



Atamis – Supplier Guidance


- <https://health-family.force.com/s/Welcome>
- Atamis Helpdesk:
- Phone: 0800 9956035
- E-mail: support-health@atamis.co.uk


Registering for Atamis

1. Select 'Register here' on home page

 **Health and Transplant**

 **Business Services Authority**

 **East of England NHS Collaborative Procurement Hub**

 **North of England Commercial Procurement Collaborative**

Welcome to the Health Family Single eCommercial System

[Read more...](#)

[Supplier Login](#)
[Buyer Login](#)

[View our Live Opportunities](#)

[Register here](#)

[Click here to watch our Video that shows how to register](#)


Need assistance? Please contact our helpdesk:
Phone: 0800 9956035
E-mail: support-health@atamis.co.uk


[System Requirements](#)


WARNING: Do not proceed if you are not an Authorised User. This application is protected by appropriate security measures. Access to and use is restricted to Authorised Users only. Any attempt to use this system in a manner not authorised or any attempt to alter, destroy or damage any information contained within it may constitute a breach of the provisions of the Computer Misuse Act 1990 and/or other legislation and shall leave the user liable to both criminal and civil proceedings. It is strictly forbidden to attempt to access this system using any third party's login identity. Anyone using this system consents to active monitoring for security policy compliance purposes.


[About and Contact](#)
[Terms of Use](#)
[Privacy Policy](#)
[Atamis Browser Terms of Use](#)
[Cookie Policy](#)


2. Read User Agreement

 **Department of Health & Social Care**

 **Health Education England**

 **Care Quality Commission**

 **NHS England**

 **NHS Blood a**

Health Family eCommercial System

Terms of Use for supplier users who are registered users

The Department of Health and Social Care (DHSC), its companies, arm's length organisations and NHS organisations across the health system (**Health Family**) use the Health Family eCommercial System (**System**) to advertise and manage procurement opportunities, manage contracts and manage Supplier interaction. The System is provided by Atamis Ltd (**Atamis**) and licensed to DHSC and participating members of the Health Family. Technical support and maintenance of the System is provided by Atamis.

This page (**Terms of Use**) sets out the terms and conditions for registered users (each a "**Registered User**") accessing and using the Public Website.

Terms defined in these Terms of Use like (**This**) or ("**this**"), or similar, have the meanings given to them, in addition to the terms which are defined in condition 17 (Definitions). Terms defined in these Terms of Use have the meaning given to them wherever they are used in these Terms of Use, even if the definition is at the end of these Terms of Use and the term is used earlier in the text. Terms defined in the All User TOUs have the same meaning wherever they are used in these Terms of Use.

- Acceptance of Terms of Use**
 - You must agree to these Terms of Use to access and use the System as a Registered User. You agree to be bound by, and must observe and comply with, these Terms of Use at all times when using the System.
 - Access to and use of the System by each Registered User, in any way, shall be subject to you at all times observing and complying with these Terms of Use and with the terms of use at [Health Family eCommercial System Terms of Use \(All User TOUs\)](#), and any further rules expressed and presented in the Portal. In these Terms of Use, "TOUs" refers collectively to these Terms of Use, the All User TOUs and such further rules. In the event that there is any conflict between any such further rules, these Terms of Use and the All User TOUs, the order of precedence shall be: the further rules, these Terms of Use, and the All User TOUs.
 - The aim of the parts of the Public Website which are available to Registered Users (**Portal**) is to support DHSC and members of the Health Family with undertaking the following, including in relation to sustainability, information security/assurance, Supplier policies, supply chain spend, contracts

[Agree](#) [Do Not Agree](#) [Cancel](#)

Registering for Atamis

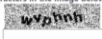
3. Complete fields (Mandatory in red) enter characters as directed and click submit

**Health Family
Supplier Portal**

Please enter all fields below to register, then click Submit (mandatory fields are marked red)

| | | | |
|-------------------------------|---------------------------------------|----------------------------|----------------------|
| First Name * | <input type="text"/> | Last Name * | <input type="text"/> |
| Company Name * | <input type="text"/> | Email * | <input type="text"/> |
| Company Address * | <input type="text"/> | | |
| Country * | <input type="text" value="--None--"/> | Company PostCode/Zipcode * | <input type="text"/> |
| Company Registration Number * | <input type="text"/> | Company Website * | <input type="text"/> |
| | <input type="text"/> | Contact Telephone * | <input type="text"/> |
| Company Duns Number * | <input type="text"/> | VAT Registration Number * | <input type="text"/> |

Please enter the characters in the image below (not case sensitive):



4. If all necessary fields are completed the following success message will be shown

**Health Family
Supplier Portal**

Success
Registration was successful - you will be sent an email to set a password for your account, from there you will be able to access the system. Please be sure to check junk/spam email folders if you are unable to locate the email please contact atamis support (support.health@atamis.co.uk).

5. The email address entered will receive an email from support-health@atamis.co.uk (check Junk/Spam folders if necessary)

Click the link in the email to create a password using the username detailed

Hi Dummy,

Your new password has been created or reset for the Supplier Portal of the Health Family eCommercial System. Go to:

https://training-health-family.cs81.force.com/login?c=XQf9u0L26r3AYWvU7SyvgSbWlaNHr7GHegda7OXVJk5lxizAkCxxgPUzJEs4LubSi.TM58Y6bVfTReTxFcJcGcgGqMHl6KTx6hNlsYIYDiedenUhuqaMCi09ix0MSsACUJHGm5OshViAN0QsX0ln1PztllYK_yBM.xfgVXuXWfTsNWGm8F7SQwK75Y0ilHrj1T1V2mQ_dGyrJDj6N3pAlqDqf8KKYw%3D%3D

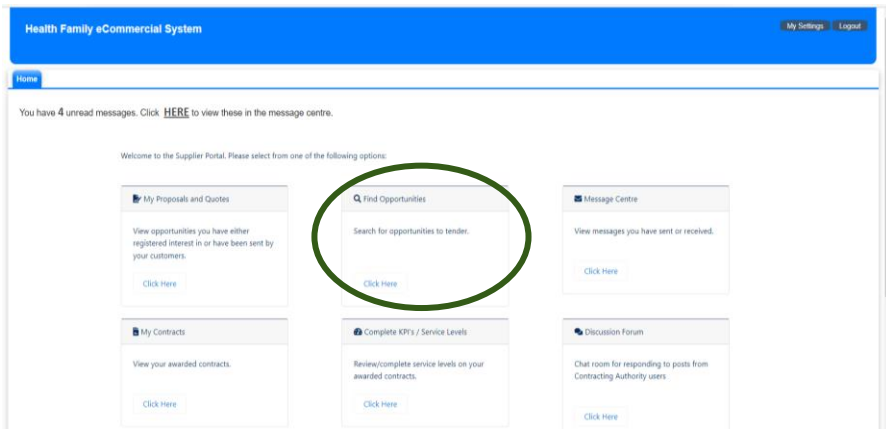
Your username is: scwcsu.procurement@nhs.net

If you require assistance logging in, please contact support-health@atamis.co.uk.

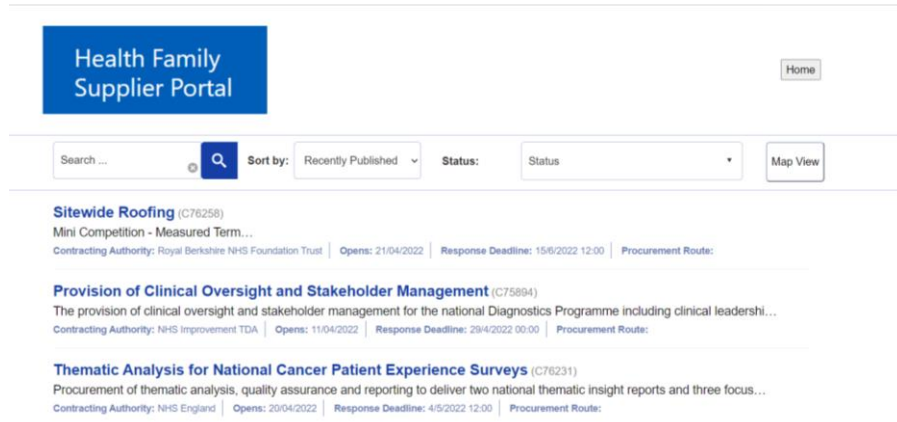
The Health Family eCommercial System Team

Accessing and submitting Bids within Atamis

1. Log in to Atamis, search for live opportunities by clicking the 'Click Here' link in the find opportunities box

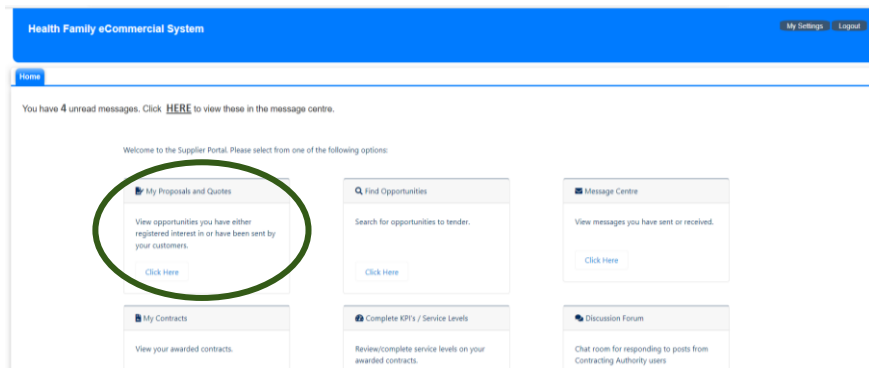


2. Use the search bar to find the opportunity by entering the title or reference.



Accessing and submitting Bids within Atamis

3. If you have been sent an opportunity through invitation only, or to view those you have registered interest for, click the 'Click Here' link in the My Proposals and Quotes box



Health Family eCommercial System

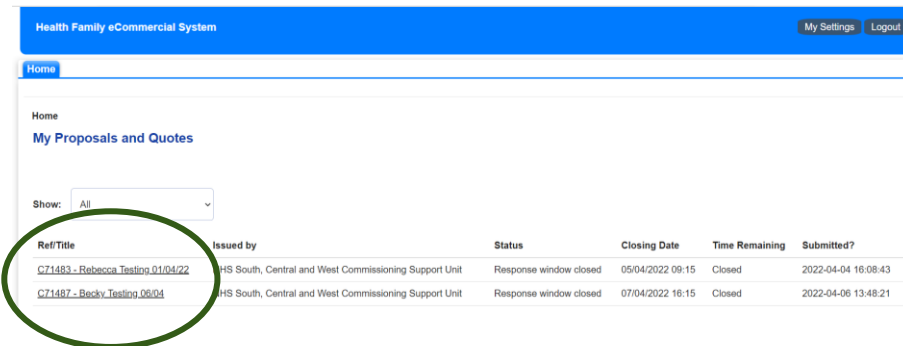
Home

You have 4 unread messages. Click [HERE](#) to view these in the message centre.

Welcome to the Supplier Portal. Please select from one of the following options:

- My Proposals and Quotes**
View opportunities you have either registered interest in or have been sent by your customers.
[Click Here](#)
- Find Opportunities**
Search for opportunities to tender.
[Click Here](#)
- Message Centre**
View messages you have sent or received.
[Click Here](#)
- My Contracts**
View your awarded contracts.
- Complete KPIs / Service Levels**
Review/complete service levels on your awarded contracts.
- Discussion Forum**
Chat room for responding to posts from Contracting Authority users.

4. My Proposals and Quotes view - access the opportunity by clicking the Ref/Title link



Health Family eCommercial System

Home

My Settings Logout

Home

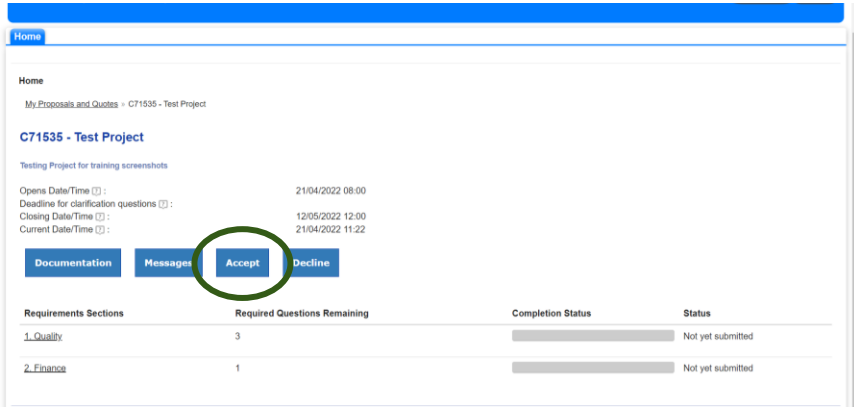
My Proposals and Quotes

Show: All

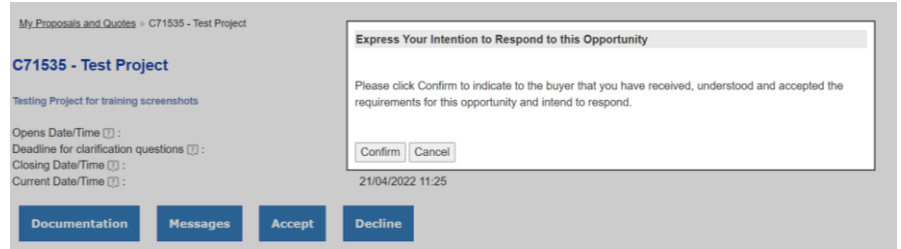
| Ref/Title | Issued by | Status | Closing Date | Time Remaining | Submitted? |
|---|---|------------------------|------------------|----------------|---------------------|
| C71483 - Rebecca Testing 01/04/22 | HS South, Central and West Commissioning Support Unit | Response window closed | 05/04/2022 09:15 | Closed | 2022-04-04 16:08:43 |
| C71487 - Becky Testing 06/04 | HS South, Central and West Commissioning Support Unit | Response window closed | 07/04/2022 16:15 | Closed | 2022-04-06 13:48:21 |

Accessing and submitting Bids within Atamis

5. Once in the opportunity you can accept/decline the opportunity, access the documentation, send messages and access the question set



6. You must accept the opportunity to be able to answer the question set



Accessing and submitting Bids within Atamis

7. Documentation view – Click the ‘Documentation’ button

The screenshot shows the 'C71535 - Test Project' page. At the top, there's a blue header with 'Home' and 'My Proposals and Quotes > C71535 - Test Project'. Below this, the project name 'C71535 - Test Project' is displayed, followed by the description 'Testing Project for training screenshots'. Key dates are listed: 'Opens Date/Time' (21/04/2022 08:00), 'Deadline for clarification questions' (12/05/2022 12:00), 'Closing Date/Time' (21/04/2022 11:22), and 'Current Date/Time' (21/04/2022 11:22). A row of buttons includes 'Documentation' (circled in green), 'Messages', 'Accept', and 'Decline'. Below this, a table shows 'Requirements Sections' with two rows: '1. Quality' (3 questions remaining, 'Not yet submitted') and '2. Finance' (1 question remaining, 'Not yet submitted').

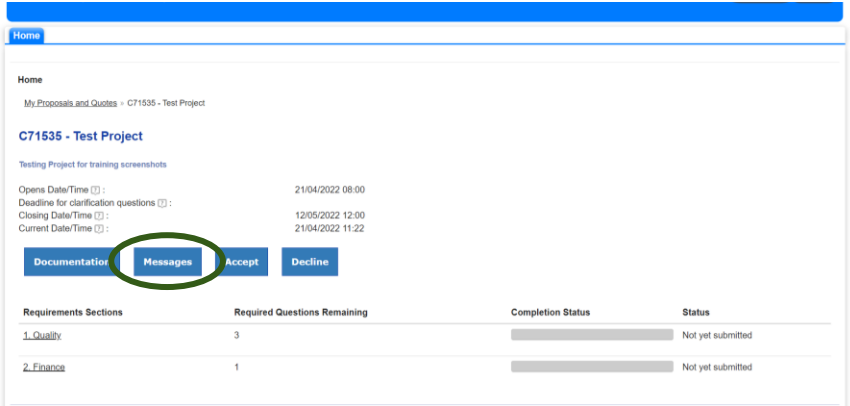
8. Download documents by clicking the ‘Download’ link on the right of the page

The screenshot shows the 'Documents' page. At the top, there's a blue header with 'Health Family eCommercial System', 'My Settings', and 'Logout'. Below this, the page title 'Documents' is displayed, followed by the breadcrumb 'My Proposals and Quotes > C71535 - Test Project > Documents'. A table lists documents under the folder 'Tender Documents'. The table has columns: 'Document Name', 'File Size', 'Uploaded Date', 'Downloaded', and 'Action'. The 'Action' column contains 'Download' links, which are circled in green. A 'Back to Summary' button is at the bottom.

| Document Name | File Size | Uploaded Date | Downloaded | Action |
|----------------|-----------|-------------------|------------|----------|
| ITT.docx | 0.01 MB | 4/21/2022 8:43 AM | New | Download |
| Questions.docx | 0.01 MB | 4/21/2022 8:43 AM | New | Download |
| Spec.docx | 0.01 MB | 4/21/2022 8:43 AM | New | Download |

Accessing and submitting Bids within Atamis

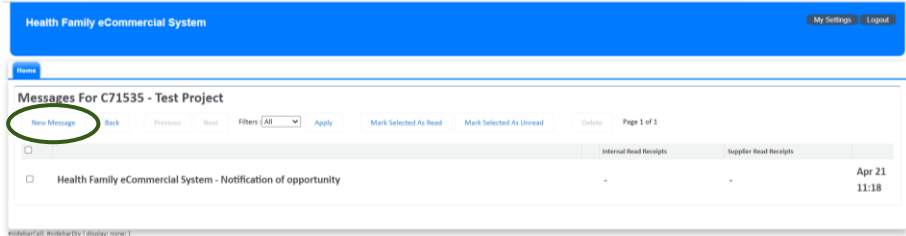
9. Messages view – click the ‘messages’ button



The screenshot shows the 'Messages' view in the Atamis system. The 'Messages' button in the top navigation bar is circled in green. Below the navigation bar, there is a section for 'C71535 - Test Project' with a table of requirements sections. The 'Messages' button is also circled in green.

| Requirements Sections | Required Questions Remaining | Completion Status | Status |
|-----------------------|------------------------------|-------------------|-------------------|
| 1. Quality | 3 | <div></div> | Not yet submitted |
| 2. Finance | 1 | <div></div> | Not yet submitted |

10. View messages or send a ‘New Message’



The screenshot shows the 'Messages' list in the Atamis system. The 'New Message' button in the top navigation bar is circled in green. Below the navigation bar, there is a section for 'Messages For C71535 - Test Project' with a table of messages. The 'New Message' button is also circled in green.

| | Internal Read Receipts | Supplier Read Receipts | |
|---|------------------------|------------------------|--------------|
| <input type="checkbox"/> Health Family eCommercial System - Notification of opportunity | - | - | Apr 21 11:18 |

11. Type your subject and message, upload a document if necessary and click ‘send’



The screenshot shows the 'New Message' form in the Atamis system. The 'Send' button in the bottom navigation bar is circled in green. Below the navigation bar, there is a section for 'Please enter your message below and click Send' with a form for subject and message. The 'Send' button is also circled in green.

Please enter your message below and click Send

Subject:

Email Message:

(Please note that including large attachments might cause the page to load slowly, please do not refresh or close the page after submitting a message until loading is complete)

Accessing and submitting Bids within Atamis

12. To access the questions (requirements), click on the relevant requirement section link on the left of the page

Home

My Proposals and Quotes > C71535 - Test Project

C71535 - Test Project

Testing Project for training screenshots

Opens Date/Time [?]: 21/04/2022 08:00
Deadline for clarification questions [?]: 12/05/2022 12:00
Closing Date/Time [?]: 21/04/2022 12:00
Current Date/Time [?]: 21/04/2022 11:22

[Documentation](#) [Messages](#) [Accept](#) [Decline](#)

| Requirements Sections | Required Questions Remaining | Completion Status | Status |
|----------------------------|------------------------------|-------------------|-------------------|
| 1. Quality | 3 | <div></div> | Not yet submitted |
| 2. Finance | 1 | <div></div> | Not yet submitted |

13. Click the 'Edit Responses' button and then 'Click to Edit' on each relevant question to type your response.

Home

My Proposals and Quotes > C71535 - Test Project > 1. Quality

1. Quality Section

Completion Status [?]:

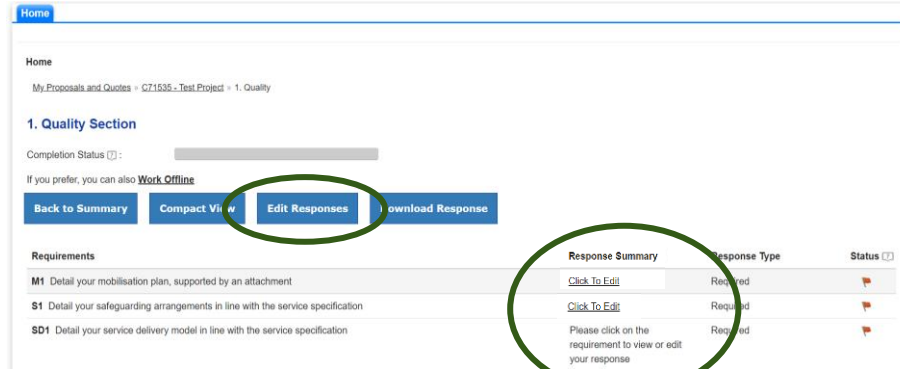
If you prefer, you can also [Work Offline](#)

[Back to Summary](#) [Compact View](#) [Edit Responses](#) [Download Response](#)

| Requirements | Response Summary | Response Type | Status [?] |
|--|---|---------------|-------------|
| M1 Detail your mobilisation plan, supported by an attachment | Click To Edit | Required | <div></div> |
| S1 Detail your safeguarding arrangements in line with the service specification | Click To Edit | Required | <div></div> |
| SD1 Detail your service delivery model in line with the service specification | Please click on the requirement to view or edit your response | Required | <div></div> |

Accessing and submitting Bids within Atamis

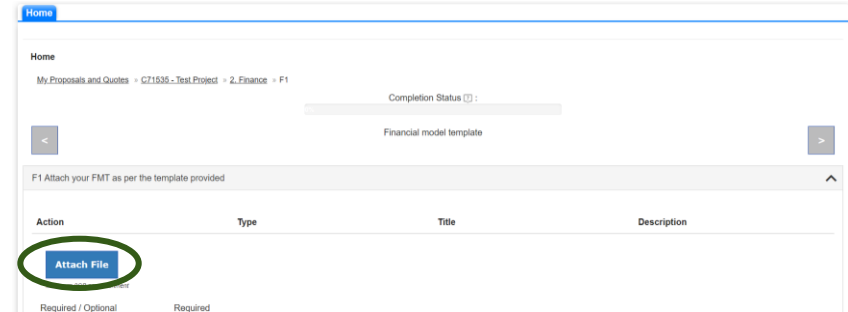
14. For questions that require an attachment, click the response summary link



The screenshot shows the '1. Quality Section' of the Atamis interface. It includes a 'Completion Status' bar and a navigation bar with buttons: 'Back to Summary', 'Compact View', 'Edit Responses', and 'Download Response'. The 'Edit Responses' button is circled in green. Below the navigation bar is a table of requirements. The first requirement, 'M1 Detail your mobilisation plan, supported by an attachment', has a 'Response Summary' column with a 'Click To Edit' link circled in green. The second requirement, 'S1 Detail your safeguarding arrangements in line with the service specification', also has a 'Click To Edit' link circled in green. The third requirement, 'SD1 Detail your service delivery model in line with the service specification', has a 'Response Summary' column with a 'Click To Edit' link circled in green.

| Requirements | Response Summary | Response Type | Status |
|---|-------------------------------|---------------|--------|
| M1 Detail your mobilisation plan, supported by an attachment | Click To Edit | Required | |
| S1 Detail your safeguarding arrangements in line with the service specification | Click To Edit | Required | |
| SD1 Detail your service delivery model in line with the service specification | Click To Edit | Required | |

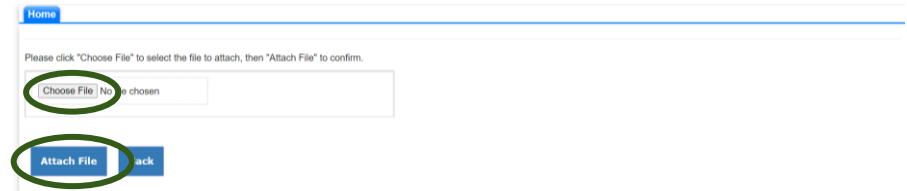
15. Click 'Attach file'



The screenshot shows the 'F1 Attach your FMT' screen. It includes a 'Completion Status' bar and a 'Financial model template' section. Below this is a table with columns: 'Action', 'Type', 'Title', and 'Description'. The 'Attach File' button is circled in green.

| Action | Type | Title | Description |
|-----------------------------|---------------------|-------|-------------|
| Attach File | Required / Optional | | Required |

16. Choose the file you want to upload and click 'Attach File'



The screenshot shows the file upload interface. It includes a 'Please click "Choose File" to select the file to attach, then "Attach File" to confirm.' message. Below this is a 'Choose File' button circled in green, and an 'Attach File' button circled in green.

Please click "Choose File" to select the file to attach, then "Attach File" to confirm.

[Choose File](#) No file chosen

[Attach File](#) [Back](#)

Accessing and submitting Bids within Atamis

17. Ensure all required sections have been completed before submitting your response. Progress can be viewed in the 'Completion Status' column

The screenshot shows the 'C71535 - Test Project' page. At the top, there's a header with 'Home' and 'My Proposals and Quotes > C71535 - Test Project'. Below this, the project name 'C71535 - Test Project' is displayed, followed by a subtitle 'Testing Project for training screenshots'. A section for dates and times is shown: 'Opens Date/Time' (21/04/2022 08:00), 'Deadline for clarification questions' (12/05/2022 12:00), 'Closing Date/Time' (12/05/2022 12:00), and 'Current Date/Time' (21/04/2022 12:33). A message states: 'You have Accepted this opportunity and expressed your intention to respond.' Below this are buttons for 'Documentation', 'Messages', 'Submit', 'Accept', and 'Decline'. A link 'If you prefer, you can also Work Offline' is present. A table titled 'Requirements Sections' is shown with two rows: '1. Quality' and '2. Finance'. Each row has a 'Required Questions Remaining' column with the value '0', a 'Completion Status' column with a blue progress bar at 100%, and a 'Status' column with the text 'Not yet submitted'. The 'Completion Status' column is circled in green.

| Requirements Sections | Required Questions Remaining | Completion Status | Status |
|-----------------------|------------------------------|-------------------|-------------------|
| 1. Quality | 0 | 100% | Not yet submitted |
| 2. Finance | 0 | 100% | Not yet submitted |

15. Once complete click 'submit'

The screenshot shows the 'C71535 - Test Project' page. At the top, there's a header with 'Home' and 'My Proposals and Quotes > C71535 - Test Project'. Below this, the project name 'C71535 - Test Project' is displayed, followed by a subtitle 'Testing Project for training screenshots'. A section for dates and times is shown: 'Opens Date/Time' (21/04/2022 08:00), 'Deadline for clarification questions' (12/05/2022 12:00), 'Closing Date/Time' (12/05/2022 12:00), and 'Current Date/Time' (21/04/2022 12:33). A message states: 'You have Accepted this opportunity and expressed your intention to respond.' Below this are buttons for 'Documentation', 'Message', 'Submit', 'Accept', and 'Decline'. The 'Submit' button is circled in green. A link 'If you prefer, you can also Work Offline' is present.

16. Submission confirmation view – click 'Confirm'

The screenshot shows the 'C71535 - Test Project' page with a 'Submit Responses' dialog box open. The dialog box contains the text: 'This action will mark all your responses as "Completed", register your submission and send you a submission confirmation email. By clicking "Submit" you are confirming that your response is accurate and complete. Note that you can still edit your responses within the defined Response Window. Any saved changes to your responses will be automatically submitted - you do not need to click "Submit" again.' At the bottom of the dialog box are buttons for 'Confirm' and 'Cancel'. The 'Confirm' button is circled in green. The background page shows the same header and project information as the previous screenshots.