

Procurement

April 2024

Version 2.0

Guide for Suppliers Using Intend

Contents

- Introduction
- Registration
- Managing your Company Details
- Forgotten Password/Account Locked
- Tender Opportunities
- Tender Management
- Submit Tender Return
- Communication & Correspondence
- Tender Clarifications
- Actions
- Contracts

Introduction

- This guide will provide you with help and tips in using Sovereign Network Group 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

Section 1

Registration

Registration

The screenshot shows the In-tend procurement solutions website. The header features the 'in-tend' logo and the text 'procurement solutions'. A navigation bar includes links for Home, Procurement Guidance, Tenders, Contracts, Register, and Help. On the left, there is a login form with fields for 'e-Mail Address' (containing 'd.gillott@in-tend.co.uk') and 'Password' (masked with dots). Below these fields are buttons for 'Login', 'Forgotten Details', and 'Register'. A prominent red banner contains the following 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, a blue header reads 'In-tend e-Procurement System', followed by the text 'From this web site you can' and a bulleted list of features: 'View a list of tenders/contracts/quotations.', 'View information on contracts that have already been awarded.', and '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/asp/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.
- Please ensure if your company details are "*** Limited", then you enter it in full, not "Ltd" as Intend will then register you as a separate company which can cause issues when trying to log on and access documents etc.
- All mandatory fields are indicated by either the red asterisk or highlighted in yellow and these fields must be completed

The screenshot shows the 'Registration' page with the 'Company Details' tab selected. A yellow box contains instructions: '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'. Below this, the 'Company Details' section has several input fields: 'Company Reg No', 'Company Name', 'Address Line 1', 'Address Line 2', 'Town/City', 'County/State', 'Postcode/Zip', 'Other Name', 'Country' (set to 'United Kingdom'), and 'Structure'. The fields for 'Company Name', 'Address Line 1', 'Postcode/Zip', 'Other Name', and 'Structure' are highlighted in yellow to indicate they are mandatory.

The screenshot shows the 'Registration' page with the 'Company Details' tab selected. A yellow box contains instructions: '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'. Below this, the 'Company Details' section has several input fields: 'Company Reg No', 'Company Name', 'Address Line 1', 'Address Line 2', 'Town/City', 'County/State', 'Postcode/Zip', 'Country' (set to 'United Kingdom'), and 'Structure'. The fields for 'Company Name', 'Address Line 1', 'Postcode/Zip', 'Country', and 'Structure' are marked with a red asterisk to indicate they are mandatory.

Registration (cont'd)

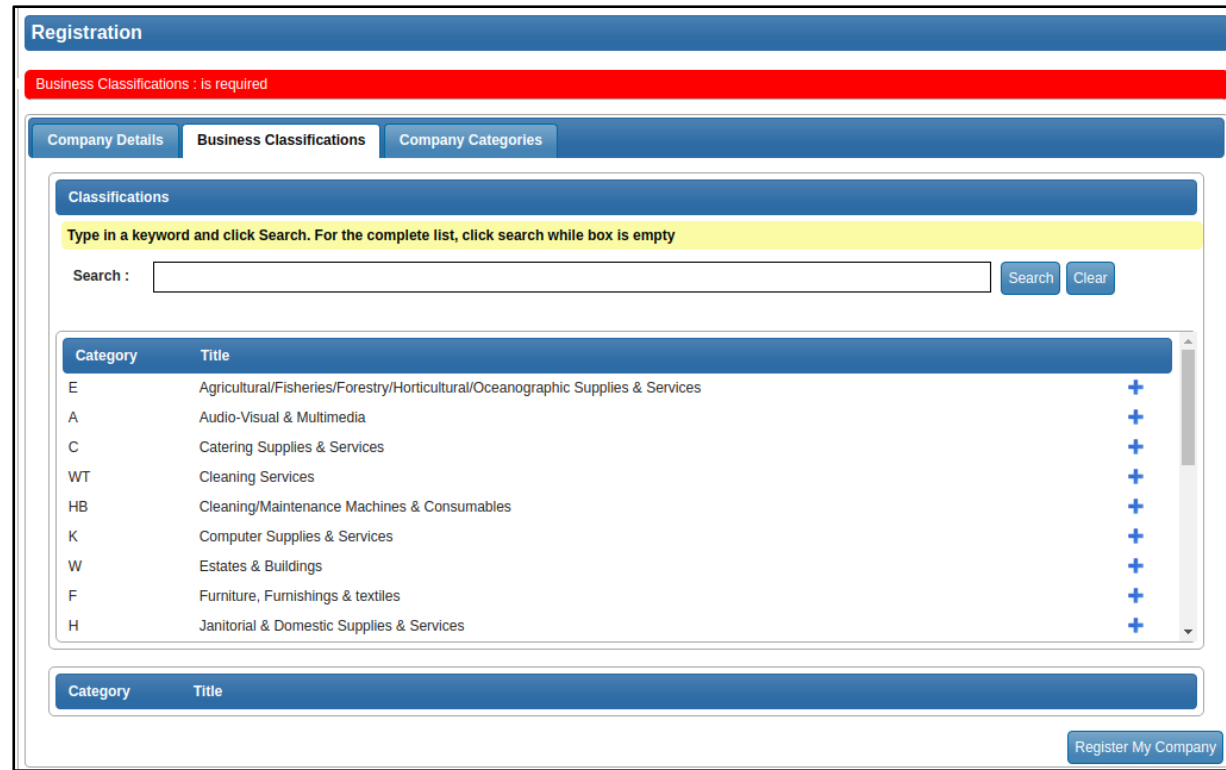
- Emails alerts and actions will be sent to the email address you provide, so, if possible, it is useful to enter a general company email address in the primary user details section as info@***.co.uk
- The email address and password should be duly noted as this will be required when logging into Intend

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 : Search Clear

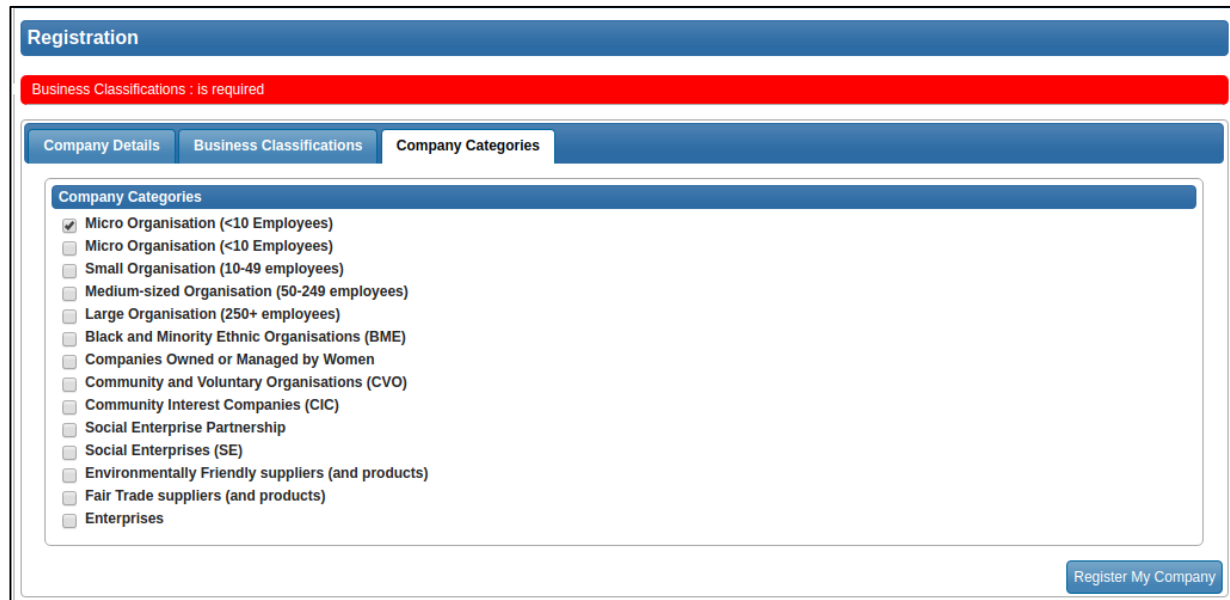
Category	Title	
E	Agricultural/Fisheries/Forestry/Horticultural/Oceanographic Supplies & Services	+
A	Audio-Visual & Multimedia	+
C	Catering Supplies & Services	+
WT	Cleaning Services	+
HB	Cleaning/Maintenance Machines & Consumables	+
K	Computer Supplies & Services	+
W	Estates & Buildings	+
F	Furniture,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

Category Title

Register My Company

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 interface for company registration. At the top, there is a blue header with the word "Registration". Below this is a red banner with the text "Business Classifications : is required". Underneath, there are three tabs: "Company Details", "Business Classifications", and "Company Categories", with the latter being the active tab. The main content area is titled "Company Categories" and contains a list of 14 categories, each with a checkbox. The first category, "Micro Organisation (<10 Employees)", is checked. At the bottom right of the form, there is a blue button labeled "Register My Company".

Company Categories
<input checked="" type="checkbox"/> Micro Organisation (<10 Employees)
<input type="checkbox"/> Micro Organisation (<10 Employees)
<input type="checkbox"/> Small Organisation (10-49 employees)
<input type="checkbox"/> Medium-sized Organisation (50-249 employees)
<input type="checkbox"/> Large Organisation (250+ employees)
<input type="checkbox"/> Black and Minority Ethnic Organisations (BME)
<input type="checkbox"/> Companies Owned or Managed by Women
<input type="checkbox"/> Community and Voluntary Organisations (CVO)
<input type="checkbox"/> Community Interest Companies (CIC)
<input type="checkbox"/> Social Enterprise Partnership
<input type="checkbox"/> Social Enterprises (SE)
<input type="checkbox"/> Environmentally Friendly suppliers (and products)
<input type="checkbox"/> Fair Trade suppliers (and products)
<input type="checkbox"/> Enterprises

Registration (Cont'd)

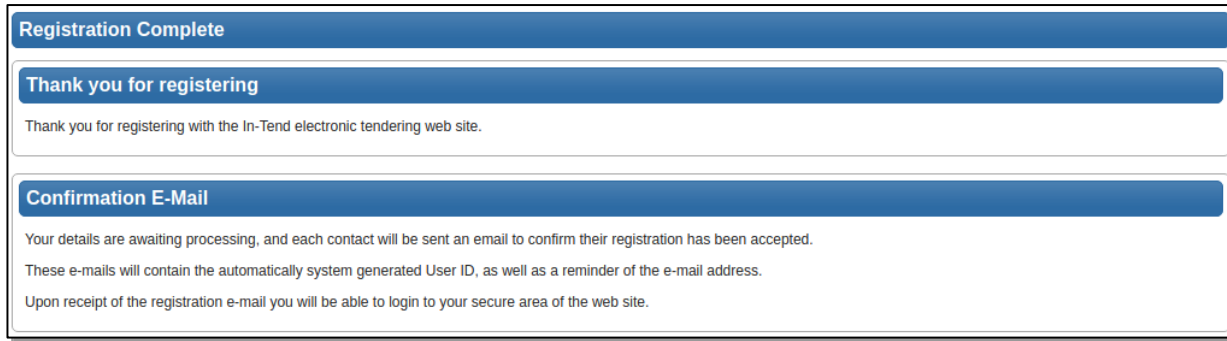
- Once you have completed the required information, you need to click on Register My Company

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 is a list of 15 categories, each with a checkbox. The first category, 'Micro Organisation (<10 Employees)', is checked. The other categories 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'. 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.



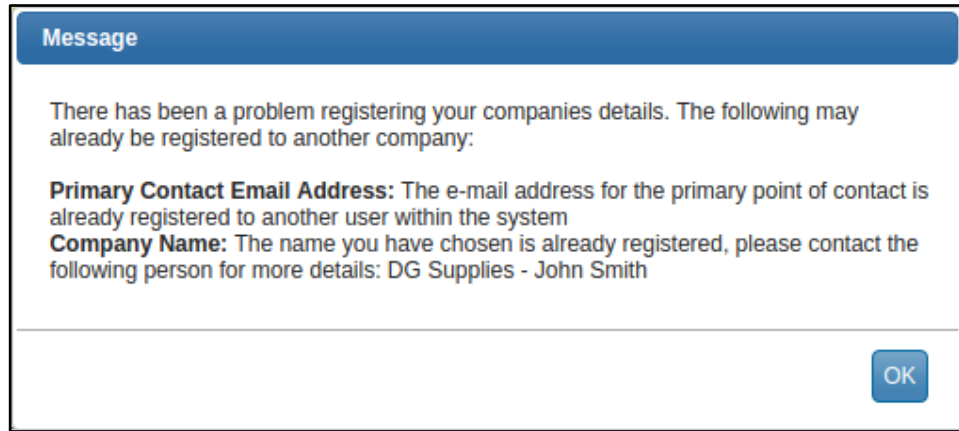
The screenshot shows a registration completion message with three sections:

- 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)

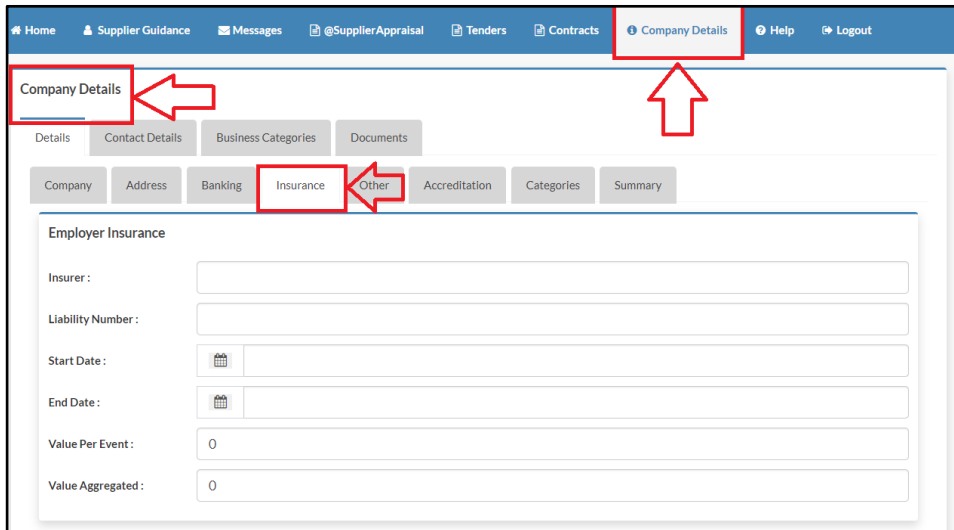
- If your company has already been registered by another user or the system detects duplicate information from an existing account, then you may receive an error message as shown below.
- If this happens, there are two options available to allow you to resolve this.



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.

Registration – Insurance Documentation – Completing the fields

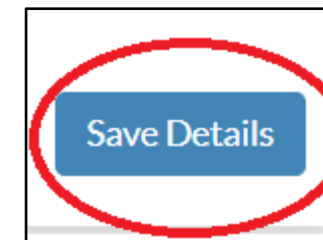
- It is imperative when registering on Intend you complete and upload the necessary documents to the insurance tab under company details. Please refer to screenshot below



The screenshot shows the 'Company Details' page in the Intend system. The 'Insurance' tab is selected and highlighted with a red box. A red arrow points to the 'Insurance' tab, and another red arrow points to the 'Company Details' tab in the top navigation bar. The 'Employer Insurance' section is visible, containing fields for Insurer, Liability Number, Start Date, End Date, Value Per Event, and Value Aggregated.

- You will need to scroll down to see the relevant boxes – there are four sections to complete. These are:
 - Employer Insurance
 - Public Liability Insurance
 - Professional Indemnity Insurance
 - Contractors All Risk Liability Insurance
- In addition to this, there is a free text box for “other insurances” which you can complete if needed

- When you have populated all the necessary information, again you need to scroll down to the Save Details icon – please refer to screenshot below



Registration – Insurance Documentation – Uploading the Documents

- Now you have populated the fields, you will need to upload your insurance document(s) – please refer to the screenshot below.

Company Details

Details Contact Details Business Categories Documents

Company Address Banking Insurance Other Accreditation Categories Summary

Employer Insurance

Insurer:

Liability Number:

Start Date:

End Date:

Value Per Event:

Value Aggregated:

- When you click on the Documents icon, you will see a drop-down menu – please refer to the screenshot below

Home Supplier Guidance Messages @SupplierAppraisal Tenders Contracts Company Details Help Logout

Company Details

Details Contact Details Business Categories Documents

Document Title	Status	Expires	Date Added	Type	Options
- No company documents have been uploaded for you company -					

Upload Company Document

Type:

Expiry Date:

File:

Key: Mandatory

- When you select the relevant type, the screen will automatically be updated – and then you enter in the expiry date of the relevant insurance document and then upload through the relevant field – please refer to the screenshot below (**Remember to Save Details and you can only upload one insurance document at a time**)

Upload Company Document

Type:

Expiry Date:

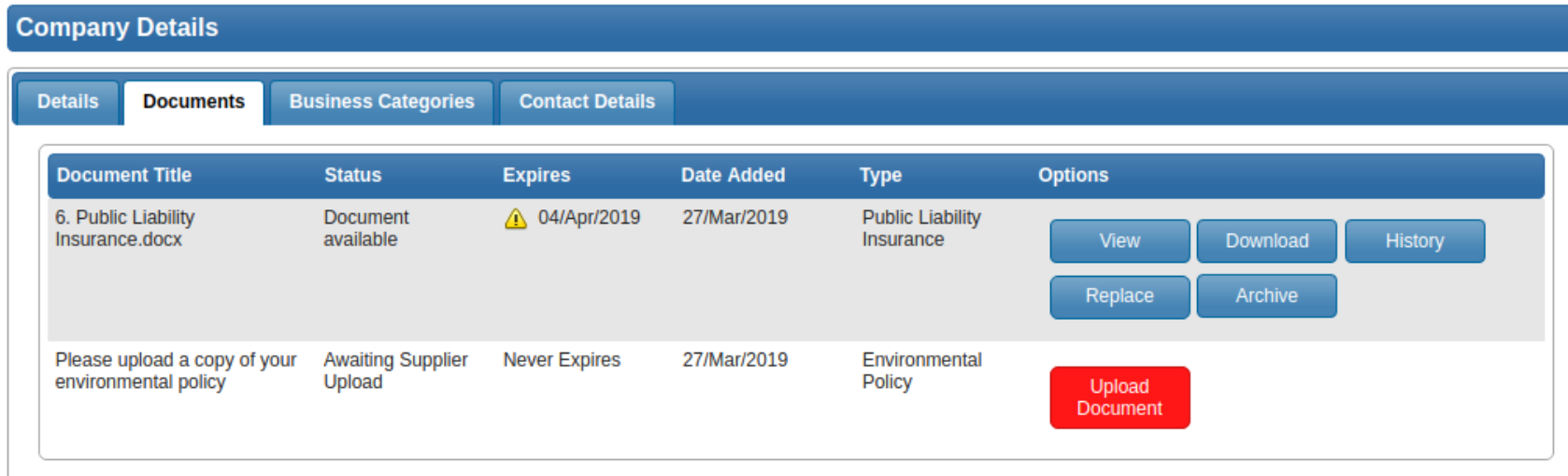
File:

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.



Document Title	Status	Expires	Date Added	Type	Options
6. Public Liability Insurance.docx	Document available	⚠️ 04/Apr/2019	27/Mar/2019	Public Liability Insurance	View Download History Replace Archive
Please upload a copy of your environmental policy	Awaiting Supplier Upload	Never Expires	27/Mar/2019	Environmental Policy	Upload Document

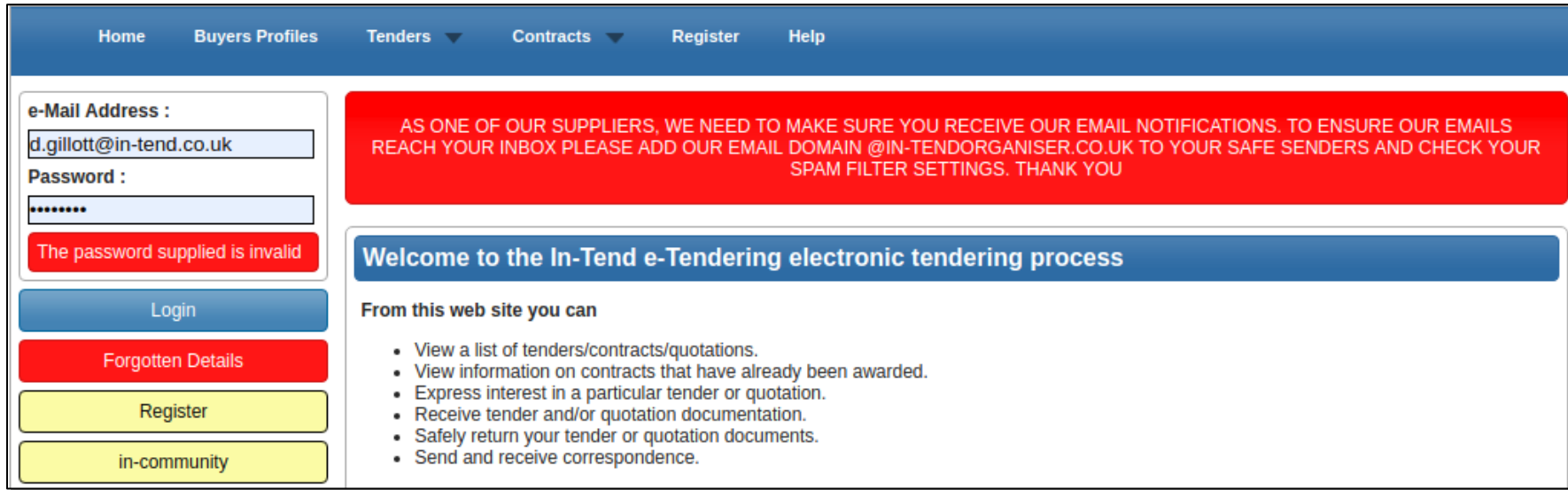
- To update the expiring document and cancel the notification emails, click “replace” button of the expiry document and upload a new copy.
- If at any time there is a change of personnel within the supplier, then it is the responsibility of the Supplier to make the necessary changes.
- To make these changes then you need to navigate to the “main publish email address” and then update as required
- In the event of the new supplier contact does not have any log in details then the supplier needs to contact the Procurement Team at Sovereign who can reset the relevant details and supplier record.
- It is also imperative should the Supplier change their trading name they contact Procurement in the first instance for Procurement to make the necessary changes on all appropriate systems including Intend.

Section 3

Forgotten
Password/Account
Locked Out

Forgotten Password/Account Locked Out

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

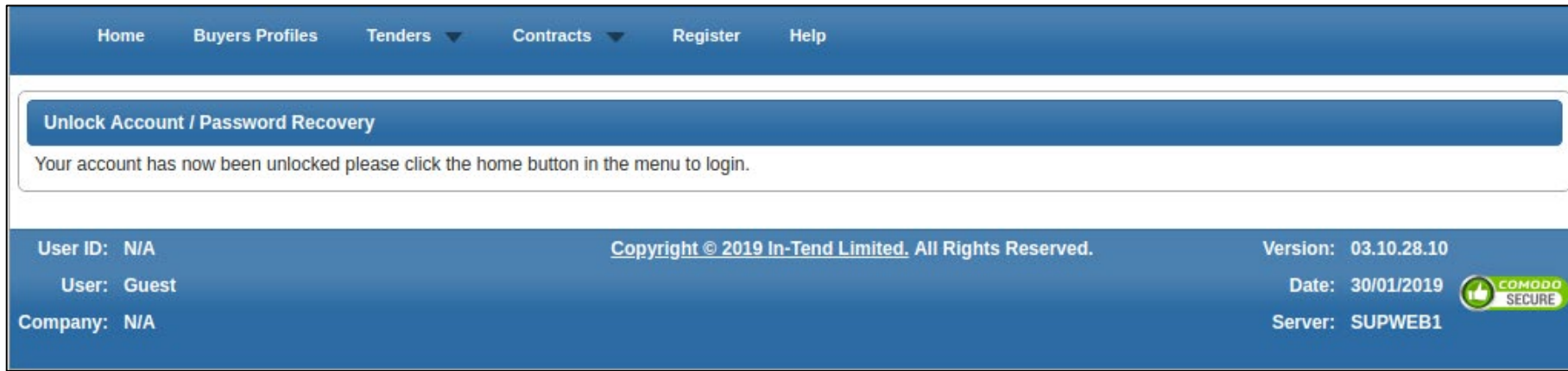


The screenshot displays the In-Tend e-Tendering login interface. At the top, a navigation bar includes links for Home, Buyers Profiles, Tenders, Contracts, Register, and Help. The main content area is divided into two columns. On the left, there is a login form with fields for 'e-Mail Address' (containing 'd.gillott@in-tend.co.uk') and 'Password' (masked with dots). Below the password field, a red error message states 'The password supplied is invalid'. Underneath the error message are four buttons: 'Login' (blue), 'Forgotten Details' (red), 'Register' (yellow), and 'in-community' (yellow). On the right side, a red banner contains a message: '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 this banner is a blue header for 'Welcome to the In-Tend e-Tendering electronic tendering process', followed by a section titled 'From this web site you can' with a bulleted list of features: '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 Out

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



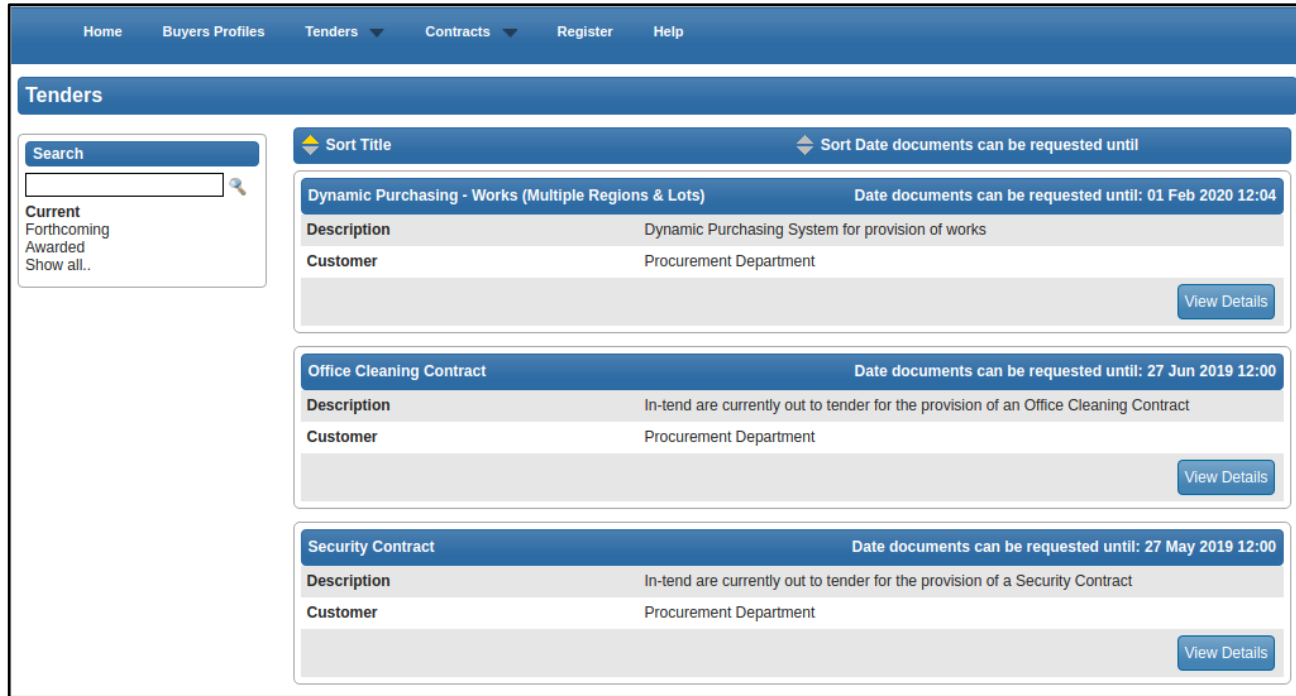
The screenshot displays the In-Tend system interface. At the top, a navigation menu includes links for Home, Buyers Profiles, Tenders, Contracts, Register, and Help. A central message box with a blue header reads "Unlock Account / Password Recovery" and contains the text: "Your account has now been unlocked please click the home button in the menu to login." The footer area is divided into three sections: user information on the left (User ID: N/A, User: Guest, Company: N/A), copyright notice in the center (Copyright © 2019 In-Tend Limited. All Rights Reserved.), and system details on the right (Version: 03.10.28.10, Date: 30/01/2019, Server: SUPWEB1). A Comodo Secure logo is also present in the bottom right corner.

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



The screenshot displays the 'Tenders' section of the Intend system. The navigation bar at the top includes 'Home', 'Buyers Profiles', 'Tenders', 'Contracts', 'Register', and 'Help'. The 'Tenders' section features a search box and a list of three tender opportunities. Each opportunity is presented in a card format with a title, description, customer, and a 'View Details' button.

Sort Title	Sort Date documents can be requested until
Dynamic Purchasing - Works (Multiple Regions & Lots)	Date documents can be requested until: 01 Feb 2020 12:04
Description	Dynamic Purchasing System for provision of works
Customer	Procurement Department
View Details	
Office Cleaning Contract	Date documents can be requested until: 27 Jun 2019 12:00
Description	In-tend are currently out to tender for the provision of an Office Cleaning Contract
Customer	Procurement Department
View Details	
Security Contract	Date documents can be requested until: 27 May 2019 12:00
Description	In-tend are currently out to tender for the provision of a Security Contract
Customer	Procurement Department
View Details	

- 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 (Cont'd)

- 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 Network Group 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 (Cont'd)

- 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

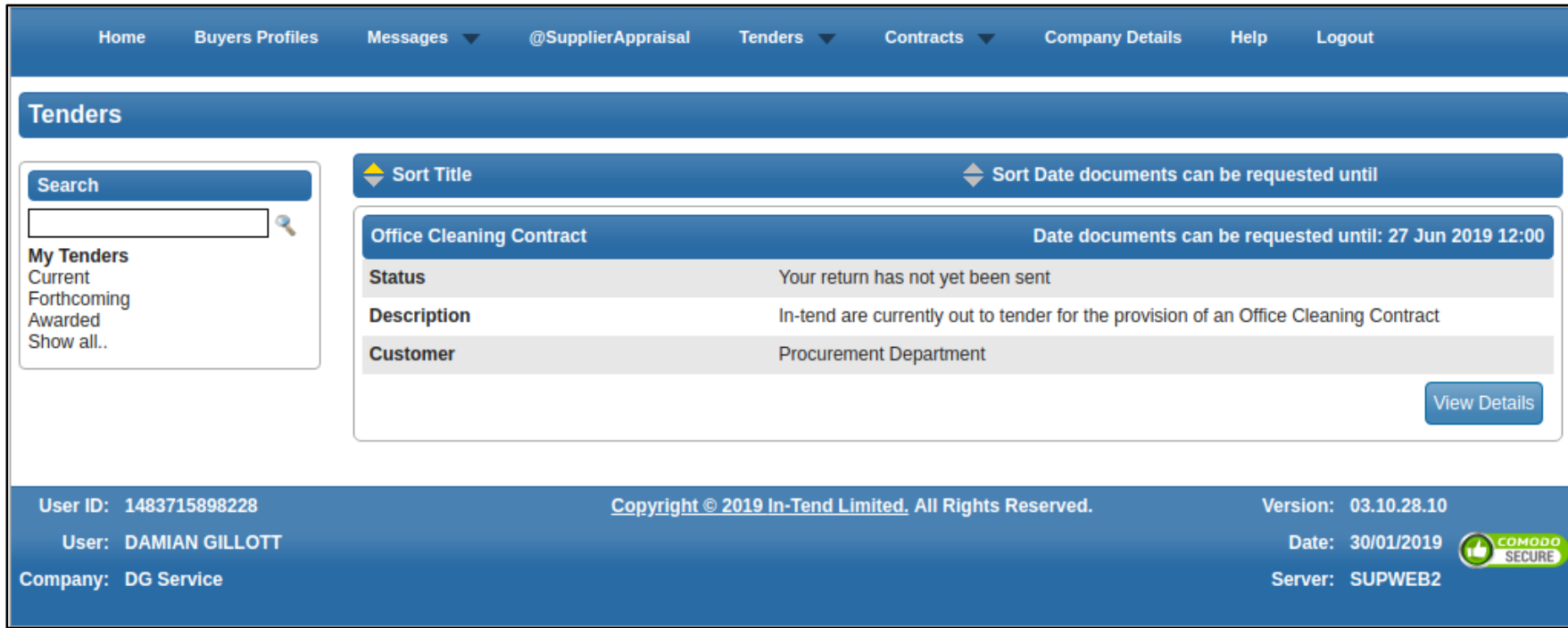
- If you are not registered yet, simply click 'Register' and follow the registration process.
- Note: When you log into the system you will be asked to confirm your expression of interest before being taken directly to the '**Tender Management**' area.

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, a navigation bar includes links for 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' filter menu with options: Current, Forthcoming, Awarded, and Show all.. The main content area shows a table of tenders. The first entry is 'Office Cleaning Contract' with a status of 'Your return has not yet been sent' and a description: 'In-tend are currently out to tender for the provision of an Office Cleaning Contract'. The customer is listed as 'Procurement Department'. A 'View Details' button is located at the bottom right of the table entry. 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

- 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 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 indicates 'Your return has not yet been sent'. The main content area features four tabs: Tender, ITT - Documents (selected), Correspondence, and History. A section titled 'How To Attach & Submit Documents' provides instructions on document submission and a note about large file uploads. Below this is a timer showing the server time, due date, and time remaining. The 'Tender Details' section is presented as a table with the following information:

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	Office Cleaning Contract
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

Tender Documents Received - Main	Description	Options
Specification.docx		View Download
Pricing Schedule.docx		View Download

Confirmation of Your Involvement

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

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

[Opt In](#) [Opt Out](#)

My Tender Return - Main	Description	Options
Selection Questionnaire v3	Not Started	View Questionnaire
Pricing Schedule	Please upload the completed Pricing Schedule	Upload Document

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](#)

Submit My Return

Bidding Details:

Value:

Currency :

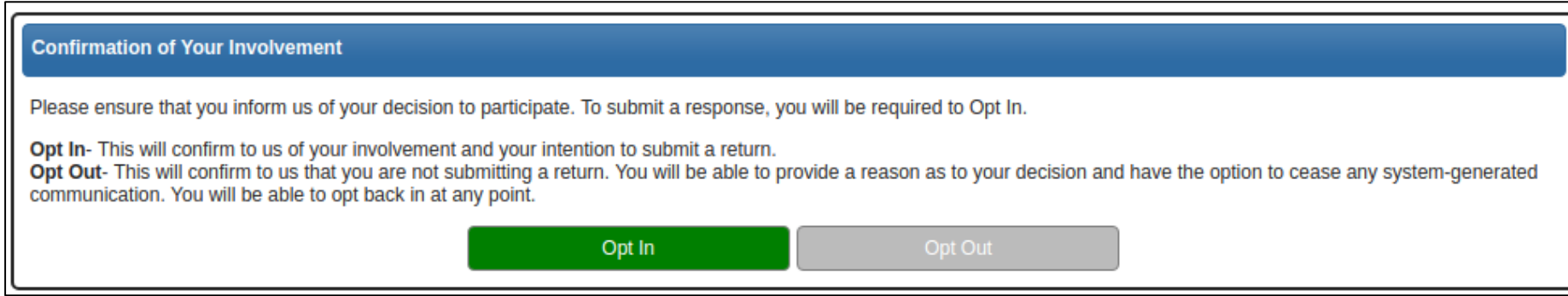
When you have completed all the above steps and are ready to submit your tender return, click the **Submit Return** button.

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

[Submit Return](#)

Tender Management

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



Confirmation of Your Involvement

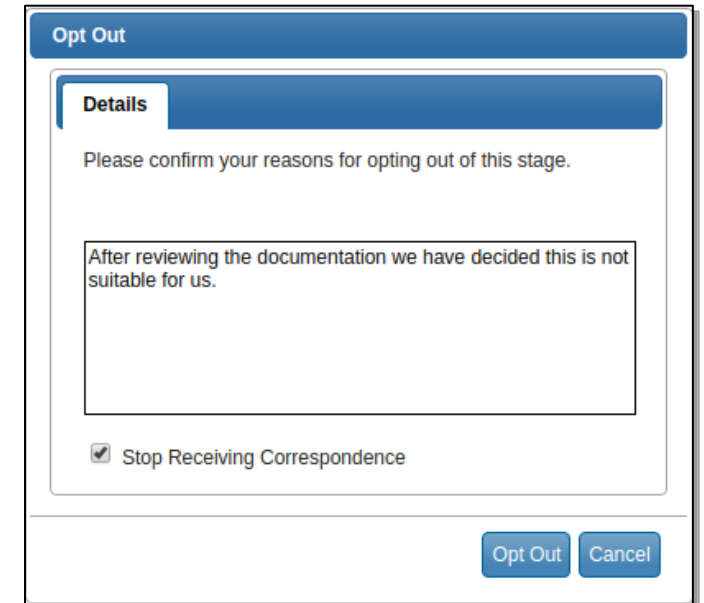
Please ensure that you inform us of your decision to participate. To submit a response, you will be required to Opt In.

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

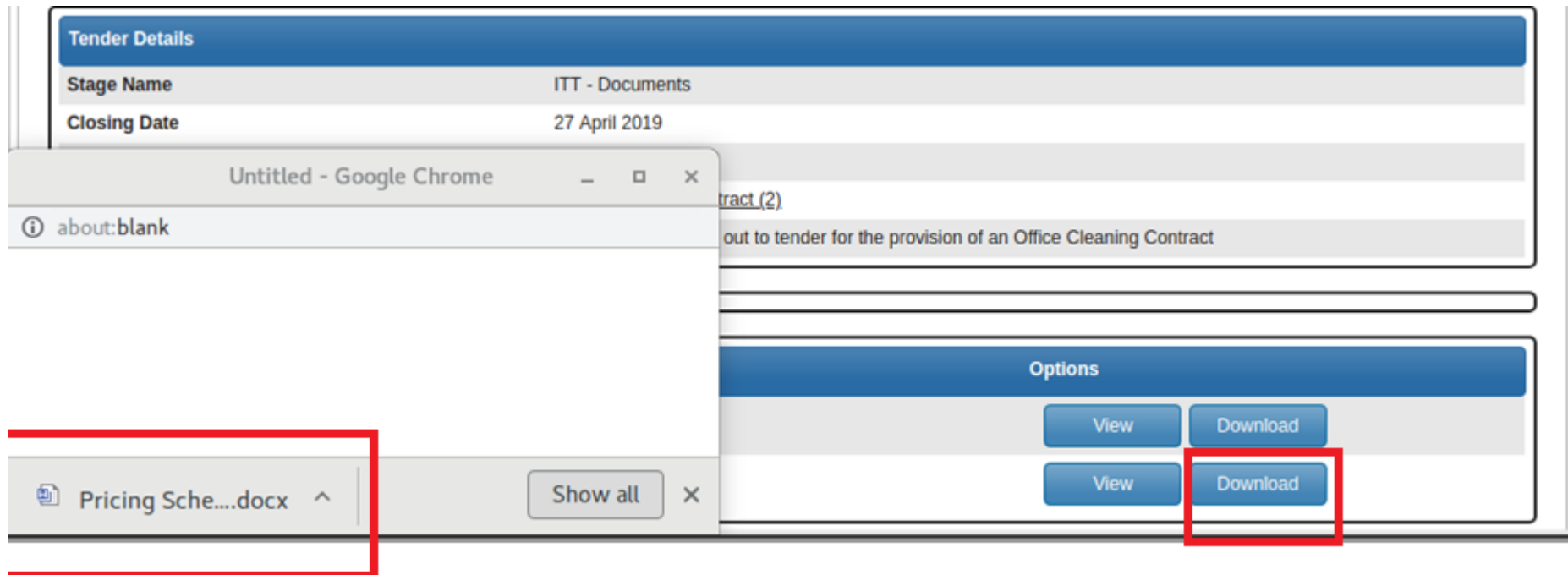
Please confirm your reasons for opting out of this stage.

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



- 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	View Questionnaire
Pricing Schedule	Please upload your completed Pricing Schedule	Upload Document

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

Modifying your tender returns

My Tender Return - Main	Description	Options
Selection Questionnaire v4	Completed	View Questionnaire
Pricing Schedule.docx	(Microsoft Word Document) Pricing Schedule	View Download

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 Network Group 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. At the top, there are tabs for 'Tender', 'ITT - Documents', 'Correspondence', and 'History'. Below the tabs is a search bar and a filter section with 'Stage' set to 'None'. The main area is titled 'Create Correspondence' and contains a form with the following fields:

- Stage:** A dropdown menu set to 'ITT - Documents'.
- Subject:** A text field containing 'Question about the Pricing Schedule'.
- Message:** A large text area containing the text: 'Dear Procurement, The attached pricing schedule does detail whether pricing should include or exclude VAT. Could you please clarify? Kind Regards'.
- Attachment:** A section with the text '- There are currently no attachments for this correspondence -' and an 'Add Attachments' button.
- Send:** A blue button at the bottom right of the form.

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.

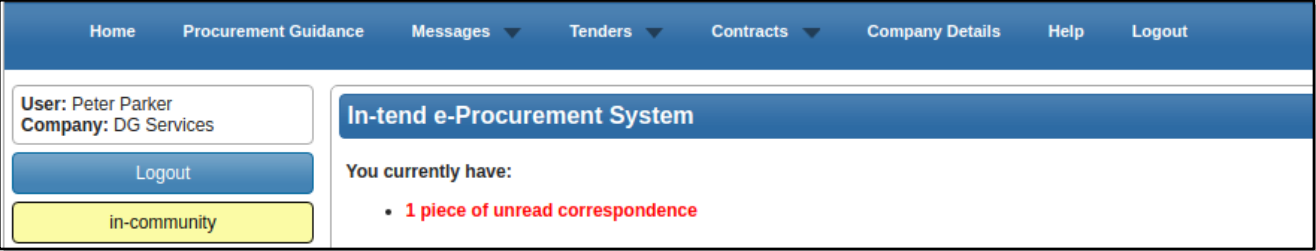
When complete, the correspondence message can be sent to the buyer using the 'Send' button.

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

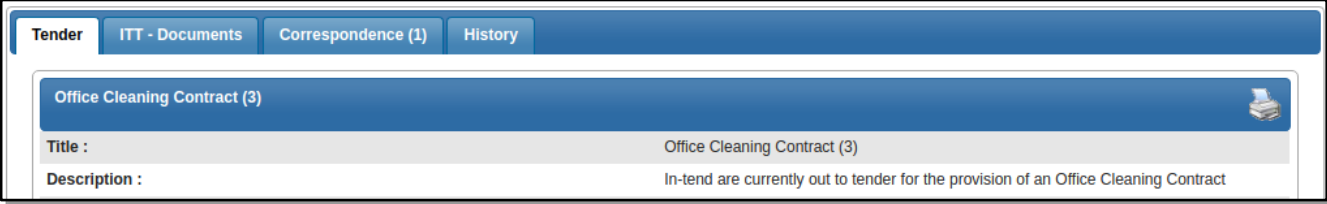
Communication & Correspondence

Receiving Correspondence Messages from the Buyer

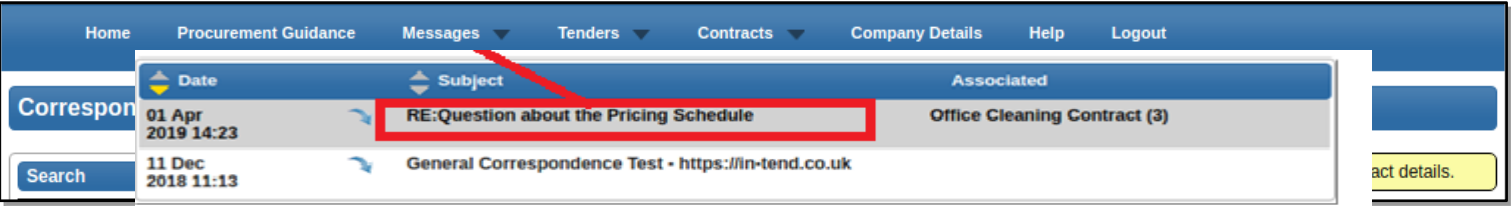
- When the buyer sends you a correspondence message you will receive an automated email notification. The correspondence message can be accessed from three places



2. The 'Correspondence' tab within the actual tender



3. The 'Messages' central area



Section 7

Tender Clarifications

Tender Clarifications

Tender Clarifications issued by Sovereign Network Group

- 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 a web application interface for Tender Management. At the top, a navigation bar includes links for Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this, a blue header reads 'Tender Management'. A prominent red banner states 'Your return has not yet been sent'. A secondary navigation bar contains tabs for Tender, ITT - Documents, Correspondence, Clarifications (1), and History. The 'Clarifications (1)' tab is highlighted with a red box. The main content area shows details for an 'Office Cleaning Contract' with the following information:

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 'Clarifications' tab in the Tender Management portal. The interface includes a navigation bar with 'Home', 'Buyers Profiles', 'Messages', '@SupplierAppraisal', 'Tenders', 'Contracts', 'Company Details', 'Help', and 'Logout'. Below the navigation bar is a 'Tender Management' header with a red notification bar stating 'Your return has not yet been sent'. The main content area has tabs for 'Tender', 'ITT - Documents', 'Correspondence', 'Clarifications', and 'History'. The 'Clarifications' tab is active, showing a list of clarifications. The first entry is 'Clarification - Deadline Extension' dated 25 April 2019. The second entry is 'Clarification - Specification Amendment' dated 25 April 2019, which is highlighted with a red box. Below the list, the details for the 'Clarification - Specification Amendment' are shown, including a 'Description' field with the text: '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 a 'Date' field with the value '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.

The screenshot displays the In-tend e-Procurement System user interface. At the top, a navigation bar includes links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. The user is identified as Peter Parker from DG Services. A prominent notification states 'You currently have: 1 outstanding action'. Below this, a section titled 'What do I do next?' provides instructions on how to manage tenders, express interest, and view correspondence. The footer contains user ID, company name, version information, date, server name, and a Comodo Secure logo, along with a row of international flags.

Home Procurement Guidance Messages Tenders Contracts Company Details Help Logout

User: Peter Parker
Company: DG Services

Logout

in-community

In-tend e-Procurement System

You currently have:

- **1 outstanding action**

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 have been 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 history of your correspondence click the **Messages** button.
- To send correspondence click the **Messages** button and select **Send Correspondence**.

In-Tend procurement policies and initiatives.

- For further information on In-Tend procurement policies and initiatives please click on the following link.

User ID: 1385459394321 Copyright © 2019 In-Tend Limited. All Rights Reserved. Version: 03.10.28.10
User: Peter Parker Date: 30/01/2019 COMODO SECURE
Company: DG Services Server: SUPWEB2

UK, Portugal, Brazil, Poland, France, Spain, Greece, Norway, Netherlands

- 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 Network Group when the task is complete. Completing the action will cancel any reminder notifications

The screenshot displays the 'Actions' page in the In-Tend system. The page features a navigation bar at the top with links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. Below the navigation bar is a search box containing the email address 'd.gillott@in-tend.co.uk' and filter options for Project and Contract, both set to 'None'. The main content area shows a table of actions with the following data:

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

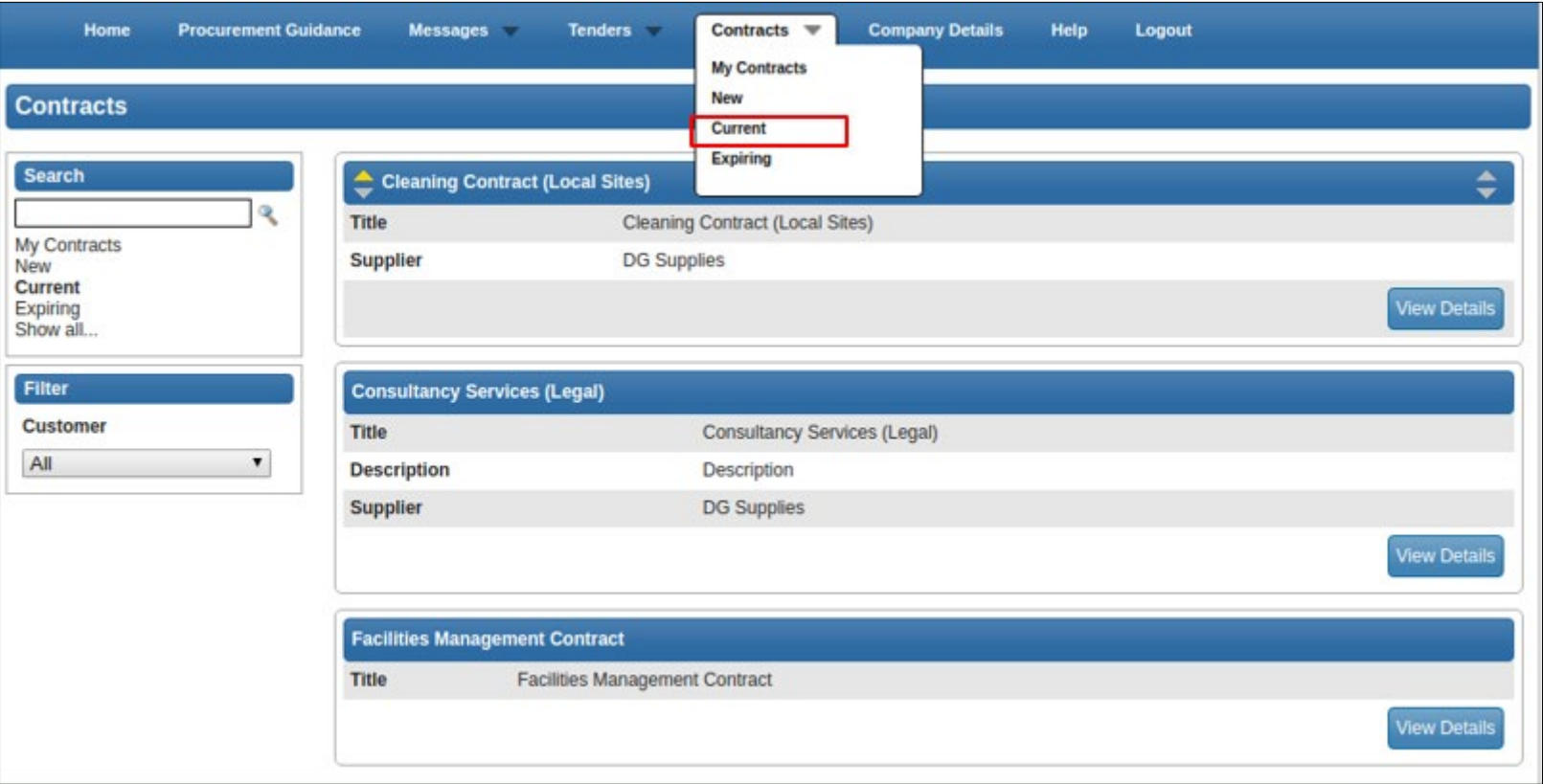
Below the table is a form for editing the selected action. The form fields are: Date Due (24 April 2019), Who (Peter Parker), Raised Date (25 April 2019), Status (Not Completed), and Description (Associated With Supplier : DG Services We have issued a Non Disclosure form that requires signing and sending back to us. Please complete this action by the 1st May 2019). A 'Complete Action' button is located at the bottom right of the form.

Section 9

Contracts

Contracts – Public Views

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



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.

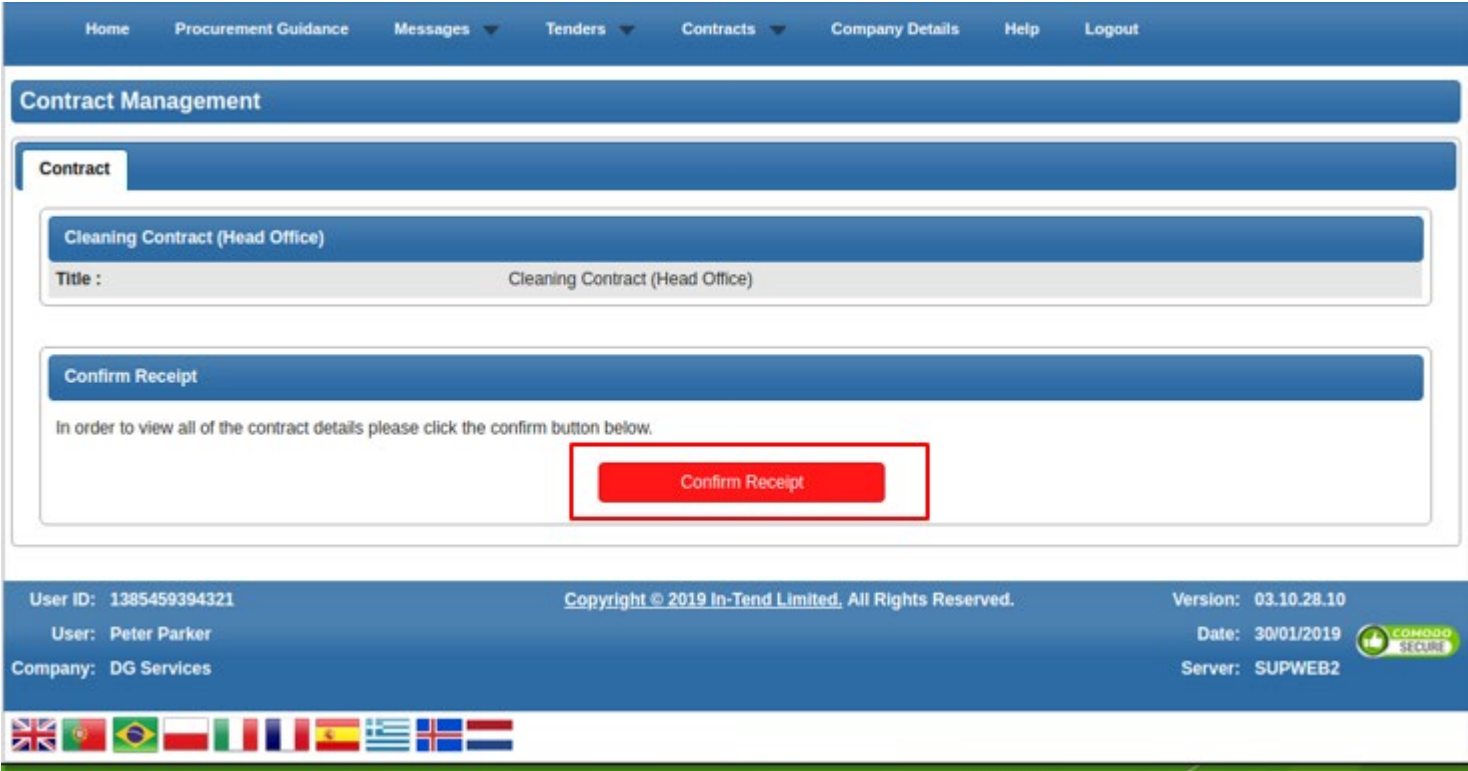
The screenshot displays the 'Contracts' page in the Intend system. The top navigation bar contains links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. The 'Contracts' dropdown menu is open, showing options for My Contracts, New, Current, and Expiring. The 'My Contracts' option is highlighted with a red box. Below the navigation, the 'Contracts' section features a search bar, a filter dropdown set to 'All', and a list of contracts. The first contract is 'Cleaning Contract (Head Office)' with a 'View Details' button highlighted in red. The second contract is 'DG Cleaning Contract' with a 'View Details' button.

Cleaning Contract (Head Office)	
Title	Cleaning Contract (Head Office)
	View Details

DG Cleaning Contract	
Title	DG Cleaning Contract
Supplier	DG Services
	View Details

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.



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, there 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, there are three tabs: 'Contract', 'Documents', and 'Correspondence'. The 'Contract' tab is active, showing details for a 'Cleaning Contract (Head Office)'. The details are presented in a table-like format with a red border around the first eight rows.

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 Network Group

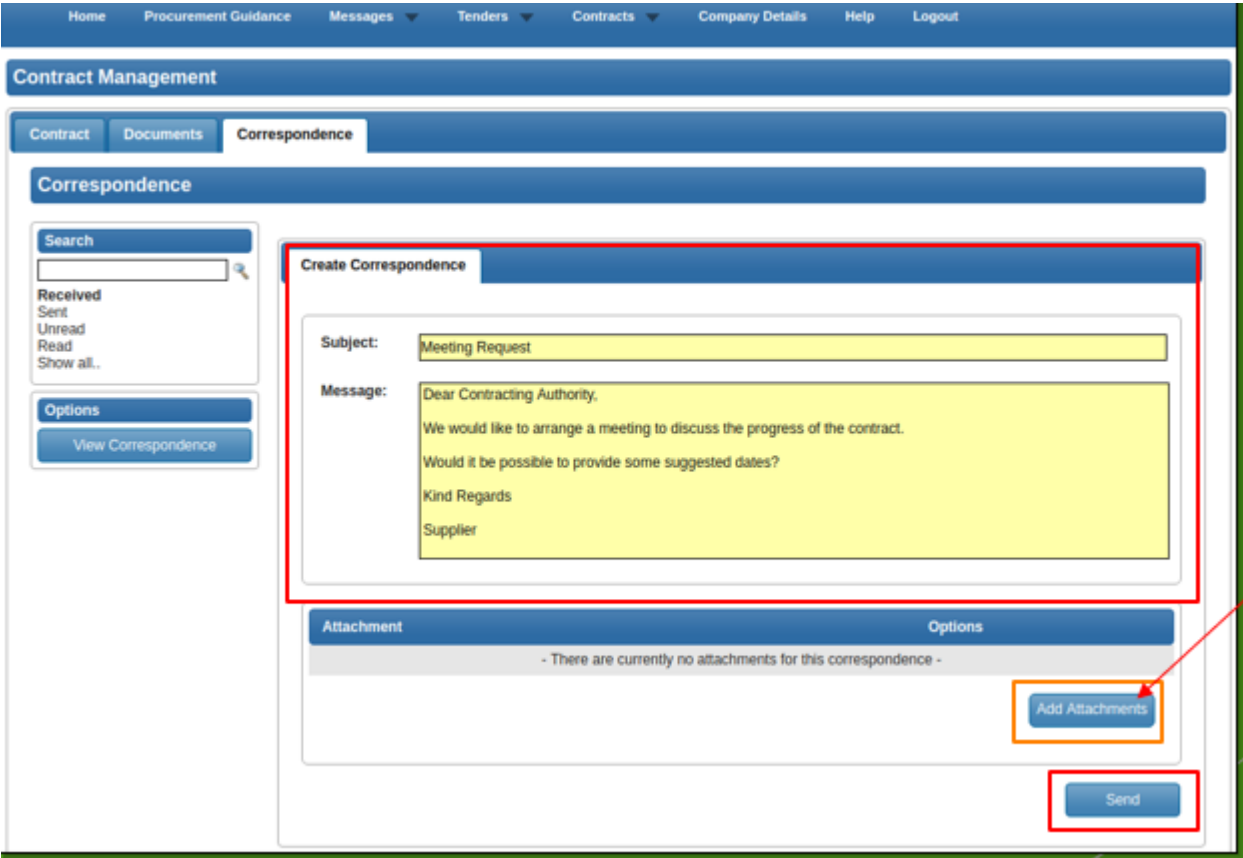
The screenshot shows a web application interface for 'Contract Management'. At the top, there is a navigation bar with links: Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. Below this is a 'Contract Management' header. Underneath, there are three tabs: 'Contract', 'Documents', and 'Correspondence'. The 'Documents' tab is active, displaying a table with the following columns: Document Title, Area, Status, Expires, Date Added, Type, and Options. The table contains three rows of data. The first row has a red box around the 'Upload Document' button. The second row has red boxes around the 'Download' button. The third row has a red box around the 'Replace' button.

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, Download, History
KPI Evidence 02.docx	Private	Document available	Never Expires	25/Apr/2019	KPI Evidence	View, Download, History, 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



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

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**