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eSourcing

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BiP SOLUTIONS

DELIVERING
EXCELLENCE
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BUYER PORTAL • TENDER MANAGER • SUPPLIER MANAGER • CONTRACT MANAGER • COLLABORATION MANAGER • eAUCTIONS

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Contents

What is available to me as a registered supplier?

Registering as a supplier will give you access to Response Manager and Profile Manager:

Response Manager allows you to view, manage and track your responses to PQQs, ITTs, RFQs and Call Offs.

Profile Manager allows you to view, edit and publish your organisation's Supplier Profile. Buyers can search SID for profiles and invite suppliers to join their supplier lists, participate in a tender exercise or request for quotation or contact suppliers as part of any market-scoping exercise.

I've forgotten my log in details, how can I proceed?

Your username is the email address you registered with. If you are unable to log in with the password you have, click Reset Password below the log in area and follow the steps shown.

What do I do if I've been invited to participate in a tender exercise?

You should have received an email from the buyer detailing the steps to follow. If you have not received the email, log in to your account and click 'Response Manager'. This should list any invites you have received and you can accept or decline the opportunity.

What if I can't find the opportunity I am looking for?

If you are unable to find the opportunity you've been invited to you may be logging in with different registered details to those that the buyer holds. If this is the case, log in with the email address the invite was originally sent to. Alternatively, you can contact the buyer directly and ensure they amend the details to match your log in credentials.

How can I ensure the Buyer sees my response?

To ensure the Buyer can see your response, you must have completed and submitted your response by the deadline date/time. You can check if your response has been submitted successfully within the 'Responses' section of Response Manager where it will show the current status. The entire response journey is detailed within the Response Manager Quick Start Guide available online.

Can I edit or withdraw my response after it has been submitted?

You can edit your response within 'Stage Two: Prepare Response' but you need to withdraw it first. Once you've edited your response, click 'Proceed to Stage Three' where you can resubmit your response.

To withdraw your response, providing that the deadline date has not passed, log in to your account, click 'Response Manager' and select the relevant opportunity. Within 'Stage Three: Submit Response' click on 'Withdraw Response'.

What is an Access Code?

An access code is a unique code applied to a notice created within Delta eSourcing.

What are CPV codes and how do I use them?

CPV (Common Procurement Vocabulary) codes have been specially developed by the EU for public sector procurement. Buyers use CPV codes to classify their contracts by applying a code and description for the items they wish to procure. Suppliers can add CPV codes to their Supplier Profile to assist in the matching of contract opportunities. To help you, we have provided an easy online search where you can type in a word or word stem (eg 'computers' or 'comp') which will return matching CPV codes.

What are the most common types of contract notices?

The main contract types used within public procurement are:

OJEU (High Value): Prior Information Notice (PIN); Contract Notice; VEAT (Voluntary 'Ex Ante' Transparency) notice; Contract Award; and Contract Addendum.

Non OJEU (Low Value): Competitive Contract Notice; Competitive Contract Award; and Competitive Contract Addendum.

What do I do if I have a question regarding the tender documents or specification?

If you have any question about documentation or specification, you will need to access the relevant PQQ or Tenderbox and click on 'Email Buyer'.

Can I access an audit trail of all actions taken place within my account?

An activity log containing all actions, which are date and time stamped, can be viewed or downloaded from Delta eSourcing.

What are the advantages of completing a Select Certify Profile?

The advantage of Select Certify is that the information you complete is certified by you. This allows you to tailor your profile with keywords and CPV codes which specifically highlight the goods, works and/or services your company provide. Buyers can easily find your company through the Supplier Information Database (SID) and this can improve your chances of being selected to take part in a tender exercise.

What is Select Accredit?

Select Accredit is a third-party certification service which demonstrates to public sector buyers that you have achieved a recognised public sector standard.

What is a Supplier List?

A Supplier List is a tool that allows buyers to catalogue suppliers by lists of specific categories or as a generic list.

What is Quick Call?

Quick Call is a feature where buyers can easily issue a call from an existing framework or request a quote from selected suppliers in a contract list.

Is there a limit to the amount of characters I can enter in my response?

Yes. The character limits are 150 for small text fields and 3800 for large text fields.

What can I do once I'm registered as a buyer?

Registering as a buyer will give you access to Tender Manager, Supplier Manager, Collaboration Manager and Contracts Manager:
Tender Manager allows you to manage a range of competitive exercises, including notice creation, RFQs, PQQs, ITTs and mini-competitions.
Supplier Manager allows you to search for suppliers and create supplier lists using the Supplier Information Database (SID.
Collaboration Manager is a dynamic, collaborative workspace that allows real-time visibility of internal and external procurement processes.
Contracts Manager allows you to create contract records of awarded contract opportunities using the Contract Register facility.

I've created a PQQ or Tenderbox, why won't it open?

One of the easiest ways to check why your PQQ or Tenderbox won't open is to check the status on the Overview area. This is located next to the name of your PQQ or Tenderbox. If the status is *Preliminary* or *Validated* and not *Open*, this means you have not completed all the steps in it up. To ensure the asset opens, you must complete your questionnaire and subsequent evaluation plan.

Why don't I have the option to publish?

You won't have the option to publish if you are a Buyer Registered User or Buyer Auditor. Only Buyer Administrators and Buyer Supervisors have this permission.

How long will it take for my notice to be published in the OJEU?

Once a notice has been submitted it can take 2-5 working days for the notice to be published on TED (Tenders Electronic Daily). Confirmation will be sent via email once your notice has been published.

Can I amend the opening and closing dates on a tenderbox?

Yes, providing that you have not yet started the evaluation. We suggest that you notify your suppliers of any changes made.

What is a Tender Exercise?

A tender exercise is an area which houses Notices, PQQs and Tenderboxes. It can be used to run the following competitive procedures:

- RFQs
- PQQs (two-stage)
- ITTs (two-stage)
- Open Tender (one-stage)
- Mini-competitions

Where will my notice be advertised?

OJEU template (high-value) will be advertised on TED (Tenders Electronic Daily), BiP Solutions' business intelligence and contract information services and Contracts Finder.

Non-OJEU template (low-value) will be advertised on BiP Solutions' business intelligence and contract information services and Contracts Finder.

What is a Collaboration?

A Collaboration is when more than on buyer, from within one or several organisations, runs a procurement exercise as one entity. This helps to achieve better value and streamlined processes through collaborative procurement.

How do I invite a user into a Collaboration?

To invite a user in to a Collaboration, the user needs to be registered on Delta eSourcing; non-users cannot be added until they register as a buyer. Once registered, Click *Collaboration Manager* and then select the appropriate Collaboration. Within the Collaboration, click *Invite.* Follow the online instructions adding the users email address, selecting their role within the Collaboration and also select the appropriate Collaboration.

What are user roles?

User roles are privileges assigned to designated members of your organisation. There are four different user roles:
Buyer Administrator has access to all assets in the organisation and has the ability to manage users.

Buyer Supervisor can create, edit and publish assets across their organisation.
Buyer Registered User can create and edit their own assets, however cannot submit notices for publication.
Buyer Auditor can view assets in a read-only manner.

How do I add a user?

To add users in to your organisation, you must be a Buyer Administrator. While logged in, click on the following: **Account → My Organisation → Users** (tab) → **Invite New Users** (foot of page). Follow the online instructions of adding the new users email address, selecting their role and which department you wish to add them into.

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What is the maximum file size I can upload?

The maximum file size you can upload is 50MB per document. There is no limit on the number of documents you can upload.

How do I ensure that I don't lose any of my work?

When completing your response or updating your profile, click on 'Save' regularly. The service has a timeout facility of 20 minutes for security purposes.

I keep getting a Concurrent Login error message, what is this?

This is a system notification that will occur if you try and log in to your account while already logged in on another device.

What do I do to ensure that I receive your emails?

To ensure that your Delta eSourcing emails are successfully delivered to your inbox, please add helpdesk@delta-esourcing.com to your address book and/or safe list.

Is support available to answer my questions regarding Delta?

Yes, support is available through a variety of channels. Online user guides and integrated help text should provide you with the information you require. If you still have any unanswered questions, please use the Contact Us form or the Live Chat function to submit a query directly to the Helpdesk.