



ICMPD

International Centre for
Migration Policy Development

Supplier Portal

User guide for using the **ICMPD** supplier portal

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Introduction

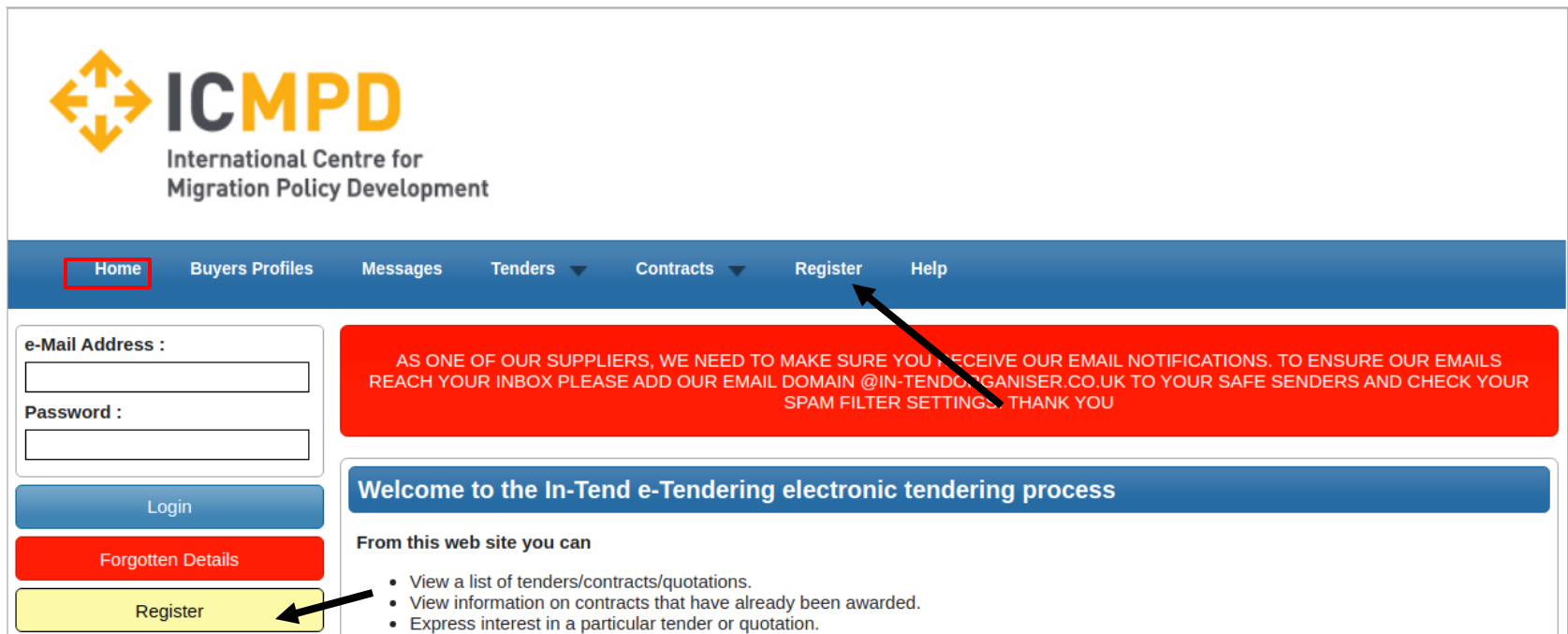
The following information will assist you in using the ICMPD e-tendering system.

Once you have registered, you will be able to maintain your company information, return tender submissions and maintain company/contract documentation in a secure area via the internet.

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

Registration

Registering on the e-Tendering system



ICMPD
International Centre for
Migration Policy Development

Home Buyers Profiles Messages Tenders Contracts Register Help

e-Mail Address :

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-TEND.ORGANISER.CO.UK TO YOUR SAFE SENDERS AND CHECK YOUR SPAM FILTER SETTINGS. THANK YOU

Welcome to the In-Tend e-Tendering 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.

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

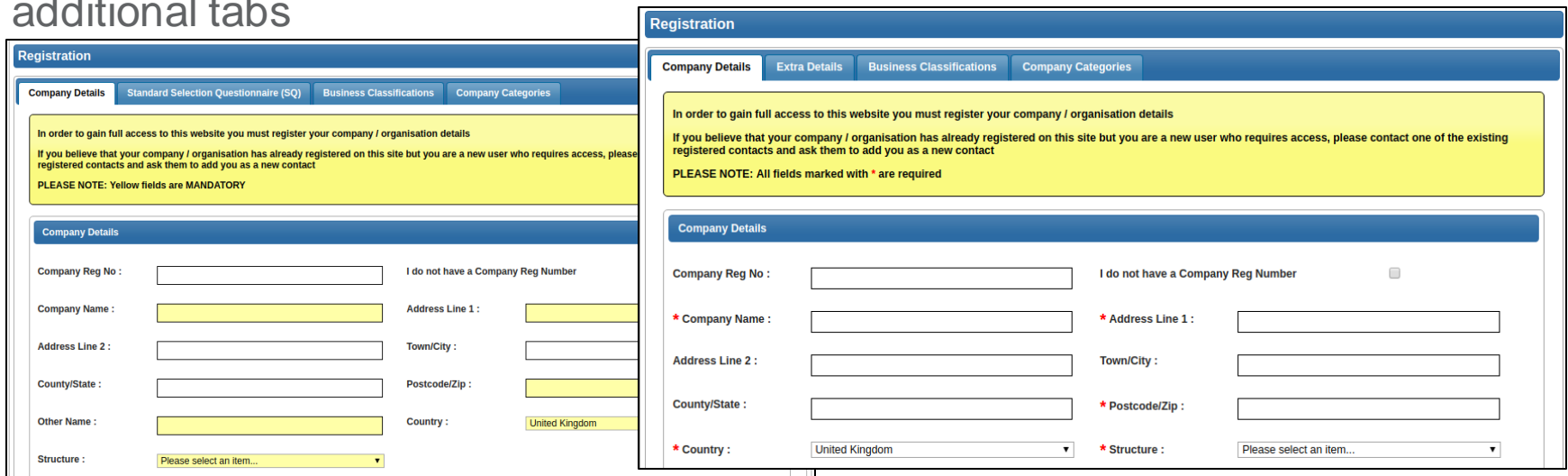
From the homepage click on Register

Registration

Registration process

As part of the simple registration form 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 as yellow. Mandatory information may also be required against any of the additional tabs.



The image displays two screenshots of the registration form. The left screenshot shows the 'Company Details' tab with yellow highlights on the following fields: Company Name, Address Line 1, Address Line 2, Postcode/Zip, Other Name, and Structure. The right screenshot shows the 'Company Details' tab with red asterisks on the following fields: Company Name, Address Line 1, Postcode/Zip, and Country. Both screenshots include a 'PLEASE NOTE' section at the top of the form area.

Note: Mandatory fields are indicated by Yellow or Red Asterisk

Registration

Registration process

Email alerts and actions will be sent to the email addresses you provide, so if possible it is useful to enter a general company email address in the Primary User Details section such as info@*****.com.

The email address and password should be duly noted as this will be required when logging into the site.

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

In addition to the primary user, we strongly recommended adding an ‘Additional User’ as a secondary point of contact for your company.

Doing so will allow them to also gain access to the site and receive a copy of any related emails.

You may only add **one** additional point of contact at registration, however after the registration is complete you may login to your account and add as many additional contacts as required.

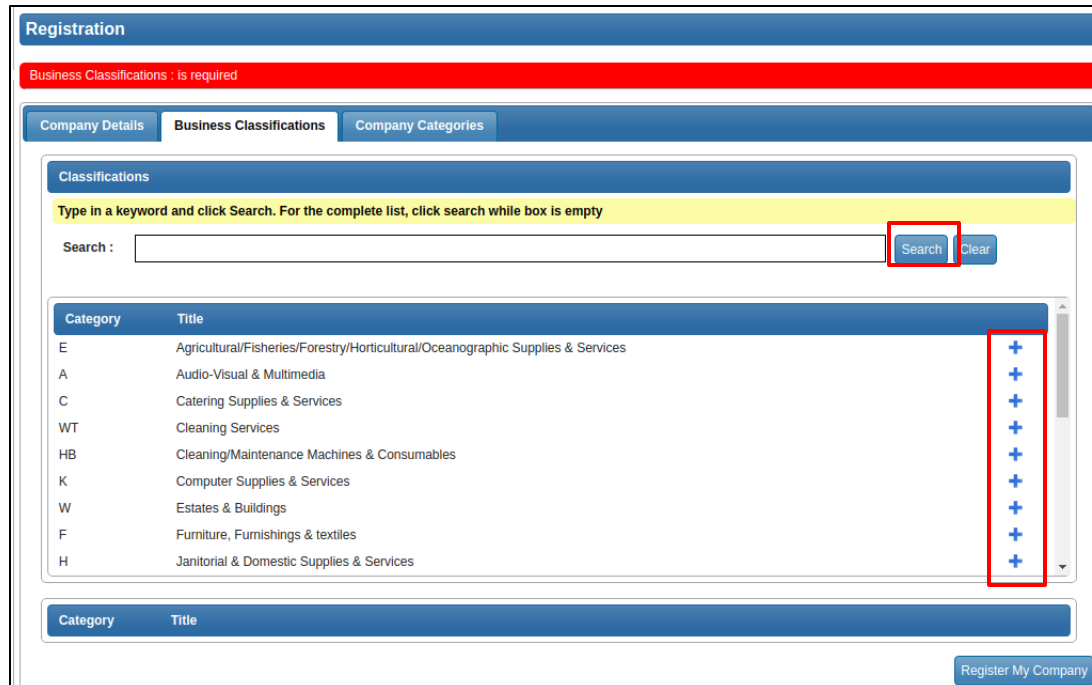
Additional User Details

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"/>

[Register My Company](#)

Registration

In most cases the **Business Classifications** will be mandatory requiring 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 categories. Click the blue + symbol to add a category you require. Multiple categories can be selected as required.



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

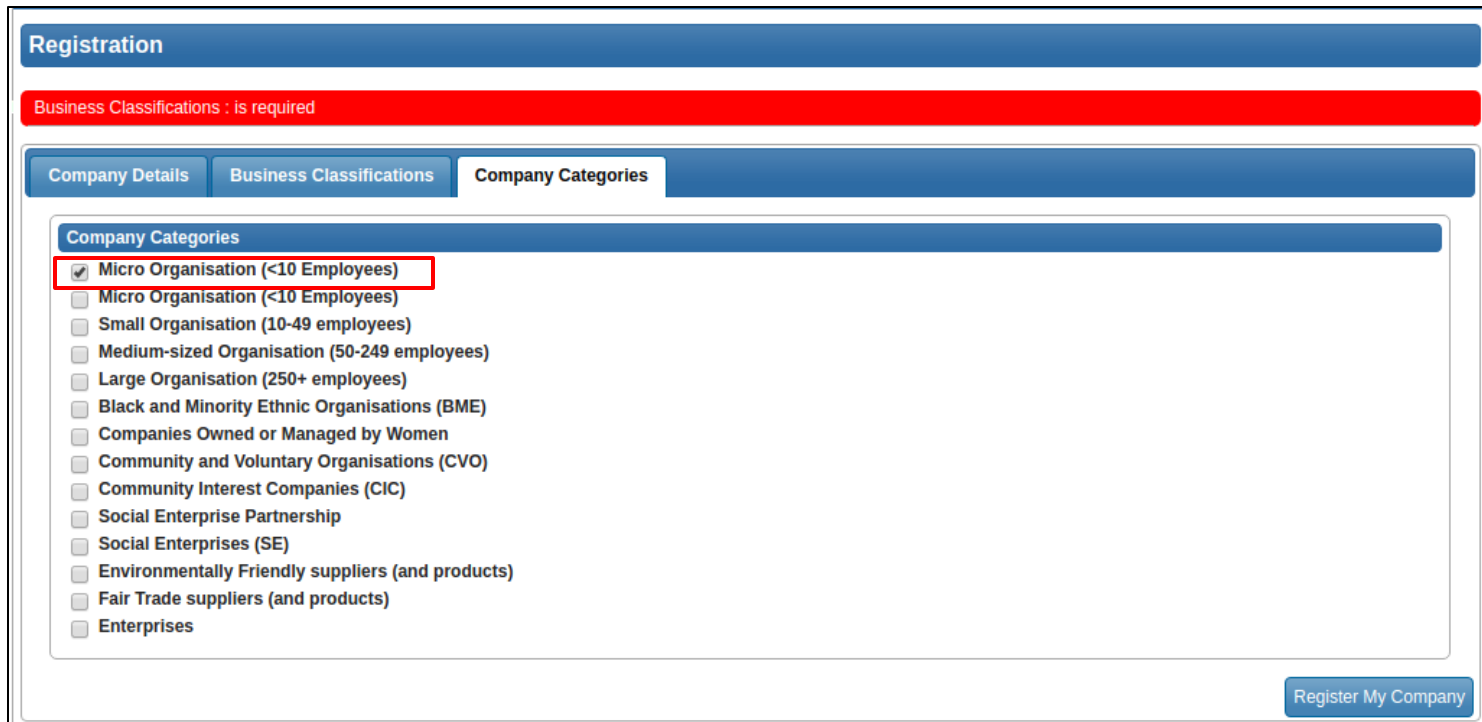
Search :

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

In the **Company Categories** tab you are able to tick any of the categories that apply to your company.



The screenshot shows a web form titled "Registration". At the top, there is a blue header bar with the title. Below it is a red error message: "Business Classifications : is required". The form has three tabs: "Company Details", "Business Classifications", and "Company Categories", with the latter being the active tab. Inside the "Company Categories" section, there is a list of categories with checkboxes. The first item, "Micro Organisation (<10 Employees)", is selected and highlighted with a red rectangular box. The other categories are not selected. At the bottom right of the form, there is a blue button labeled "Register My Company".

Registration

Business Classifications : is required

Company Details Business Classifications **Company Categories**

Company Categories

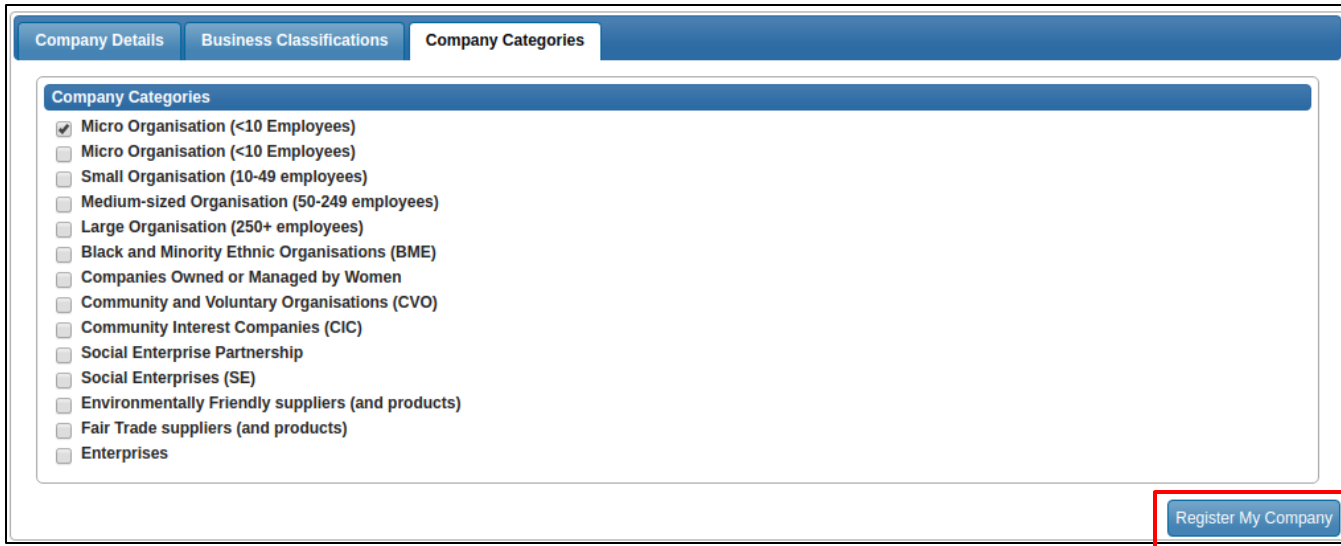
- Micro Organisation (<10 Employees)
- Micro Organisation (<10 Employees)
- Small Organisation (10-49 employees)
- Medium-sized Organisation (50-249 employees)
- Large Organisation (250+ employees)
- Black and Minority Ethnic Organisations (BME)
- Companies Owned or Managed by Women
- Community and Voluntary 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

Once you have completed the required information click on **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.



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

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

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 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.*

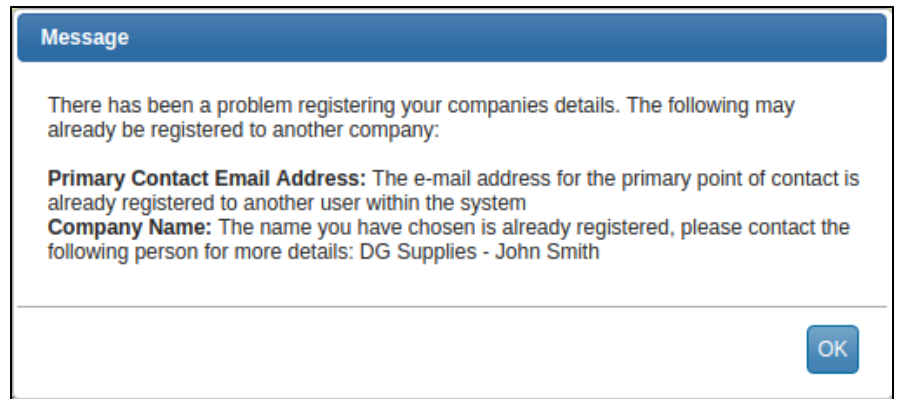
Registration

Registration Troubleshooting

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.

If this happens, there are two options available to allow you to resolve this:

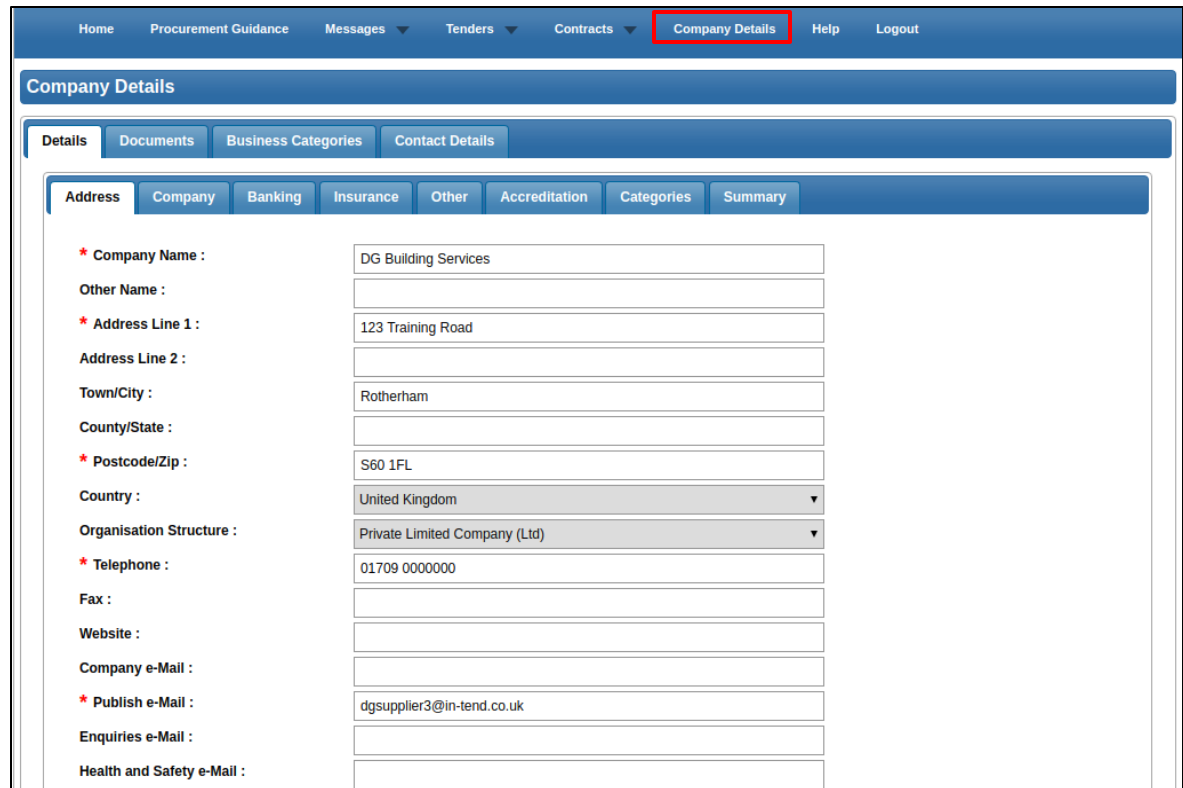
1. Contact the user specified against the company that is already registered and ask them to add you as an additional user to the existing company account.
2. If the user registered against the account has left your organisation you can contact the buyer direct on **procurement@icmpd.org** or call us on **+43 1 504 4677 0** to arrange for a guest user login and recovery of the account.



Managing your Details

If you need to update your company information you can do this by logging into the system and navigating to the **Company Details** section on the top menu bar.

From here you can edit/add information regarding the company, contact details, company documents and business classifications.



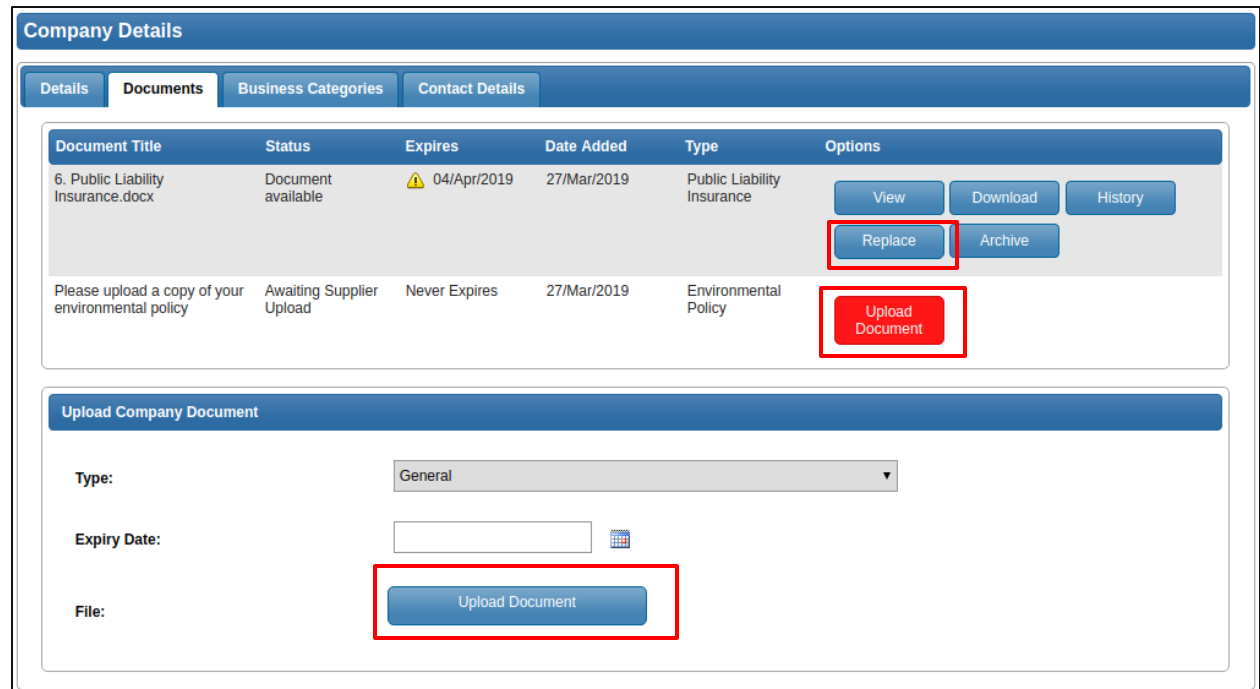
The screenshot shows a web application interface for managing company details. At the top, there is a navigation menu with items: Home, Procurement Guidance, Messages, Tenders, Contracts, **Company Details** (highlighted with a red box), Help, and Logout. Below the navigation menu is a header for the 'Company Details' section. Underneath, there are several tabs: Details, Documents, Business Categories, and Contact Details. The 'Details' tab is active, and it contains sub-tabs: Address, Company, Banking, Insurance, Other, Accreditation, Categories, and Summary. The 'Address' sub-tab is selected, showing a form with the following fields:

* Company Name :	DG Building Services
Other Name :	
* Address Line 1 :	123 Training Road
Address Line 2 :	
Town/City :	Rotherham
County/State :	
* Postcode/Zip :	S60 1FL
Country :	United Kingdom
Organisation Structure :	Private Limited Company (Ltd)
* Telephone :	01709 000000
Fax :	
Website :	
Company e-Mail :	
* Publish e-Mail :	dgsupplier3@in-tend.co.uk
Enquiries e-Mail :	
Health and Safety e-Mail :	

Managing your Details

Managing Company Documents

From the documents tab you can upload, replace or view company related documents.



The screenshot displays the 'Company Details' interface. At the top, there are tabs for 'Details', 'Documents', 'Business Categories', and 'Contact Details'. The 'Documents' tab is active, showing a table with the following data:

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

Below the table is the 'Upload Company Document' form. It includes a 'Type' dropdown menu set to 'General', an 'Expiry Date' field with a calendar icon, and a 'File:' label. A red box highlights the 'Upload Document' button at the bottom of the form.

Managing your Details

Managing Company Documents

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

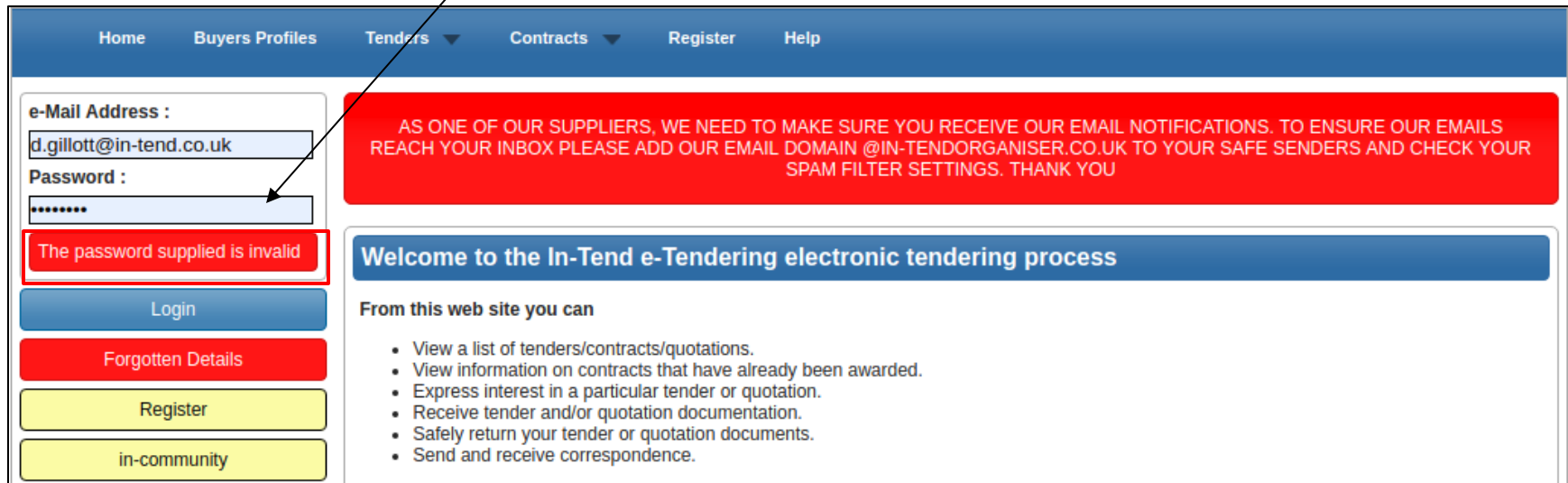
Details
Documents
Business Categories
Contact Details

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 style="display: flex; gap: 5px;"> <div style="border: 1px solid #ccc; padding: 5px; background-color: #007bff; color: white;">View</div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #007bff; color: white;">Download</div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #007bff; color: white;">History</div> </div> <div style="display: flex; gap: 5px; margin-top: 5px;"> <div style="border: 2px solid red; border: 1px solid #ccc; padding: 5px; background-color: #007bff; color: white;">Replace</div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #007bff; color: white;">Archive</div> </div>
Please upload a copy of your environmental policy	Awaiting Supplier Upload	Never Expires	27/Mar/2019	Environmental Policy	<div style="border: 1px solid #ccc; padding: 10px; background-color: #dc3545; color: white; width: fit-content; margin: 0 auto;">Upload Document</div>

To update the expiring document and CANCEL the notification emails, click the 'Replace' button of the expiring document and upload a new copy.

Account Locked Out

The system will only allow for three bad login attempts.



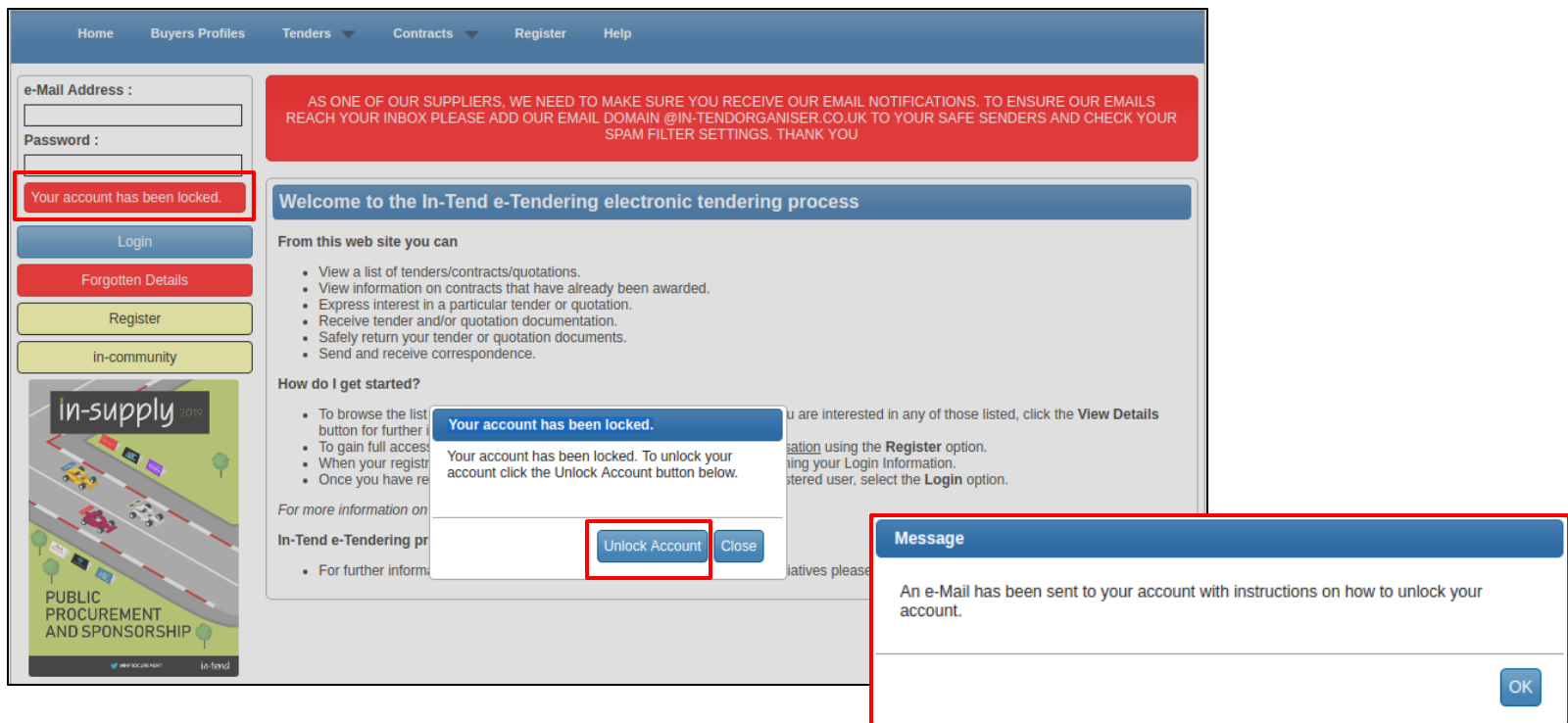
The screenshot shows the In-Tend e-Tendering login interface. At the top, there is a navigation bar with links for Home, Buyers Profiles, Tenders, Contracts, Register, and Help. Below the navigation bar, there is a login form with fields for e-Mail Address (containing 'd.gillott@in-tend.co.uk') and Password (masked with dots). A red error message box below the password field states 'The password supplied is invalid'. To the right of the login form, there is a red banner with the 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, there is a blue header for 'Welcome to the In-Tend e-Tendering electronic tendering process'. Underneath, there is a section titled 'From this web site you can' with a 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. At the bottom of the login form, there are buttons for Login, Forgotten Details, Register, and in-community.

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 incorrect three consecutive times then your account will become locked out.

Account Locked Out

If you are locked out of your account then follow the on screen instructions to unlock your account and reset your password. Clicking 'Unlock Account' will send an email with an account recovery link.



The screenshot displays the In-Tend e-Tendering website interface. At the top, a navigation bar includes links for Home, Buyers Profiles, Tenders, Contracts, Register, and Help. A red banner at the top right contains a notice: "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".

On the left side, there is a login form with fields for "e-Mail Address" and "Password". Below these fields, a red-bordered box highlights the message "Your account has been locked." A "Login" button is positioned below the message, followed by a red "Forgotten Details" button, a yellow "Register" button, and a yellow "in-community" button. At the bottom left, there is a graphic for "in-supply 2019" and a section for "PUBLIC PROCUREMENT AND SPONSORSHIP".

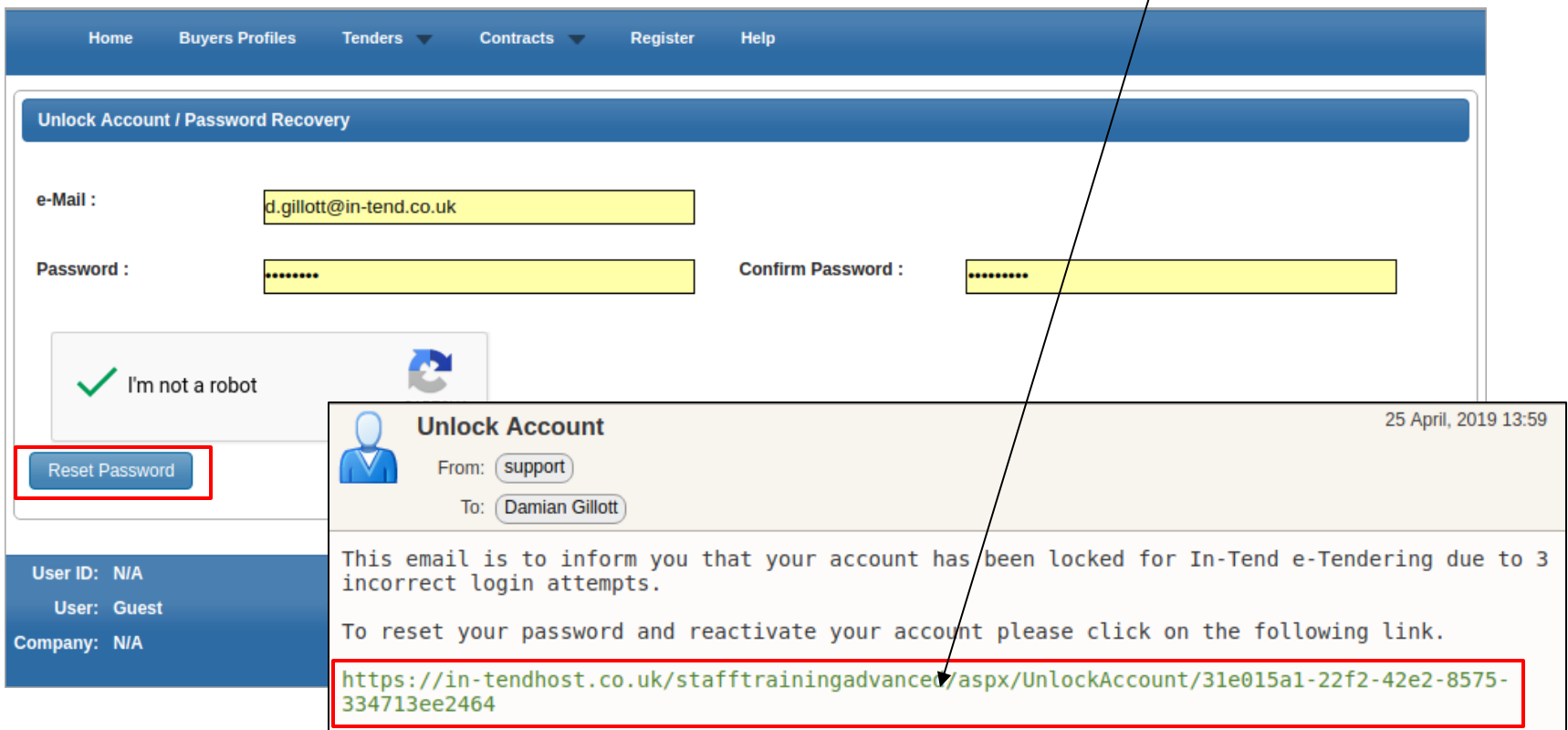
The main content area features a blue header "Welcome to the In-Tend e-Tendering electronic tendering process". Below this, a section titled "From this web site you can" lists several actions: "View a list of tenders/contracts/quotations.", "View information on contracts that have already been awarded.", "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." A "How do I get started?" section provides instructions on how to browse, gain access, and register.

A modal dialog box is open in the center, titled "Your account has been locked." It contains the text: "Your account has been locked. To unlock your account click the Unlock Account button below." The "Unlock Account" button is highlighted with a red border, and a "Close" button is also visible.

In the bottom right corner, a "Message" box is displayed, containing the text: "An e-Mail has been sent to your account with instructions on how to unlock your account." An "OK" button is located at the bottom right of this message box.

Account Locked Out

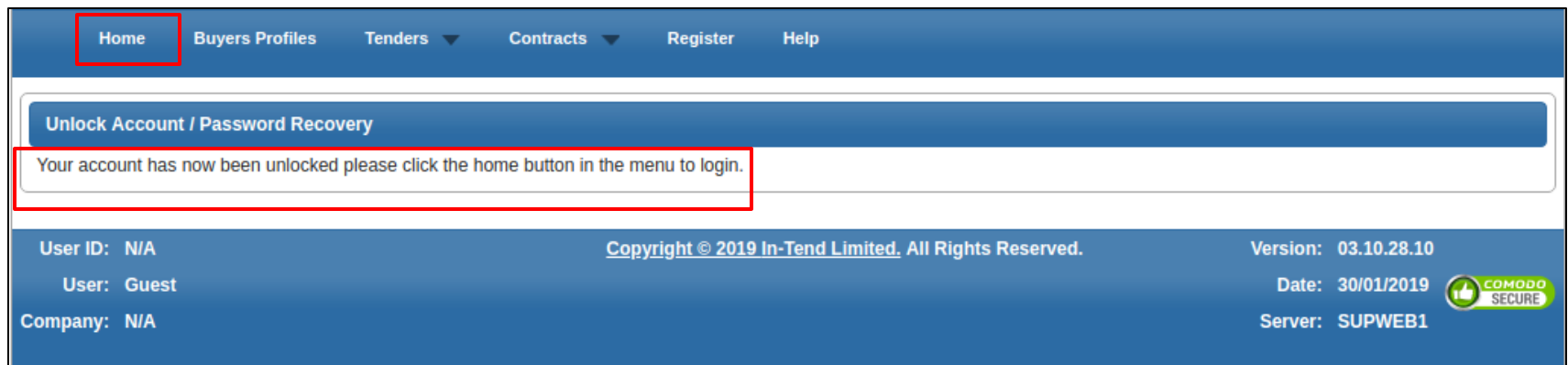
When you receive the recovery email, please click the secure link which will take you to the access password recovery screen.



The image shows a web application interface for account recovery. At the top is a navigation bar with links: Home, Buyers Profiles, Tenders, Contracts, Register, and Help. Below this is a form titled 'Unlock Account / Password Recovery'. The form contains fields for 'e-Mail' (filled with 'd.gillott@in-tend.co.uk'), 'Password', and 'Confirm Password'. A 'Reset Password' button is highlighted with a red box. Below the form is a 'I'm not a robot' checkbox with a green checkmark and a refresh icon. At the bottom left, user information is displayed: User ID: N/A, User: Guest, Company: N/A. An email notification is overlaid on the bottom right, titled 'Unlock Account', dated '25 April, 2019 13:59'. The email is from 'support' to 'Damian Gillott'. The body of the email states: 'This email is to inform you that your account has been locked for In-Tend e-Tendering due to 3 incorrect login attempts. To reset your password and reactivate your account please click on the following link.' A red box highlights the URL: <https://in-tendhost.co.uk/stafftrainingadvance/asp/UnlockAccount/31e015a1-22f2-42e2-8575-334713ee2464>. A black arrow points from the text above to this URL.

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.

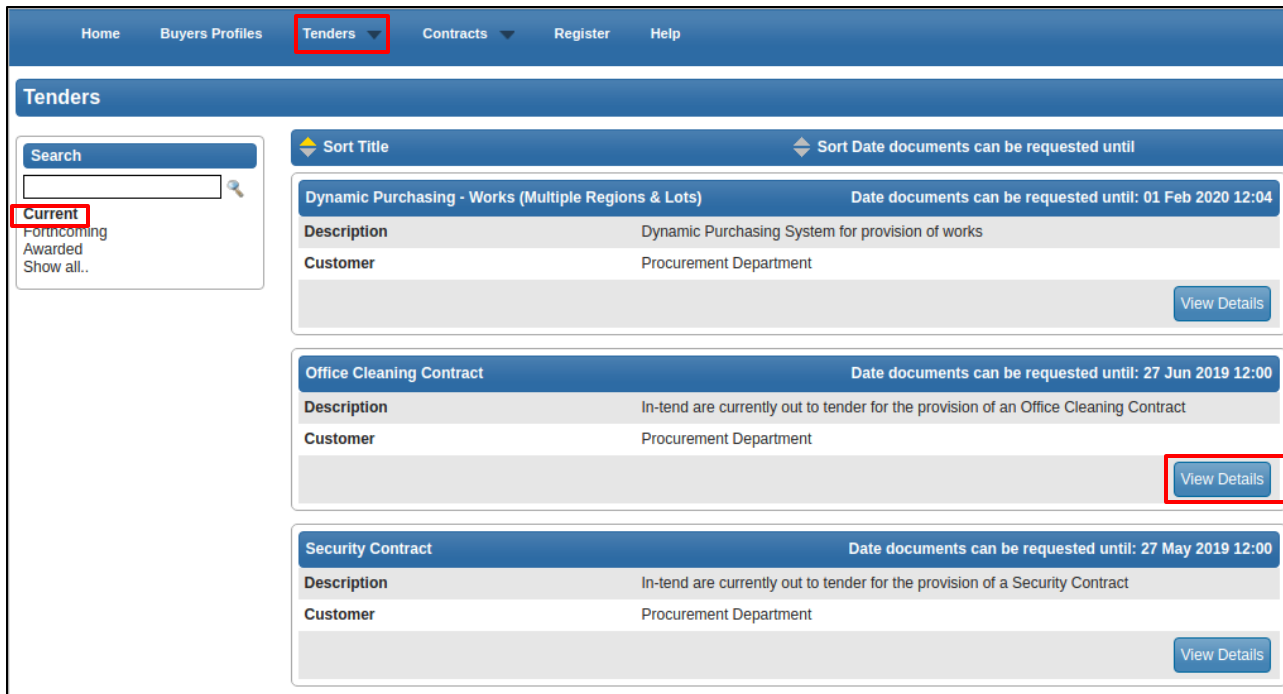


The screenshot displays a web application interface with a blue header and footer. The header contains a navigation menu with the following items: Home, Buyers Profiles, Tenders (with a dropdown arrow), Contracts (with a dropdown arrow), Register, and Help. The 'Home' link is highlighted with a red box. Below the header is a blue bar with the text 'Unlock Account / Password Recovery'. Underneath this bar is a white message box with a red border containing the text: 'Your account has now been unlocked please click the home button in the menu to login.' The footer is divided into three sections: on the left, it shows 'User ID: N/A', 'User: Guest', and 'Company: N/A'; in the center, it displays 'Copyright © 2019 In-Tend Limited. All Rights Reserved.'; and on the right, it shows 'Version: 03.10.28.10', 'Date: 30/01/2019', and 'Server: SUPWEB1'. A 'COMODO SECURE' logo is also present in the bottom right corner of the footer.

Tender Opportunities

There are two possible ways of taking part in a tender process within the system.

1. Browsing the list open tenders and expressing your interest.
2. Direct invitation from the buyer authority.



The screenshot displays the 'Tenders' section of a web application. The navigation bar at the top includes 'Home', 'Buyers Profiles', 'Tenders' (highlighted with a red box), 'Contracts', 'Register', and 'Help'. Below the navigation bar, the 'Tenders' section features a search box on the left with a dropdown menu showing 'Current', 'Forthcoming', 'Awarded', and 'Show all..'. The main content area lists three tender opportunities, each with a 'View Details' button. The 'Office Cleaning Contract' button is highlighted with a red box.

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	

Tender Opportunities

To take part in the tender opportunity click the ‘Express Interest’ button.



The screenshot displays a web interface for 'Tender Management'. It features a 'Tender' tab and a list of tender opportunities. The selected tender is 'Office Cleaning Contract', which is highlighted in blue. Below the title, a table provides the following details:

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)

In the bottom right corner of the interface, there is a blue button labeled 'Express Interest', which is highlighted with a red rectangular box.

Note: If you are invited by the buying authority to take part in a tender process, you should receive an automated email alert containing the name of the tender. You will need to login into 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.

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.



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

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

Password :
.....

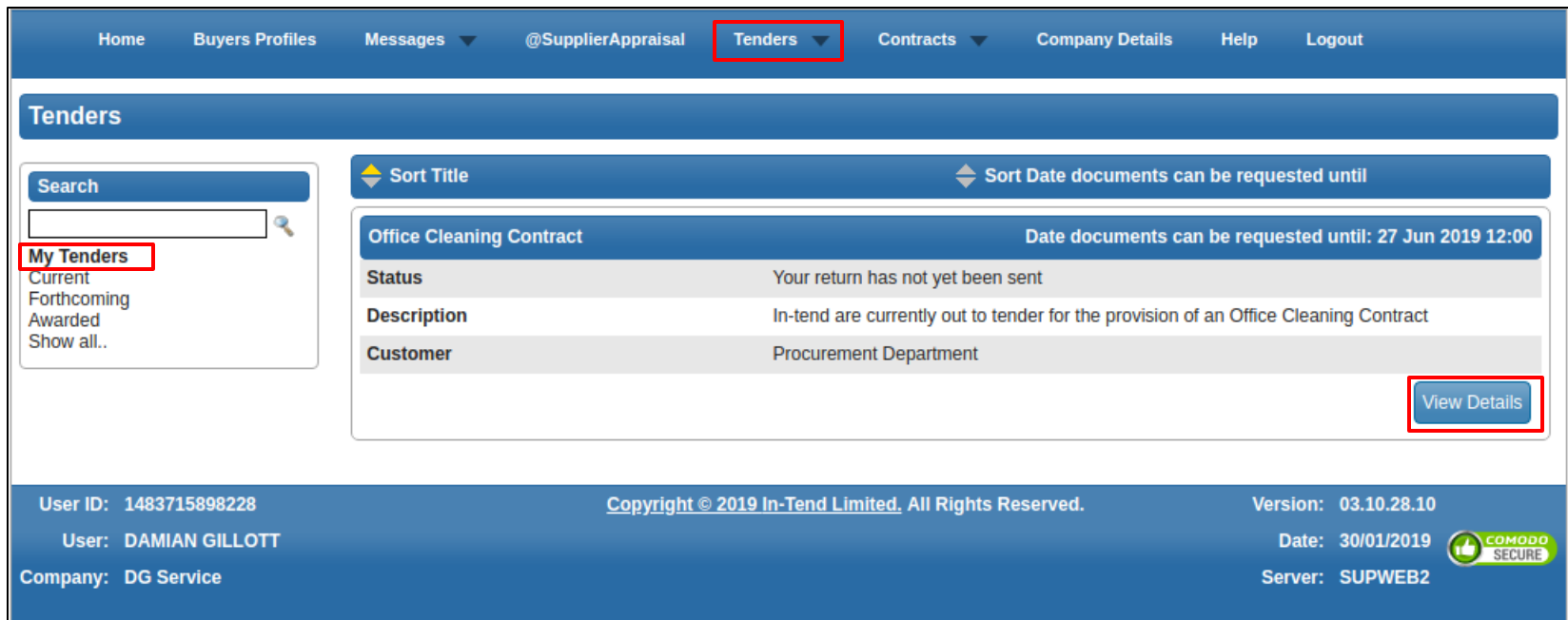
Login

Forgotten Details

Register

Tender Management

Whether you have been invited directly *or* you have expressed 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 Tender Management interface. The top navigation bar includes links for Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders (highlighted with a red box), Contracts, Company Details, Help, and Logout. Below the navigation bar, the 'Tenders' section is visible. On the left, there is a search box and a 'My Tenders' dropdown menu (highlighted with a red box) 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'. The description is 'In-tend are currently out to tender for the provision of an Office Cleaning Contract' and the customer is 'Procurement Department'. A 'View Details' button (highlighted with a red box) is located at the bottom right of the tender 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.

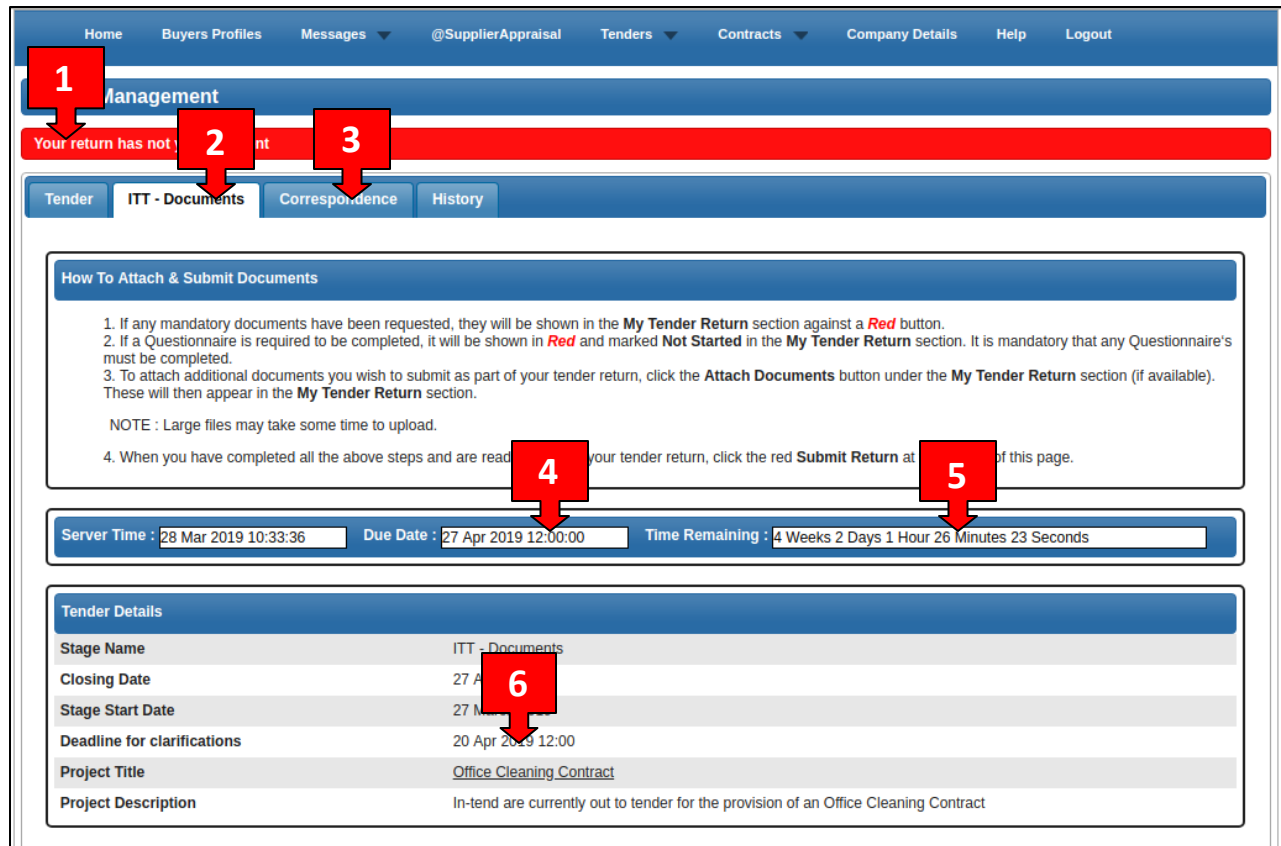
Clicking the 'View Details' of a project in the **'My Tenders'** section will take you directly to the tender management screen for that project.

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 a web interface for tender management. At the top, there is a navigation bar with links: Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this is a header area with 'Management' and a red banner that says 'Your return has not...'. A tabbed interface shows 'Tender', 'ITT - Documents', 'Correspondence', and 'History'. The main content area is titled 'How To Attach & Submit Documents' and contains instructions for document submission. Below this is a status bar showing 'Server Time: 28 Mar 2019 10:33:36', 'Due Date: 27 Apr 2019 12:00:00', and 'Time Remaining: 4 Weeks 2 Days 1 Hour 26 Minutes 23 Seconds'. At the bottom, there is a 'Tender Details' section with a table of information.

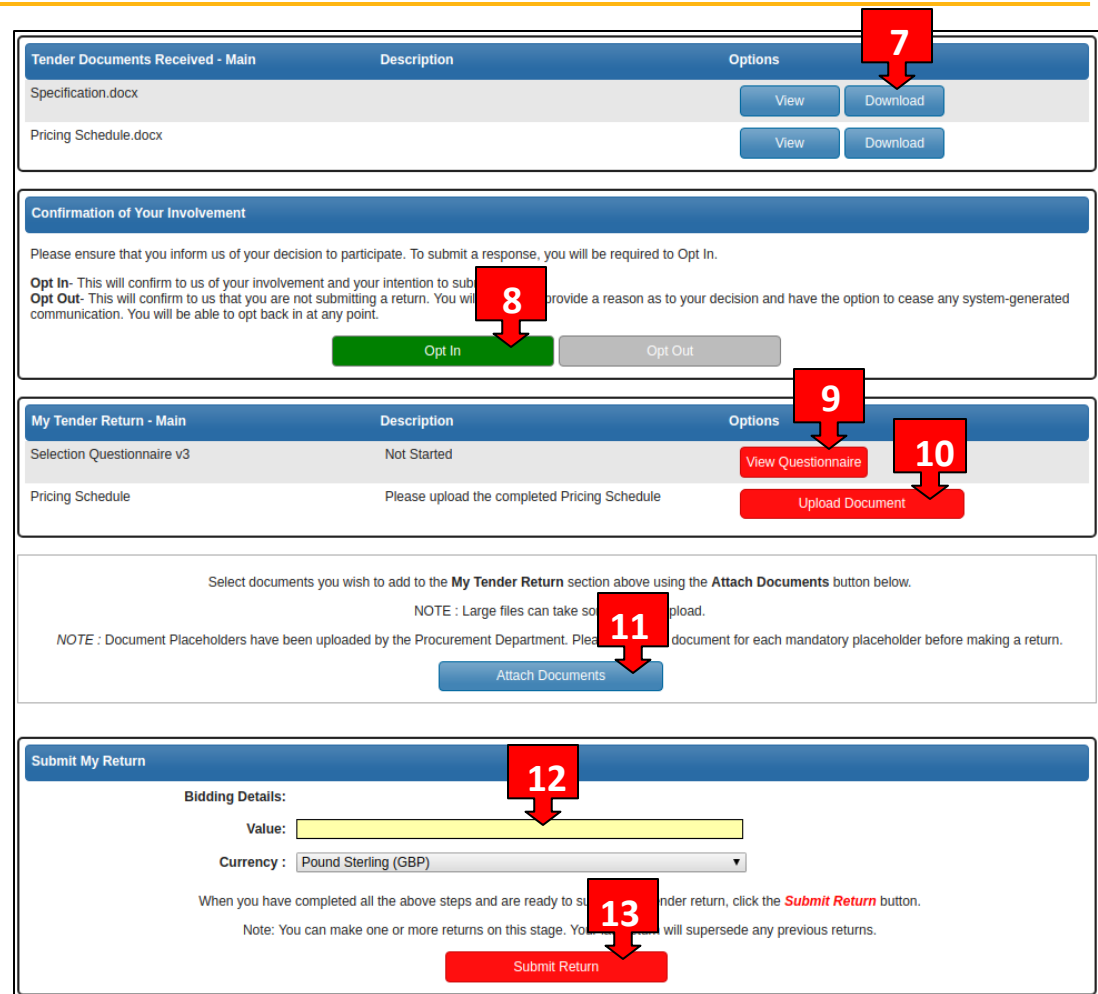
Tender Details	
Stage Name	ITT - Documents
Closing Date	27 Apr 2019 12:00:00
Stage Start Date	27 Mar 2019 10:33:36
Deadline for clarifications	20 Apr 2019 12:00:00
Project Title	Office Cleaning Contract
Project Description	In-tend are currently out to tender for the provision of an Office Cleaning Contract

Tender Management

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 shows a web interface for tender management with the following sections and callouts:

- 7**: Callout pointing to the 'Download' button for 'Specification.docx' and 'Pricing Schedule.docx' in the 'Tender Documents Received - Main' table.
- 8**: Callout pointing to the 'Opt In' button in the 'Confirmation of Your Involvement' section.
- 9**: Callout pointing to the 'View Questionnaire' button in the 'My Tender Return - Main' table.
- 10**: Callout pointing to the 'Upload Document' button in the 'My Tender Return - Main' table.
- 11**: Callout pointing to the 'Attach Documents' button in the 'Select documents you wish to add to the My Tender Return section' area.
- 12**: Callout pointing to the 'Value' input field in the 'Submit My Return' section.
- 13**: Callout pointing to the 'Submit Return' button in the 'Submit My Return' section.

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

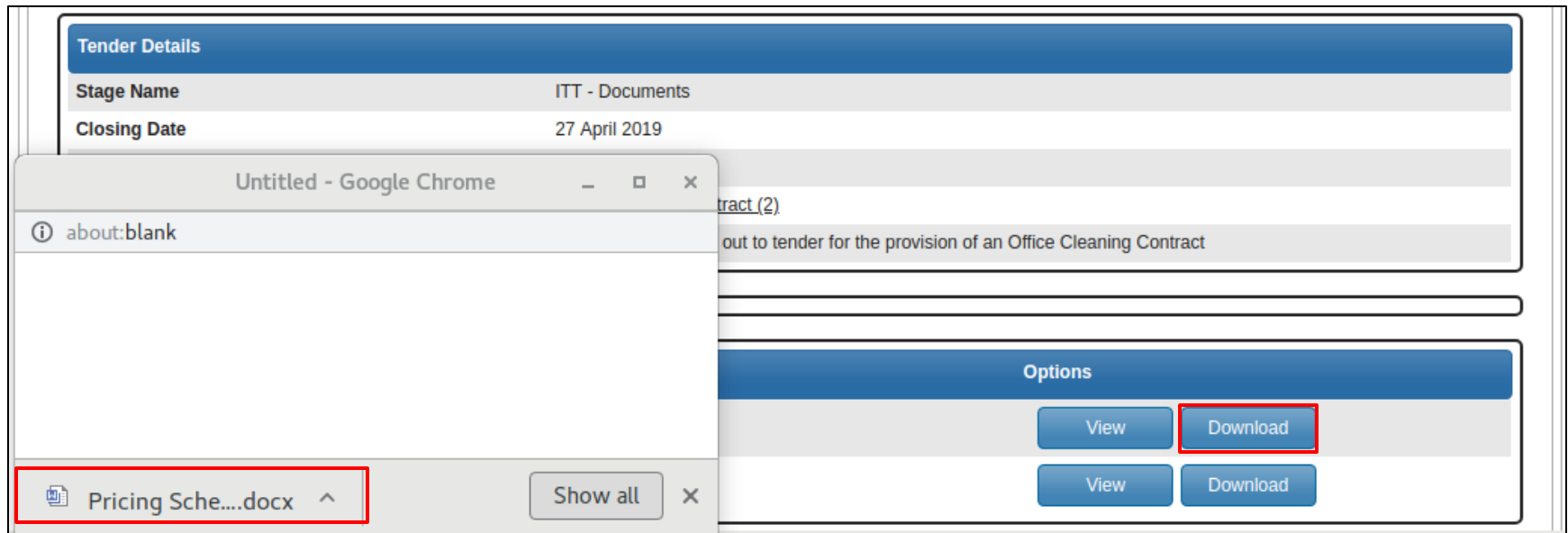
Please confirm your reasons for opting out of this stage.

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

Stop Receiving Correspondence

Tender Management

Accessing Tender Documentation



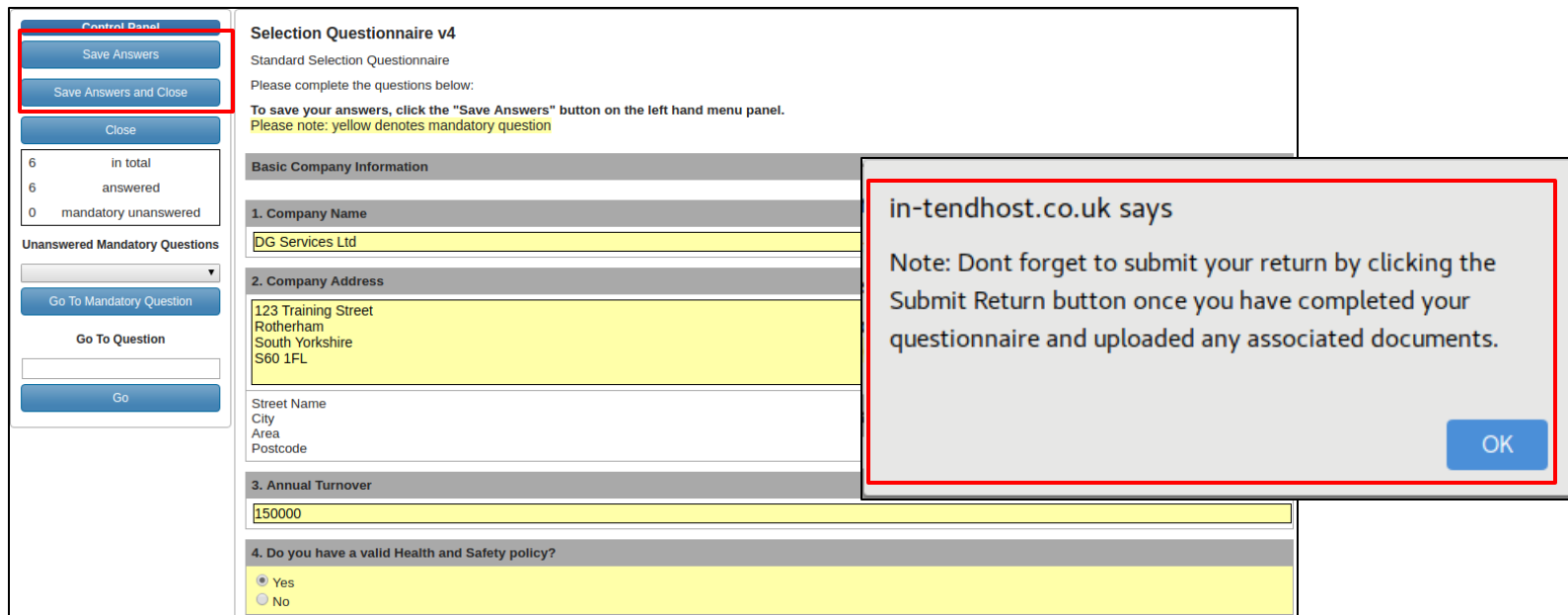
The screenshot displays a web interface for tender management. At the top, a blue header reads 'Tender Details'. Below it, a table lists 'Stage Name' as 'ITT - Documents' and 'Closing Date' as '27 April 2019'. A search bar contains the text 'Contract (2)'. Below the search bar, a snippet of text reads 'out to tender for the provision of an Office Cleaning Contract'. An 'Options' section at the bottom contains two rows of buttons: 'View' and 'Download'. The 'Download' button in the top row is highlighted with a red border. At the bottom of the browser window, a download bar shows a file named 'Pricing Sche...docx' with a red border around it. A 'Show all' button is also visible in the download bar.

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 use the scroll the window to the bottom in order to see the downloaded file.

Tender Management

Completing Questionnaires



The screenshot shows a web interface for completing a questionnaire. On the left is a 'Control Panel' with buttons for 'Save Answers', 'Save Answers and Close', and 'Close'. Below these are statistics: 6 in total, 6 answered, and 0 mandatory unanswered. There is also a section for 'Unanswered Mandatory Questions' with a 'Go To Mandatory Question' button and a 'Go To Question' button with a search input and 'Go' button. The main area is titled 'Selection Questionnaire v4' and contains instructions: 'Standard Selection Questionnaire', 'Please complete the questions below:', and 'To save your answers, click the "Save Answers" button on the left hand menu panel. Please note: yellow denotes mandatory question'. The questionnaire is divided into sections: 'Basic Company Information', '1. Company Name' (with input 'DG Services Ltd'), '2. Company Address' (with input '123 Training Street, Rotherham, South Yorkshire, S60 1FL'), '3. Annual Turnover' (with input '150000'), and '4. Do you have a valid Health and Safety policy?' (with radio buttons for 'Yes' and 'No'). A callout box on the right contains the text: '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.' with an 'OK' button.

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

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

Submitting Returns

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

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 the Buying Authority 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 Submission (*If permitted*)

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 the buying authority is permitting modifications to the submission then any changes to your submission can be made through the 'Modify Return' button.

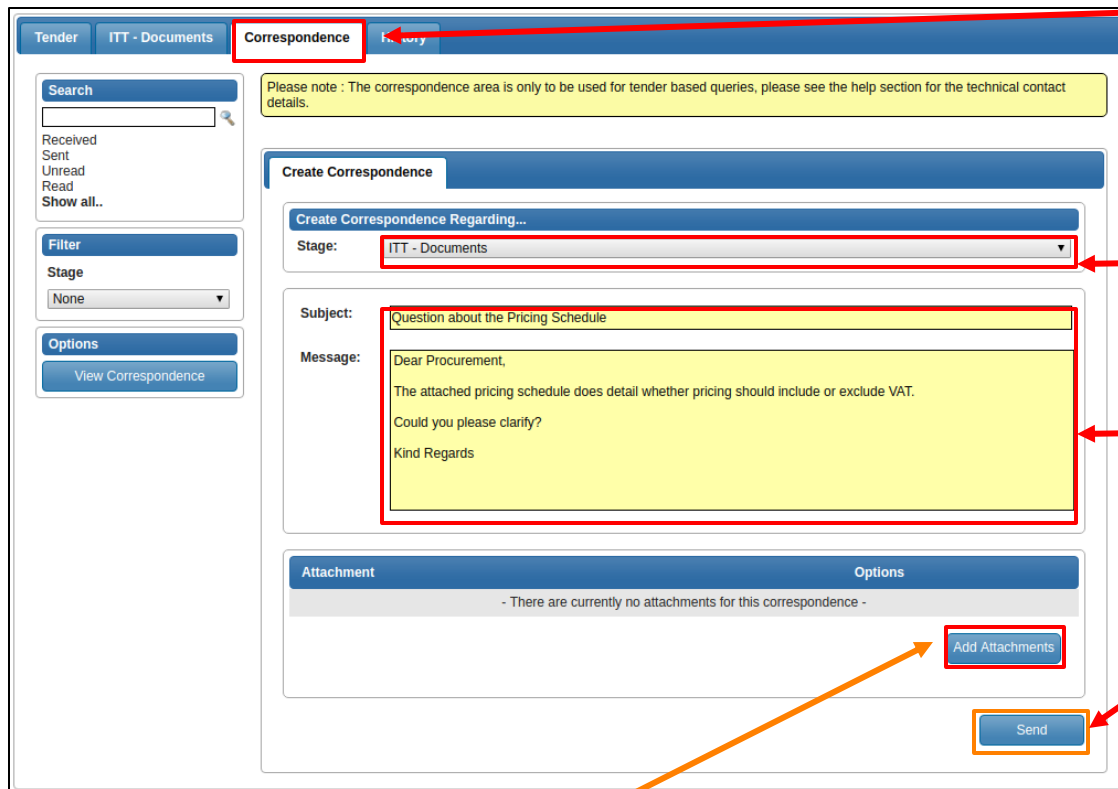
Note: This will only be available until the tender deadline.

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!

Communication

Asking questions about a tender



The screenshot displays the 'Correspondence' tab of a tender management system. The interface includes a search bar, filter options, and a 'View Correspondence' button. The main area is titled 'Create Correspondence' and contains a form with the following elements:

- Stage:** A dropdown menu set to 'ITT - Documents'.
- Subject:** A text field containing 'Question about the Pricing Schedule'.
- Message:** A 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 indicating 'There are currently no attachments for this correspondence' with an 'Add Attachments' button.
- Send:** A blue button to submit the correspondence.

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

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.



Home Procurement Guidance Messages Tenders Contracts Company Details Help Logout

User: Peter Parker
Company: DG Services

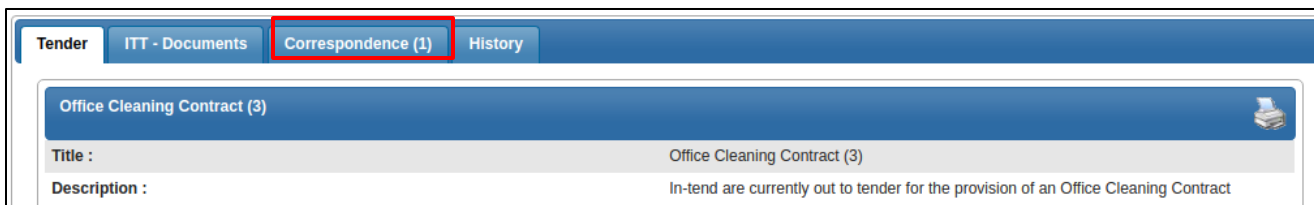
Logout

in-community

In-tend e-Procurement System

You currently have:

- 1 piece of unread correspondence

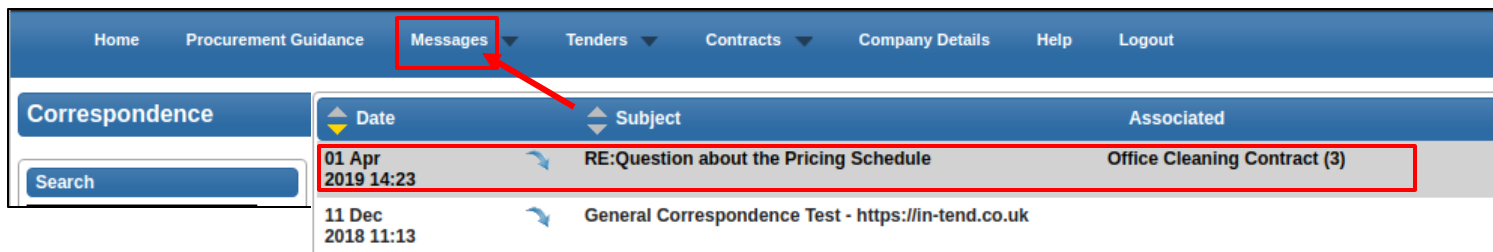


Tender ITT - Documents Correspondence (1) History

Office Cleaning Contract (3)

Title : Office Cleaning Contract (3)

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



Home Procurement Guidance Messages Tenders Contracts Company Details Help Logout

Correspondence

Search

Date	Subject	Associated
01 Apr 2019 14:23	RE:Question about the Pricing Schedule	Office Cleaning Contract (3)
11 Dec 2018 11:13	General Correspondence Test - https://in-tend.co.uk	

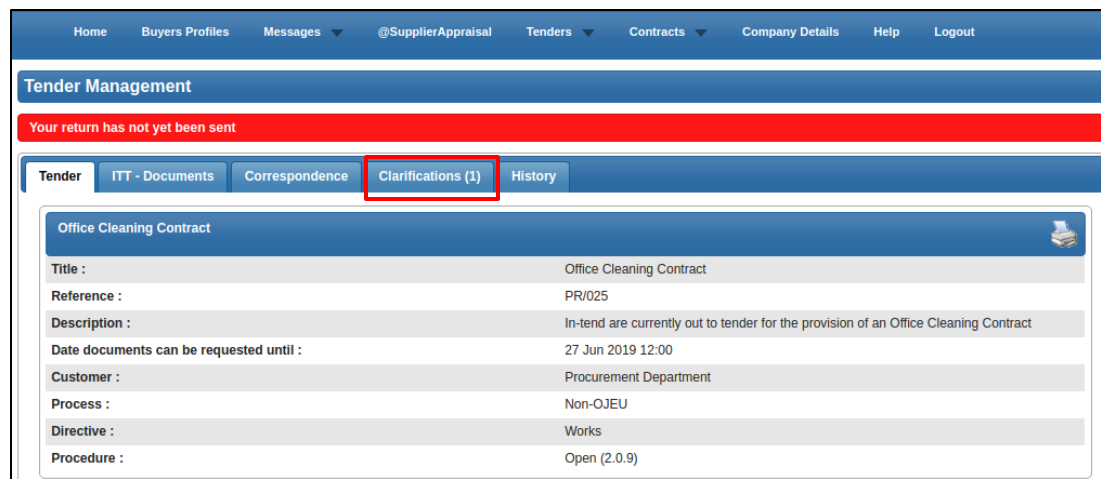
Tender Clarifications

Clarifications issued by the Buying Authority

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.

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 shows a web application interface for tender management. At the top, there is a navigation bar with links: Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this is a 'Tender Management' section with a red alert banner that reads 'Your return has not yet been sent'. A tabbed interface is visible with tabs for 'Tender', 'ITT - Documents', 'Correspondence', 'Clarifications (1)', and 'History'. The 'Clarifications (1)' tab is selected and highlighted with a red box. Below the tabs, there is a card for 'Office Cleaning Contract' with a printer icon. The card contains the following details:

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)

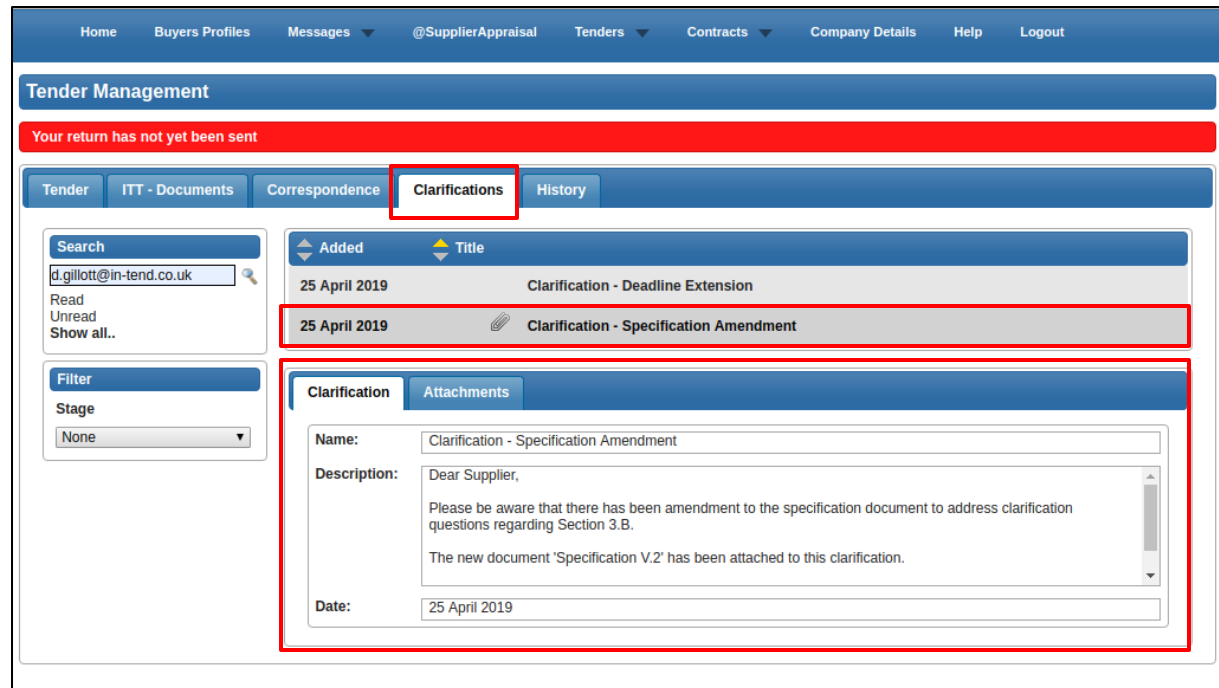
Tender Clarifications

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.

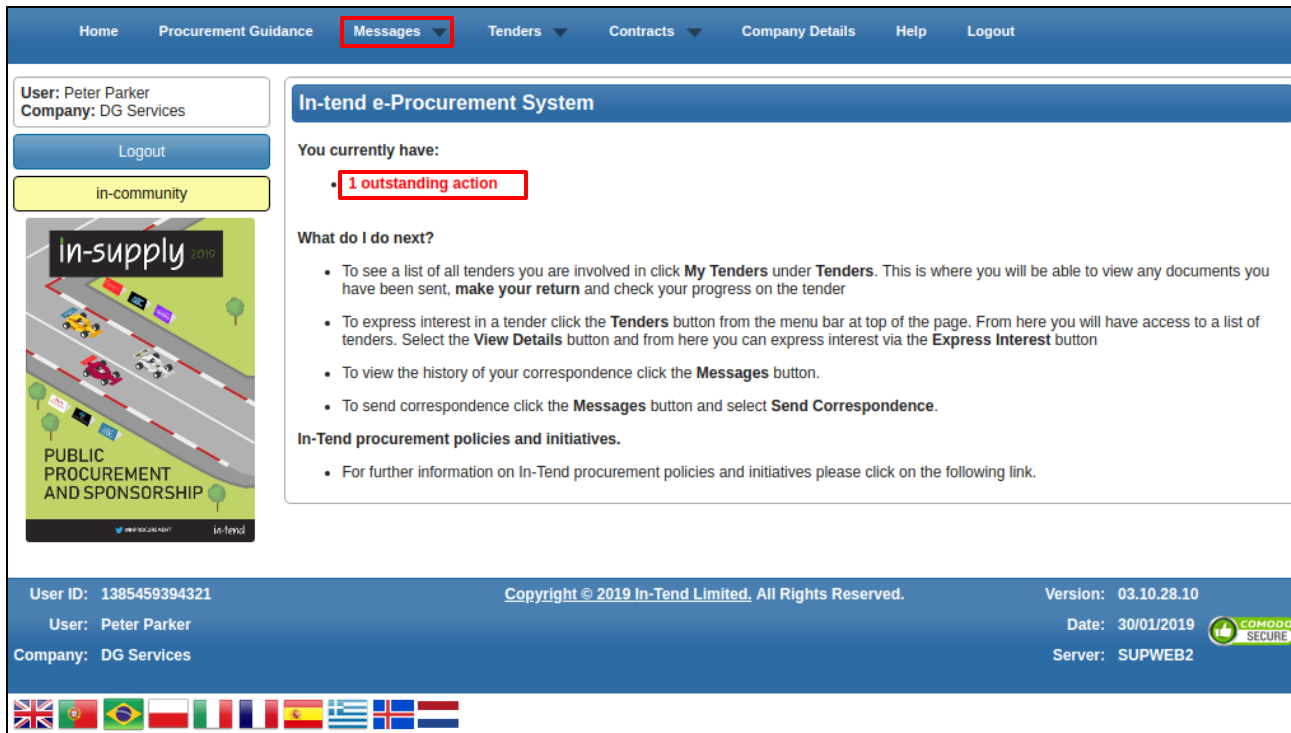
Any questions relating to the content of a clarification should be made using the correspondence function.



The screenshot displays the Tender Management portal interface. At the top, there is a navigation bar with links: Home, Buyers Profiles, Messages, @SupplierAppraisal, Tenders, Contracts, Company Details, Help, and Logout. Below this is a 'Tender Management' header. A red banner indicates 'Your return has not yet been sent'. The main content area has tabs for Tender, ITT - Documents, Correspondence, Clarifications (highlighted with a red box), and History. On the left, there is a search box containing 'd.gillott@in-tend.co.uk' and a filter dropdown set to 'None'. The central table lists 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). Below the table, the details for the selected clarification are shown, including a 'Clarification' tab and an 'Attachments' tab. The 'Description' field contains 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.' The 'Date' field shows '25 April 2019'.

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 Actions.



The screenshot shows the In-Tend e-Procurement System interface. At the top, there is a navigation menu with 'Messages' highlighted in red. The user's profile information is displayed on the left, including 'User: Peter Parker' and 'Company: DG Services'. A 'Logout' button is also visible. Below the profile, there is a 'in-community' button and an advertisement for 'in-supply 2019' with the text 'PUBLIC PROCUREMENT AND SPONSORSHIP'. The main content area is titled 'In-Tend e-Procurement System' and contains a notification: 'You currently have: 1 outstanding action', where the number '1' is highlighted in red. Below this, there is a section titled 'What do I do next?' with a list of instructions:

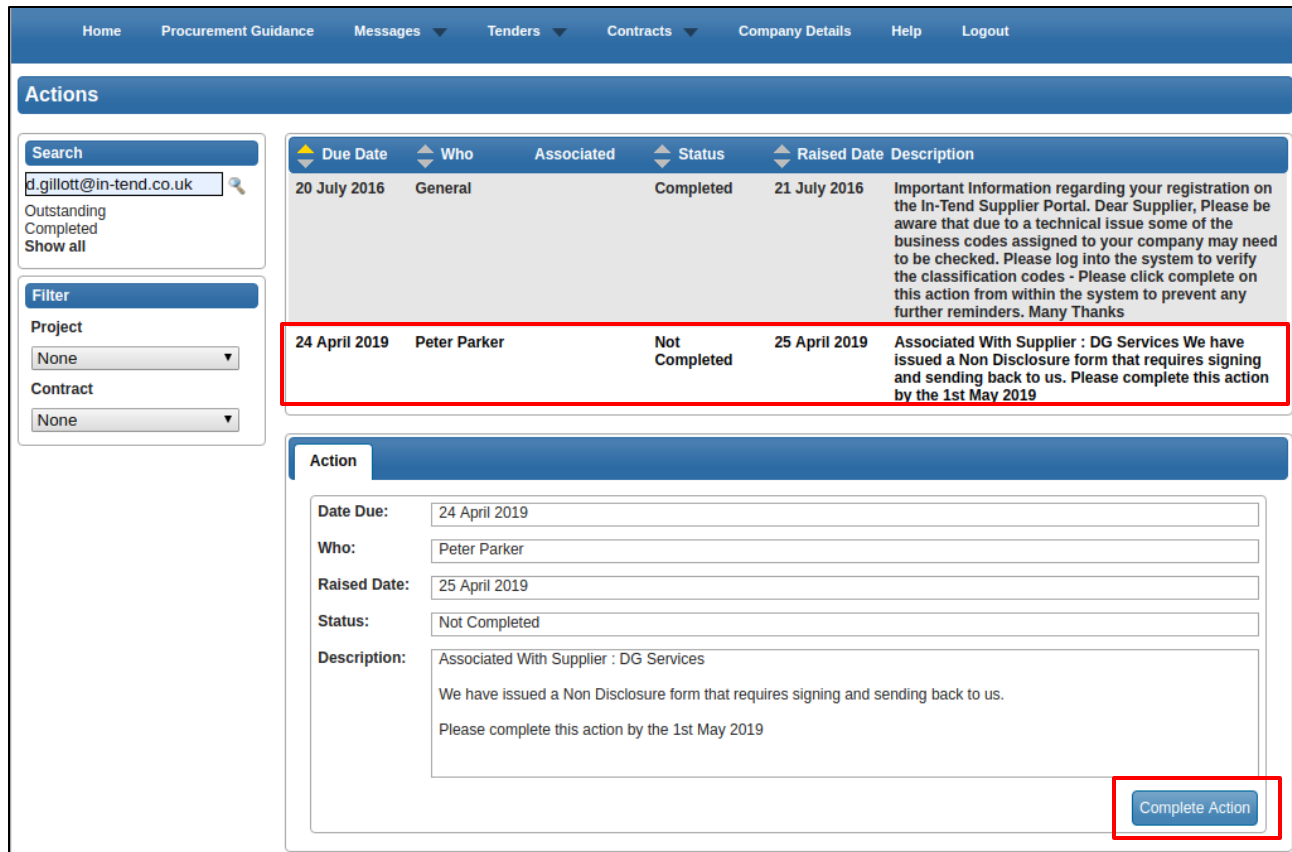
- To see a list of all tenders you are involved in click **My Tenders** under **Tenders**. This is where you will be able to view any documents you have been sent, **make your return** and check your progress on the tender
- To express interest in a tender click the **Tenders** button from the menu bar 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**.

 There is also a section for 'In-Tend procurement policies and initiatives' with a link for further information. The footer contains user ID, company name, copyright information, version, date, server, and a 'COMODO SECURE' logo, along with a row of national flags.

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 the buying authority when the task is complete. Completing the action will cancel any reminder notifications.



The screenshot shows the 'Actions' page in the ICMPD system. At the top, there is a navigation bar with links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. Below this is a search bar with the email 'd.gillott@in-tend.co.uk' and a search icon. To the left of the table are filter options for Project (set to None) and Contract (set to None). The main table lists actions with columns for Due Date, Who, Associated, Status, Raised Date, and Description. One action is highlighted with a red border: Due Date 24 April 2019, Who Peter Parker, Status Not Completed, Raised Date 25 April 2019, 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'. Below the table is a detailed view of this action, showing the same fields as the table row. A 'Complete Action' button is located at the bottom right of the detailed view, also highlighted with a red border.

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

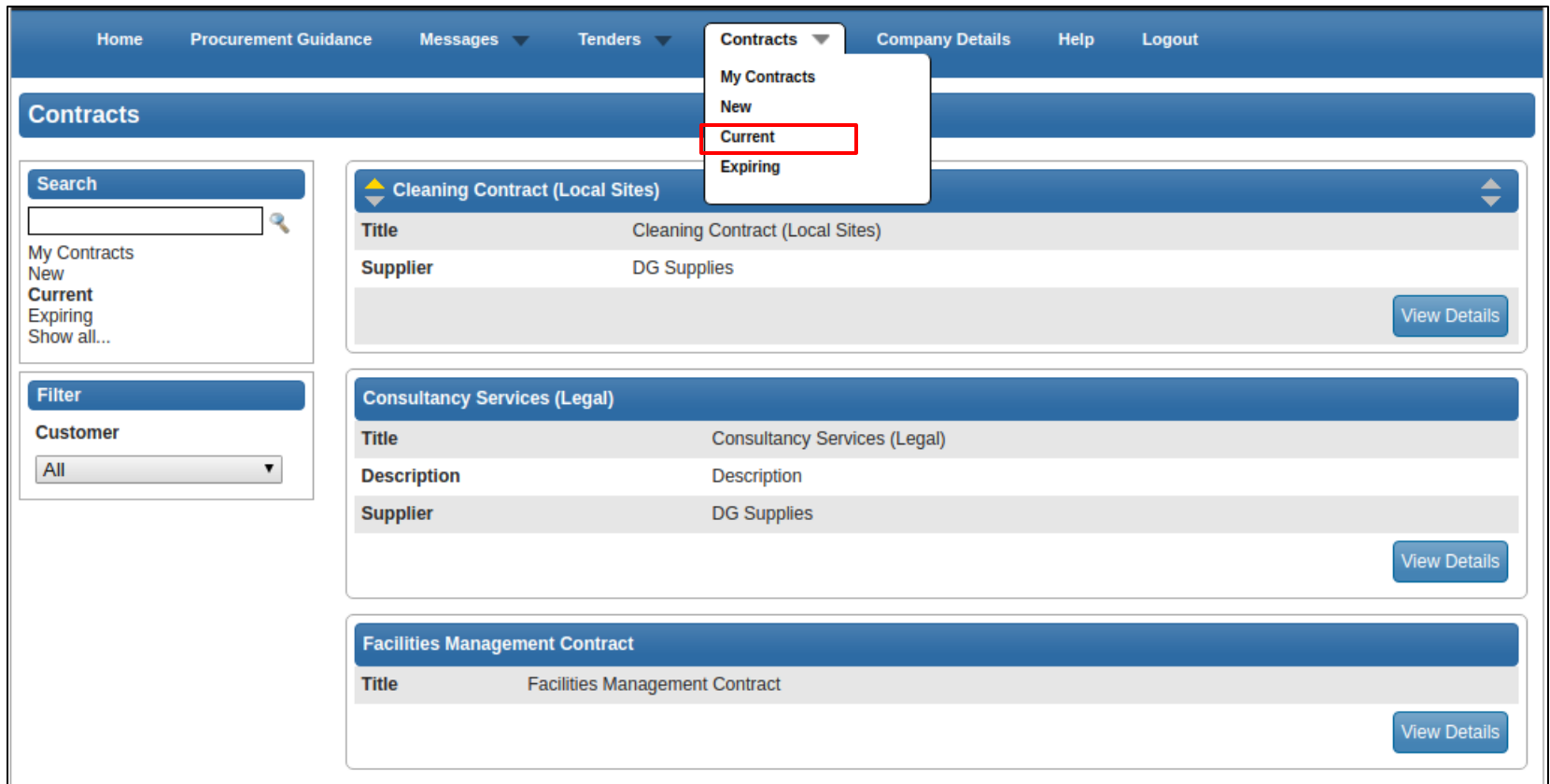
Status: Not Completed

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

Contracts : Public View

You can view a summary of what the Contracting Authority has published from the **Current Contracts** link from the top menu bar (*Please note: This may not be available with some institutions*).



The screenshot shows the 'Contracts' public view interface. The top navigation bar includes 'Home', 'Procurement Guidance', 'Messages', 'Tenders', 'Contracts', 'Company Details', 'Help', and 'Logout'. The 'Contracts' dropdown menu is open, showing 'My Contracts', 'New', 'Current' (highlighted with a red box), and 'Expiring'. The main content area displays a list of contracts with columns for Title, Supplier, and a 'View Details' button. The contracts listed are 'Cleaning Contract (Local Sites)', 'Consultancy Services (Legal)', and 'Facilities Management Contract'. A search bar and filter options are visible on the left side.

Contracts	
Search	
My Contracts	
New	
Current	
Expiring	
Show all...	

Filter	
Customer	
All	

Cleaning Contract (Local Sites)	
Title	Cleaning Contract (Local Sites)
Supplier	DG Supplies
	View Details

Consultancy Services (Legal)	
Title	Consultancy Services (Legal)
Description	Description
Supplier	DG Supplies
	View Details

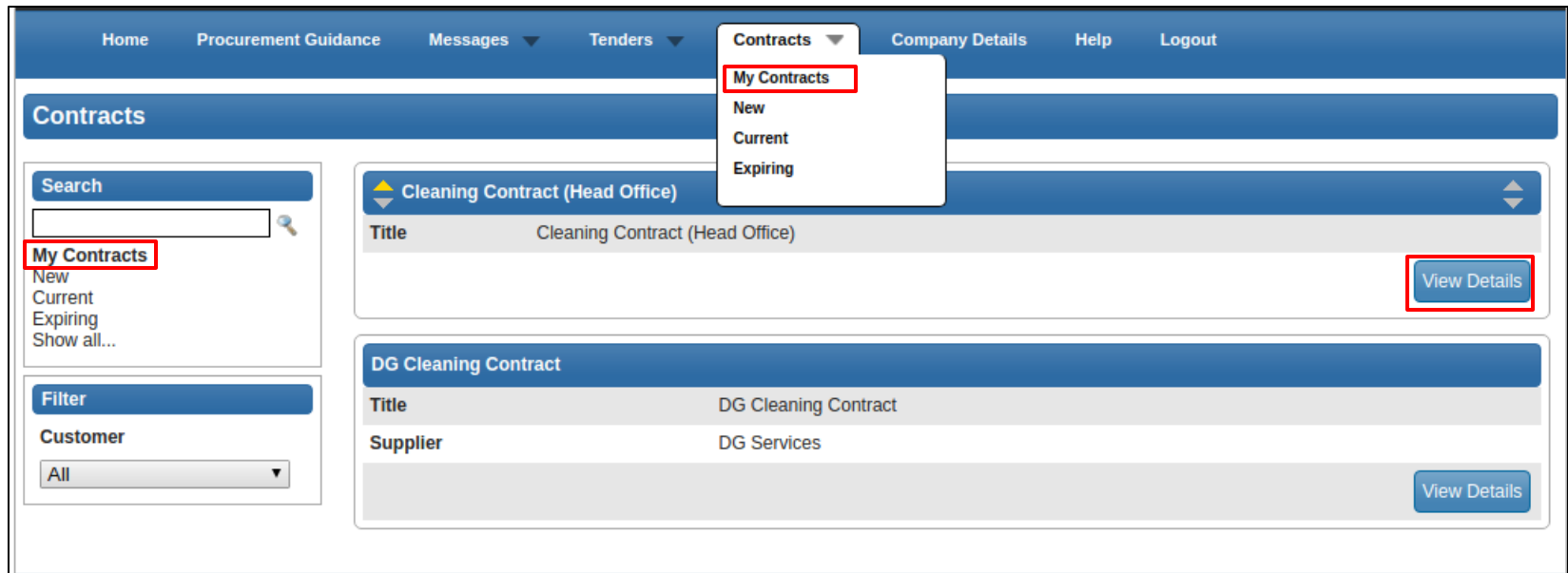
Facilities Management Contract	
Title	Facilities Management Contract
	View Details

Contracts : My 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.

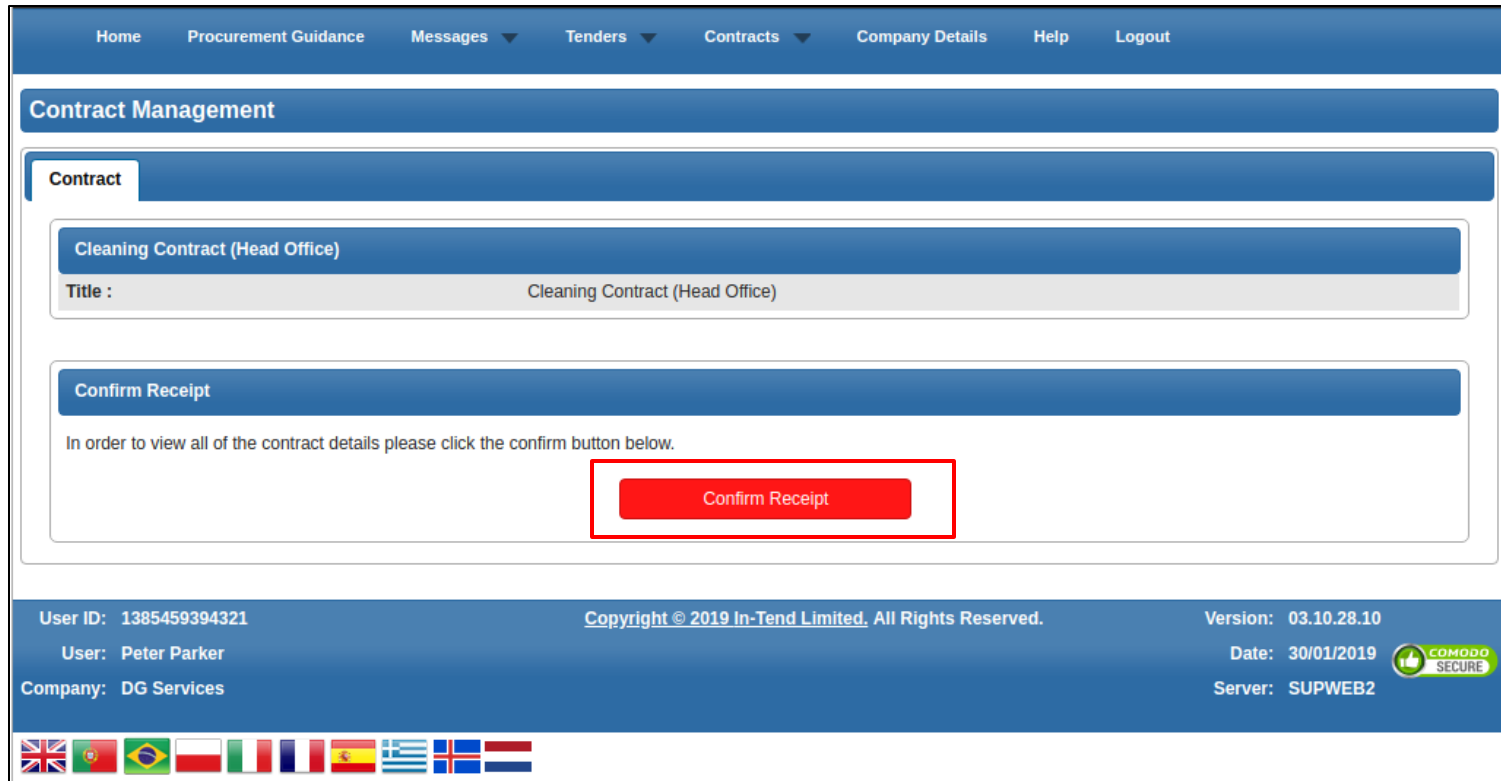


The screenshot displays a web application interface for managing contracts. At the top, a navigation bar includes links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. The 'Contracts' dropdown menu is open, highlighting 'My Contracts'. Below the navigation, the 'Contracts' section features a search bar and a filter dropdown set to 'All'. The main content area shows two contract entries:

- Cleaning Contract (Head Office)**: Title: Cleaning Contract (Head Office). A 'View Details' button is visible.
- DG Cleaning Contract**: Title: DG Cleaning Contract, Supplier: DG Services. A 'View Details' button is visible.

Contracts : Confirmation

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



The screenshot displays the 'Contract Management' section of the ICMPD portal. The navigation bar includes links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. The main content area shows a contract titled 'Cleaning Contract (Head Office)' with the following details:

- Title :** Cleaning Contract (Head Office)

Below the contract details, there is a 'Confirm Receipt' section with the instruction: 'In order to view all of the contract details please click the confirm button below.' A red button labeled 'Confirm Receipt' is highlighted with a red box.

At the bottom of the page, the footer contains the following information:

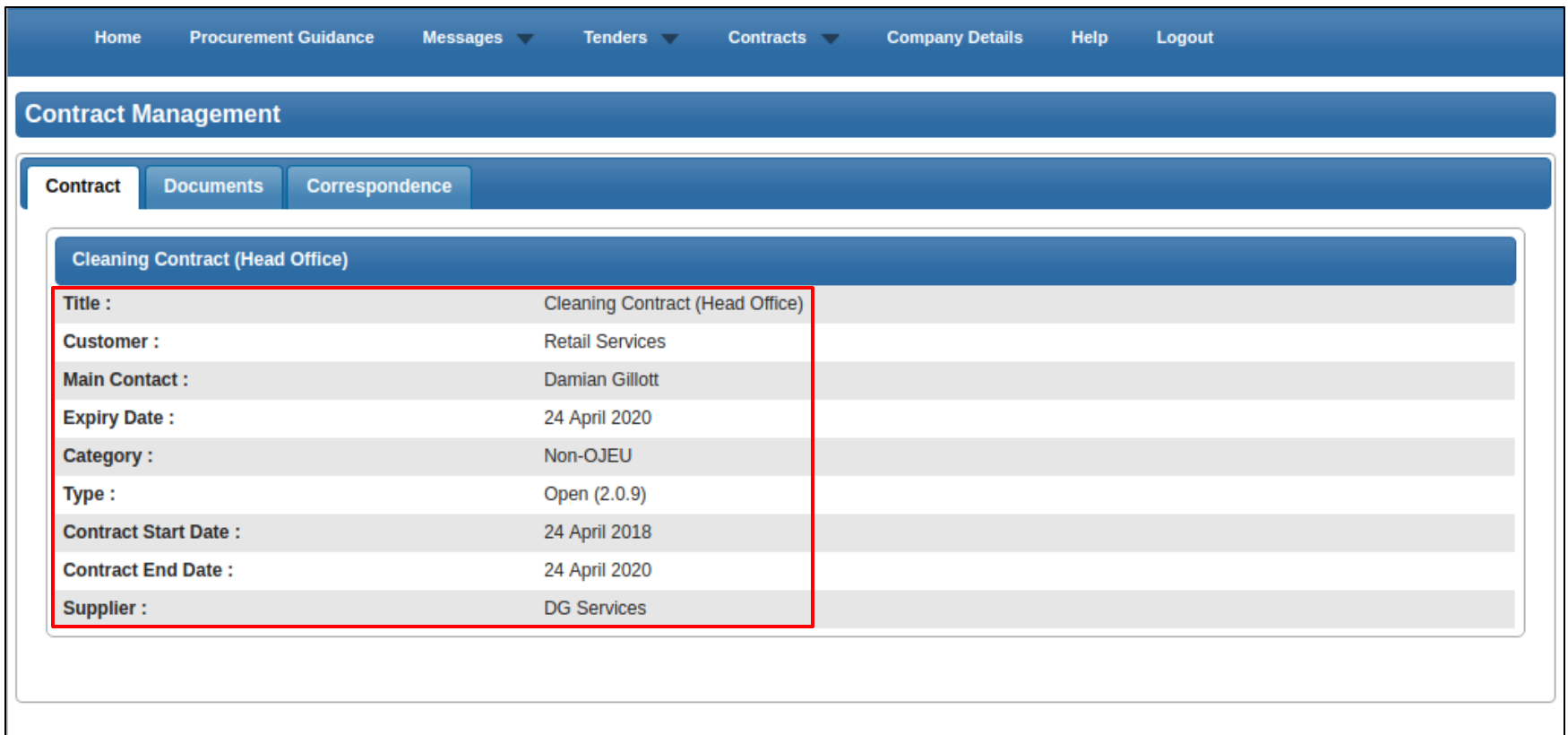
- User ID: 1385459394321
- User: Peter Parker
- Company: DG Services
- Copyright © 2019 In-Tend Limited. All Rights Reserved.
- Version: 03.10.28.10
- Date: 30/01/2019
- Server: SUPWEB2
- COMODO SECURE logo

Flags for various countries are displayed at the bottom of the page.

* Confirmation is subject settings and may not be required for all contract records.

Contracts : Details

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

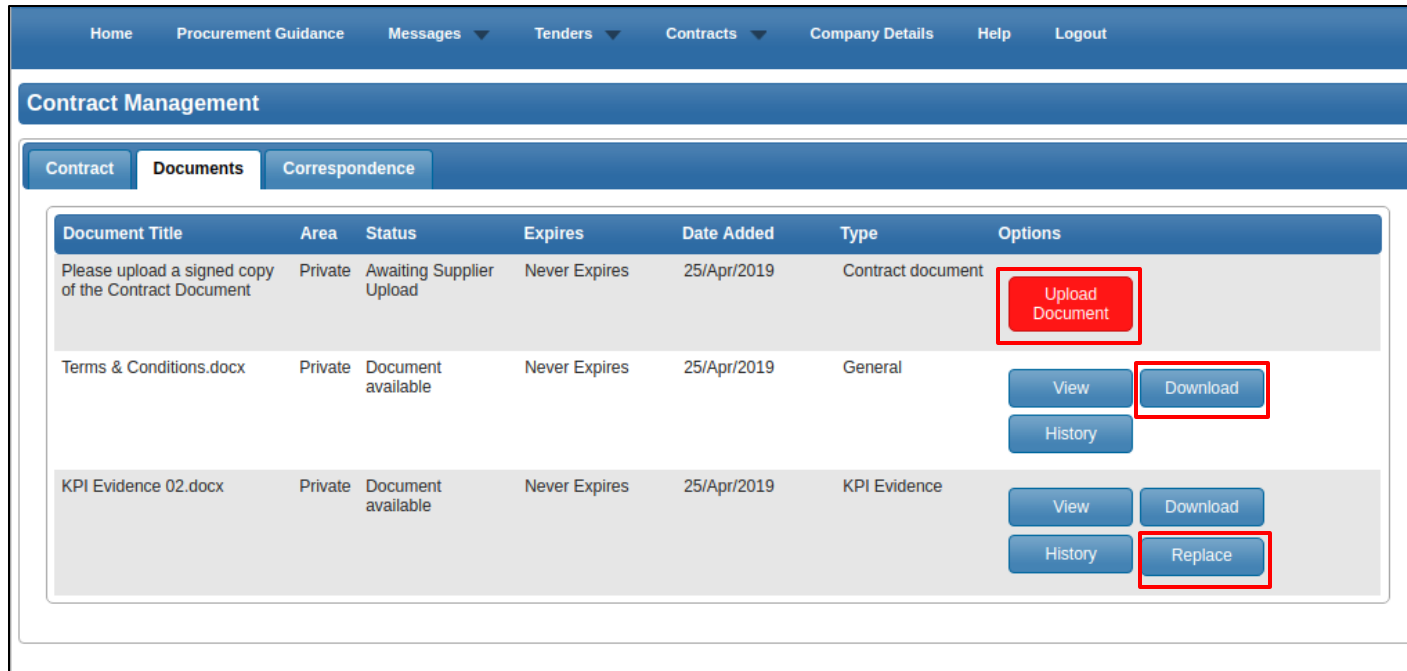


The screenshot displays a web application interface for 'Contract Management'. At the top, a navigation bar includes links for Home, Procurement Guidance, Messages, Tenders, Contracts, Company Details, Help, and Logout. Below this, a 'Contract Management' header is visible. The main content area has three tabs: 'Contract' (selected), 'Documents', and 'Correspondence'. Under the 'Contract' tab, a table lists contract details for 'Cleaning Contract (Head Office)'. A red box highlights the first eight rows of this table.

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 : Documents

The 'Documents' tab will give access to any Contract documentation. This area is specific to this individual contract record and can be populated by yourself and the Contracting Authority.

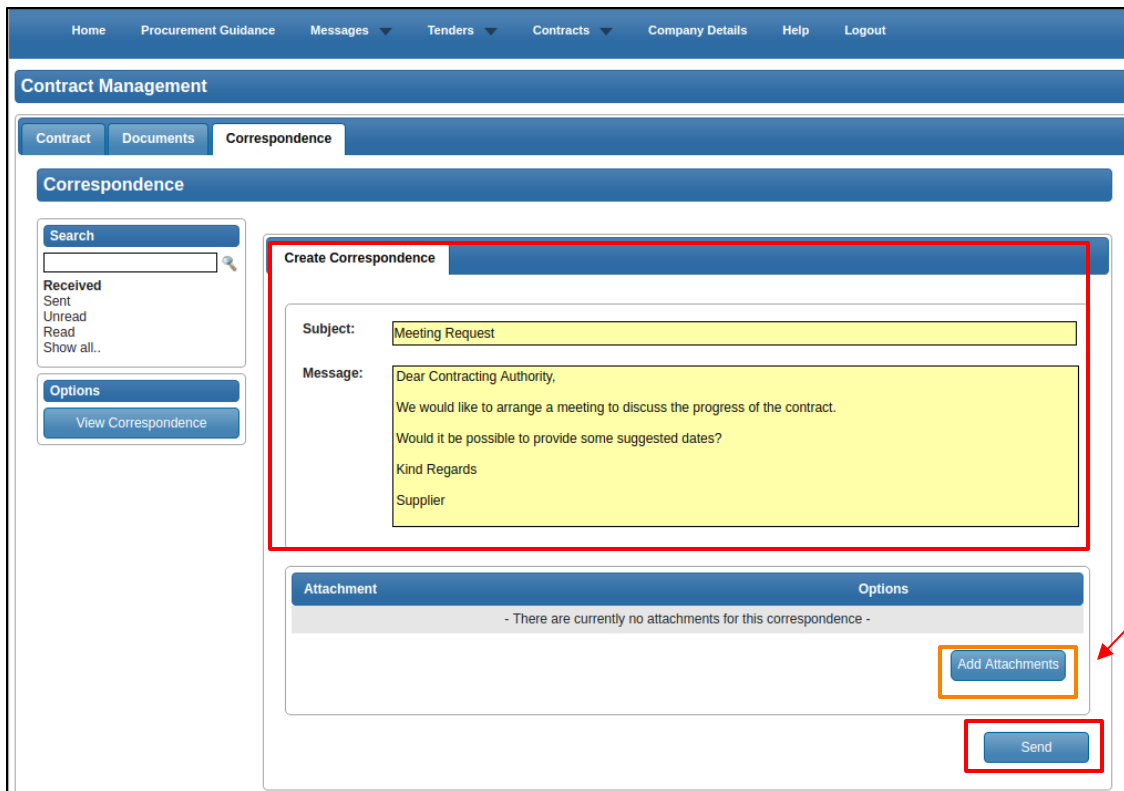


Document Title	Area	Status	Expires	Date Added	Type	Options
Please upload a signed copy of the Contract Document	Private	Awaiting Supplier Upload	Never Expires	25/Apr/2019	Contract document	Upload Document
Terms & Conditions.docx	Private	Document available	Never Expires	25/Apr/2019	General	View, Download, 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 Replacing.

Contract : Correspondence

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 a web interface for creating correspondence. The top navigation bar includes 'Home', 'Procurement Guidance', 'Messages', 'Tenders', 'Contracts', 'Company Details', 'Help', and 'Logout'. Below this is a 'Contract Management' section with tabs for 'Contract', 'Documents', and 'Correspondence'. The 'Correspondence' tab is active, showing a search bar, a list of received messages, and a 'View Correspondence' button. The main area is titled 'Create Correspondence' and contains a form with the following fields:

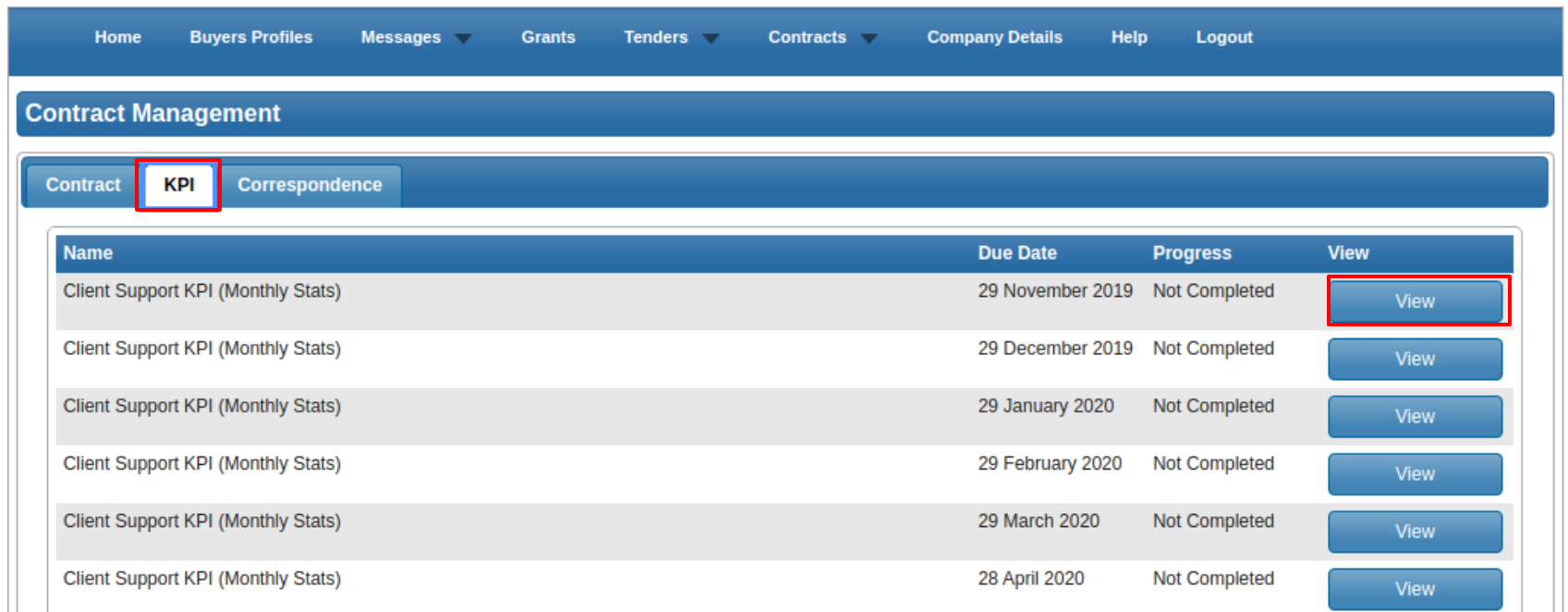
- Subject:** Meeting Request
- Message:** Dear Contracting Authority,
We would like to arrange a meeting to discuss the progress of the contract.
Would it be possible to provide some suggested dates?
Kind Regards
Supplier
- Attachment:** - There are currently no attachments for this correspondence -

Buttons for 'Add Attachments' and 'Send' are located at the bottom right of the form.

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

Contract : 360 KPI's

KPI questionnaires maybe scheduled for completion within the Contract Record. Subject to the 'Due Date' the Questionnaire can be accessed and completed using the 'View' button for the required KPI.

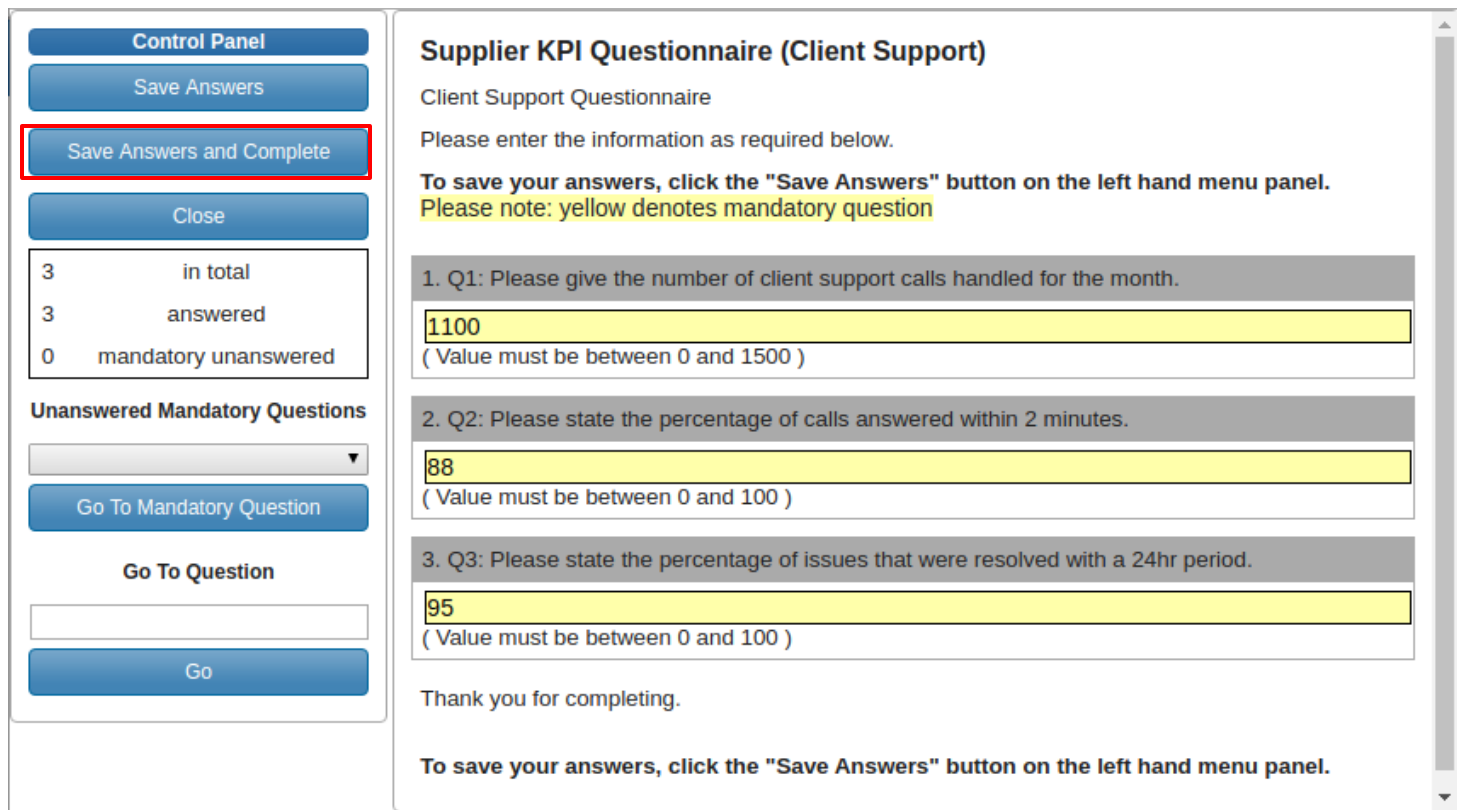


The screenshot shows a web application interface for 'Contract Management'. At the top is a navigation bar with links: Home, Buyers Profiles, Messages, Grants, Tenders, Contracts, Company Details, Help, and Logout. Below this is a 'Contract Management' header. Underneath, there are three tabs: 'Contract', 'KPI' (which is highlighted with a red box), and 'Correspondence'. The main content area displays a table with the following columns: Name, Due Date, Progress, and View. The table lists six 'Client Support KPI (Monthly Stats)' entries with due dates from November 2019 to April 2020, all marked as 'Not Completed'. Each row has a 'View' button, and the first 'View' button is highlighted with a red box.

Name	Due Date	Progress	View
Client Support KPI (Monthly Stats)	29 November 2019	Not Completed	View
Client Support KPI (Monthly Stats)	29 December 2019	Not Completed	View
Client Support KPI (Monthly Stats)	29 January 2020	Not Completed	View
Client Support KPI (Monthly Stats)	29 February 2020	Not Completed	View
Client Support KPI (Monthly Stats)	29 March 2020	Not Completed	View
Client Support KPI (Monthly Stats)	28 April 2020	Not Completed	View

Contract : 360 KPI's

Questionnaires can be completed as required. Use the 'Save Answers' button to save your answers for completion at a later date. The 'Save Answers and Complete' should be used to set the questionnaire as 'Completed' in line with the specified 'Due Date'.



Control Panel

Save Answers

Save Answers and Complete

Close

3 in total
3 answered
0 mandatory unanswered

Unanswered Mandatory Questions

Go To Mandatory Question

Go To Question

Go

Supplier KPI Questionnaire (Client Support)

Client Support Questionnaire

Please enter the information as required below.

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

1. Q1: Please give the number of client support calls handled for the month.

1100
(Value must be between 0 and 1500)

2. Q2: Please state the percentage of calls answered within 2 minutes.

88
(Value must be between 0 and 100)

3. Q3: Please state the percentage of issues that were resolved with a 24hr period.

95
(Value must be between 0 and 100)

Thank you for completing.

To save your answers, click the "Save Answers" button on the left hand menu panel.

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 the Contracting Authority.

Email: procurement@icmpd.org



Thank you for your attention!