

### SUPPLIER GUIDE 3 RESPONDING TO TENDER OPPORTUNITIES ON PRO-CONTRACT

So you have registered your interest for a tender opportunity (see Supplier Guide 2 if you're unclear).

What now?

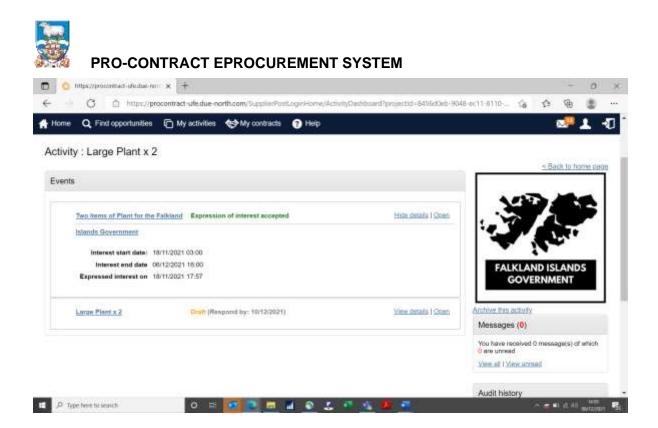
You will receive an email from the system "accepting" your registration of interest and this will provide a direct link to the tender opportunity. At this point you can click on it and go straight there. But if you choose to do it later, go to the next step.

Log into Pro-Contract and you will be back at the Home Page. There are several ways to get to that tender but the quickest is probably to click on "Recently Added" opportunities. The following screen appears:

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Faildand Islands Government	Plant Terrifor with Lints	25/11/2021 13:40	<ul> <li>Vendor profile</li> </ul>
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Faikland Islands Government	Laptop Rahnah	05/10/2021 13:52	relevant to your business area so please read the description by howeving over the help icons.
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Note: all wording in blue in Pro-Contract is a link to that document or activity. So on this screen, the title of the tender is the link and you can click on that to access.

Here I'm interest in the "Large Plant x 2" Tender. So I click on it and it moves to the next screen (overleaf).



You can see here that the "Expression of interest accepted" means I'm good to go to tender. The next section says "Draft". This means that I'd actually already started responding to the opportunity but it has not been completed yet. To access that click "Open".

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Amended sections:	Activity information, attachments		You have rece which 0 are un		essaget	e) of		
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Now you can see the description of the opportunity (this will be a summary, in all but the smallest quotes there will be an additional document with more information for you in it.

On the top right of the screen in the box "Deadline & time remaining" you can see the time and date the response is due by and in the green box, the time remaining in days, minutes and seconds. Currently it is green, but on the day of return the box turns red!

Note that currently the return time (and all the system time) is in GMT. This is a UK located system and there is not a way to switch it to Falklands time. We will try to



stick to a 4pm Falklands time return, which will mean setting it at either a 7pm or 8pm (dependent on UK season). Whichever the case though, the countdown box of "remaining time" IS CORRECT.

Scrolling down the screen then, you will see the rest:

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There is a "Point of Delivery" (here relevant to items of Plant) and a whole section on Activity documentation, files and links.

In most tenders you should see a Supplier Guidance document and specification (here there are 2, one for each item of Plant, plus a delivery schedule document).

Then either there will be a paper based response (the example here is paper based) with quality questions and a pricing schedule listed above.

Similarly to FIG's old system of tendering you would normally download all the documents, complete the ones you need to and then upload them. More about that to come.

You will also see (and it is our intention to move in this direction) more "online questionnaires" which you complete on the system rather than offline as this provides a better record and is easier to evaluate. There would be a section on the screen above called "Question Sets" if that were the case. See Supplier Guide 4: Responding to Online Questionnaires for more information on that.

OK, next steps then to respond.

At the bottom right hand side of the screen there is a green box that will say "Start response" or (as in this case) "View draft response" (because I have already been into it.

Click on that button.

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Now at the top of the page I can see my company details, address and the fact that I am the responder (Workgroup contacts). I can still see the Deadline and time remaining box on the right.

At the bottom of the screen is the Terms and Conditions Section. Here is the standard template contract we will be using for this award plus FIG's statement of business ethics which you should read (if you haven't already). You are required to accept these terms (both of them) by ticking the link next to the green "tick".

### Note that failure to "Accept" this means you will not be able to submit your bid.

So if you have read either the contract or the statement of business ethics and you have a question, you need to raise this through the system. It is unlikely that any queries on the contract will be acceptable after the tender has closed and by tendering you will have agreed to accept the terms AS THEY ARE.

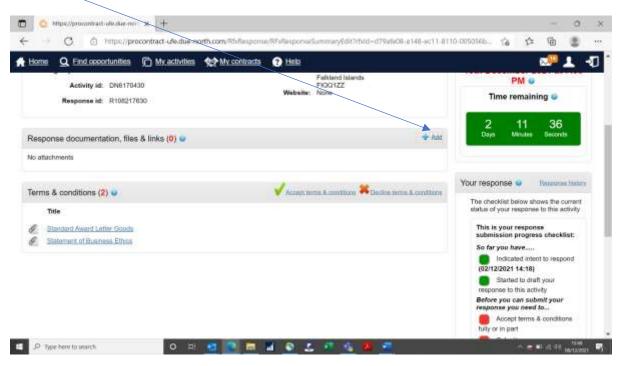
Note that the "Response History" box on the right is very useful. There are stages you must complete to be able to move forwards. These are highlighted as green buttons (you've done everything) or red buttons (there's still something to be done). Only once all buttons are green can you submit.

If you do have any type of query, go to the section in this guide "Messages" on how to raise these through the system.

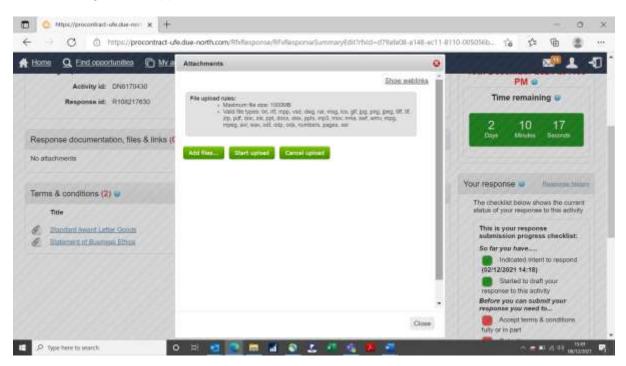
Once you have accepted the terms and conditions you need to upload any remaining responses.



To attach your response click on "Add" in the "Response documentation, files and links section:



#### The following screen appears:

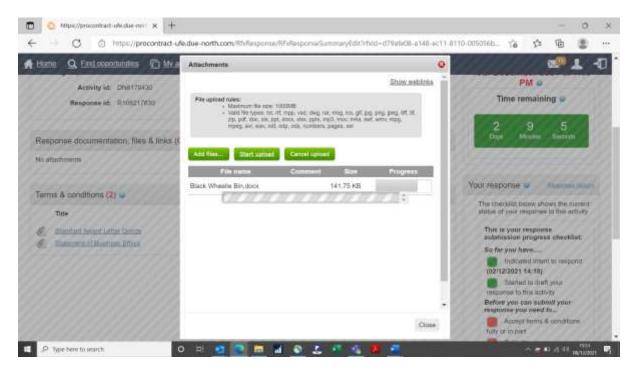


Click on "Add files", then select the ones you have completed for the tender and then "Start upload".

The following file types are permitted – unfortunately MP4 (or other MP files) are not:

- txt	- zip	- docx	
- msg	- pdf	- xlsx	
- jpg	- doc	- pptx	
- jpeg			





The progress bar will move as the document is uploaded and once complete it will return to the response screen and show listed in the section:

You can repeat this as many times as you need to.

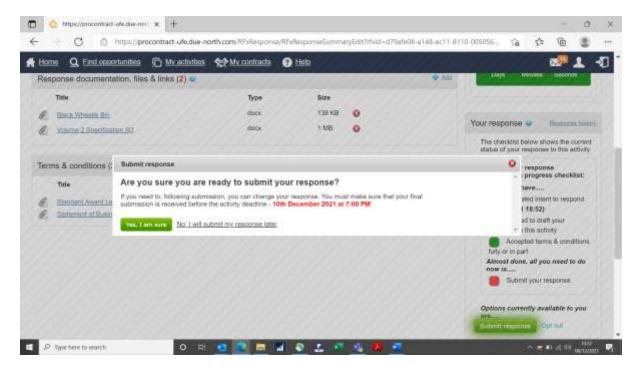
Now I have uploaded my documents (clearly these aren't real ones!), accepted the terms and conditions, I should be good to go.

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I can see my attachments, the "Your response" section shows everything green except that I haven't submitted my response but I've now got a highlighted (and glowing!) "Submit response" button.

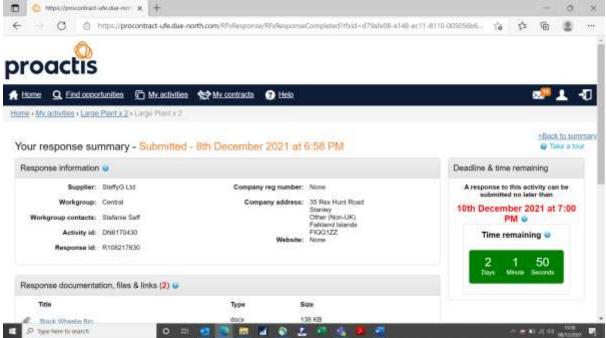


To submit, click on "Submit response". You will get a reminder of the closing date and time and asked if you are sure you want to submit.



Note that if you submit your response but then decide you needed to change something you can do so AS LONG AS IT IS BEFORE THE DEADLINE.

The screen now shows my response is "Submitted" with the date and time:



You will also receive an automated email from the system to confirm.

Now you're good to go - Good Luck!

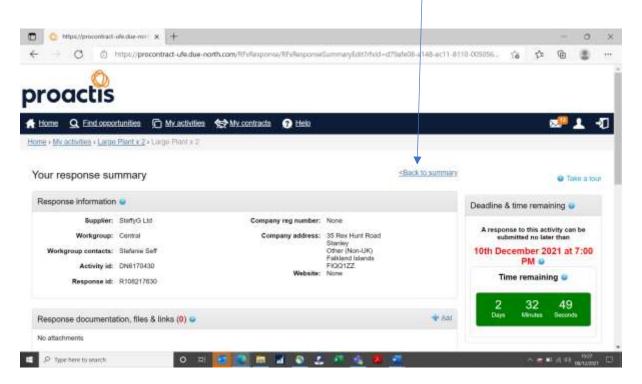




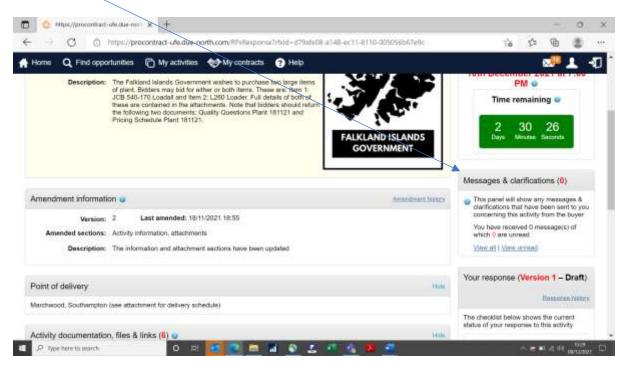
#### **MESSAGES TO FIG**

All messages about the contract should be channelled through this system. Let's say you've read the specification and you're interested in supplying the L260 Loader but you want to know if a green one would be acceptable – we've asked for blue.

If you are in the "Response" screen (where we just were, accepting terms and conditions), you need to choose the link at the top of the page "Back to summary"



Once you are back on the summary screen, you can see the "Messages and clarifications" section:



Rather unhelpfully on this screen, there isn't an obvious option to create a message but click on "view all" and the next screen appears where it does.

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Here you can click on "Create new message" to contact FIG with your query.

The message screen appears similarly to any other email system with a subject line, box for the text and at the bottom, a button to click to "send message".

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	Body:	
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	Would it be OK if I supply a green rather than a blue item, we have a green one in stock and I can provide this significantly cheaper?	
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Here is my message!

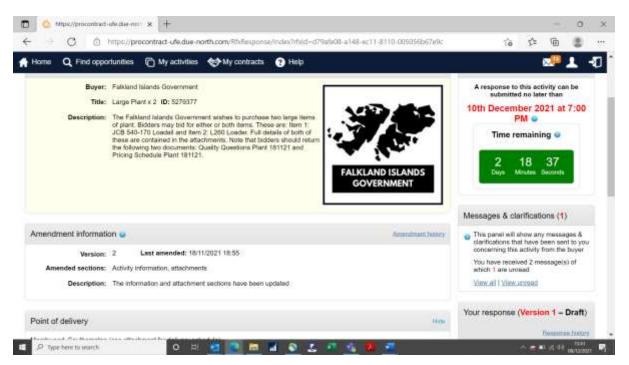
Once you click on "send message" you get an option to change your mind at this stage (are you sure you want to!) – always useful in case you missed something. This is the case with much of Pro-Contract, you have to back up your initial selection, to make sure you're not submitting the wrong item. I'm sure this will save a few faux pas!

When a response is received, you will get an email from the system:



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You can access the message directly through the link in the email above, or by logging into Pro-Contract and calling up your tender as follows:



Now the Messages & clarifications section has a (1) next to it. The description says "You have received 2 messages of which 1 are unread.

Click on "View all" to access:



Now there is a response to your query:

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### Click on that to view.

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	Affachments: NA			

Phew! I'll supply a green loader then.

From here you and reply if needed and there will be a thread against each query you have sent.

Note that as with all clarifications, where FIG believes the query is "general" ie could impact on all bidders, the response may be sent to all. (This example referred to a price of an individual in stock item and therefore the response was "private").