



Bidder How Do I

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Further Guidance with explanatory screen shots is available at:

<https://www.gov.uk/government/publications/procurement-tool-guidance-for-suppliers>

If the guidance does not resolve your query, Support is available:

- *Phone support - all calls must be logged through the Helpdesk - 0345 410 2222*
- *General Technical Support - enablement@crowncommercial.gov.uk*
- *To contact customer regarding a procurement you are participating in - see section on "Send a message in an RFX"*

Express Interest in an Event?

- Send an email to address specified in Contract Notice - for events administered by eSourcing team this will be ExpressionofInterest@crowcommercial.gov.uk
- Provide details of the event, including the full name, reference number event eg RM1557, UK SBS
- Provide your organisation's full registered name and DUNs number
- Provide the contact(s) within your organisation who should be added
- You will receive emailed confirmation that your interest has been noted
- Login to Emptoris
- Click 'Accept' to T&Cs
- Click 'Bids' tab and then 'View RFx(s)'
- You should then be able to see the event and proceed with your bid submission

Get past 'Accept' T&Cs page?

- This is normally because your internet browser's Pop-Up Blocker is enabled. It must be disabled so that Pop-Ups are allowed
- Open the internet browser
- Click 'Tools' on the menu bar
- Hover over the Pop-Up Blocker tab and another menu will open
- Click on the option 'Turn off Pop-Up Blockers'
- Login again

See an RFx I have been invited to?

- Login to Emptoris
- Click 'Accept' to T&Cs
- Click 'Bids' tab and then 'View RFx(s)'
- You should now see a list of 'open' RFxs to which you have been invited. If you wish to see 'All' RFx to which you have been invited or just 'Closed' RFx, change the page filter appropriately.
- If the RFx you are expecting to see is not there, Login using any other User Profiles your organisation has. If you have a FurtherComp User, this the one through which you would normally be invited to events.

Add another User to an RFx?

- Login to Emptoris
- Click 'Accept' to T&Cs
- Click 'Bids' tab and then 'View Invitations'
- Click on the yellow folder next to the RFx name, the RFx must be visible on the 'Accepted' tab to add another user
- In bottom pane, click 'Invite for RFP'
- In the new pop-up window which opens, select the user(s) within your organisation from the list by clicking the check box on the far right hand side
- Click 'Invite for RFP' within the window
- Window will close and additional users will be displayed in the bottom pane

Send a message in an RFx?

- Login to Emptoris
- Click 'Accept' to T&Cs
- Click on 'Bids' tab and 'View RFx'
- Select relevant RFx by clicking on 'View/Respond' tab
- Click on the 'RFx Messages' link with the envelope icon towards the top left of the screen
- Click on 'Create' button – you may need to maximise the window to see this button
- Click on 'Please Select' button to select message recipients - this should normally be "All Hosts" to send to the team running the RFx
- Complete the subject field
- Enter your message
 - If you wish to add an attachment, click on 'attachments'
 - 'View Attachments' pop-up window will open
 - Click on 'Add' button
 - 'Add Attachments' pop-up window will open
 - Give the attachment a name using 'Name' field
 - Choose 'Local Drives' in location drop down box
 - Click 'Choose File' button then double click on required folder
 - Click Save – this will close 'Add Attachments' window
 - Attach content field will now be populated
 - Click on 'Close' to close 'View Attachments' window
- Click on 'Send' in the 'Create message' window

Find an attachment on a message sent through an RFx?

- Login to Emptoris
- Click 'Accept' to T&Cs
- Click on 'Bids' tab and 'View RFx(s)'
- Select relevant RFx by clicking on 'View/Respond' tab
- Click on the 'RFx Messages' link with the envelope icon
- Make sure that you have clicked on the 'Received messages' tab
- Go to the drop down field and select 'All' (the default setting is for the last 10 days' messages)
- Select the relevant message
- 'View message' pop-up window will open
- Click on 'attachments'
- 'View Attachments' pop-up window will open
- Click on the name field of the relevant attachment
- 'Virus Scan Results' pop-up window will open
- Select Download and save to your local drive

Download an attachment from an RFx (export method)?

- Note: the export runs as a background job and may take some time if there are other background jobs active
- Login to Emptoris
- Click 'Accept' to T&Cs
- Click 'Bids' tab
- Click 'View RFx(s)' tab
- Click on required RFx in the 'RFx Name' column
- Click on 'RFx Attachments' link towards the top left of the screen
- 'RFP Attachments' pop-up window will open
- Scroll to the right of the screen
- Select the check-box next to the relevant document/s you wish to export
- Click on Export tab
- New 'Export Data' pop-up window will open
- Click 'export'
- 'Data Manager' window will open & download should show status 'running'. If status is 'Pending' then this may mean that other jobs are active and export is delayed
- Refresh a few times – the export should normally complete in a few minutes
- Item will then show as 'Done – Click here to download results'
- Click on the 'Done' and then 'Save' to your desktop
- If the export does not complete after about 30 minutes, please contact the Service Desk on 0345 410 2222 to report the issue

Download an attachment from an RFx (download method)?

- Note: each file is downloaded separately – this may take some time if there are a large number of files to download
- Login to Emptoris
- Click 'Accept' to T&Cs
- Click 'Bids' tab
- Click 'View RFx(s)' tab
- Click on required RFx in the 'RFx Name' column
- Click on 'RFx Attachments' link towards the top left of the screen
- 'RFP Attachments' pop-up window will open
- Click on the name field of the relevant attachment
- 'Virus Scan Results' pop-up window will open
- Select Download and save to your local drive

Upload my bid response to an RFx?

- Login to Emptoris
- Click 'Accept' to T&Cs
- Click 'Bids' tab and then 'View RFx(s)'
- Click 'View/Respond' tab
- Click on the green 'Accept' button
- Click OK when prompted
- Ensure that you have clicked on the 'Questionnaires' tab
- For each Questionnaire click the red 'Place Response' button
 - New window 'create response' will open
 - For each question
 - Respond as specified – response may be drop down, text, table etc. If marked with red asterisk a response is mandatory and the questionnaire cannot be saved if no response is submitted
 - If attachment required, click the paperclip icon next to 'question level'
 - New 'RFP Attachments' pop-up window will open
 - Click on 'Add' button
 - Name the attachment using 'Name' field
 - Choose 'Local Drives' in location drop down box
 - Click 'Choose File' button then double click on required folder/document
 - Attach content field will now be populated
 - Up to five attachments can be added from this window
 - On completion, select 'Save'
 - Once save is complete, attachment will be listed' Click on 'Close' to close 'RFP Attachment' window.
 - Select 'Yes' from drop down menu to confirm you have uploaded your further competition document/s
 - Click 'Save' and then 'Close'
 - You will see the original screen is showing as 'Revise Response' with a (1) next to the response icon on the far right side of the screen. When response icon is 'DB' this indicates a Draft Bid.
- Click on 'Single Bid' tab
- Click on 'Place New Bid'
- Enter relevant amount into mandatory field (can be 1 if not wholly applicable to your specific bid)
- Click 'Save' and then 'Close'
- Once you have uploaded your submission, please ensure to click on the red "SUBMIT ALL DRAFT BIDS" button
- Message 'Drafts were submitted successfully' will be displayed and 'DB' on far right of screen will change to 'R'. When response icon is 'R' this indicates a submitted bid, the mouseover displays as 'Placed Response(s)'.

Upload an attachment to an RFX?

- Login to Emptoris
- Click 'Accept' to T&Cs
- Click 'Bid' tab and then 'View RFX(s)'
- Click 'View/Respond' tab
- Click on the green 'Accept' button
- Click 'OK' when prompted
- Ensure that you have clicked on the 'Questionnaires' tab
- Click on the red 'Place Response' button
- New window 'Create Response' will open
- Click the paperclip icon next to 'question level'
- New 'RFP Attachments' pop-up window will open
- Click on 'Add' button
- Name the attachment using 'Name' field
- Choose 'Local Drives' in location drop down box
- Click 'Choose File' button then double click on required folder/document
- Attach content field will now be populated
- Up to five attachments can be added from this screen
- On completion, select 'Save'
- Once save is complete, attachment will be listed' Click on 'Close' to close 'RFP Attachment' window.
- Select 'Yes' from drop down menu to confirm you have uploaded your further competition document/s
- Click 'Save' and then 'Close'

Accept an event after already declining it?

- Login to Emptoris
- Click 'Accept' to T&Cs
- Click 'Bids' tab and then 'View Invitations'
- Click on the 'Declined' tab
- Select the checkbox on the far right for the event you want to accept
- Click 'Accept' button

Download offline bidding template and 'Submit' an offline bid response to an RFX?

- This function is tested when setting up new events, but suppliers have on occasion reported issues when trying to import a spreadsheet containing invalid data. As this relates to data entered offline, we will do our best to assist, but may not be able to resolve. In this instance, we recommend an online response is submitted.
- Suppliers preparing a response to a complex set of questionnaires may use the download function to export a spreadsheet to assist in this task
 - Login to Emptoris
 - Click 'Accept' to T&Cs
 - Click 'Bids' tab and then 'View RFX(s)'
 - Click 'View/Respond' tab
 - Click on the green 'Accept' button
 - Click 'Respond Offline' button
 - Select 'Download offline bidding template' radio button and click 'OK'
 - Export data window will open
 - Choose name for your template (or keep it the same) and file format
 - Utilities – Data Manager page will open
 - Template download will show as most recent – 'running'
 - You can refresh using four-arrowed icon button if the download is taking a while
 - Once complete will show as 'Done – Click here to download results'
 - Click on this to give option to save
 - Offline bidding template is created as an excel workbook and there are separate worksheets for questionnaires and bids. There is an instructions worksheet
- This completes tasks to download – no further work is required to produce the spreadsheet required to prepare a response
- If preparing an offline response, proceed to complete spreadsheet
 - Enter your responses into the bidding template - white fields only
 - Hover your cursor over the white fields to view instructions
 - If data format is specified, use correct format
 - If drop-down is provided, use this to select data
 - Once complete save this document to your local drive/desktop
- You now need to re-upload the offline bidding template.
 - Login to Emptoris as advised above and click again on the 'Respond Offline' button
 - Select 'Import Bids' radio button and click 'OK'
 - Browse to locate your document, ensure the import-type box is set to 'Bids/Responses' and click 'Import'
 - Utilities – Data Manager page will open again
 - Template download will show as most recent – 'running'
 - You can refresh using four-arrowed icon button if it is taking a while
 - Once complete will show as 'Done – Click here to download results'
 - If there are any errors the job status will show as failed
 - Click on the 'failed' link and an error message will explain the reason
 - Correct the error and attempt to re-upload once more following the same instructions.
 - Once you have uploaded your submission, please click on the red "SUBMIT ALL DRAFT BIDS" button
 - Message 'Drafts were submitted successfully' will be displayed and 'DB' on far right of screen will change to 'R'

Bidder's view of a "CLOSED" event with SUBMITTED Questionnaires

R icon indicates where there are **submitted** Questionnaires

Questionnaire / Question	Response	View History
SELECTION QUESTIONNAIRE - Section 0 - Participation Requirements	R	View History
SELECTION QUESTIONNAIRE - Section 1 - Bidder Details	R	View History
SELECTION QUESTIONNAIRE - Section 2 - Grounds for Mandatory Exclusion	R	View History
SELECTION QUESTIONNAIRE - Section 3 - Grounds for Discretionary Exclusion	R	View History
SELECTION QUESTIONNAIRE - Section 4 - Financial and Technical	R	View History
SELECTION QUESTIONNAIRE - Section 5 - Additional Questions	R	View History
SELECTION QUESTIONNAIRE - Section 6 - Integrity	R	View History
SELECTION QUESTIONNAIRE - Section 7 - Data and Appendices	R	View History
SELECTION QUESTIONNAIRE - Section 8 - Cyber Essentials	R	View History
SELECTION QUESTIONNAIRE - Section 9 - Previous Experience	R	View History
SELECTION QUESTIONNAIRE - Section 10 - Accredited Secure Facility	R	View History
AWARD QUESTIONNAIRE - SECTION A - Lot 1	R	View History
AWARD QUESTIONNAIRE - SECTION B - Lot 1 and 2	R	View History
AWARD QUESTIONNAIRE - SECTION C - Lot 2	R	View History
AWARD QUESTIONNAIRE - SECTION D - Lot 2 and 3	R	View History
AWARD QUESTIONNAIRE - SECTION E - Lot 3	R	View History
Commercial Pricing	R	View History

Bidder's view of a "CLOSED" event with SUBMITTED Bid Fields

B icon indicates where there are **submitted** Bid Fields

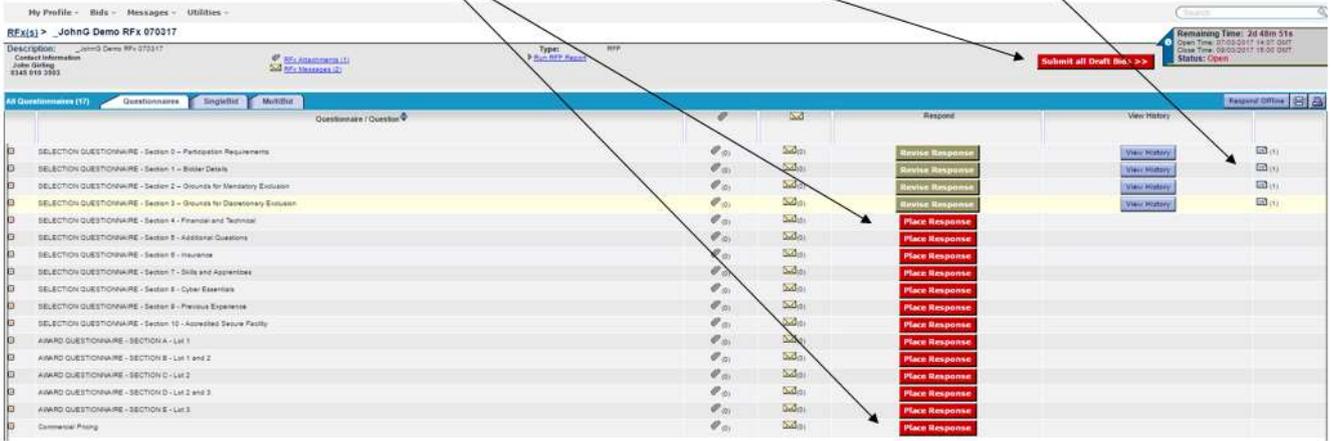
Lot	Category	Name	Type	Quantity	Bid	Bid Revision
Lot 1	ICT Commodities	Lot 1.Dem.1	Simple Item	1	B	Place New Bid
		Lot 1.Dem.2	Simple Item	1	B	Place New Bid
		Lot 1.Dem.3	Simple Item	1	B	Place New Bid
Lot 2	ICT Commodities	Lot 2.Dem.1	Simple Item	1	B	Place New Bid
		Lot 2.Dem.2	Simple Item	1	B	Place New Bid
		Lot 2.Dem.3	Simple Item	1	B	Place New Bid
Lot 3	ICT Commodities	Lot 3.Dem.1	Simple Item	1	B	Place New Bid
		Lot 3.Dem.2	Simple Item	1	B	Place New Bid
		Lot 3.Dem.3	Simple Item	1	B	Place New Bid

Bidder's view of an "OPEN" event with DRAFT Questionnaires

"Submit all Draft Bids" button is visible, and remains visible until the event has 'Closed'.

DB icon indicates DRAFT Questionnaire

Questionnaires not yet containing any responses



The "Submit all Draft Bids" button is visible from "accepting" the invitation until the event has "Closed".

Selecting "Submit all Draft Bids" will submit Questionnaires (or Bid Fields) that are in a "DRAFT" state, if there are **NO** Questionnaires (or Bid Fields) in a "DRAFT" state, a confirmation message to that effect will be displayed instead.

Bidder's view of an "OPEN" event with DRAFT Bid Fields

"Submit all Draft Bids" button is visible, and remains visible until the event has 'Closed'.

DB icon indicates DRAFT Bid Fields

