

# Step by Step Supplier Guide

to

# PUBLICA

## e-Tendering System



## About us

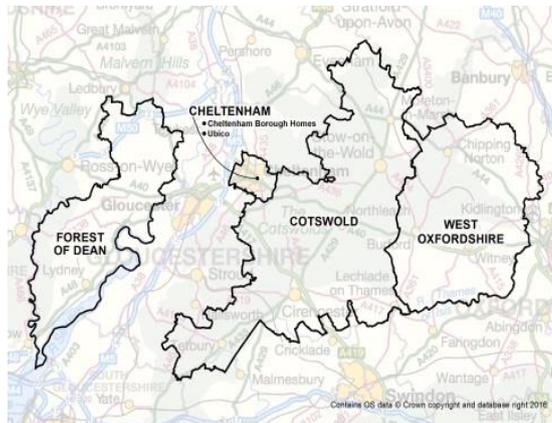
# PUBLICA

What is Publica?

Publica is a company created by four councils to deliver great services locally and which aims to:

- Be a great service provider
- Be a great place to work
- Support our member councils to deliver their ambitions
- Be a growing and improving company

Publica is a council owned employment company which delivers shared services between Cotswold, West Oxfordshire, and Forest of Dean District Councils and Cheltenham Borough Council. Publica additionally provides services to Cheltenham Borough Homes and UBICO (an environmental services local authority company).



Each of the councils and clients retain their independence and identity but by working together and sharing resources seek to maximise mutual benefit, leading to more efficient, effective delivery of local services.

Publica was created to assist councils to:

- Respond to current and future financial pressures
- Deliver efficient, value for money services
- Increase organisational resilience and capacity by sharing expertise
- Deliver better outcomes for our communities
- Champion local needs

Together we aim to seek out and deliver the best solutions for our residents and communities using all of the potential options available to us; to design our directly provided services to succeed in meeting the agreed standards; and to ensure they are delivered for the best possible value. We also want to be a great organisation that people want to work for.

The company approach provides a mechanism to bring employees from across the public sector under a single employment arrangement. The company is independent of individual councils but accountable equally to all partners.

This provides us an opportunity to create an even more motivated workforce through the provision of modern, flexible employment arrangements free from the constraints associated with national arrangements.

This approach allows us to act in a more commercial and creative way to deliver a better approach to public service delivery focused on delivering benefits for local residents.

Publica Group (Support) Limited on behalf of all partners is responsible for the collaborative directional procurement strategy, support and procurement best practice guidance to all partners. This includes common Contract Rules, procurement code and toolkit for compliance with The Public Contracts Regulations 2015 and the Transparency Agenda.

## **Working with you**

All our tenders and requests for quotation over £10,000 are advertised on our e-tendering portal (In-tend). Suppliers must be registered to take part in a tender; once registered you can express an interest and submit your bids online.

We want to ensure our procurement process is fair, open and transparent to all our suppliers, from the smallest local independent traders, to the largest multinational organisations.

We endeavour to secure the best value from our contracts whilst supporting quality and innovation in the way we do things. Our aim is to have a procurement process which is simple and effective, using clear, comprehensive documents, to make it for suppliers to bid for business.

## **Improving our communication**

We aim to open up our opportunities to the widest range of suppliers we can.

We run specific market events relating to future tenders to keep you informed as well as giving you the opportunity to give your views and shape the tender. We also arrange 'meet the buyer' events in the local area which aim to engage local businesses and help break down barriers in accessing local authority contracts.



**COTSWOLD**  
DISTRICT COUNCIL

Cotswold District Council serves a population of just under 85,000 distributed in nearly 200 settlements across 450 square miles. The population is concentrated on the main business centre of Cirencester and several other historic market towns in the north and south, and the district enjoys very low rates of unemployment.

The Council is rated as one of the most efficient in the country and residents have seen substantial cuts in Council Tax payments and freezes/reductions in parking charges over the last four years.

In Gloucestershire, the County Council provides education, highways and social care services and the districts provide services at a more local level. Cotswold District Council's responsibilities include:

- Waste collections
- Planning and development
- Housing

- Council tax collection and housing benefits
- Car parks
- Public toilets, street cleaning and grounds maintenance
- Environmental health - food safety, pollution, pest control etc
- Licensing of premises, events, taxis etc.
- Tourism and Economic Development

For more information please visit [www.cotswold.gov.uk/](http://www.cotswold.gov.uk/)



WEST OXFORDSHIRE  
DISTRICT COUNCIL

West Oxfordshire is a rural area with a population of around 105,000 people.

It has a strong economy with one of the lowest unemployment rates in the country. It also has the second lowest council tax charge of all district councils in England.

Oxfordshire has a two-tier local government system with the County Council providing education, highways and social care services and the districts providing services at a more local level. West Oxfordshire District Council's responsibilities include:

- Waste collections
- Planning and development
- Housing
- Council tax collection and housing benefits
- Leisure Centres and facilities
- Car parks
- Public toilets, street cleaning and grounds maintenance
- Environmental health - food safety, pollution, pest control etc
- Licensing of premises, events, taxis etc.
- Tourism and Economic Development

West Oxfordshire shares a number of posts and back office functions with neighbouring Cotswold District Council.

For more information please visit [www.westoxon.gov.uk](http://www.westoxon.gov.uk)



Forest of Dean  
DISTRICT COUNCIL

The Forest of Dean District Council's corporate plan focuses on four key priorities with the vision of making the Forest of Dean district to be great place to live, work and stay. The four key priorities are:

- Provide value for money services
- Promote thriving communities
- Encourage a thriving economy
- Protect and improve our environment

The Council is committed to delivering frontline services and maintain high levels of performance whilst at the same time working hard to balance the budget and deliver savings. This involves looking for innovative ways of working to transform the way services are run.

The Council works in partnership to improve local communities, including better transport links for residents, delivering affordable homes to meet housing needs and investing in provision of leisure facilities.

The Council is investing in regeneration projects to improve Forest towns for the benefit of local residents and businesses, including development of Cinderford Northern Quarter and supporting events, projects and initiatives that demonstrate further economic growth and support the long term viability and health of the market towns and surrounding villages.

For more information please visit [www.fdean.gov.uk/](http://www.fdean.gov.uk/)



Cheltenham Borough Council's corporate strategy focuses our efforts on three high level outcomes covering the issues that matter most to our residents, businesses and visitors. We also have an internal "transformation" outcome covering commissioning, asset management, business improvement and financial management. The outcomes are:

- Cheltenham's environmental quality and heritage is protected, maintained and enhanced
- Sustain and grow Cheltenham's economic and cultural vitality
- People live in strong, safe and healthy communities
- Transform our council so it can continue to enable delivery our outcomes for Cheltenham and its residents.

Cheltenham Borough Council is now a commissioning council which puts a strong focus on understanding the needs of Cheltenham and its people in designing outcomes for our services. By using a strategic commissioning approach we are seeking to improve the outcomes for people who

rely on the council and the wider public sector whilst at the same time creating opportunities for financial savings.

“We are leading our community by taking a commissioning approach. We are driven by the needs and strengths of people and place in order to improve wellbeing, the economy and the environment and use resources efficiently and effectively”

As part of our commitment to this vision we are exploring different ways of delivering services that meet the needs of our customers and deliver value for money.

For more information please visit [www.cheltenham.gov.uk/](http://www.cheltenham.gov.uk/)



Cheltenham Borough Homes (CBH) is an Arm's Length Management Organisation set up in 2003 to manage Cheltenham Borough Council's housing stock. As the biggest landlord in Cheltenham, CBH manages and maintains approximately 5,000 homes for tenants and leaseholders and is committed to supporting people, improving homes and shaping stronger communities.

With one of the longest management agreements in the sector, CBH has a strong, positive working relationship with the Council which is reflected in the formal agreement securing this partnership until 2045.

Delivering more than high quality landlord services, CBH has diversified into building new homes; regenerating communities; providing services to help younger people and older people; supporting people into work and training, reducing financial exclusion and increasing community cohesion and sustainability.

In addition to managing council owned stock, CBH is a registered social housing provider with 101 CBH owned homes.

For more information about CBH please visit [www.cheltborohomes.org](http://www.cheltborohomes.org)



Ubico Ltd is a local authority owned company set up to deliver environmental services to its shareholding Councils through service contracts for

- Residual waste collections, household and commercial
- Recycling collections, household and commercial
- Organic waste\_collections, household

- Household Recycling centres
- Street cleaning
- Public toilet cleaning
- Grounds and cemetery\_maintenance
- Nursery operations\_(plant propagation)
- Fleet management and maintenance
- Winter maintenance
- Pest control
- Building cleaning
- Car park maintenance

The current shareholders are Cheltenham Borough Council, Cotswold District Council, Tewkesbury Borough Council, West Oxfordshire District Council, Forest of Dean District Council and Stroud District Council and Gloucestershire County Council.

Ubico currently has a turnover of £15.2 million and by 2021 Ubico Ltd will have consolidated its position in the public sector as a provider of choice for sustainable, value for money services and will have built a solid reputation for business excellence.

In addition to securing new long term agreements with existing shareholders, the company will have further expanded partnership working and external sources of income by offering a wide range of competitively priced, reliable, integrated, environmental services.

For more information please visit [www.ubico.co.uk/](http://www.ubico.co.uk/)

## Step-By-Step Guide

By registering on this portal (provided by In-tend platform) you will be able to access all our tender opportunities. The portal is easy to use, efficient and secure, and saves you time and administration costs. We continually review all our processes to ensure they are efficient, and we welcome your feedback as part of the tendering process.

This **Step-By-Step Guide** is provided to assist you in using the (In-tend) e-tendering system. Once you have registered, you will be able to maintain your company information, return tender submissions and maintain company/contract documentation in a secure area via the internet.

If you encounter any difficulties whilst using the system you can contact our Support team by phoning 0844 2728810 or emailing [support@in-tend.co.uk](mailto:support@in-tend.co.uk)

## Registering on the e-Tendering system

Visit <https://in-tendhost.co.uk/publicagroup/asp/Home> to access the (In-tend) supplier portal.

Please ensure your Internet Options / Settings for Pop-up Blocker are set for 'Always allow' for this site

From the homepage click on **Register**

The screenshot shows the PUBLICA e-tendering system interface. At the top, there are logos for various local authorities including Cherttenham Borough Council, Cowfold Parish Council, Forest of Dean District Council, West Cherttenham District Council, and Cherttenham Borough Homes. Below the logos is a navigation bar with the following links: Home, Supplier Guidance, Tenders, Contracts, Register, and Help. The 'Register' link is highlighted with a red arrow. The main content area displays a list of tenders. The first tender is titled 'Flat Roof and activity surveys 2019-2021 Cinderford' with a deadline of 12 Feb 2019 12:30. The second tender is titled 'External Renovation & Improvement of Cornish Type Properties' with a deadline of 06 Feb 2019 12:30. The description for the second tender includes: 'This opportunity is for the external renovation and improvement of Cornish type properties owned by Cherttenham Borough Council and managed by Cherttenham Borough Homes. Cornish type properties are a form of non-traditional construction built using pre-fabricated reinforced concrete ground floor walls and a steel mansard for the first floor and a tiled roof. The tendered work comprises: Concrete Repairs: Removal of all concrete infill panels forming the external skin, repair of the concrete columns, infilling between columns with steelbarbed blockwork; External wall insulation: Installation; Roof coverings, removal inc chimney works, new fascias, soffits & rain water goods; Windows & Doors: Replacement by a named sub-contractor; Associated Works. CBC's Cornish properties are situated at two sites within Cherttenham: Site A: Elmberd Avenue & Woodcote Avenue - 20 properties consisting of 4 two storey blocks of flats containing 70 flats (2 tenanted) and 16 semi-detached two storey and 4 two-terrace houses.'

## Registration process

As part of the simple registration form you will be asked to complete your **Company Details**, **Company Contact Details** and **Primary User Details**. Email alerts and actions will be sent to the email addresses you provide, so if possible it is useful to enter a general company email address in the **Primary User Details** section such as info@\*\*\*\*\*.co.uk.

For cases where this person or in-box may be unavailable, we strongly recommended you add an **Additional User** (located at the bottom of the screen) so they can gain access to the site and also receive a copy of the emails. All Yellow fields are mandatory

Company Details
Business Classifications

In order to gain full access to this website you must register your company / organisation details.  
If you believe that your company / organisation has already registered on this site but you are a new user who requires access, please contact one of the existing registered contacts and ask them to add you as a new contact

PLEASE NOTE: Yellow fields are MANDATORY

Company Details

Company Reg No :	<input style="background-color: yellow;" type="text"/>	I do not have a Company Reg Number	<input type="checkbox"/>
Company Name :	<input style="background-color: yellow;" type="text"/>	Address Line 1 :	<input style="background-color: yellow;" type="text"/>
Address Line 2 :	<input type="text"/>	Address Line 3 :	<input type="text"/>
Address Line 4 :	<input type="text"/>	Post Code :	<input style="background-color: yellow;" type="text"/>
Country :	<input type="text" value="United Kingdom"/>		

Contact Details

Telephone :	<input style="background-color: yellow;" type="text"/>	Fax :	<input type="text"/>
Web Site :	<input type="text"/>	Construction Line No :	<input type="text"/>

Primary User Details

Contact First Name :	<input style="background-color: yellow;" type="text"/>	Contact Last Name :	<input style="background-color: yellow;" type="text"/>
Telephone :	<input type="text"/>	e-Mail :	<input style="background-color: yellow;" type="text"/>
Confirm e-Mail :	<input style="background-color: yellow;" type="text"/>	Password :	<input style="background-color: yellow;" type="text"/>
Confirm Password :	<input style="background-color: yellow;" type="text"/>		

It is recommended for situations where the primary contact is not available, additional points of contact are registered as they would still be able to gain access.  
While registering you may only add one additional point of contact, however after the registration is complete you may login to your account and add as many additional contacts as you like.

Whilst registering you may only add **one** additional point of contact, however after the registration is complete you may login to your account and add as many additional contacts as you like.

It is recommended for situations where the primary contact is not available, additional points of contact are registered as they would still be able to gain access.  
While registering you may only add one additional point of contact, however after the registration is complete you may login to your account and add as many additional contacts as you like.

**Additional User Details**

Contact First Name:  Contact Last Name:

Telephone:  e-Mail:

Confirm e-Mail:  Password:

Confirm Password:

[Register My Company](#)

In the **Business Classifications** tab you are able to add the business category codes relevant to your company. Enter a keyword or click on the search button to see the full list of available categories. Click the blue + symbol to add a category you require. You can add multiple categories.

Once you are happy with the details click on **Register My Company**

**Company Details** **Business Classifications**

**Classifications**

Search:  [Search](#) [Clear](#)

Category	Title	
	Unspecified	+
A	Audio-Visual & Multimedia	+
AA	Audio Equipment including Video Conferencing, Televisions, Videos	+
AB	Display/Projection Equipment & Consumables	+
AC	Learning Packs	+
AD	Music	+
AE	Photographic Equipment Supplies & Services	+
AF	Studio Costs	+
AFI	Theatre Costs	+

**Category** **Title**

[Register My Company](#)

You should not register your company more than once, unless they are under a separate company registration number. If your company has several locations, register the company against the head office and add contact details for individuals at the different locations. You can add one additional user at the time of registration. Once registered, you can add several contacts in the **Company Details** section.

Once registration is complete, the system will then thank you for registering and inform you that your details are being processed. You will then shortly receive an email with confirmation of your email and password.



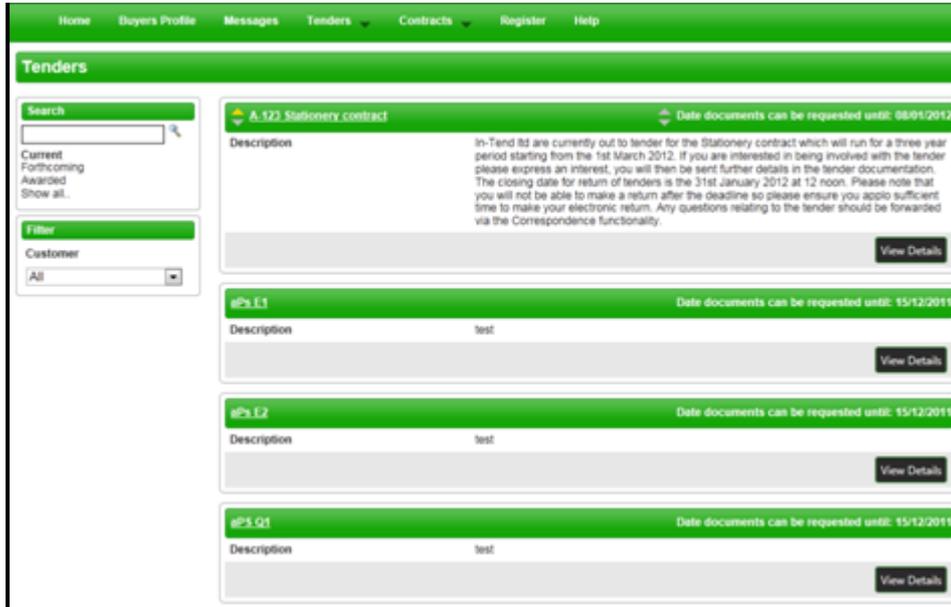
## Managing your Company Details

If you need to update your company information you can do this from the **Company Details** section on the top menu bar. From here you can edit/add information regarding the company, contact details, company documents and business classifications.

**Please note that it is important that you do keep your details up to date, particularly your contact email addresses as you may miss out on tender opportunities which may be of interest.**

## Tender Opportunities

To access tender opportunities hover over the **Tenders** section at the top menu bar and then click on **Current**, this will provide you with a full list of current tender opportunities. For a tender that you are interested in you should click **View Details**

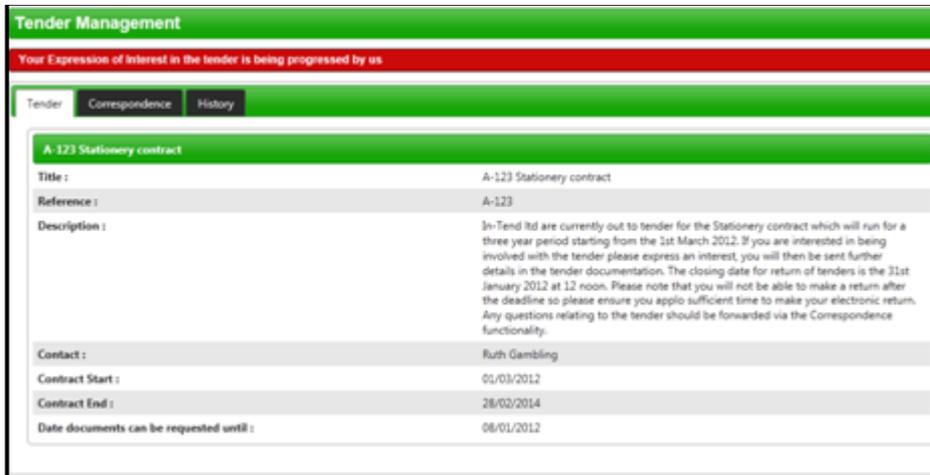


From the Tender Management screen you are able to **Express Interest** in the tender.



You will then be asked to either log into an existing account or register a new one.

Once you have expressed your interest you will instantly see an update as to your status in the tender process and it will tell you that your expression of interest is being processed.



Once your expression of interest is received and accepted by the organisation (this may not happen straight away) you should receive an email saying that you have received tender documents and you should login to the secure area of the website to access them. If documents are immediately available, you will be taken straight to the latest tender stage screen.

If you are not currently logged in, from the homepage you should enter your email address and password then click **Login**.

e-Mail Address :

Password :

Login

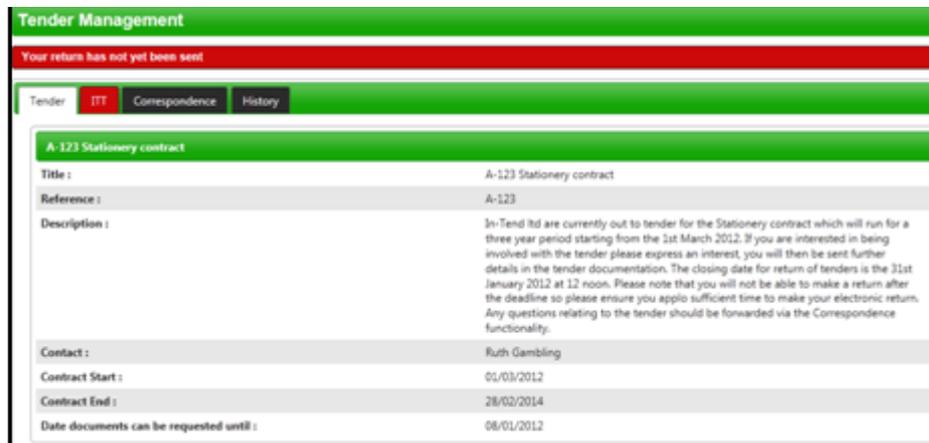
Forgotten Details

Register

**NOTE:** Please be aware that failure to provide correct login information three times will result in your account being locked

**\*Please note that you are given three attempts to enter your email address and password. Please ensure you click the **Forgotten your Password** button if you cannot remember your details otherwise your account will be locked!**

Once you are logged in, go to the **Tenders** section at the top menu bar and click on **My Tenders**, find the tender that you are dealing with and click **View Details**. From the Tender Management section, you can easily see what your status is within the tender process. You will be able to see tabs running across the top. The tab which is **RED** is the current stage of the tender process (e.g. Invitation to Tender stage).



## Submit Tender Return

If you click on this tab (e.g. 'ITT') you will go into the section where you can access the tender documents. At the top of this section you will see instructions as to how to attach and submit documents which you should read carefully as they talk you through step by step.

In this section you will see the follow headings:

- **Tender Documents Received:** View and/or download tender documents received
- **My Tender Return:** If any mandatory documents have been requested, they will be shown in the **My Tender Return** section against a **Red** button. You will need to attach them using the **Attach Documents** button within the **My Tender Return** section at the bottom of this screen.  
If a Questionnaire is required to be completed, it will be shown in **Red** and marked **Not Started** in the **My Tender Return** section. It is mandatory that any Questionnaire's must be completed.
- **Attach Documents** (if available): Attach any additional documents you wish to return as part of your tender submission; these will upload to the **My Tender Return** section.
- **Submit Return:** Click the Submit Return button only when you are completely happy that you have all the documents uploaded that you need to submit.

**How To Attach & Submit Documents**

1. If any mandatory documents have been requested, they will be shown in the **My Tender Return** section against a **Red** button. You will need to attach them using the **Attach Documents** button within the **My Tender Return** section to the bottom of this screen.
2. If a Questionnaire is required to be completed, it will be shown in **Red** and marked **Not Started** in the **My Tender Return** section. It is mandatory that any Questionnaire's must be completed.
3. To attach additional documents you wish to submit as part of your tender return, click the **Attach Documents** button under the **My Tender Return** section (if available). These will then appear in the **My Tender Return** section.

NOTE : Large files may take some time to upload. We advise you to keep the files under 5MB.

4. When you have completed all the above steps and are ready to submit your tender return, click the red **Submit Return** at the bottom of this page.

Server Time : 08/12/2011 11:39:39    Due Date : 31/01/2012 12:00:00    Time Remaining : 0 Weeks 22 Hours 20 Seconds

**Tender Details**

Stage Name	ITT
Description	This is the invitation to Tender stage
Closing Date	31/01/2012
Stage Start Date	08/12/2011
Project Title	6-123 Stationery contract
Project Description	In-Tend ltd are currently out to tender for the Stationery contract which will run for a three year period starting from the 1st March 2012. If you are interested in being involved with the tender please express an interest, you will then be sent further details in the tender documentation. The closing date for return of tenders is the 31st January 2012 at 12 noon. Please note that you will not be able to make a return after the deadline so please ensure you apply sufficient time to make your electronic return. Any questions relating to the tender should be forwarded via the Correspondence functionality.

Tender Documents Received	Description	Options
In-Tend sample ITT.doc		<a href="#">View</a> <a href="#">Download</a>
Tech spec.doc		<a href="#">View</a> <a href="#">Download</a>
In-Tend sample TandCs.doc		<a href="#">View</a> <a href="#">Download</a>

My Tender Return	Description	Options
Insurance - Private Liability	Upload copy of Insurance certificate	<a href="#">Upload Document</a>
Health And Safety	Upload copy of Health and Safety Policy	<a href="#">Upload Document</a>

Select documents you wish to add to the **My Tender Return** section above using the **Attach Documents** button below.

NOTE : Large files can take some time to upload. We advise you to keep file sizes under 5MB.

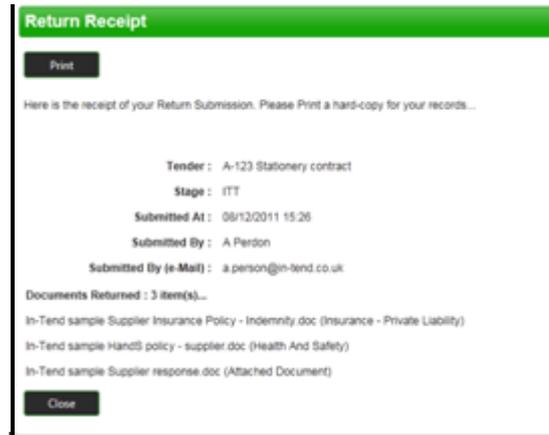
[Attach Documents](#)

**Submit My Return**

When you have completed all the above steps and are ready to submit you tender return, click the **Submit Return** button.

[Submit Return](#)

Once you have submitted your return you will be able to view a **Return Receipt** which confirms all the details of your submission. This will always be available to view within the **History** tab.



If for any reason you wish to amend your return you may be able to do so by going into the stage tab again. The screen visible will show you all the documents that you returned as part of your original submission. If you want to remove any documents or add additional documents you can do this now.

**Please note you should ensure that ALL the documents which you wish to be evaluated as part of your tender return are included in the My Tender Return section before you click on Modify Return as you are overriding the first return!**

Tender Documents Received		
Description	Options	
In-Tend sample ITT.doc	<a href="#">View</a>	<a href="#">Download</a>
Tech spec.doc	<a href="#">View</a>	<a href="#">Download</a>
In-Tend sample TandCs.doc	<a href="#">View</a>	<a href="#">Download</a>

My Tender Return		
Description	Options	
In-Tend sample Supplier Insurance Policy - Indemnity.doc (Microsoft Word Document) Insurance - Private Liability	<a href="#">View</a>	<a href="#">Download</a> <a href="#">Remove</a>
In-Tend sample HandS policy - supplier.doc (Microsoft Word Document) Health And Safety	<a href="#">View</a>	<a href="#">Download</a> <a href="#">Remove</a>
In-Tend sample Supplier response.doc (Microsoft Word Document)	<a href="#">View</a>	<a href="#">Download</a> <a href="#">Remove</a>

**Returns Submitted**

You have made a previous return for this tender on **08/12/2011**

It is possible to modify the your return by selecting the 'Modify Return' button. Please note that any documents not included in the subsequent return will not be considered. All tender documents you wish to return must be included in your modified bid as this replaces your first and existing bids.

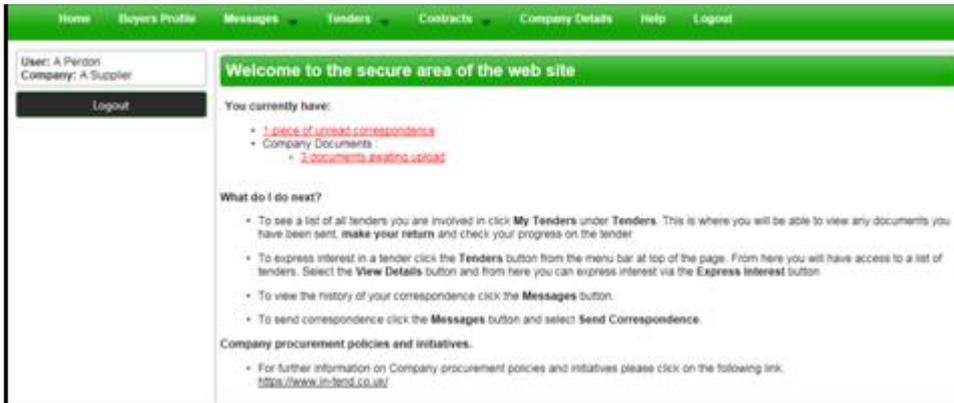
You must press the 'Submit' button again, in order to submit any subsequent modified returns.

[Modify Return](#)

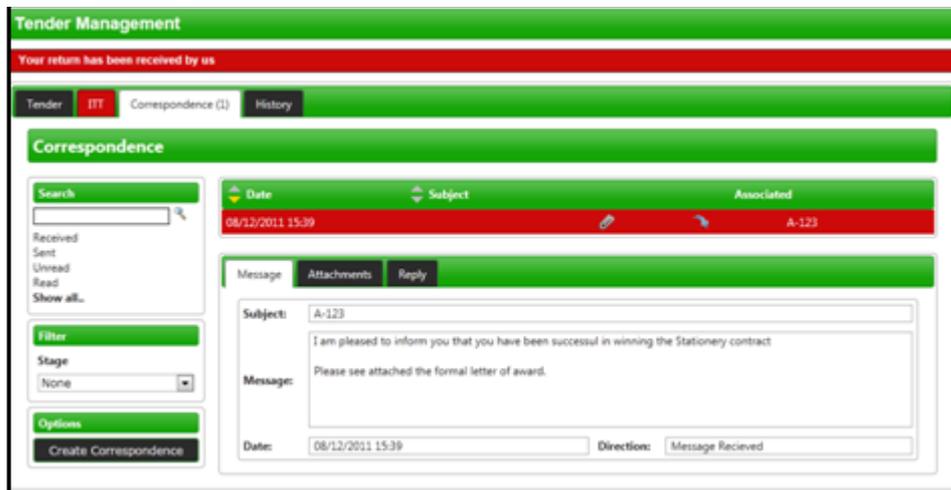
## Correspondence

This procedure is used to receive and send a communication regarding a tender/contract via the website.

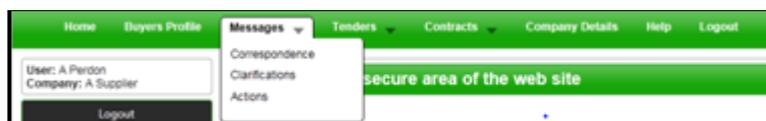
If you receive Correspondence you will firstly receive an email alert informing you of this. You will need to login to the secure area of the system to view it. When you first login you will see on the homepage in red a prompt to say that there are unread correspondence. If you click on the link it will take you straight through to the message.



Alternatively, you can view the message through the Tender Management screen where it will tell you in brackets how many correspondence there are in the Correspondence tab. You can view the message, view any attachments and also make a reply.

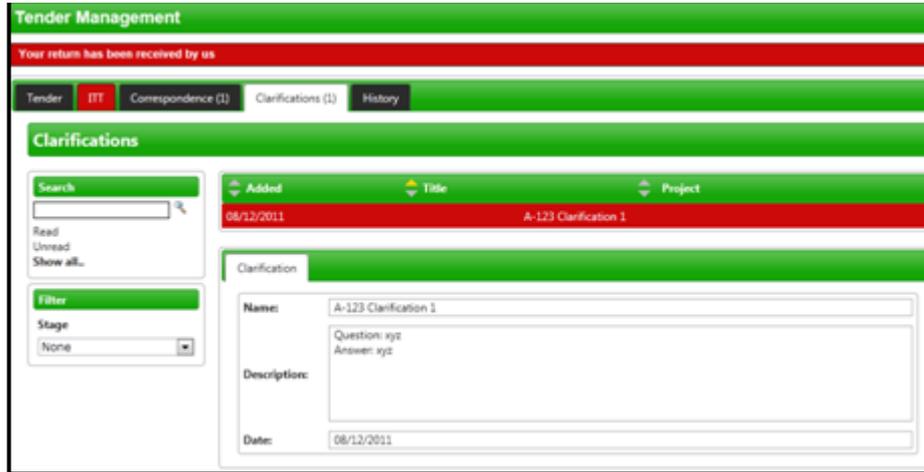


You can also view Correspondence through the **Messages** tab at the top of the screen



## Clarifications

If there are any Clarifications made against the tender you can access them by viewing the tender details and a new tab will appear. It will tell you how many clarifications there are in brackets. Click on the Clarifications tab to view.



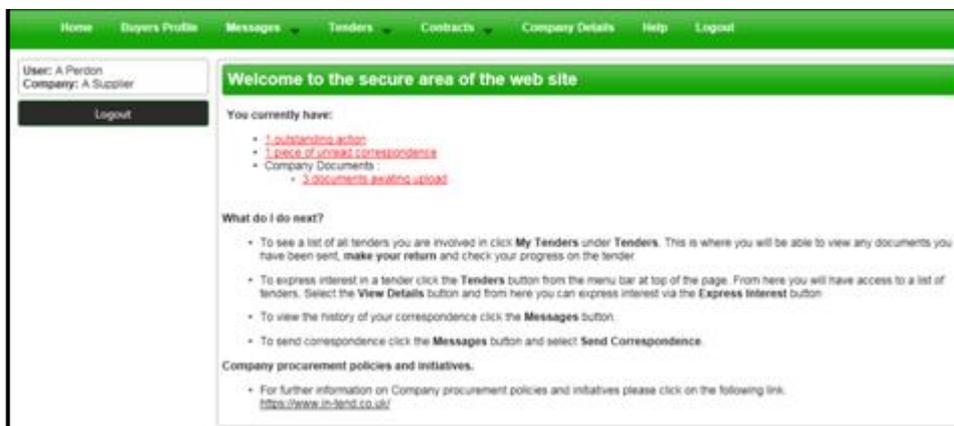
NB. If you require clarification regarding the tender you should send your clarification request via Correspondence

## Actions

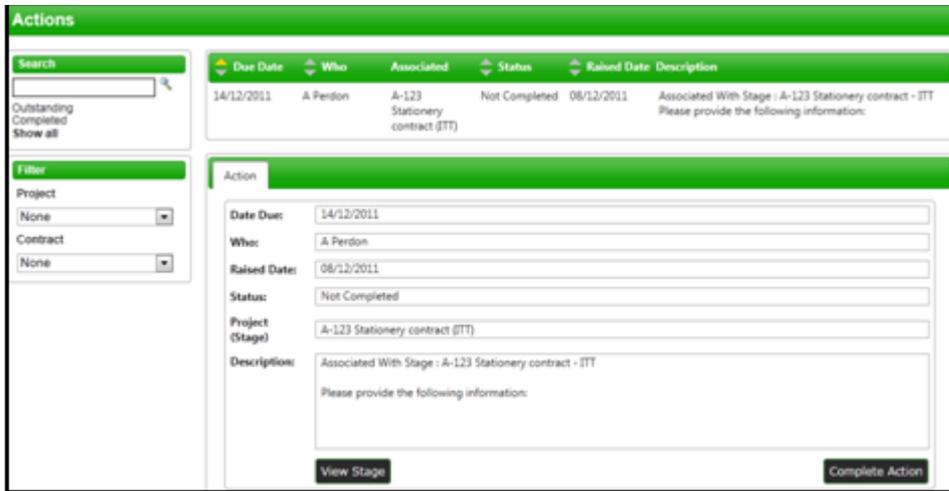
This procedure is used to send you tasks which should be completed by a certain date. The system will send out automatic reminders for you to complete Actions.

If you receive an Action email, log in to your homepage and a red link will appear on screen.

Click on the red link or hover over **Messages** at the top menu bar and then click Actions.



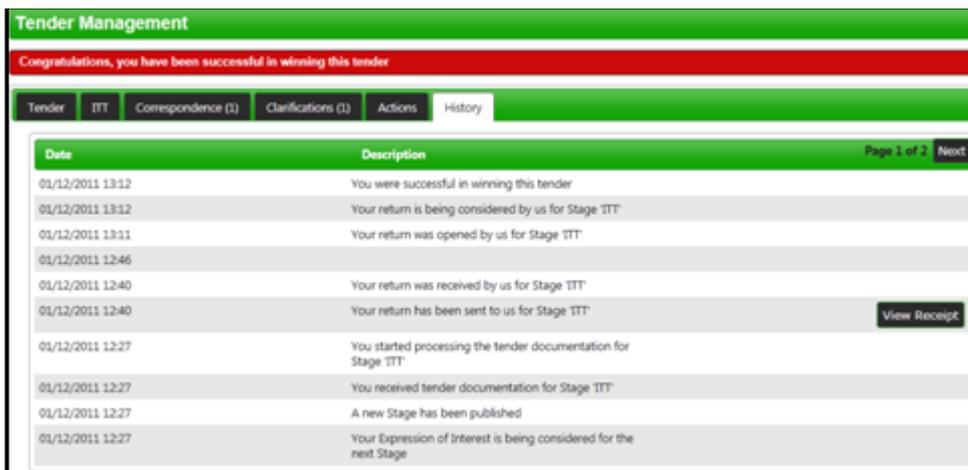
You will be taken to this screen where you can view details of the action placed against you.



Read through the Action and make sure everything requested is completed then click **COMPLETE ACTION**.

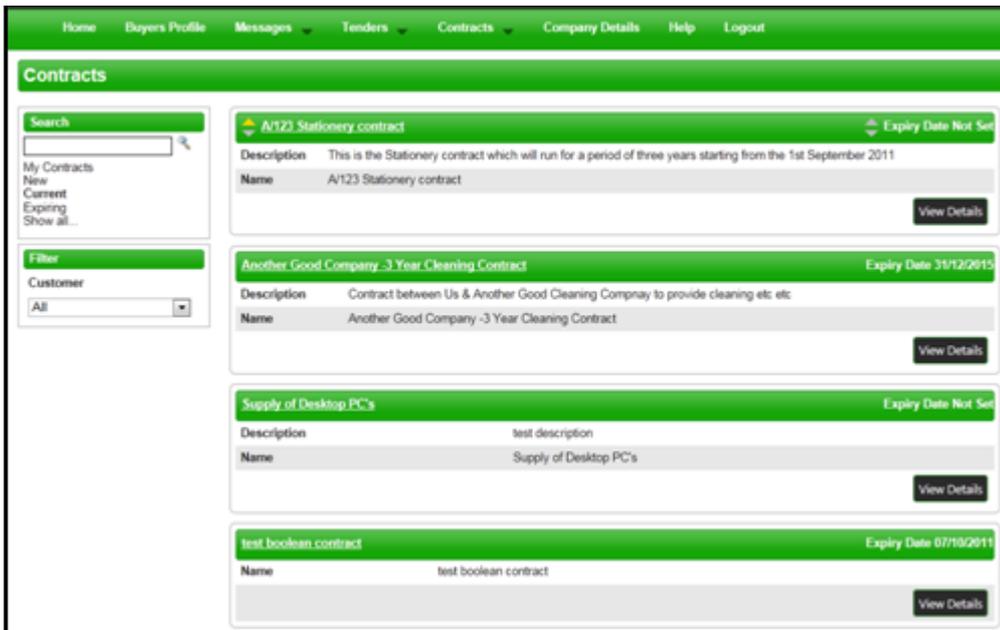
## Tender History

Within the My Tenders section you will see the History tab where there is a log of your involvement of the tender, right from your expression of interest to the current status.



## Contracts

You can view a summary of what Contracts the Institution has running from the **Contracts** heading at the top menu bar (may not be available with some institutions).



If you are the contracted supplier you should log into the secure area of the website to be able to view specific contract information/documentation.

You can view this information by hovering over **Contracts** on the top menu bar and then clicking on **My Contracts** and then **View Details** for the relevant contract.

From this screen you can view contract details, see contract documents and send correspondence relating to the contract.



## Contract Documents

Contract Documents can be viewed in the Documents tab within the Contract Management section.

Some documents may have viewing rights only which you cannot replace eg. official contract, agreed terms and conditions etc.

Other documents may be for you to manage and keep updated eg: insurances, policies etc...

If you are required to upload a new revision of a document that has expired you will receive an email alert. You should login to the secure area of the website where you will see a prompt in red that contract documents require upload.



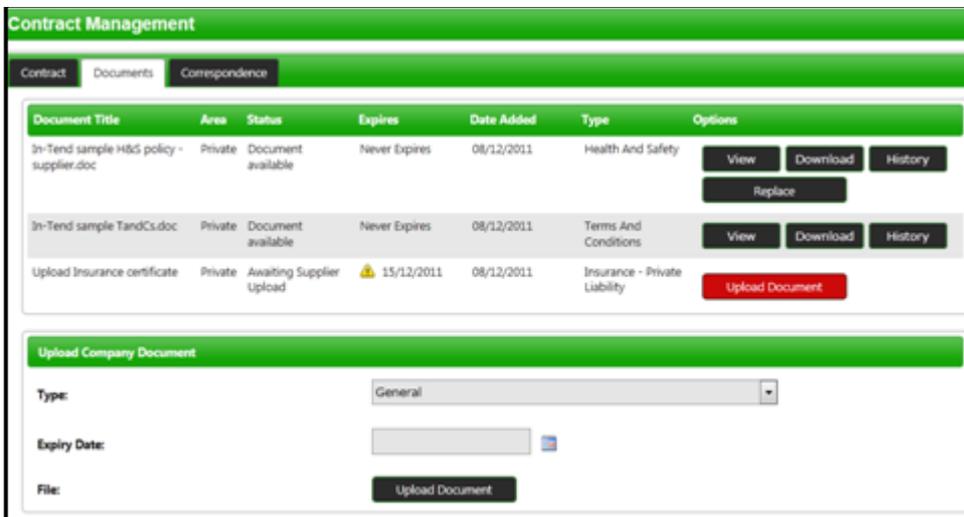
To upload these documents you should click on the red prompt or go into **My Contracts**, click **View Details** of the relevant contract and then click the **Documents** tab.



## Managing Contract Documents

From the documents tab you can view contract documents and replace/upload documents that you are responsible for maintaining.

You will be able to see a Replace button for the documents that may have expired (e.g. Insurances) or that can be updated as and when (e.g. policies). You will also see a red Upload Document button for documents that have been requested by the contracting institution. If there is an expiry date in place you will be reminded until you upload the required document.



If you require any additional information or help, please contact the In-tend Support Desk.

### In-tend Support

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