

## How to respond to Tender Request on PROACTIS

[www.proactisplaza.com/supplierportal](http://www.proactisplaza.com/supplierportal)

### How to Review a Tender Request:

- You will first receive an email from The City of Cardiff Council relating to a new tender request
- Log into the PROACTIS supplier portal - ([www.proactisplaza.com/supplierportal](http://www.proactisplaza.com/supplierportal)) using your log in details



The screenshot shows the PROACTIS Sign In page. On the left, there are input fields for Organisation ID, Login Name, and Password, followed by a 'Sign In' button and a 'Forgotten login details?' link. Below this is a 'Don't have an account? Sign up' link and an 'Access Code' field with a 'Go' button. On the right, the PROACTIS logo is displayed above a 'View Opportunities' button. The background features a graphic of several white arrows pointing right, with some colored arrows (red, blue, green) and a red hand icon.

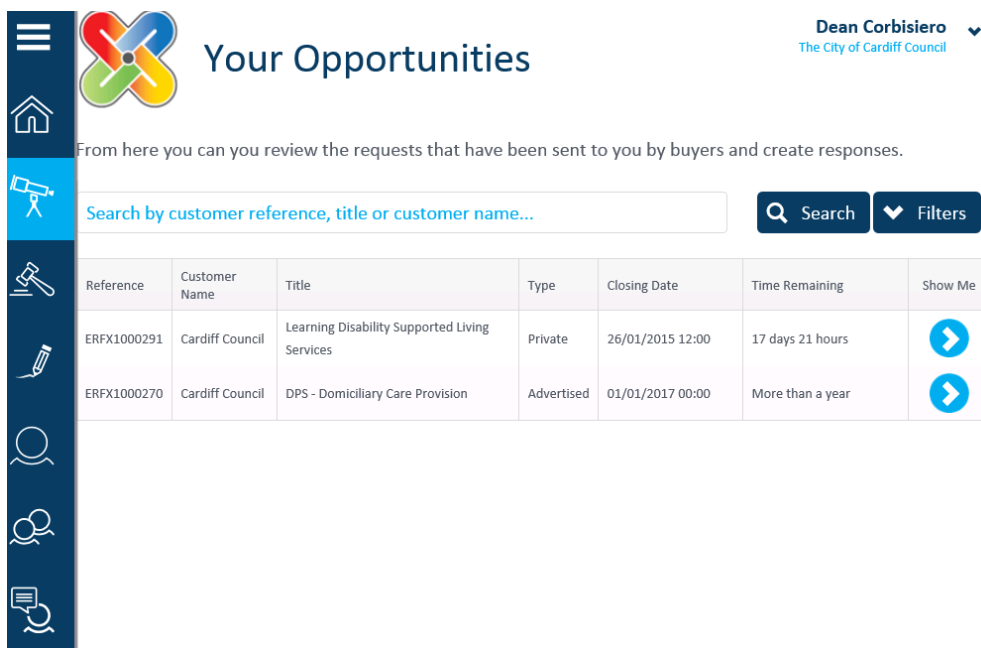
- When you log in you will be shown the below screen. From this page you can access all notifications and opportunities that you have been issued





The screenshot shows the 'Your Portal' dashboard for Dean Corbisiero, The City of Cardiff Council. The dashboard features a vertical navigation bar on the left with icons for home, search, notifications, auctions, customer relationships, and invoices. The main content area displays eight data cards:


Category	Count
Notifications	1
Opportunities	2
Auctions	0
Contracts	0
Customer Relationships	0
Customer Requests	0
Orders	0
Invoices	0

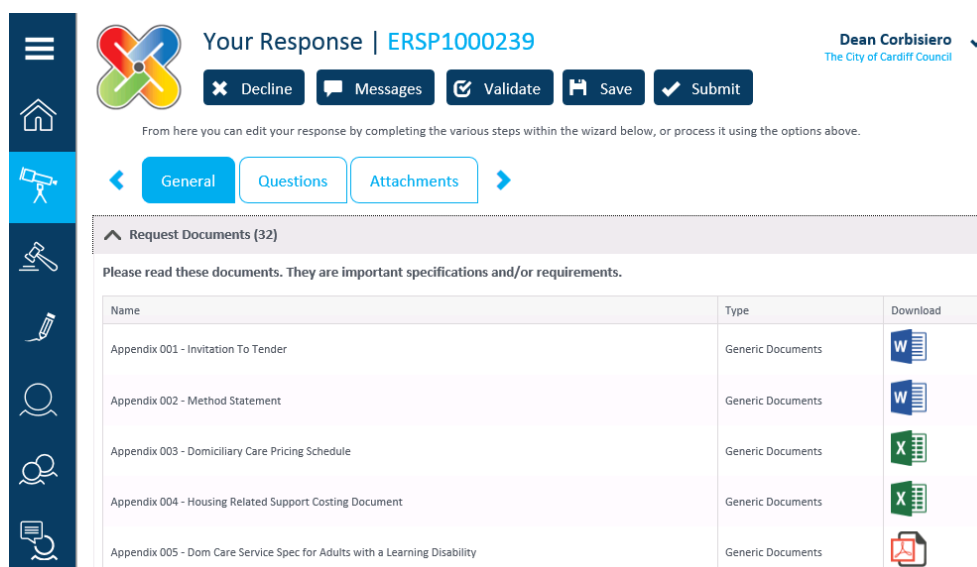
- To view the tender request select **'Opportunities'**
- You will then be shown all opportunities that are available to you








The screenshot shows the 'Your Opportunities' interface. At the top, it says 'Your Opportunities' and 'Dean Corbisiero The City of Cardiff Council'. Below this is a search bar with the text 'Search by customer reference, title or customer name...'. There are 'Search' and 'Filters' buttons. A table lists two opportunities:

Reference	Customer Name	Title	Type	Closing Date	Time Remaining	Show Me
ERFX1000291	Cardiff Council	Learning Disability Supported Living Services	Private	26/01/2015 12:00	17 days 21 hours	
ERFX1000270	Cardiff Council	DPS - Domiciliary Care Provision	Advertised	01/01/2017 00:00	More than a year	


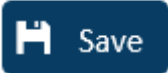

- To view the tender request use the blue arrow which will show all details relating to the tender 
- From here you can review the general details of the tender request including **'Request Documents'** and **'Request Overview'**
- To view the **documents relevant to the opportunity**, select the **'Request Documents'** banner and download the relevant documents

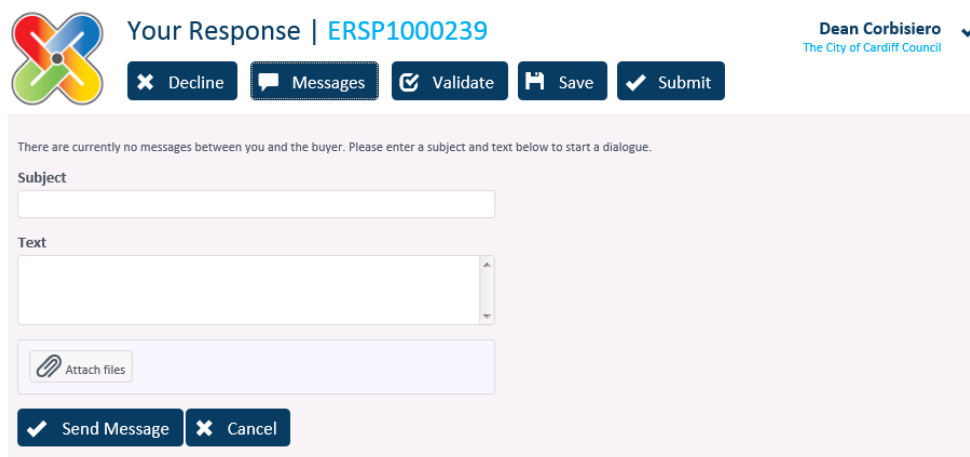




The screenshot shows the 'Your Response' interface for opportunity ERSP1000239. It includes buttons for 'Decline', 'Messages', 'Validate', 'Save', and 'Submit'. Below these are navigation tabs for 'General', 'Questions', and 'Attachments'. A section titled 'Request Documents (32)' contains the following table:






Name	Type	Download
Appendix 001 - Invitation To Tender	Generic Documents	
Appendix 002 - Method Statement	Generic Documents	
Appendix 003 - Domiciliary Care Pricing Schedule	Generic Documents	
Appendix 004 - Housing Related Support Costing Document	Generic Documents	
Appendix 005 - Dom Care Service Spec for Adults with a Learning Disability	Generic Documents	

## How to Complete & Submit a Response:

- Once you have reviewed all of the general details of the tender request including **'Request Documents'** and **'Request Overview'** you can choose to either begin a response or **'Decline'** the opportunity
- If you are not interested in the tender request and wish to withdraw from the request, please choose the **'Decline'** option which appears at the top of the screen 
- You will then be given the opportunity to state why you are not interested in the opportunity, please note that this is optional and not mandatory
- If you would like to respond to the tender request, complete the next step(s) of the request
- Please ensure that you **'Save'** your response throughout, this allows you to save what you have already inputted and you can go back to this at any time up until the closing date 
- If you wish to view messages related to the tender request or send a new message use the **'Messages'** option which appears at the top of the screen 
- From here you are able to send a new message, adding attachments as necessary




 Your Response | ERSP1000239 Dean Corbisiero   
The City of Cardiff Council



    

There are currently no messages between you and the buyer. Please enter a subject and text below to start a dialogue.

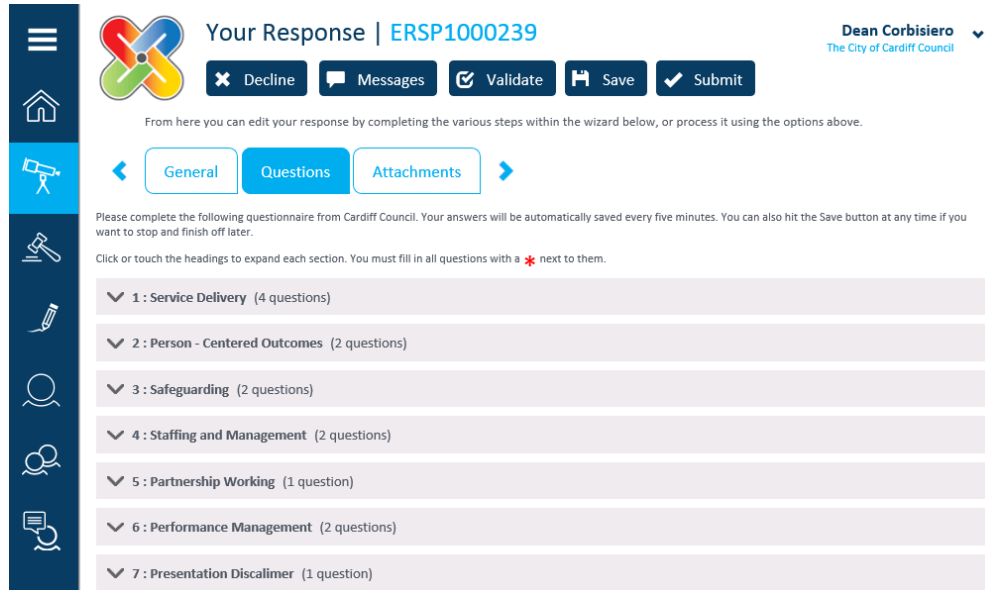
Subject

Text

 Attach files

- The tender request is made up of a number of steps including:
  - **General** – This is where you can view the Request details, Request documents and allows you to add any additional information for the buyer (The City of Cardiff Council)
  - **Questions** – This is where you will answer questions related to the tender
  - **Attachments** – This is where you can attach any additional documents
- To view and respond to **‘Questions’** select the Questions tab:



**Your Response | ERSP1000239** Dean Corbisiero  
The City of Cardiff Council

Decline Messages Validate Save Submit

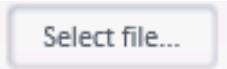

From here you can edit your response by completing the various steps within the wizard below, or process it using the options above.

General Questions Attachments

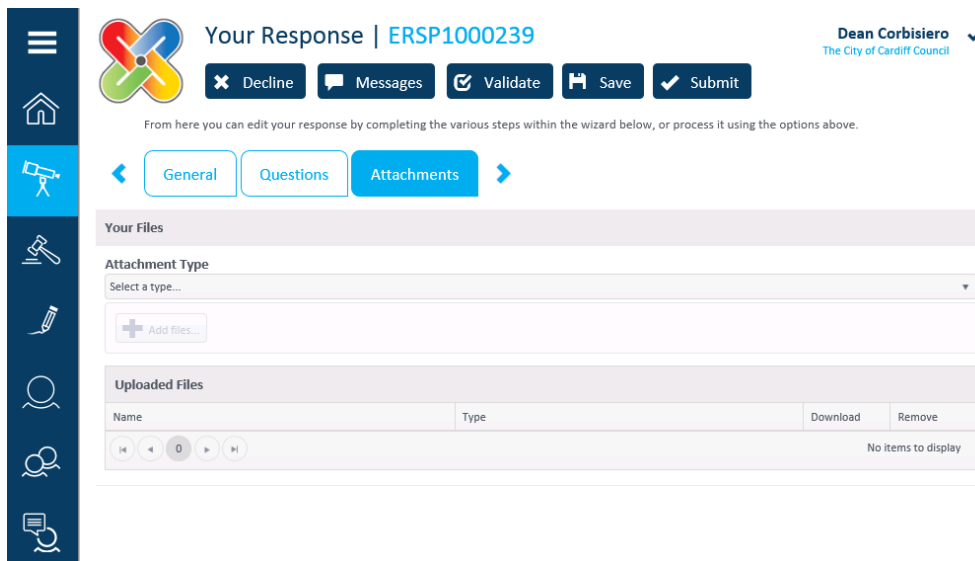
Please complete the following questionnaire from Cardiff Council. Your answers will be automatically saved every five minutes. You can also hit the Save button at any time if you want to stop and finish off later.

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

- 1 : Service Delivery (4 questions)
- 2 : Person - Centered Outcomes (2 questions)
- 3 : Safeguarding (2 questions)
- 4 : Staffing and Management (2 questions)
- 5 : Partnership Working (1 question)
- 6 : Performance Management (2 questions)
- 7 : Presentation Disclaimer (1 question)

- From here you can view and respond to all questions. You can also upload documents as necessary.
- To upload documents to questions, use the **‘Select File’** option. Please note that any one file can be uploaded per question. 
- Please note that you are able to **‘Validate’** your response; this will inform you if there are any questions that you have not answered. 
- Once you have completed all questions contained within the tender response, you can progress to the next stage of the response.

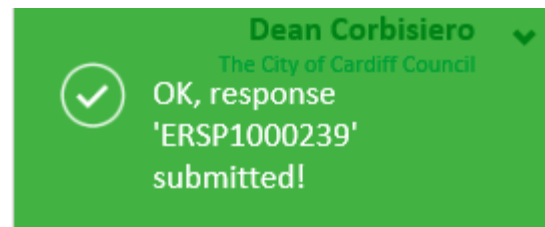
- To add any additional attachments to your response select the **'Attachments'** tab:



- Once you have completed and validated your response to the tender request you will be in a position to submit.
- Please note that before submitting your response you are able to **'Save'** and return at a later point
- To submit your response select the **'Submit'** option at the top of the screen



- The system will notify you that your response has been submitted



- To View, Amend or Resubmit your response prior to the deadline select the tender request within the list of **'Opportunities'** and follow the steps above for responding to a tender request.