User guide for PHARMAC's tendering e-portal

How to access the e-portal

The e-portal can be accessed at: https://in-tendhost.co.uk/pharmac

How to register your company if you have not previously registered

To register, select the yellow ***Register*** button on the left hand side of the e-portal homepage under the login fields and enter company details, contact details and the details of the primary user. ***Additional user details*** can be completed to register multiple users. After registration details have been entered, select ***Register My Company*** to submit a request to register with the e-portal. The primary user will receive an email confirmation once registration has been accepted. Please ensure you add In-Tend Ltd's email address, **support@in-tend.co.uk,** to your safe senders list. You may need to check your spam filter settings to ensure registration messages are received directly to your inbox. **If you have previously registered with the e-portal you do not need to register again.**

Password security

A sixteen-character password is required for password strength and there is no requirement for any special characters (e.g. numbers). Passwords 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 portal for the first time.

Logging in

Once you have registered your company, enter your login details in the login fields on the left hand side of the e-portal homepage.

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.

Expressing interest in a tender

When you have logged in to the e-portal, navigate to the ***Tenders*** tab and select ***Current*** to view tenders. Select ***View Details*** on the tender and then select ***Express interest*** to view and bid on the annual tender. The tenders that you express interest in will appear in the ***Tenders*** tab under ***My Tenders*** when logged in to the e-portal.

Searching for products included in a tender

The ***Product Group Search*** on the ***Bidding*** tab is where you can search for products included in the tender. Search by entering a term or partial term into the search bar and clicking ***Search***. Alternatively, the ***Show All*** button will list all Product Groups included in a tender. Selecting any of the ***Category*** dropdown options will narrow your search to the relevant items in the selected ***Category***. In addition, there are three checkboxes that you can select to filter the current search groups to show product groups that contain bids with the following statuses; ***Completed, Incomplete***, and ***Not Started***.

Market information

On the ***Bidding*** tab under the **Product Group**, you can see which Line Items are being tendered and also 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. Please note that ***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.

Applying bid defaults

Default values (e.g. manufacturer details) can be saved and applied to multiple bids in a Product Group. To use default information across bids in a product group, the default bid information can be entered first by clicking ***Add/Edit Defaults*** and entering bid information that is shared across those bids. You then can then add bids and select the ***Apply Default Values*** button on an ***Item Bid Details*** screen to apply the defaults to an individual bid. Alternatively, if you have already placed bids and you wish to apply default information, select ***Apply Default Values to All Bids***, and the default information will be applied to all current bids within the **Product Group**.

Individual bids:

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 bids:

Combined market bidding allows suppliers to enter a price which would apply if both the community ***and*** hospital market tenders were to be awarded to that supplier. Individual bids must have been placed for the community and hospital market tenders to allow for combined bids to be entered.

Aggregated Bids:

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.

Bid status indicators

On the ***Bidding*** tab next to each Product Group a coloured status indicator is displayed as either having ***incomplete bids*** within the Product Group in red or being marked as ***complete*** in green if all mandatory information for all started bids within that Product Group have been completed.

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.

Bid reports

Select the ***Bid Reports*** tab to view reports. You can filter bid reporting to view completed, incomplete and not started bids by selecting tick boxes under ***Tender Bid Reporting***. Selecting ***view*** next to a bid on the ***Bid Reports*** tab allows you to review bid information. You can export all bid information as a PDF or as a CSV file, and you can also export a bid summary PDF to review key bid information. We recommend running and saving a report at the time that bids are submitted for your reference.

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.

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.

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: mL

Packaging 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