In-Tend Supplier User Guide –West Northamptonshire Council

Click on ctrl + the link you need, to go to the relevant page:

Contents

NOTE: This guide that has been put together by West Northamptonshire Council to assist potential suppliers in responding to contract opportunities on In-Tend. Potential suppliers using this guide are still fully responsible for ensuring their responses are submitted correctly. Other support is also available of the 'Help' function found within your supplier account (click on 'Help' along the top ribbon) and in the form of the In-Tend helpdesk (contact details can be found at the end of this document).

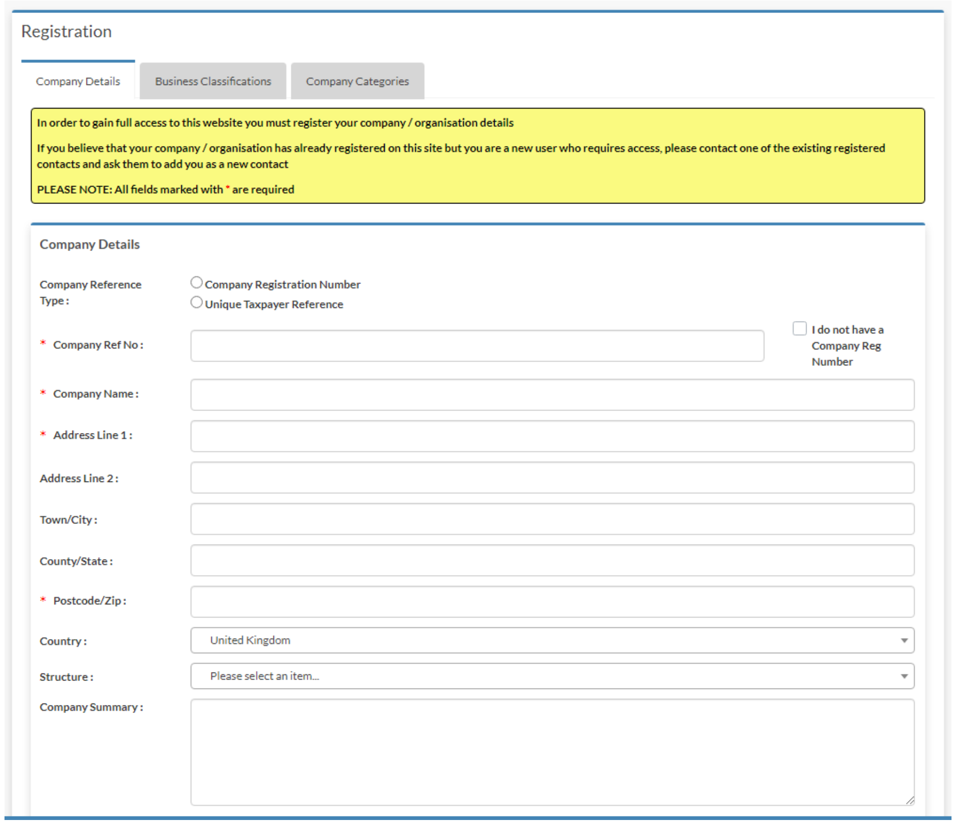
Registering an Account

- In order to be able to bid for contract opportunities for West Northamptonshire Council please visit the West Northamptonshire Council e-procurement portal.
- Click on Register on the right-hand side of the screen.
- Registration is split into 3 tabs:
  - Company Details
  - Business Classifications
  - Company Categories
- Mandatory fields are indicated with a red asterisk.

West Northamptonshire Council

Company Details (Tab 1)

- Please complete all mandatory fields including Company Ref No, Company Name, Address Line 1 and Post Code, however, please provide as much information as you wish.



- You will then be asked to confirm your Contact Details and Primary User Details. Please note, it is advisable to add an additional point of contact however, you can add as many additional contacts as you wish once registration has been completed.

West Northamptonshire Council

Contact Details

* Telephone :

Fax :

Website :

Primary User Details

* Contact First Name :

* Contact Last Name :

Telephone :

* Email Address :

* Confirm Email Address :

* Password :

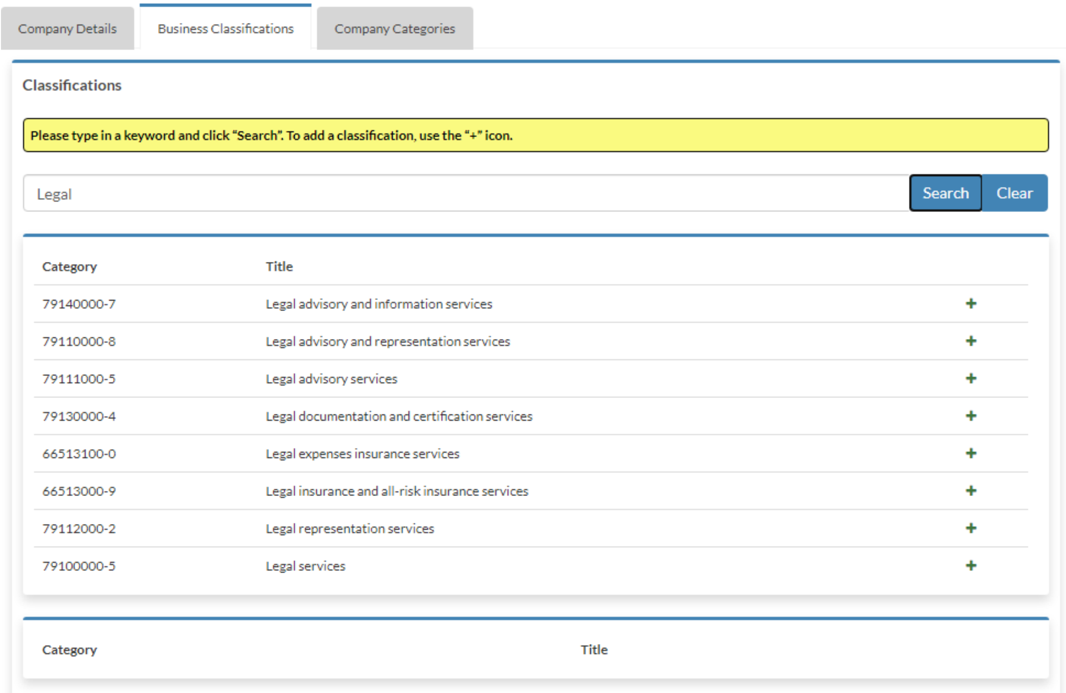
* Confirm Password :

It is recommended for situations where the primary contact is not available, additional points of contact are registered as they would still be able to gain access.

While registering you may only add one additional point of contact, however after the registration is complete you may login to your account and add as many additional contacts as you like.

Business Classifications (Tab 2)

- On the second tab, you will need to classify your organisation by adding keywords and selecting ‘Search’. Based on the keywords entered, the system will display relevant categories of interest that you will be notified in relation to.
- An example has been demonstrated below. Please click the title of the category or the plus icon to add the classification to your account.


Company Details | Business Classifications | Company Categories

Classifications

Please type in a keyword and click “Search”. To add a classification, use the “+” icon.

Legal | Search | Clear

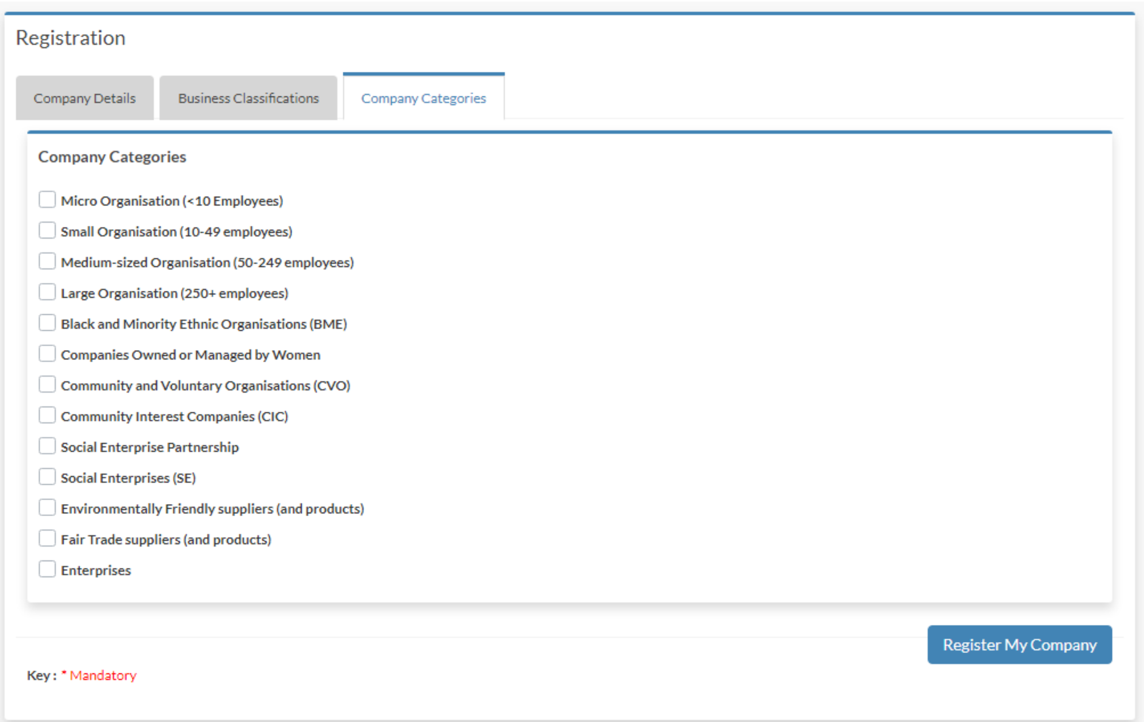
Category	Title	
79140000-7	Legal advisory and information services	+
79110000-8	Legal advisory and representation services	+
79111000-5	Legal advisory services	+
79130000-4	Legal documentation and certification services	+
66513100-0	Legal expenses insurance services	+
66513000-9	Legal insurance and all-risk insurance services	+
79112000-2	Legal representation services	+
79100000-5	Legal services	+

Category	Title

- You may add as many business classifications as you wish to ensure you are alerted to the correct contract opportunities.

<u>Company Categories (Tab 3)</u>

- On the third and final tab, plesase select your company category.

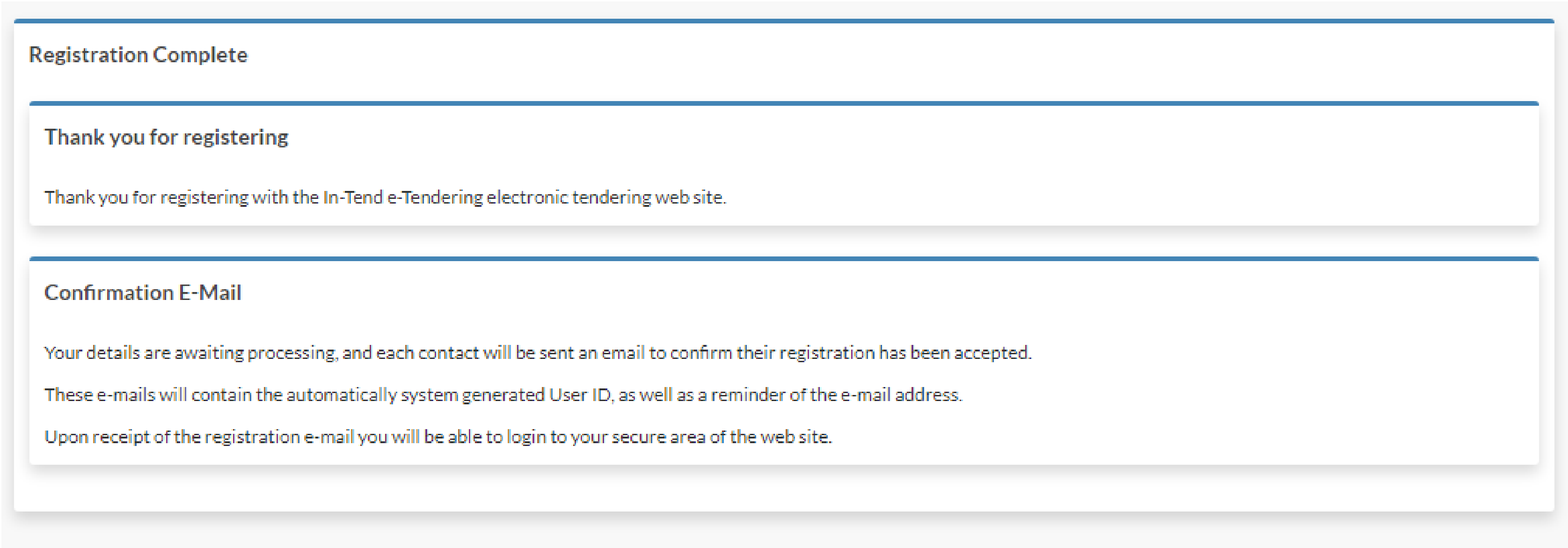


West Northamptonshire Council

Registering My Company

- Once all three tabs have been completed, please click the 'Register My Company' button. Note, if you have not completed all mandatory information across the three tabs, the system will alert you to this.

- Once you have clicked 'Register My Company', the following message will appear on screen.

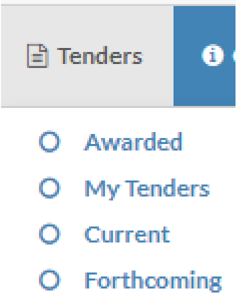


- You will then be notified by email when your registration has been accepted. When logging in, please enter the email address and password selected at registration.

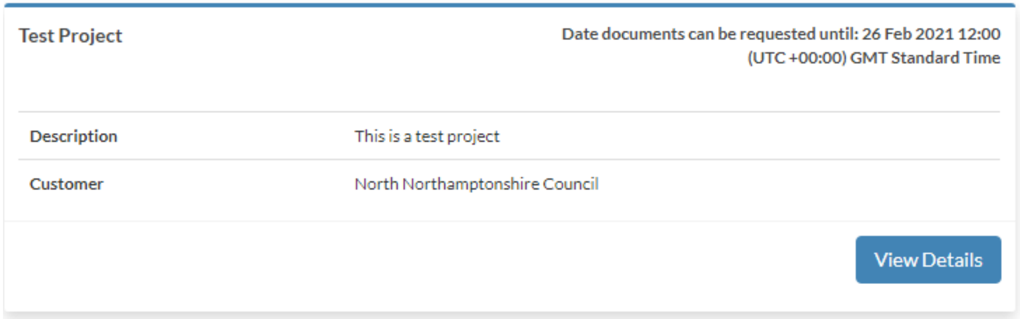
Accessing Contract Opportunities

Accessing Advertised Contract Opportunities

- Go to https://in-tendhost.co.uk/wnc and enter your log in details.
- **Note** – if you forget your password, please use the ‘Forgotten Details’ option on the ‘Home’ page and follow the instructions on screen.
- **Note** – At any time, you can update your business classifications or other existing profile details by clicking on ‘Company Details’ along the top ribbon of your account.
- **Note** – The system will warn you via an on-screen message if your session has been idle for 10 minutes, with the system logging you out after 20 minutes of inactivity. As part of the same message, it will ask you whether you wish to continue with your current session.
- To access advertised contract opportunities, click ‘Tenders’ and then ‘Current’. The page will refresh to display the available opportunities.



- To view more details about an opportunity, click on the ‘View Details’ button.



- Upon viewing further details, you will be able to view additional details regarding the opportunity and also ‘Express Interest’.

West Northamptonshire Council

Tender Management

Tender

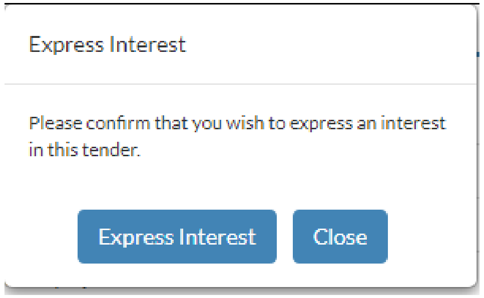
Please note: All date & time fields are being displayed using (UTC +00:00) GMT Standard Time

Test Project

Title :	Test Project
Reference :	NNC00000052
Description :	This is a test project
Contact :	North Northamptonshire Council
Contract Start :	01 March 2021
Contract End :	31 March 2021
Customer :	North Northamptonshire Council
Process :	Non External Journal
Directive :	Services
Procedure :	Open
CPV Code :	79100000-5

Express Interest

Once you click ‘Express Interest, the system will bring up an on-screen message asking for your confirmation to express an interest.



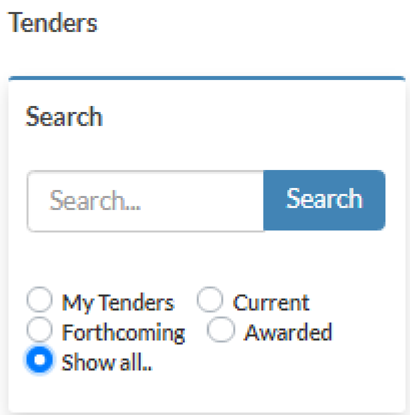
- Click ‘Express Interest’.
- **Please note, expressing an interest in the opportunity does not amount to you submitting a bid.**
- Once you have expressed an interest, the system will then refresh the page and display the following message, with additional tabs appearing (below). The tabs may be named slightly differently depending on the exercise being ran.

- Accessing the ‘ITT Documents’ tab (in this example) will display an online questionnaire (if applicable) and any associated attachments. It will also allow you to see the submission date/time, allow you opt in and to draft and submit your response.
- You will also be able to submit clarification questions to the buyer using the ‘Correspondence’ tab.

Accessing Further Competitions

- If you are invited to a further competition under an existing framework or Dynamic Purchasing System (DPS), you will receive an email inviting you to the opportunity once it is published.

- In addition, if you access your supplier account and click on the ‘Tenders’ tab and then select ‘Show all’, you will see the project listed.



- The ‘Status’ will initially say that ‘You have received tender documentation’.

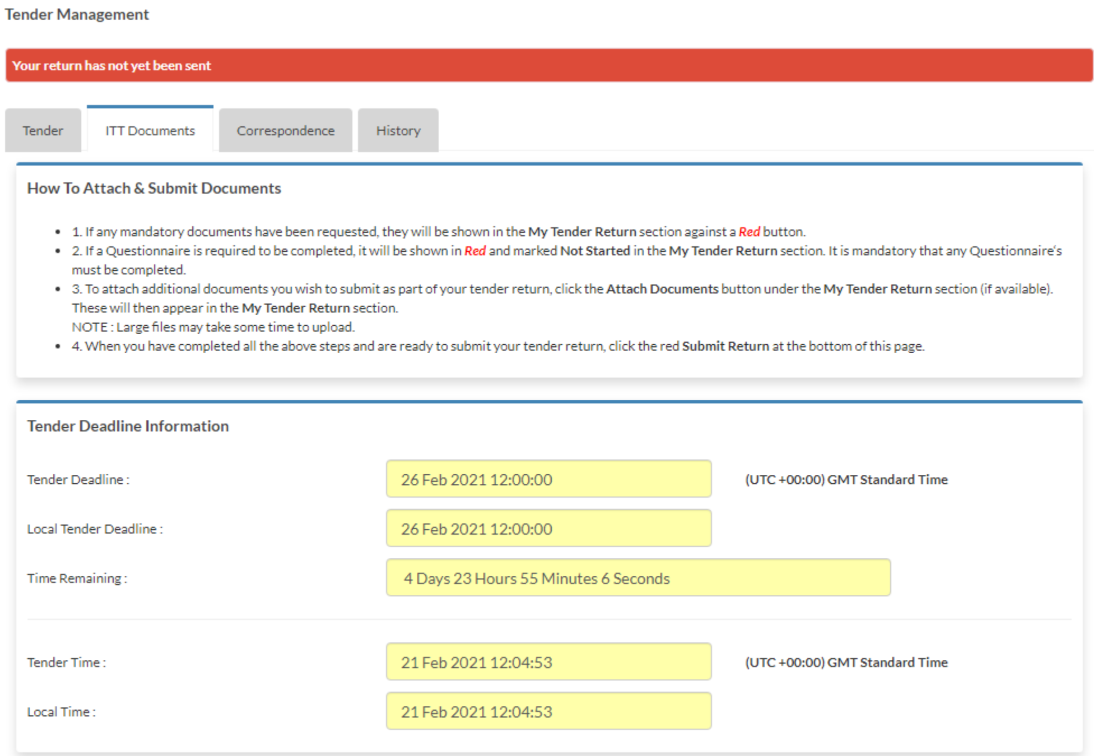
- Whilst you won’t need to register an interest in the opportunity, once you click on ‘View Details’, you will still need to ‘Opt In’ to view the documentation.

- To submit your response, please follow the instructions below.

West Northamptonshire Council

Drafting and Submitting a Response

- Once logged in, click ‘Tenders’ and then ‘My Tenders’.
- On the next page, navigate to the opportunity and click ‘View Details’. The system will then tell you that your return has not been sent yet.
- The system will display instructions of how to attach and submit documents, complete questionnaires and also confirm the tender deadline information.



- It will also provide you with the stage details and the documentation which has been uploaded by the buyer (see *Tender Documents Received – Main*). If lots are being used in the procurement, you may also see some documents split into lots.
- In order to respond, you will also be required to confirm your involvement by clicking ‘Opt In’. Should you ‘Opt Out’, you can opt back in at any time before the submission deadline.

Tender Documents Received - Main	Description	Options
ITT document.docx		View Download
ITT pricing schedule.xlsx		View Download
Specification.docx		View Download

Confirmation of Your Involvement

Please ensure that you inform us of your decision to participate. To submit a response, you will be required to Opt In.

Opt In- This will confirm to us of your involvement and your intention to submit a return.
Opt Out- This will confirm to us that you are not submitting a return. You will be able to provide a reason as to your decision and have the option to cease any system-generated communication. You will be able to opt back in at any point.

Opt In Opt Out

West Northamptonshire Council

- Once you clicked ‘Opt In’, the page will refresh and will display an area for you to ‘View Questionnaire’ to complete the questionnaire (if applicable) and upload your completed documents against specified document types by clicking ‘Upload Document’.

<u>Uploading Documents</u>

- To upload a document against the relevant row, click ‘Upload Document’.

My Tender Return - Main	Description	Options
Copy of Test Questionnaire	Not Started	View Questionnaire
Pricing	Please upload your completed ITT pricing schedule	Upload Document

- Once you have uploaded a document, you will be able to ‘View’, ‘Download’ or ‘Remove’ that document.

My Tender Return - Main	Description	Options
Copy of Test Questionnaire	Not Started	View Questionnaire
Completed ITT Pricing Schedule.xlsx	(.xlsx File) Pricing	View Download Remove

- **Note** - Documents with the same name cannot be uploaded more than once.

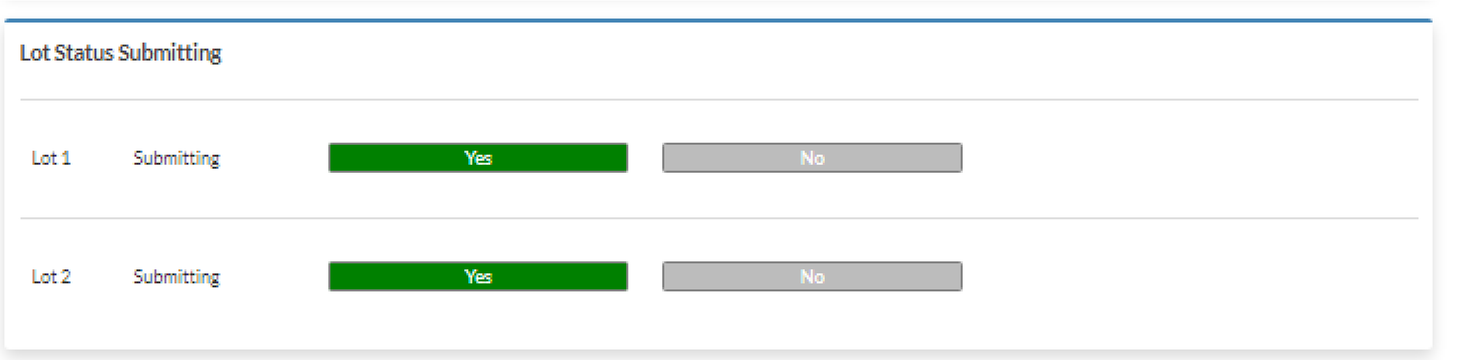
Completing Questionnaires

- Should you be required to complete a questionnaire, access the questionnaire by clicking 'View Questionnaire'.

Options

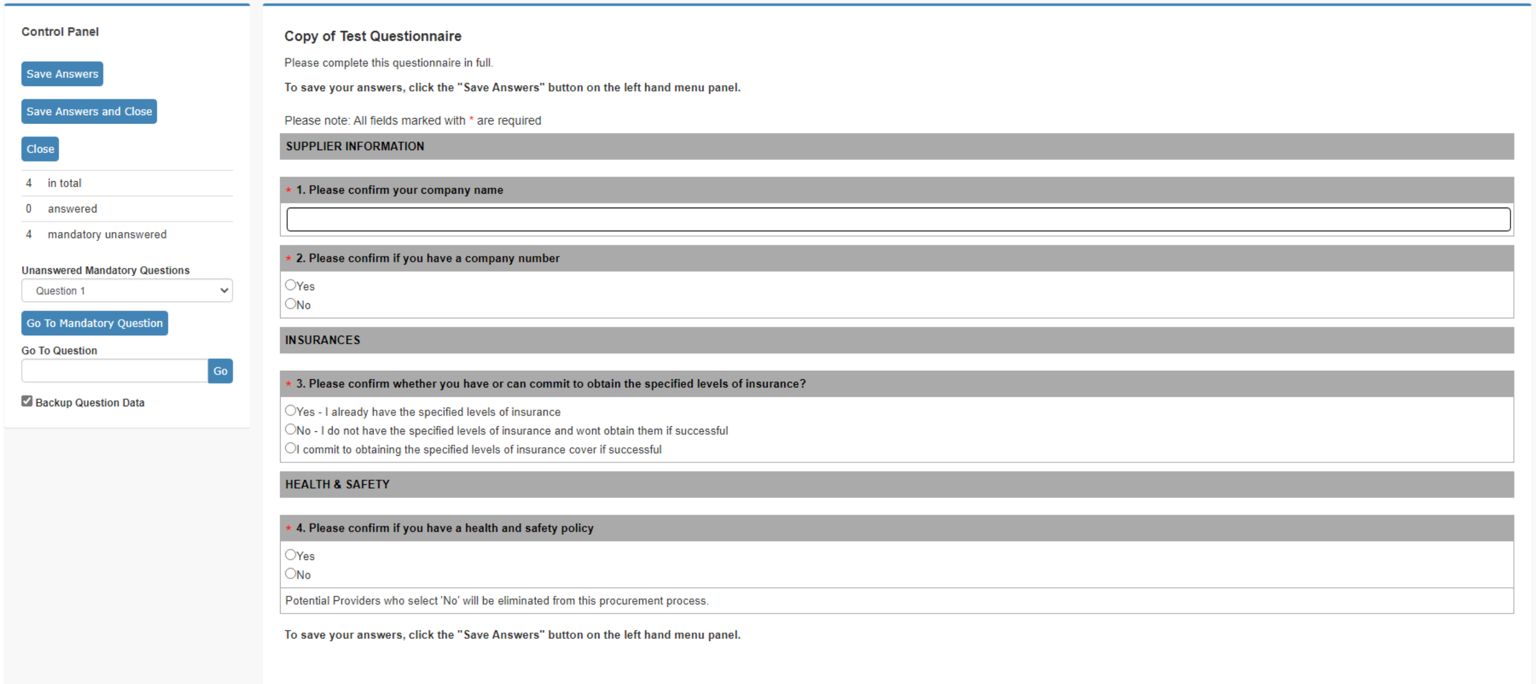
View Questionnaire

- **Note** - you may see more than one questionnaire to complete and you may also see questionnaires broken down into Lots. Some Lots may also be optional, which you may need to 'Opt Out' from, should you not wish to be considered for them. Please refer to the ITT document for further information.

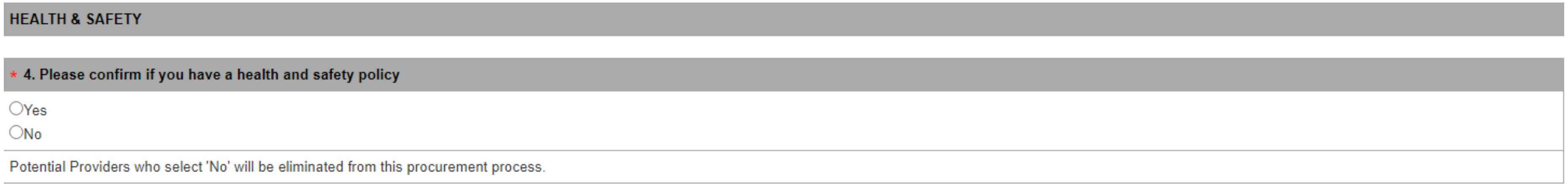


- If you are to opt out of submitting for a certain lot, you need to select 'No'.
- If you change your mind before the deadline, you can click 'Yes' and you will be able to complete any relevant requirements.
- The system will display all the questions as part of the questionnaire and how many of those are mandatory.
- Mandatory questions will be indicated with a red asterisk.
- There is a control panel on the left-hand side to save answers and navigate to mandatory questions. The system will also tell you which mandatory questions you are yet to answer.

West Northamptonshire Council



- This screen will detail the question and any supplier help (example below). There will also be an area to answer the question.



- Complete the questionnaire, clicking ‘Save Answers’ as you go.

- When you want to stop, click ‘Save Answers and Close’. You can go back to the questionnaire later and carry on.
- Once all questions have been answered, click ‘Save Answers and Close’.
- A pop-up message will then display to remind you to submit your return once you have completed your questionnaire(s) and uploaded any associate documents.
- Once you click ‘Ok’, the page will refresh and the system will return you to the stage tab. You will also see that the questionnaire shows as completed.

My Tender Return - Main	Description	Options
Copy of Test Questionnaire	Completed	View Questionnaire
Completed ITT Pricing Schedule.xlsx	(.xlsx File) Pricing	View Download Remove

<u>Submitting Your Return</u>

- The system will only allow you to submit your return you have completed all required tasks connected with the stage (i.e., uploading all required documents / completing all applicable online questionnaires).
- Once you are ready to submit your return, click ‘Submit Return’.

West Northamptonshire Council

Submit My Return

When you have completed all the above steps and are ready to submit your tender return, click the ***Submit Return*** button.

Note: You can make one or more returns on this stage. Your last return will supersede any previous returns.

Submit Return

- A 'Return Receipt' will then appear on screen which you can 'Print'. It will confirm the time / date of your submission and the documents included as part of your return. In addition, the system will display the message 'Your return has been received' by us (below) and if you click on the 'History' tab, you can also see a record of this.

Tender Management

Your return has been received by us

Modify Your Return

- Should you wish to modify your return before the closing date, click 'Modify Return'.

Return Submitted

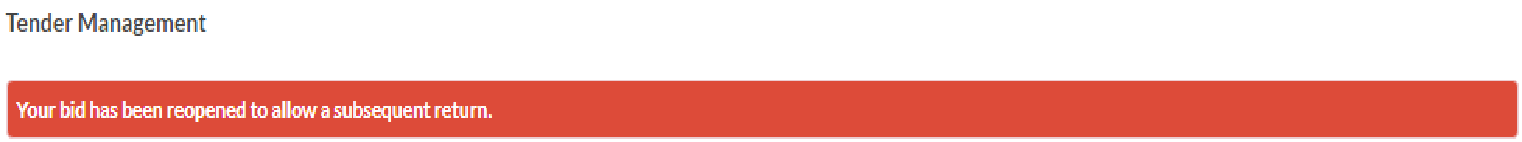
You have made a previous return for this tender on **21 February 2021**

It is possible to modify the your return by selecting the 'Modify Return' button. Please note that any documents not included in the subsequent return will not be considered. All tender documents you wish to return must be included in your modified bid as this replaces your first and existing bids.

You must press the 'Submit' button again, in order to submit any subsequent modified returns.

Modify Return

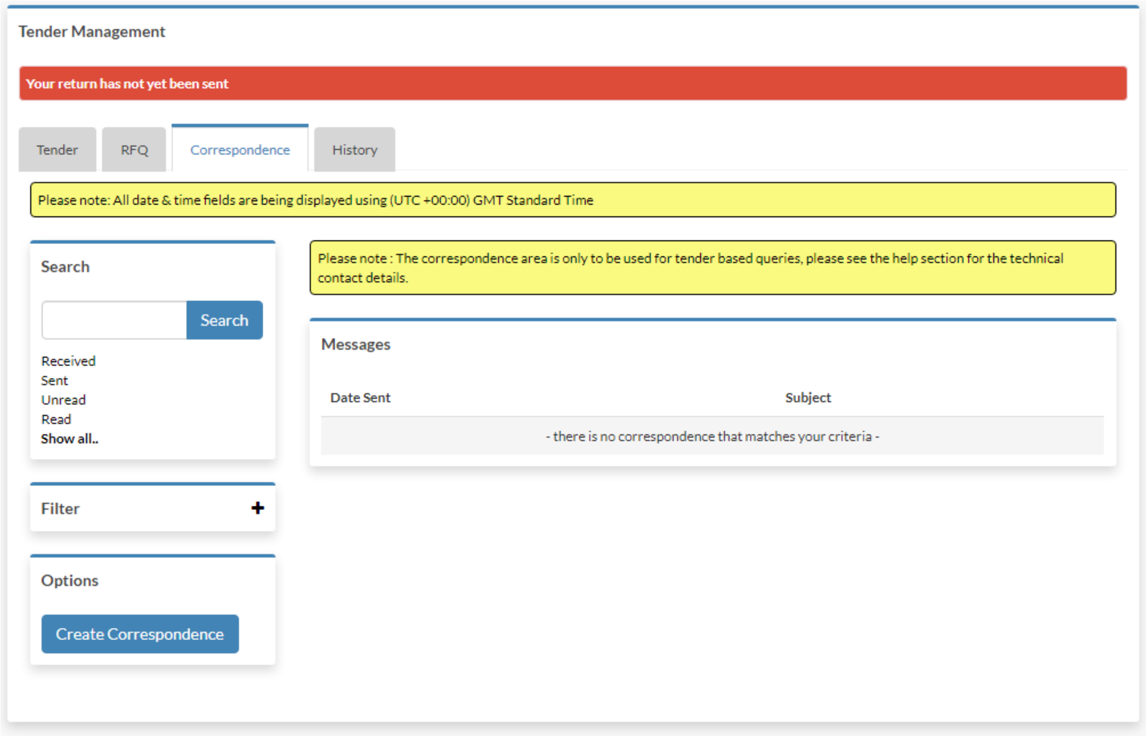
- Once you click this, the system will then display the following message:



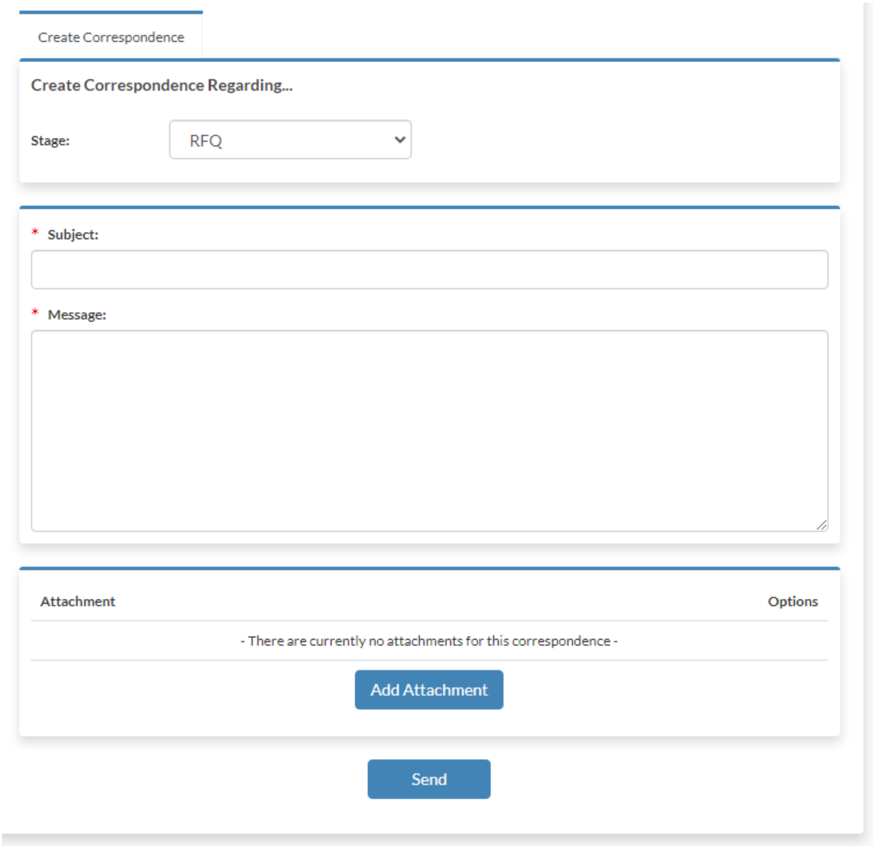
- You will then be able to adjust different elements (attachments, questionnaire answers etc). Once you are happy, submit an updated version of your response by clicking 'Submit Return'. Any previous returns will be superseded.
- Again, you will be able to view your return receipt for the return made.
- **Note** – if you apply to a DPS and are unsuccessful, if applicable, you can use the 'Modify Return' option to update your application and re-submit this to the buyer.

Contacting the Buyer

- All communications with the buyer **must** be sent through the In-Tend correspondence tab of the project.
- For technical / navigational queries, please contact the In-Tend helpdesk by telephone on **0845 557 8079 (08:30am – 5pm Mon to Fri)** or by email to support@in-tend.co.uk. Remember to include as much detail as possible, label your message as "Urgent" (only if time-sensitive) and include your telephone contact information.
- Once you access the 'Correspondence' tab all messages will be displayed by default, but you can narrow your search by using the search box / filters on the left-hand side.



- To draft and send a correspondence click ‘Create Correspondence’.
- You will then be able to select which stage the correspondence relates to (e.g., RFQ), enter the subject, body of the message and any attachments. The subject line will initially display your email address, but this can be updated.



- Once you have finished drafting your message, click 'Send'.
- When a response to your message is sent, you will be notified of this by email and will need to access the 'Correspondence' area of the project to view it. A direct link to the message will also be included within the message notification.