

## BIDDER TRAINING

### UK SHARED BUSINESS SERVICES EMPTORIS TRAINING MODULE

#### 1. SCOPE OF TRAINING

The scope of this training module will include

- Logging on the system
- Committing to respond to a requirement
- Reviewing RFx attachments
- Reviewing RFx messages
- Answering questionnaires
- Receiving clarifications
- Submitting your bid
- Downloading your response

#### 2. LOGGING ONTO THE SYSTEM

It is assumed that the Bidder has a Login to Emptoris. If you do not have a login please use 'Bidder logging in – first time' for guidance on how to obtain a login and change your password.

Bidders who are invited into a sourcing exercise will receive an email similar to this:

The screenshot shows an email with the following content:

You have been invited to participate in the following event: UK SBS ITQ Halley Research Station garage rewire.

Please follow the instructions below to access the event

1. Logon to Government Procurement Service eSourcing
  - i. Enter your user name in the Name field.
  - ii. Enter your password in the Password field.
  - iii. Click the Login button.
2. From the main menu select Bids > View RFx(s).
3. Locate the RFx Name in the list of RFx(s).
4. Click on the RFx Name link to view the RFx.

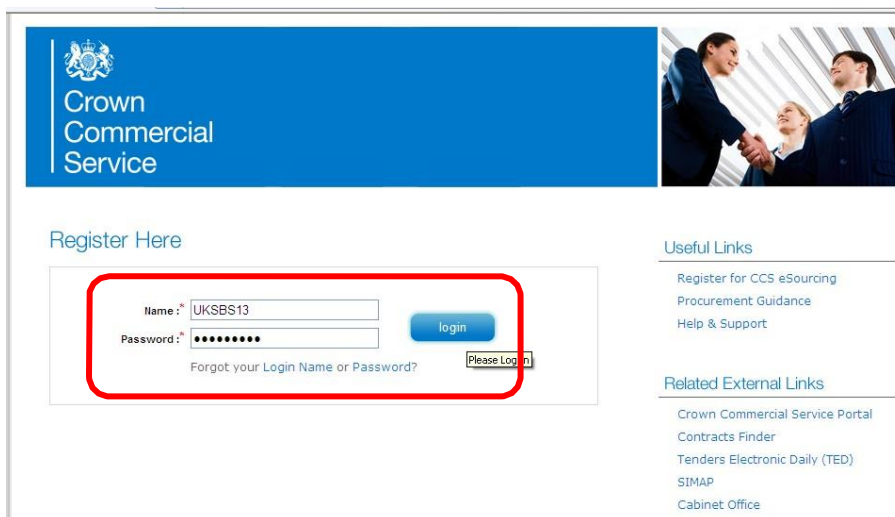
Please do not hesitate to contact James Aldred Tel 01793 867593 for further information.

Please do NOT reply to this email as it is a system generated email with an un-monitored mailbox. Please log into <https://ukgps-sandbox.emptoris.com> to respond to this message.

Annotations on the screenshot:

- A red box highlights the login instructions in the numbered list.
- A yellow arrow points from the text "Here are your login instructions and contact at UK SBS" to the red box.
- A red box highlights the URL <https://ukgps-sandbox.emptoris.com>.
- A yellow arrow points from the text "Login URL" to the red box.

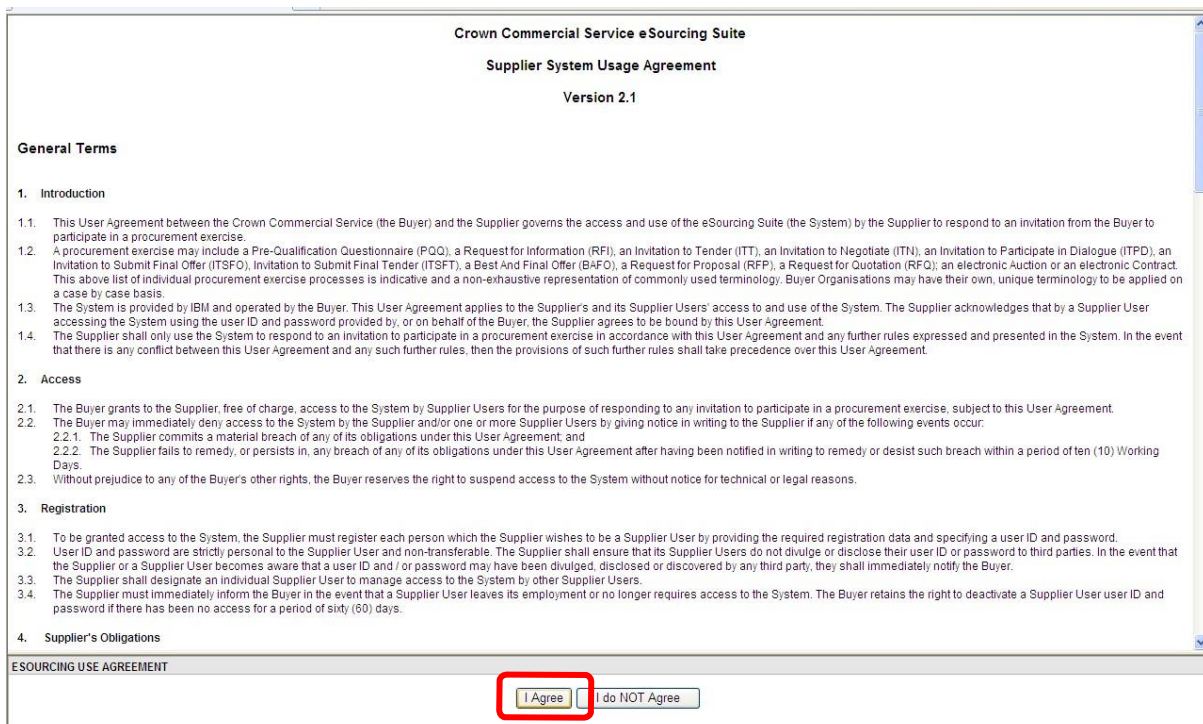
Bidders will now need to login to the system.



The image shows the Crown Commercial Service login page. On the left, there is a blue header with the Crown Commercial Service logo. Below the header, there is a 'Register Here' link. In the center, there is a login form with a red border. The form contains a 'Name' field with the value 'UKSBS13', a 'Password' field with masked characters, a 'login' button, and a 'Forgot your Login Name or Password?' link. On the right, there is a 'Useful Links' section with links to 'Register for CCS eSourcing', 'Procurement Guidance', and 'Help & Support'. Below that, there is a 'Related External Links' section with links to 'Crown Commercial Service Portal', 'Contracts Finder', 'Tenders Electronic Daily (TED)', 'SIMAP', and 'Cabinet Office'.

Bidders will now need to review the system usage terms for the e-sourcingsuite.

Access to the system will only occur if you agree to the system usage terms:



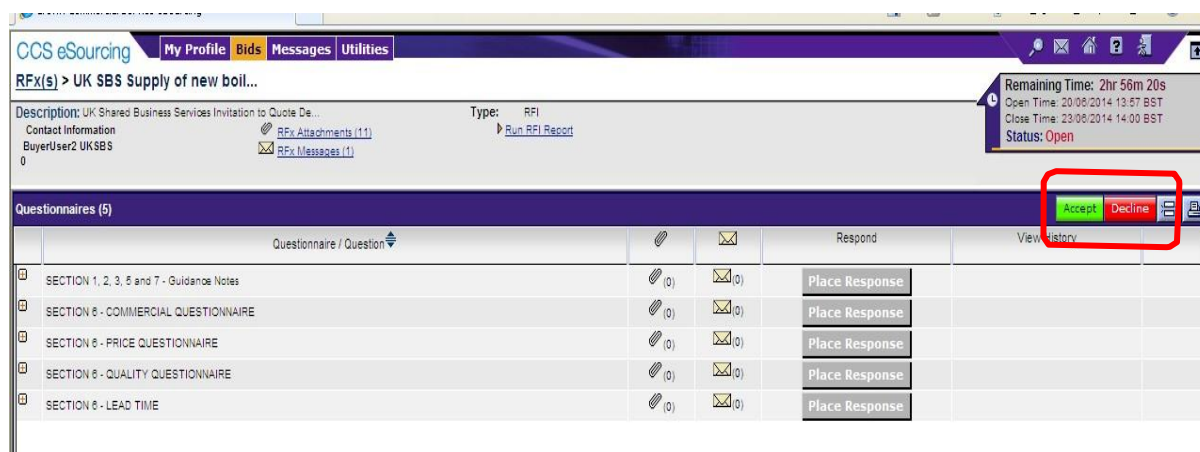
The image shows the 'Crown Commercial Service eSourcing Suite Supplier System Usage Agreement' page. The page title is 'Crown Commercial Service eSourcing Suite Supplier System Usage Agreement Version 2.1'. The page content is divided into sections: 'General Terms', '1. Introduction', '2. Access', '3. Registration', and '4. Supplier's Obligations'. The '1. Introduction' section contains four numbered items (1.1 to 1.4) describing the agreement. The '2. Access' section contains three numbered items (2.1 to 2.3) describing access to the system. The '3. Registration' section contains four numbered items (3.1 to 3.4) describing registration requirements. The '4. Supplier's Obligations' section is partially visible. At the bottom of the page, there is a section titled 'ESOURCING USE AGREEMENT' with two buttons: 'I Agree' and 'I do NOT Agree'. The 'I Agree' button is highlighted with a red border.

### 3. COMMITTING TO RESPOND TO A REQUIREMENT

Bidders will have access to all the sourcing activities they have been invited to and can click on 'view/respond to RfX' to confirm their interest.



Bidders can elect to 'Accept' or 'Decline' to Bid from here:



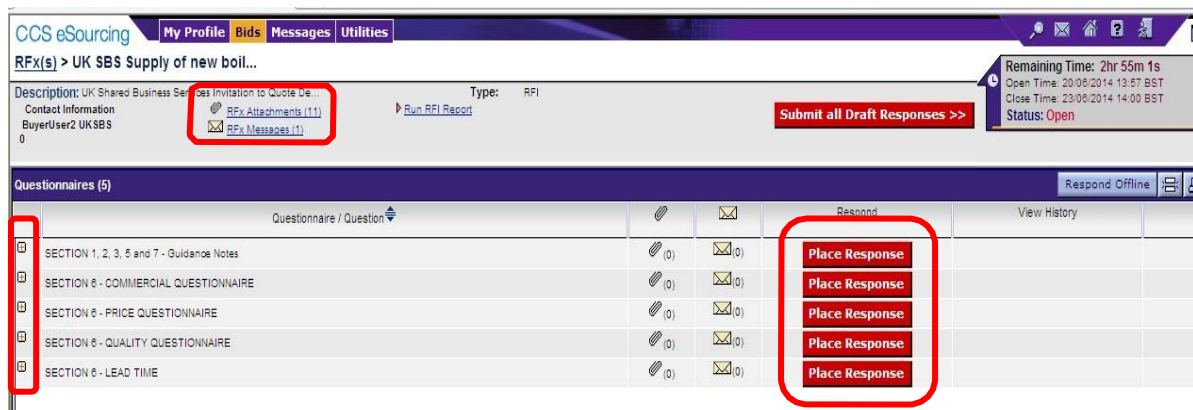
### 4. REVIEWING RfX ATTACHMENTS

Bidders will now face a page similar to this. Locations of key areas to consider are attached.

The + icons indicate the questionnaire can be expanded to reveal the questions below.

Place response is clicked on to place a response against a questionnaire.

RfX attachments and RfX message are available to view.

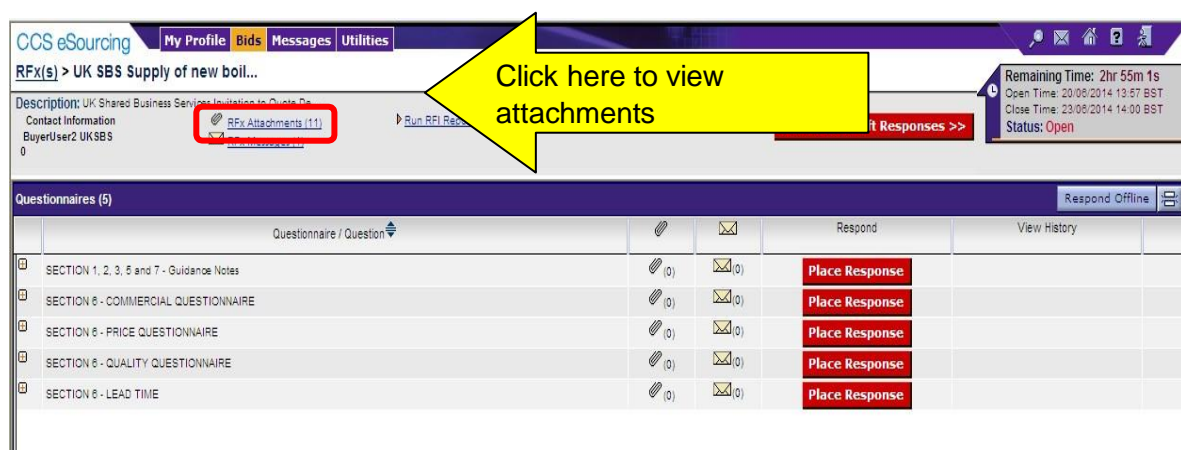


It is **STRONGLY** recommended that prior to commencing with completion of the questionnaire responses Bidders review all of the RFx attachment so they have a clear understanding of the requirement, evaluation model, price schedule, contract terms, and any associated attachments to questions.

Generally attachments to questions will have a naming convention at the start of the attachment name (e.g. AW5.2 Price Schedule) to help Bidders associate the attachment with the relevant clarification.

Bidders should also be aware that clarification answers to the bid documents will be posted to RFx attachments on a regular basis. Please regularly check for updates. Note typically the latest set of clarifications will be uploaded and the previous version deleted from the system.

### To view attachments:



Bidders will see a screen like this:

Crown Commercial Service eSourcing - Windows Internet Explorer provided by ITC

https://ukgps-sandbox.emptoris.com/en/list\_attachment\_frame.jsp?OWNER\_TYPE=4&OWNER\_ID=41880&attachmentsType=\_supplier\_Attachments\_

CCS eSourcing

Attachments (11)

Level	Folder	Content	Attachment Name	Description	Organi
Event	Instruction	<a href="#">Bidder Training.pdf</a>	<a href="#">Bidder Training</a>		Crown Comm
Event	Instruction	<a href="#">Clarifications of sourcing documents cas...</a>	<a href="#">Clarifications to Bidders</a>		Crown Comm
Event	Instruction	<a href="#">ITQ Invitation to Quote.doc</a>	<a href="#">ITQ</a>	ITQ sour	
Event	Instruction	<a href="http://www.ukpbs.co.uk/services/procure...">http://www.ukpbs.co.uk/services/procure...</a>	<a href="#">UK SBS Training videos</a>		
Question	RFI	<a href="#">AW1.1 Form of Bid ITQ.pdf</a>	<a href="#">AW1.1 Form of Bid</a>		
Question	RFI	<a href="#">AW1.3 Certificate of Bona Fide Bid.doc</a>	<a href="#">AW1.3 Certificate of Bona Fide Bid</a>		
Question	RFI	<a href="#">AW3.1 ITQ Validation check.pdf</a>	<a href="#">AW3.1 Validation check</a>		
Question	RFI	<a href="#">AW5.2 Price schedule captivate video.xls</a>	<a href="#">AW5.2 Price schedule</a>	Price	
Question	RFI	<a href="#">AW5.5 ISupplier fact sheet.pdf</a>	<a href="#">AW5.5 I Supplier Fact Sheet</a>		Crown Comm
Question	RFI	<a href="#">AW5.5 Science Warehouse fact sheet.pdf</a>	<a href="#">AW5.5 Science Warehouse Fact Sheet</a>		Crown Comm
Question	RFI	<a href="#">Area where new boiler will be installed...</a>	<a href="#">AW6.2 Plan</a>	Image to support	ider response. Crown Comm

Click on content link to download training videos and notes and attachments to RFx

Virus scanning is enabled for attachments. The export job will fail if it contains any infected files.  
Click on the link in the Content column to view the attachment. To download attachments, check the box on the far right next to each file you'd like to d

They can access the specific attachment by clicking on one of the 'Content' hyperlinks.

Crown Commercial Service eSourcing - Windows Internet Explorer provided by ITC

https://ukgps-sandbox.emptoris.com/e1/virus\_scan\_results\_popup.jsp?cur\_id=406250&OWNER\_TYPE=4&

CCS eSourcing

Attachments

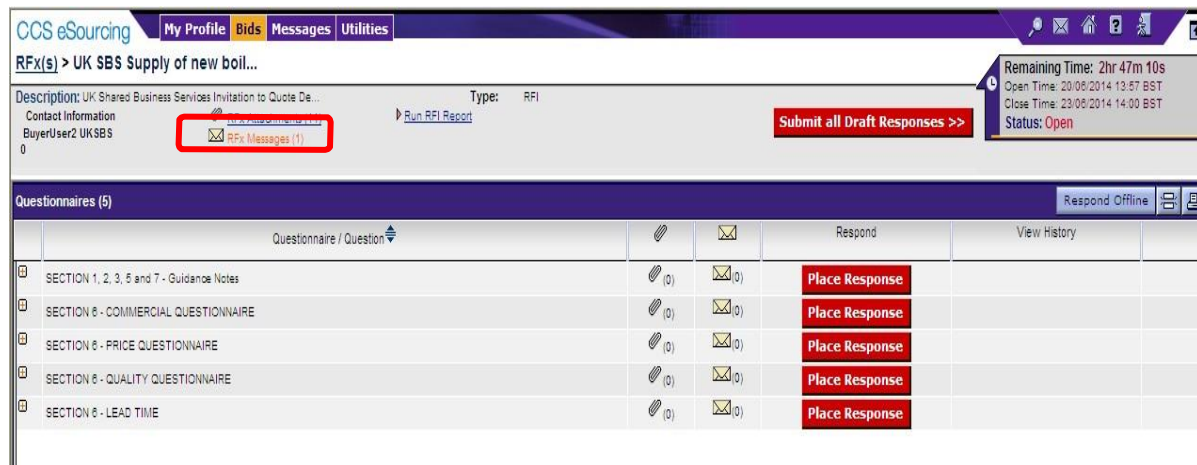
Virus Scan Results

File	Status
AW5.2 Price schedule captivate video.xls	Passed

Download Cancel

## 5. REVIEWING RFx MESSAGES

Bidders can access RFx messages by clicking on the area below:



All received messages are in the 'Received messages' folder.

All messages sent are in the 'Sent messages' folder.

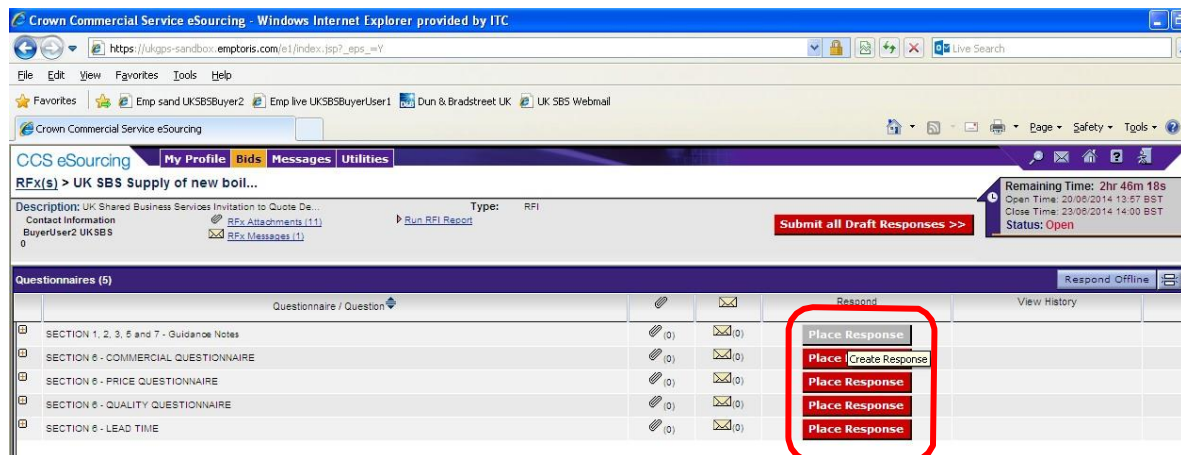
All standard system related messages are in the 'Broadcast messages' folder.

It is **STRONGLY** recommended that Bidders review RFx messages before commencing with responding to the questionnaires.

Later in the training we will advise how to contact the UK SBS Category Manager for your procurement if you need to raise any clarifications or have any questions.

## 6. ANSWERING QUESTIONNAIRES

In order to answer a questionnaire Bidders need to click on the 'place response' button.



They will then face a screen with questions:

Crown Commercial Service eSourcing - Windows Internet Explorer provided by ITC

https://ukgps-sandbox.emptoris.com/e1/detail\_response.jsp?\_eps\_=Y&jspAction=6&it\_id=1713850&bid\_r\_param=true

CCS eSourcing

RFI Create Response

**Context**

RFI Name: UK SBS Supply of new boiler FM120051  
Questionnaire Name: SECTION 6 - LEAD  
TIME  
Questionnaire Description:

**Create Response(s)**

\*AW7.1 Please confirm you can meet a delivery date of 13/12/13.

Bidder Guidance - The Bidder shall answer yes or no.

Yes - Pass  
No - Fail

Scoring Criteria - Mandatory Pass/Fail

Please Select

Question Level (0)

\*AW7.2 Please provide details of the make and model of the proposed boiler.

Bidder Guidance - Please complete the table and add an attachment as an URL link detailing the specification.

Scoring Criteria - For Information Only

Question Level (0)

	Response
Make of boiler	
Model of boiler	

\*AW7.3 Please confirm you can improve on the delivery date of 13/12/13



Done Internet 100%

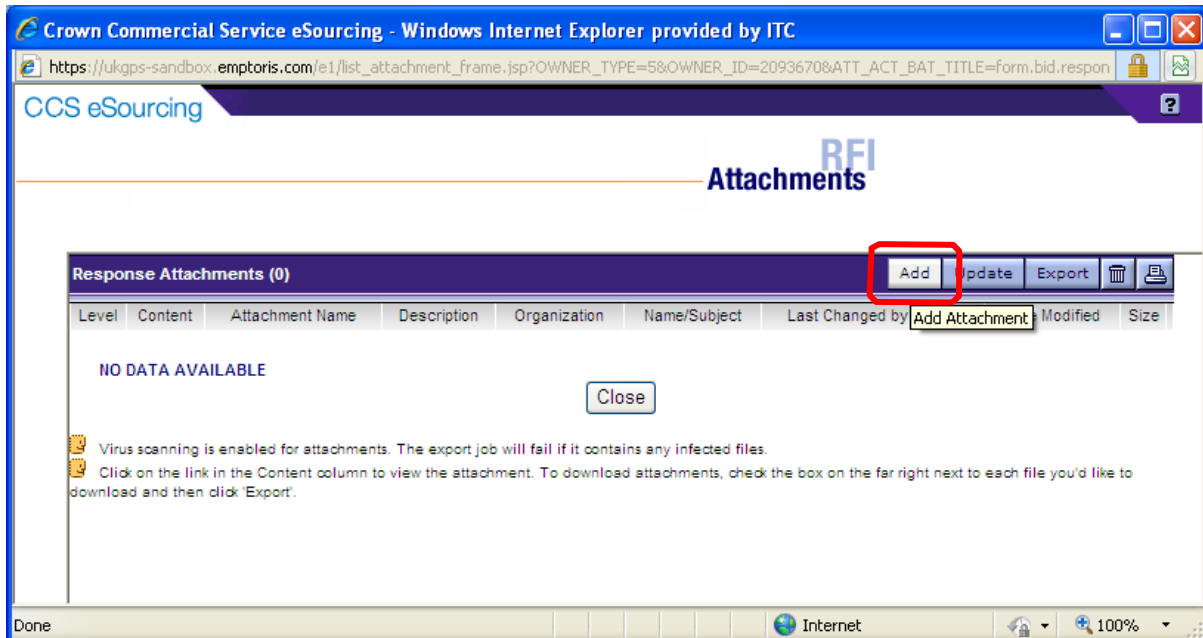
Typically the questions will detail:

- The question number – these are NOT sequential so do not think there are questions missing.
- The question detail
- Bidder guidance – This usually advises if attachments are permissible, word count details, guidance to help with the bid response and any specific information about the evaluation model proposed. Where a question is pass or fail typically Bidders will see the criteria for a pass or a fail.
- Scoring criteria – This indicates if the question is pass / fail, scoring (and the maximum score available) or for information only.

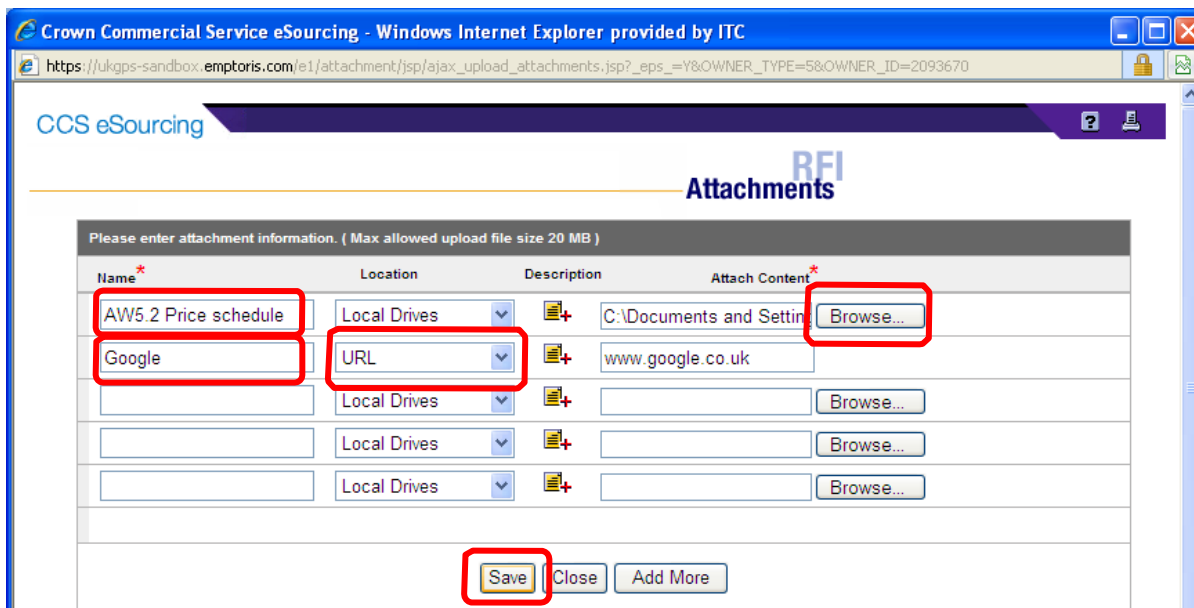
**ALL REQUIRED (\*) QUESTIONS WILL NEED TO HAVE SOME TEXT ENTERED IN ORDER TO SAVE YOUR ANSWERS.**

Click on the various drop down boxes and complete the various text boxes to reply.


Where an attachment is permissible click on the question level  icon and you will see a pop up screen like this. Click on 'add' to add an attachment and then go to the bottom of the page and 'save'. After saving the question level  icon will show the number of attachments uploaded against the specific question.



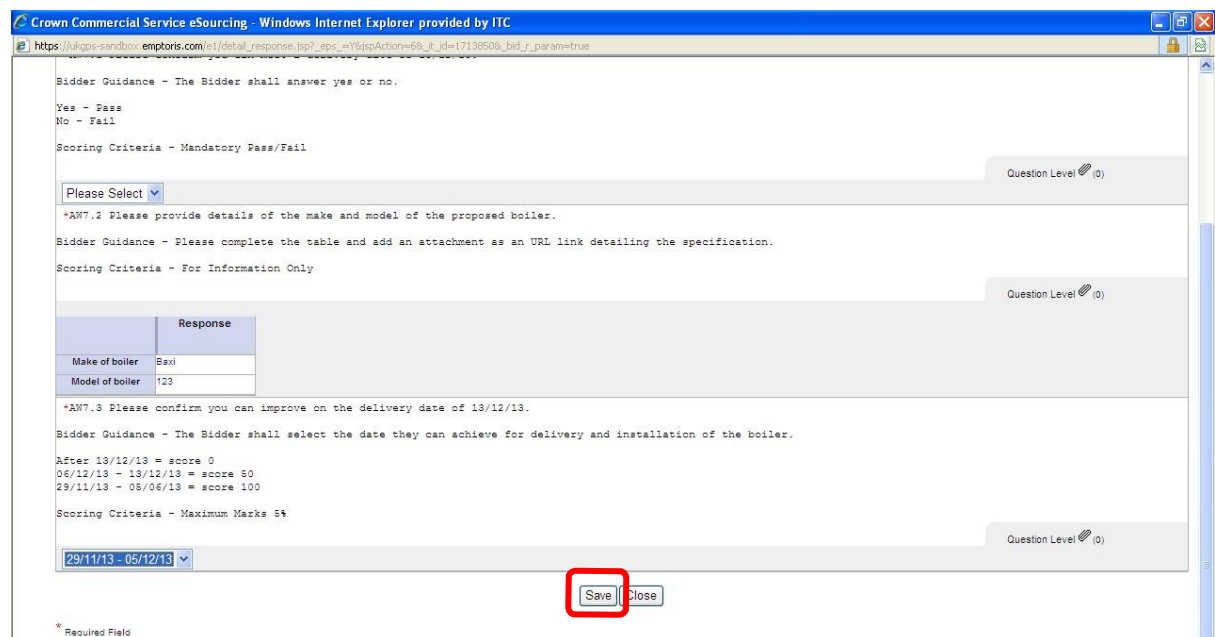
Bidders can add an attachment by clicking on browse and finding their file on their local PC or shared drive. They can change the name presented to UK SBS. It is **STRONGLY** recommended the Name commences with the question reference (e.g. AW5.2) to ensure we can effectively cross refer answers.




When you have completed a questionnaire and added all the relevant attachments you **MUST** click on the 'save' button.


After saving the question level  icon will show the number of attachments uploaded against each specific question. Bidders must check their attachments have been correctly uploaded and embedded in the questionnaire response.

You will then see a message which says 'changes saved successfully' at the top of the page.




Bidder Guidance - The Bidder shall answer yes or no.  
Yes - Pass  
No - Fail  
Scoring Criteria - Mandatory Pass/Fail

Please Select Question Level  (0)

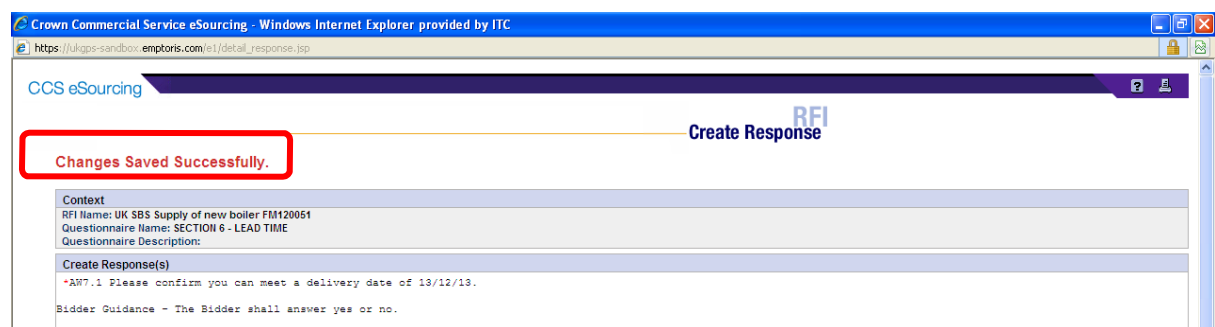
\*AW7.2 Please provide details of the make and model of the proposed boiler.  
Bidder Guidance - Please complete the table and add an attachment as an URL link detailing the specification.  
Scoring Criteria - For Information Only Question Level  (0)

	Response
Make of boiler	Baxi
Model of boiler	123

\*AW7.3 Please confirm you can improve on the delivery date of 13/12/13.  
Bidder Guidance - The Bidder shall select the date they can achieve for delivery and installation of the boiler.  
After 13/12/13 = score 0  
06/12/13 - 13/12/13 = score 50  
29/11/13 - 05/06/13 = score 100  
Scoring Criteria - Maximum Marks 54 Question Level  (0)

29/11/13 - 05/12/13 Save Close

\* Required Field



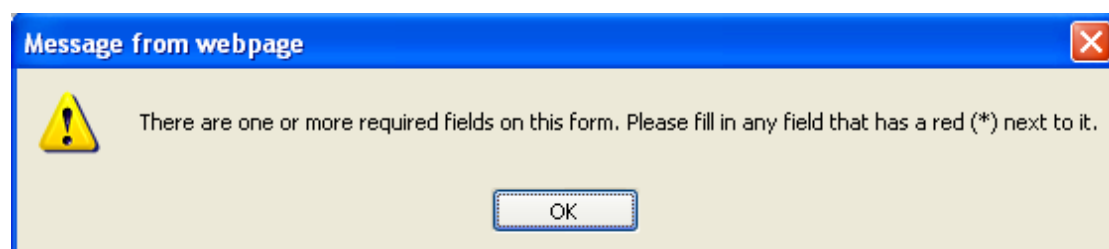
CCS eSourcing Create Response RFI

**Changes Saved Successfully.**


Context  
RFI Name: UK SBS Supply of new boiler FM120051  
Questionnaire Name: SECTION 6 - LEAD TIME  
Questionnaire Description:

Create Response(s)  
\*AW7.1 Please confirm you can meet a delivery date of 13/12/13.  
Bidder Guidance - The Bidder shall answer yes or no.

If Bidders do not fill in the entire form you will receive a message which says:



Message from webpage

 There are one or more required fields on this form. Please fill in any field that has a red (\*) next to it.

OK

Bidders should find the missing field and provide an answer otherwise all the answers will not be saved.

When complete save and close the questionnaire.

On the questionnaires page you will see the 'Respond' field has now gone green, but answers can still be modified until you submit the draft responses.

Questionnaire / Question	Respond	View History
SECTION 1, 2, 3, 5 and 7 - Guidance Notes	Revise Response	View History (1)
SECTION 6 - COMMERCIAL QUESTIONNAIRE	Revise Response	View History (1)
SECTION 6 - PRICE QUESTIONNAIRE	Place Response	View History (1)
SECTION 6 - QUALITY QUESTIONNAIRE	Revise Response	View History (1)
SECTION 6 - LEAD TIME	Revise Response	View History (1)

Once all questionnaires are completed you can submit them.

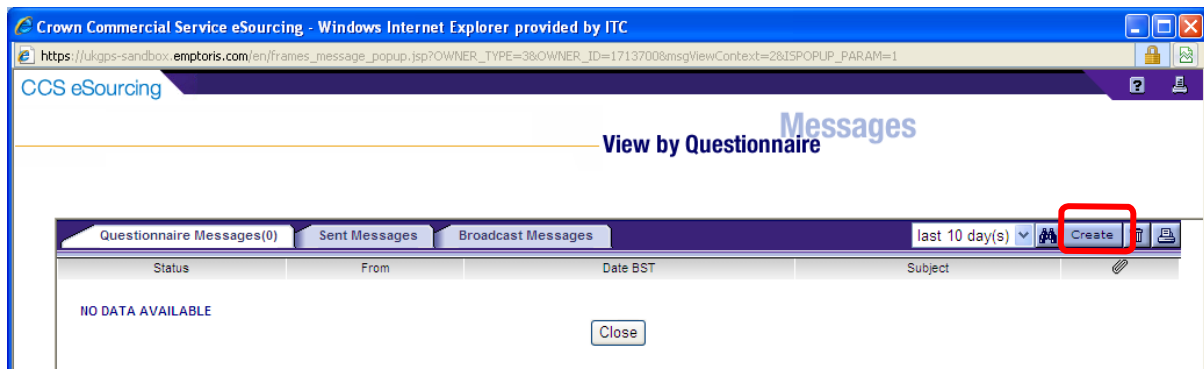
## 7. RAISING CLARIFICATIONS

Clarifications can be raised easily in two ways, irrespective of the approach taken it is **crucial** that Bidders cross reference their clarification to the relevant question number.

Clarification at questionnaire level.

Questionnaire / Question	Respond	View History
SECTION 1, 2, 3, 5 and 7 - Guidance Notes	Revise Response	View History (1)
SECTION 6 - COMMERCIAL QUESTIONNAIRE	Revise Response	View History (1)
SECTION 6 - PRICE QUESTIONNAIRE	Click on relevant envelope	View History (1)
SECTION 6 - QUALITY QUESTIONNAIRE	Revise Response	View History (1)
SECTION 6 - LEAD TIME	Revise Response	View History (1)

You will always see a screen like this with messages in (questionnaire messages), your messages (sent messages) and system messages (broadcast message).



To raise a clarification click on 'Create'

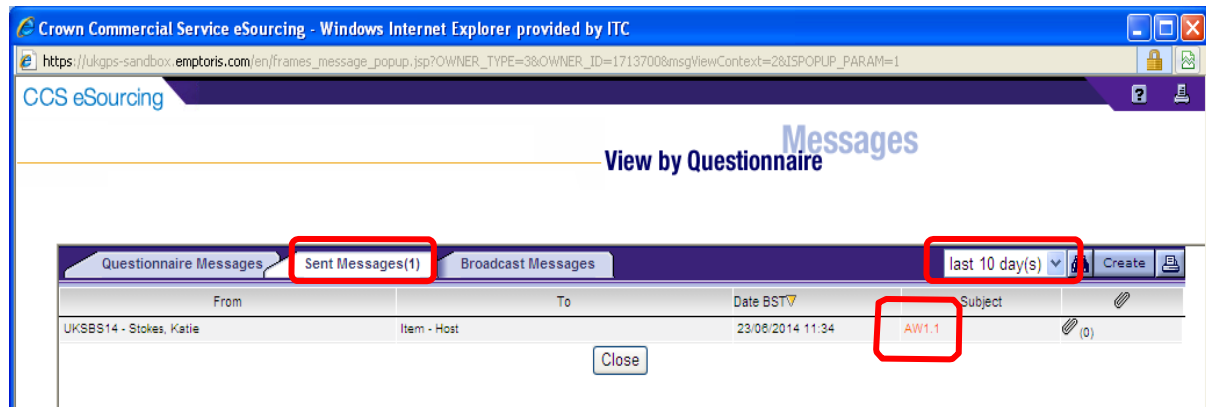
You will now be able to upload your message and any attachments.

**Always send to 'All hosts'.**

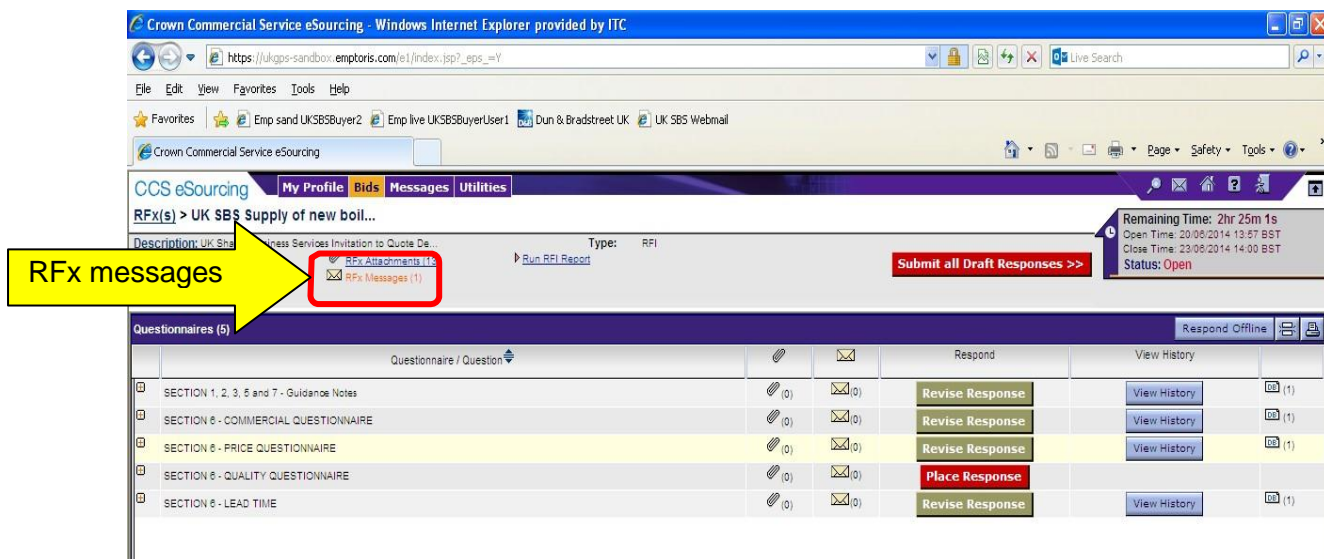
Remember to cross reference to the question number and to 'send' the document.

Bidders can view the question in the sent messages.

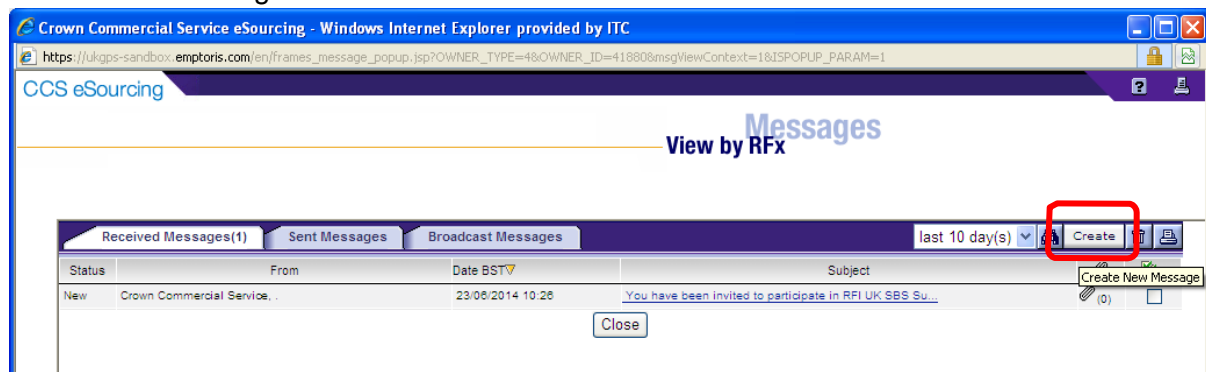
They can also filter against all questions, last 30 days, 10 days or last day



Alternatively Bidders can raise clarifications through RFx messages:



In RFx messages the process is similar to the questionnaire clarifications. Click on 'create' to send a new message.



Bidders can upload their clarifications, remembering to send to 'All hosts' and including the question number (if relevant) in the subject.

In this example it is a general clarification and not associated to a specific question.

Remember Bidders can add attachments and must always 'send' the clarification.

Context: RFI - Host

To: All Hosts

Subject: Timescales

Message: Can I have an extension of 10 working days please?  
A Bidder

Attachment: Attachments(0)

Send Cancel

The clarification can now be viewed in the sent messages folder.

Note the previous clarification raised at questionnaire level is also available to view.

The filtering of messages against 1, 10, 30 days or all is still available in this view.

View by RFX

Received Messages Sent Messages(3) Broadcast Messages

last 10 day(s)

From	To	Date GMT	Subject
UKSBS Test Supplier 2 - Test Supplier 2, ...	RFI - Host	08/11/2013 10:59	Timescales
UKSBS Test Supplier 2 - Test Supplier 2, ...	Item - Host	08/11/2013 10:38	AW1.1
UKSBS Test Supplier 2 - Test Supplier 2, ...	Item - Host	08/11/2013 09:54	AW5.7

Close

## 8. RECEIVING CLARIFICATIONS

Regularly check the RFX attachments folder for clarifications to the procurement.

There may be associated messages also in RFX messages to review.

Note it is the Bidders responsibility to check for clarifications.

CCS eSourcing | My Profile | Bids | Messages | Utilities

RFx(s) > UK SBS Supply of new boiler...

Description: UK Shared Business Services Invitation to Quote De...  
 Contact Information: BuyerUser2 UKSBS  
 Type: RFI

Remaining Time: 2hr 12m 27s  
 Open Time: 20/06/2014 10:57 BST  
 Close Time: 23/06/2014 14:00 BST  
 Status: Open

Submit all Draft Responses >>

Questionnaires (5)

Questionnaire / Question	Respond	View History
SECTION 1, 2, 3, 5 and 7 - Guidance Notes	Revise Response	View History
SECTION 6 - COMMERCIAL QUESTIONNAIRE	Revise Response	View History
SECTION 6 - PRICE QUESTIONNAIRE	Revise Response	View History
SECTION 6 - QUALITY QUESTIONNAIRE	Place Response	View History
SECTION 6 - LEAD TIME	Revise Response	View History

Clarifications will generally be given a document name 'Clarifications'. Generally only the latest set of clarifications will be uploaded.

Simply click on the content for the relevant file to download it.

Crown Commercial Service eSourcing - Windows Internet Explorer provided by ITC

https://ukgps-sandbox.emptoris.com/en/list\_attachment\_frame.jsp?OWNER\_TYPE=4&OWNER\_ID=41880&attachmentsType=\_supplier\_Attachment

CCS eSourcing

RFI Attachments

Attachments (13)

Level	Folder	Content	Attachment Name	Description	Organization
Event	Instructions	Bidder Training.pdf	Bidder Training		Crown Commer
Event	Instructions	Clarifications of sourcing doc...xls	Clarifications to sourcing documents 23...		Crown Commer
Event	Instructions	ITQ Invitation to Quote.doc	ITQ	ITQ sourcing document	Crown Commer
Event	Instructions	http://www.uksbs.co.uk/services/procure/...	UK SBS Training videos		Crown Commer
Question	RFI	AW1.1 Form of Bid ITQ.pdf	AW1.1 Form of Bid		Crown Commer
Question	RFI	AW1.3 Certificate of Bona Fide Bid.doc	AW1.3 Certificate of Bona Fide Bid		Crown Commer
Question	RFI	AW3.1 ITQ Validation check.pdf	AW3.1 Validation check		Crown Commer
Question	RFI	AW5.2 Price schedule captivate video.xls	AW5.2 Price schedule	Price schedule of requirement.	Crown Commer
Question	RFI	AW5.5 I Supplier fact sheet.pdf	AW5.5 I Supplier Fact Sheet		Crown Commer
Question	RFI	AW5.5 Science Warehouse fact sheet.pdf	AW5.5 Science Warehouse Fact Sheet		Crown Commer
Question	RFI	Area where new boiler will be installed...	AW6.2 Plan	Image to support bidder response.	Crown Commer
Response	RFI	AW5.2 Price schedule.xls	AW5.2 Price schedule		UKSBS14
Response	RFI	http://www.google.co.uk	Google		UKSBS14

javascript:void 0

Internet

100%



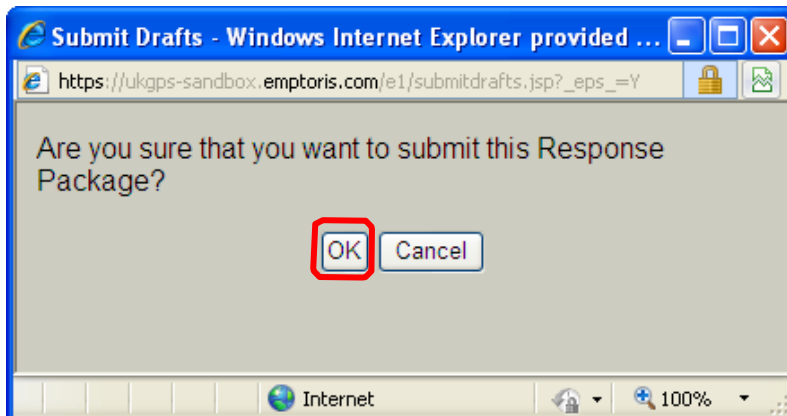
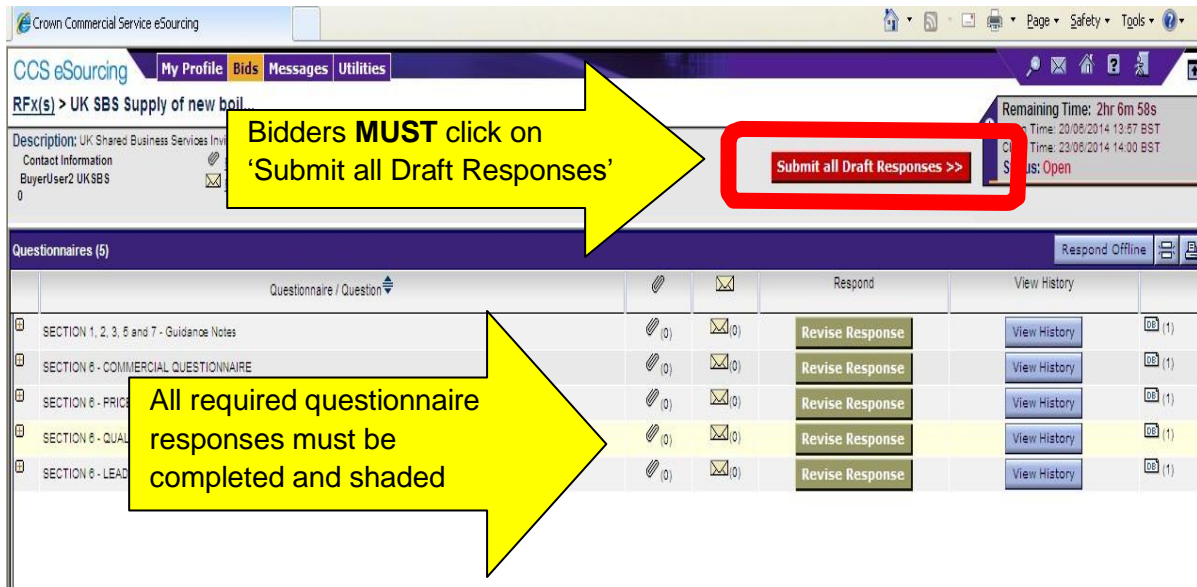
Bidders should see a document like this now, detailing all the clarifications received. This document is available to all Bidders at all times, irrespective of when they requested access to the procurement:

	A	B	C	D	E	F	G	H
1	<b>Sourcing Document Clarifications</b>							<b>UKSBS</b> <small>Shared Business Services</small>
2								
3								
4								
5	<b>SOURCING REFERENCE:</b>				<b>Purchase of new boiler</b>			
6	<b>SOURCING DOCUMENT TITLE:</b>				<b>FM120051</b>			
7								
8	<b>No.</b>	<b>Section of sourcing document</b>	<b>Questionnaire</b>	<b>Question No.</b>	<b>Issue raised by Bidder for clarification</b>	<b>Date raised</b>	<b>Issue responded to by UK SBS</b>	<b>Date responded</b>
9	1	General			Can I have an extension of 10 working days	17/06/14	No extensions will be accepted on this project	17/06/14
10	2	6	Quality	AW6.2	Can a Bidder upload two attachments in response to this question a plan and a drawing?	17/06/14	Only one attachment will be accepted, if you submit more than one attachment only the first attachment will be considered. You can combine the image and the plan into a single attachment if you wish.	17/06/14
11	3	6	Lead time	AW7.1	If a Bidder cannot meet the pass / fail date for the lead time, but puts forward a aggressive price will they be considered?	17/06/14	No - it is a pass / fail question and the bid will not be considered whatever the price	17/06/14
12	4	6	Commercial	AW1.1	Please confirm when you intend to award contracts	23/06/14	We intend to award by 1/7/14	23/06/14
13	5							
14	6							

## 9. SUBMITTING YOUR BID

Once you have answered all required (\*) questions and uploaded all your attachments you can submit your draft response.

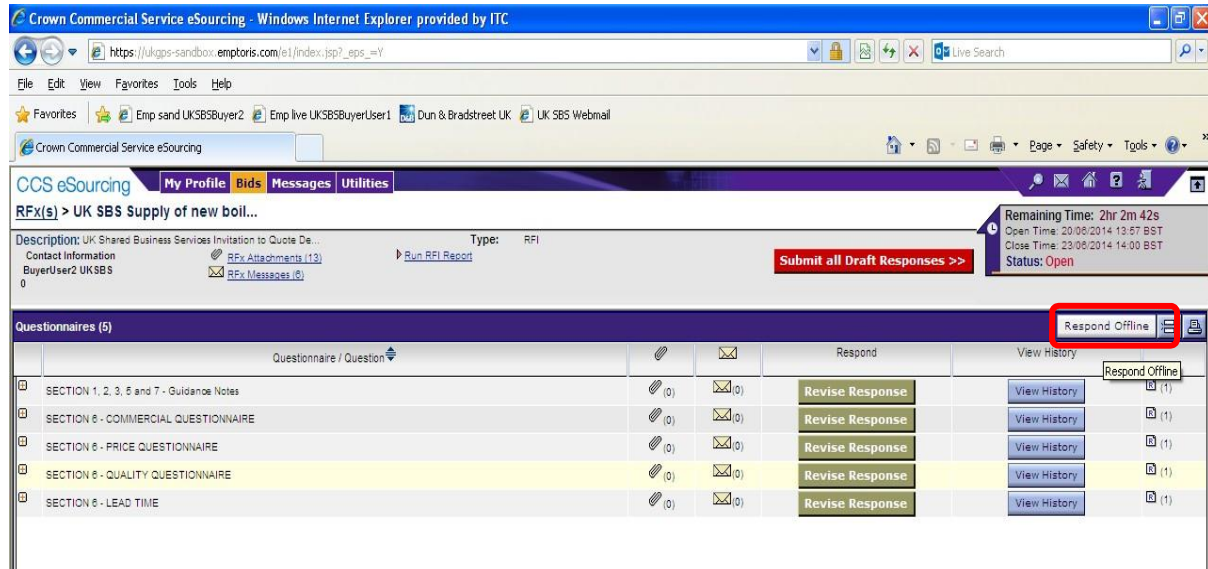
**If you fail to submit all draft responses before the closing date your bid cannot be received and considered.**



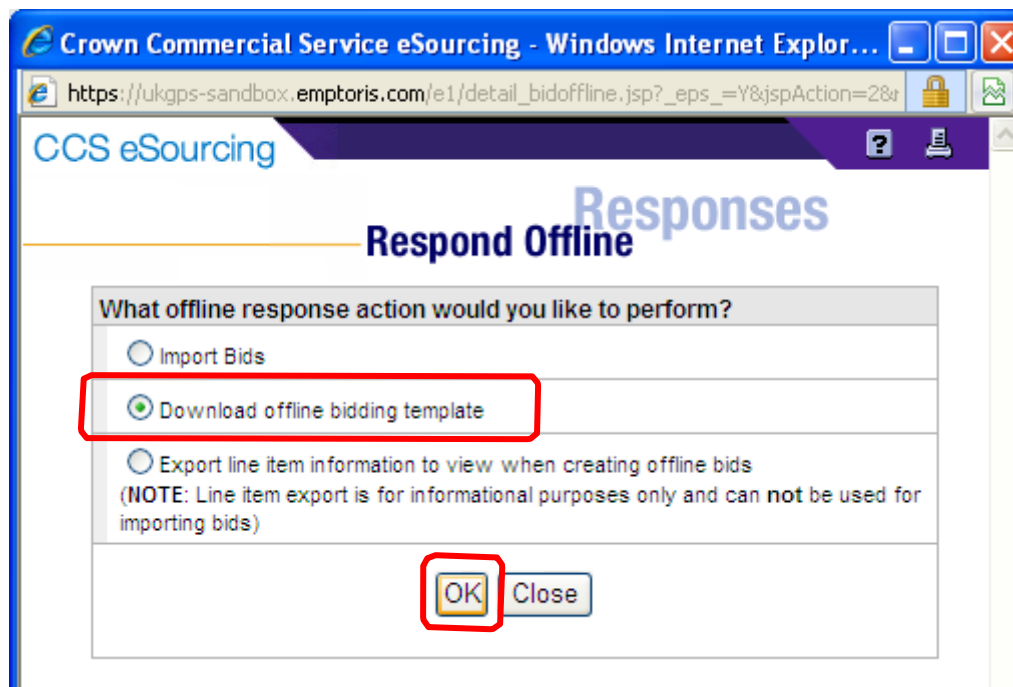
Questionnaire responses can be updated at any time up to the closing date; however each time you update the questionnaire responses **YOU MUST RESUBMIT YOUR RESPONSE.**

## 10. DOWNLOADING YOUR RESPONSE

You can download your text responses to the questionnaire by simply clicking on 'Respond offline':



Then click on 'download offline bidding template' and OK



Note it is not permitted for Bidders to use this functionality to import bids.

And export in your required format:

Crown Commercial Service eSourcing - Windows Internet Explor...

https://ukgps-sandbox.emptoris.com/e1/detail\_export.jsp?\_eps\_=Y&jspAction=145&l

CCS eSourcing

Utilities

**Export Data**

Exporting Bid Template for RFI

Language \* British English

File Name \* UKSBS14\_20140623105918

File Type:

☐ CSV

☐ XLS

☒ XLSX

Zip File ☐

Export Close

\* Required Field

The XLS / XLSX file type usually works best if you plan to complete the template in Microsoft Excel.

Virus scanning is enabled for attachments. The export job will fail if it contains any infected files.

From here you will see the Data Manager, refresh the page after a few seconds and you should be able to click through to your report. Repeat this process if the Data Manager is showing 'pending' or 'running' status.

Crown Commercial Service eSourcing - Windows Internet Explorer provided by ITC

https://ukgps-sandbox.emptoris.com/e1/frames\_job\_list.jsp?TYPE\_FILTER=0

CCS eSourcing

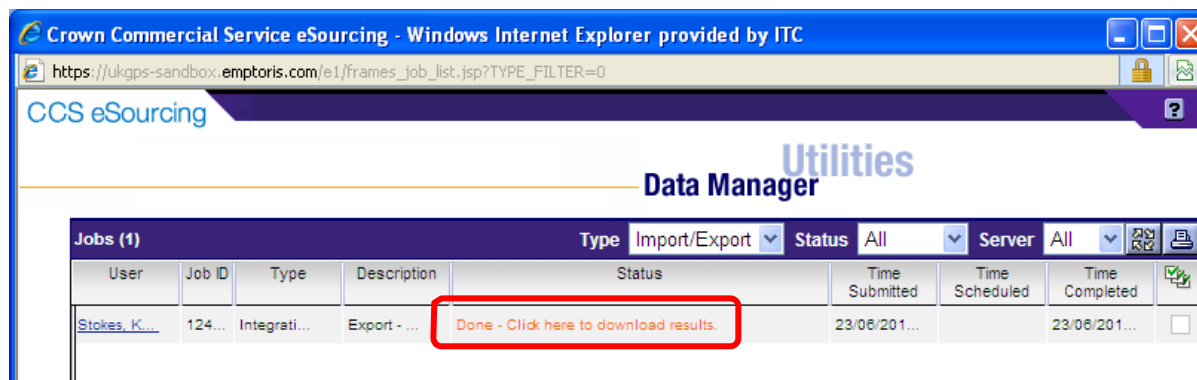
Utilities

**Data Manager**

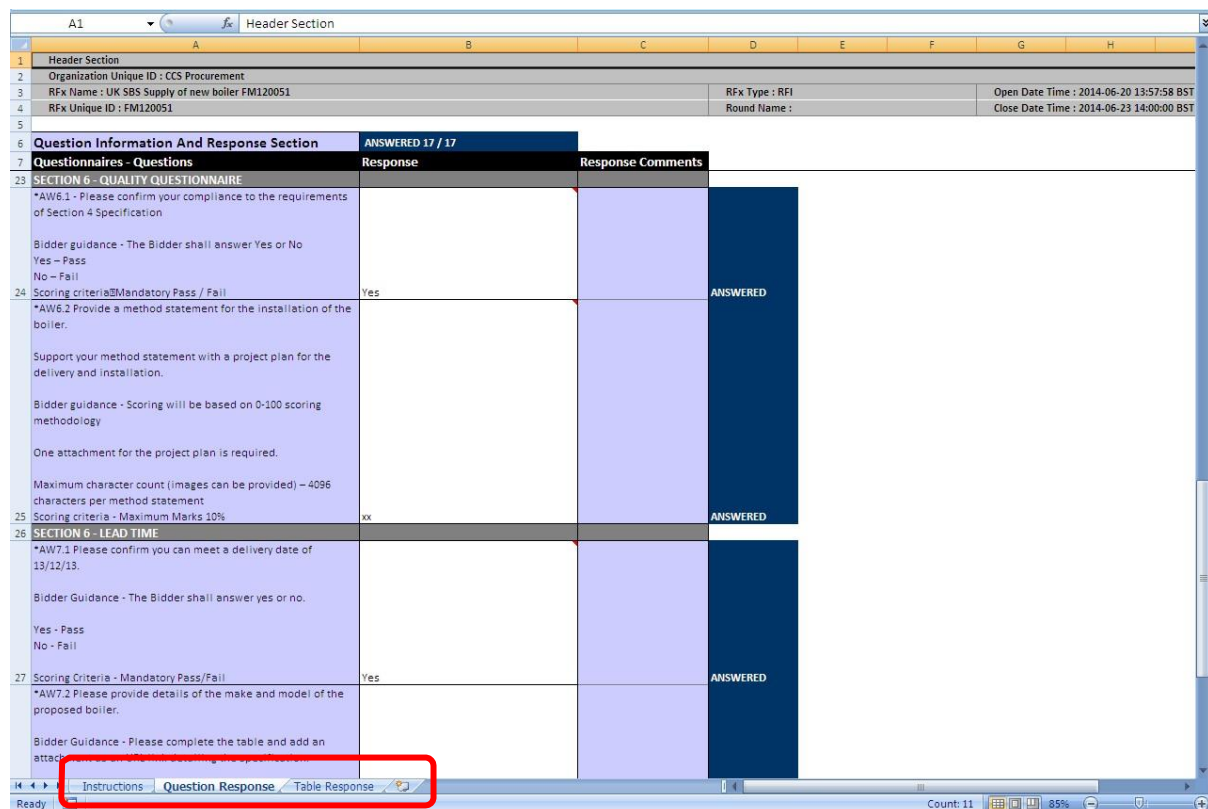
Jobs (1)		Type	Import/Export	Status	All	Server	All		
User	Job ID	Type	Description	Status	Time Submitted	Time Scheduled	Time Completed		
Stokes, K...	124...	Integrati...	Export - ...	Running	23/06/201...				

Refresh

Once complete you can download the report.



Bidders should now be able to open a document which provides their text and table based responses as below. Note the report has three tabs.



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#### TEMPLATE VERSION CONTROL

Version	Date	Author(s)	Comment
1.0	05/12/2013	James Aldred	Final Version
1.1	23/06/2014	James Aldred	Updated with CCS branding.