



BMS e-tendering manual

Procurement

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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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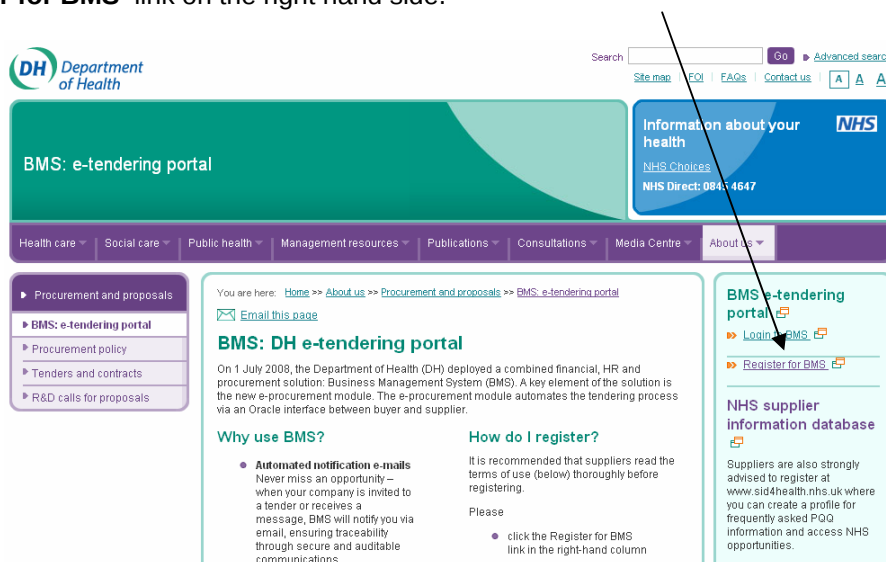
Updated: 24th January 2012

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.



Register for BMS

Complete this form in order to obtain a BMS e-tendering username and password. Suppliers are also strongly advised to register at www.sid4health.nhs.uk (where suppliers can create a profile for frequently asked PQO information and access NHS opportunities) and www.contractsfinder.businesslink.gov.uk (where suppliers can view wider public sector tender documentation). Other useful links are listed on the procurement 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.

Vendor name *:

N.B. Please quote your employers or business name.

Contact name *:

Job title:



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.

FYI: Department of Health Supplier Collaboration Network: Confirmation of Registration [Inbox](#)



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



Login

Username:

Password:

[TIP](#) [Forgot your password?](#)

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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.



Change Password

Change Password

*Indicates Required Field

*Current Password:

*New Password:

*Re-enter New Password:

[TIP](#) Password must be at least 8 characters long.



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.

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

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.

You are invited: ITT 52564 (ZZZZ TEST ZZZZ) [Inbox](#)

☆ **BMS SPRD Workflow Mailer** <noreply@dh.gsi.gov.uk> to me [show details](#) 12:29 (1 minute ago) [Reply](#)

From: **Widdop, Neil**

Tender Preview **Not specified**
 Tender Open **May 18, 2009 12:27 pm GMT**
 Tender Close **May 21, 2009 12:26 pm GMT**
 Supplier **ZZZZTEST3**
 Supplier Site **DEFAULT**

To acknowledge your intent to participate, press the Yes button on this page. To decline the invitation, press the No button. You may enter a note to the buyer in the space below before acknowledging or declining.

Click [here](#) if you want to view the document before acknowledging intent to participate and/or to enter a response. If you are not already logged in, you will first be taken to a page where you will need to enter your user name and password.

[Please click here to Respond](#)

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](#)



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).

ORACLE E-Business Suite

Login

Username
 Password

[TIP](#) [Forgot your password?](#)

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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.

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

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.

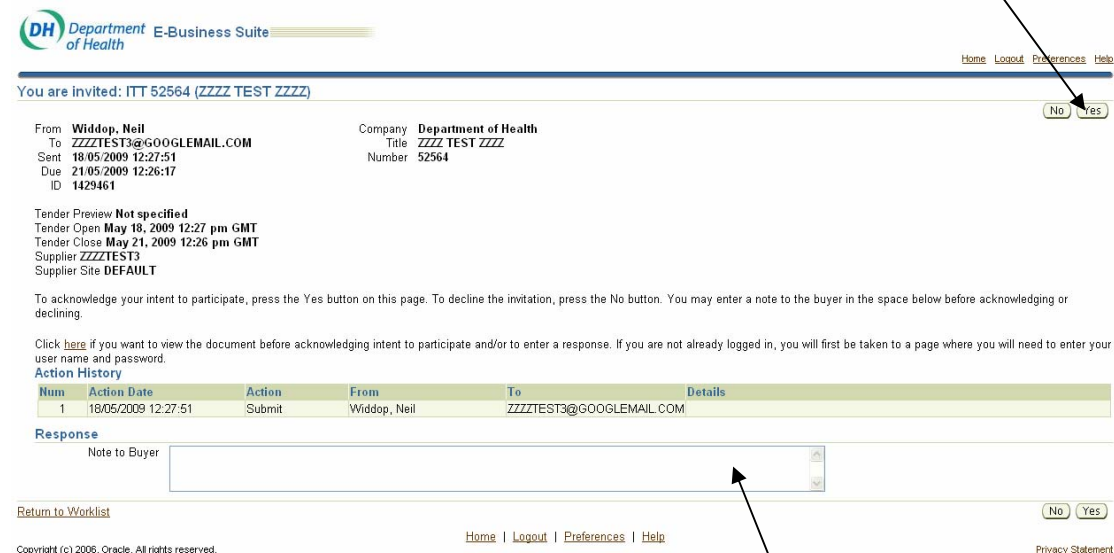


The screenshot shows the DH E-Business Suite interface. The 'Worklist' section contains a table with the following data:

From	Subject	Sent
Widdop, Neil	You are invited: ITT 52564 (ZZZZ TEST ZZZZ)	18/05/2009

Below the table, there is a 'Navigator' section with a dropdown menu set to 'Sourcing Supplier' and a text input field 'Please select a responsibility.'.

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



The screenshot shows the 'You are invited: ITT 52564 (ZZZZ TEST ZZZZ)' page. It includes a 'Response' section with a 'Note to Buyer' text area. The 'Action History' table shows a single entry:

Num	Action Date	Action	From	To	Details
1	18/05/2009 12:27:51	Submit	Widdop, Neil	ZZZZTEST3@GOOGLEMAIL.COM	

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'**.



Department of Health E-Business Suite

Logout | Preferences | Help

Logged In As ZZZZTEST3@GOOGLEMAIL.COM

Worklist

From: There are no notifications in this view.
 Subject: [TIP Vacation Rules](#) - Redirect or auto-respond to notifications.
 Sent:

Favorites

You have not selected any favorites. Please use the "Personalize" link to set up your favorites.

Navigator

Sourcing Supplier

Sourcing Home Page
 Worklist

Logout | Preferences | Help

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



Department of Health Sourcing

Home | Logout | Preferences | Help

Tenders

Search Open Tenders: Number [] Go

Home Page

Welcome, TEST3, EXTERNAL.
 TIP For invited tenders, click on quick link and view ITT documents.
 TIP For Expression of Interest (EOI), please enter number or press 'Go' to view all EOIs.

Your Active and Draft Responses

Press Full List to view all your company's responses.

Type	Response Number	Response Status	Supplier Site	Tender Number	Title	Monitor
ITT	752005	Active	DEFAULT	52476	ZZZFPTTEST2	
ITT	749004	Active	DEFAULT	51898	ZZZ3WQTEST	

Your Company's Open Tenders

Type	Tender Number	Title	Supplier Site
ITT	52564	ZZZ TEST ZZZZ	DEFAULT
ITT	52197	ZZZFMCTEST	DEFAULT

Quick Links

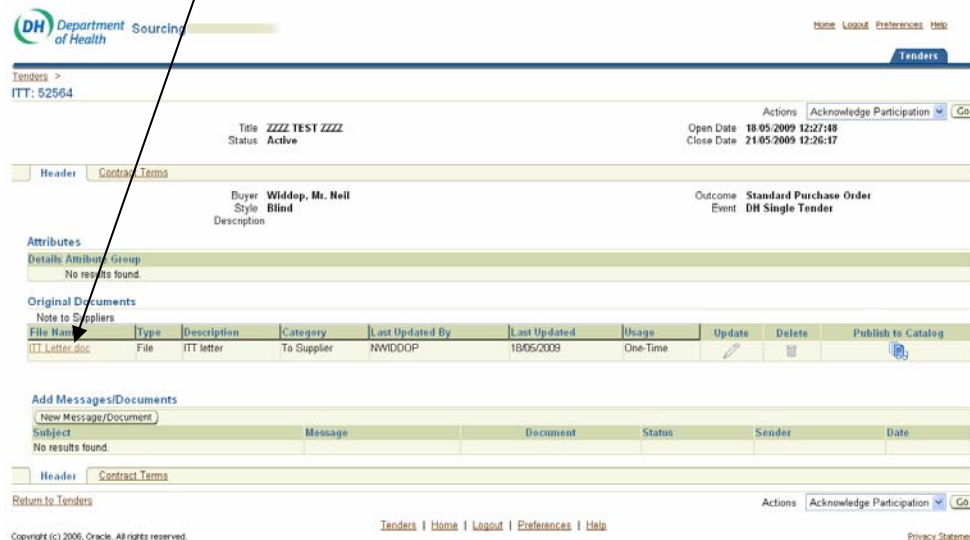
Manage

- Drafts
- Personal Information

Tenders | Home | Logout | Preferences | Help

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



Department of Health Sourcing

Home | Logout | Preferences | Help

Tenders

Tenders >
 ITT: 52564

Title: ZZZZ TEST ZZZZ
 Status: Active

Actions: Acknowledge Participation [] Go

Open Date: 18/05/2009 12:27:48
 Close Date: 21/05/2009 12:26:17

Header Contract Terms

Buyer: Wildap, Mr. Neil
 Style: Blind
 Description:

Outcome: Standard Purchase Order
 Event: DH Single Tender

Attributes

Details: Amihing Group
 No results found.

Original Documents

Note to Suppliers

File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
ITT Letter.doc	File	ITT letter	To Supplier	NWIDDOP	18/05/2009	One-Time			

Add Messages/Documents

New Message/Document

Subject	Message	Document	Status	Sender	Date
No results found.					

Header Contract Terms

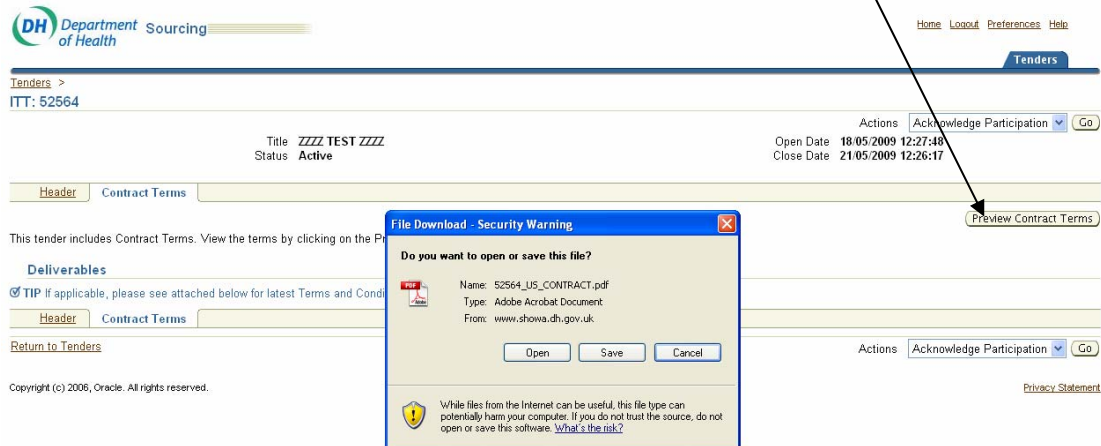
Return to Tenders

Tenders | Home | Logout | Preferences | Help

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

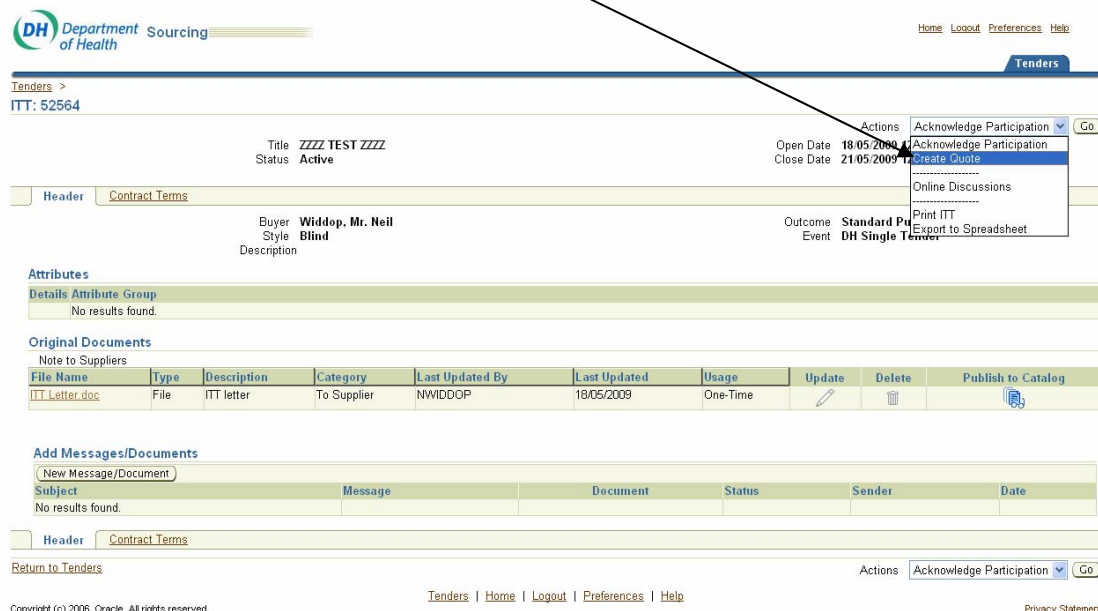
Click on the '**Contract Terms**' tab to download a copy of the Terms and Conditions applicable to the tender, select '**Preview Contract Terms**' to Open or Save as required.



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'**.



The screenshot shows the BMS e-tendering system interface. At the top, there's a navigation bar with 'DH Department of Health Sourcing' and links for 'Home', 'Logout', 'Preferences', and 'Help'. Below this, a 'Tenders' tab is selected. The main content area displays details for ITT: 52564. It includes fields for Title ('ZZZZ TEST ZZZZ'), Status ('Active'), Open Date ('18/05/2009'), and Close Date ('21/05/2009'). A dropdown menu for 'Actions' is open, showing options like 'Acknowledge Participation', 'Create Quote', 'Online Discussions', 'Print ITT', and 'Export to Spreadsheet'. The 'Create Quote' option is highlighted. Below the ITT details, there's a section for 'Attributes' and 'Original Documents'. The 'Original Documents' section shows a table with columns: File Name, Type, Description, Category, Last Updated By, Last Updated, Usage, Update, Delete, and Publish to Catalog. A document named 'ITT Letter.doc' is listed. At the bottom, there's a section for 'Add Messages/Documents' with a 'New Message/Document' button and a table for messages.



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

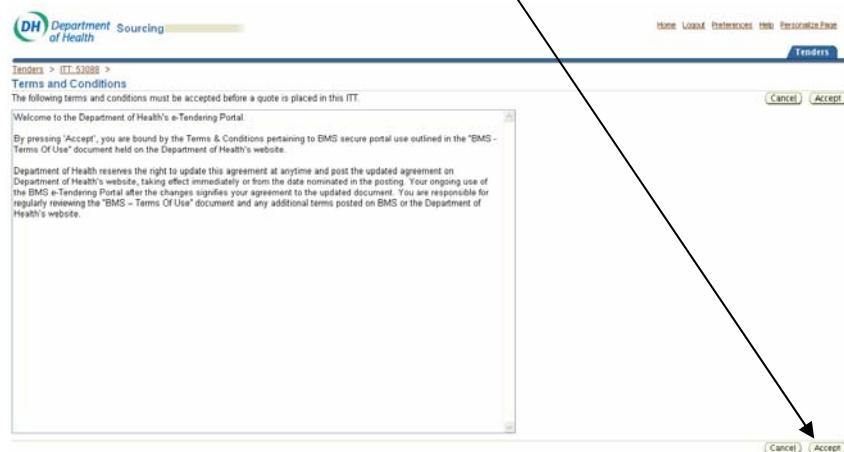


If the **'Create Quote'** option is missing, you have more than likely started a draft response and not submitted it. Please return to your **'Sourcing Home Page'** by clicking the **'Tenders'** tab, look under **'Your Active and Draft Responses'** and search for quotes in response status **'Draft'**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



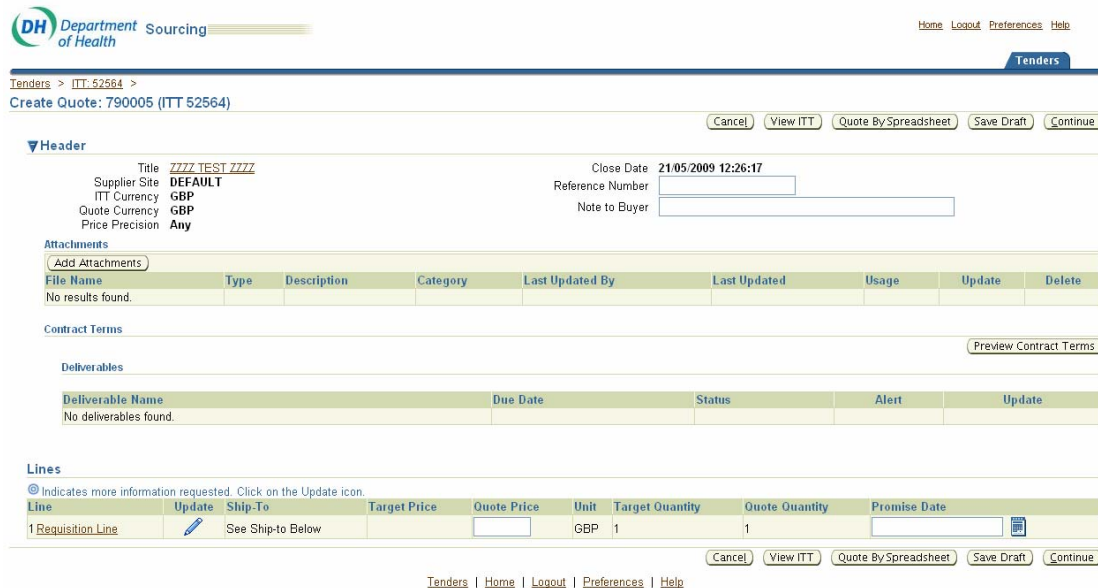
Please leave yourself plenty of time to upload your quote. Department of Health does not accept quotes submitted outside of BMS. If you are unable to access the system, (i.e. where the system is unavailable or not responding), please e-mail screenshots of any error messages to Supplier Helpdesk.

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



The screenshot shows the BMS e-tendering system interface with a 'Terms and Conditions' dialog box open. The dialog box contains the following text: 'Welcome to the Department of Health's e-Tendering Portal. The following terms and conditions must be accepted before a quote is placed in this ITT. By pressing "Accept", you are bound by the Terms & Conditions pertaining to BMS secure portal use outlined in the "BMS - Terms Of Use" document held on the Department of Health's website. Department of Health reserves the right to update this agreement at anytime and post the updated agreement on Department of Health's website, taking 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.' At the bottom of the dialog box, there are 'Cancel' and 'Accept' buttons. An arrow points from the text 'You will have to accept the Terms and Conditions' to the 'Accept' button.

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.



The screenshot shows the 'Create Quote' form for ITT 52564. The interface includes a header with the DH logo and navigation links (Home, Logout, Preferences, Help). The main form area contains several sections: 'Header' with fields for Title (ZZZZ TEST ZZZZ), Supplier Site (DEFAULT), ITT Currency (GBP), Quote Currency (GBP), Price Precision (Any), Close Date (21/05/2009 12:26:17), Reference Number, and Note to Buyer. Below this is the 'Attachments' section with an 'Add Attachments' button and a table with columns: File Name, Type, Description, Category, Last Updated By, Last Updated, Usage, Update, and Delete. The 'Contract Terms' section has a 'Preview Contract Terms' button. The 'Deliverables' section has a table with columns: Deliverable Name, Due Date, Status, Alert, and Update. The 'Lines' section has a table with columns: Line, Update, Ship-To, Target Price, Quote Price, Unit, Target Quantity, Quote Quantity, and Promise Date. The bottom of the form has buttons for 'Cancel', 'View ITT', 'Quote By Spreadsheet', 'Save Draft', and 'Continue'.

'Cancel'

To return to Sourcing Home Page.

'Reference Number'

If you need to include a reference number.

'View ITT'

To return to the ITT header page.

'Note To Buyer'

If you need to issue a brief message to the buyer.

'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.

'Add Attachments'

If you need to add attachments to your quote.

'Preview Contract Terms'

To download a copy of the Contract Terms.

'Save Draft'

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

'Quote Price'

Enter your quote price here.

'Continue'

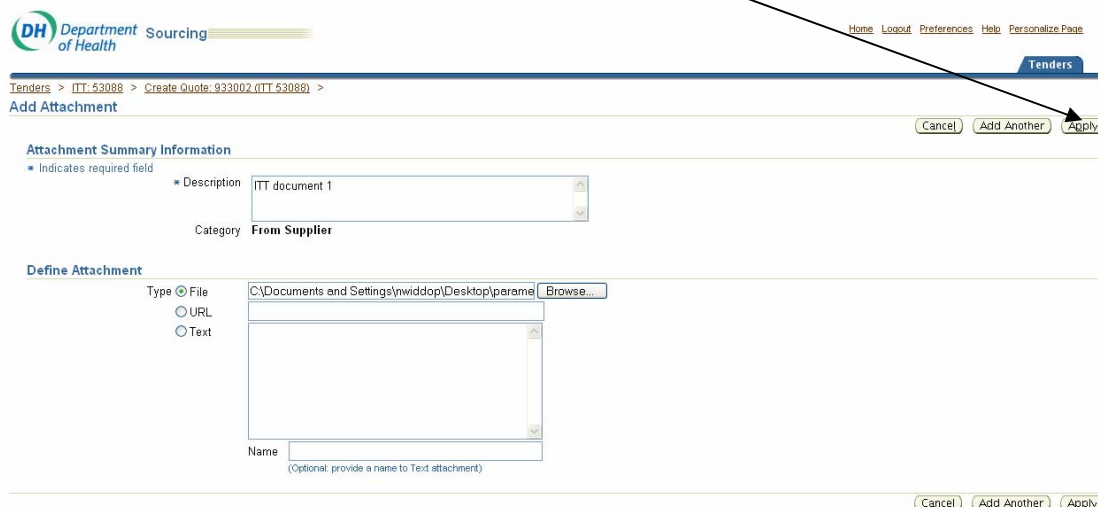
To continue to the submission stage.

'Promise Date'

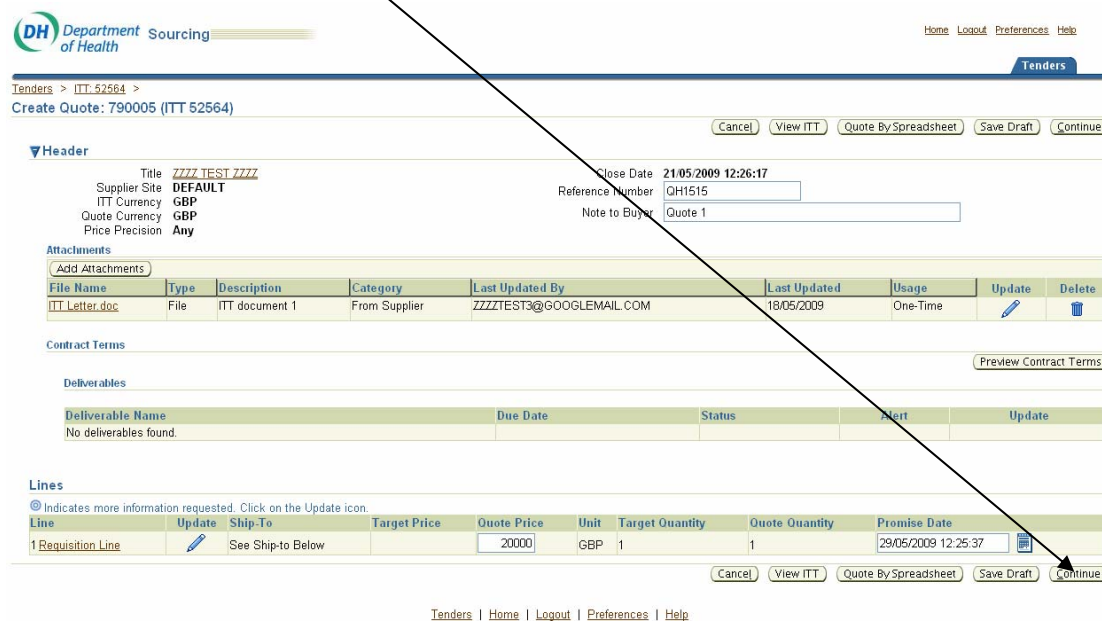
The day you expect the work to start or goods to be delivered.

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

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'**.

DH Department of Health Sourcing [Home](#) [Logout](#) [Preferences](#) [Help](#)

Tenders

Tenders > ITT: 52564 >

Create Quote 790005: Review and Submit (ITT 52564) [Cancel](#) [Back](#) [Save Draft](#) [Submit](#)

Header

Title: ZZZZ TEST ZZZZ
 Supplier Site: DEFAULT
 ITT Currency: GBP
 Quote Currency: GBP
 Price Precision: Any

Close Date: 21/05/2009 12:26:17
 Quote Valid Until: OH1515
 Reference Number: OH1515
 Note to Buyer: Quote 1

Attachments

File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
ITT Letter.doc	File	ITT document 1	From Supplier	ZZZTEST3@GOOGLEMAIL.COM	18/05/2009	One-Time			

Contract Terms [Preview Contract Terms](#)

Deliverables

Deliverable Name	Due Date	Status	Alert
No deliverables found.			

Lines

Select Line	Ship-To	Start Price	Target Price	Quote Price (GBP)	Unit	Target Quantity	Quote Quantity	Your Total Amount	Need-By Date	Promise Date
1 Requisition Line	See Ship-to Below			20000	GBP	1	1	20,000.00	29/05/2009 12:25:34 to 29/05/2009 12:25:37	29/05/2009 12:25:37

Line 1: Requisition Line

Notes and Attachments

Note to Buyer

File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
No results found.									

[Cancel](#) [Back](#) [Save Draft](#) [Submit](#)

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

DH Department of Health Sourcing [Home](#) [Logout](#) [Preferences](#)

Tenders

Confirmation

Quote 790005 for ITT 52564 (ZZZZ TEST ZZZZ) has been submitted.

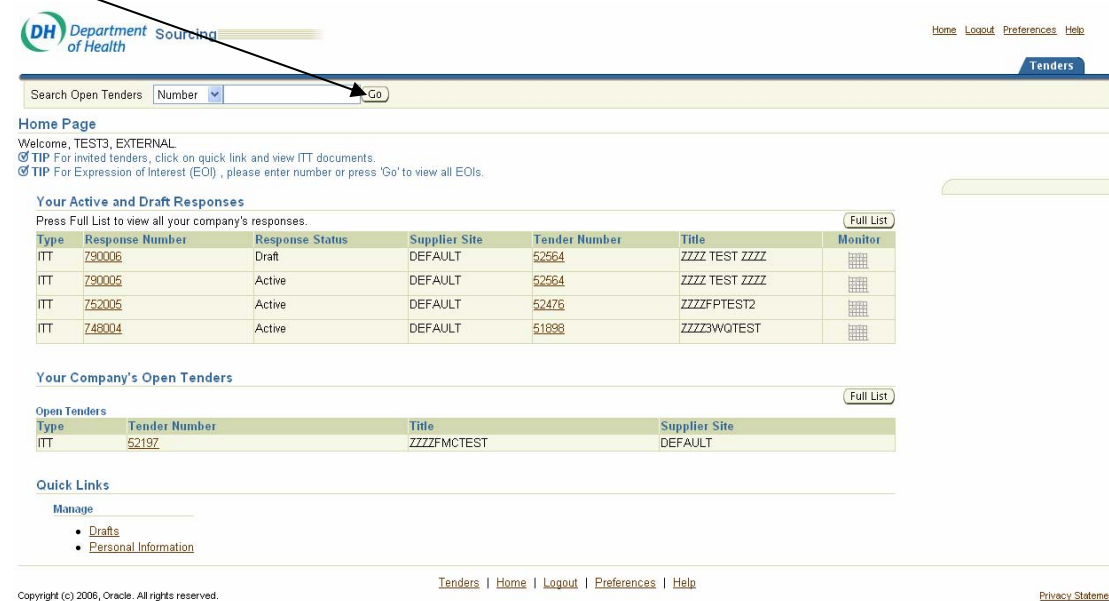
[Return to Sourcing Home Page](#)

[Tenders](#) | [Home](#) | [Logout](#) | [Preferences](#) [Privacy Statement](#)

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Submitting an Expression of Interest (EOI)

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



Home Logout Preferences Help

Tenders

Search Open Tenders Number

Home Page

Welcome, TEST3, EXTERNAL.

✓ TIP For invited tenders, click on quick link and view ITT documents.

✓ TIP For Expression of Interest (EOI), please enter number or press 'Go' to view all EOIs.

Your Active and Draft Responses

Press Full List to view all your company's responses.

Type	Response Number	Response Status	Supplier Site	Tender Number	Title	Monitor
ITT	790006	Draft	DEFAULT	52564	ZZZZ TEST ZZZZ	
ITT	790005	Active	DEFAULT	52564	ZZZZ TEST ZZZZ	
ITT	752005	Active	DEFAULT	52476	ZZZZFPTEST2	
ITT	748004	Active	DEFAULT	51898	ZZZZWQTEST	

Your Company's Open Tenders

Type	Tender Number	Title	Supplier Site
ITT	52197	ZZZZFMCTEST	DEFAULT

Quick Links

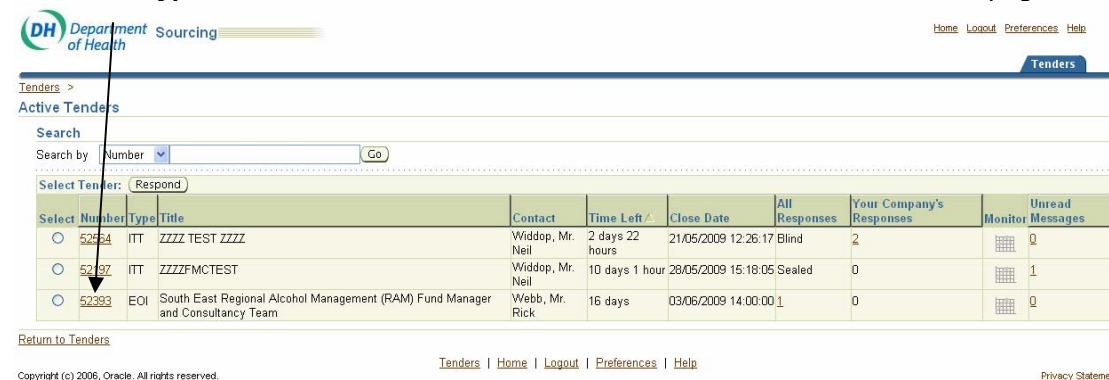
Manage

- Drafts
- Personal Information

Tenders | Home | Logout | Preferences | Help

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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.



Home Logout Preferences Help

Tenders

Tenders >

Active Tenders

Search

Search by Number

Select Tender:

Select	Number	Type	Title	Contact	Time Left	Close Date	All Responses	Your Company's Responses	Monitor	Unread Messages
☐	52564	ITT	ZZZZ TEST ZZZZ	Widdop, Mr. Neil	2 days 22 hours	21/05/2009 12:26:17 Blind	2			0
☐	52197	ITT	ZZZZFMCTEST	Widdop, Mr. Neil	10 days 1 hour	28/05/2009 15:18:05 Sealed	0			1
☐	52393	EOI	South East Regional Alcohol Management (RAM) Fund Manager and Consultancy Team	Webb, Mr. Rick	16 days	03/06/2009 14:00:00	1	0		0

[Return to Tenders](#)

Tenders | Home | Logout | Preferences | Help

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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.

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

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'**.



Header: Contract Terms

Buyer: Webb, Mr. Rick
Style: Open
Description: The Dept Health South East (DH South East) Regional Alcohol Management (RAM) initiative will be outsourced to an experienced outcome-based fund manager and consultancy team, to stimulate new and different ways of reducing alcohol related hospital admissions. A secondary gain is that the DH South East will increase the amount of investment targeted at reducing alcohol related hospital admissions by amplifying the effect of the existing resources through world class outcome-based commissioning and innovation training for commissioners and provider agencies. The investment plan is seeking the supply in four key areas: 1) Influence commissioner and provider behaviour to reduce alcohol related alcohol admissions; 2) Stimulate and develop new and different ways to reduce alcohol related admissions, through an innovation fund; 3) Manage the RAM functions through advice, support, training, information sharing and outcome reporting and through the facilitation of a regional alcohol network and disruption network; 4) Develop an organic plan to generate incremental change that will impact over generations.

Event: OJEU - Restricted

Original Documents

File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
EOI Questionnaire.doc	File	EOI 52393 Questionnaire	To Supplier	RWEBB	24/04/2009	One-Time			
Outline Scope for South East Alcohol Plan.doc	File	Outline Scope of Work EOI 52393	To Supplier	RWEBB	24/04/2009	One-Time			

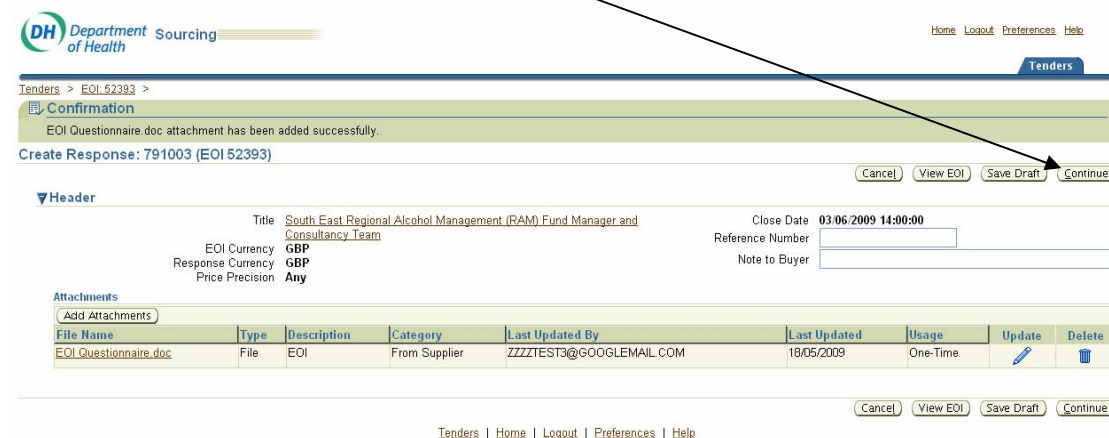
Add Messages/Documents

Subject	Message	Document	Status	Sender	Date
No results found.					

Return to Active Tenders

Actions: Create Response 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'**.



Header: Contract Terms

Buyer: Webb, Mr. Rick
Style: Open
Description: The Dept Health South East (DH South East) Regional Alcohol Management (RAM) initiative will be outsourced to an experienced outcome-based fund manager and consultancy team, to stimulate new and different ways of reducing alcohol related hospital admissions. A secondary gain is that the DH South East will increase the amount of investment targeted at reducing alcohol related hospital admissions by amplifying the effect of the existing resources through world class outcome-based commissioning and innovation training for commissioners and provider agencies. The investment plan is seeking the supply in four key areas: 1) Influence commissioner and provider behaviour to reduce alcohol related alcohol admissions; 2) Stimulate and develop new and different ways to reduce alcohol related admissions, through an innovation fund; 3) Manage the RAM functions through advice, support, training, information sharing and outcome reporting and through the facilitation of a regional alcohol network and disruption network; 4) Develop an organic plan to generate incremental change that will impact over generations.

Event: OJEU - Restricted

Original Documents

File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
EOI Questionnaire.doc	File	EOI 52393 Questionnaire	To Supplier	RWEBB	24/04/2009	One-Time			
Outline Scope for South East Alcohol Plan.doc	File	Outline Scope of Work EOI 52393	To Supplier	RWEBB	24/04/2009	One-Time			

Add Messages/Documents

Subject	Message	Document	Status	Sender	Date
No results found.					

Return to Active Tenders

Actions: Create Response Go

Confirmation

EOI Questionnaire.doc attachment has been added successfully.

Create Response: 791003 (EOI 52393)

Cancel View EOI Save Draft Continue

Header

Title: South East Regional Alcohol Management (RAM) Fund Manager and Consultancy Team

Close Date: 03/06/2009 14:00:00

EOI Currency: GBP

Response Currency: GBP

Price Precision: Any

Reference Number:

Note to Buyer:

Attachments

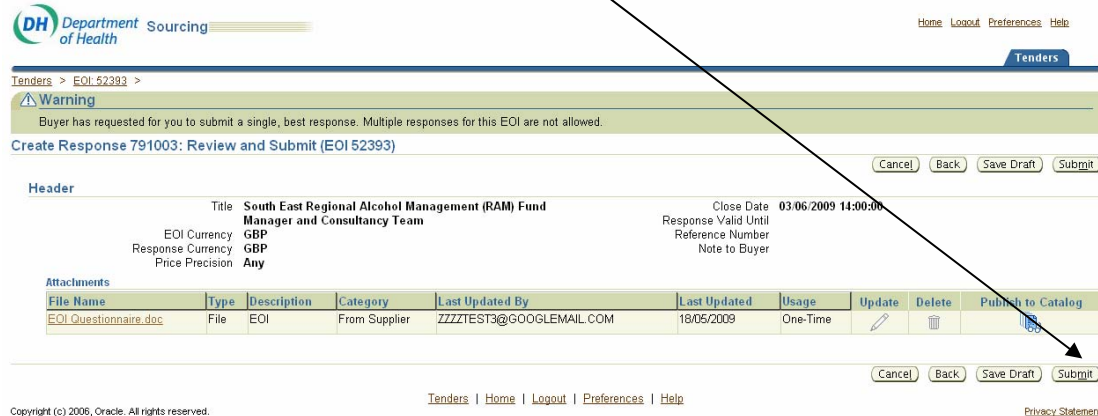
File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
EOI Questionnaire.doc	File	EOI	From Supplier	ZZZZTEST3@GOOGLEMAIL.COM	18/05/2009	One-Time		

Cancel View EOI Save Draft Continue

Tenders | Home | Logout | Preferences | Help

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

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



The screenshot shows the DH Department of Health Sourcing interface. At the top, there is a navigation bar with links for Home, Logout, Preferences, and Help. Below this, a 'Tenders' tab is selected. A warning message states: 'Buyer has requested for you to submit a single, best response. Multiple responses for this EOI are not allowed.' Below the warning, the user is prompted to 'Create Response 791003: Review and Submit (EOI 52393)'. The interface includes buttons for Cancel, Back, Save Draft, and Submit. A 'Header' section displays details for the tender: Title 'South East Regional Alcohol Management (RAM) Fund Manager and Consultancy Team', Close Date '03/06/2009 14:00:00', EOI Currency 'GBP', Response Currency 'GBP', and Price Precision 'Any'. An 'Attachments' table lists a file named 'EOI Questionnaire.doc' with details on its type, description, category, last updated by, last updated date, usage, and actions (Update, Delete, Publish to Catalog). The 'Submit' button is highlighted with a black arrow.

Warning
Buyer has requested for you to submit a single, best response. Multiple responses for this EOI are not allowed.

Create Response 791003: Review and Submit (EOI 52393)

Cancel Back Save Draft Submit

Header

Title	South East Regional Alcohol Management (RAM) Fund Manager and Consultancy Team	Close Date	03/06/2009 14:00:00
EOI Currency	GBP	Response Valid Until	
Response Currency	GBP	Reference Number	
Price Precision	Any	Note to Buyer	

Attachments

File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
EOI Questionnaire.doc	File	EOI	From Supplier	ZZZZTEST3@GOOGLEMAIL.COM	18/05/2009	One-Time			

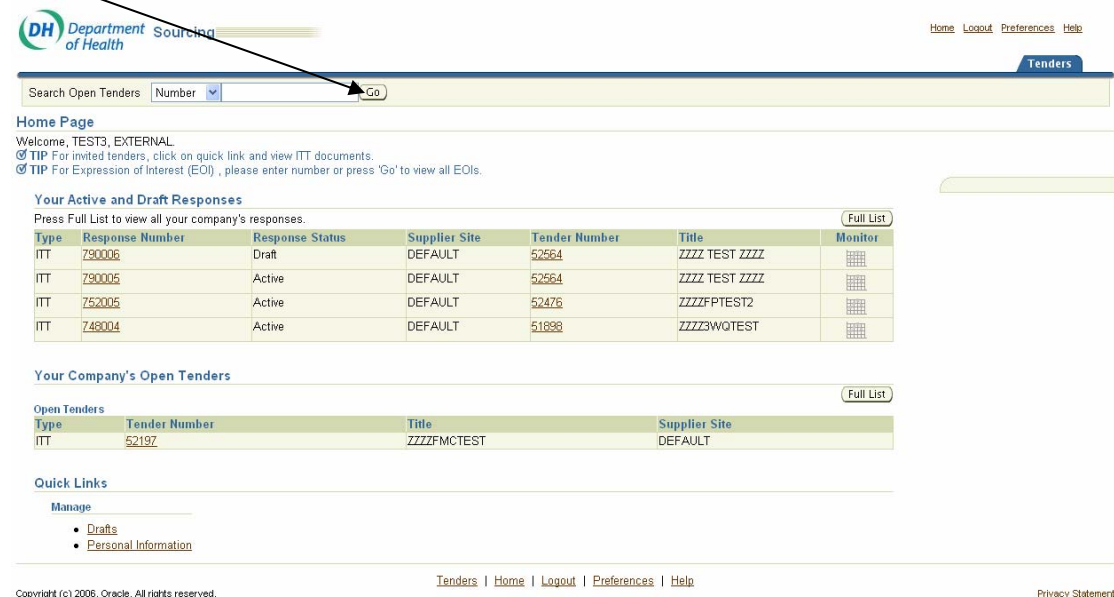
Cancel Back Save Draft Submit

Tenders | Home | Logout | Preferences | Help

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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'**.

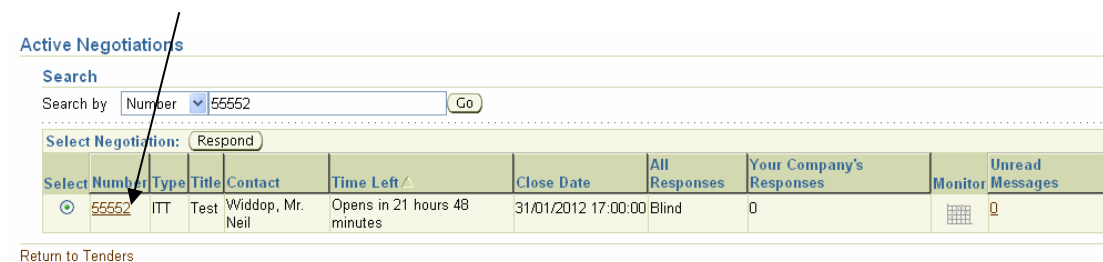


The screenshot shows the 'Sourcing Home Page' with a search bar at the top. An arrow points to the 'Go' button next to the search field. Below the search bar, the 'Home Page' section displays a welcome message and two tips. The 'Your Active and Draft Responses' section shows a table of responses. The 'Your Company's Open Tenders' section shows a table of open tenders. The 'Quick Links' section includes links to 'Drafts' and 'Personal Information'.

Type	Response Number	Response Status	Supplier Site	Tender Number	Title	Monitor
ITT	790006	Draft	DEFAULT	52564	ZZZZ TEST ZZZZ	
ITT	790005	Active	DEFAULT	52564	ZZZZ TEST ZZZZ	
ITT	752005	Active	DEFAULT	52476	ZZZZFTEST2	
ITT	748004	Active	DEFAULT	51898	ZZZZWQTEST	

Type	Tender Number	Title	Supplier Site
ITT	52197	ZZZZFMCTEST	DEFAULT

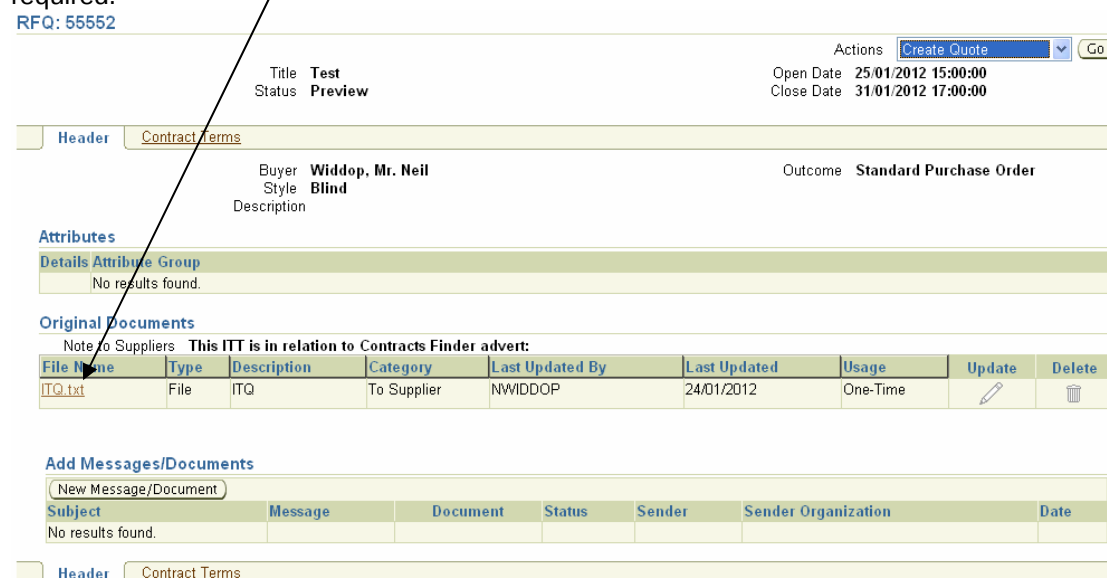
To download the documents, click on the ITT number quick link.



The screenshot shows the 'Active Negotiations' page with a search bar. An arrow points to the 'Go' button next to the search field. Below the search bar, the 'Select Negotiation' section shows a table of negotiations. The 'Return to Tenders' link is visible at the bottom.

Select	Number	Type	Title	Contact	Time Left	Close Date	All Responses	Your Company's Responses	Monitor	Unread Messages
☒	55552	ITT	Test	Widdop, Mr. Neil	Opens in 21 hours 48 minutes	31/01/2012 17:00:00	Blind	0		0

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



The screenshot shows the 'Original Documents' page for ITT 55552. The page includes a header with the title 'Test' and status 'Preview'. The 'Attributes' section shows details about the contract terms. The 'Original Documents' section shows a table of documents. The 'Add Messages/Documents' section shows a table for adding new messages or documents.

File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
ITQ.txt	File	ITQ	To Supplier	NWIDDOP	24/01/2012	One-Time		

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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.

RFQ: 55552

Title Test		Actions Create Quote Go
Status Preview		Open Date 25/01/2012 15:00:00
		Close Date 31/01/2012 17:00:00
Header Contract Terms		
Preview Contract Terms		

This negotiation includes Contract Terms. View the terms by clicking on the Preview Contract Terms button.

Deliverables

✓ **TIP** If applicable, view the Contract Terms by clicking on the Preview Contract Terms button. If this ITT is a Framework Mini-Competition please refer to the 'Original Documents' section in the 'Header' tab for the pre-agreed Framework terms.

Header Contract Terms		Actions Create Quote Go
Return to Active Negotiations		

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**'.

		Home Logout Preferences Help Diagnostics
Tenders		
Tenders > Active Negotiations >		
RFQ: 55553		
Title Test		Actions Create Quote Go
Status Active (Locked)		Open Date 24/01/2012 17:23:13
		Close Date 31/01/2012 17:00:00
Header Contract Terms		
Buyer Widdop, Mr. Neil Style Sealed Description		Outcome Standard Purchase Order
Attributes		
Details Attribute Group		
No results found.		
Original Documents		
Note to Suppliers		
File Name	Type	Description
Category	Last Updated By	Last Updated
Usage	Update	Delete
No results found.		



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.

Terms and Conditions

The following terms and conditions must be accepted before a quote is placed in this RFQ.

Cancel

Accept

Welcome to the Department of Health's e-Tendering Portal - Business Management System (BMS).

By pressing 'Accept', you are bound by the Terms & Conditions pertaining to BMS secure portal use outlined in the "BMS - Terms Of Use" document held on the Department of Health's website.

Department of Health reserves the right to update this agreement at anytime and post the updated agreement on Department of Health's website, taking 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.

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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.

Create Quote: 1639005 (RFQ 55553)

Cancel View RFQ Quote By Spreadsheet Save Draft Continue

▼ Header

Title **Test** Close Date **31/01/2012 17:00:00**
 RFQ Currency **GBP** Reference Number
 Quote Currency **GBP** Note to Buyer
 Price Precision **Any**

Attachments

Add Attachments

File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
No results found.								

Contract Terms

Preview Contract Terms

Deliverables

Deliverable Name	Due Date	Status	Alert	Update
No deliverables found.				

Lines

Ⓢ Indicates more information requested. Click on the Update icon.

Line	Update	Ship-To	Target Price	Quote Price	Unit	Target Quantity	Quote Quantity	Promise Date
1 Contract extensio...		QH (DH)			GBP	1	1	

Cancel View RFQ Quote By Spreadsheet Save Draft Continue

'Cancel'

To return to Sourcing Home Page.

'Reference Number'

If you need to include a reference number.

'View ITT'

To return to the ITT header page.

'Note To Buyer'

If you need to issue a brief message to the buyer.

'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.

'Add Attachments'

If you need to add attachments to your quote.

'Preview Contract Terms'

To download a copy of the Contract Terms.

'Save Draft'

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

'Quote Price'

Enter your quote price here.

'Continue'

To continue to the submission stage.

'Promise Date'

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

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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'**.

Add Attachment

[Cancel](#) [Add Another](#) [Apply](#)

Attachment Summary Information

* Indicates required field

* Description

Category **From Supplier**

Define Attachment

Type ☒ File ☐ URL ☐ Text

[Browse...](#)

Name

(Optional: provide a name to Text attachment)

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

Create Quote: 1639005 (RFQ 55553)

[Cancel](#) [View RFQ](#) [Quote By Spreadsheet](#) [Save Draft](#) [Continue](#)

▼ Header

Title **Test** Close Date **31/01/2012 17:00:00**

RFQ Currency **GBP** Reference Number

Quote Currency **GBP** Note to Buyer

Price Precision **Any**

Attachments

Add Attachments								
File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
ITQ.txt	File	ITQ	From Supplier	TEST@DH.GSI.GOV.UK	24/01/2012	One-Time		

Contract Terms

[Preview Contract Terms](#)

Deliverables

Deliverable Name	Due Date	Status	Alert	Update
No deliverables found.				

Lines

ⓘ Indicates more information requested. Click on the Update icon.

Line	Update	Ship-To	Target Price	Quote Price	Unit	Target Quantity	Quote Quantity	Promise Date
1 Contract extension...		QH (DH)		70000	GBP	1	1	

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

Create Quote 1639005: Review and Submit (RFQ 55553)

Cancel Back Save Draft **Submit**

Header

Title **Test** Close Date **31/01/2012 17:00:00**
 RFQ Currency **GBP** Quote Valid Until
 Quote Currency **GBP** Reference Number
 Price Precision **Any** Note to Buyer

Attachments

File Name	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
ITQ.txt	File	ITQ	From Supplier	TEST@DH.GSI.GOV.UK	24/01/2012	One-Time		

Contract Terms

Preview Contract Terms

Deliverables

Deliverable Name	Due Date	Status	Alert
No deliverables found.			

Lines

Select	Line	Ship-To	Start Price	Target Price	Quote Price (GBP)	Unit	Target Quantity	Quote Quantity	Your Total Need-By Amount	Need-By Date	Promise Date
	1 Contract extension...	QH (DH)			70000	GBP	1	1	70,000.00		

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



[Home](#) [Logout](#) [Preferences](#) [Diagnostics](#)

Tenders

Confirmation

Quote 1639005 for RFQ 55553 (Test) has been submitted.

[Return to Sourcing Home Page](#)

[Tenders](#) | [Home](#) | [Logout](#) | [Preferences](#) | [Diagnostics](#)

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[About this Page](#)

[Privacy Statement](#)

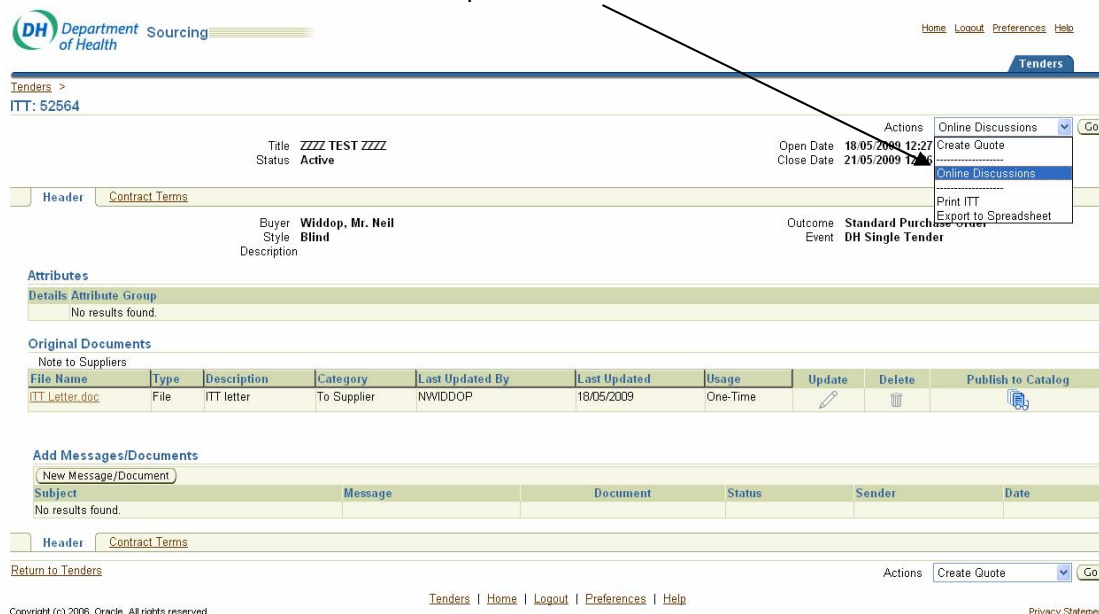
Sending and replying to messages using Online Discussions

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



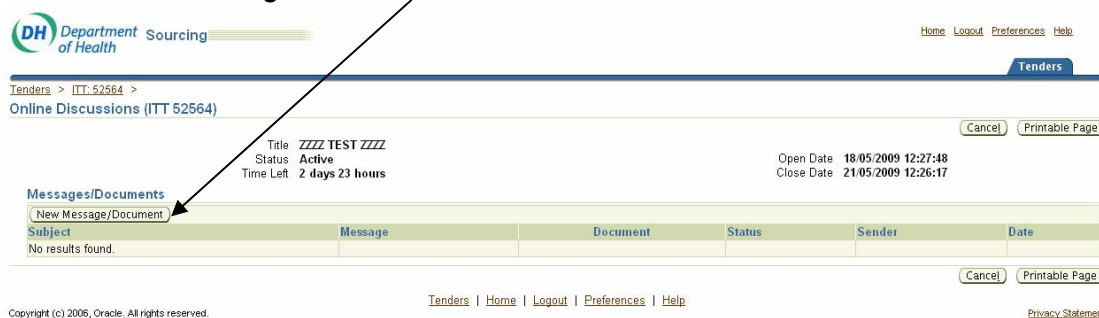
By submitting your attachments via **'Online Discussions'**, you are not uploading your quote/response. Any submissions via **'Online Discussions'** will not be included in the evaluation.

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



The screenshot shows the BMS Sourcing Home Page for tender ITT: 52564. The title is 'ZZZ TEST ZZZ' and the status is 'Active'. The buyer is 'Widdop, Mr. Neil' and the style is 'Blind'. The outcome is 'Standard Purchase Order' and the event is 'DH Single Tender'. The 'Actions' menu is open, showing options: 'Online Discussions', 'Create Quote', 'Close Discussions', 'Print ITT', and 'Export to Spreadsheet'. The 'Online Discussions' option is highlighted. The 'Go' button is visible next to the menu.

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



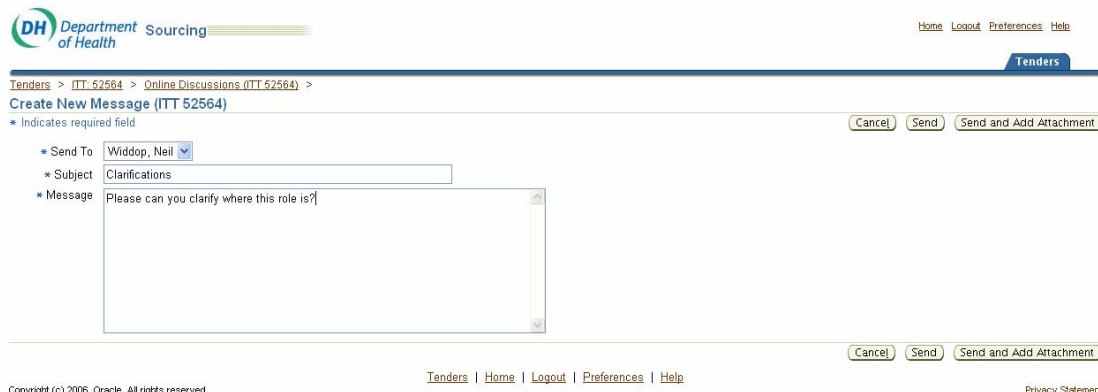
The screenshot shows the BMS Sourcing Home Page for tender ITT: 52564. The title is 'ZZZ TEST ZZZ' and the status is 'Active'. The buyer is 'Widdop, Mr. Neil' and the style is 'Blind'. The outcome is 'Standard Purchase Order' and the event is 'DH Single Tender'. The 'Messages/Documents' tab is selected, showing a table with columns: 'Subject', 'Message', 'Document', 'Status', 'Sender', and 'Date'. The 'New Message/Document' button is visible at the top of the table.



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

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



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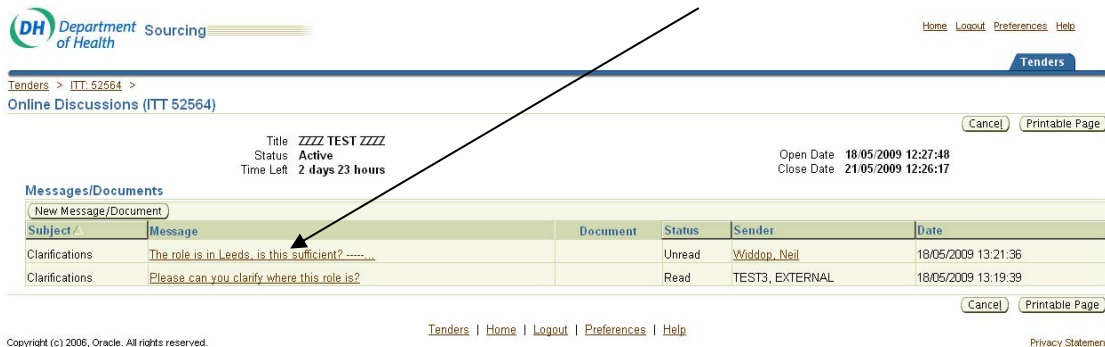
If attachments are required, click **'Send and Add Attachment'**.

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



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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.

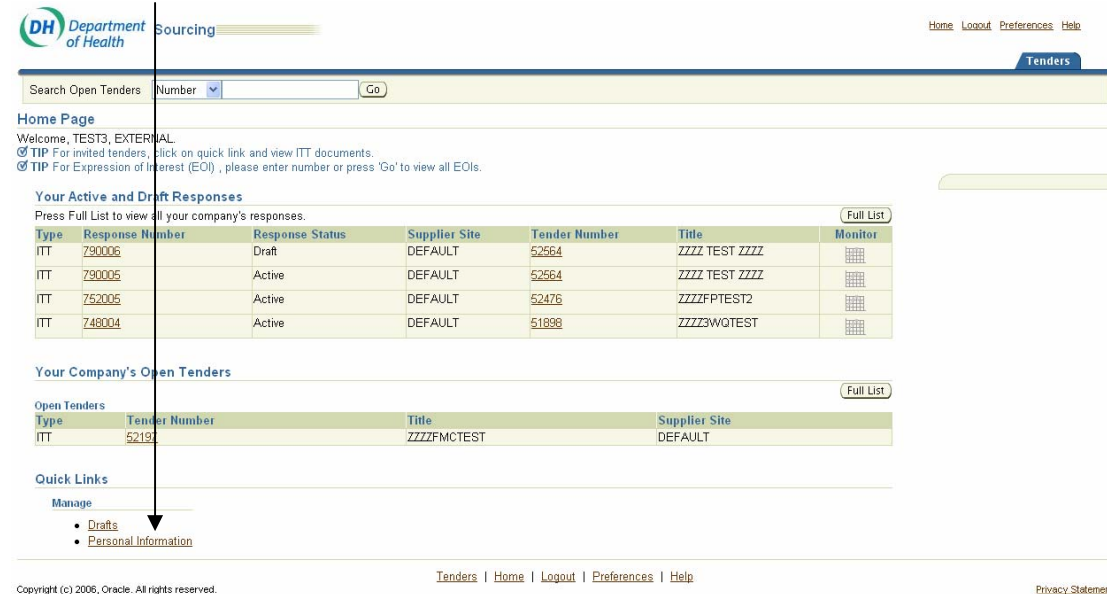


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To reply, return to **'Online Discussions'** and select the **'New Message/Document'** tab.

Amending Personal Information

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



The screenshot shows the 'Sourcing Home Page' of the Department of Health. The page includes a search bar for open tenders, a welcome message for user TEST3, and sections for 'Your Active and Draft Responses' and 'Your Company's Open Tenders'. In the 'Quick Links' section, an arrow points to the 'Personal Information' link.

Your Active and Draft Responses

Type	Response Number	Response Status	Supplier Site	Tender Number	Title	Monitor
ITT	790006	Draft	DEFAULT	52564	ZZZZ TEST ZZZZ	
ITT	790005	Active	DEFAULT	52564	ZZZZ TEST ZZZZ	
ITT	752005	Active	DEFAULT	52476	ZZZZFPTEST2	
ITT	748004	Active	DEFAULT	51898	ZZZZ3WQTEST	

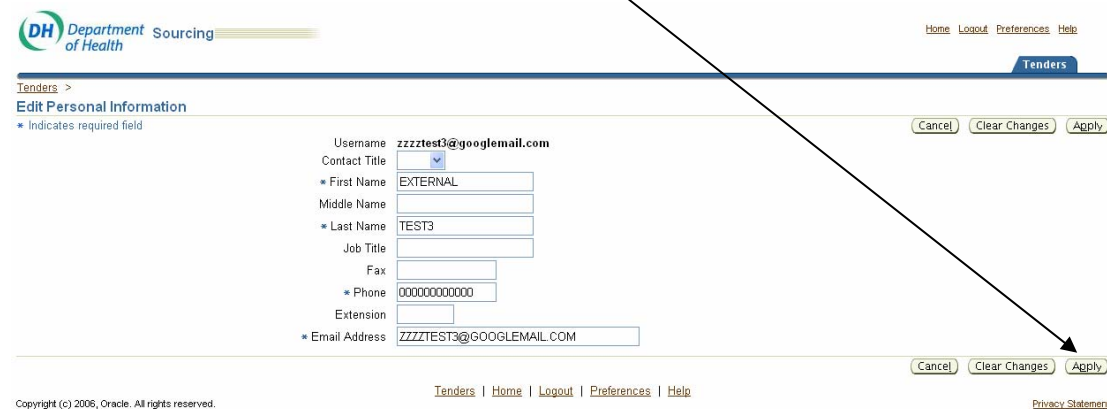
Your Company's Open Tenders

Type	Tender Number	Title	Supplier Site
ITT	52192	ZZZZFMCTEST	DEFAULT

Quick Links

- Manage
- Drafts
- Personal Information

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



The screenshot shows the 'Edit Personal Information' form. It contains fields for Username, Contact Title, First Name, Middle Name, Last Name, Job Title, Fax, Phone, Extension, and Email Address. The 'Apply' button is highlighted with an arrow.

Edit Personal Information

* Indicates required field

Username: zzzztest3@googlemail.com

Contact Title:

* First Name: EXTERNAL

Middle Name:

* Last Name: TEST3

Job Title:

Fax:

* Phone: 000000000000

Extension:

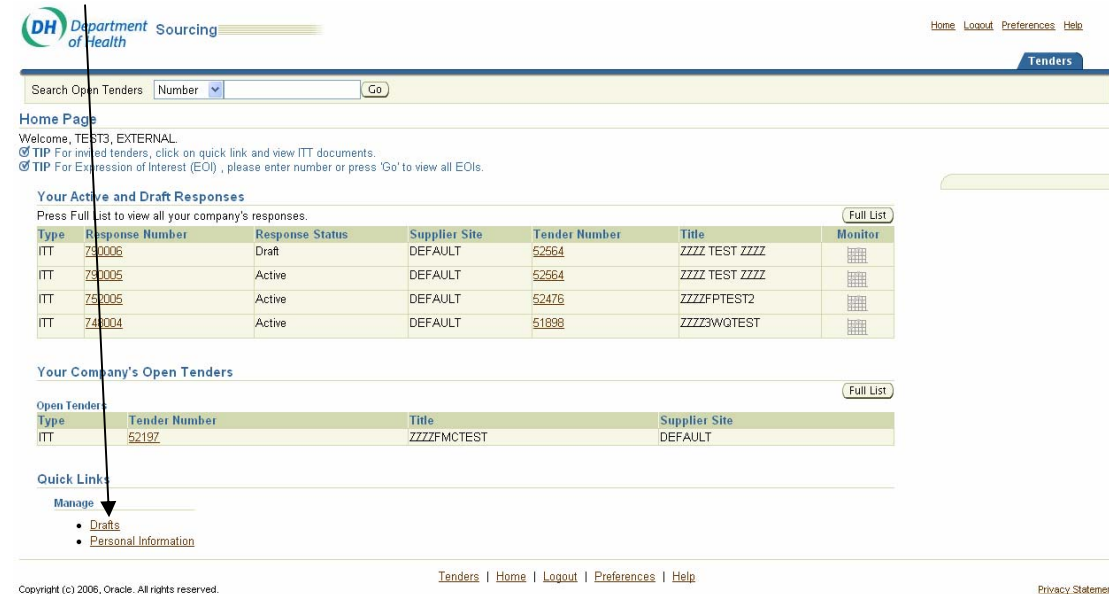
* Email Address: ZZZZTEST3@GOOGLEMAIL.COM

Buttons: Cancel, Clear Changes, 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'**.



Home | Logout | Preferences | Help

Tenders

Search Open Tenders | Number | Go

Home Page

Welcome, TEST3, EXTERNAL.
 ☑ TIP For invited tenders, click on quick link and view ITT documents.
 ☑ TIP For Expression of Interest (EOI), please enter number or press 'Go' to view all EOIs.

Your Active and Draft Responses

Press Full List to view all your company's responses. (Full List)

Type	Response Number	Response Status	Supplier Site	Tender Number	Title	Monitor
ITT	790006	Draft	DEFAULT	52564	ZZZZ TEST ZZZZ	
ITT	790005	Active	DEFAULT	52564	ZZZZ TEST ZZZZ	
ITT	790005	Active	DEFAULT	52476	ZZZZFPTEST2	
ITT	740004	Active	DEFAULT	51898	ZZZZ3WQTEST	

Your Company's Open Tenders

Open Tenders (Full List)

Type	Tender Number	Title	Supplier Site
ITT	52197	ZZZZFMCTEST	DEFAULT

Quick Links

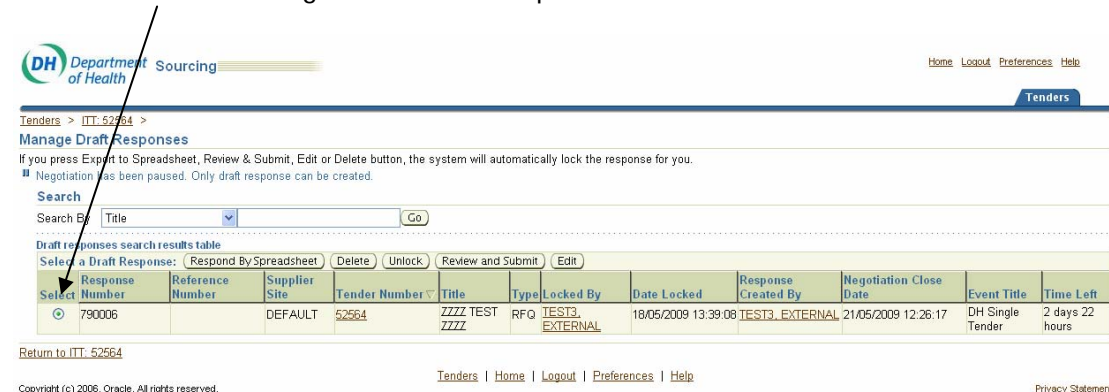
Manage

- Drafts
- Personal Information

Tenders | Home | Logout | Preferences | Help

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



Home | Logout | Preferences | Help

Tenders

Tenders > ITT: 52564 >

Manage Draft Responses

If you press Export to Spreadsheet, Review & Submit, Edit or Delete button, the system will automatically lock the response for you.
 ■ Negotiation has been paused. Only draft response can be created.

Search

Search By | Title | Go

Draft responses search results table

Select a Draft Response: (Respond By Spreadsheet) (Delete) (Unlock) (Review and Submit) (Edit)

Select	Response Number	Reference Number	Supplier Site	Tender Number	Title	Type	Locked By	Date Locked	Response Created By	Negotiation Close Date	Event Title	Time Left
☒	790006		DEFAULT	52564	ZZZZ TEST ZZZZ	RFQ	TEST3, EXTERNAL	18/05/2009 13:39:08	TEST3, EXTERNAL	21/05/2009 12:26:17	DH Single Tender	2 days 22 hours

Return to ITT: 52564

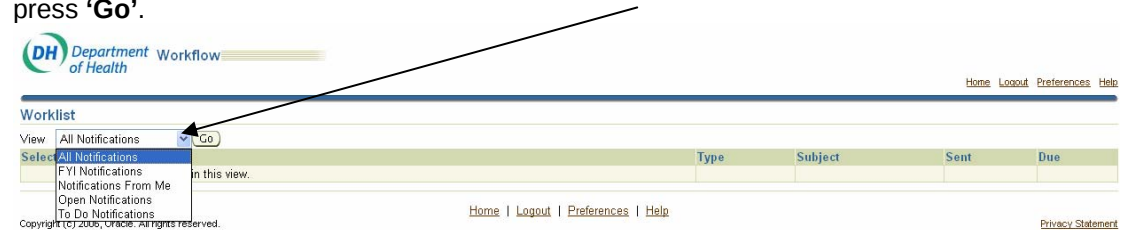
Tenders | Home | Logout | Preferences | Help

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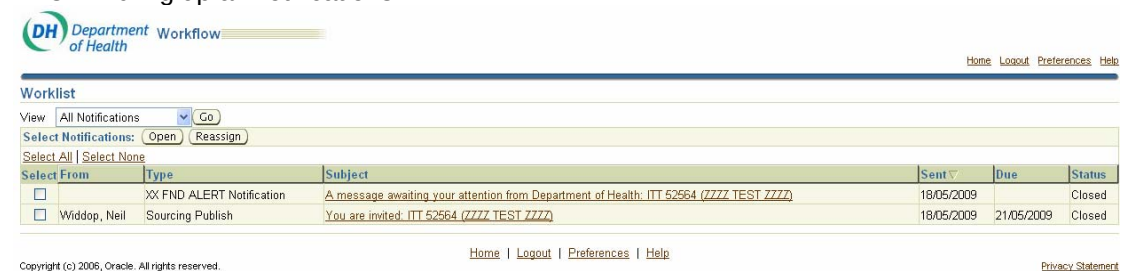
Viewing notifications in Worklist view

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.