

Electronic Tender Management System Quick User Guide

Supplier

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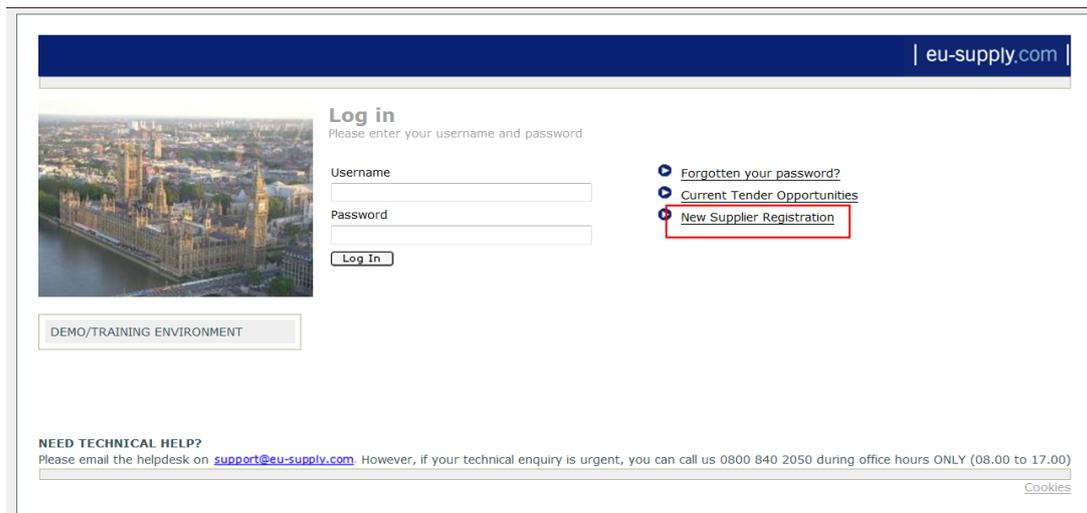
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1 Using the system

1.1 Supplier Registration

To access EU Supply Complete Tender Management system (CTM) and respond to tenders your company needs to be registered as a user. Registration is free-of-charge and enables you to access all tenders published on CTM.

If your company has not already registered proceed to supplier registration by following the *New Supplier Registration* link from the portal login screen: <https://www.eu-supply.com/ku.asp> :



The screenshot shows the login page for eu-supply.com. The page has a dark blue header with the logo. Below the header is a large image of a cityscape. To the right of the image is the 'Log in' section. It contains the text 'Please enter your username and password' and two input fields for 'Username' and 'Password'. Below these fields is a 'Log In' button. To the right of the login fields are three links: 'Forgotten your password?', 'Current Tender Opportunities', and 'New Supplier Registration'. The 'New Supplier Registration' link is highlighted with a red box. Below the login section is a 'DEMO/TRAINING ENVIRONMENT' button. At the bottom, there is a 'NEED TECHNICAL HELP?' section with contact information and a 'Cookies' link.

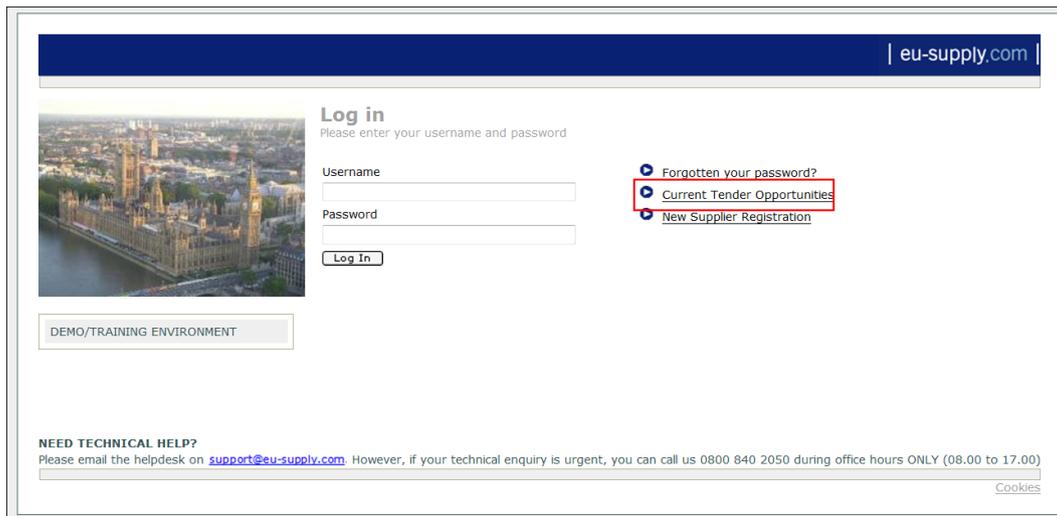
Once you have registered, EU-Supply will send an email confirming your registration in the Tender Management System.

You can now login using the username and password that you created at time of registering.

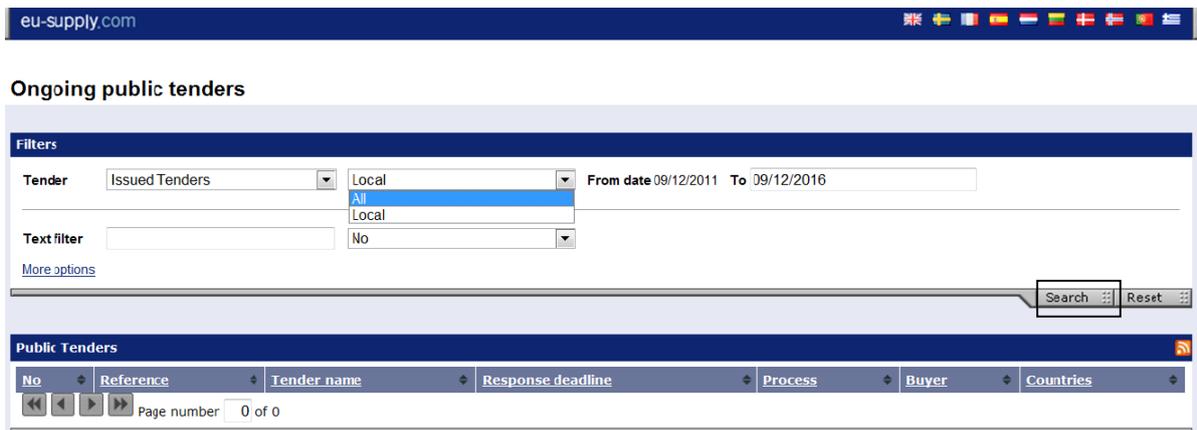
ADD A PARAGRAPH ABOUT SUPPLIER PRE-REGISTRATION

1.2 Finding published tenders

Published tenders are advertised on <https://www.eu-supply.com/ku.asp> under '**Current Tender Opportunities**:'



To view all published tenders on EU Supply CTM select All from the drop down as illustrated below and click on [Search]. This will bring up a complete list of current tender opportunities that have been published on EU Supply.



2. Responding to a public advertisement/notice

If you have seen an advertisement from the list of current tender opportunities and want to participate *click* on the title of the tender.

This will take you to a letter of invitation where you are given the option to *Log in* or register as a new supplier, if you have not already done so.

Below you find information regarding this Tender. To be able to work on a response for the buyer you have to be registered and logged in.

[Tender details](#)

[Log in](#) [Online registration...](#)

Dear Sir or Madam,

Open Tender stage for the Provision of Taxi services - 11127:1

Tender Deadline Deadline: 20/09/2011

The authority is pleased to invite you to tender for the provision of Taxi services

Regards

Sarah Metcalfe
sarah.metcalfe@eu-supply.com

Training

When you *Log in* you are taken back into the letter of invitation but this time you are given the opportunity to register your interest in the tender by clicking on **[Accept]** :

Below you find information regarding this Tender. To be able to work on a response for the buyer you have to be registered and logged in.

[Tender details](#)

[Accept](#)

Dear Sir or Madam,

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Regards

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sarah.metcalfe@eu-supply.com

Training

Please note that accepting the invitation is not a formal commitment to the tender and you can choose not to continue with the tender process by withdrawing interest. See section 3

If the publishing Authority has made any documentation accessible for you to view before accepting the invitation then these will be available to access from the *Tender Details* link in the top right hand corner of the invitation. Click on *Tender details* and then *View Documents* tab.

Once you have *accepted* the invitation you are taken directly into the tender response screen.

3. Supplier response screen - important keys and functions

1. Time left / Response deadline / deadline of clarification questions:

- Time left - This is the time remaining to the response deadline.
- This is the response deadline set by the procuring authority. Any attempts made to submit after the deadline has passed will fail.

2. Response not submitted / submitted

- Here it indicates whether a tender has been submitted or not. It remains Red until the tender has been submitted. Once it is submitted it turns Green showing date and time of the event.

3. Assign user rights

- Here you can assign other company users to access and work on the tender response but firstly they need to be created as a user – see section 4: Adding Users.

4. Access Documents

- All documents and information which the procuring authority has attached regarding the tender can be accessed and downloaded from here. These may include response templates and declaration forms that you need to complete and submit. See Attach documents tab (6) to upload any documents to be submitted as part of your response.

5. Answer Questions

- The contracting authority may request you to complete an online qualifications questionnaire which you access from here. See section xxx for more information on completing a questionnaire.

6. Attach documents

- It is through this tab that you upload tender related documents as requested by the contracting authority.

7. Percentage of questions completed

- This relates to the qualification questions and completion of the online questionnaire. As questions are answered a green bar maps the progress showing percentage of questionnaire completed. If all mandatory requirements have not been met such as a mandatory document upload these are flagged up here.

8. Submit response / response not submitted

- It is here that you instruct the system to submit your response. **Even If you have completed all the qualification questions the tender is not submitted until you have pressed the key "Submit tender" and verified your details by entering your user name and password.** Once you have done this you will receive a pop-up confirming that your tender has now been submitted. The text "Response not submitted" in **(1)** will now be marked with green with the text changing to "Response submitted" with date and time appearing next to it.

9. Cancel Expression of Interest

- You can inform the supplier that you do not wish to proceed with submitting a tender response but following the Cancel Expression of Interest. When you do this the Cancel Expression of Interest tab is replaced with Resume. This means that you can resume submitting a response should you change your mind and providing it is still within the response timeframe.

10. Messages:

- It is from here that you send messages and clarification questions to the contracting authority up until deadline for submission of tenders or within the stated deadline for asking clarification questions. All messages sent to you by the contracting authority will also be found here. A full message trail is kept here with each message assigned with a unique ID.

11. Audit trail:

- A record of all your activities in the system relating to the tender is kept here. You will also see those of the contracting authority. Each piece of activity is date and time stamped.

12. View / Print response

- Once a response has been submitted you can go back to the tender and view / print your response at any time.

13. Contracts

- Here you will find an overview of the contracts which might have been awarded to you via the EU-Supply Tender Management System

IMPORTANT: Your tender will not be visible to the awarding authority unless you 'Submit' it.

You can make changes to your tender up until expiry of the response deadline. The contracting authority CANNOT see or access the tender until the response deadline has passed.

4 Completing and submitting a response**4.1 Completing the Questionnaire**

From the Qualification Questions tab select **Answer questions**. You do not have to complete the questionnaire in one go as you can save and exit at any point and continue later but remember the response deadline.

It is important to complete all the questions and attach any necessary documentation as may be requested by the contracting authority. Note the icons which range from a mandatory document; document upload allowed; a Gateway question; a numeric answer only; a question with an expiry date:

Click for instructions

Intructions

Answer questions and click 'Save' to save the answers. Click 'Save and Next' to save and go to the next section.

If any questions are not applicable, please DO NOT LEAVE BLANK but instead, type in N/A in the box so that the system knows you have answered ALL THE QUESTIONS.

Sections fully answered are marked with a green ticker. If any answers are missing or questions have been updated since last saved, the section is marked with a red ticker.

Questions marked with red have been updated since you last answered. Please review your answers.

Questions marked with yellow are questions you have allready answered to, but in another Lot. You have to save the answers on this Lot for the buyer to see your answers.

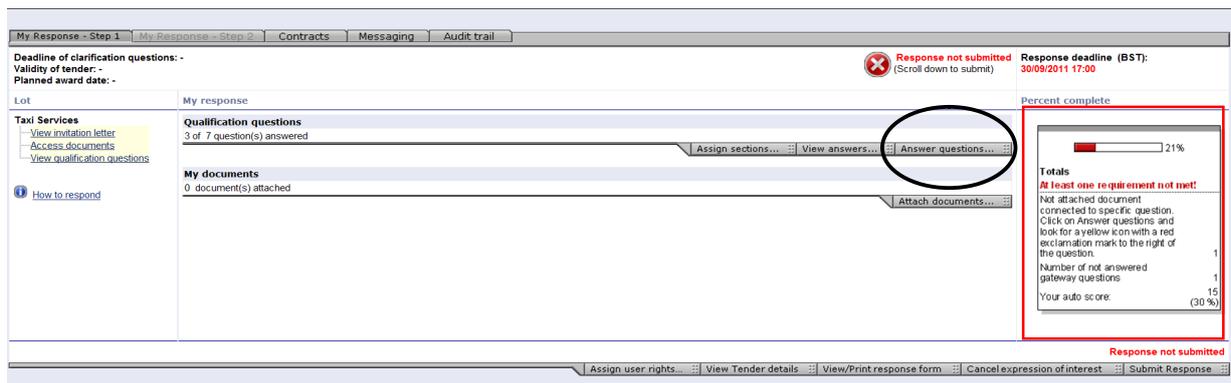
Questions marked in pink indicates a gateway question with an incompliant answer.

 Table question	 Gateway question	 Gateway answer	 Question with expiry date
 Required to attach document	 Possible to attach document	 Document attached where required	 Document attached

Number of questions to answer: 2. Incomplete answers: 2

When you start filling in the answers you can see to how much of the questionnaire you have completed. This is shown as a percentage.

- If you have previously filled in and answered some of the questions they will be pre- filled. Previous answers will be marked in **yellow**. In such instances all you need to do is save the answers.
- If the question has not been updated since the last time you completed the questionnaire it will be marked with **red**.



The screenshot shows the 'My Response' interface for 'Taxi Services'. It includes a progress bar indicating 21% completion. A red warning box states 'Response not submitted' with a deadline of 30/09/2011 17:00. A summary table shows 1 requirement not met, 1 unanswered gateway question, and a score of 15 (30%).

Totals	
At least one requirement not met!	
Not attached document connected to specific question. Click on Answer questions and look for a yellow icon with a red exclamation mark to the right of the question.	1
Number of not answered gateway questions	1
Your auto score:	15 (30 %)

If an open text question is not applicable to you then write "not applicable" in the answer box rather than leave a blank space. If you have been asked to upload a document by way of responding to a question write 'document uploaded' in the answer space as then the system will register that the question has been answered.

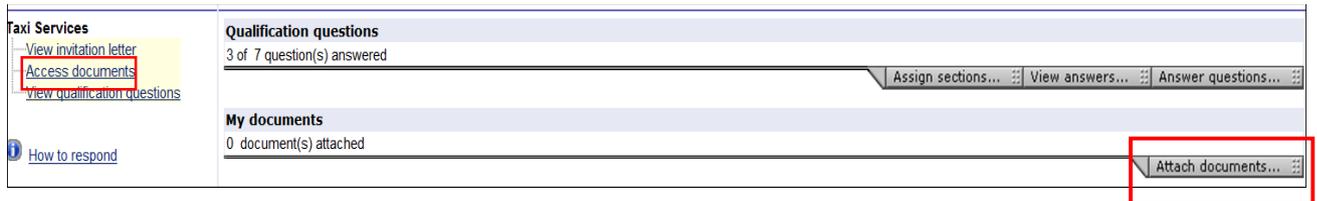
You can assign individual sections to be answered by specified members of the organisation.

Note the system will flag up if any requirements such as mandatory document upload have not been met. You will still be able to submit but it does mean that your response is incomplete.

4.2 Attaching documents

If the contracting authority has not used a questionnaire then they may request you to download templates and spread-sheets from the **Access Documents** tab to complete and then upload.

Once completed upload through the **Attach documents** tab from My Documents and then submit your response.



4.3 Submitting your response

Once you have completed response and are ready to submit click on the **Submit Response** tab from the bottom menu bar. Enter login details as prompted.

Even after submitting you can make any changes to your response up until the response deadline. Just remember to resubmit each time any changes are made.

5 Messages

To communicate with the contracting authority and ask tender specific questions use the Messaging facility on the tender response screen.

All messages relating to the tender will appear here.

In addition any unread messages will appear on your Home page.



6 Award

After conclusion of the tender only the supplier(s) selected will proceed to the contract phase. In case of a period of standstill a message in respect of the award may be automatically be sent to you otherwise all correspondence will be sent through the messaging facility.

7 Other important information

- In case you have forgotten your password you can request another by following 'forgotten your password?' link on the main log in page. A new password will automatically be sent to you electronically.
- System support is provided by EU-Supply. If you have any system related queries or problems send an e-mail with an explanation of the problem together with the tender ID number and title and your company details to: support@eu-supply.com
- If you have not pressed the key "Submission of tender" and filled in your user name and password Tenders will not be visible to the contracting authority once the response deadline has passed. The text marked with red "Tender not submitted" must be changed into the text marked with green "Tender submitted". If the text is not showing as green then the tender has not been submitted.
- Tenders cannot be submitted after the response deadline.
- Always give yourself plenty of time to complete your response and always submit the tender in good time. Avoid submitting to the last few minutes as the response deadline could occur while you are in the middle of creating / uploading your response.

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