Step by Step

Supplier Guide

To

PHARMAC

e-Tendering System

In-Tend Limited is a company registered in England and Wales.
Company Registration Number : 5845701 • VAT Registration number : GB 886 4167 79

Contents Page

Introduction	Page 3
Registration Process	Page 4
Supplier Rights	Page 6
Alerts	Page 8
Tender Opportunities	Page 8
Submitting a Return	Page 9
Product Group Search	Page 11
Adding a Bid	Page 12
Adding an Aggregated Bid	Page 14
Submitting the Bid	Page 16
Bid Report	Page 17
Correspondence	Page 19

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Introduction

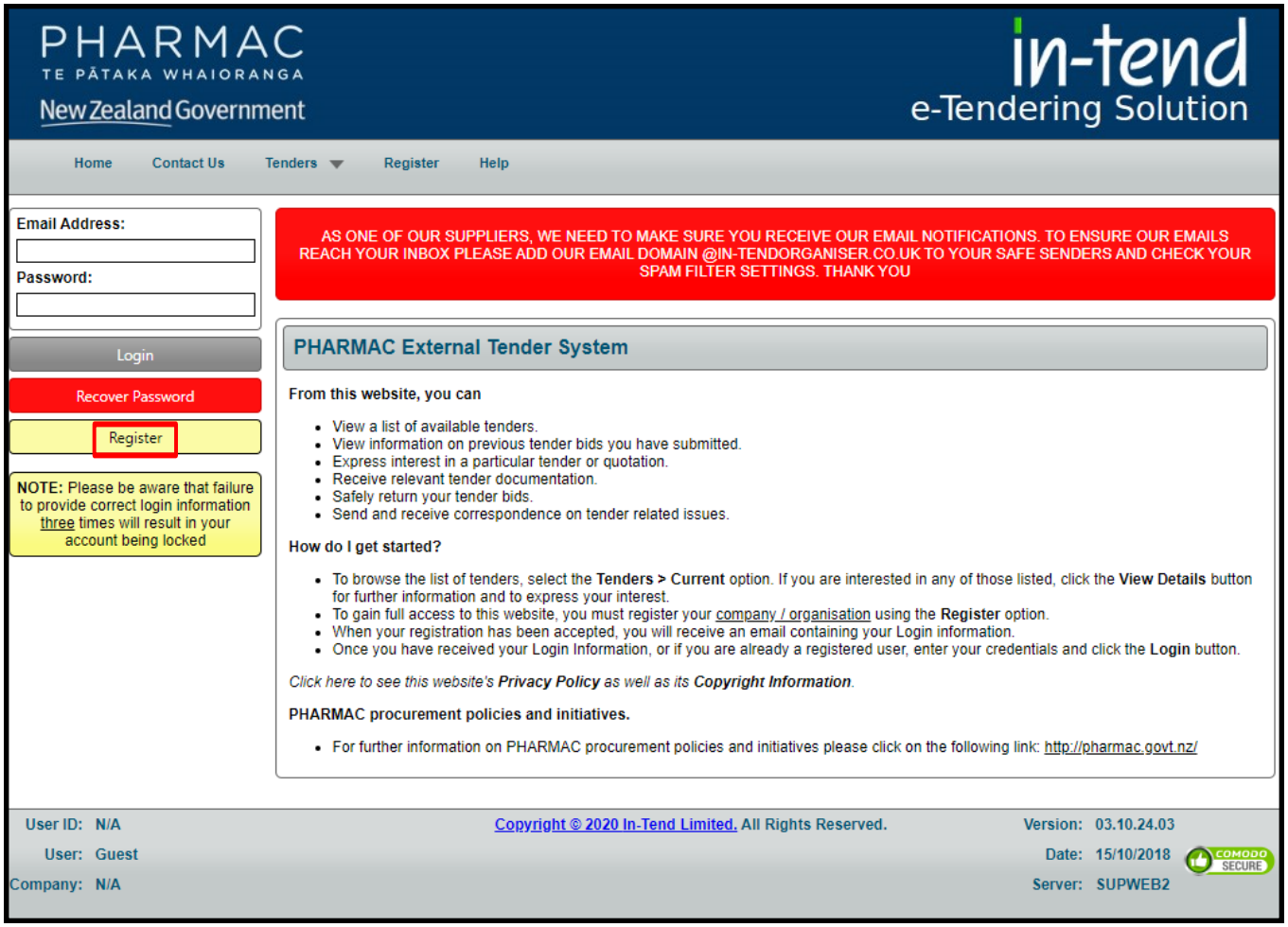
This **Step-By-Step Guide** is provided to assist you in using the (In-tend) e-tendering system. Once you have registered, you will be able to maintain your company information, return tender submissions and maintain company/contract documentation in a secure area via the internet.

If you encounter any difficulties whilst using the system you can contact In-tend's support team by phoning 0844 2728810 or emailing support@in-tend.co.uk

Registering on the e-Tendering system

Visit https://in-tendhost.co.uk/pharmac/aspx/Home to access the (In-tend) supplier portal.

From the homepage click on **Register.**



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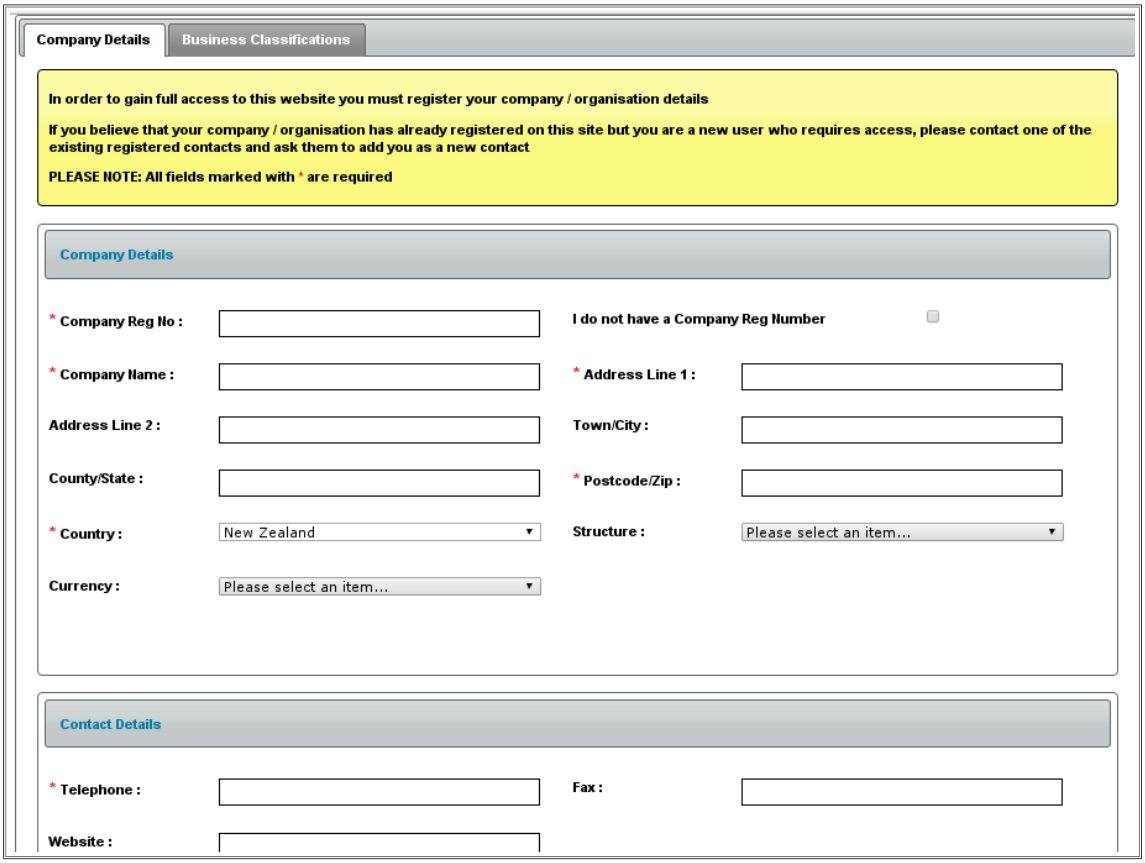
Registration process

As part of the simple registration form you will be asked to complete your **Company Details, Company Contact Details** and **Primary User Details.** Email alerts and actions will be sent to the email addresses you provide, so if possible it is useful to enter a general company email address in the **Primary User Details** section such as info@ *****.co.uk.

For cases where this person or inbox may be unavailable, we strongly recommended you add an **Additional User** (located at the bottom of the screen) so they can gain access to the site and also receive a copy of the emails. All asterisked fields are mandatory.

If you have previously registered with the e-portal, you do not need to register again.



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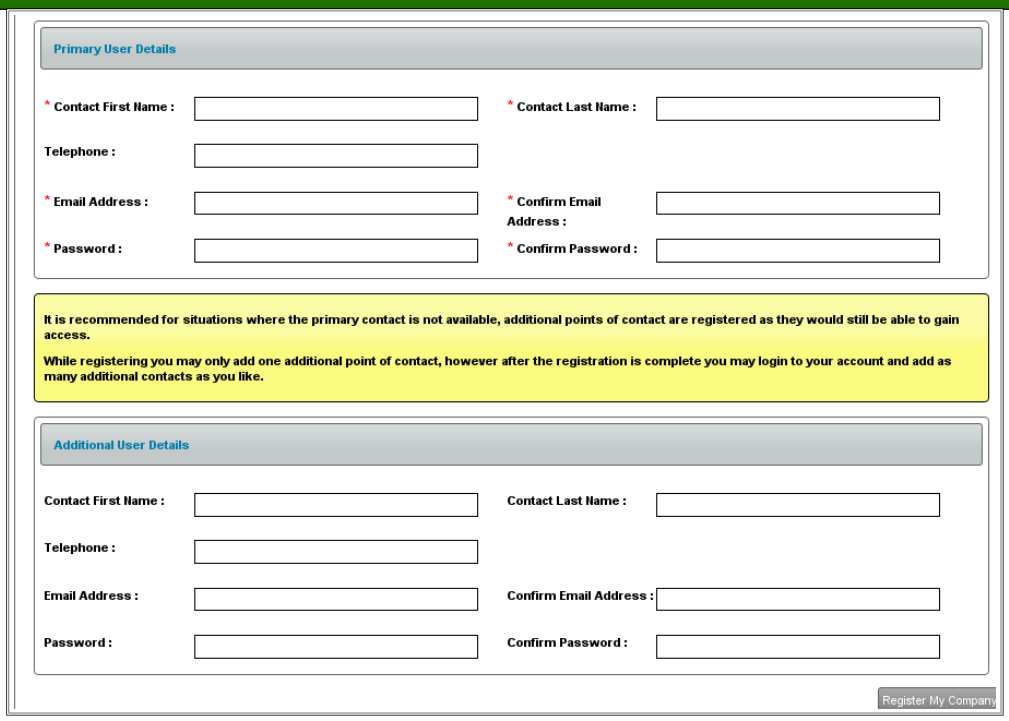
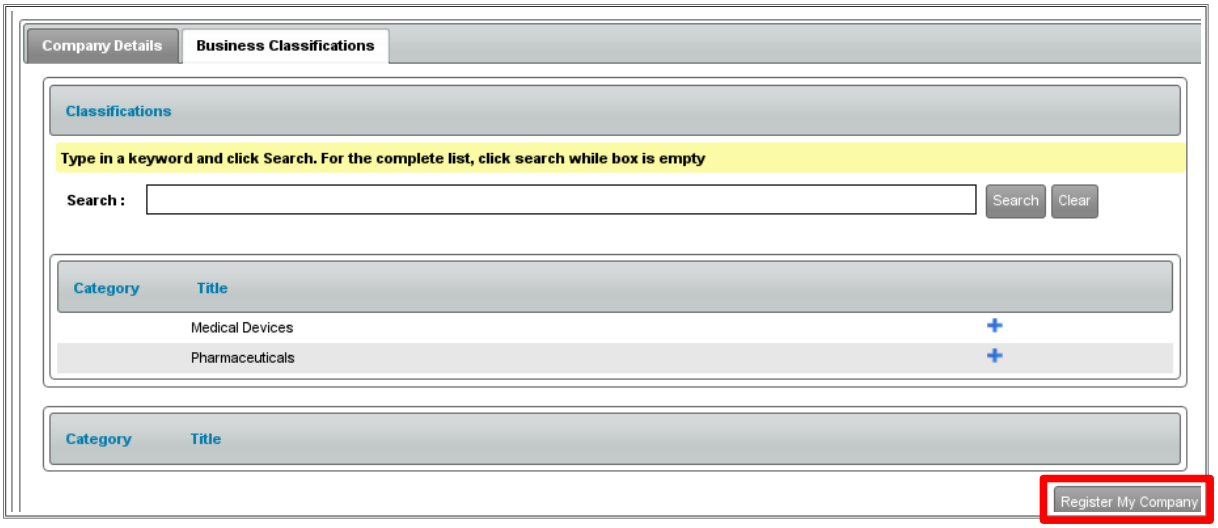


Whilst registering you may only add **one** additional point of contact, however after the registration is complete you may login to your account and add as many additional contacts as you like.



Classifications tab you are able to add the business category codes relevant to your company. Enter a keyword or click on the search button to see the full list of available categories. Click the blue + symbol to add a category you require. You can add multiple categories.

Once you are happy with the details click on **Register My Company**

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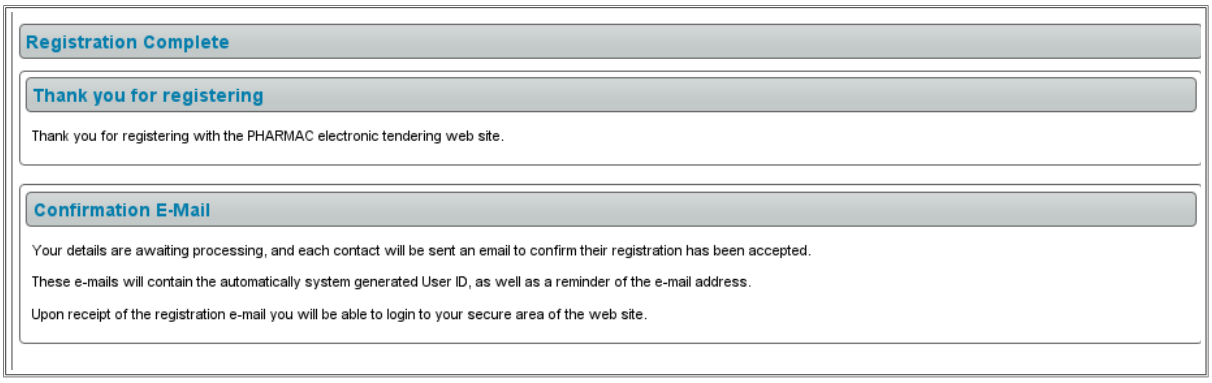
You should not register your company more than once, unless they are under a separate company registration number. If your company has several locations, register the company against the head office and add contact details for individuals at the different locations. You can add one additional user at the time of registration. Once registered, you can add several contacts in the **Company Details** section.

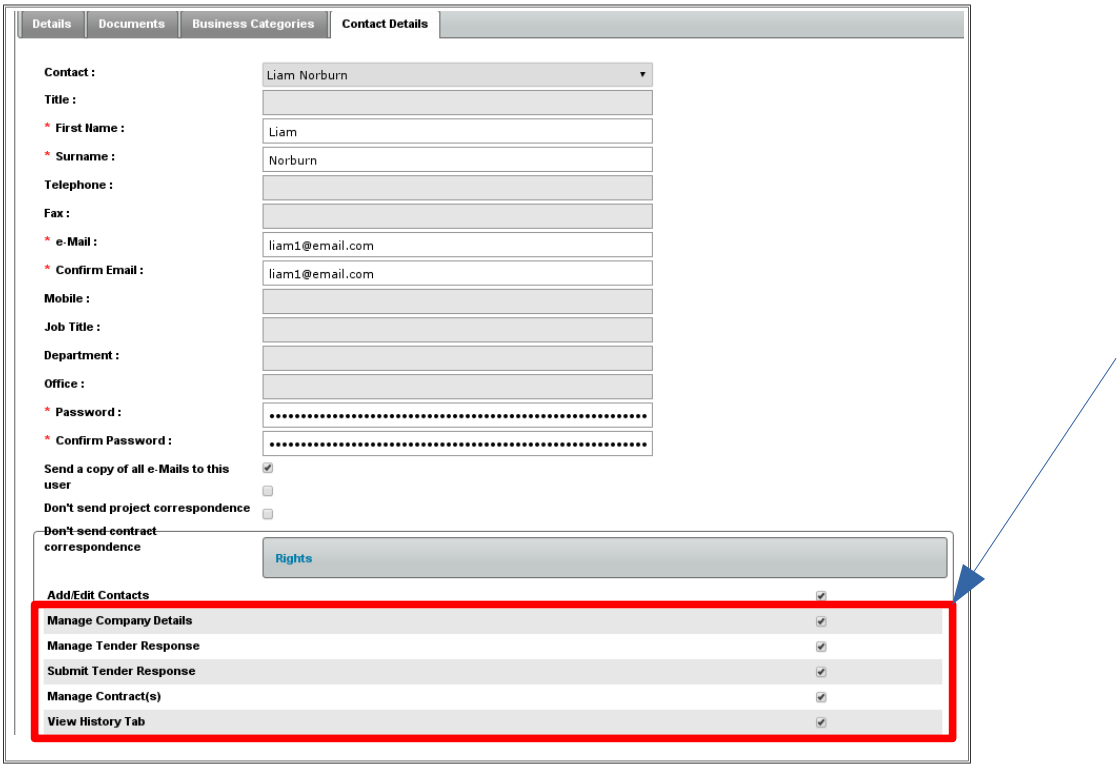
Once registration is complete, the system will then thank you for registering and inform you that your details are being processed. You will then shortly receive an email with confirmation of your email and password.

Please ensure you have added In-tend's email address, support@in-tend.co.uk, to your safe senders list.



Supplier Rights

Supplier rights can be setup against each individual user. These are setup within the "Company Details". In this area you can add additional company information and further users against your supplier account as well.



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Password security

Password and login details must not be shared across multiple users. Additional users can be set up by the primary user, and new users will be prompted to change password upon accessing the e-portal for the first time.

Authentication during login

Two-factor authentication is required to login to the e-portal. Upon entering login details, you will receive an email with a security code which you will need to enter in the e-portal along with your email address to gain access.

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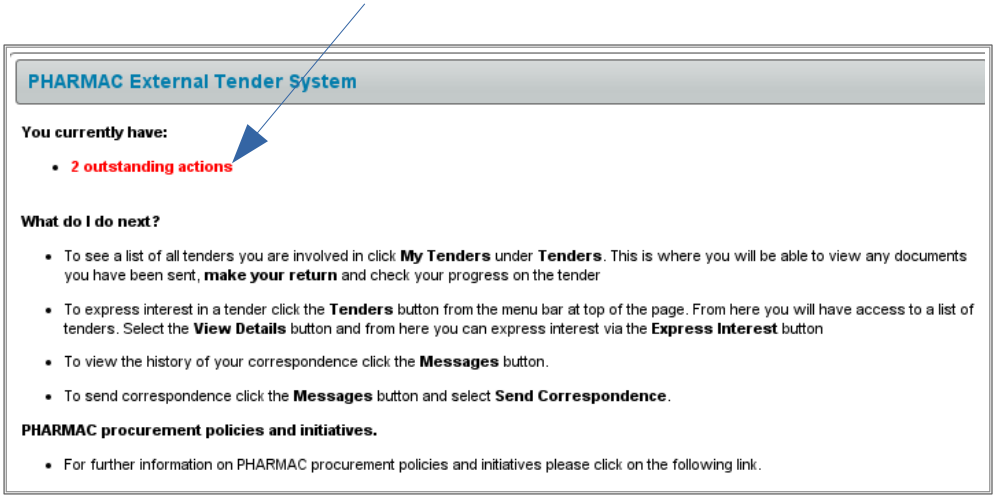
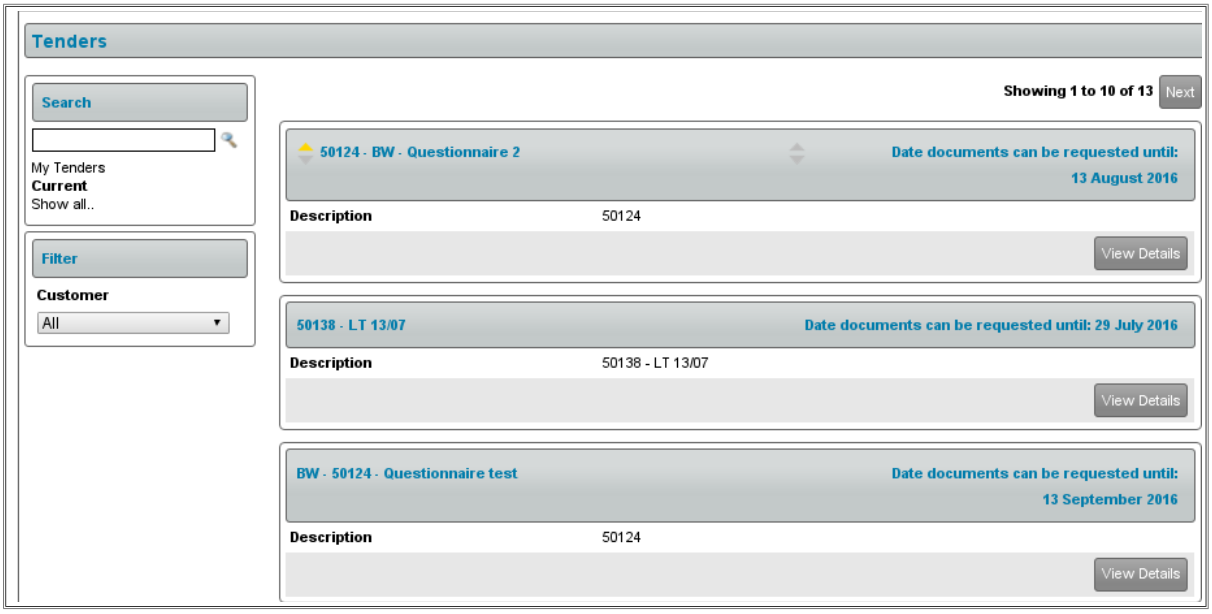
Alerts

Once you login you have your own login page where instructions are given as to what to do next. You will also see red text sometimes this is to let you know if you have been invited to tender or an action/correspondence has been issued.



Expressing interest in a tender

To access tender opportunities hover over the **Tenders** section at the top menu bar and then click on **Current**, this will provide you with a full list of current tender opportunities. For a tender that you are interested in you should click **View Details**.



From the Tender Management screen you are able to **Express Interest** in the tender.

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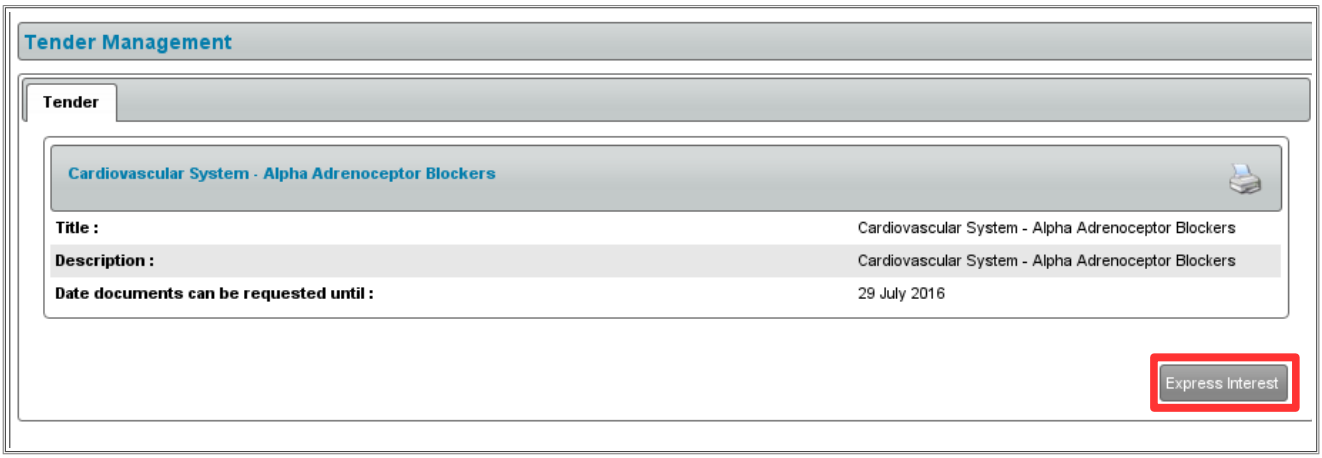
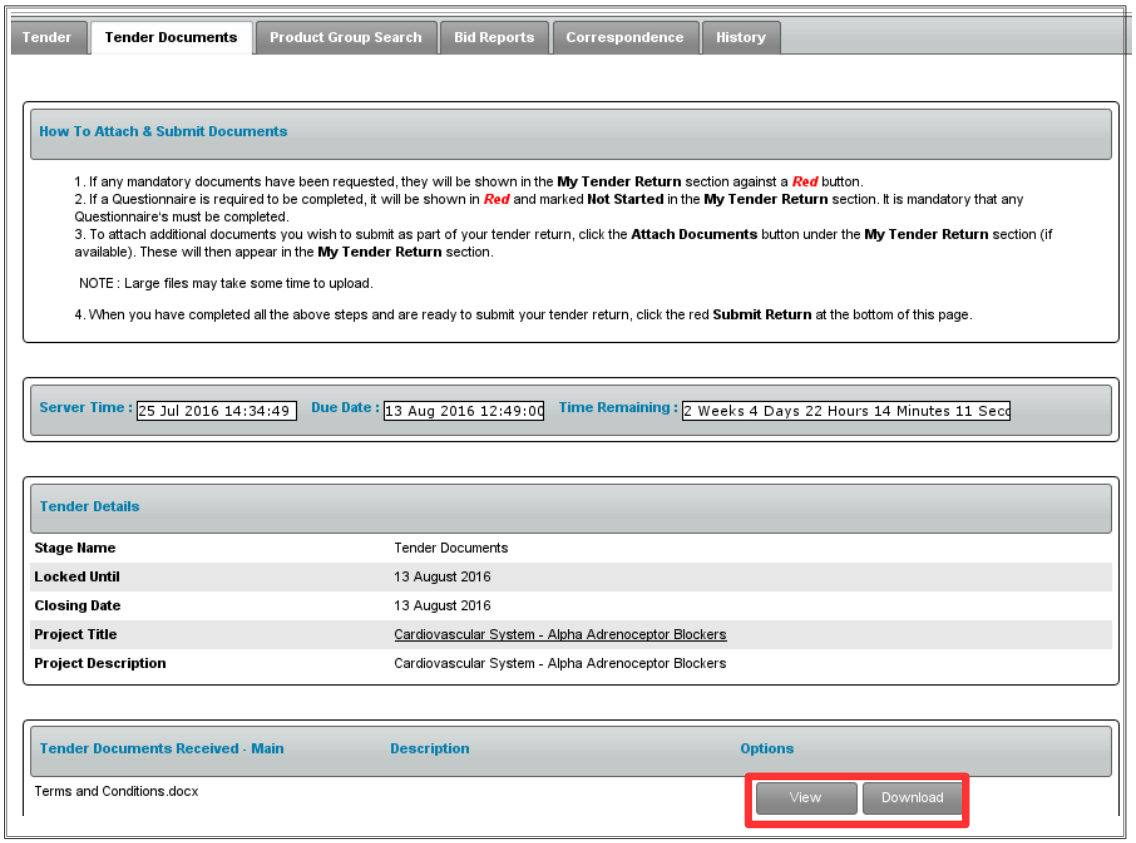


Submitting a Return

Once you express interest and click on the "Tender Documents" tab you can then access the tender documents. If you scroll down you can "View" and "Download" them, further down the page you have to also provide the documents requested as a placeholder. If they are red you are unable to submit your return without providing this document.



You can then upload any relevant documents and then the next step would be to add your bids against the items requested in the "Product Group Search" tab.

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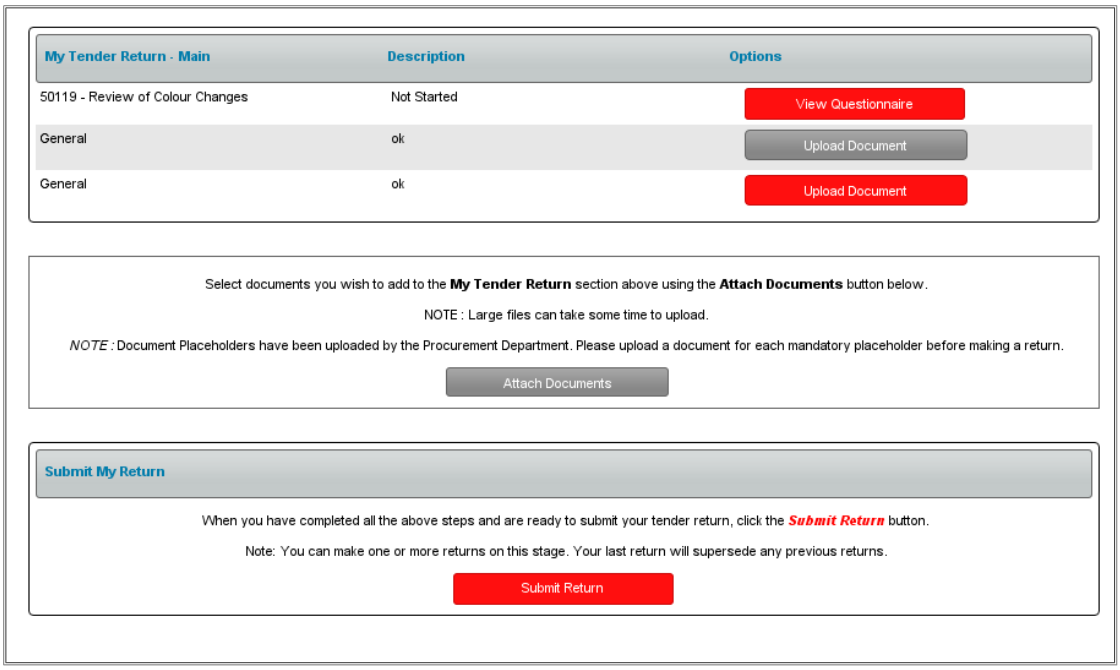

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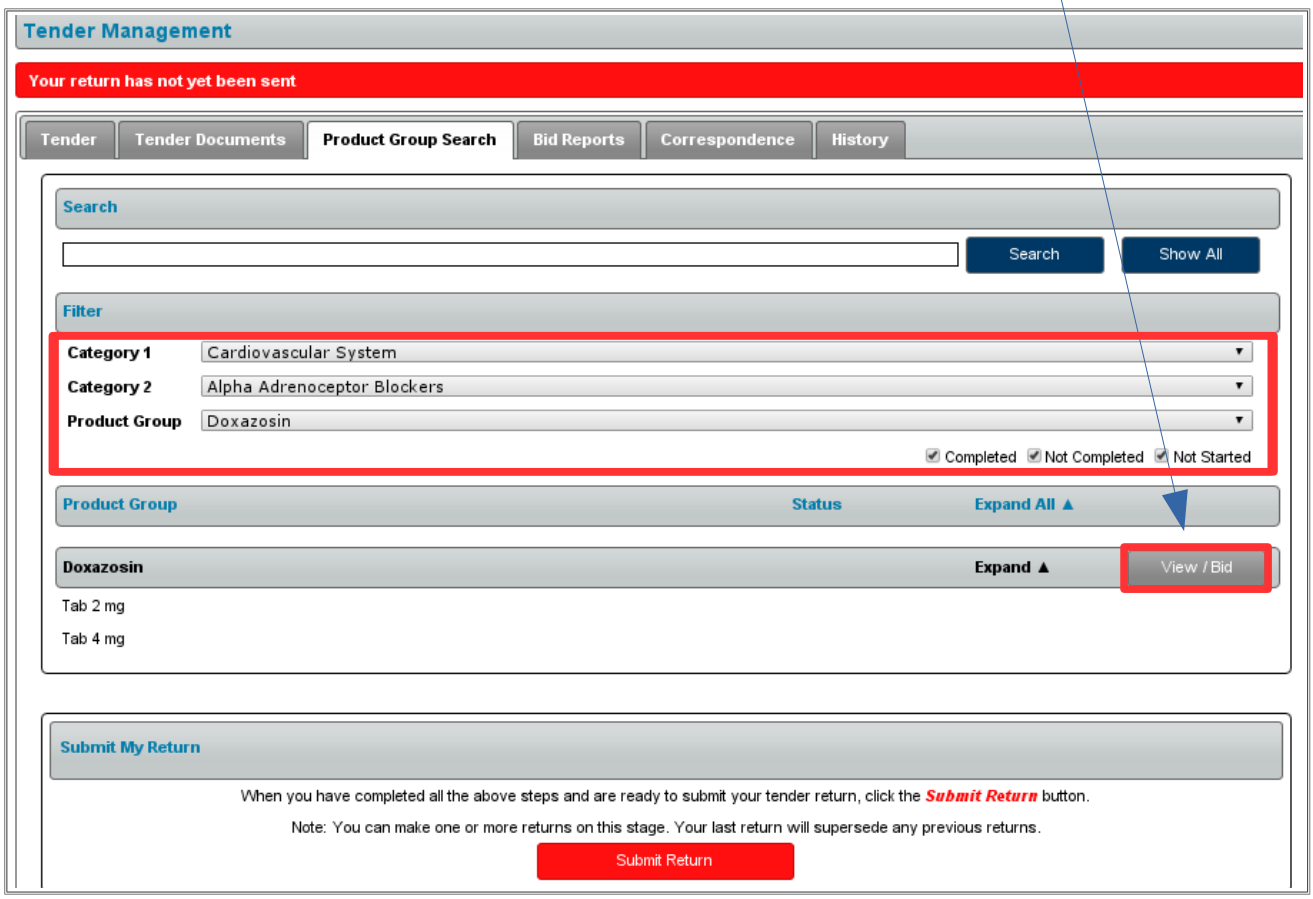
Searching for an Item

The next step is to add your bids against the line items, to do this you can either search for the product. Or you can use the filtering to hone down into the category of item you require, the top tier “Category 1” is the top level and is more generic, “Category 2” is further down. Then the “Product Group” is the group under the top two filter parameters, this will then show the items matching the criteria.

You can also filter between bids that you have made by using the tick-boxes, these will limit the items listed and makes it easier to identify “Completed”, “Not Started” or “Not completed”. Each are very different and relate to the progress you have made in completing them.

Once you have searched for the product you require click on it and a drop-down list should appear with everything required for the bid against the line item. Click on “View/Bid” to get a more detailed view.



Market Information

On the Bidding tab under Product Group, you can see which Line Items are being tendered and the market information for each Line Item as it is documented in Schedule Two of the Invitation to Tender. In the Sole Supply column, if Yes is stated, the Line Item is currently listed in the Pharmaceutical Schedule with a Sole Supply Status and/or Hospital Supply Status. Please note the Units and Costs are for community market only and that hospital usage data is provided as a separate attachment to the Invitation to Tender. Please note that usage volumes are approximate and indicative only.

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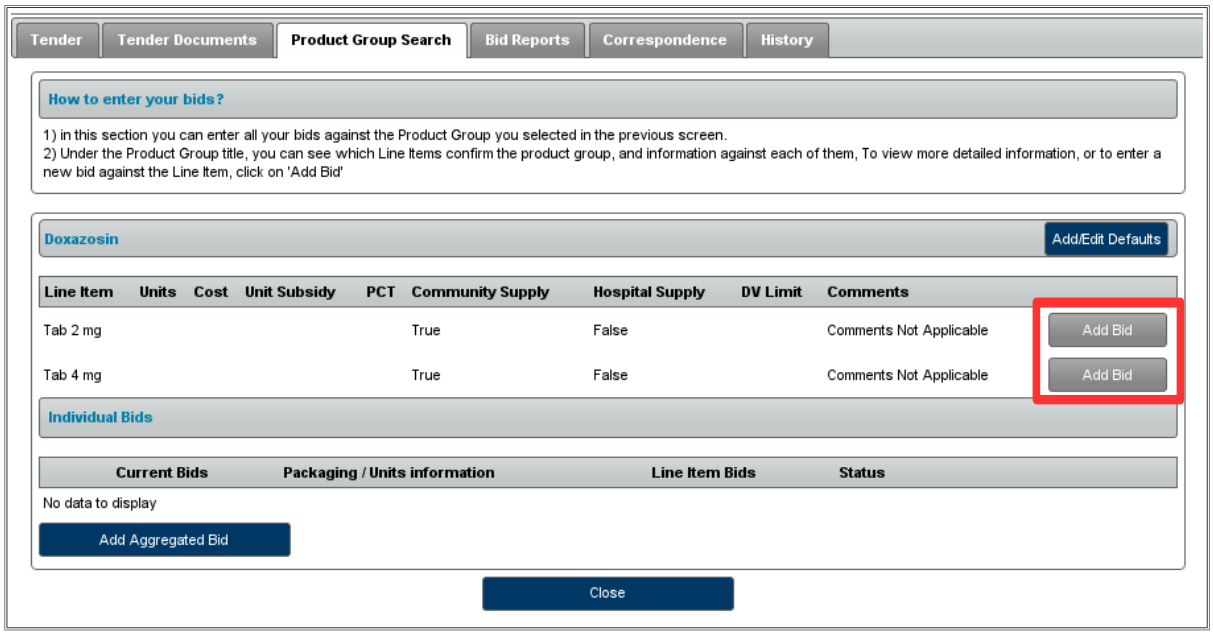
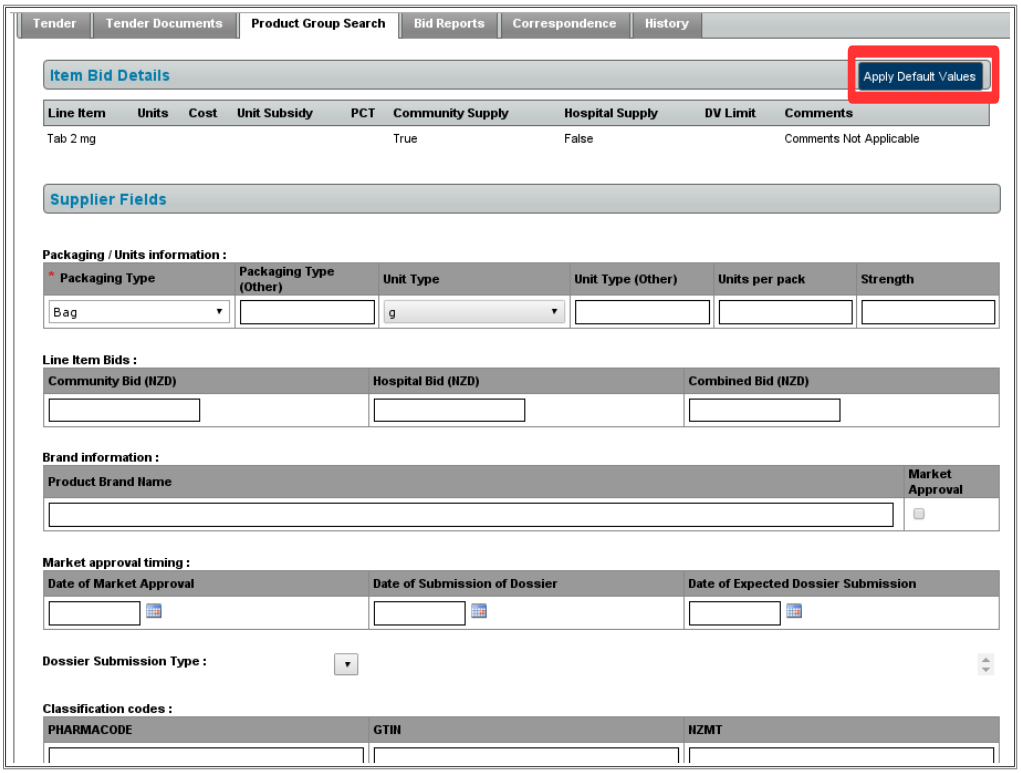
Adding a bid

Once you click on “View/Bid” you get a more detailed overview of the items required. To add a bid against an item click on “Add Bid”.

You can then fill in the information against the item. If you have already filled in some of the fields before you can use the “Apply Default Values” button and they will be pulled through.





Alternatively, if you have already placed bids and wish to apply the default information, select Apply Default Values to All Bids, and the default information will be applied to all current bids within the Product Group.

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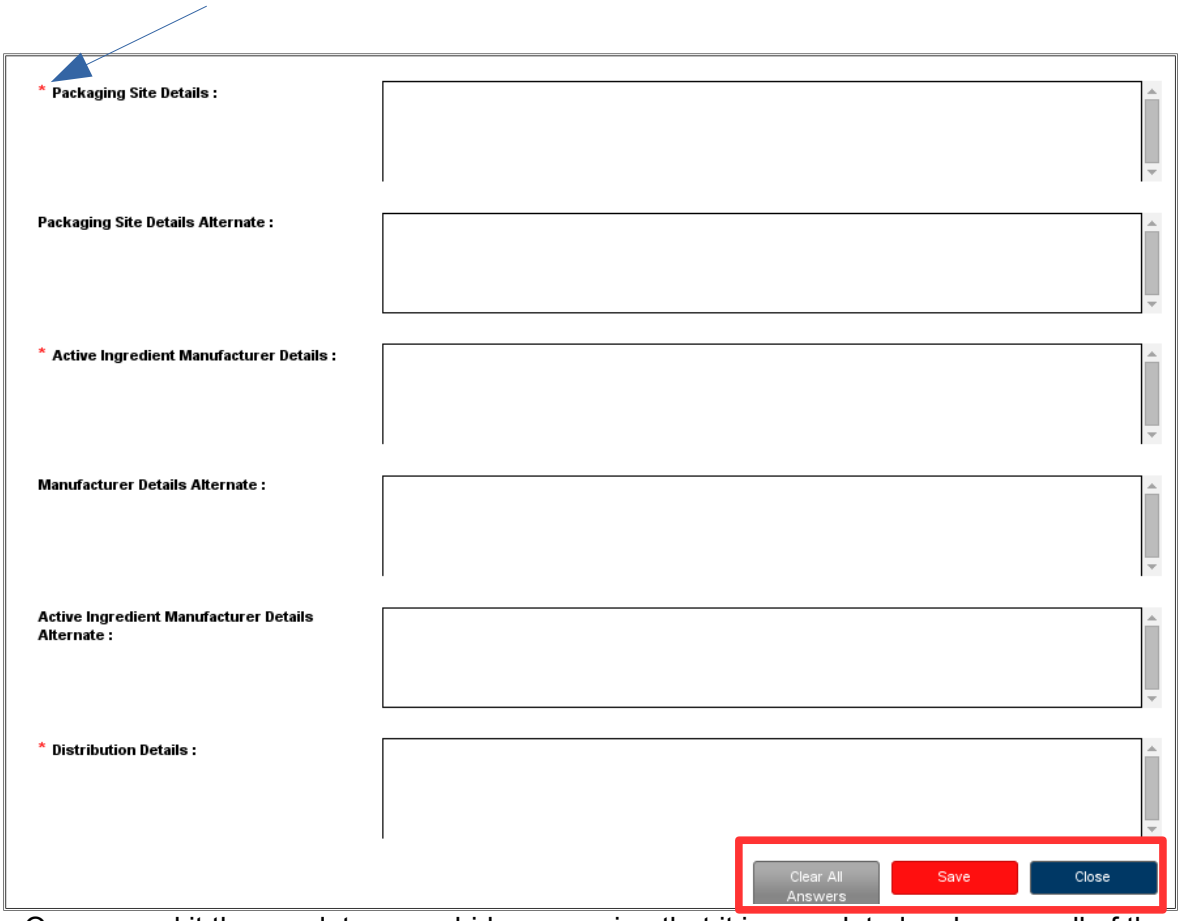
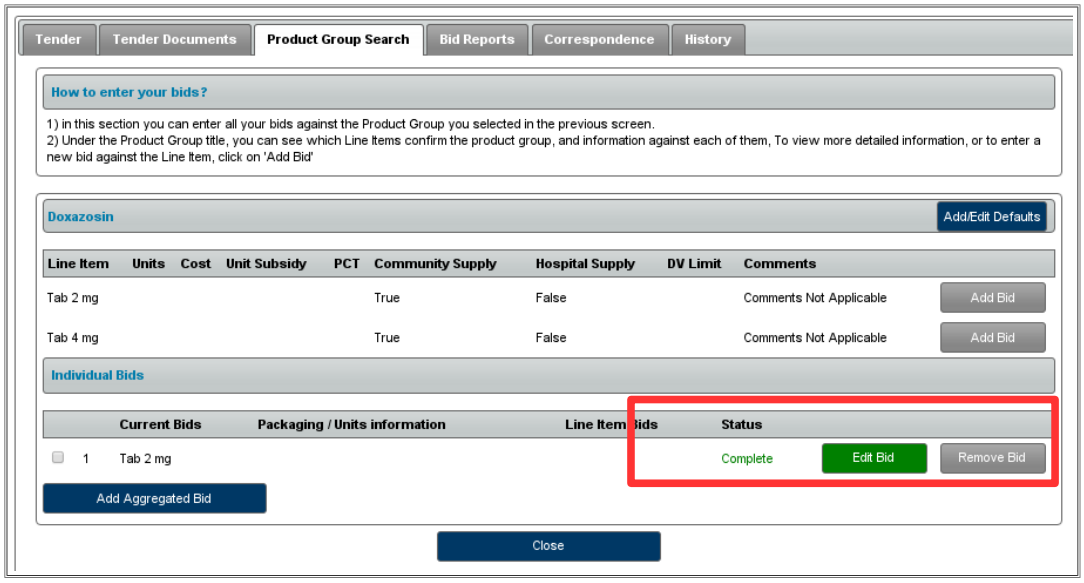
Once you have filled in all of the mandatory fields marked again with an asterix you have a couple of options. You can “Clear all answers” this will clear this page, “Save” and “Close”.



Once saved it then updates your bid area saying that it is completed as long as all of the mandatory fields are filled in.



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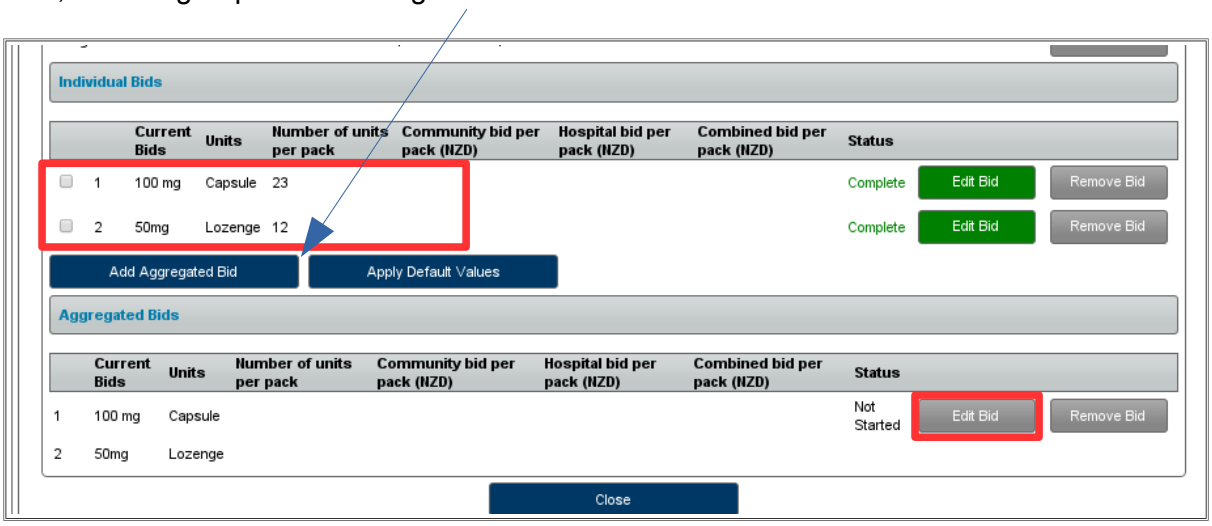
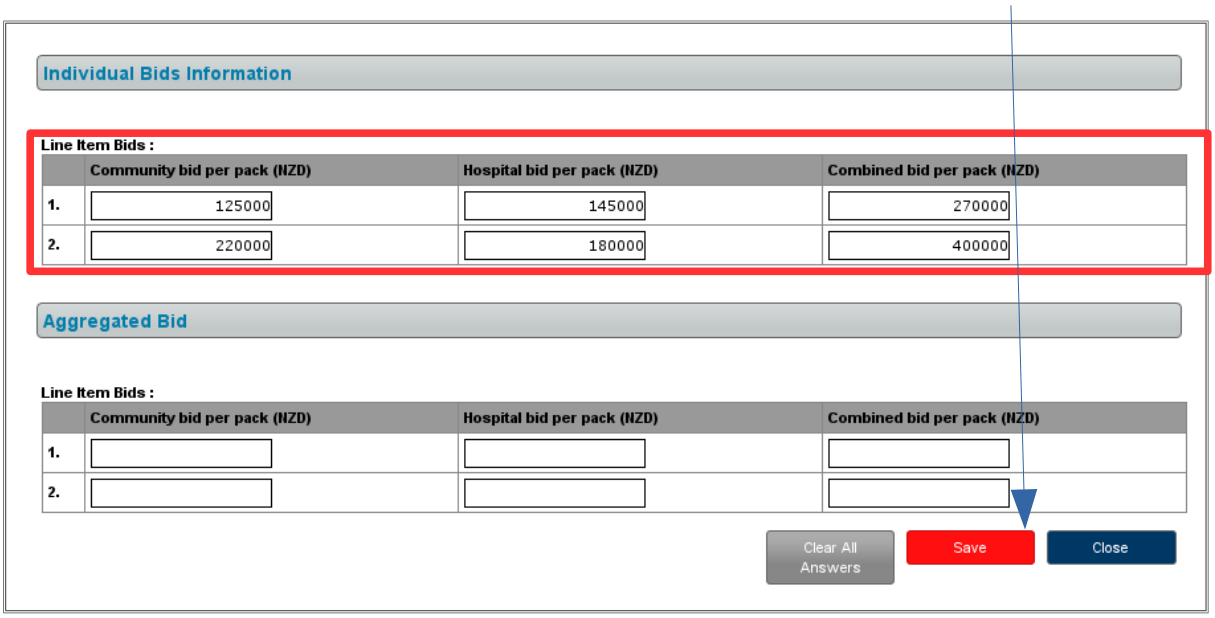
Adding an Aggregated Bid

As well as submitting individual bids you can also submit an aggregated bid which allows you to group items together and create a bid in itself. To do this you have to add an initial bid beforehand. Then you select the items you want to group together and click on aggregated bid, this will group the items together as 1 bid to create this bid click on “Edit Bid”.



Your individual pricing for each item are pulled through so you can see each bid. You can then input the new values for the aggregated bid below.



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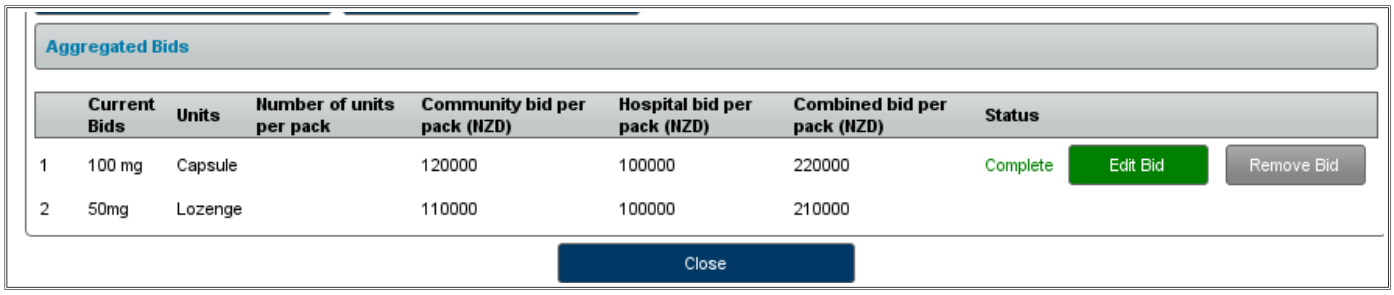
Once you have finished click on “Save” and your bid will be saved as an aggregated bid. You could then remove your singular bids and continue the process and then submit your return.



An individual bid should contain the price at which you would be able to supply that particular market, either the community or hospital market. Combined market bidding allows you to enter a price which would apply if you were awarded both the community and hospital market tenders. Individual bids must have been placed for the community and hospital market tenders to allow for combined bids to be entered.

Individual bids need to have been placed to allow for aggregated bidding to be entered. Within a product group, individual bids may be aggregated by selecting the check boxes next to the individual bids that you wish to place in an aggregated bid and clicking Add Aggregated Bid. Pricing fields are then displayed to allow alternative pricing to be entered to apply to that aggregated bid. If you wish to place an aggregated bid that applies to both hospital and community, you should enter pricing information into the combined bid per pack fields only. If you wish to only apply the aggregated bid pricing to community or only to hospitals, enter the pricing in the respective community or hospital pricing fields only. It is important that individual bids are showing as complete prior to making aggregated bids so that these bids display as complete and are submitted in your bids submission. It is possible to make additional aggregated bids if you have multiple aggregated bid pricing options or products available. Please note that deletion of an individual bid that is included in an aggregated bid, results in deletion of the associated aggregated bids. Deletion of individual bids that are not linked to an aggregated bid will not affect aggregated bids.

Please note, as per the Invitation to Tender, to submit a combined and/or aggregated bid, PHARMAC requires suppliers to submit individuals bids for that item(s).

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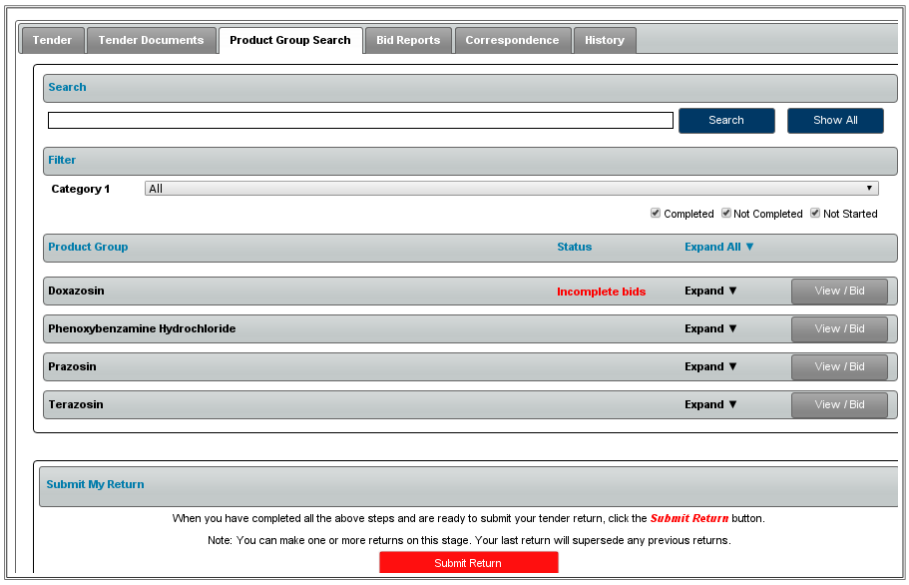
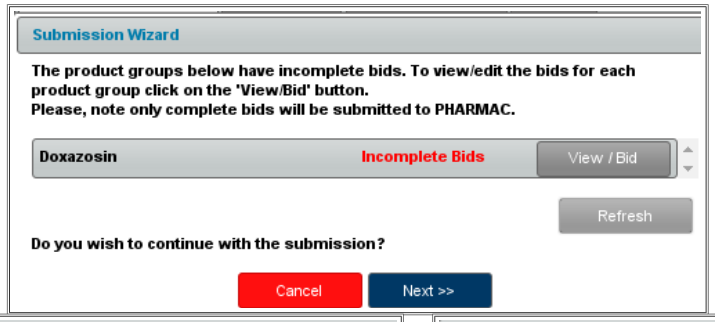
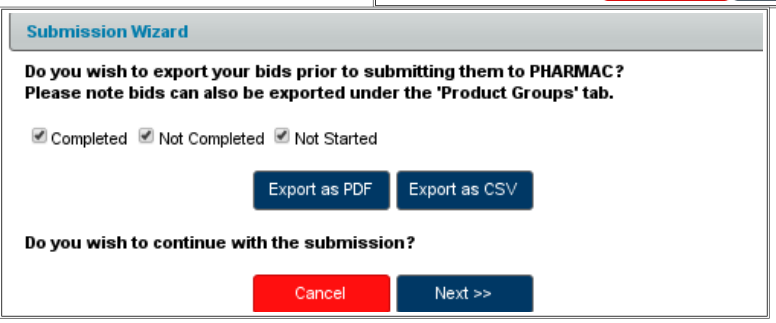
Submitting the Bid

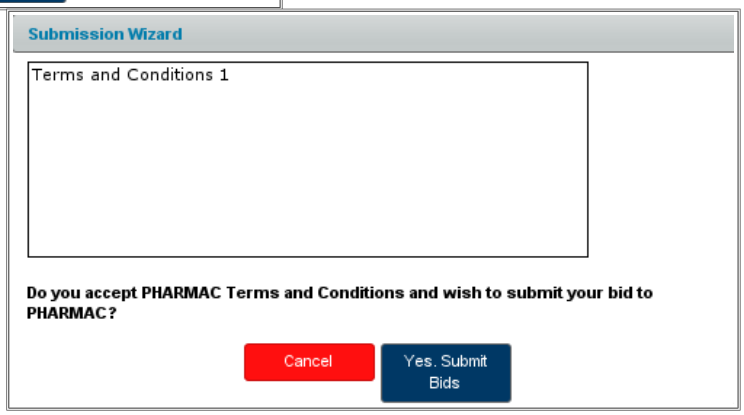
Once you have added your bids against each item you can then submit your return which will send it through to the buyers organiser for review. To do this click on the “Submit Return” button.



If you try and submit your return without completing your bids then you cannot submit your return and will receive the following message .Before you submit your return you can export your bids as the following formats. This will allow you to filter again as to which bids are exported. Once you are happy click on “Next”







You have to then agree to the organisations terms and conditions before submitting. Once you click on “Yes, Submit Bids” it will have been submitted

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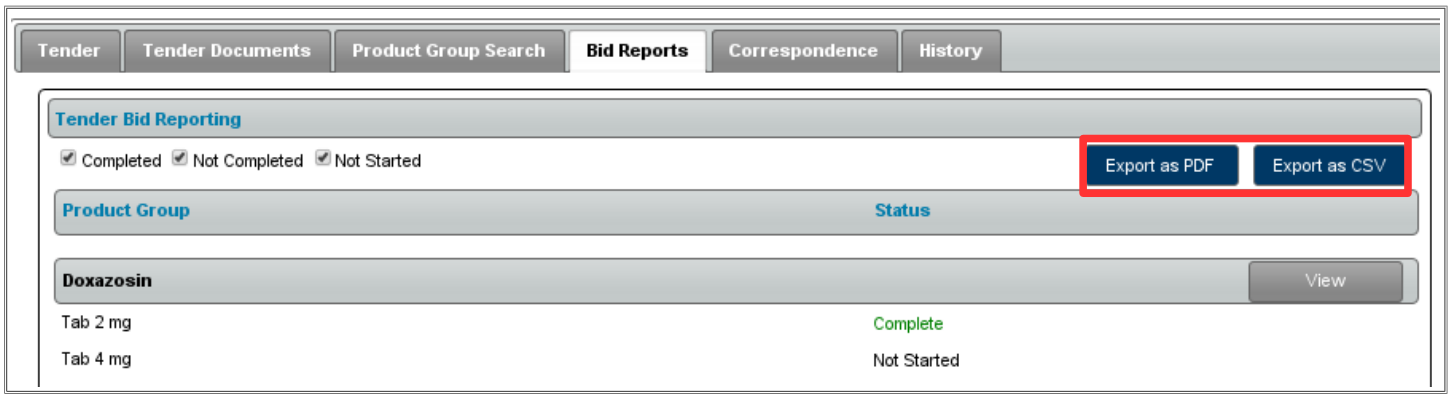
Bid Report

It is possible to pull off a quick bid report of any bids you have made. This can be pulled off as either a PDF or CSV file. Do do this navigate to your “Bid Reports” tab and click on either “Export as PDF” or “Export as CSV”.



Once you click to export it will be pulled off the system straight away which you can then use for audit purposes or as an external record of your bid.

Export Details

Tender Name	Cardiovascular System - Alpha Adrenoceptor Blockers
Supplier Name	Liam Test Co
Tender Start Date	2016-07-23T00:00:00.000
Tender Close Date	2016-08-13T12:49:00.000
Contact Person Name	Liam Norburn
Contact Person Email	liam@email.com
Contact Person Phone	
Export Date	2016-07-28T15:25:56.187
Exported By	Liam Norburn

Tender Bids

Doxazosin Tender Bids

Individual Bid: Tab 2 mg

TenderBidID	459
Chemical	Doxazosin
Formulation	Tab 2 mg

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Mandatory tender documents and attachments

The Dates & Documents tab allows you to track the remaining time the tender is open, access essential documents, and upload required documentation. In the Tender Documents Received – Main section, you will see downloadable files which provide guidance for the tender including the Offer Letter template. Documents may be uploaded as attachments to bids on the individual bidding screens or on the Dates & Documents tab in the My Bids Submission – Main section. Attachments are non-mandatory except for the Tender Supplier Offer Letter which needs to be downloaded, completed and signed prior to uploading it with your tender submission.

Submitting bids and modifying submitted bids prior to the tender deadline

To submit bids, select Submit Bids on the Dates & Documents tab or on the Bidding tab. If you have not provided a mandatory document, a message alert will appear. Only complete bids which have all mandatory information completed are submitted, and a message will be displayed to inform you if you have any incomplete bids. It is possible to modify bids after you have submitted bids, prior to the tender deadline, by selecting Modify Bids submission on the Bidding tab or Dates & Documents tab. Bids must be re-submitted for modifications to apply to bids, otherwise your most recent bids submission will be considered final. Your most recent bids submission will supersede any previous bid submissions. We recommend to review all bids prior to bids submission to check bids are showing in reports and displaying as complete to ensure that they are submitted when you click Submit Bids.

Frequently Asked Questions (FAQs)

How to enter a Pack Size:

Example for Bottles
Product Group: Brinzolamide
Line Item: Eye drops 1%
If you have a 2.5 ml bottle of eye drops;
Pack Size: 2.5
Units: mLPackaging
Type: Bottle

Example for Ampoules
Product Group: Calcium folinate
Line Item: Inj 3 mg
If you have a pack of 5 glass ampoules;
Pack Size: 5
Units: Glass Ampoules
Packaging Type: Pack

How to enter a Strength:

The line item name usually contains the strength in the description and therefore it is not always required to enter a strength. However, if PHARMAC is tendering for a range of strengths, as demonstrated in the example below, you will need to specify what strength you are bidding with. For these tenders, an additional 'Strength' field is present for this information to be entered.

Example for tablets:
Product Group: Doxycycline hydrochloride
Line Item: Tab 20 – 40 mg
If you have a 40 mg tablet with a pack size of 20 tablets in a blister pack;
Pack Size: 20
Units: Tablets
Packaging Type: Blister Pack
Strength: 40 mg

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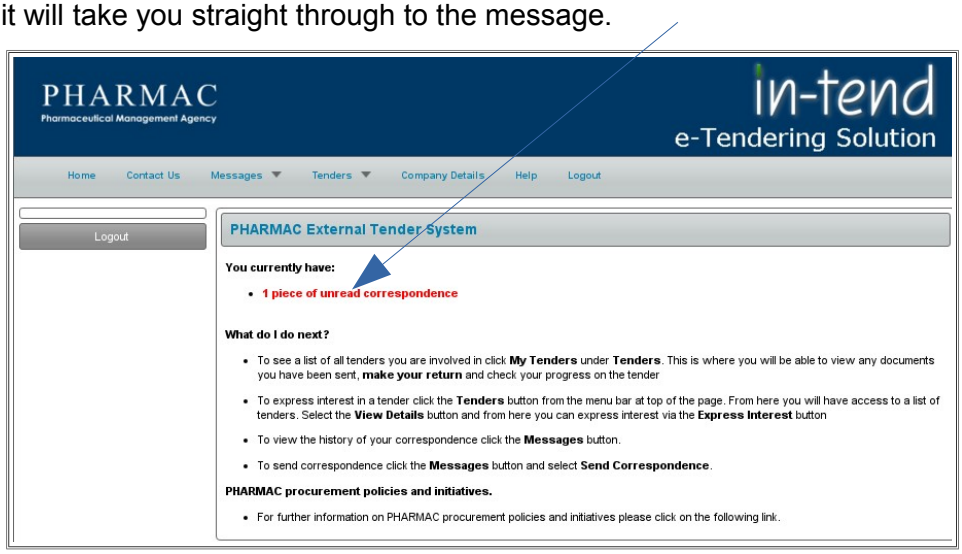
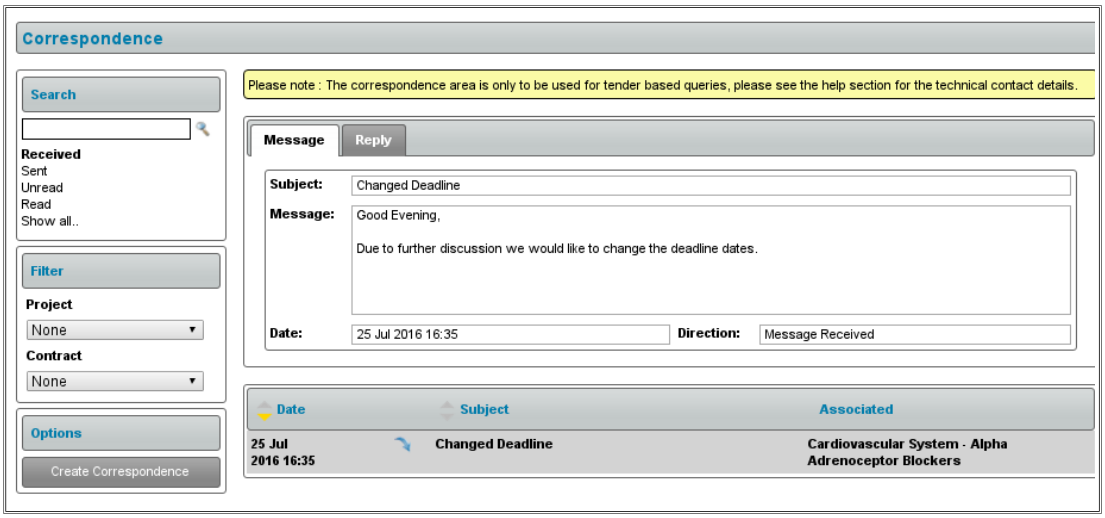
Correspondence

This procedure is used to receive and send a communication regarding a tender/contract via the website.

If you receive Correspondence you will firstly receive an email alert informing you of this. You will need to login to the secure area of the system to view it. When you first login you will see on the homepage in red a prompt to say that there are unread correspondence. If you click on the link it will take you straight through to the message.



As you can see you are able to see the message receive from the buyer and the project in which the message relates to. You can then click on reply as well to respond to the buyer's message.



e-portal Support

Please note that PHARMAC does not have access to supplier bidding information in the e-portal whilst the tender is open and PHARMAC gains access to bids only once a tender has closed. For technical queries please contact In-tend Support at support@in-tend.co.uk. All other tender queries should be sent to the tender analysts at tender@pharmac.govt.nz.

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