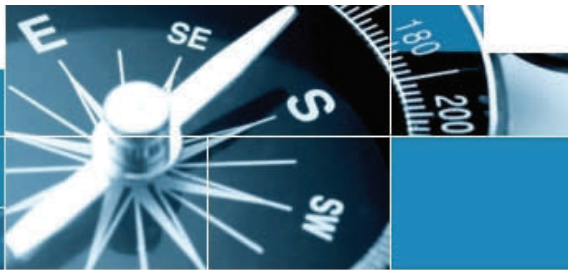


BravoSolution

Technical Frequently Asked Questions

In this document you will find the answers to the most frequently asked technical questions about BravoSolution and which relate to how you use the system.

- Glossary of terms
- What are the minimum system requirements needed to access the eTendering portal?
- Why do I need to install Java?
- How do I register my organisation on the eTendering portal?
- How do I add multiple email addresses to receive communications?
- How do I create additional users and provide appropriate user rights?
- I have forgotten my password, what should I do?
- I have forgotten my username, what should I do?
- How do I avoid being timed out of the eTendering portal?
- How do I find ITTs and express an interest?
- How do I respond to ITTs?
- How do I download SECCPH Buyer Attachments?
- How do I upload attachments as part of my ITT response?
- How do I amend a document I have uploaded as part of my ITT response before the deadline?
- How do I amend a document I have uploaded as part of my ITT response after the deadline?
- How do I publish my ITT response?
- How do I reject an ITT?
- How do I contact the SECCPH team regarding the content of ITTs?
- How do I get additional technical support?



Glossary of terms

Provider	This is the individual or organisation that wishes to provide the services required by the buyer. Also known as the 'supplier' or during the tender process as the 'applicant'.
Buyer	This is the organisation that is using the eTendering portal to procure services. In this case this is the NHS South East Coast Collaborative Procurement Hub (SECCPH).
Buyer Attachments	These are documents, forms and information produced by the SEC CPH that are related to the ITT.
Project	ITTs are grouped into categories of law and/or geographical areas and these groupings are called Projects.
Express Interest	This is an action on the part of a provider to indicate an intention to complete in an ITT. Once providers have expressed interest, the ITT will move to 'My ITTs'.
Publish / published	When a response to an ITT is published it means that it has been submitted to the SECCPH.

What are the minimum system requirements needed to access the eTendering portal?

Please find below the minimum system requirements you will need to have to access the eTendering portal successfully. It is recommended that you use a computer with Internet Explorer.

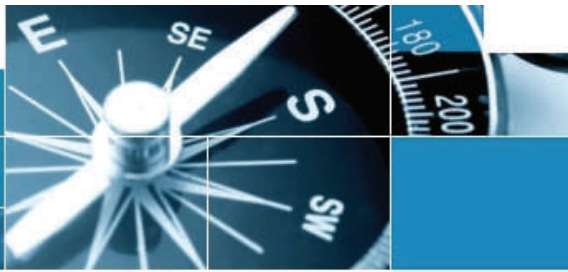
Settings	Recommended Settings
Browser	Microsoft Internet Explorer, Mozilla Firefox
IP Address	OK
Operating System	Microsoft Windows 2000, Windows XP
Browser version	Internet Explorer 6 or higher, Mozilla Firefox 3 or higher
JavaScript version	1.3
Cookies support enabled	Enabled
Screen resolution	1024 x 768 or higher
Colour depth	16 bit or higher
Processor	x86 or higher

Why do I need to install Java?

This is not essential but it is recommended that you have the latest version of Java installed on your computer. By ensuring you have the latest version of Java you will benefit from being able to mass-download Buyer Attachments and receive real time pop-ups advising of system time-outs.

If you do not have Java installed you are still able to use the eTendering portal effectively, but will not benefit from these added features. To download the latest version of Java you should:

1. Browse to <https://java.com>
2. Click the 'Free Java Download' button and simply follow the on-screen instructions



How do I register my organisation on the eTendering portal?

To register your organisation on the eTendering portal you should:

1. Browse to <https://seccph.bravosolution.co.uk>
2. Click on the 'Register Here' link
3. Read the user agreement and check the box that states 'I Agree' and click on the 'Continue' link
4. Complete all mandatory fields in the registration form and click on the 'Save' link
5. You will shortly receive an automated email detailing your username and password

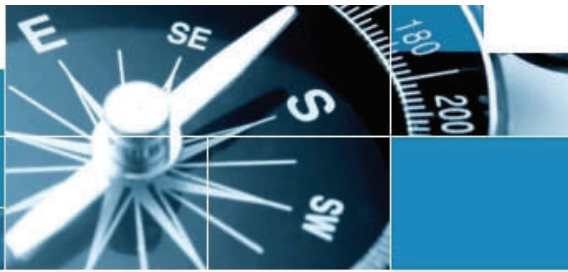
Tips and recommendations for registration:

- When completing the registration form please take extra care when entering your email address. This email address will receive vital communications from the SECCPH team for the ITT that you have 'expressed interest' in.
- Organisations have the option to enter multiple email addresses to enable other colleagues within the firm to also receive any communication from the SECCPH team. Please refer to the FAQ 'How do I add multiple email addresses to receive communications?' for further guidance.
- Try and enter a username that is unique and memorable to the individual who is registering the organisation.
- When you login to the eTendering portal for the first time, you will be requested to change the system-generated password. Again, try to ensure that the new password is memorable to the individual.
- If you copy and paste the password from the automated email, do not include any spaces at either end of the password. Any spaces will result in the password being rejected.
- Select the correct 'time zone' when registering. If you choose the incorrect time zone you run the risk of missing key deadlines for ITTs. UK based providers should always select 'GMT – Western Europe Time, London, Lisbon'. This time zone will also automatically reflect British Summer Time.

How do I add multiple email addresses to receive communications?

To add multiple email addresses on the eTendering portal you should:

1. Log onto the eTendering portal with your username and password
2. Click onto the 'Manage your profile' link in the 'User Profile' box on the left-hand side of the screen
3. Click onto 'Edit' at the top of the profile
4. Scroll down to the 'User Details' section
5. After the existing email address enter a semi colon (;), then with no space type the next address
6. If more addresses are to be added, repeat the step above separating the addresses with a semi colon each time



How do I create additional users and provide appropriate user rights?

Organisations have the option to create additional users within their firm who may also respond to tenders. To create additional users you should:

1. Login to the eTendering portal with your username and password
 2. Click on the 'Manage Users' link
 3. Click on the 'Add User' link
 4. Complete the 'User Details' form and click 'Save'
 5. Once a user has been created you must now assign user-rights by clicking 'View User Details'
 6. The user-rights will automatically default to 'No'. To amend the user-rights, click 'Edit'
 7. Change the user rights accordingly for each additional user and click 'Save'
 8. Each user will receive an automated email detailing their username and password
- When completing the user rights section please note the following possible responses:

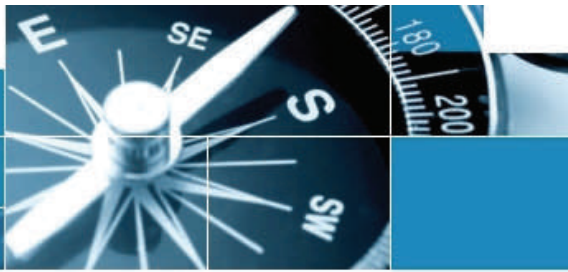
Selected Response	Explanation
Yes	This means that the action can be carried out by the user on ITTs that any user in that organisation has expressed interest in.
Yes (mine)	This means that the action can only be carried out by the user on ITTs that they have expressed interest in.
No	This means that the user will not be able to carry out this action.

For example, A user who has 'Yes' selected against 'See ITT' will be able to see ITTs that all users in their organisation have expressed interest in. A user who has 'Yes (mine)' selected will only be able to see ITTs that they have expressed interest in. A user who has 'No' selected will not be able to see any ITTs.

I have forgotten my password, what should I do?

If you have forgotten your password, you can request a new one. To do this you should:

1. Browse to <https://seccph.bravosolution.co.uk>
2. Click on the 'Forgot your password' link
3. Enter your username and email address, and then click the 'Submit' link
4. A new password will be issued to the registered email address



I have forgotten my username, what should I do?

If you have forgotten your username you will need to contact the technical helpdesk.

You can call the team on 0800 368 4850 or email them at help@bravosolution.co.uk.

How do I avoid being timed out of the eTendering portal?

To comply with strict UK government guidelines, the eTendering portal will time out after 15 minutes of inactivity. To avoid being timed out you should:

1. Always save your work at regular intervals. This will help maintain an active session with the server and reduces the risk of losing any work should be timed out
2. A pop-up will appear when are about to be timed out, which allows you to refresh your session

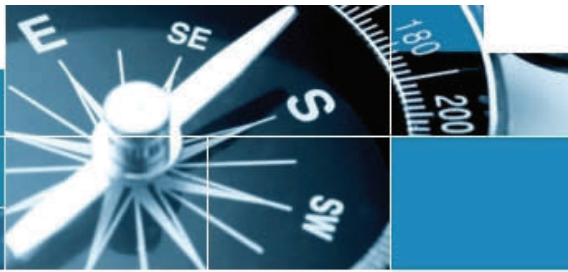
You should avoid the use of the 'back' and 'forward' buttons on your browser when navigating the site, as this increases the risk of being timed out. You should always use the navigation links within the eTendering portal to move between screens

If you experience problems with being timed out, or need advice on how to enable 'pop-ups' on your computer you will need to contact your own IT support team.

How do I find ITTs and express an interest?

If you wish to express an interest in an ITT, you should:

1. Browse to <https://seccph.bravosolution.co.uk>
2. Login to the eTendering portal using your username and password
3. Click on the 'ITTs Open To All Suppliers' link
4. Click on the relevant ITT to access further details and content
5. Click on the 'Express Interest' link (found on the left-hand side of the screen in the 'Actions' area). This will move the ITT over to the 'My ITTs' page (this is a secured area reserved for your tenders only)
6. You will now be able to access the relevant documentation and respond to the ITT



How do I respond to ITTs?

To respond to an ITT in which you have expressed an interest, you should:

1. Browse to <https://seccph.bravosolution.co.uk>
2. Login to the eTendering portal using your username and password
3. Click on 'My ITTs'
4. Click on the relevant ITT to progress further
5. Click on the 'Reply' link (found on the left-hand side of the screen in the 'Actions' area)
6. As you progress through the ITT, please click 'Save' regularly to avoid being timed out and losing any unsaved work

Tips and recommendations on responding to ITTs:

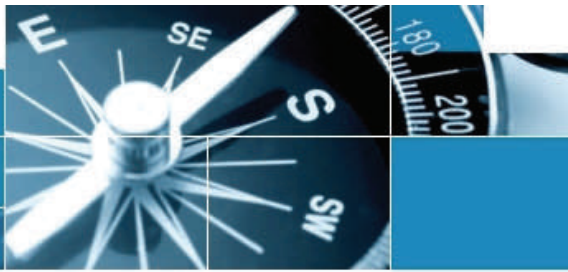
- You do not need to complete your response to an ITT in a single session. Providing you have saved your work, you can log out and then pick up your response from the last saved point.
- If you are picking up your response from the last saved point, the 'Reply' link on the left-hand side of the screen will now be replaced with an 'Edit Response' link.
- By clicking 'Edit Response' you will be taken through to the last saved point of the ITT.

How do I download SECCPH Buyer Attachments?

To download Buyer Attachments, you should:

1. Browse to <https://seccph.bravosolution.co.uk>
2. Login to the eTendering portal using your username and password
3. Click on 'My ITTs'
4. Click on the title of the ITT to access any buyer attachments
5. Click on the 'Buyer Attachments' tab on the left-hand side of the screen. Please note that the number in the brackets denotes the number of attachments that are available
6. You will now be presented with a list of attachments that you can download
7. Click on each attachment and save it on your own computer. You can work on attachments off-line if they have been saved to your own computer

Please note that you cannot download attachments that have been uploaded by the SECCPH by clicking on the 'Download Attachments' button located within the ITT. This button can only be used for downloading documents that you, the provider, have uploaded.



How do I upload attachments as part of my ITT response?

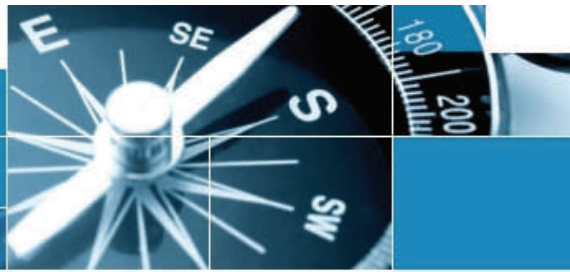
To upload attachments as part of your ITT:

1. Browse to <https://seccph.bravosolution.co.uk>
2. Login to the eTendering portal using your username and password
3. Click on 'My ITTs'
4. Click on the title of the ITT where you wish to upload an attachment
5. Click either 'Reply' or 'Edit Response' accordingly
6. Locate the section of the ITT where you wish to upload an attachment
7. Click the 'Upload Attachment' link
8. Click the 'Upload File' link
9. Click the 'Browse' button
10. You must now identify the file to upload from your computer and click 'Open'
11. This will place the file path next to the original browse button
12. Click the 'Attach' link
13. Confirm the pop-up window and this will return you to the ITT
14. Save your new response by clicking the 'Save' link

How do I amend a document I have uploaded as part of my ITT response before the deadline?

You may decide that you would like to amend a document that you have uploaded as part of your ITT response. If you have saved a copy of the original document on your computer then you should:

1. Make the relevant changes to the document you have saved on your computer and save.
2. Browse to <https://seccph.bravosolution.co.uk>
3. Login to the eTendering portal using your username and password
4. Click on 'My ITTs'
5. Click on the title of the ITT where you wish to upload an attachment



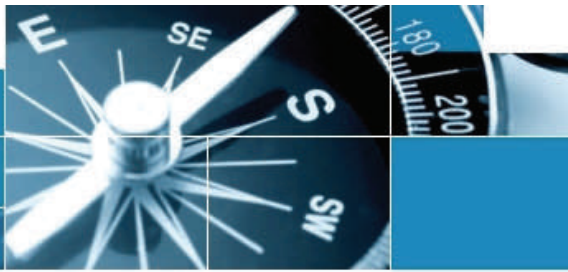
6. Click 'Edit Response'
7. Locate the section of the ITT where you wish to amend the attachment
8. Click on 'Delete Attachment' to remove the existing attachment
9. Click the 'Upload Attachment' button
10. Follow the 'Upload Attachment' instructions above

If you no longer have a copy of the original document saved on your computer:

1. Browse to <https://seccph.bravosolution.co.uk>
2. Login to the eTendering portal using your username and password
3. Click on 'My ITTs'
4. Click on the title of the ITT where you wish to upload an attachment
5. Click 'Edit Response'
6. Locate the section of the ITT where you wish to amend the attachment
7. Click on 'Download Attachment' button
8. Click on the attachment and save it to your own computer
9. Make the changes and save
10. Upload the new version of the document following the 'Upload Attachment' instructions detailed above

How do I amend a document I have uploaded as part of my ITT response after the deadline?

Once the deadline has passed you will not be able to make any changes to your ITT response.



How do I publish my ITT response?

Once you have completed your response to an ITT, you should make it visible to the SECCPH by publishing your response.

To publish your response, you should:

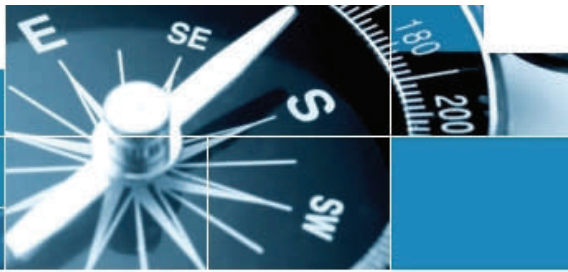
1. Browse to <https://seccph.bravosolution.co.uk>
2. Login to the eTendering portal using your username and password
3. Click on 'My ITTs'
4. Click on the title of the ITT that you wish to publish
5. Click the 'Edit Response' link
6. Once you are happy with your response, please click the 'Publish' link
7. You will then be asked to confirm your response. Click on either 'Confirm' or 'Edit Response' to make further amendments

How do I reject an ITT?

If you express an interest in an ITT that you later decide you do not wish to respond to, you may wish to 'reject' it. This will ensure that you no longer receive alerts relating to that ITT and will tell SECCPH that you are no longer intending to apply.

If you wish to reject an ITT that you have expressed interest in you should:

1. Browse to <https://seccph.bravosolution.co.uk>
2. Login to the eTendering portal using your username and password
3. Click on 'My ITTs'
4. Click on the title of the ITT that you would like to reject
5. Click on the 'Reject' link on the left-hand side of the screen
6. If you wish to you can enter a reason for rejection and click 'Reject'



How do I communicate with the SECCPH eTendering team regarding the content of ITTs?

Each ITT will have a unique message board. You will be able to communicate with the SECCPH eTendering team to seek any further clarifications you may have about the tender process, or to lodge an appeal.

Please note that we recommend that you start to complete your tender response early so that you identify any areas where you need help as soon possible, as the team is likely to be very busy in the days leading up to tender deadlines.

To send a message to the SECCPH, you must:

1. Browse to <https://seccph.bravosolution.co.uk>
2. Login to the eTendering portal using your username and password
3. Click on 'My ITTs'
4. Click on the title of the ITT from which you wish to send a message
5. Click on the 'Messages' tab
6. Click on the 'Create New Message' link
7. Enter a subject and the content of the message, and then click the 'Send' link

Tips and recommendations for sending messages:

- All sent messages are listed in the 'Sent Messages' tab. You are able to view when a sent message has been opened and replied to by the SECCPH eTendering team
- You are also able to forward messages that have either been received or sent from the eTendering portal to a valid external email address
- When you receive a message from the SECCPH eTendering team, you will be notified via an automated alert to your registered email address, detailing which ITT the message relates to. You will be required to login to the portal to view the actual content of the message via a secure and auditable environment.

How do I get additional technical support?

If you have read the information contained in the Technical Support and Guidance page and cannot find an answer to your query then you may wish to contact the BravoSolution's technical support team for further assistance. You can call the team on 0800 368 4850 or email them at help@bravosolution.co.uk.

Please note that we recommend that you start to complete your tender response early so that you identify any areas where you need help as soon possible, as the team is likely to be very busy in the days leading up to tender deadlines.