Supplier Guide/FAQ

Overview

This guide answers the Frequently Asked Questions which suppliers will need answered to make best use of the eSourcing portal.

Contents

1. Registration Assistance

You are able to self-register by following the '**Register**' link on the main page. Upon successful registration a temporary password will be emailed to the entered email address.

Please allow up to 15 minutes for this email to be received. If you have not received your password in this time, please check your Spam and Junk mailboxes to ensure your email software has not filtered the message automatically.

If you need assistance you can watch a video showing you how to register by clicking on the '**How to register on Bravo**' link under the 'Resource' button on the main page.

2. Password

You can request a new password by clicking the "**Forgotten your Username/ Password?**" under the 'Login' button on the main page.
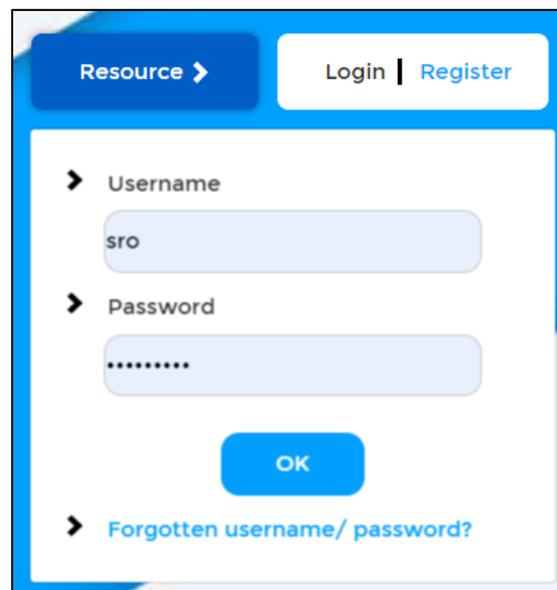
You will be required to enter your username and the email you registered with, your username is not necessarily your email address. An email containing a temporary password will then be sent to the registered email address. If you have not received your password within 15 minutes check your Spam and Junk mailboxes.

It is recommended that you close all internet browser windows before entering your new temporary password. Enter your temporary password exactly as it appears in the email. Please note, for security reasons new passwords cannot be provided over the phone.

3. Username

You can request a username reminder by clicking the "**Forgotten Username/Password**" link on the main page.

Then click on Recover Username.
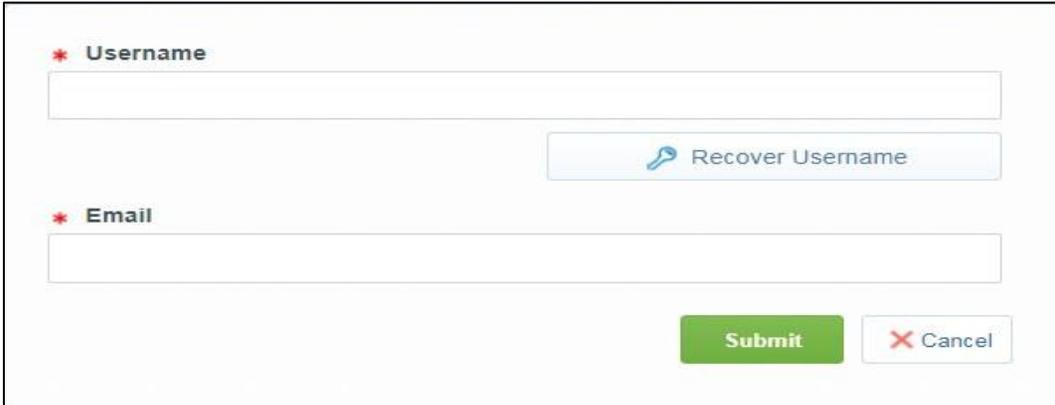
You will be required to enter your email and the validation value that is shown on screen.

4. Creating a Response

To submit a tender answer, you must first be registered and logged in to the appropriate website. Once logged you can access the relevant tender by clicking on 'PQQs/ITTs Open to all Suppliers' or 'My PQQS/ITTs' link from the landing page:

You will now access the list of PQQs/ITTs you have access to, simply click on the relevant one to access the details:

You will now be able to view details, download buyer attachments, send and receive messages with the buyer and publish your response.

In order to start populating the tender questionnaire, click on the 'Edit Response' button on the top-right corner besides the relevant section you want to update:

You then have 3 options:

1. **'Save and Return'**: it allows you to save your answer and go back to the main screen in order to continue with the next section.

2. **'Save and Continue'**: it allows you to save your answer so that your data are not lost if you want to finish preparing the answer later on. It's the equivalent of 'Ctrl+S' function on an Excel sheet.

3. **'Validate Answer'**: when you finish completing your answer for a given section, if you click on that button this will perform a system check and a informative pop-up will come up should you have missed any mandatory fields.
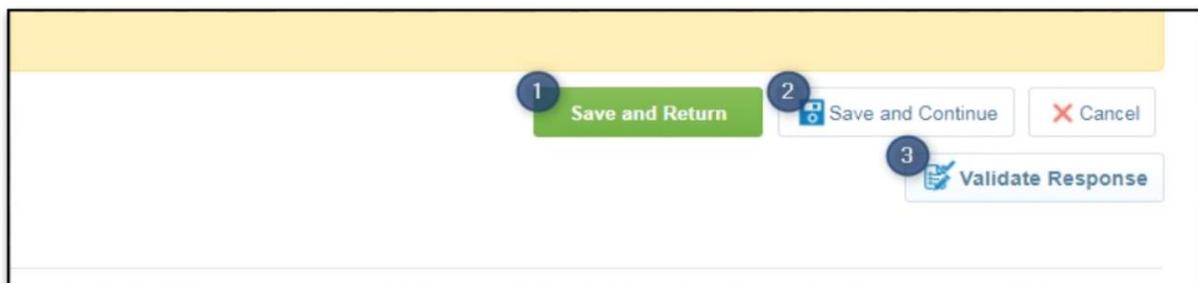
5. Uploading a Document

Any questions that requires the upload of a document would be specific attachment questions. The system allows the user to only upload one file to an attachment question. If your response to the questions requires more than one file to be uploaded, the files must be combined in a zip file before attaching.

To upload a document attachment to a specific question, click on the 'Click to attach file' link within the question. In the next window, select 'Upload File'. You can then drag and drop files from your computer into the shaded area, then click 'Confirm' when ready.

Please ensure that you save your response using the buttons found at the top or bottom of the page. This will ensure that your uploaded document attachment is saved to your response.

6. Profile Questions

Some sections of the Questionnaire will be built of Profile questions. They will be highlighted as 'Section of eVM Questions' and will have the following warning at the top of the section:

> ▼ **1.8 Profile Demo - Section of eVM Questions:**
> IMPORTANT: This Section contains Questions you may have already answered in your Organisation Profile, the answers to those questions will be used to pre-populate your response. You may change these answers so they differ from those saved in your Organisation Profile and save new answers on your response. These answers will be applied back to your Organisation Profile when the PQQ/ITT is evaluated by the Buyer. You may also supply different answers to these Questions in other PQQs/ITTs. In this case the response saved to your Organisation Profile will always be the response which was most recently evaluated by the Buyer.

7. Submitting a Response

After you have completed and saved your responses to all Mandatory questions you must submit your response. To do that click on the 'Submit Response' button on the top left of the 'My Response' tab.

You can update your response and re-submit as necessary until the closing time of the PQQ/ITT.

8. Secure message

Please note that secure messages can only be sent to the buyer in relation to a specific tender; you must be logged in to access the secure messaging area.

After logging in, navigate to the tender you wish to send a message against. The "messages" area is located on the left-hand side of the page within the event.

Click on 'Messages (Unread)' to expand the list of options available to you. You can now create a new message by clicking 'Create Message', adding attachments if appropriate. Once you have finished composing your message, click 'Send Message'.

9. Helpdesk support

For any technical support using the portal, you can contact our helpdesk

Monday – Friday, 8am to 6pm

@: help@bravosolution.co.uk
Tel: 0800 069 8630