RESPONSE MANAGER| QUICK START GUIDE



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Contents

Accessing a Tender Opportunity

To respond to an opportunity, click *Response Manager* or *View Invites and Responses*. You will then be presented with a list of all opportunities your organisation has previously worked on and be given the option of viewing current invites or entering an access code to begin responding to a new opportunity.
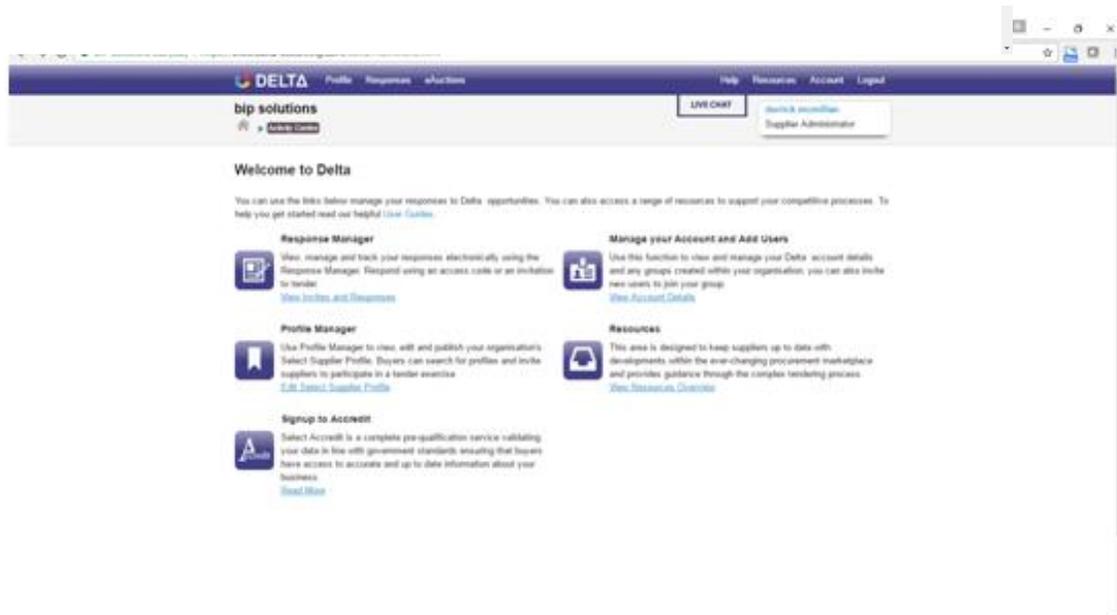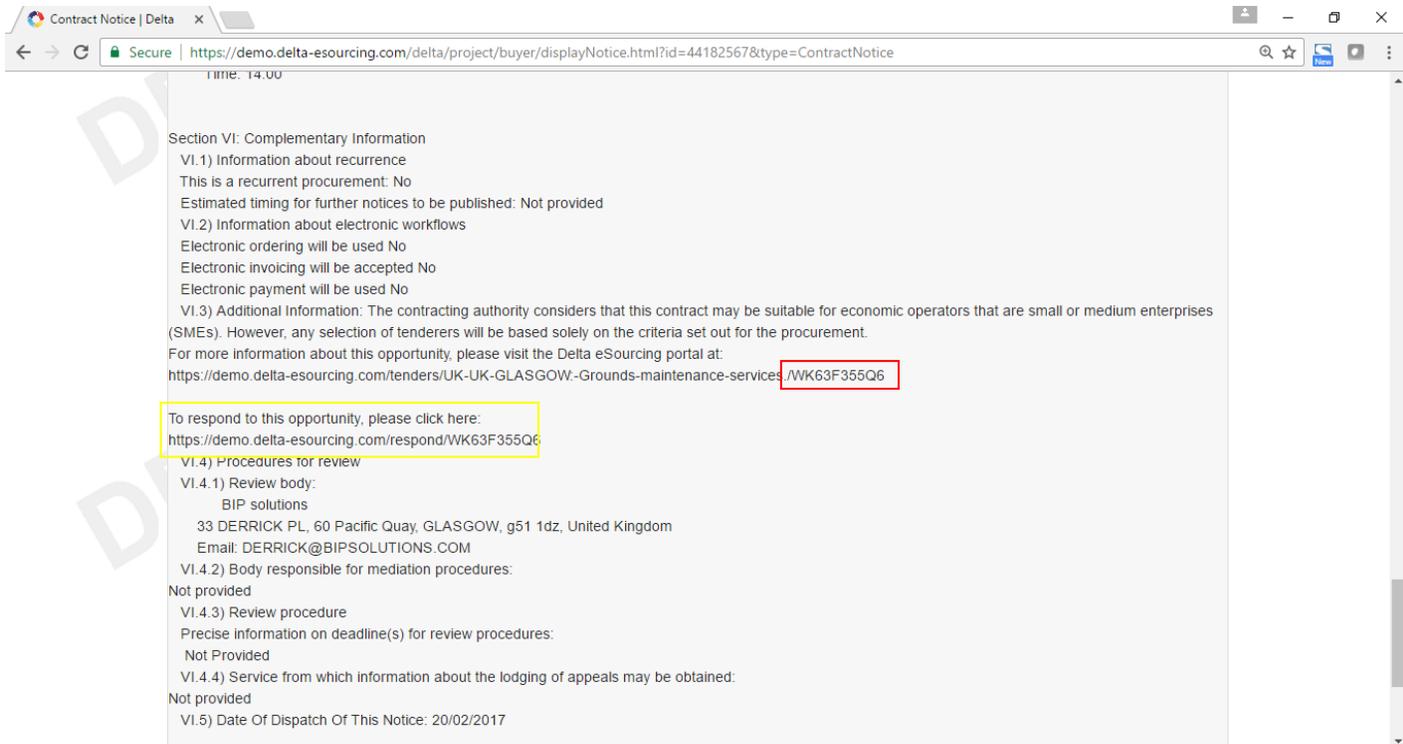

Using an Access Code to respond to an opportunity

An access code is a unique ten character long code containing a mixture of upper case letters and numbers, for example '2H6W3298A2'.

The access code can be found within section VI Complementary information highlighted in red below.

The easiest way to respond to an opportunity is to follow the digital link highlighted in yellow below – this will allow you to respond instantly to the tender without manually inputting the access code.

Section VI: Complementary Information
VI.1) Information about recurrence
This is a recurrent procurement: No
Estimated timing for further notices to be published: Not provided
VI.2) Information about electronic workflows
Electronic ordering will be used No
Electronic invoicing will be accepted No
Electronic payment will be used No
VI.3) Additional Information: The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.
For more information about this opportunity, please visit the Delta eSourcing portal at:
https://demo.delta-esourcing.com/tenders/UK-UK-GLASGOW:-Grounds-maintenance-services/WK63F355Q6

To respond to this opportunity, please click here:
https://demo.delta-esourcing.com/respond/WK63F355Q6
VI.4) Procedures for review
VI.4.1) Review body:
     BIP solutions
     33 DERRICK PL, 60 Pacific Quay, GLASGOW, g51 1dz, United Kingdom
     Email: DERRICK@BIPSOLUTIONS.COM
VI.4.2) Body responsible for mediation procedures:
Not provided
VI.4.3) Review procedure
Precise information on deadline(s) for review procedures:
 Not Provided
VI.4.4) Service from which information about the lodging of appeals may be obtained:
Not provided
VI.5) Date Of Dispatch Of This Notice: 20/02/2017

If you have been provided with an access code either from the Contract Notice or by the Buyer, you will be able to enter it in the space provided. After pressing submit you will be presented with the details of the opportunity along with the option either to *Accept* or *Cancel* the opportunity.

Accepting will take you to Stage One of the opportunity, where you can then view any documentation provided by the Buyer for this tender before moving on to Stage Two to fill in any online questions and also upload any response documents which have been requested by the Buyer.
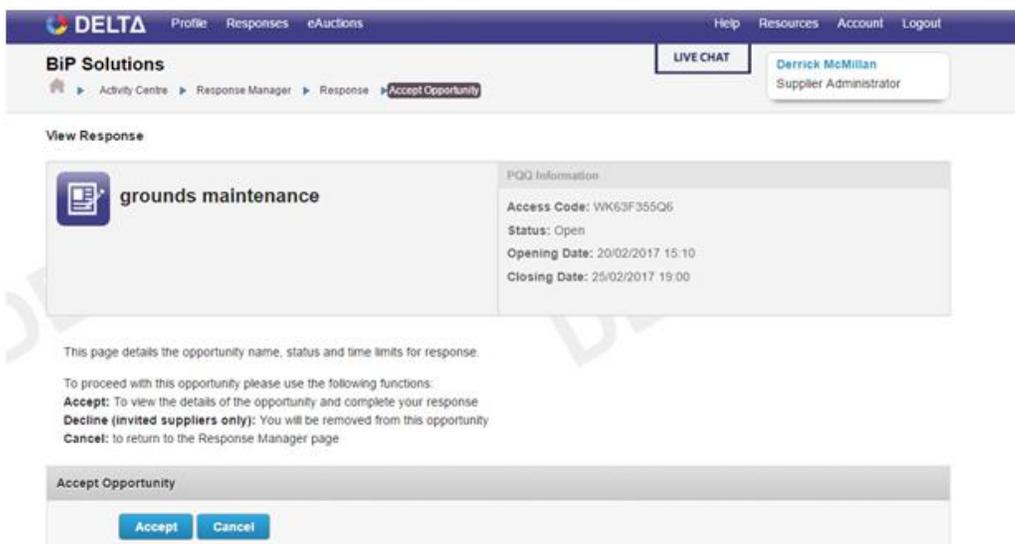
From an Invitation

From the Response Manager area, you will see your invitation under Invites. All currently outstanding invites will be displayed here. Find the invite you are currently looking for and click **View** to proceed.

As before, you can choose **Accept**, **Decline** or **Cancel**. If you choose Accept, you will proceed to Stage One: Overview.

Via an Advertised URL

If you are not logged in, after clicking **Register Interest** you will be directed to log in as normal. Once you are logged in. you will be taken to the opportunity. By registering your interest in the opportunity, you will proceed to Stage One: Overview.

Responding to an Opportunity – Three Stage Process

When responding to any opportunity via Delta, the portal will take you through a three stage process.

- Stage One allows you to download any tender documentation provided by the awarding authority.

- Stage Two is where you complete your submission to the opportunity. This involves either completing an online questionnaire provided by the Buyer or a document upload section, allowing you to upload completed versions of the documents found in Stage One. (If you have any queries relating to either the documentation or the online questionnaire, they are best answered by the Buyer, who can be contacted using the Message Centre option above Stage One)

- Stage Three allows you to review your submission to the opportunity before finally submitting your response.

Stage One: Overview

If there are documents available from the Buyer, they will be available within the table at Stage One. These documents can be downloaded individually by clicking the document title or by clicking *Download All Documents*. All files will be placed in a zip file and downloaded. Once the files have been downloaded, click *Continue to Stage Two*.

Stage Two: Prepare Response

The questions within Stage Two will vary depending on the type of questionnaire the Buyer has chosen. If the opportunity simply requires documents to be returned, you will be presented with a document upload area. Select *Choose Files* and navigate to your response documents before then selecting *Upload* and uploading them to the site.

If the Buyer has presented you with an online questionnaire to complete then you must navigate from section to section, completing all mandatory questions. The response can be saved at any time allowing you to leave it and complete it at a later date. Complete all questions within Stage Two and then proceed to Stage Three.

Stage Three: Submit Response

When you get to Stage Three, if there are any incomplete sections in your response, they will be marked with a red cross. Click on the relevant section to fill in any missing information. Once all sections are marked with a green tick, you can click **Submit Response**.

Message Centre

Email Buyer

To send an email to the Buyer, click on **Message Centre** available within the PQQ/Tenderbox.

Enter text within the text box provided. If required, attach up to 3 documents (5MB upload limit per file). Once you have entered your message or question, click Send Email.

NB –You can attach a file to your message to seek clarifications and/or additional information regarding the opportunity. However, please note that this function **MUST NOT** be used to send a tender or PQQ response; it is strictly for messaging purposes only and all communications and attachments are stored within the Message History to form an audit trail.

Message History

The **To/From** column confirms the email address of the sender and recipient, and the **Message** column confirms what was sent n the message. Each message is date and time stamped. Documents sent via the Message Centre will also be included in the Message History.

NB – all messages sent via the Message Centre will also be collated within the Activity Log.

Managing a DPS Response

When responding to a Dynamic Purchasing System using Delta eSourcing you will generally follow the same process outlined above. There are, however, a few key differences to note:

- A DPS will be open for a longer period of time in comparison to a standard PQQ/ITT
- You have the option of submitting your response at any time during its lifetime.
- Your response should be evaluated within 10 days of being sent to the Buyer
- If you are declined access to the DPS due to your submission not meeting the criteria, then you can resubmit again with an amended response.

Opportunity type will allow you to quickly see which responses relate to a DPS. You will also be given a breakdown of your response's DPS Status. This highlights if your submission has been Approved or Declined access to the DPS Select List.

Responding to a DPS

A DPS can be accessed using either an Access Code/Invitation from the Buyer/Access Link from a notice.

Once you have gained access to the opportunity you will follow the same three stage process as for a PQQ/ITT. Once submitted, the Buyer will evaluate your response within ten days and you will receive email confirmation of the outcome.

If you have been successful you will be added to the DPS list. This means when the buyer runs any future mini competitions your organisation will be invited to respond.

Resubmitting following a failed submission

If your DPS response has been declined by the buyer you will have the option of resubmitting.

To do this, simply access your previous declined response and proceed to Stage Three, where you will have the option of editing your response using the *Create Response* button in order to resubmit for further evaluation.

Note - When created, your new response will be identical to the original submission, allowing you to quickly edit the sections which failed and then resubmit without having to complete the full form again.

This will then follow the same process: you will be evaluated within ten days and notified of the outcome. If you are declined again, you can continue to resubmit as many times as you wish in order to be approved.

Message Centre within a DPS

The message centre within a DPS follows the same functionality as above, the only difference being when more than one response has been submitted from your organisation.

If your organisation has been declined access to the DPS and has gone through the process of resubmitting, then **ALL** communication to the Buyer should be carried out on the most recent response.

The system will not allow you to reply from your old/historical submissions to help prevent confusion.

Glossary

Access Code: a unique code which identifies a list, PQQ or Tenderbox.

Invitation to Tender (ITT): a call for bids or tenders.

Message Centre: allows the supplier to communicate with the buyer and attach documentation. This facility will also show message history between the buyer and supplier if messages are sent directly to/from the supplier.

Quick Call: tool within Delta eSourcing for running call offs and quotes from Contract Lists.

Response Manager: is used to store and manage your tender responses. It will list opportunities you have been invited to as well as those you have responded to. In addition, the Response Manager allows you to enter 'Access Codes' you have obtained to access a tender.

Submit Response: once you have completed your response as part of a PQQ, Tenderbox or Quick Call opportunity, the 'Submit Response' option will validate your response, ensuring that all mandatory information has been completed. It will then prompt you to confirm this and submit to the buyer.

Tenderbox: houses secure exchange of documentation and/or questionnaires between buyers and suppliers.