





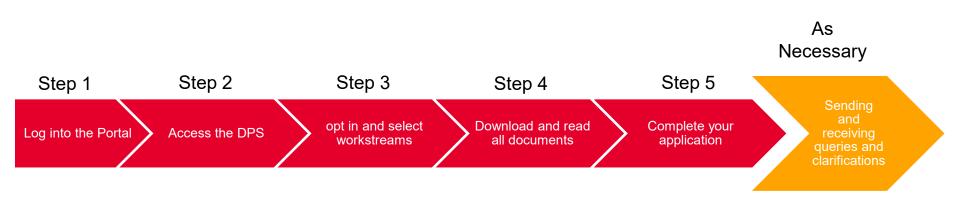




How to apply to join the Dynamic Purchasing System for Whole House Refurbishment

A walkthrough of LHCPG's eTendering portal application process

Steps to complete your DPS response





What you will need in advance

- Your company's registered name, number and address as registered with companies house.
- Details of 1 previous contract you have completed where you provided similar services
 to that which you are applying to provide through the DPS. This will service as your
 case study. If applying for multiple workstreams you may require more than one case
 study.
- Details for the client of the above contract/s that you can send a referee form to that they complete and provide back to you for submission with your application.
- Copies of your public liability insurance policy and also employers' liability policy (if applicable to your company).
- Copies of your NICEIC and/or Gas Safe certificates (if applicable to the workstreams you will be applying for)



Step 1 – Accessing the DPS

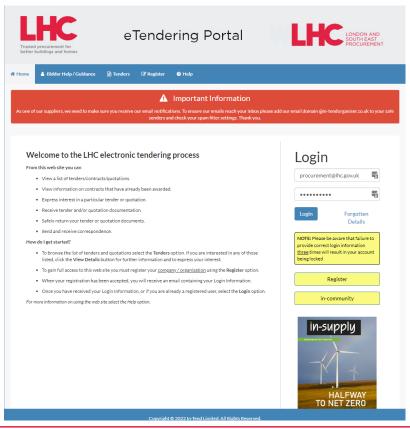


Step 1.1 – Log into the portal

Access the LHC eTendering portal at the following web address.

If you have not registered yet on the portal you should click the registration button from this page, and will need to do so in order to apply to the DPS.

https://in-tendhost.co.uk/LHC/aspx/Home

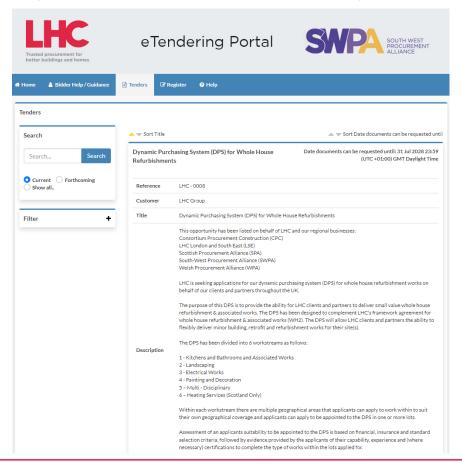




Step 1.2 – Access the DPS advert

Once registered and logged in, select the 'Current' option from the Tenders tab on the top menu bar.

Find the DPS advert and then select the 'View Details' button. This opportunity serves all of LHC and our regional business units (LHC LSE, NPA, SPA, SWPA and WPA)

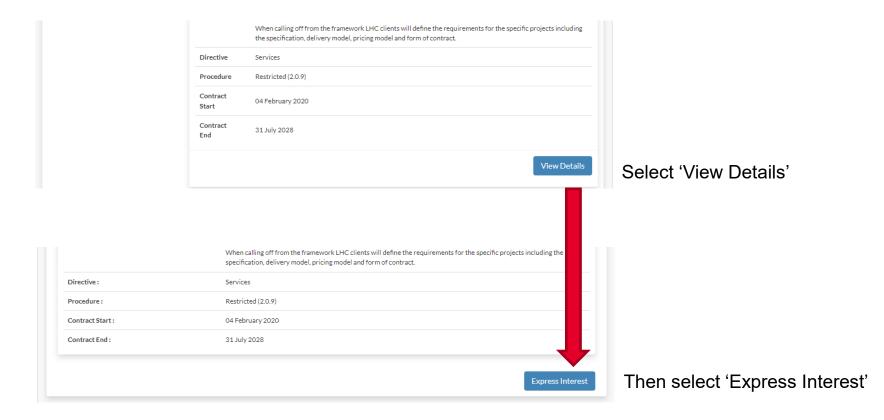




Step 1.3 – Express an interest

A more detailed advert will open, with some additional information.

Click the 'Express Interest' button to register your interest in the DPS and gain access to the tender management area.





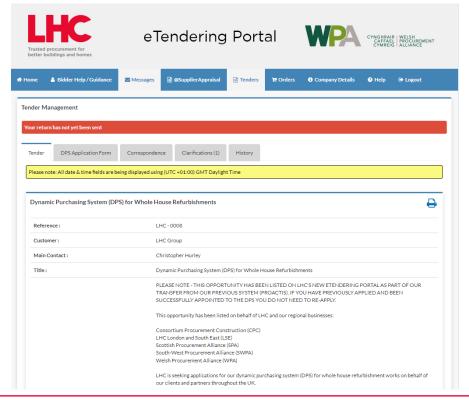
Step 1.4 – Accessing the DPS via My Tenders

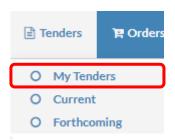
You have now registered your interest in the DPS and have access to the documentation we have provided and the application form. You have however not yet completed your DPS response.

Now you have expressed an interest, a new option 'My Tenders' will be available from the Tender tab in the top menu bar. You can access this DPS and any other opportunities you have expressed an interest in on our eTendering portal from the 'My Tenders' area.

Below is the main Tender page for this opportunity, the remaining slides will guide you through submitting an application

for the DPS.







Step 2 – Viewing the DPS Documentation



Step 2.1 – Navigating the DPS tender area

There are 5 tabs within the Tender Management area, as follows:

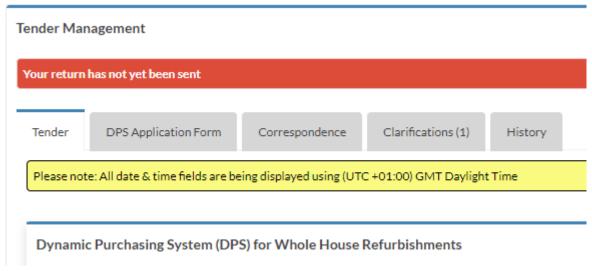
Tender – This is the overview of the tender as detailed in the initial advert.

DPS Application Form – This is the main tender area, clicking on this tab will open the tender response section where you will gain access to all the documentation issued by LHC to be read and the application response form.

Correspondence – This is the messaging area for this specific opportunity. If you have a query regarding the DPS then this is where you will go to send it to LHC, and where you will pick up messages from us sent directly to you.

Clarifications – These are message sent out to which are publicly available to all interested parties.

History – This provide an audit trail of the key actions your organisation has taken on the portal in relation to this opportunity



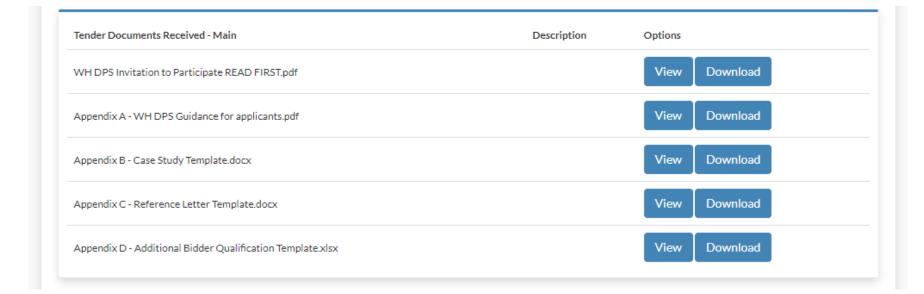


Step 2.2 - Download and read all documents

Click on the DPS Application Form tab to open up the application form. The form contains the deadline for applications and the advert details.

Scroll past this to the documents recevied area. These are the documents provided by LHC which include template response forms.

Ensure you read the 'WH DPS Invitation to Participate READ FIRST' document as this forms the core information provided by LHC for this opportunity, further instructions for submitting your application and an overview of how LHC will assess it.





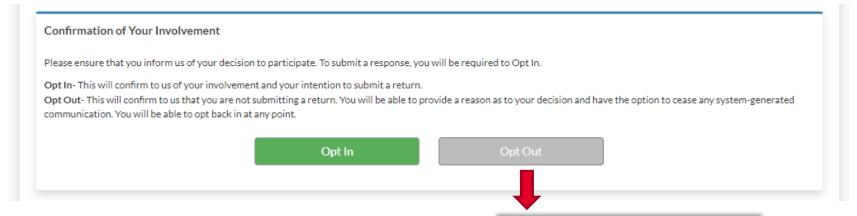
Step 3 – Opt In/Out and Workstream Selection



Step 3.1 – Confirming your intention to bid

Once you have reviewed the documentation, you will need to confirm your intention to bid in order to unlock the response form. Click on the 'Opt In' button to do this.

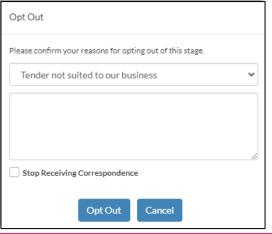
After reading the documentation should you decide you do not wish to apply be appointed to the DPS click the 'Opt Out' button.



After reading the documentation should you decide you do not wish to apply for the DPS click the 'Opt Out' button. A pop-up window will appear asking for your reason for opting out.

Please select the reason from the drop down list, and you can provide a brief comment as well which helps LHC understand why you have decided not to apply.

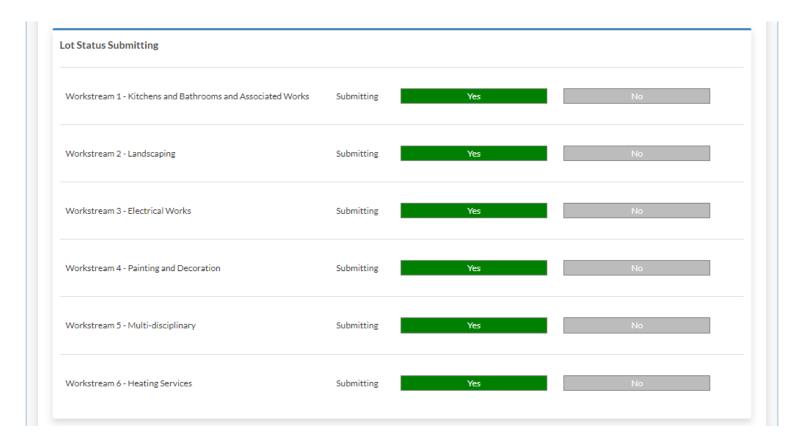
Click the 'Stop Receiving Correspondence' tick box to ensure you don't receive new notifications in relation to this opportunity.





Step 3.2 – Filtering the response form by lot

Once you have opted in (signalling your intention to bid) the response form will unlock and you can select the workstreams you wish to apply for. This should be done before starting your application, as the response form will update according to the workstreams you select and only show you the workstream specific questionnaires you need to complete based on the workstreams you choose.





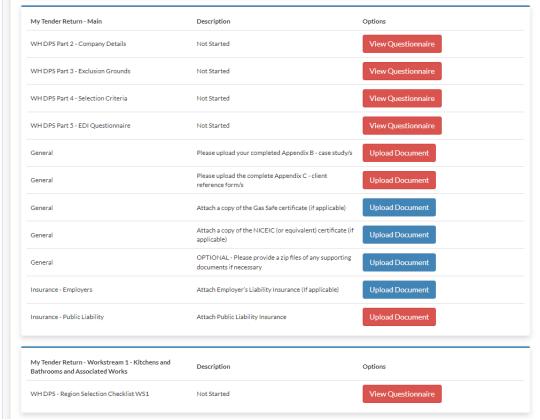
Step 4 – Completing Your Application



Step 4.1 – Tender response form overview

Further down the DPS application Form page will be the response area. This is broken into 2 sections

- 1 The main tender response section Completion of this section is applicable regardless of what workstreams you are applying for.
- 2 For each workstream there is a specific online questionnaire to be completed. Once you have selected workstreams you are applying for only the sections for the workstreams you are interested in will be visible.



1

-



Step 4.2 – Tender response form – main response section

The main tender response section comprises:

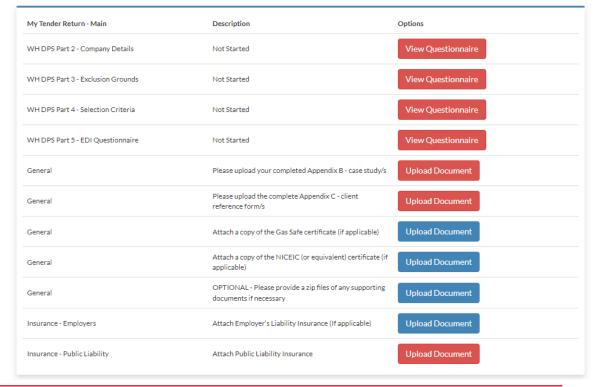
- A number of questionnaires that collects information about you as an applicant, but also forms the selection element
 of your response that will be assessed on a pass / fail basis. Refer to the 'WH DPS Invitation to Participate READ
 FIRST' document for full details.
- Upload placeholders / buttons for you to be able to upload specific documentation we have requested as part of your response. There are also other upload buttons that will be required depending on answers you have provided in the questionnaires and/or the specific workstreams you have applied for.

Any questionnaires or placeholders in red are mandatory and require completion as part of your bid.

View Questionnaire

Any questionnaires or placeholders in blue require completion if applicable to your bid.

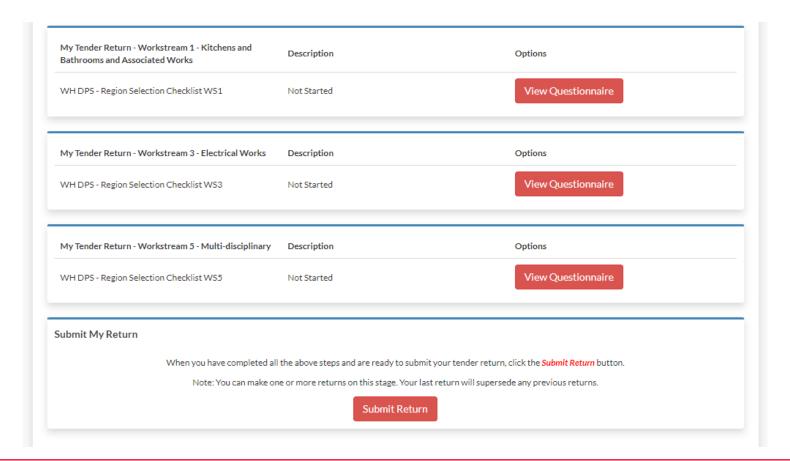
Upload Document





Step 4.3 – Tender response form – workstream specific response section

For each workstream applied for there is a specific questionnaire that needs to be completed. This questionnaire captures the regional areas for each workstream that you wish to





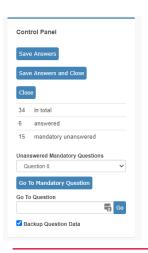
Step 4.4 – Completing Questionnaires

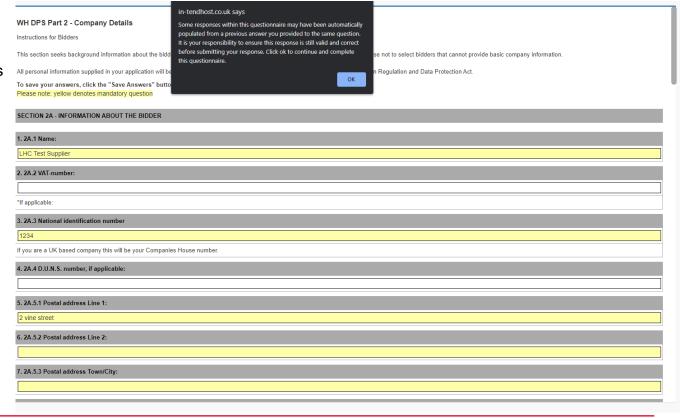
Some elements of the questionnaires may be auto-populated from the information you have provided when you registered or information you have previously provided to the same questionnaire issued by LHC for other tender activities you have participated in. See below, a warning will appear at the top of the page if this is the case.

When completing a questionnaire, all fields marked with a red * (asterix) are mandatory, other questions will only require completing depending on your answer to previous questions. Please read the question instructions carefully as they will guide you through the completion of the questionnaire

On the left of the questionnaire there is a control panel which allows you to track your progress

Always ensure you click the 'Save and Close' button to exit the questionnaire.







Step 4.5 – Visual Guidance to Track Completion of Your Response

As you progress through the response form, the system visually tracks for you, as follows:

Completed questionnaires will change to green when fully completed (all mandatory questions answered)

When you have uploaded documents, the single 'Upload Document' placeholder button disappears and is replaced with the 3 buttons allowing you to view what you have uploaded in this placeholder, download the document and remove it. Additionally, the file name of the document you have uploaded in this placeholder will be displayed on the left hand side (see highlighted area) below

public liability ref 23456.docx	(Microsoft Word Document) Insurance - Public Liability	View Download Remove
My Tender Return - Workstream 1 - Kitchens and Bathrooms and Associated Works	Description	Options
WH DPS - Region Selection Checklist WS1	Completed	View Questionnaire



Step 4.6 – Submitting Your Completed Application

Once you have completed all necessary questionnaires and uploaded the documents required for all workstreams you are applying for you need to ensure you submit your response. LHC cannot see the contents of your response in order to assess it unless it has been submitted.

See below, the submit button is located at the bottom of the response form, the system will not allow you to submit the application until all necessary information have been provided and will show a pop-up error.

Once you have successfully submitted your application you will see a popup window confirming this, which you can print off if you wish.

Submit My Return

When you have completed all the above steps and are ready to submit your tender return, click the Submit Return button.

Note: You can make one or more returns on this stage. Your last return will supersede any previous returns.

Submit Return



Step 4.7 - Next steps

You have now completed your application for the Whole House Refurbishment DPS.

You will receive a message confirming receipt your submission within the portal messaging inbox and also an email confirmation to the registered email address for your account.

Your application will be processed within 15 working days and you will be notified via the In-Tend portal messaging inbox with the outcome of your submission (Note you will also receive an email when the message is received in your In-Tend messaging portal inbox).

Please check the eTendering portal messaging inbox periodically during the 15 working days and also ensure that emails from Intend do not go into your junk email box.

Should you be unsuccessful in your submission we will provide feedback to explain our reasons for declining your submission and if you are able to rectify the issues identified in our feedback you are able to re-apply at any time.



Step 5 - Sending and receiving queries and clarifications

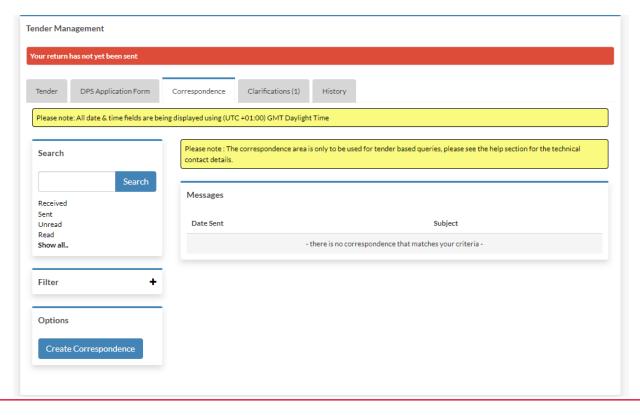


Step 5.1 - Sending and receiving correspondence

If you need to clarify anything when completing your application you will need to send a message to LHC through the portal. To do this click on the 'Correspondence' tab of the tender management area, and the screen below will appear.

Click the 'Create Correspondence' button, and a pop up email-type window will appear allowing you to add a subject and message and then send it to us. The LHC team will review and respond to you shortly.

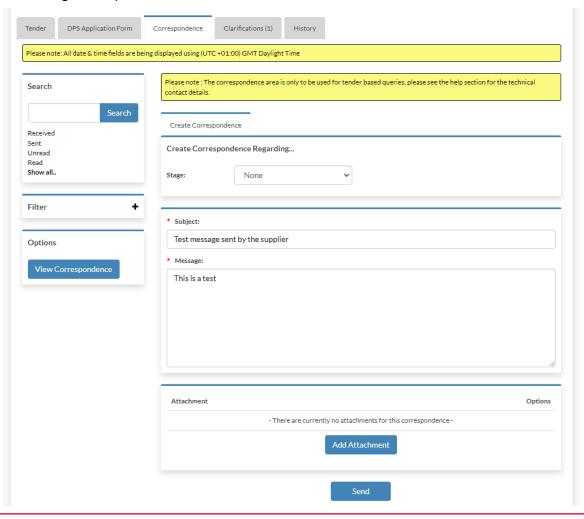
You can also review and respond to messages we send to you (for example to query an element of your application, request missing or additional information and to notify you of the outcome of your application.





Step 5.2 - Sending and receiving correspondence

See example below of the pop up screen for you to create and send your message. You can if you wish also add attachments to your message if required.





Step 5.3 – Message trail

All incoming and outgoing messages are show as a trail at the bottom of this section. Clicking on a message will display the contents of it.

Clicking on the 'Reply' tab of a message sent to you enables you to send a response to that message back to LHC. You can use the filters on the left side of correspondence area to filter the correspondence message list.

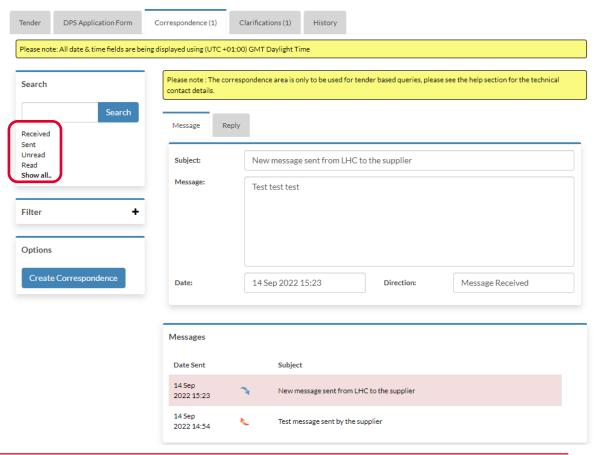
Correspondence messages key



This is an outgoing message sent by you to LHC.



This is an incoming message sent by LHC to you.





Step 5.4 – Reviewing clarifications

Clarifications are a one way communication by LHC to all companies who have expressed an interest in the DPS. These are bulletin / announcement type messages that LHC send out to keep everyone informed.

Clarifications appear in a separate clarification tab. Clarifications may be a simple announcement or may contain supporting attachments.

