Contiki ECM 6

eContracting and Sourcing Portal

User Guide

Table of Contents

Login, registration and logout

The Register/authenticate page

The Register/authenticate page is shown below. It c onsists of three different sections - each of them are described in the following chapters.

> Please note that sometimes you can be asked to agree to terms for using the page so you will be prompted with the terms when you register an account or log in for t first time after the terms have been updated or changed. If you would like to see th term you accepted, they can be accessed at the bottom right of the page in the p footer.

If two step authentication is required for log in, the log in section will look like.

If you already have a user name and password, you can sign in using the form below.

| Step 1 of 2 | Step 2 of 2 |

User name:
Password:
Did you forget your password?   Log in

More information about two step authentication can be found in the chapters aboLog in withut "two-step authentication" and "How to obtain or reset your Google Authenticator key"

Register as a new user

If you haven't used the Contiki Sourcing Portal before and you would like to access an publicly available request, you must first register some information about yourself and your company.

However, if you have received an invitation email to participate in a request process, no registration is needed. In this case, you have t set your password o upon first login.

In order to register as a new user, you need to fill in the fields in the bottom -most form and click **Register**.

Once your registration has been processed you will receive an e-mail containing a link to the request which triggered the registration process, and a temporary key which you will require to log in. Click the **Log in** link to go to the Register/authenticate page again t log in as a registered user using the temporary key.

If you have not been registered yet, please fill in your company and contact information. After a successful registration you will receive an email with authentication information.

Company name:	
Company number:	
First name:	
Last name:	
Email:	
Repeat email:	
Phone:	
Country:	[Please select your country]

Register   Clear

> Please note that if the e-mail address you are using to register has previously been used at this customer's Contiki Sourcing Portal, you will not be able to register using the same e-mail address. If you registering using a common e-mail address then please investigate if your company already has an existing user at this site.

Login as a registered user

If you have previously registered your personal and company information you will have received an e-mail containing a temporary key. You must use this key in order to log in to the Contiki Sourcing Portal until you receive information about your permanent user (please see Login as an existing user).

If you are a registered user please type in user key and click login button.

Registration key: [   ]

Log in

Enter the key from the e-mail and click on **Log in**. Your name and a logout link will then appear in the upper right corner of the Contiki Sourcing Portal.

ℹ️	When you have registered interest in an ongoing RFx, there will be sent an email to Main contact - RFx asking him/her to register register your permanent user which again will allow you to log in via user name (email) and password
ℹ️	Please note that once you receive your permanent user name, your temporary key will no longer work and you must from then on [login as an existing user](#)

Login as an existing user

If you already have a user name and password (sometime referred to as a permanent user) for this customer's Contiki Sourcing Portal, you can log in by clicking the **Log in** link in the upper right corner. The [Register/authenticate](#) page will be displayed, and you can enter your credentials in the left uppermost form on the page, as shown below. Once you have entered your user name and password, click **Log in**.
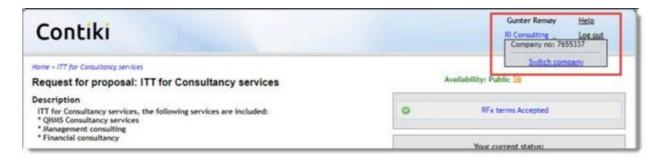
> If you already have a registered email and password, you can sign in using the form below.
> Email: [   ]
> Password: [   ]
> Create new password?
>   [Log in]

When you are logged in, your name and a log out link will be displayed in the upper right corner of the screen.

ℹ️	If you at any time forget your password to this customer's Contiki Sourcing Portal, click the [Create new password?](#) link in order to reset it.

If you represent several suppliers, you will be requested to select which supplier you wish to represent in this session, upon login.

In an ongoing session, you may switch between the suppliers you represent. To do so, click on the supplier name in the upper right corner of the screen of any Contiki supplier portal page and click on the **Switch company** link shown in the image below.

You will then be redirected to the company selection page.

Single sign-on

If Single sign-on is enabled, you will be logged in automatically without entering a user name and password.

> Please note that depending on portal configuration, logout may be possible also when using SSO.

Lost password

If you have forgotten your password you can reset it by following the procedure outlined below:

1. Go to the Register/authenticate page, and click the **Did you forget your password?** link.

2. In the **Lost Password** page, shown below, fill in your User name/E-mail address and click **Continue**. You should shortly receive an e-mail containing further instructions on how to reset your password.

3. Open the e-mail and read the instructions. Click on the link in the e-mail to go to the **Change your Password** page.

> The link in the e-mail must be clicked within the time limit specified in the e-mail in order for you to be able to complete the password change. If the time limit is exceeded, you must repeat steps 1. and 2.

4. In the **Change Your Password** page, shown below, type your new password in both the text boxes and click on **Change your password.** Please be aware that a password policy might require one capital letter, one lowercase letter, one symbol and one number and a minimum length of the password. Your password will be changed and you will be automatically logged in and taken to the Welcome page .

New User - Set password

The **Set your password** page is where you arrive when you click the link under "New users" heading in an invitation email to take part in a request process. Follow the same steps as in the Lost password page in order to set your password as a new user.

1. Fill in your User name/E-mail address and click **Continue**. You should shortly receive an e-mail containing further instructions on how to reset your password.

2. Open the e-mail and read the instructions. Click on the link in the e-mail to go to the " **Change your Password**" page.

   > The link in the e-mail must be clicked within the time limit specified in the e-mail in order for you to be able to complete the password change. If the time limit is exceeded, you must repeat steps 1. and 2.

3. In the **Change Your Password** page, shown below, type your new password in both the text boxes and click on **Change your password**. Please be aware that a password policy might require a minimum length of the password. Your password will be changed and you will be automatically logged in and taken to the Welcome page. You will also receive an e-mail from the Contiki Sourcing Portal reflecting the password change.

Log in with two-step authentication

The portal might be configured to use two-step authentication. There are two possible methods of two-step authentication: SMS Authentication or Google Authenticator.
In some scenarios you as a user can chose if you want to use Google Authenticator or SMS. If you can chose please select the preferred authentication method and follow the steps bellow.

Google Authenticator

If the portal is configured to use Google Authentication, you will need a Google Authenticator key to log in. If you don't have obtained a Google Authentication key for this website, please read the chapter about How to obtain or reset your Google Authenticator key.

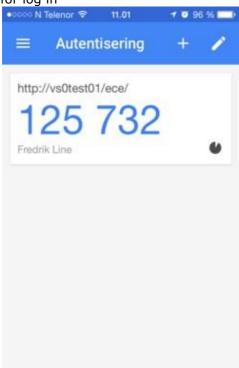Go to Contiki Sourcing Portal login screen and follow the instructions below to log in with secure login:

Step 1 - User name and password

Once you have entered your user name and password, click Log in

Step 2 - Enter code from the Google authenticator app

Open the Google Authenticator app on your phone to find the the six-digit code that's required for log in

Enter the six-digit code in the field shown below and click "Validate":

You are now logged in.

When you are logged in, your name and a log out link will be displayed in the upper right corner of the screen.

If authentication codes do not work for Android:

This might be because the time on your Google Authenticator app is not synced correctly.
To make sure that you have the correct time:

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.

SMS authentication

If the portal is configured to use SMS authentication, you will receive one-time codes to log in on the mobile phone set for you in Contiki.

Step 1 - User name and password

Once you have entered your user name and password, click Log in

Step 2 - Check your mobile phone for SMS code. Enter the code in the field shown below and click "Validate":

If you already have a registered email and password, you can sign in using the form below.

Step 1 of 2	Step 2 of 2

You will now receive one time code by SMS from

Code from SMS: [ ] [Validate]

You may request another code after one minute.
If you don't receive the SMS, please contact your contact person.

[Resend code]

You are now logged in.

> ℹ If you've didn't get the SMS, you can try to send it again with "Resend code" button.
> It unlocks after 1 minute.
> Contact your company contact person to check if your phone is set up correctly if you don't get any SMS codes on your phone.

How to obtain or reset your Google Authenticator key

To be able to log in with two step authentication you need to obtain a key, that you must store in a Google Authenticator application.

To be able to obtain or reset your key please follow the instructions below.

Click the **Log in** link in the upper right corner. The Register and authenticate page will be displayed.

Please follow the instructions below to obtain or reset your Google Authenticator key:

Step 1 - User name and password
Once you have entered your user name and password, click **Log in**

Step 2 - Click the link "Need to obtain or reset your Google Authenticator key?" in the screen below

Step 3 - Enter your email address and click **Continue**

Step 4 - An email is sent to you, please open the email and follow the instructions.

Step 5 - Click on the link in the email, a new tab in your browser as shown below.

Please select your type of phone to download the Google Authenticator application for your device.

When you click on the button for your device, instructions will be shown of how to download the application to your phone. Please follow the instructions to download the application to your phone.

When you have successfully downloaded the needed application or if you already have it installed on your phone, tick off the check box in front of "I have installed Google Authenticator on my device".

Then click the Next button.

> **Verify SMS step** (Optional)
> The portal can be configured to have an additional step before you will get access to the personal key. If so, click the button 'Send SMS to my phone' and enter the one time password that you will receive in the SMS. If you don't receive a SMS within a couple of minutes, please contact your contact person for this process to ensure that you are registered with the correct phone number.

Step 6 - Verify personal key

Follow the instructions to scan or enter the key into the Google Authenticator application. If your entering the key manually, please ensure that your remember to enter an account name so that you know that this key belongs to this web portal.

When the key have been added to your Google Authenticator it will look like

Enter the six-digit code in the text box at the bottom of the website and click **Finish**

Authentication codes does not work for Android

This might be because the time on your Google Authenticator app is not synced correctly.
   To make sure that you have the correct time:

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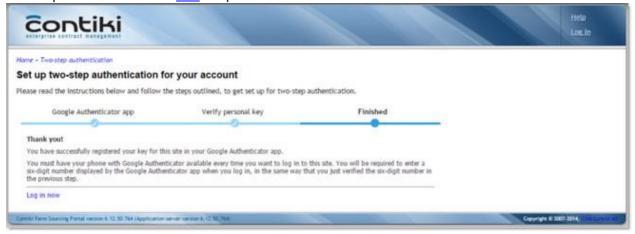2. Click Settings
3. Click Time correction for codes
4. Click Sync now

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.

Step 7 -Finished

You have successfully set up your account and are ready to log in to the portal.
Click the link "Log in now" to log in to the portal. You can read more about how to log in with two-step authentication in this chapter.

Logout

Log out by clicking the **Log out** link in the upper right corner.

> When using SSO, the **Log out** link's availability is dependent on configuration. If the link is not present, close the browser window to end the session.

Contiki Sourcing Portal

About the Contiki Sourcing

Portal

Welcome to the Contiki Sourcing Portal!

The Contiki Sourcing Portal is a web portal that enables an online sourcing communication and collaboration between a Contiki ECM customer and it's potential and actual suppliers.

Any requests for information, proposals etc., both publicly available or by invitation 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)](#) [Manage company contacts](#)

Navigation in the Contiki Sourcing Portal

Along the top of each screen in the Contiki Sourcing Portal there is a "bread crumb 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.
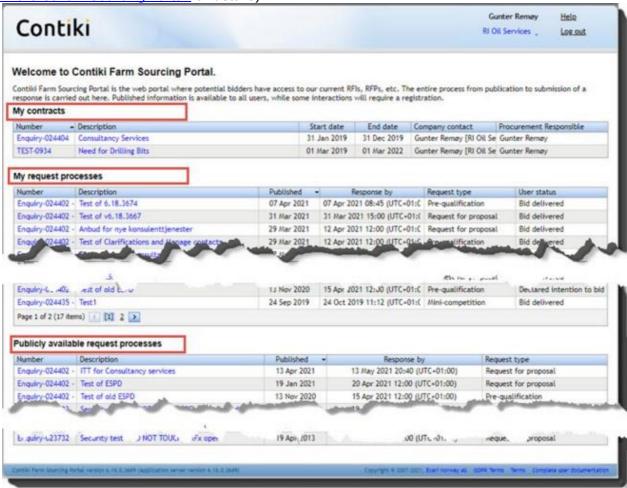

If you already have a user name and password for this customer's Contiki Sourcing Portal, you can log in by clicking on the **Log in** link in the upper right corner. This will take you to the Register/Authenticate page.

The welcome page

The welcome page, shown below, is the main page of the Contiki Sourcing 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 Contiki Sourcing Portal for details).
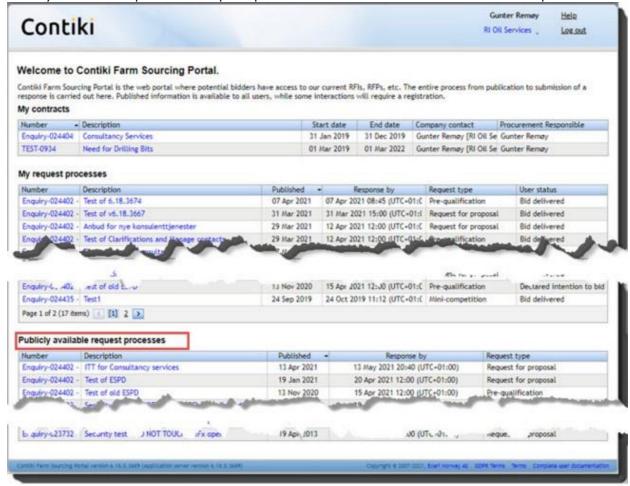

The welcome page contains an overview of:

- all Publicly available request processes (if the Customer is a Public Procurement Company), and

- after logging in, My request processes - a list of request processes that you have been invited to take part in, or are actively taking part in, and

- My contracts - if the Customer uses eContracting and they have shared Contract documents and information with you.

If you already have a user name and password for this customer's Contiki Sourcing Portal, you can log in by clicking on the **Log in** link in the upper right corner, which will take you to the Register/Authenticate page.

Publicly available requests

Publicly available requests are request processes that are available to all interested parties.

The **Publicly available 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*).

In order to see the details for a certain request, click on the number or the description of the request you are interested in. This will take you to the requestRequest details's   page.

> ℹ️ Please note that viewing a request's details may require you to be logged in to the Contiki Sourcing Portal. If you are not logged in when clicking the link, you will be taken to theRegister/authenticate   page in order to do so.
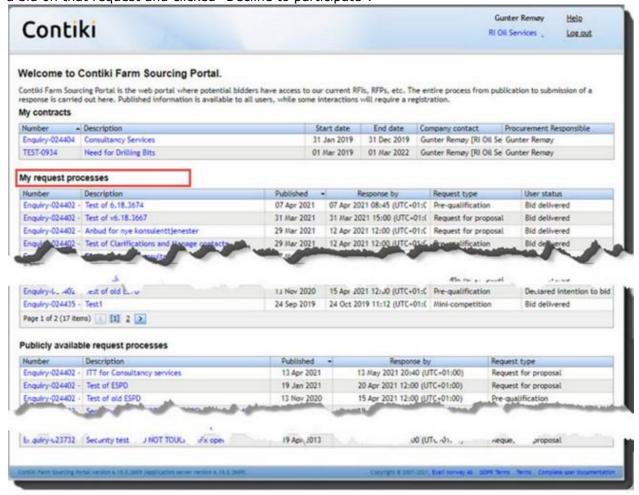
If you have never used this customer's Contiki Sourcing Portal before, you must first register as a new user in order to take part in any request processes. Click the **Log in** link to go to the Register/authenticate page where you can register.

My request processes

Once you are logged in to the Contiki Sourcing Portal, you will, in addition to the Publicly available requests, also 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 list is similar to the Publicly available requests, but also includes the column *User status*. This column shows the current status set by you for each request process you are involved in. 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 it's 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 process in the "My Request processes" list even if the due date is passed. Requests will be visible until they become cancelled or the contract is awarded.

Request details
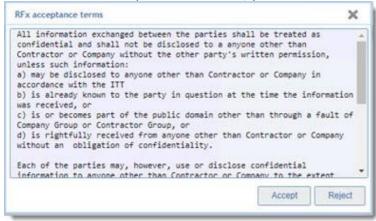
The Request details page

If the Customer require you to accept specific RFx acceptance terms in order to be given access to

RFx documents and information, you will be asked to accept these terms before you can see any documents and information and the screen will look like this:

Select View and accept the RFx terms, please read the terms and then click Accept or Reject:

After accepting RFx terms you will see documents, more information and you can register your intent to participate.

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 pose clarification questions and/or upload your actual bid document 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 Register intent to participate for more details.

Downloading request documents

> Depending on how the customer has configured the Contiki Sourcing Portal, you may be required to be logged in to be able to download the documents belonging to a request in which case you will be taken to the Register/authenticate page when attempting to download the document(s). Please see Login and registration for information on how to do this.

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**.

> ZIP download can be deactivated.

Documents available for download
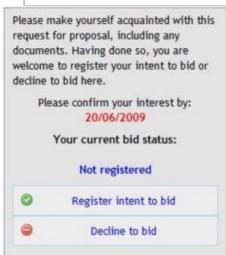

Download all documents as a ZIP file

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.

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**.

> Only one registered user representing a company can click "Register intent to participate" or "Decline to participate" on a public available RFx, If a second user representing the same company tries to register or decline he will receive a message with information about who that has started the process and the secondary user will not be able to create a new bid/participation.

If you are not logged in when clicking on one of the buttons, you will be taken to the Register/authenticate page. Please see Login and registration for further info.

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 and intent to bid

will enable the Manage company contacts, Questions and answers, Generate ESPD (if required), Upload response documents, Upload GDPR documents and register Qualifications/clarifications (if enabled) on the request, as shown below.
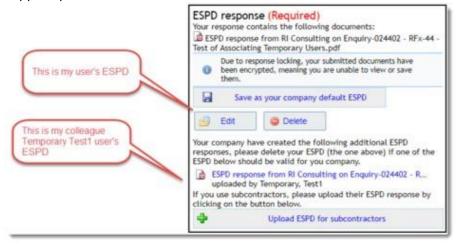

Handling duplicate interests (new 6.18)

In Public Tenders, there are possibilities of several persons from the same Supplier registering interest for the same Bid. In case this happens, then it is possible for each user to delete their documents once the users have become aware of the duplicate interest. The Main Contac t - RFx will also be made aware that there are newly registered users (temporary users) that represent the same Supplier and he/she can handle the duplicate interest. You will see in the Upload response and Upload GDPR documents sections who uploaded which documents and you can delete the documents you have uploaded. In case several users have delivered ESPD responses, then each user can delete their respective uploaded ESPD response before Bid Due Date and after Bid Due Date the Main Contact - RFx from the customer can select which ESPD that shall be the valid ESPD response from
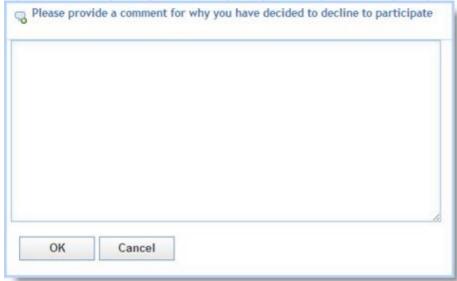
your Company based on your feedback. After selection, only the valid ESPD will be shown in the Supplier portal.

Declining participation

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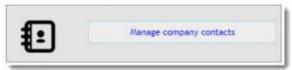

> If you for some reason should reconsider your previous decision on bidding or declining, you may update your status at any time before the deadline for confirmation of interest by using the link you received in the e-mail. This will take you to the details page where you can undo your previous action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

Manage company contacts

ECE/Supplier portal includes a Manage Company contacts page **(new 6.17.5)** where the Supplier contact persons can see all existing company contacts, add new company contacts, edit existing info, activate old contacts and deactivate existing contacts. In addition they can Request access for a company contact to an RFx – for both invited and public RFx'es. Requests for access and changes in user info are sent to the Main contact - RFx via email, with links to quickly solve the requests.
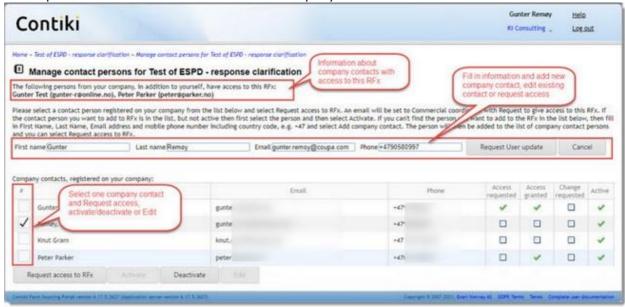
Open new web page for Managing company contacts by clicking button Manage company contacts in the right side of the screen and follow the instructions on the page.

From the Manage company contacts page you can do the following:

- View all existing company contacts for your company
- See which of your company contacts that has access to this RFx
- Add new company contacts
- Request change in/edit existing company contact information
- Activate inactive contacts and
- Deactivate existing contacts
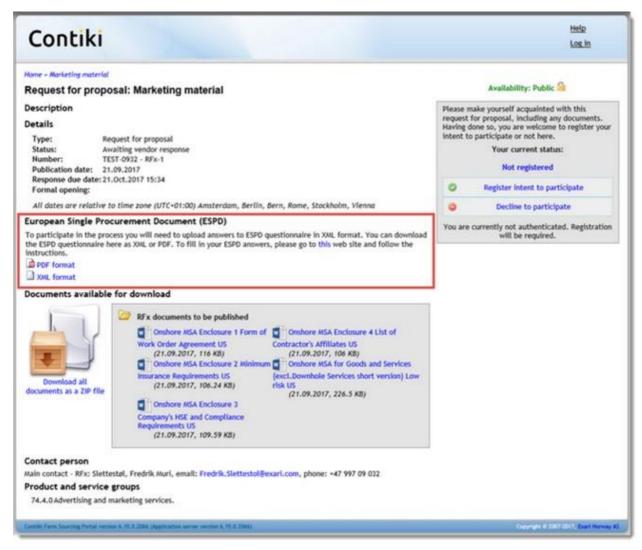- Request access to this RFx for selected company contacts

ESPD - EU portal solution

In some situations, it is required that you have to provide answers for ESPD questionnaire in order to participate in request process (especially if you're participating in a public request process). ESPD stands for European Single Procurement Document. It is an electronic self-declaration document to be submitted by suppliers interested in tendering for contracts for the supply of goods, works or services to public bodies located anywhere within the European Union.
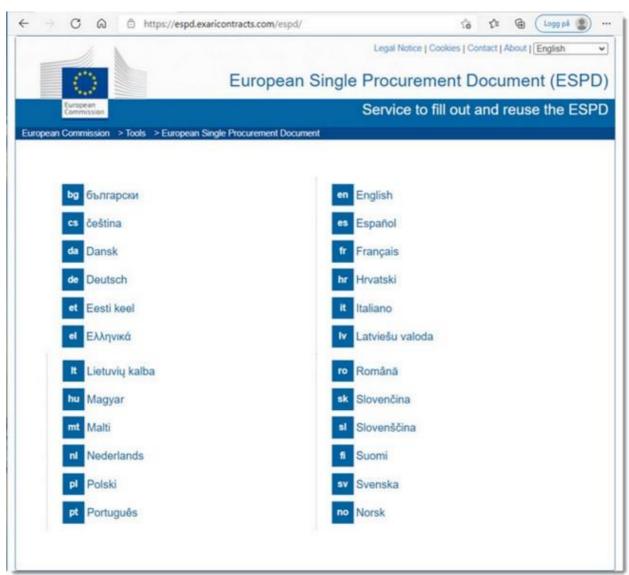
ESPD request form
If request process requires an ESPD questionnaire answered, you will see it on the request page.

1. First you need to download the ESPD Request XML file (as shown in the red square above) and save it to your local machine.
2. Then use the link to our hosted ESPD service (as shown in the red square above) and first select language.

3.   Then select "I am an economic operator", "Import ESPD" or "Merge two ESPDs" if you also have a previous ESPD XML file containing your typical answers.

4.   Then select File(s) for upload and select Country of your business, and finally Next to get to the next page.

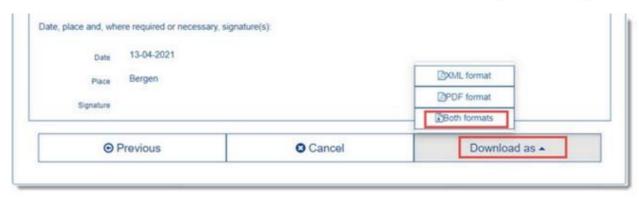5.   For each page answer all the necessary questions and click Next to get to next page, until youreach the final interview page where you select Overview.

6.   In the Overview page you scroll through to the end and select Download as and we recommend that you download both pdf and XML formats to your local machine. The XML file will be your official bid document, but the pdf can be your readable copy.
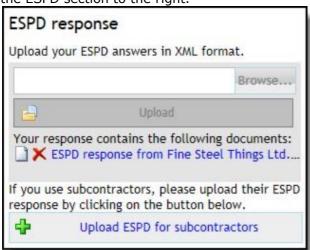
7.   After downloading the XML and pdf files, please log back into the Contiki Sourcing portal and follow the steps below to Upload you ESPD answers.

> Even though you can download ESPD request in PDF format please keep in mind that answers to ESPD questionnaire shall be delivered in XML format only.

Uploading ESPD answers

In order to deliver the answered ESPD questionnaire, upload XML file with your ESPD response in the ESPD section to the right.

The Sourcing portal will automatically verify if your XML file matches the requests questionnaire schema and warn you if it doesn't.

> You don't need to upload PDF version of you answers along with the bid - Contiki will generate PDF file from XML automatically.

Uploading ESPD answers for subcontractors

If you rely on subcontractors to deliver the contract that you are bidding on, you need to upload a ESPD XML response for each of the subcontractors that will be used.

Please collect the relevant ESPD XML files from your subcontractors, you can send them the Request XML file and give them the link to our hosted ESPD service in order for them to deliver their ESPD XML file.

Click on the **Upload ESPD for subcontractors** button in the ESPD Response section, enter the subcontractors company name and select the ESPD response XML file for each of them and click **Upload**.
Click **Done** when you have added the subcontractors and the ESPD files.

Upload ESPD response for subcontractors

Please upload ESPD response for the subcontractors that you will use.
Only the XML version of the ESPD response will be accepted.

Company name: Subcontractor 2   espd-response.xml   ✕ Browse...

Company name: Subcontractor 3   espd-response.xml   ✕ Browse...   + add new

📁 Upload

List of ESPD responses delivered on behalf of subcontractors:

Company name: Subcontractor 1   ESPD response from Fine Steel Things Ltd. on TEST-0898 -...   ✕

✔ Done

You can return to this screen and manage ESPDs for your subcontractors any time until the bid is delivered.
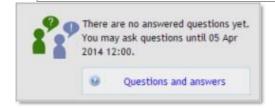
Questions and answers

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).
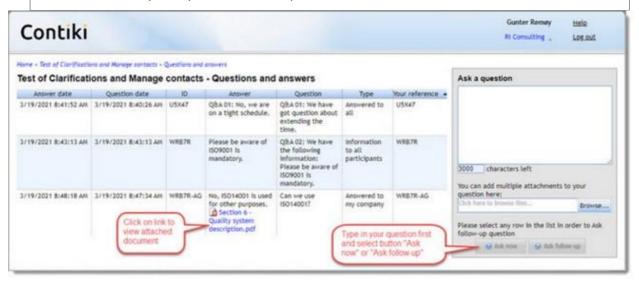
> All clarification questions must be posed prior to the deadline for clarifications which is displayed above the **Questions and answers** button.

There are no answered questions yet. You may ask questions until 05 Apr 2014 12:00.

Questions and answers

All questions asked regarding an request, including questions asked by users other than yourself, can be viewed by clicking the **Questions and answers** button on the request details page.

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

Ask now

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

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

Ask follow-up

You can ask a follow-up question to any previous answered question in the list by first typing in the question text in the "**Ask a question**" box and then select the relevant line in the list you want to ask follow-up to.

> You can open or save any file from an attachment by simply clicking on it and choose the desired action.
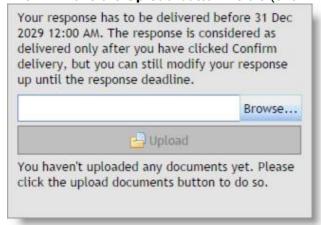
Each question has a number. Numbers are automatically generated random alphanumeric sequences and are unique within a request process.
Whenever a question is answered, all parties who have registered an intent to bid on the request should receive an e-mail informing about this.

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

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 customer has configured the Contiki Sourcing Portal's bid delivery rules. See[delivering a bid]() 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 **Upload** button is now active. Click on **Browse** or **'X'** if you wish to remove documents prepared for upload and make a new selection.
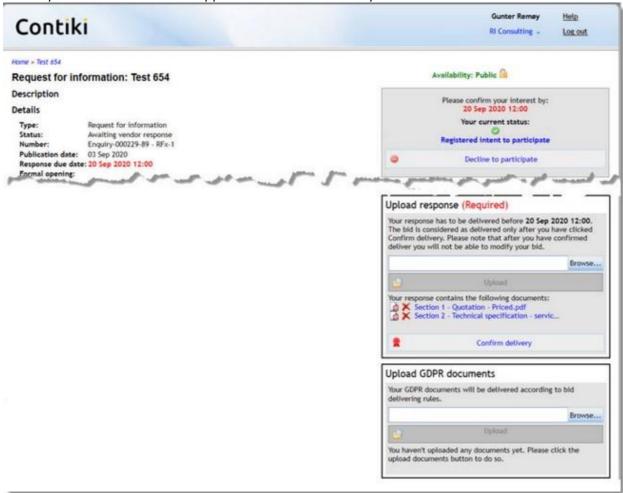
When you have added all the documents you want to upload click **Upload**. The upload will start and once all the documents have been uploaded the request details page will refresh so the uploaded documents will now be visible. If necessary, you can delete your uploaded document(s) by clicking the red **X** delete icon located beside each document. However, if multiple users have uploaded documents, then you can only see that there are other documents uploaded and who uploaded them, but only the person that uploaded them can view or delete them (via the red **X** delete icon).

Upload GDPR documents

In ECE/Contiki Sourcing portal there is a separate Upload GDPR documents box **(new 6.17.5)**, where the suppliers are asked to deliver GDPR relevant documents such as CVs, person info documents etc through a separate box which uploads the document to a separate folder and in this way both customers and suppliers have more visibility of the GDPR relevant documents.
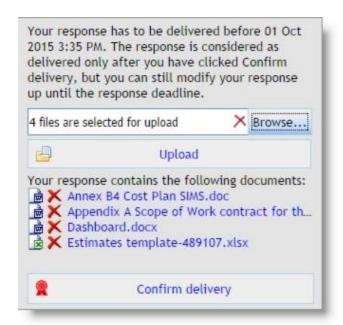

It is not mandatory to upload any GDPR documents, but the Customer will expect that any CV's or documents containing personal information are uploaded through this separate box. If necessary, you can delete your uploaded document(s) by clicking the red X delete icon located beside each document. However, if multiple users have uploaded documents, then you can only see that there are other documents uploaded and who uploaded them, but only the person that uploaded each document can view or delete the document (via the red **X** delete icon).

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. Depending on how the customer has configured the Contiki Sourcing Portal, there may be a **Confirm delivery** button present below the **Upload more documents** button on the request details page, as shown below.

If a **Confirm delivery** button is present, you need to click it when you are confident that the uploaded files represent your complete and final response delivery. For more information about the Confirm Delivery button, please see the info boxes below and the text in the document upload box in the request details page.

If there is no **Confirm delivery** button, no further action is required from 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.

If several persons from your company have registered interest and uploaded documents, then this is considered being a duplicate interest and depending on which documents that have been uploaded this might require a duplicate interest handling. For more information see Handling duplicate interests.

ℹ️	Depending on how the Contiki Sourcing Portal is configured, the confirmation of response delivery may be mandatory; this means that the **Confirm delivery** button must be clicked for the response to be considered as delivered. This will be stated in the request details page above the **Upload more documents** button and you must confirm your response before the *Response due date/time* in order for the response to be considered valid
ℹ️	Depending on how the request is being managed, the "**Confirm delivery**" action may be irreversible, yielding further changes to your response impossible after the button has been pressed. This will be stated in the request details page above the **Upload more documents** button. In addition, you will receive a warning when you click **Confirm delivery** informing you of this, enabling you to cancel the confirmation if

necessary.

> If you do changes in the list of uploaded documents after you have confirmed your delivery, you will receive a new email confirmation (**new 6.18**) when Bid due date has passed containing the final list of documents delivered.
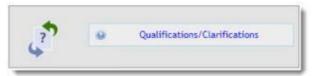
Qualifications/clarifications

If the Main contact - RFx have enabled asking Qualifications before the bid due date, then you can register qualification or clarifications to your bid, add attachments and after some discussions with the customer these qualifications can be closed as Withdrawn, Accepted (directly accepted without discussion), Agreed (agreed after discussions) or Noted.

Qualifications are deviations registered by the supplier, where the bid deviates from requirements in the tender documents.
Clarifications are questions asked by the supplier or by the Main contact - RFx and the request process coordinators.

If the Main contact - RFx hasn't enabled asking Qualifications before bid due date, then you must first deliver your response before the **Qualifications/clarifications** button becomes visible as shown below. There will be information in the box if you have unhandled clarifications from the Customer.
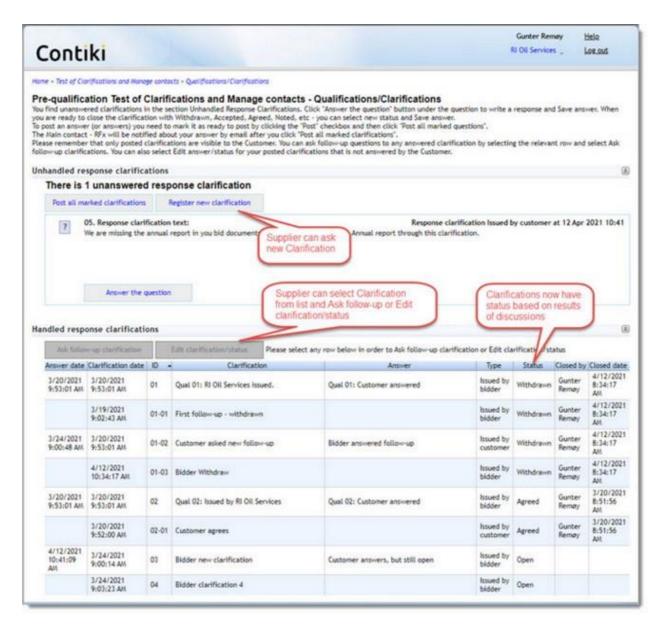

All clarifications asked regarding the response to the request process delivered by the customer or your company, can be viewed by clicking the **Qualifications/clarifications** button on the request details page.

> All Response clarifications and their answers are visible only to your company and the Main contact - RFx and the 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, an answer can be 3000 characters long, including blank spaces between words. If the clarification is a follow-up clarification then you can see the previous clarifications in the discussion thread when you write your question/answer. You can also add documents and change the status of the qualification/clarification.

You can add one or more files as attachments to the answer by clicking the **Browse** button and choosing the proper files.

When you're done writing your answer, click on the **"Save question/answer"** and your answer will be saved, however you can still edit your answer before posting.

When the response clarification answer is ready for posting, mark it as ready for posting with the **Post** check box 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** check box 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 answer.
>
> **Warning for Bidder:** Please be aware that after you post an answer to a Customer issued clarification, then you can still edit your answer and change the status of the clarification via the Edit/change status button in the Answered clarifications list. However, when saving the changes, the edited clarification answers are immediately posted again after saving.

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

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).
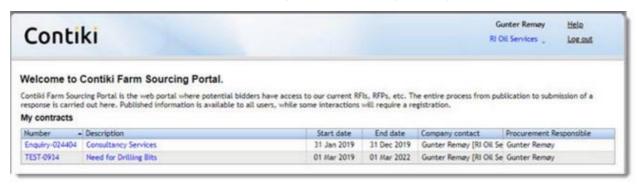
Contiki eContracting Portal

My contracts list

Once you are logged into the Contiki Sourcing Portal, you will in addition to the My request processes list, also see the **My contracts -** an overview of contracts you take part as a supplier. 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 it's number or description. This will take you to the contracts detail page.

Contract details

Contracts details page

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, Finalized documents and Variation Order Requests articles.

Variation Order Requests

> ℹ️ This functionality is optional and may not be available in all contracts. It can be turned on/off by contracts commercial coordinator.

The Variation Order Requests section you may view and submit VORs.

The **Variation orders requests grid** contains columns that show:

- VOR number in the contract (**Number**)

- Name of the VOR (**Description**)

- The date VOR was registered in the system (**Date registered**)

 Start date **End date**

- Estimated value of VOR (**Value**)

- Buttons for various VOR operations. (**View**, **Upload**, **Comments**)

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 **VORs grid**:

- **View** - click on this button opens the VOR details page.
- **Upload** - clicking on this button will open upload more documents pop-up. Use it to add more documents to the VOR. The documents uploaded here will be seen in the Finalized documents section at the bottom of the screen.

- **Comments** - this button is actually a link to the comments page for this VOR. The functionality is similar to the Document comments page   .

Submit a new VOR

Submit a VOR button allows you to create a new Variation Order Request in this contract. When you click it the VOR submitting page will be opened.
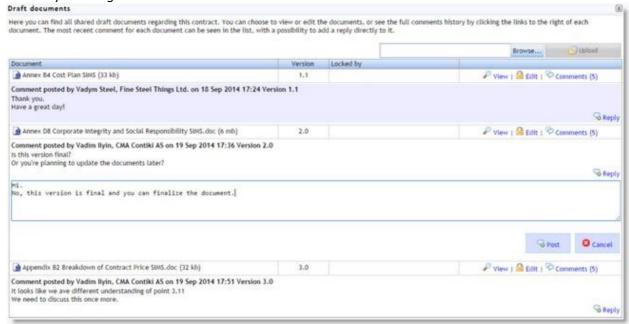

It contains the following fields:

- **Description** field shall contain short description of the VOR

- **Number**, **Revision** and **Date received** fields are filled in automatically during registration and cannot be modified.

- **Start date** and **End date -** needed to define time period of VOR. Optional field.

- **Value** - defines the value of VOR in the preferred currency. Optional field.

- **Description for the change** - multi-line text field for you to describe what are the changes requested. Optional field.

- **Background/reasoning for the change** - multi-line text field for you to describe the reason for changes requested. Optional field.

- **Browse** button to select one or more documents to be uploaded for this VOR. The documents you uploaded will be instantly available to everyone who has access to this contract. Please note that you can upload more documents to the variation order later, when it is submitted. The uploaded documents will be available in the Finalized document section at the bottom of the contract screen.

Draft documents

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

Add a document button allows you to upload new documents to the contract. When you click it the document upload page will be opened and you can upload documents to contract just in the same way you uploaded documents in a request process. The documents you uploaded will be instantly available to everyone who has access to this contract.

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 document pop-up

The update document pop-up window will be opened when you want to update any of the draft documents.

To update a file, you must write your comment in the comment field, click the **Browse** button under the comments field, select the updated copy of the file you want to update, and c lick post comment.

The file will be updated and the comment you added will be posted.

Adding a new comment is pretty similar to updating a document, but the document itself will not be changed. Your comment will be added to the documents discussion.

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.

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.

Contiki Reverse Auction

My auctions

After logging in to the Contiki Sourcing Portal you will see the auctions that you are invited to participate in under "My auctions".

My auctions					
Name	Related RFx	Type	Status	Start time	End time
User documentation - The auction has started	Updating user documentation	Reverse auction	Running	10/17/2012 3:08 PM [GMT+01:00]	11/30/2012 12:00 AM [GMT+01:00]
New auction - T 2	ConERJ Reverse Auctions - User manual	Reverse auction	Completed	10/4/2012 1:00 PM [GMT+01:00]	10/4/2012 2:00 PM [GMT+01:00]

The "My auctions" page list contains columns that show;

- the auction name (Name)

- the related RFx (RFx Name)

- what kind of auction this is (Type)

- it's status (Not started, Running and Completed)

- when the auction start (Start time)

- when the auction end (End time)

In order to see the details for an auction and place bids, click on the auction name. If you want to see details about the related RFx click on the related RFx name

The auction page

As shown above, the auction page contains general information about the auction. On this page you will also find general information about the auction rules, rules set for this auction and information about other bidders. In the list of bidders you will find the company you are representing and see your rank against the other competitors.

The auction status is shown in the right section of the page. This section will change depending on the auction statuses not started, running and finished.

Before the auction start

When the auction is running, this is the place on the page where you can place bids when the auction is running.
When the auction has finished

The auction is finished

General information about the auction rules

The Price model
Is used to score your price. If there are other criteria in addition to price, the scores from other criteria will have been set before the auction starts and cannot be changed during the auction. Your total score may increase or decrease depending on both your own, and other bidders, bids.

Tap to win
If "Tap to win" is activated for this auction you will find a pre-set "Tap to win price". This gives you the opportunity to win the auction if you are willing offer the "Tap to win price". The tap to win button will be visible when the auction starts. If any of the bidders click on tap to win or place a bid equal or lower than the "Tap to win price" the auction will be end.

The bid must be improved by
If "The bid value must be improved by" is activated for this auction, you will have to increase your bid at least by the defined value in order for the bid to be determined as valid.

Time settings
"Overtime may start within" is the setting for when the auction may be extended. If there is a bid placed within the defined time, the auction clock will reset to the value defined in "Reset clock to". If there are no new bid placed within the defined overtime period or within the reset clock time, the auction will end.

Rank and information about the bidders
Under "Bidders" you will find information about your rank, bidders, score, number of bids initial bid and current bid.

Tap to win

The "Tap to win" is a functionality that makes it possible for all the bidders to win the auction at any time before the auction end time.

You may win the auction by clicking the tap to win button or place a bid equal or less than the tap to win price specified for this auction.
The auction will end if someone click "Tap to win the auction" or places bid lower or equal to the "Tap to win price"

If no one offer the tap to win price the best ranked bidder would be the winner of the auction when the auction time ends.

How to place a bid

If you want to place a new bid during an auction you insert the amount and click place new value button as shown below.

Bid can only be placed during a running auction.

Information about start and end time is show under the auction details at the auction page.

Be aware that for some auctions there might be set a pre defined value that you must improve your bid by.
This value is shown under the auction rules.

For some auctions there might be e pre set "Tap to win price", please click the link for more information.

Be aware that the auction may be extended if bid are new bids placed within latest minutes of an auction.
More information about this is found under the general information about the auction rules.