

From the homepage click on Register

Note: Colour schemes and banners may differ depending upon the portal accessed.



Registration

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Registration process

As part of the simple registration form you will be asked to complete your Company Details, Contact Details and Primary User Details.

All mandatory fields are indicated by either the red asterisk *or* highlighted as yellow. Mandatory information may also be required against any of the additional tabs

Registration

Company Details | Standard Selection Questionnaire (SQ) | Business Classifications | Company Categories

In order to gain full access to this website you must register your company / organisation details
If you believe that your company / organisation has already registered on this site but you are a new user who requires access, please contact one of the existing registered contacts and ask them to add you as a new contact
PLEASE NOTE: Yellow fields are MANDATORY

Company Details

Company Reg No : I do not have a Company Reg Number

Company Name :

Address Line 1 :

Address Line 2 :

Town/City :

County/State :

Postcode/Zip :

Other Name :

Country :

Structure :

Registration

Company Details | Extra Details | Business Classifications | Company Categories

In order to gain full access to this website you must register your company / organisation details
If you believe that your company / organisation has already registered on this site but you are a new user who requires access, please contact one of the existing registered contacts and ask them to add you as a new contact
PLEASE NOTE: All fields marked with * are required

Company Details

Company Reg No : I do not have a Company Reg Number

* Company Name :

* Address Line 1 :

Address Line 2 :

Town/City :

County/State :

* Postcode/Zip :

* Country :

* Structure :

Note: Mandatory fields are indicated by Yellow or Red Asterisk



Registration

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Registration process

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.

The email address and password should be duly noted as this will be required when logging into the site.

Primary User Details

Contact First Name :	<input type="text"/>	Contact Last Name :	<input type="text"/>
Telephone :	<input type="text"/>		
Email Address :	<input type="text"/>	Confirm Email Address :	<input type="text"/>
Password :	<input type="text"/>	Confirm Password :	<input type="text"/>



Registration

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In addition to the primary user, we strongly recommended adding an 'Additional User' as a secondary point of contact for your company.

Doing so will allow them to also gain access to the site and receive a copy of any related emails.

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

Additional User Details

Contact First Name :	<input type="text"/>	Contact Last Name :	<input type="text"/>
Telephone :	<input type="text"/>		
Email Address :	<input type="text"/>	Confirm Email Address :	<input type="text"/>
Password :	<input type="text"/>	Confirm Password :	<input type="text"/>

[Register My Company](#)



Registration

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In most cases the **Business Classifications** will be mandatory requiring you to select at least one business classification before you can register. Enter a keyword *or* click on the search button to see the full list of available categories. Click the blue + symbol to add a category you require. Multiple categories can be selected as required.

Registration

Business Classifications : is required

Company Details Business Classifications Company Categories

Classifications

Type in a keyword and click Search. For the complete list, click search while box is empty

Search :

Category	Title	
E	Agricultural/Fisheries/Forestry/Horticultural/Oceanographic Supplies & Services	+
A	Audio-Visual & Multimedia	+
C	Catering Supplies & Services	+
WT	Cleaning Services	+
HB	Cleaning/Maintenance Machines & Consumables	+
K	Computer Supplies & Services	+
W	Estates & Buildings	+
F	Furniture, Furnishings & textiles	+
H	Janitorial & Domestic Supplies & Services	+

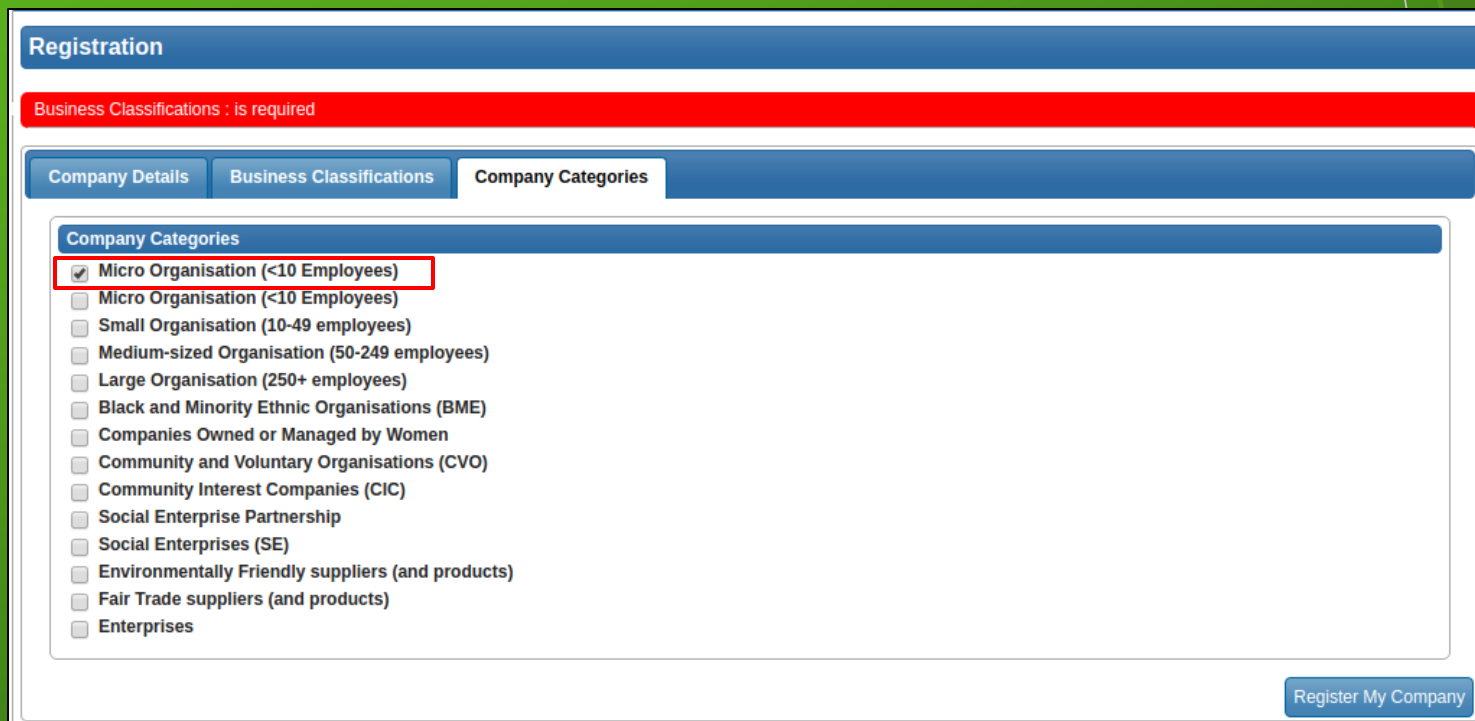
Category Title



Registration

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In the **Company Categories** tab you are able to tick any of the categories that apply to your company.



The screenshot shows a web interface for company registration. At the top, there is a blue header bar labeled 'Registration'. Below it is a red banner with the text 'Business Classifications : is required'. A navigation bar contains three tabs: 'Company Details', 'Business Classifications', and 'Company Categories', with the latter being the active tab. The main content area is titled 'Company Categories' and contains a list of categories with checkboxes. The first category, 'Micro Organisation (<10 Employees)', is selected and highlighted with a red box. Other categories include 'Small Organisation (10-49 employees)', 'Medium-sized Organisation (50-249 employees)', 'Large Organisation (250+ employees)', 'Black and Minority Ethnic Organisations (BME)', 'Companies Owned or Managed by Women', 'Community and Voluntary Organisations (CVO)', 'Community Interest Companies (CIC)', 'Social Enterprise Partnership', 'Social Enterprises (SE)', 'Environmentally Friendly suppliers (and products)', 'Fair Trade suppliers (and products)', and 'Enterprises'. A blue button labeled 'Register My Company' is located at the bottom right of the form.

Registration

Business Classifications : is required

Company Details Business Classifications **Company Categories**

Company Categories

- Micro Organisation (<10 Employees)
- Micro Organisation (<10 Employees)
- Small Organisation (10-49 employees)
- Medium-sized Organisation (50-249 employees)
- Large Organisation (250+ employees)
- Black and Minority Ethnic Organisations (BME)
- Companies Owned or Managed by Women
- Community and Voluntary Organisations (CVO)
- Community Interest Companies (CIC)
- Social Enterprise Partnership
- Social Enterprises (SE)
- Environmentally Friendly suppliers (and products)
- Fair Trade suppliers (and products)
- Enterprises

Register My Company



Registration

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Once you have completed the required information click on **Register My Company**

Company Details Business Classifications Company Categories

Company Categories

- Micro Organisation (<10 Employees)
- Micro Organisation (<10 Employees)
- Small Organisation (10-49 employees)
- Medium-sized Organisation (50-249 employees)
- Large Organisation (250+ employees)
- Black and Minority Ethnic Organisations (BME)
- Companies Owned or Managed by Women
- Community and Voluntary Organisations (CVO)
- Community Interest Companies (CIC)
- Social Enterprise Partnership
- Social Enterprises (SE)
- Environmentally Friendly suppliers (and products)
- Fair Trade suppliers (and products)
- Enterprises

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.



Registration

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Once registration is complete, the system will then thank you for registering and inform you that your details are being processed.

Registration Complete

Thank you for registering

Thank you for registering with the In-Tend electronic tendering web site.

Confirmation E-Mail

Your details are awaiting processing, and each contact will be sent an email to confirm their registration has been accepted.

These e-mails will contain the automatically system generated User ID, as well as a reminder of the e-mail address.

Upon receipt of the registration e-mail you will be able to login to your secure area of the web site.

Shortly after you will receive an email* with confirmation of your registration.

**Some systems may send a verification email containing a one time entry security code.*

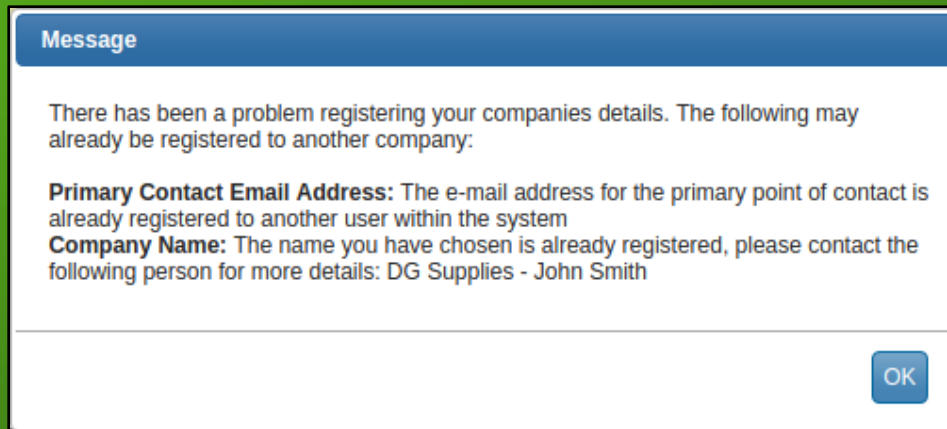
In such cases the verification email will contain a secure link which may be used in conjunction with the security code provided.



Registration Troubleshooting

If your company has already been registered by another user or the system detects duplicate information from an existing account, then you may receive an error message as show below.

If this happens, there are two options available to allow you to resolve this:



1. Contact the user specified against the company that is already registered and ask them to add you as an additional user to the existing company account.
2. If the user registered against the account has left your organisation you can contact the buyer directly using the number found within the 'Help' section of the portal to arrange recovery.



Managing your Details

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If you need to update your company information you can do this by logging into the system and navigating to 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.

Home Procurement Guidance Messages Tenders Contracts **Company Details** Help Logout

Company Details

Details Documents Business Categories Contact Details

Address Company Banking Insurance Other Accreditation Categories Summary

* Company Name : DG Building Services

Other Name :

* Address Line 1 : 123 Training Road

Address Line 2 :

Town/City : Rotherham

County/State :

* Postcode/Zip : S60 1FL

Country : United Kingdom

Organisation Structure : Private Limited Company (Ltd)

* Telephone : 01709 000000

Fax :

Website :

Company e-Mail :

* Publish e-Mail : dgsupplier3@in-tend.co.uk

Enquiries e-Mail :

Health and Safety e-Mail :



Managing your Details

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Managing Company Documents

From the documents tab you can upload, replace or view company related documents.

The screenshot displays the 'Company Details' interface. At the top, there are tabs for 'Details', 'Documents', 'Business Categories', and 'Contact Details'. The 'Documents' tab is active, showing a table with the following data:

Document Title	Status	Expires	Date Added	Type	Options
6. Public Liability Insurance.docx	Document available	⚠️ 04/Apr/2019	27/Mar/2019	Public Liability Insurance	View Download History Replace Archive
Please upload a copy of your environmental policy	Awaiting Supplier Upload	Never Expires	27/Mar/2019	Environmental Policy	Upload Document

Below the table is the 'Upload Company Document' form. It includes a 'Type' dropdown menu set to 'General', an 'Expiry Date' field with a calendar icon, and a file upload area with an 'Upload Document' button. Red boxes highlight the 'Replace' button in the table and the 'Upload Document' button in the form.

Note: On some systems, company documents may automatically get stored in this area when you upload the same document type as part of a tender submission. This provides a benefit of allowing this same document to be used repeatedly, if asked for again on different tender opportunities or for use within contract records.




Managing your Details

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Managing Company Documents

Where documents have been uploaded with expiry dates the system will start sending reminder emails shortly before the expiry date to inform you that the document should be updated.

Company Details						
Details Documents Business Categories Contact Details						
Document Title	Status	Expires	Date Added	Type	Options	
6. Public Liability Insurance.docx	Document available	 04/Apr/2019	27/Mar/2019	Public Liability Insurance	View	Download History
					Replace	Archive
Please upload a copy of your environmental policy	Awaiting Supplier Upload	Never Expires	27/Mar/2019	Environmental Policy	Upload Document	

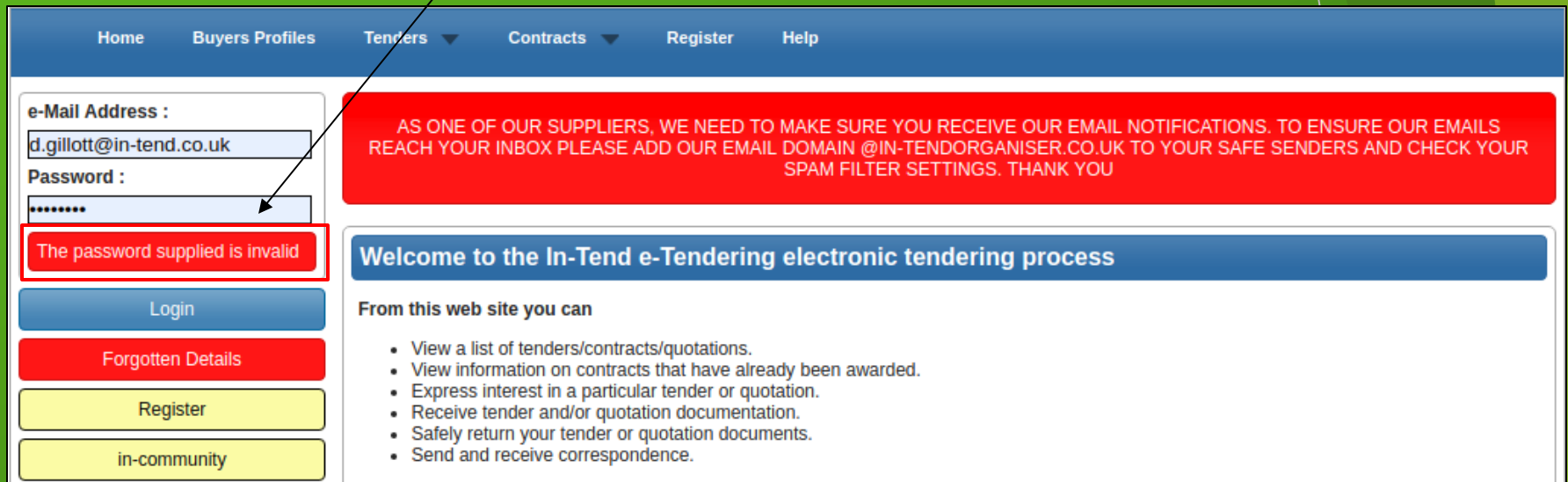
To update the expiring document and CANCEL the notification emails, click the 'Replace' button of the expiring document and upload a new copy.



Account Locked Out

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The system will only allow for three bad login attempts.



The screenshot shows the In-Tend e-Tendering login interface. At the top, there is a navigation bar with links for Home, Buyers Profiles, Tenders, Contracts, Register, and Help. Below this, there is a login form with fields for 'e-Mail Address' (containing 'd.gillott@in-tend.co.uk') and 'Password' (masked with dots). A red error message box below the password field states 'The password supplied is invalid'. To the right of the login form, there is a red banner with text: 'AS ONE OF OUR SUPPLIERS, WE NEED TO MAKE SURE YOU RECEIVE OUR EMAIL NOTIFICATIONS. TO ENSURE OUR EMAILS REACH YOUR INBOX PLEASE ADD OUR EMAIL DOMAIN @IN-TENDORGANISER.CO.UK TO YOUR SAFE SENDERS AND CHECK YOUR SPAM FILTER SETTINGS. THANK YOU'. Below the banner, there is a blue header for 'Welcome to the In-Tend e-Tendering electronic tendering process' and a section titled 'From this web site you can' with a list of features: View a list of tenders/contracts/quotations, View information on contracts that have already been awarded, Express interest in a particular tender or quotation, Receive tender and/or quotation documentation, Safely return your tender or quotation documents, and Send and receive correspondence. At the bottom of the login form, there are buttons for 'Login', 'Forgotten Details', 'Register', and 'in-community'.

If you are unsure of the password then the 'Forgotten Details' button can be used to recover the password via the email address that you registered against.

If the password is entered incorrect three consecutive times then your account will become locked out.



Account Locked Out

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If you are locked out of your account then follow the on screen instructions to unlock your account and reset your password. Clicking 'Unlock Account' will send an email with an account recovery link.

The screenshot shows the In-Tend e-Tendering website interface. At the top, there is a navigation bar with links for Home, Buyers Profiles, Tenders, Contracts, Register, and Help. Below the navigation bar, there is a login form with fields for e-Mail Address and Password. A red banner at the top of the page contains the text: "AS ONE OF OUR SUPPLIERS, WE NEED TO MAKE SURE YOU RECEIVE OUR EMAIL NOTIFICATIONS. TO ENSURE OUR EMAILS REACH YOUR INBOX PLEASE ADD OUR EMAIL DOMAIN @IN-TENDORGANISER.CO.UK TO YOUR SAFE SENDERS AND CHECK YOUR SPAM FILTER SETTINGS. THANK YOU". A red box highlights the message "Your account has been locked." in the login form area. Below the login form, there are buttons for Login, Forgotten Details, Register, and in-community. A blue banner reads "Welcome to the In-Tend e-Tendering electronic tendering process". Underneath, there is a section "From this web site you can" with a list of features: View a list of tenders/contracts/quotations, View information on contracts that have already been awarded, Express interest in a particular tender or quotation, Receive tender and/or quotation documentation, Safely return your tender or quotation documents, and Send and receive correspondence. Below this is a section "How do I get started?" with a list of instructions: To browse the list of tenders, To gain full access to the system, When your registration is complete, and Once you have registered. A blue box with the text "Your account has been locked. To unlock your account click the Unlock Account button below." is overlaid on the page. A red box highlights the "Unlock Account" button. At the bottom left, there is a banner for "in-supply 2019" and "PUBLIC PROCUREMENT AND SPONSORSHIP".

A message box with a blue header and a white body. The text inside reads: "An e-Mail has been sent to your account with instructions on how to unlock your account." There is an "OK" button in the bottom right corner.



Account Locked Out

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When you receive the recovery email, please click the secure link which will take you to the access password recovery screen.

Home Buyers Profiles Tenders Contracts Register Help

Unlock Account / Password Recovery

e-Mail :

Password :

Confirm Password :

I'm not a robot

[Reset Password](#)

User ID: N/A
User: Guest
Company: N/A

Unlock Account 25 April, 2019 13:59

From: support

To: Damian Gillott

This email is to inform you that your account has been locked for In-Tend e-Tendering due to 3 incorrect login attempts.

To reset your password and reactivate your account please click on the following link.

<https://in-tendhost.co.uk/stafftrainingadvanced/asp/UnlockAccount/31e015a1-22f2-42e2-8575-334713ee2464>



Account Locked Out

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Once you have unlocked your account, you can log into the system by clicking the 'Home' link and entering your updated login details.

The screenshot displays a web application interface with a blue header and footer. The header contains navigation links: Home, Buyers Profiles, Tenders, Contracts, Register, and Help. The 'Home' link is highlighted with a red box. Below the header is a blue bar with the text 'Unlock Account / Password Recovery'. Underneath this is a white box containing the message: 'Your account has now been unlocked please click the home button in the menu to login.' This message box is also highlighted with a red border. The footer contains user information (User ID: N/A, User: Guest, Company: N/A), copyright information (Copyright © 2019 In-Tend Limited. All Rights Reserved.), version information (Version: 03.10.28.10), date (Date: 30/01/2019), server information (Server: SUPWEB1), and a Comodo Secure logo.

Home Buyers Profiles Tenders Contracts Register Help

Unlock Account / Password Recovery

Your account has now been unlocked please click the home button in the menu to login.

User ID: N/A
User: Guest
Company: N/A

Copyright © 2019 In-Tend Limited. All Rights Reserved.

Version: 03.10.28.10
Date: 30/01/2019
Server: SUPWEB1

COMODO SECURE



Tender Opportunities

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There are two possible ways of taking part in a tender process within the system.

1. Browsing the list open tenders and expressing your interest.
2. Direct invitation from the buyer authority.

The screenshot shows a web application interface for tender opportunities. At the top, a navigation bar includes 'Home', 'Buyers Profiles', 'Tenders' (highlighted with a red box), 'Contracts', 'Register', and 'Help'. Below the navigation bar, the 'Tenders' section is displayed. On the left, there is a search box and a filter menu with options: 'Current' (highlighted with a red box), 'Forthcoming', 'Awarded', and 'Show all..'. The main content area shows three tender listings, each with a 'View Details' button. The 'View Details' button for the 'Office Cleaning Contract' is highlighted with a red box.

Dynamic Purchasing - Works (Multiple Regions & Lots)		Date documents can be requested until: 01 Feb 2020 12:04
Description	Dynamic Purchasing System for provision of works	
Customer	Procurement Department	
View Details		

Office Cleaning Contract		Date documents can be requested until: 27 Jun 2019 12:00
Description	In-tend are currently out to tender for the provision of an Office Cleaning Contract	
Customer	Procurement Department	
View Details		

Security Contract		Date documents can be requested until: 27 May 2019 12:00
Description	In-tend are currently out to tender for the provision of a Security Contract	
Customer	Procurement Department	
View Details		

To browse open 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 being advertised. For a tender that you are interested in you should click **View Details** to access further information.



Tender Opportunities

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To take part in the tender opportunity click the 'Express Interest' button.

Tender Management

Tender

Office Cleaning Contract

Title :	Office Cleaning Contract
Reference :	PR/025
Description :	In-tend are currently out to tender for the provision of an Office Cleaning Contract
Date documents can be requested until :	27 Jun 2019 12:00
Customer :	Procurement Department
Process :	Non-OJEU
Directive :	Works
Procedure :	Open (2.0.9)

[Express Interest](#)

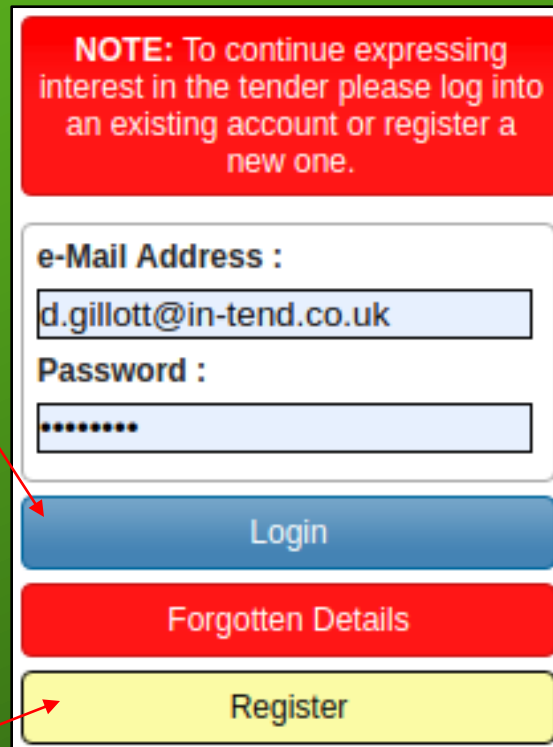
Note: If you are invited by the buying authority to take part in a tender process, you should receive an automated email alert containing the name of the tender. You will need to login into the system and access this project from the 'My Tenders' section.



Tender Opportunities

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If you are not already logged into the secure area of the portal the system will now prompt you to log in to continue and take part in this tender.



NOTE: To continue expressing interest in the tender please log into an existing account or register a new one.

e-Mail Address :
d.gillott@in-tend.co.uk

Password :

Login

Forgotten Details

Register

If you are not registered yet, simply click 'Register' and follow the registration process.
Note: When you log into the system you will be asked to confirm your expression of interest before being taken directly to the '**Tender Management**' area.



Tender Management

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Whether you have been invited directly or you have expressed interest in a tender then you will have direct access to the project which can be found in the 'My Tenders' Section.

The screenshot shows the In-Tend Tender Management interface. The top navigation bar includes links for Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders (highlighted), Contracts, Company Details, Help, and Logout. The main content area is titled 'Tenders' and features a search bar, a 'My Tenders' sidebar (highlighted), and a list of tenders. The 'Office Cleaning Contract' tender is highlighted, showing its status as 'Your return has not yet been sent', a description of the contract, and the customer as 'Procurement Department'. A 'View Details' button is highlighted in the bottom right of the tender card. The footer contains user information, copyright notice, version, date, server, and a Comodo Secure logo.

Sort Title	Sort Date documents can be requested until
Office Cleaning Contract	Date documents can be requested until: 27 Jun 2019 12:00
Status	Your return has not yet been sent
Description	In-tend are currently out to tender for the provision of an Office Cleaning Contract
Customer	Procurement Department

Clicking the 'View Details' of a project in the 'My Tenders' section will take you directly to the tender management screen for that project.



Tender Management

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The 'My Tenders' Section will contain all the required information for taking part in the tender process.

Key Information:

- (1) Current status of tender
- (2) Stage name
- (3) Correspondence area
- (4) Tender Deadline
- (5) Time Remaining
- (6) Deadline for Clarifications

The screenshot shows the 'Tender Management' interface. At the top, there is a navigation bar with links for Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this is a red banner with the text 'Your return has not...' and a 'Submit Return' button. A red bar highlights the 'ITT - Documents' tab, and a red box with the number '1' points to the current status of the tender. Below the tabs, there is a section titled 'How To Attach & Submit Documents' with instructions and a 'NOTE'. A red box with the number '2' points to the 'ITT - Documents' tab, and a red box with the number '3' points to the 'Correspondence' area. Below this is a status bar showing 'Server Time', 'Due Date', and 'Time Remaining'. A red box with the number '4' points to the 'Due Date' field, and a red box with the number '5' points to the 'Time Remaining' field. Below this is a 'Tender Details' section with a table of information. A red box with the number '6' points to the 'Deadline for clarifications' field.

Tender Details	
Stage Name	ITT - Documents
Closing Date	27 Apr 2019 12:00:00
Stage Start Date	27 Mar 2019 10:33:36
Deadline for clarifications	20 Apr 2019 12:00
Project Title	Office Cleaning Contract
Project Description	In-tend are currently out to tender for the provision of an Office Cleaning Contract

Tender Management

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Key Information continued:

(7) Access tender documents

(8) Opt in or Out of the tender*

(9) Complete an online questionnaire*

(10) Upload a specific document*

(11) Upload 'General' documents*

(12) Enter a total bid value*

(13) Submit your Tender Return

* Optional items subject to specific tender setup

The screenshot displays a web interface for tender management with the following sections and callouts:

- 7**: Callout pointing to the 'Options' column of the 'Tender Documents Received - Main' table.
- 8**: Callout pointing to the 'Opt In' button in the 'Confirmation of Your Involvement' section.
- 9**: Callout pointing to the 'View Questionnaire' button in the 'My Tender Return - Main' table.
- 10**: Callout pointing to the 'Upload Document' button in the 'My Tender Return - Main' table.
- 11**: Callout pointing to the 'Attach Documents' button in the 'Select documents you wish to add to the My Tender Return' section.
- 12**: Callout pointing to the 'Value' input field in the 'Submit My Return' section.
- 13**: Callout pointing to the 'Submit Return' button in the 'Submit My Return' section.

Tender Documents Received - Main	Description	Options
Specification.docx		View Download
Pricing Schedule.docx		View Download

Confirmation of Your Involvement

Please ensure that you inform us of your decision to participate. To submit a response you will be required to Opt In.

Opt In- This will confirm to us of your involvement and your intention to submit a return.

Opt Out- This will confirm to us that you are not submitting a return. You will be able to provide a reason as to your decision and have the option to cease any system-generated communication. You will be able to opt back in at any point.

Opt In Opt Out

My Tender Return - Main	Description	Options
Selection Questionnaire v3	Not Started	View Questionnaire
Pricing Schedule	Please upload the completed Pricing Schedule	Upload Document

Select documents you wish to add to the **My Tender Return** section above using the **Attach Documents** button below.

NOTE : Large files can take time to upload.

NOTE : Document Placeholders have been uploaded by the Procurement Department. Please upload a document for each mandatory placeholder before making a return.

Attach Documents

Submit My Return

Bidding Details:

Value:

Currency : Pound Sterling (GBP)

When you have completed all the above steps and are ready to submit your tender return, click the **Submit Return** button.

Note: You can make one or more returns on this stage. Your last return will supersede any previous returns.

Submit Return

Tender Management

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*Opting In or Out of a Tender (*Subject to setup and may not be available)

Confirmation of Your Involvement

Please ensure that you inform us of your decision to participate. To submit a response, you will be required to Opt In.

Opt In- This will confirm to us of your involvement and your intention to submit a return.

Opt Out- This will confirm to us that you are not submitting a return. You will be able to provide a reason as to your decision and have the option to cease any system-generated communication. You will be able to opt back in at any point.

Opt In

Opt Out

‘Opt In’ - This confirms your involvement and your intention to submit a bid. Opt In gives access to the ‘My Tender Return’ area containing any questionnaires, required document uploads and the ‘Submit Return’ button.

‘Opt Out’ - This can be selected at any time during the tender process. Opt out informs the buyer you no longer wish to take part in the process. You have the opportunity to enter some feedback comments when selecting the ‘Opt Out’ button.

When you ‘Opt Out’ you can specify that you no longer wish to receive automated emails for this tender by selecting ‘Stop Receiving Correspondence’. You may opt back in at anytime within the deadline of the tender.

Opt Out

Details

Please confirm your reasons for opting out of this stage.

After reviewing the documentation we have decided this is not suitable for us.

Stop Receiving Correspondence

Opt Out

Cancel

Tender Management

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Accessing Tender Documentation

The screenshot displays a web application interface for tender management. At the top, a blue header bar contains the text 'Tender Details'. Below this, a table-like structure shows 'Stage Name' as 'ITT - Documents' and 'Closing Date' as '27 April 2019'. The main content area features a description of the tender: 'Contract (2) out to tender for the provision of an Office Cleaning Contract'. Below the description, there is an 'Options' section with two rows of buttons: 'View' and 'Download'. The 'Download' button in the second row is highlighted with a red box. In the foreground, a Google Chrome window titled 'Untitled - Google Chrome' is open to 'about:blank'. A file named 'Pricing Sche....docx' is visible in the Chrome taskbar, also highlighted with a red box.

Click on the 'Download' button to save a copy of each file on your computer. A new window should open displaying the file that has downloaded. The file can be found by opening up your standard 'Downloads' folder of your computer.

Note: If the window that opens appears blank – You may have to use the scroll the window to the bottom in order to see the downloaded file.



Tender Management

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Completing Questionnaires

Control Panel

Save Answers

Save Answers and Close

Close

6 in total
0 answered
6 mandatory unanswered

Unanswered Mandatory Questions

Question 1

Go To Mandatory Question

Go To Question

Go

Selection Questionnaire v4

Standard Selection Questionnaire

Please complete the questions below:

To save your answers, click the "Save Answers" button on the left hand menu panel.
Please note: yellow denotes mandatory question

Basic Company Information

1. Company Name

2. Company Address

Street Name
City
Area
Postcode

3. Annual Turnover

4. Do you have a valid Health and Safety policy?

Yes
 No

Answer questions as required noting that any questions in Yellow or Red Asterisk are mandatory and must be answered before you can submit your tender response. Control buttons at the top left allow for saving & closing etc.

Note: It is important to remain logged into the supplier portal when completing a questionnaire so ensure your browser is not accidentally closed as this may result in a loss of your answers



Tender Management

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Completing Questionnaires

The screenshot shows a web interface for completing a questionnaire. On the left is a 'Control Panel' with buttons for 'Save Answers', 'Save Answers and Close', 'Close', and 'Go To Mandatory Question'. A summary table shows 6 questions in total, 6 answered, and 0 mandatory unanswered. The main area is titled 'Selection Questionnaire v4' and contains instructions to complete questions, with a note that yellow highlights denote mandatory questions. The questionnaire sections are: 1. Company Name (DG Services Ltd), 2. Company Address (123 Training Street, Rotherham, South Yorkshire, S60 1FL), 3. Annual Turnover (150000), and 4. Do you have a valid Health and Safety policy? (Yes selected). A pop-up message from in-tendhost.co.uk says: 'Note: Dont forget to submit your return by clicking the Submit Return button once you have completed your questionnaire and uploaded any associated documents.' with an OK button.

Answer questions as required noting that any questions in Yellow or Red Asterisk are mandatory and must be answered before you can submit your tender response. Control buttons at the top left allow for saving & closing when complete.

Note: The system will offer a pop out message to remind you not to forget to submit the return



Tender Management

31

Uploading Documents

My Tender Return - Main	Description	Options
Selection Questionnaire v4	Completed	View Questionnaire
Pricing Schedule	Please upload your completed Pricing Schedule	Upload Document

Select documents you wish to add to the **My Tender Return** section above using the **Attach Documents** button below.

NOTE : Large files can take some time to upload.

NOTE : Document Placeholders have been uploaded by the Procurement Department. Please upload a document for each mandatory placeholder before making a return.

[Attach Documents](#)

Documents will need to be uploaded in most cases to support your tender submission and should be uploaded into the system as indicated by the buying authority. Specific documents may be asked for via individual upload buttons, alternatively the 'Attach Documents' button may be used (if available) to upload documents when individual Upload Document buttons are not present.

Note: Any red 'Upload Document' button indicates that the document is mandatory and you will not be permitted to 'Submit' your return until the mandatory documents have been uploaded.



Tender Management

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Submitting Returns

My Tender Return - Main	Description	Options
Selection Questionnaire v4	Completed	View Questionnaire
Pricing Schedule.docx	(Microsoft Word Document) Pricing Schedule	View Download Remove

Select documents you wish to add to the **My Tender Return** section above using the **Attach Documents** button below.

NOTE : Large files can take some time to upload.

[Attach Documents](#)

Submit My Return

Bidding Details:

Value:

Currency:

When you have completed all the above steps and are ready to submit your tender return, click the **Submit Return** button.

Note: You can make one or more returns on this stage. Your last return will supersede any previous returns.

[Submit Return](#)

When all mandatory information has been completed and your tender response is ready, it can be submitted to the Buying Authority using the 'Submit Return' button.

After submission, a receipt should open as a pop out window to confirm the submission has been successful.

Note: Due to individual browser settings this may be displayed under other active windows. The receipt will always be available for access under the 'History' tab.

Return Receipt

[Print](#)

Here is the receipt of your Return Submission. Please Print a hard-copy for your records...

Tender : Office Cleaning Contract (3)
Stage : ITT - Documents
Submitted At : 29 Mar 2019 13:40
Submitted By : Peter Parker
Submitted By (e-Mail) : d.gillott@in-tend.co.uk

Bidding Details :

Value : 27,500.00
Currency : Pound Sterling (GBP)

Documents Returned : 2 Item(s)...

Pricing Schedule.docx (Pricing Schedule)
Selection Questionnaire v4 (Attached Questionnaire)

[Close](#)

Tender Management

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Modifying your Tender Submission (If permitted)

My Tender Return - Main	Description	Options
Selection Questionnaire v4	Completed	View Questionnaire
Pricing Schedule.docx	(Microsoft Word Document) Pricing Schedule	View Download

Return Submitted

You have made a previous return for this tender on **29 March 2019**

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 press the 'Submit' button again, in order to submit any subsequent modified returns.

[Modify Return](#)

If the buying authority is permitting modifications to the submission then any changes to your submission can be made through the 'Modify Return' button.

Note: This will only be available until the tender deadline.

When the return is being modified you will have full access to the submission allowing for changes of documents, questionnaires and bid value.

IMPORTANT – Don't forget to re-submit the modifications using the 'Submit Return' button again!



Asking questions about a tender

The screenshot displays the 'Correspondence' tab within a tender management interface. At the top, there are tabs for 'Tender', 'ITT - Documents', and 'Correspondence'. A yellow warning box states: 'Please note : The correspondence area is only to be used for tender based queries, please see the help section for the technical contact details.' Below this is a 'Create Correspondence' section. A dropdown menu for 'Stage' is set to 'ITT - Documents'. The 'Subject' field contains 'Question about the Pricing Schedule'. The 'Message' field contains: 'Dear Procurement, The attached pricing schedule does detail whether pricing should include or exclude VAT. Could you please clarify? Kind Regards'. At the bottom, there is an 'Attachment' section with the text '- There are currently no attachments for this correspondence -' and an 'Add Attachments' button. A 'Send' button is located at the bottom right of the form.

Clarification questions can be sent to the buyer from within the 'Correspondence' tab of the tender.

For tenders with multiple stages, the question can be made specific to a chosen stage.

A subject and message can be created.

When complete, the correspondence message can be sent to the buyer using the 'Send' button.

Note: File attachments should only be added if instructed by the buyer.



Receiving Correspondence Messages from the Buyer

When the buyer sends you a correspondence message you will receive an automated email notification. The correspondence message can be accessed from three places.

1. The 'Home Screen'

Home Procurement Guidance Messages Tenders Contracts Company Details Help Logout

User: Peter Parker
Company: DG Services

Logout

in-community

In-tend e-Procurement System

You currently have:

- 1 piece of unread correspondence

2. The 'Correspondence' tab within the actual tender

Tender ITT - Documents **Correspondence (1)** History

Office Cleaning Contract (3)

Title : Office Cleaning Contract (3)

Description : In-tend are currently out to tender for the provision of an Office Cleaning Contract

3. The 'Messages' central area

Home Procurement Guidance Messages Tenders Contracts Company Details Help Logout

Correspondence

Search

Date	Subject	Associated
01 Apr 2019 14:23	RE:Question about the Pricing Schedule	Office Cleaning Contract (3)
11 Dec 2018 11:13	General Correspondence Test - https://in-tend.co.uk	



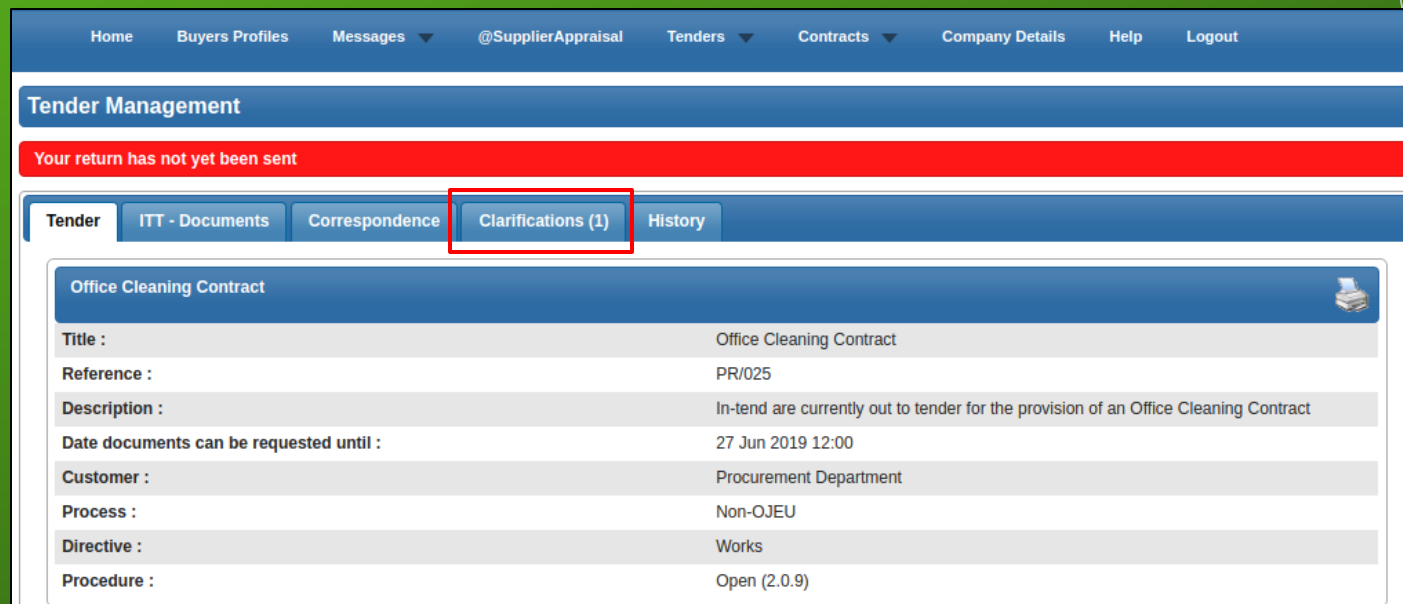
Tender Clarifications

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Clarifications issued by the Buying Authority

Tender clarifications may be published by the buyer to inform all potential suppliers of any material changes, missing information or responses to clarifications questions that may have been received regarding the tender.

If a clarification has been published then you will be notified via email and can access the new information under the 'Clarification' tab within the tender management area of the project.



The screenshot displays a web application interface for Tender Management. At the top, a navigation bar includes links for Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this, a blue header reads 'Tender Management'. A red banner indicates 'Your return has not yet been sent'. The main content area features a tabbed interface with 'Tender', 'ITT - Documents', 'Correspondence', 'Clarifications (1)', and 'History'. The 'Clarifications (1)' tab is highlighted with a red box. Below the tabs, a card titled 'Office Cleaning Contract' contains the following details:

Title :	Office Cleaning Contract
Reference :	PR/025
Description :	In-tend are currently out to tender for the provision of an Office Cleaning Contract
Date documents can be requested until :	27 Jun 2019 12:00
Customer :	Procurement Department
Process :	Non-OJEU
Directive :	Works
Procedure :	Open (2.0.9)



Tender Clarifications

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Clarifications Tab

The clarifications tab will give access to all clarifications issued for this tender. Select the required clarification to view the information. A paper clip icon indicates a file attachment which can be accessed through the 'Attachments Tab'.

Please Note: The clarification area of the portal is a one way messaging tool for the buyer.

Any questions relating to the content of a clarification should be made using the correspondence function.

The screenshot displays the In-tend portal interface. At the top, a navigation bar includes links for Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this is the 'Tender Management' section, which features a red notification banner stating 'Your return has not yet been sent'. A horizontal menu contains tabs for Tender, ITT - Documents, Correspondence, Clarifications (highlighted with a red box), and History. On the left side, there is a search box with the email 'd.gillott@in-tend.co.uk' and a filter dropdown set to 'None'. The main content area shows a table of clarifications with columns for 'Added' and 'Title'. Two entries are visible: '25 April 2019 Clarification - Deadline Extension' and '25 April 2019 Clarification - Specification Amendment' (highlighted with a red box). Below the table, the 'Clarification' details for the selected entry are shown, including a 'Name' field with 'Clarification - Specification Amendment', a 'Description' field with the text 'Dear Supplier, Please be aware that there has been amendment to the specification document to address clarification questions regarding Section 3.B. The new document 'Specification V.2' has been attached to this clarification.', and a 'Date' field with '25 April 2019'. A red box highlights the entire details section. At the bottom right, there is a circular icon with the letter 'i'.

Actions

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Actions are 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.

The screenshot displays the In-tend e-Procurement System user interface. At the top, a navigation menu includes 'Home', 'Procurement Guidance', 'Messages' (highlighted with a red box), 'Tenders', 'Contracts', 'Company Details', 'Help', and 'Logout'. On the left side, a user profile box shows 'User: Peter Parker' and 'Company: DG Services', with a 'Logout' button and an 'in-community' button. Below this is a banner for 'in-supply 2019' with the text 'PUBLIC PROCUREMENT AND SPONSORSHIP'. The main content area is titled 'In-tend e-Procurement System' and contains the following information:

You currently have:

- **1 outstanding action** (highlighted with a red box)

What do I do next?

- To see a list of all tenders you are involved in click **My Tenders** under **Tenders**. This is where you will be able to view any documents you have been sent, **make your return** and check your progress on the tender
- To express interest in a tender click the **Tenders** button from the menu 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 history of your correspondence click the **Messages** button.
- To send correspondence click the **Messages** button and select **Send Correspondence**.

In-Tend procurement policies and initiatives.

- For further information on In-Tend procurement policies and initiatives please click on the following link.

At the bottom of the page, a footer contains user information (User ID: 1385459394321, User: Peter Parker, Company: DG Services), copyright notice (Copyright © 2019 In-Tend Limited, All Rights Reserved.), version (03.10.28.10), date (30/01/2019), server (SUPWEB2), and a 'COMODO SECURE' logo. A row of international flags is also visible at the very bottom.

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.



Actions

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Review any required actions and click the 'Complete Action' button to notify the buying authority when the task is complete. Completing the action will cancel any reminder notifications.

The screenshot displays the 'Actions' page in the In-Tend system. At the top, there is a navigation bar with links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. Below this, the 'Actions' section features a search bar with the email 'd.gillott@in-tend.co.uk' and filter options for Project and Contract, both set to 'None'. The main area contains a table of actions:

Due Date	Who	Associated	Status	Raised Date	Description
20 July 2016	General		Completed	21 July 2016	Important Information regarding your registration on the In-Tend Supplier Portal. Dear Supplier, Please be aware that due to a technical issue some of the business codes assigned to your company may need to be checked. Please log into the system to verify the classification codes - Please click complete on this action from within the system to prevent any further reminders. Many Thanks
24 April 2019	Peter Parker		Not Completed	25 April 2019	Associated With Supplier : DG Services We have issued a Non Disclosure form that requires signing and sending back to us. Please complete this action by the 1st May 2019

Below the table, the 'Action' details for the selected row are shown:

Action

Date Due: 24 April 2019
Who: Peter Parker
Raised Date: 25 April 2019
Status: Not Completed
Description: Associated With Supplier : DG Services
We have issued a Non Disclosure form that requires signing and sending back to us.
Please complete this action by the 1st May 2019

A 'Complete Action' button is located at the bottom right of the action details section.



Contracts – Public View

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You can view a summary of what the Contracting Authority has published from the **Current Contracts** link from the top menu bar (*Please note: This may not be available with some institutions*).

The screenshot displays the 'Contracts' public view interface. At the top, a navigation bar includes links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. The 'Contracts' dropdown menu is open, highlighting 'Current' with a red box. Below the navigation, the main content area is titled 'Contracts' and features a search bar and a filter section. The filter section shows 'Customer' set to 'All'. The main content area displays three contract cards:

- Cleaning Contract (Local Sites)**: Title: Cleaning Contract (Local Sites), Supplier: DG Supplies, View Details button.
- Consultancy Services (Legal)**: Title: Consultancy Services (Legal), Description: Description, Supplier: DG Supplies, View Details button.
- Facilities Management Contract**: Title: Facilities Management Contract, View Details button.



Contracts – My Contracts

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If you are the contracted supplier you should log into the secure area of the website to be able to view any contract records assigned to your company.

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.

The screenshot displays the 'My Contracts' interface. At the top, a navigation bar includes 'Home', 'Procurement Guidance', 'Messages', 'Tenders', 'Contracts', 'Company Details', 'Help', and 'Logout'. The 'Contracts' menu is open, showing 'My Contracts', 'New', 'Current', and 'Expiring'. On the left, a search bar is present, and a 'My Contracts' filter menu is active, showing 'New', 'Current', 'Expiring', and 'Show all...'. Below the search bar, a 'Filter' section for 'Customer' is set to 'All'. The main content area lists two contracts:

Cleaning Contract (Head Office)	
Title	Cleaning Contract (Head Office)
View Details	

DG Cleaning Contract	
Title	DG Cleaning Contract
Supplier	DG Services
View Details	

Contracts – Confirmation

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If you are accessing the contract record for the first time then you *may be required to confirm receipt before gaining access to the contract details.

The screenshot displays the In-Tend web application interface. At the top, a navigation bar includes links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. Below this, a 'Contract Management' section is visible, with a 'Contract' tab selected. The main content area shows a contract titled 'Cleaning Contract (Head Office)'. Below the title, there is a 'Confirm Receipt' section with the instruction: 'In order to view all of the contract details please click the confirm button below.' A red button labeled 'Confirm Receipt' is highlighted with a red border. The footer contains user information (User ID: 1385459394321, User: Peter Parker, Company: DG Services), copyright notice (Copyright © 2019 In-Tend Limited. All Rights Reserved.), version (03.10.28.10), date (30/01/2019), server (SUPWEB2), and a 'COMODO SECURE' logo. At the bottom, there are flags representing various countries.

* Confirmation is subject settings and may not be required for all contract records.



Contracts – Details

43

When viewing the details a contract record you will be taken into the 'Contract Management' area for the selected contract record.

The screenshot displays a web application interface for Contract Management. At the top, there is a navigation bar with links: Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. Below this is a header for 'Contract Management' with three tabs: Contract, Documents, and Correspondence. The 'Contract' tab is active, showing details for a 'Cleaning Contract (Head Office)'. The details are presented in a table-like format with a red border around the content area.

Title :	Cleaning Contract (Head Office)
Customer :	Retail Services
Main Contact :	Damian Gillott
Expiry Date :	24 April 2020
Category :	Non-OJEU
Type :	Open (2.0.9)
Contract Start Date :	24 April 2018
Contract End Date :	24 April 2020
Supplier :	DG Services



Contracts – Documents

44

The 'Documents' tab will give access to any Contract documentation. This area is specific to this individual contract record and can be populated by yourself and the Contracting Authority.

Contract Management

Contract Documents Correspondence

Document Title	Area	Status	Expires	Date Added	Type	Options
Please upload a signed copy of the Contract Document	Private	Awaiting Supplier Upload	Never Expires	25/Apr/2019	Contract document	Upload Document
Terms & Conditions.docx	Private	Document available	Never Expires	25/Apr/2019	General	View Download History
KPI Evidence 02.docx	Private	Document available	Never Expires	25/Apr/2019	KPI Evidence	View Download History Replace

If the Contracting Authority have made a request for a specific document then a specific upload button may be available in this screen. Subject to settings, documents in this screen may be accessible for Viewing, Downloading or Replacing.



Contract – Correspondence

45

The 'Correspondence' tab will give access to any correspondence between you and the Contracting Authority. From here you can create contract specific messages or view correspondence from the Contracting Authority.

Home Procurement Guidance Messages Tenders Contracts Company Details Help Logout

Contract Management

Contract Documents **Correspondence**

Correspondence

Search

Received
Sent
Unread
Read
Show all..

Options
View Correspondence

Create Correspondence

Subject: Meeting Request

Message: Dear Contracting Authority,
We would like to arrange a meeting to discuss the progress of the contract.
Would it be possible to provide some suggested dates?
Kind Regards
Supplier

Attachment Options
- There are currently no attachments for this correspondence -

Add Attachments

Send

If required, file attachments can be included within the correspondence message.



Contract – 360 KPI's

46

KPI questionnaires maybe scheduled for completion within the Contract Record. Subject to the 'Due Date' the Questionnaire can be accessed and completed using the 'View' button for the required KPI.

The screenshot displays a web application interface for 'Contract Management'. The top navigation bar includes links for Home, Buyers Profiles, Messages, Grants, Tenders, Contracts, Company Details, Help, and Logout. Below this, a 'Contract Management' header is present, with sub-tabs for 'Contract', 'KPI', and 'Correspondence'. The 'KPI' tab is currently selected and highlighted with a red box. Below the tabs is a table with the following columns: Name, Due Date, Progress, and View. The table contains six rows of 'Client Support KPI (Monthly Stats)' with due dates ranging from 29 November 2019 to 28 April 2020. All progress statuses are 'Not Completed'. The 'View' button for the first row is highlighted with a red box.

Name	Due Date	Progress	View
Client Support KPI (Monthly Stats)	29 November 2019	Not Completed	View
Client Support KPI (Monthly Stats)	29 December 2019	Not Completed	View
Client Support KPI (Monthly Stats)	29 January 2020	Not Completed	View
Client Support KPI (Monthly Stats)	29 February 2020	Not Completed	View
Client Support KPI (Monthly Stats)	29 March 2020	Not Completed	View
Client Support KPI (Monthly Stats)	28 April 2020	Not Completed	View



Contract – 360 KPI's

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Questionnaires can be completed as required. Use the 'Save Answers' button to save your answers for completion at a later date. The 'Save Answers and Complete' should be used to set the questionnaire as 'Completed' in line with the specified 'Due Date'.

Control Panel

Save Answers

Save Answers and Complete

Close

3 in total
3 answered
0 mandatory unanswered

Unanswered Mandatory Questions

Go To Mandatory Question

Go To Question

Go

Supplier KPI Questionnaire (Client Support)

Client Support Questionnaire

Please enter the information as required below.

To save your answers, click the "Save Answers" button on the left hand menu panel.
Please note: yellow denotes mandatory question

1. Q1: Please give the number of client support calls handled for the month.

1100
(Value must be between 0 and 1500)

2. Q2: Please state the percentage of calls answered within 2 minutes.

88
(Value must be between 0 and 100)

3. Q3: Please state the percentage of issues that were resolved with a 24hr period.

95
(Value must be between 0 and 100)

Thank you for completing.

To save your answers, click the "Save Answers" button on the left hand menu panel.



Help & Support (Technical)

Please refer to the 'Help' section of the portal

The screenshot shows the 'Help' section of the In-Tend portal. The navigation bar at the top includes Home, Supplier Guidance, Tenders, Contracts, Register, and Help. The main content area is titled 'Help' and contains several sections: 'Web Site Information Pages' with links for Suggestions and Browser Compatibility; 'Privacy Policy' with a link to the main website and a specific legal page; 'Contact Us' with contact information for the Procurement Team and the Technical Support team; and 'Copyright Information' with a copyright notice for In-Tend Ltd and a disclaimer about trademarks.

Home Supplier Guidance Tenders Contracts Register Help

Help

Web Site Information Pages

- Suggestions
- Browser Compatibility

Privacy Policy

In-tend Ltd's Privacy Notice can be found within our main website, <https://www.in-tend.co.uk>, however for ease of review, can be found from the link below

<https://www.in-tend.co.uk/legal>

Contact Us

If you have any questions relating to tendering with **Procurement Team** please contact ----- or call us on -----.

If you have any questions on how to use this web site please contact the In-Tend Technical Support Support team at support@in-tend.com or call us on 0845 557 8079 / +44 (0) 114 407 0065

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