



**PROCUREMENT eSERVICE**

HM Government of Gibraltar

# **SUPPLIER USER GUIDE 9**

## **Responding to a Quick Quote**

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# INTRODUCTION

- This user guide is intended for all existing Procurement eService Supplier Network Users.
- Only Preferred Suppliers will be sent Quick Quotes and then only for the Classifications (CPV Codes) Registered in their Profile.
- Please familiarise yourself with the user guide prior to responding to a request for quotation.
- The resultants Terms and Conditions governing any successful Response shall be the HMGOG Standard Terms and Conditions of Purchase; made available to Suppliers during the Invitation to become a Preferred Supplier.
- No special equipment or software is needed to access - just internet access.
- The Network works best on the following web browsers:
  - Microsoft Internet Explorer 10 and 11 (in compatibility mode)
  - Google Chrome
  - Firefox

## Glossary

- Notifications – means emails or other types of messages sent through the system.
- Opportunity /Opportunities – means any Request for Quotations or Tender which you have been invited or are eligible to participate in which could lead to a Contract.
- Response – means your response (offer) to a Request for Quotation or Tender
- Request for Quotes (RFQ) – means Government’s invitation to you to submit a Response.



**PROCUREMENT eSERVICE**

HM Government of Gibraltar

You are Notified of an  
Opportunity



## Email sent to Suppliers

Dear Test Supplier 1,

H.M Government of Gibraltar has issued you with a Request for Quotation QQ1000005: Supply and Delivery of Pedal bicycles.

Providing a Quotation is quick and easy. To begin the process, simply click on the link below which will direct you to the Supplier Network website.

<https://uat-hmgogsupplier.gibraltar.gov.gi/QuickQuotes?c=4%2bYsOPxiHA6bAsdlNx7fSiX9LzXBhH7WiEzTH8CUQ4LxeZ1fimNilg9tUFlfSEpb>

The Quotation you provide will be automatically linked with your existing account so that you can track its progress after submission.

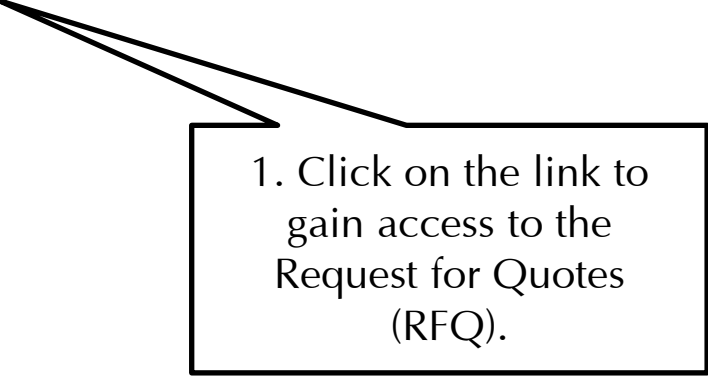
If you wish to contact H.M Government of Gibraltar please use the messaging function within the Supplier Network website.

Regards

**Procurement eServices**

HM Government of Gibraltar

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1. Click on the link to gain access to the Request for Quotes (RFQ).



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Logging In



1. Enter your username

### Supplier Network

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

Sign In

2. Enter your password

### Sign Up?

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

Have you been invited?

Go





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Finding Your Opportunities



# Supplier Network

Test Supplier1  
Test Supplier 1


1. Select Opportunities



**i**  
Note the email you received will be replicated in Notifications



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

 Search

 Filters

Reference	Customer Name	Title	Type	Closing Date	Time Remaining	Show Me
QQ1000006	H.M Government of Gibraltar	Quotation for Pens	Private	23/06/2017 23:59	1 day 12 hours	
QQ1000005	H.M Government of Gibraltar	Supply and Delivery of Pedal bicycles	Private	24/06/2017 23:59	2 days 12 hours	



View the Opportunities and the time remaining until the Closing Date

1. Click on the Arrow to open the RFQ



# Your Opportunities



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



Click on the Filter Button to search opportunities (including expired ones) using the drop down boxes by e.g. Closing Date, Response Status etc.




<b>Closing Date From</b> <input type="text"/>	<b>Response Status</b> <input type="text" value="Any"/>	<input type="checkbox"/> Include Expired?
<b>Announcement Type</b> <input type="text" value="Any"/>	<b>Registered Interest?</b> <input type="text" value="Any"/>	

Reference	Customer Name	Title	Type	Closing Date	Time Remaining	Show Me
QQ1000006	H.M Government of Gibraltar	Quotation for Pens	Private	23/06/2017 23:59	1 day 12 hours	
QQ1000005	H.M Government of Gibraltar	Supply and Delivery of Pedal bicycles	Private	24/06/2017 23:59	2 days 12 hours	



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General Information



## Your Quote | QQRESP1000018

Test Supplier1  
Test Supplier 1

- Messages
- Validate
- Save Draft
- Submit

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

- General
- Items
- Attachments



1. Click here to View Documents attached to a RFQ

You can save a Draft of your Response to a RFQ at any time and return to complete before the Closing Date.

Notwithstanding, you are advised to submit your Response as soon as possible.

**Your Quote | QQRESP1000021**

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 a

General Items Attachments

Request Documents (1)

Please ensure you read all documents before responding to opportunity request

Name	Type	Download
Specification	Quick Quote Attachment	

1. Click to download

If using Internet Explorer.  
2. Click Save and then Open

If using Google Chrome  
2. Click to open the file at the bottom of the screen

Do you want to save Test DOC.docx (12.6 KB) from uat-hmgogsupplier.gibraltar.gov.gi? Save Cancel

The Test DOC (1).docx download has completed. Open Open folder View downloads

Test DOC (2).docx

Test Supplier1  
Test Supplier 1

Information icon



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Starting Your Offer





## Your Quote | QQRESP1000018

 **Test Supplier1** ▾  
Test Supplier 1

-  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** 
- Items
- Attachments

▼ Request Documents (1)

▲ About You

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

1. Insert Any information here which may be relevant to your Response.  
Note: It will not be used for evaluation

2. Scroll down the webpage for more info and see the next page of this guide.

1. Enter a Quote validity expiry date. The Quote must be valid on the Delivery Date (see below).  
Note: This is not a mandatory field and can be left blank

The quote provided must be applicable to the quote.



Information about the RFQ can be viewed here



^ Request Overview

## Request | QQ1000005

**Customer Name**  
H.M Government of Gibraltar

**Title**  
Supply and Delivery of Pedal bicycles

**Description**  
Supply and Delivery of Pedal bicycles

**Allow multiple responses?**  
Yes

**Allow response re-submit before deadline?**  
No

**Delivery Date**  
29 June 2017

**Your Quote**

1. Click here to enter your see the item(s) requested and enter a Price

Messages | Val | 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 | **Items** | Attachments

Ref	Part Number	Name	UOM	Unit Price (GBP)	Quantity Requested	Quantity Supplying	Value (GBP)	Free Issue?
#1	Unknown	Bicycles to H.M Government of Gibraltar	Per Bicycle	0.00	100	100.00	0.00	<input type="checkbox"/>
#2		Delivery of 100 Bicycles	Per Bicycle	0.00	100	100.00	0.00	<input type="checkbox"/>

2. Click "More" to find out more information about the items required

1 - 2 of 2 Items



# Your Quote | QQRESP1000021

- Messages
- Validate
- Save Draft
- Submit

Test Supplier1  
Test Supplier 1

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

- General
- Items**
- Attachments

1. Read through the description(s).

				UOM	Unit Price (GBP)	Quantity Requested	Quantity Supplying	Value (GBP)	Free Issue?
#1	Unknown	Bicycles to H.M. Government of Gibraltar	...Less	Per Bicycle	150.00	100	100.00	15,000.00	<input type="checkbox"/>
Description Supply of 100 Bicycles for Cycle to work scheme									
#2		Delivery of 100 Raleigh Bicycles	...Less						<input type="checkbox"/>
Description Delivery of 100 Bicycles to Harbour Road, H.M Government of Gibraltar Bicycle store. Please note: Delivery is to be within 24 hours									

2. Enter the Unit price.

Free Issue mean items you will not charge e.g. where delivery is free.

Once the Unit price is entered, the Total Value is automatically updated



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## Adding an Attachment



## Your Quote | QQRESP1000021

Messages

Validate

Save Draft

Submit



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



General

Items

Attachments



Click here to attach a file.



If required please use the options below to add Attachments to your response. Select an attachment type

1. If the document is not a Health & Safety or Insurance Type file select General Document as the Attachment Type

### 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

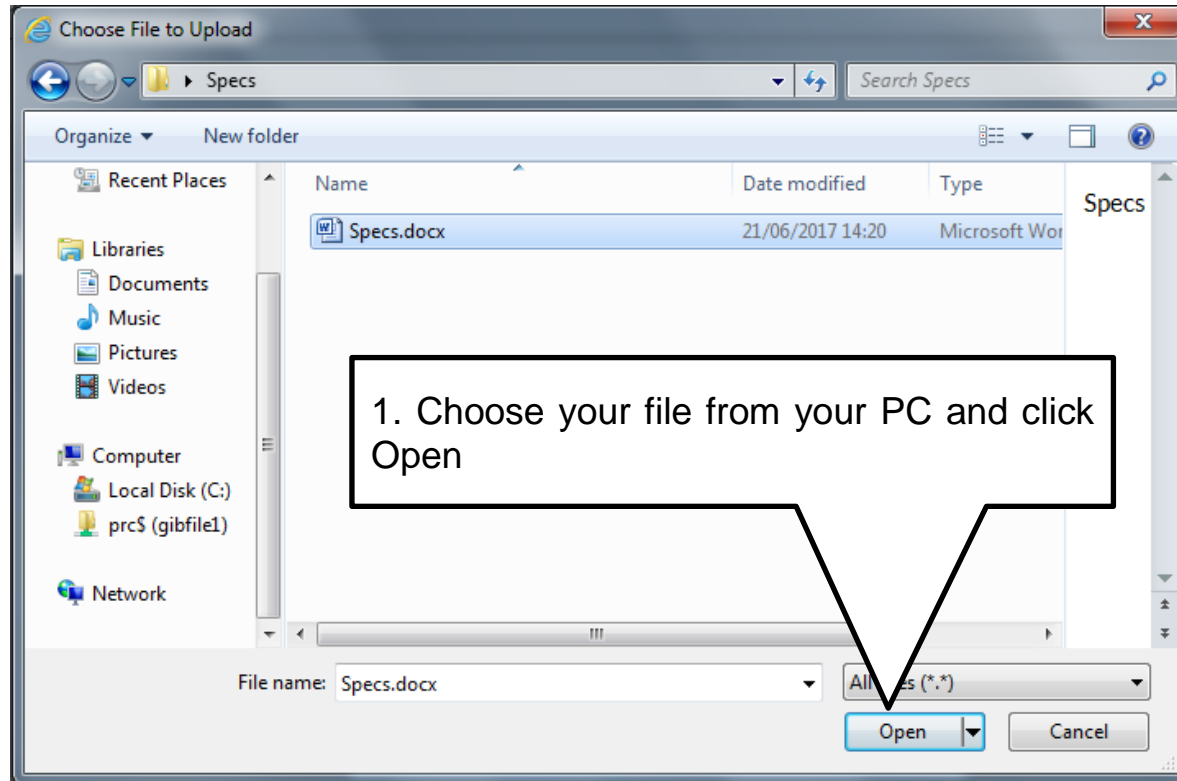
2. Click here to upload the document (P.T.O. to the next page of this guide for further instructions).

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.




**Attachment Type**

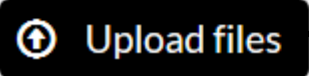

General Document 

 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

Messages can be sent from and to the buyer via the Messaging Function




Your Quote | **QQRESP1000023**

 Messages  Validate  Save Draft  Submit

There are currently no messages between you and the customer. Please enter a subject and text below to send a new message.

Subject

Text

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

 Send  Cancel

## Your Quote | QQRESP1000021

- Messages
- Validate
- Save Draft
- Submit

1. Insert Subject here

There are currently no messages between you and the customer. Please enter a subject and text below to send a new message.

Subject

Specifications

Text

Hi  
Can you please confirm if only bicycles will be accepted?

2. Insert Query text here

Attach files...

Or drag and drop files here

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

Send Cancel

4. Click Send Button to send the message



## Sample of Email forwarded to Supplier Informing that a message has been received.

1. Note the reference number and name.

Dear Supplier User,

Reference Opportunity: QQ1000005 - Supply and Delivery of Pedal bicycles

2. Note the message (Attachments will not be included in this email).

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

Subject: Specifications

Message: Dear Test Supplier 1 We can confirm that the make and title of the bicycle is not relevant as long as the specification is suitably fulfilled Regards H.M. Government of Procurement

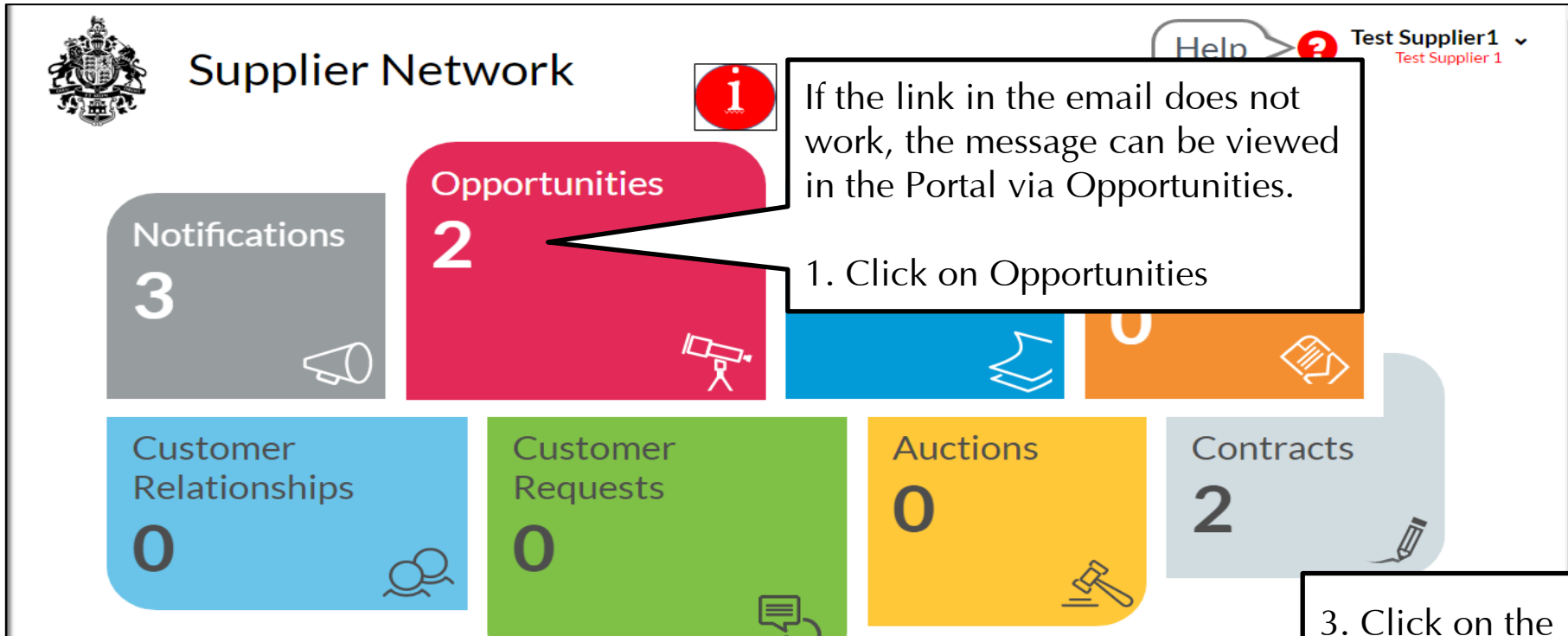
To respond to the Message:

1. Log in at <https://uat-hmgogsupplier.gibraltar.gov.gi/Opportunities/Search?term=QQ1000005>><https://uat-hmgogsupplier.gibraltar.gov.gi/Opportunities/Search?term=QQ1000005>
2. If the correct Request doesn't open automatically then go to "Opportunities/Request from Buyers" and open the relevant Request
3. Click the 'Messages' button above the Request.

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

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3. The message and attachment(s), if relevant, can be viewed by clicking on the link supplied



**Supplier Network**

Help ⓘ Test Supplier1  
Test Supplier 1

**1** If the link in the email does not work, the message can be viewed in the Portal via Opportunities.

**2** 1. Click on Opportunities

**3** 3. Click on the Messages Tab

Notifications 3

Opportunities 2

Customer Relationships 0

Customer Requests 0

Auctions 0

Contracts 2



**Your Opportunities**

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

QQ1000005

Reference Customer Name

QQ1000005	H.M Government of Gibraltar
-----------	-----------------------------

Opportunity | QQ1000005

**2** 2. Click on the Arrow Buttons to open the Opportunity and access it.

Search Filters

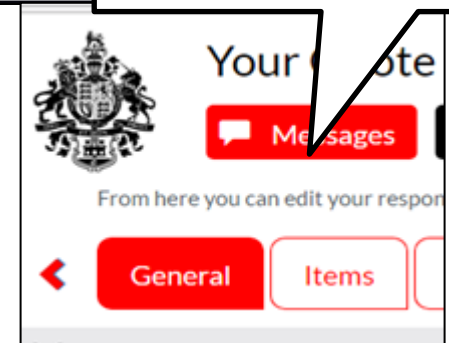
Reference	Time Remaining	Show Me
QQ1000005	7 23:59	2 days 12 hours

+ New Response

**3** 3. Click on the Messages Tab

Your Responses

Reference	Created Date	Value	Status	Go to Response
QQRESP1000021	22/06/2017 10:57	-	Not Submitted	Go to the response




**Your Messages**

Messages


From here you can edit your responses

General Items





## Your Messages | QQRESP100002

← Response + Dialogue


 **Test Supplier1**  
Test Supplier 1

From here you can view all messages you currently have with the customer. You can reply to messages or add a new message by clicking the '+ Message' button above.

### Messages

-  Specifications (1)
-  Test Supplier1

### Specifications

 22 June 2017 @ 11:08:48  
Test Supplier1, Test Supplier 1

Hi

Can you please confirm if only Raleigh bicycles will be accepted?



22 June 2017 @ 11:11:10  
**Philip Pandhal, H.M Government of Gibraltar**

Dear Test Supplier 1

We can confirm that the make and title of the bicycle is not relevant as long as the specification is suitably fulfilled

Regards

H.M. Government of Procurement

The messages



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## Validating and Submitting a Response



1. When you are ready to submit your offer. Click the Validate Button



A green confirmation message will appear briefly onscreen to inform you that your response can be submitted.

Your Quote | QQRE...000158

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 Items Attachments

Test. supplier1  
Test Supplier 1  
OK, response is valid!

2. Click the Submit button

Your Quote | QQRESP1000158

Messages Validate Save Draft Submit

From here you can edit your r



The Response will close and a green confirmation message will appear briefly onscreen to inform you that your response has been submitted.

Your Opportunities



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

Test. supplier1  
Test Supplier 1  
OK, response 'QQRESP1000158' submitted!







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

 Search


 Filters

Reference	Customer Name	Time Remaining	Show Me
QQ1000053	H.M Government of Gibraltar	3:59 2 days 9 hours	

**Opportunity | QQ1000053**

 **New Response**

**Your Responses**

Reference	Created Date	Value	Status	Go to Response
QQRESP1000158	26/07/2017 14:30	-	Submitted	



You can submit multiple offers for each opportunity  
Click New Response



Your responses will be listed and can be viewed by clicking on the corresponding Red Arrow.



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Mistakes



Once a Response has been submitted there is no way to recall or delete it.

Should you submit an erroneous Response, before the Closing Date, simply submit a New Response and state in the Cover Letter text field of the New Response :

- the Reference number of the erroneous Response (e.g. QQRESP1000001)
- the nature of the mistake (e.g. Wrong Price)


The above is only possible whilst the Opportunity is Open (Note: The Buyer can close the opportunity ahead of the closing date [e.g. if all the Suppliers have responded]). It is therefore recommended to submit corrections as soon as possible.







## 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
QQ1000041	H.M Government of Gibraltar	RFQ Photo Frames	Private	31/07/2017 23:59	9 hours 37 minutes	
Opportunity   QQ1000041						
<b>+ New Response</b>						
Your Responses						
Reference	Created Date	Value	Status	Go to Response		
QQRESP1000159	27/07/2017 08:58	-	Submitted			
QQRESP1000157	26/07/2017 14:30	-	Submitted			



1. Note the Reference Number of the erroneous Response

2. Click on New Response.



## Your Quote | QQRESP1000018

 **Test Supplier1** ▾  
Test Supplier 1

 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** Items Attachments ▶

▼ Request Documents (1)

▲ About You

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

1. In this text field you **MUST** enter:

- mention that this Response replaces a previously submitted erroneous Response
- the Reference number of the erroneous Response (e.g. QQRESP1000001)
- the nature of the mistake (e.g. Wrong Price)

Queries related to an Opportunity should be directed to the relevant buyer via the messaging function of that Opportunity (Page 25).

Help and advise on the use of the Supplier Portal should be directed via email to: [procurement@gibraltar.gov.gi](mailto:procurement@gibraltar.gov.gi)

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