

The Supplier and Contract Management System (SCMS)

'How to' guidance document



**Leeds City Council
Procurement Unit**

Introduction

This guidance document has been specifically prepared to assist potential tenderers in the use of the SCMS.

The following information is a 'step by step' guide to:

- Registering with the SCMS (if you have not already done so)
- Logging in to the system once registered
- Searching for a scheme
- Downloading the tender documents
- Submitting completed tenders

In addition, a demonstration tender has been created specifically for this purpose. The tender is:

- Contract Title - ****Demonstration Tender****

By accessing this demonstration tender, you can practise downloading sample tender documents and once completed, submitting a tender bid in an electronic format.

This demonstration tender will be available for you to practise downloading and submitting documents until the deadline date specified. After this deadline, access to the scheme will be removed.

If you have any problems with any of the procedures contained in this document, please contact the SCMS Help Desk – details are at the end of this guidance document.

Contact information

SCMS Help Desk

For assistance using the SCMS website please contact the Help Desk on:



0113 2474001



scms@leeds.gov.uk

The SCMS Help Desk is available during normal working hours, i.e.

- 9am to 5pm Monday to Thursday
- 9am to 4pm Friday

Websites

The SCMS website address is:

- **scms.alito.co.uk**
(n.b. please do not type www. before the address)

For further general information relating to procurement within Leeds, please access our website at:

- **www.leeds.gov.uk/procurement**

How to Register

1. In the address field of your web browser, type the website address which is **scms.alito.co.uk** (N.B. please do NOT type www before the address) and click **Go**
2. Click the **Supplier/Contractors** link on the left of the screen and under the New Users heading, click the **Register** link
3. On the Self Registration page, complete all necessary data fields (N.B. those fields with an asterisk are mandatory) and click **Register**
4. The **Supplier Registration Successful** page informs you that the initial registration process has been completed and an authentication email has been sent
5. Go to the inbox of your email account (i.e. the email address entered at step 3) and find the email generated by the SCMS and click on the **link** contained within the body of the email text. The link will take you into the SCMS Welcome page
6. Enter your **Username** and **Password** (created at step 3) in the fields on the left of the screen
7. Click **Login** and the system will take you into your Supplier Home Page. Complete and update the rest of your profile (e.g. specify which Councils you wish to work for and the categories of work or service etc that you are interested in).

■ **How to Login and tender search**

1. In the address field of your web browser, type the website address which is **scms.alito.co.uk** (N.B. please do NOT type www before the address) and click **Go**
2. Click **Supplier/Contractors** on the left of the screen
3. Enter your **Username** and **Password** in the appropriate fields and click **Login** (blue text). The system will take you into your Supplier Home Page
4. Click **Bulletin Board** (blue text)
5. On the Bulletin Board under the Search Criteria heading, enter the Contract Title - ****Demonstration Tender**** in the **Keyword or Contract ID** field
6. Ensure that the Matching Categories field is set to **All** by clicking and selecting from the drop down options, and click **Search** (blue text)
7. Under the Tender heading, click on the contract link (blue text) and this will take you into the notice summary screen for the scheme in question.

to say how much each aspect of the criteria is worth within the overall submission. In other price/quality tenders the criteria may be listed with no percentages given, in which case you can assume the criteria is listed in importance order.

16.Q: Can we get feedback on our tender after it has been submitted?

A: All suppliers have an opportunity to request verbal or written feedback on their bids whether they are successful or unsuccessful. To get feedback, please contact the Contract Manager of the relevant procurement exercise, quoting the tender reference number wherever possible.

17.Q: Is there a Help Desk facility?

A: The Helpdesk provides help and support in using the SCMS, for example, how to register for a tender or submit a bid. Helpdesk contact details are given on the next page.

****Further FAQs can be found on the SCMS homepage****

13.Q: Are the larger companies favoured by the council?

A: No, the council judges each organisation on its own merits. We do not favour any type or size of organisation. Each contract let by the council is awarded on best value principles, irrespective of the size of the organisation.

14.Q: We are a relatively new company and don't have a lot of experience, will this go against us when we tender for work?

A: As part of the procurement process we ask suppliers to provide details of referees from whom we can seek technical references. The references provided are taken up to ensure suppliers have relevant previous experience, and that previous clients were happy with their performance. This helps to ensure that the supplier is capable of meeting the contract requirements. If suppliers are unable to provide references this might go against them at the short-listing stage. We do accept references from the private, public and third sector to help suppliers provide the best possible referees.

15.Q: Is tender evaluation criteria clearly communicated to tenderers?

A: It is a legal requirement to include the evaluation criteria in a tender document which explains how bids will be scored. The tender document will state if bids are evaluated on price alone, or a combination of price and quality. In some price/quality tenders the criteria will be listed with a percentage breakdown at the side

■ **How to Download tenders**

1. Complete all the stages of the Login and tender search section of this document
2. For 'Open' tenders you will need to register your interest in the scheme by clicking **Register** on the right of the screen. (N.B. for 'Restricted' tenders this is not necessary as you will be automatically re-directed to the Notice Summary page).
3. Click **Continue**. (N.B. The scheme information will be transferred to the **My Tenders** section of your profile to make any future search operation easier)
4. Under the Notice Summary heading, click on the **View full Notice including documentation** (blue text) link. All the applicable tender documents will be visible under the Documentation header
5. Under the Documentation header, click on the first document (blue text). A 'pop up' screen will ask whether you wish to open or save the document. Click **Save**, and in the next 'pop up' screen, specify where you wish the document to be saved – usually the C: drive of your PC
6. Click **Save**, and when the download is complete click **Close**. Repeat steps 5 and 6 for each document listed
7. When all the tender documents have been downloaded and saved, click **Logout** (blue text) on the left of the screen to exit the SCMS.

■ **How to Submit tenders**

1. Complete stages 1 to 3 of the Login and tender search section of this document.
2. As you have previously registered for the scheme, on the Supplier Home Page click the **My Tenders** link and scroll down the page until the appropriate tender (i.e. ****Demonstration Tender****) is found and under the Tender heading click the contract link (blue text)
3. Under the What Next? header, click **Submit Documentation**
4. Click **Add** and the next screen allows you to attach your tender document(s)
5. Type in the title of the document you are submitting (e.g. form of tender) in the **Document title** field (N.B. this is a mandatory field)
6. Click **Browse**, and find the document you are wishing to submit
7. Select the document you wish to submit and click **Open**. This will place the file name in the field
8. Click **Submit**
9. You will receive confirmation on screen that your response has been submitted successfully. You will be given a receipt number for this response and at this stage you may wish to note or print for future reference.

relevant and proportionate, so that we don't discourage organisations from tendering.

10.Q: Are the accreditations requested in tenders always relevant?

A: We only request specific accreditations when they are required. Where possible we accept equivalent standards and make this known in the questionnaires and tender documents.

11.Q: Why are tender invitations sometimes issued at short notice?

A: We try to encourage departments to complete a procurement plan at the start of the financial year which anticipates what they will procure (and when) over the coming year. This approach helps to better plan procurement exercises so they do not clash with busy holiday periods. However there will always be some ad-hoc requirements which are tendered at short notice. We always try to give suppliers a reasonable amount of time to complete tender documents.

12.Q: Are Leeds-based companies favoured by the council?

A: No, we do not discriminate against organisations because of their location, to do so would be unlawful. However one of the council's priorities is to reduce the effects of climate change so in some contracts we use proximity clauses. This is to reduce the number of miles travelled (and carbon emissions generated) to deliver goods or services.

organisation. At present, all schemes above £10,000 are advertised through the system, however we are encouraging our officers to advertise even smaller contracts so small and micro businesses can find opportunities. Contract award details are published on the SCMS once awarded.

7. Q: How do I find out in advance about contracts that are coming up?

A: We issue Prior Indicative Notices (PINs) in the Official Journal of the European Union where contract values are over the EU thresholds (currently £3,927,260 for works and £156,442 for supplies and services).

8. Q: Why is there so much paperwork involved in completing a tender?

A: We strive to make the tender documents as simple as possible but have to ensure they give enough detail about the contract to allow tenderers to respond.

9. Q: Why are the requirements for some contracts so stringent? (for example, 3 years accounts, health and safety, insurance guarantees)

A: It depends on the size and nature of the contract as to what level of company information we need. In the current economic climate the council needs to ensure it is not exposing itself to unnecessary risk by not properly vetting the suppliers we enter into contract with. We need to be sure our suppliers are financially stable, have the appropriate level of insurance and so on in place. For the smaller, lower value contracts we try to ensure that the level of information we request is

By clicking **Continue** (blue text), you can confirm and view the document(s) you have submitted

10. To submit another document, repeat steps 4 to 9 of this section. (N.B. Prior to the closing deadline, you can view your submitted document(s) on the My Tenders page under the My Status heading)
11. Alternatively, you can view or delete a document you have already submitted by clicking the **Review or Resubmit Tender Documentation** link under the What Next? header
12. When all your tender documents have been submitted, click **Logout** (blue text) on the left of the screen to exit the SCMS.

■ FAQs

1. Q: How do we find the right contacts in the council?

A: You do not need individual contacts in departments because tender opportunities are published on the SCMS. If you make sure you are registered on the system you should receive notification of tender opportunities as they come up.

2. Q: How do I apply to get on the Councils Approved Lists?

A: If you select a category that is “Approval Required”, an Approved List application form will be displayed on the “Questionnaires” section of your company profile. This should be completed and uploaded along with any other requested supporting documentation. The relevant councils will then be in touch regarding your application and keep you informed of progress.

3. Q: Where do you advertise tender opportunities?

A: Contract opportunities are advertised on the Supplier and Contract Management System (SCMS). To register, please log on to scms.alito.co.uk (there is no www at the start of the address). You will need to enter your company information and specify what kind of contract opportunities you wish to be notified about. Check under the ‘User’ section that you are signed up to receive tender alerts. This should ensure the contract notifications you receive are relevant to your

organisation. If you don’t receive any notifications it may be that there are no opportunities at present that match what your organisation does. It is your responsibility to ensure your company profile is up-to-date. We also advertise in trade journals and the local press as appropriate.

4. Q: Where do I get help and support to learn about the Councils procurement processes and how to tender?

A: Please log on to www.leeds.gov.uk/procurement and follow the link to ‘Guidance for Contractors’ - there is information and guidance on the site which explains how to tender. If your query relates to the SCMS please ring the helpdesk.

5. Q: Can I find further information on the Leeds City Council website?

A: We regularly review the documents on the Procurement Unit web pages to ensure information is easy to find and understand. If you log on to www.leeds.gov.uk/procurement the most important areas for suppliers to look at are ‘Guidance for Contractors’ and ‘News & Events’. These sections contain useful guidance and information, with the News section keeping you up-to-date with the work we are doing and new developments.

6. Q: Contracts advertised on SCMS are too big for my company, where are the smaller contracts?

A: We are working towards advertising smaller value schemes on the SCMS so small businesses can access opportunities appropriate to the size of their