

Intend FAQ's

1. Why are we using Intend?

We are using Intend as a E-Sourcing Platform which will help Sovereign Housing Association 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://intendhost.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

Welcome to the Sovereign Housing Association 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 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 of those listed, click the **View Details** button for further information and to express your interest.
- To gain full access to this web site you must register your **company / organisation** using the **Register** option.
- When your registration has been accepted, you will receive an email containing your Login Information.
- Once you have received your Login Information, or if you are already a registered user, select the **Login** option.

Login

Email Address

Password

The login details supplied are invalid

Login Forgotten Details

NOTE: Please be aware that failure to provide correct login information three times will result in your account being locked

Register

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

Registration

Company 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: Yellow fields are MANDATORY

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

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- *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*

Contact First Name :	<input type="text"/>
Contact Last Name :	<input type="text"/>
Telephone :	<input type="text"/>
Fax :	<input type="text"/>
Mobile :	<input type="text"/>
Job Title :	<input type="text"/>
Department :	<input type="text"/>
Email Address :	<input type="text"/>
Confirm Email Address :	<input type="text"/>
Password :	<input type="password"/>
Confirm Password :	<input type="password"/>
Send a copy of all e-Mails to this user	<input type="checkbox"/>
Don't send project correspondence	<input type="checkbox"/>
Don't send contract correspondence	<input type="checkbox"/>

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

Registration		
Company 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: Yellow fields are MANDATORY		

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

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Registration

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... Search Clear

Category	Title
- there are no selections for your current criteria -	
Category	Title

Key: Mandatory

Register My Company

Company Details Business Classifications **Company Categories**

Classifications

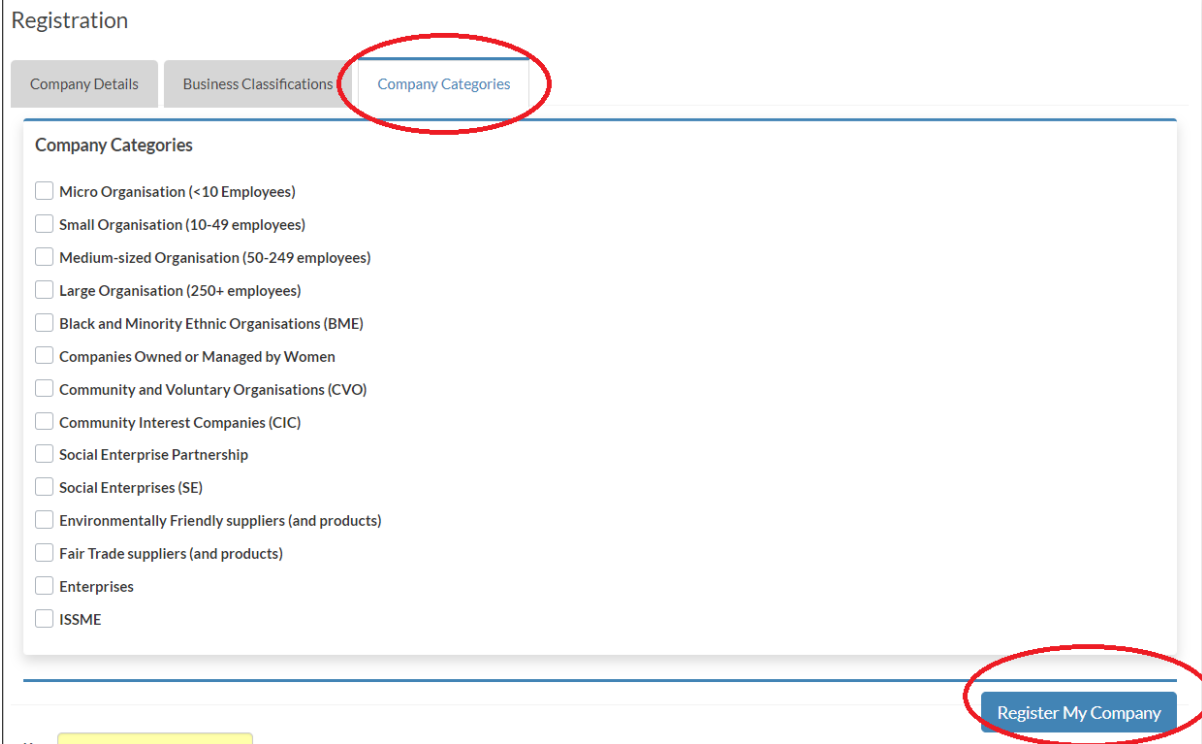
Type in a keyword and click Search. For the complete list, click search while box is empty

Search... Search Clear

Category	Title	
603002		+
206007	Community Investment Initiatives	+
302006	Acoustic testing	+
501001	Advertising/Marketing	+
407007	Air Source Heat Pumps (Servicing & Replacements)	+
205001	Alternative fuel and services	+
302003	Architects	+
205004	Archiving and storage	+
406003	Asbestos Removal & Remediation	+

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

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Registration

Company Details Business Classifications **Company Categories**

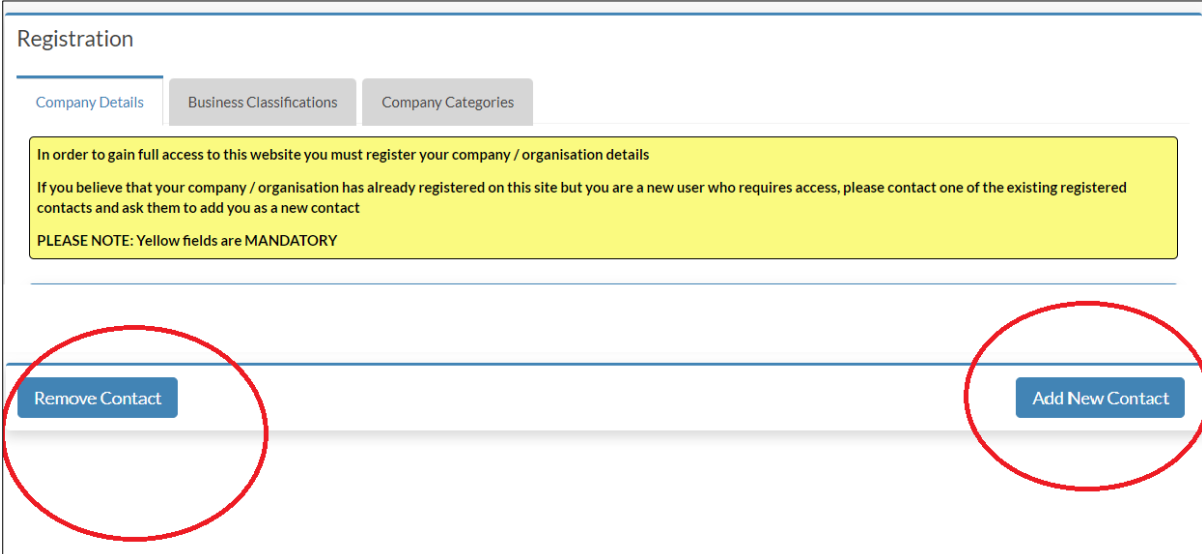
Company Categories

- 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
- ISSME

Register My Company

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*



Registration

Company Details Business Classifications Company Categories

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PLEASE NOTE: Yellow fields are MANDATORY

Remove Contact **Add New Contact**

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 Housing Association 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?

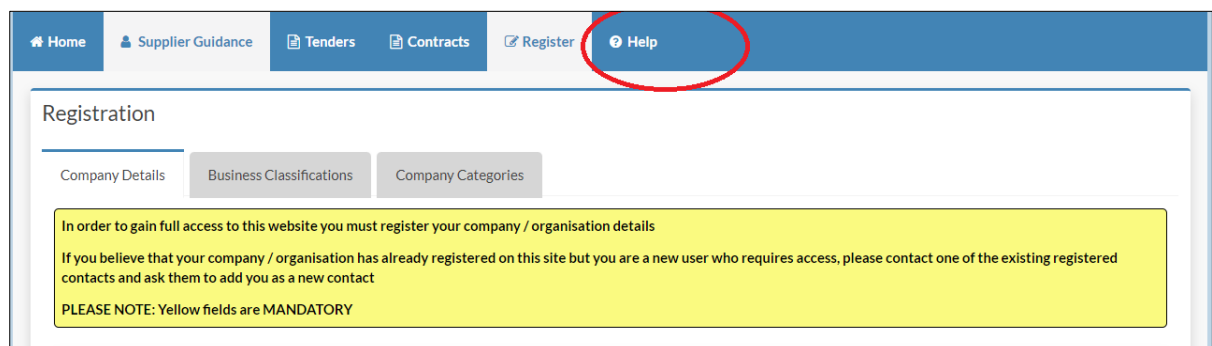
On this occasion, if the query is a technical based query, please contact Intend on email address support@in-tend.co.uk

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 Housing Association 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 Housing Association), 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 Housing Association.

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.