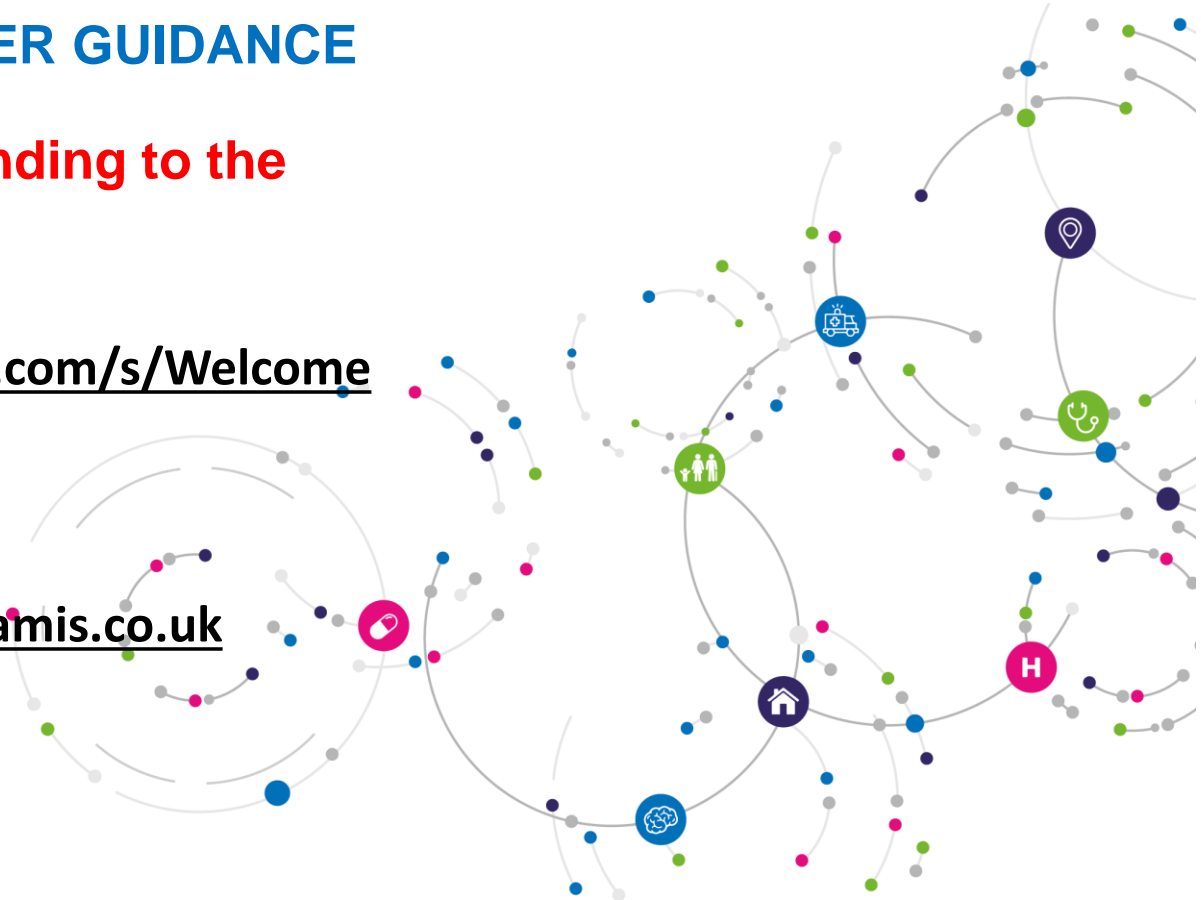


ATAMIS SYSTEM – BIDDER GUIDANCE


Please read before responding to the questionnaire


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





Registering for Atamis

1. Select 'Register here' on home page

 **Health and Transplant**

 **Business Services Authority**

 **East of England NHS Collaborative Procurement Hub**

 **North of England Commercial Procurement Collaborative**

Welcome to the Health Family Single eCommercial System

[Read more...](#)

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

[View our Live Opportunities](#)

[Register here](#)

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


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


[System Requirements](#)


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


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


2. Read User Agreement

 **Department of Health & Social Care**

 **Health Education England**

 **Care Quality Commission**

 **NHS England**

 **NHS Blood a**

Health Family eCommercial System

Terms of Use for supplier users who are registered users

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

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

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

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

[Agree](#)

[Do Not Agree](#)

[Cancel](#)

Registering for Atamis

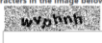
3. Complete fields (Mandatory in red) enter characters as directed and click submit

**Health Family
Supplier Portal**

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

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

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



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

**Health Family
Supplier Portal**

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

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

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

Hi Dummy,

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

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

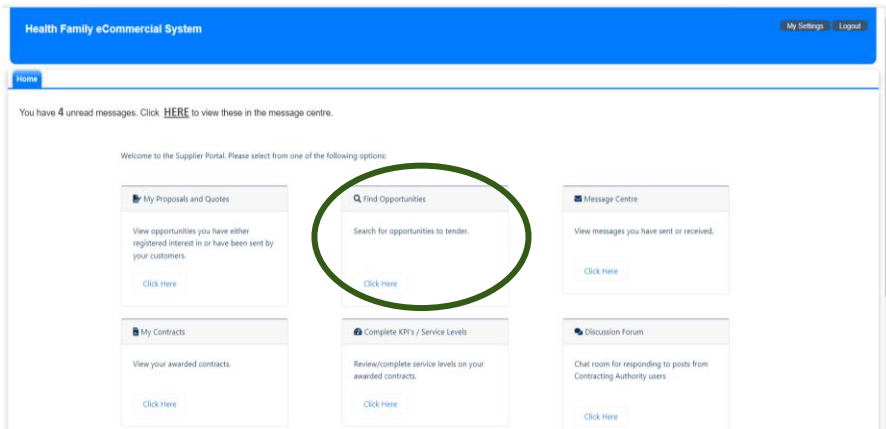
Your username is: scwcsu.procurement@nhs.net

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

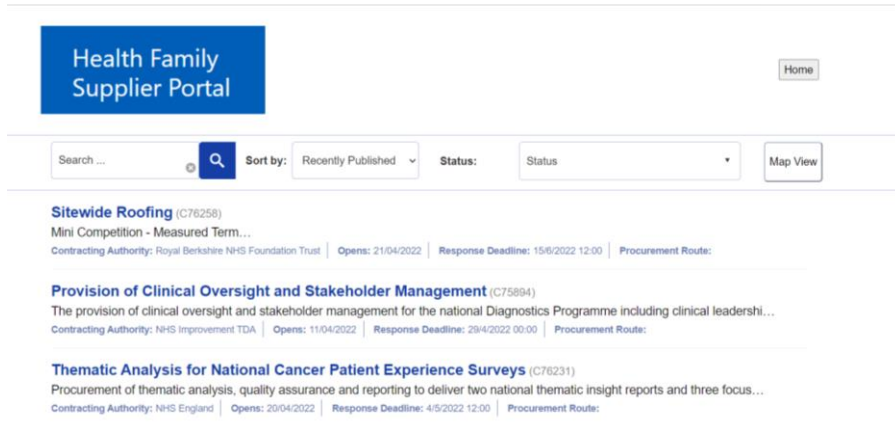
The Health Family eCommercial System Team

Accessing and submitting Bids within Atamis

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



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



Accessing and submitting Bids within Atamis

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

Health Family eCommercial System

My Settings Logout

Home

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

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

My Proposals and Quotes

View opportunities you have either registered interest in or have been sent by your customers.

[Click Here](#)

Find Opportunities

Search for opportunities to tender.

[Click Here](#)

Message Centre

View messages you have sent or received.

[Click Here](#)

My Contracts

View your awarded contracts.

Complete KPI's / Service Levels

Review/complete service levels on your awarded contracts.

Discussion Forum

Chat room for responding to posts from Contracting Authority users

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

Health Family eCommercial System

My Settings Logout

Home

My Proposals and Quotes

Show: All

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

Accessing and submitting Bids within Atamis

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

Home

My Proposals and Quotes » C71535 - Test Project

C71535 - Test Project

Testing Project for training screenshots

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

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

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

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

My Proposals and Quotes » C71535 - Test Project

C71535 - Test Project

Testing Project for training screenshots

Opens Date/Time [📅] :
Deadline for clarification questions [📅] :
Closing Date/Time [📅] :
Current Date/Time [📅] : 21/04/2022 11:25

Express Your Intention to Respond to this Opportunity

Please click Confirm to indicate to the buyer that you have received, understood and accepted the requirements for this opportunity and intend to respond.

[Confirm](#) [Cancel](#)

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

Accessing and submitting Bids within Atamis

7. Documentation view – Click the ‘Documentation’ button

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

Requirements Sections	Required Questions Remaining	Completion Status	Status
1. Quality	3		Not yet submitted
2. Finance	1		Not yet submitted

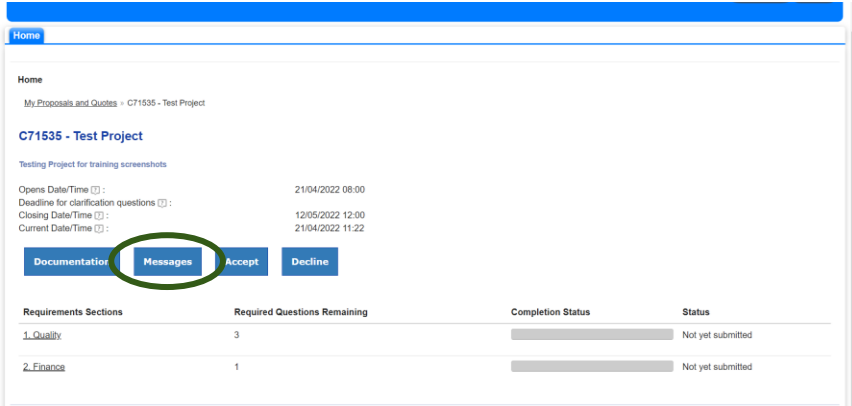
8. Download documents by clicking the ‘Download’ link on the right of the page

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

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

Accessing and submitting Bids within Atamis

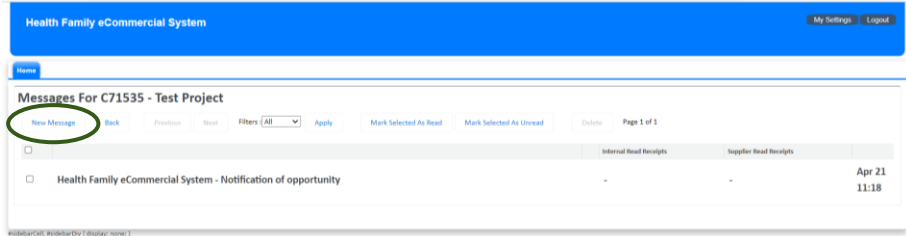
9. Messages view – click the ‘messages’ button



The screenshot shows the 'Messages' view in the Atamis system. The 'Messages' button is circled in green. Below the buttons, there is a table showing requirements sections and their status.

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

10. View messages or send a ‘New Message’



The screenshot shows the 'Messages For C71535 - Test Project' view. The 'New Message' button is circled in green. The table below shows a message from 'Health Family eCommercial System'.

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

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



The screenshot shows the 'New Message' form. The 'Send' button is circled in green. The form includes fields for 'Subject' and 'Email Message', and a 'Choose File' button.

Please enter your message below and click Send

Subject:

Email Message:

No file chosen

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

Accessing and submitting Bids within Atamis

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

Home

My Proposals and Quotes > C71535 - Test Project

C71535 - Test Project

Testing Project for training screenshots

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

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

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

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

Home

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

1. Quality Section

Completion Status [?]:

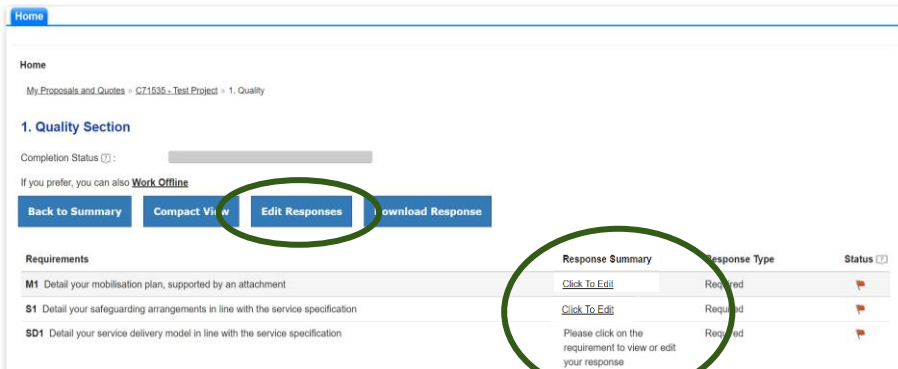
If you prefer, you can also [Work Offline](#)

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

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

Accessing and submitting Bids within Atamis

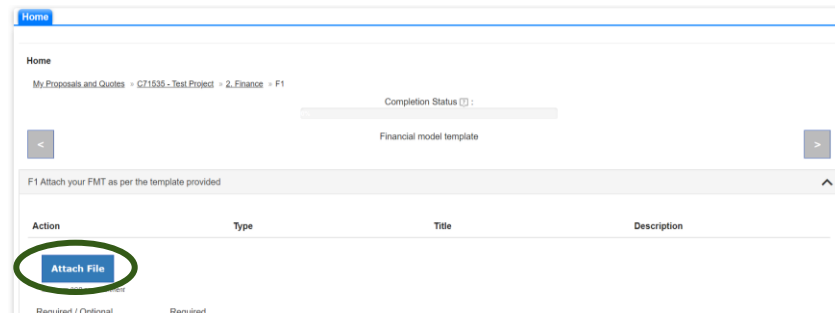
14. For questions that require an attachment, click the response summary link



The screenshot shows the '1. Quality Section' of the Atamis interface. It includes a 'Completion Status' bar and a navigation bar with buttons: 'Back to Summary', 'Compact View', 'Edit Responses', and 'Download Response'. Below this is a 'Requirements' table with three rows: 'M1 Detail your mobilisation plan, supported by an attachment', 'S1 Detail your safeguarding arrangements in line with the service specification', and 'SD1 Detail your service delivery model in line with the service specification'. To the right of the requirements is a 'Response Summary' table with columns 'Response Summary', 'Response Type', and 'Status'. The first row of the 'Response Summary' table has a 'Click To Edit' link circled in green. The second row has a 'Click To Edit' link circled in green. The third row has a 'Please click on the requirement to view or edit your response' link circled in green.

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

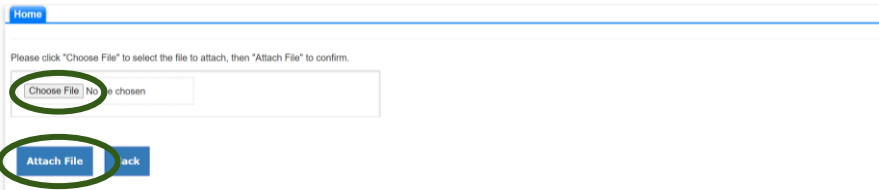
15. Click 'Attach file'



The screenshot shows the 'Attach File' interface. It includes a 'Home' header and a 'Completion Status' bar. Below this is a 'Financial model template' section with a 'F1 Attach your FMT as per the template provided' instruction. A table with columns 'Action', 'Type', 'Title', and 'Description' is shown. The 'Attach File' button is circled in green. Below the table, there are 'Required / Optional' and 'Required' labels.

Action	Type	Title	Description
Attach File	Required / Optional		Required

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



The screenshot shows the 'Choose File' interface. It includes a 'Home' header and a 'Please click "Choose File" to select the file to attach, then "Attach File" to confirm.' instruction. Below this is a 'Choose File' button circled in green, with the text 'No file chosen' next to it. Below the 'Choose File' button is an 'Attach File' button circled in green, with a 'Back' button next to it.

[Choose File](#) No file chosen

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

Accessing and submitting Bids within Atamis

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

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

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

15. Once complete click 'submit'

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

16. Submission confirmation view – click 'Confirm'

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