EQUINOR ESOURCING PORTAL

Supplier user guide

The eSourcing portal is a web portal that enables online sourcing communication and collaboration between Equinor and their potential and actual suppliers.

Any pre-qualifications, requests for information and enquiries are published here so that interested and invited parties can:

- Download the documents associated with requests
- Register their interest or intent to participate
- Ask for and receive answers to clarification questions
- Deliver their response (upload the actual documents)

TABLE OF CONTENTS

1 Login

1.1 Login to the portal

Once you have been invited to participate in a request process, you will receive an email with a link to the request in question. Only primary contacts receive the invitation email. Other contacts should request the link/email from their primary contact.

Please note that first time users need to create a password before being able to log in (see chapter 1.2 First time user).

Click on the link to the enquiry in the email to access the login page:

Dear Sir/Madam,

On behalf of Statoil, we are pleased to invite you to participate in and respond to this Enquiry-031090.

Title: New tender
Description:
Response deadline: 30 Jun 2016 12:00 (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

IMPORTANT INFORMATION:
You are registered as the Primary Contact for this Enquiry and are the ONLY person in your Company receiving this invitation.

All communication for this Enquiry will be through the Statoil e-sourcing portal. You can access it by using the following link:
https://contikiqa.statoil.com/ECE/Pages/RfxDetails.aspx?RFXId=38940&Invp=True

CRITICAL: Please be aware that any Tender delivered after "Response Due date/time" cannot be uploaded, and Tenderer will be considered "disqualified".

First time user:
For new users of this site, please go to https://contikiqa.statoil.com/ECE/Pages/LostPassword.aspx?New=True to set a password for your user account. Please use the email address this message was sent to as your user name.

Existing user:
If you already have an active account on Statoil e-sourcing portal, you can use your existing password.

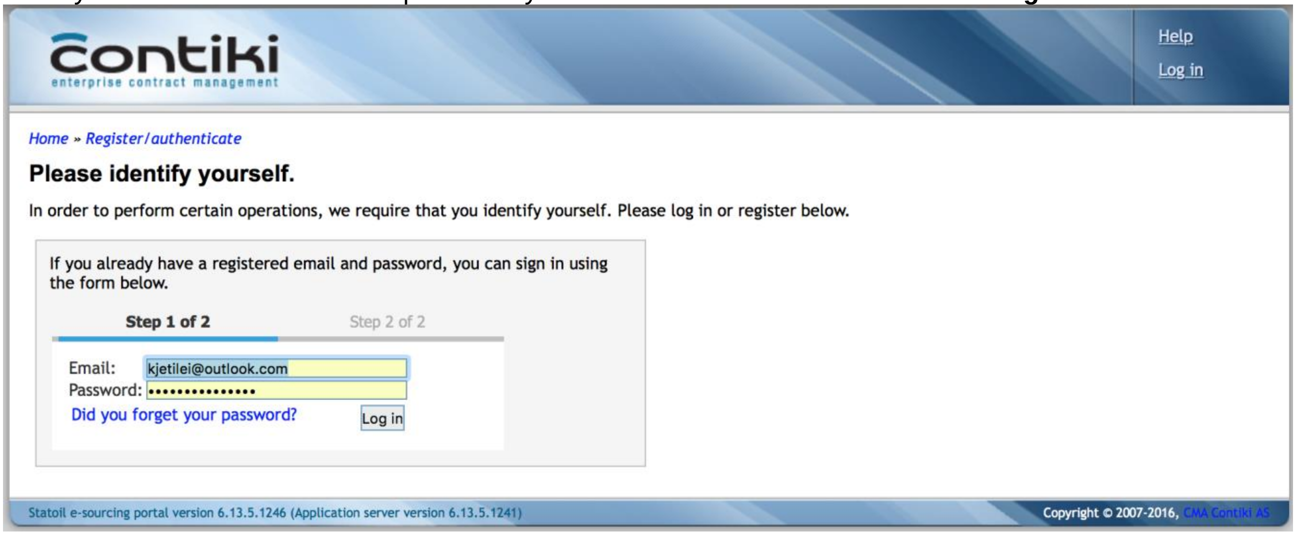
Lost password:
If you have used this site before but have forgotten your login information, please go to https://contikiqa.statoil.com/ECE/Pages/LostPassword.aspx to reset your password. Please use the email address this message was sent to as your user name.

Adding users:
If your Company wants other person(s) to have access to this Enquiry, they need to be registered by us. In such case, please submit the following information by email:
• The correct name(s) for this Enquiry
• Name of the "Primary contact" (if you are not the correct person for this Tender)
• Name of "others" (you may register more than one)
• Email address(es)
• Mobile number(s)

User guide:
Please refer to the User Guide for Suppliers on how to use Statoil e-sourcing portal:
http://www.statoil.com/en/OurOperations/Procurement/HowToBecomeASupplier/Downloads/ECE%20Contiki%20user%20guide%20v23560.pdf

Best regards,

Enter your email address and the password you have created earlier. Then click on **Log in**:



You will now receive a one time code by SMS from Equinor ASA within a short period of time. Enter the code and click on **Validate**:

If your user is linked to multiple companies or instances of a company you might be asked to select the company your login is related to. Select the correct company and click **Continue**:

You should now be logged into the eSourcing portal.

Please refer to the Troubleshooting section of this user guide if you are experiencing any issues (see chapter 5 Troubleshooting)

1.2 First time user

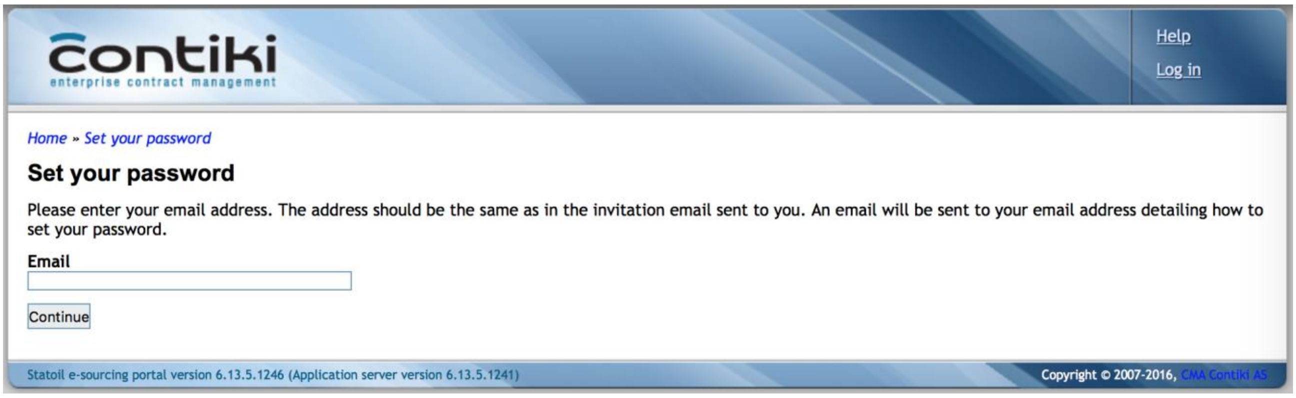
For new users of this site, please go to https://contiki.statoil.com/ECE/Pages/LostPassword.aspx?New=True to set a password for your user account. Please use the email address this message was sent to as your user name.

If you are the primary contact for this tender you will have received an invitation email. Under the "First time user" section in the invitation email you can find a link that can be used to set the password.

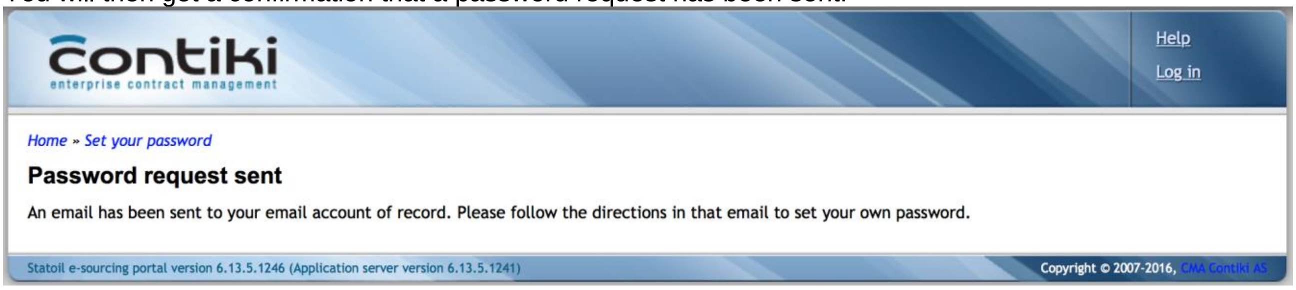
> If you are not the primary contact or otherwise haven't received the invitation email you can set your password by using the Lost password feature (see chapter 5.4 Lost password).

Click on the link under "First time user" in the invitation email to create a password.

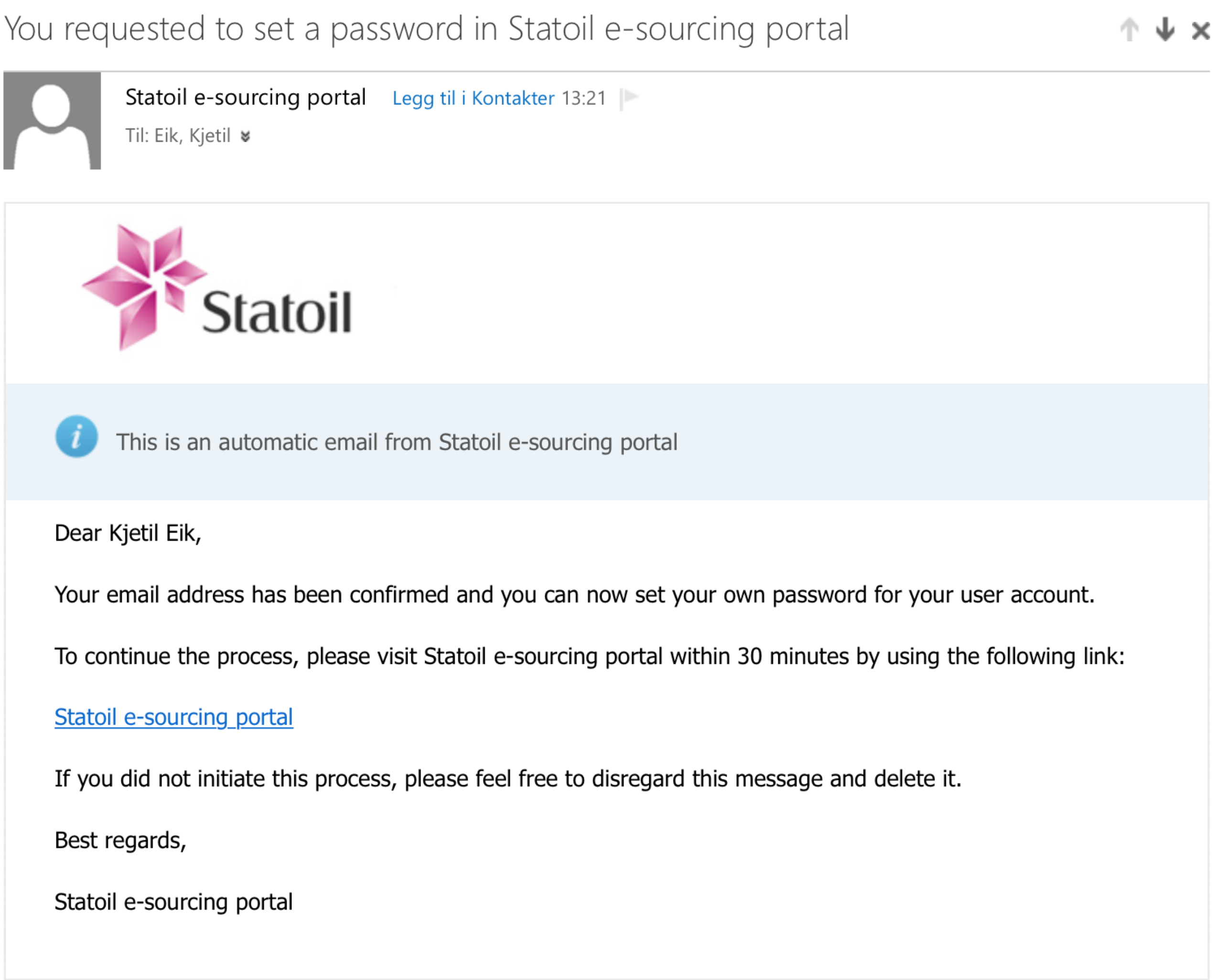
Enter your email address associated with your Contiki user and click **Continue**:



You will then get a confirmation that a password request has been sent:



Please follow the link in the received email to set your new password:



Enter your new password in both input fields and click on the **Change your password** button:

You are now ready to proceed with your first login (see chapter 1.1 Login to the portal).

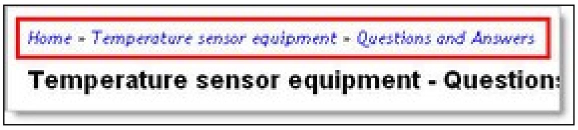
Please refer to the Troubleshooting section of this user guide if you are experiencing any issues.

2 General overview

2.1 Navigation in the eSourcing portal

Along the top of each screen in the eSourcing portal there is a “breadcrumb trail” (a trail of which pages have been visited) for quick navigation to previously visited pages.

The breadcrumbs can be seen on all pages except the Welcome page, and is found in the top left corner. An example is shown below - the "trail" is inside the red square in the image.

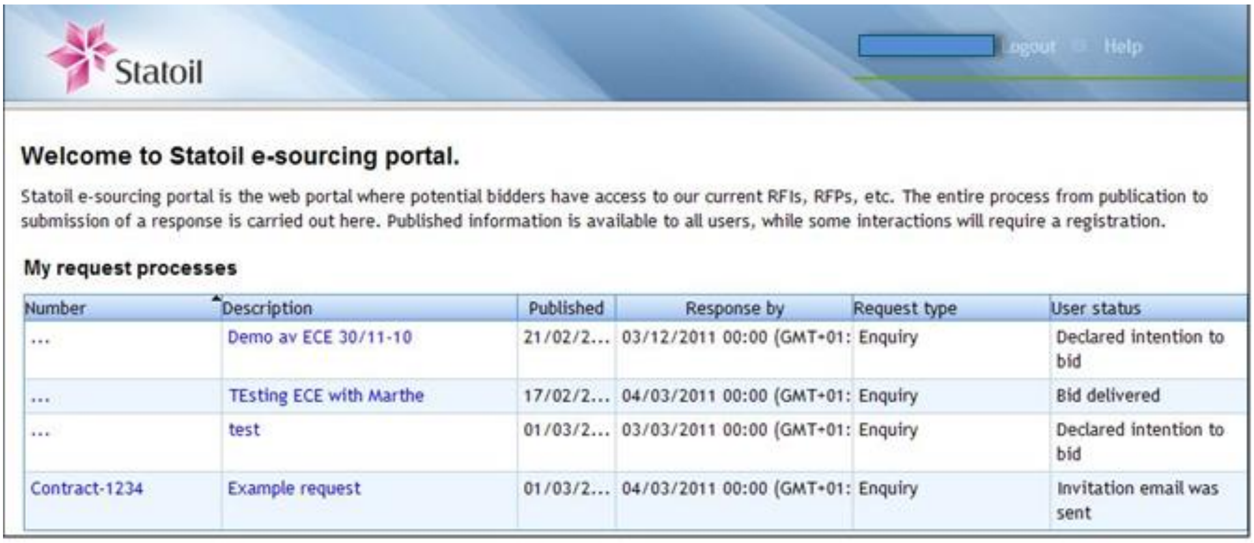


Once logged in, you can log out from the eSourcing portal by clicking on the **Log out** link in the upper right corner.

2.2 The welcome page

The welcome page, shown below, is the main page of the Equinor eSourcing portal. Navigate by clicking on the links – just as in any web application/web page.

To return to the Welcome page at any time, click on **Home** in the breadcrumb trail (see “Navigation in the eSourcing portal” for details).


Statoil

Logout | Help

Welcome to Statoil e-sourcing portal.

Statoil e-sourcing portal is the web portal where potential bidders have access to our current RFIs, RFPs, etc. The entire process from publication to submission of a response is carried out here. Published information is available to all users, while some interactions will require a registration.

My request processes

Number	Description	Published	Response by	Request type	User status
...	Demo av ECE 30/11-10	21/02/2...	03/12/2011 00:00 (GMT+01:	Enquiry	Declared intention to bid
...	TEsting ECE with Marthe	17/02/2...	04/03/2011 00:00 (GMT+01:	Enquiry	Bid delivered
...	test	01/03/2...	03/03/2011 00:00 (GMT+01:	Enquiry	Declared intention to bid
Contract-1234	Example request	01/03/2...	04/03/2011 00:00 (GMT+01:	Enquiry	Invitation email was sent

The welcome page contains an overview of “My request processes”, a list of request processes that you have been invited to take part in, or are actively taking part in.

2.3 My request processes

Once you are logged in to the Equinor External Sourcing Portal, you will see the **My request processes** list **-** an overview of request processes that you either have been invited to take part in, or are actively taking part in. All requests that you are connected to are displayed in this list.

The **My request processes** list contains columns that show;

- the request's identification number (*Number*)
- a short description of the request (*Description*)
- the publication date of the request (*Published*)
- the deadline for delivering a response (*Response by*)
- the type of request (*Request type*).
- the current status set by you *(User status),* for instance, “Declined to participate” on a request process means that you have decided not to deliver a bid on that request and clicked “Decline to participate”.

In order to see the details and/or perform specific actions on a certain request, click on its number or description. This will take you to the request's “Request details page”.

> If you have delivered your bid on a request process you'll see this request processes in the "My Request processes" list even if its due date is passed. Request will be visible until request became cancelled or contract became awarded.

2.4 Setting up multiple contact persons

It is possible to add access for multiple users within the same company to the eSourcing portal.

The new user’s email and mobile numbers should be sent to Equinor’s procurement responsible.

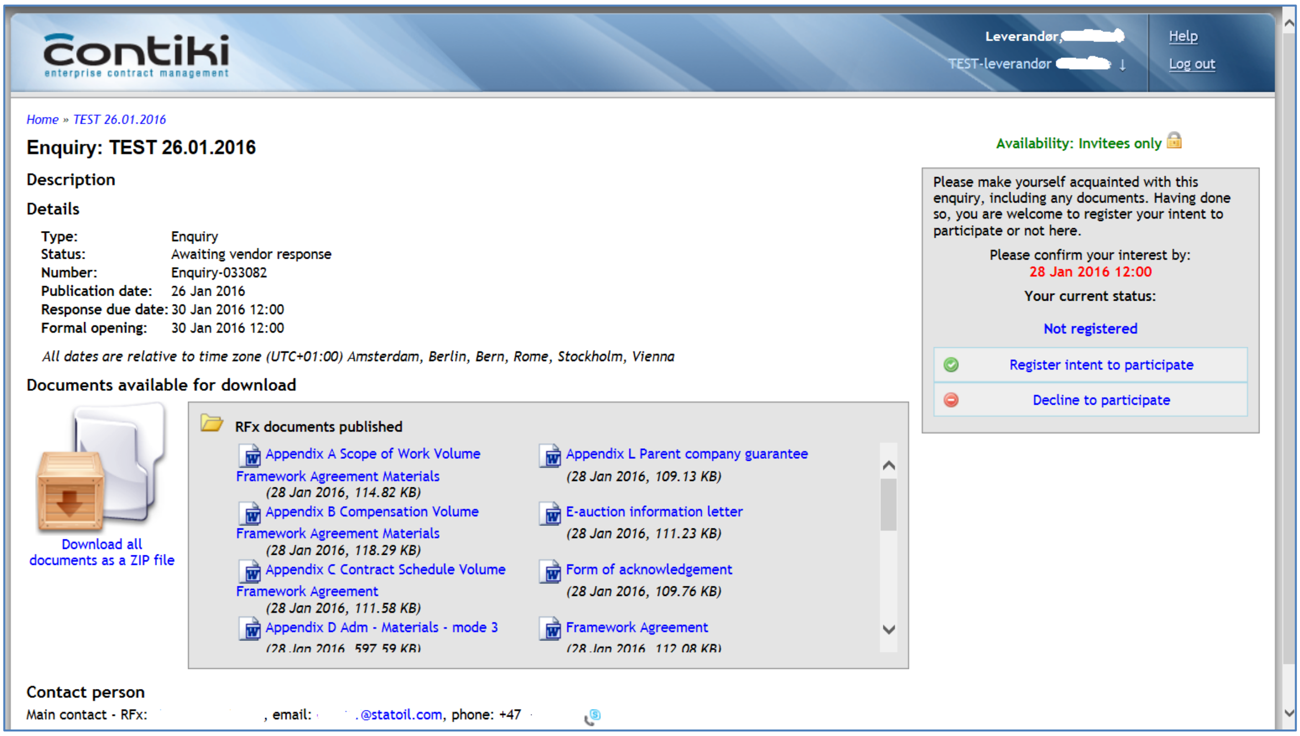
One user has to be the main responsible and will receive the invitation email from Equinor. This main responsible is in charge of forwarding any email correspondence from Equinor to the others participating, e.g. the invitation email.

All contact persons are able to perform all steps mentioned in this user guide.

3 Request details

3.1 The Request details page

Selecting a request from the list – a detailed information will be shown, containing the ITT package for the supplier.



As shown above, the Request details page contains the request's general information regarding the request along with a list of downloadable documents associated with the request and the request's contact person(s).

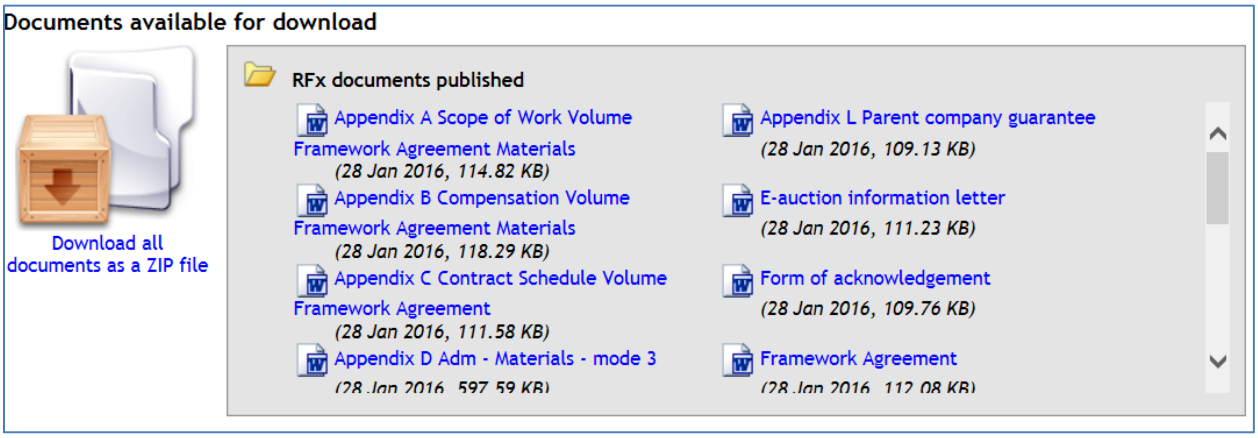
This is also where you carry out any actions you wish to take with regards to the request, like downloading the request documents, registering your intent, uploading your bid document(s) and asking and receiving of clarifications.

Before you can post clarification questions and/or upload your actual bid documents on the request, you must first register your intent to participate, which will result in the Questions and answers and document upload options becoming available (see chapter 3.3 Register intent to participate / Decline to participate for more details).

3.2 Downloading request documents

You can download the documents associated with the request in two ways:

- Individually by clicking on each document's link.
- Collectively as a zip-file by clicking on the link **Download all documents as a ZIP file**. This activity will take some minutes. You will not get any indication that system is working, please wait while system are working to download the documents in the zip file.

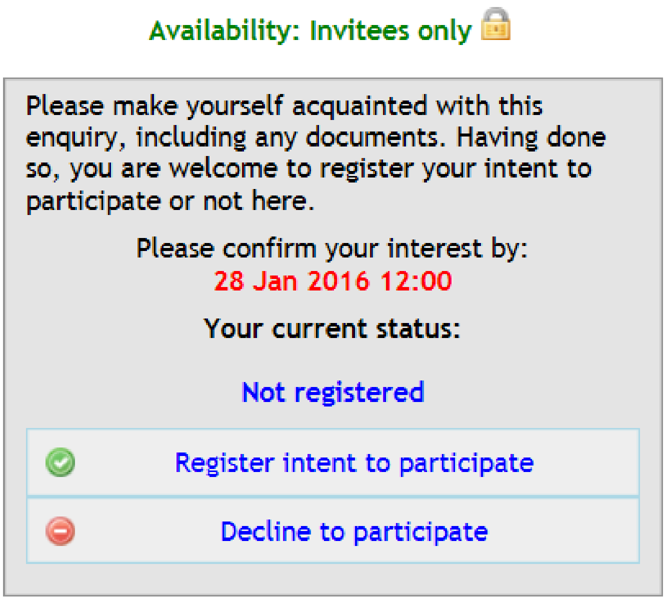


When a document link is clicked, the standard dialogue will open and ask you whether to **Open** the document, **Save** it or to **Cancel** the download. Make your choice by clicking on the button that corresponds with your choice.

> It could take quite a while to download all documents as a ZIP file (the file can be many hundred megabytes and take several minutes to download). Some browsers will give little feedback to the user on the download progress. Have patience and don't report this as an issue with downloading too soon.

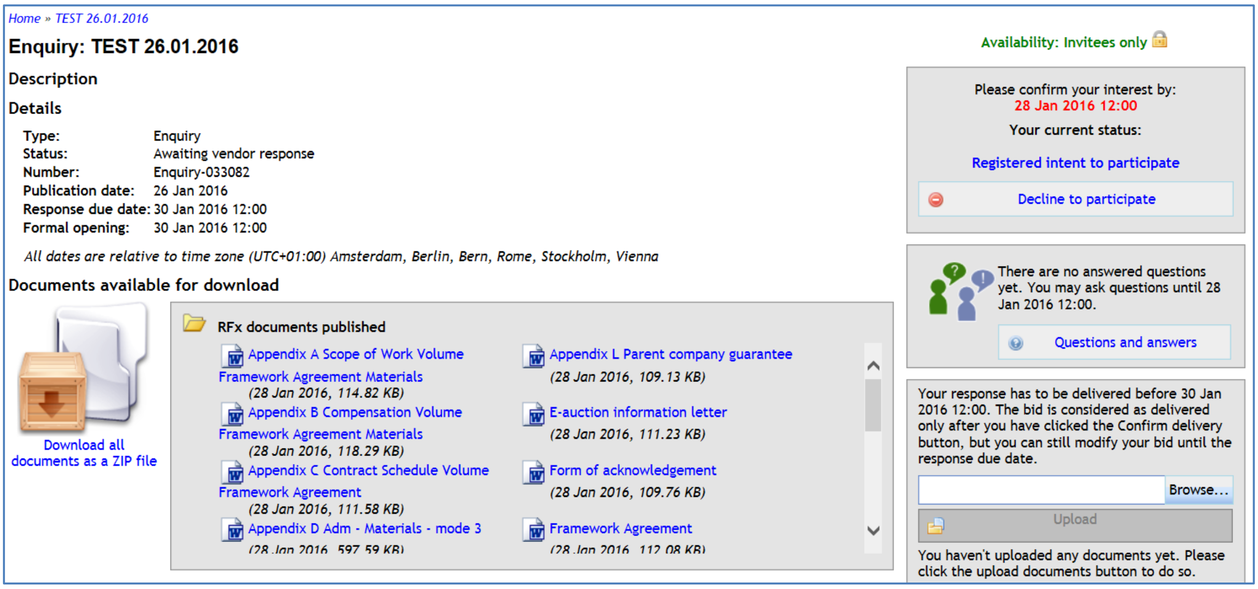
3.3 Register intent to participate / Decline to participate

If you intend to participate on behalf of your company, you must register your intent to participate by clicking **Register intent to participate** prior to the deadline for confirming your interest. Alternatively if you do not intend to deliver a response, you have the opportunity to click **Decline to participate**.

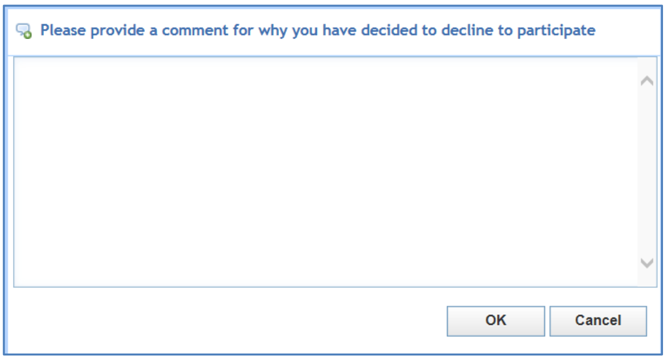


Both actions described above will trigger a confirmation e-mail being sent to you containing information about the request and what status your action resulted in.

Registering intent to bid will enable the Questions and answers and Upload more documents options on the request, as shown below.



If you decline to participate in a request process, you will be prompted to provide the reason:

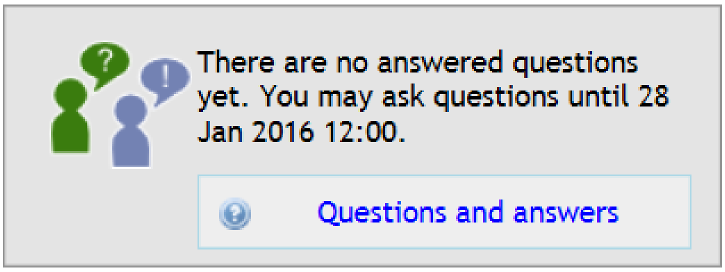


If you for some reason should reconsider your previous decision on bidding or declining, you may update your status at any time before the deadline for confirmation of interest by using the link you received in the e-mail. This will take you to the details page where you can undo your previous action by clicking on the other button instead.

3.4 Questions and answers

Before being able to ask clarification questions and view their answers you must first register your intent to participate. This will make the **Questions and answers** button visible (shown below).

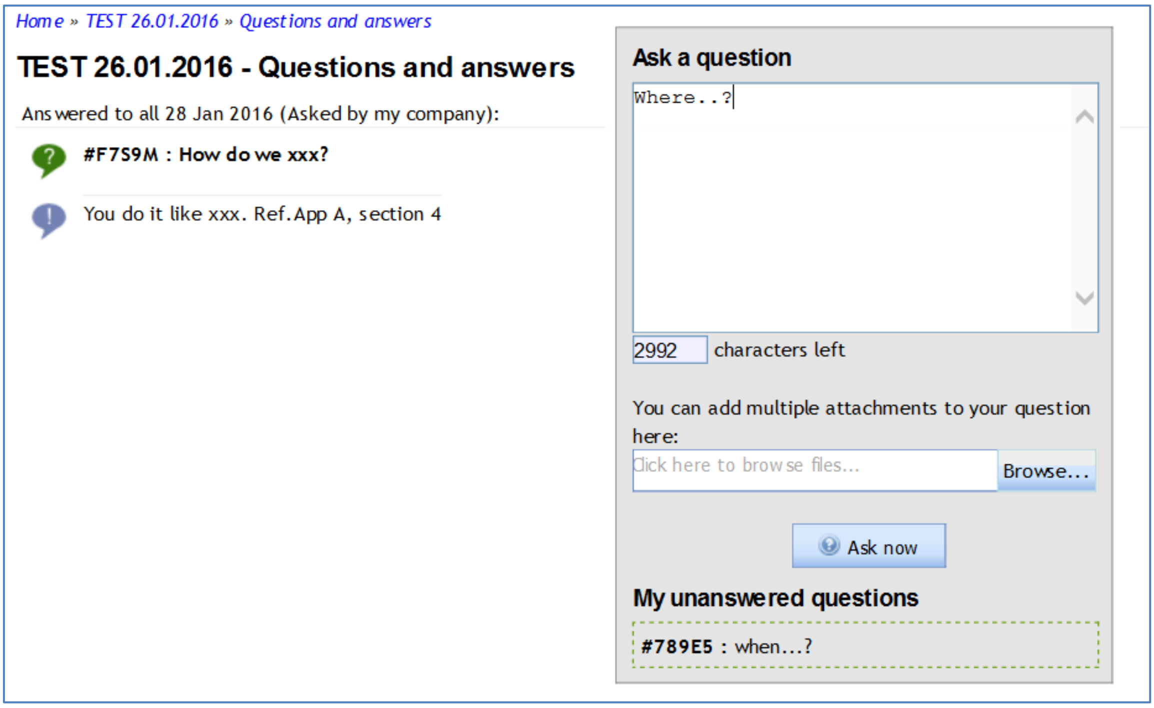
All communication in the tender period shall be addressed through “Questions and answers”. All clarification questions must be posted prior to the deadline for clarifications which is displayed above the **Questions and answers** button.



With regards to the Form of Acknowledgement – please upload this document in **Question and answers** (If you are asked to submit this form).

All questions asked regarding a request, including questions asked by other participants in the request, can be viewed by clicking the **Questions and answers** button on the request details page.

All clarification questions and their answers are anonymised and may be re-phrased before being published. All rephrased clarification questions and answers are visible to all active participants on the request.



In order to pose a clarification question to the request, you must write the question in the "**Ask a question**" box. A question can be 3000 characters, including blank spaces between words.

If you have many questions, please ask one at a time, not many in one question.

You can add a file as attachment to the question by clicking the **Browse** button and choosing one or more files.

Do not attach your offer in this phase; only information which Equinor asks you to submit ahead of your offer should be attached here.

When the question is ready for posting, click on the **Ask now** button. The question is now registered.

It will then be answered by the RFx responsible and published anonymously on the "**Questions and answers**" page along with the answer, possibly with an attachment to the answer. The attachment you added to the original question will be shown under the rephrased question. The published answer's attachment will be shown for all parties who have registered an intent-to-bid on the request, while your attachment will only be shown to you.

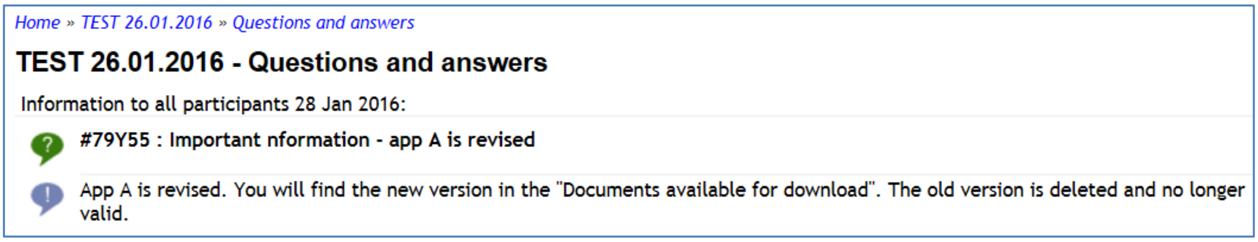
Unanswered questions and their possible attachments are shown below the **Ask now** button in the "**Ask a question**" box.

You can open or save any file from an attachment by simply clicking on it and choose the desired action.

Each question has a reference ID. These reference IDs are automatically generated random alphanumeric sequences and are unique within a request process.

Whenever a question is answered, all parties who have registered an intent-to-bid on the request will receive an e-mail informing of this. In the **“Questions and answers”** page, the questions asked by you are marked as **"Asked by me"** so that you can easily distinguish them from questions posted by other users.

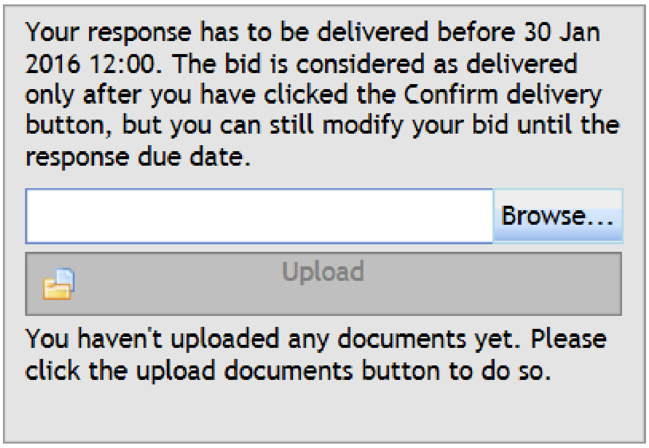
Information to all invited parties from Equinor’s procurement responsible can also be published under Questions & Answers. An example:



To return to the request details page, click on the breadcrumb trail's step showing the request title or use the backspace key.

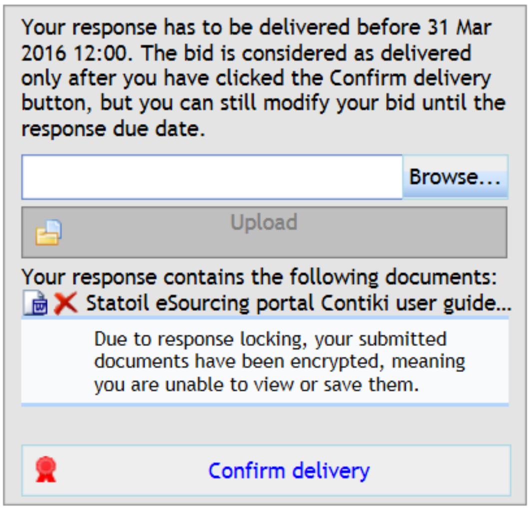
3.5 Uploading bid documents

Before being able to upload bid document(s) on a request you must first register your intent-to-bid. This will make the **Upload** button visible (shown below), enabling you to upload your document(s).



The caption above the **Upload** button displays the deadline for uploading your bid document(s) along with how the procurement responsible has configured the eSourcing portal's bid delivery rules (see chapter 3.6 Delivering a response for further details).

Click on the **Browse** button to find the documents you wish to upload. In the appearing dialogue, browse to find the documents. Select the documents you want to upload, more documents can be selected at once by pushing the **Ctrl** key or the **Shift** key and click on **OK**. The selected documents are now ready for upload and the **Upload** button is now active. When you have added all the documents you want to upload click **Upload**. The upload will start and once all the documents have been uploaded the request details page will refresh so the uploaded documents will now be visible.

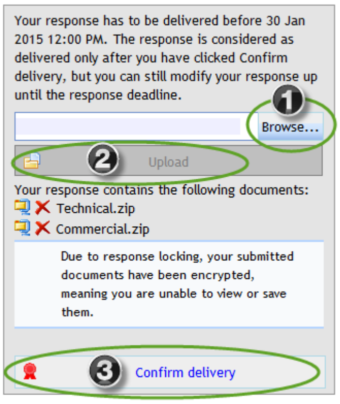


If necessary, you can delete your uploaded document(s) by clicking the red delete icon located beside each document. You can also browse and upload more documents.

3.6 Delivering a response

You can upload and delete bid documents on a request up until the request's *Response Due date/time.*

When you have uploaded all your bid documents, you will at some stage wish to confirm your bid delivery. A **Confirm delivery** button will be present below the **Upload more documents** button on the request details page, as shown below.



Click on the **Confirm delivery** button when you are confident that the uploaded files represent your complete and final response delivery. Your bid will then be registered as delivered and you will receive an email informing that the bid upload has been successful. Documents are encrypted and not possible to open or view by anyone until the response deadline and formal opening date. The red X makes it possible to delete – if necessary – and add new files/zip-folders until the Response due date/time is reached

(Exceptionally: if there is no **Confirm delivery** button, no further action is required of you to confirm your response. Your bid will automatically be registered as delivered once the Response due date/time is reached at which time an e-mail will be sent to your registered e-mail address informing you that your response has been confirmed as delivered.)

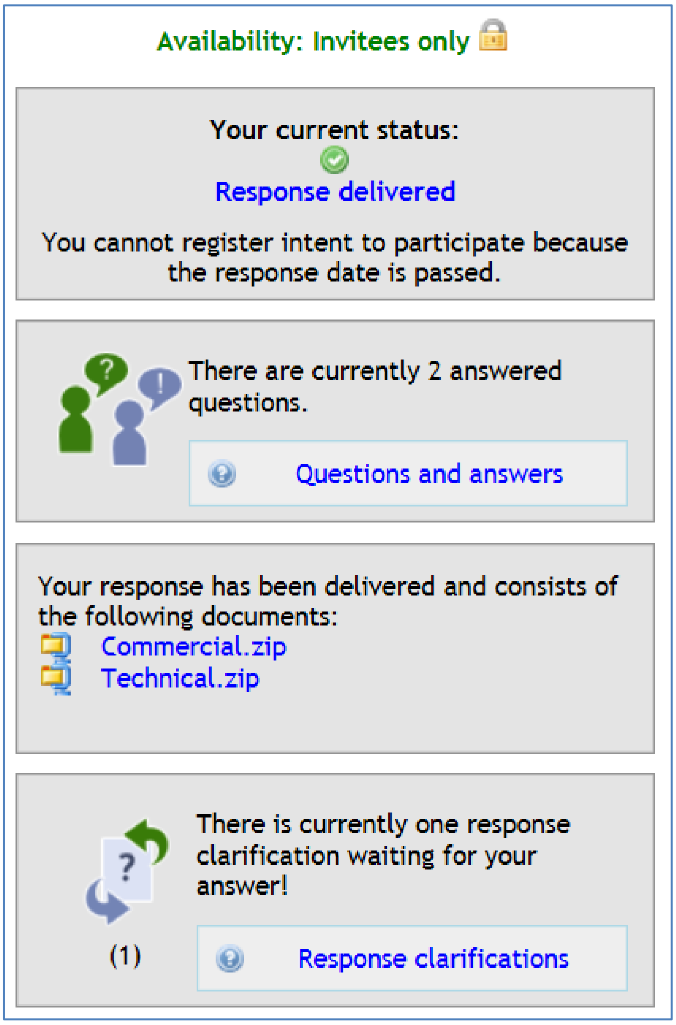
It is not possible to upload any bid documents after the Response Due date/time has passed!

3.7 Response clarifications

Response clarifications are questions asked to you by Equinor's procurement responsible.

Before being able to view and answer the response clarifications questions you must first deliver your response. When Equinor procurement has done the formal bid opening, the **Response clarifications** button will be visible (shown below).

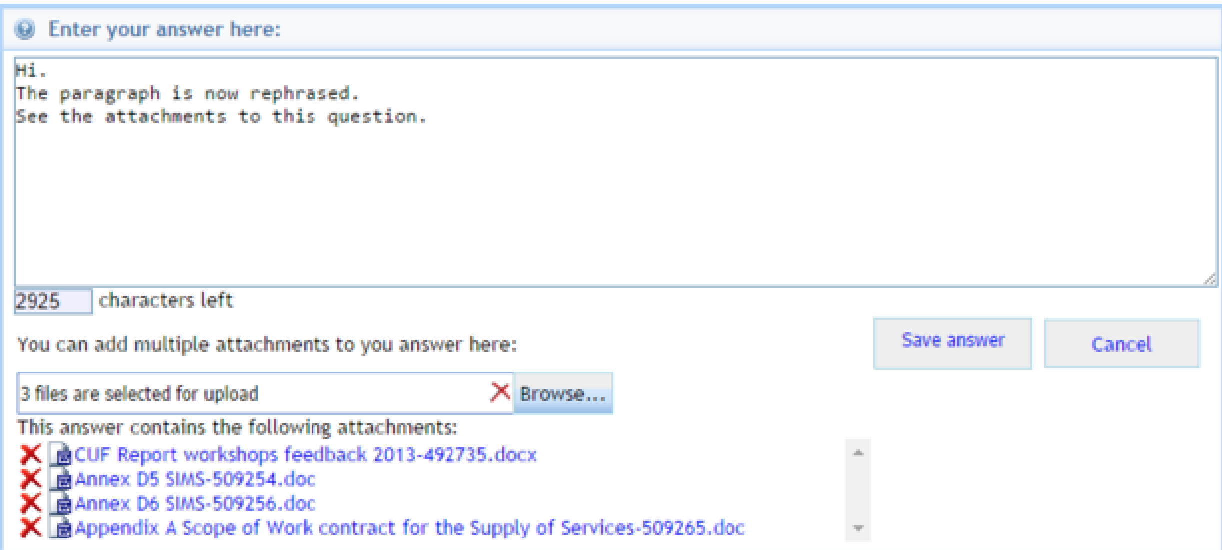
You will be notified by E-mail if and when there are clarifications you need to answer.



All questions asked regarding the response to the request process delivered by you or your company can be viewed by clicking the **Response clarifications** button on the request details page.

All Response clarifications and their answers are visible only to your company and to request process coordinators.

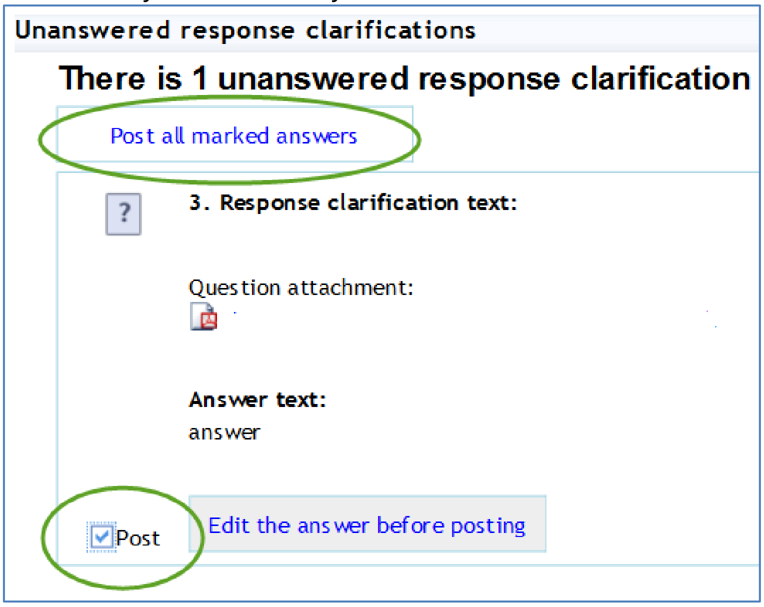
In order to answer a response clarification question, you must click **Answer the question** button inside the clarification block and write your answer in the opened window. As you can see from the image below, a question can be 3000 characters long, including blank spaces between words.



You can add a file as attachment to the question by clicking the **Browse** button and choose the proper file.

When you're done writing your answer, click on the **Save answer button** and your answer will be saved. You can edit your answer before posting.

When the response clarification answer is ready for posting, mark it as ready for posting with the **Post** checkbox in the clarification section and then click **Post all marked questions**. The answer and its attachment are now visible to the request coordinators and the questioner will be automatically notified about your answer via email.



You can also post more than one question at a time by marking multiple clarifications with **Post** checkbox before clicking on the **Post all marked questions** button.

Please note that only the answers that were posted will be visible to the request coordinators. You must go through the post procedure in order to show the coordinator your answers.

Whenever a new response clarification is created by request coordinators, you will receive an email notification that there are new response clarifications awaiting your answer.

To return to the request details page, click on the breadcrumb trail's step showing the request title or use the backspace key (or Alt+Left arrow).

4 Equinor eContracting Portal

A contract in Contiki can be shared with the awarded supplier on the Contiki eContracting portal. eContracting is a part of Contiki which makes it possible to collaborate and share documents with suppliers in the administration phase. Sharing of Contract agreement and meeting documentation as an example will make it less administrative and secures that supplier and Equinor are dealing with the same versions of documents.

4.1 My contracts list

If Equinor's procurement responsible has published your agreement, you will find it under My contracts. All contracts shared with you are displayed in this list.

My contracts list contains columns that show:

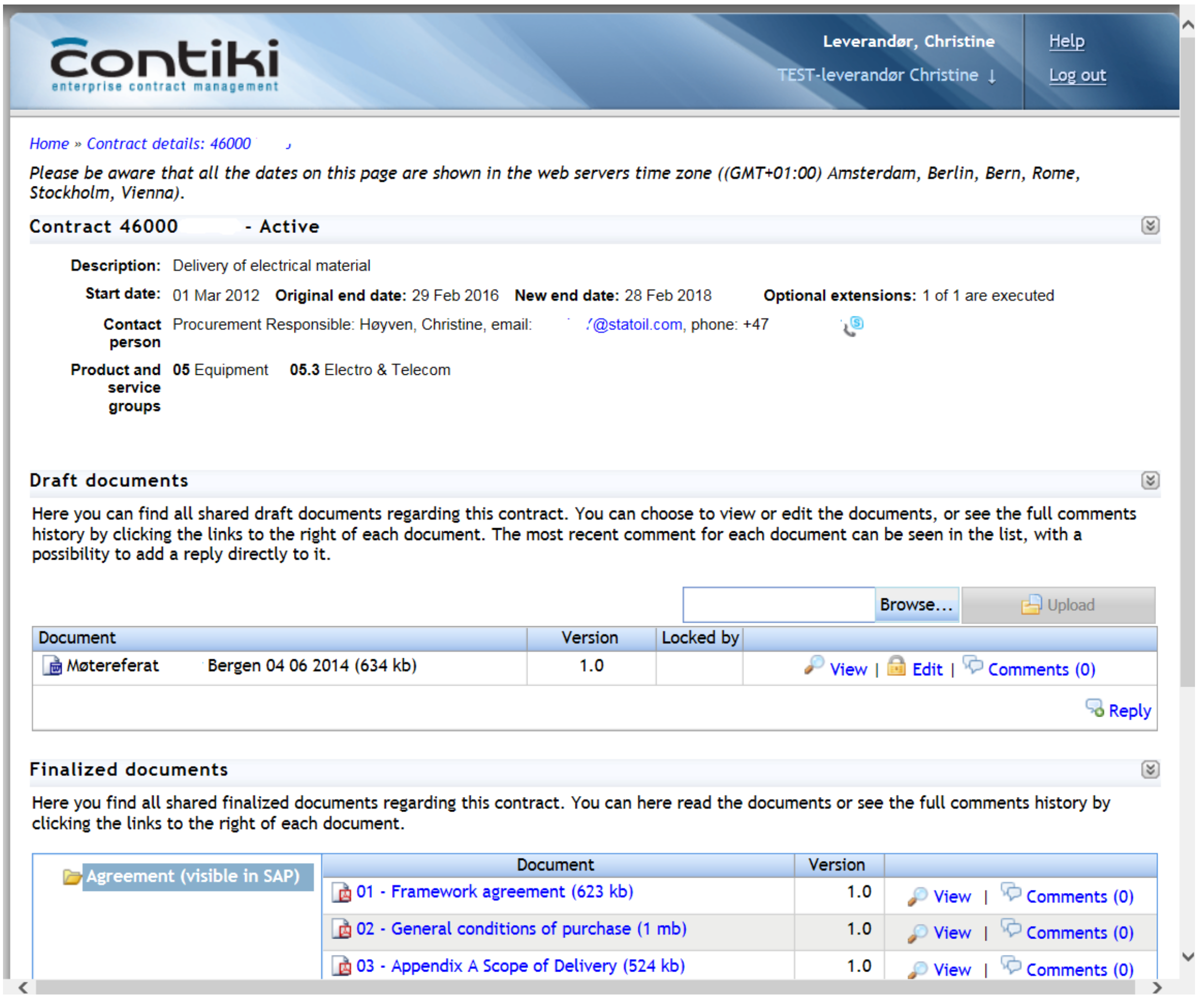
- The contract's identification number *(Number);*
- A short description of the contract *(Description);*
- The contract's start date *(Start date);*
- The contract's end date *(End date);*
- The contact person and supplier company chosen for the contract *(Company contact);*
- Commercial coordinator of the contract *(Procurement responsible).*

In order to see the details and/or perform specific actions on a certain contract, click on its number or description. This will take you to the contracts detail page.

4.2 Contract details

The Contract details page contains the general information regarding the contract along with separated lists of both draft and finalized documents associated with the contract and shared with your company.

For complete information about actions that can be performed on this page please see Draft documents and Finalized documents articles.



4.3 Draft documents

The Draft documents section displays all shared draft documents regarding the contract you are currently viewing and Add a document button.

The **Draft documents grid** contains columns that show:

- Document icon, name and size (Document);
- Document version (Version);
- Column that shows who is currently editing this document (Locked by);
- Buttons for various document operations.

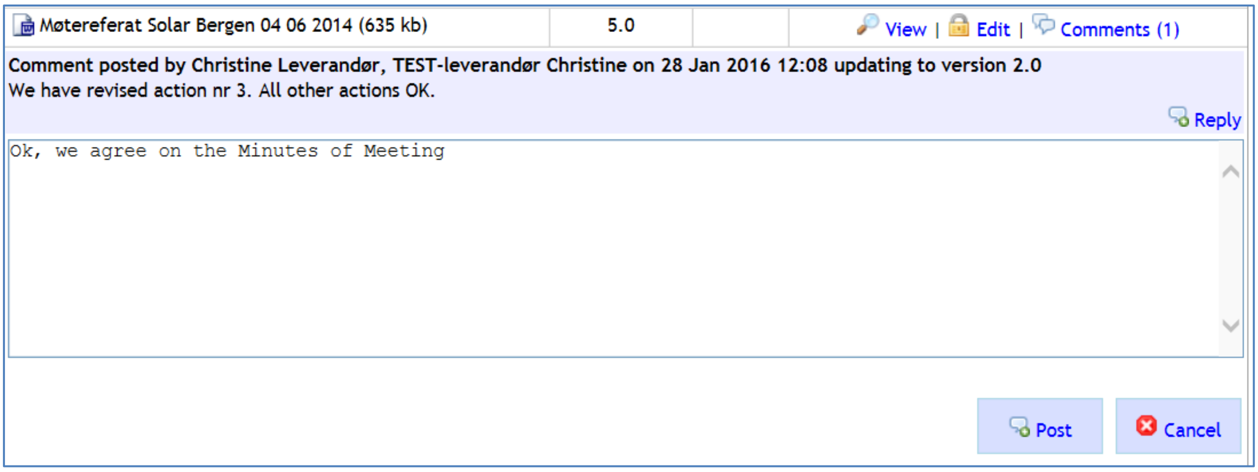
The grid also displays the last added comment for each document, with a possibility for adding a quick reply.

If the comment is longer than 500 characters or contains more than three rows, only a short version will be shown in the grid. To view the full comment - click on the **Expand** button in the comment you want to view.

You can also view documents, edit them or see the full comments history by clicking the links to the right of each document.

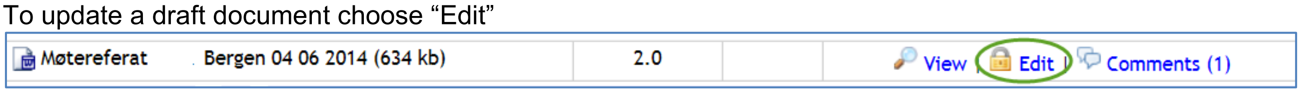
These are the buttons in the **Draft documents grid**:

- **View** - click on this button to view the document file (a save dialog will be opened to save the file locally).
- **Edit** - clicking on this button will also open a save dialog so that you can save and edit document the locally. But this will also "Lock" this document for you so that no one else will be able to change it until you finish with it.
- **Unlock** - clicking this will unlock the document for other users, so that they can edit it too. Note that your local copy will not be deleted from your local storage.
- **Update** - clicking this button will open the 'Update document' pop-up, so that you can update the document. Note that updating the document will also unlock it.
- **Comments** - this button is actually a link to the comments page for this document. See the Document comments page article for detailed information.
- **Expand** - this button will expand the comment field so that the full comment is shown if it is more than 500 characters or 3 rows long. The button will become a **Collapse** button after being clicked.
- **Collapse** - this button will restore the comment field back to its normal state and then become the **Expand** button again.
- **Reply** - allows you to post a quick reply to this document's last comment. Clicking on it will expand the 'quick reply' section under the last comment field.

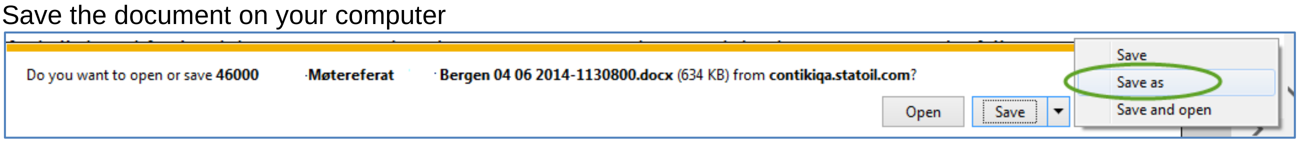


Update draft documents

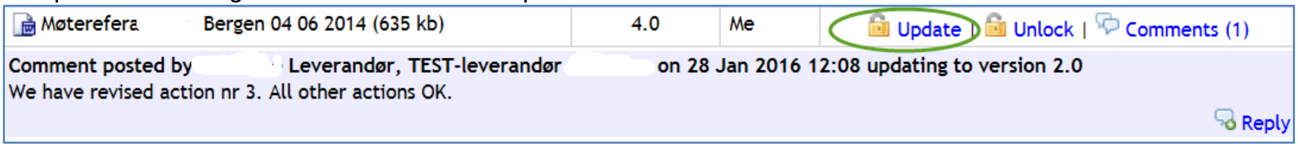
To update a draft document choose “Edit”



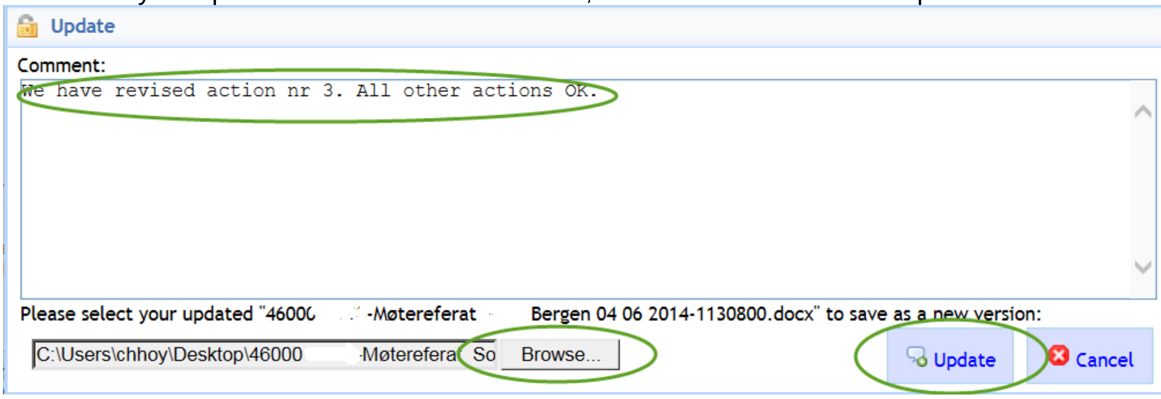
Save the document on your computer



Do your changes to the document and save it (on your computer).
To upload the changed document choose "update":



Browse for your updated version of the document, add a comment and click update.

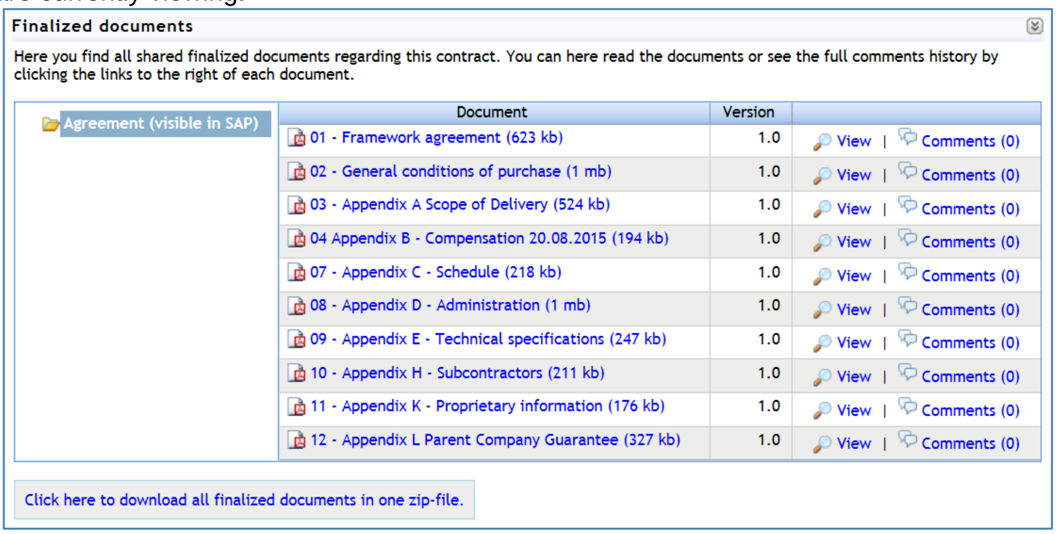


Add a new document

To add a document click browse, find your document and click upload. The documents you uploaded will be instantly available to everyone who has access to this contract.

4.4 Finalized documents

The 'Finalized documents' section contains all shared finalized documents regarding the contract you are currently viewing.



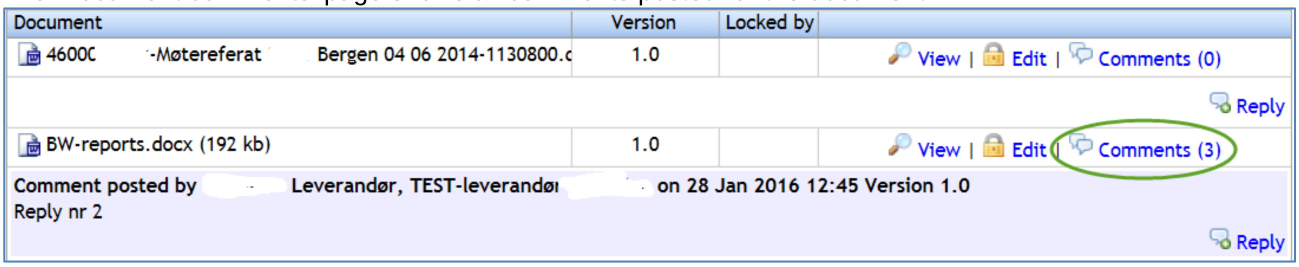
The 'Finalized documents' grid contains these columns:

- Folders in contract or sub objects in which the finalized documents are stored;
- Document icon, name and size (Document);
- Document version;
- **View** link that will open the download file dialog;
- **Comments** link that will lead to the document's Comments page.

> To download all finalized documents at once, you can use the **Click here to download all finalized documents in one zip-file** button at the lower part of the 'Finalized documents' section.

4.5 Document comments page

The 'Document comments' page shows all comments posted for the document.



The page consists of general document information in addition to the buttons;

• **View document** - will open a save file dialog

and

• **New comment** - enables posting of a new comment.

5 Troubleshooting

5.1 SMS issues

The SMS code needed to login is only valid for a few minutes. You can try to login again to receive a new SMS code if you haven't received/entered the first SMS within 1 minute.

Should you get an error message stating that the code received on SMS is not according to the expected key, follow this instruction:

1. Go to the main menu on the Google Authenticator app
2. Click Settings
3. Click Time correction for codes
4. Click Sync now

On the next screen, the app will confirm that the time has been synced, and you should now be able to use your verification codes to sign in. The sync will only affect the internal time of your Google Authenticator app, and will not change your device's Date & Time settings.

Please contact Equinor Service desk at +47 51 99 92 22 for assistance if you experience the SMS arriving late repeatedly. Press 1 for general IT and 1 for collaboration solutions and office tools. Specify that the issue is Contiki related.

Inform the procurement responsible if you are unable to login close to a deadline.

5.2 User not recognized

Should you receive a "Unknown username or password" message when logging in to the portal this could be due to the user not being set up for access to the portal. Please contact the procurement responsible to verify that the user has been set up and activated.

If the user has been activated and you are still experiencing issues and the procurement responsible is unable to help you please contact Equinor Service desk at +47 51 99 92 22 for assistance. Press 1 for general IT and 1 for collaboration solutions and office tools. Specify that the issue is Contiki related.

Inform the procurement responsible if you are unable to login close to a deadline.

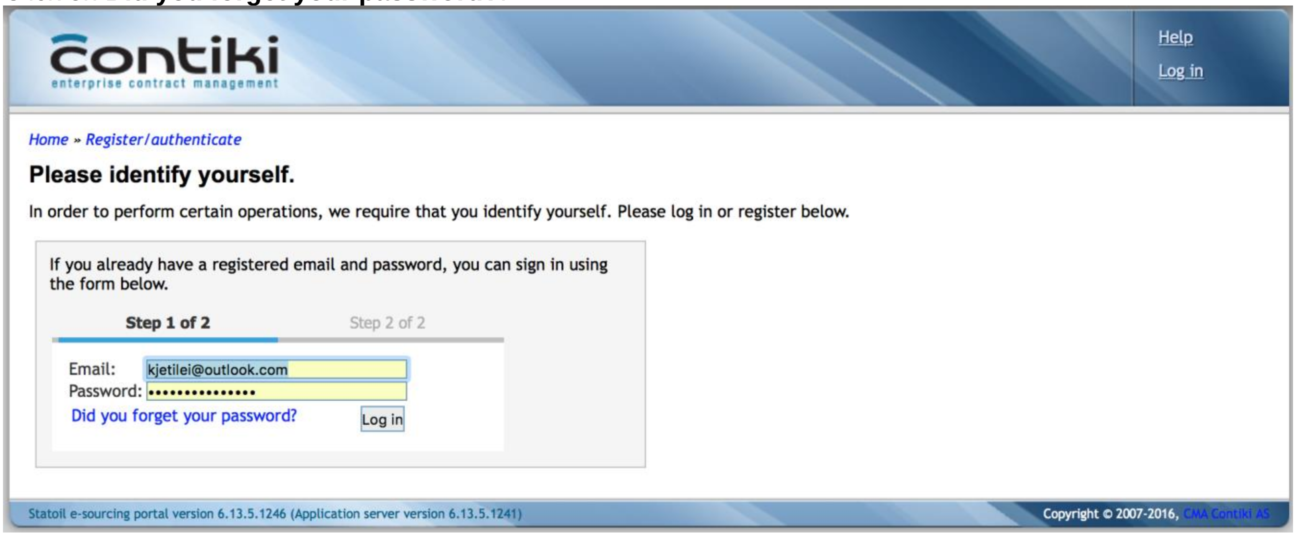
5.3 Password forgotten

If you are unable to remember the password you can use the lost password feature (see chapter 5.4 Lost password) to create a new valid password.

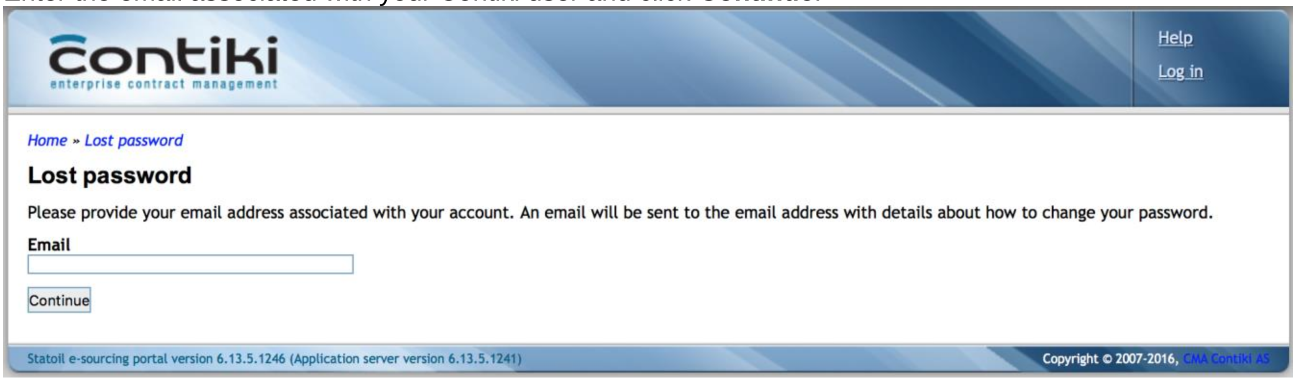
5.4 Lost password

If you have forgotten your password or are having issues with the current password the Lost password function should be used. On the “Please identify yourself page” (click on the Log in link in the upper right corner to open this page) you can click on **Did you forget your password?** to request a new password.

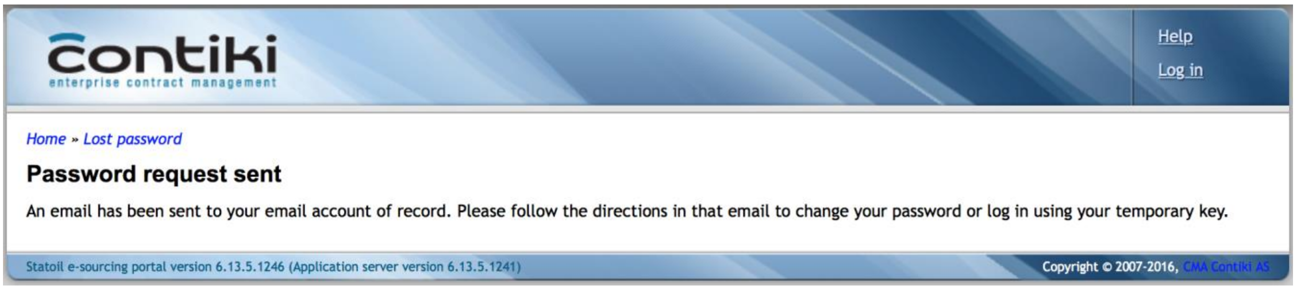
Click on **Did you forget your password?**:



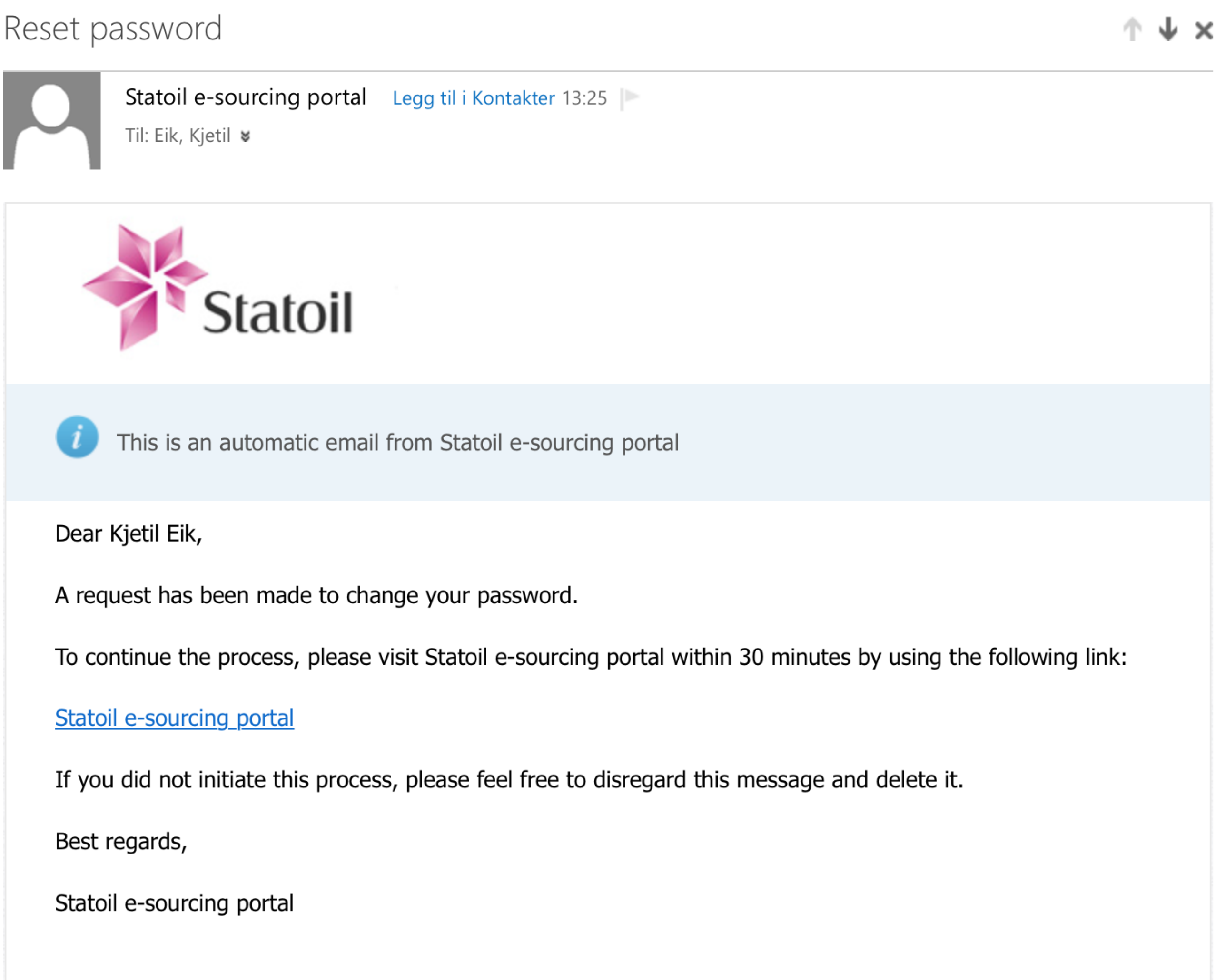
Enter the email associated with your Contiki user and click **Continue**:



You will then get a confirmation that a password request has been sent:



Please follow the link in the received email to set your new password:



Enter your new password in both input fields and click on the **Change your password** button:

You are now ready to proceed with your login (see chapter 1.1 Login to the portal).

5.5 Creating secure passwords

To prevent unapproved users gaining access to the solution a secure password policy should be enforced. Passwords should meet the following minimum requirements when they are created or changed:

- Passwords should contain characters from three of the following four categories:

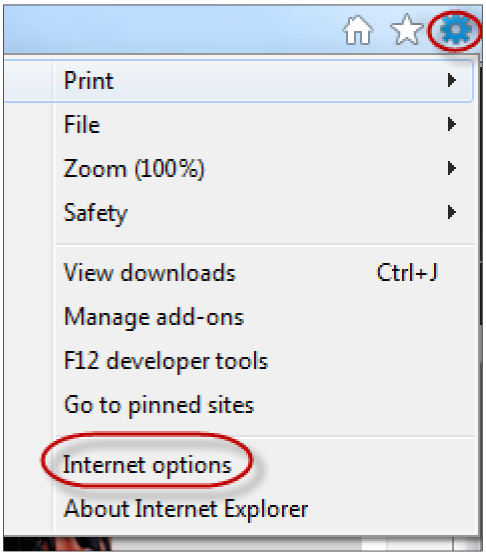
    - Uppercase characters (A through Z)
    - Lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Nonalphanumeric characters: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/

- Passwords should not contain whole words. It is better to split up. E.g.: Co63nti35ki!
- Passwords must not contain larger parts of the user's name or email address
- Passwords should be a minimum of 8 characters or longer

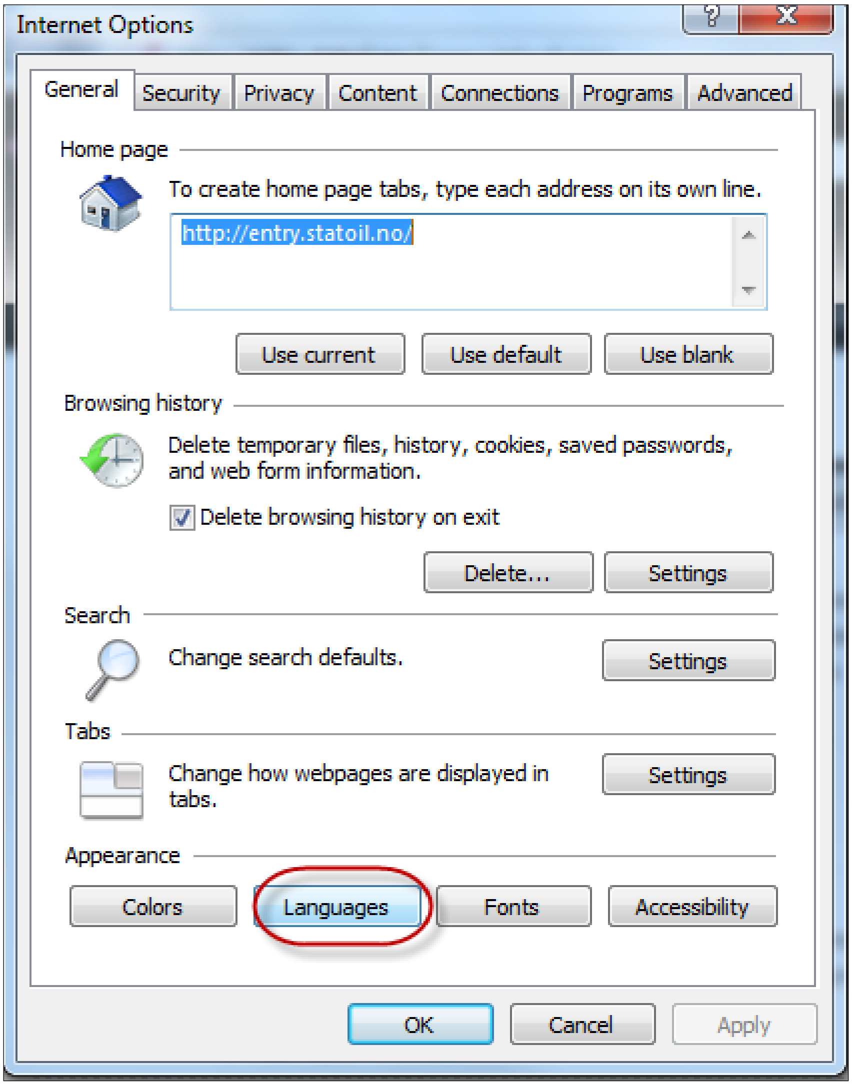
5.6 How to change the language on the portal

The portal is available in Norwegian or English, and the language is automatically selected according to the language preferences in the browser.

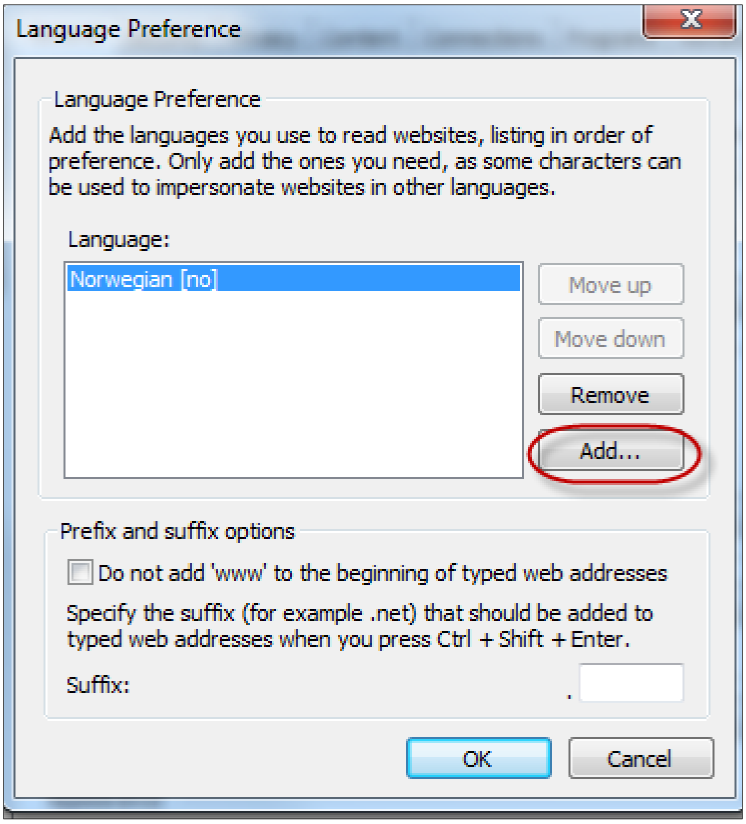
If you need to change language this can be done for Internet Explorer users as follows:



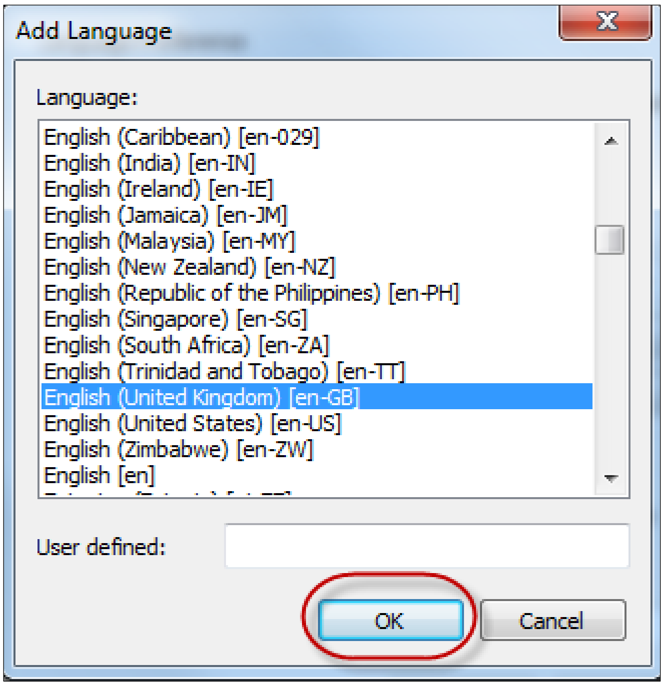
In Internet Explorer, go to the tools menu (pinion icon). Choose **Internet options**



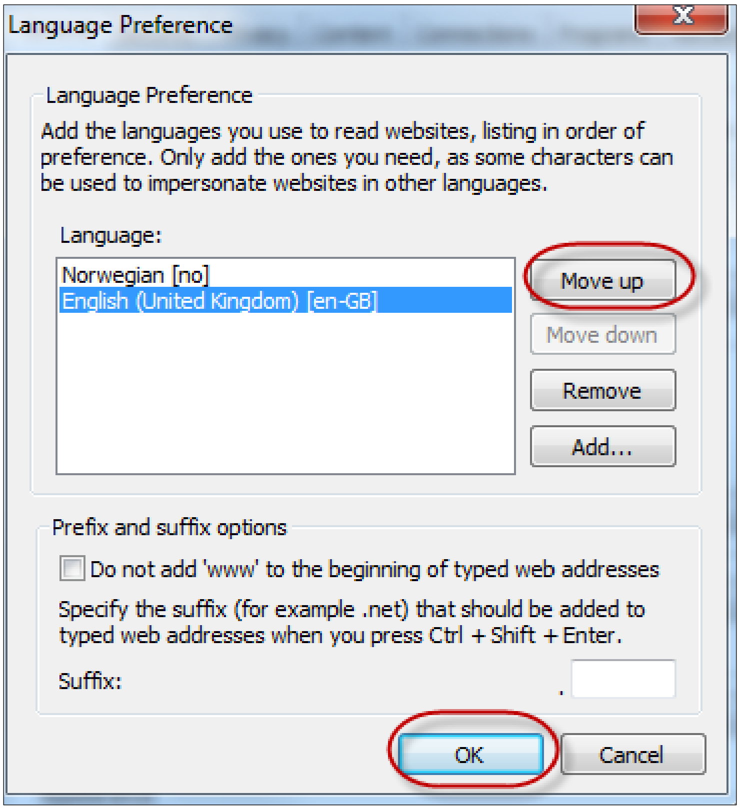
Choose **Languages**



Select the **Add** button



Select the language version you prefer and click **OK**



Move the preferred language to the top, with the **Move up** function and select the **OK** button

Your updated language settings will be visible when you refresh the page.

5.7 What to do if you're still experiencing problems

Please contact Equinor Service desk at +47 51 99 92 22 for IT related assistance.

Press 1 for general IT and 1 for collaboration solutions and office tools. Specify that the issue is Contiki related.

Inform the procurement responsible if you are unable to perform a critical action close to a deadline due to technical issues.