



PRO-CONTRACT EPROCUREMENT SYSTEM

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:

The screenshot shows the Pro-Contract Home page. The main content area is titled "Activities" and has a sub-section "Recently added". It contains a table with the following data:

Buyer	Title	Added
Falkland Islands Government	Swimming Pool Dolphin	02/12/2021 16:37
Falkland Islands Government	Black Wheelie Bins	01/12/2021 19:03
Falkland Islands Government	Plant Tender with Lots	25/11/2021 13:48
Falkland Islands Government	Large Plant x 2	18/11/2021 17:57
Falkland Islands Government	Secretariat Cleaning Contract	17/11/2021 18:16
Falkland Islands Government	Laptop Refresh	05/10/2021 13:52

Other sections on the page include "Company details summary" for SteffyG Ltd, "Vendor profile" with completion status for questionnaires, and "Opportunities" with a search prompt.

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).



PRO-CONTRACT EPROCUREMENT SYSTEM

The screenshot shows the 'Activity : Large Plant x 2' page. The main content area displays an event titled 'Two items of Plant for the Falkland Islands Government' with the status 'Expression of interest accepted'. Key dates are listed: Interest start date (18/11/2021 03:00), Interest end date (06/12/2021 16:00), and Expressed interest on (18/11/2021 17:57). A 'Draft' status is shown with a 'Respond by' date of 10/12/2021. A 'Falkland Islands Government' logo is visible on the right. Below the event details, there are sections for 'Messages (0)' and 'Audit history'.

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”.

The screenshot shows the 'Activity summary' page. The 'Activity information' section includes: Buyer: Falkland Islands Government, Title: Large Plant x 2 ID: 5275977, and a detailed description of the items for sale (JCB 540-170 Loader and L260 Loader). A 'Deadline & time remaining' box shows a response deadline of 10th December 2021 at 7:00 PM, with a green timer indicating 2 days, 56 minutes, and 49 seconds remaining. The 'Amendment information' section shows version 2, last amended on 18/11/2021 18:55, with amended sections for activity information and attachments. A 'Falkland Islands Government' logo is also present.

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



PRO-CONTRACT EPROCUREMENT SYSTEM

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:

The screenshot displays a web browser window with the URL <https://procontract-ufe.due-north.com/RfbResponse/index?rfbid=d79af908-a148-ec11-8110-005056b57efc>. The page features a navigation bar with links for Home, Find opportunities, My activities, My contracts, and Help. The main content area is divided into several sections:

- Point of delivery:** Shows "Marchwood, Southampton (see attachment for delivery schedule)".
- Activity documentation, files & links (6):** A table listing documents:

Title	Type	Size
Supplier Guidance Formal Tenders over £50k Two Stage.docx	doc	122 KB
JCB 540-170 Loadall.docx	docx	13 KB
L260 loader.docx	docx	14 KB
Delivery Schedule Large Plant.docx	docx	12 KB
Quality Questions Plant 181121.docx	docx	13 KB
Pricing Schedule Plant 181121.docx	docx	13 KB

- Terms & conditions (2):** Shows a link for "Standard Award Letter Goods".
- Your response (Version 1 – Draft):** A progress checklist on the right side of the page. It indicates that the user has indicated intent to respond (10/21/2021 14:18) and started to draft their response. The checklist shows that the user has not yet accepted terms & conditions fully or in part, and has not submitted their response. Buttons for "View draft response" and "Opt out" are visible.

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.



PRO-CONTRACT EPROCUREMENT SYSTEM

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.



PRO-CONTRACT EPROCUREMENT SYSTEM

The screenshot shows the 'Attachments' dialog box in the Pro-Contract Eprocurement System. The dialog lists a file named 'Black Wheelie Bin.docx' with a size of 141.75 KB and a progress bar. The background shows the 'Your response' section with a checklist and a timer.

File name	Comment	Size	Progress
Black Wheelie Bin.docx		141.75 KB	

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.

The screenshot shows the 'Your response' section in the Pro-Contract Eprocurement System. The checklist shows 'Indicated intent to respond', 'Started to draft your response', and 'Accepted terms & conditions' as completed. The 'Submit your response' button is highlighted.

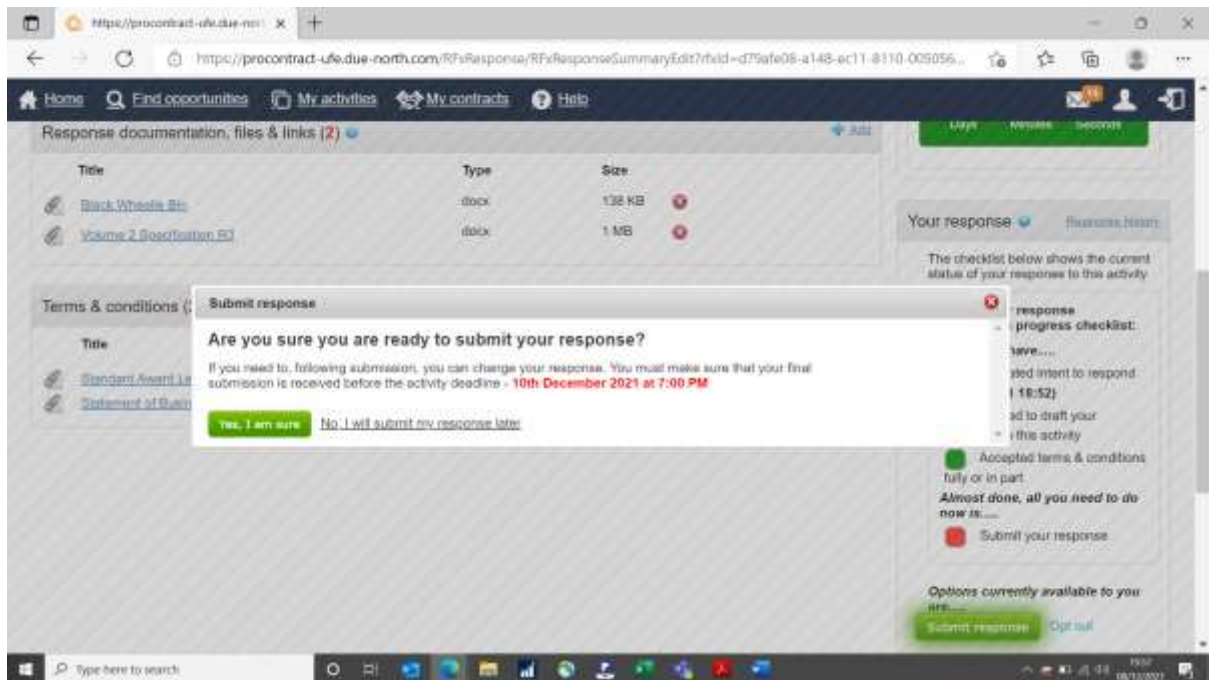
Title	Type	Size
Black Wheelie Bin	docx	138 KB
Volume 2 Specification B3	docx	1 MB

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.



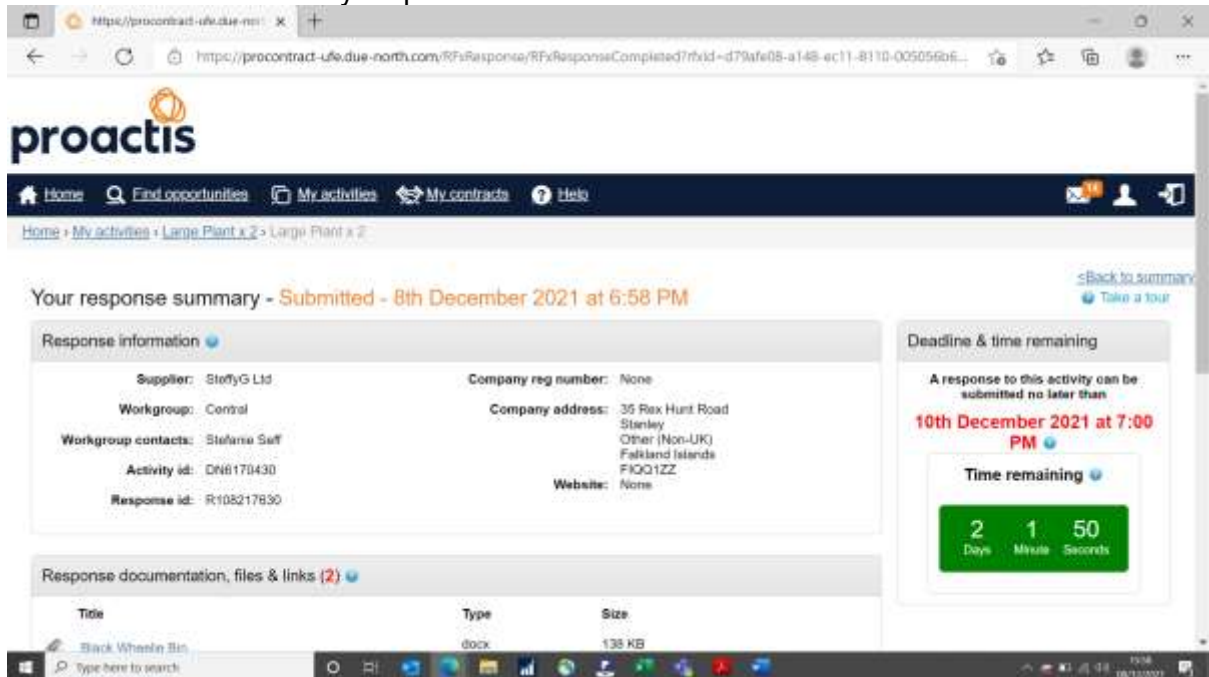
PRO-CONTRACT EPROCUREMENT SYSTEM

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!



PRO-CONTRACT EPROCUREMENT SYSTEM



PRO-CONTRACT EPROCUREMENT SYSTEM

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"

The screenshot shows the 'Your response summary' page in the Proactis system. At the top right, there is a link labeled 'Back to summary'. Below this, the page is divided into several sections: 'Response information' (Supplier: SteffyG Ltd, Workgroup: Central, Activity id: DN8170430, Response id: R108217630), 'Deadline & time remaining' (10th December 2021 at 7:00 PM, Time remaining: 2 Days 32 Minutes 49 Seconds), and 'Response documentation, files & links (0)'. A blue arrow points from the text above to the 'Back to summary' link.

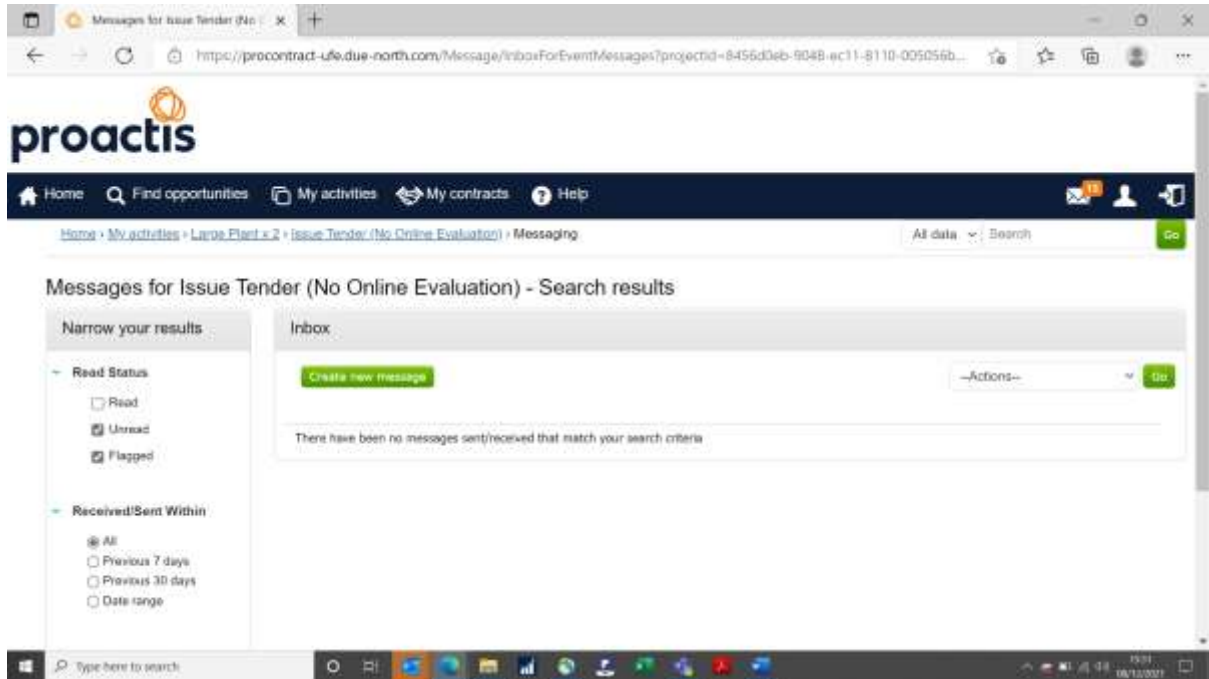
Once you are back on the summary screen, you can see the "Messages and clarifications" section:

The screenshot shows the 'Messages and clarifications' section of the Proactis system. A blue arrow points from the text above to the 'Messages & clarifications (0)' section. The page also displays the 'Description' of the activity, 'Amendment information' (Version: 2, Last amended: 18/11/2021 18:55), 'Point of delivery' (Marchwood, Southampton), and 'Your response (Version 1 - Draft)'. The 'Messages & clarifications' section contains a message stating: 'This panel will show any messages & clarifications that have been sent to you concerning this activity from the buyer. You have received 0 message(s) of which 0 are unread. View all | View unread'.

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.

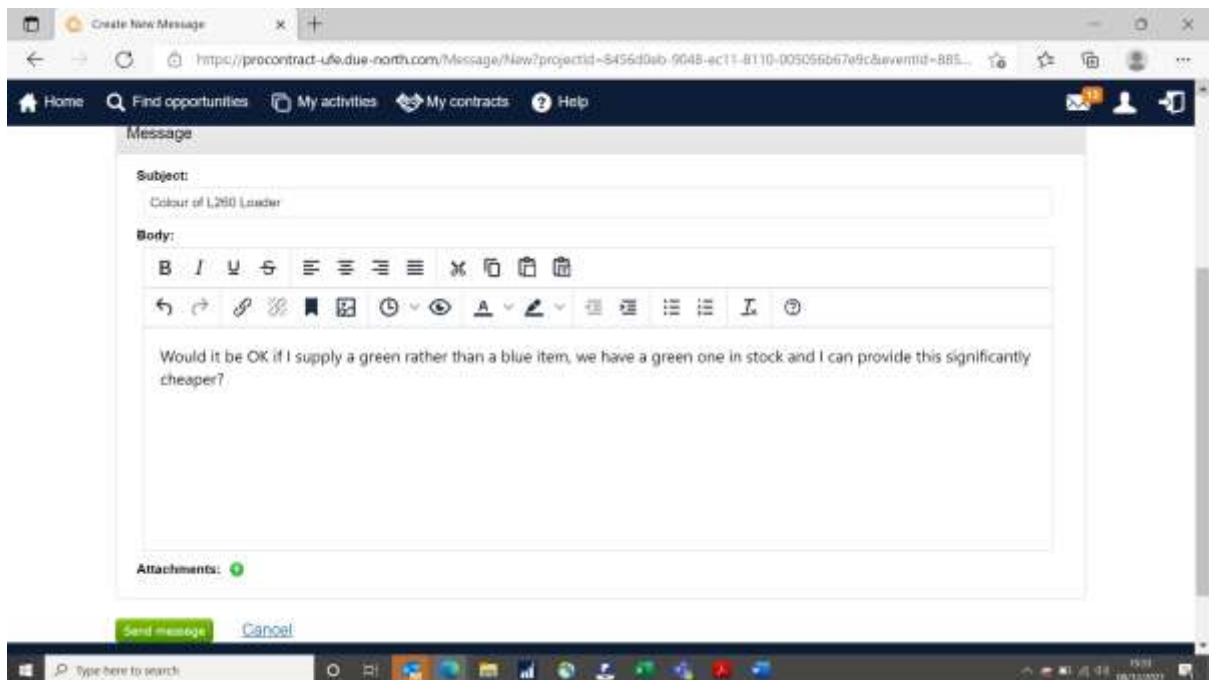


PRO-CONTRACT EPROCUREMENT SYSTEM



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”.



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:



PRO-CONTRACT EPROCUREMENT SYSTEM

Now there is a response to your query:

The screenshot shows the Proactis web interface. The main heading is "Messages for Issue Tender (No Online Evaluation) - Search results". On the left, there are filters for "Read Status" (Read, Unread, Flagged) and "Received/Sent Within" (All, Previous 7 days, Previous 30 days, Date range). The main area displays an "Inbox" table with the following data:

Ref No	Subject	From	Date	Public
1.1.1	RE: Colour of L260 Loader	Project team	08/12/2021 18:37	

A blue arrow points from the text "Now there is a response to your query:" to the subject line "RE: Colour of L260 Loader" in the table.

Click on that to view.

The screenshot shows the "Message View" page. It displays the following information:

From: Project team
Sent: 08/12/2021 18:37

Message:

Thread id: 1.1.1
Subject: RE: Colour of L260 Loader
Date: 08/12/2021 18:37
Body: Yes, that would be acceptable.
Attachments: N/A

At the bottom, there are buttons for "Reply" and "View messages".

Phew! I'll supply a green loader then.

From here you can 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").