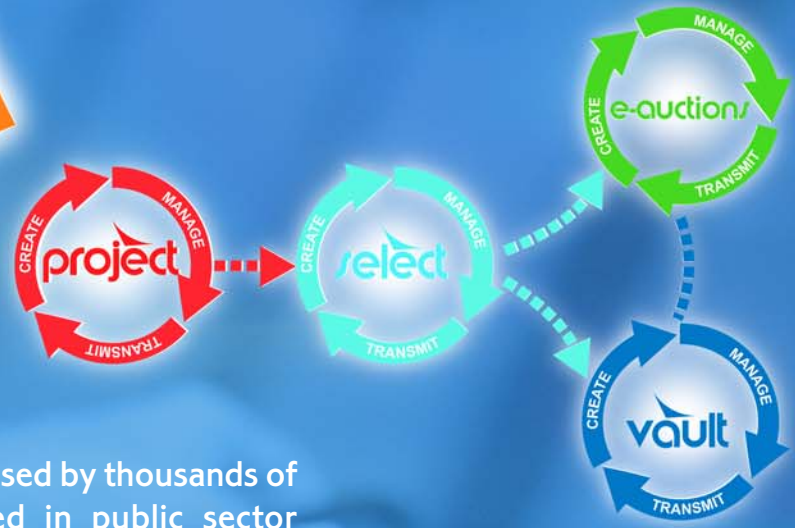


You cannot think compliant e-tendering without thinking



Delta-ets modules are tried and tested services used by thousands of public sector procurement personnel engaged in public sector tendering. By either using a modular approach or implementing the full Delta-ets range you will be well on your way to meeting e-government targets and fulfilling the requirements for e-tendering as specified in the EU Consolidated Procurement Directive.

First time? Not sure what you are doing? Don't worry!



Why not log on at our free no-commitment demonstration site to see for yourself how easy e-tendering really can be?

www.demo.delta-ets.com

Our team of dedicated Delta-ets helpdesk staff understands the procurement process and can therefore help you move from paper-based tendering to e-tendering.

To discuss your requirements please contact the helpdesk on **0845 270 70 50** or email helpdesk@delta-ets.com



Vault Secure E-Tendering Document Exchange Service

Introduction – Why use an e-tendering service?

As part of the Government's e-agenda, and in line with the EU Consolidated Procurement Directive, Buyers are being encouraged to use modern means (e-tendering) in the procurement process.

Using BiP's Vault service removes paper, reproduction and courier/postage costs for both Buyers and Suppliers. Vault also provides a comprehensive online audit trail of transactions.

VAULT FAQs

What is Vault?

Vault is an electronic e-tendering service that provides the procurement community (Buyers & Suppliers) a secure, cost-effective and easy-to-use electronic tendering solution for the transmission, retrieval, storage, receipt and administration of Invitation to Tender (ITT) documentation.

Why can the ITT documents not just be mailed to me?

It is cost-effective to use Vault and the ITT documents are securely encrypted in transit. The new Consolidated Directive states that authorities can demand all tenders be submitted electronically.

Is my Hotmail email address good enough for e-tendering?

Yes, it is possible to use Hotmail. However, as these systems are usually restrictive in terms of the amount of data that can be stored on them, you may find it difficult to receive files via email. BiP recommends that you obtain a post office protocol (POP) email account, eg Outlook Express, which allows you to download your email onto your PC.

Vault is a service provided by BiP. Who are BiP?

BiP Solutions Ltd is the UK's leading provider of public sector contract information. More subscribers rely on BiP's contract information services than on those of any other organisation and BiP publishes more UK contract information than any other provider.

How do I register?

Please visit www.delta-ets.com and register as a Buyer if you are in the public sector or as a Supplier if you are in the private sector.

How fast is the system?

This depends, primarily, on your internet connection. The faster your connection, the quicker the response times from the servers will be. When large tenders are closing, our servers will be accessed by a greater number of people but we do not anticipate this having any significant impact on the system.

What do I need to access Vault and other Delta e-tendering services?

You will need a PC or Mac with Internet Explorer 5 or above or Netscape 5 or above and email client software. You will also need an internet connection. You may wish to check with your IT department that you can access websites using the https protocol.

What if I need assistance?

The Delta-ets and Vault services each have online help facilities. In addition, BiP operates a helpdesk manned by staff who all have an understanding of the procurement process as well as in-depth knowledge of the Delta-ets services.

Is it possible to become infected by a virus using Delta-ets?

BiP takes every precaution to ensure viruses cannot be passed through the Vault system. These precautions include frequently updated virus-checking software that scans all files uploaded onto the system.

What happens if I forget my username and password?

You can use the forgotten password facility by visiting www.delta-ets.com



Presents



a module of





Vault Secure E-Tendering Document Exchange Service



Can Vault connect to other services?

Vault is only one element of the critical path of the tender process and is one element of the Delta-ets e-tendering service. Delta-ets offers a complete range of e-tendering modules including the Project e-notice and Select online supplier database services as well as many other modules that can be used in the tendering process.

Where can I get more information?

BiP provides a complete demonstration site which you can log onto at www.demo.delta-ets.com to try the various modules, including Vault. Alternatively, if you wish to discuss your requirements you can contact a helpdesk representative direct by telephoning **0845 270 70 50**

Does Vault comply with EU Procurement Directives?

Vault, along with the other modules in Delta-ets, is designed to allow users to carry out fully EU-compliant tender exercises electronically. The Consolidated Procurement Directive encourages the use of electronic tendering and by using the Delta-ets service you can comply with all the conditions stipulated in the Consolidated Directive and thus be able to take advantage of its time-reducing incentives.

What are the time-reducing incentives?

The Consolidated Directive provides time-reducing incentives to those Buyers who implement certain criteria:

- 7 days fewer for the receipt of tenders in the Open procedure and for the receipt of requests to participate in the Restricted and Negotiated Procedures, where contract notices are sent electronically
- a further 5 days fewer for receipt of tenders where the contracting authority offers unrestricted and full direct access by electronic means to the contract documents and any supplementary documents
- under the Open and Restricted procedures time limits for receipt of tenders may be shortened to 36 days, but no less than 22 days, when contracting authorities have published a Prior Information Notice (PIN) on the web within a Buyer Profile service (if you do this you need not publish your PIN in the OJEU)

How much does Vault cost?

Public sector organisations can buy tenderboxes at an agreed rate in advance and then use them as necessary. These can be topped up as required. As a Vault user you will also be given complimentary access to the Select online supplier database to manage the Expression of Interest stage.

What happens if I wish to seek Expressions of Interest prior to the Invitation to Tender stage?

A Buyer may create a response list in the Select service. This list can then be populated by those Suppliers who wish to submit an Expression of Interest. Buyers can then import the complete list into their Vault tenderbox for participation in the Invitation to Tender stage.

What if I want to use the Open procedure?

A Buyer may set up a Vault tenderbox with a tenderbox access code (TAC) and this TAC may be published as part of a competitive opportunity. Suppliers are advised to register on www.delta-ets.com and then use the TAC to access the relevant Vault tenderbox, download a copy of the Invitation to Tender documents and upload their responses.

Can more than one Buyer access a tenderbox?

Yes. When tenderboxes are set up, the lead Buyer can assign access to other Buyers as part of the system hierarchy.

What if my PC breaks down: can I access my tenderbox on another PC?

Yes. As Vault is an internet application you can log on at any other PC with an internet connection. If you have applied a digital certificate to your Vault tenderbox the helpdesk staff can assist you to transfer it.

The person who created the tenderbox has left our organisation: how do we access/transfer the tenderbox?

The helpdesk can reassign access as necessary. In the first instance please contact helpdesk@delta-ets.com

BUYER SIDE

Can anyone register as a Buyer?

Vault is aimed at public sector organisations and utilities. However, there is no technical

restriction on Vault being used by private sector organisations. If you are unsure of your eligibility to use Vault please contact servicedesk@bipsolutions.com

How many Vault tenderboxes can I create?

Each tenderbox is equivalent to a tender exercise. Buyers can buy blocks of tenderboxes in advance, as and when they are required.

Can I delete tender documents from my Vault tenderbox?

Suppliers can remove their tender responses up until the date and time of tenderbox closing. Buyers cannot delete any Supplier documents. However, Buyers can, prior to despatching their Invitations to Tender, delete and replace their own documentation. The documents held in the tenderbox remain the original and Buyers and Suppliers only download a copy without removing the original.

Can I delete Vault tenderboxes from Delta-ets?

No, tenderboxes cannot be deleted. Vault does provide an archive service to manage large volumes of tenderboxes.

Can I tell how many suppliers have accessed my tenderbox?

Yes, all actions on your tenderbox are logged and can be viewed in the Activity Log in the Vault system.

How do I know if a Supplier changes his details?

If a Supplier is using Select prior to the tenderbox creation, any changes will be made automatically within Select. However, once a tenderbox is open, a Supplier can no longer update their details directly on Vault. Should a Supplier make any changes to their contact details at this time, they should contact the Buyer directly, who can amend their details on that tenderbox via the Edit Suppliers page.

How can I tell if a Supplier has accessed my Vault tenderbox?

All transactions are logged in the activity log. The activity log provides a colour-coded audit trail of Buyer, Supplier and system transactions. In addition, the Buyer will also receive an email if a Supplier carries out a transaction within the tenderbox or downloads an ITT document.

SUPPLIER SIDE

Can anyone register as a Supplier on Vault?

Suppliers can register free of charge to use the Select online supplier database via the Delta-ets service and will only be able to access a Vault tenderbox under the following circumstances:

- they have been invited to tender by a Buyer or
- for Open procedure contracts they have registered, via a TAC, and downloaded a copy of the ITT documents

Can I delete tender documents from the system?

Once Suppliers have deposited responses they will be unable to delete them from the system. Should a Supplier erroneously upload documents to the system, they should negotiate with the Buyer directly to ensure the mistake is rectified.

How do I let the Buyer know I have changed my details?

You can email the Buyer through the Vault system.

How will I be notified if my tender has been accepted or rejected?

Notification can be delivered through the Vault emailing service.

What happens if I forget my username and password?

You can use the forgotten password facility by visiting www.delta-ets.com

What if I need procurement assistance?

The Delta-ets and Vault services each have an online help facility. In addition, BiP operates a helpdesk manned by staff who all have an understanding of the procurement process as well as in-depth knowledge of the Delta-ets services. If you require further procurement assistance BiP offers a dedicated consultancy service and the helpdesk can be contacted at pass@bipsolutions.com

Who should I contact regarding tender information?

If you are looking for further details regarding a tender in which you have been invited to participate, you can send a message to the Buyer via the messaging facility in the tenderbox. By

doing this any clarifications raised will be recorded in the online audit trail.

How much does Vault cost Suppliers?

As Buyers set up the tenderboxes for a particular competitive opportunity there is no charge to Suppliers to use the service. Once you have registered at www.delta-ets.com you will have free access to the Select online Supplier database and will be able to access Vault tenderboxes to which you have been invited to tender or for which you have a TAC.

Who uses Vault?

Many different public sector organisations use the Vault service, ranging across central government, local government, higher education and NHS trusts. If you would like to talk to a user in your sector contact helpdesk@delta-ets.com and they will put you in touch.

Can you give me an indicative cost?

Only when you are going to use the Vault service will you actually incur a cost. This is important to Suppliers as they only pay when there is true benefit, ie when they have been invited to tender.

As a Buyer how do I create a contract notice?

Project provides you with a range of formats to facilitate the creation, management and transmission of contract announcements, including those that require to be submitted to the OJEU. Project also provides Buyers with online access to all notices published in the OJEU and *Government Opportunities*. To access the demonstration site please visit www.demo.delta-ets.com

Is there a system for managing Expressions of Interest?

Yes, BiP's Select service allows you to build select lists and response lists which can then be taken forward into Vault. For more information email helpdesk@delta-ets.com

Can I issue an OJEU notice or other contract notice and direct interested Suppliers to respond via Select?

Yes, a Buyer can generate a PIN number in relation to a specific list and then incorporate this within the contract announcement. All

Suppliers responding will then appear in your list.

Does Select comply with EU Procurement Directive requirements?

Yes. It also complies with Section 11 of the Local Government Act 1988 in that no payment is made by Suppliers for registering on the service.

Where can I get further information on public sector tendering?

BiP's dedicated marketplace provides information for both Buyers and Suppliers at www.bipsolutions.com/html/briefing.php

E-TENDERING PILOTS

What is an e-tendering pilot and how do I take part?

BiP offers a complete e-tendering pilot service. Organisations can run a pilot of one or all elements of the Delta-ets service to build a business case for e-tendering or to try out the services on offer. To discuss your requirements please contact **0845 270 70 50** or email helpdesk@delta-ets.com

What does it cost to conduct an e-tendering pilot?

This will depend on which aspects of the Delta Suite you wish to use and the number of tenderboxes you require. BiP can provide you with a quote for your requirements. Pilots can start from as little as £500.

How long does a pilot take?

The timescales vary in accordance with the number of tenders you wish to carry out and how you wish to implement the Delta Suite.

Who do I contact if I have a problem?

Contact helpdesk@delta-ets.com

What about training/help?

BiP provides a fully managed helpdesk with telephone and email support, including tutorials.

How long does a tutorial last?

Tutorials last for approximately 30 minutes.

Are there any Vault usernotes?

Usernotes and FAQs can be downloaded from the www.delta-ets.com site by clicking on the Help button.