

# Guide for Suppliers using Intend

**Procurement**  
**February 2023**  
Version 1.0

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# Introduction

- This guide will provide you with help and tips in using Sovereign Housing Association e-tendering system
- When you have registered, you will be able to maintain your company information, return tender submissions and maintain company/contract document in a secure area via the Intend Platform
- If you have any problems and/or difficulties whilst using the system you can contact Intend via phone number 0844 2728810 or emailing [support@in-tend.co.uk](mailto:support@in-tend.co.uk)

# **Section 1**

## Registration

# Registration

**in-tend** procurement solutions

Home Procurement Guidance Tenders Contracts Register Help

e-Mail Address :  
d.gillott@in-tend.co.uk

Password :  
\*\*\*\*\*

Login

Forgotten Details

Register

AS ONE OF OUR SUPPLIERS, WE NEED TO MAKE SURE YOU RECEIVE OUR EMAIL NOTIFICATIONS. TO ENSURE OUR EMAILS REACH YOUR INBOX PLEASE ADD OUR EMAIL DOMAIN @IN-TENDORGANISER.CO.UK TO YOUR SAFE SENDERS AND CHECK YOUR SPAM FILTER SETTINGS. THANK YOU

**In-tend e-Procurement System**

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.

To register and obtain access on In-tend please click on <https://in-tendhost.co.uk/sovereign/aspx/Home>

# Registration (Cont'd)

- As part of the registration from you will be asked to complete your company details, contact details and primary user details.
- All mandatory fields are indicated by either the red asterisk or highlighted in yellow and these fields must be completed

**Registration**

Company Details | Standard Selection Questionnaire (SQ) | Business Classifications | Company Categories

In order to gain full access to this website you must register your company / organisation details  
If you believe that your company / organisation has already registered on this site but you are a new user who requires access, please contact one of the existing registered contacts and ask them to add you as a new contact  
PLEASE NOTE: Yellow fields are MANDATORY

**Company Details**

Company Reg No :  I do not have a Company Reg Number ☐

Company Name :  Address Line 1 :

Address Line 2 :  Town/City :

County/State :  Postcode/Zip :

Other Name :  Country :

Structure :

**Registration**

Company Details | Extra Details | Business Classifications | Company Categories

In order to gain full access to this website you must register your company / organisation details  
If you believe that your company / organisation has already registered on this site but you are a new user who requires access, please contact one of the existing registered contacts and ask them to add you as a new contact  
PLEASE NOTE: All fields marked with \* are required

**Company Details**

Company Reg No :  I do not have a Company Reg Number ☐

\* Company Name :  \* Address Line 1 :

Address Line 2 :  Town/City :

County/State :  \* Postcode/Zip :

\* Country :  \* Structure :

## Registration (Cont'd)

- Emails alerts and actions will be sent to the email address you provide, so if possible it is useful to enter a general company email address in the primary user details section as info@\*\*\*.co.uk
- The email address and password should be duly noted as this will be required when logging into Intend

**Primary User Details**

Contact First Name :	<input type="text"/>	Contact Last Name :	<input type="text"/>
Telephone :	<input type="text"/>		
Email Address :	<input type="text"/>	Confirm Email Address :	<input type="text"/>
Password :	<input type="text"/>	Confirm Password :	<input type="text"/>

# Registration (Cont'd)

- The business classifications are mandatory which requests you to select at least one business classification before you can register.
- Enter a keyword or click on the search button to see the full list of available classifications (Material Category Codes).

**Registration**

Business Classifications : is required

Company Details | **Business Classifications** | Company Categories

**Classifications**

Type in a keyword and click Search. For the complete list, click search while box is empty

Search :

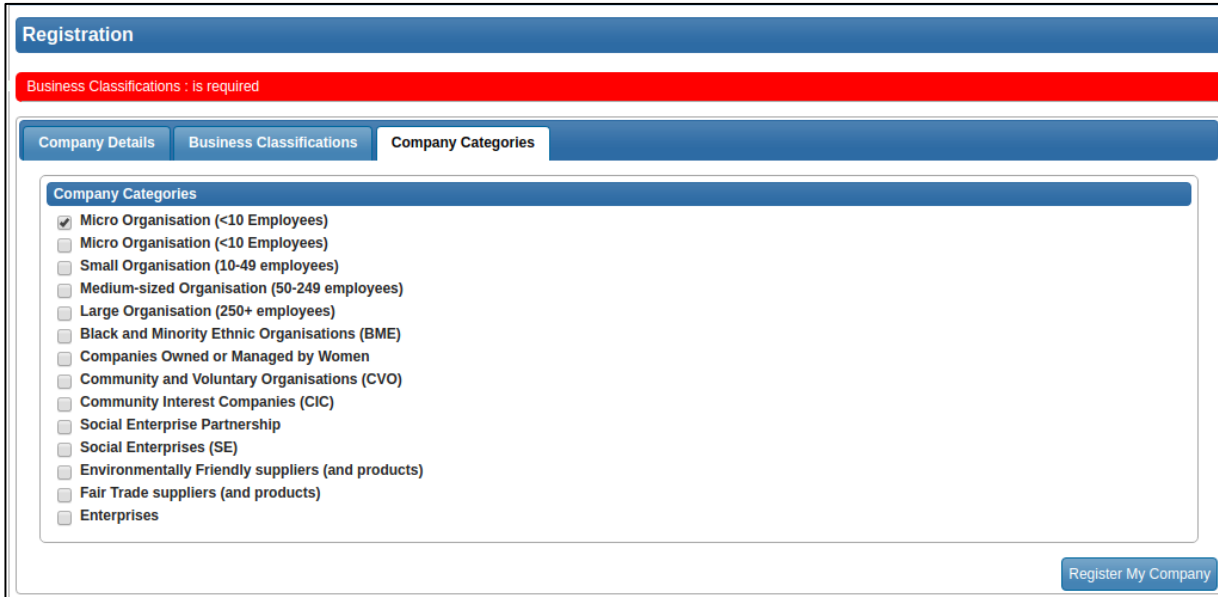
Category	Title	
E	Agricultural/Fisheries/Forestry/Horticultural/Oceanographic Supplies & Services	+
A	Audio-Visual & Multimedia	+
C	Catering Supplies & Services	+
WT	Cleaning Services	+
HB	Cleaning/Maintenance Machines & Consumables	+
K	Computer Supplies & Services	+
W	Estates & Buildings	+
F	Furniture, Furnishings & textiles	+
H	Janitorial & Domestic Supplies & Services	+

Category Title



# Registration (Cont'd)

- In the company categories tab you are able to tick on any of the categories which apply to your company



The screenshot shows a web form titled "Registration". At the top, a red banner states "Business Classifications : is required". Below this is a navigation bar with three tabs: "Company Details", "Business Classifications", and "Company Categories", with the third tab being the active one. The main content area is titled "Company Categories" and contains a list of checkboxes for various organizational types. The first checkbox, "Micro Organisation (<10 Employees)", is checked. The other checkboxes are: "Micro Organisation (<10 Employees)", "Small Organisation (10-49 employees)", "Medium-sized Organisation (50-249 employees)", "Large Organisation (250+ employees)", "Black and Minority Ethnic Organisations (BME)", "Companies Owned or Managed by Women", "Community and Voluntary Organisations (CVO)", "Community Interest Companies (CIC)", "Social Enterprise Partnership", "Social Enterprises (SE)", "Environmentally Friendly suppliers (and products)", "Fair Trade suppliers (and products)", and "Enterprises". A blue button labeled "Register My Company" is located at the bottom right of the form.

Registration

Business Classifications : is required

Company Details Business Classifications Company Categories

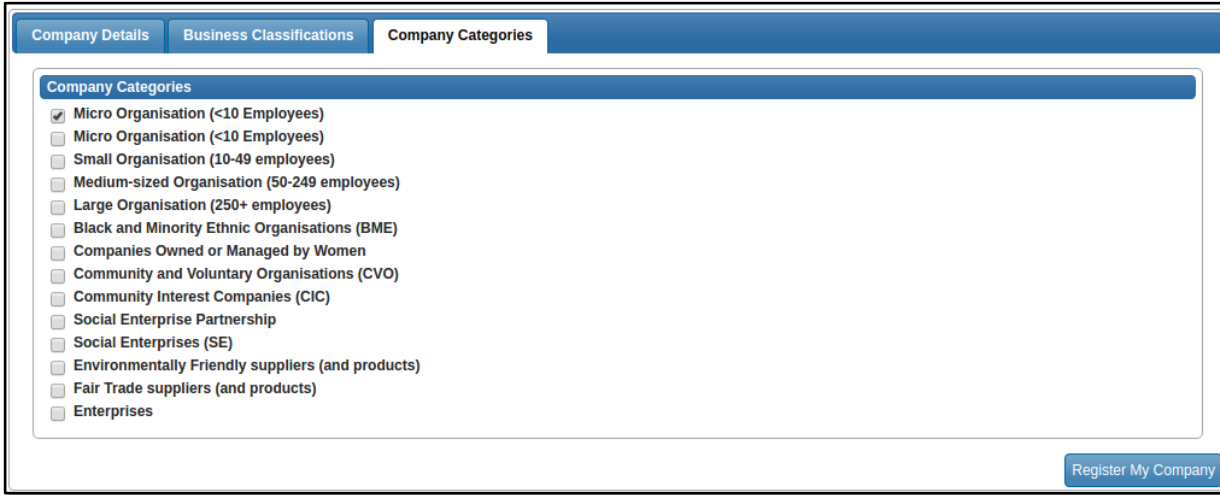
Company Categories

- ☒ Micro Organisation (<10 Employees)
- ☐ Micro Organisation (<10 Employees)
- ☐ Small Organisation (10-49 employees)
- ☐ Medium-sized Organisation (50-249 employees)
- ☐ Large Organisation (250+ employees)
- ☐ Black and Minority Ethnic Organisations (BME)
- ☐ Companies Owned or Managed by Women
- ☐ Community and Voluntary Organisations (CVO)
- ☐ Community Interest Companies (CIC)
- ☐ Social Enterprise Partnership
- ☐ Social Enterprises (SE)
- ☐ Environmentally Friendly suppliers (and products)
- ☐ Fair Trade suppliers (and products)
- ☐ Enterprises

Register My Company

# Registration (Cont'd)

- Once you have completed the required information, you need to click on Register My Company

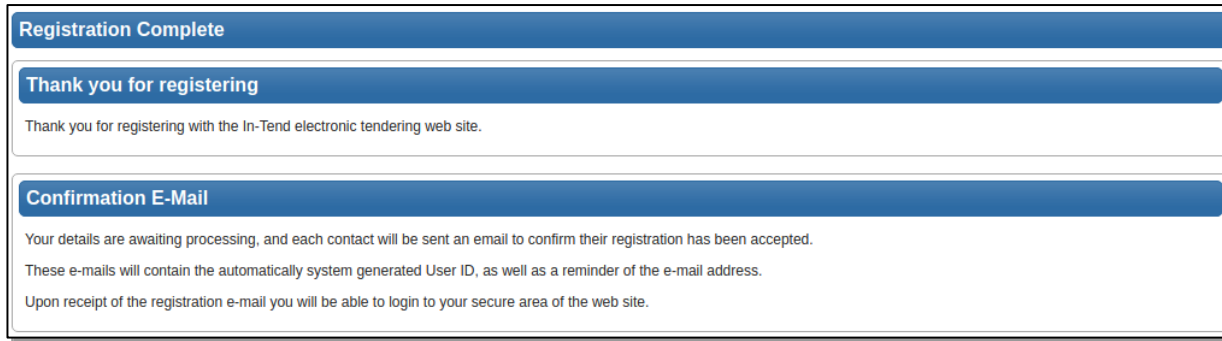


The screenshot shows a web interface for company registration. At the top, there are three tabs: 'Company Details', 'Business Classifications', and 'Company Categories'. The 'Company Categories' tab is selected. Below the tabs, there is a list of categories with checkboxes. The first category, 'Micro Organisation (<10 Employees)', is checked. Other categories include 'Small Organisation (10-49 employees)', 'Medium-sized Organisation (50-249 employees)', 'Large Organisation (250+ employees)', 'Black and Minority Ethnic Organisations (BME)', 'Companies Owned or Managed by Women', 'Community and Voluntary Organisations (CVO)', 'Community Interest Companies (CIC)', 'Social Enterprise Partnership', 'Social Enterprises (SE)', 'Environmentally Friendly suppliers (and products)', 'Fair Trade suppliers (and products)', and 'Enterprises'. At the bottom right of the form, there is a blue button labeled 'Register My Company'.

- 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

# Registration (Cont'd)

- Once registration is complete, the system will then thank you for registering and inform you that your details are being processed.



The screenshot shows a web interface with three distinct sections, each with a blue header bar. The first section is titled 'Registration Complete'. The second section is titled 'Thank you for registering' and contains the text 'Thank you for registering with the In-Tend electronic tendering web site.' The third section is titled 'Confirmation E-Mail' and contains three lines of text: 'Your details are awaiting processing, and each contact will be sent an email to confirm their registration has been accepted.', 'These e-mails will contain the automatically system generated User ID, as well as a reminder of the e-mail address.', and 'Upon receipt of the registration e-mail you will be able to login to your secure area of the web site.'

**Registration Complete**

**Thank you for registering**

Thank you for registering with the In-Tend electronic tendering web site.

**Confirmation E-Mail**

Your details are awaiting processing, and each contact will be sent an email to confirm their registration has been accepted.

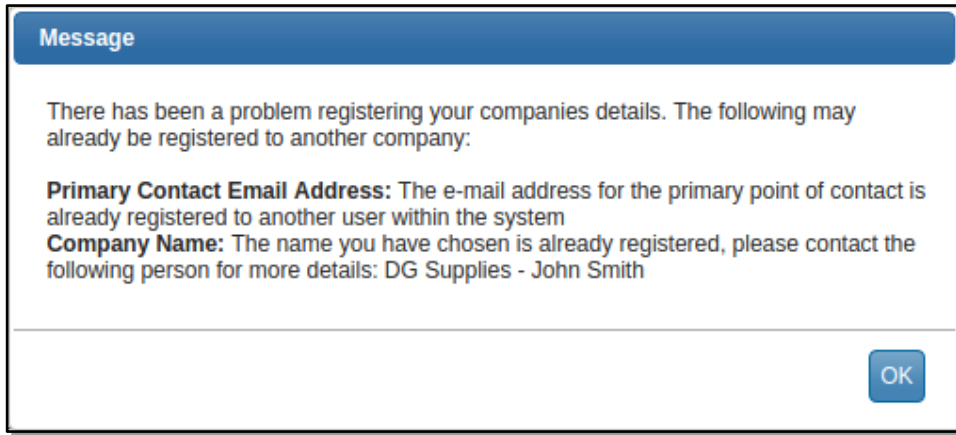
These e-mails will contain the automatically system generated User ID, as well as a reminder of the e-mail address.

Upon receipt of the registration e-mail you will be able to login to your secure area of the web site.

- Shortly after this, you will receive an email\* with confirmation of your registration
- \*Some systems may send a verification email containing a one time entry security code. In such cases the verification email will contain a secure link which may be used in conjunction with the security code provided

# Registration (Cont'd)

- If your company has already been registered by another user or the system detects duplicate information from an existing account, then you may receive an error message as shown below.
- If this happens, there are two options available to allow you to resolve this.




1. Contact the user specified against the company that is already registered and ask them to add you as an additional user to the existing company account.
2. If the user registered against the account has left your organisation you can contact your relevant category manager at Sovereign Housing Association.

## **Section 2**

Managing your  
company  
details

# Managing your company details

- Where documents have been uploaded with expiry dates the system will start sending reminder emails shortly before the expiry date to inform you that the document should be updated.

Company Details					
Details	Documents	Business Categories	Contact Details		
Document Title	Status	Expires	Date Added	Type	Options
6. Public Liability Insurance.docx	Document available	 04/Apr/2019	27/Mar/2019	Public Liability Insurance	<div>ViewDownloadHistory</div> <div>ReplaceArchive</div>
Please upload a copy of your environmental policy	Awaiting Supplier Upload	Never Expires	27/Mar/2019	Environmental Policy	<div>Upload Document</div>

- To update the expiring document and cancel the notification emails, click “replace” button of the expiry document and upload a new copy.

## **Section 3**

Forgotten  
Password/Account  
Locked

# Forgotten Password/Account Locked

- The system will only allow for three attempts at logging in

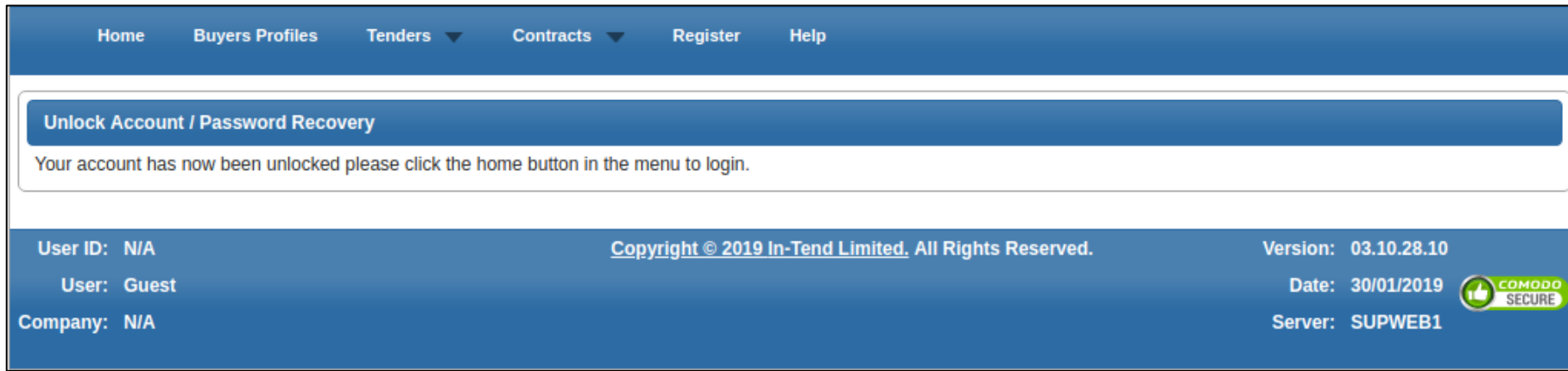
The screenshot displays the In-Tend e-Tendering login interface. At the top is a navigation bar with links: Home, Buyers Profiles, Tenders (with a dropdown arrow), Contracts (with a dropdown arrow), Register, and Help. On the left side, there is a login form with fields for 'e-Mail Address :' (containing 'd.gillott@in-tend.co.uk') and 'Password :'. Below the password field is a red error message: 'The password supplied is invalid'. Underneath the error message are four buttons: 'Login' (blue), 'Forgotten Details' (red), 'Register' (yellow), and 'in-community' (yellow). To the right of the login form, there is a red banner with white text: 'AS ONE OF OUR SUPPLIERS, WE NEED TO MAKE SURE YOU RECEIVE OUR EMAIL NOTIFICATIONS. TO ENSURE OUR EMAILS REACH YOUR INBOX PLEASE ADD OUR EMAIL DOMAIN @IN-TENDORGANISER.CO.UK TO YOUR SAFE SENDERS AND CHECK YOUR SPAM FILTER SETTINGS. THANK YOU'. Below the banner is a blue header for the 'Welcome to the In-Tend e-Tendering electronic tendering process' section. This section contains a list of services available from the website: '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 documents.', and 'Send and receive correspondence.'

- If you are unsure of the password then the “Forgotten Details” button can be used to recover the password via the email address that you registered against
- If the password is entered incorrectly three consecutive times then your account will become locked



# Forgotten Password/Account Locked

- Once you have unlocked your account, you can log into the system by clicking the 'home' link and entering your updated login details

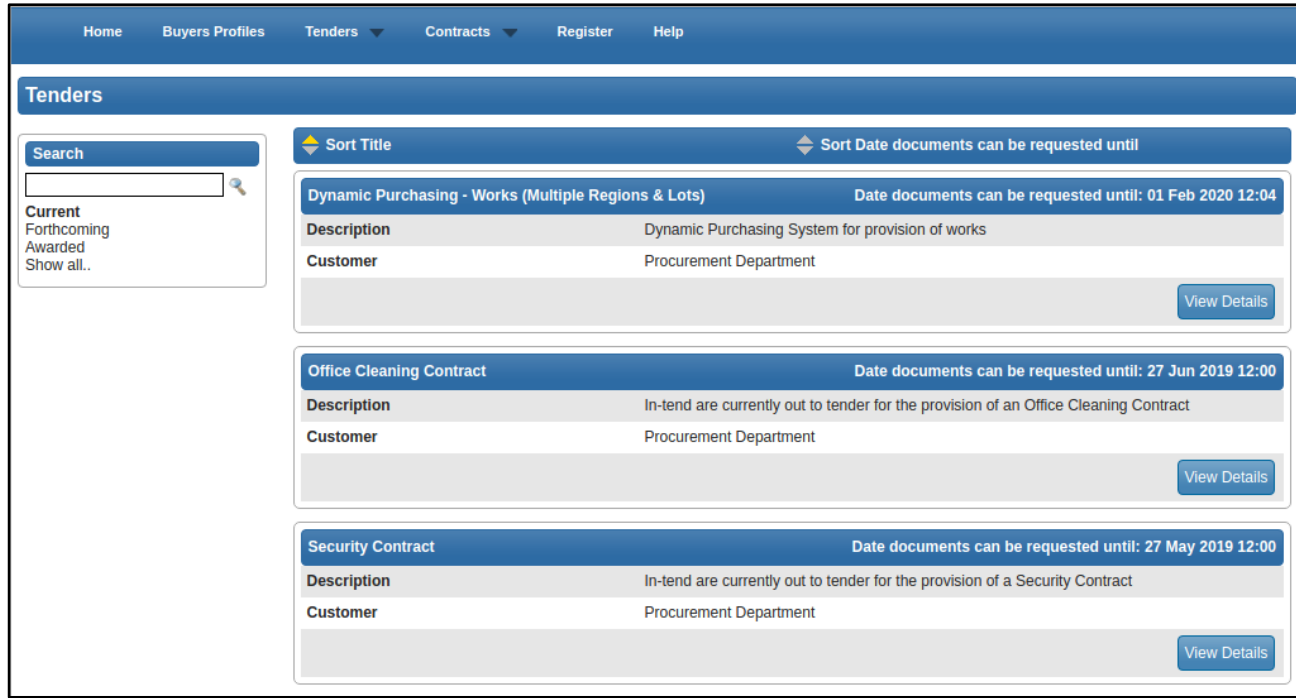


## **Section 4**

### Tender Opportunities

# Tender Opportunities

- There are two different ways of taking part in a tender process within the system
  - Browsing the list of open tenders and express your interest
  - Direct invitation from the buyer authority



- To browse open 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 being advertised.
- For a tender that you are interested in you should click view details to access further

# Tender Opportunities

- To take part in a tender opportunity click the 'Express Interest' button

**Tender Management**

**Tender**

**Office Cleaning Contract**

**Title :** Office Cleaning Contract

**Reference :** PR/025

**Description :** In-tend are currently out to tender for the provision of an Office Cleaning Contract

**Date documents can be requested until :** 27 Jun 2019 12:00

**Customer :** Procurement Department

**Process :** Non-OJEU

**Directive :** Works

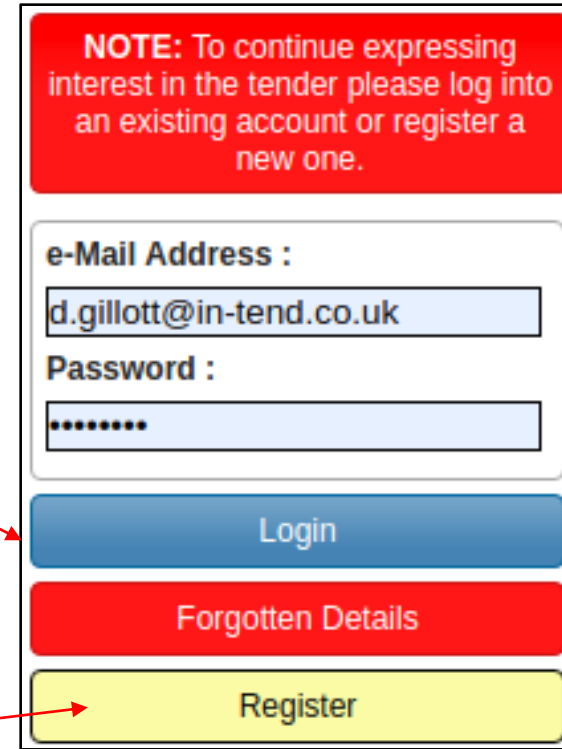
**Procedure :** Open (2.0.9)

[Express Interest](#)

- If you are invited by Sovereign Housing Association to take part in a tender process, you should receive an automated email alert containing the name of the tender. You will need to log in to the system and access this project from the 'My tenders' section

# Tender Opportunities

- If you are not already logged into the secure area of the portal the system will now prompt you to log in to continue and take part in this tender.



**NOTE:** To continue expressing interest in the tender please log into an existing account or register a new one.

e-Mail Address :

Password :

Login

Forgotten Details

Register

- If you are not registered yet, simply click 'Register' and follow the registration process.
- Note: When you log into the system you will be asked to confirm your expression of interest before being taken directly to the '**Tender Management**' area.

# **Section 5**

## Tender Management

# Tender Management

- Whether you have been invited directly or you have express interest in a tender then you will have direct access to the project which can be found in the 'My tenders' section

The screenshot displays the 'Tenders' section of a web application. At the top is a navigation bar with links: Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this, the 'Tenders' header is prominent. On the left, a 'Search' box is present, followed by a 'My Tenders' section with filters: Current, Forthcoming, Awarded, and a 'Show all..' link. The main area shows a list of tenders. The first tender is 'Office Cleaning Contract', with a status of 'Your return has not yet been sent', a description 'In-tend are currently out to tender for the provision of an Office Cleaning Contract', and a customer 'Procurement Department'. A 'View Details' button is located to the right of the tender details. At the bottom, a footer bar contains user information (User ID: 1483715898228, User: DAMIAN GILLOTT, Company: DG Service), copyright notice (Copyright © 2019 In-Tend Limited. All Rights Reserved.), version (03.10.28.10), date (30/01/2019), server (SUPWEB2), and a 'COMODO SECURE' logo.

Sort Title	Sort Date documents can be requested until
Office Cleaning Contract	Date documents can be requested until: 27 Jun 2019 12:00
Status	Your return has not yet been sent
Description	In-tend are currently out to tender for the provision of an Office Cleaning Contract
Customer	Procurement Department

[View Details](#)

User ID: 1483715898228  
User: DAMIAN GILLOTT  
Company: DG Service

Copyright © 2019 In-Tend Limited. All Rights Reserved.  
Version: 03.10.28.10  
Date: 30/01/2019  
Server: SUPWEB2

COMODO SECURE

- Clicking the 'View Details' of a project in the 'My tenders' section will take directly to the tender management screen for that project.

# Tender Management

- Whether you have been invited directly or you have express interest in a tender then you will have direct access to the project which can be found in the 'My tenders' section

The screenshot displays the 'Tenders' section of a web application. At the top is a navigation bar with links: Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this, the 'Tenders' header is visible. On the left, there is a 'Search' box and a 'My Tenders' sidebar with options: Current, Forthcoming, Awarded, and Show all.. The main content area shows a table with one tender entry: 'Office Cleaning Contract'. The table has columns for 'Status' (Your return has not yet been sent), 'Description' (In-tend are currently out to tender for the provision of an Office Cleaning Contract), and 'Customer' (Procurement Department). A 'View Details' button is located at the bottom right of the table. The footer contains user information (User ID: 1483715898228, User: DAMIAN GILLOTT, Company: DG Service), copyright notice (Copyright © 2019 In-Tend Limited. All Rights Reserved.), version (03.10.28.10), date (30/01/2019), server (SUPWEB2), and a 'COMODO SECURE' logo.

Sort Title	Sort Date documents can be requested until
Office Cleaning Contract	Date documents can be requested until: 27 Jun 2019 12:00
Status	Your return has not yet been sent
Description	In-tend are currently out to tender for the provision of an Office Cleaning Contract
Customer	Procurement Department

[View Details](#)

User ID: 1483715898228  
User: DAMIAN GILLOTT  
Company: DG Service

Copyright © 2019 In-Tend Limited. All Rights Reserved.  
Version: 03.10.28.10  
Date: 30/01/2019  
Server: SUPWEB2

COMODO SECURE

- Clicking the 'View Details' of a project in the 'My tenders' section will take directly to the tender management screen for that project.



# Tender Management

- The '**My Tenders**' Section will contain all the required information for taking part in the tender process.

## Key Information:

- (1) Current status of tender
- (2) Stage name
- (3) Correspondence area
- (4) Tender Deadline
- (5) Time Remaining
- (6) Deadline for Clarifications

The screenshot shows the 'Tender Management' page. At the top is a navigation bar with links: Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this is a blue header bar with the text 'Tender Management'. A red banner below the header contains the text 'Your return has been sent'. Below the banner are four tabs: Tender, ITT Documents, Correspondence, and History. The 'ITT Documents' tab is selected. The main content area has a blue header 'How To Attach & Submit Documents' followed by four numbered instructions. Below the instructions is a blue bar with 'Server Time', 'Due Date', and 'Time Remaining'. At the bottom is a 'Tender Details' section with a table of information. Red boxes with numbers 1 through 6 are placed over specific elements: 1 on the 'Tender Management' header, 2 on the 'ITT Documents' tab, 3 on the 'Your return has been sent' banner, 4 on the 'Due Date' field, 5 on the 'Time Remaining' field, and 6 on the 'Closing Date' field in the 'Tender Details' table.

Tender Details	
Stage Name	ITT - Documents
Closing Date	27 April 2019
Stage Start Date	27 March 2019
Deadline for clarifications	20 Apr 2019 12:00
Project Title	<a href="#">Office Cleaning Contract</a>
Project Description	In-tend are currently out to tender for the provision of an Office Cleaning Contract

# Tender Management

- The '**My Tenders**' Section will contain all the required information for taking part in the tender process.

## Key Information continued:

(7) Access tender documents

(8) Opt in or Out of the tender\*

(9) Complete an online questionnaire\*

(10) Upload a specific document\*

(11) Upload 'General' documents\*

(12) Enter a total bid value\*

(13) Submit your Tender Return

\* Optional items subject to specific tender setup

The screenshot displays the 'Tender Documents Received - Main' section, which includes a table with columns for 'Description' and 'Options'. The table lists 'Specification.docx' and 'Pricing Schedule.docx', each with 'View' and 'Download' buttons. Below this is the 'Confirmation of Your Involvement' section, which contains instructions and buttons for 'Opt In' and 'Opt Out'. The 'My Tender Return - Main' section follows, featuring a table with 'Description' and 'Options' columns. It lists 'Selection Questionnaire v3' with a 'View Questionnaire' button and 'Pricing Schedule' with an 'Upload Document' button. Below this is a section for attaching documents, with a note about large files and a button labeled 'Attach Documents'. The 'Submit My Return' section is at the bottom, containing a 'Bidding Details' form with a 'Value' input field, a 'Currency' dropdown menu set to 'Pound Sterling (GBP)', and a 'Submit Return' button. Red numbered callouts (7-13) are placed over the interface elements corresponding to the steps listed on the left.

Tender Documents Received - Main	Description	Options
	Specification.docx	<a href="#">View</a> <a href="#">Download</a>
	Pricing Schedule.docx	<a href="#">View</a> <a href="#">Download</a>

**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](#)

My Tender Return - Main	Description	Options
	Selection Questionnaire v3	<a href="#">View Questionnaire</a>
	Pricing Schedule	<a href="#">Upload Document</a>

Select documents you wish to add to the **My Tender Return** using the **Attach Documents** button below.

NOTE : Large files can take time to upload.

NOTE : Document Placeholders have been uploaded by the Procurement Department. You must upload a document for each mandatory placeholder before making a return.

[Attach Documents](#)

**Submit My Return**

**Bidding Details:**

Value:

Currency: [Pound Sterling \(GBP\)](#)

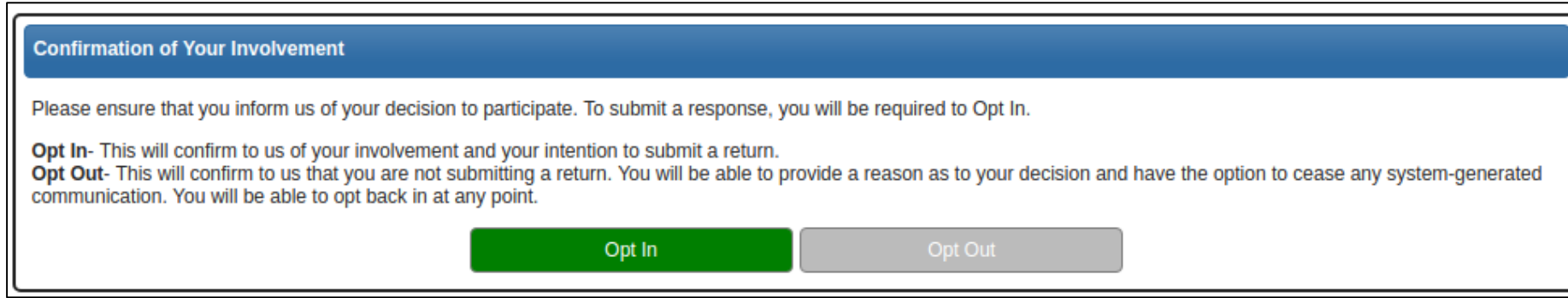
When you have completed all the above steps and are ready to submit your tender return, click the **Submit Return** button.

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

[Submit Return](#)

# Tender Management

## **\*Opting In or Out of a Tender** (\*Subject to setup and may not be available)



Confirmation of Your Involvement

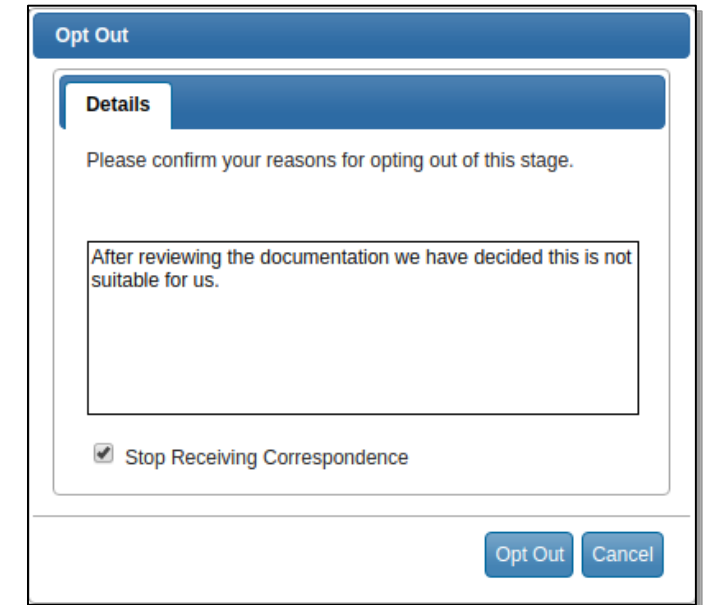
Please ensure that you inform us of your decision to participate. To submit a response, you will be required to Opt In.

**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'** - This confirms your involvement and your intention to submit a bid. Opt In gives access to the 'My Tender Return' area containing any questionnaires, required document uploads and the 'Submit Return' button.

**'Opt Out'** - This can be selected at any time during the tender process. Opt out informs the buyer you no longer wish to take part in the process. You have the opportunity to enter some feedback comments when selecting the 'Opt Out' button.

*When you 'Opt Out' you can specify that you no longer wish to receive automated emails for this tender by selecting 'Stop Receiving Correspondence'. You may opt back in at anytime within the deadline of the tender.*



Opt Out

**Details**

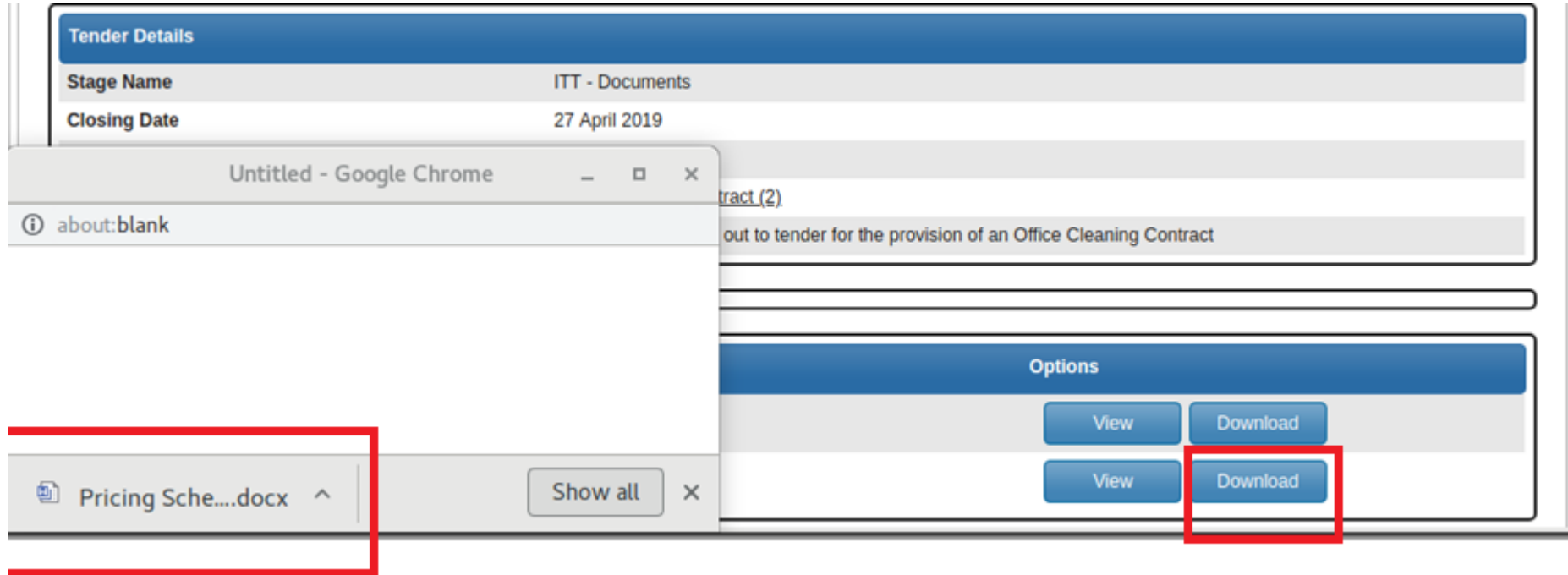
Please confirm your reasons for opting out of this stage.

After reviewing the documentation we have decided this is not suitable for us.

☒ Stop Receiving Correspondence

# Tender Management

## Accessing Tender Documentation



- Click on the 'download' button to save a copy of each file on your computer. A new window should open displaying the file that has downloaded. The file can be found by opening up your standard 'downloads' folder of your computer.
- *Note: If the window that opens appears blank – you may have to scroll the window to the bottom in order to see the download file*

# Tender Management

## Completing Questionnaires

**Control Panel**

Save Answers

Save Answers and Close

Close

6 in total  
0 answered  
6 mandatory unanswered

Unanswered Mandatory Questions

Question 1

Go To Mandatory Question

Go To Question

Go

**Selection Questionnaire v4**

Standard Selection Questionnaire

Please complete the questions below:

To save your answers, click the "Save Answers" button on the left hand menu panel.  
Please note: yellow denotes mandatory question

**Basic Company Information**

1. Company Name

2. Company Address

Street Name  
City  
Area  
Postcode

3. Annual Turnover

4. Do you have a valid Health and Safety policy?

☐ Yes  
☐ No

- Answer questions as required noting that any questions in Yellow or Red Asterisk are mandatory and must be answered before you can submit your tender response. Control buttons at the top left allow for saving & closing etc.
- *Note: It is important to remain logged into the supplier portal when completing a questionnaire so ensure your browser is not accidentally closed as this may result in a loss of your answers*

# Tender Management

## Completing Questionnaires

**Control Panel**

Save Answers

Save Answers and Close

Close

6 in total  
6 answered  
0 mandatory unanswered

Unanswered Mandatory Questions

Go To Mandatory Question

Go To Question

Go

**Selection Questionnaire v4**  
Standard Selection Questionnaire

Please complete the questions below:  
To save your answers, click the "Save Answers" button on the left hand menu panel.  
Please note: yellow denotes mandatory question

**Basic Company Information**

**1. Company Name**  
DG Services Ltd

**2. Company Address**  
123 Training Street  
Rotherham  
South Yorkshire  
S60 1FL

Street Name  
City  
Area  
Postcode

**3. Annual Turnover**  
150000

**4. Do you have a valid Health and Safety policy?**  
☒ Yes  
☐ No

in-tendhost.co.uk says  
Note: Dont forget to submit your return by clicking the Submit Return button once you have completed your questionnaire and uploaded any associated documents.  
OK

- Answer questions as required noting that any questions in Yellow or Red Asterisk are mandatory and must be answered before you can submit your tender response. Control buttons at the top left allow for saving & closing when complete.
- **Note:** The system will offer a pop out message to remind you not to forget to submit the return

# Tender Management

## Uploading Documents

My Tender Return - Main	Description	Options
Selection Questionnaire v4	Completed	<a href="#">View Questionnaire</a>
Pricing Schedule	Please upload your completed Pricing Schedule	<a href="#">Upload Document</a>

Select documents you wish to add to the **My Tender Return** section above using the **Attach Documents** button below.

NOTE : Large files can take some time to upload.

NOTE : Document Placeholders have been uploaded by the Procurement Department. Please upload a document for each mandatory placeholder before making a return.

[Attach Documents](#)

- Documents will need to be uploaded in most cases to support your tender submission and should be uploaded into the system as indicated by the buying authority. Specific documents may be asked for via individual upload buttons, alternatively the 'Attach Documents' button may be used (if available) to upload documents when individual Upload Document buttons are not present.
- *Note: Any red 'Upload Document' button indicates that the document is mandatory and you will not be permitted to 'Submit' your return until the mandatory documents have been uploaded.*

# Tender Management

## Submitting returns

My Tender Return - Main	Description	Options
Selection Questionnaire v4	Completed	<a href="#">View Questionnaire</a>
Pricing Schedule.docx	(Microsoft Word Document) Pricing Schedule	<a href="#">View</a> <a href="#">Download</a> <a href="#">Remove</a>

Select documents you wish to add to the **My Tender Return** section above using the **Attach Documents** button below.

NOTE : Large files can take some time to upload.

[Attach Documents](#)

**Submit My Return**

Bidding Details:

Value:

Currency:

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](#)

- When all mandatory information has been completed and your tender response is ready, it can be submitted to Sovereign Housing Association using the 'Submit Return' button.

After submission, a receipt should open as a pop out window to confirm the submission has been successful.

**Note:** Due to individual browser settings this may displayed under other active windows. The receipt will always be available for access under the 'History' tab.

**Return Receipt**

[Print](#)

Here is the receipt of your Return Submission. Please Print a hard-copy for your records...

Tender : Office Cleaning Contract (3)  
Stage : ITT - Documents  
Submitted At : 29 Mar 2019 13:40  
Submitted By : Peter Parker  
Submitted By (e-Mail) : d.gillott@in-tend.co.uk

Bidding Details :

Value : 27,500.00  
Currency : Pound Sterling (GBP)

Documents Returned : 2 Item(s)...

Pricing Schedule.docx (Pricing Schedule)  
Selection Questionnaire v4 (Attached Questionnaire)

[Close](#)



# Tender Management

## Modifying your tender returns

My Tender Return - Main	Description	Options
Selection Questionnaire v4	Completed	<a href="#">View Questionnaire</a>
Pricing Schedule.docx	(Microsoft Word Document) Pricing Schedule	<a href="#">View</a> <a href="#">Download</a>

---

**Return Submitted**

You have made a previous return for this tender on **29 March 2019**

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](#)

- If Sovereign Housing Association is permitting modifications to the submission then any changes to your submission can be made through the 'Modify Return' button.
- *Note: This will only be available until the tender deadline.*
- When the return is being modified you will have full access to the submission allowing for changes of documents, questionnaires and bid value

**IMPORTANT** – Don't forget to re-submit the modifications using the 'Submit Return' button again!

# **Section 6**

## Communication

# Communication & Correspondence

## Asking questions about a tender

The screenshot shows the 'Correspondence' tab of a tender management system. The sidebar on the left contains a search bar, a list of message statuses (Received, Sent, Unread, Read, Show all..), a filter section with a 'Stage' dropdown set to 'None', and an 'Options' section with a 'View Correspondence' button. The main content area has a 'Create Correspondence' header. Below it is a 'Create Correspondence Regarding...' section with a 'Stage' dropdown menu currently set to 'ITT - Documents'. The 'Subject' field contains 'Question about the Pricing Schedule'. The 'Message' field contains the text: 'Dear Procurement, The attached pricing schedule does detail whether pricing should include or exclude VAT. Could you please clarify? Kind Regards'. Below the message field is an 'Attachment' section with a note '- There are currently no attachments for this correspondence -' and an 'Add Attachments' button. At the bottom right of the form is a 'Send' button. A yellow note at the top of the main content area states: 'Please note : The correspondence area is only to be used for tender based queries, please see the help section for the technical contact details.'

Clarification questions can be sent to the buyer from within the 'Correspondence' tab of the tender.

For tenders with multiple stages, the question can be made specific to a chosen stage.

A subject and message can be created.

When complete, the correspondence message can be sent to the buyer using the 'Send' button.

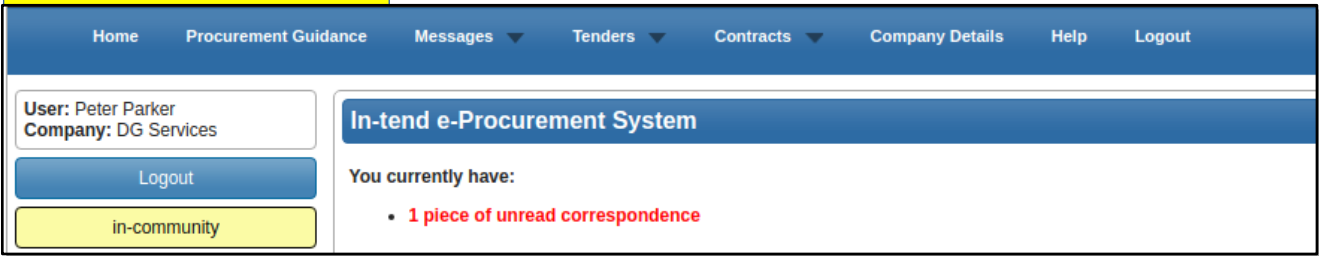
**Note:** File attachments should only be added if instructed by the buyer.

# Communication & Correspondence

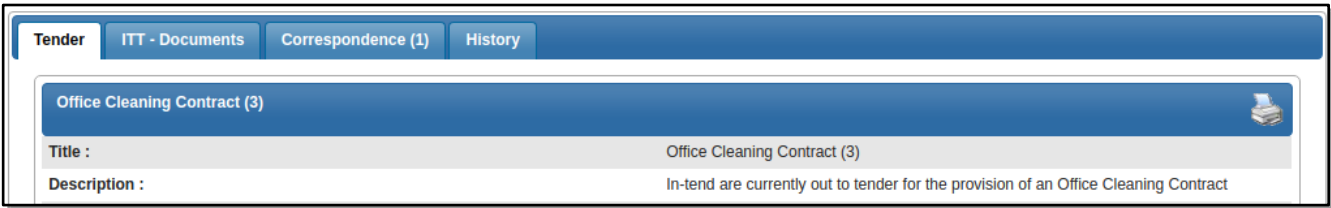
## Receiving Correspondence Messages from the Buyer

- When the buyer sends you a correspondence message you will receive an automated email notification. The correspondence message can be accessed from three places

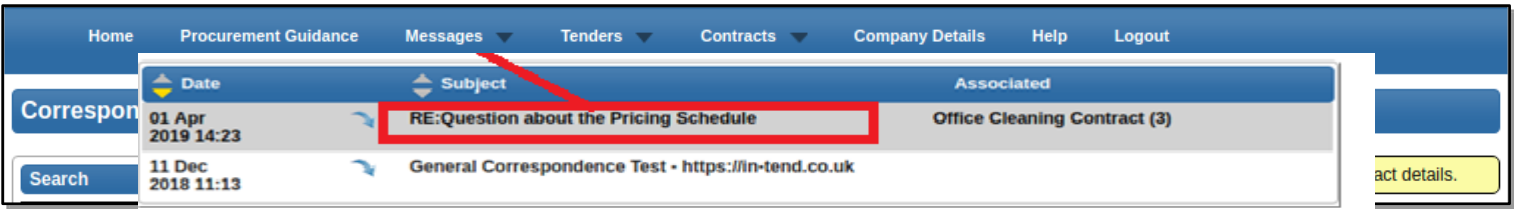
### 1. The 'Home Screen'



### 2. The 'Correspondence' tab within the actual tender



### 3. The 'Messages' central area



# **Section 7**

## Tender Clarifications

# Tender Clarifications

## Tender Clarifications issued by Sovereign Housing Association

- Tender clarifications may be published by the buyer to inform all potential suppliers of any material changes, missing information or responses to clarifications questions that may have been received regarding the tender.
- If a clarification has been published then you will be notified via email and can access the new information under the 'Clarification' tab within the tender management area of the project.

The screenshot displays the 'Tender Management' section of a web application. At the top, a navigation bar includes links for Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this, a red banner states 'Your return has not yet been sent'. The main content area features a tabbed interface with 'Tender', 'ITT - Documents', 'Correspondence', 'Clarifications (1)', and 'History'. The 'Clarifications (1)' tab is currently selected and highlighted with a red box. Below the tabs, the details for the 'Office Cleaning Contract' are shown in a table format.

Office Cleaning Contract	
Title :	Office Cleaning Contract
Reference :	PR/025
Description :	In-tend are currently out to tender for the provision of an Office Cleaning Contract
Date documents can be requested until :	27 Jun 2019 12:00
Customer :	Procurement Department
Process :	Non-OJEU
Directive :	Works
Procedure :	Open (2.0.9)

# Tender Clarifications

## Clarifications Tab

- The clarifications tab will give access to all clarifications issued for this tender. Select the required clarification to view the information. A paper clip icon indicates a file attachment which can be accessed through the 'Attachments Tab'.

**Please Note:** The clarification area of the portal is a one way messaging tool for the buyer.

Any questions relating to the content of a clarification should be made using the correspondence function.

The screenshot displays the 'Tender Management' interface. At the top, a navigation bar includes links for Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this, a red banner states 'Your return has not yet been sent'. The main navigation bar features tabs for Tender, ITT - Documents, Correspondence, Clarifications (highlighted with a red box), and History. On the left, a search bar contains the email 'd.gillott@in-tend.co.uk' with options to Read, Unread, or Show all. Below the search bar is a filter section with a 'Stage' dropdown menu set to 'None'. The central area shows a list of clarifications with columns for 'Added' and 'Title'. Two entries are visible: '25 April 2019 Clarification - Deadline Extension' and '25 April 2019 Clarification - Specification Amendment' (highlighted with a red box and featuring a paper clip icon). Below the list, the details for the selected clarification are shown. The 'Clarification' tab is active, displaying the Name 'Clarification - Specification Amendment', a Description 'Dear Supplier, Please be aware that there has been amendment to the specification document to address clarification questions regarding Section 3.B. The new document 'Specification V.2' has been attached to this clarification.', and the Date '25 April 2019'. An 'Attachments' tab is also visible.

Added	Title
25 April 2019	Clarification - Deadline Extension
25 April 2019	Clarification - Specification Amendment

Clarification

Attachments

Name: Clarification - Specification Amendment

Description: Dear Supplier,  
Please be aware that there has been amendment to the specification document to address clarification questions regarding Section 3.B.  
The new document 'Specification V.2' has been attached to this clarification.

Date: 25 April 2019

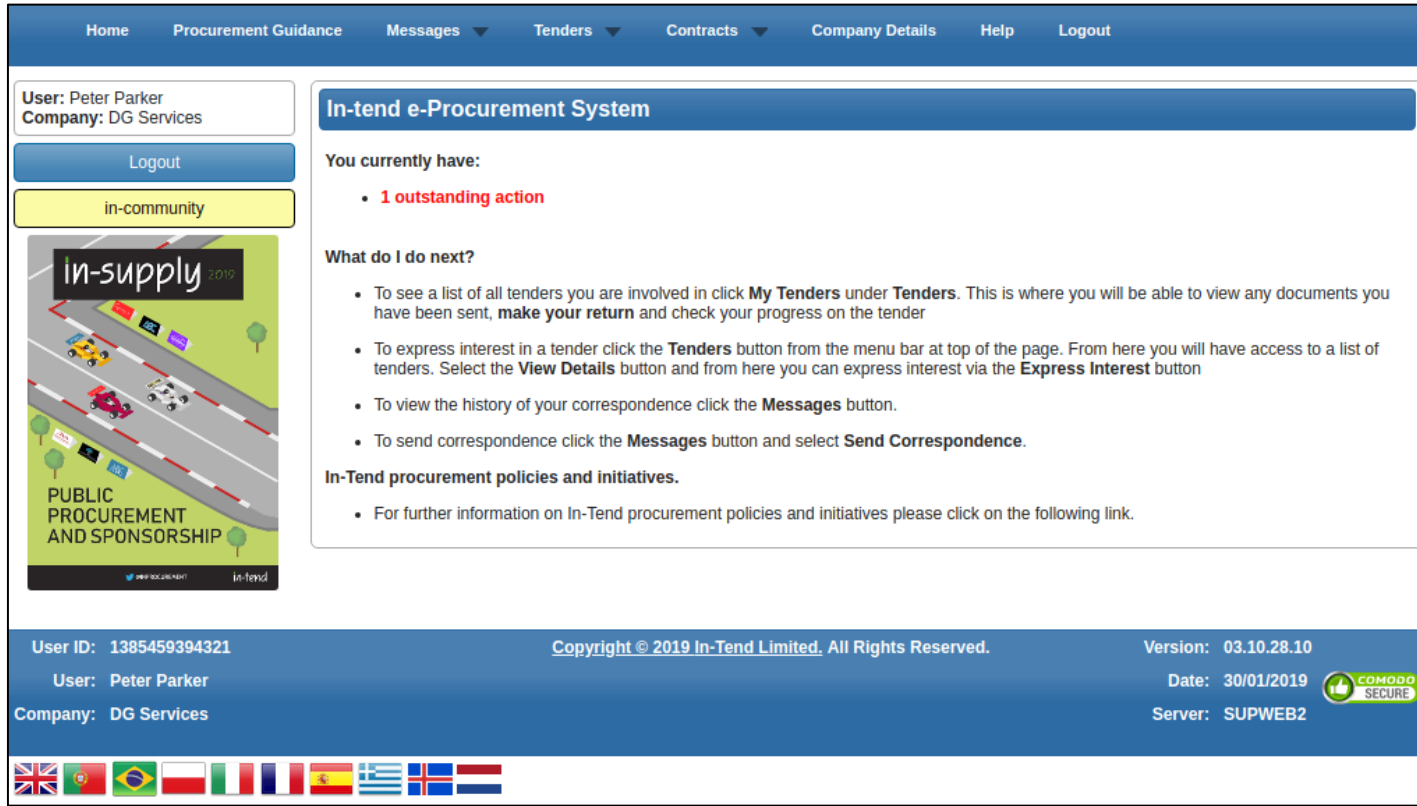
# **Section 8**

## Actions



# Actions

- Actions are used to send you tasks which should be completed by a certain date, the system will send out automatic reminders for you to complete the 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.

# Actions

- Review any required actions and click the 'Complete Action' button to notify Sovereign Housing Association when the task is complete. Completing the action will cancel any reminder notifications

Home Procurement Guidance Messages Tenders Contracts Company Details Help Logout

### Actions

Search  
d.gillott@in-tend.co.uk  
Outstanding  
Completed  
Show all

Filter  
Project  
None  
Contract  
None

Due Date	Who	Associated	Status	Raised Date	Description
20 July 2016	General		Completed	21 July 2016	Important Information regarding your registration on the In-Tend Supplier Portal. Dear Supplier, Please be aware that due to a technical issue some of the business codes assigned to your company may need to be checked. Please log into the system to verify the classification codes - Please click complete on this action from within the system to prevent any further reminders. Many Thanks
24 April 2019	Peter Parker		Not Completed	25 April 2019	Associated With Supplier : DG Services We have issued a Non Disclosure form that requires signing and sending back to us. Please complete this action by the 1st May 2019

#### Action

Date Due: 24 April 2019  
Who: Peter Parker  
Raised Date: 25 April 2019  
Status: Not Completed  
Description: Associated With Supplier : DG Services  
We have issued a Non Disclosure form that requires signing and sending back to us.  
Please complete this action by the 1st May 2019

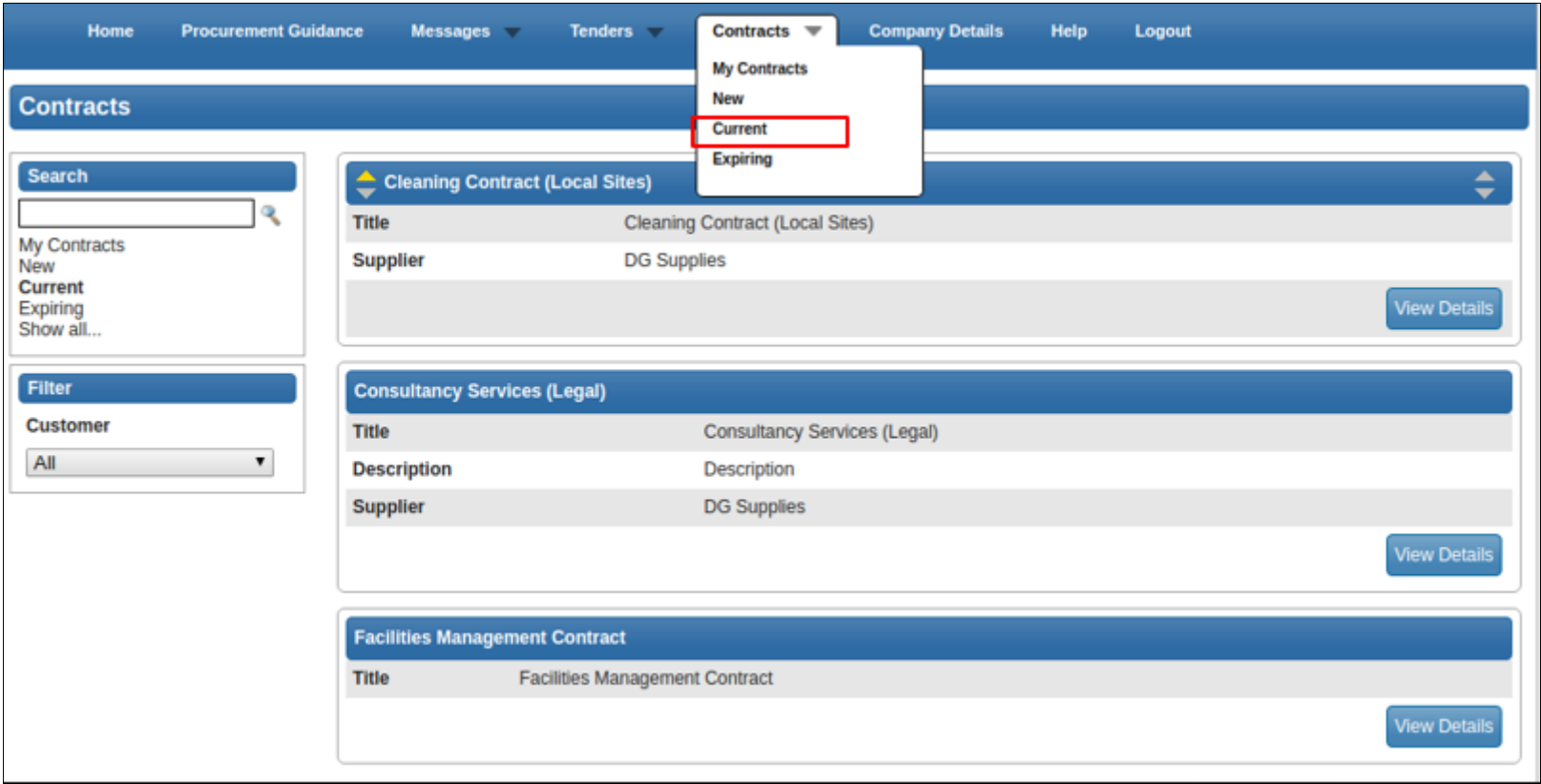
Complete Action

# **Section 9**

## Contracts

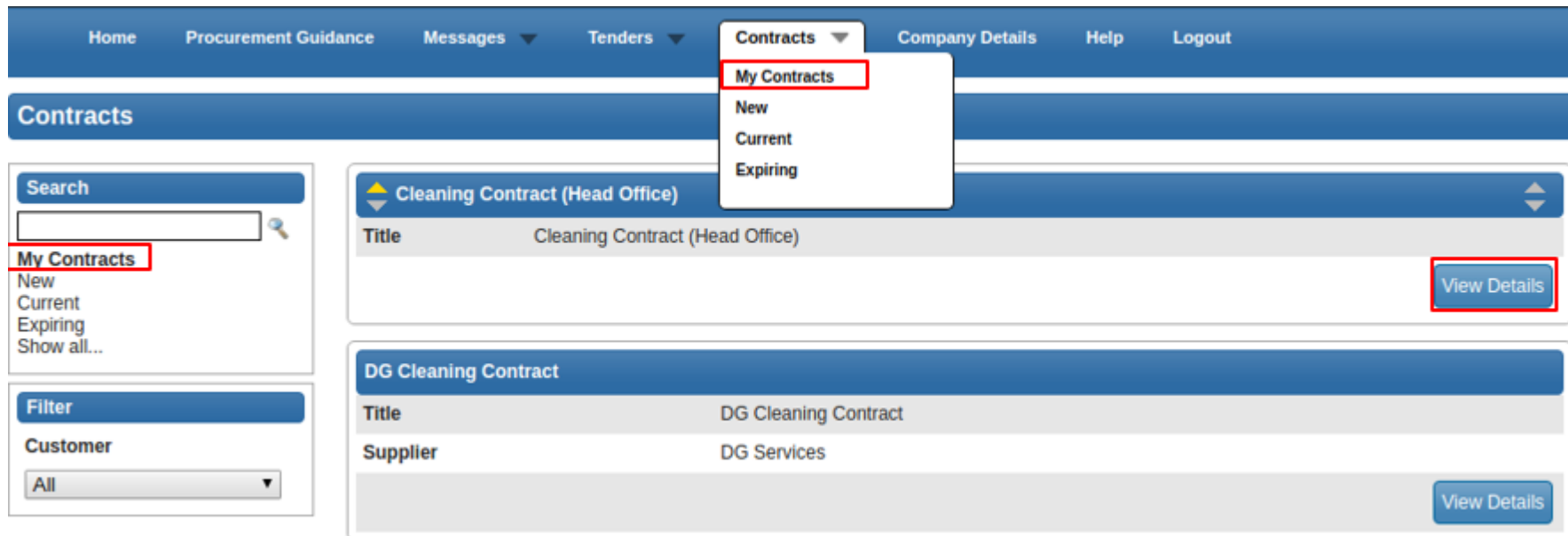
# Contracts – Public View

- You can view a summary of what contracts Sovereign Housing Association has running from the Contracts heading at the top menu bar. *Please note : may not be available with some contracts of Sovereign Housing Association*



# Contracts – Your Contracts

- If you are the contracted supplier you should log into the secure area of the website to be able to view any contract records assigned to your company.
- 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.



# Contracts – Your Contracts

- If you are accessing the contract record for the first time then you may be required to confirm receipt before getting access to the contract details.

The screenshot displays the 'Contract Management' section of a web application. At the top, a navigation bar includes links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. Below this, a 'Contract Management' header is followed by a 'Contract' tab. The main content area shows a contract titled 'Cleaning Contract (Head Office)' with the title repeated below it. A 'Confirm Receipt' section follows, containing the instruction: 'In order to view all of the contract details please click the confirm button below.' A red rectangular box highlights a red 'Confirm Receipt' button. The footer contains user information (User ID: 1385459394321, User: Peter Parker, Company: DG Services), copyright notice (Copyright © 2019 In-Tend Limited, All Rights Reserved.), version (03.10.28.10), date (30/01/2019), server (SUPWEB2), and a 'COMODO SECURE' logo. A row of flags is visible at the very bottom.

# Contracts – Your Contracts

- When viewing the details a contract record you will be taken in the 'Contract Management' area for the selected contract.

The screenshot shows a web application interface for 'Contract Management'. At the top is a navigation bar with links: Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. Below this is a 'Contract Management' header. Underneath are three tabs: 'Contract' (selected), 'Documents', and 'Correspondence'. The main content area displays details for a 'Cleaning Contract (Head Office)'. The details are presented in a table with a red border around the first eight rows.

Cleaning Contract (Head Office)	
Title :	Cleaning Contract (Head Office)
Customer :	Retail Services
Main Contact :	Damian Gillott
Expiry Date :	24 April 2020
Category :	Non-OJEU
Type :	Open (2.0.9)
Contract Start Date :	24 April 2018
Contract End Date :	24 April 2020
Supplier :	DG Services

# Contracts – Your Contracts

- The 'Documents' tab will give you access to any contract documentation. This area is specific to this individual contract and can be populated by yourself and Sovereign Housing Association.

Contract Management						
Contract Documents Correspondence						
Document Title	Area	Status	Expires	Date Added	Type	Options
Please upload a signed copy of the Contract Document	Private	Awaiting Supplier Upload	Never Expires	25/Apr/2019	Contract document	Upload Document
Terms & Conditions.docx	Private	Document available	Never Expires	25/Apr/2019	General	View History Download
KPI Evidence 02.docx	Private	Document available	Never Expires	25/Apr/2019	KPI Evidence	View History Download Replace

- If the contracting authority have made a request for a specific document then a specific upload button may be available in this screen. Subject to settings, documents in this screen may be accessible for viewing, downloading or revising.



# Contracts – Your Contracts

- The 'correspondence' tab will give access to any correspondence between you and the contracting authority. From here you can create contract specific messages or view correspondence from the contracting authority

The screenshot shows the 'Create Correspondence' form within the 'Contract Management' system. The form is divided into several sections:

- Header:** A blue bar with the text 'Contract Management'.
- Navigation:** A blue bar with tabs for 'Contract', 'Documents', and 'Correspondence'.
- Correspondence Section:** A blue bar with the text 'Correspondence'.
- Search:** A search bar with a magnifying glass icon.
- Received:** A list of filters: 'Received', 'Sent', 'Unread', 'Read', and 'Show all...'.
- Options:** A blue bar with the text 'Options' and a button 'View Correspondence'.
- Create Correspondence Form:** A large white box with a red border containing:
  - Subject:** A text field with the value 'Meeting Request'.
  - Message:** A large text area containing the text: 'Dear Contracting Authority, We would like to arrange a meeting to discuss the progress of the contract. Would it be possible to provide some suggested dates? Kind Regards Supplier'.
- Attachment Section:** A blue bar with the text 'Attachment' and 'Options'. Below it, a message states: '- There are currently no attachments for this correspondence -'.
- Add Attachments:** A blue button with the text 'Add Attachments'.
- Send:** A blue button with the text 'Send'.

If required, file attachments can be included within the correspondence message.

# Support

## Help & Support (Technical)

For technical queries relating to the use of this website, please contact support.

Email: [support@in-tend.com](mailto:support@in-tend.com)

## Help & Support (Contracting Authority)

For queries relating to your company details, registration or any information published through this website, please contact  
Sovereign Housing Association

Email: **your relevant category manager  
leading the tender**