

eTender supplier user guide



Turner & Townsend

Turner & Townsend eTender platform

March 2022

making the **difference**





Introduction

eTender supplier user guide

Introduction

Welcome to the Turner & Townsend eTender platform

eTender is our cloud based procurement platform that we have configured to align and lead best practice procurement in the construction industry, providing clients, contractors and suppliers with the ability to complete procurement in a fully accessible, digital environment.

This guide has been designed for all of our supplier users to give an overview of eTender in terms of what it is, what it does and guidance on how to use the platform, including:

- Providing an overview of the Turner & Townsend eTender platform
- General guidance on application use and communications
- Key activities when preparing and submitting your responses
- General help and support
- Frequently asked questions



eTender overview

eTender supplier user guide

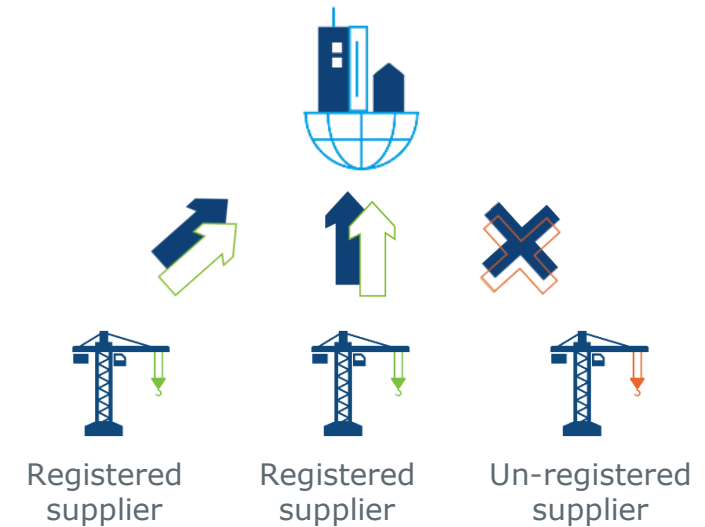
What is eTender?

The Turner & Townsend eTender platform

eTender is an online digital procurement platform, developed from the market leading Jaggaer Sourcing+ platform and configured for construction sector procurement.

eTender allows us to procure any aspect of a building project, from consultants, construction contractors, material suppliers/providers through to furniture and equipment.

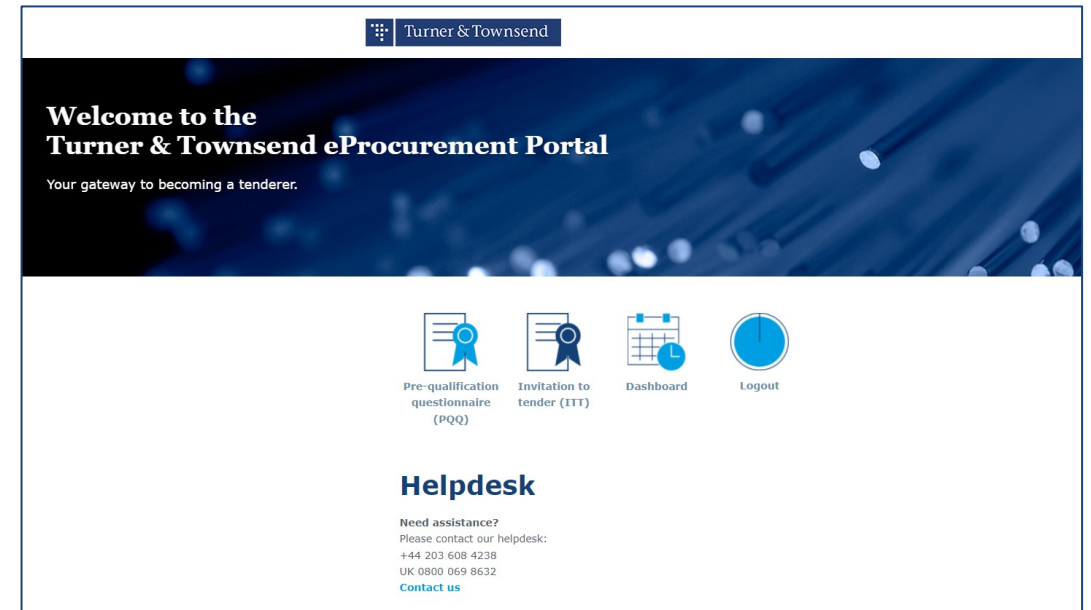
All of the activities in eTender are hosted in a secure, cloud based environment that registered users can access from any location, combining the ability for fully collaborative procurement and evaluation with the increasing requirement for remote working.



Key features of eTender

Our eTender platform provides:

- A **fully online** mechanism to issue, manage, receive and review responses to and from our global supply chain
- A **free to use** platform for suppliers to access the procurement package information, live updated if and when there are any changes
- A **secure environment** to create and submit queries during the procurement process, with simple functionality to allow you to track responses
- Structured response envelopes, with specific sections for
 - **qualification** questions (pass/fail and deliverables)
 - **technical** questions (qualitative based questions to be scored as a part of the evaluation)
 - **commercial** questions for the submission of prices, rates and other financial data



Benefits of eTender

Benefits for clients and for suppliers:

For our business and our clients:

- Procurement packages and responses in a single location (single source of truth)
- Greater consistency in procurement across a global business

For suppliers:

- Single line of communication during the procurement process
- Clear indication of completed and incomplete items
- Locked in formulas for commercial items
- Emphasis on the content of the return, not the style (level playing field)

For all users:

- Easily accessible platform, available anywhere, from any device
- Full audit trail





General guidance

eTender supplier user guide

Areas in eTender

eTender has 6 main areas for our supplier users:

Home page

The main login page with quick links to the PQQ, ITT and dashboard areas



Dashboard

Provides a summary of your projects, procurement objects and messages



Sourcing

Contains the projects and procurement objects that you are invited to participate in



My organisation

Allows you to update and edit information relating to your company



File sharing

Accesses the eTender file sharing area (when used)



User management

Allows add or amend your users accounts in eTender and set permissions



Accessing eTender

Authorised users only

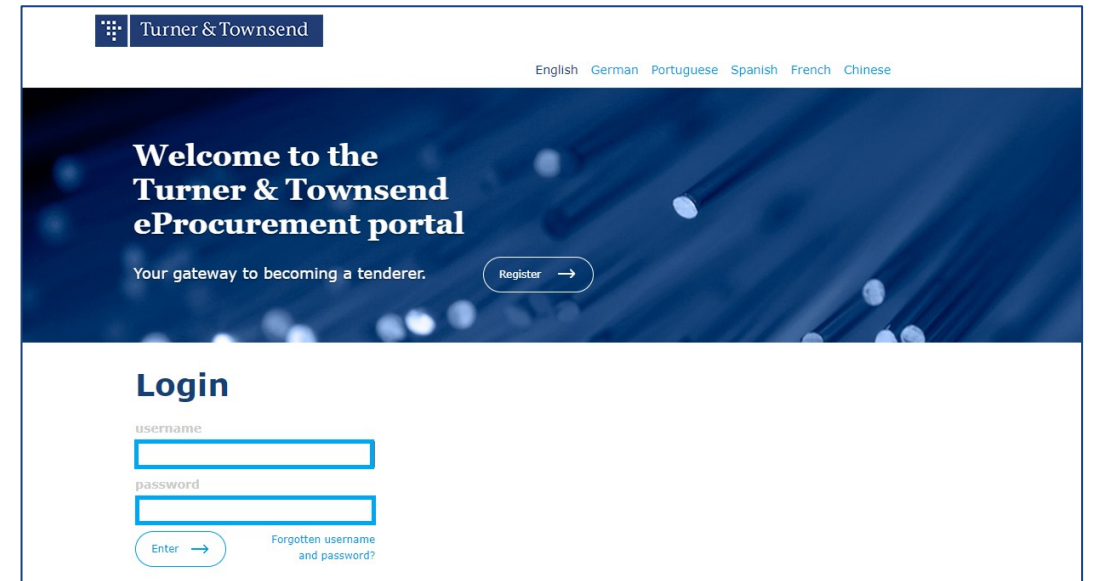
To use eTender, you (or your team members) will need to have an eTender account, but there is not charge for suppliers to use the platform.

Our eTender system guide for suppliers provides details on how to create and amend user accounts as this is all managed on the supplier side of the platform

To log in to eTender:

- Access the eTender production platform
- Enter your username and password (these will have been provided to you via email)

You will then be taken to your **eTender homepage** which we will cover next.



The screenshot shows the login page of the Turner & Townsend eProcurement portal. At the top, there is a navigation bar with the Turner & Townsend logo and a list of languages: English, German, Portuguese, Spanish, French, and Chinese. Below the navigation bar is a large blue banner with the text "Welcome to the Turner & Townsend eProcurement portal" and "Your gateway to becoming a tenderer." A "Register" button with a right arrow is located on the right side of the banner. Below the banner is a white section titled "Login". It contains two input fields: "username" and "password". Below the "password" field is an "Enter" button with a right arrow. To the right of the "Enter" button is a link that says "Forgotten username and password?".

The eTender home page

Quick access to the key areas

Your homepage in eTender has been designed to give you quick access to the areas you will use the most:

Pre-qualification (PQQ) objects

Accesses the pre-qualification object area where you can access all PQQs, SQQs and shortlist activities that you are associated with.



Formal procurement (ITT) objects

Accesses the formal procurement object area where you can access all past and present ITTs, RFQs etc which you are associated with



Dashboard area

Connects you to the main dashboard area in eTender.



Logout

Logs you out from the eTender platform



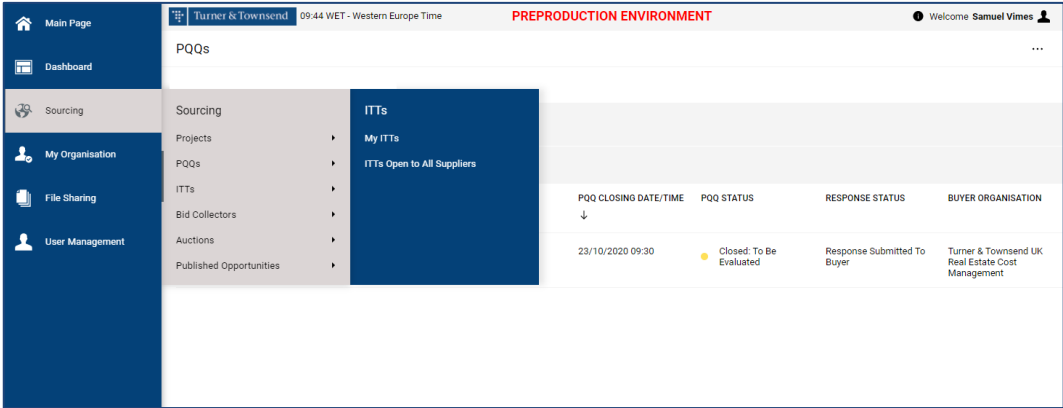
The menu bar

Quick access to the areas in eTender

The menu bar (or side menu) lets you quickly navigate between the different areas within eTender, and is available wherever you are in the platform.

You can expand/collapse the bar to see the names of the areas using the expand command at the bottom left of your screen.

We recommend using the menu navigation to move between the different sections of the eTender platform.



Procurement object (PQQ/ITT) overview area

Keeping track of your opportunities

Accessed from the **sourcing** side menu or via the home page, the **my ITTs** or **my PQQs** pages show all of the different [procurement objects](#) that you are associated with.

From this screen you can:

- **Review** the high level details of each of the objects (including the title, the code and the response status)
- **Filter** the objects using the drop down menus located to the top left of the screen
- **Access** each of the objects by clicking on the title hyperlink
- **Export** an excel format list of the objects by clicking on the menu command (...) located to the top right of your screen and selecting **export list**

ITT CODE	ITT TITLE	PROJECT CODE	ITT CLOSING DATE/TIME ↓	ITT STATUS	RESPONSE STATUS	BUYER ORGANISATION
1 ITT_293	Test light ITT for tender evaluation	tender_102	31/03/2022 12:00	Running	Response To Be Submitted To Turner and Townsend	Turner & Townsend UK Real Estate Cost Management
2 ITT_276	Updated structure tender - October 2020	tender_102	28/01/2022 12:00	Closed: To Be Evaluated	Response To Be Submitted To Turner and Townsend	Turner & Townsend UK Real Estate Cost Management
3 ITT_386	Test with quantity as a reference	tender_102	30/11/2021 11:15	Closed: Final Offers Under Evaluation	Response Submitted To Buyer	Turner & Townsend UK Real Estate Cost Management
4 ITT_204	Demo procurement object with supplier agreement	tender_102	17/09/2021 12:00	Closed: To Be Evaluated	Response Not Submitted To Buyer	Turner & Townsend UK Real Estate Cost Management
5 ITT_438	Learning package ATR 060821	tender_372	07/09/2021 17:22	Closed: Awarded	Response To Be Submitted To Turner and Townsend	Turner & Townsend UK Real Estate Cost Management
6 ITT_394	Big Project GW 03.06.2021	tender_320	31/08/2021 12:20	Closed: To Be Evaluated	Response Not Submitted To Buyer	Turner & Townsend UK Real Estate Cost Management
7 ITT_240	eTender learning material demonstration ITT	tender_229	30/07/2021 12:00	Closed: To Be Evaluated	Response Submitted To Buyer	Turner & Townsend UK Real Estate Cost Management

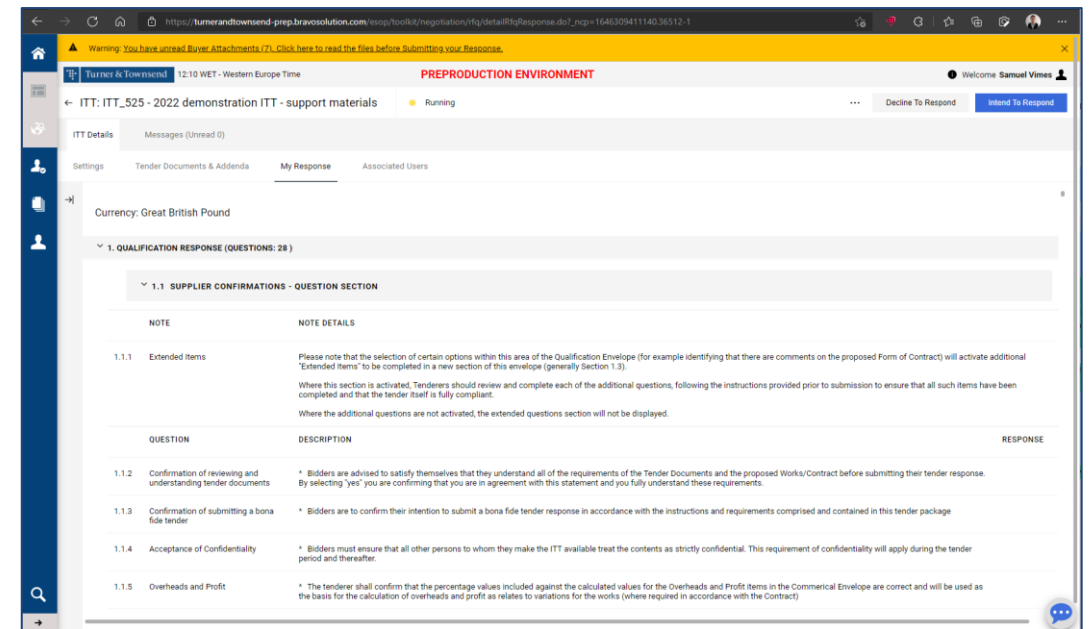
ITT CODE	ITT TITLE	PROJECT CODE	ITT CLOSING DATE/TIME ↓	ITT STATUS	RESPONSE STATUS	BUYER ORGANISATION
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3 ITT_386	Test with quantity as a reference	tender_102	30/11/2021 11:15	Closed: Final Offers Under Evaluation	Response Submitted To Buyer	Turner & Townsend UK Real Estate Cost Management

Procurement object (detail) area

The working area for creating your responses

Selecting a procurement object will bring you into the detailed view where you can:

- Select and view the **details** of the object (name, return date and time, awarding strategy)
- Access the **documents** and addenda provided as a part of the procurement package
- Create, view, edit and submit your **response** (see **key activities** for more information on creating your response)
- Access, read and reply to messages issued via the eTender platform relating to that object and create your own messages in response
- See any of your users assigned to the object (and add more from the list of registered users)





Key activities

eTender supplier user guide

Confirming your intention to respond

Making your first selection

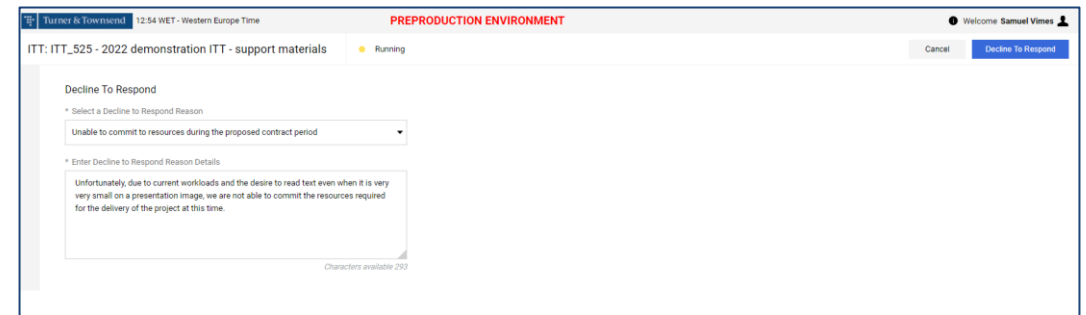
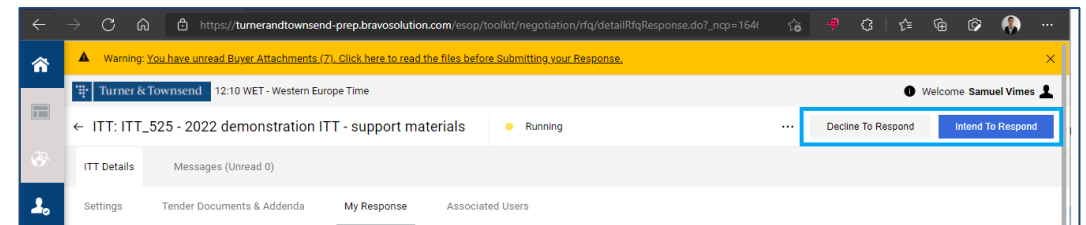
Before you are able to create your response to a procurement object, you first have to state either:

- Your intention to create and submit a response (by selecting **intend to respond**) or
- That you wish to **decline to respond**

Selecting that you intend to respond will then allow you to review the details of the object and enter your responses, while selecting to decline will then ask you to confirm your decision, entering the reason for your choice.

Where is this feature found?

This feature is found in the **my response** area within the object (ITT/PQQ) **details** menu.



Reviewing attachments and information

Understanding the scope

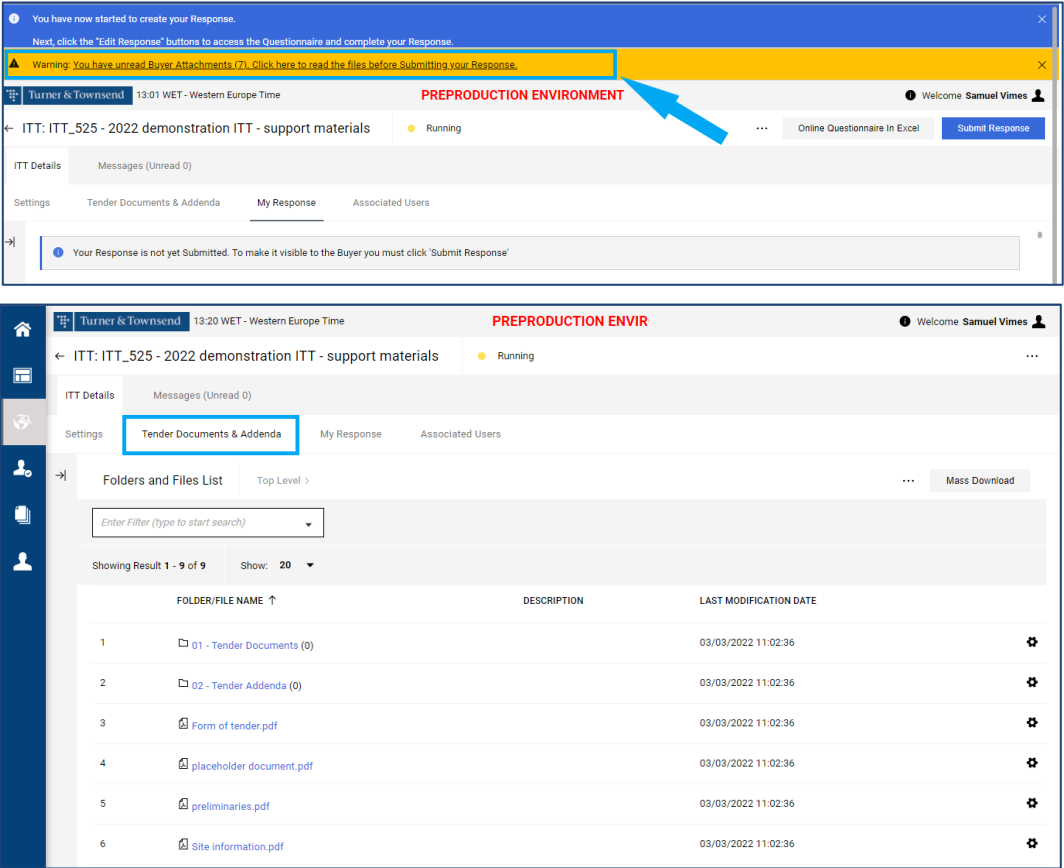
Before creating your response, we recommend that you review the following:

- the **package information** (attachments) provided with the procurement object including scope, procurement instructions, drawings and other relevant data
- The **response envelopes** which provide the details of the responses required (and are the areas where you will enter your responses)

The package information is contained in the **documents and addenda** section of the object and can be accessed from the top menu.

There is also an **indicator** at the top of the screen to tell you if you have any unread documents to review.

Next we will look at the **response envelopes**.



Reviewing the response envelopes

Understanding what we are asking

The **my response** area in our eTender objects contains up to 3 different response envelopes:

- The **qualification envelope** which typically contains a series of questions which are used to confirm the validity of the response, as well as non-scored deliverables such as insurance forms, standard policies etc
- The **technical envelope** holds questions that are tied in to the scoring (assessment) methodology for the procurement object.
- Finally, the **commercial envelope** is the location where you will be asked to submit priced elements of your response, including schedules of work, schedules of rates and other price information.

You can access each of these envelopes from the my response – response summary area, and focus on just one by clicking the name link near the top of the screen.

ITT Details Messages (Unread 0)

Settings Tender Documents & Addenda **My Response** Associated Users

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

My Response Summary

ENVELOPE	QUESTION INFORMATION
1. Qualification Response	Missing mandatory responses (14)
2. Technical Response	Missing mandatory responses (4)
3. Commercial Response	Mandatory fields missing (386)
Total Price (excluding optional sections) 0	

1. QUALIFICATION RESPONSE (QUESTIONS: 28) Validate Response

1.1 SUPPLIER CONFIRMATIONS - QUESTION SECTION

NOTE	NOTE DETAILS
1.1.1 Extended Items	Please note that the selection of certain options within this area of the Qualification Envelope (for example identifying that there are comments on the proposed Form of Contract) will activate additional 'Extended Items' to be completed in a new section of this envelope (generally Section 1.3). Where this section is activated, Tenderers should review and complete each of the additional questions, following the instructions provided prior to submission to ensure that all such items have been completed and that the tender itself is fully compliant. Where the additional questions are not activated, the extended questions section will not be displayed.

QUESTION	DESCRIPTION	RESPONSE
1.1.2 Confirmation of reviewing and understanding tender documents	* Bidders are advised to satisfy themselves that they understand all of the requirements of the Tender Documents and the proposed Works/Contract before submitting their tender response. By selecting 'yes' you are confirming that you are in agreement with this statement and you fully understand these requirements.	
1.1.3 Confirmation of submitting a bona fide tender	* Bidders are to confirm their intention to submit a bona fide tender response in accordance with the instructions and requirements comprised and contained in this tender package	

Creating your response

Starting the response process

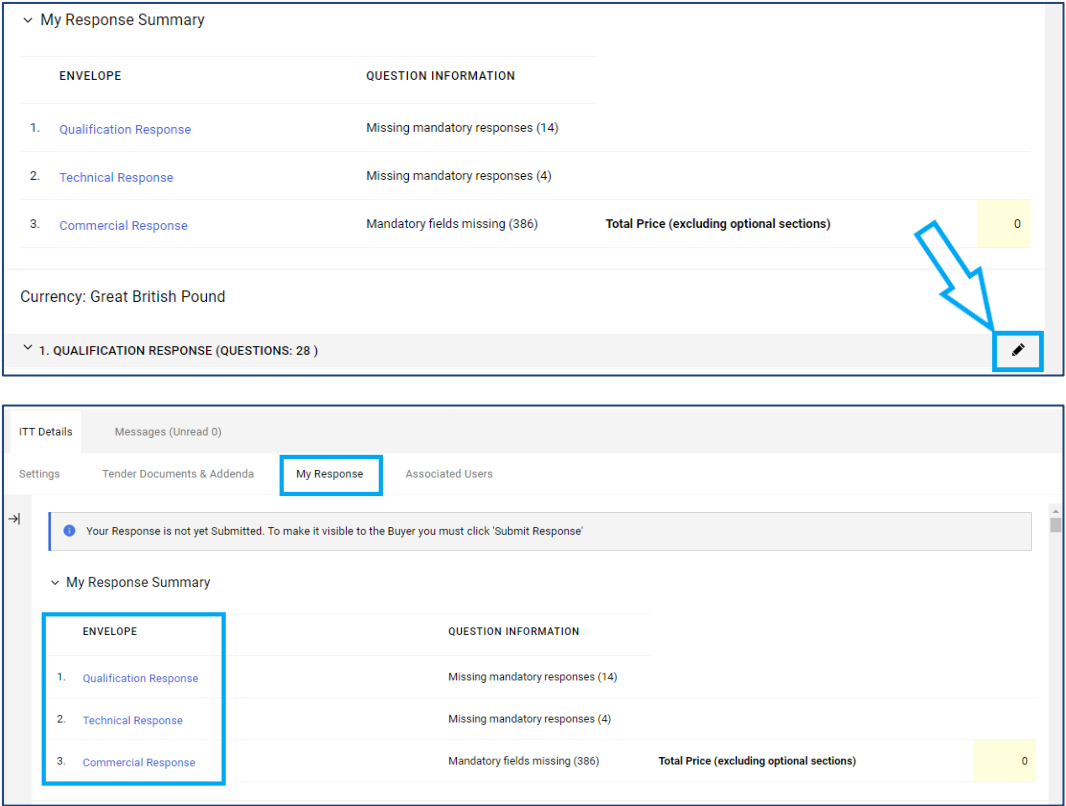
To start creating your response you will need to put the my response area into **edit** mode.

There are two ways of doing this:

- Selecting the **edit** () command next to the sections (shown to the right-hand side of the screen)
- Selecting (clicking) the name of one of the response envelopes from the **my response summary** area of the my response screen

Whichever option you chose, you will see the screen will change and will show you the full questions, along with areas that you can interact with to enter or upload your responses.

You can find more information on the different [question types](#) in eTender in the help and support area of this guide.



Entering your responses

Populating the response

As you work through each section, you (and any members of your team that you have added to the object) will be able to type, upload or add data to each envelope and section, although only one user can work on a single envelope at one time.

When completing your response, keep an eye open for any **mandatory fields** (marked with an *****) as these must be completed to submit your return.

When working in the commercial envelope, use the **refresh** function as you enter rate and/or quantities to see the impact that this has on your commercial submission.

You can also use the **validate response** command to check for any (mandatory) items that you have not yet completed (you can see a list of these by clicking **details** in the header).

You can also [export and import](#) an excel version of the response envelopes, refer to the help ad support pages for more information.

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

Refresh

Validate Response

Total Price (excluding optional sections)12,000

CURRENCY: GREAT BRITISH POUND

3. COMMERCIAL RESPONSE (ITEMS: 106, QUESTIONS: 0)

3.1 PROVISIONAL SUMS FOR DEFINED WORK - PRICE SECTION

	CODE	DESCRIPTION	REMARKS	UNIT OF MEASUREMENT	QUANTITY	UNIT PRICE	PRICE
3.1.1	A54/110	* Example 01 - Internal Signage - Include the provisional sum of £5,000.00 (Five Thousand Pounds) for the provisional of Internal Signage		ITEM	1	5,000	5,000
3.1.2	A54/110a	Allow for general attendance on the above item	Tenderer to allow for any and all attendances on the above noted item	ITEM	1	☒ Tick if Quoting 1,000	1,000
3.1.3	A54/120	* Example 02 - External Signage - Include the provisional sum of £5,000.00 (Five Thousand Pounds) for the provisional of External Signage		ITEM	1	5,000	5,000

Using the message function

Maintaining the single source or truth

Each eTender procurement object comes with it's own message system which is used in place of email to keep all communication relating the to the object in a single location.

The eTender message system allows you to:

- **Create** new messages and issue the to Turner & Townsend for all associated queries and requests
- **Review** and **reply** to all messages issued by Turner & Townsend on behalf of the client and their design team
- Forward messages to external parties (after entering their email address) where you need to communicate information outside of your organisation
- Extract reports and logs of messages associated with the object

The message system **must** be used as the single line of formal communication during the procurement process, unless express approval to use alternative routes has been provided in the procurement package.

ITT: ITT_525 - 2022 demonstration ITT - support materials

Running

ITT Details

Messages (Unread 0)

Create Message

Received Messages

Sent Messages

Draft Messages

Forwarded Messages

→

Sent Messages

Create

Enter Filter (type to start search)

Showing Result 1 - 1 of 1

	RECIPIENT	DATE	SUBJECT	READ BY RECIPIENT	REPLIES
1	Turner & Townsend UK Real Estate Cost Management	07/03/2022 09:05	Additional test of message feature	0	0

Message

Message Classification

Commercial clarification

Subject

This is a commercial clarification

Message

Please can you confirm that you have zoomed in on the image in the support guide to read what the text actually says in this box?

Attachments

Attachments

	FILENAME	FILE DESCRIPTION	COMMENTS
1	placeholder document.pdf (154 KB)	This is a placeholder document	Issued for information
2	supplier placeholder document.pdf (154 KB)		

Attachments: 2

Recipients

	RECIPIENT
1	Turner & Townsend UK Real Estate Cost Management

Submitting your response

Closing out your activities in a procurement round

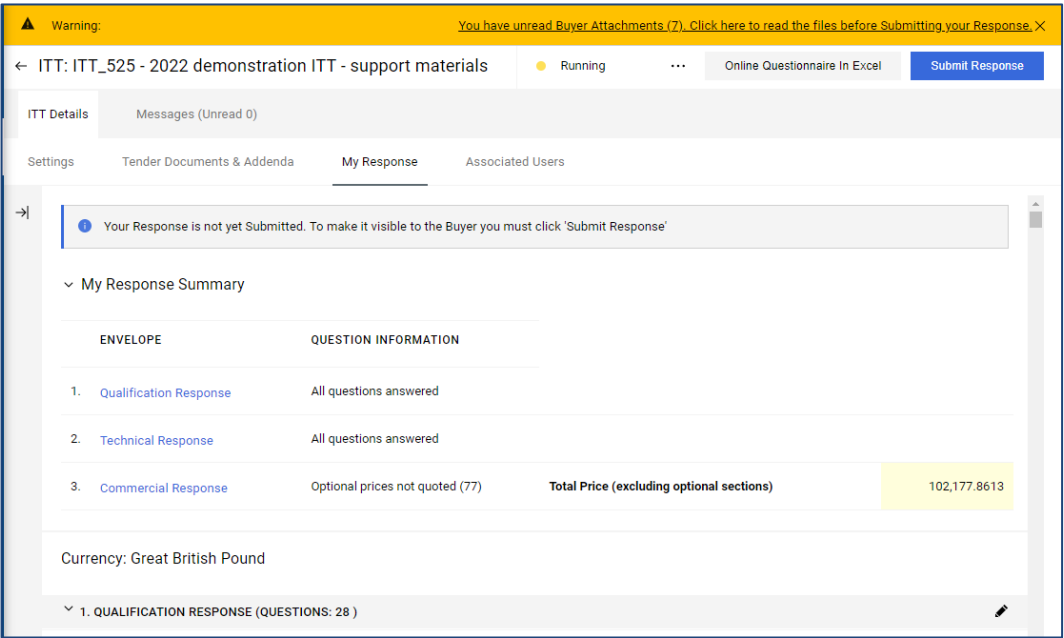
Once you have completed your response, you will then be able to **submit** it.

Before submitting, you should always check that you have read and reviewed any and all information associated with the procurement package as, typically, you will have been asked to confirm that this has been reviewed and taken into account when preparing your response.

To submit your response

- Select the **submit response** command, located to the top right of the screen.
- Select **ok** at the pop up message

Your response will then be submitted, although it cannot be opened until the closing date and time for the object has passed. You can also **make changes** to the response and submit them up until the closing date, or select to **withdraw** your response.





Help & Support

eTender supplier user guide

Procurement objects in eTender

What is a procurement object?

When using eTender (and these support guides) you will notice that we refer to procurement projects and objects in the guidance and in system notes.

eTender operates by having a host project for any procurement activity, which can then contain one (or more) procurement objects.

Procurement objects can include:

- Pre-qualification objects (PQQs, SQQs or RFXs)
- Formal procurement objects (ITTs, RFQs or RFPs)

In simple terms, the procurement objects are the things that you review, populate and submit, while projects are the containers for them.



Reviewing the details of the procurement object

Key procurement object information

All of our procurement objects contain a **details > settings** section which holds key information about the procurement activity, including:

- The procurement object (activity) **title**
- A description of the works (outline of the **scope**)
- The closing date and time (the **deadline** for submission)
- The object **currency**
- The **awarding strategy** (the split between cost and quality)

You can access these details at any time during or after the procurement period.

← ITT: ITT_525 - 2022 demonstration ITT - support materials

● Running

ITT Details

Settings

Messages (Unread 0)

Tender Documents & Addenda

My Response

Associated Users

Overview

ITT Code

ITT_525

ITT Title

2022 demonstration ITT - support materials

ITT Description

This demonstration procurement object (ITT) is designed to be used as the basis for all learning and support materials and does not reflect, in any way, real or actual procurement requirements.

Supplier Access

By Invitation Only

Event Currency

Great British Pound

Test ITT

Yes

Issuing Organisation

Turner & Townsend UK Real Estate Cost Management

Main Contact

Alistair Robson

Adding users to your procurement objects

Getting your team in place

When a procurement object is published, the immediate recipients will be based on the list of default users/available users provided to Turner & Townsend.

Anyone who already has access to the procurement object on the supplier side can add additional users to the object using the **associated users** area.

To add users:

- Make sure you are in the **associated users** area
- Select the **add (+)** command on the same line as the **user list**
- Select users either by starting to type their name in the **quick selection** box or using the more detailed **search criteria** function
- Select the user(s) you want to add using the check-box to the left, click **save** and then **ok** to complete the process

ITT Details

Messages (Unread 0)

Settings

Tender Documents & Addenda

My Response

Associated Users

User List

➡ +

Showing Result 1 - 2 of 2

Show: 20

	NAME ↑	DIVISION	USER DEPARTMENT	ROLE	EMAIL	PHONE NUMBER
1	☐ Feng (supplier) Amanda	City Watch			email@business.com	+86
2	☒ Suseelar (tenderer) Janani	Thieves Guild			email@business.com	+61

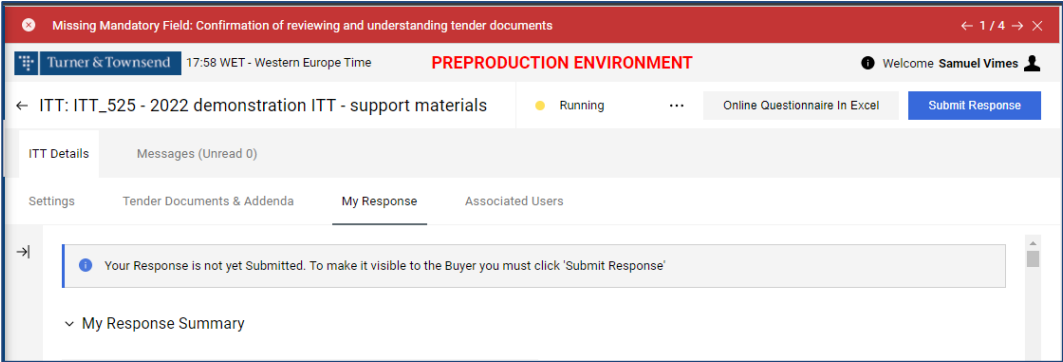
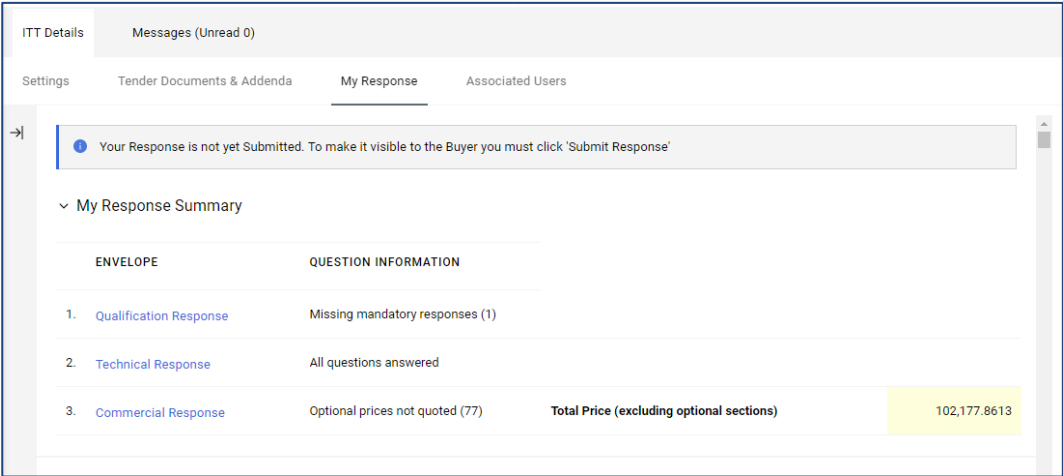
Checking the status of your response

Ready to submit or work still to do?

The **response summary** area not only lets you access the different envelopes, it also provides a summary of the commercial envelope value and identifies any sections that have outstanding responses.

When you select to submit your response, eTender will check through the mandatory responses and highlight if there are any question that you still need to respond to.

When working in the envelope, you can also use the **validate response** command which will check and highlight fields where a response is still required.



eTender question types

Different questions for different information

eTender allows us to set a number of different question types for our suppliers to respond to in order to make the procurement process as efficient as possible.

These can include:

- **Yes/No** questions where you will be asked to confirm your selection
- **Single option** questions where you will be asked to chose a single response from a pre-defined list
- **Text** questions where you can directly enter your response (usually used for questions where we are looking for a focussed response, limited to 2000 characters)
- **Attachment** questions where we will ask for an uploaded file as a response (with instructions on what the file should contain and the file format)
- **Numerical** (value) questions, typically in the commercial envelope, where a value need to be entered.

1.1.5	Overheads and Profit	* The tenderer shall confirm that the percentage values included against the calculated values for the Overheads and Profit items in the Commerical Envelope are correct and will be used as the basis for the calculation of overheads and profit as relates to variations for the works (where required in accordance with the Contract)	Yes
1.1.6	Response and Comments to the proposed Contract Provisional Sums	* Provisional sums (defined and undefined) are identified within the Contract Preliminaries section and identified for pricing purposes within the "Provisional Sums" sections to the Commercial Envelope. As per Item 3.5 to the "Instructions to Tenderers" documents, the Tenderer is to review the information provided pertaining to Provisional Sums and either (i) confirm that they have no comments on the proposals or (ii) advise that they wish to make comments on the proposals. Where the latter option is selected, the Tenderer should make any such comments within the corresponding "Comments on the Provisional Sums" question which will become available for completion. The Tenderer may, if deemed necessary, identify additional Provisional Sum allowances however each additional item must be substantiated by the Tenderer via commentary in the description associated with the item in the "Tenderer Identified Items" section of the Commercial Envelope, listing the reasons for its inclusion. Note that, should the Tenderer feel that any adjustment should be made to the Provisional Sums (increase or decrease) then this should be referenced in their commentary but the associated value must be included within the "Tenderer Identified Items" within the Commercial Envelope if it is to be considered as a part of the Tender value and, if applicable, later Contract Value.	We confirm that we have no com...

1.2 TENDER DELIVERABLES - QUESTION SECTION			
QUESTION	DESCRIPTION	RESPONSE	
1.2.1	Completed Form of Tender	* The Tenderer shall include a PDF copy of the signed and completed form of tender for the works. The form of tender shall be taken from Section 02 - Form of Tender in the Tender Documents folder within the "Buyer Attachments" area and fully completed, signed, scanned and uploaded as an attachment to this response item. No amendments to the form of tender will be accepted.	placeholder document.pdf (154 KB)
1.2.2	Contractor Cash Flow Forecast	* The Tenderer shall complete and submit a copy of the anticipated cash flow forecast for the works, aligned with the proposed programme of works and submitted tender value. The cash flow should be submitted as a PDF file produced directly from the source programme rather than a scanned image and should be legible at equivalent to A3 paper output.	supplier placeholder document.pdf (154 KB)

Offline working

Flexible approach for more detailed requirements

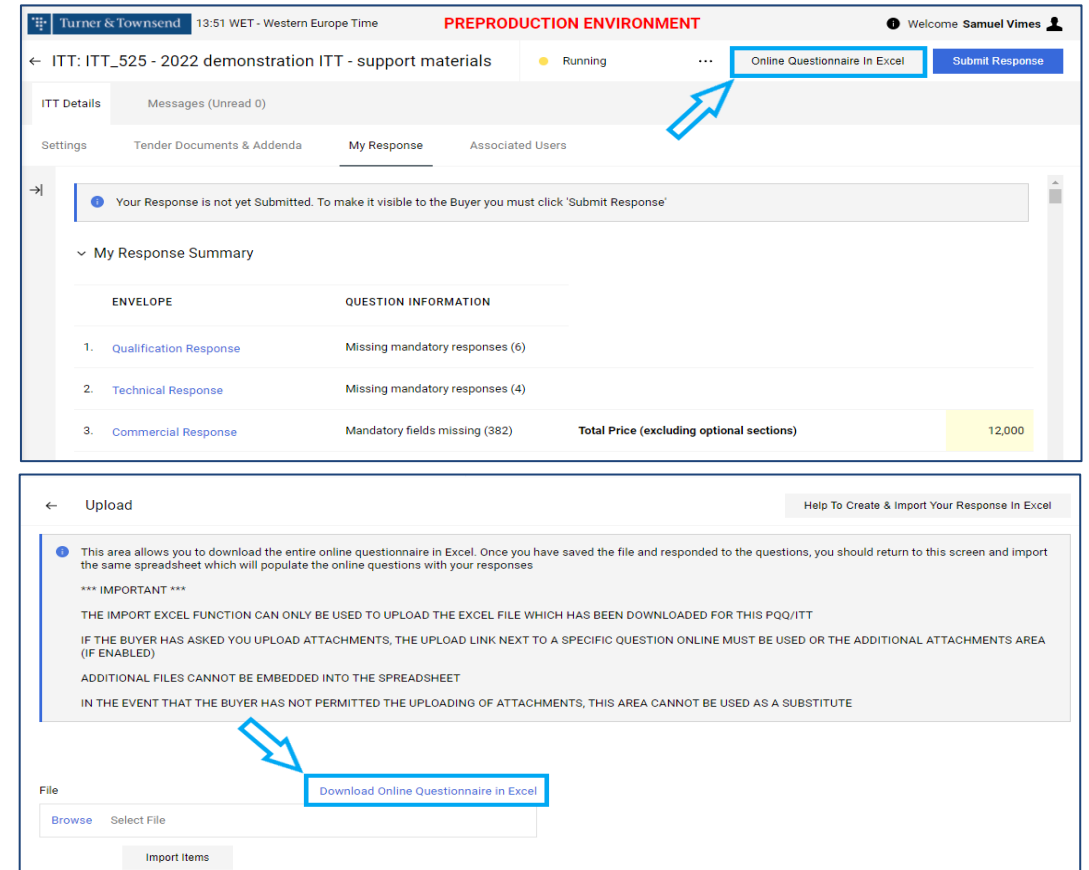
As eTender is an online platform, some activities (such as adding attachments) must be carried out in the online platform; however you do have the option to complete other questions using an offline (excel) form.

To export the envelopes as an excel file:

- Make sure you are at the **my response summary** area
- Select **online questionnaire in excel**
- At the next screen select **download online questionnaire in excel**

eTender will save the file to your downloads folder which you can then complete and, later, import.

Note: If you make changes to responses in the platform after downloading the file, these will not be shown in the excel file and importing the excel file may over-write the changes – refer to the **importing hints** in the help and support section for further guidance.



Updating and saving your response

Regularly updating your response

One of the benefits of eTender is that you do not have to create and submit your response in a single session (in fact, we encourage you to regularly update your response as you go, in conjunction with other members of your team).

As you enter data, you have the option to **save** the changes you have made (to make sure data is not lost while you are working) and to **save and exit response** to keep the changes and return to the my response area.

Remember – saving the changes does not submit the response to Turner & Townsend, we will cover submitting the response later in this section.

ITT: ITT_525 - 2022 demonstration ITT - support materialsRunningCancelSave ChangesSave And Exit Response

→

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

Validate Response

1. QUALIFICATION RESPONSE (QUESTIONS: 28)

1.1 SUPPLIER CONFIRMATIONS - QUESTION SECTION

NOTE	NOTE DETAILS
1.1.1 Extended Items	Please note that the selection of certain options within this area of the Qualification Envelope (for example identifying that there are comments on the proposed Form of Contract) will activate additional "Extended Items" to be completed in a new section of this envelope (generally Section 1.3). Where this section is activated, Tenderers should review and complete each of the additional questions, following the instructions provided prior to submission to ensure that all such items have been completed and that the tender itself is fully compliant. Where the additional questions are not activated, the extended questions section will not be displayed.

QUESTION	DESCRIPTION	RESPONSE
1.1.2 Confirmation of reviewing and understanding tender documents	* Bidders are advised to satisfy themselves that they understand all of the requirements of the Tender Documents and the proposed Works/Contract before submitting their tender response. By selecting "yes" you are confirming that you are in agreement with this statement and you fully understand these requirements.	Yes

Importing your excel response guidance

Making sure you do not lose any data

Using the excel (offline questionnaire) form allows you to complete sections of your response offline.

Where changes have been made online (after exporting) care is needed in the import process:

- Make sure that you have not tried to alter any of the locked cells in the excel sheet (as this data will not be brought into eTender)
- Check that all numerical values in the commercial envelope are to two decimal places
- If changes have been made to the online responses after the file has been exported (except for attachment questions) either:
 - **Copy** the online response into your offline form or
 - **Unprotect** the excel file and delete the sections where changes have been made online before you import

The screenshot shows a web interface titled 'Upload' with a back arrow and a help link 'Help To Create & Import Your Response In Excel'. A blue circle icon indicates a step in a process. The main text area contains the following instructions:

- 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 PQQ/ITT
- IF THE BUYER HAS ASKED YOU 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

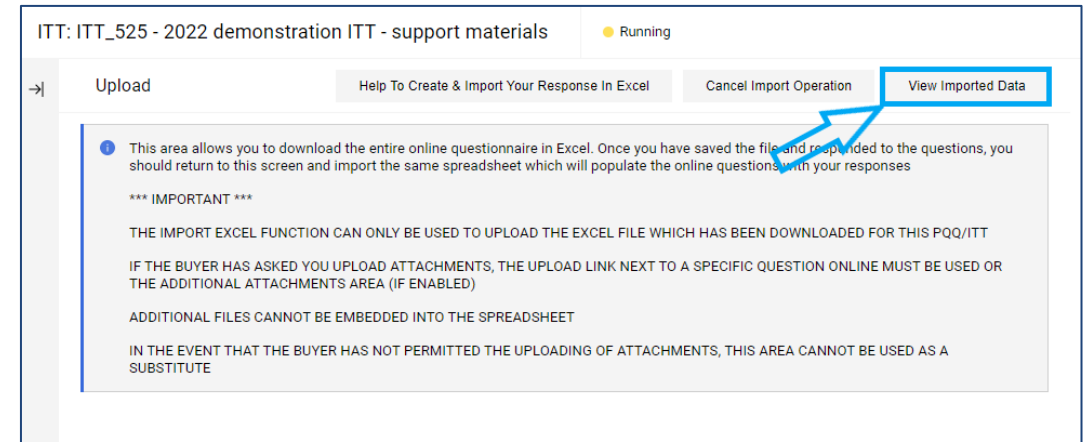
Below the instructions, there is a 'File' section with a link 'Download Online Questionnaire in Excel'. A file selection box shows 'Browse' and 'answerTo_ITT_525.xlsx (40.176 KB)'. At the bottom, there is an 'Import Items' button.

Importing a partial excel response

Updating a part of your response

If (as per the last page) you want to only import part of your excel response, eTender will let you do this:

- In the excel sheet, make sure that the changes made are in the highlighted cells
- Check that you have not deleted any columns from the import sheet
- Follow the import process until the screen to the right is shown and then select the **view imported data** command
- Review the changes made and, if they are correct, select the **save changes** command (or select **undo** if they need to be cancelled).



CODE	DESCRIPTION	REMARKS	UNIT OF MEASUREMENT	QUANTITY	UNIT PRICE	PRICE
3.1.1	A54/110	* Example 01 - Internal Signage - Include the provisional sum of £5,000.00 (Five Thousand Pounds) for the provisional of Internal Signage	ITEM	1	5,000	5,000
3.1.2	A54/110a	Allow for general attendance on the above item	ITEM	1	20,000	20,000

Checking user permissions

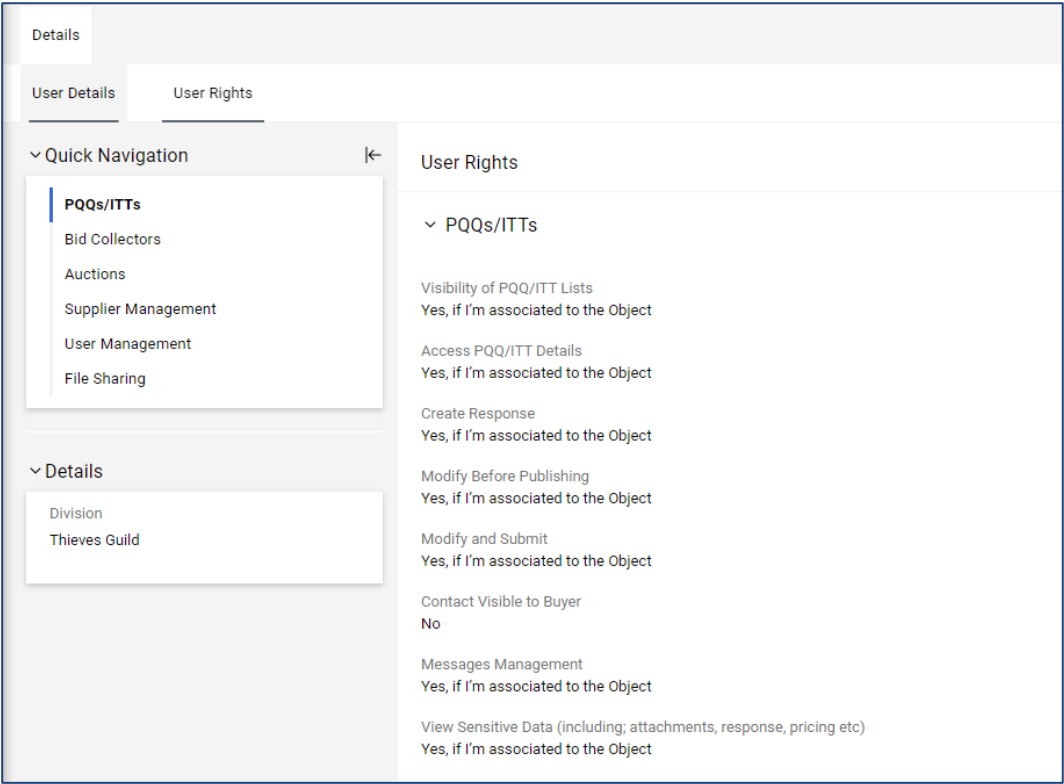
Access denied?

Certain functions in eTender are managed by the user permissions commands in the platform.

Some of the functions that need specific permissions are:

- **Creating** and **modifying** the response
- Using the **export/import command** (excel offline form)
- Using the **message function**
- **Submitting** the completed response

If you need access to these functions, speak to your organisation's **eTender super user**.



Message function – additional features

Tracking and reporting on messages

eTender gives you a number of ways to track and review information about the messages you have sent and received:

- The message interface in your send messages shows you who the message was issued to (the organisation) and whether it has been read and/or replied to. You can also click on the data to see the associated dates.
- In any of the message interfaces you can click on the more options (...) command next top the create button to access reporting options, including:
 - **Exporting** the list to excel (export list)
 - Producing a standard **message report** which can be saved as a PDF file

ITT Details

Messages (Unread 0)

Create Message

Received Messages

Sent Messages

Draft Messages

Forwarded Messages

→

Sent Messages

...

Create

Enter Filter (type to start search)

Showing Result 1 - 2 of 2

	RECIPIENT	DATE	SUBJECT	READ BY RECIPIENT	REPLIES
1	Turner & Townsend UK Real Estate Cost Management	07/03/2022 09:05	Another test of the message platform	0	0
2	Turner & Townsend UK Real Estate Cost Management	28/02/2022 15:12	New UI	1	0

← Sent Messages	
Read By Recipients	
Subject New UI	Date 28/02/2022 15:12
Recipients	
	RECIPIENT
	READ ON
1	Turner & Townsend UK Real Estate Cost Management
	04/03/2022 08:22:56

Additional help and support

Help when you need it

- You can find a copy of this support guide (which will be updated, over time) in the **additional information area** (located in the  icon next to your name at the top of the screen).
- If you are having a problem with the general completion of your response, or need further guidance, please contact us using the inbuilt messaging system, selecting **platform support request** as the message classification (type).
- For any issues with accessing the eTender application (such as inability to log on or functions not working) email the Jaggaer helpdesk Help@bravosolution.co.uk





Frequently asked questions

eTender supplier user guide

Frequently asked questions

Is there a charge to use eTender?

eTender is **100% free** to use for all suppliers

Can we add more users to our account?

Yes, supplier eTender super users can add as many users to your eTender account as you like, using the **manage users** area

Can we submit a single attachment as a response?

Unless the instructions in the procurement object state otherwise, you must only submit the **requested details** in each attachment, submitting a single attachment multiple times may grounds for disqualification

Can we provide an alternative offer?

If alternative offers are requested there will be a section in the response envelopes for you to submit them.

Can we submit by email instead?

Unless expressly stated otherwise, you must **only** submit your response using the eTender platform, submission by email will not be accepted.

Do we have to use the message system?

The message system in eTender should be used as a the **single route** for communications, unless expressly stated otherwise.

Can we change the pricing document?

The structure of the commercial envelope is locked, but there will typically be a section for **supplier identified items** for you to include any elements that, in your opinion, do not have an item to price against in the provided structure

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