Step by Step Supplier Guide

То

Bedford Borough Council e-Tendering System

In-Tend Limited is a company registered in England and Wales. Company Registration Number : 5845701 • VAT Registration number : GB 886 4167 79

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Introduction

This **Step-By-Step Guide** is provided to assist you in using the (In-tend) e-tendering system. Once you have registered, you will be able to maintain your company information, return tender submissions and maintain company/contract documentation in a secure area via the internet.

If you encounter any difficulties whilst using the system you can contact out Support team by phoning 0844 2728810 or emailing support@in-tend.co.uk

Registering on the e-Tendering system

Visit https://in-tendhost.co.uk/bedford to access the (In-tend) supplier portal.

From the homepage click on Register

BEE BOROL	DFORD Supplie Council Contract Oppo			-
e-Mail Address : Password :	Contracts Register Help AS ONE OF OUR SUPPLIERS, WE NEED TO MAKE SURE YOU RECEIVE OUR EMAIL NOTIFICATIO YOUR INBOX PLEASE ADD OUR EMAIL DOMAIN @IN-TENDORGANISER.CO.UK TO YOUR SAFE FILTER SETTINGS. THANK YOU			
Login Forgotten Details Register in-community	Welcome to the Bedford Borough Council electronic tendering process From this web site you can • View a list of tenders/contracts/quotations. • View information on contracts that have already been awarded. • Express interest in a particular tender or quotation. • Receive tender and/or quotation documentation. • Safely return your tender or quotation documentation.			
NOTE: Please be aware that failure to provide correct login information <u>three</u> times will result in your account being locked	 Safety return your tender or quotation documents. Send and receive correspondence. How do I get started? To browse the list of tenders and quotations select the Tenders option. If you are interested in any button for further information and to express your interest. To gain full access to this web site you must register your <u>company / organisation</u> using the Regist When your registration has been accepted, you will receive an email containing your Login Inform Once you have received your Login Information, or if you are already a registered user, select the 	ster option. mation.	click the View	w Details
	For more information on using the web site select the Help option. Bedford Borough Council procurement policies and initiatives. • For further information on Bedford Borough Council procurement policies and initiatives please of	click on the follow	wing link.	
User ID: N/A User: Guest Company: N/A	<u>Copyright © 2017 In-Tend Limited.</u> All Rights Reserved.	Date:	03.10.01.13 22/02/2017 SUPWEB2	

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Registration process

As part of the simple registration form you will be asked to complete your **Company Details**, **Company Contact Details** and **Primary User Details**. Email alerts and actions will be sent to the email addresses you provide, so if possible it is useful to enter a general company email address in the **Primary User Details** section such as info@ *****.co.uk.

For cases where this person or inbox may be unavailable, we strongly recommended you add an **Additional User** (located at the bottom of the screen) so they can gain access to the site and also receive a copy of the emails. All Yellow fields are mandatory

PLEASE NOTE: Yellow fields are MANDATORY	
Company Details	
Company Reg No : I do not ha	re a Company Reg Number
Company Name : Address Lin	eli
Address Line 2 : Address Lin	e3:
Address Line 4 : Post Code :	
Country : United Kingdom	
United Kingdom	
Casted Belie	
Contact Details	
Contact Details	
	n Line No :
Telephone : Fax :	n Line No 1
Telephone : Fax :	n Line No :
Telephone : Fax :	n Line No :
Telephone : Fax : Web Site : Constructio	n Line No 1
Telephone : Fax :	n Line No 1
Telephone : Fax : Web Site : Constructio	
Telephone : Fax : Web Site : Constructio Primary User Details	
Telephone : Fax : Web Site : Constructio	
Telephone : Fax : Web Site : Constructio Primary User Details Contact First Name : Contact Las Telephone : e-Mail :	
Telephone : Fax : Web Site : Constructio Primary User Details: Contact First Name : Contact Las	

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Whilst 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.

	nay only add one additional point of contact, however		re registered as they would still be able to gain access. Jete you may login to your account and add as many
Additional User Detail	s		
Contact First Name :		Contact Last Name :	
Telephone :		e-Mail :	
Confirm e-Mail :		Password :	
Confirm Password :			
			Register My Company

In the **Business Classifications** tab you are able to add the business category codes relevant to your company. Enter a keyword or click on the search button to see the full list of available categories. Click the blue + symbol to add a category you require. You can add multiple categories.

Once you are happy with the details click on Register My Company

ompany Details	Business Classifications	
Cassifications		
Classifications		
Search :		Search Clear
Category	Title	÷
	Unspecified	+
A	Audio-Visual & Multimedia	+
AA.	Audio Equipment including Video Conferencing, Televisions, Videos	+
A8	Display/Projection Equipment & Consumables	+
AC.	Learning Packs	+
4D	Music	+
AE	Photographic Equipment Supplies & Services	+
AF	Studio Costs	+
14	Theater Costs	+ *
Category	Title	
		Register My Company

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You should not register your company more than once, unless they are under a separate company registration number. If your company has several locations, register the company against the head office and add contact details for individuals at the different locations. You can add one additional user at the time of registration. Once registered, you can add several contacts in the **Company Details** section.

Once registration is complete, the system will then thank you for registering and inform you that your details are being processed. You will then shortly receive an email with confirmation of your email and password.

Thank you for registering	1	
hank you for registering with the Compa	ny electronic tendering web site.	
Confirmation E-Mail		
our details are awaiting processing, and	each contact will be sent an email to confirm their registration has been accepted.	
hese e-mails will contain the automatica	ily system generated User ID, as well as a reminder of the e-mail address and password.	
pon receipt of the registration e-mail you	u will be able to login to your secure area of the web site.	

Managing your Company Details

If you need to update your company information you can do this from the **Company Details** section on the top menu bar. From here you can edit/add information regarding the company, contact details, company documents and business classifications.

npany Details		
alls Documents Business Cat	tegories Contact Details	
Address Company Banking	Insurance Other Accreditation	
Company Name :	RHG Supplies	
Address Line 1 :	1 A Road	
Address Line 2 :		
Address Line 3 :		
Address Line 4 :	London	
Postcode :	SW1	
Country :	United Kingdom	
Telephone :	0123 456789	
Fax :		
Website :		
Company e-Mail :		
Publish e-Mail :	j.bloggs@bloggs.co.uk	
Enquiries e-Mail :		
Health and Safety e-Mail :		

Please note that it is important that you do keep your details up to date, particularly your contact email addresses as you may miss out on tender opportunities which may be of interest.

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Tender Opportunities

To access tender opportunities hover over the **Tenders** section at the top menu bar and then click on **Current**, this will provide you with a full list of current tender opportunities. For a tender that you are interested in you should click **View Details**

Home	Buyers Profile	Messages Tenders Cont	racts Register Help
Tenders			
Search		A.123 Stationery contract	Date documents can be requested until: 08/01/2012
Current Forthcoming Awarded Show all.		Description	In-Tend bit are currently out to tender for the Blattonery contract which will run for a three year period starting from the tat March 2012. If you are interested in being would will the lender please express an interest, you will then be sent further details in the Innder documentation. The closing date for return of tenders is the 31st January 2012 at 12 noon. Please note that you will not be able to make a neturn after the deadline so please ensure you applo sufficient time to make your electronic return. Any questions neisting to the tender should be forwarded via the Correspondence functionality.
Customer			View Details
Al		ants.	Date documents can be requested until: 15/12/2011
		Description	test
			View Details
		ab.12	Dete documents can be requested until: 15/12/2011
		Description	test
			View Details
		#P5.Q1	Date documents can be requested until: 15/12/2011
		Description	test
			View Details

From the Tender Management screen you are able to **Express Interest** in the tender.

nder	
A-123 Stationery contract	
Title :	A-123 Stationery contract
Reference :	A-123
Description :	In-Tend Itd are currently out to tender for the Stationery contract which will run for a three year period stating from the stat Mach 2012. If you are interested in being involved with the tender places express an interest, you will then be set further details in the tender documentation. The closing date for return of tenders is the 31st lanuary 2012 at 12 nons. Please note that you will not be able to make a return after the deadline so please ensure you applic sufficient time to make your electronic return. Any questions relating to the tender should be forwarded via the Correspondence functionally:
Contact :	Ruth Gambling
Contract Start :	01/03/2012
Contract End :	28/02/2014
Date documents can be requested until :	06/01/2012

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You will then be asked to either log into an existing account or register a new one.

Once you have expressed your interest you will instantly see an update as to your status in the tender process and it will tell you that your expression of interest is being processed.

ender Management	
four Expression of Interest in the tender is being progressed by us	
Tender Correspondence History	
A-123 Stationery contract	
Title :	A-123 Stationery contract
Reference :	A-123
Description :	In-Tend Ind are currently out to tender for the Stationery contract which will run for a three year period starting from the 3±t Mach 2012. If you are interested in being involved with the tender please express an interest you will have the sent further details in the tender documentation. The dosing date for return of tenders is the 31±t January 2012 et 12 coon. Researe note that you will not be able to make a return after the deadline so please ensure you applo sufficient time to make your electronic return. Any questions relating to the tender should be forwarded via the Correspondence functionality.
Contact :	Ruth Gambling
Contract Start :	01/03/2012
Contract End :	28/02/2014
Date documents can be requested until :	06/01/2012

Once your expression of interest is received and accepted by the organisation (this may not happen straight away) you should receive an email saying that you have received tender documents and you should login to the secure area of the website to access them. If documents are immediately available, you will be taken straight to the latest tender stage screen.

If you are not currently logged in, from the homepage you should enter your email address and password then click **Login**.

e-Mail Address :
Password :
Login
Forgotten Details
Register
NOTE: Please be aware that failure to provide correct login information <u>three</u> times will result in your account being locked

*Please note that you are given three attempts to enter your email address and password. Please ensure you click the **Forgotten your Password** button if you cannot remember your details otherwise your account will be locked!

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Once you are logged in, go to the **Tenders** section at the top menu bar and click on **My Tenders**, find the tender that you are dealing with and click **View Details**. From the Tender Management section, you can easily see what your status is within the tender process. You will be able to see tabs running across the top. The tab which is **RED** is the current stage of the tender process (eg. Pre Qualification Stage, Invitation to Tender stage).

Tender Management	
Your return has not yet been sent	
Tender ITT Correspondence History	
A-123 Stationery contract	
Title :	A-123 Stationery contract
Reference :	A-123
Description 1	In-Tend Ind are currently out to tender for the Stationery contract which will run for a three year period starting from the 1st March 2012. If you are interested in being involved with the tender please express an interest, you will then be set further details in the tender documentation. The closing date for return of tenders is the 31st January 2012 at 12 room. Please note that you will not be able to make a return after the deadline so please ensure you applo sufficient time to make your electronic return. Any questions relating to the tender should be forwarded via the Correspondence functionality.
Contact :	Ruth Gambling
Contract Start :	01/03/2012
Contract End :	28/02/2014
Date documents can be requested until :	06/01/2012

Submit Tender Return

If you click on this tab (e.g. 'ITT') you will go into the section where you can access the tender documents. At the top of this section you will see instructions as to how to attach and submit documents which you should read carefully as they talk you through step by step. In this section you will see the follow headings:

• Tender Documents Received: View and/or download tender documents received

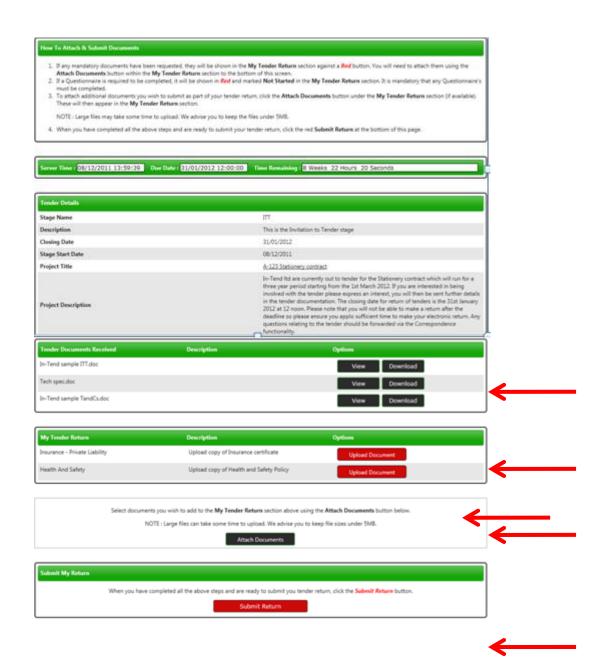
• **My Tender Return:** If any mandatory documents have been requested, they will be shown in the **My Tender Return** section against a *Red* button. You will need to attach them using the **Attach Documents** button within the **My Tender Return** section at the bottom of this screen.

If a Questionnaire is required to be completed, it will be shown in *Red* and marked **Not Started** in the **My Tender Return** section. It is mandatory that any Questionnaire's must be completed.

• Attach Documents (if available): Attach any additional documents you wish to return as part of your tender submission; these will upload to the **My Tender Return** section.

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• **Submit Return:** Click the Submit Return button only when you are completely happy that you have all the documents uploaded that you need to submit.



Once you have submitted your return you will be able to view a **Return Receipt** which confirms all the details of your submission. This will always be available to view within the **History** tab.

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Return Receipt	
Print	
Here is the receipt of your Return Subr	nission. Please Print a hard-copy for your records
Tender :	A-123 Stationery contract
Stage :	ITT
Submitted At :	06/12/2011 15:26
Submitted By :	A Perdon
Submitted By (e-Mail) :	a person@in-tend.co.uk
Documents Returned : 3 item(s)	
In-Tend sample Supplier Insurance Po	xicy - Indemnity.doc (Insurance - Private Liability)
In-Tend sample HandS policy - supple	er.doc (Health And Safety)
In-Tend sample Supplier response.do	(Attached Document)
Close	

If for any reason you wish to amend your return you may be able to do so by going into the stage tab again. The screen visible will show you all the documents that you returned as part of your original submission. If you want to remove any documents or add additional documents you can do this now.

Please note you should ensure that ALL the documents which you wish to be evaluated as part of your tender return are included in the My Tender Return section before you click on Modify Return as you are overiding the first return!

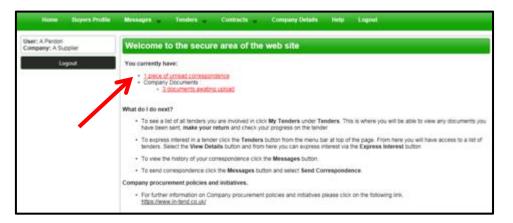
Tender Documents Received	Description	Options
In-Tend sample ITT.doc		View Download
Tech spec.doc		View Download
In-Tend sample TandCs.doc		View Download
My Tender Return	Description	Options
In-Tend sample Supplier Insurance Policy - Indemnity.doc	(Microsoft Word Document) Insurance - Private Liability	View Download Remove
In-Tend sample HandS policy - supplier.doc	(Microsoft Word Document) Health And Safety	View Download Remove
In-Tend sample Supplier response.doc	(Microsoft Word Document)	View Download Remove
Return Submitted		
	You have made a previous return for this tende	tr on 08/12/2011
	the 'Modify Return' button. Please note that any do wish to return must be included in your modified b	cuments not included in the subsequent return will not be considered. All id as this replaces your first and existing bids.
You must p	oress the 'Submit' button again, in order to submit a	any subsequent modified returns.
	Modify Return	

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Correspondence

This procedure is used to receive and send a communication regarding a tender/contract via the website.

If you receive Correspondence you will firstly receive an email alert informing you of this. You will need to login to the secure area of the system to view it. When you first login you will see on the homepage in red a prompt to say that there are unread correspondence. If you click on the link it will take you straight through to the message.



Alternatively, you can view the message through the Tender Management screen where it will tell you in brackets how many correspondence there are in the Correspondence tab. You can view the message, view any attachments and also make a reply.

r return has been received by	/ us					
ofer III Correspondence	nce (1) History					
iearch	🗘 Date	\$ubject		Anno	niated	
٩	08/12/2011 15:	19 19	Ø	N	A-123	
eceived ent		Attachments Renky				
wead rad	Message	Hand Halley				-
nn norad nad how all_	Message Subjects	A-123		ha Stationan coate	L+1	2
nread rad how all_		Hand Halley	been successul in winning t	he Stationery contro	ĸt	

You can also view Correspondence through the Messages tab at the top of the screen

Home Duyers Profile	Messages 🖵 Tend	ers Contracts -	Company Details	Help	Logout
User: A Perdon Company: A Suppler	any: A Supplier		web site		
Logout	Actors	J			

Clarifications

If there are any Clarifications made against the tender you can access them by viewing the tender details and a new tab will appear. It will tell you how many clarifications there are in brackets. Click on the Clarifications tab to view.

Tender Management				
Your return has been received by us				
Tender III Correspondence (1) Clarifications			
Clarifications				
Search	🗘 Added	Ç Tek	Project	
Read	08/12/2011		A-123 Clarification 1	
Unread Show all	Carification			
Filter	Name:	A-123 Clarification 1		
Stage None		Question: xyz Answer: xyz		
	Description:			
	Date:	08/12/2011		

NB. If you require clarification regarding the tender you should send your clarification request via Correspondence

Actions

This procedure is used to send you tasks which should be completed by a certain date. The system will send out automatic reminders for you to complete Actions.

If you receive an Action email, log in to your homepage and a red link will appear on screen.

Click on the red link or hover over Messages at the top menu bar and then click Actions.

Home Duyers Prufile	Messages Tenders Contracts Company Delaits Help Logical						
User: A Perdon Company: A Supplier	Welcome to the secure area of the web site						
Logovi	You currently have: • <u>1.outocution action</u> • <u>1.peece of unmail consumeration</u> • <u>Consumeration action</u> • <u>3.occuments an Wind upload</u> What do I do next?						
	 To see a list of all tenders you are involved in click My Tenders under Tenders. This is where you will be able to view any documents you take even sent, make your return and check your progress on the tender. 						
	 To express interest in a tender click the Tenders button from the menu bar at top of the page. From here you will have access to a list of tenders. Select the View Details button and from here you can express interest via the Express Interest button. 						
	 To view the matory of your correspondence click the Messages button. 						
	To send correspondence click the Messages button and select Send Correspondence						
	Company procurement policies and initiatives.						
	 For further information on Company procurement policies and initiatives please click on the following link. <u>https://www.inited.co.uk/</u> 						

You will be taken you to this screen where you can view details of the action placed against you.

ctions							
iearch		韋 Due Date	‡ who	Associated	🔷 Status	Calved Date	te Description
/tstanding impleted ivow all	Q	14/12/2011	A Perdon	A-123 Stationery contract (ITT)	Not Completed	08/12/2011	Associated With Stage : A-123 Stationery contract - ITT Please provide the following information:
lter		Action					
voject None		Date Due:	14/12/201	1			
ontract	-	Who:	A Perdon				
ione		Raised Date:	08/12/201	1			
		Status	Not Compl				
		Project (Stage)	A-123 Stat	ionery contract (ITI	ŋ		
		Description	Associated	With Stage : A-12	3 Stationery contra	rt - ITT	
			Please pro	vide the following i	information:		
			View Stag	pe			Complete Action

Read through the Action and make sure everything requested is completed then click **COMPLETE ACTION.**

Tender History

Within the My Tenders section you will see the History tab where there is a log of your involvement of the tender, right from your expression of interest to the current status.

ender Management							
ongratulations, you have been suc	cessful in winning this tender						
Tender ITT Correspondence	(1) Clarifications (1) Actions History						
Date	Description	Page 1 of 2 Next					
01/12/2011 13:12	You were successful in winning this tender						
01/12/2011 13:12	Your return is being considered by us for Stage TTT						
01/12/2011 13:11	Your return was opened by us for Stage TTT'						
01/12/2011 12:46							
01/12/2011 12:40	Your return was received by us for Stage TTT						
01/12/2011 12:40	Your return has been sent to us for Stage TTT'	View Receipt					
01/12/2011 12:27	You started processing the tender documentation for Stage TITY						
01/12/2011 12:27	You received tender documentation for Stage 'TT'						
01/12/2011 12:27	A new Stage has been published						
01/12/2011 12:27	Your Expression of Enterest is being considered for the next Stage						

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Contracts

You can view a summary of what Contracts the Institution has running from the **Contracts** heading at the top menu bar (may not be available with some institutions).

Home	Buyers Profile	Messages 🖕	Tenders 🚽 C	Contracts 🖕	Company Details	Help	Logout	
Contracts								
Search	٩	🔶 A/123 Stat	ionery contract					🚖 Expiry Date Not Set
My Contracts		Description	This is the Stationery of	contract which will	run for a period of t	hree years s	tarting from the 1st Se	eptember 2011
New Current		Name	A/123 Stationery contr	ract				<u> </u>
Expiring Show all								View Details
Filter		Another Good	Company -3 Year Cle	ening.Contract				Expiry Date 31/12/2015
Customer		Description	Contract between	Us & Another Goo	d Cleaning Compra	ay to provide	cleaning etc etc	
All		Name	Another Good Cor	mpany -3 Year Clea	aning Contract			
								View Details
		Supply of Des	ktop PC's					Expiry Date Not Set
		Description		test d	escription			
		Name		Supp	ly of Desktop PC's			
								View Details
		test boolean o	contract					Expiry Date 07/10/2011
		Name	5	est boolean contrac	2			
								View Details

If you are the contracted supplier you should log into the secure area of the website to be able to view specific contract information/documentation.

You can view this information by hovering over **Contracts** on the top menu bar and then clicking on **My Contracts** and then **View Details** for the relevant contract.

From this screen you can view contract details, see contract documents and send correspondence relating to the contract.

Contract Management							
Contract Doour	nents Correspondence						
A/123 Stationer	y contract						
Description :	This is the Stationery contract which will run for a period of three years starting from the 1st September 2011						
Name :	A/123 Stationery contract						

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1 686 1 1 01 10	
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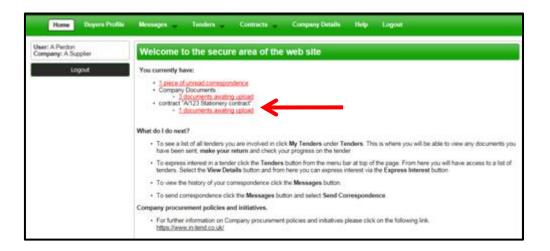
Contract Documents

Contract Documents can be viewed in the Documents tab within the Contract Management section.

Some documents may have viewing rights only which you cannot replace eg. official contract, agreed terms and conditions etc.

Other documents may be for you to manage and keep updated eg: insurances, policies etc...

If you are required to upload a new revision of a document that has expired you will receive an email alert. You should login to the secure area of the website where you will see a prompt in red that contract documents require upload.



To upload these documents you should click on the red prompt or go into **My Contracts**, click **View Details** of the relevant contract and then click the **Documents** tab.



Managing Contract Documents

From the documents tab you can view contract documents and replace/upload documents that you are responsible for maintaining.

You will be able to see a Replace button for the documents that may have expired (eg. Insurances) or that can be updated as and when (eg policies). You will also see a red Upload Document button for documents that have been requested by the contracting institution. If there is an expiry date in place you will be reminded until you upload the required document.

ntract Documents Correspondence								
ocument Title	Area	Status	Expires	Date Added	Туре	Options		
 Tend sample H&S policy - ipplier.doc 	Private	Document available	Never Expires	08/12/2011	Health And Safety	View Download Histor Replace		
-Tend sample TandCs.doc	Private	Document available	Never Expires	08/12/2011	Terms And Conditions	View Download Histor		
pload Insurance certificate	Private	Awaiting Supplier Upload	15/12/2011	08/12/2011	Insurance - Private Liability	Upload Document		
Jpload Company Documen	ŧ							
уре:			General			•		
xpiry Date:								

If you require any additional information or help, please contact the In-tend Support Desk.

In-tend Support Tel: 0844 2728810 Email: <u>support@in-tend.co.uk</u>

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