Sovereign Network Group

FAQ – Intend E Sourcing Platform

March 2025

Next Review: March 2026

Owner: Procurement

V2.0

Initial review by:

Name	Position	Signature
Kate Doherty	Operational Procurement Manager	

Change Control

Version Number	Date of Issue	Author(s)	Brief Description of Change(s)
2.0	13.03.2025	Procurement	Updating Sovereign Housing Association to Sovereign Network Group (SNG)

Review Period	
Next Review Date	

1. Why are we using Intend?

We are using Intend as a E-Sourcing Platform which will help Sovereign Network Group (SNG) make improvements to our tendering and quotation processes. By having an E-Sourcing Platform it will allow us to improve our procurement processes the required transparency and opening to our external suppliers at the same time as our internal and external customers

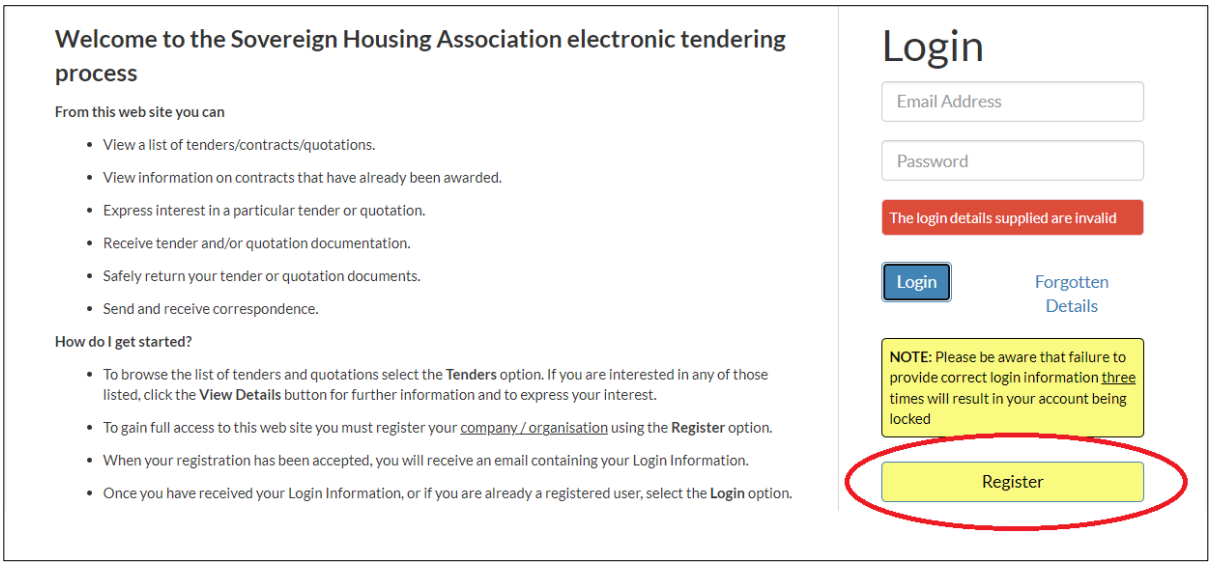
2. Do I have to use Intend?

All tender exercises will be issued solely on the Intend E-Sourcing Platform

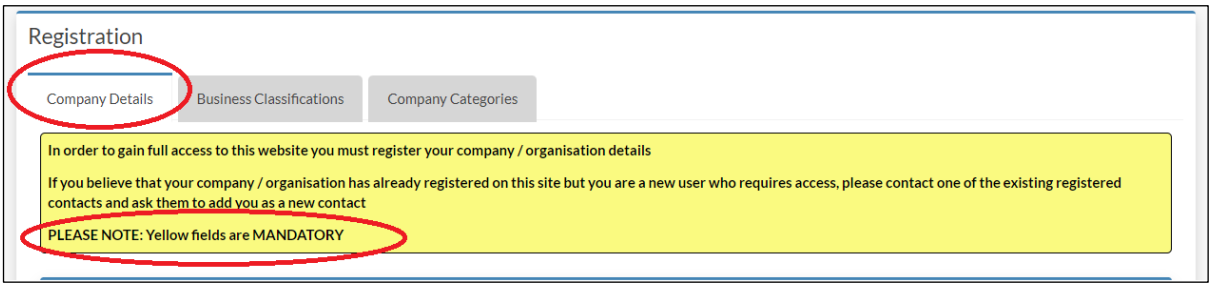
3. How do I register for Intend?

When you first register with Intend please use this link https://in-tendhost.co.uk/sovereign/aspx/Home

After you have clicked on the link, the system will take you to here, where you click on the Register icon – see screenshot below

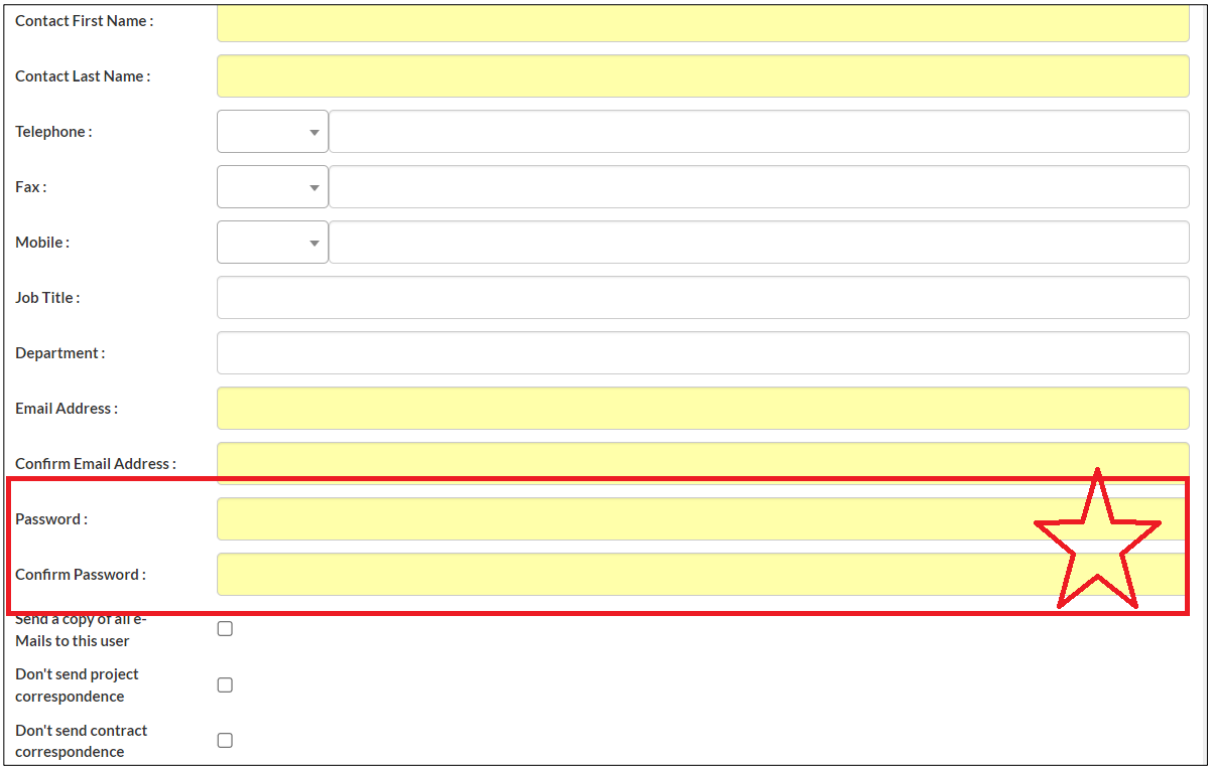


You then see Registration landing page – you must complete all the yellow mandatory fields on the ***company details*** *(the first tab) – remember to scroll down to see all the screen*

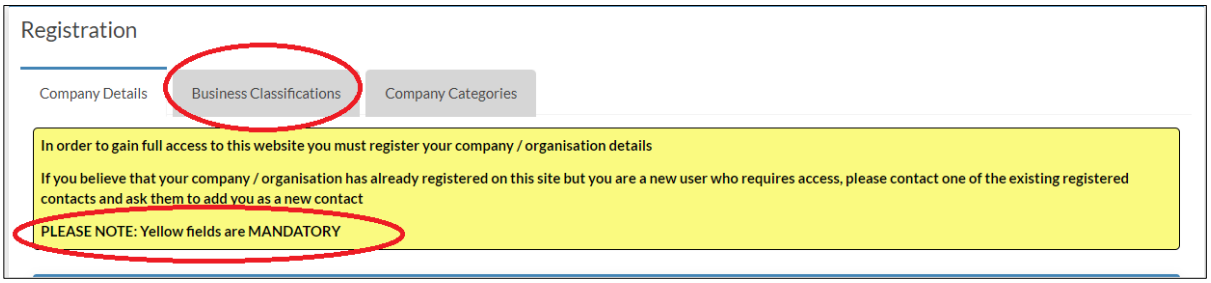


The Company Details tab is critical (remember the more information you populate here the better!) as this is where you need to populate your key information including:

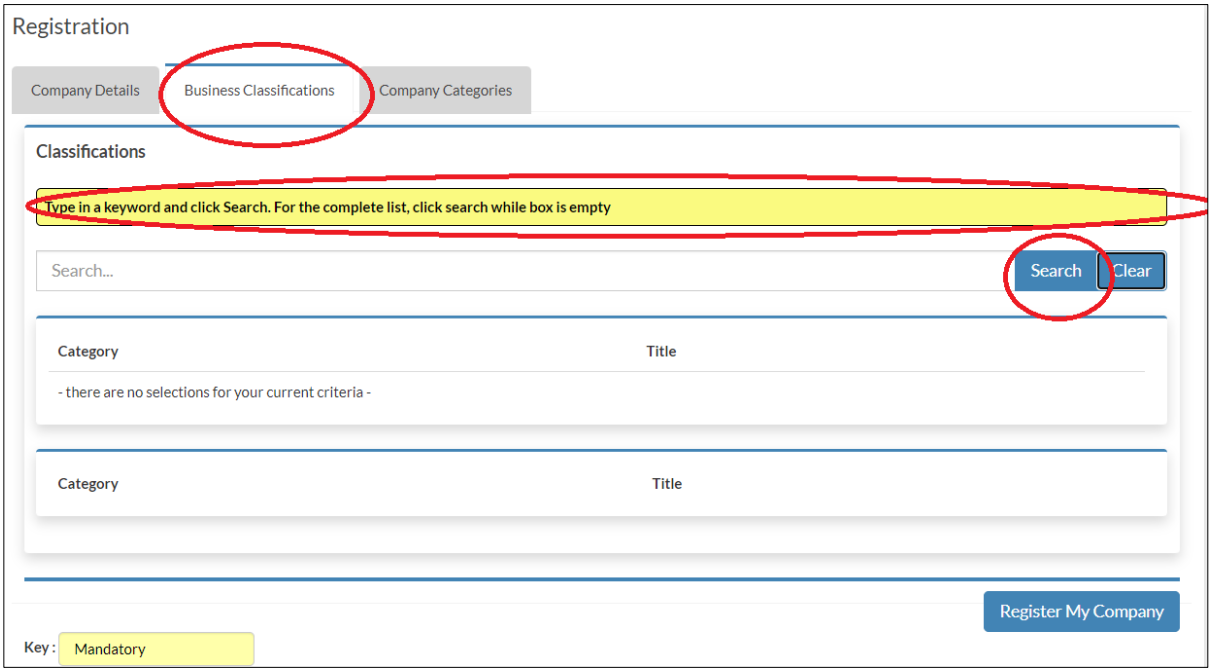
- *Company Name*
- *Company Reference Number*
- *Website*
- *Company Summary*
- *Are you a SME – yes or no*
- *Address – remember to complete all the address line(s)*
- *Contact Details – telephone number*
- *User Details – main address – remember the user details populated here; will be the contact that the system will automatically generate all notifications through to*
- *You set your password (must be a minimum of 6 characters) within the User Details*

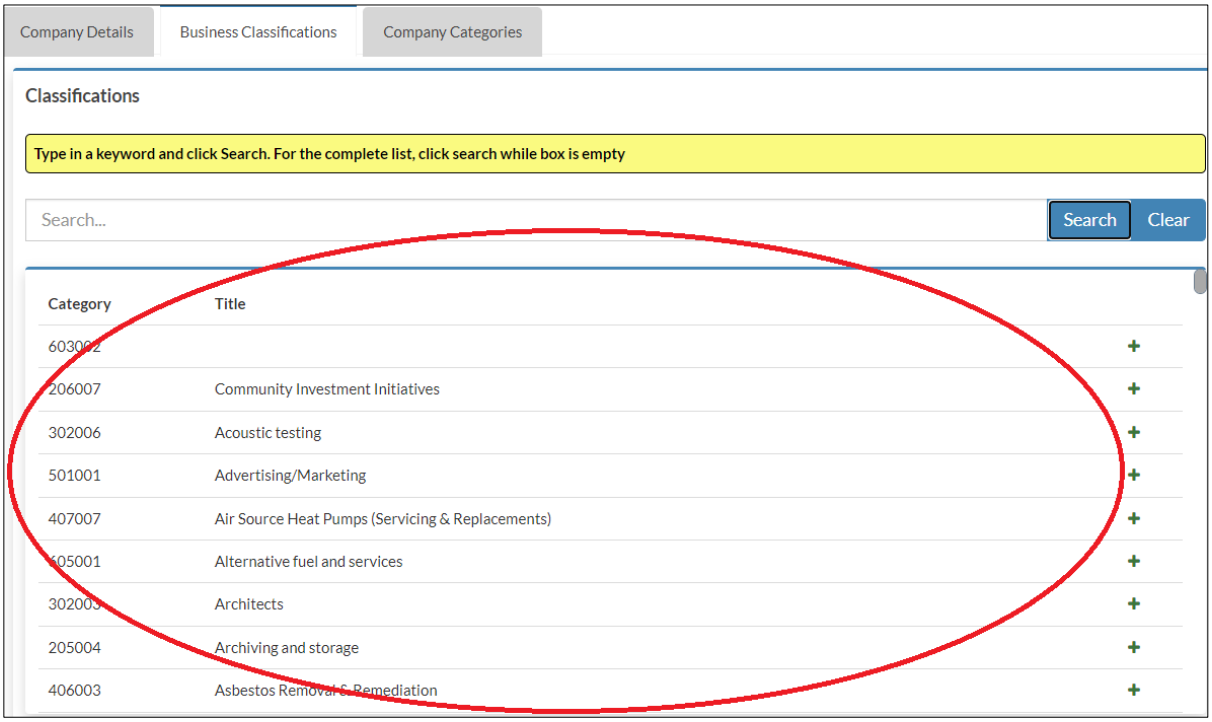


When you have completed the registration tab, you need to go to ***Business Classifications*** *(the second tab)*

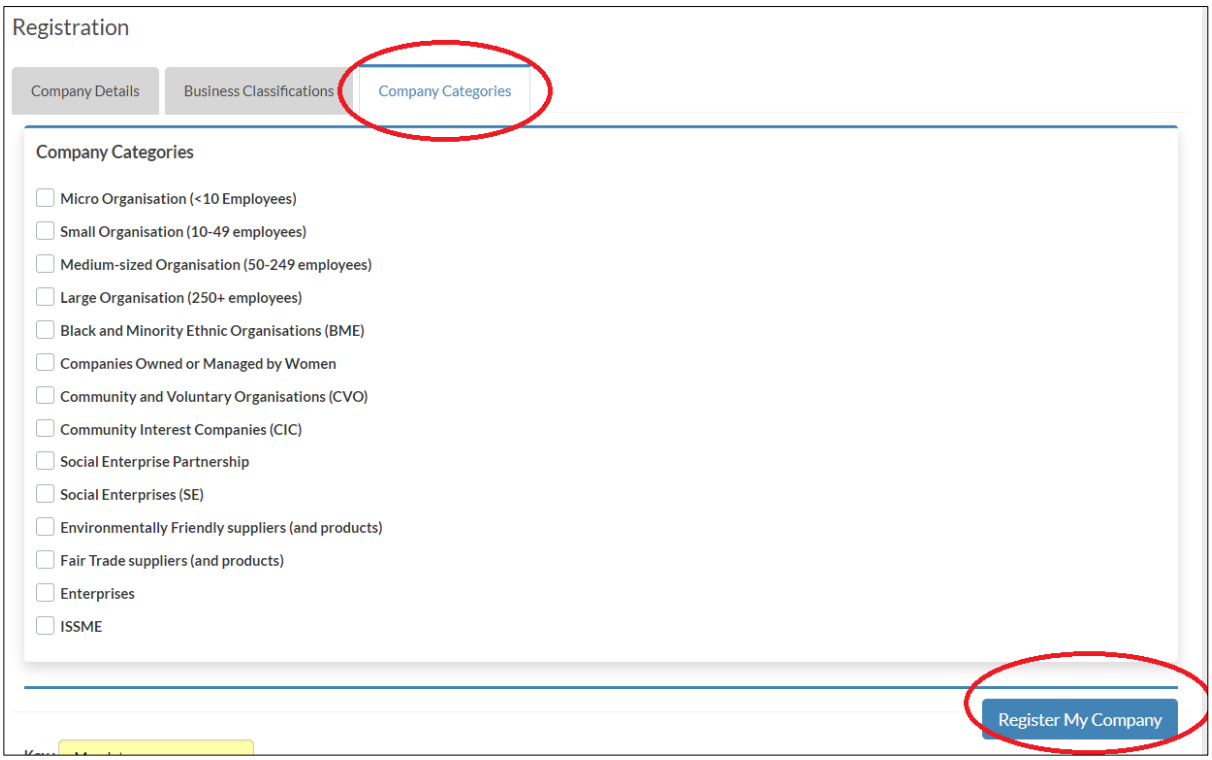


You will then need to click on the search functionality, and this will bring up a list of our Material Category Codes (areas of spend) and select the one(s) which are most relevant to your company – remember to scroll down to see all the screen



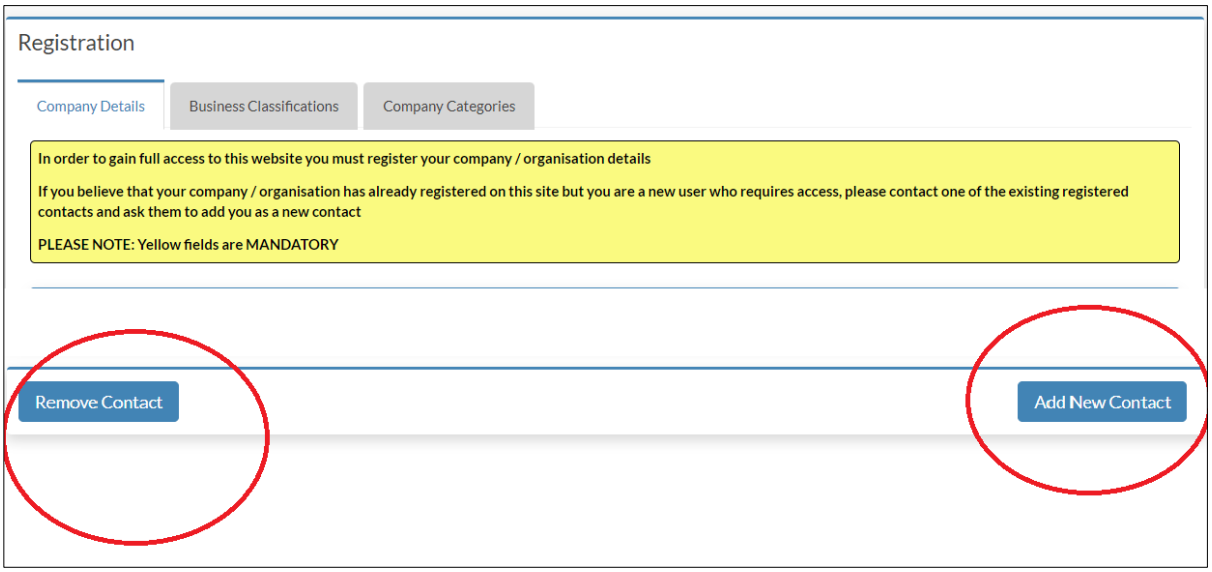


Whilst Companies Categories (on the third tab) is not mandatory it is good practice for your company to complete this when you register – once you have done this you then click the blue "Register My Company" – see below



4. Can I have more than one person registered on Intend from my company?

Yes – but please do not tell your colleague to register independently; this could easily lead to having multiple registrations for your company appearing on Intend. Please log into Intend yourself and then click on the ***"Company Details****" tab on the right hand of the screen; you then need to navigate to* ***"Company Contact Details"*** *button where you can access a screen where you will be able to see all the details of your colleagues from your company who have access to the system; from here you can edit or remove as required*



5. Is registering for Intend different to being onboarded as a fully registered supplier?

Yes – by registering for Intend, you are only expressing an interest to participate in a tender exercise. Suppliers are only fully onboarded into Sovereign Network Group (SNG) ERP system once a full contract has been awarded.

6. What happens if I lock myself out of Intend?

If you have locked yourself out of Intend, your password will need to be changed. When this has happened, please contact the procurement point of contact within the tender exercise and they will be able to unlock you. Please note that when they have unlocked you; your password is re-set to a temporary password, and you must change it to a new password before you can log back in.

***7.* What happens if I haven't locked myself out of Intend but I cannot obtain access and/or carry out tasks within Intend?**

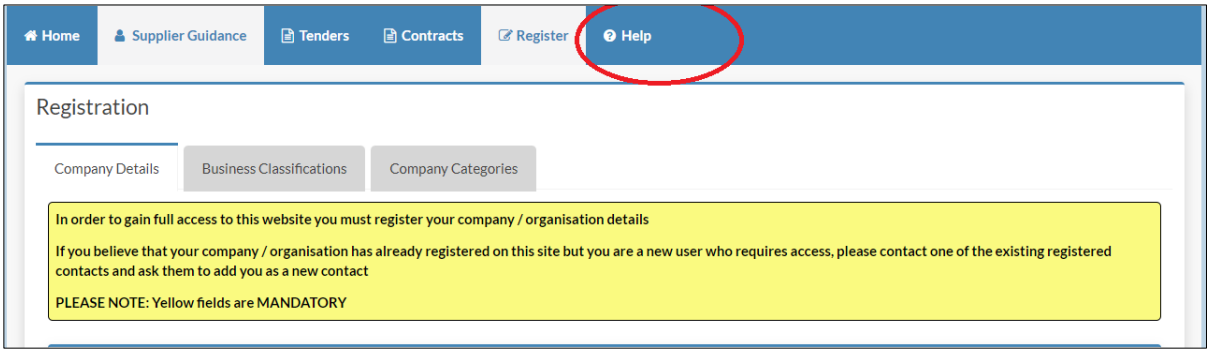
On this occasion, if the query is a technical based query, please contact Intend on email address support@in-tend.co.uk

8. What happens if the system fails when I am working on submitting a tender response?

As with all E-Sourcing systems it is internet based and therefore the system may become unavailable due to any internet / Wi-Fi problems. Should you come across issues of this kind, please contact the Category Manager who is leading the tender exercise and they will endeavour to investigate and response back in a timely manner to you and all other bidding suppliers within the tender.

***9.* Who should I contact if I am having problems operating the system?**

There is an extensive on-line help guide available on Intend, which you can access through clicking on the "Help" Icon at the bottom of the left-hand side of the screen. Intend also have a help line available between 8 am – 6pm Monday to Friday email address of support@in-tend.co.uk and/or telephone number 0845 557 8079



10. How do I know when I need to log on to Intend to obtain important notifications and emails regarding my tender?

The system will send an email (remember who the designated person is when you register as a Supplier) to let you know there is documentation and/or updates for you to read. You will need to log in to Intend to access the documentation and/or updates.

11. How do I manage correspondence through Intend?

When the Category Manager issues correspondence via Intend you will automatically receive an email from Sovereign Network Group (SNG) confirming there is a message for you to read.

To view the correspondence, you will need to log into the system; when logged in and go to the main area of the home page, you will see there is a message saying you have unread correspondence in red text, then click on the text link and it will take you to the correspondence page. You can now see a summary of the correspondence showing the date and time it was sent, the tender it refers to and whether there are any attachments included.

Under Option 10 there is a "View Message" button, click on this and from the message window you will be able to view and download any attachments that you are required to do so.

To reply to some correspondence, click on the "Reply" button and you can enter in your message on the screen. If you need to upload / attach any documents, then please click on the "Browse" button to access your drives. When you have selected a document click on the "attach" button.

The document will now appear under the "Attachments" section of the page; you can view the attachment to check it is correct and remove if incorrect.

When you are happy with your message and wish to send through then click on the "Send" button

If you want to create a new message (which is not in reply to any of the message you have received from Sovereign Network Group (SNG) , then please click on the "Create New Correspondence" button, please make sure relates to the tender you are involved in through from selecting from the drop-down menu. Please ensure you have uploaded and written your message correctly and then click on the Send button.

When the message has been successfully sent the system will notify you

Please make sure that all communications, questions and clarifications relating to a tender are directed through the Intend portal and not directly with a Sovereign employee.

12. How do I know if my submission has been uploaded and submitted correctly?

When you have uploaded the documentation, you want us to consider as part of your submission, you must click on the red "Submit Return" button. If you submit documentation but do not click on the red "Submit Return" button it will not come through to Sovereign Network Group (SNG).

It is also critical that you have uploaded all of the documentation you want to return, and it is submitted in the ordering sequencing as defined in the tender.

13. What happens if I have submitted documentation too early?

If you have submitted by accident documentation too early and/or if there is an error with your documentation, please contact the Category Manager leading on the tender to discuss

14. Do I need to be aware of any limits on sizes of files I wish to upload?

There is no limit imposed on the size of files; however, the system does recommend an average file size of between 10-15MB

15. Can I upload all file types in Intend?

*Intend can accommodate all file types including Office Documents, CAD Drawings and PDFs; the system does recommend that you avoid using any unnecessary long files names and to avoid the use of ', * () & characters.*

16. What do I need to complete in my tender pack?

Parts of the tender must be uploaded to the correct location or 'placeholder' and all mandatory attachments must be 'uploaded' before the tender can be 'submitted' via InTend.

InTend does not accept files with the same naming convention. As such all required documents must be individually named. If files are uploaded with the same naming convention an error message will prevent the document uploading and will prevent a bid being successfully submitted.

Before the tender deadline, Bidders must ensure sufficient time is allowed for all the correct documentation to be uploaded and submitted.