

# **PCS-Tender Supplier Response Guide**

**Version 4.5 June 2023**



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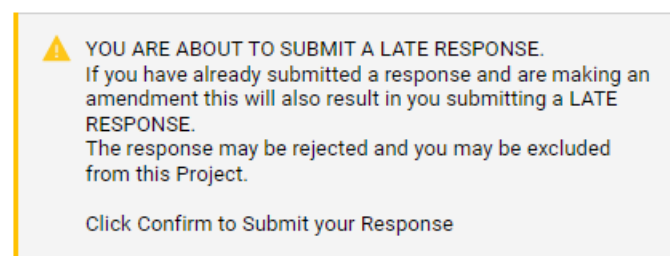


## Before You Create a Response - Important Information and Reminders

### Late Responses

Many Buyers do not accept late tender responses. You are responsible for ensuring that your response is complete and submitted before the deadline.

PCS-Tender allows you to submit a late response as long as the Buyer has not started the evaluation process. This does not mean the Buyer will accept and evaluate your response. If you submit a response after the closing date and time a pop up message will appear informing you that you are about to submit a late response. Click Confirm to submit.



### Mandatory Questions

If the tender contains mandatory questions, these must be answered before you can submit your response. An asterisk will show next to mandatory questions.

### Text Questions

There is a 2000 character limit for text responses in PCS-Tender in the system and Excel. The system and Excel will not allow you to exceed 2000 characters. Your response to a text response question must be 2000 characters or less.

If you copy text from, Microsoft Word the text may include carriage returns which count as a characters.

### Save Regularly

Click the Save Changes button regularly to save your work. Or 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'.

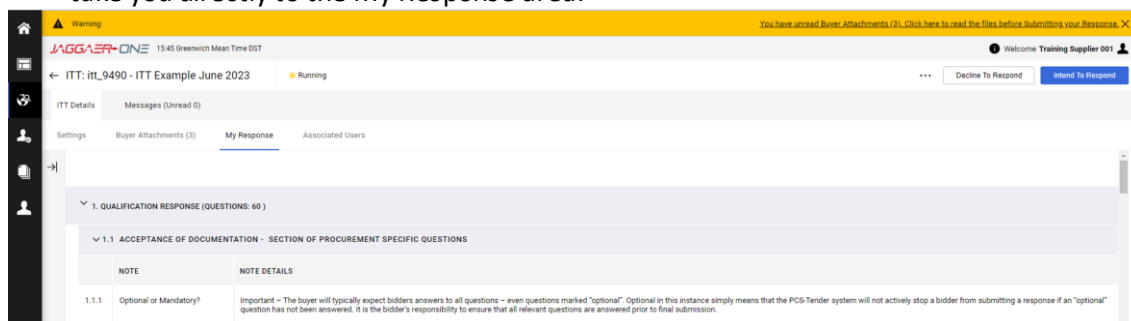


# Creating a Response to a Tender

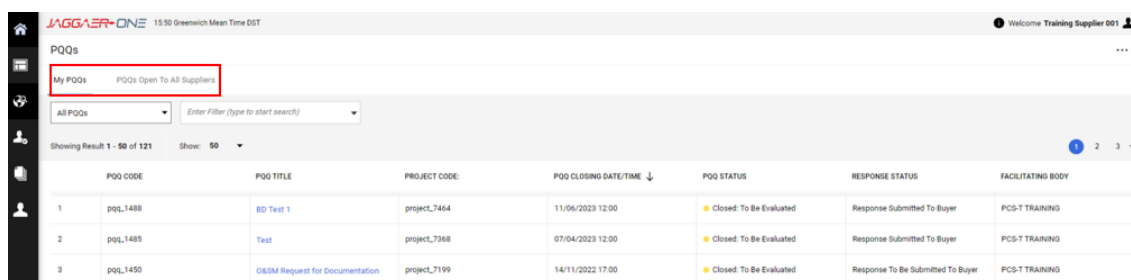
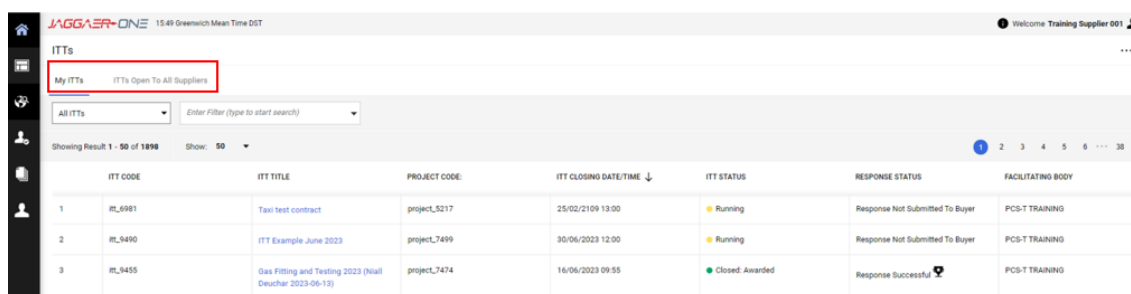
## Accessing the PQQ or ITT to Create a Response

To find a PQQ or ITT to respond to you can either:

1. Follow the link contained within the invitation to ITT email and log in to PCS-Tender. This will take you directly to the My Response area.

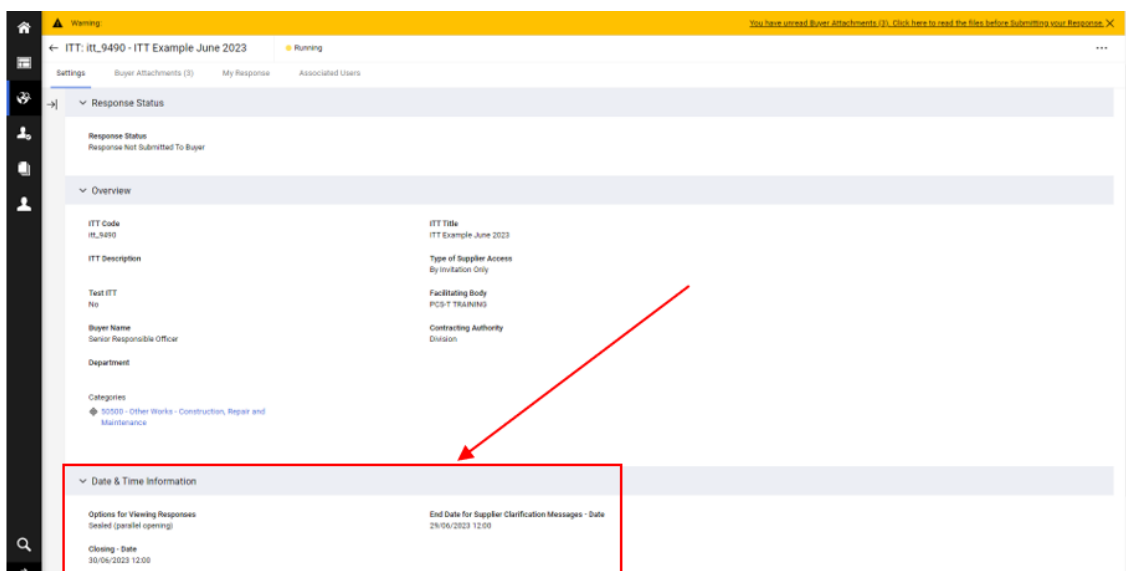


2. Or log in to PCS-Tender and click My PQQs or My ITTs. Click My ITTs to see ITTs which you have been invited to or ITTs Open to All Suppliers to view all other ITTs. Click My PQQs to see PQQs which you have been invited to or ITTs Open to All Suppliers to view all other PQQs.



## The Settings Area

The settings area of PQQs and ITTs contains key information including the closing date and time, and the scoring methodology. Scroll down the page to view the Closing Date and End Date for Supplier Clarification Messages.

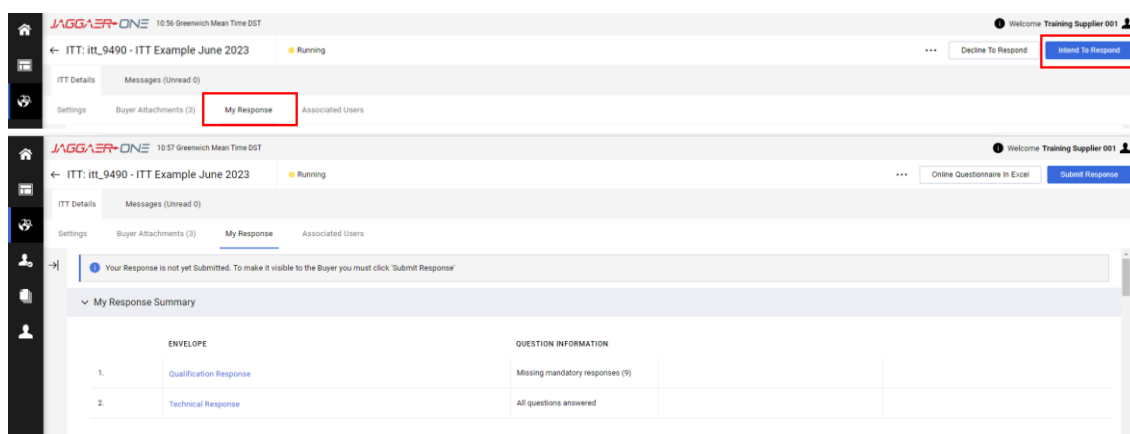


## Response Envelopes

You may be required to respond to questions in three areas of PCS-Tender, we call these Envelopes. The Qualification Envelope, the Technical Envelope and the Commercial Envelope. There are three possible envelopes:

1. The Qualification Envelope contains:
  - a. basic company information questions,
  - b. questions from the [Single Procurement Document \(SPD\)](#), - a standard form used to capture information about your ability to carry out the contract. For example, checking whether any Exclusion Grounds apply to your company, and information about your organisation's Economic and Financial Standing.
2. The Technical Envelope contains questions about:
  - a. your organisation's technical and professional ability to carry out a contract,
  - b. or technical aspects of the bid, that the Buyer intends to assess on a scored and weighted basis.
3. The Commercial Envelope contains questions about pricing information. Some opportunities may not contain a commercial envelope as part of the initial response.

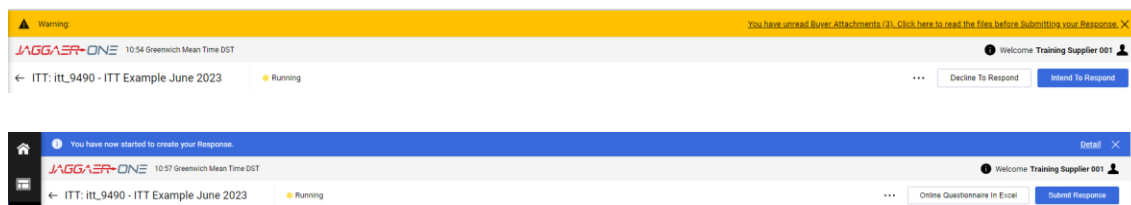
To view the envelopes you must click My Response then Intend To Respond in the top right.





## System Messages (known as ribbon messages)

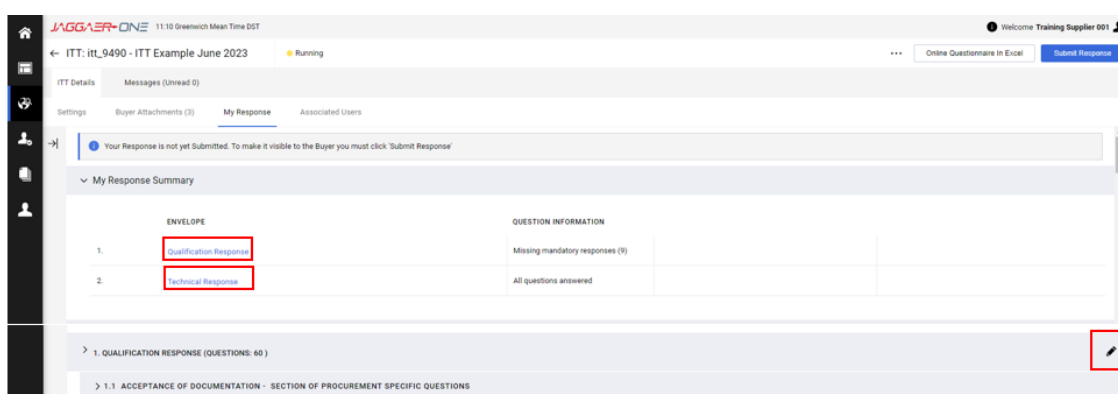
Messages from the system will appear in a ribbon at the top of the screen. They contain important information. Make sure you click on the arrow next to the number of posts to read the full message. These messages will explain how to submit a response, alert you to unread attachments or unanswered questions within your response.



## To enter, edit and review your response

From the My Response area of the PQQ or ITT you can enter, edit and review the questions.

If you have answered standard questions in your profile or a previous tender response they will be automatically populated in your response. It is your responsibility to ensure that these are correct and valid for each tender response. Create and edit your response by clicking the pencil icon on the right of the screen or clicking the hyperlinked text for the envelope.



## Editing a response after the closing date

If you edit your response after

## Saving and submitting your response

Save your response regularly. You risk losing your work if you do not save regularly. PCS-Tender will log you out after 20 minutes of inactivity.

Click the Save Changes button in the top right of the screen regularly to save your work. Or click Save And Exit Response to save and return to the My Response area.



Click Validate Response in the top right of the screen to check if you have missed any questions. The system will highlight any missing answers by showing a ribbon message. Click Detail, on the ribbon, to view a full list.



### Error

- Missing Mandatory Field: Confirmation - Name
- Missing Mandatory Field: Employer's (Compulsory) Liability Insurance
- Missing Mandatory Field: Product Liability Insurance
- Missing Mandatory Field: Professional Indemnity Insurance
- Missing Mandatory Field: Public Liability Insurance
- Missing Mandatory Field: [COI Conflicts]

## Mandatory questions

An asterisk will show next to mandatory questions. You must answer all mandatory questions before you can submit your final response to the Buyer.

If questions have instructional attachments, you will see a warning message. To download the attachment, click on the warning triangle next to the question and click Open file.

Warning: Instructions for (1) Question(s) have not been downloaded, click on the icon next to the question to download the Instructional Attachment

CODE	DESCRIPTION	UNIT OF MEASUREMENT
------	-------------	---------------------

3.1.1	* Boilers as per specification	Each
-------	--------------------------------	------

## Qualification Envelope Example

Answer all questions contained within the envelope.

If you have previously answered an SPD on PCS-Tender then your answers will be prepopulated. If answers have been prepopulated, you must review and update any outdated information or information that is not relevant for this response before you submit your response.

Prepopulated answers come from your Extended Profile which can be updated manually. Your Extended Profile will be updated automatically when a Buyer opens your submitted response.



## Submission of Separate SPD Responses by other organisations connected to the bid

If you are bidding as part of a group or with entities whose capacity or capability that you are relying upon you must submit a separate SPD response for each of these entities along with your own SPD response. For example, subcontractors or other members of a consortium you are part of.

The Buyer will attach a copy of the SPD to the relevant question as an instructional attachment.

Download this attachment and send a copy to the relevant entities asking them to complete the sections noted below:

- Part 2A: Information about the bidder (mandatory)
- Part 2B: Information about the representatives of the bidder (mandatory)
- Part 3: Exclusion Grounds
- Part 4: Selection Criteria (you should ensure that the relevant entities only fill in the parts of these sections where you rely on them to meet the minimum standards. There is no need for them to complete all questions within this section)
- Part 5: Reduction of the number of qualified candidates (where applicable and included)

Once complete, click Attach File to upload the response. Multiple responses should be zipped together and uploaded together.

QUESTION	DESCRIPTION	RESPONSE
1.3.1 Consortia & Subcontracting	Please select how you intend to bid for this requirement from the following options: a) Your organisation is bidding to provide the entire requirement itself b) Your organisation is bidding in the role of Prime Contractor and intends to use subcontractors to provide some of the requirement c) The organisation is bidding as the lead member of a consortium	<input type="text"/>
1.3.2 Supply Chain Composition	If your answer to 'Consortia & Subcontracting' was either option (b) or option (c) please indicate (by attaching a document against this question) the composition and governance of the supply chain, indicating which member of the supply chain will be responsible for the elements of the requirement.	<input type="text"/> <span style="border: 1px solid red; padding: 2px;">+ Attach File</span>

## Subcontractors

The Buyer might also request a separate SPD for subcontractors on whose capacity you are not reliant. This will be specified in the Contract Notice and a question will be included in SPD.

A subcontractor version of the “SPD Supplier Response Form” will be included as an attachment. Download the form and send a copy to the relevant subcontractors asking them to complete the following sections:

- Part 2A: Information about the bidder
- Part 2B: Information about the representatives of the bidder
- Part 3: Exclusion Grounds

Check that you have sent the correct attachment to the relevant entity to ensure that they fill in the appropriate information.

Once complete, click Attach File to upload the response. Multiple responses should be zipped together and uploaded together.





1.15 CONDITIONAL SECTION: SUBCONTRACTORS - SECTION OF STANDARDISED QUESTIONS

QUESTION	DESCRIPTION	RESPONSE
1.15.1	2D.1.1 In so far as known, please list the proposed subcontractors:	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div> <small>Characters available 2000</small>
1.15.2	2D.1.2 BIDDER GUIDANCE The SPD (Scotland) - Subcontractors - Supplier Response has been attached to the following question to allow you to submit an SPD on behalf of subcontractors. Please ensure each subcontractor fills in the following sections: • Part 2A: Information about the bidder • Part 2B: Information about representatives of the bidder • Part 3: Exclusion Grounds	
1.15.3 ▲	2D.1.2 Please download and complete the SPD attachment for each of the subcontractors concerned. Bidders should ensure that any listed subcontractors are also registered on PCS-Tender.	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">+ Attach File</div>

## Technical Envelope Example

This envelope will contain questions that will be evaluated and scored on a weighted basis by the Buyer.

The Buyer will include a document within the Attachments area explaining how they score each question along with the weightings of each section and question.

You can view the weightings for each technical questions by clicking the 3 dots (...) button in the top right and click Printable View inc Tender Weightings.

← ITT: itt\_3243 - Supplier Response Guide ● Running

ITT Details
Messages (Unread 0)
Printable View Inc Tender Weightings

Settings Buyer Attachments (1) My Response Associated Users

## Check the validity of a response before submitting

To check that a response has been provided for all mandatory questions click Validate Response in the top right.

JAGGAER-ONE 11:14 Greenwich Mean Time DST Welcome Training Supplier 001

ITT: itt\_9490 - ITT Example June 2023 ● Running Save Changes Cancel Save And Exit Response

→ Your Response is not yet Submitted. To make it visible to the Buyer you must click 'Submit Response'

Validate Response

The system will highlight any missing answers by showing a ribbon message. Click Detail, on the ribbon, to view a full list.

There are 6 errors Detail

JAGGAER-ONE 11:19 Greenwich Mean Time DST Welcome Training Supplier 001

ITT: itt\_9490 - ITT Example June 2023 ● Running Save Changes Cancel Save And Exit Response

→ Your Response is not yet Submitted. To make it visible to the Buyer you must click 'Submit Response'

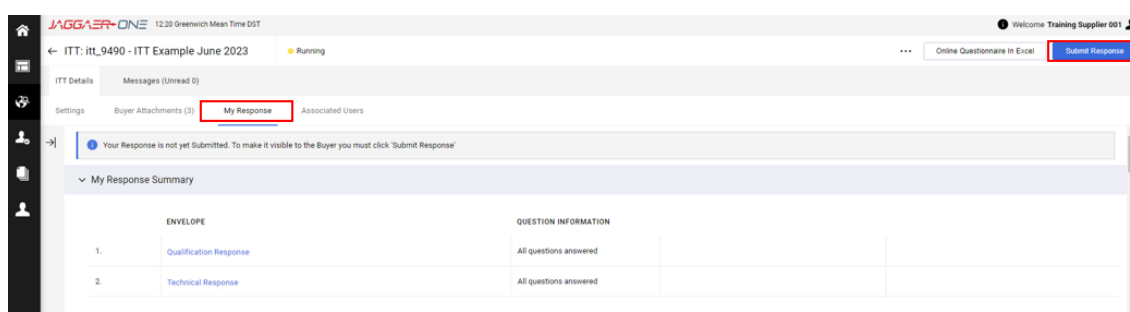
Validate Response

**Error**

- Missing Mandatory Field: Confirmation - Name
- Missing Mandatory Field: Employer's (Compulsory) Liability Insurance
- Missing Mandatory Field: Product Liability Insurance
- Missing Mandatory Field: Professional Indemnity Insurance
- Missing Mandatory Field: Public Liability Insurance
- Missing Mandatory Field: [COI Conflicts]

## Submitting a Response

To submit your response, go to the My Response area and click Submit Response in the top right.



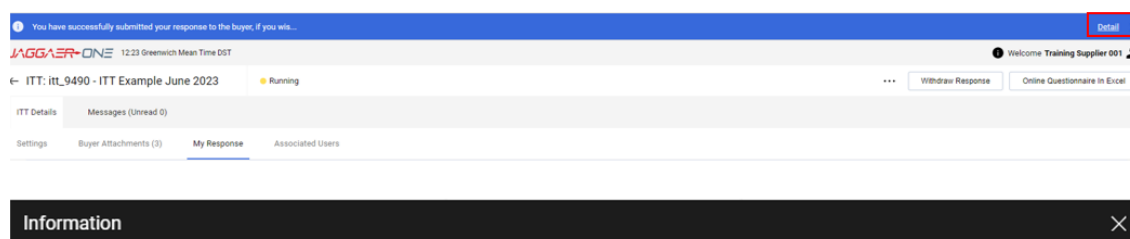
A pop up message will ask you to confirm you wish to continue with your submission. To confirm click OK.

**pcsttraining.bravosolution.co.uk says**

**IMPORTANT:** Please ensure that you have reviewed your response for completeness, including any file attachments. To continue with your submission, click "OK". To return to your response without submitting, click "Cancel".

**OK****Cancel**

Once you have successfully submitted your response a ribbon message will appear at the top of your screen. Click Detail to read the full message.



### Modifying your response after submitting

You can edit and update your response after submitting. The Buyer will only receive the latest submission after the deadline has passed. You must click Submit Changes in the top right to save your edits. If you do not click Submit Changes your changes will not be saved and the Buyer see the old version of your response.



To amend a response, click on the envelope and make your edits. Then click Keep Changes in the top right.

The screenshot shows the JAGGAER ONE interface for a tender (ITT: itl\_9490 - ITT Example June 2023). In the top right corner, there are three buttons: 'Discard Changes', 'Keep Changes' (highlighted with a red box and a red arrow), and 'Validate Response'.

You must then click Submit Changes in the top right. A ribbon message will appear to remind you that changes will only be saved once submitted.

The screenshot shows the JAGGAER ONE interface with a yellow banner at the top stating 'Edit Mode. Changes will be saved only when submitted.' In the top right corner, there are two buttons: 'Undo All Changes' and 'Submit Changes' (highlighted with a red box and a red arrow).

When you have successfully submitted a change to your response a ribbon message will appear at the top of the screen. This means that when the Buyer accesses your response they will see the amended version of your response. Click Detail to view the full message.

The screenshot shows the JAGGAER ONE interface with a blue banner at the top stating 'You have successfully submitted your response to the buyer, if you wish...'. Below the banner, there is a 'Detail' button in the top right corner.


You will also receive an automatic email confirming that you have successfully submitted your response. The email will include a summary of the Invitation to Tender and confirm that you have submitted your response successfully.

The automatic email is a message from PCS-Tender and is not confirmation that the Buyer has accepted the tender submission as a fully compliant response.

## Modifying a response after the deadline

Many Buyers do not accept late tender responses. You are responsible for ensuring that your response is complete and submitted before the deadline. PCS-Tender allows you to submit and modify response as long as the Buyer has not started the evaluation process. This does not mean the Buyer will accept and evaluate your response.

If you try to edit a response after the deadline has passed a pop up will appear to inform you that the deadline has passed and your response might not be considered by the Buyer. Click Confirm to edit your response.

 You are now modifying your Response after the deadline

Your submission may not arrive in time to be considered or may be rejected by the Buyer

Click Confirm to Edit your Response

Cancel

Confirm

## Creating a response offline

Remember that the character limit applies to Excel responses. Remember that after completing the Excel template offline you must import the it back into the system.

To create your response offline go to the My Response area and click Online Questionnaire in Excel in the top right.



Then click Download Online Questionnaire in Excel.



To complete your response you will need to open the Excel document which downloads from PCS-Tender.



NOTE: PLEASE DO NOT ADD OR REMOVE ANY WORKSHEETS, CELLS, ROWS OR COLUMNS FROM THE EXCEL RESPONSE SPREADSHEET, OR EDIT ANY FORMULAE

ITT Response Questionnaire for: itt\_3243

#### COLOUR LEGEND

Response Optional
Response Mandatory
Ignored During Import
Questionnaire Information

Currency:GBP

1 Qualification Envelope					
1.1 Acceptance of Documentation					
Note	Note Details				
1.1.1 Important	The Bidder is required to answer all of the questions contained in the SPD. The only exception is where a section/question is marked as "where				
1.1.2 BIDDER GUIDANCE	Bidders must navigate to the 'Attachment' area to download and view documents relating to this procurement exercise.				
Question	Description	Response Type	Response Guide	Response	
1.1.3 Supplier Response Guides	Please confirm that you have read and understood the supplier response guide	Yes/No Value	Select the applicable response from the drop down menu on the bottom right of the response box		
1.1.4 Confirmation - Date	Please enter the date in which you have confirmed the above	Date	Enter a valid Date		

The Excel document contains a key in the top left which shows which questions are mandatory and which questions are optional.

When completing the Excel document remember to save regularly.

Once you have completed and reviewed your responses, save the document to your own computer.

In PCS-Tender, click Browse and select your Excel document from your computer. Click Import Items to import your response.

ITT: itt\_9490 - ITT Example June 2023 ● Running

Upload Help To Create & Import Your Response in Excel

This area allows you to download the entire online questionnaire in Excel. Once you have saved the file and responded to the questions, you should return to this screen and import the same spreadsheet which will populate the online questions with your responses

\*\*\* IMPORTANT \*\*\*

THE IMPORT EXCEL FUNCTION CAN ONLY BE USED TO UPLOAD THE EXCEL FILE WHICH HAS BEEN DOWNLOADED FOR THIS POQ/ITT

IF THE BUYER HAS ASKED YOU TO UPLOAD ATTACHMENTS, THE UPLOAD LINK NEXT TO A SPECIFIC QUESTION ONLINE MUST BE USED OR THE ADDITIONAL ATTACHMENTS AREA (IF ENABLED)

ADDITIONAL FILES CANNOT BE EMBEDDED INTO THE SPREADSHEET

IN THE EVENT THAT THE BUYER HAS NOT PERMITTED THE UPLOADING OF ATTACHMENTS, THIS AREA CANNOT BE USED AS A SUBSTITUTE

File Download Online Questionnaire in Excel

Browse Select File Import Items

A ribbon message at the top of the screen will confirm if the response has been successfully imported.

i Your response has been successfully imported.
 

[Detail](#)
← 2 / 2 →
✕

Attachment questions cannot be answered using the Online Questionnaire in Excel. You must respond to attachment questions by editing the response in PCS-Tender.

JAGGAER ONE 11:14 Greenwich Mean Time DST Welcome Training Supplier 001

ITT: itt\_9490 - ITT Example June 2023 ● Running

Save Changes Cancel Save And Exit Response

Your Response is not yet Submitted. To make it visible to the Buyer you must click 'Submit Response'

Validate Response

Save and submit



Review your response and then click the Save Changes button in the top right of the screen regularly to save your work. Or click Save And Exit Response to save and return to the My Response area.

## The Messages Area

The Messages area works in a similar way to email. The Buyer may use this to send you (or all suppliers) messages. You will receive an email, to the email address associated to your PCS-Tender account, if a new message is sent to you in the Message Area.

To access the message from an ITT, click the Messages tab. Then click Received Messages.



You will see a list of each received message with the most recent message at the top of the list. The columns to the right of each message will show the date and time that you have opened or replied to a message.

Once you have read a message, click Reply to respond. You can send the response immediately or save it as a draft.

In the “Sent Messages” area you can see all sent messages and if a Buyer has read your message and if they have replied to it.

## Multi-Lot ITTs

Accessing the tender and submitting a response

For Multi-Lot tender you will be presented with multiple ITTs.

You must ensure that you complete:

- the qualification only ITT (mandatory)
- and each individual ITT Lot that you are bidding for.

The qualification ITT must be submitted in order to submit your response to any of the Lots.

A Buyer may name the qualification only ITT the Master ITT or the Qualification ITT. When you search for a Multi-Lot ITT you will only see the individual Lots and not the Qualification Only ITT. You need to select the Lot in which you wish to express interest, just like you would for any other ITT.

To access the Qualification Only ITT you only need to express an interest in one Lot. You will then be given access to the Multi-Lot Project allowing you to respond to the Qualification Only ITT.



ITTs

My ITTs ITTs Open To All Suppliers

Enter Filter (type to start search)

Showing Result 1 - 3 of 3 Show: 50

	ITT CODE	ITT TITLE	PROJECT CODE	TIME LIMIT FOR EXPRESSING INTEREST ↑	ITT STATUS	FACILITATING BODY
1	itt_3247	Supplier Response Guide - Lot C - Aberdeen & North East	project_2832	28/03/2022 12:00	Running	PCS-Tender (PREP)
2	itt_3246	Supplier Response Guide - Lot B - Edinburgh & Lothian	project_2832	28/03/2022 12:00	Running	PCS-Tender (PREP)
3	itt_3245	Supplier Response Guide - Lot A - Glasgow & Strathclyde	project_2832	28/03/2022 12:00	Running	PCS-Tender (PREP)

Upon expressing an interest in your chosen Lot you will see a pop-up message confirming that you have expressed an interest and reminding you that you must first submit a response to the Qualification Only ITT.

### Warning!

You have now expressed interest in this lot.

You cannot submit a response for this Lot until you first submit the related Qualification Only ITT, which you have been auto-enrolled in.

This can be found in the "Multi Lot Project ITTs" area visible to the left of your Lot Response Page.

OK

Cancel

Click OK and you will be taken to the Multi-Lot Project screen.

You have now expressed interest in this lot. [Detail](#) ← 2 / 2 → ×

← ITT: itt\_3245 - Supplier Response Guide - Lot A - Glasgow & Strathclyde Running

Multi Lot Project

Multi Lot Project Title  
Supplier Response Guide

Qualification Only ITT - Common To All Lots

	TYPE	ITT CODE	ITT TITLE	CLOSING DATE	ITT STATUS	RESPONSE STATUS	MULTI LOT RESPONSE STATUS
1		itt_3244	Supplier Response Guide - Master ITT	28/03/2022 12:00	Running	Response Not Submitted To Buyer	Multi Lot Response Incomplete

Lots

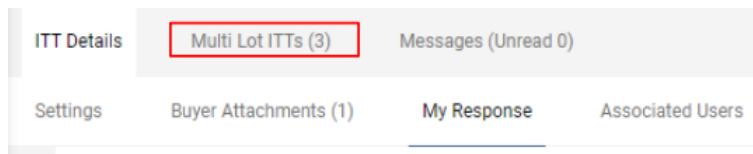
Showing Result 1 - 3 of 3

	TYPE	ITT CODE	ITT TITLE ↑	CLOSING DATE	ITT STATUS	RESPONSE STATUS	MULTI LOT RESPONSE STATUS
1		itt_3245	Supplier Response Guide - Lot A - Glasgow & Strathclyde	28/03/2022 12:00	Running	Response Not Submitted To Buyer	Lot Response Not Sent
2		itt_3246	Supplier Response Guide - Lot B - Edinburgh & Lothian	28/03/2022 12:00	Running		
3		itt_3247	Supplier Response Guide - Lot C - Aberdeen & North East	28/03/2022 12:00	Running		



You can use the Multi-Lot ITTs area to navigate between Lots.

You must submit each Lot response individually. You can monitor the status of each submission from the Multi-Lot ITTs area.



## Responding to a Request for Documentation (RfD)

You may be asked to provide documentation, certificates or other supporting evidence relating to the information you provided in your SPD response. This may mean responding to an additional set of questions known as a Request for Documentation (RfD).

If a Buyer invites you to complete a RfD, you will receive an email confirming the details, code and closing date and time. You will also find these details in your “My PQQs” area.

You respond to a RfD in the same way as any PQQ or ITT in PCS-Tender.

Some RfD questions might be pre-populated with responses you have submitted previously. It is your responsibility to check that these answers are still valid and correct before submitting.

## General Help and Information about the PCS-Tender System

### System Time Out

For security reasons, if you are inactive on PCS-Tender for 20 minutes or longer then you will be timed out. Ensure that you save changes regularly.

### Navigating through PCS-Tender

Do not use the Back or Forward buttons on your browser, you could potentially lose your work. Please use the arrow buttons and links within PCS-Tender to navigate.

### Legend

Use the Legend to understand icons, note text responses are limited to 2000 characters. If the Buyer requires a larger response they will add an additional text box. Numeric fields will only accept numbers.





## Login Details and password resets

Please treat your login securely - if you believe that you have lost your password – Open PCS-Tender click "Forgotten your password?" on the log in page. Then follow the instructions to reset your password.

## Deactivating Accounts

You must immediately inform the Jaggaer Helpdesk if a User leaves your organisation or no longer requires access to PCS-Tender. The System Administrator retains the right to deactivate a Supplier User if there has been no access for a period of 60 days, however deactivations will only take place once per quarter and you will be asked via email to confirm you do not wish to have your account deactivated.

To reactivate your account, contact the Jaggaer Helpdesk. Answers stored in your profile will not be affected and any information submitted as part of a response to a procurement exercise will be retained for audit purposes.

## Single Sign On

Single Sign On allows you to access PCS and PCS-Tender 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 software queries refer to PCS-Tender Online Help. If you still have an issue contact the Jaggaer helpdesk for technical help. For queries about the PQQ/ITT, please contact the buyer through the PQQ or ITT Message area.

## System Automatic Emails

PCS-Tender will issue automatic emails in a number of circumstances, these will come from auto-alert@bravosolution.co.uk. Add this email to your safe list to ensure that alerts are not directed to your junk/spam folder.