

Step by Step Supplier Guide

To

British Council's e-Tendering Portal

Introduction

This **Step-By-Step Guide** is provided to assist you in using the (In-tend) 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

Registering on the e-Tendering system

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

From the homepage click on **Register**



The screenshot shows the homepage of the British Council electronic tendering system. The header includes the British Council logo and navigation links: Home, Buyers Profiles, Tenders, Contracts, Register, and Help. The main content area is divided into several sections:

- Login Section:** Includes fields for e-Mail Address and Password, a Login button, and links for Forgotten Details, Register, and in-community.
- Welcome Message:** A red banner stating: "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".
- Welcome to the British Council electronic tendering process:** A blue header for the main content area.
- From this web site you can:** A list of capabilities:
 - 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.
 - Send and receive correspondence.
- How do I get started?:** A list of instructions:
 - To browse the list of tenders and quotations select the **Tenders** option. If you are interested in any of those listed, click the **View Details** button for further information and to express your interest.
 - To gain full access to this web site you must register your **company / organisation** using the **Register** option.
 - When your registration has been accepted, you will receive an email containing your Login Information.
 - Once you have received your Login Information, or if you are already a registered user, select the **Login** option.
- For more information on using the web site select the Help option.**
- NOTE:** Please be aware that failure to provide correct login information three times will result in your account being locked.
- Footer:** Includes User ID: N/A, User: Guest, Company: N/A, Copyright © 2019 In-Tend Limited, All Rights Reserved, Version: 03.10.28.10, Date: 30/01/2019, Server: SUPWEB2, and a COMODO SECURE logo.

Registration process

As part of the simple registration form you will be asked to complete your **Company Details**, **Company Contact Details** and **Primary User Details**. 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@*****.co.uk.

For cases where this person or inbox may be unavailable, we strongly recommended you add an **Additional User** (located at the bottom of the screen) so they can gain access to the site and also receive a copy of the emails. All Yellow fields are mandatory

The screenshot displays the registration form with three main sections, each highlighted by a red arrow:

- Company Details:** This section includes fields for Company Reg No (yellow), Company Name (yellow), Address Line 1 (yellow), Address Line 2, Address Line 3, Address Line 4, Post Code (yellow), and Country (dropdown menu). A checkbox for "I do not have a Company Reg Number" is also present.
- Contact Details:** This section includes fields for Telephone (yellow), Fax, Web Site, and Construction Line No.
- Primary User Details:** This section includes fields for Contact First Name (yellow), Contact Last Name (yellow), Telephone, e-Mail (yellow), Confirm e-Mail (yellow), Password (yellow), and Confirm Password (yellow).

At the bottom of the form, there is a note: "It is recommended for situations where the primary contact is not available, additional points of contact are registered as they would still be able to gain access. While registering you may only add one additional point of contact, however after the registration is complete you may login to your account and add as many additional contacts as you like."

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

It is recommended for situations where the primary contact is not available, additional points of contact are registered as they would still be able to gain access. While registering you may only add one additional point of contact, however after the registration is complete you may login to your account and add as many additional contacts as you like.

Additional User Details

Contact First Name : Contact Last Name :

Telephone : e-Mail :

Confirm e-Mail : Password :

Confirm Password :

[Register My Company](#)

In the **Business Classifications** tab you are able to add the business category codes relevant to your company. 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. You can add multiple categories.

Once you are happy with the details click on **Register My Company**

Company Details **Business Classifications**

Classifications

Search : [Search](#) [Clear](#)

Category	Title	
	Unspecified	+
A	Audio-Visual & Multimedia	+
AA	Audio Equipment including Video Conferencing, Televisions, Videos	+
AB	Display/Projection Equipment & Consumables	+
AC	Learning Packs	+
AD	Music	+
AE	Photographic Equipment Supplies & Services	+
AF	Studio Costs	+
AG	Theatre Costs	+

Category **Title**

[Register My Company](#)

You should not register your company more than once, unless they are under a separate company registration number. If your company has several locations, register the company against the head office and add contact details for individuals at the different locations. You can add one additional user at the time of registration. Once registered, you can add several contacts in the **Company Details** section.

Once registration is complete, the system will then thank you for registering and inform you that your details are being processed. You will then shortly receive an email with confirmation of your email and password.

Thank you for registering

Thank you for registering with the Company 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 and password. Upon receipt of the registration e-mail you will be able to login to your secure area of the web site.

Managing your Company Details

If you need to update your company information you can do this from 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.

[Home](#)
[Buyers Profile](#)
[Messages](#)
[Tenders](#)
[Contracts](#)
[Company Details](#)
[Help](#)
[Logout](#)

Company Details

Details Documents Business Categories Contact Details

Address Company Ranking Insurance Other Accreditation

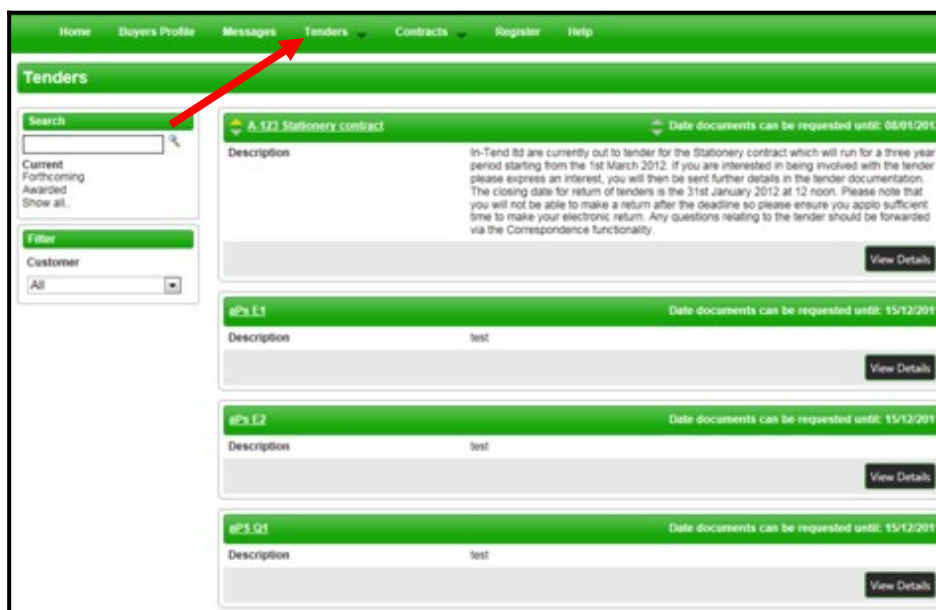
Company Name : RHG Supplies
Address Line 1 : 1 A Road
Address Line 2 :
Address Line 3 :
Address Line 4 : London
Postcode : SW1
Country : United Kingdom
Telephone : 0123 456789
Fax :
Website :
Company e-Mail :
Publish e-Mail : j.bloggs@bloggs.co.uk
Enquiries e-Mail :
Health and Safety e-Mail :

Save Details

Please note that it is important that you do keep your details up to date, particularly your contact email addresses as you may miss out on tender opportunities which may be of interest.

Tender Opportunities

To access tender opportunities hover over the **Tenders** section at the top menu bar and then click on **Current**, this will provide you with a full list of current tender opportunities. For a tender that you are interested in you should click **View Details**



From the Tender Management screen you are able to **Express Interest** in the tender.



You will then be asked to either log into an existing account or register a new one.

Once you have expressed your interest you will instantly see an update as to your status in the tender process and it will tell you that your expression of interest is being processed.

Tender Management

Your Expression of Interest in the tender is being progressed by us

Tender | Correspondence | History

A-123 Stationery contract

Title :	A-123 Stationery contract
Reference :	A-123
Description :	In-Tend Ltd are currently out to tender for the Stationery contract which will run for a three year period starting from the 1st March 2012. If you are interested in being involved with the tender please express an interest, you will then be sent further details in the tender documentation. The closing date for return of tenders is the 31st January 2012 at 12 noon. Please note that you will not be able to make a return after the deadline so please ensure you apply sufficient time to make your electronic return. Any questions relating to the tender should be forwarded via the Correspondence functionality.
Contact :	Ruth Gambling
Contract Start :	01/03/2012
Contract End :	28/02/2014
Date documents can be requested until :	08/01/2012

Once your expression of interest is received and accepted by the organisation (this may not happen straight away) you should receive an email saying that you have received tender documents and you should login to the secure area of the website to access them. If documents are immediately available, you will be taken straight to the latest tender stage screen.

If you are not currently logged in, from the homepage you should enter your email address and password then click **Login**.

e-Mail Address :

Password :

Login

Forgotten Details

Register

NOTE: Please be aware that failure to provide correct login information three times will result in your account being locked

***Please note that you are given three attempts to enter your email address and password. Please ensure you click the **Forgotten your Password** button if you cannot remember your details otherwise your account will be locked!**

Once you are logged in, go to the **Tenders** section at the top menu bar and click on **My Tenders**, find the tender that you are dealing with and click **View Details**. From the Tender Management section, you can easily see what your status is within the tender process. You will be able to see tabs running across the top. The tab which is **RED** is the current stage of the tender process (eg. Pre Qualification Stage, Invitation to Tender stage).

The screenshot shows the 'Tender Management' section of a web application. At the top, there is a green header with the text 'Tender Management'. Below this is a red banner with the text 'Your return has not yet been sent'. Underneath the banner are four tabs: 'Tender', 'ITT' (highlighted in red), 'Correspondence', and 'History'. The main content area displays details for 'A-123 Stationery contract'. The details are organized into a table-like structure with the following information:

Title :	A-123 Stationery contract
Reference :	A-123
Description :	In-Tend ltd are currently out to tender for the Stationery contract which will run for a three year period starting from the 1st March 2012. If you are interested in being involved with the tender please express an interest, you will then be sent further details in the tender documentation. The closing date for return of tenders is the 31st January 2012 at 12 noon. Please note that you will not be able to make a return after the deadline so please ensure you apply sufficient time to make your electronic return. Any questions relating to the tender should be forwarded via the Correspondence functionality.
Contact :	Ruth Gambling
Contract Start :	01/03/2012
Contract End :	28/02/2014
Date documents can be requested until :	08/01/2012

Submit Tender Return

If you click on this tab (e.g. 'ITT') you will go into the section where you can access the tender documents. At the top of this section you will see instructions as to how to attach and submit documents which you should read carefully as they talk you through step by step. In this section you will see the follow headings:

- **Tender Documents Received:** View and/or download tender documents received
- **My Tender Return:** If any mandatory documents have been requested, they will be shown in the **My Tender Return** section against a **Red** button. You will need to attach them using the **Attach Documents** button within the **My Tender Return** section at the bottom of this screen.
If a Questionnaire is required to be completed, it will be shown in **Red** and marked **Not Started** in the **My Tender Return** section. It is mandatory that any Questionnaire's must be completed.
- **Attach Documents** (if available): Attach any additional documents you wish to return as part of your tender submission; these will upload to the **My Tender Return** section.
- **Submit Return:** Click the Submit Return button only when you are completely happy that you have all the documents uploaded that you need to submit.

How To Attach & Submit Documents

- If any mandatory documents have been requested, they will be shown in the **My Tender Return** section against a **Red** button. You will need to attach them using the **Attach Documents** button within the **My Tender Return** section to the bottom of this screen.
- If a Questionnaire is required to be completed, it will be shown in **Red** and marked **Not Started** in the **My Tender Return** section. It is mandatory that any Questionnaire's must be completed.
- To attach additional documents you wish to submit as part of your tender return, click the **Attach Documents** button under the **My Tender Return** section (if available). These will then appear in the **My Tender Return** section.

NOTE : Large files may take some time to upload. We advise you to keep the files under 5MB.

- When you have completed all the above steps and are ready to submit your tender return, click the red **Submit Return** at the bottom of this page.

Server Time : 08/12/2011 13:59:39 Due Date : 31/01/2012 12:00:00 Time Remaining : 8 Weeks 22 Hours 20 Seconds

Tender Details

Stage Name	ITT
Description	This is the Invitation to Tender stage
Closing Date	31/01/2012
Stage Start Date	08/12/2011
Project Title	A-123 Stationery contract
Project Description	In-Tend Ltd are currently out to tender for the Stationery contract which will run for a three year period starting from the 1st March 2012. If you are interested in being involved with the tender please express an interest, you will then be sent further details in the tender documentation. The closing date for return of tenders is the 31st January 2012 at 12 noon. Please note that you will not be able to make a return after this deadline so please ensure you apply sufficient time to make your electronic return. Any questions relating to the tender should be forwarded via the Correspondence functionality.

Tender Documents Received

Description	Options
In-Tend sample ITT.doc	View Download
Tech spec.doc	View Download
In-Tend sample TandCs.doc	View Download

My Tender Return

Description	Options
Insurance - Private Liability	Upload Document
Health And Safety	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. We advise you to keep file sizes under 5MB.

[Attach Documents](#)

Submit My Return

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

[Submit Return](#)

Once you have submitted your return you will be able to view a **Return Receipt** which confirms all the details of your submission. This will always be available to view within the **History** tab.

Return Receipt

Print

Here is the receipt of your Return Submission. Please Print a hard-copy for your records...

Tender : A-123 Stationery contract
Stage : ITT
Submitted At : 06/12/2011 15:26
Submitted By : A Person
Submitted By (e-Mail) : a.person@in-tend.co.uk

Documents Returned : 3 item(s)...

In-Tend sample Supplier Insurance Policy - Indemnity.doc (Insurance - Private Liability)
 In-Tend sample Health policy - supplier.doc (Health And Safety)
 In-Tend sample Supplier response.doc (Attached Document)

Close

If for any reason you wish to amend your return you may be able to do so by going into the stage tab again. The screen visible will show you all the documents that you returned as part of your original submission. If you want to remove any documents or add additional documents you can do this now.

Please note you should ensure that ALL the documents which you wish to be evaluated as part of your tender return are included in the My Tender Return section before you click on Modify Return as you are overiding the first return!

Tender Documents Received	Description	Options
In-Tend sample ITT.doc		View Download
Tech spec.doc		View Download
In-Tend sample TandCs.doc		View Download

My Tender Return	Description	Options
In-Tend sample Supplier Insurance Policy - Indemnity.doc	(Microsoft Word Document) Insurance - Private Liability	View Download Remove
In-Tend sample Health policy - supplier.doc	(Microsoft Word Document) Health And Safety	View Download Remove
In-Tend sample Supplier response.doc	(Microsoft Word Document)	View Download Remove

Return Submitted

You have made a previous return for this tender on **06/12/2011**

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.

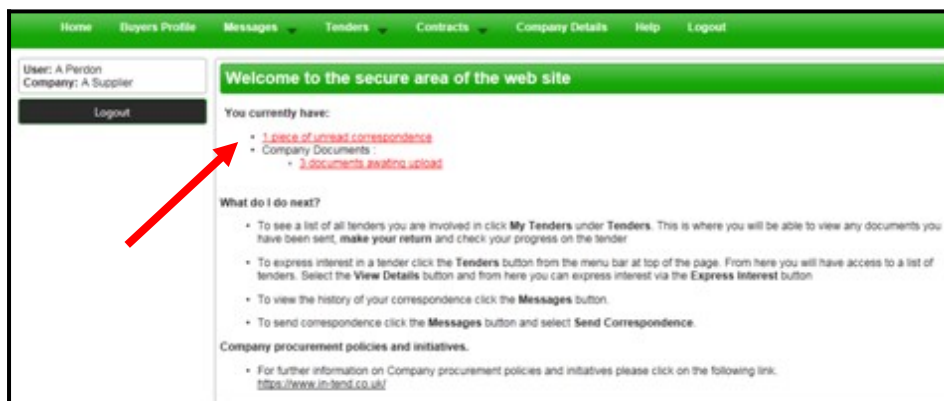
You must press the 'Submit' button again, in order to submit any subsequent modified returns.

[Modify Return](#)

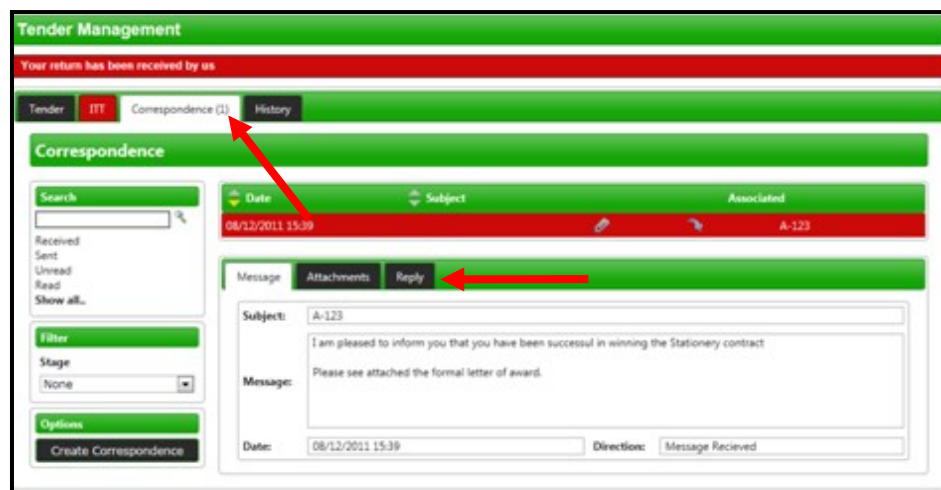
Correspondence

This procedure is used to receive and send a communication regarding a tender/contract via the website.

If you receive Correspondence you will firstly receive an email alert informing you of this. You will need to login to the secure area of the system to view it. When you first login you will see on the homepage in red a prompt to say that there are unread correspondence. If you click on the link it will take you straight through to the message.



Alternatively, you can view the message through the Tender Management screen where it will tell you in brackets how many correspondence there are in the Correspondence tab. You can view the message, view any attachments and also make a reply.

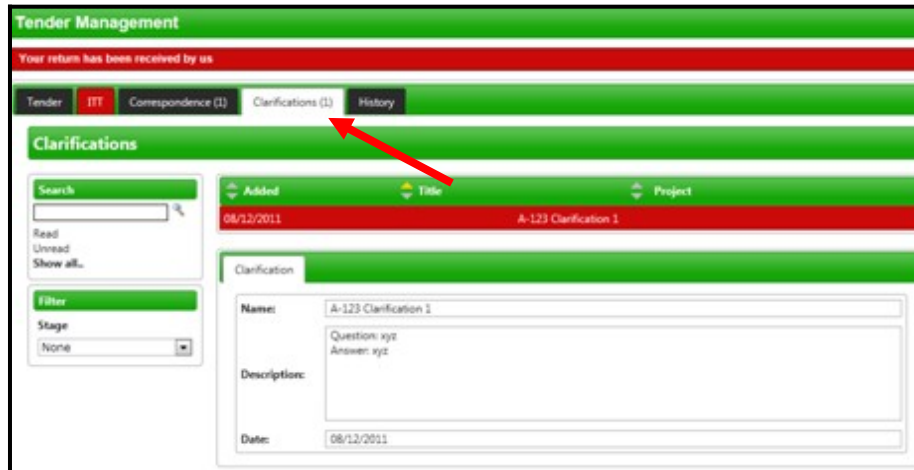


You can also view Correspondence through the **Messages** tab at the top of the screen



Clarifications

If there are any Clarifications made against the tender you can access them by viewing the tender details and a new tab will appear. It will tell you how many clarifications there are in brackets. Click on the Clarifications tab to view.



NB. If you require clarification regarding the tender you should send your clarification request via Correspondence

Actions

This procedure is 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.

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.



You will be taken to this screen where you can view details of the action placed against you.

Due Date	Who	Associated	Status	Raised Date	Description
14/12/2011	A. Perdon	A-123 Stationery contract (ITT)	Not Completed	08/12/2011	Associated With Stage : A-123 Stationery contract - ITT Please provide the following information:

Action Details:

Date Due: 14/12/2011
 Who: A. Perdon
 Raised Date: 08/12/2011
 Status: Not Completed
 Project (Stage): A-123 Stationery contract (ITT)
 Description: Associated With Stage : A-123 Stationery contract - ITT
 Please provide the following information:

[View Stage](#) [Complete Action](#)

Read through the Action and make sure everything requested is completed then click **COMPLETE ACTION**.

Tender History

Within the My Tenders section you will see the History tab where there is a log of your involvement of the tender, right from your expression of interest to the current status.

Date	Description
01/12/2011 13:12	You were successful in winning this tender
01/12/2011 13:12	Your return is being considered by us for Stage TTT
01/12/2011 13:11	Your return was opened by us for Stage TTT
01/12/2011 12:46	
01/12/2011 12:40	Your return was received by us for Stage TTT
01/12/2011 12:40	Your return has been sent to us for Stage TTT
01/12/2011 12:27	You started processing the tender documentation for Stage TTT
01/12/2011 12:27	You received tender documentation for Stage TTT
01/12/2011 12:27	A new Stage has been published
01/12/2011 12:27	Your Expression of Interest is being considered for the next Stage

[View Receipt](#)

If you require any additional information or help, please contact the In-tend Support Desk.

In-tend Support

Tel: 0844 2728810

Email: support@in-tend.co.uk