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Overview

This handbook serves as a manual for suppliers interested to bid for SUTD Quotations and Tenders using SUTD Sourcing system. It also provides our responses to the Frequently Asked Questions (FAQ) pertaining to participating in our procurement opportunities.

Frequently asked questions (FAQ)

Registration of Account

Q1: How do I register my company as a supplier with SUTD?

A1: You are required to write to SUTD Procurement for registration (email: sutdprocurement@sutd.edu.sg); stating your intention and to provide your name, designation, contact number and corresponding email address. Our staff will then get in touch with you on the next step in registration and the submission of the relevant documents stated in A2 below.

Q2: What are the documents required for registering as a SUTD Supplier?

A2: To register, please furnish the followings:

For Singapore registered Company:

- Copy of Company / Business ARCA (f.k.a RCB) Registration Certificate.
- Expenditure and Procurement Policies Unit (EPPU) / BCA Registered Contractor Certification.
- bizSAFE Certification, if any (Please refer to the Workplace Safety & Health Council’s website at https://www.wshc.gov.sg/wps/portal/bizSAFE if you need more details of the bizSAFE certification programme).

For Non-Singapore registered Company:

- Copy of Company / Business Registration Certificate.
- Copy of Audited Financial Statements / Annual Reports for Last 3 Years.

Q3: What happens after registration?

A3: Upon receiving the complete information required to register your company in our system, a set of Login ID and password will be sent to the contact person named to access our SUTD Sourcing system. With the users ID and password, the contract person may then log into our SUTD Sourcing system to participate in our open or invited Quotations and Tenders.
<table>
<thead>
<tr>
<th>Q4:</th>
<th>How many user accounts can each company register with SUTD?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4:</td>
<td>Each company shall provide a main contact person to be tagged to the company record.</td>
</tr>
</tbody>
</table>

### Change / Addition / Update of User Account

<table>
<thead>
<tr>
<th>Q5:</th>
<th>What happens if the registered contact person in the company leaves?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A5:</td>
<td>You are required to inform us on the de-activation of the user’s account immediately. Please provide us with the ex-staff details via email (<a href="mailto:sutdprocurement@sutd.edu.sg">sutdprocurement@sutd.edu.sg</a>).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q6:</th>
<th>What happens if I want to register a new contact in my company?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A6:</td>
<td>You may send an email to <a href="mailto:sutdprocurement@sutd.edu.sg">sutdprocurement@sutd.edu.sg</a> stating your intention, your name, designation, contact number and email address. Our staff will get in touch with you on the next step in registration.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7:</th>
<th>If I need to update my record at any time, what should I do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A7:</td>
<td>You may update your name, email address, telephone number and fax number via the Personal Information link. Please refer to Section 7 below for instruction on Updating Your Personal Information. However, if the information you wish to update is not found in the Personal Information page, please contact <a href="mailto:sutdprocurement@sutd.edu.sg">sutdprocurement@sutd.edu.sg</a>.</td>
</tr>
</tbody>
</table>

### Participation in Procurement Opportunities

<table>
<thead>
<tr>
<th>Q8:</th>
<th>Who can participate in SUTD Procurement Opportunities?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A8:</td>
<td>All registered suppliers in our SUTD Sourcing system can take part in our open Quotations and Tenders.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9:</th>
<th>How will registered suppliers be notified of open Quotations and Tenders?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A9:</td>
<td>Active suppliers registered under the relevant supplier’s category will receive invitations via email of the new Quotation or Tender. The email will contain basic information of the new Quotation or Tender. The contact person has to log into their account to view the details of the Quotation or Tender.</td>
</tr>
</tbody>
</table>
**Q10:** Where can I find a list of SUTD open Quotations and Tenders?

**A10:** You may go to SUTD Procurement website ([http://www.sutd.edu.sg/procurement.aspx](http://www.sutd.edu.sg/procurement.aspx)) to see the listing and other up-to-date information on our Procurement Opportunities.

### Submission of Quotes

**Q11:** Do suppliers need to acknowledge their intent to participate before submitting responses?

**A11:** Suppliers are encouraged to acknowledge their participation intention after receiving the invitation email. Such acknowledgments are intended to enhance communication between SUTD Procurement and suppliers and inform SUTD Procurement of the potential participation. It is not mandatory to acknowledge your intent before submitting responses. You can still proceed to submit a quote without acknowledging your intent. Please refer to Section 2 below for details on acknowledgement of participation.

**Q12:** Can I submit multiple quotes per round?

**A12:** If allowed by SUTD Procurement, you can submit multiple quotes within the same tender. Your most recent quote will over-ride your previous quotes.

**Q13:** How confidential is my Quotation/Proposal submitted through this system?

**A13:** SUTD does not share suppliers’ submissions with another supplier. Each supplier will only access information submitted by themselves and not others. In any Quotations or Tenders, suppliers will not be able to see other bidders’ identities, number of respondents or their rankings.

**Q14:** Can I cancel or retract my Quote?

**A14:** No, you cannot cancel or retract your submitted quote through the system. You can contact and write to the stated Procurement staff who created the Sourcing event and ask to have your quote disqualified, but quote disqualification is at the discretion of SUTD Procurement. For details please refer to the Standard Instructions to Vendors (Clause 7 - Withdrawal Of Offer) on SUTD Procurement website: ([http://www.sutd.edu.sg/procurement.aspx](http://www.sutd.edu.sg/procurement.aspx))
Q15: Can I submit a Quote after the Quotations or Tenders closing time?

A15: All Quotations or Tenders close at 4pm (Singapore time). Late submissions will not be accepted. As SUPS will disallow you to continue upload your proposal at 4pm sharp. Please ensure you login sufficiently well ahead of closing time to finish uploading your documents and submission.

Q16: Who should I contact if I face problems in logging into the system or submitting my proposal?

A16: If you face problems logging into the system or submitting your proposal, please write to SUTD Procurement via email (sutdprocurement@sutd.edu.sg) and send a print screen of your error message at least 1 hour before the Tender/Quotation closing time. If we receive appeals of system error after the Quotation/Tender closing, we will not consider your appeal.

Q17: How would I know if I have successfully submitted a response?

A17: If you have successfully submitted your quote, you will be shown a Confirmation screen with your quote reference number.

Award Notification

Q18: How would I know if the Tender/Quotation is awarded to my company?

A18: If you have submitted a quote for that Tender/Quotation, you will be notified via email on the award result.

Contact of System Administrator

Q19: How do I contact the System Administrator?

A19: You can reach the system administrator by writing to sutdprocurement@sutd.edu.sg
1 First Login

1.1 You will receive an email containing your Login ID and system-generated password. Click on the hyperlink ‘log on’ and login using the ID and password issued to access the Login page as shown below.

1.2 You will be prompted to change your password upon first login using the system issued password contained in the email. Please follow the instructions on screen to change your password.
2 Invitation to Participate in Procurement Opportunities

2.1 For open Quotations and Tenders, active suppliers registered under the relevant supplier’s category of that Quotation or Tender will be invited for bidding. An email invitation will be sent to registered Contact Person in the system.

2.2 Click on Negotiation Details below to be directed to the login page.

2.3 If you are a registered supplier with SUTD, you may proceed to login and view the Quotation/Tender details.

2.4 Click on Worklist in the Main Menu and you will see the screen below.
2.5 Select the notification and click open.

2.6 Acknowledge your intent to participate by clicking on the ‘Yes’ or ‘No’ button on the upper right hand corner as shown below. All suppliers are encouraged to indicate your intent to participate if interested to bid.

2.7 If you have already acknowledged your intent, you will be shown the message below. Click on ‘Apply’.
2.8 Alternatively, you may click on Sourcing Home Page from the Main Menu to direct you to the page below. A list of current Procurement Opportunities will be listed as shown below.

![Sourcing Home Page]

2.9 You will then be routed to the Sourcing details and you may select any of the options as shown in the drop down list on the upper right hand corner:

a. Acknowledge your Participation (again);

b. Create a Quote for this Sourcing;

c. View Online Discussions that have taken place so far between SUTD and other suppliers. (*This feature is currently not in use, for all clarification please send via email to sutdprocurement@sutd.edu.sg*);

d. View your Quote History (shows you the history of your submissions and prices);

e. Export to Printable View;

f. Export the Sourcing to Excel Spreadsheet.
2.10 Suppliers who are interested to bid but did not acknowledge their intent will still be allowed to participate in bidding.

2.11 You may view the controls assigned for this Sourcing under the ‘Controls’ tab to know what you can or cannot do for this sourcing event.
3 Logging In Anytime

3.1 Logging in anytime and you will be greeted with the page below. If you are not able to view the Main Menu details (Sourcing Home Page and Worklist), please check if your browser version supports the Sourcing System. Please refer to section 12 below for browsers versions that support the Sourcing System.

3.2 Clicking on Sourcing Home Page directs you to the page below. A list of current Procurement Opportunities will be listed as shown below.

3.3 Click on Negotiation Number to view the details of the Tender/Quotation.
3.4 To search for a list of open Quotations and Tenders which you might not have been invited, key ‘%’ in the textbox below and click Go.
3.5 Your search will return results as shown below.

3.6 You may click on the Number to view the Sourcing details.

3.7 Alternative, you may visit our SUTD Procurement Website: (URL: http://www.sutd.edu.sg/procurement.aspx) to locate the Quotation / Tender reference number to facilitate your search for the specific business opportunity.
4 Submitting a Quote

4.1 Click on Negotiation Number to view the details of the Tender/Quotation.

4.2 From the drop down list, select Create Quote.

4.3 If there is any amendment (Corrigendum) published to this Quotation or Tender, you will be shown the ‘Warning’ message below. Supplier has to acknowledge the amendment by selecting the “Acknowledge Amendments” in the drop down list at ‘Actions’. The system will not allow you to submit a quote for a Sourcing event without acknowledging the amendment. Please refer to Section 6 for detailed instruction to acknowledge Corrigendum.
4.4 Under the ‘Header’ Tab, key in your offer validity end date. Please note that the Tender/Quotation requirements put forth by SUTD with regards to Quote Validity shall preside should there be differences.

4.5 You may upload relevant documents as attachments using the ‘Add Attachment’ button as shown below. It is necessary that you provide all relevant documentations that are required under the Quotation / Tender.

4.6 Under the ‘Lines’ Tab, you have to submit a value for all lines listed in the Tender or Quotation. In the event that there is no cost (or free of charge) for that line, please key in the value as $0.01.

4.7 You may then choose to ‘Save Draft’ or ‘Continue’ to complete the submission of your quote.

4.8 Please note that selecting ‘Save Draft’ does not submit your quote. To submit a valid quote, please select ‘Continue’.

4.9 Your draft will be assigned a number which you can use later when accessing the draft for editing or completion. You can access your draft responses by clicking the Manage Draft quick link from the Negotiations Home page.
4.10 If you select 'Continue', you will be shown a summary page of your proposal. If all is correct, click Submit to commit the offer. Click Back to edit your quote or Cancel to exit the screen. Do not use your Browser Back button.

4.11 If you have successfully submitted your quote, you will be shown the message below.

4.12 Click on Return to Sourcing Home Page link will return to the screen as shown below. A Response Number has been created for the bid that you had just submitted.
4.13 You may click on the Response Number to view the details below.

<table>
<thead>
<tr>
<th>Item</th>
<th>Type</th>
<th>Description</th>
<th>Last Updated</th>
<th>Update Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1: Supply and Delivery of Classroom Furniture to SUTD</td>
<td>Quotation</td>
<td>Details</td>
<td>4/23/2015</td>
<td>Details</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Line</th>
<th>Description</th>
<th>Supplier</th>
<th>Unit Price</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1x1m Table</td>
<td>SUTD Office</td>
<td>650.00</td>
<td>100</td>
</tr>
<tr>
<td>2</td>
<td>2x1m Table</td>
<td>SUTD Office</td>
<td>600.00</td>
<td>100</td>
</tr>
</tbody>
</table>

Updated: 1 Jun 2013
5  **Revising your Quote**

5.1 If the Controls of the participation Sourcing Event allow, you may submit more than 1 quote, but the latest quote will supersede the previous quote.

5.2 To submit another quote that will supersede your previous, select Create Quote again. You will be shown the following screen.

5.3 Enter your revised quote and click on Continue and Submit.

5.4 If you have successfully re-submitted your quote, you will be shown the message below.

5.5 You may view Quote History to view all the quotes that you had submitted previously. Only the most recent one will be marked as Active and all previous ones as Archived.
5.6 Only the Active quote will be evaluated.

5.7 Alternatively, you may click on Active link under View Responses.

5.8 You will be shown the screen below. Select the Response Number which you wish to revise.

5.9 Repeat the same steps as in 5.2 to 5.4 above if you want to revise the quote.
6 Issuance of Corrigendum

6.1 Any changes to the Sourcing event will trigger an email notification to invited and participating suppliers as shown below.

6.2 Click on ‘Review Changes’ to login and view the changes that have been made to the Sourcing event. You will be shown the screen below.
6.3 Click on the Negotiation No. and you will be shown the screen below:

6.4 The system will not allow you to submit a quote or re-quote for a revised Sourcing event without acknowledging the amendment. Acknowledge the amendment by selecting ‘Acknowledge Amendments’ in the ‘Actions’ drop down list.
6.5 If there are multiple amendments, supplier has to click ‘Continue’ to acknowledge all the Amendments.

6.6 Thereafter click on ‘Acknowledge’ all the Amendments.

6.7 You will be shown the ‘Confirmation’ message below upon completing acknowledging all the amendments.
6.8 You may then proceed to submit your quote after the above. Please refer to Section 4 above on the instruction for Submitting a quote.

6.9 All suppliers who have submitted quotes before the revisions take place is required to re-submit their quotes again to be considered for evaluation. Please refer to Section 5 above on the instruction for Revising your quote.
7 Updating your Personal Information

7.1 Click on Personal Information link at the bottom left of the page under Manage and you will be able to update the following information.

7.2 Click on:

a. Apply to save your changes;

b. Clear Changes to revert back to existing data;

c. Cancel to exit this screen.
8 Updating your Preferences

8.1 Click on the Preferences link at the upper right hand corner of the page will allow you to update the following information.
9 Award Notice
9.1 Suppliers who submitted quotes for any Sourcing event will be notified via email of either award or non-award.

10 Viewing of Past Procurement Opportunities
10.1 Sourcing events which had closed will no longer be listed on your homepage.
10.2 To view Sourcing events which you had participated in, select either of the View Responses (Active, Disqualified, Awarded or Rejected) on bottom left of the page.
11 Forget your Password or User Name

11.1 If you forget either your username or password, you may click on the Login Assistance as shown in the red box below.

11.2 You will be shown the next screen to select either Forgot Password or Forgot User Name.

11.3 After you have keyed in your User Name or Email, click on the respective button ‘Forgot Password’ or ‘Forgot User Name’.

11.4 A confirmation message will be shown as below. An email containing your new Password or the User Name information will be sent to the email address that you have indicated when you first register with us.
12 Browsers Versions supported for Sourcing System

12.1 Please see the browsers versions below that supports the Sourcing System.

System: Oracle E-Business Suite 12.1.3

<table>
<thead>
<tr>
<th>Desktop Applications, Browsers &amp; Clients</th>
<th>Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer</td>
<td>9, 8, 7, 6</td>
</tr>
<tr>
<td>Firefox</td>
<td>3.6, 3.5, 2</td>
</tr>
<tr>
<td>Safari</td>
<td>5, 4, 3.2.1</td>
</tr>
</tbody>
</table>