# AWARD® 6

Data Room Manager's User Guide

Commerce Decisions AWARD® Data Manager's User Guide

Commerce Decisions Ltd
101 Park Drive,
Milton Park, Oxfordshire
OX14 4RY
Tel: +44 (0)845 652 0252
Email: **info@commercedecisions.com**

Published: January 2021
AWARD® Version: 6.4.5

AWARD® is a trademark of Commerce Decisions Ltd.

Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries.

| Country | Telephone | Email |
|---|---|---|
| UK | 08456 52 02 52 | support@commercedecisions.com |
| Australia | 1800 582 579 | aus_support@commercedecisions.com |
| New Zealand | 09 887 4325 (NZ) | nz_support@commercedecisions.com |
| Canada | +1 613 366 5579 | ca_support@commercedecisions.com |
| Rest of World | +44 1235 431100 | support@commercedecisions.com |

# Contents

# Overview

AWARD has been used across the public and private sectors since 2001 and delivers a broad array of evaluation capabilities and functions.

This document covers the use of AWARD Data Rooms.  The AWARD 6 Data Room module provides the ability to set up a virtual data room to securely manage access to and to share documents with external Suppliers.  Access can be controlled to allow specific users online access to documentation.

Data Rooms have a separate licence which must be enabled to allow you to create and configure Data Rooms.  Please contact your Account Director should you require further information.

This document covers the use of AWARD Data Rooms by Administrators or Project Managers.

## Data Room Structure

The main elements of a Data Room Project are:

☐ **Suppliers** and **Supplier Users** – the external Suppliers, and the Supplier Users who will be accessing the Data Room on behalf of those Suppliers.

☐ **Internal Users** – Project Users with Project Manager, Project Support, Stakeholder and Data Room Access roles who can administer/view the Data Room information.

☐ **Document Groups** and **Folders** – containers for all the Documents uploaded to the Data Room.  Internal Users can be assigned access to specific Document Groups.

☐ **Documents** – uploaded Documents can be Published, Invalidated, Hidden, Moved and Downloaded by Project Managers.  Suppliers can Upload, View and Download Documents.

☐ **Document Filters** – provide customised tab views of the Documents for specific visibility for specific groups of Users.

☐ **Notifications** – consist of Information Notices and Document Change Notifications for Published and Invalidated Documents.  If Clarification Notices are enabled (under Tools/Supplier Settings) there will also be a view for these.

☐ **Clarifications** – queries from Suppliers that require responses from Project Managers.

☐ **Authority Queries** – queries from Project Managers that require responses from Suppliers.

☐ **Tasks** – requests for information or work required.  They can be linked to Clarifications.

☐ **Messages** – one-way informative messages from Project Managers to Internal Users.

☐ **Reports** – can be run against the Configuration, Communication items and Document Access.  Custom Reports can also be created.

☐ **Activity Stream** – a list of recent activities (such as Uploads, Downloads, Notifications, Documents Published and Invalidated) displayed on all Users' Home Pages.

## Creating the Data Room Project

You need to be an Administrative User or Project Manager/Project Support User (with a Create Project role if you will also be creating the Project) to configure the Data Room Project.

You create the Data Room Project from the **Create** option under the relevant Projects list, clicking **Create Supplier Interaction or Data Room Project** then selecting **Data Room** as the Project Type.



📖 Note: Do not select the Automatic Cost Calculation option as this is only applicable to Evaluation Projects:



The second page will supply default prefixes for Messages, Document Changes, Notifications, Clarifications, Clarification Notices and Authority Queries; these can be changed if required.

Once the Project has been saved it is set to a Status of "In Preparation". This can be changed to "Active" when it is ready to be made available to other Users.

Various Project changes can be made from **View Project Details** and **Supplier Settings** under **Setup/Tools**.

# Supplier Configuration

Supplier information is defined at Account level and will only be present if the Data Room Licence is enabled.  You need to be an Administrative User to carry out the following.

Suppliers (for example, the external companies accessing the data) are created at Account level, where Supplier Users are also created.  The Supplier can then be assigned to the Project and the Supplier Users can either be assigned automatically or assigned manually.  Both Suppliers and Supplier Users can be activated or inactivated at Account and Project level.
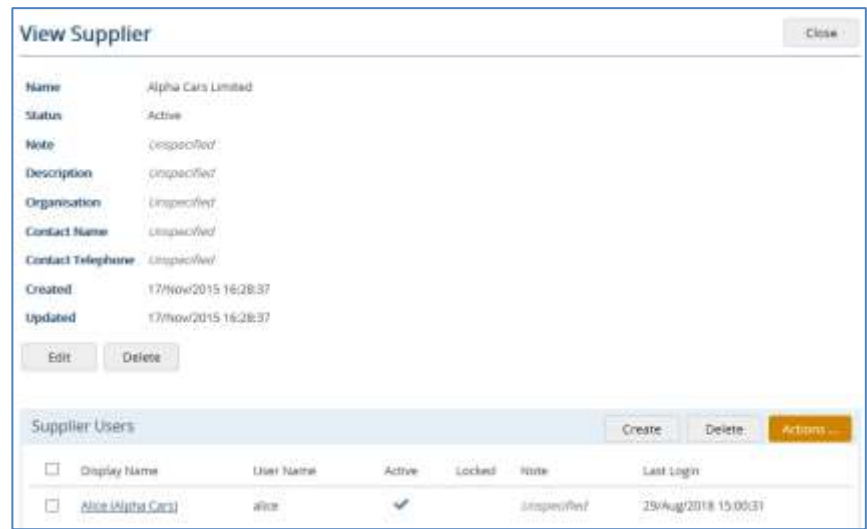
## Creating Suppliers

You create the Suppliers from the **Administration/Suppliers** option:
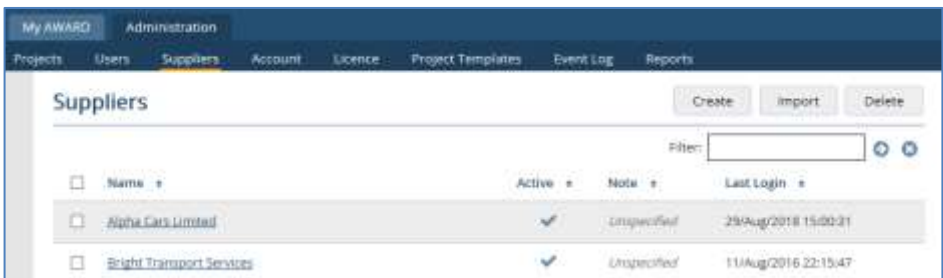


## Creating Supplier Users

Once you have created the Supplier you create the Users who will access AWARD on behalf of that Supplier from the View Supplier page:



Once created, their User Names and Passwords can be sent to them from the **Actions** function, or from the View User page.

## Supplier Self-Registration

You can allow Suppliers, who are not currently AWARD Users, to register to allow themselves to access the Project.

Supplier Self-Registration is a licenced function and once it is enabled it will also display the Enable Open Registration function. (The Open function allows existing Suppliers to register for further Projects.)  If you disable the Team Self-Registration function it will also disable the Open Registration function.

To enable Self-Registration:

1. From the AWARD 6 Home Page, click the appropriate Project.  The Project Home Page will be displayed.

2. Click the **Setup** option on the toolbar.

3. Click **Tools** in the left-hand navigator.

4. Click **Advanced Settings** under Project Properties.  The Advanced Settings page is displayed.

5. Click **Enable Team Self-Registration**.

6. Enter a **Registration Close Date** if required.  This is the date after which Suppliers can no longer register for the Project.  This can subsequently be added or modified under **Supplier Settings**.

7. Enter CONFIRM.

8. Select **Notify on Registration** if you wish Project Managers and Project Support Users to be sent an email whenever a Supplier submits their initial Self-Registration for the Project or an existing Supplier registers via Open Registration.  The email will contain a link to the appropriate Project Supplier page.

9. Click **Enable**.

A URL is displayed; this is to be given to the Suppliers who should put this in their browser address bar.  It will take them to the **Team Registration** page where they will need to enter the following mandatory information:

☐ **Team Name** – this may be the name of the Supplier and can be up to 40 characters.  Once this is registered it will be appended with a numeric automatically generated suffix of up to 10 numbers. This will prevent the potential issue of duplicate names being registered.

☐ **Organisation** – this can be up to 100 characters.

☐ **Contact Name** – this can be up to 100 characters.

☐ **Contact Telephone** – phone number for contact name.

☐ **Email** – a valid email address.  This will be used to send an email with their User Name with which they will need to log in to AWARD, and a further link to complete the Supplier Self-Registration process.

☐ **Password and Confirm Password** – these will need to conform to whatever password requirements are enforced under Account Settings.

☐ **n + n =** - they will have to enter the answer to a simple sum shown on screen. This sum can be changed by refreshing the page.

When the Supplier clicks the link in the email, they will be taken to a **Confirm Team Registration** page where they will need to enter their Password (as defined in the previous screen), and accept the Terms of Use. Once they have successfully done this they will be taken into the Project (if it is Active). If it is still "In Preparation" they will be taken to the AWARD Home page. You cannot enable this function if the Project is Complete.

### Sending a Verification Email

On the View Supplier page at Account level and the View Project Supplier page within the Project, a **Resend Verification Email** button will be present if Team Self-Registration is enabled on the Project and the Supplier is self-registered but has not yet completed the final step of the registration process (that is, the Account Status is Pending Activation). You can use this function to automatically generate another email containing the link which they need to follow. Once the Supplier has completed the registration, the button will no longer appear.

📖 Note: For more information on Supplier Self-Registration and Open Registration please contact Support who can provide you with a *Supplier Registration Data Sheet*.

## Supplier Settings

This is where you create Supplier Acknowledgements and Instructions, enable/disable Clarifications and Authority Queries and customise prefixes.

1. From the AWARD 6 Home Page, click the appropriate Project. The Project Home Page will be displayed.

2. Click the **Setup** option on the toolbar.

3. Click **Tools** in the left-hand navigator.

4. Click **Supplier Settings** under **Project Properties**. The View Supplier Settings page is displayed.

### Supplier Acknowledgement

Click **Edit Supplier Acknowledgement** to define the Terms and Conditions or disclaimer for the Project, that is, you can specify some text that Supplier Users will see, and must acknowledge, before they enter a Project and the Response Sheets.

When the Supplier logs on they will be prompted to Accept or Reject the Acknowledgement when they click on the Project for the first time. Once the User has accepted, the date/time of acceptance is stored and then the message will no longer appear for them on subsequent logins. If the user chooses to Reject, then they must enter a reason and they are not allowed into the Project.

If you edit the Acknowledgement, the User will again be prompted to Accept or Reject it on opening the Project after their next login.

All Accept and Reject actions will be recorded in the Event Logs.

### Supplier Instructions

Click **Edit Instructions & Settings** to define general instructions or project information here which is specifically for Suppliers. These instructions will be seen on the Project Home page for Suppliers, but not by Internal users such as Project Managers and Assessors.

You can also define more specific instructions within the Portal (on the Edit Supplier Portal Settings page) such as information relating to whether they need to upload just Documents, and/or enter answers in the Response Sheets.

From here you also define the following attributes for Clarifications, Authority Queries and Notifications.

### Supplier Self Registration Instructions

This option only appears if **Team Self-Registration** is enabled under **Advanced Settings**.

Click **Edit Instructions & Settings** to define or edit instructions which will appear on the Registration Sign-Up page for Suppliers.

Note that if the Self-Registration function is disabled after Instructions have been entered, then re-enabled, the Instructions will be retained.

### Clarification Settings

The options are:

- ☐ **Use Clarifications** – this enables Suppliers to create Clarifications in the Project. If this is switched off after Clarifications have been created, they will no longer be visible to any User, other than in the Clarifications Reports that are available to Project Managers, Project Support and Stakeholders.

- ☐ **Confidential Clarifications** – this will allow Suppliers to check a box marking their Clarification as confidential. This does not have any effect on who can see the Clarification – it is purely for information for the Project Manager to consider. Clarification Notifications cannot be associated with Confidential Clarifications.

- ☐ **Clarification Close Date** – this is the date after which Suppliers can no longer create Clarifications. If **Clarification Document Uploads** are enabled (under **Advanced Settings**), Suppliers will not be able to Upload Documents to any existing Clarifications after this date.

- ☐ **Clarification Prefix** – this will prefix the automatically generated Clarification Reference Numbers. The default is CL. Note that the Prefixes defined here will only be visible to internal Project Users. Suppliers will just see their Clarifications numbered 1, 2, 3 and so on.

- ☐ **Clarification Due Date Offset** - you can allow Due Dates to be entered on creation of Clarifications or for Due Dates to be calculated automatically. To enable automatic generation of Due Dates, enter a numeric value greater than 0 that represents the number of days from creation of the Clarification. For example, if the Due Date is to be 3 days from the creation of the Clarification, enter 3. This only takes working days into consideration, so if a Clarification is created on Friday, the Due Date will be the following Tuesday. To

allow Due Dates to be entered manually, enter 0.  To disable the use of Due Dates, leave the fields empty.

☐ **Mandatory Clarification Categories** – this option will be present only if the **Clarification Categories** option is enabled under **Advanced Settings**.  If this option is checked, it will force Suppliers to select a Clarification Category when they create a Clarification.

### Clarification Notice Settings

The options are:

☐ **Use Clarification Notices** – this enables Project Managers to create Notifications from a Clarification.  If this is switched off after Clarifications have been created, they will no longer be visible to any User, other than in the Notifications Reports that are available to Project Managers, Project Support and Stakeholders.

☐ **Clarification Notice Prefix** - this will prefix the automatically-generated Clarification Notice Reference Numbers.  The default is CN.  Note that the Prefixes defined here will be visible to all Users.

### Authority Query Settings

The options are:

☐ **Use Authority Queries** - this enables Suppliers to create Authority Queries in the Project.  If it is switched off after Authority Queries have been created, they will no longer be visible to any User, other than in the Authority Queries Reports that are available to Project Managers, Project Support and Stakeholders.  This will also remove the Create Authority Query option from View Issue pages, so you will not be able to link these with Issues.

☐ **Authority Query Prefix** – this will prefix the automatically-generated Reference Numbers.  The default is AQ.  Note that the Prefixes defined here will not be visible to Suppliers: they will just see their Authority Queries numbered 1, 2, 3 and so on.

☐ **Query Due Date Offset** – this works as per Clarification Due Date Offset – see Clarification Settings.

### Notification Settings

You can only update Prefixes of Notifications here.  Note that these Prefixes will be visible to Supplier Users.

### Registration

This section will only be present if Self-Registration is enabled under **Advanced Settings** as described previously.

You can edit the **Registration Close Date**, and the **Notify on Registration** option (this automatically sends emails to Project Manager/Project Support Users when a new Supplier registers or an existing Supplier registers via Open Registrations).
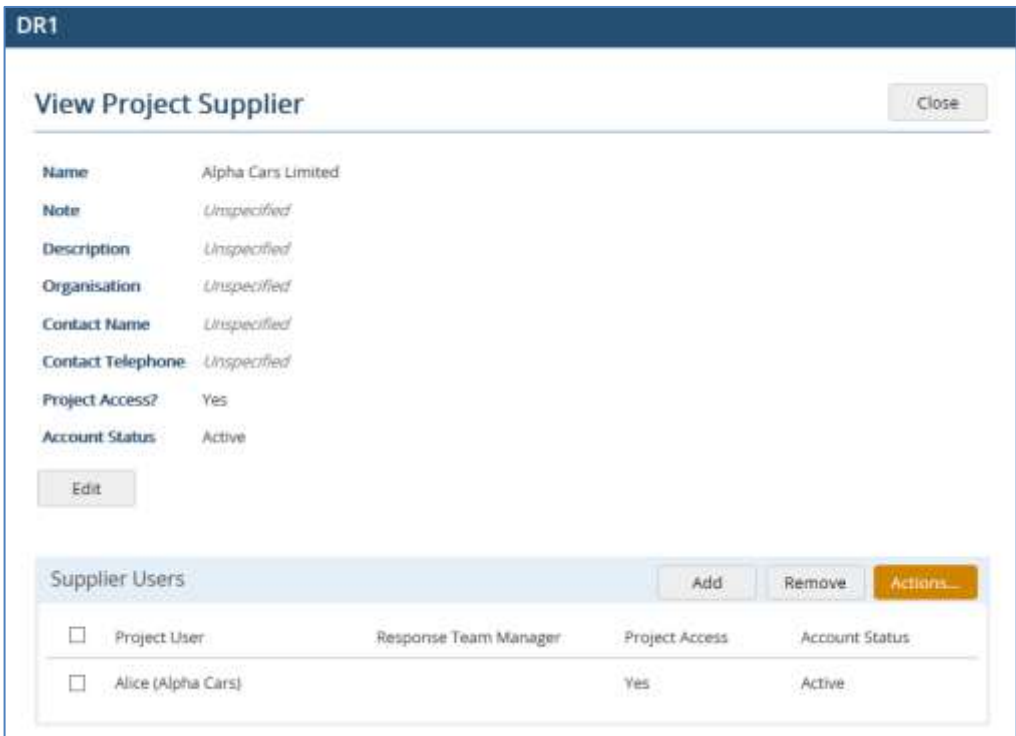
## Project Users

The Suppliers and Internal Users must be assigned to the Project as follows.

### Assigning Suppliers and Supplier Users to the Project

Adding a Supplier to the Project is done from the **Setup/Suppliers** option using the **Add** function.
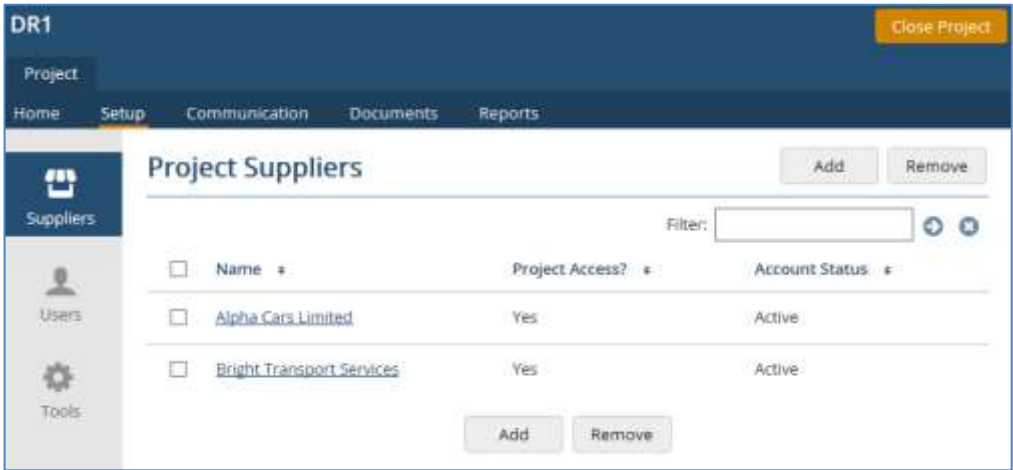


You can assign all Users for the Supplier automatically by checking **Assign all Users**, or you can assign them manually by clicking the Supplier name and using the **Add** Supplier Users function.



You can change the Project Access status (by default they are assigned with Project Access set to Yes) and assign Response Team Manager roles using the **Actions** function.

## Assigning Internal Users to the Project

Internal Users are assigned to the Project from the **Setup/Users** option using the **Add** function. They must be assigned at least one Project Role (Project Manager, Project Support, Stakeholder or Data Room User).
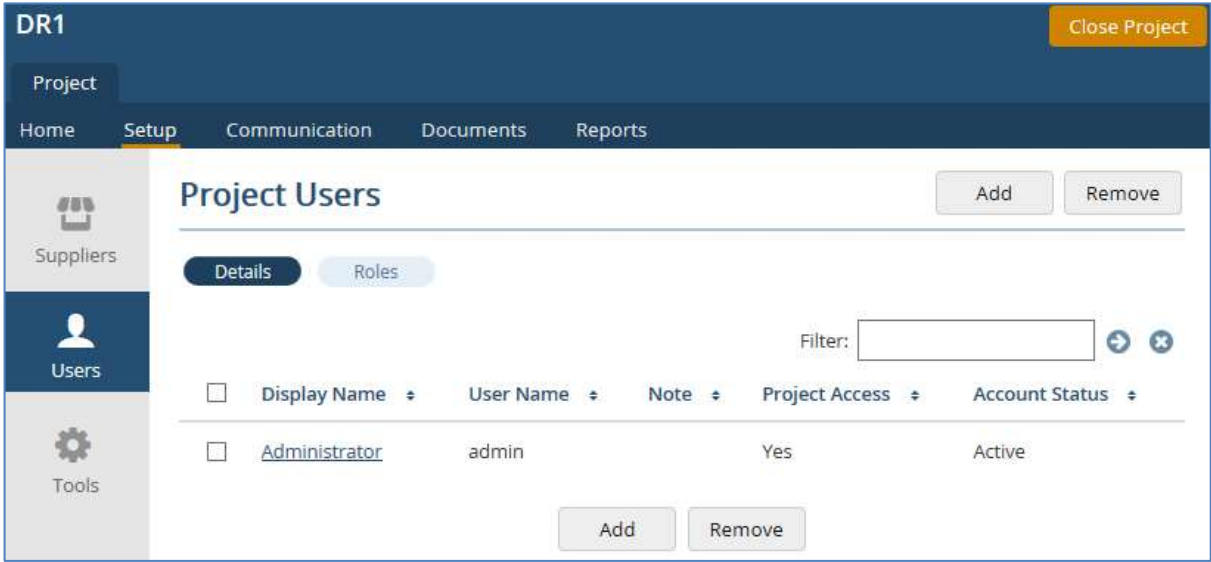


Once they are added to the Project, you can click the User Name to edit it and change the Project Access status (by default they are assigned with Project Access set to Yes). You can also specify whether they are to receive Email Alerts when the relevant Communications are sent/modified, as well as assigning roles.

# Document Management

Document Groups and Folders provide the containers for all the Documents to be uploaded to the Data Room.  You can also further refine which Documents are displayed to specific groups of Users using Document Filters.

## Creating Document Groups

You create Document Groups from the main **Documents** list (and Folders from the View Document Group page).
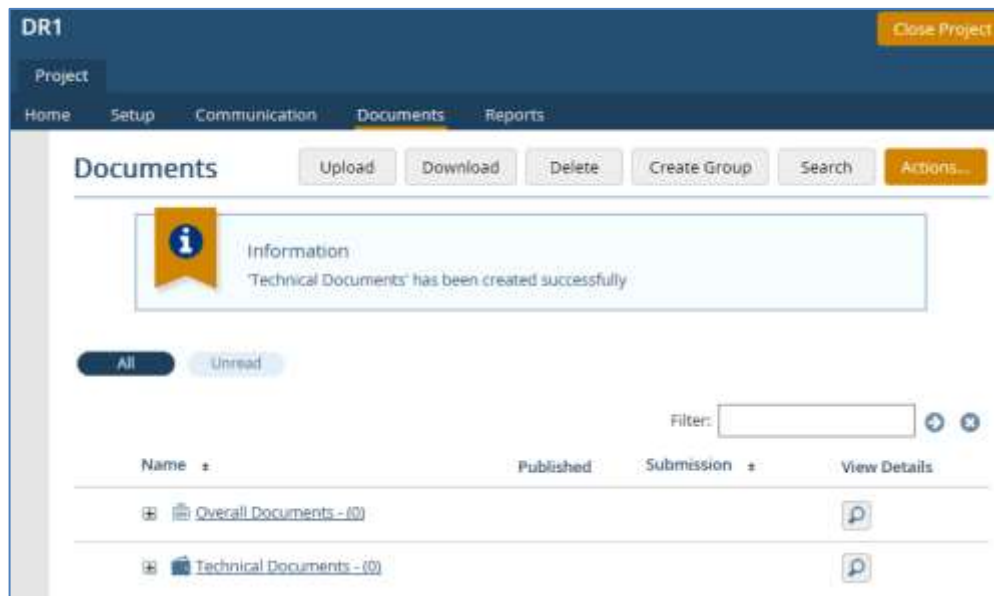


Click **Create Group** to create a new Document Group. The **Type** defines what a User is permitted to do when uploading Documents to this group.  Select from:

☐ **Internal** – This can be used for general Project Documents which can be viewed by all Internal Users.  Documents in this group will never be visible to Suppliers.  Uploading Documents to this group does not allow you to specify a Submission.  When a Document is uploaded to this group its State is automatically set to Internal.

☐ **Public** – This can be used for Documents which are to be made available to all Internal Users and all Suppliers (by publishing them).  The Document State is automatically set to Internal on upload.

☐ **Submission** – This can be used by Project Managers to upload Documents associated with Submissions on behalf of Suppliers.  Uploading Documents to this group forces you to specify a Submission.  The Document State is automatically set to Visible on upload. Documents in a Submission Group will only ever be visible to the Supplier with whom they are associated.

☐ **Supplier** – This can only be used by Suppliers to upload their own Documents to AWARD. Suppliers will not be able to view Documents uploaded by other Suppliers.  The Document State is automatically set to Submitted on upload.

☐ **Authority Query** – This option will only be present if the **Use Authority Queries** option under **Supplier Settings** (Tools/Setup) is set to Yes.  This Document Group allows Suppliers to

attach Documents as part of their response to an Authority Query.  The Document Group can be attached to the relevant Question or the Overall Question.

## Uploading Documents

Documents are uploaded to the relevant Groups using the **Upload** option from the main **Documents** list, or from the **Upload** option on Communication items where appropriate.

- ☐ **Group** − select which Document Group you want the Documents to be uploaded to.

- ☐ **Zip File Options** − if you upload a Zip file selecting an **Extract Files** option, a Document entry is created for each file in the zip.

    - **Extract Files (ignore folder structure)** − this will extract the files in the zip to the selected folder.  All the documents created from the zip will be placed in the same folder.  If the zip contains two (or more) documents with the same file name (ignoring zip path) this means that two documents can end up with the same folder, submission and file name. This is allowed, as per normal (non-zip) upload behaviour.

    - **Extract Files (retain folder structure)** − this will extract the files in the zip to the folder structure specified in the zip file.  This structure must exist in AWARD prior to the upload.

    - **Extract Files (create missing folders)** − this will extract the files in the zip to the folder structure specified in the zip file.  If the Folder structure does not already exist in AWARD, this will be created.

    - **Keep Zip** − select this to keep the Zip file intact, that is, leave it unexpanded.

    - **Keywords** − user-defined references for locating Documents.  They can be up to 250 characters.

    - **File** − click **Browse** and select the document or zip file.

Once a Document has been uploaded, it will be automatically processed so that it can be searched.

📖 Note: There is an *AWARD Files Sizes* document available which outlines the size limits and recommendations of uploading documents to AWARD; please contact Support for a copy of this document.

### General information about extracting zips

If a zip file cannot be extracted (for example, if it is an unrecognised zip format or a corrupt zip file), then it will be uploaded as a zip file for Users to download and attempt to extract locally.

Note that we do not support extraction of zip files using Windows Compression, where the size of the source files exceed 2 GB; if this is the case, the zip file will be loaded but not extracted.  If you have source files which are greater than 2 GB which you want extracted we suggest WinZip, 7-Zip or other commercial tools to compress your files.  (We do not support the Deflate64 compression method. This is used by Windows Compression for source files greater than 2 GB and may be selected in other compression tools.)

**Progress Information**

When uploading a large file into AWARD® a progress bar will keep you informed of the progress of the upload and how the file is being processed.  Once the upload has completed you will then be informed of the stages AWARD is going through to prepare the file for use.

Note that only Users on the Standard AWARD® platform will see the progress bar and it will only appear in modern web browsers (Internet Explorer 10+ and up to date versions of other browsers).

**Unsupported File Types**

The following file types cannot be uploaded to AWARD:  asm, bas, bat, bin, bsh, cab, class, clp, cmd, com, dll, dl_, drv, dun, ear, exe, hta, htc, htm, html, jar, js, lib, mht, mhtml, msi, ocx, perl, php, php3, pl, pm, py, pyc, pyo, pyw, sh, so, sys, vbs, vbx, war, wsh.

## Publishing Documents

Once Documents are ready they can be Published so that Suppliers can view them; the Documents must be in a Public Document Group to Publish them.  Documents are Published from the **Actions** option of the Documents list:
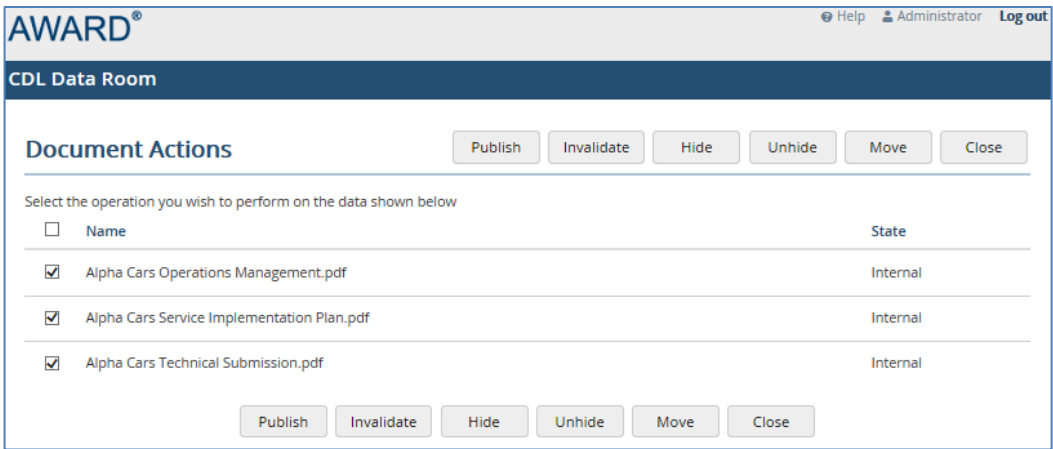


When you Publish a Document in an Active project you must also send an accompanying Notification to the Suppliers:

You can Publish Documents in a Project which is "In Preparation" but you cannot create an accompanying Notification; Supplier Users will not be able to access Projects which are In Preparation, so they will not see Published Documents until the Project is set to Active. This allows you to pre-publish and fully prepare a Project before allowing the Suppliers access.

Published Documents will be indicated in the Documents lists by a tick, under the **Published** column.



## Invalidating Documents

Once a Document is Published, it cannot be removed, however it can be invalidated.   Invalidation can be used where a Document has become corrupt, or out of date, or was inadvertently published. Once it is invalidated it can still be accessed by Suppliers, but it is indicated as being invalid.

Only Project Manager/Project Support Users can Invalidate Documents.  Visibility of Invalidated Documents is also determined by settings on Document Groups and Document Filters.

You cannot Invalidate Documents:

☐   in a Project which is set to "In Preparation" or "Completed"

☐   which are "Hidden"

You cannot delete Invalidated Documents if the **Protect Data** option is enabled on the Project.  If this is disabled, you can delete the Invalidated Document but it will alter the Notification with which it is associated.

Invalidated Documents will be indicated in the Documents lists by a strike through the Document's name.

# Downloading Documents

You can download all the Documents in selected Document Groups, or individual Documents (within one Document Group at a time), to a zip file saved to your computer.  You can do this using the **Download** button from the main **Documents** list or a Document Filter tab.

## Downloading selected Document Groups

To download all the Documents within selected Groups, click **Download**.  The Download Documents page appears:



Select the Document Group(s) you wish to download. If you wish to download only Unread Documents (that is Documents that have not been opened, or previously downloaded), check the option **Unread Documents**.

Note that you can change the default **Name** of the zip file if required.

Click **Save** to generate the download to a zip file.  If you are enabled for Email Alerts, you will receive an Email telling you that your zip file is ready for download (or if there is a problem), with a link to the download page in AWARD.

A **Downloads** option will appear to the right of the **Documents** option.  This will display a list of all your downloads with a link to the zip file.  Note that after 48 hours the downloads on the My Downloads page will have a Status of Expired and will no longer have a link (so you will need to re-generate the download if you still need it).
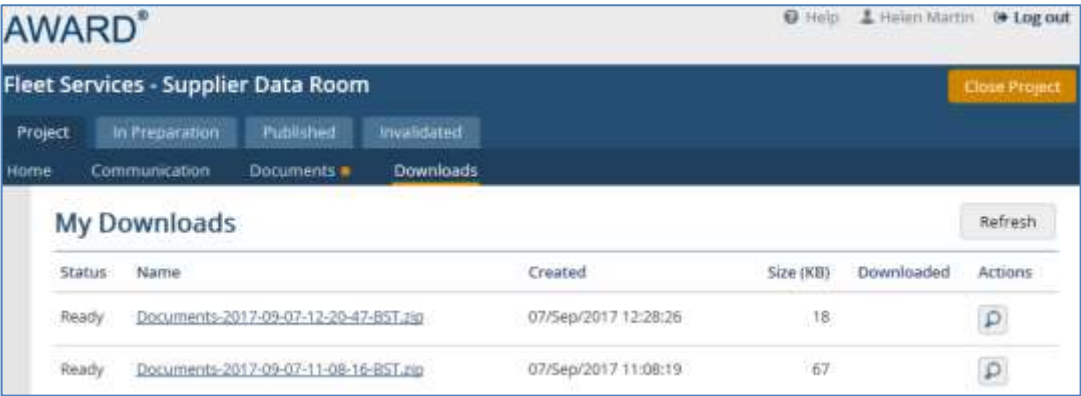
To download the file you can click the link under My Downloads, or click [magnifying glass icon] and click the Download file link on the Download Details page.
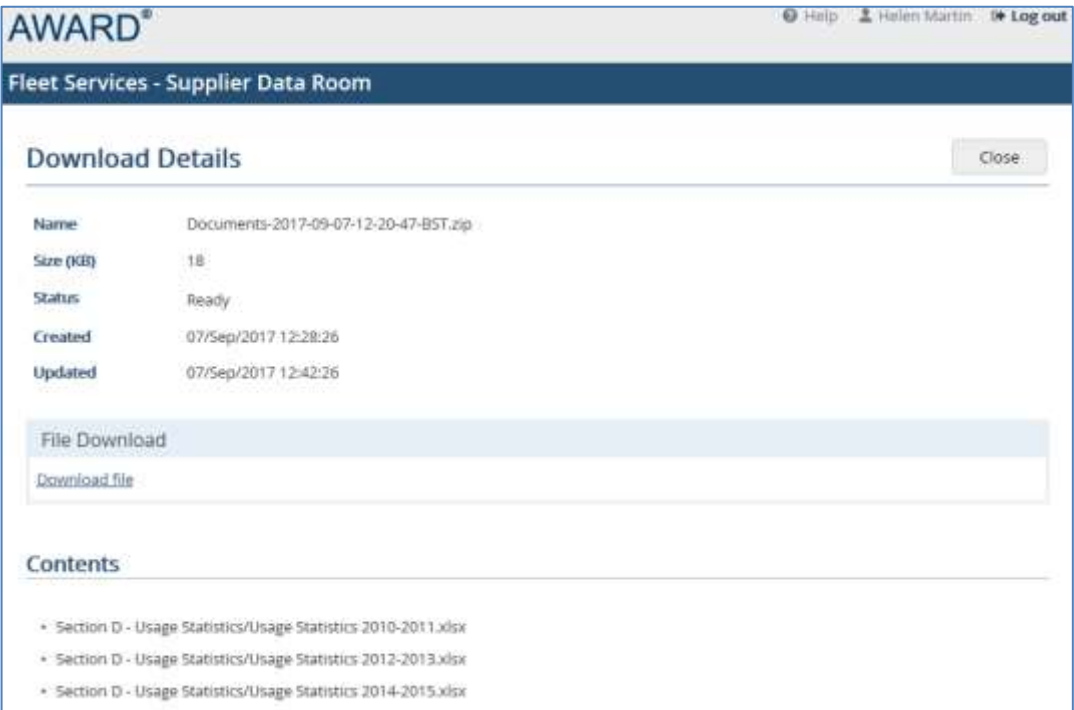


📖 Note: There is an *AWARD Files Sizes* document available which outlines the size limits and recommendations of downloading documents from AWARD; please contact Support for a copy of this document.

## Downloading selected Documents

To download individually-selected Documents within a single Document Group, expand the Document Group which contains the Documents you wish to download and select the Documents to be downloaded.  You can select Documents from multiple folders within the Document Group, but not from different Document Groups at the same time.
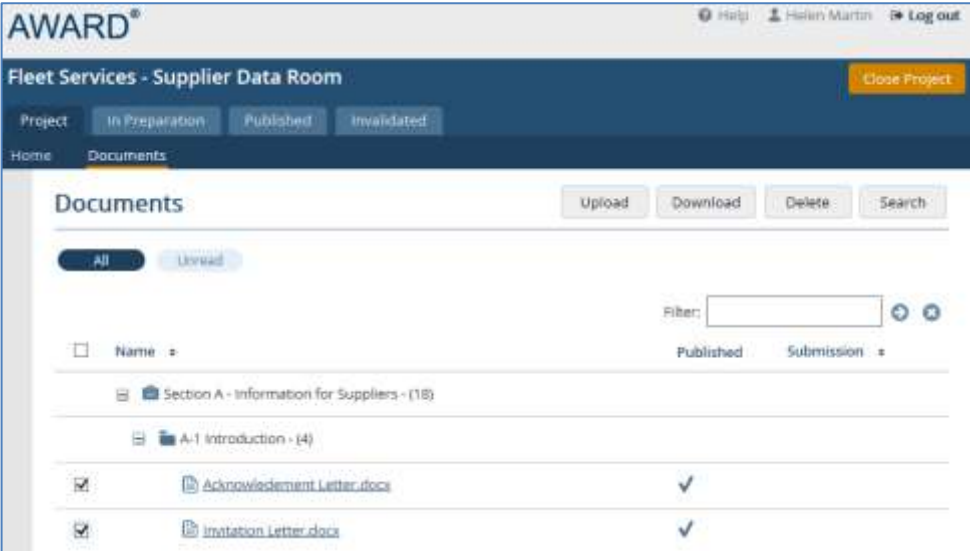
Click **Download**. The Download Documents page will appear with the selected Document(s).
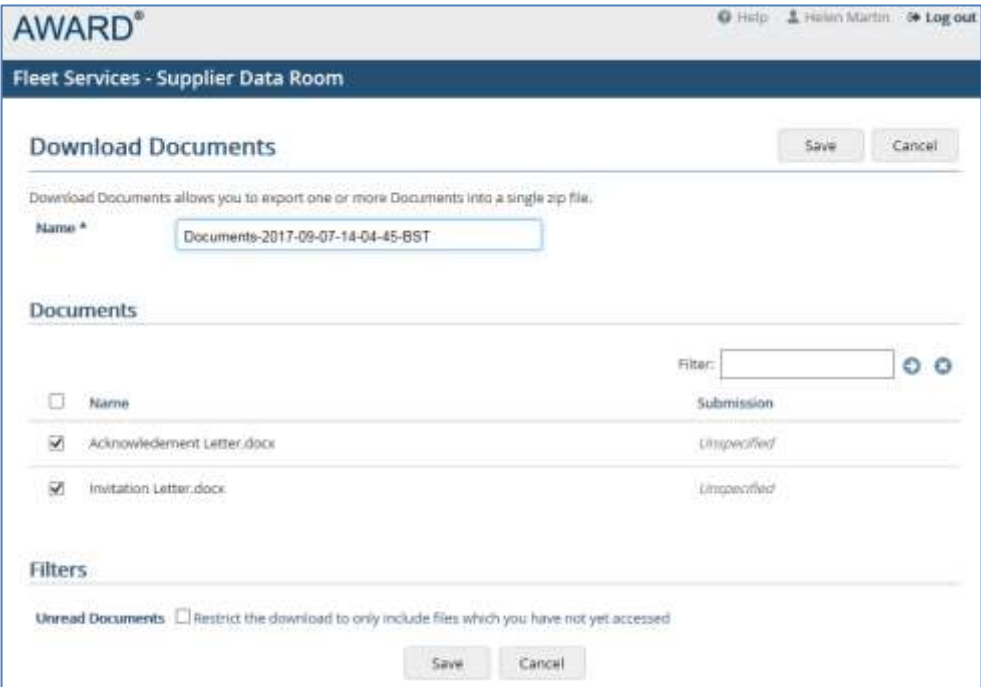


Note that simply clicking on a Document link in the Documents list will also download individual documents.

### Searching Documents

You can search on Document name and content.  Click **Search** from any Document list.

The **Matches** options work on the values entered in **Search Phrase** as follows:

☐ **Phrase** – will search for the full phrase entered.

☐ **Any** – will search for any occurrences of the specified phrase.

☐ **Nearby** – will search for the specified terms near one another (within approximately 20 words).

For **Phase** and **Any**, you can use * as a wildcard to search for part of a term, however, it cannot be used in front of a term.  You cannot use wildcards with **Nearby**.

If the Search finds matches then it will display the number of Documents found containing the match.  The number of matches found within each individual Document will be under **Hits**.



Click <u>Detail</u> to go to the Details of the matches.  Click <u>Open</u> to open the Document.

# Document Filters

Document Filters can be used within Data Room Projects to display subsets of Documents, for example, Documents with a particular state such as Published Documents for selected Document Groups.  You can also define whether the Filter can be viewed by Supplier Users or Internal Users, or both.

## Creating Document Filters

They are created from the **Document Filters** option on the **Setup/Tools** page:



The creation of Document Filters is optional, but they help organise the information that Users can see.  They will appear as tabs on the Project toolbar, for example, **In Preparation** and **Published** as shown above.

The options on the Create Document Filter page allow you to further refine the Documents that can be accessed.  For example, you may wish to set up a Filter which allows Suppliers to view only Published Documents for just two specific Document Groups.

**User Access**

The options for **Visibility** are:

☐ **Internal Only** which allows access to Internal Project Users only.

☐ **Internal and Suppliers** which allows access to Internal Project Users and Supplier Users.

### Document State

These options determine which Documents will appear in the Filter according to their State:



### Internal and Public Groups

The following states are applied to Documents in Document Groups with the Type "Internal" and "Public".

☐ **Hidden** - will show all Documents (within the included Document Groups) with a State of "Hidden". Hidden Documents are visible (but greyed out) to internal Administrative Users, but hidden from Suppliers and Users with Data Room Access.

☐ **Internal** – will show all Documents (within the included Document Groups) with a State of "Internal". Internal Documents are only visible to Internal Project Users (and effectively still "in preparation"), so if you have selected Internal and Suppliers as the Visibility option, Supplier Users will not see these Documents.

☐ **Published** – will show all Documents (within the included Document Groups) which have a State of "Published". Published Documents are those which have been issued to Suppliers and can also be seen by Internal Users.

☐ **Invalidated** –will show all Documents (within the included Document Groups) which have a State of "Invalidated". Invalidated Documents are those which have been previously Published, but have now been Invalidated. Invalidated Documents will still be visible to all relevant Users.

**Submission Groups**

The following states are applied to Documents in Document Groups with the Type "Submission".

☐ **Hidden** - will show all Documents (within the included Document Groups) with a State of "Hidden".  Hidden Documents are visible (but greyed out) to internal Administrative and the relevant Suppliers (can view their own Documents only); they can still be opened from the View Details page.  They are not visible to Users with Data Room Access.

☐ **Visible** – visible to all Users and to the relevant Suppliers

**Supplier Groups**

The following states are applied to Documents in Document Groups with the Type "Supplier".

☐ **Hidden** - Hidden Documents are visible (but greyed out) to internal Administrative and the relevant Suppliers; they can still be opened from the View Details page.  They are not visible to Users with Data Room Access.

☐ **Submitted** - visible to all Users and to the relevant Suppliers (can view their own Documents only)

**Authority Query Groups**

☐ **Loaded** – visible to Suppliers once they have uploaded a Document to an RFC.  Not visible to Project Managers and Internal Users.

☐ **Released** – visible to all Users and the relevant Supplier once the Supplier has entered an Answer and sent the Authority Query.

**Supplier Clarification Groups**

These states will only be visible if Clarification Documents are enabled (under Tools/Advanced Settings).

☐ **Hidden** - Visible to Suppliers, Project Managers and Internal Users

☐ **Loaded** - Visible to Suppliers, Project Managers and Internal Users

**Document Group Settings**

**All Document Groups** – if checked (the default) it will include in the Filter all Document Groups in the Project.  Any new Document Groups created subsequently will be included automatically in the Filter.  If you uncheck the option, when you click Save, the Document Filter page will display a Document Groups section where you can assign specific Document Groups to include in the Filter.

Click **Add** to assign Document Groups to the Filter.

When created, Document Filters will appear as tabs on the toolbar of the Project Home Page.

For Supplier Users to see:

☐ a Document Filter tab, it must not have just the **Internal** or **Hidden** options checked as the State.  (Suppliers can only see Published and Invalidated Documents).

☐ a Document Filter tab, it must have the **Visibility** option set to **Internal and Suppliers**.

# Work Groups

Work Groups are necessary in Data Room Projects to enable Internal Users with the basic Data Room User Role to view Documents. Administrators and Project Managers can enable Work Groups from **Tools/Advanced Settings**; this will create a Work Groups link under **Additional Tools** which you click and then create the Work Groups. Project Support Users will be able to perform a subset of actions on existing Work Groups.
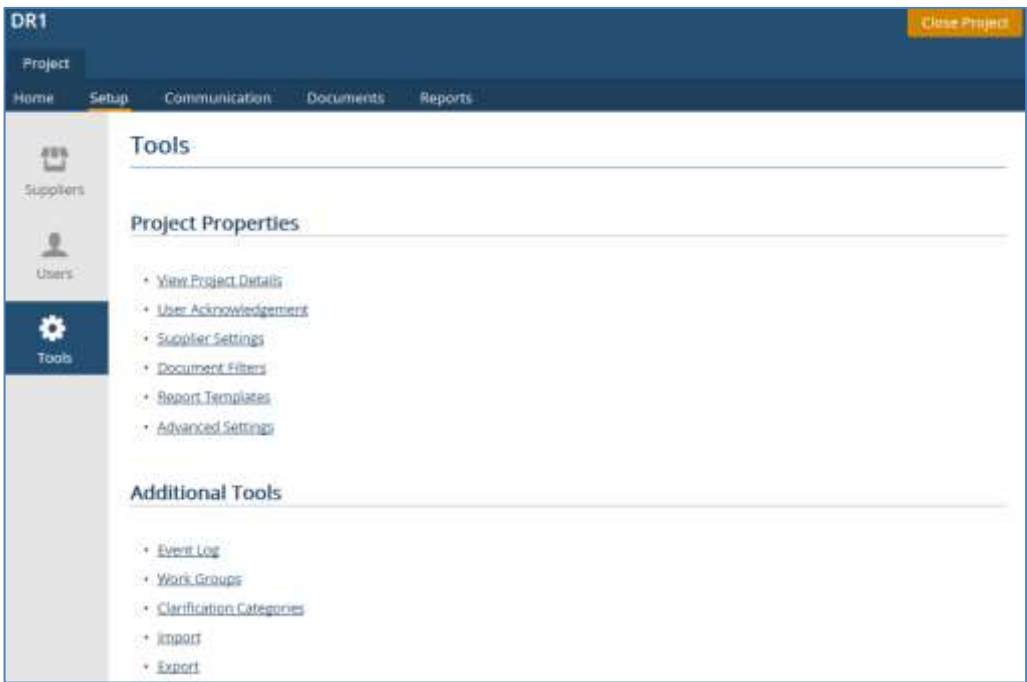


## Enabling Data Room Users to view Documents

Administrators, Project Managers, Project Support and Stakeholders will be able to view Documents by default (dependent on other factors such as Document Filters). However, Data Room Users must be added to Work Groups which are assigned the Document Groups that they will need access to.
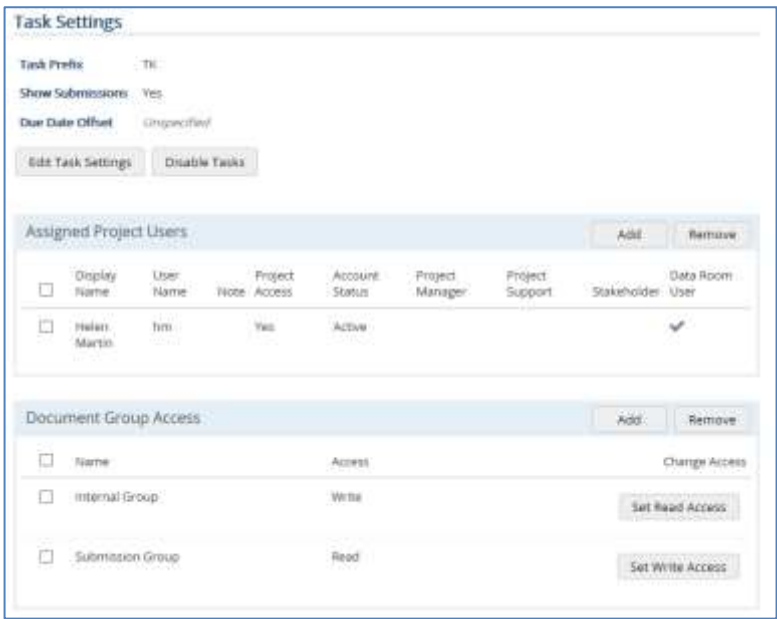
### Enabling Tasks

Work Groups are also necessary if you wish to allow the creation of Tasks (either manually, or automatically from Clarifications).  If automatic Task creation is required, you will also need to enable and create Clarification Categories (see the next section).

Once you have created a Work Group, click the **Enable Tasks** button on the View Work Group page and enter the requested information.



### Enabling Clarification Categories

You enable Clarification Categories from **Tools/Advanced Settings**; this will create a Clarification Categories link under **Additional Tools** which you click and then create the Clarification Categories.



### Enabling automatic creation of Tasks from Clarifications

When a Supplier creates a Clarification, to allow them to select a Clarification Category which will ensure that a Task is created automatically and sent to the relevant Users (those assigned to the Work Group), you need to assign that Clarification Category to the relevant Work Group.

You do this from the View Work Group page of a Work Group which has Tasks enabled; there will be an Assigned Clarification Categories section to which you must add the Category which will trigger the creation of a Task at the same time as the Clarification.  See the section on Clarifications for further information.

## Task Settings

| Task Prefix | TK |
| Show Submissions | No |
| Due Date Offset | *Unspecified* |

[Edit Task Settings]  [Disable Tasks]

### Assigned Project Users                                     [Add]  [Remove]

| | Display Name | User Name | Note | Project Access | Account Status | Project Manager | Project Support | Stakeholder | Data Room User |
|---|---|---|---|---|---|---|---|---|---|
| ☐ | Administrator | admin | | Yes | Active | ✔ | | | |
| ☐ | Helen Martin | hm | | Yes | Active | | | | ✔ |

### Document Group Access                                      [Add]  [Remove]

| Name | Access | Change Access |
|---|---|---|
| *No Entries* | | |

### Assigned Clarification Categories                          [Add]  [Remove]

| | Name | Description |
|---|---|---|
| ☐ | Name | Description |
| ☐ | Create Task | Use for creating a new Task from this Clarification |

# Communications

The Communication options available depend on the User Roles and which items are enabled. When all are enabled the visibility will be as follows:

☐ Administrative/Project Manager will see Notifications, Clarifications, Authority Queries, Tasks and Messages.

☐ Internal Data Room Users will see Tasks and Messages.

☐ Suppliers will see Notifications, Clarifications and Authority Queries.

📖 Note: There is an *AWARD Communications Guide* available which provides detailed information on these items and the flow of data between them.  Please contact the Commerce Decisions Support Helpdesk or your Account Director if you require a copy of this.

## Clarifications

Clarifications are used by Suppliers to ask questions to which the Project Manager can respond. For example, they might be queries about missing Documents, or about information in specific Documents.

You can configure Clarifications from the **Supplier Settings** option under **Setup/Tools**.  The following shows the default settings; if required you can enable the use of **Confidential Clarifications** and **Clarification Notices** by checking those options.



You access Clarifications from the **Project/Communication/Clarifications** list:

## Creating Clarifications

Clarifications can only be created by Suppliers.

The Clarification will be created with a Status of New and given a consecutive Clarification Number.  Each Supplier has their own automatic numbering system, for example Supplier A will have their Clarifications numbered 1, 2, 3 and so on, and Supplier B will have their Clarifications numbered 1, 2, 3 and so on. This ensures that no Supplier will know how many Clarifications have been raised by the other Suppliers.  When they appear in the Project Manager's Clarification list, all Clarifications for all Suppliers will be assigned new unique numbers (for example, CL-0001, CL-0002 and so on) that will be seen only by the Data Room Project Users, that is, non-Supplier Users.

On creation of a Clarification, email alerts will be sent to Project Managers, Project Support and Stakeholder Users.  When a Project Manager responds to a Clarification (either a comment or an answer), emails will be sent to all Supplier Users who are assigned to the same Supplier.

Users with Data Room access will not be able to see the original Clarification but they will be able to see any Tasks automatically generated from the Clarification (if they are included in the appropriate Work Group).

## Auto-routing of Tasks from Clarifications

Using Clarification Categories, you can have Tasks created automatically, based on the information in a Clarification.  This Task will then be sent directly to a defined User or group of Users to action.  Please refer to the earlier section on Work Groups for how to configure this setup using Clarification Categories.  To create a Task on creation of the Clarification, select the relevant **Category**:

## Responding to Clarifications

Only Administrators and Project Managers can edit and respond to Clarifications. Suppliers cannot edit their own Clarifications.



Note that where there are Tasks that are linked to Clarifications, you can respond to the Supplier's Clarification directly from the Task once the Task has been responded to. See the section **Answering a Clarification from a Task** in the following **Tasks** section for more information.

### Adding Comments

Project Managers can use the Comments field to notify the Supplier that they have received the Clarification and are working on it.

You can only add Comments when the Project is in the "Active" State.

Once a Comment is added it will automatically set the Clarification Status to "In Progress". The **Add Comment** button will remain enabled until an Answer has been supplied, so up until this point you can add as many comments as required.

All Supplier Users for the Supplier, as well as Internal Stakeholders and other Project Managers, will be sent an Email Alert each time a Comment is added. Note that you can only add Comments if you haven't already added an Answer.

### Entering an Answer

Only Project Managers/Project Support can add or update Answers. Once the Answer is added, it will automatically set the Clarification Status to "Closed".

You can only enter Answers when the Project is in the "Active" State.

Click **Enter Answer** to respond.  The Answer can be updated as many times as required.  All Supplier Users for the Supplier, as well as Internal Stakeholders and other Project Managers, will be sent an Email Alert each time an Answer is added or updated.

Once you provide an Answer you can no longer add Comments.

When you add an Answer you can also create a **Notification** which will be associated with this Clarification.  It will go to ALL Suppliers in the Data Room and will appear in the **Notices** list.  Once the Answer is saved, a Related Notification section will appear at the bottom of the View Clarification page.  You can update the Answer as many times as needed, but only one Notification can be sent.

### Editing Clarifications

You can also enter an **Internal Note** which will not be visible to Suppliers.
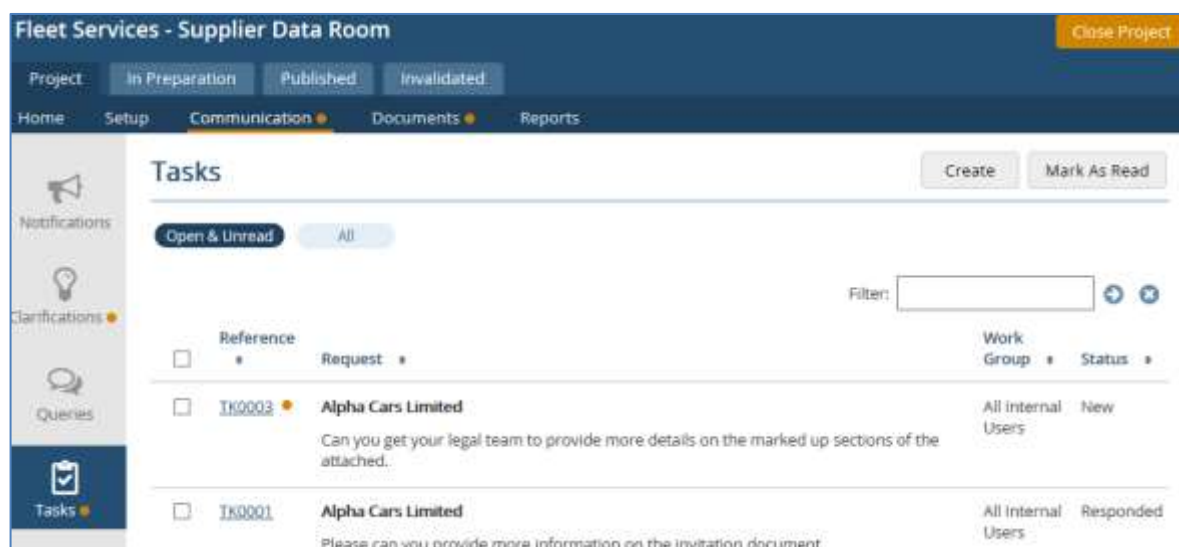
Clarifications cannot be deleted.

# Tasks

Tasks can be created by Project Managers/Project Support Users in the following ways:

☐ as standalone items

☐ manually from Clarifications

☐ automatically from Clarifications

Tasks must be enabled on at least one Work Group.  Once they are enabled a **Tasks** option will appear under the **Communication** option.



## Creating standalone Tasks

To create a new Task:

1. From the AWARD 6 Home Page, click the appropriate Project.  The Project Home Page will be displayed.

2. Click the Communication option on the toolbar.

3. Click the Tasks option.

4. Click the Create button.  The Create Task page appears.

5. Select the Work Group to be associated with the Task.

6. Click Next.

7. Select a Submission or None.  This is for information only.

8. Click Next.

9. If the Due Date is being calculated automatically, this will be stated at the top of the page.  Alternatively, there may be Due Date fields where you can enter a date if required.

10. Select a Respondent.  If you leave it as "Any", then the Task can be responded to by anyone in the Work Group.  (Only one of the team can respond – the first to do so will set the Task to Responded automatically.)  If you select a specific Respondent then only they can respond (although the other Users in the Group can add Comments). The Respondent can be changed as long as a response has not been entered.

11. Enter some text relating to the Task in the Request field. This is mandatory.

12. Click Send. The Task will now appear in the Tasks list for all the Users in the Work Group.

### Creating Tasks manually from Clarifications

You can create a Task manually on the View Clarification page by clicking **Create** in the **Tasks** section:



The **Request** field will be pre-filled with the text from the source Clarification. You can update the Clarification with information relating to the Task by entering some text in the **Comment** field under **Update Clarification**:



### Automatically-generated Tasks from Clarifications

See the section on creating Clarifications, where specifying a Clarification Category that is associated with a Task Workgroup will create the Task from the Clarification. These Tasks will indicate that they are system generated together with the date, in the **Query** box on the View Task page.

### Answering a Clarification from a Task

If a Task has been created from a Clarification (either manually or using the auto-routing method) you can respond to the Clarification by using the response on the Task.

Once the Task has a response, from the **Tasks** list the click the relevant Task (which will have a Status of Responded). On the View Task page there will be an **Original Clarification** panel:



To respond to the Supplier's Clarification using the Task Response supplied by the Internal User, click **Answer Clarification**. The Internal User's Response to the Task will populate the **Originating Supplier Clarification Answer** field as shown below. If the text is acceptable, check the **Confirm** box and **Send**. Note that you can modify the text prior to sending if required.

If this response will be of interest to all Suppliers you can choose to send them the information in an additional Notification, by clicking **Answer Clarification and Notify Suppliers** instead. This will display a **Publish Notice** section on the Answer Clarification page as shown below:



The **Notice to all Suppliers** field will be populated automatically with the Task Response; you can modify this if required. You will also need to supply a title and check the confirmation box above it.

The **Originating Supplier Clarification Answer** field will be populated automatically with "See linked Notification". You can also modify this if required.

Note that if you have the option **Use Clarification Notices** checked (under **Tools/Supplier Settings**) the **Publish Notice** section will look like the following which will show the original Clarification Query as well as the Task Response:

# Notifications

Notifications are messages which are sent to the Suppliers in the Data Room.  They are intended mainly to let them know about Documents which have been Published or Invalidated, or just a general way of informing them about various things such as the opening of the Data Room. Notifications consist of:

☐ **Notices** – these just contain information

☐ **Document Changes** – these contain information and links to Documents which have been Published or Invalidated

☐ **Clarification Notices** – these are Notices linked to Clarifications. They are used when a Project Manager wishes to inform all Suppliers about information contained in a particular Clarification. Note that **Use Clarification Notices** must be checked under **Tools/Supplier Settings** (see section on Clarifications).

## Creating Notifications

Users with a Project Manager or Project Support role can create Notifications. They cannot be created by Users with Stakeholder or Data Room User roles, or by Supplier Users.

You can only create Notifications when the Project is Active.

You can send independent Notifications which will be received by all Suppliers, for example, informing them that the Data Room is open.  These will be displayed under **Notices**.

Any Notifications that were created when Documents were Published or Invalidated will be displayed under **Document Changes**.

# Authority Queries

Authority Queries can be used for general enquiries.  They are created by Project Managers to ask questions of Suppliers and can only be responded to by Suppliers.  Suppliers can attach Documents to Authority Queries (to enable this, the Project Manager must create an Authority Query Document Group and assign it to either specific Criteria, or to the Overall Criterion).

Once a Supplier has responded, the Authority Query is set to Answered and the Project Manager cannot add any further responses.  Whilst in this State the Supplier can still update their answer and attach and remove Documents; to stop the Supplier from doing this the Project Manager can set the Authority Query to Complete.

Stakeholders can view the Authority Queries but cannot respond to them.  Internal Data Room Users can see Authority Queries but cannot respond to them.



## Creating Authority Queries

You can create an Authority Query as follows (note that they can only be created once the Project is Active):

1. From the AWARD 6 Home Page, click the appropriate Project.  The Project Home Page will be displayed.

2. Click the Communication option on the toolbar.  The forms of communication that are applicable/enabled in the current Project will be shown in the left-hand navigator.

3. Click the Queries option.

4. Click the Create button.  The Create Authority Query page appears.

5. Click Next and select the Supplier.

6. Enter your query in the Query box.

7. Click Attach Document and select the Documents you wish to send the Supplier (if any). You can also do this after the Authority Query has been sent, up until the time that the Supplier responds to the Authority Query when it will be set to Answered.

8. Click Send.

The Authority Query will be created with a Status of New and given a consecutive Authority Query Number, which only the Project Manager will see, for example, AQ-01, AQ-02 and so on.  Each Supplier has their own numbering system, for example Authority Queries created for Supplier A will have their Authority Queries automatically numbered 1, 2, 3 and so on, and Supplier B will have their Authority Queries numbered 1, 2, 3 and so on. This ensures that no Supplier will know how many Authority Queries have been raised to the other Suppliers.

Suppliers will only see their own Authority Queries, and will not be able to see the author of the Query.

# Messages

If you are a Project Manager or Project Support User you can send Messages to Users assigned to the Project.  These messages are "one way" and cannot be responded to; they are simply a means of notifying Users of Project-related matters.  Note that Stakeholders, Data Room Users and Supplier Users cannot send Messages using this function.

Email Alerts will also be sent to the recipients.
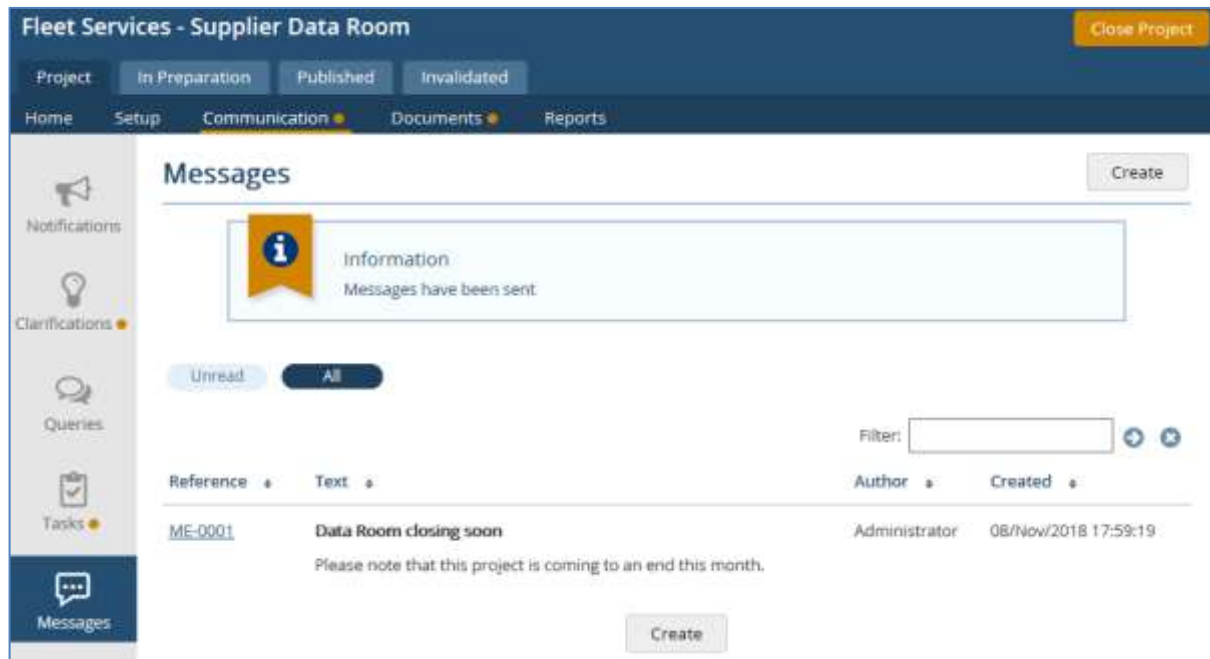


## Creating Messages

To send a Message:

1.  From the AWARD 6 Home Page, click the appropriate Project.  The Project Home Page will be displayed.

2.  Click the Communication option on the toolbar.

3.  Click Messages in the left-hand navigator.

4.  Click Create.  The Create Message page is displayed.

5.  Enter a title for the Message in the Subject field and the text you wish to send in the Text field.

6.  If you also wish to send the full message text in an Email, check Include Text.  If you leave this unchecked, the recipients will still get an Email Alert but will need to access AWARD to read the message (via a link to AWARD in the Email).

7.  The Internal Note will be seen only by Project Managers/Project Support and Stakeholders.

8.  Select the Project Users who are to receive the Message.  Any Project Managers/Project Support and Stakeholders active in the Project will get the Message automatically, so you do not need to select them as recipients, however if have selected Include Text and you also wish them to receive the text in the Email you will need to select them as recipients.

9.  Click Send.

The Message will appear as **Unread** for each recipient independently.  Note that Messages sent with the **Include Text** option checked will not appear as Unread for the selected recipients, as they will also have received the full message via Email.

The **Project Users** list at the bottom of the View Message page which shows the recipients and who has read the Message will only be visible to Project Manager, Project Support and Stakeholder Users.  If **Include Text** was not selected, the **Date Read** column will show the time and date that each recipient first read the Message.  This column will be blank for recipients who have not yet read the message.  If **Include Text** was selected, there will be a **Date Sent** column instead, as it is not possible to verify when the Email was read.

# Reports

The following Data Room Reports can be run by Project Managers, Project Support and Stakeholders:

**Project Reports**      `Manage Reports`

**− Custom Reports**

- DR Project Excel Report
- DR Project Single Excel Report
- DR Project Single Word Report
- DR Project Word Report

**− Configuration**

- Configuration Report
- Inquiry Report
- Inquiry Worksheet
- RFC Report
- RFC Worksheet
- Notification Report
- Notification Worksheet
- Supplier Document Access Report
- Supplier Document Access Worksheet
- User Document Access Worksheet
- Document Worksheet
- Tasks Report
- Task Worksheet
- Message Report
- Message Worksheet

Users with only a Data Room Access role cannot run any Reports.

Suppliers can only run Notifications, Clarifications and RFC Reports (from buttons at the bottom of the respective lists).

## Creating Custom Reports

**Manage Reports** allows you to create Custom Reports.

### Access Summary Report

This is a very comprehensive report (intended primarily for Consultants, due to its complexity) which outputs a row for each Document Group and the Users' access rights to those Documents. The information shown in this report considers *potential* access to files in a Document Group according to the Project configuration; for example, an Assessor may be shown as having Read access to a Document Group, but they will not see the Document Group in the Documents list if there are no Documents currently loaded into the Groups for Submissions that the Assessor has work for. The access shown in the Report is based on their assignment to Questions, rather than

their ability to access an Answer Sheet.



The information that is output is as follows:

☐ **Document Group** – the name of every Document Group in the Project.

☐ **Type** – the Document Group Type, for example, Internal, Submission etc.  The Type description is also included.

☐ **Restricted** – will be set to Yes if Restricted Access has been enabled on the Document Group. (Note that the Restricted Access function will only be available if Work Groups are enabled on a Project.)

☐ **User** – the User's Display Name.

☐ **Document Access** – the values are:

- Write - the user is able to upload files to the Group, and has the potential to see files uploaded by others.  For an "Assessor" Document Group Type; this value means that the user has the ability to upload files through their Answer Sheet, and has the ability to see other uploads in the Document Group (either through other Project roles, or Exercise visibility).

- Write Only – this is applicable to an "Assessor" Document Group Type only; it means that the user has the ability to upload files through their Answer Sheet, but cannot see any files other than their own in the Document Group.

- Read - the user has the potential to see files uploaded by others, but cannot upload files to this Document Group.

- None - the user doesn't have permission to see anything in this Document Group, and cannot upload to it either.  This will also apply if the User's Account or Project Access is disabled.

☐ **Account Access** – the values will be either Yes if the User's Account is Active, or No if it is Inactive or Archived.  It does not take the Project State into consideration.

☐ **Project Access** – the value will be either Yes if the User is currently able to access the Project or No if not.  It does not take the Project State into consideration.

☐ **Role Access** – the values will be any of Project Manager, Project Support, Stakeholder or No – No Admin if they are an Assessor.

☐ **Document User** – the value will be Yes if the Document User option on the View/Edit Project User page. (This is the option that allows Users with non-administrative rights to have access to relevant Documents if they are not assigned to Questions that would normally give them access.)

☐ **Exercise** – this contains the name of an Exercise to which the User has been assigned to evaluate Questions.

☐ **Revision** - the name of the Revision in which the User has Questions to evaluate, for the current row's Exercise. If Revisions are not enabled, then Base Version will be shown as the Revision name.

☐ **Exercise/Revision State** – the values will be Active, Read Only or Inactive for the row's Revision.

☐ **Question Access** – the values will be Yes if the User is assigned to at least one Question where the Document Group is directly assigned to that Question or a parent Question. It will be No – Not Assigned if the User isn't assigned to any Questions, or the Document Group is not visible to any of the Questions that the User is assigned to. None will be shown if there are no Questions, such as in a Data Room Project.

☐ **Exercise Visibility** – this applies only to Assessor Document Groups Types. The values will be Yes if the Document Group is visible to the Question, the User is assigned to the Question in the current Exercise, the Question is part of the current Revision, and the Question is part of a Dependent Exercise. It will be No if one or more of the previous conditions is not met. None will be displayed for any Document Group with a Type other than Assessor.

☐ **Work Group** - the name of any Work Group that the User is assigned to.

☐ **Portal State** – if it is a Supplier Portal Project, this column will indicate whether the User could potentially access the files in the Document Group given the Portal's state. The value will be dependent on both the Portal State and the User's Project Roles; specifically, the status of Unsealed will give a value "Yes - Unsealed" for a Project Manager, but will give a value of "No - Unsealed" for Assessors. None will be shown if there is no Supplier Portal associated with the Document Group.