



PROCUREMENT eSERVICE

HM Government of Gibraltar

Supplier Guide 8 Responding to a Tender Opportunity

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- **How to provide a response**
- **Send Messages to HMGOG**
- **View Messages from HMGOG**
- **Submit a Tender**



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Introduction



Introduction

- **This manual is provided to assist all potential HMGOOG Supplier Network users in providing a response to a tender.**
- **You will need to register with HMGOOG's Supplier Network in order to view and submit a tender.**
- **No responses can be submitted after the closing date and time.**
- **A response may take some time to submit therefore the recommendation to tenderers is to allow yourself ample time to make a response.**



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Why HMGOG Supplier Network

Why HMGOOG Supplier Network

- **The HMGOOG Supplier Network is very easy to use.**
- **You can self register, maintain your own data and download documents.**
- **Submit tender responses electronically 24 hours a day, 7 days a week.**
- **Tenders lodged electronically do not incur postage or courier costs**
- **You receive automatic confirmation that your response has been received.**
- **You can search the database for awarded contracts as a means of identifying potential business leads.**
- **You can manage your own details removing time consuming and expensive processes.**



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Getting Started

Getting Started

- **No special equipment or software is needed - just internet access.**
- **The Network works best on the following web browsers:**
 - **Microsoft Internet Explorer 10 and 11 (in compatibility mode)**
 - **Google Chrome**
 - **Firefox**



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**Responding to a Tender:
I have not been invited**
(I saw this opportunity on the
Supplier Network)

I HAVE NOT BEEN INVITED

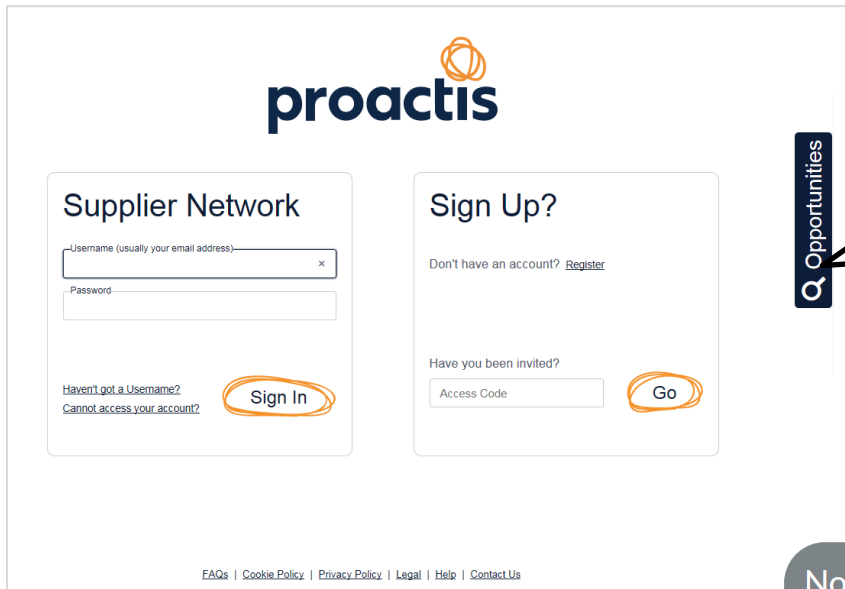
You must make sure that you are registered on the Supplier Network to be able to respond to a Tender opportunity. If you haven't already done so; please use this guide, available on our website www.procurement.gov.gi, for instructions on how to do so.



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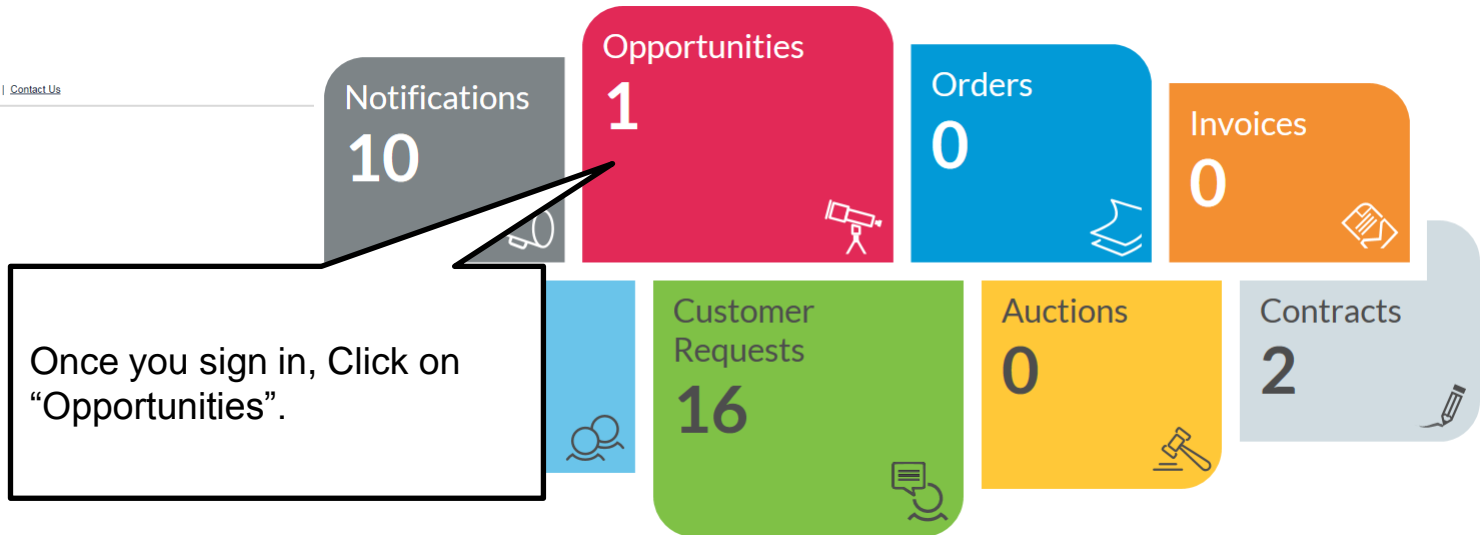
Supplier Self Registration

I HAVE NOT BEEN INVITED (2)



Opportunities

Click on "View Opportunities" to see all Public Opportunities without the need to sign in.




I HAVE NOT BEEN INVITED (3)



Your Opportunities

From here you can review the requests that have been sent to you by customers and create responses.

Search by customer reference, title or customer name...

 Search

 Filters

Reference	Customer Name	Title	Type	Closing Date	Time Remaining	Show Me
eREQ1000007	H.M Government of Gibraltar	Tender for Airport baggage and scanning system	Advertised	16/10/2017 00:00	1 month 3 days	
eREQ1000019	H.M Government of Gibraltar	Supply of Office Furniture and Equipment	Private	17/10/2017 00:00	1 month 4 days	
eREQ1000026	H.M Government of Gibraltar	Supply of Office Furniture & Equipment	Advertised	25/10/2017 00:00	1 month 12 days	
eREQ1000011	H.M Government of Gibraltar	Tender for the Supply of General Construction Materials	Advertised	25/10/2017 00:00	1 month 12 days	
eREQ1000028	H.M Government of Gibraltar	Supply of Office Furniture	Advertised	25/10/2017 00:00	1 month 12 days	
eREQ1000030	H.M Government of Gibraltar	Supply of Office Furniture	Advertised	25/10/2017 00:00	1 month 12 days	
eREQ1000041	H.M Government of Gibraltar	Tender for the Supply of Office Furniture 2 "The Sequel"	Advertised	25/10/2017 00:00	1 month 12 days	
eREQ1000023	H.M Government of Gibraltar	Road Traffic Signs V2	Advertised	01/11/2017 00:00	1 month 18 days	

You can search for the opportunity by typing in a keyword and clicking "Search".

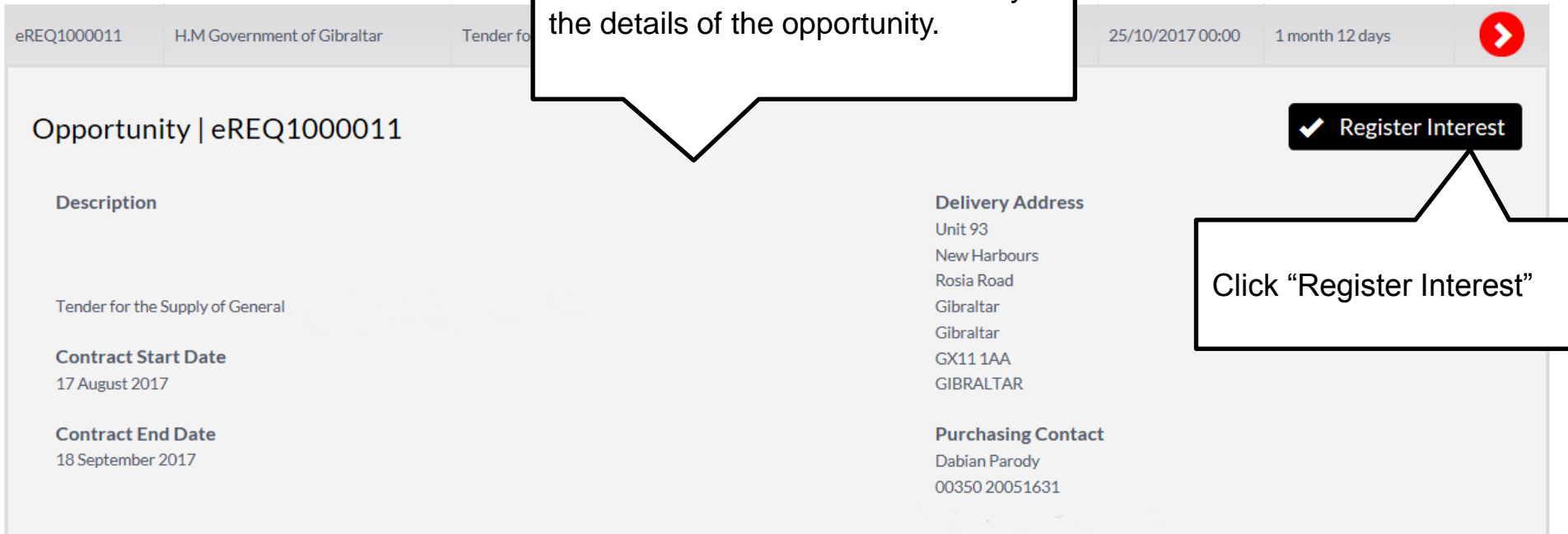
All the available opportunities are listed here.

Note:
This is a screenshot from a test site.

If you are interested Click on the relevant "Show Me" arrow to access the opportunity

I HAVE NOT BEEN INVITED (4)

You will be able to view a summary of the details of the opportunity.



eREQ1000011 H.M Government of Gibraltar Tender for 25/10/2017 00:00 1 month 12 days

Opportunity | eREQ1000011

Description

Tender for the Supply of General

Contract Start Date
17 August 2017

Contract End Date
18 September 2017

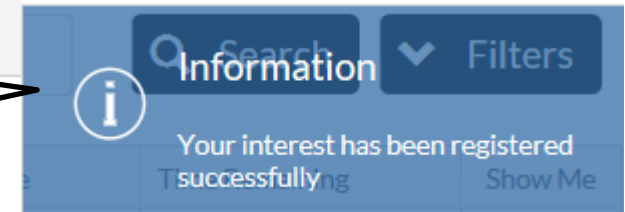
Delivery Address
Unit 93
New Harbours
Rosia Road
Gibraltar
Gibraltar
GX11 1AA
GIBALTAR

Purchasing Contact
Dabian Parody
00350 20051631

Register Interest

Click "Register Interest"

A notification will be displayed on screen briefly to show that your interest has been registered



Information Search Filters



Your interest has been registered successfully

Show Me

I HAVE NOT BEEN INVITED (5)



Your Opportunities

 Test Supplier1 
Test Supplier 1

From here you can review the requests that have been sent to you by customers and create responses.

 Search  Filters

Reference	Customer Name	Title	Type	Closing Date	Time Remaining	Show Me
eREQ1000014	H.M Government of Gibraltar	Supply of Office Furniture and Equipment	Private	16/10/2017 00:00	1 month 3 days	
eREQ1000007	H.M Government of Gibraltar	Tender for Airport baggage and scanning system	Advertised	16/10/2017 00:00	1 month 3 days	
eREQ1000019	H.M Government of Gibraltar	Supply of Office Furniture and Equipment	Private	17/10/2017 00:00	1 month 4 days	
eREQ1000026	H.M Government of Gibraltar	Supply of Office Furniture & Equipment	Private	25/10/2017 00:00	1 month 12 days	
eREQ1000011	H.M Government of Gibraltar	Tender for the Supply of General Construction Materials	Private			
eREQ1000028	H.M Government of Gibraltar	Supply of Office Furniture	Adverti			
eREQ1000030	H.M Government of Gibraltar	Supply of Office Furniture	Adverti			
eREQ1000041	H.M Government of Gibraltar	Tender for the Supply of Office Furniture 2 "The Sequel"	Advertised	01/11/2017 00:00	1 month 18 days	

Click on the relevant "Show Me" arrow to access the opportunity.

Now Proceed to Section: How to Provide a Response - Page 20



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Responding to a Tender:
I have been invited
(I received an email directly
about this opportunity)

Email Notification

From: noreplyuat@gibraltar.gov.gi
To:
Cc:
Subject: Notification of new tender opportunity

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

 **PROCUREMENT eSERVICE**
HM Government of Gibraltar

Dear Supplier User,

Your organisation has been invited to take part in the following tender process:

Request Number: eREQ1000032
Request Title: Supply of

To view and respond to the Request:

1. Log in at <https://hmgogsupplier.gibraltar.gov.gi/>
2. Go to 'Opportunities/Request from Buyers' and open the relevant Request.

This is a system-generated message. Please do not reply.

Take note of the Opportunity (e.g. Number and Title).

Click on the link in the email or copy the address into your web browser.

Sign into the Supplier Network

1. Enter your user name



Supplier Network

Username (usually your email address)

Password

[Haven't got a Username?](#)
[Cannot access your account?](#)

Sign In

Sign Up?

Don't have an account? [Register](#)

Have you been invited?

[Go](#)

2. Enter your password

 Opportunities

Opportunities




Find Opportunity



Your Opportunities

From here you can review the requests that have been sent to you by customers and create responses.

Search by customer reference, title or customer name...

 Search

 Filters

Reference	Customer Name	Title	Type	Closing Date	Time Remaining	Show Me
eREQ1000007	H.M Government of Gibraltar	Tender for Airport baggage and scanning system	Advertised	16/10/2017 00:00	1 month 3 days	
eREQ1000019	H.M Government of Gibraltar	Supply of Office Furniture and Equipment	Private	17/10/2017 00:00	1 month 4 days	
eREQ1000026	H.M Government of Gibraltar	Supply of Office Furniture & Equipment	Advertised	25/10/2017 00:00	1 month 12 days	
eREQ1000011	H.M Government of Gibraltar	Tender for the Supply of General Construction Materials	Advertised	25/10/2017 00:00	1 month 12 days	
eREQ1000028	H.M Government of Gibraltar	Supply of Office Furniture	Advertised	25/10/2017 00:00	1 month 12 days	
eREQ1000030	H.M Government of Gibraltar	Supply of Office Furniture	Advertised			
eREQ1000041	H.M Government of Gibraltar	Tender for the Supply of Office Furniture 2 "The Sequel"	Advertised			
eREQ1000023	H.M Government of Gibraltar	Road Traffic Signs V2	Advertised	01/11/2017 00:00	1 month 18 days	

You can search for the opportunity by typing in a keyword and clicking "Search".

All the available opportunities are listed here.

Note:
This is a screenshot from a test site.

If you are interested Click on the relevant "Show Me" arrow to access the opportunity




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How to Provide a Response

The General Tab


Your Response | eRESP100095



✕ Decline
💬 Messages
✍ Validate
📄 Save Draft
✔ Submit

From here you can edit your response by completing the various steps within the wizard below, or process it using the options

← General
Lots
Questions
Attachments →

^ Request Documents (2)

Please ensure you read all documents before responding to opportunity request.

Name	Type	Download
Instructions to Tenderers	Generic Documents	
Contract Terms	Generic Documents	

v About You

^ Request Overview

Request | eREQ100028

Customer Name
H.M Government of Gibraltar

Title
Supply of Office Furniture

Description
Supply of Office Furniture

Closing Date
25 October 2017 @ 00:00:00

Purchasing Contact

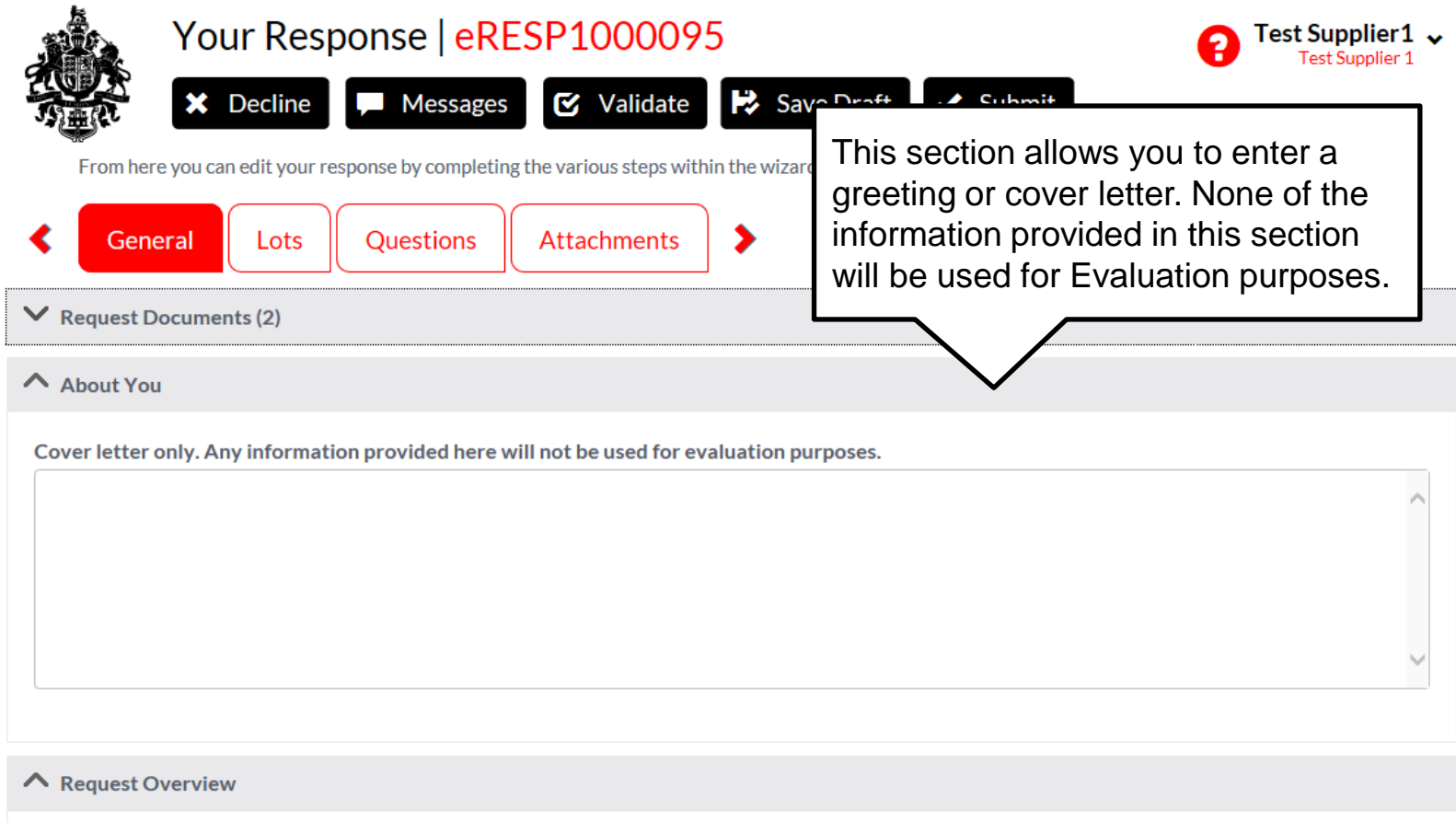
Delivery Date
20 December 2017



Delivery Address
206/210
Main Street
Gibraltar
Gibraltar

Open this section to access important documentation relevant to this opportunity. Please download and read these documents before starting your response.

This section provides further summary information relevant to this opportunity.

The General Tab (2)



 Your Response | eRESP1000095 Test Supplier1 
Test Supplier 1

✕ Decline 💬 Messages ✔ Validate 💾 Save Draft ➤ Submit

From here you can edit your response by completing the various steps within the wizard

◀ **General** Lots Questions Attachments ▶

Request Documents (2)

^ About You

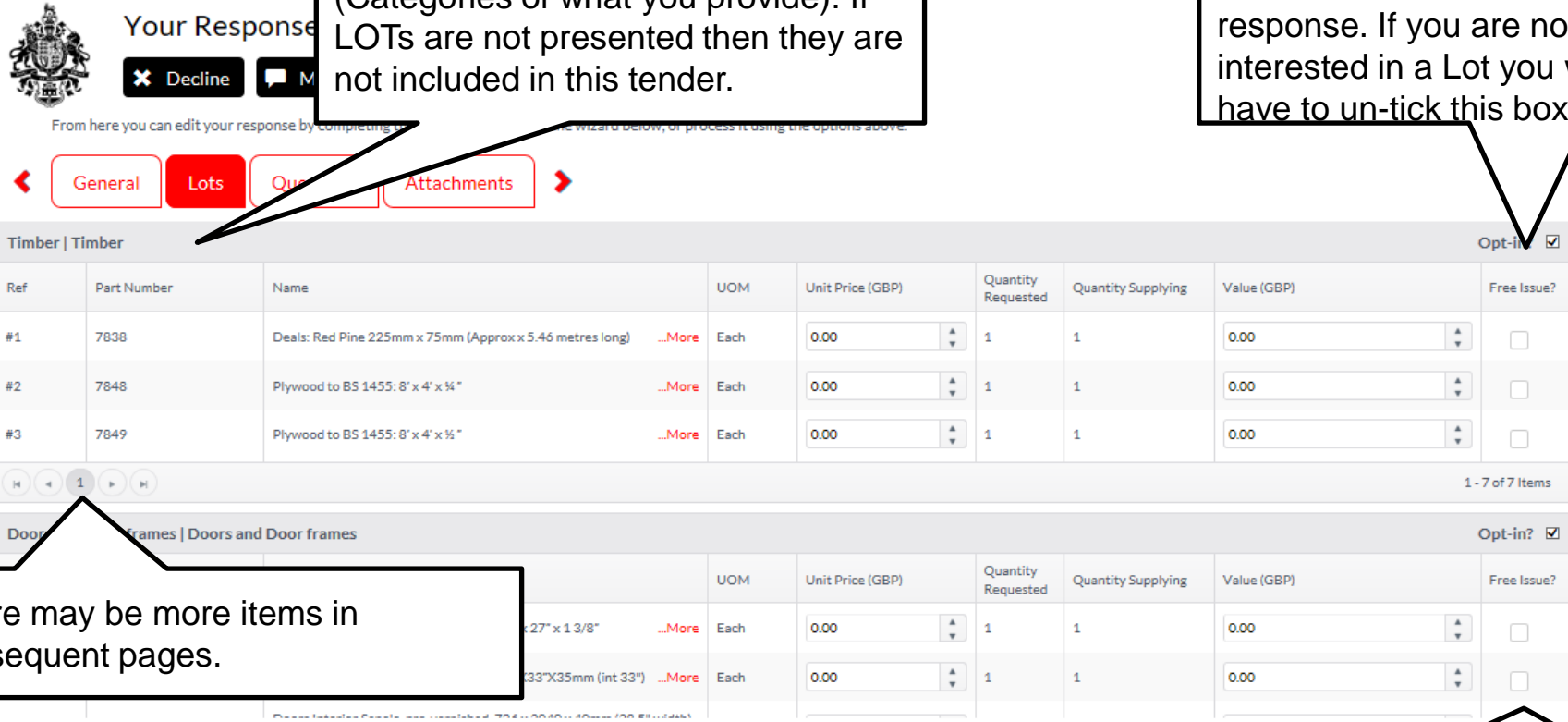
Cover letter only. Any information provided here will not be used for evaluation purposes.

Request Overview

The Lots Tab

Note you are automatically "Opted In" for all Lots. Tenderers must submit prices for all items in a lot to be able to submit a valid response. If you are not interested in a Lot you will have to un-tick this box.

You may have to select LOTS (Categories of what you provide). If LOTS are not presented then they are not included in this tender.



Your Response

Decline M

From here you can edit your response by completing the wizard below, or process it using the options above.

General **Lots** Questions Attachments

Ref	Part Number	Name	UOM	Unit Price (GBP)	Quantity Requested	Quantity Supplying	Value (GBP)	Free Issue?
#1	7838	Deals: Red Pine 225mm x 75mm (Approx x 5.46 metres long) ...More	Each	0.00	1	1	0.00	<input type="checkbox"/>
#2	7848	Plywood to BS 1455: 8' x 4' x ¼" ...More	Each	0.00	1	1	0.00	<input type="checkbox"/>
#3	7849	Plywood to BS 1455: 8' x 4' x ¼" ...More	Each	0.00	1	1	0.00	<input type="checkbox"/>

1 - 7 of 7 Items

Ref	Part Number	Name	UOM	Unit Price (GBP)	Quantity Requested	Quantity Supplying	Value (GBP)	Free Issue?
		27" x 13/8" ...More	Each	0.00	1	1	0.00	<input type="checkbox"/>
		33"X35mm (int 33") ...More	Each	0.00	1	1	0.00	<input type="checkbox"/>

There may be more items in subsequent pages.

"Free Issue" means the item will be provided at NO cost.

Viewing Specifications & Entering Prices



Your Response | eRESP1000129

- Decline
- Messages
- Validate
- Save Draft
- Submit

From here you can edit your response by completing the various steps within the wizard below, or process it using the buttons above.

- General
- Lots**
- Questions
- Attachments

Ref	Part Number	Name	UOM	Unit Price (GBP)	Quantity Requested	Quantity Supplying	Value (GBP)	Free Issue?	Opt-in?
#1	7838	Deals: Red Pine 225mm x 75mm (Approx x 5.46 metres long) ...Less	Each	10.00	1	1	10.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Description Deals: Red Pine 225mm x 75mm (Approx x 5.46 metres long)							

2. Enter the Unit Price of the item being offered.

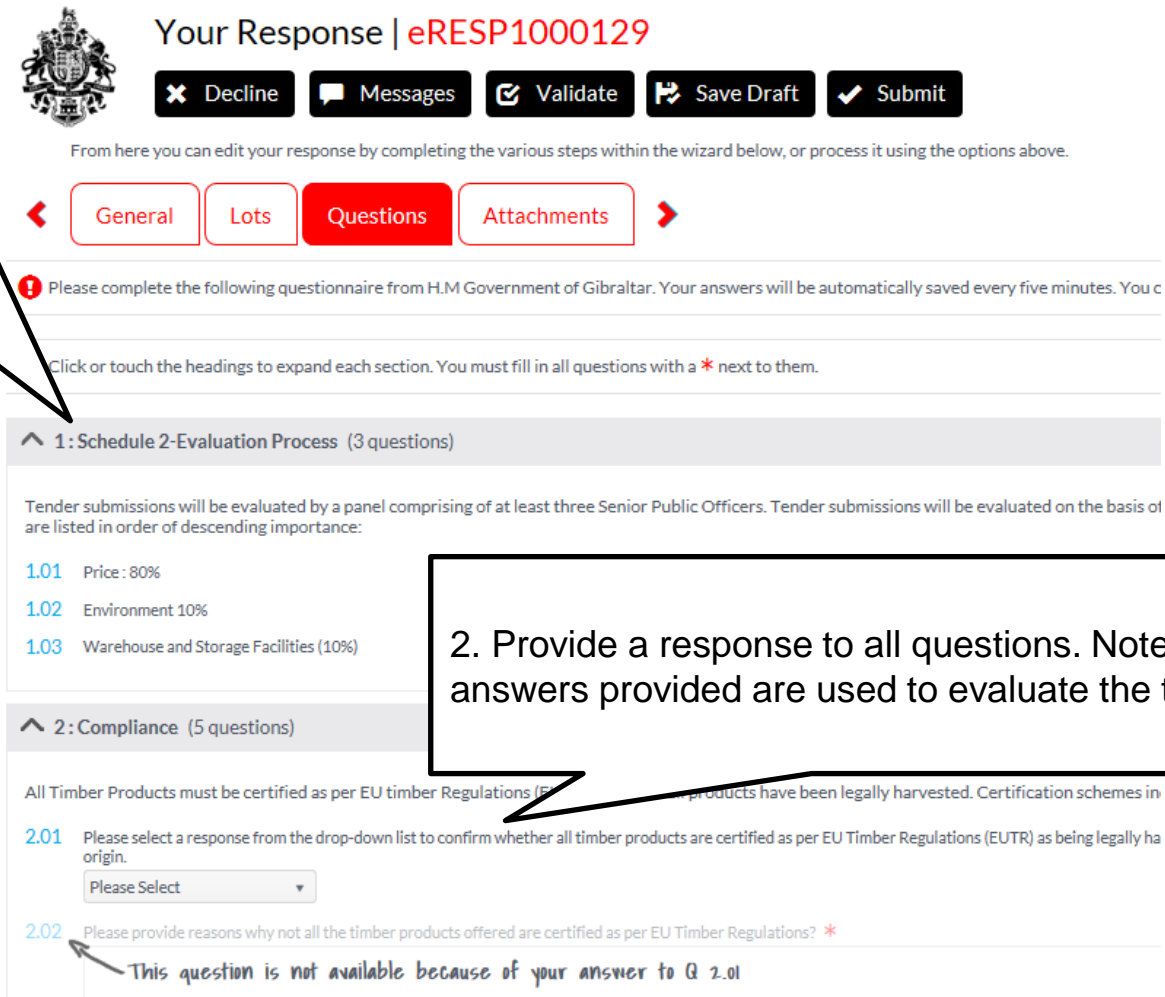
1. Click **More...** to view details of each item. A specification document is also provided as part of the Request Documents (General Tab)

Note: The Value field is automatically updated once you enter the Unit Price in accordance with the Quantities stated.

The Questions Tab

1. Please expand each question section.

Note: The first section will set out the evaluation criteria and relative weighting for each criterion.



Your Response | eRESP1000129

Decline Messages Validate Save Draft Submit

From here you can edit your response by completing the various steps within the wizard below, or process it using the options above.

General Lots **Questions** Attachments

Please complete the following questionnaire from H.M Government of Gibraltar. Your answers will be automatically saved every five minutes. You can

Click or touch the headings to expand each section. You must fill in all questions with a * next to them.

1: Schedule 2-Evaluation Process (3 questions)

Tender submissions will be evaluated by a panel comprising of at least three Senior Public Officers. Tender submissions will be evaluated on the basis of the criteria listed in order of descending importance:

- 1.01 Price : 80%
- 1.02 Environment 10%
- 1.03 Warehouse and Storage Facilities (10%)

2: Compliance (5 questions)

All Timber Products must be certified as per EU timber Regulations (EUTR). Only products that have been legally harvested. Certification schemes in

- 2.01 Please select a response from the drop-down list to confirm whether all timber products are certified as per EU Timber Regulations (EUTR) as being legally harvested.
Please Select
- 2.02 Please provide reasons why not all the timber products offered are certified as per EU Timber Regulations? *

This question is not available because of your answer to Q 2.01

2. Provide a response to all questions. Note that all answers provided are used to evaluate the tender.

The Attachments Tab



Your Response | eRESP1000129

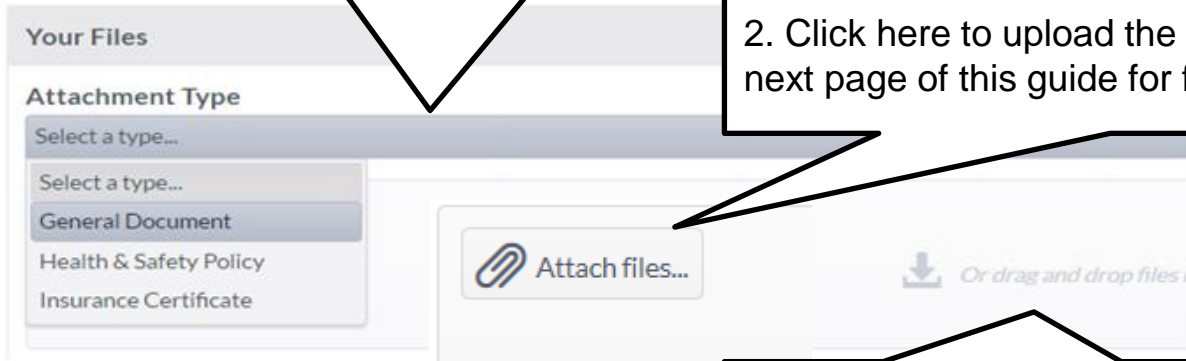
- Decline
- Messages
- Validate
- Save Draft
- Submit

From here you can edit your response by completing the various steps within the wizard below, or process it using the options

- General**
- Lots**
- Questions**
- Attachments**

1. Select the appropriate category of document to be uploaded. If the type is not on the list select General Document as the Attachment Type

to your response. Select an attachment type, add or drag and drop a



Your Files

Attachment Type

Select a type...

Select a type...

General Document

Health & Safety Policy

Insurance Certificate

Attach files...

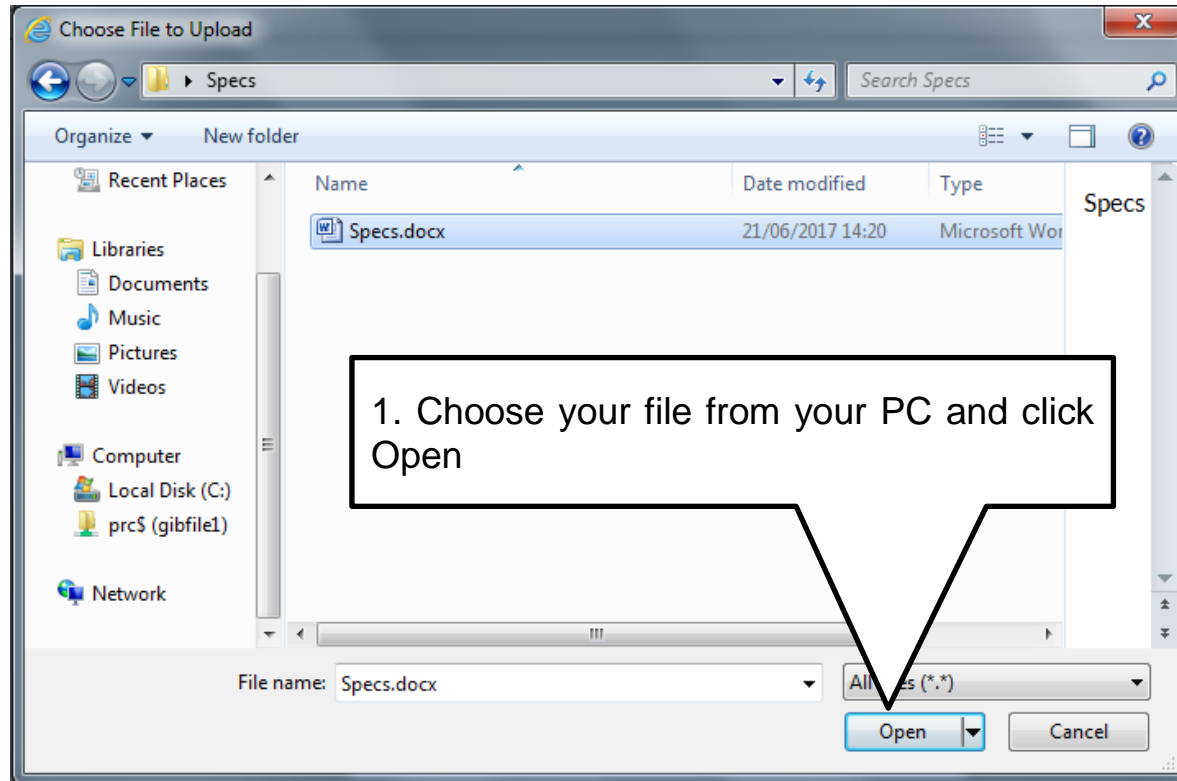
Or drag and drop files here

2. Click here to upload the document (P.T.O. to the next page of this guide for further instructions).

3. Alternatively, you can also drag and drop the file to upload it.

Continued from step 2 in the previous page.

This step/page is only relevant where the drag and drop function has NOT been used.



The Attachments Tab (2)

Attachment Type

General Document

 Attach files...

The file(s) ready to be uploaded are listed here.


 Or drag and drop files here

 Test DOC.docx



1. Click here to upload the file(s).

 Upload files

The file(s) will be briefly highlighted in green to indicate a successful upload and then it will be listed below.

 Test DOC.docx

Uploaded Files

Name	Type	Download	Remove
	Generic Documents		



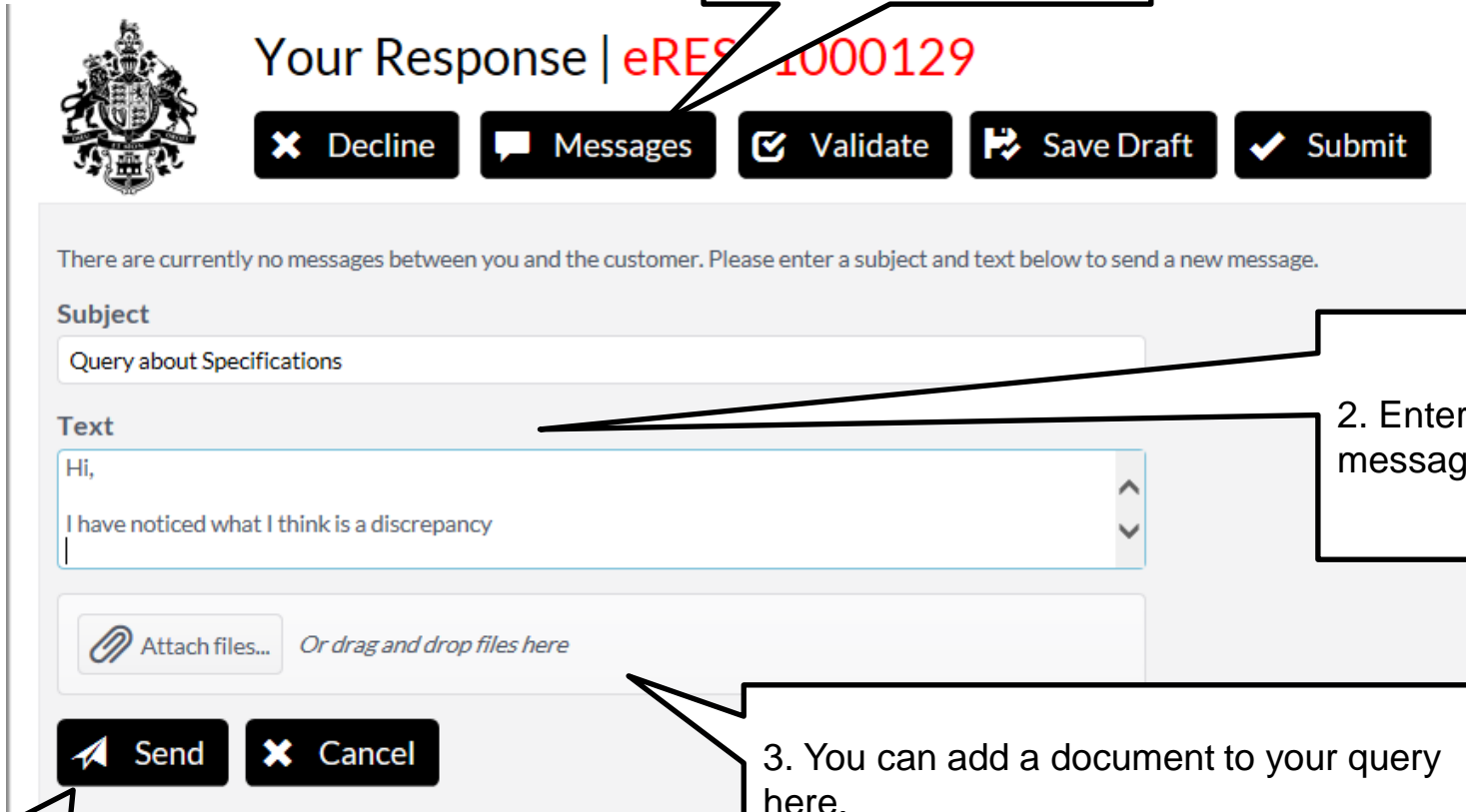
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Sending and Receiving Messages

Sending Messages

1. Click Messages at the top of your screen.



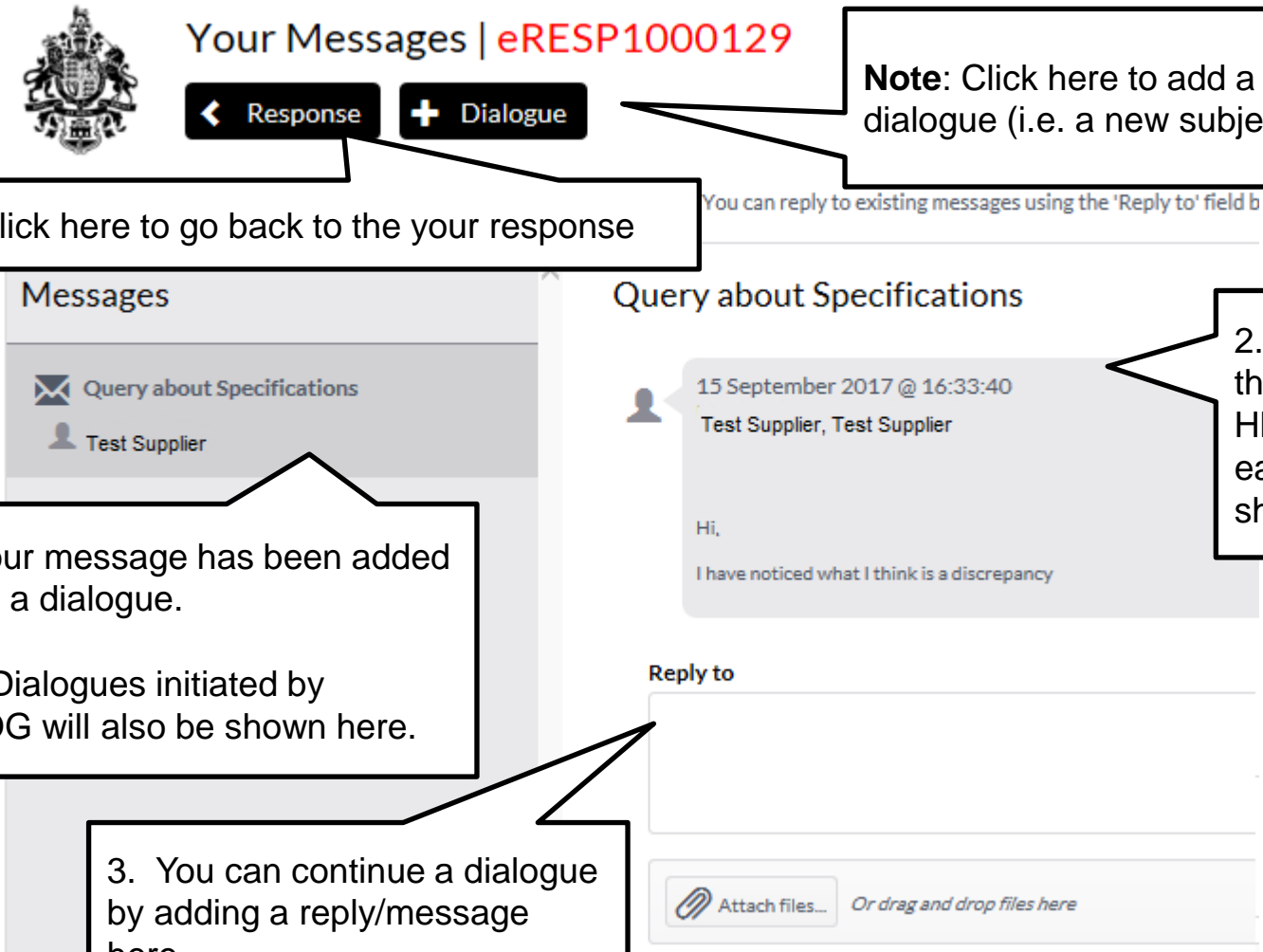
The screenshot shows the 'Your Response' interface for eRES 1000129. At the top left is the Gibraltar Government logo. To its right is the text 'Your Response | eRES 1000129'. Below this is a horizontal menu with five buttons: 'Decline' (with an 'X' icon), 'Messages' (with a speech bubble icon), 'Validate' (with a checkmark icon), 'Save Draft' (with a floppy disk icon), and 'Submit' (with a checkmark icon). Below the menu is a message area with the text: 'There are currently no messages between you and the customer. Please enter a subject and text below to send a new message.' The form has two main sections: 'Subject' with a text input field containing 'Query about Specifications', and 'Text' with a larger text area containing 'Hi, I have noticed what I think is a discrepancy'. Below the text area is an attachment section with a paperclip icon, the text 'Attach files...', and the instruction 'Or drag and drop files here'. At the bottom of the form are two buttons: 'Send' (with a paper plane icon) and 'Cancel' (with an 'X' icon).

2. Enter a subject and message details.

3. You can add a document to your query here.

4. Click Send Button to send the message

Sending Messages (2)



Your Messages | eRESP1000129

Response **+ Dialogue**

Note: Click here to add a new dialogue (i.e. a new subject)

Note: Click here to go back to the your response

You can reply to existing messages using the 'Reply to' field b

Messages

- ✉ Query about Specifications
- 👤 Test Supplier

Query about Specifications

15 September 2017 @ 16:33:40
Test Supplier, Test Supplier

Hi,
I have noticed what I think is a discrepancy


2. Your message and the responses from HMGOG related to each dialogue will be shown here.

1. Your message has been added as a dialogue.

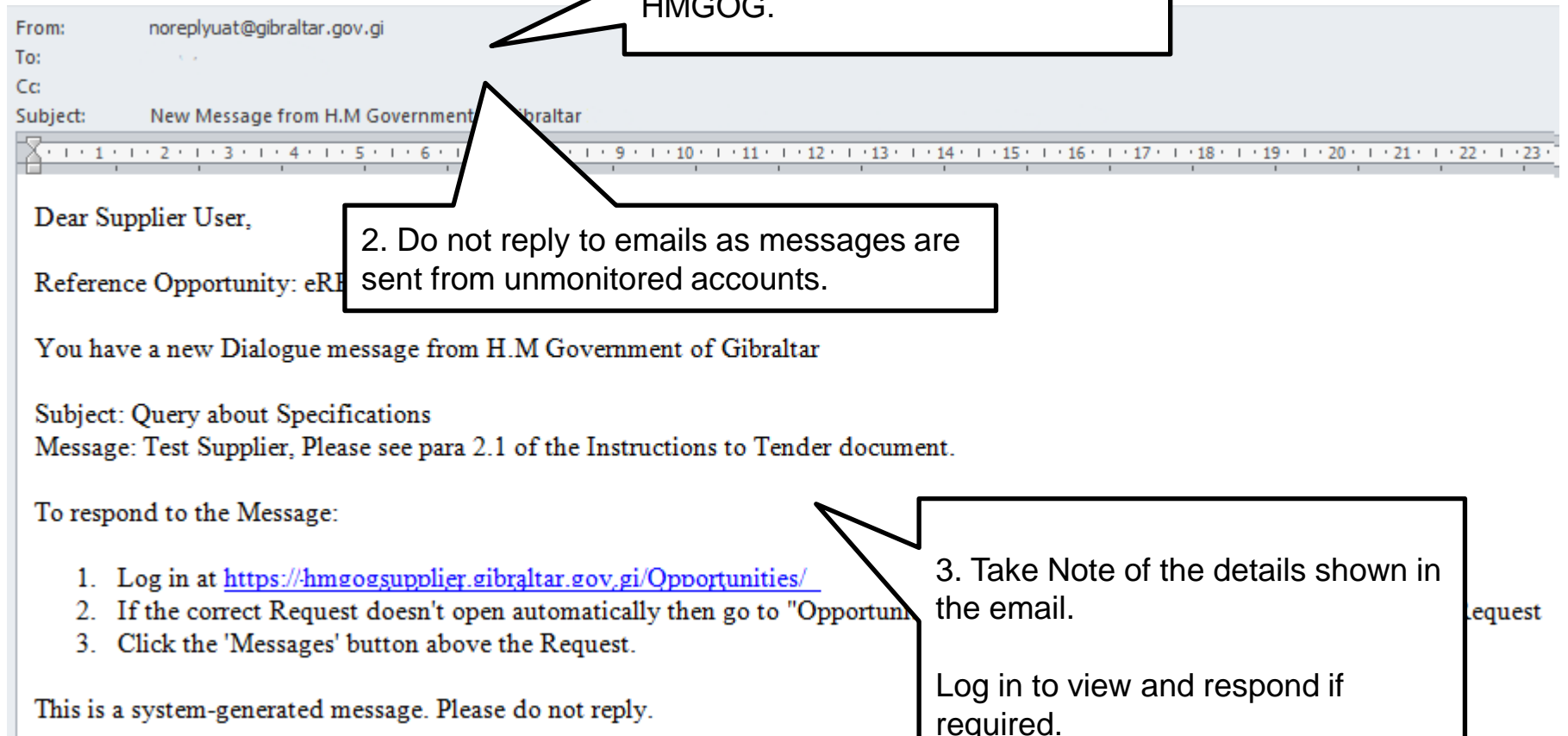
Note: Dialogues initiated by HMGOG will also be shown here.

3. You can continue a dialogue by adding a reply/message here.

Reply to

 **Attach files...** *Or drag and drop files here*

Receiving Messages



From: noreplyuat@gibraltar.gov.gi
To: ...
Cc: ...
Subject: New Message from H.M Government of Gibraltar

1. You will receive an email to advise you of a message from HMGOG.

2. Do not reply to emails as messages are sent from unmonitored accounts.

Dear Supplier User,

Reference Opportunity: eRF...

You have a new Dialogue message from H.M Government of Gibraltar

Subject: Query about Specifications
Message: Test Supplier, Please see para 2.1 of the Instructions to Tender document.

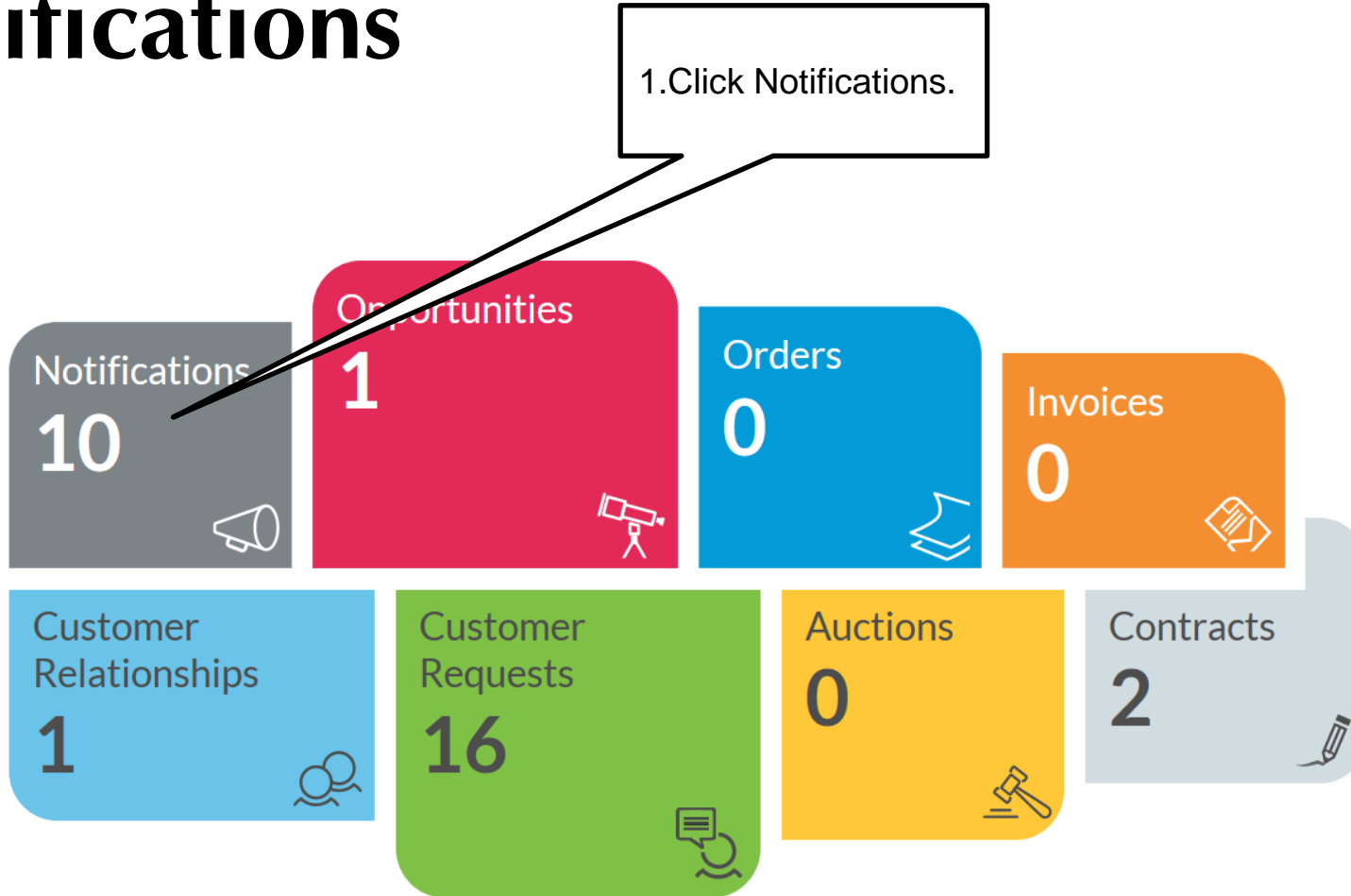
To respond to the Message:

1. Log in at <https://hmgogsupplier.gibraltar.gov.gi/Opportunities/>
2. If the correct Request doesn't open automatically then go to "Opportunities" and click on the Request
3. Click the 'Messages' button above the Request.

This is a system-generated message. Please do not reply.

3. Take Note of the details shown in the email.
Log in to view and respond if required.

Notifications



Open Notification

1. View Notification





2. Click Show Me.



Your Notifications


 Test Supplier1 
 Supplier 1



From here you can view your notifications and take action if needed.

Customer	Notification	Raised On	Show Me
H.M Government of Gibraltar	The closing date for 'eREQ1000084' tender has changed	16/09/2017 17:18:19	
H.M Government of Gibraltar	The closing date for 'eREQ1000083' tender has changed	16/09/2017 16:28:21	
H.M Government of Gibraltar	The closing date for 'eREQ1000081' tender has changed	15/09/2017 17:14:34	
H.M Government of Gibraltar	The closing date for 'eREQ1000080' tender has changed	15/09/2017 16:38:04	



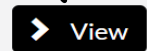


View Notification



Your Notifications

 **Test Supplier1** 
Test Supplier 1

From here you can view your notifications and take action if needed.

Customer	Notification	Raised	Show Me
H.M Government of Gibraltar	The closing date for 'eREQ1000084' tender has changed	16/09/2017 17:18:19	
<p>The closing date for 'eREQ1000084' tender has changed</p> <p>Please note that the Closing Date for the following Tender has changed:</p> <p>Request Number: eREQ1000084 Request Name: Supply of Timber and Timber Products New Closing Date: 16/09/2017 17:18</p> <p> </p>			
H.M Government of Gibraltar	The closing date for 'eREQ1000083' tender has changed	16/09/2017 16:28:21	
H.M Government of Gibraltar	The closing date for 'eREQ1000081' tender has changed	15/09/2017 17:14:34	

1. Click View

2. Click Show Me.

View Message Thread

1. Click Messages



Your Response | eRESP1000129

- Decline
- Messages
- Validate
- Save Draft
- Submit

From here you can edit your response by completing the various steps within the wizard below, or process it using the options above.

- General
- Lots
- Questions
- Attachments

2. View a message



Your Messages | eRESP1000129

- Response
- Dialogue

From here you can view all messages you currently have with the customer. You can reply to existing messages using the 'Reply to' field below, or add a new message by clicking the '+ Message' button.

Messages

- Query about dates
Frank Stein
- Query about Specifications
(1)
Frank Stein

Query about dates

15 September 2017 @ 16:39:56
Frank Stein, Mary Shelley

What is the closing date.



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Submit Tender Response

Validate/Submit Response



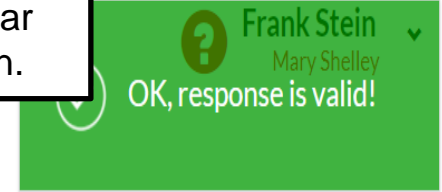
Your Response | eRESP1000129

✕ Decline
💬 Messages
✔ Validate
📄 Save Draft
✔ Submit

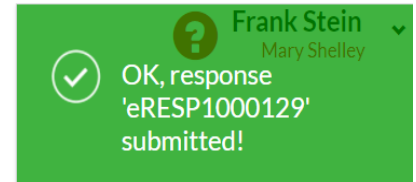
From here you can edit your response by completing the various steps within the wizard below, or process it using the options above.

◀
General
Lots
Questions
Attachments
▶

1. Click Validate, if successful a green message box will appear top right hand of screen.


 Frank Stein
 Mary Shelley
 OK, response is valid!

2. Click Submit, if successful a green message box will appear top right hand of screen.



 Frank Stein
 Mary Shelley
 OK, response 'eRESP1000129' submitted!



Your Opportunities

From here you can review the requests that have been sent to you by customers and create responses.

🔍 Search
⌵ Filters

Reference	Customer Name	Title	Type	Closing Date	Time Remaining	Show Me
eREQ1000073	H.M Government of Gibraltar	Supply of Timber and Timber Products	Private	10/11/2017 00:00	1 month 23 days	

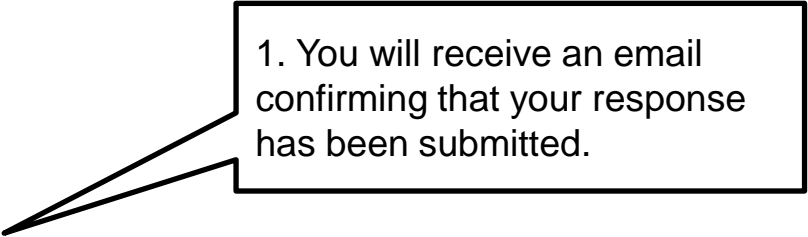


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**Await a decision from
HMGOG**

Submission Confirmation



1. You will receive an email confirming that your response has been submitted.

The Buyer has received your Response to this Opportunity. Please make a note of the Response Number for your records:

Buyer's Request Number: eREQ1000084

Your Response Number: eRESP1000154

Date Submitted: 16/09/2017 17:19

Submitted By: Test Supplier7

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HM Government of Gibraltar

