Department of Health

BMS E-tendering Manual

Procurement

DH ID box
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Contact details: Email: Supplier.helpdesk@dh.gsi.gov.uk Tel: 0113 2545777

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IMPORTANT INFORMATION

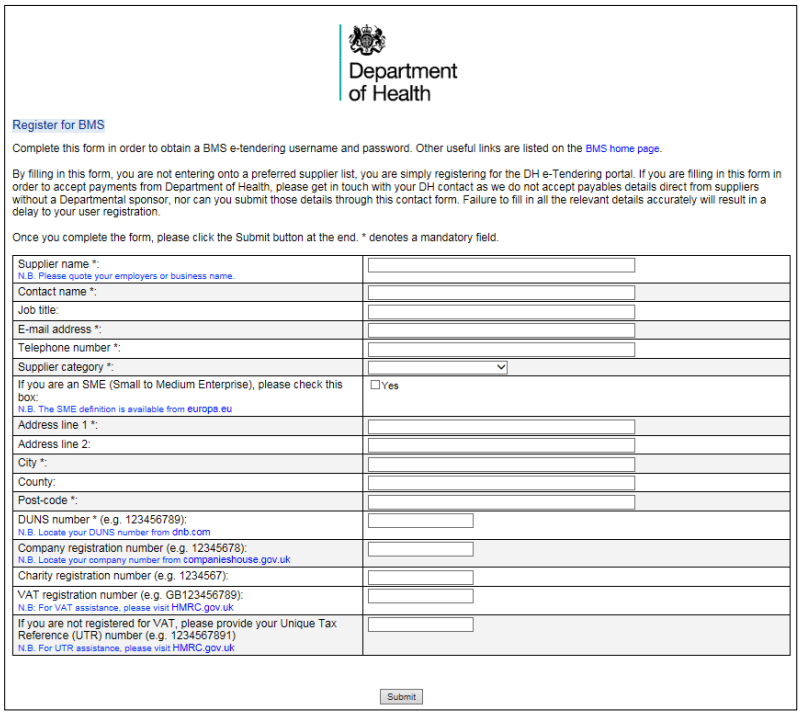
- As a security measure, BMS will timeout if untouched for 15 minutes.
- Do not use the back and forward buttons on your internet browser while using BMS. Navigate using only the buttons on your BMS screens.
- Always log out of each session using the 'Log Out' button.

1. ACCESSING BMS

IMPORTANT INFORMATION

- As a security measure, BMS will timeout if untouched for 15 minutes.
- Do not use the back and forward buttons on your internet browser while using BMS. Navigate using only the buttons on your BMS screens.
- Always log out of each session using the 'Log Out' button.

1.1 If you do not already have a login for BMS, or you require an additional login for BMS, then please click the following link:
http://www.info.doh.gov.uk/bms/bmsreg.nsf/Information?openform



Department of Health

Register for BMS

Complete this form in order to obtain a BMS e-tendering username and password. Other useful links are listed on the BMS home page.

By filling in this form, you are not entering onto a preferred supplier list, you are simply registering for the DH e-Tendering portal. If you are filling in this form in order to accept payments from Department of Health, please get in touch with your DH contact as we do not accept payables details direct from suppliers without a Departmental sponsor, nor can you submit those details through this contact form. Failure to fill in all the relevant details accurately will result in a delay to your user registration.

Once you complete the form, please click the Submit button at the end. * denotes a mandatory field.

Supplier name *: N.B. Please quote your employers or business name.	
Contact name *:	
Job title:	
E-mail address *:	
Telephone number *:	
Supplier category *:	
If you are an SME (Small to Medium Enterprise), please check this box: N.B. The SME definition is available from europa.eu	☐Yes
Address line 1 *:	
Address line 2:	
City *:	
County:	
Post-code *:	
DUNS number * (e.g. 123456789): N.B. Locate your DUNS number from dnb.com	
Company registration number (e.g. 12345678): N.B. Locate your company number from companieshouse.gov.uk	
Charity registration number (e.g. 1234567):	
VAT registration number (e.g. GB123456789): N.B. For VAT assistance, please visit HMRC.gov.uk	
If you are not registered for VAT, please provide your Unique Tax Reference (UTR) number (e.g. 1234567891) N.B. For UTR assistance, please visit HMRC.gov.uk	

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.**

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

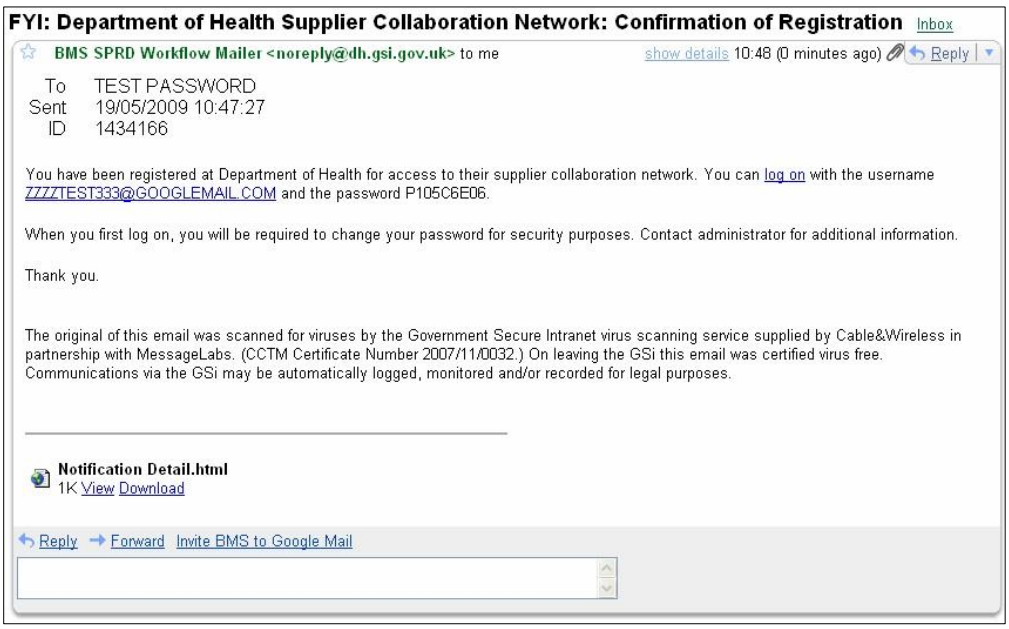
1.2 Fill out the relevant fields on the form and click **'submit'**.

1.3 Please note that since administrative checks must be undertaken, login details are not issued automatically. Once administrative checks are complete, you will be sent an automated email from 'BMS SPRD Workflow Mailer' containing your login details.

1.4 If you already have a BMS login, then you will be able to access BMS via: https://www.showa.dh.gov.uk/OA_HTML/AppsLocalLogin.jsp

2. LOGGING IN TO BMS FOR THE FIRST TIME

2.1 After following the steps highlighted on pages 4 and 5, and upon completion of administrative checks by the Supplier Helpdesk; you will receive an email containing your login details. 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


FYI: Department of Health Supplier Collaboration Network: Confirmation of Registration Inbox

BMS SPRD Workflow Mailer <noreply@dh.gsi.gov.uk> to me show details 10:48 (0 minutes ago) Reply

To TEST PASSWORD
Sent 19/05/2009 10:47:27
ID 1434166

You have been registered at Department of Health for access to their supplier collaboration network. You can log on with the username ZZZZTEST333@GOOGLEMAIL.COM and the password P105C6E06.

When you first log on, you will be required to change your password for security purposes. Contact administrator for additional information.

Thank you.

The original of this email was scanned for viruses by the Government Secure Intranet virus scanning service supplied by Cable&Wireless in partnership with MessageLabs. (CCTM Certificate Number 2007/11/0032.) On leaving the GSi this email was certified virus free. Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.

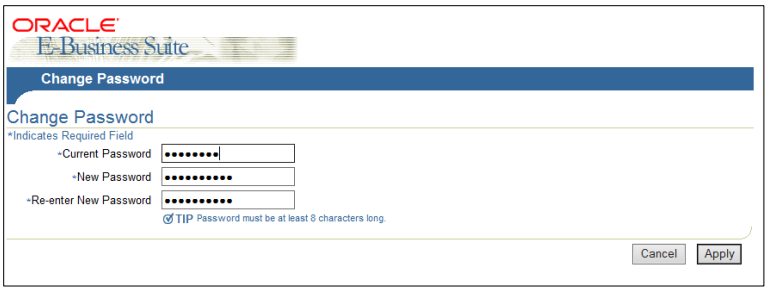
Notification Detail.html
1K View Download

Reply Forward Invite BMS to Google Mail

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

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

2.3 When you first login, you will be asked to change your password. Choose a new password and click **'Apply'**.



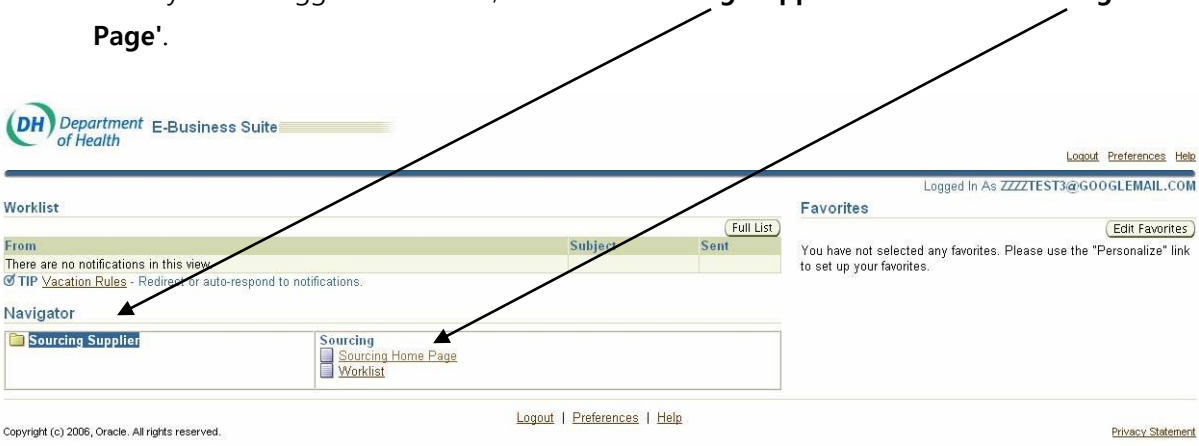
Passwords must contain at least one letter and at least one number, must be at least 8 characters long and must not contain repeating characters.

3. FINDING AN ITT

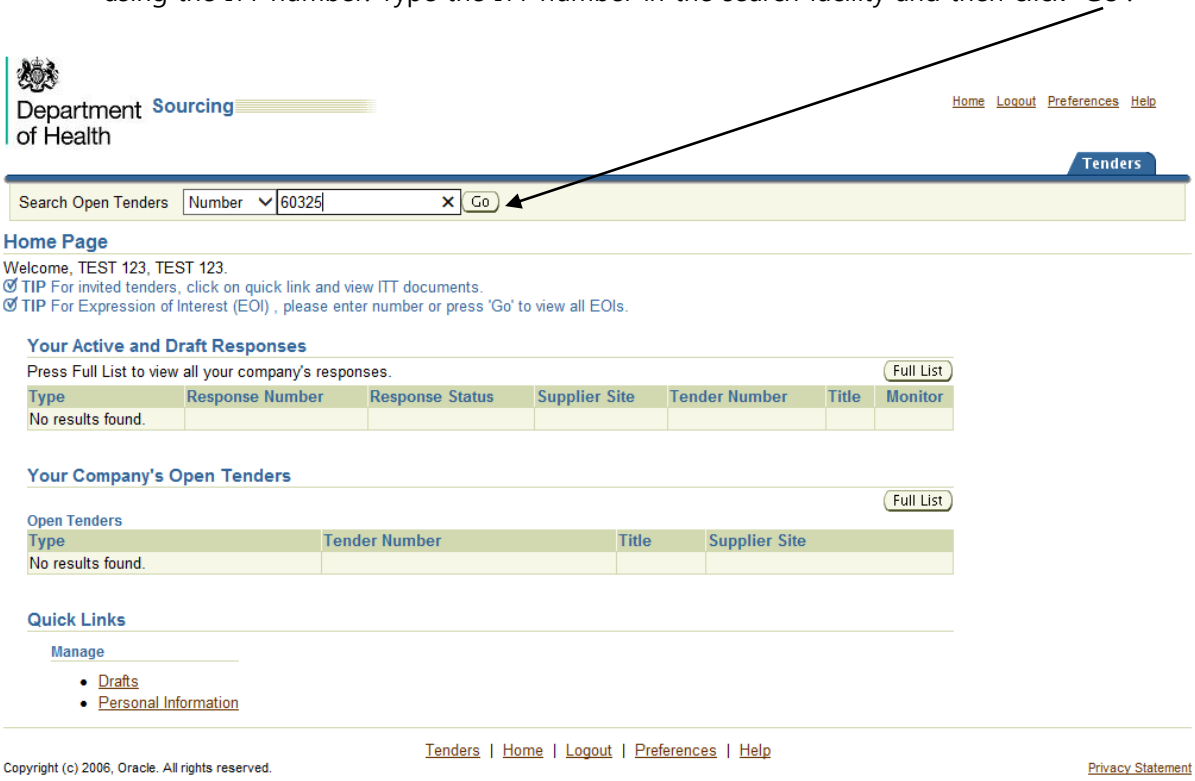
TOP TIPS

- If you are invited to an ITT, you can find the ITT by simply clicking the link in the email.
- If you have seen an open ITT advertised on TED or Contracts Finder, you do not need to be invited in order to participate.
- If you know the ITT number, follow the below steps to search by number.
- If you do not know the ITT number, try leaving the search field blank and clicking 'Go'. This will show all available ITTs.
- If you are having trouble finding the ITT you are interested in, then please contact Supplier Helpdesk.

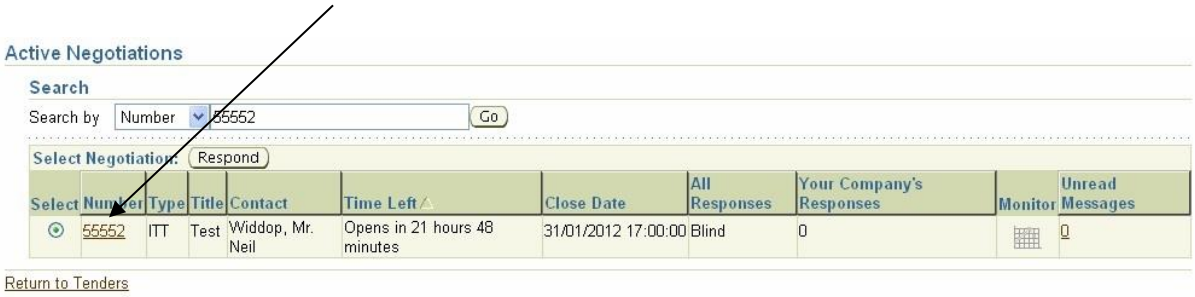
3.1 Once you are logged in to BMS, click on **'Sourcing Supplier'** and then **'Sourcing Home Page'**.



3.2 Use the search facility at the top of the page to search for the ITT. It is easiest to search using the ITT number. Type the ITT number in the search facility and then click **'Go'**.



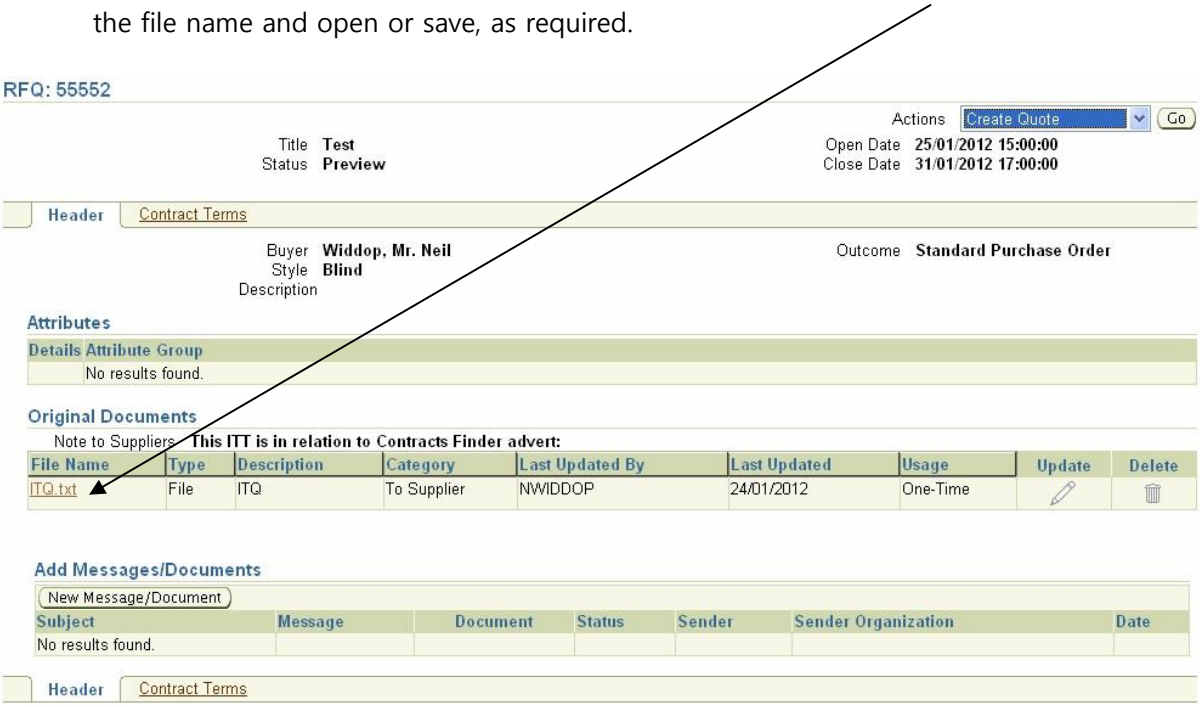
3.3 Click on the ITT number to access the ITT and associated documentation.



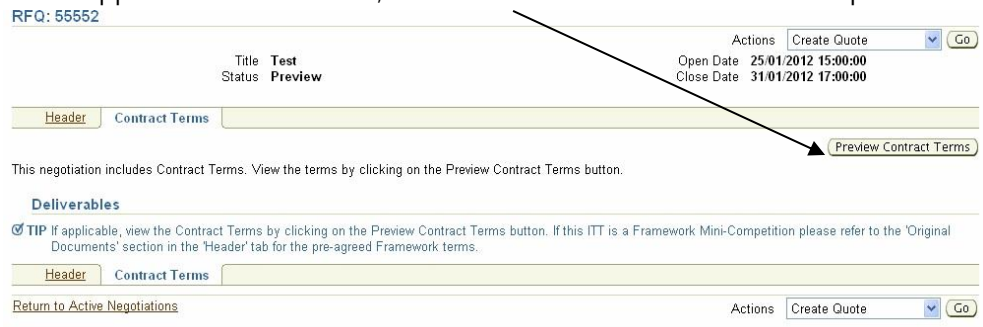
3.4 If you are interested in the ITT, then you should send a message to the Buyer as soon as possible via BMS using online messaging function. Pages 10 and 11, covers how to send an online message.

4. DOWNLOADING THE ITT DOCUMENTS AND TERMS AND CONDITIONS (T'S & C'S)

4.1 Once you have located the relevant ITT (see pages 7 and 8) you can find the associated documentation via the header page. Under the heading **'Original Documents'** click on the file name and open or save, as required.



4.2 Click on the **'Contracts 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.

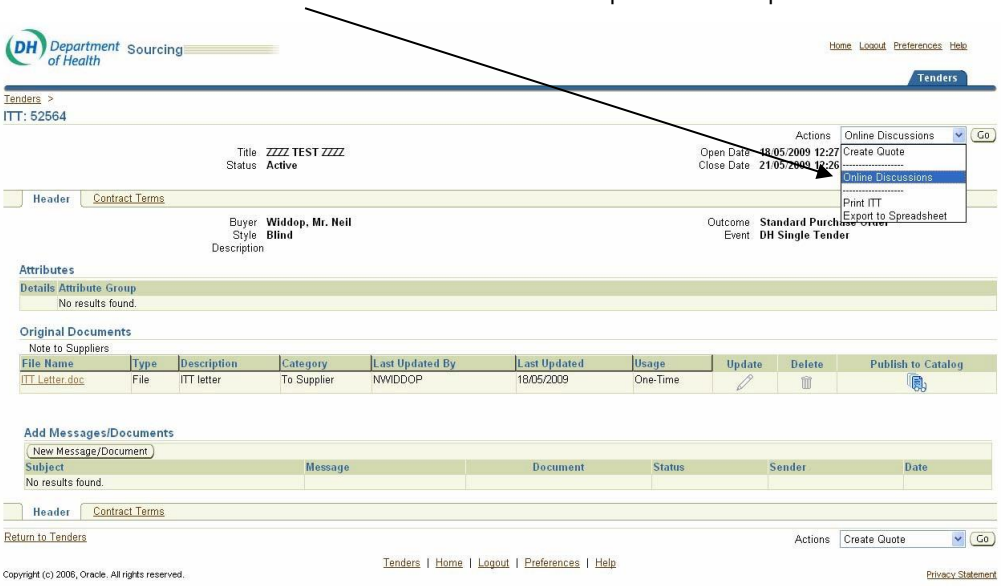


5. SENDING AND REPLYING TO MESSAGES USING ONLINE DISCUSSIONS

5.1 In order to ensure the primary contact receives messages in relation to a particular ITT, you should express interest by sending an online message (also known as online discussion) via BMS using your primary login.

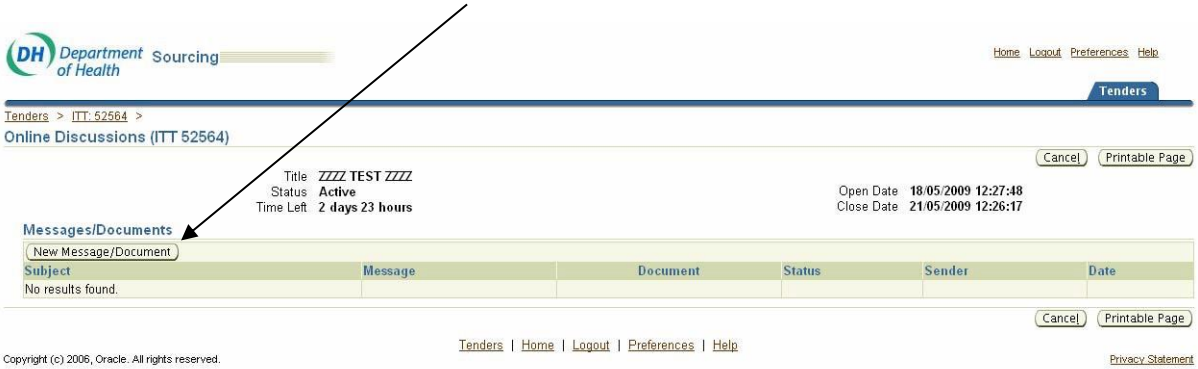
5.2 Online messaging (also known as online discussion) should also be used for any clarification questions.

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



Do not use 'Online Discussion' for your quote/response. Any submissions via 'Online Discussions' will not be included in the evaluation.

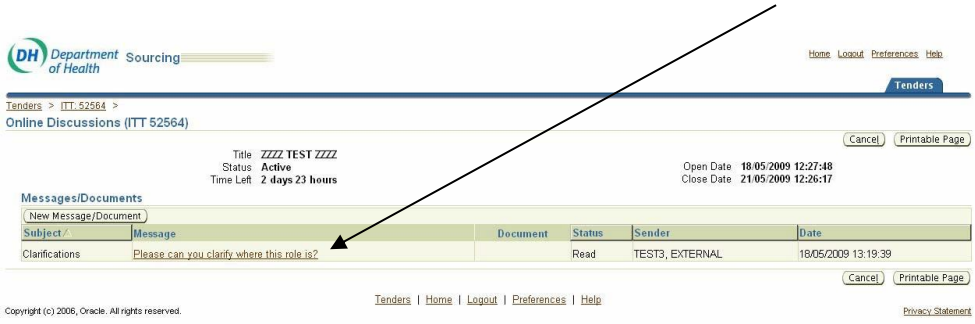
5.4 Click the **'New Message/Document'** tab.



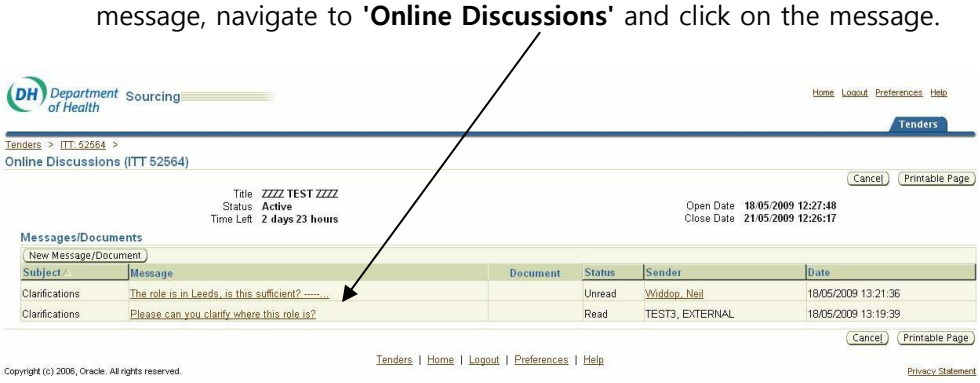
5.5 Enter you subject and message to the buyer and click the **'Send'** button.

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

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



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



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

Expressing interest or confirming an intention to participate

5.9 In order to ensure the primary contact receives messages in relation to a particular ITT, you should express interest or confirm an intention to participate by sending an online message (also known as online discussion) via BMS using your primary login.

5.10 Online messaging (also known as online discussion) is explained in full on pages 10 and 11.

Clarification questions

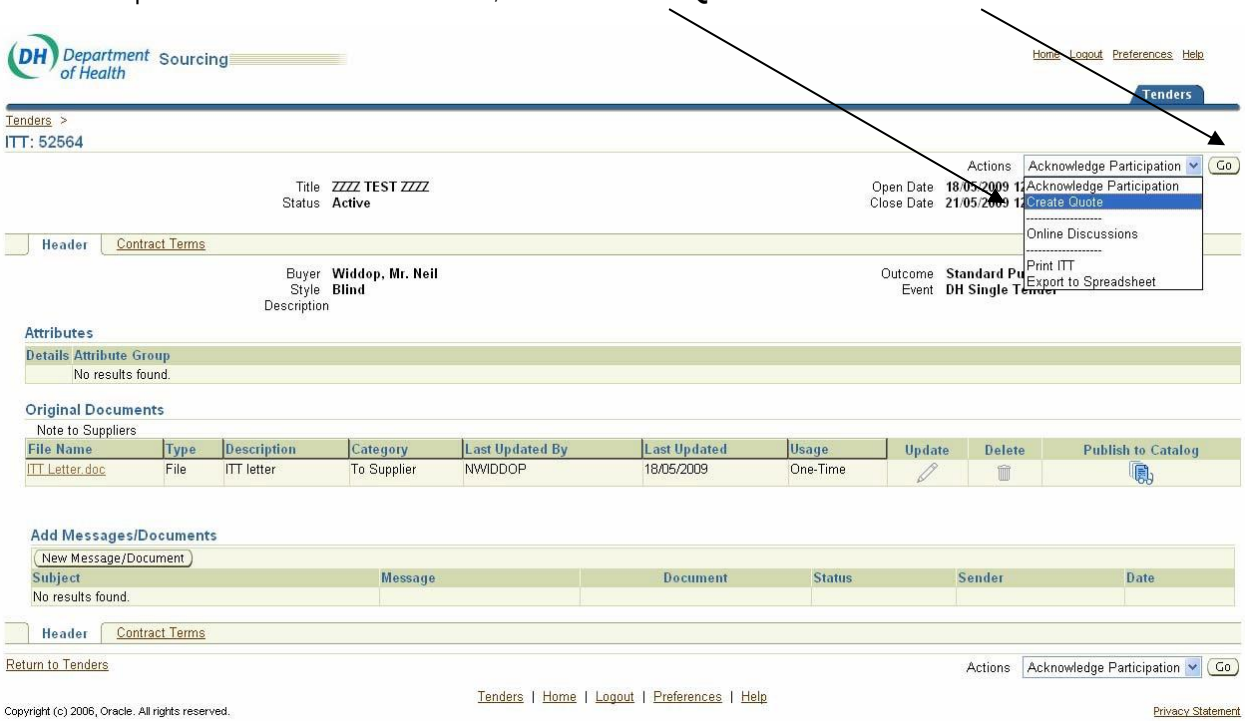
5.11 Online messaging (also known as online discussion) should be used for any clarification questions. Online messaging (also known as online discussion) is explained in full on pages 10 and 11.

6. SUBMITTING A QUOTE

TOP TIPS

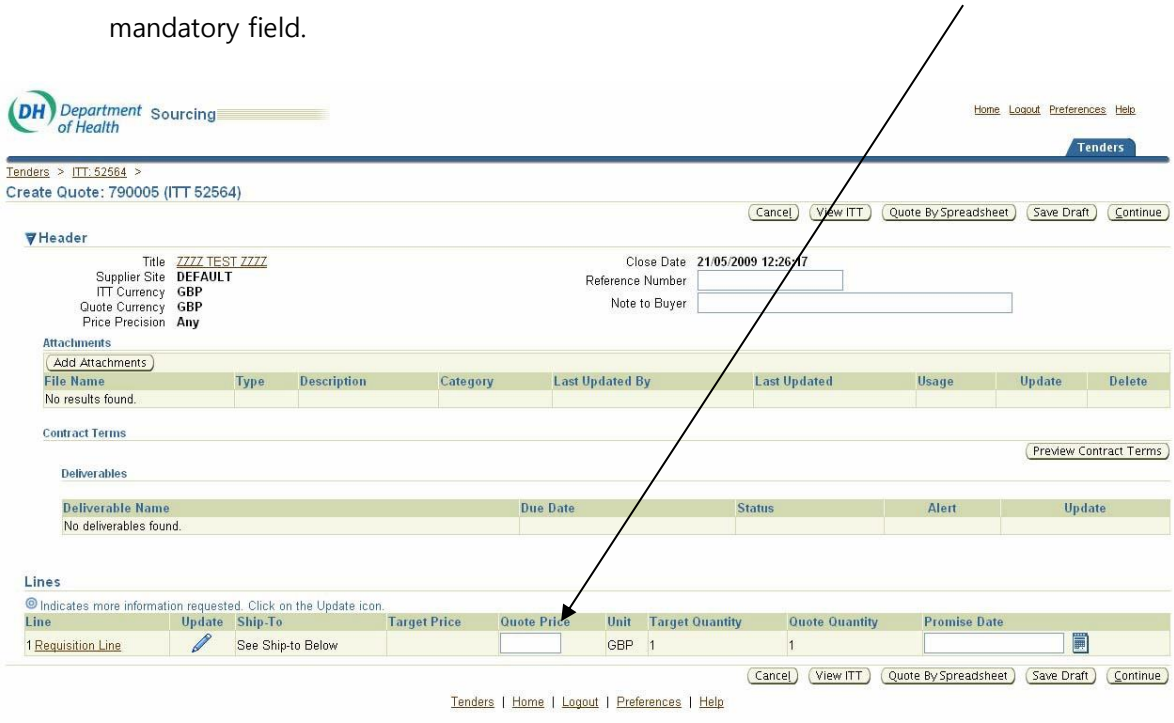
- Please leave yourself plenty of time to upload your quote. Department of Health does not accept quotes submitted outside of BMS. If you are unable to access the system (i.e. where the system is unavailable, or not responding) please email screenshots as soon as possible to Supplier Helpdesk.
- Many organisations submit their bids several hours or even several days before the deadline.
- If your quote involves a 'complex price', then input £1 as the 'Quote Price' and explain in 'Note to Buyer' that the pricing is contained within the attachment(s). You should then ensure that your pricing is included within the documentation you attach.
- Completed documentation must be saved on your drive so that you can browse for it and attach it to your quote.
- If the 'Create Quote' option is missing, this is likely to be because you started a draft response and have not submitted it.

6.1 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'**.



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

6.3 You will now have several options in the form of tabs in the top right hand 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.

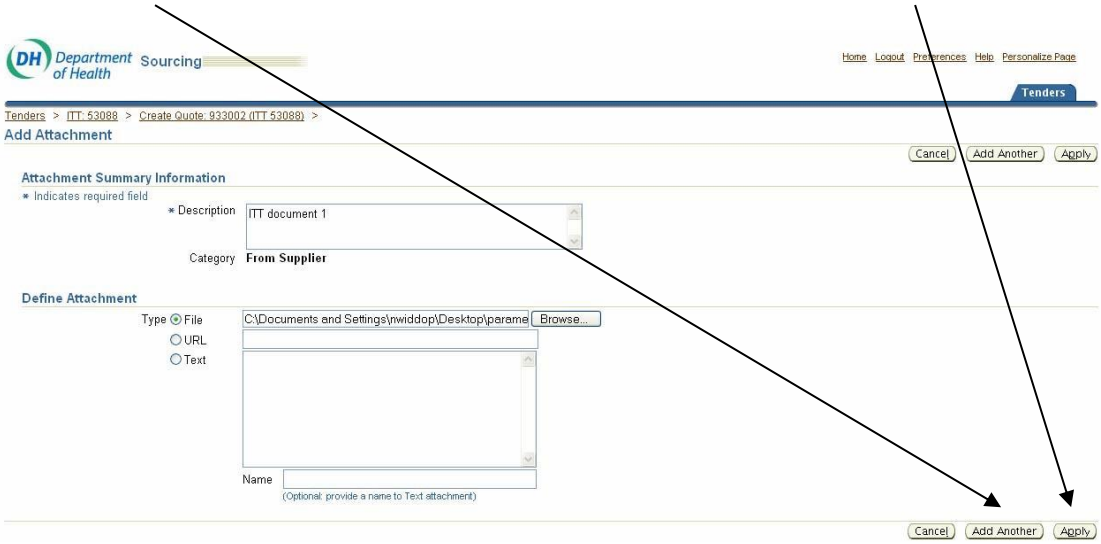
'Add attachments'
If you need to add attachments to your quote.

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

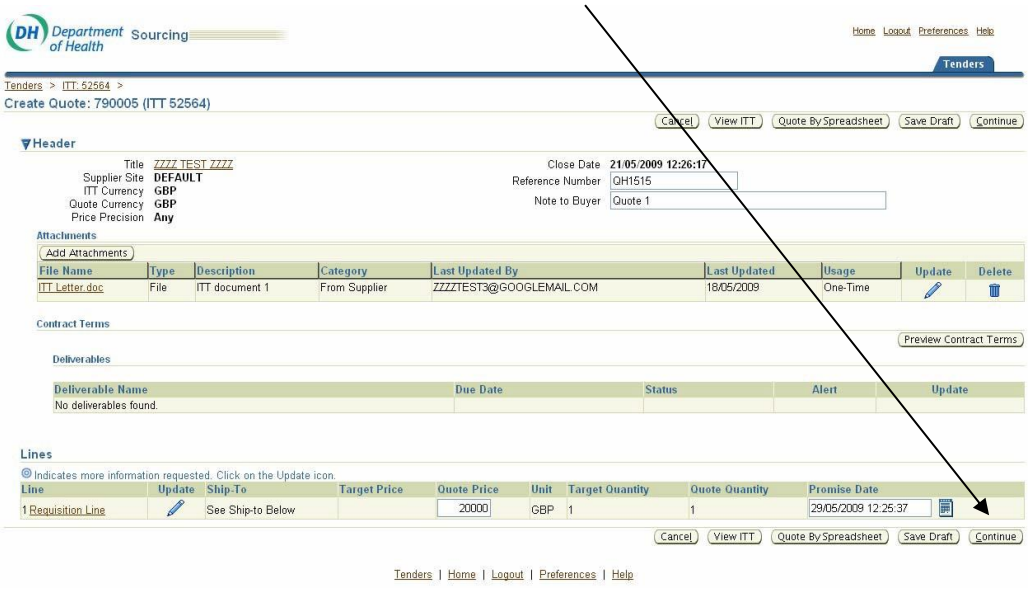
'Quote Price'
Enter your quote price here.

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

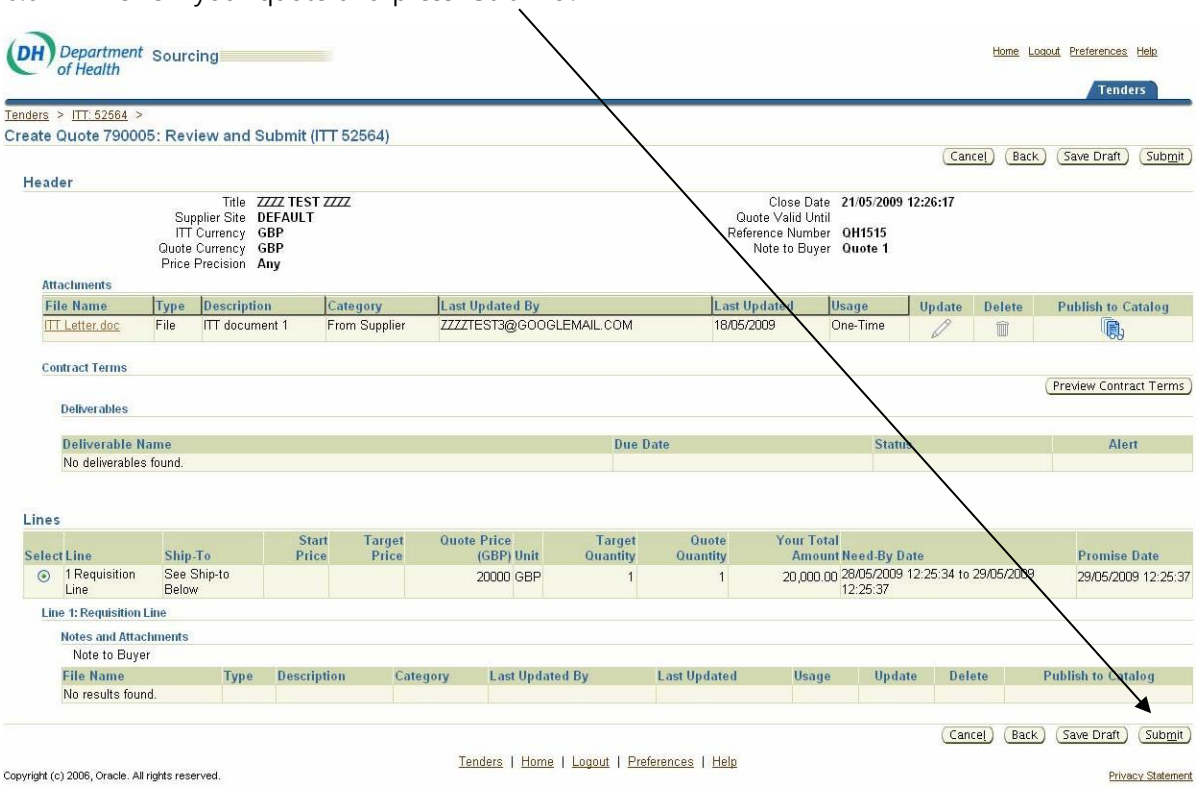
6.4 To add an attachment to your quote, select **'Add Attachments'**. Fill in the **'Description'** field and browse for your document. If you need to add more than one, select **'Add Another'**. When you are finished uploading documents, select **'Apply'**.



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



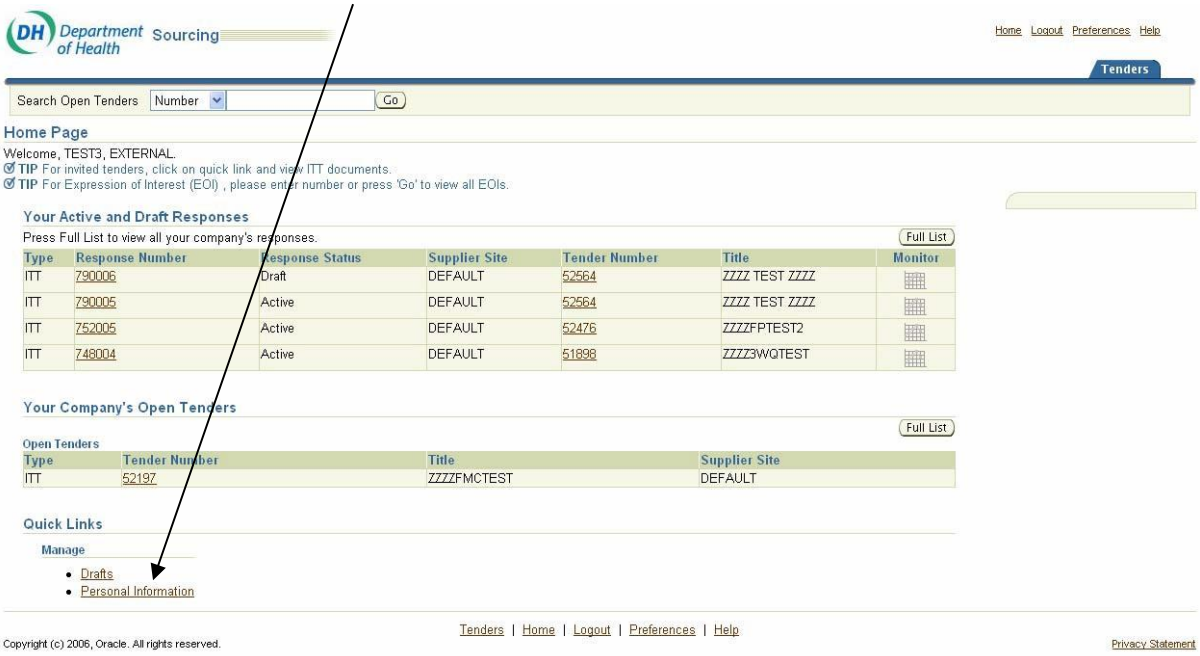
6.6 Review your quote and press '**Submit**'.



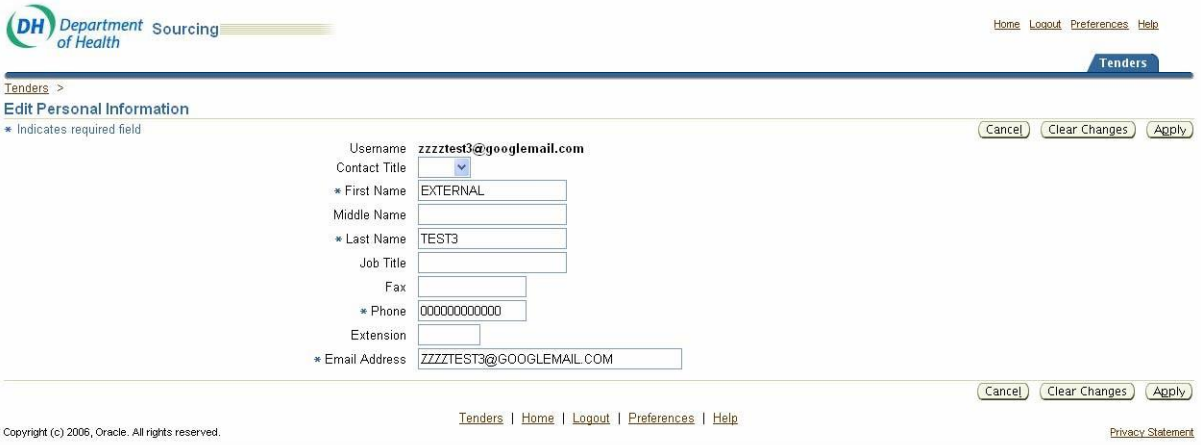
6.7 Once your quote is submitted, you will see confirmation on the screen.

7. AMENDING PERSONAL INFORMATION

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



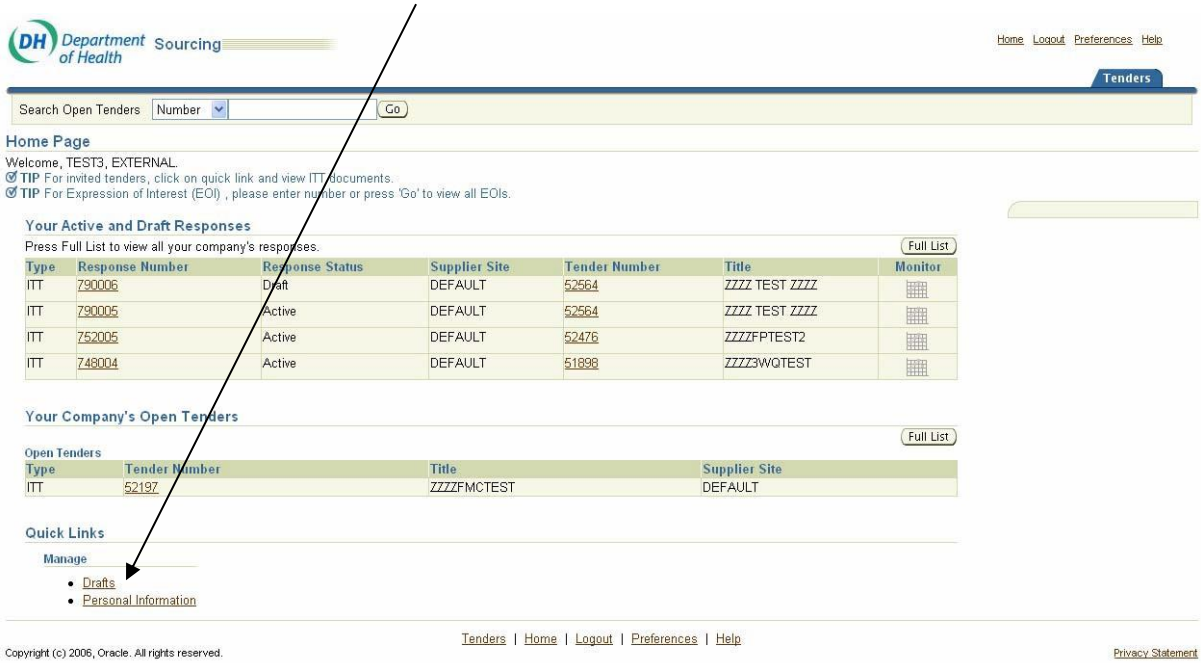
7.2 Amend your details as required, and click **'Apply'**.



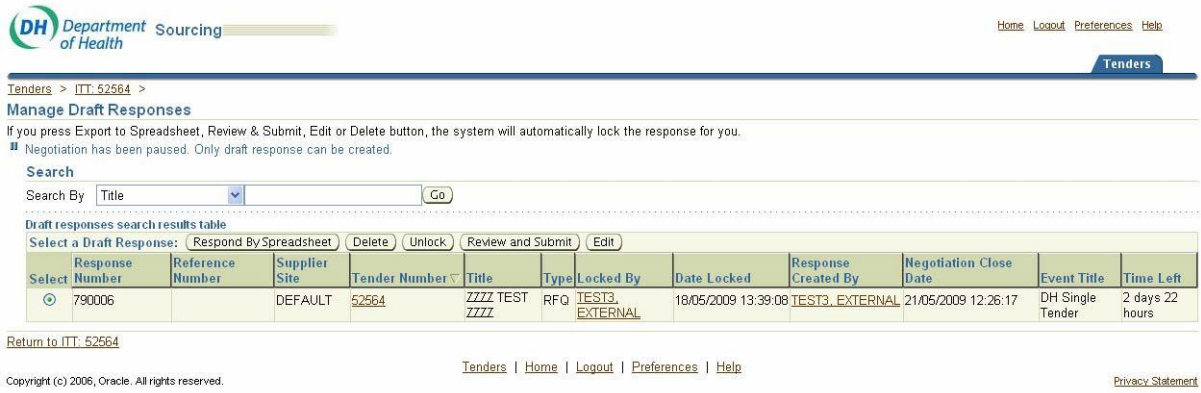
7.3 After completion, you will be guided back to the **'Sourcing Home Page'**.

8. WORKING WITH QUOTES IN DRAFT STATUS

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



8.2 Select the relevant draft quote and choose one of the five actions.



Bids must be submitted via BMS before the deadline in order to be considered by the Buyer. Any bid left in 'draft' status will not be considered by the Buyer.

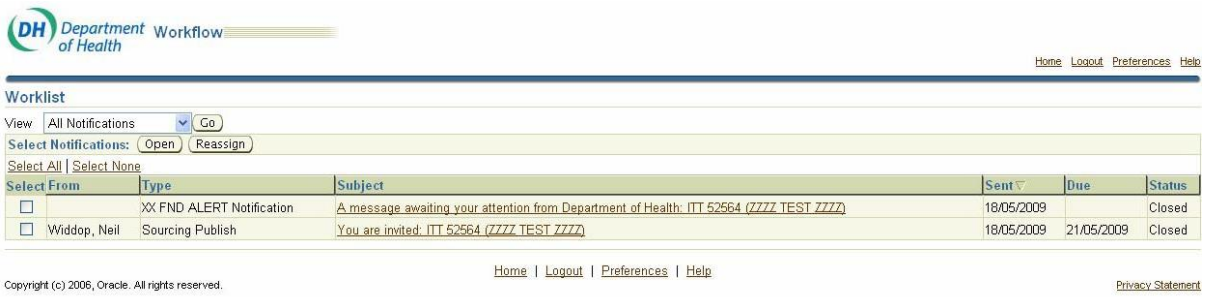
To submit your quote, select the 'Review and Submit' option in the above screenshot, then refer to pages 13 to 16 to ensure that all relevant steps have been completed before submitting your bid.

9. NOTIFICATIONS

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

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

9.3 This will bring up all notifications.

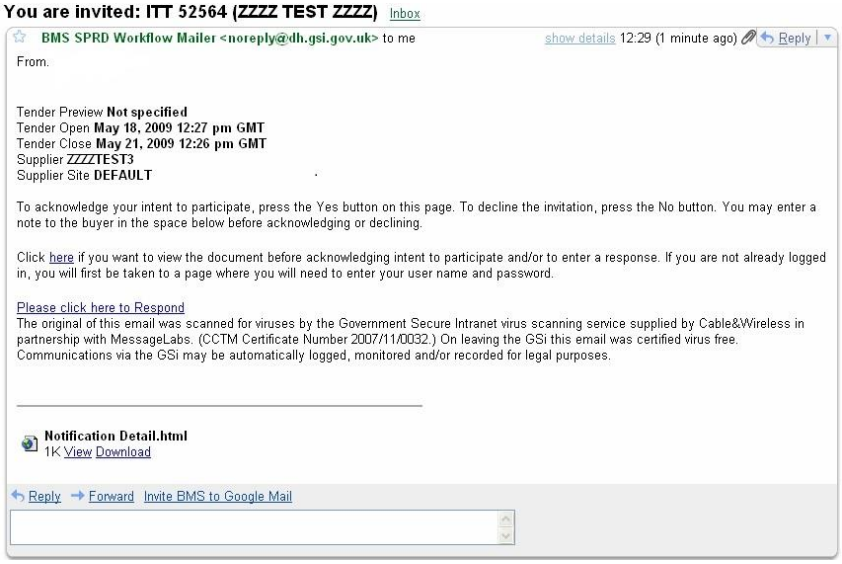


TOP TIPS

- All suppliers should include noreply@dh.gsi.gov.uk in their spam filters if they use a filtering tool) in order to receive notifications.
- Items in your 'Worklist' require action and should be checked regularly.
- In order to ensure the primary contact receive notifications in relation to a particular ITT, you should express interest by sending an online message (also known as online discussion) via BMS using your primary login. See pages 10 to 12 regarding online messages.
- Suppliers should not rely solely on message notifications. It is the sole responsibility of the supplier to log in regularly to BMS to check ITTs/PQQs for any recent messages and updates.

10. ACKNOWLEDGING PARTICIPATION IN AN ITT YOU WERE INVITED TO

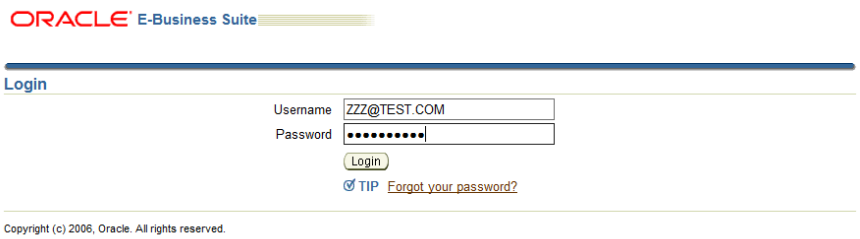
10.1 If you are invited to an ITT, you will receive an email notification asking you if you wish to participate.



If you see an open opportunity on Contracts Finder or TED, then you don't need to be invited in order to participate. See page 7 and 8 for information on how to find an ITT.

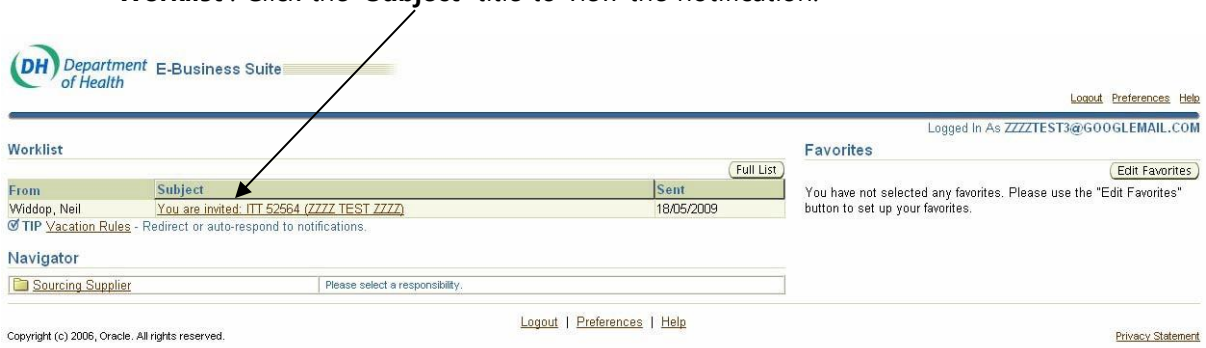
Suppliers should not forward the notifications they receive from BMS, as the links will be unavailable to view for non-BMS users.

10.2 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.



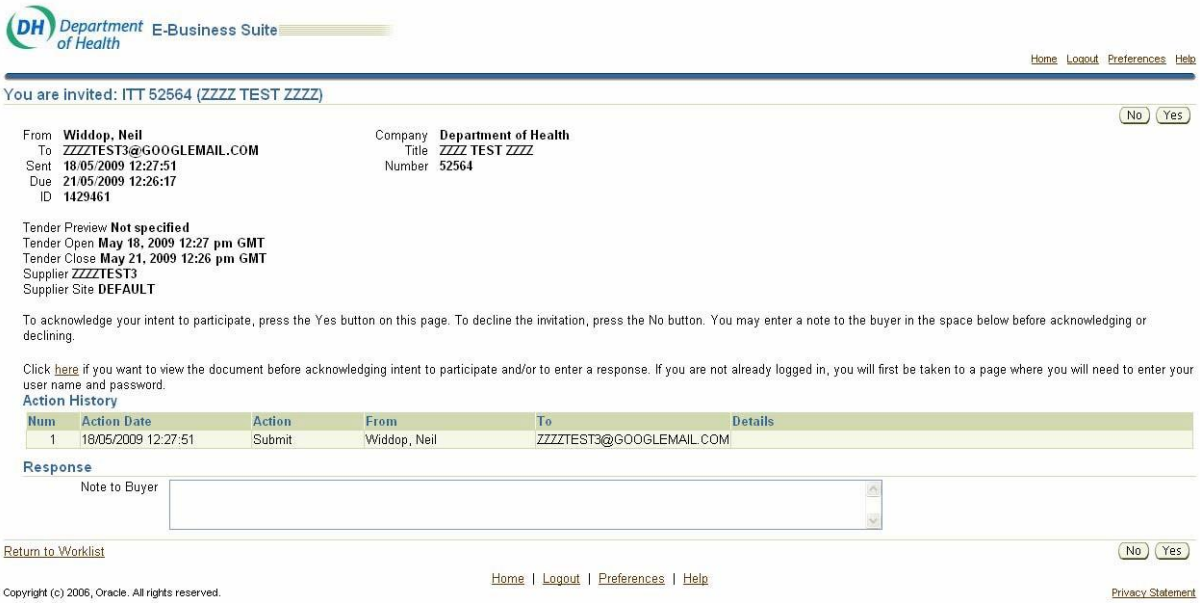
If you have forgotten your password, click the 'Forgot your password' link.

10.3 An overview of your tender opportunities is located at the top of the screen under **'Worklist'**. Click the **'Subject'** title to view the notification.



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

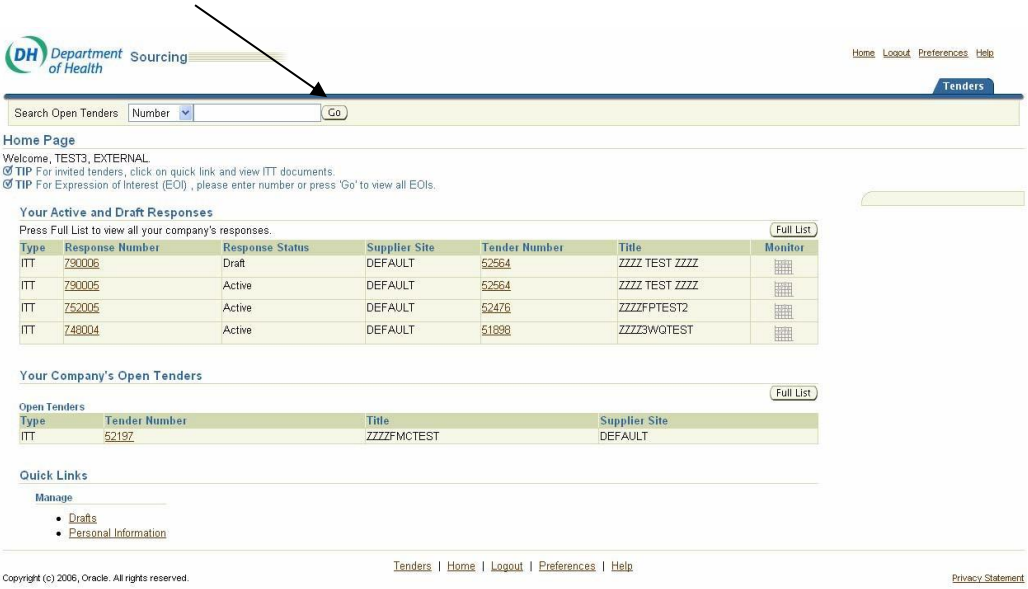
10.4 Click either the **'Yes'/'No'** tab to inform the Buyer of your company's proposed action in this tender. If required, you can use this opportunity to issue a brief note to the buyer.



11. TAKING PART IN AN EOI

11.1 This section is about taking part in an EOI. An EOI is used in a procurement with 2 or more stages (for example an OJEU 'restricted' or 'negotiated' procurement) for the initial Selection Stage, which normally involves the completion and submission of a Selection Questionnaire (SQ). In most cases, providers will be responding to an opportunity they have seen advertised. Potential bidders who wish to submit a response should confirm interest as early as possible in the process by sending an online message via BMS to the Buyer. (The below section does not apply to ITTs – to express interest in an ITT, please see pages 10 to 12.)

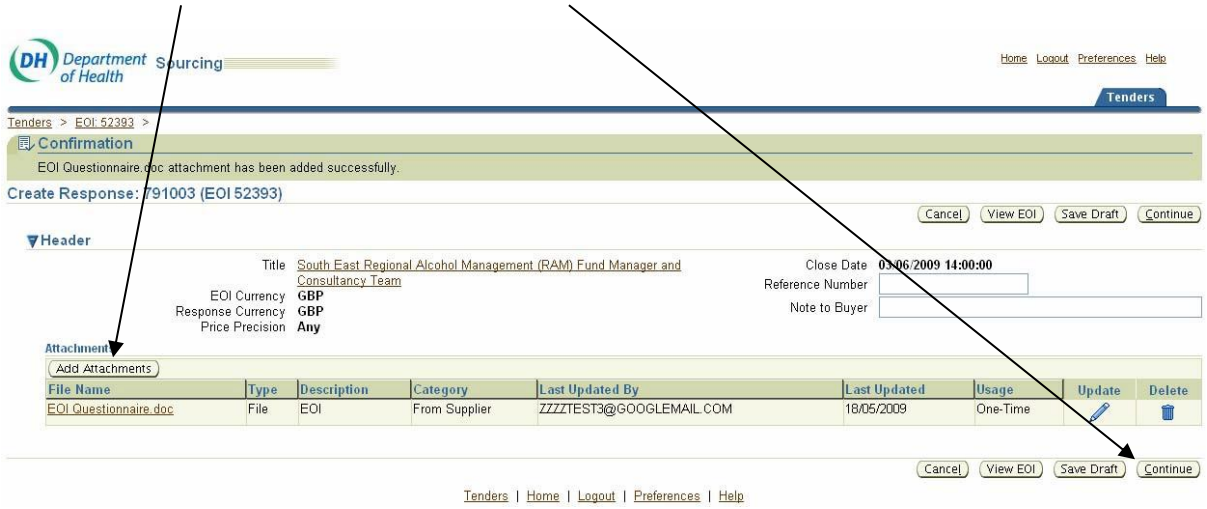
11.2 To find a specific EOI, navigate to **'Sourcing Home Page'**. Leave the search field blank if you do not know the EOI number, or you can type the number in if you know it. Then click **'Go'**.



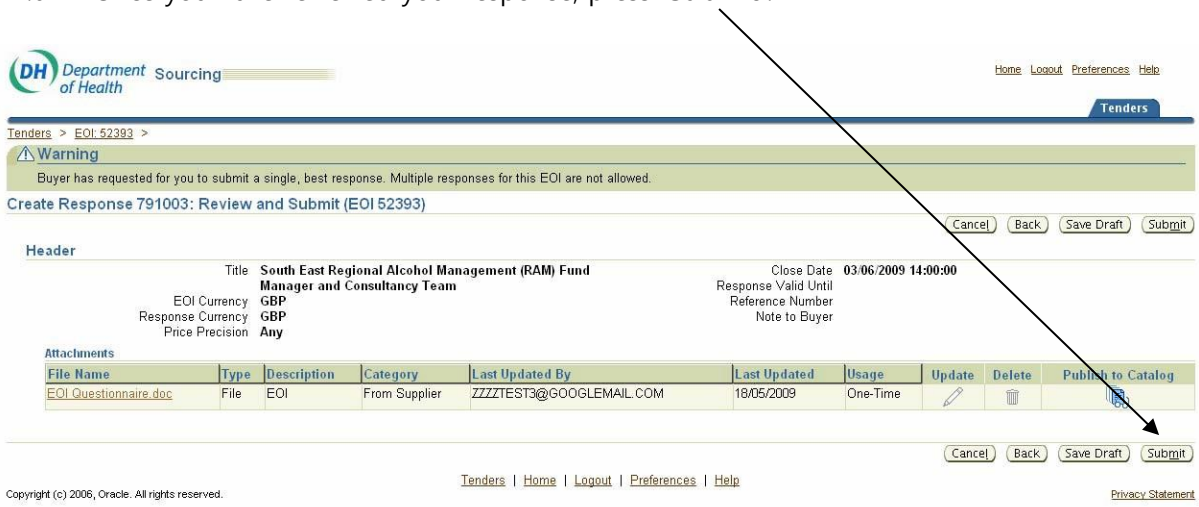
11.3 Select the relevant EOI by clicking on the EOI number. EOIs will show as **'EOI'** in the **'Type'** column.

11.4 The documents can be downloaded from **'Original Documents'** and then completed offline. When you have completed the documents select **'Create Response'** from the **'Actions'** drop-down and select **'Go'**.

11.5 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'**.



11.6 Once you have reviewed your response, press **'Submit'**.



11.7 Confirmation of your response will appear on screen after submission.

12. ERROR MESSAGES

12.1 Occasionally users may get error messages on screen whilst trying to perform a particular action in BMS. This section will cover how you can avoid error messages and what to do if you receive an error message.

How to avoid Error Messages

- Leave yourself plenty of time to complete your submission on BMS. Error messages are more likely to occur when a user is rushing and therefore not taking due care.
- Do not use the back and forward buttons on the browser. You should navigate using only the buttons on the BMS screen.
- Remember BMS will time-out if left untouched for a period of 15 minutes or more.
- Log out of each session using the 'Log Out' button. After logging out, you can then close any tabs related to BMS on your browser.
- Ensure you have only one session open at a time on your computer.

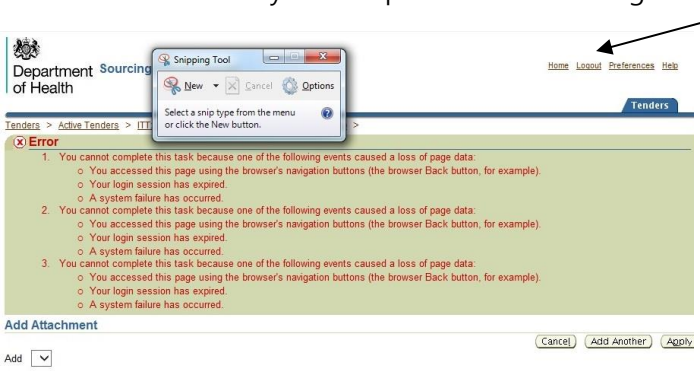
What to do if you receive an error message

- If you receive an error message take a screenshot of the error message, as you may need to send it to Supplier Helpdesk.
- You can sometimes prevent an error message from recurring in BMS by clearing your Java cache. Please see below guidance around this.
- If you need to send error messages to Supplier Helpdesk, please quote the tender number and briefly explain what action you were trying to perform in BMS when the error message occurred. If the matter is urgent, please accompany your email with a call to Supplier Helpdesk.

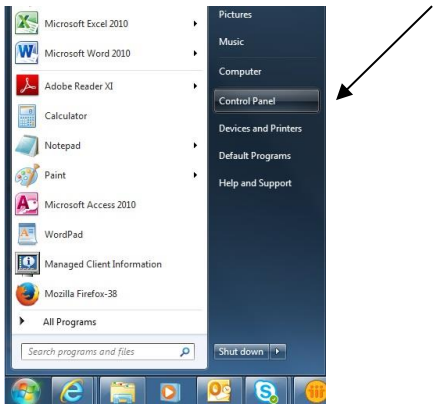
Clearing your Java cache

12.2 Sometimes you can prevent an error message from recurring in BMS by clearing your Java cache. (If the matter is urgent, you should take a screenshot of the error message and ring Supplier Helpdesk as soon as possible.) The following steps show how to clear your Java cache.

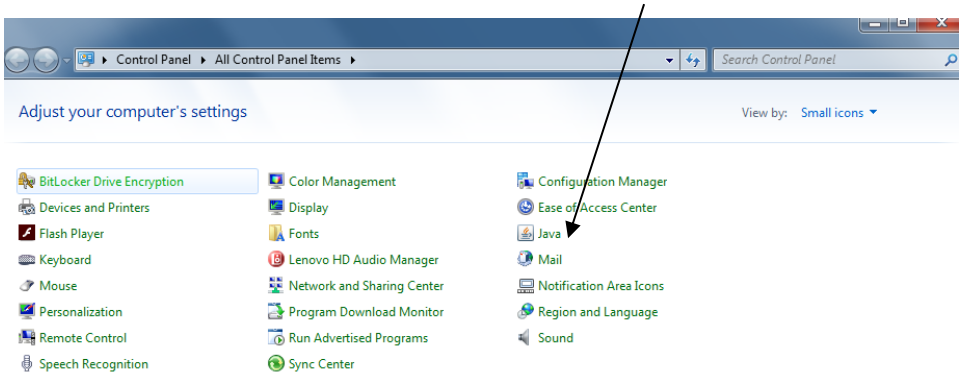
12.3 Firstly, take a screenshot of the error message in case the issue is not resolved by clearing your Java cache. Secondly, save any work currently open on your computer, as you will need to restart your computer. Exit BMS using the **'Logout'** button.



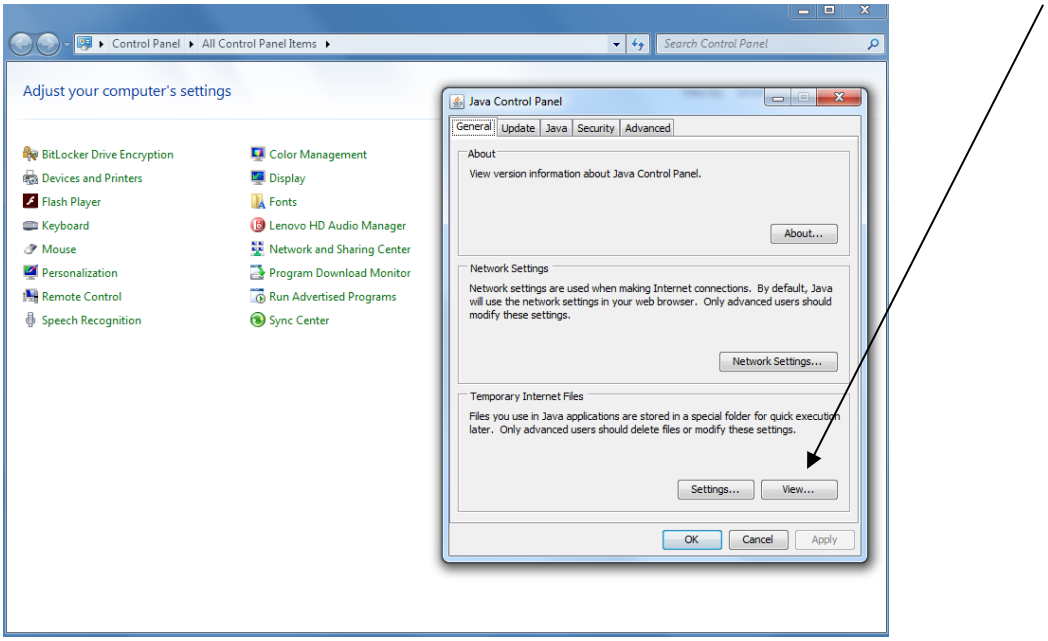
12.4 After ensuring all work is saved close all screens on your computer. Navigate to the **'Start'** button, then select **'Control Panel'**.



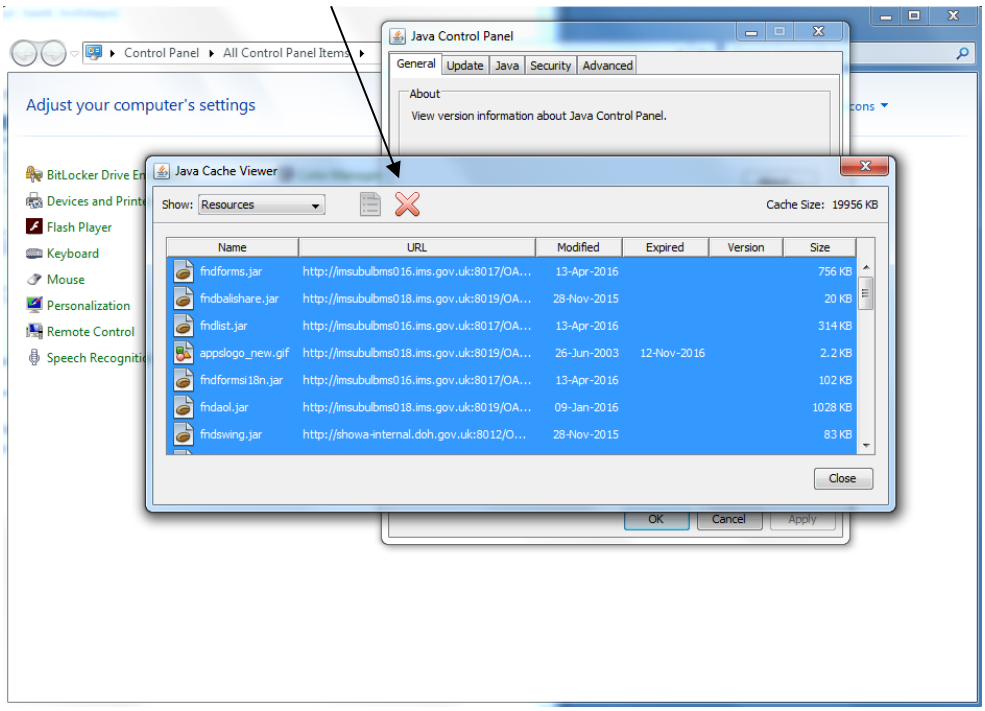
12.5 From the **'Control Panel'**, click on the **'Java'** icon.



12.6 On the **'General'** tab under the heading **'Temporary Internet Files'** click **'View'**.



12.7 Click **'Control + A'** on your keyboard to select all of the temporary internet files. Then click the **'red cross icon'** to delete the temporary internet files.



12.8 Ensuring all work is saved, close all windows then restart your computer. After restarting your computer, you can login to BMS to check whether clearing your Java cache has cleared the error. If you continue to have problems using BMS then take a screenshot of the issue and contact Supplier Helpdesk so they can investigate further.

BMS - terms of use

13. YOUR ACCOUNT

13.1 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.

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

13.3 Department of Health recommends that you change your password on a regular basis.

13.4 Department of Health will never ask you to confirm your password. Contact the Supplier Helpdesk if you receive any suspicious emails or phone calls.

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

13.6 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.

13.7 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 email 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.

13.8 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.

13.9 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 email address for the receipt of all correspondence is stored on BMS.

13.10 You are not entering on to 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.

13.11 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.

13.12 You cannot amend your Username. Once you have created a login using the specified email, Department of Health cannot detach your username from your supplier record or delete your username.

13.13 To inactivate your account, contact the Supplier Helpdesk.

14. ACCESS TO BMS

14.1 Department of Health cannot guarantee that availability of BMS will be uninterrupted and that transactions will be error-free due to the nature of the internet.

14.2 Access to BMS may be occasionally suspended or restricted to allow 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.

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

14.4 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), email screenshots of any error messages to the Supplier Helpdesk.

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

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

1. YOUR CONDUCT

1.1 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.

2. YOUR RESPONSIBILITIES

2.1 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:

2.1.1 breaches any third party's rights including, without limitation, copyright, patent rights, trade mark rights, performers' rights, rights of confidence.

2.1.2 is unlawful, offensive, threatening, abusive, harassing, defamatory, deceptive, fraudulent, invasive of another's privacy or tortuous.

2.1.3 victimises, harasses, degrades or intimidates an individual or group of individuals based on religion, gender, sexual orientation, race, ethnicity, age or disability.

2.1.4 transmits directly, or indirectly unsolicited communications.

2.1.5 impersonates any person, business or entity.

2.1.6 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.

2.1.7 encourages conduct that would constitute a criminal offence or that gives rise to civil liability.

2.1.8 promotes or sells prohibited items such as, but not limited to, tobacco, alcohol and adult products.

2.1.9 violates this Agreement.

3. INTELLECTUAL PROPERTY

3.1 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.

4. THIRD PARTIES

4.1 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.

5. EMAIL

5.1 Department of Health recommends that, for the purposes of any procurement exercise, you contact the Department using the BMS website. Internet email is not a secure medium.

6. EVENTS BEYOND OUR REASONABLE CONTROL

6.1 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.

7. WAIVER

7.1 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.

8. SEVERANCE

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

9. CHANGES TO THIS AGREEMENT

9.1 Department of Health reserves the right to update this agreement at any time 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.

10. GOVERNING LAW AND JURISDICTION

10.1 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.

11. PRIVACY POLICY

11.1 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.

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

11.3 Department of Health does not sell individual information.

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

11.5 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.

11.6 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.

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

12. CROSS PLATFORM USAGE

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

13. ELECTRONIC ATTACHMENTS

13.1 Keep attachments to a maximum of 2MB.

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

14. SUPPLIER HELPDESK

14.1 Department of Health's Supplier Helpdesk provides an email and telephone service to assist end users with technical and functional queries about BMS. It is open between 10am and 4pm every working day excluding civil service holidays.

14.2 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.