



# Help manual for SKA Observatory supplier portal

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## Procurement

You can view planned, active and completed procurements. You can search for procurements with the search function. You can search by number, title, description. The result is presented as a clickable list.

Some procurements are public and viewable for everyone. But to gain access to all details you need a supplier account and be registered as an interested party for the procurement. It's easy to create an account, it's free and open to everyone. More information about accounts can be found in the section [users and accounts](#).

## Glossary

For the procurements by SKA Observatory we will be using some abbreviations. Please see below.

- ✦ ILO – Industrial Liaison Officer
- ✦ ITT – Invitation to Tender
- ✦ NEC4 – New Engineering Contract Revision 4
- ✦ PQQ – Pre-qualification Questionnaire
- ✦ RFI – Request for Information
- ✦ RFQ – Request for Quotation
- ✦ SKAO – The SKA Observatory
- ✦ TEP – Technical Evaluation Panel

## Prior information notice

The prior information notice is a notice published before the procurement has started. It is to inform suppliers about upcoming procurements and gives suppliers more time to prepare and plan tenders.

The prior info notice should contain information about when the tender period is starting, what areas(also known as CPV, Common Procurement Vocabulary) and an estimated total value.

## Qualification notice

The qualification notice contains information about the procurement that makes it possible for suppliers to decide if they want to apply to submit tender.

## Qualification application

If the supplier decides to apply to submit tender a qualification application must be submitted. There may be qualification criteria that needs to be filled for the application to be evaluated. Submit the application before the last application day and make sure you are qualified and if the procuring entity has asked for any documentation you need to attach them with the application. After all applications are evaluated suppliers that are selected to continue to the tender process will be notified.



## Request for tenders

In the notice requesting tenders you can find all the information that you should base your tender on.

### *Documents*

The procuring entity often attach documents with the notice. They can consist of templates for tenders, specification, drawings, maps and much more.

### *Price query*

The price query may look different depending on the procurement. Sometimes the procuring entity only wants a total tender price and sometimes they want specifications and prices for many articles and services.

### *Structured form*

The preferred technique for requesting tenders is through structured forms. The procuring entity defines different types of criteria that can be answered by suppliers directly with a web interface. These criteria can then be evaluated and compared by the procuring officer.

## Assign Notice

Here the buyer informs on how the work for the job was assigned.

## Signing of tenders

When you submit a tender at the portal it has to be signed. Signing is the way you say that you are happy with the contents of your tender and that you accept that the procuring officer can take part of it after the deadline for tenders has passed. After you sign your tender it will be locked for changes.

If you want to change the contents of your tender you can revoke the signing as long as the tender period is still active. When you revoke the signing the lock is removed and you can make changes. Regardless of any changes you have to sign your tender again for it to be evaluated.

## Order

Kommers Annon's Supplier Portal is used by some organisations as an order engine. When you receive a new order at the portal you have to process it.

### Order confirmation

You have to decide if you want to accept or deny the order. If you accept you confirm the ordered quantity. You can make changes, and supply your own order reference. The person who put the order will see updated information in their order system.

### Delivery confirmation

Confirm the quantities and the date when you deliver the goods.



## Invoice

After delivery you can view and create an invoice from validated data in the order system and submit it. Your invoice will be transferred to the relevant accounting system.

## Account

With an account at Kommers Annons portal you get access to personal services. You can receive orders, submit tenders and much more.

### Create an account

Supply your personal information in the account registration form. It is important to leave correct information about yourself and your company-it will be used in many situations.

### Edit account information

- ✦ I want to change the email address in my account on Kommers ad, how do I do it?

Unfortunately, since the email address is the ID of the account, it is not possible to change the email address. What you can do is create a new account with the e-mail address you want instead. Unfortunately, it is not possible to move history between accounts.

- ✦ I don't get an activation email?

The activation email is a test to see that mail reaches you as a user from the system, which it did not do in this case. Since the email address is a noreply address, it can sometimes get stuck in an external spam filter. What you can do then is to send a blank email to: noreply@kommersannons.se in an attempt to "unlock" the lock. Then you ask for a new activation email. that you receive reminders and messages from the system going forward.

### Account activation

When you create your account an email will be sent to the email address you entered. This is because we have to verify your email address and that it really belongs to you. If you have any problem activating your account you can request a new activation mail on the login page. If you can't find the activation mail please check your spam folder.

### Account password

- ✦ I have asked for a new password but I do not receive any mail?

The mail is a test to see that mail arrives to you as a user from the system, which it did not in this case. Since the email address is a noreply address, it can sometimes

get stuck in an external spam filter. What you can do then is send a blank email to: [noreply@kommersannons.se](mailto:noreply@kommersannons.se) in an attempt to "unlock" the lock, and then ask for a new password email. that you receive reminders and messages from the system going forward.

## Questions and answers

### ✳ I have created an account but I can not log in. What is wrong?

When you create an account you enter your email address. Kommers Annon's Portal will send an activation mail to the address you entered. You have to click a link in the email to activate your account. This is so we can verify that you are the owner of the account. If you don't receive the activation mail please check the folder for garbage mail in your email client. If you can't find it, you can request a new activation mail from the login page.

### ✳ I can't find a procurement / tender notice / award contract?

Use the search function to find procurements and notices. If you can not find what you are looking for it can depend on the varying publishing periods set up by the procuring entity. If you have participated with a tender offer or registered interest you should receive email updates when new information or notices are published regarding the procurement.

### ✳ I can not find a procurement I was invited to / my account does not exist anymore?

Please note the link in the invitation email. There are different sites for different organisations and you may currently be at a different site than the one where the notice is published. You can view a list of all the sites and which one each organisation use at [www.kommersannons.se](http://www.kommersannons.se).

### ✳ I have signed and submitted a tender offer. Now I can't find my tender offer or the tender notice?

From [Your Supplier Pages](#) you can navigate to a list of your tender offers. There you can manage and view the status of all your started and submitted tender offers.

### ✳ I'm interested in participating in a procurement but i can't view any details. Who should i contact?

You only need to register interest for the procurement to get access to all details. Some procurements are selective, only some suppliers have access to these procurements.

There are some things in the procurement material that I don't understand / I have questions about the material, who can help me?

When you register interest for a procurement you can access all the details. You also gain access to a function for sending questions to the procurement officer directly through the web interface. The procurement officer will answer and publish the answer for all interested suppliers to see.



- What happens if I don't complete and sign my tender before the tender deadline has passed?

You have to sign your tender before the tender deadline has passed. Otherwise, it won't be available for evaluation.