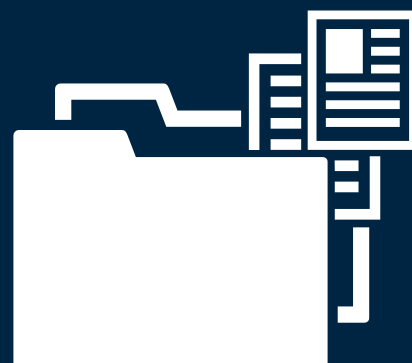


AWARD[®] 6.4.5

Supplier's Quick Start Guide



Commerce Decisions AWARD® Supplier's Quick Start Guide

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Overview

This guide is for Suppliers who are logging into AWARD to submit their bid responses and documents directly into a Supplier Interaction Project.

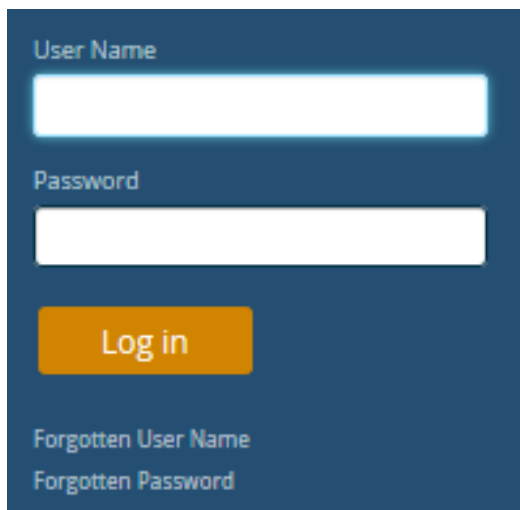
Tips

- ☐ Your ability to have a spell checker enabled is dependent on the Web Browser type and version you are using.
- ☐ For security (and OJEU guidelines), after 30 minutes of inactivity your session will expire and you will be required to re-enter your username and password. Your work will not be lost if you correctly re-enter your details.
- ☐ Help is available throughout AWARD. Just click on the icon in the top right for further assistance.

Logging in to AWARD

To access AWARD please enter your Username and Password which were supplied to you by email.

If you have forgotten your password or locked your account by entering the wrong password too many times, you can reset it yourself by clicking the [Forgotten Password](#) link on the AWARD Login panel; enter your User Name and Email Address and click **Reset Password**. Alternatively, you can use the [Forgotten User Name](#) link; enter your email address and click **Send User Name**.

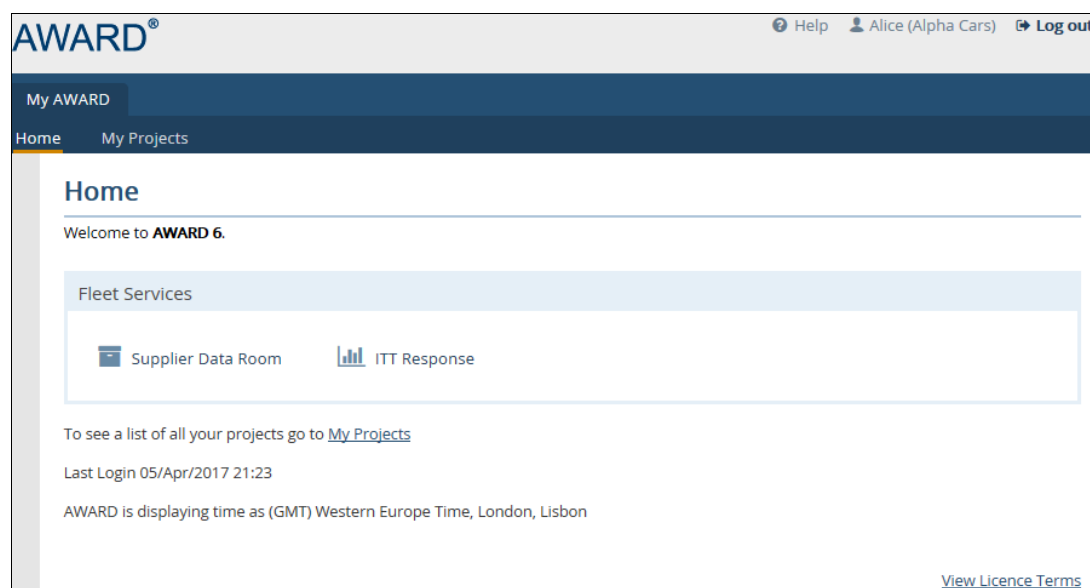
A screenshot of the AWARD login interface. It features a dark blue background with white text. At the top, the label 'User Name' is followed by a white rectangular input field. Below this, the label 'Password' is followed by another white rectangular input field. A prominent orange button with the text 'Log in' in white is positioned below the password field. At the bottom of the form, there are two links: 'Forgotten User Name' and 'Forgotten Password', both in a lighter blue color.

You will be sent a new Password/User Name by email. If you do not appear to receive it, check your junk/spam folder in case your email system treats password reset emails as junk mail.

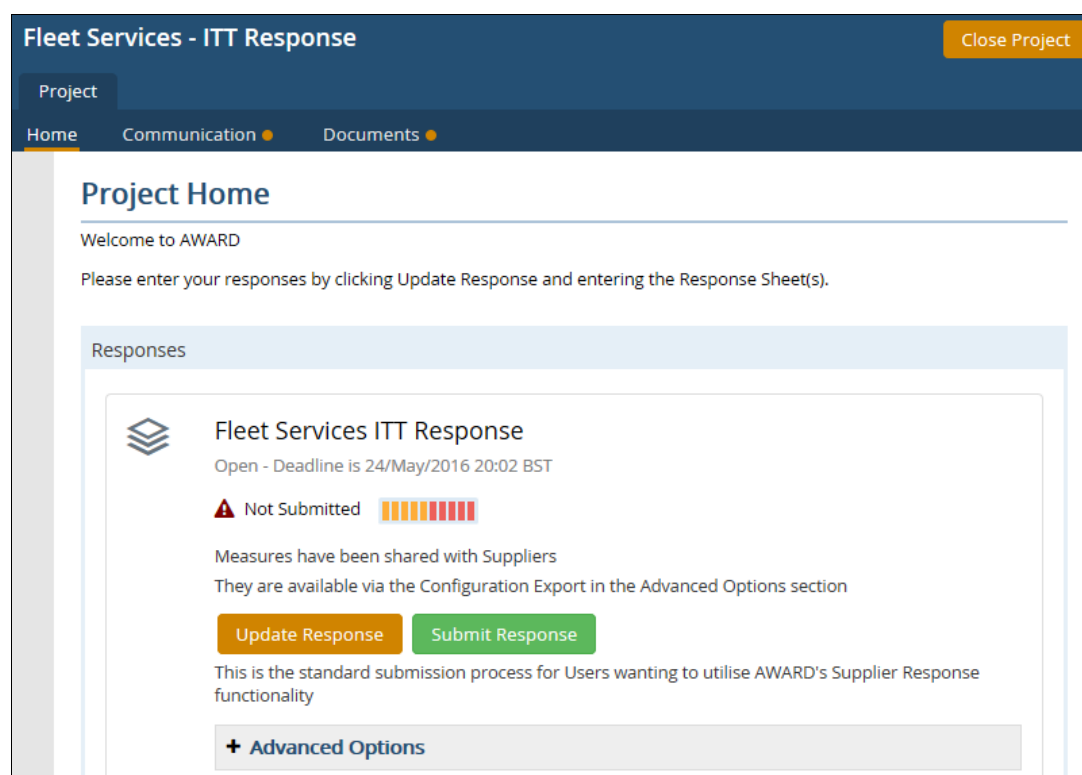
Performing this reset will also unlock your account and allow you to log in again using the password you have been sent. You will be prompted to change this password after you have logged in with the new password.

Home Pages

Your AWARD Home Page will show the Project(s) into which you are bidding. Click on the relevant Project:



You access your work through the Responses Portal (which contains the Questions to which your responses are required), for example, the “Fleet Services ITT Response” as shown below. The Project Home page also gives you an overview of your progress as well as access to **Documents**. Notifications, Clarifications and Authority Queries are accessed from the **Communication** option.



If you are making use of ADVANCE, or other third-party applications, to prepare your Submissions (and you have had the appropriate training), you can use the **Advanced Options** (if present).

The **Export Configuration** option is used to export the Portal configuration for import into ADVANCE; it can only be used whilst the Portal is still open to you. The **Import Response** option is used to import files that have been exported from ADVANCE.

Advanced Options

This is an advanced submission process for trained Users who intend to use ADVANCE™, Excel® or other 3rd party applications to compile and submit their response

Export Configuration

Import Response

Submit Response

Entering your Response

Clicking on the **Update Response** button will take you to the Response Summary with links to different Section Questions (or Lots, if you are bidding for Lots). Click the link to go to the relevant part of the Response Sheet, eg Technical. Note that if it is a Lots Project, there will be a **Manage Lots** button where you must first select the Lots you wish to bid for.

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Help Alice (Alpha Cars) Log out

Fleet Services - ITT Response

Response Summary

Response ReportClose

The Supplier Response is open and you have not yet submitted your Response. Your Response must be submitted by 24/May/2016 20:02.

Please select each of the responses below and enter your answers and attach documents. Once completed, use the Submit Response button to complete your response. Your response is **NOT** submitted until the Response you have completed these actions. If you wish to withdraw from this tender it is recommended that you delete your answers and documents.

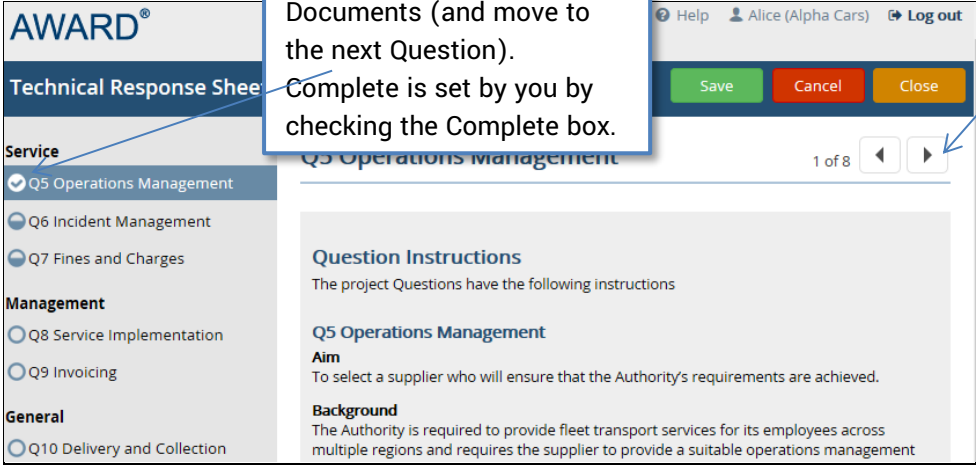
Response Sheets

Questions	Progress
Compliance Response	<div></div>
Technical	<div></div>
Commercial	<div></div>

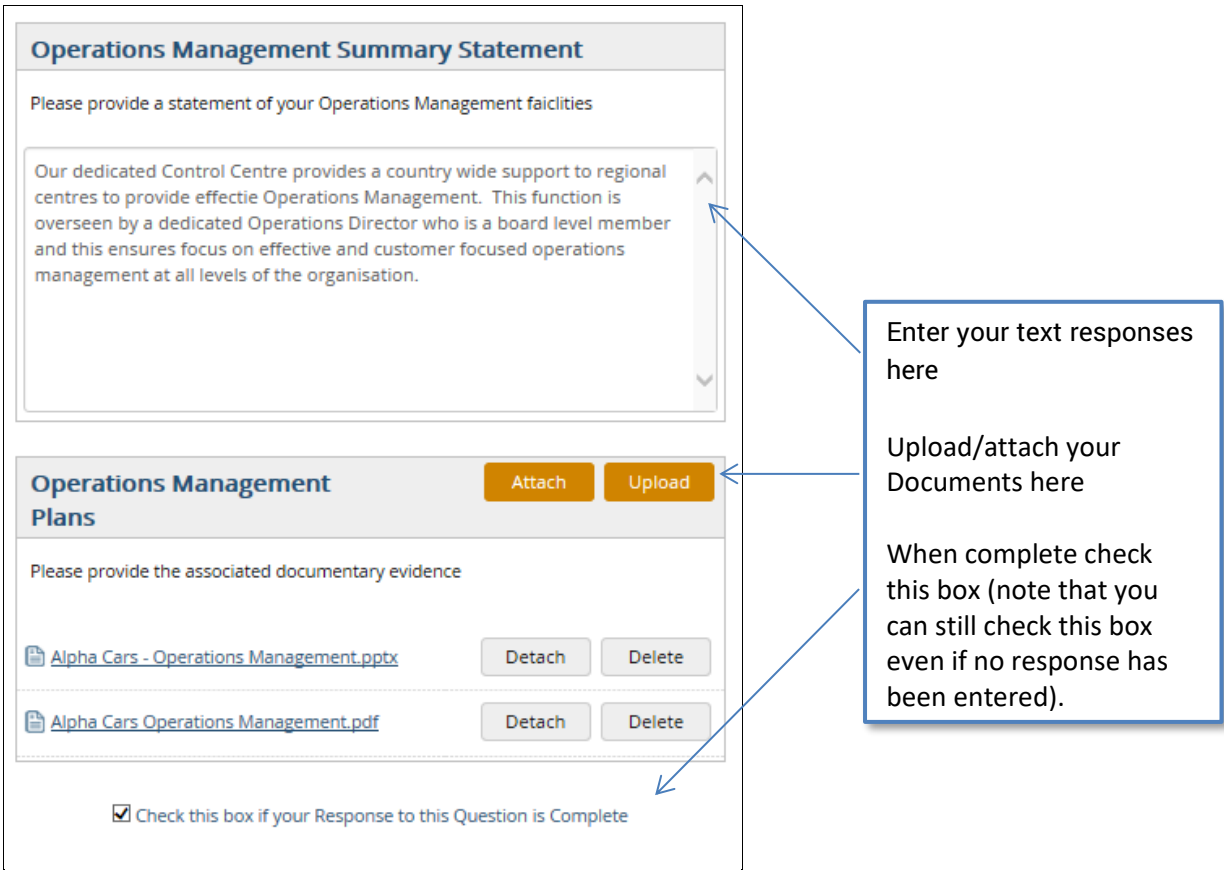
Response Sheet

The symbols by the Questions will indicate your progress in supplying the responses: Not Started, In Progress and Complete. In Progress is set automatically when you enter a Response or upload Documents (and move to the next Question). Complete is set by you by checking the Complete box.

Use these arrows to navigate through your work by Question, or click the Question in the left-hand navigator



Underneath the Question will be the Evidence Item(s) where you supply your responses:



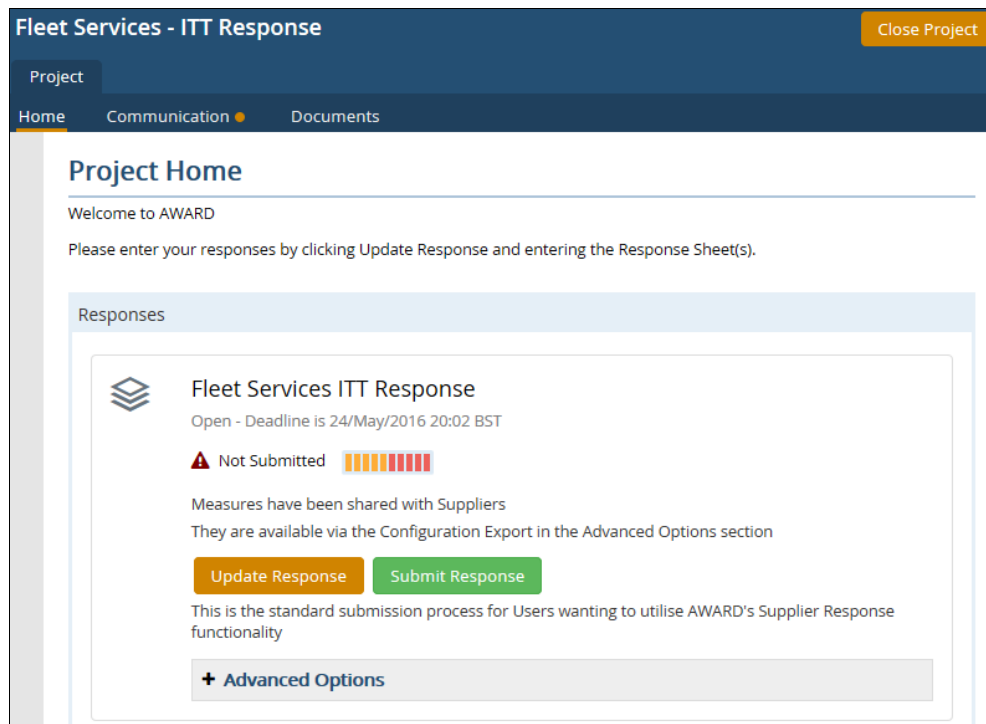
Enter your text responses here

Upload/attach your Documents here

When complete check this box (note that you can still check this box even if no response has been entered).

Submitting your Response

Once you have supplied your responses, click the **Submit Response** button. This will check that all Questions have been marked as Complete, that all Questions have a response and that all the Documents that have been loaded have been attached to a Question through Evidence Items.



Clicking **Close** on the Confirm Action page will take you back so that you can update your response, if required. Clicking on **Submit Response** will lock and submit the response and return you to the Responses page.

The **Update Response** button will change to be **View Response**; this will take you to a read-only view of the Response Sheet. The **Submit Response** button will change to be **Reopen Response** that enables you to reopen the tender response. Note once the tender deadline has ended then it will not be possible to reopen the response, however you will be able to view the response.

Clicking on the **Submit Response** after the tender deadline will mark the response as being late.

Clarifications

If you have a query you can create a Clarification from the **Clarifications** option on the Home Page. These messages will be sent to your Project Manager and will not be visible to other Suppliers (but will be visible to other users assigned to your Supplier Account).

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Help Alice (Alpha Cars) Log out

Fleet Services - ITT Response

Close Project

Project

Home Communication Documents

Notifications

Clarifications

Queries

Clarifications

Create Mark As Read Clarification Report Export to Excel

Open & Unread All

Filter:

<input type="checkbox"/>	Num	Query	Documents	Status	Updated
<input type="checkbox"/>	1	Is the latest copy of the Operations Management Re...		Closed	06/Apr/2017 11:17:34
<input type="checkbox"/>	2	Is it possible to extend the clarification date gl...		New	17/Nov/2015 22:01:17

Your Clarification will be flagged as Unread when you have a response from the Project Manager.

Click **Create**. You can select a Question to associate with the Clarification, or if it is a more general Query you can bypass this step. You can also attach Documents to the Clarification using the **Attach Document** button. You can upload your own Documents once you have created and sent the Clarification.

Create Clarification

Prev Send Cancel

This Clarification is about: /Overall/Compliance Response/Q2 Availability

Confidential ☐ Mark this Clarification as Confidential?

Category *

Not Entered

Query

Hi I would like to attach my own document to this Clarification. I notice that Attach Document will only let me attach those already in AWARD. Please can you advise me how to do this, thanks.

Attach Document

There may be extra options which allow you to mark it as confidential so that it will not be seen by other Suppliers and you may also have to enter a Category.

When the Project Manager receives the Clarification, he may send an initial response in the **Comments** field to let you know that it is being dealt with, prior to sending you a final answer.

View Clarification

Close

Supplier

Alpha Cars Limited

Clarification Number

4

Question

Q2 Availability

Path

/Overall/Compliance Response/Q2 Availability

Status

In Progress

Category

Create Task

Created

Jul/26/2020 23:28:36

Query

Hi I would like to attach my own document to this Clarification. I notice that Attach Document will only let me attach those already in AWARD. Please can you advise me how to do this, thanks.

Attach Document

Upload

Invalidate

Comments

Created	Comment
Jul/26/2020 23:32:23	Thanks this will be dealt with as soon as possible. By the way, you should see an Upload option on your Clarification which you can use to attach your own documents.

You can now **Upload** Documents. Note that Documents uploaded to a Clarification will be visible immediately to the Authority, and once they have been read, will not be able to be removed from AWARD. Uploads will not be allowed on “Closed” and “Invalidated” Clarifications, or after a Clarification Close date.

You can also **Invalidate** your Clarification if you created it in error, or it is no longer applicable. You can do this whilst it is still in the New or In Progress State.

Once you receive the Answer the Clarification will be Closed, but further updates may be sent after this by the Project Manager if necessary. Notifications may also be received to alert you to these updates.

Authority Queries

If the Project Manager wishes to ask you a question, they will send you an Authority Query:

AWARD® Help Alice (Alpha Cars) Log out

Fleet Services - ITT Response Close Project

Project

Home Communication Documents

Authority Queries Mark As Read Report Excel Report

Open & Unread All

Filter:

	Num	Query	Documents	Status	Updated
<input type="checkbox"/>	2	You appear to have submitted an out of date Operations Manual in your evidence.		New	06/Apr/2017 11:26:33

Click on the Query link and then click **Enter Answer** to provide your response. You can also attach Documents that are currently in AWARD, or upload new Documents from your PC.

AWARD® Help Alice (Alpha Cars) Log out

Fleet Services - ITT Response

View Authority Query Close

Supplier Alpha Cars Limited

Query Number 2

Question Q1Confirmation

Path /Overall/Compliance Response/Q1Confirmation

Status New

Created 06/Apr/2017 11:26:33

Query

You appear to have submitted an out of date Operations Manual in your evidence.

Answer

You can respond with Documents by uploading or attaching them. This must be done before you enter your answer. Once you have completed your Answer you cannot make any changes or additions to the attached Documents.

Enter Answer Upload Attach Document

Once you have responded, the Project Manager will see this and the Authority Query will be set to Closed automatically.