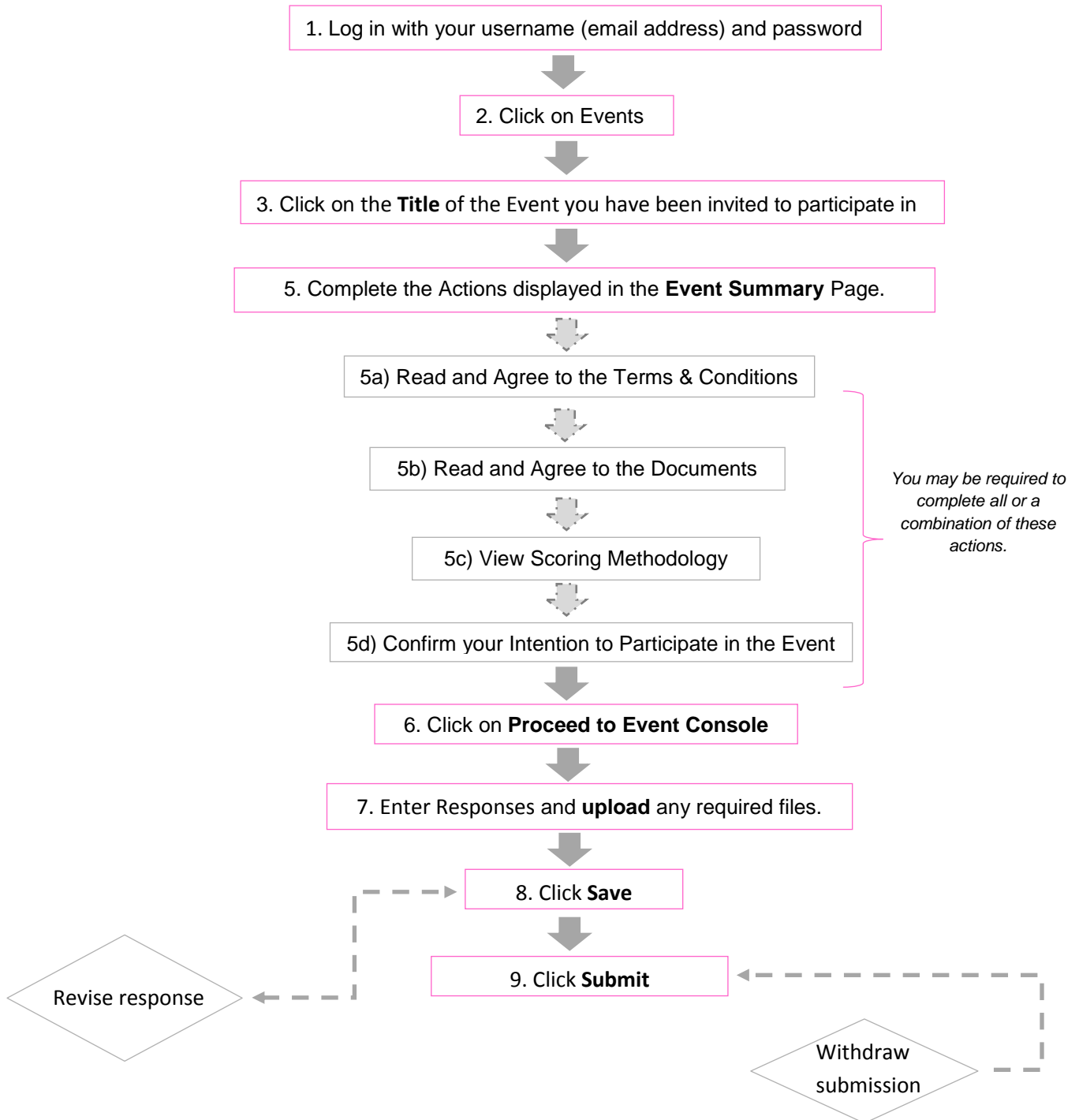


## Supplier Guide: How to Submit Your Response

This guide will take you through the stages of how to successfully submit your response to an Event that you are participating in.

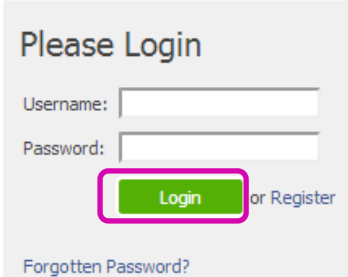
An overview of the process is displayed in the flow diagram below and a more detailed step by step guide can be found from page 2 onwards.

### Overview - How to Submit Your Response



## How to Submit Your Response – Detailed Step by Step

**Step 1:** Log into the company sourcing portal with your username (email address) and password.



Please Login

Username:

Password:

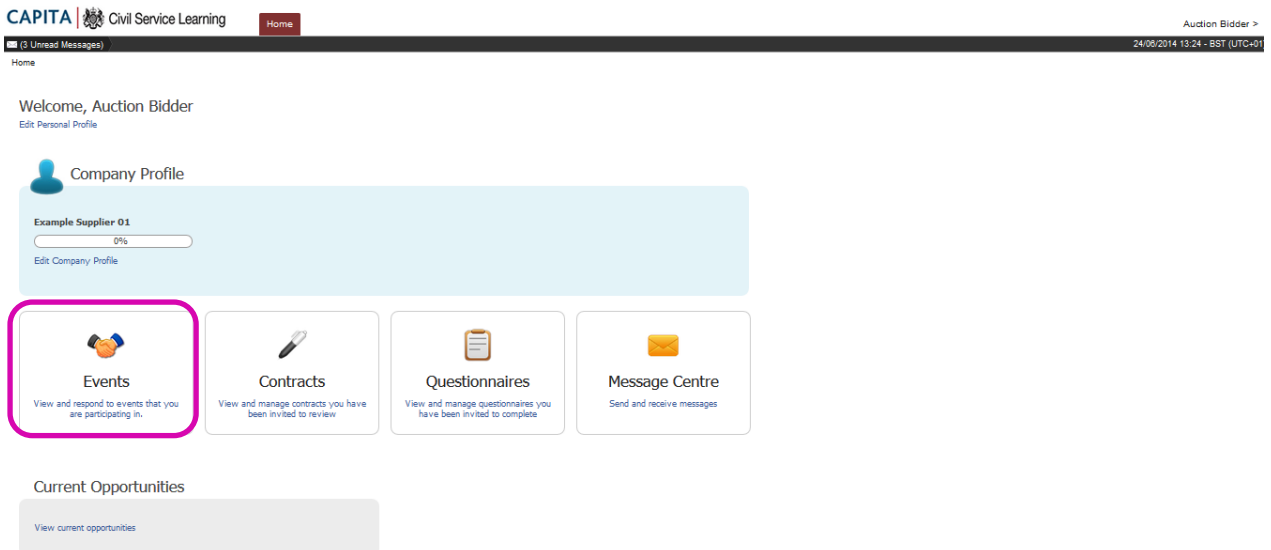
[Login](#) or [Register](#)

[Forgotten Password?](#)

*If you have forgotten your password a 'Forgotten Password' link is available, this can be used to generate a reset password link to your registered email address.*

**Step 2:** Once logged into the software your home page will display. From your home page you can navigate to different areas as required.

Click on the Events icon to view the Events that you have been are participating in.




CAPITA | Civil Service Learning Home Auction Bidder >


(3 Unread Messages) 24/08/2014 13:24 - BST (UTC+01)


Home


Welcome, Auction Bidder  
[Edit Personal Profile](#)


 Company Profile

Example Supplier 01  
0%  
[Edit Company Profile](#)

 **Events**  
View and respond to events that you are participating in.

 **Contracts**  
View and manage contracts you have been invited to review

 **Questionnaires**  
View and manage questionnaires you have been invited to complete

 **Message Centre**  
Send and receive messages

Current Opportunities  
[View current opportunities](#)

**Step 4:** The Events page displays a list of Events that you are participating in. Click on the Title of the Event that you would like to respond to.

**Event List**

Events that you have been invited to participate in will be listed below. Click on the Event Title to view the full event detail.

Dates and times are displayed in your local time, currently **British Summer Time (UTC+01)**. [Click here to change](#)

Event Title	Sort By	Start	Reference	Type	Start	End	Status
<b>Right Solutions Ltd</b>							
Bathroom Services/Goods Sourcing - Phase 2				PQQ	15/1/2014 at 10:00 (BST)	17/1/2014 at 12:00 (BST)	Not Started
ID: EVN172							
Bedroom Services/Goods Sourcing - Phase 2				PQQ	13/1/2014 at 10:00 (BST)	15/1/2014 at 12:00 (BST)	Open
ID: EVN173							
Bathroom & Bedroom Services/Goods Sourcing - Phase 1				PQQ	6/1/2014 at 10:00 (BST)	12/1/2014 at 12:00 (BST)	Closed
ID: EVN171							

The colour of the tick indicates the status of your response:

- Green:** Submitted
- Amber:** Saved
- Grey:** No Response

\*The colour of the flag indicates whether the Event is open.

**Green:** Open (Responses can be saved / submitted / Withdrawn)

**Amber:** Not Started (Actions in Event Summary can be completed, response page cannot be accessed)

**Red:** Closed (Read only view of saved / submitted responses)

**Step 5:** Having selected the Event, you will be taken to the Event Summary page where you will have outstanding actions to complete within the Event Checklist.

Depending on the configuration of the Event you may be required to complete all or a combination of the following actions:

CAPITA | Civil Service Learning Auction Bidder >

Home > Events > Event Summary

Event | Event Documents | Emails | Audit

---

**Event:** Example Event ID: EVN224

You are currently in your event summary page. Before you can access your response page you are required to download and agree to the terms of conditions (relating specifically to the use of the software). Read and agree to the documentation relating to this tender and confirm whether you intend to submit a bid for this business. Once these steps have been completed you will be able to access the event (providing the event start time has been reached) by clicking on the green 'open' button.

Welcome

Company	User	Reference
Curtis Fitch Auction Bidder 01	Auction Bidder 01 Curtis Fitch	
Start	End	Status
27/02/2014 at 09:00 GMT (UTC)	03/03/2014 at 09:00 GMT (UTC)	Open

**Event Checklist**

Terms & Conditions	<input checked="" type="checkbox"/> View terms & conditions	You have read and accepted the terms & conditions	
Documentation	<input checked="" type="checkbox"/> View 1 Document	You have read and approved 1 Document	
Scoring	<input checked="" type="checkbox"/> View scoring methodology	You have read the questions and scoring allocation	
Intention to participate	<input checked="" type="checkbox"/> View preview & intention to participate	You intend to participate	
Event Starts in:		Proceed to Event Console	










Email

- 5a) **View Terms and Conditions** - The Terms and Conditions specific to the use of the sourcing portal can be accessed by clicking on the hyperlink (blue text). You will be required to confirm you agree to the Terms and Conditions prior to proceeding.
- 5b) **View Documents** – Documentation relating to the Event will be available to download. Access the list of documents by clicking on the hyperlink (blue text). Click the yellow disk icon to download each document individually or select ‘Download All Documents’ to download all documents into a zipped folder. You will be required to confirm you have read the documents and agree to them prior to proceeding.
- 5c) **View Scoring Methodology** – In some cases the Event manager may choose to share details regarding how the Event will be scored. If this option is displayed you will be able to view a preview of questions and the associated scores and weighting. You will be required to confirm you have read the questions and scoring allocation prior to proceeding.
- 5d) **Intention to Participate** - Confirm whether you intend to participate in the event based on the information presented to you.

See **Appendix II** for a detailed explanation of all the functionality in the **Event Console**.

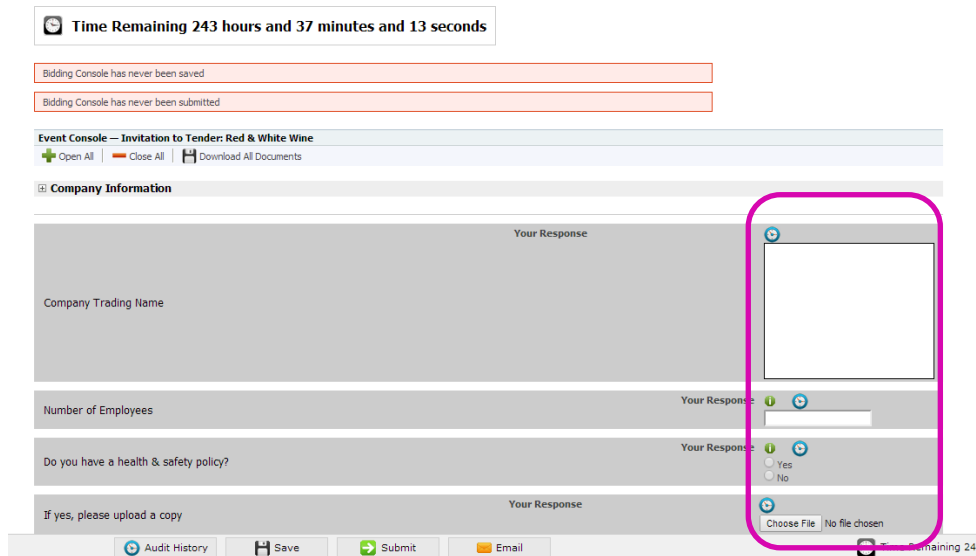
**Step 6:** Once all items within the Event Checklist have been confirmed you will be permitted to view the Event questions and Submit your response. Click **Proceed to Event Console** to continue.

Event Checklist

Terms & Conditions	 <a href="#">View terms &amp; conditions</a>	You have read and accepted the terms & conditions	
Documentation	 <a href="#">View 2 Documents</a>	You have read and approved 2 Documents	
Scoring	 <a href="#">View scoring methodology</a>	You have read the questions and scoring allocation	
Intention to participate	 <a href="#">View preview &amp; intention to participate</a>	You intend to participate	
Event Starts in:	<a href="#">Proceed to Event Console</a>		

**NB:** The Event Manager may allow you to preview the Event questions. Click the word ‘Preview’ to access your response screen and view the list of questions. During the preview you will have a read only access and will not be permitted to respond until the start time and date of the Event.

**Step 7:** A new screen will open called the **Event Console**. This is where you view the questions that you are required to respond to and you can draft your response. Enter your response into the response box provided to the right of each question.

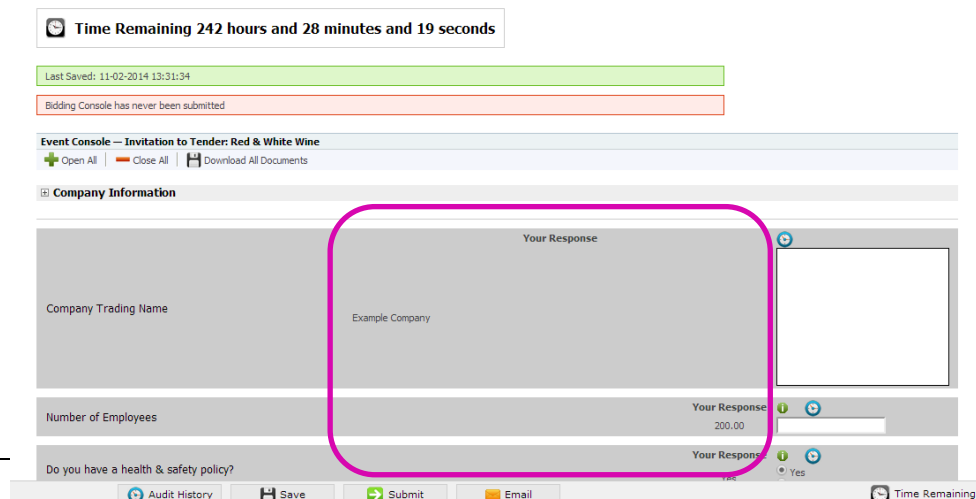


See **Appendix II** for a detailed explanation of all the functionality in the **Event Console**.

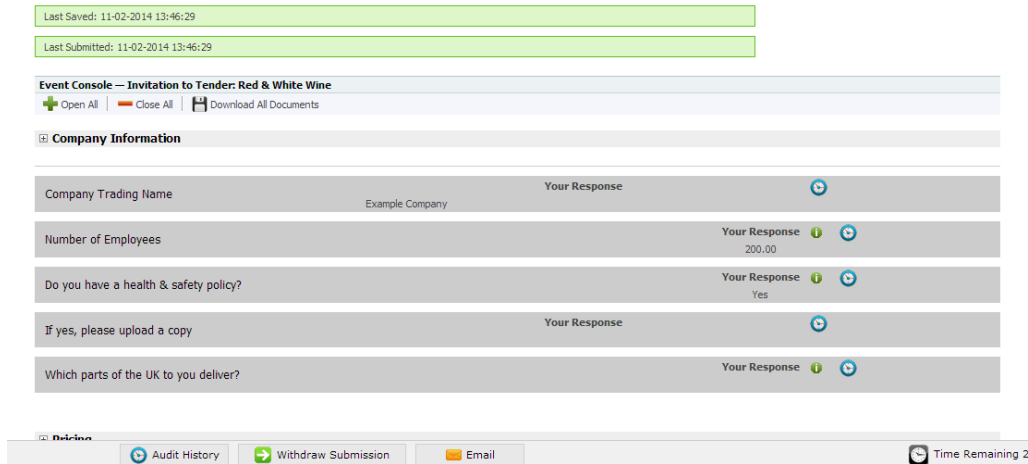
**Step 8:** Click **Save** to save the responses that you have populated. Once saved your response will be visible in the **Your Response** column. You can save your response at any point prior to the deadline and you can **Save** multiple times.

It is strongly recommended that you save your response on a regular basis (at least every 15 minutes) or more regularly when uploading large documents. **Please Note:** Responses that are not saved will be lost if the web browser is closed / crashes or internet connection is lost.

To overwrite a previous response enter your revised response into the response box and press the **Save** button. This will override your previously 'saved' response.



**Step 9:** Use the **Submit** button to confirm your final response. Once you have Submitted your response the response boxes will disappear along with the ability to **Save** or **Submit** your response.



The screenshot shows the 'Event Console' for an 'Invitation to Tender: Red & White Wine'. It features a 'Company Information' section with the following fields and responses:

Field	Your Response
Company Trading Name	Example Company
Number of Employees	200.00
Do you have a health & safety policy?	Yes
If yes, please upload a copy	
Which parts of the UK do you deliver?	

At the bottom of the console, there are buttons for 'Audit History', 'Withdraw Submission', and 'Email', along with a 'Time Remaining' indicator.

**NB:** Some Event Managers will evaluate only Submitted responses and it is strongly recommended that you ensure your response is Submitted prior to the deadline.

You can withdraw your submission any time prior to the deadline should you notice a mistake or need to make changes. This will indicate to the Event Manager that your submission is not final or you do not want your submission to be considered.

Click **Withdraw Submission**, once you have withdrawn your submission the response boxes and **Save** and **Submit** functionality will be available again and you can make amendments and re submit your response as required prior to the deadline.

## Help Information

A 'Help Information' page is located on the Log In Page of the portal, this can be used to access additional help information such as Frequently Asked Questions and User Guides.



Home | How to be a supplier | **Help Information** | Contact us | Current Opportunities

### Welcome to the Capita Learning & Development Sourcing Portal, in partnership with Civil Service Learning

Latest events

Capita, working in partnership with Civil Service Learning, provides courses and learning resources for developing skills common to all civil servants.

We are committed to building strong relationships with our suppliers and achieving best value for money for the Civil Service.

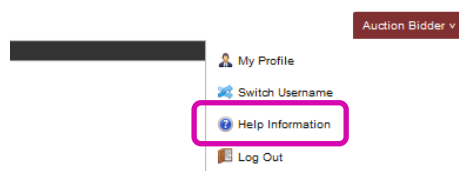
This portal contains details of current and future sourcing activities where we can communicate with existing and prospective suppliers, share information and conduct real-time negotiations.

If you have already received a user name and password, log-in to access the procurement documents. If this is not the case, you may register your interest in any of the advertised tenders or register your details on our 'How to become a Supplier Page' for future events.

username:

password:

Once logged into the software the Help Information is accessed through the drop down menu in the top right.



Auction Bidder v

- My Profile
- Switch Username
- Help Information**
- Log Out

## Technical Information

To access the software you should ensure that your PC is connected to the Internet via Local Area Network (LAN) or Broadband / ADSL / Cable connection and that you are using an up to date web browser version.

Curtis Fitch support the following web browsers with the following minimum version requirements:

**Microsoft Internet Explorer:** Version 9 or above

**Apple Safari:** Version 5 or above

**Google Chrome:** Version 4.0.249 or above

**Mozilla Firefox:** Version 3.5.19 or above

You should also ensure that pop-ups are allowed and have the following plugins up to date:

**Adobe Flash Player** - 12.0.0.38

**Java** - Version 7 Update 51

## Smartphone / Tablet Support

iSource is currently not supported to run on smartphones or tablets. We cannot guarantee the system will perform correctly using these devices

## Technical Contacts

For technical support using the Curtis Fitch software, please contact Curtis Fitch helpdesk:

Email: [support@curtisfitchglobal.com](mailto:support@curtisfitchglobal.com)

Tel: 0044 1242 530 900

Please make reference to the tender you are participating in and for which company.

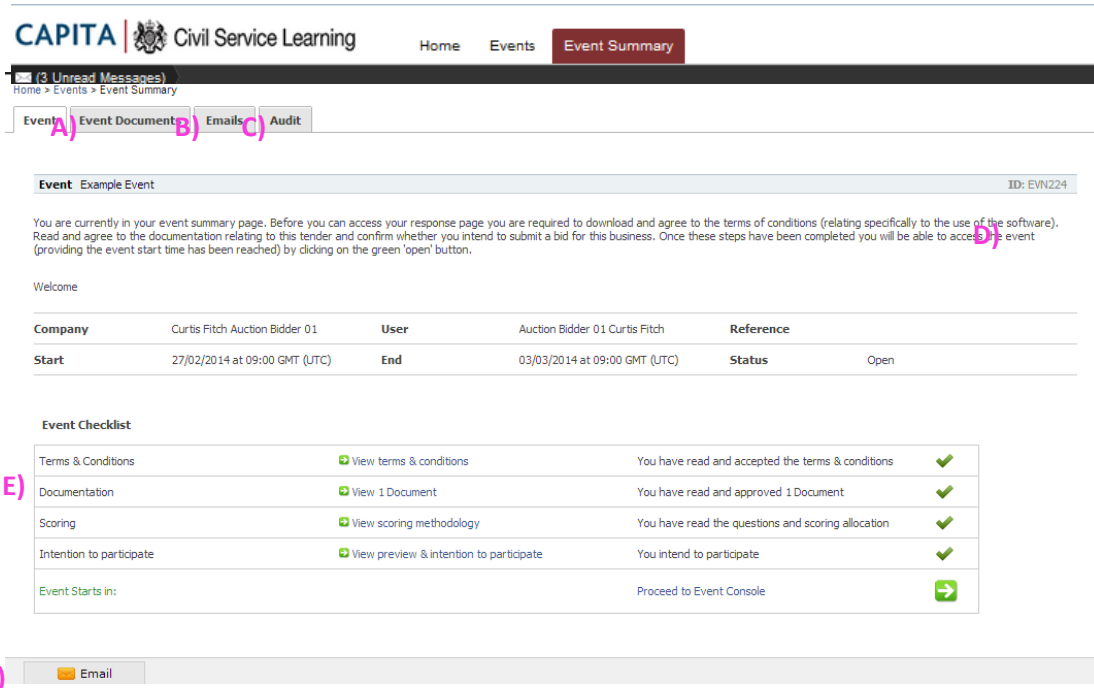
## Tender Queries

Queries relating to the event itself rather than technical questions should be directed to the Event Manager using the Email functionality within the software.

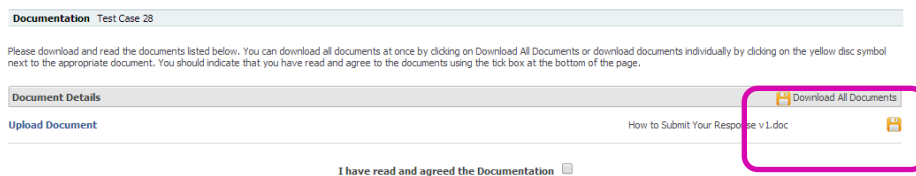


## Appendix I: Event Summary Page

The Event Summary page is viewed prior to accessing the Event console. Participants are required to complete mandatory actions on the Event Summary page prior to submitting a response.




- A) **Event Documents:** The Event Manager may have chosen to switch this tab off, however if the tab is displayed you will have the opportunity to upload additional documents as part of your response. Click **Upload Document** to open the **File Upload** window.
- B) **Emails:** Displays all email communication relating to the event.
- C) **Audit:** Displays an audit of response submissions within the event.
- D) **Event Unique ID:** Displays the unique ID relating to the event.
- E) **Documentation:** You may be required to read and agree to a set of documents that have been uploaded by the supplier. Click the yellow disk icon to download each document individually or select 'Download All Documents' to download all documents into a zipped folder.



- F) The **Email** functionality can be used to communicate with the Event Manager whilst in the Event Summary screen.

## Appendix II: Event Console Page



The Event Console is used to **Submit** your response to the tender.



A)  Time Remaining 66 hours and 4 minutes and 26 seconds




B) Last Saved: 28-02-2014 14:41:40  
Bidding Console has never been submitted







C) Event Console – Example Event  
+ Open All | - Close All | Download All Documents

Questionnaire Section

Example Question 1 - Multichoice Question  
Your Response    
Yes  Yes  No

Example Question 2 - File Upload Question  
Your Response   
[Appendix 1.docx](#)  Choose File No file chosen

Example Question 3 - Text Answer  
Your Response   
  
2500 characters left  
 This is mandatory

G)  Audit History | H)  Save | I)  Submit | J)  Email |  | K)  Time Remaining 66 hours and 4 minutes

The time left before the event deadline is shown at the top of your screen

- A) This message confirms the status of your response. As you save/submit responses it will display time(s) of last save/submission.
- B) Questions may be divided into categories. Click **Open All** to view all questions or **Close All** to hide all questions within the categories.
- C) The questions are listed down the left side of your screen. Please note that questions requiring you to upload a document as a response against the question only allow one document to be uploaded. You must click the **Browse** button, find your document, scroll to the bottom of the page and click the **Submit** button. Documents uploaded against a specific question will be visible next to that question.
- D) The 'i' button displays additional information relating to the question eg. Volume information / Rounding Information. Information displayed will depend on the type of question and the information that the buyer has chosen to display.

- E) The clock icon can be used to view the audit history for the related question. This will display an audit of all responses saved / submitted to the related question.
- F) File Upload line items are limited to the upload of one document only. Uploading a second document will replace the originally uploaded document.
- G) Mandatory questions are highlighted with '**This is Mandatory**' and you will not be able to submit your response until these questions are answered.
- H) The **Audit History** captures a list of all responses you have saved / submitted.
- I) Click the **Save** button to save your progress. Once your response is saved, it will appear in the **Your Response** column and can be amended anytime until the Event deadline. This can be done by re-writing the entire amended answer, scrolling to the bottom of the page and clicking the **Save** button again.

Please note that saving your response does not submit it. You must ensure that your final response is communicated to the Event Manager by clicking the **Submit** button prior to the Event deadline.

- J) Click the **Submit** button to save and submit your response. You must ensure that your final response is communicated to the Event Manager by pressing the **Submit** button prior to the Event deadline. Once Submitted you will have to Withdraw Your Response in order to make amendments to it.
- K) The email functionality can be used to communicate with the event manager. All messages sent / received will be recorded within the **Emails** tab in your Event Summary page.
- L) The time left before the Event deadline is also shown in the bottom right of your screen.