



# RESPONSE MANAGER | QUICK START GUIDE

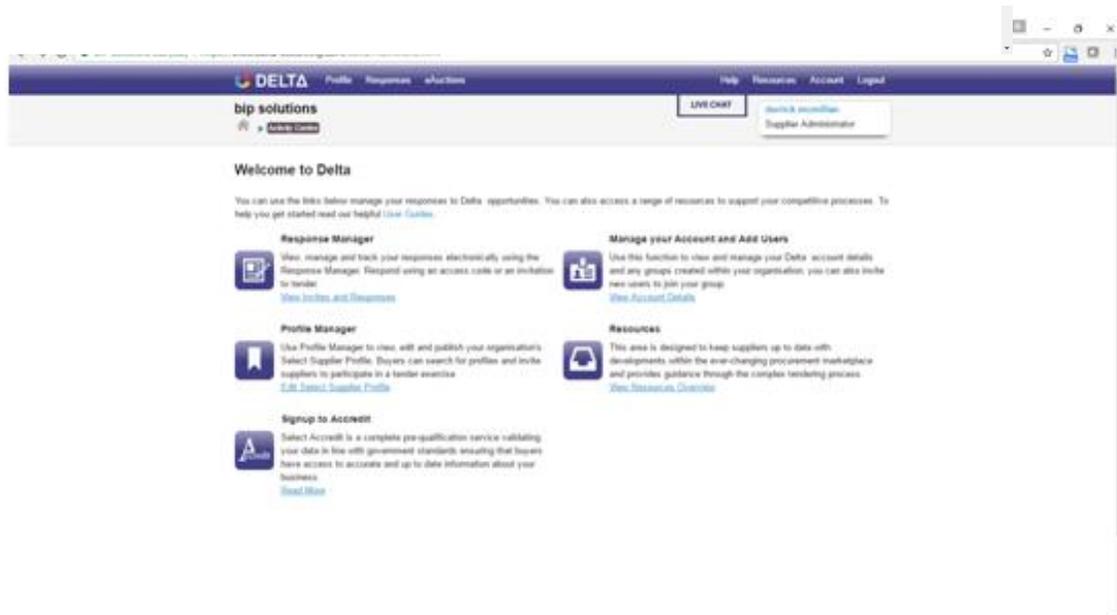


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## Accessing a Tender Opportunity

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.

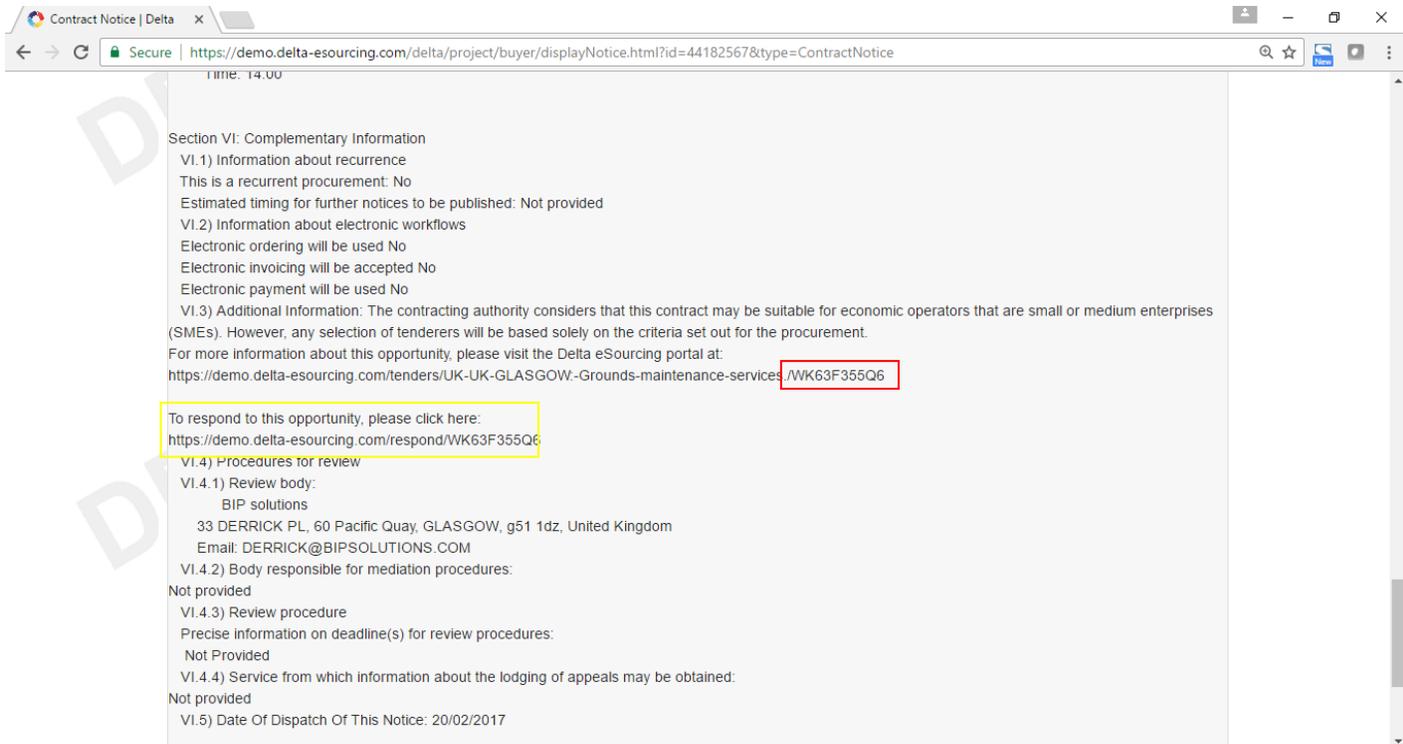


## Using an Access Code to respond to an opportunity

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

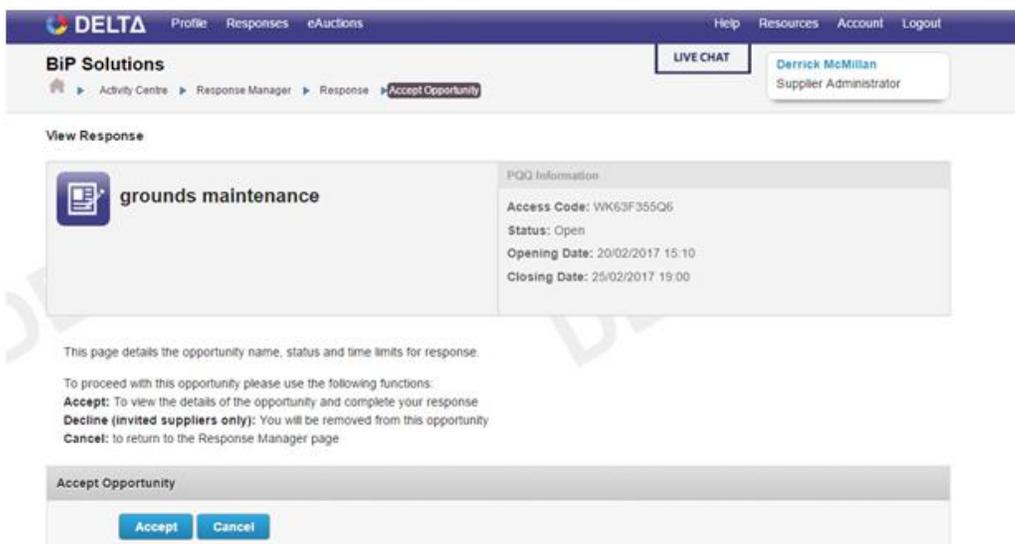
The access code can be found within section VI Complementary information highlighted in red below.

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.



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.

Name	Status	Opening Date	Closing Date	Access Code	Opportunity Type	
CT Training Suppliers East Staffordshire Borough Council	Open	13/08/2015 13:30	21/08/2015 12:00	N/A	Quick Call List	<a href="#">View</a>
REU009 Charlies WRAP	Open	31/07/2015 12:00	21/08/2015 12:00	U68YTF8PD9	Tenderbox	<a href="#">View</a>

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

### View Response

 **RRV Vehicles**

**Tenderbox Information**  
Access Code: 5Q46MA2A8B  
Status: Open  
Opening Date: 26/05/2015 12:00  
Closing Date: 17/06/2016 17:00

This page details the opportunity name, status and time limits for response.

To proceed with this opportunity please use the following functions:  
**Accept:** To view the details of the opportunity and complete your response  
**Decline (invited suppliers only):** You will be removed from this opportunity  
**Cancel:** to return to the Response Manager page

**Accept Opportunity**  
Description attributed by the buyer  
Tender for Resource Recovery Vehicles for Councils in Wales

[Accept](#) [Decline](#) [Cancel](#)

## 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 One: Overview

**RRV Vehicles**  
[Message Centre](#) [Important - Please Read](#)

**Tenderbox Information** [Activity Log](#)  
Access Code: 5Q46MA2A8B  
Status Open  
Opening Date: 26/05/2015 12:00  
Closing Date: 17/06/2016 17:00

[Stage One: Overview](#) [Stage Two: Prepare Response](#) [Stage Three: Submit Response](#)

In order to respond to this opportunity you should follow our three stage process. Download any associated documents from stage one, review any additional questions the buyer may have and upload your own documents in stage two and submit your completed response in stage three.

Document Title	Document Size	Uploaded Date
 tid.pdf	38.63KB	14/05/2015 12:04
 core information template for all tids_april 2014....doc	199.5KB	14/05/2015 12:05

[Download All Documents](#) [?](#) 2 documents found, displaying all documents.

[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.

The screenshot shows the 'RRV Vehicles' tenderbox interface. At the top left, there is a 'Message Centre' button and an 'Important - Please Read' button. To the right, under 'Tenderbox Information', the following details are listed: Access Code: 5Q46MA2A8B, Status: Open, Opening Date: 26/05/2015 12:00, and Closing Date: 17/06/2016 17:00. Below this, three navigation tabs are visible: 'Stage One: Overview', 'Stage Two: Prepare Response' (which is highlighted with a red border), and 'Stage Three: Submit Response'. The main content area displays 'All responses to questions being asked by the awarding authority have been listed below.' followed by '1. Questions'. Underneath, there is a section for '1.1. Questions' with a sub-section '1.1.1 Please deposit your response documents here'. This section contains a file upload area with a 'Choose Files' button, a 'No file chosen' status, and a dotted box for dragging and dropping files. Below the upload area are 'Upload' and 'Cancel' buttons. On the right side of the interface, there are 'Edit' and 'View' buttons, and a 'Proceed to Stage 3' button.

## 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**.

The screenshot shows the 'RRV Vehicles' tenderbox interface during Stage Three: Submit Response. At the top, three navigation tabs are visible: 'Stage One: Overview', 'Stage Two: Prepare Response', and 'Stage Three: Submit Response' (which is highlighted). Below the tabs, there is a message: 'Below you will find the status of all sections included in your response. A green tick confirms that all mandatory questions have been completed and the response can be submitted. If any sections have a red cross, more information is required.' This is followed by another message: 'To submit your response, click on the 'Submit Response' button. A confirmation box will appear for you to confirm this action.' Below these messages is a prominent green 'Submit Response' button. At the bottom, there is a table with two columns: 'Status' and 'Page Title'. The table contains one row with a green checkmark in the 'Status' column and 'Questions' in the 'Page Title' column.

## 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**.

Send communications regarding this opportunity to the awarding authority using the email functionality below. You can attach a file to your message if needed 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.

**New Direct Message**

Subject:

Message:

4000 character(s) left

No file chosen

Please ensure you press 'attach' once you have browsed for the file you want to upload. (5MB limit)

**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 in the message. Each message is date and time stamped. Documents sent via the Message Centre will also be included in the Message History.

Messages [?](#)

Search Messages

Type	Created Date	Last Posted	Replies	To/From:	Subject	
Direct	28/05/2015 12:02:17	dellaguest9@wrap.org.uk 28/05/2015 12:02:17	0	To: supplier@hollandbuilders.com From: dellaguest9@wrap.org.uk	Invite to list	<a href="#">more</a> <input type="button" value="Enter"/>

One item found.

**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.

Responses						
The table below shows your responses. Click on the name of a response to work on it, ensuring you have submitted it prior to the deadline.						
Opportunity	Opportunity Type	Submitted	Submitted Date	DPS Status	Closing Date	Owner
<a href="#">Graphic Design Services</a> Buying Organisation	DPS	Yes	2016-05-18 16:31:27.0	Declined	2046-05-20 00:00:00.0	Ross Supplier
<a href="#">Graphic Design Services</a> Buying Organisation	DPS	Yes	2016-05-18 16:34:39.0	Approved	2046-05-20 00:00:00.0	Ross Supplier

2 items found, displaying all items.

**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.

The screenshot shows a web interface for 'Stage Three: Submit Response' for a project titled 'Graphic Design Services'. The interface includes a 'Message Centre' and an 'Important - Please Read' button. A 'PQQ Information' box displays the following details: Access Code: 272BZQWGJZ, Status: Open, Opening Date: 18/05/2016 11:50, and Closing Date: 20/05/2046 00:00. A navigation bar shows three stages: 'Stage One: Overview', 'Stage Two: View Response', and 'Stage Three: Submit Response'. A message states: 'Unfortunately your previously approved submission to Graphic Design Services has been Removed by Buying Organisation. You can amend and resubmit your initial response using the button below.' Below this message is a 'Create Response' button. At the bottom, there is a table with the following content:

Status	Page Title
✓	Company Policy Checks

**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.