BMS
e-tendering manual

Procurement

supplier.helpdesk@dh.gsi.gov.uk - 011325 45777 - Open 10am-4pm.

BMS e-tendering manual

Procurement

This manual aims to provide all suppliers with the basic information to complete the required actions in the Department's Business Management System (BMS).

You can register and login here - http://www.dh.gov.uk/en/Aboutus/Procurementandproposals/BMS/index.htm.

	As a security measure, BMS will timeout if untouched for 15 minutes.

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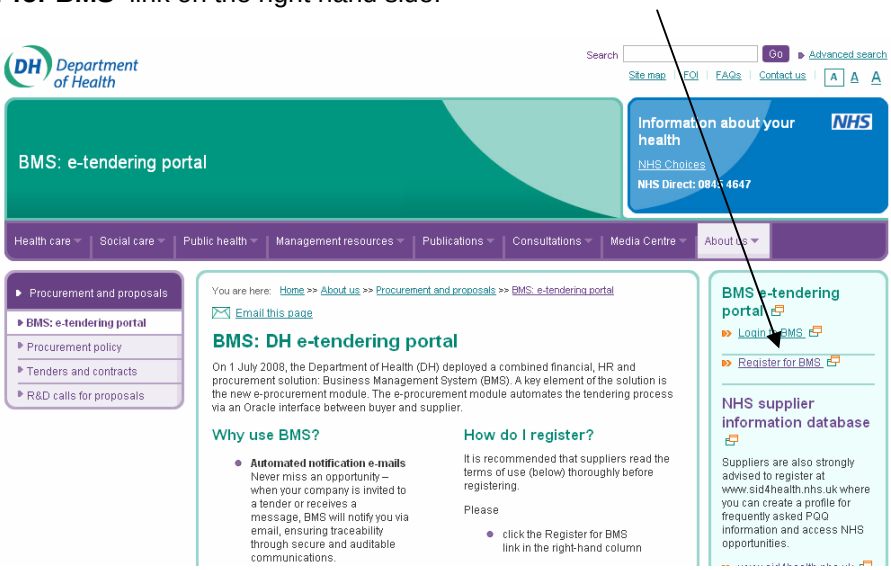
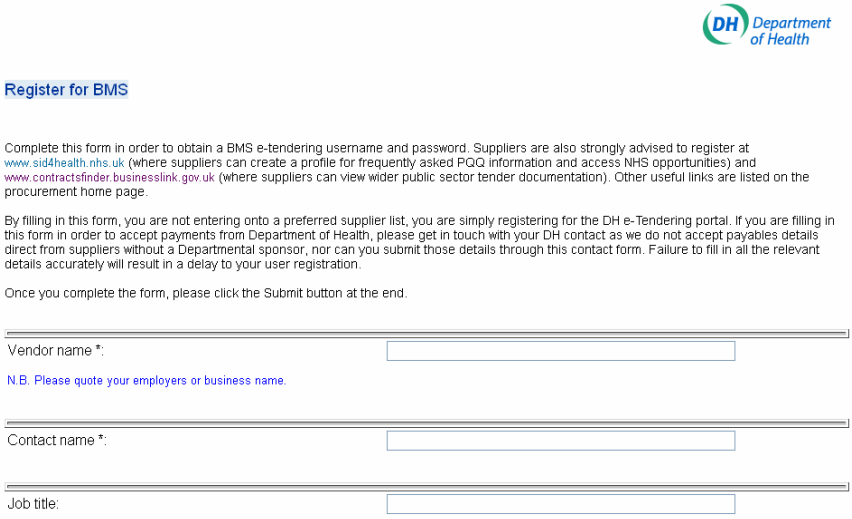
Prepared by Procurement Centre of Expertise

Registering as a New Supplier

If you are new to BMS, you will first need to ensure that your company details are registered with DH. If your company hasn't previously worked with DH, you will need to create a BMS user account. Click the following link – http://www.dh.gov.uk/en/Aboutus/Procurementandproposals/BMS/index.htm - and click the **'Register for BMS'** link on the right hand side.



A contact form will open in a new window – please fill out the relevant fields and submit.



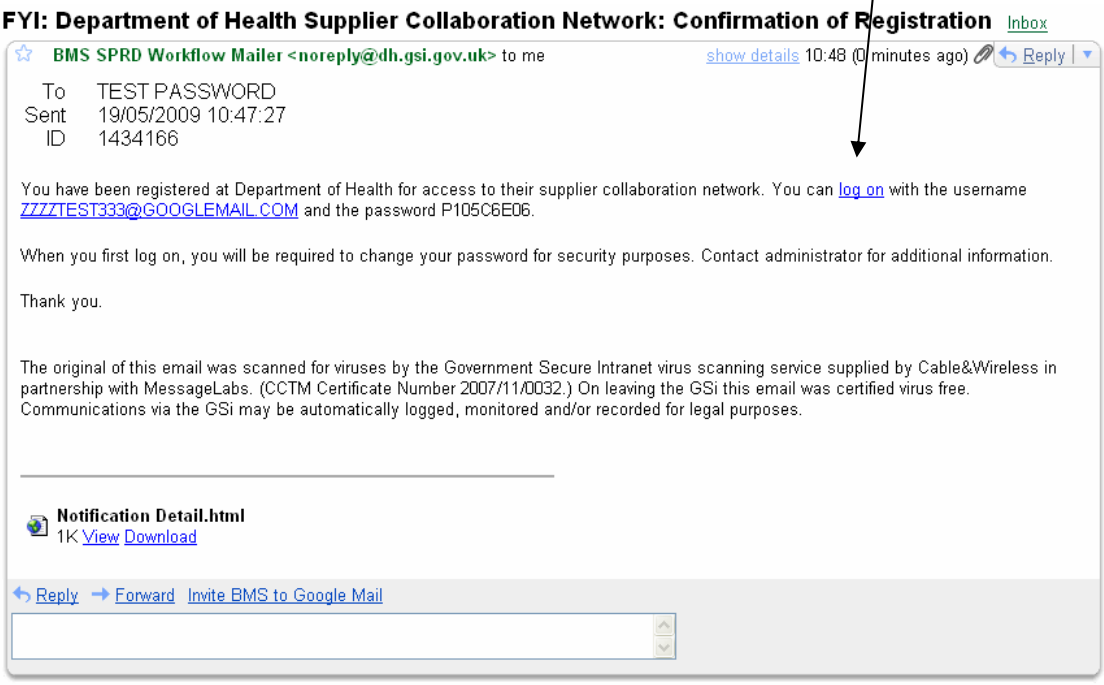
	University staff, such as professors, should not register as sole traders. They should register against their parent organisation, as Department of Health will pay their parent organisation. Department of Health cannot make payments (in relation to commercial arrangements) to personal bank accounts.

You will receive a system generated email from '**BMS SPRD Workflow Mailer'** confirming your **'Username'** and **'Password'**.

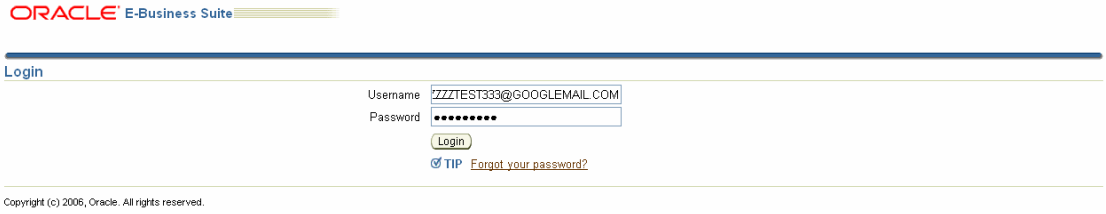
	By registering your company's contact details on the portal, you are not entering onto a preferred supplier list, you are simply registering to be able to interact with the Department electronically.

Logging into BMS for the first time

You will receive an email with your username and password, click the **'Log on'** link to be redirected to the portal or login using the following link: https://www.showa.dh.gov.uk/OA_HTML/AppsLocalLogin.jsp.



Enter your **'Username'** and **'Password'**, and click **'Login'**.

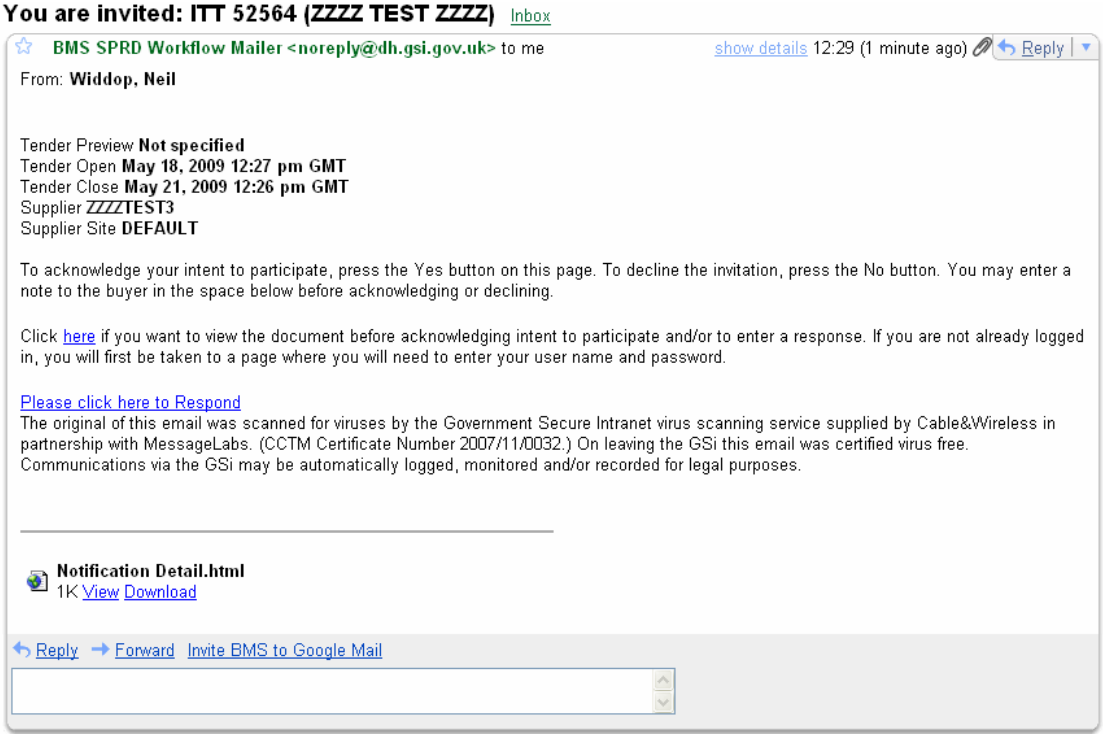


When you first login, you will be asked to change your password. Choose a new password and click apply – you are now fully registered to use BMS.

	Passwords must contain at least one letter and at least one number, must be at least 8 characters long and must not contain repeating characters.

Acknowledging participation in an Invitation To Tender (ITT)

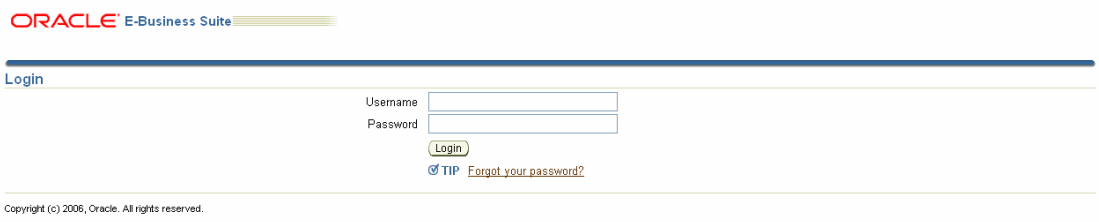
When the DH buyer issues an ITT, each supplier will receive an email notification asking them to confirm if they wish to participate.



	All suppliers should include **noreply@dh.gsi.gov.uk** in their spam filters (if they use a filtering tool) in order to receive notifications.

	Suppliers should not forward the notifications they receive from BMS, as the links will be unavailable to view for non-BMS users.

To access the tender, use the link provided in the email or log in direct - https://www.showa.dh.gov.uk/OA_HTML/AppsLocalLogin.jsp - via the portal. You will need your '**Username'** and '**Password'** (your '**Username'** is always your email address and your '**Password'** will have been chosen when you registered).



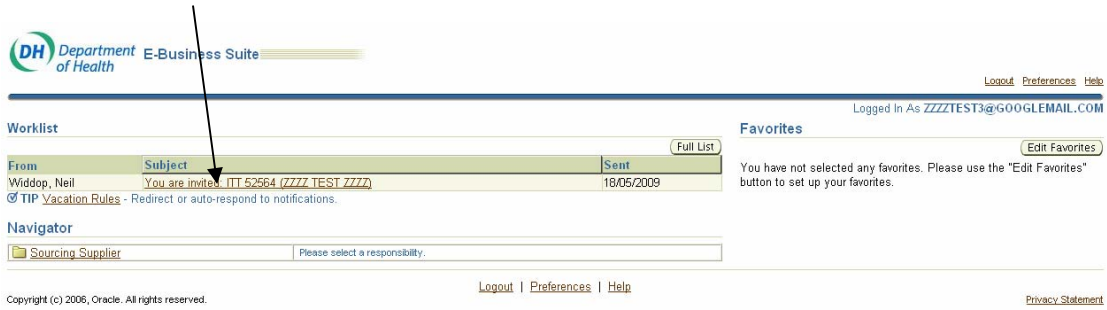
If you have forgotten your password, click the **'Forgot your password?'** link to be directed through the password retrieval process.

	The Department of Health will never ask you to confirm your password. Please contact the Supplier Helpdesk if you receive any suspicious e-mails or phone calls.

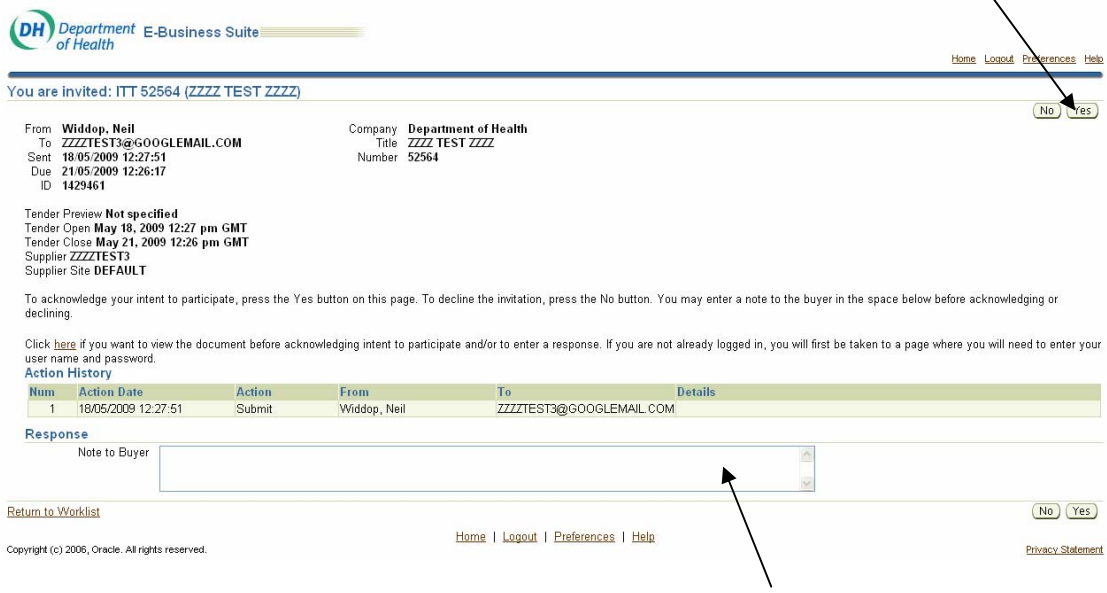
An overview of your tender opportunities is located at the top of the screen under '**Worklist'.**

	Items in your '**Worklist'** require action and should be checked regularly.

Click the '**Subject'** title to view the notification.



Click either the '**Yes'/'No'** tab to inform the buyer of your company's proposed action in this tender.



If required, you can use this opportunity to issue a brief note to the buyer.

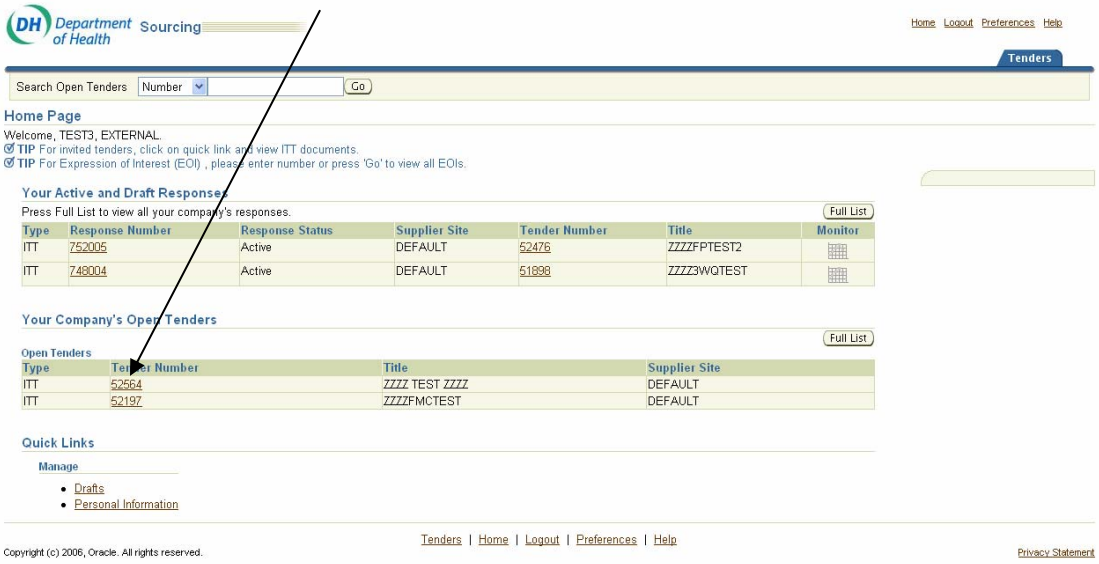
You will now be directed back to your home page. The notification in your **'Worklist'** has now disappeared.

Downloading the ITT documents and Terms & Conditions (T's & C's)

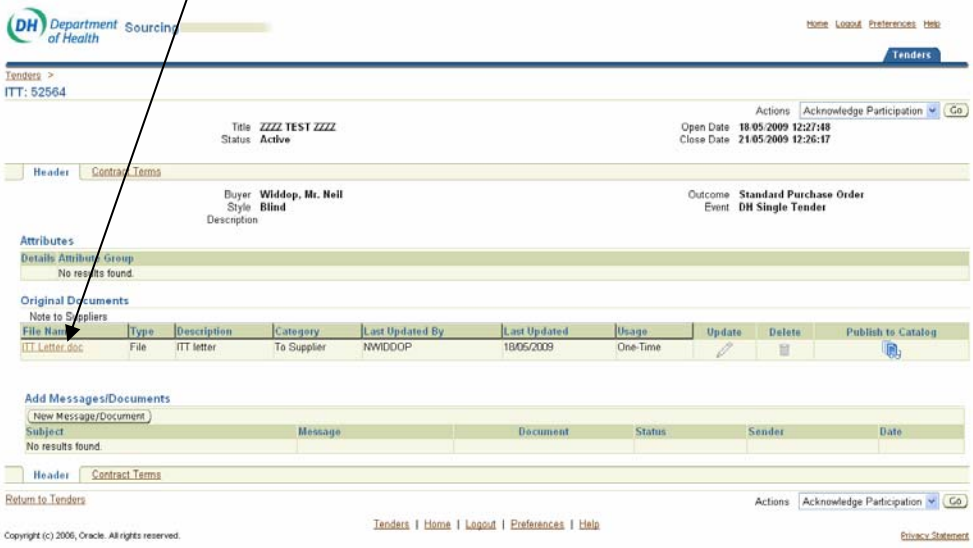
To download the relevant tender documents, navigate to the relevant tender.

When you are logged in, click on '**Sourcing Supplier'**. A set of additional options appear to the right, click on '**Sourcing Home Page'.**

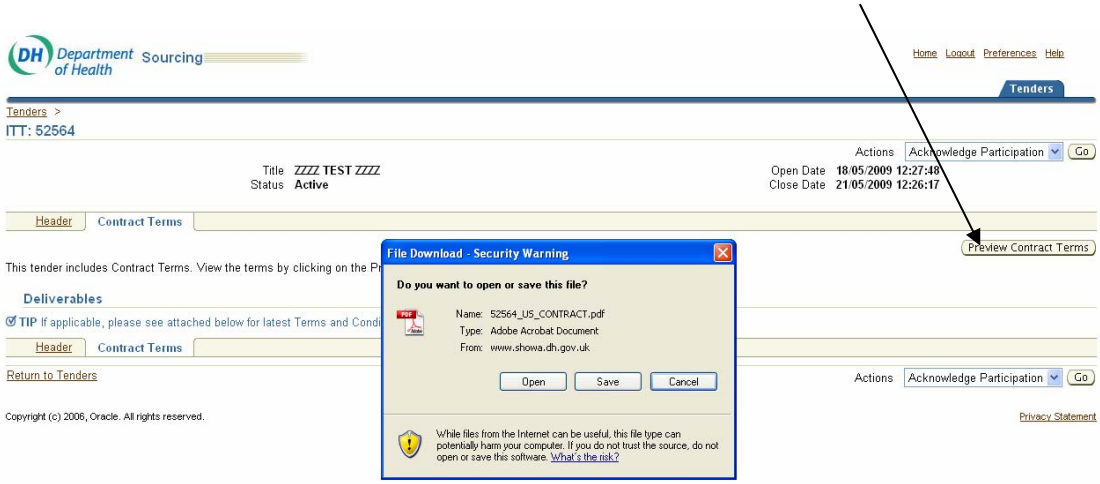
Under **'Your Company's Open Tenders'**, select the tender number you wish to open.



Under the header, **'Original Documents'**, click on the File Name and Open or Save as required.



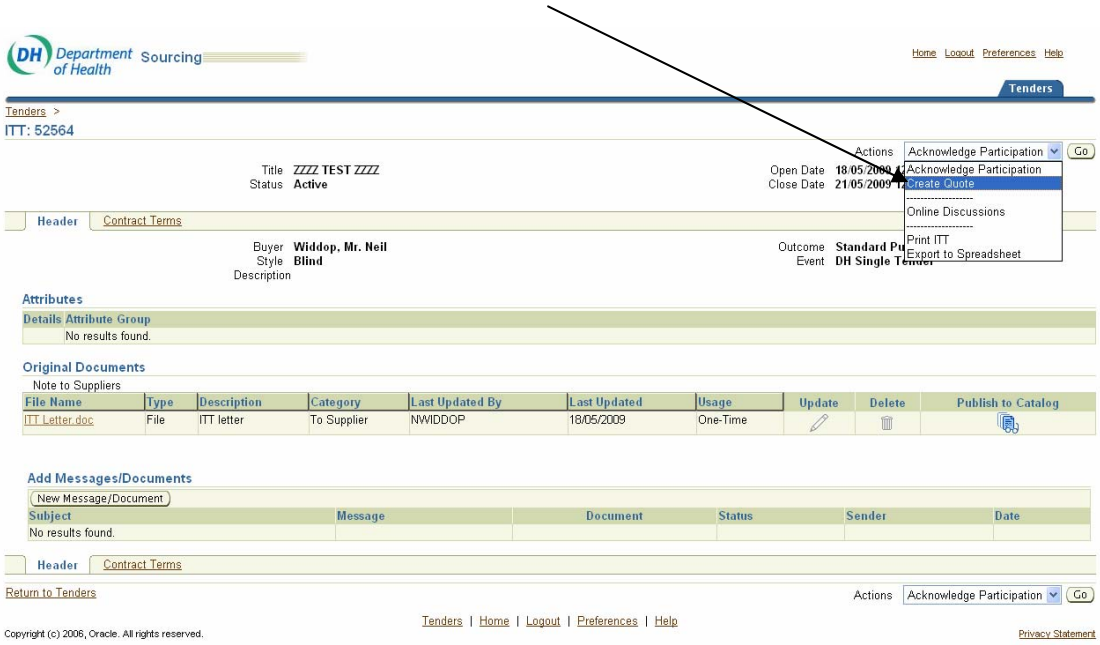
Click on the '**Contract Terms'** tab to download a copy of the Terms and Conditions applicable to the tender, select **'Preview Contract Terms'** to Open or Save as required.



	All ITT's will include standard terms and conditions, with the exclusion of mini-competitions under an existing Framework agreement, where the T's & C's are pre-agreed and are available to download in the **'Original Documents'** section. Any qualifications against our T's & C's should be raised immediately with the buyer, as well as Supplier Helpdesk, to ensure a quick resolution.

Submitting a quote

When you are ready to submit your quote, please navigate to the relevant ITT. Click the drop down box next to **'Actions'**, select '**Create Quote'** and then **'Go'**.



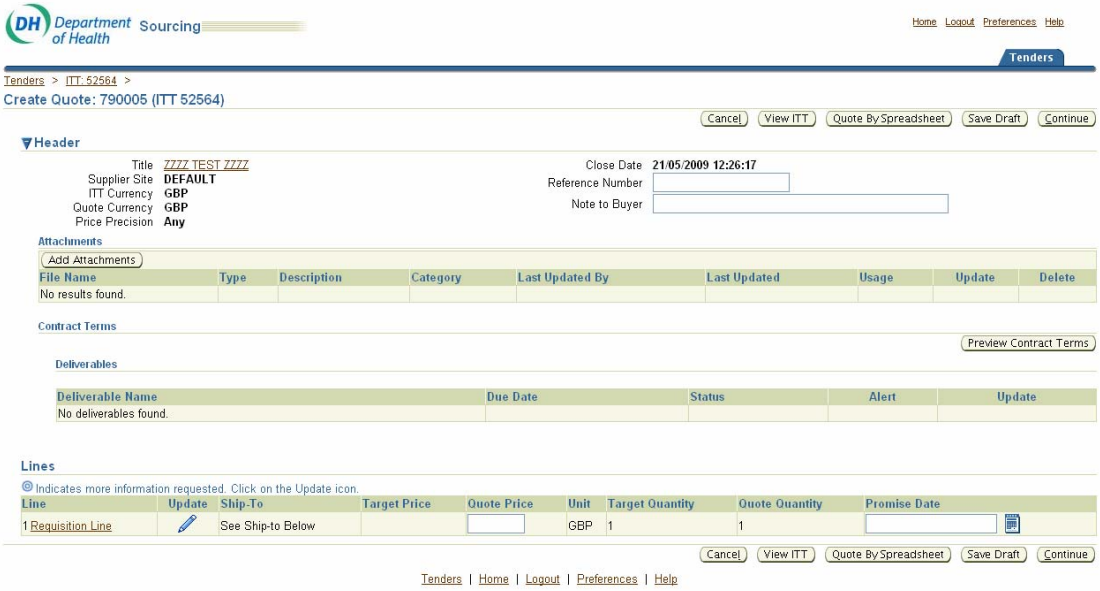
	If you need to submit more than one response (i.e. multiple CV's all at different rates) please contact the Supplier Helpdesk.

	If the **'Create Quote'** option is missing, you have more than likely started a draft response and not submitted it. Please return to your **'Sourcing Home Page'** by clicking the **'Tenders'** tab, look under **'Your Active and Draft Responses'** and search for quotes in response status **'Draft'** against your ITT.

	Please leave yourself plenty of time to upload your quote. Department of Health does not accept quotes submitted outside of BMS. If you are unable to access the system, (i.e. where the system is unavailable or not responding), please e-mail screenshots of any error messages to Supplier Helpdesk.

You will have to accept the **'Terms and Conditions'** regarding use of the secure portal in order to submit a quote.

You now have several options in the form of tabs in the top right corner of the screen and boxes for text in the lower half of the screen. **'Quote Price'** is the only mandatory field.



'Cancel'
To return to Sourcing Home Page.

'View ITT'
To return to the ITT header page.

'Quote By Spreadsheet'
This should only be used in OJEU value procurements where 10 or more quotes are needed. For instructions using this, please contact Supplier Helpdesk.

'Save Draft'
To save a draft of your quote (please note, this is not a submission).

'Continue'
To continue to the submission stage.

'Reference Number'
If you need to include a reference number.

'Note To Buyer'
If you need to issue a brief message to the buyer.

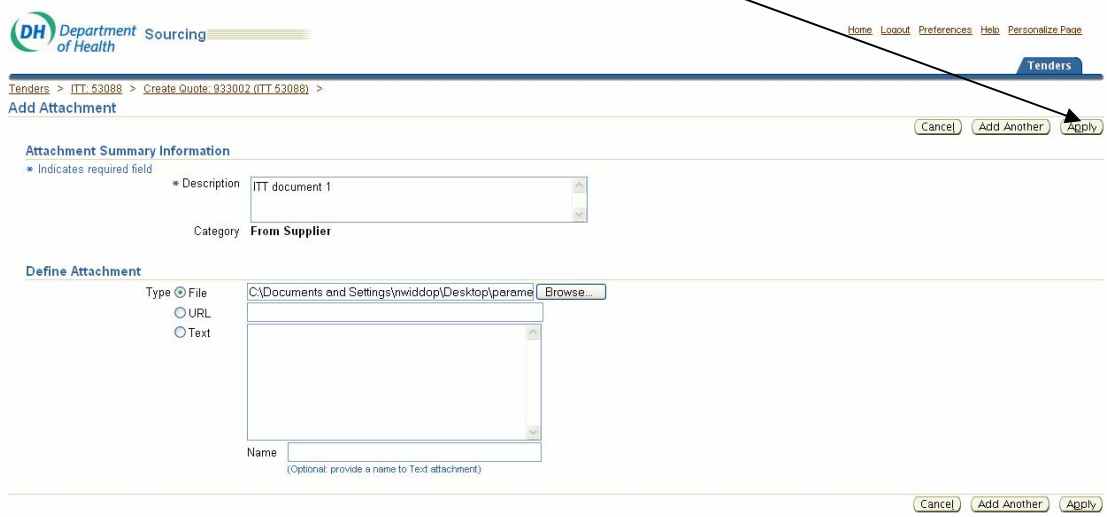
'Add Attachments'
If you need to add attachments to your quote.

'Preview Contract Terms'
To download a copy of the Contract Terms.

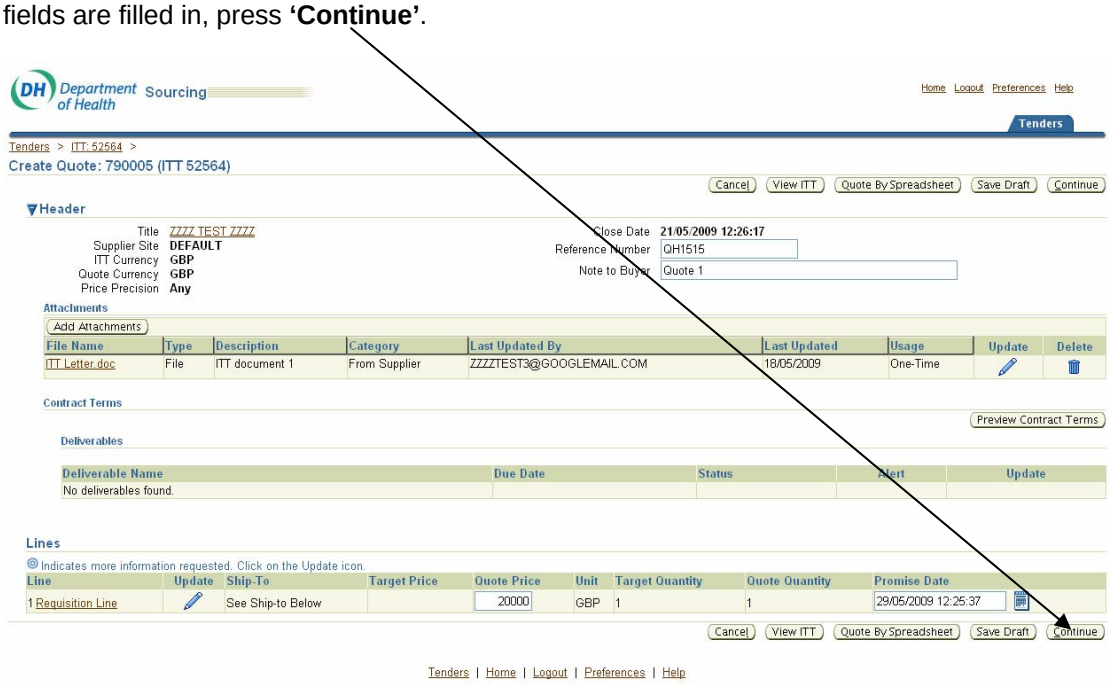
'Quote Price'
Enter your quote price here.

'Promise Date'
The day you expect the work to start or goods to be delivered.

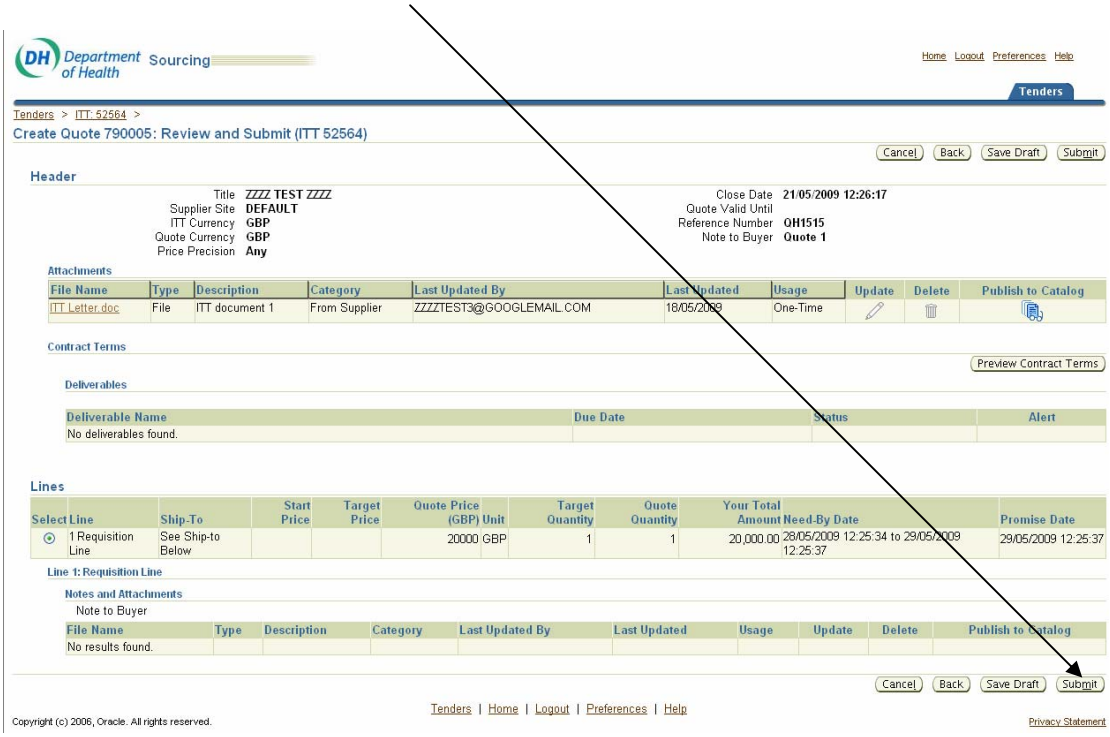
To add an attachment to your quote, select **'Add Attachments'.** Fill in the **'Description'** field and browse for your document. If you need to add more than one, select **'Add Another'.** When you are finished uploading documents, select **'Apply'.**



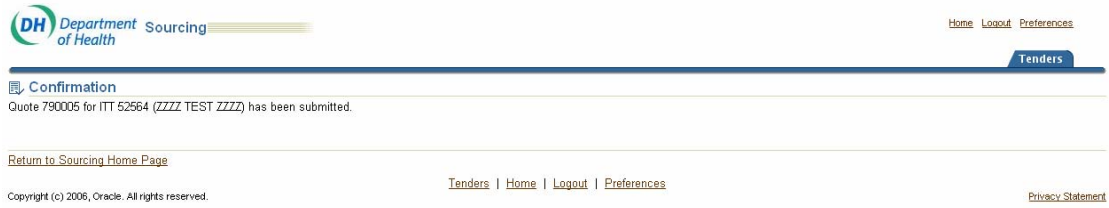
You can now see the attachments have been added to your quote. Once all the other relevant fields are filled in, press **'Continue'**.



Review your quote and press **'Submit'**.

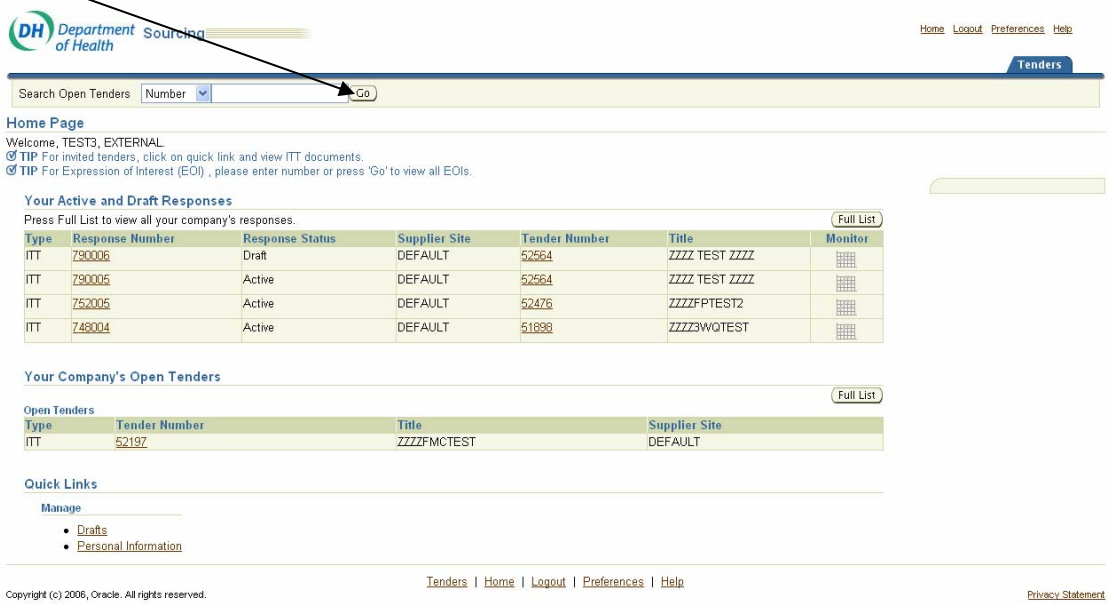


Once your quote is submitted, you will see confirmation on the screen.



Submitting an Expression of Interest (EOI)

OJEU opportunities can be monitored by navigating to **'Sourcing Home Page'** and clicking **'Go'**.

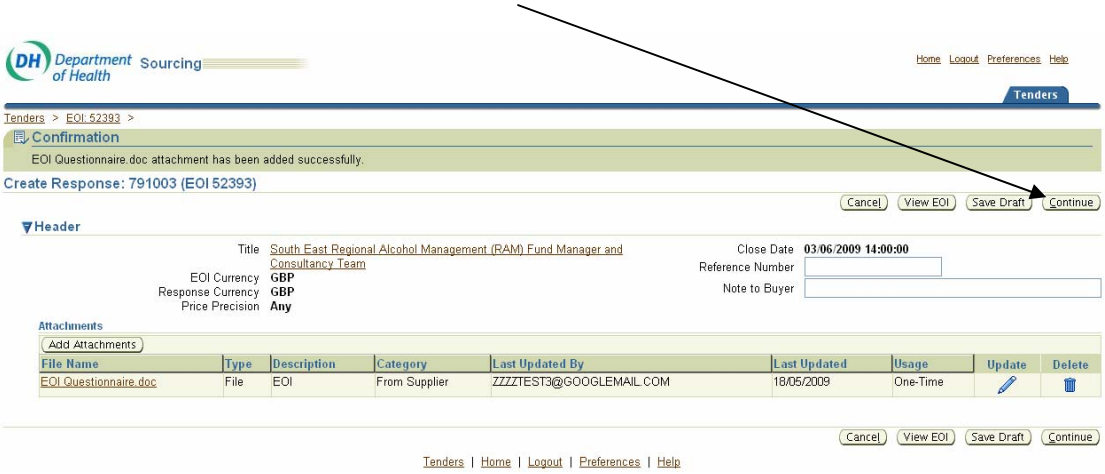


This will bring up a list of all open competitions you can respond to. To select an EOI, look under the **'Type'** field for EOI's and select the EOI number to view the EOI header page.

	If you have already filled in the relevant documents, select the radio button to the left of the EOI number and select the **'Respond'** tab to be taken to the submission screen.

Download the relevant documents from **'Original Documents'** and complete offline. When you have completed the documents select **'Create Response'** from the **'Actions'** list and select **'Go'**.

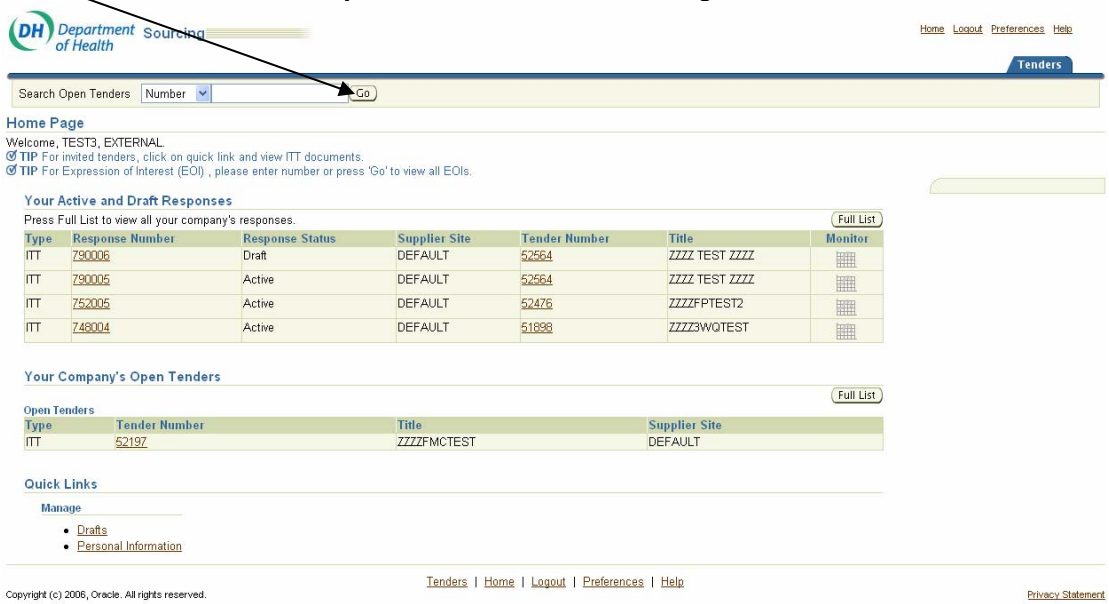
You will have to accept the **'Terms and Conditions'** regarding use of the secure portal in order to submit a response. After you have accepted the Terms and Conditions, you will be guided to the **'Create Response'** screen. Add the relevant documents using the **'Add Attachments'** button and select **'Continue'**.



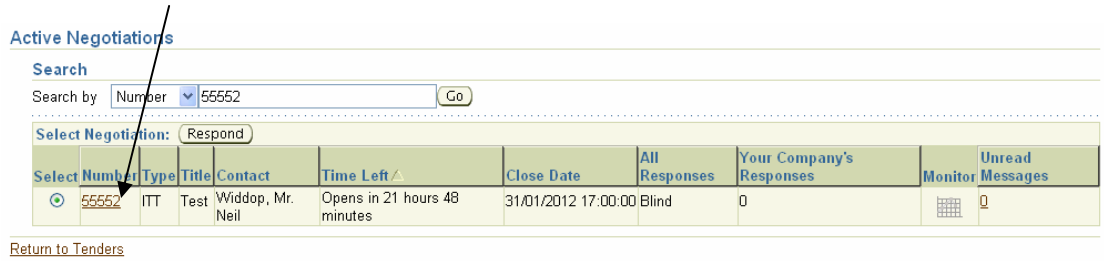
Once you have reviewed your response, press **'Submit'**. Confirmation of your response will appear on the screen after submission.

Responding to a Contracts Finder advert

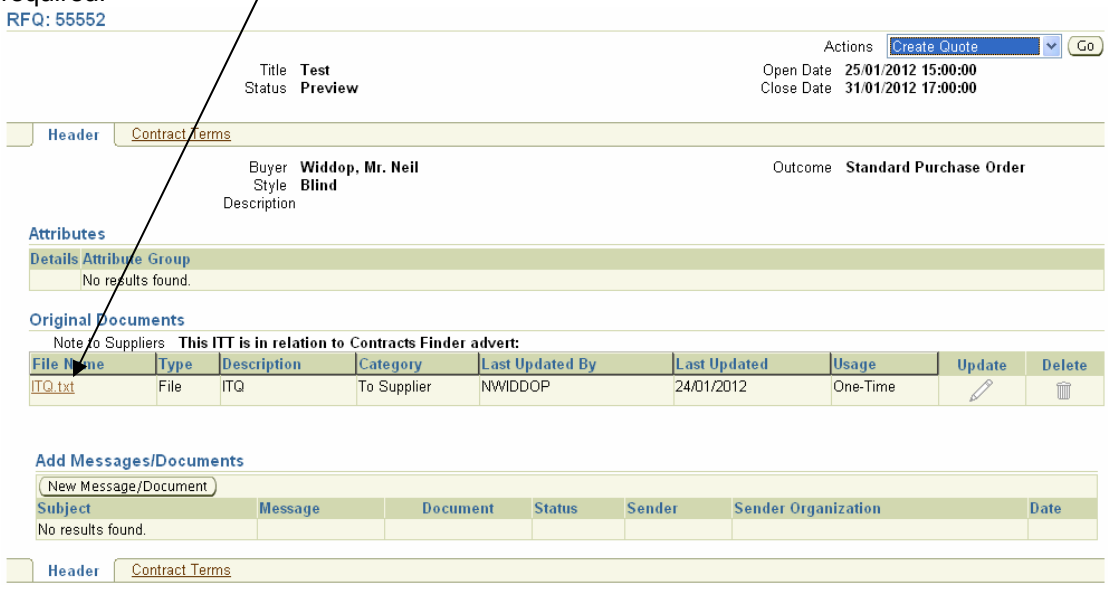
Contracts Finder ITT's can be located by navigating to **'Sourcing Home Page'**, entering the ITT number in the **'Search Open Tenders'** field and clicking **'Go'**.



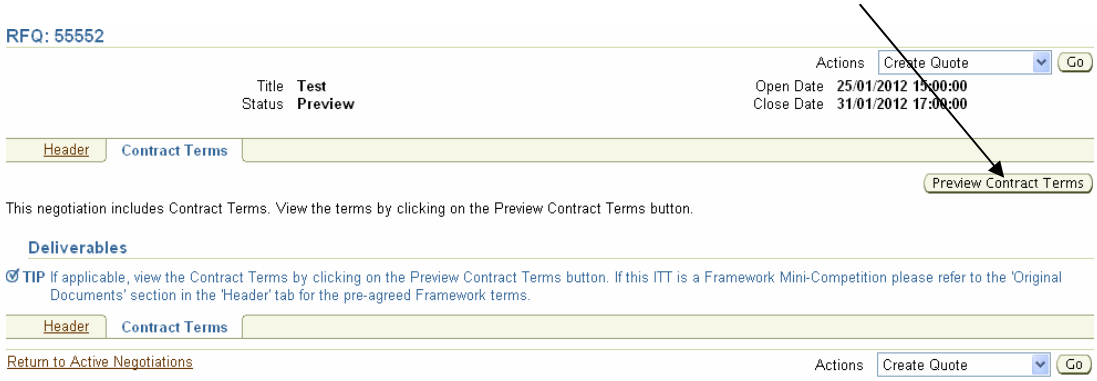
To download the documents, click on the ITT number quick link.



Under the header, **'Original Documents'**, click on the File Name and Open or Save as required.



Click on the '**Contract Terms'** tab to download a copy of the Terms and Conditions applicable to the tender, select **'Preview Contract Terms'** to Open or Save as required.



Download the relevant documents from **'Original Documents'** and complete offline.

	Although suppliers are able to download documents and create draft quotes when the ITT is in **Preview** status, you will not be able to submit a quote until the ITT Open Date.

	To communicate with the buyer during the ITT cycle, refer to the section called **'Sending and replying to messages using Online Discussions'**.

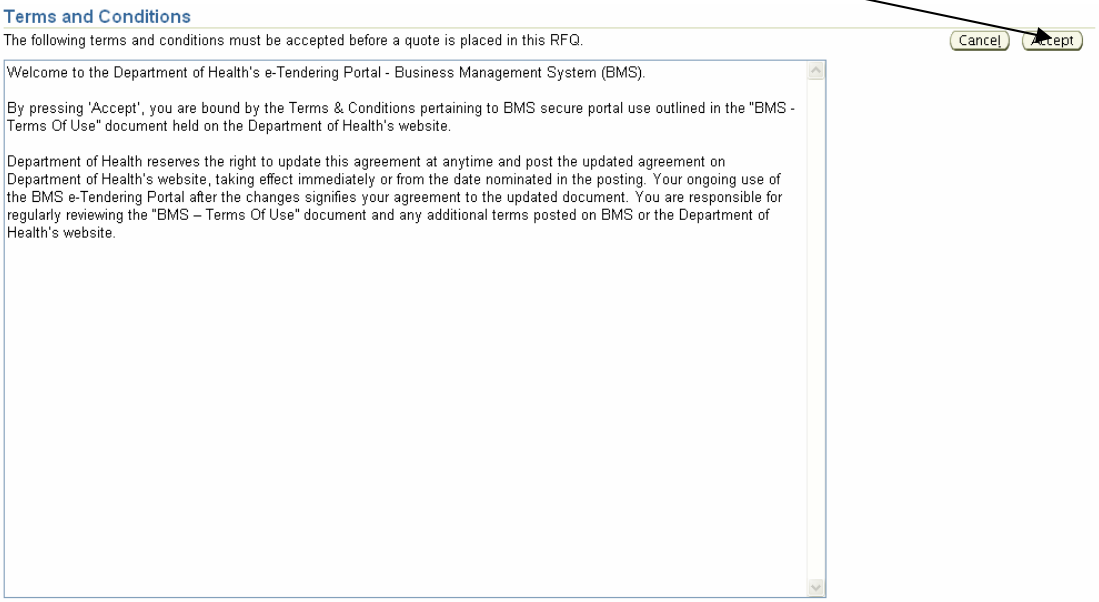
When you are ready to submit your quote, please navigate to the relevant ITT. Click the drop down box next to **'Actions'**, select '**Create Quote'** and then **'Go'**.

	If you need to submit more than one response (i.e. multiple CV's all at different rates) please contact the Supplier Helpdesk.

	If the **'Create Quote'** option is missing, you have more than likely started a draft response and not submitted it. Please return to your **'Sourcing Home Page'** by clicking the **'Tenders'** tab, look under **'Your Active and Draft Responses'** and search for quotes in response status **'Draft'** against your ITT.

	Please leave yourself plenty of time to upload your quote. Department of Health does not accept quotes submitted outside of BMS. If you are unable to access the system, (i.e. where the system is unavailable or not responding), please e-mail screenshots of any error messages to Supplier Helpdesk.

You will have to accept the **'Terms and Conditions'** regarding use of the secure portal in order to submit a quote.



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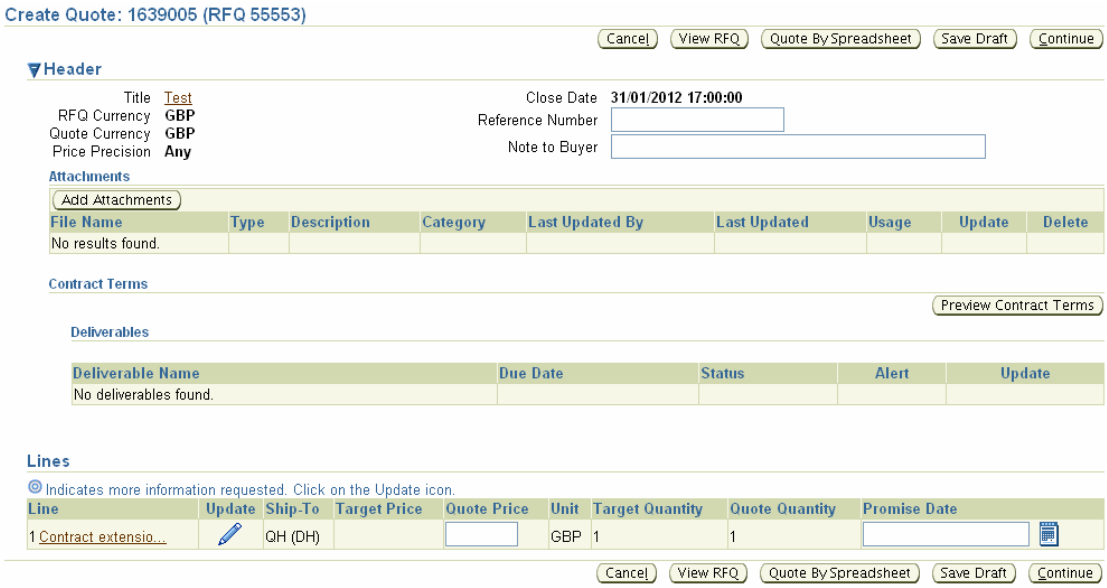

'Cancel'
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'Quote By Spreadsheet'
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'Save Draft'
To save a draft of your quote (please note, this is not a submission).

'Continue'
To continue to the submission stage.

'Reference Number'
If you need to include a reference number.

'Note To Buyer'
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'Add Attachments'
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'Preview Contract Terms'
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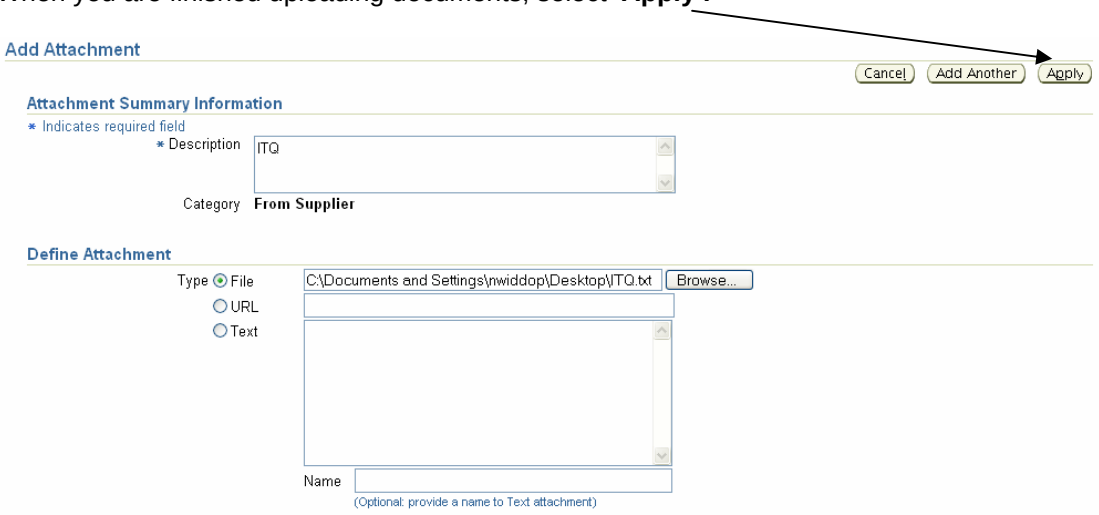
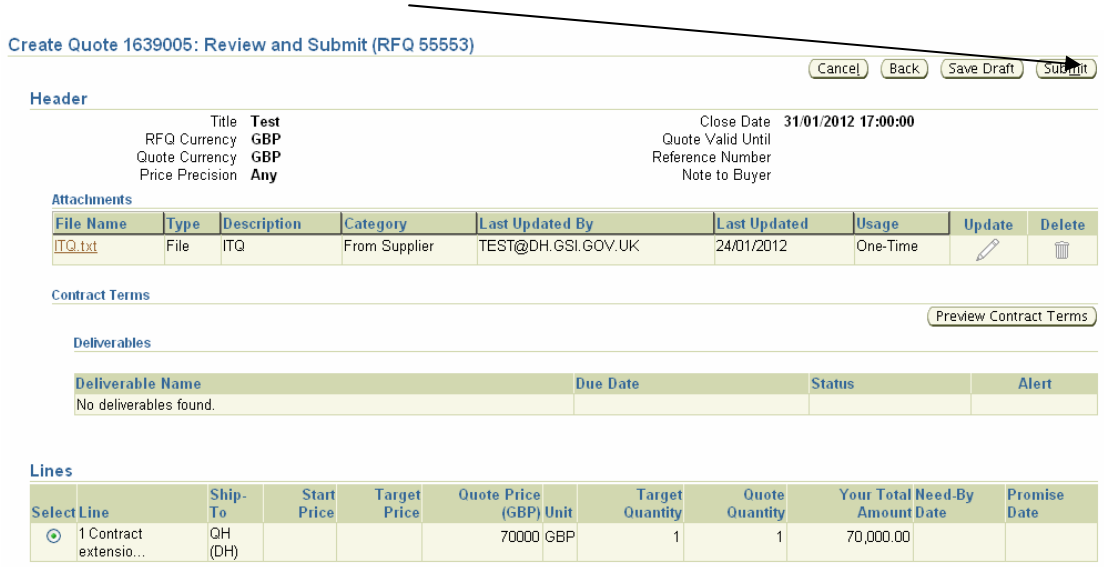
To add an attachment to your quote, select **'Add Attachments'.** Fill in the **'Description'** field and browse for your document. If you need to add more than one, select **'Add Another'.** When you are finished uploading documents, select **'Apply'.**



You can now see the attachments have been added to your quote. Once all the other relevant fields are filled in, press **'Continue'**.

Review your quote and press **'Submit'**.



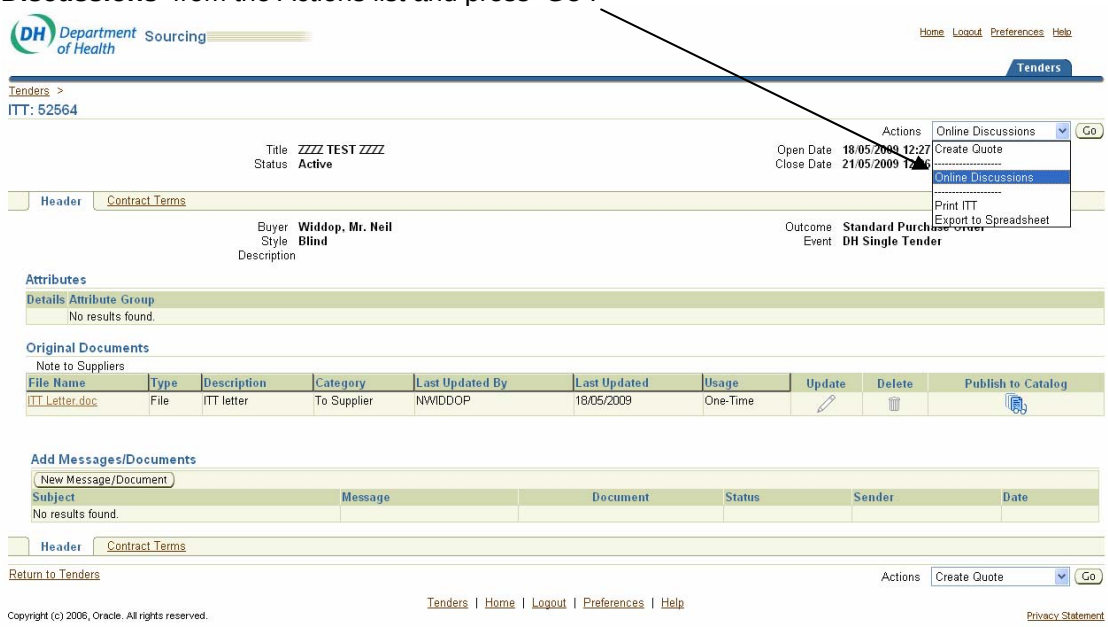
Once your quote is submitted, you will see confirmation on the screen.

Sending and replying to messages using Online Discussions

If you have any questions concerning the tender, you should use the Online Discussions option within BMS.

	By submitting your attachments via **'Online Discussions'**, you are not uploading your quote/response. Any submissions via **'Online Discussions'** will not be included in the evaluation.

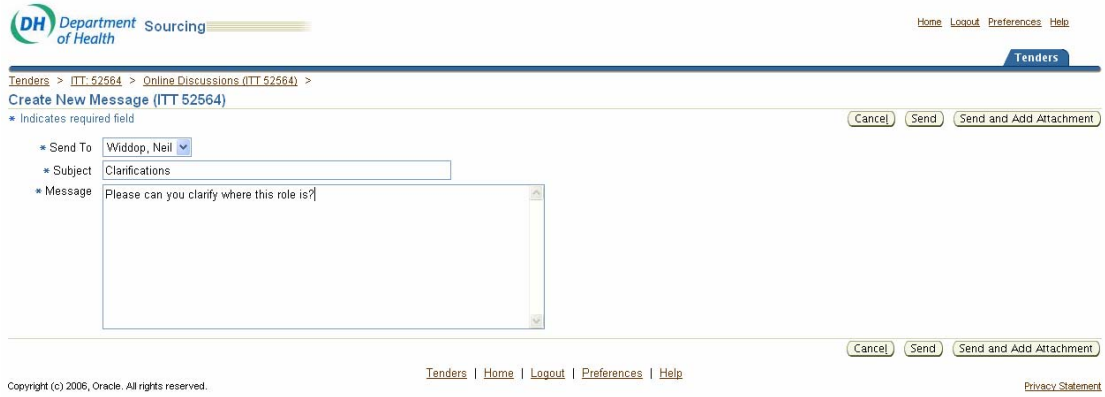
Navigate to **'Sourcing Home Page'** and select the tender you wish to open. Select **'Online Discussions'** from the Actions list and press **'Go'**.



Click the '**New Message/Document'** tab.

	You can also access the **'New Message/Document'** tab on the ITT header page.

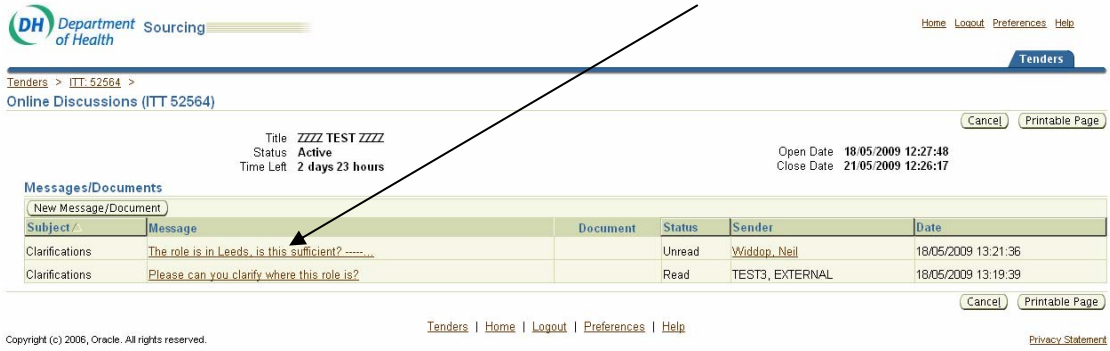
Enter your subject and message to the buyer and click the '**Send'** tab.



	If attachments are required, click '**Send and Add Attachment'.**

You will now see your message in the **'Online Discussions'** hub.

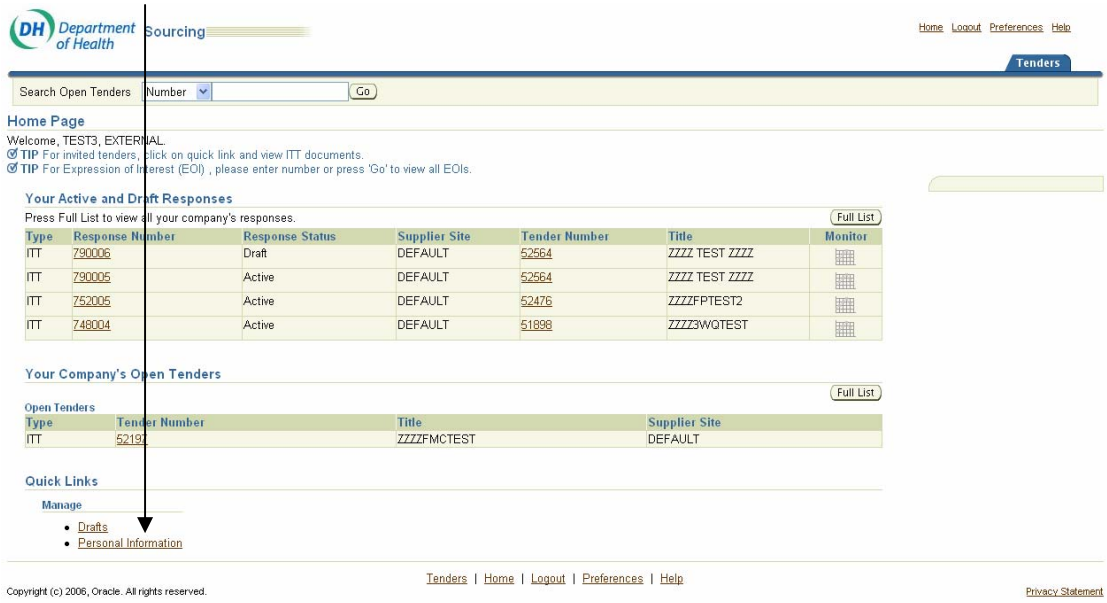
You will receive an email notification when your question has been replied to. To view the message, navigate to **'Online Discussions'** and click the message.



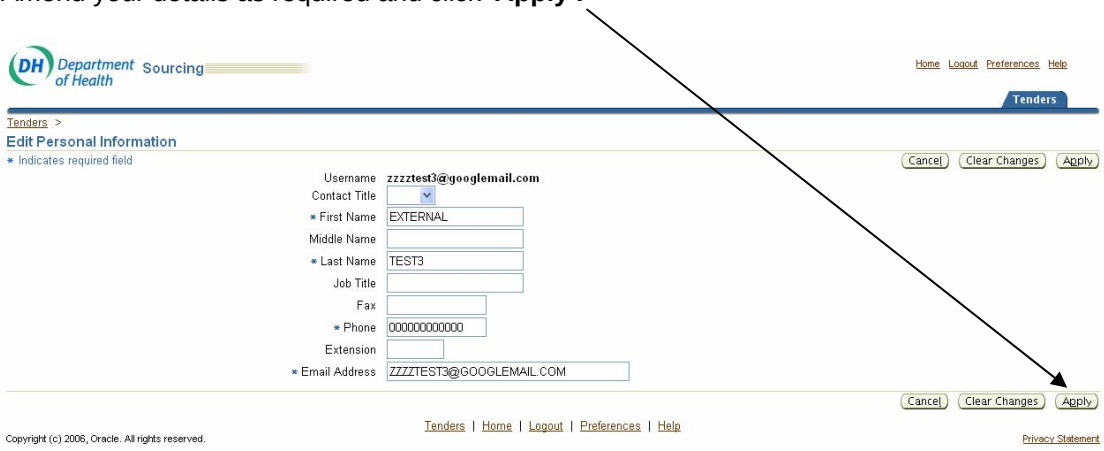
To reply, return to **'Online Discussions'** and select the **'New Message/Document'** tab.

Amending Personal Information

To change your contact details navigate to your **'Sourcing Home Page'** and click **'Personal Information'.**



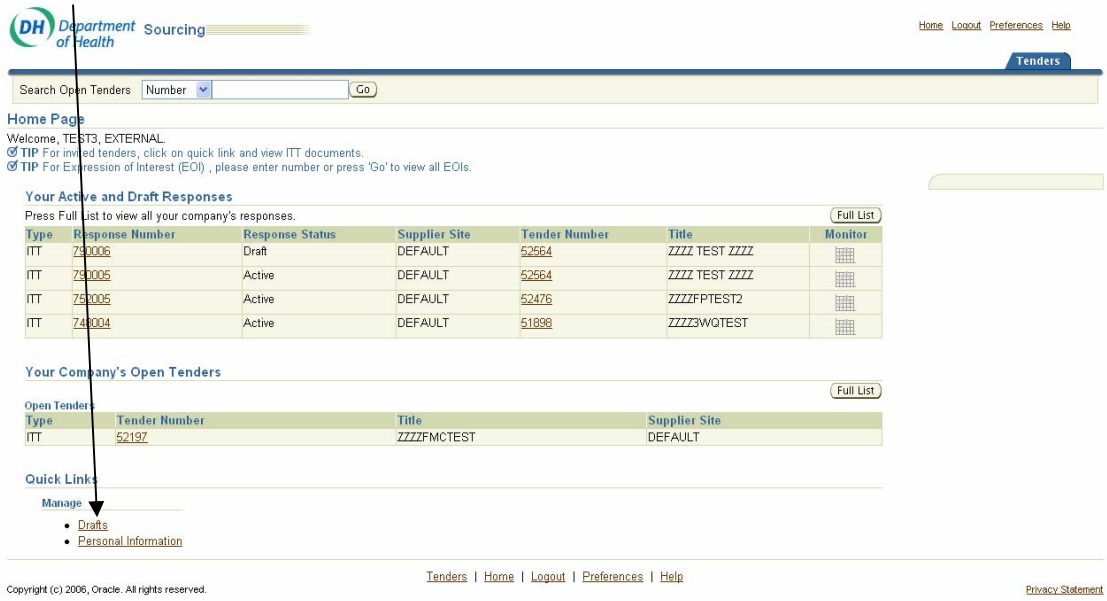
Amend your details as required and click '**Apply'.**



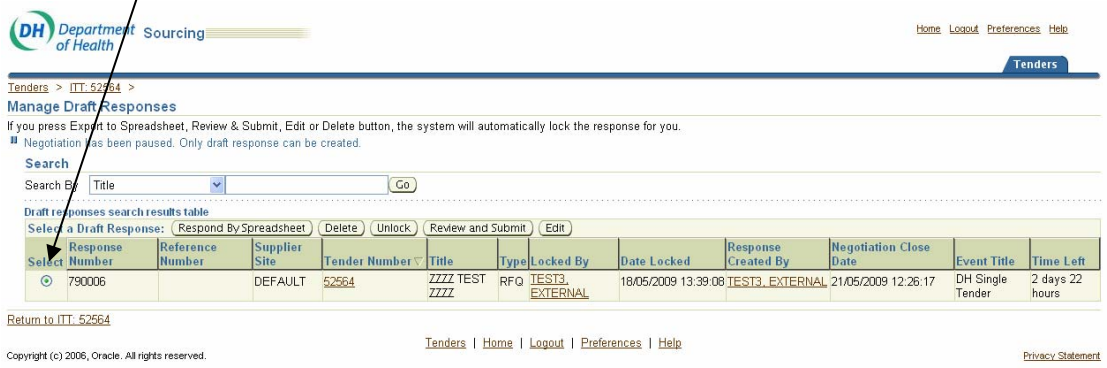
After completion, you will be guided back to the '**Sourcing Home Page'.**

Working with quotes in Drafts view

To edit or submit your draft responses, navigate to your **'Sourcing Home Page'** and click **'Drafts.**



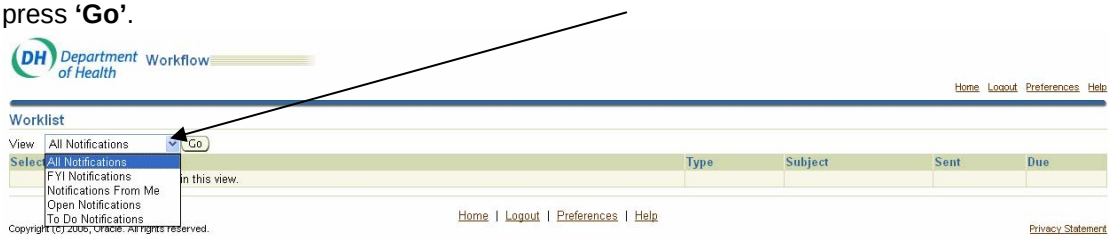
Select the radio button against the relevant quote and choose one of the five actions.



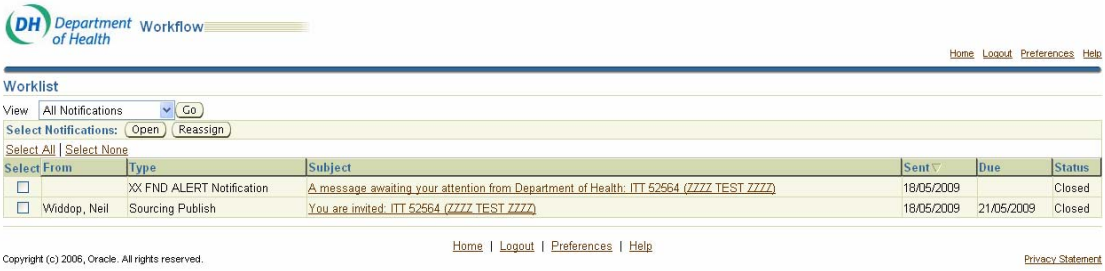
Viewing notifications in Worklist view

To view your notifications, select **'Sourcing Supplier'** and click **'Worklist'**. The worklist's default view lists notifications that require action.

To view past and present notifications select **'All Notifications'** from the drop down box and press **'Go'**.



This will bring up all notifications.



	You can also access the **'Worklist'** when you log in.

BMS - terms of use

1. Your account

1.1 If you use BMS, you are responsible for maintaining the confidentiality of your account and password and for preventing unauthorised access to your account. You agree to accept responsibility for all activities that occur under your account or password. You should take all necessary steps to ensure that the password is kept confidential and secure.

1.2 If you forget your password, use the 'Forgot your Password' link from the Login screen.

1.3 Department of Health recommend that you change your password on a regular basis.

1.4 Department of Health will never ask you to confirm your password. Contact the Supplier Helpdesk if you receive any suspicious e-mails or phone calls.

1.5 Ensure that the details you store on BMS are correct and complete. You can access and update your personal information by logging into the system, navigating to 'Sourcing Home Page' and clicking the 'Personal Information' link at the foot of the page.

1.6 Department of Health reserves the right to refuse access to the BMS website and terminate accounts at our discretion. If your account is terminated, any data submitted or received on your account will not be available to you or your organisation.

1.7 For the purposes of a closed procurement exercise, Department of Health will only communicate with the individuals within your organisation that have been invited through BMS. Only the nominated user/contact can view the tender, i.e. the e-mail address where the notifications are sent. Additional suppliers and/or contacts cannot be added after an invitation to tender has started. If the tender is missing from Your Company's Open Tenders, you are logged in as the incorrect user.

1.8 Suppliers should not forward the notifications they receive from BMS. The links will be unavailable to view. If the links are not working (due to internal firewalls or IT security), log in directly via the portal to view any new activity.

1.9 All suppliers should include **noreply@dh.gsi.gov.uk** in their spam filters (if they use a filtering tool) in order to receive notifications. Department of Health does not issue hard copy documentation relating to any aspect of the procurement processes and it is the responsibility of the supplier to ensure that the correct incoming e-mail address for the receipt of all correspondence is stored on BMS.

1.10 All invitations to tender will include standard terms and conditions, with the exclusion of mini-competitions under an existing framework agreement, where the terms and conditions are pre-agreed and are available to download in the **Original Documents** section. Any qualifications against Department of Health T's & C's should be raised immediately with the buyer, as well as the Supplier Helpdesk, to ensure a quick resolution.

1.11 You are not entering onto a preferred supplier list by registering your company's contact details on the portal. You are simply registering to be able to interact with the Department of Health electronically.

1.12 University staff, such as professors, should not register as sole traders. They should register against their parent organisation as Department of Health will pay their parent organisation. Department of Health cannot make payments to personal bank accounts.

1.13 You cannot amend your Username. Once you have created a log in using the specified e-mail, Department of Health cannot detach your username from your supplier record or delete your username.

1.14 To inactivate your account, contact the Supplier Helpdesk.

2. Access to BMS

2.1 Department of Health cannot guarantee that availability of BMS will be uninterrupted and that transmissions will be error-free due to the nature of the Internet.

2.2 Access to BMS may be occasionally suspended or restricted to allow for repairs, maintenance, or the introduction of new facilities or services. Department of Health will attempt to limit the frequency and duration of any such suspension or restriction.

2.3 As a security measure, BMS will timeout if untouched for 15 minutes.

2.4 Department of Health does not accept quotes submitted outside BMS. If you are unable to access the system, (i.e. where the system is unavailable or not responding), e-mail screenshots of any error messages to the Supplier Helpdesk.

2.5 Defects may be encountered intermittently. If you think you have identified a defect contact the Supplier Helpdesk.

2.6 Department of Health recommends uploading your quote at least 2-3 hours before the tender close to allow for any technical issues or busy periods. Contact the Supplier Helpdesk if you require assistance.

3. Your conduct

3.1 You must not use the BMS website in any way that causes, or is likely to cause, the website or access to it to be interrupted, damaged or impaired. You understand that you, and not the Department of Health, are responsible for all electronic communications and content sent from your computer to us. You must use the website for lawful purposes only.

4. Your responsibilities

4.1 You are responsible for compliance with this Agreement in your use of the Department of Health's BMS. You may not submit or transmit any material or otherwise engage in any conduct that:

- **4.1.1** breaches any third party's rights including, without limitation, copyright, patent rights, trade mark rights, performers' rights, rights of confidence
- **4.1.2** is unlawful, offensive, threatening, abusive, harassing, defamatory, deceptive, fraudulent, invasive of another's privacy or tortuous
- **4.1.3** victimises, harasses, degrades or intimidates an individual or group of individuals based on religion, gender, sexual orientation, race, ethnicity, age or disability
- **4.1.4** transmits directly, or indirectly unsolicited communications
- **4.1.5** impersonates any person, business or entity
- **4.1.6** contains viruses or any other computer code, files or programs that interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment or otherwise permit the unauthorised use of or access to a computer or computer network
- **4.1.7** encourages conduct that would constitute a criminal offence or that gives rise to civil liability
- **4.1.8** promotes or sells prohibited items such as, but not limited to, tobacco, alcohol and adult products

4.1.9 violates this Agreement.

5. Intellectual property

5.1 The names and images identifying the Department of Health, the NHS and its agencies are proprietary marks. If you wish to copy or use the logos of the above organisations in any way, including for the identification of your expression of interest or tender documents, you must obtain prior approval. You will need to explain how and why you wish to use our logos.

6. Third parties

6.1 You agree that this Agreement is not intended to confer and does not confer any rights or remedies upon any person other than the parties to this Agreement whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

7. E-mail

7.1 Department of Health recommend that, for the purposes of any procurement exercise, you contact the Department using the BMS website. Internet e-mail is not a secure medium.

8. Events beyond our reasonable control.

8.1 Department of Health will not be held responsible for any delay or failure to comply with our obligations, under these conditions, if the delay or failure arises from any cause which is beyond our reasonable control. This condition does not affect your statutory rights.

9. Waiver

9.1 If you breach these conditions and we take no action, Department of Health will still be entitled to use our rights and remedies in any other situation where you breach these conditions.

10. Severance

10.1 Should a Court rule any provision of this Agreement is unenforceable or invalid, the remainder shall continue in force.

11. Changes to this Agreement

11.1 Department of Health reserves the right to update this agreement at anytime and post the updated agreement on Department of Health's website. This will take effect immediately or from the date nominated in the posting. Your ongoing use of the BMS e-Tendering Portal after the changes signifies your agreement to the updated document. You are responsible for regularly reviewing the *BMS – terms of use* document and any additional terms posted on BMS or the Department of Health's website.

12. Governing law and jurisdiction

12.1 These conditions are governed by and construed in accordance with the laws of England. Any dispute arising under these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England.

13. Privacy policy

13.1 Department of Health control the confidentiality of all information on BMS under the Data Protection Act 1998. If the information you provide relates to individuals, Department of Health will process it in line with the Data Protection Act.

13.2 As a government department, Department of Health does not share information with other organisations unless the law allows us to do so.

13.3 Department of Health does not sell individual information.

13.4 Department of Health will share information only with our authorised Data Processors who must adhere to the Data Protection Act at all times.

13.5 Before providing information, Department of Health will let you know why we are asking for specific information and you reserve the right to decline or accept this request.

13.6 You are entitled to know whether we hold information about you. If Department of Health holds information pertaining to yourself, you can request to see it by contacting: The Data Protection Officer, Department of Health, Skipton House, 80 London Road, London, SE1 6LH.

13.7 Department of Health take appropriate steps to keep your information secure on BMS.

14. Cross platform usage

14.1 Apple Macintosh, Firefox and Safari users should note that there are no special restrictions when using BMS.

15. Electronic attachments

15.1 Keep attachments to a maximum of 2mb.

15.2 Only attach documents that you have been asked to supply.

16. Supplier Helpdesk

16.1 Department of Health's Supplier Helpdesk provides an e-mail and telephone service to assist end-users with technical and functional queries about BMS. It is open between 10:00 and 16:00 every working day excluding civil service holidays.

16.2 Should the Supplier Helpdesk be closed due to unforeseen circumstances, an announcement will be made 24 hours prior to closure on the Department of Health's BMS webpage.

16.3 The service level agreement for Department of Health's response to Supplier Helpdesk queries is 72 hours. There may be instances where the query requires technical input from our IT services provider.