

What is Public Contracts Scotland - Tender (PCS-Tender)?

Public Contracts Scotland - Tender is an online electronic service commonly known to professional buyers as an e-Sourcing platform. The Scottish Government has implemented PCS-Tender along with various partners to help Scottish public sector organisations adopt standard processes for goods, services and works for a wide variety of contracts. PCS-Tender provides a more consistent tendering experience for suppliers, enabling them to store answers to standard questions. The service also allows public sector buyers to adhere to legislation, policy and procedures and, through a standard approach to public sector procurement, it aims to generate savings for the public pursue while meeting the needs of goods, services and works required.

The URL is: https://www.publictendersscotland.publiccontractsscotland.gov.uk



As a supplier, it is likely you will want to be notified and alerted to future public sector tender opportunities. If you have not already done so, please also register on www.publiccontractsscotland.gov.uk and complete your supplier Alert Profile. To find out more about the registration process, please access the Public Contracts Scotland Supplier Registration Guide.

What is the Pre-Qualification Questionnaire (PQQ) and Invitation to Tender (ITT) Templates?

PCS-Tender contains template questionnaires consisting of questions developed by the public sector and business community. These questions have been subject to wide consultation with both the public sector and private sector and form the basis of the drive to achieve a more standardised approach to the Pre-Qualification Questionnaire process. Buyers in the public sector are strongly encouraged to use the standard questions in PCS-Tender. Buyers may, where it is appropriate to do so, expand on the standard sections and questions or indeed add a procurement specific question in a PQQ or ITT tendering exercise.



What types of sections and questions will I find in a PQQ or ITT?

There are two types of sections and questions associated with the PCS-Tender PQQ and ITT template questionnaires: *Standardised Questions* and *Procurement Specific Questions*. You will generally find that all pass/fail selection questions are included in the PCS-Tender Qualification Envelope and that scored/weighted selection questions are included in the PCS-Tender Technical Envelope.

PLEASE NOTE: Please be aware each public sector buyer will score and weight PCS-Tender Technical Envelope "Standardised Sections and Questions" independently and relevant to the nature of the tender exercise. Similarly, as a supplier, please consider that your answers to the Technical Envelope "Standardised Sections and Questions" may require you to vary your answer, taking the nature of the tender exercise into consideration.

"Standardised Sections and Questions"

As a supplier registered on PCS-Tender you do not need to answer any of the Standard Questions within PCS-Tender unless you are responding to a procurement exercise (e.g. creating a PQQ or ITT response). However, if you wish to pro-actively answer some of the Standard Questions held with PCS-Tender, you can create responses to these questions in your "Extended Profile" area. When you are logged into PCS—Tender you can access your supplier "Extended Profile" by way of the "Manage my Profile" menu option.

PLEASE NOTE: Please note buyers should only include "Standardised Sections and Questions" which are proportional and relevant to the tendering exercise. Therefore not all standardised sections and questions listed in your supplier "Extended Profile" area will be included in the PQQ or ITT for each tendering exercise.

You can also answer standardised questions when responding to a PQQ or ITT. You can recognise a *Section of Standardised Questions* by the section heading. For example the section asking for your organisation name and address details etc. is titled: *Bidders Details – Section of Standardised Questions*. At each *Section of Standardised Questions* you are notified:

PLEASE NOTE: This section contains standard questions to which you may have already provided answers. If this is the case your answers to those questions will be pre-populated below. It is your responsibility to ensure that the answers you provide are relevant, accurate and up to date. You must edit or change any pre-populated answers which are not relevant, accurate and up to date prior to submitting your response."

It is important you respond to a PQQ/ITT **before the deadline date and time**. When your PQQ/ITT is accepted and opened by the buyer the answer to a specific *Standard Question* (chosen and included in the PQQ/ITT by the buyer) is automatically updated in your supplier *Extended Profile* area.

All final PQQ/ITT submissions are treated as unique by PCS—Tender and are locked down as part of the system audit trail. This means that even if you respond to several different PQQ/ITTs in a short timescale, one response will never overwrite any other final PQQ/ITT response you have submitted. However, the most recently opened response (by the buyer) will overwrite any previous answers stored in your Extended Profile, and therefore be used to pre-populate any future responses to standard questions.

IMPORTANT: It is the policy of some contracting authorities not to accept a late PQQ or ITT response. PCS-Tender provides the buyer with the option to accept or reject a late response. When a late PQQ/ITT response is rejected the "Standard Questions" in the supplier's "Extended Profile" are not updated.



"Section of Procurement Specific Questions"

Buyers may consider adding additional *Procurement Specific* questions to the PQQ/ITT. As mentioned you can store answers to standard sections and questions only. Where a buyer includes a *Procurement Specific* question for the particular tendering exercise, you will be required to answer the question when responding to a PQQ/ITT.

For example, levels of insurance required will differ for each procurement exercise. Buyers are required to insert the relevant insurance levels for each exercise; consequently you are obliged to answer the *Insurance Section and Question* each time you respond to a PQQ/ITT.

Public Contracts Scotland - Tender PQQ/ITT Overview of Sections and Questions:

Buyers should include sections and questions in the PQQ/ITT which are relevant and proportional to the procurement exercise.

| | *Standardised | **Procurement |
|--|---------------|--------------------|
| Section | Questions | Specific Questions |
| Bidder's Details | ✓ | |
| Business Continuity and Disaster Recovery | ✓ | |
| Construction: H&S policy and capability – CDM co-ordinators and designers | ✓ | |
| Criminal Convictions and Business Probity (Discretionary) | ✓ | |
| Criminal Convictions and Business Probity (Mandatory) | ✓ | |
| Economic/Financial Standing | ✓ | |
| Environmental Management Legislation | √ | |
| Environmental Management Procedures | ✓ | |
| Equal Opportunities Legislation | ✓ | |
| NON UK BUSINESSES ONLY TO COMPLETE - Discretionary Exclusions | √ | |
| Health and Safety Legislation | ✓ | |
| Health and Safety Procedures | ✓ | |
| Contract Termination | ✓ | |
| Quality Management Procedures | ✓ | |
| Technical or Professional Ability | ✓ | |
| Insurance Certificates | ✓ | |
| "Procurement Specific" questions, identified by the buyer, proportional and relevant to the procurement exercise | | ✓ |
| Acceptance of Documentation | | ✓ |
| Conflict of Interest | | ✓ |
| Consortia & Subcontracting | | ✓ |
| Insurance Requirements | | ✓ |

^{*}Answers to "Standardised Questions" are stored and can be "re-used" in your responses to a PQQ/ITT, or can be updated outwith a procurement exercise via your "Extended Profile".

^{**}Answers to "Procurement Specific Questions" are not stored; rather you are asked to answer "Procurement Specific Questions" each time you respond to an actual PCS-Tender PQQ or ITT.



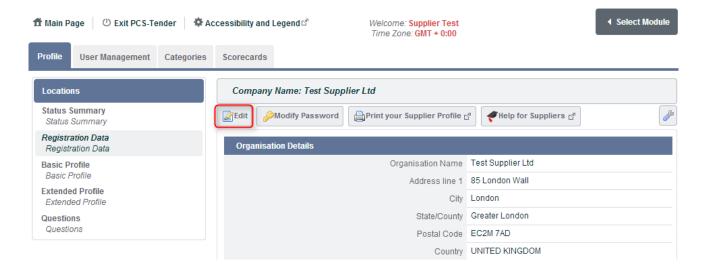
How do I access my supplier Extended Profile area?

To ensure you are 'ready' to respond to a PQQ or ITT, you may wish to respond to all of the sections and questions listed in your *Extended Profile*. Buyers aim to include only the sections and questions relevant and proportional to the procurement exercise in the PCS-Tender PQQ/ITT response questionnaires.

At the landing page after you log in, please click on *Manage my Profile* to access your supplier *Extended Profile*.



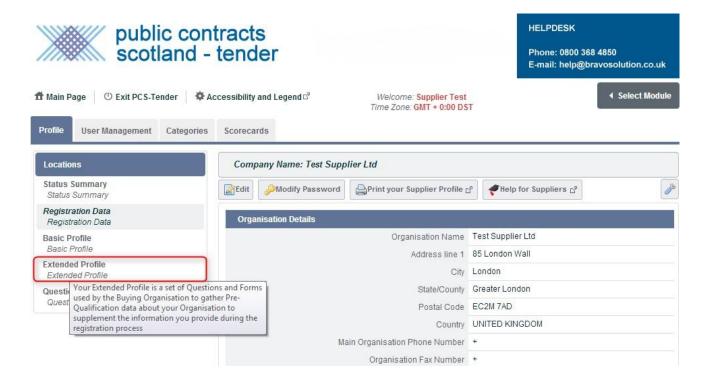
You are taken to a page displaying your *Registration Data* which you can edit, amend and update. Please note that *Scorecards* are currently not activated on PCS-Tender.



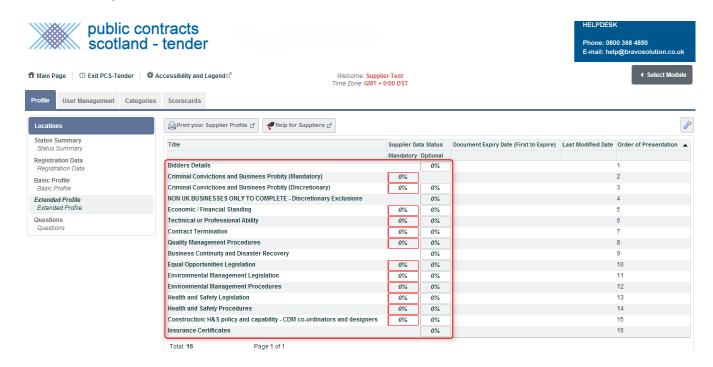
To amend, update or change your Organisation Name please contact the PCS - Tender Help Desk.



As shown below, please click on *Extended Profile* to answer and store your answers to the *Standardised Sections and Questions*.

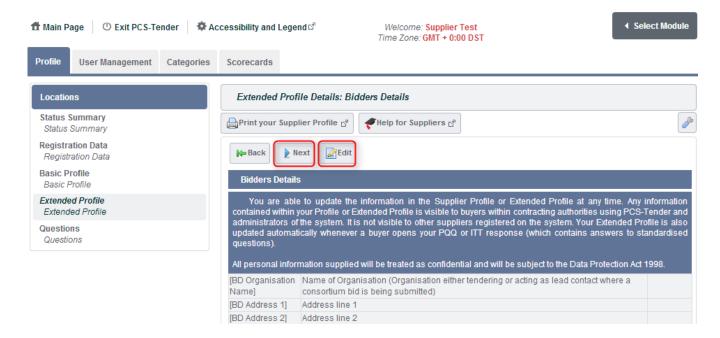


You will notice a list of forms, each of them contains a set of questions specific to that particular topic (e.g. *Bidders Details*).





To complete your profile, please click into each section and then go into *Edit* mode to complete the section questions. Remember to save your answers before progressing to the next section and set of questions. You can easily move between sections by clicking the *Next* button.

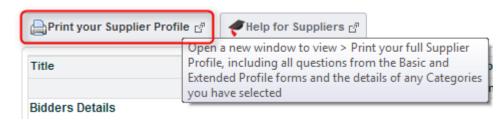


Notice the note to suppliers: You are able to update the information in the Supplier Profile or Extended Profile at any time. Any information contained within your Profile or Extended Profile is visible to buyers within contracting authorities using PCS-Tender and administrators of the system. It is not visible to other suppliers registered on the system. Your Extended Profile is also updated automatically whenever a buyer opens your PQQ or ITT response (which contains answers to standardised questions). All personal information supplied will be treated as confidential and will be subject to the Data Protection Act 1998.

You can enter, amend or update a response to a *Standard Question* at any time by navigating to the appropriate section and clicking *Edit* to access and update the response. You will notice the completion percentage against each section is updated as soon as you save your answers.



To review your answers to the questions in your supplier Extended Profile, click on Print your Supplier Profile.





Click *Print* to print all the sections and questions in your supplier *Extended Profile* or select *Export your Supplier Profile into PDF* to convert all sections and questions into a PDF file.



The printed version and PDF file provides valuable information on the status of your Extended Profile:

Your response is the answer you have provided.

Last modified is the date when you last changed your response to the question.

<u>Last confirmed</u> is the date when you last updated and saved your <u>Extended Profile</u> response to the question or when you responded to the question as part of response to a Pre-Qualification Questionnaire (PQQ) or Invitation to Tender (ITT).

<u>Last confirmed In</u> is where you have either updated the question in your *Extended Profile* area or within a PQQ or ITT, hence the reference code.

Edited by shows the question has been edited by you the supplier.



How do I find the opportunity that I am interested in?

Once you have successfully logged in to Public Contracts Scotland – Tender website you will be presented with a simple screen that has some different menu options:



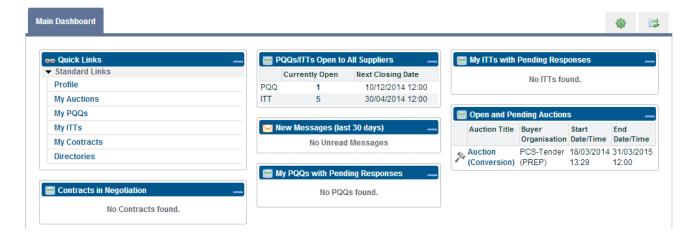


You may have been invited to an opportunity or you may be interested in an opportunity that you have seen advertised.

- If you are interested in searching for and responding to Pre-Qualification Questionnaires or Invitations
 to Tender that are Open to All Suppliers click the >> PQQs Open to All Suppliers link or the >> ITTs
 Open to All Suppliers link in the top boxes.
- If you have already been invited to or accessed and opened a Pre-Qualification Questionnaire or Invitation to Tender then choose either the >> My PQQs or >> MY ITTs within the left hand side box at the bottom of the page.

PLEASE NOTE: The Buyer provides clear information via the tender notice advertised on the Public Contracts Scotland advertising portal as to whether the Buyer wishes you to respond to a Pre-Qualification Questionnaire or Invitation to Tender.

By clicking on >>Access my Dashboard within the right hand side box at the bottom of the page you are taken to your supplier dashboard. The dashboard displays links where you can, for example, access Pre-Qualification Questionnaires and Invitations to Tender that you have registered interest in, been invited to or that you have responded to. You can also amend your organisation's profile information through the dashboard feature or the >> Manage my Profile link on the main page.



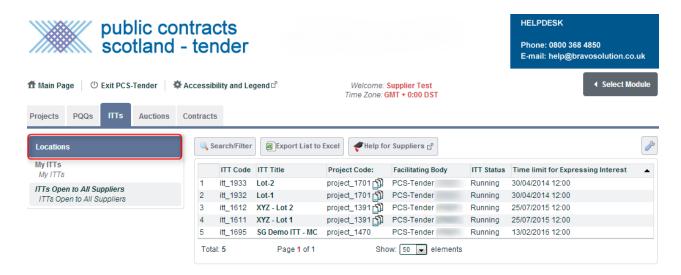


How do I access the PQQ or ITT documents I am interested in?

PLEASE NOTE: The process for accessing a PQQ or ITT is exactly the same.

To access the PQQ or ITT you are interested in, you will need to navigate to the relevant area for PQQs or ITTs as described above.

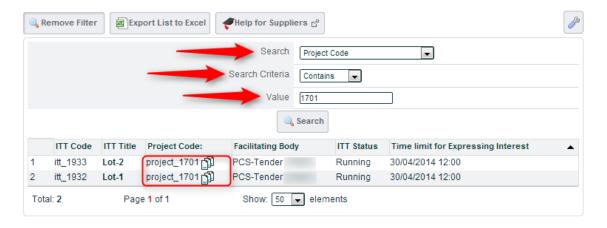
In relation to ITTs (remember for PQQs this is the same process) select the >> ITTs Open to All Suppliers from main landing page (explained above). You will then be presented with a list of tender opportunities published by all Buyers using Public Contracts Scotland – Tender and that are open to all suppliers. Notice you are now in the ITTs Open to All Suppliers location within the Locations menu to the left hand side of the screen (below).



You are likely to be presented with a large list similar to the above and if you wish to find a specific PQQ or ITT within this list, you can use the *Search/Filter* options to search for a PQQ or ITT document. You can search by a variety of search criteria. For example, to find an ITT with a specific title you could search by *ITT Title*.

Adverts on Public Contracts Scotland advertising portal (PCS) will contain a reference to the Buyer's project. This is a code that is associated to the project for example *project_234*. You can easily perform a search based on this project code which will find all ITTs (or PQQs) within this Buyer's project.

To do this within the *Search* drop down menu select *Project Code*, then at *Search Criteria* menu select *Contains* and at *Value* type the value or search term you wish to search by which in this case is the numeric code associated to the project. You will then need to click *Search*. You will be presented with a list of results based upon the value you have searched against.



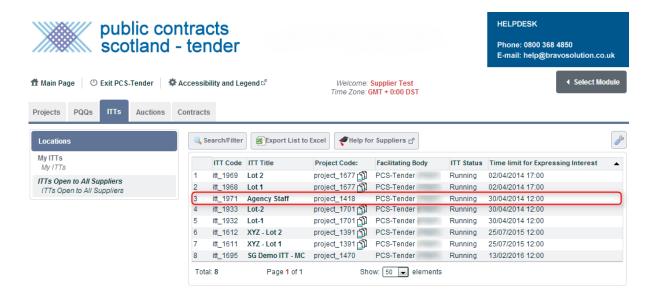


PLEASE NOTE: When searching by the project code you will be presented with all the PQQs or ITTs within that particular project. This will ensure you do not accidentally miss any opportunities available to you. Multi Lot ITTs are displayed as separate Lots under one project code. There may be a mandatory or "Complete me first IT" that needs to be completed and submitted in order for your bid to be compliant. Once you have completed and submitted the "Complete me first ITT", you will be required to submit all subsequent (relevant) lot responses individually, by clicking on the submit button for each specific and relevant lot.

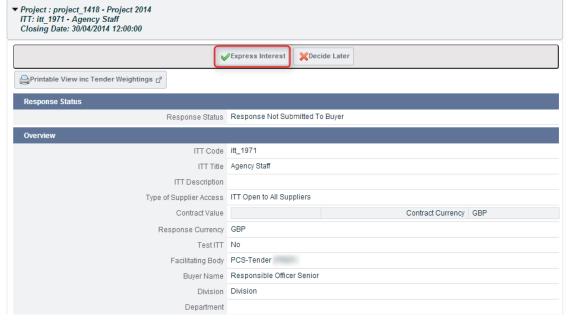
How do I express interest in an Invitation to Tender (ITT), access and respond to a tender opportunity?

The process here will again be exactly the same for both PQQs and ITTs.

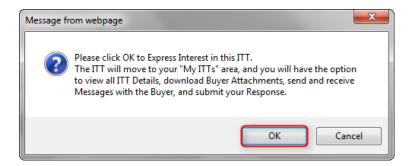
Having found the ITT (or PQQ) you are looking for you can access the summary details by clicking on the ITT's title.



You will now have access to the summary details of the Invitation to Tender. If you wish to open and access the ITT (or PQQ) specific information and documents then click *Express Interest* and then *OK* through the pop-up message.







The following pop-up will confirm your expression of interest. At this point the ITT (or PQQ) moves into the My ITTs / My PQQs location out of the ITTs Open to All Suppliers location.



An email will also be sent to your registered email address confirming that you have expressed interest. The Buyer will now be able to see that you have expressed an interest in their PQQ/ITT.

How do I access PQQs and ITTs I have registered interest in or PQQs and ITTs that I have responded to?

PLEASE NOTE: Many Authorities do NOT accept late tender or PQQ responses. It is your responsibility to ensure your response is complete and submitted prior to the deadline. Please leave yourself plenty of time prior to the deadline. If the PQQ/ITT contains mandatory question(s), these must be answered prior to submitting your response otherwise you will be unable to submit your response.

PLEASE NOTE: The following process will again be identical for PQQs and ITTs, here the focus will be on ITTs.

Having logged in or navigated yourself back to the main menu where you are presented with the My PQQs, My ITTs links within the landing page boxes. Click on the My ITTs link to access the locations that contain the ITTs that you have either already registered interest in, have been specifically invited to or that you have already submitted your response to the Buyer.

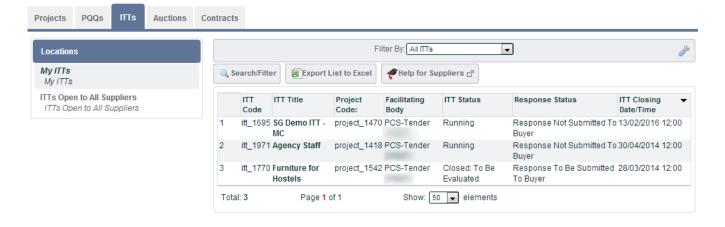




In the My ITTs screen you are presented with a list of ITTs you have opened. This list also displays the following useful information in relation to each of the ITTs listed:

- The Facilitating Body is the name of the of the public sector organisation undertaking the procurement.
- The <u>ITT Status</u> explains what stage the ITT is at in terms of the tendering process.
- The <u>Response Status</u> indicating your current response status (in this case Response Not Submitted To Buyer).
- The <u>ITT Closing Date/Time</u> stating the closing date and time of the particular ITT.

It is possible to access a tender after the closing date (when the status says "Closed") however many contracting authorities do **NOT** accept tender responses submitted past the closing date and time.



How do I access the Invitation to Tender questions and supporting documentation?

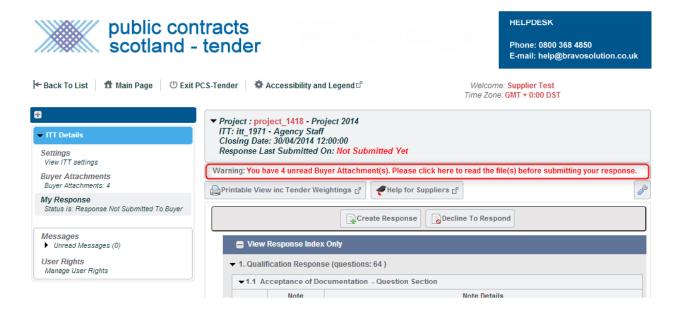
You have now expressed interest and invited yourself to participate in the ITT. This enables you to download any Buyer Attachments, send and receive Messages with the Buyer, and respond to the ITT. Please click on the ITT title and then select *My Response* from the left hand side menu. You will need to click *Create Response* in order to start your response and then submit your completed response to the Buyer.

IMPORTANT: Please ensure you submit your response to the Buyer before the stated Closing Date & Time.

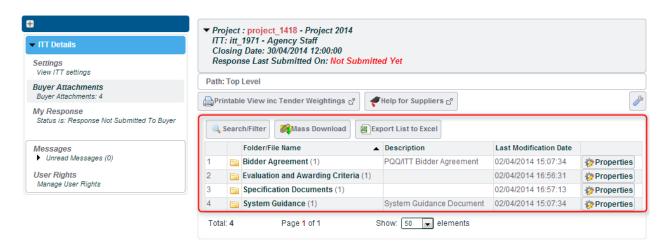
Prior to clicking *Create Response* you are prompted to download a number of attachments. To access the attachments, click on the link in red.

PLEASE NOTE: The warning relating to unread Buyer attachments will only appear should the Buyer attach a document within the Buyer Attachments area.





To access the document, click on the Folder title as shown below. Please read the content of each file before responding to the PQQ/ITT through the *My Response* menu option.



You can also access the attachments relating to the PQQ/ITT from the **Buyer Attachments** area within the **ITT Details** menu. These attachments can be downloaded by clicking on them individually.

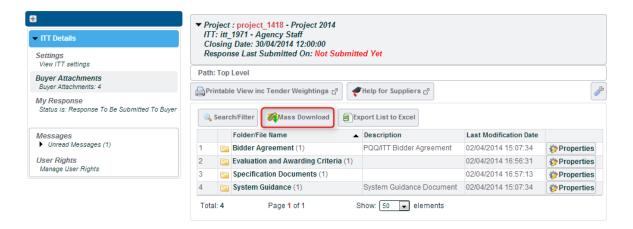


The Buyer documents may be held in a folder, so you may have to click the folder first. Alternatively you can use the *Mass Download* button to download all attachments at once. *Mass Download* will create a folder and



store the documents on your computer in the exact format and folder structure that they have appeared to you online.

PLEASE NOTE: You should place these documents somewhere you can access them again easily.



Buyers may also attach supporting documents directly to questions or notes. These attachments are indicated by a paperclip symbol in line with but to the left hand side of these questions.

PLEASE NOTE: Buyers may not always provide instructions indicating that there is a question attachment.

| Question | Description | Response |
|------------------|---|--------------------------|
| 2.2.1 (Tech Exp) | * Please download and complete the attached template provided here. | ♣ Click to attach file 🗗 |
| | Use the template to provide up to 2 examples that demonstrate to the Authority experience that is relevant to this procurement exercise. Your examples must be from within the last three years for goods and services and within the last 5 years for works contracts. | |
| | Your completed response should be no more than 2 pages of A4. You MUST upload the completed document next to this question. | |
| | NOTE: If you are unable to provide any examples you MUST still complete part of this template and upload your response, explaining why you cannot provide examples. | |

The buyer may ask you to add Non-Price attachments into your PCS-Tender Technical Response Envelope and Price attachments into the PCS-Tender Commercial Response Envelope, therefore always check that you have added the appropriate attachment to the relevant PCS-Tender Response Envelope.

PLEASE NOTE: When responding to your PQQ or ITT please only attach files where requested by the buyer. You are also advised to follow any attachment file naming conventions defined by the buyer.

The buyer may ask you to answer a question in a PCS-Tender Response Envelope by adding an attachment to the Question, please ensure you upload the file to the correct Question in order to complete and submit your response to the buyer.

Once you have uploaded your attachment you will note three options appear, namely, Replace, Download or Delete attachment, thus allowing you to amend as necessary. Whilst the system allows for large individual attachment sizes (max 50MB at a time), we recommend that you keep attachments to a manageable size to ensure ease and speed of access.



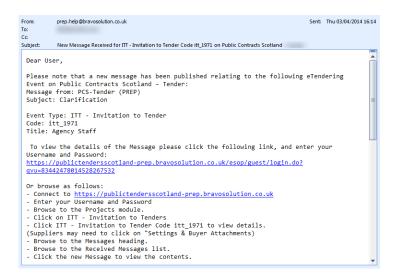
The Settings Area



The settings area of the PQQ or ITT can include, but is not limited to, the closing date and time, scoring methodology, value. You will see this information before you express interest in a PQQ or ITT and also once you have expressed interest in a PQQ or ITT. It is also displayed again within the email you receive when buyers directly invite you to a PQQ or ITT.

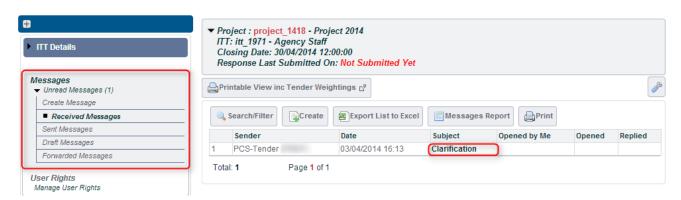
The Messaging Area

The Public Contracts Scotland – Tender messaging system operates in a similar fashion to a bulletin board. The Buyer may send you (or all suppliers) messages by means of this feature. In the first instance you will receive an email alert notification informing you of a newly posted message.

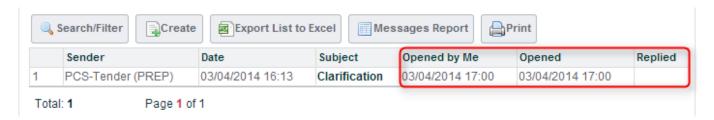


To access the message click the Messages section, located under the ITT Details menu. Then click the Received Messages menu option to access your message(s).

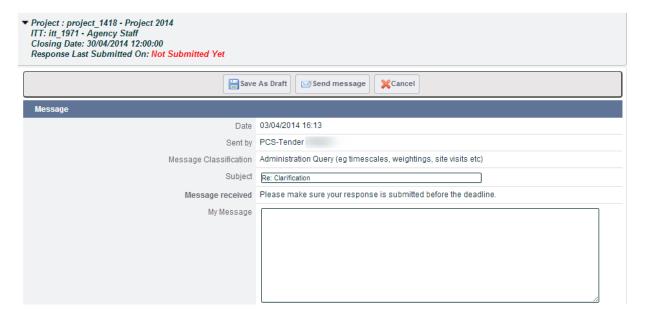




From within this area you will see each received message displayed as a list with the most recent message at the top of the list. The columns to the right hand side of each message will display whether you have opened the message, or replied to it by placing the date and time of this action within these fields.

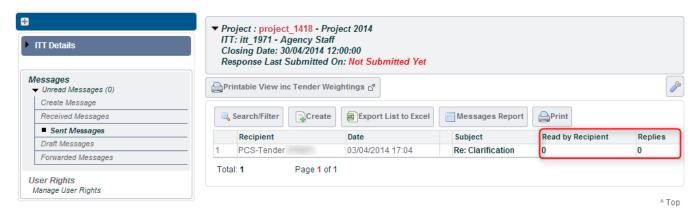


Having read a message you can click the *Reply* button to start composing a response. You can either send the message or save it as a draft.



Any sent messages whether it is a response to a message from the Buyer or an original message to the Buyer will be stored within the Sent Messages area. Here you can monitor whether a Buyer has read your message and if they have replied to it.





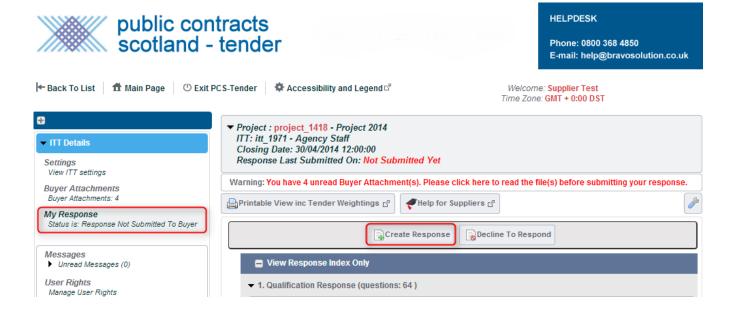
How do I prepare my Response to the Invitation to Tender?

PLEASE NOTE: Many Authorities do NOT accept late tender or PQQ responses. It is your responsibility to ensure your response is complete and submitted prior to the deadline. Please leave yourself plenty of time prior to the deadline. If the PQQ/ITT contains mandatory question(s), these must be answered prior to submitting your response otherwise you will be unable to submit your response.

You may be required to respond to questions in three envelopes:

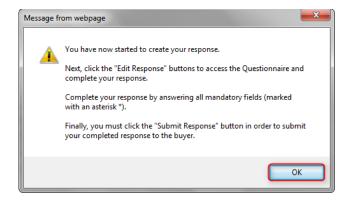
- Qualification Envelope: Supplier details, business probity and insurances;
- Technical Envelope: Technical questions; and
- Commercial Envelope: Pricing NOT IN A PQQ, ONLY IN AN ITT

To access these envelopes you will need to select **My Response** from the left hand side menu and then click *Create Response* located at the top of the page.

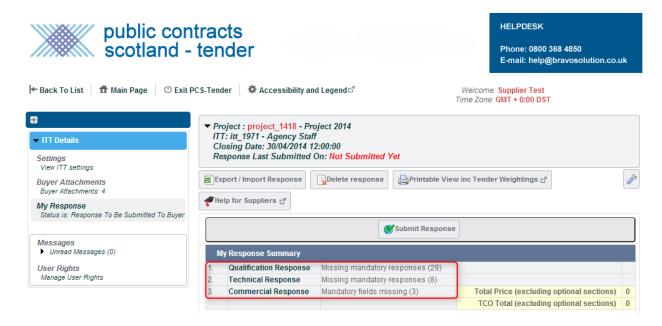




A pop-up message will confirm that you have started creating your response:



Within the next screen you are shown the number of questions that you have yet to answer per envelope - including the total number of mandatory questions that still require a response.

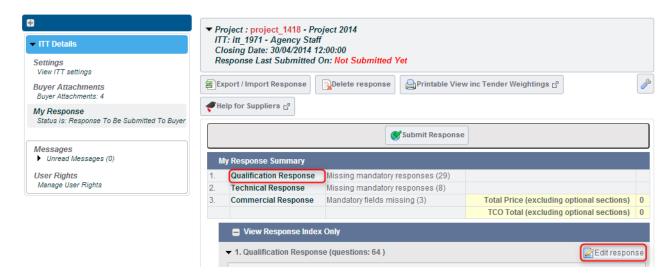


Within the My Response location of the PQQ or ITT you are now able to review the Standardised Sections & Questions and Sections of Procurement Specific Questions. Remember you may already have pre-populated answers to the Standardised Sections & Questions. These answers may have been updated by you by way of your supplier Extended Profile or the answers in the Standardised Sections & Questions may have been back filled into your supplier Extended Profile by way of the latest response and submission to a PQQ or ITT.

You have now started to create your response, so you will need to click on each response envelope to review, enter or amend answers to sections and questions.

Having clicked create response you are now able to complete your answers to the questions that the Buyer has placed within each of the response envelopes. To do this you can either click *Edit Response* located at the top right hand side of each envelope or alternatively click the title of each envelope as displayed in the *My Response Summary*.



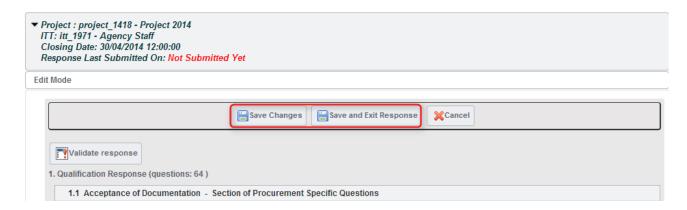


Within the *My Response Summary* section you are also shown the number of questions that you have yet to answer including the total number of mandatory questions that still require a response.

Remember that when you are creating your responses mandatory questions will be highlighted with a red asterisk. If you do not answer a mandatory question you will not be able to submit your final response to the Buyer. Once you have answered all questions in each Questionnaire, you must click the *Submit Response* button in order to submit your completed response to the buyer.

Saving your Response

As you progress through the questions of your PQQ or ITT, click the *Save Changes* button regularly in order to make sure that your work is saved. Alternatively click *Save and Exit Response* to save and return to the My Response page. Failure to do so may mean you risk losing your work if you experience connection issues or security 'time-outs'.

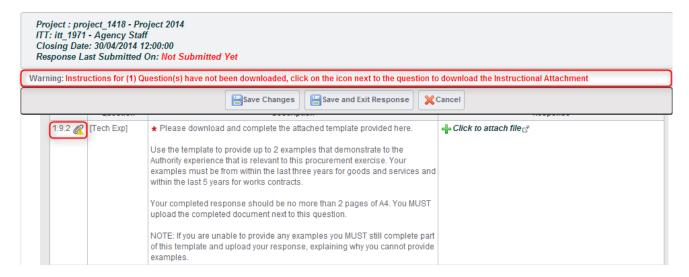


Returning to the My Response page will allow you to view the response summary, navigate to the different response envelopes or locations and submit your response.

Alternatively, where appropriate, take the PQQ or ITT offline, complete and import completed documents in advance of the closing date time.

Note that if any questions have instructional attachments, you will see a warning message instructing you to click on the paperclip icon next to the question and download the attachment.





Standardised Questions within - PCS-T

As mentioned the use of Standardised Questions within a PQQ or ITT allows you to store, edit and re-use answers to sections of Standard Questions within PCS-T. The responses to the Standard questions will be retained within your Extended Profile area, once the buyer has opened your response.

Where the Buyer has published a PQQ or ITT containing the Standard Questions functionality your response will automatically pre-populate.

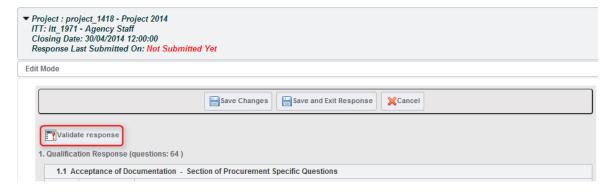
Your responses to the Standard Questions can be updated at any time, including within a response. However please note that the answers will not back populate into your Extended Profile until the Buyer has opened your response.

PLEASE NOTE: Please be aware each public sector buyer will score and weight PCS-Tender Technical Envelope "Standardised Sections and Questions" independently and relevant to the nature of the tender exercise. Similarly, as a supplier, please consider that your answers to the Technical Envelope "Standardised Sections and Question" may require you to vary your answer, taking the nature of the tender exercise into consideration.

It is important to be aware that, as part of your final PQQ or ITT response submission, you must complete the questions in each envelope.

Mandatory questions are indicated within each envelope by a red asterisk "*" and they are also displayed as a number in the response summary (as above) to highlight whether you have missed any mandatory questions.

When completing your response there will be a *Validate Response* button that can be used to check all mandatory questions have been answered.

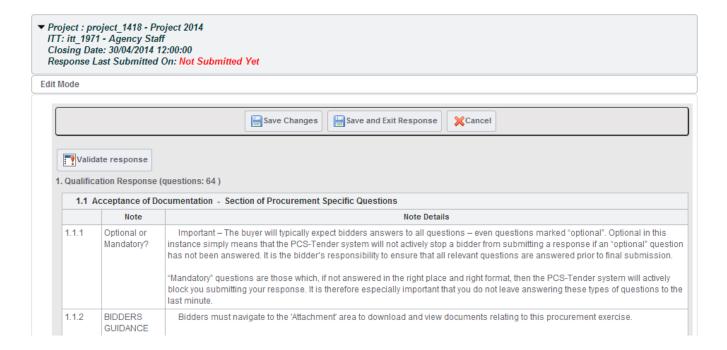




Qualification Envelope Example

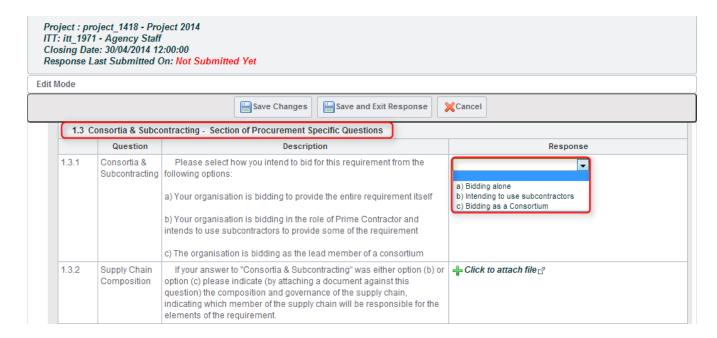
The supplier works through the *Qualification Response Envelope* completing all the sections with a red asterisk. In a section of Standardised Questions you may find a pre-populated answer.

As mentioned earlier this answer comes from your supplier *Extended Profile* either updated by you the supplier or updated by the PCS-Tender system on acceptance and opening of a PQQ or ITT by the buyer.



Qualification Envelope Procurement Specific Questions Example

The supplier is prompted to complete the Section of Procurement Specific Questions for each tendering exercise, selecting (on this occasion) the appropriate response from the drop down menu box.





Technical Envelope Section of Procurement Questions Example

You are now in the Technical Envelope of the PQQ. This envelope contains questions and sections that will usually be evaluated on a scored and weighted basis by the Authority.

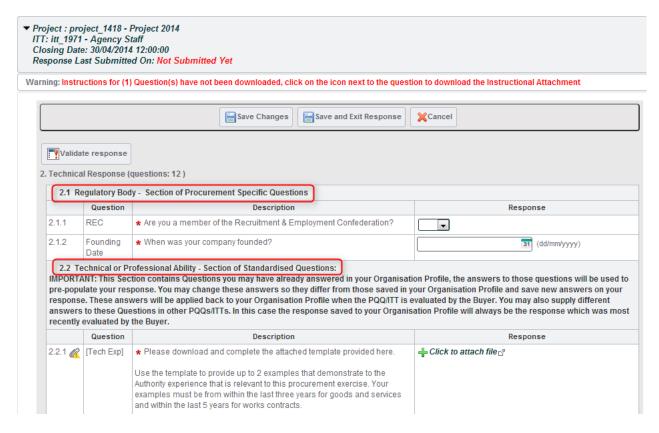
The Buyer should have included a document within the Attachments area of this PQQ explaining how the Authority intends to score each question for this procurement exercise, along with the relative weightings of each section and question. You are strongly advised to download this attachment and use it when providing your answers to ensure that you understand:

- which sections and questions are worth the most marks
- how each question will be scored

You can also view the weightings assigned to the technical questions by clicking on the *Printable View inc Tender Weightings* button.

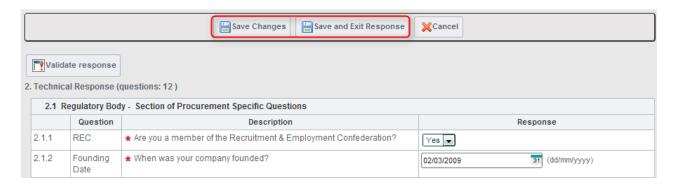


You will also find Section of Standardised Questions and Section of Procurement Specific Questions in the Technical Envelope.



To save the answers you have created within each response envelope click either *Save Changes* to stay on the same page but save the answers or click *Save and Exit Response* to save and return to the My Response page. Returning to the My Response page will allow you to view the response summary, navigate to the different response envelopes or locations and submit your response.



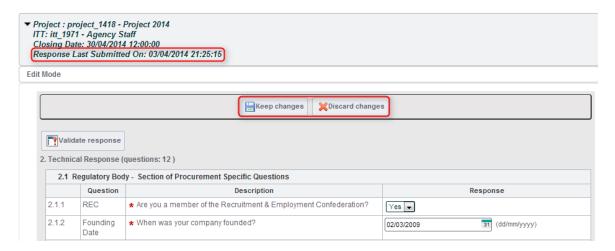


PLEASE NOTE FOR FRAMEWORK INVITATION TO TENDERS YOU WILL BE PRESENTED WITH MULTIPLE LOTTED ITTS; YOU MUST ENSURE THAT YOU COMPLETE ANY MANDATORY ITTS ALONG WITH ANY LOTTED ITT THAT YOU ARE BIDDING FOR. YOU WILL BE REQUIRED TO CLICK SUBMIT FOR THE 'COMPLETE ME FIRST ITT' AND CLICK SUBMIT FOR EACH INDIVIDUAL AND RELEVANT SUBSEQUENT ITT. FAILURE TO SUBMIT A MANDATORY ITT WILL RESULT IN YOUR SUBMISSION BEING NULLIFIED AND REMOVED FROM THE PROCESS.

How do I make changes to questions I am working on or make changes to the questions I have already submitted to the Buyer?

When you are working on your response you can make changes to it at any time up until the PQQ or ITT closes. You will still be able to *Save Changes* or *Save and Exit Response* the response envelopes as before. Many Authorities do NOT accept tender responses submitted past the closing date and time. It is your responsibility to ensure your response is complete and submitted prior to the deadline. Please leave yourself plenty of time prior to the deadline.

If you have already submitted a response and you wish to make a change, you will need to go into the envelope where the question is. To save any changes you will have to click *Keep changes*, or if you wish to not save the new information click the *Discard Changes* button. If you make a mistake you can select the *Discard Changes* button to return to the original response.

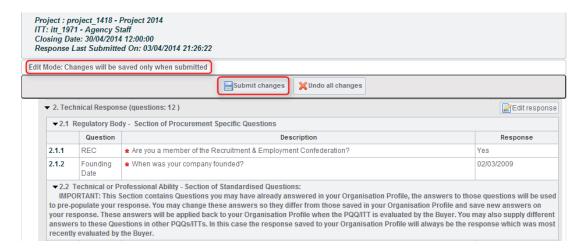


Please Note: if you have not responded to any of the questions in the envelope you will simply be presented with the options to Save Changes or Save and Exit Response.

If a question requires a numerical response you will not be allowed to enter text as an answer so for example you cannot answer N/A to a question asking you to enter a price for goods.

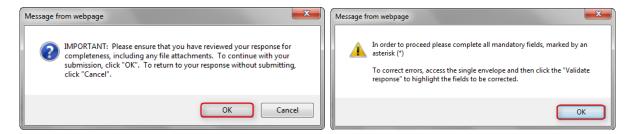


Once you have answered, reviewed and all mandatory questions are completed and you are ready to submit your offer simply click the *Submit changes* button. You can edit and re-submit tender responses up until the closing date and time. Please be aware that each submission will overwrite the previous submission for a particular tender.

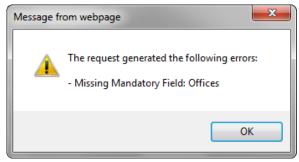


Will there be questions that are mandatory and therefore require an answer for my response to be compliant?

PLEASE NOTE: If you do not complete a mandatory question you will NOT be able to submit your tender response. A message will be displayed to inform you of this.



The system will first display a message telling you which questions are missing mandatory responses.



It will then highlight the missing answer(s) in red within each section. This enables suppliers to easily spot the mandatory question with a missing response.





You will need to enter a response in the questions that are highlighted in red in order to submit your tender response.

<u>Can I create a response to the Pre-Qualification Questionnaire or Invitation to Tender offline?</u>

Yes, you can use the *Export/Import Response* feature to take your response preparation offline and then import your completed response back into the system.

The *Export/Import Response* feature uses Microsoft Excel which allows you to complete PQQ or ITT responses offline. After completing your response in the Excel template offline you must import the completed tender response back into the system.

PLEASE NOTE: Using this feature will populate your answer within the online envelopes. This will NOT simply attach the spreadsheet as your response. You are still required to attach any documents requested by the buyer online, within the PQQ or ITT.

First you must download the Excel template from the My Response area. Click the Export/Import Response button.



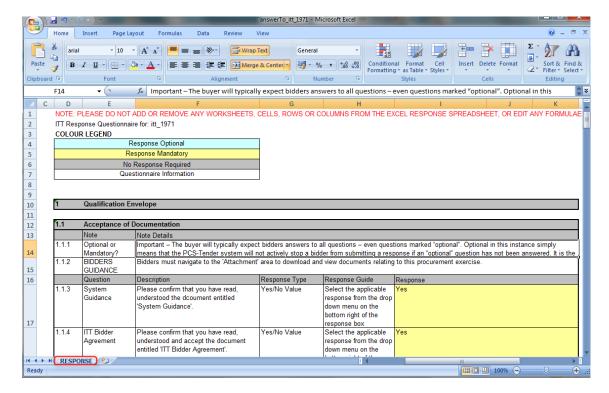
At the next screen you will need to click *Download* in order to obtain a copy of the Excel template.





PLEASE NOTE: Depending on the web browser you use different options will present themselves as to how you would like to save/store the document download. Please ensure you save/store the document somewhere you will be able to find it. This will be locally on the computer you are working from.

To populate your response you will need to now open the saved file. You will notice that you will work on the response in a single tab in the Excel document.



At the top of each worksheet you will find instructions to help you complete the questions correctly.

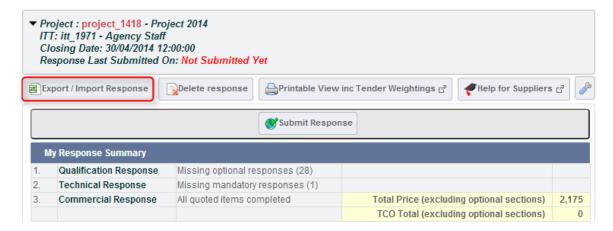
As you are working offline from the PCS-Tender website, please remember to periodically save your question responses to a directory on your own computer system as you will need to locate and upload your final saved version when it is ready.

Once you have completed and reviewed the responses entered into the spreadsheet, the next step is to import the completed spreadsheet into PQQ or ITT within Public Contracts Scotland – Tender. Invalid or incorrect entries will display as error within the Excel document. A key is located towards the top left of excel document which outlines mandatory and optional responses.

PLEASE NOTE: If you do not save the file locally on your own computer system then any answers you have made will not be saved to the spreadsheet document. If you then attempt to upload this unsaved document PCS-T will not recognise the changes you have made and so the import will be blank when the import is attempted.

To import your Excel spreadsheet, once again, click on the Export/Import Response button.



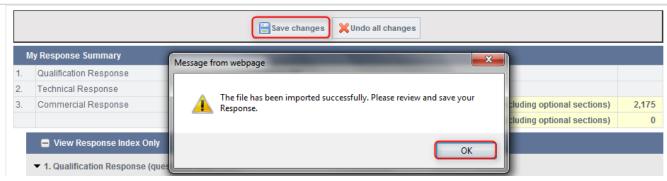


To import your spreadsheet, please click on the *Browse* button and select your spreadsheet from the location you saved it to on your computer system. Once the document has been located click *Open*, you will return to the Import Response screen. Then click *Import Excel* to import the document.



If the spreadsheet is in the correct format you will receive a message: The file has been imported successfully. Please review and save your Response.

EDIT MODE: Imported changes need to be reviewed and saved



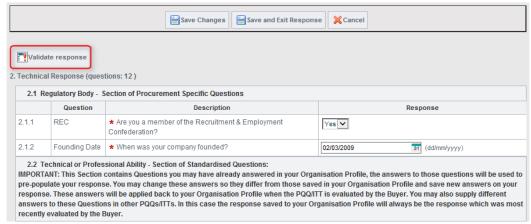
PLEASE NOTE: In order to complete the import exercise, please ensure you save your response to the Invitation to Tender. Should you make further amendment to the Excel Spreadsheet and re import, please ensure you again SAVE the changes.

Attachment based questions cannot be answered using the excel spreadsheet import functionality. If there are any attachment type questions or those that require an uploaded document as a response you will need to do these manually by editing the response on-line.

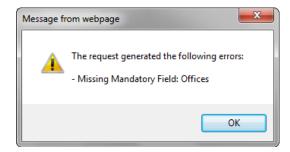


Is there any way that I can check the validity of my tender response before submitting?

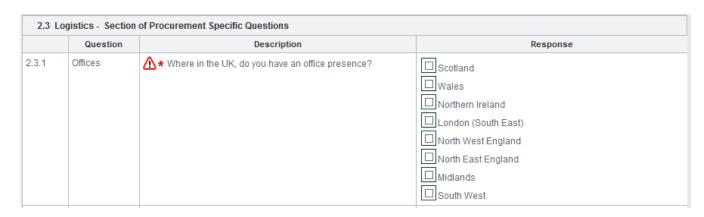
You can check that the responses entered within each response envelope are valid by clicking the *Validate Response* button.



When clicked, your response will be checked for any missing mandatory answers. Any missing mandatory answers will then be displayed in a pop up message containing a list of all questions that require an answer for your envelope response to be valid.



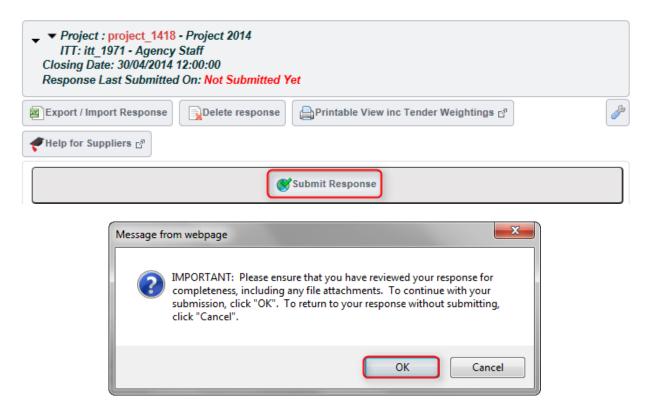
The answers that require a response will then be highlighted in red and have a warning symbol displayed within the question description. You will need to enter a response and then save your answers before being able to submit your completed tender response to the buyer.



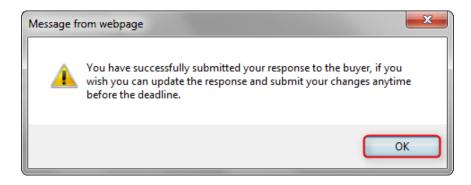


How do I submit my Pre Qualification Questionnaire or Invitation to Tender Response to the Buyer?

To submit your Invitation to Tender response to the Buyer, navigate to the My Response menu option and click on the Submit Response button.



On successful submission, you will first receive a pop up detailing your successful response. This pop up indicates that you have successfully submitted a response within PCS-T to the Buyer.



PLEASE NOTE: If your tender is submitted after the closing date and time you will have submitted a late response. Many Authorities do NOT accept late tender responses.

Top Tips

- Ensure that you read and digest all documentation thoroughly and make note of key actions and deadlines (you may want to create a checklist of actions to review prior to publishing your response).
- Don't leave your response until the last minute if you have problems you may not be able to resolve them before the deadline for responses.
- Always use the secure messaging tool for communicating with the Buying team.
- Only upload attachments when requested. Try to avoid uploading very large files.



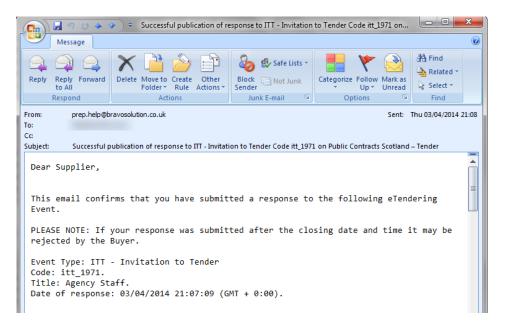
- Consider and review all optional questions and mandatory questions.
- Please treat your username and password securely. If you lose or forget your password there is a link on the homepage where it can be emailed to your registered email address.
- Consistently SAVE your work. Security protocols will automatically 'time-out' after 20 minutes of inactivity.
- Please remember your MUST submit your response to make it visible to the Buyer.
- Please note you may be required to provide an official signature from successful Applicants for some or all
 of the acceptance/certification confirmations provided electronically within the PQQ/ITT.

How do I find out whether my bid is successful or unsuccessful?

Once you have submitted your PQQ and or ITT response the contracting authority will open your response, after the deadline date, evaluate the response and let you know whether you have been successful or not.

The buyer will advise whether or not you have been successful.

You will also receive a formal email confirming you have successfully published your response to the Buyer. This will also contain full summary details of the Invitation to Tender. This email confirms that the submission into the system/to the buyer has been successful. It is not confirmation that the Buyer has accepted the tender submission as a fully compliant response.





Where can I get additional help or assistance for Public Contract Scotland - Tender?

General System Help

System Time Out

For security reasons if you are inactive on the site for 20 minutes you will be **timed out**. This is part of strict Scottish Government requirements to maintain security and tender integrity and cannot be changed.

Navigating through PCS-Tender

Do not use the **Back** or **Forward** buttons on your browser, you could potentially lose your work. Please use the links on the site to navigate through the PQQ or ITT.

Mac Users

Mac users should use a Firefox browser (available free of charge at: http://www.mozilla.com/firefox) as the Safari browser does not support certain Java scripts. If you experience any problems with Firefox or any other web browser please contact the BravoSolution helpdesk via the contact details previously highlighted.

Legend

Use the *Legend* to understand icons, note text responses are deliberately capped at 2000 characters (± 350 words). If the Buyer requires a larger response they will add an additional text box. Also note that Numeric fields will not accept text, spaces, symbols etc. Note the red asterisk indicates a mandatory field - all mandatory fields must be completed in order to submit your response to the buyer. Failure to complete and submit a response in relation to a mandatory question will result in your response being non-compliant and you will be excluded from the remainder of the procurement process.

Managing additional users

Bidder sub-users can be set-up to allow colleagues to be involved with various stages of a PQQ or ITT – see the online help function for details (via the Help Files link on your landing page).





If you are delegating for completion of your response to a PQQ/ITT then please ensure that your colleagues are aware of all of the requirements and the details here within and are relatively PC literate (familiar with MS Office/Internet Explorer).

Security

Please treat your login securely - if you believe that you have lost your password -please log onto the website and click onto "Forgotten your password?" and follow the instructions.

Single Sign On

Public Contracts Scotland - Tender has been designed to look and feel like PCS. Single Sign On through the existing Public Contracts Scotland workspace is live. Single Sign On allows buyers and suppliers to access the existing PCS suite of services and the new PCS-Tender suite through a single log-on. Access the user guides through the Help Files link on your landing page to find out more about PCS Single Sign On.

If you have any software queries refer to PCS-Tender online help in the first instance. If you still have an issue email or phone the BravoSolution helpdesk for technical help only. For queries regarding the PQQ/ITT, please contact the buyer through the PCS-Tender "Message" system. Please ensure that you leave plenty of time for issues to be resolved prior to any PQQ/ITT deadline dates and time.

For help and assistance with Public Contracts Scotland – Tender please contact the BravoSolution helpdesk on:

Telephone Number: 0800 368 4850

Email: help@bravosolution.co.uk

The BravoSolution helpdesk is only able to provide technical support so if you have a query that relates to the content of a PQQ or ITT then you must contact the Buyer via the secure messaging system within the PQQ or ITT.

For general information on tendering for public sector contracts, please access the help, guidance and documentation in the Supplier Journey.

