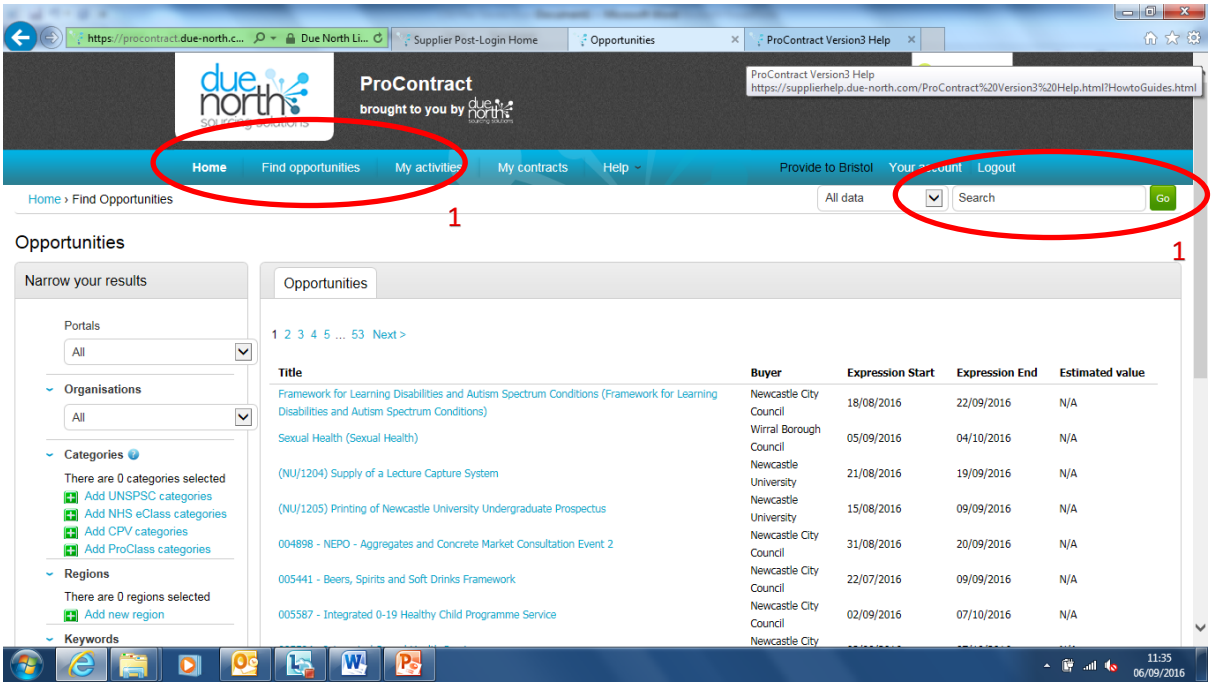
Community Support Services Open Framework – Step by Step Guide to Tendering using ProContract

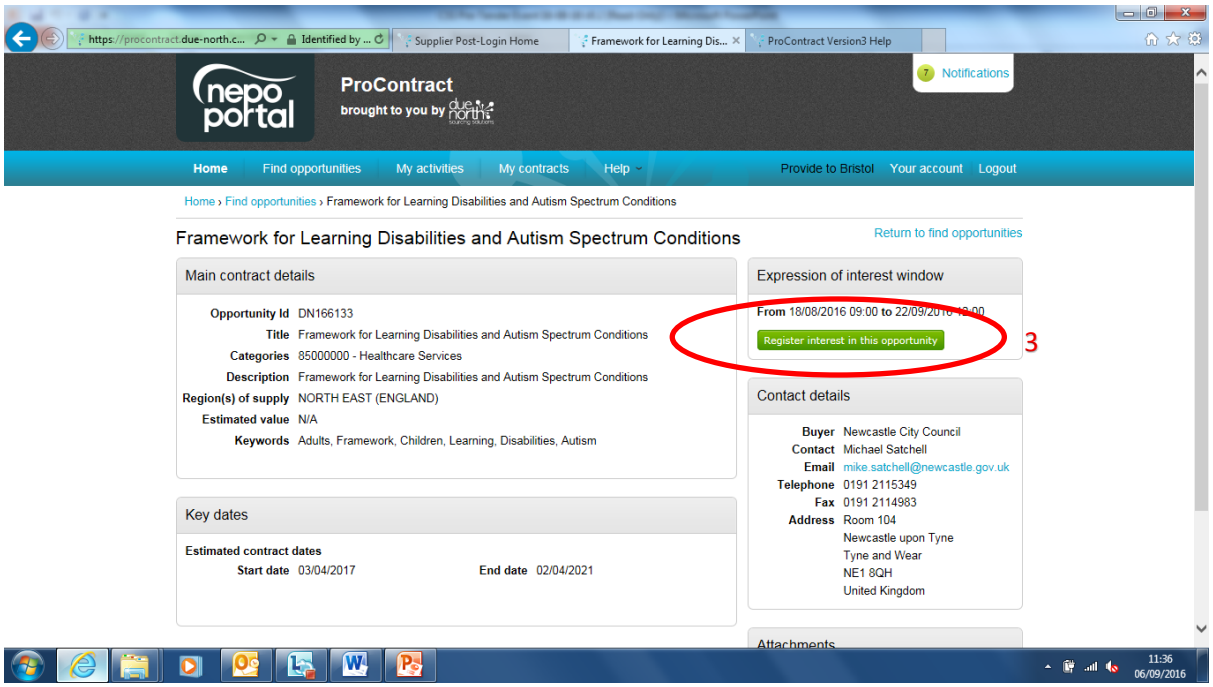
Step One: Register an interest in the Opportunity

1. Find: CAR Community Support Services Open Framework using the 'Find Opportunities' link at the top of the home page



2. Select 'CAR Community Support Services Open Framework'

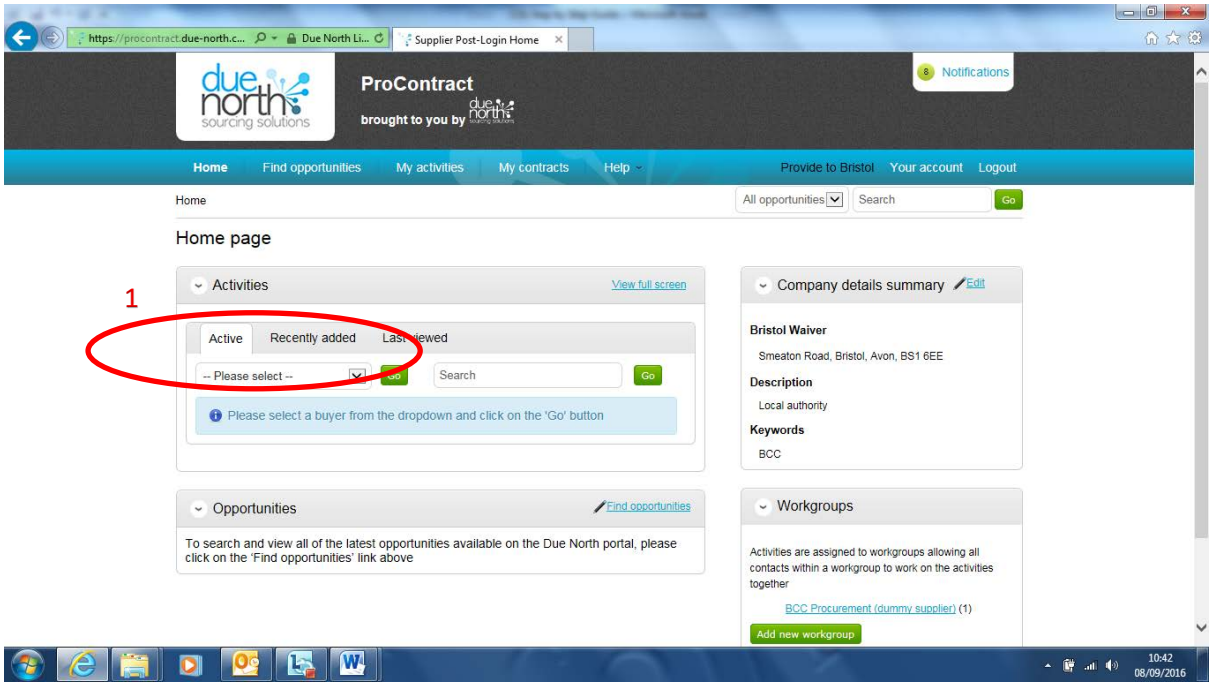
3. Click on the 'register interest in this opportunity' button



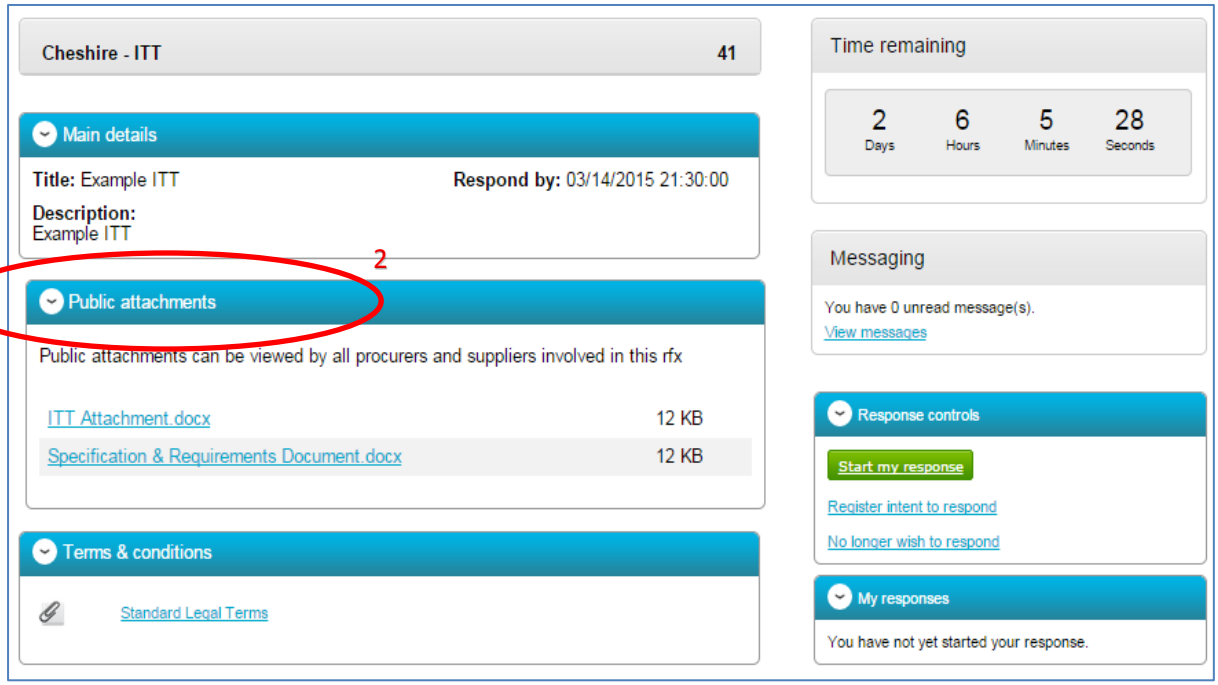
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Step two: access and read tender documentation

1. Go to the Home Page and select the CAR Community Support Services Open Framework from the Activities section. Click on the title of project.



2. All tender documentation will be found in the 'Public Attachments' section.



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Whilst it is important for bidders to read all documentation provided, it is advised that the first documents they read are:

- Commissioning Plan - gives an overview of the commissioning exercise
- Specification - describes the services being commissioned
- Instructions to Tenderers - gives details of the tendering process

Step three: prepare response

There are a number of different parts to the response – see the Instructions to Tenderers document for detail on which parts to complete – this is dependent on which lot(s) you are applying for.

1. Click on 'Start my Response' to access the different parts of the response.

2. Refer to the document entitled 'Tender Questions & Criteria' for a summary of the questions in Parts C, D, E & F. This details the questions, sub-criteria and weightings of the questions in these parts. This can be used to consider and prepare your responses 'offline' before entering them into the system.

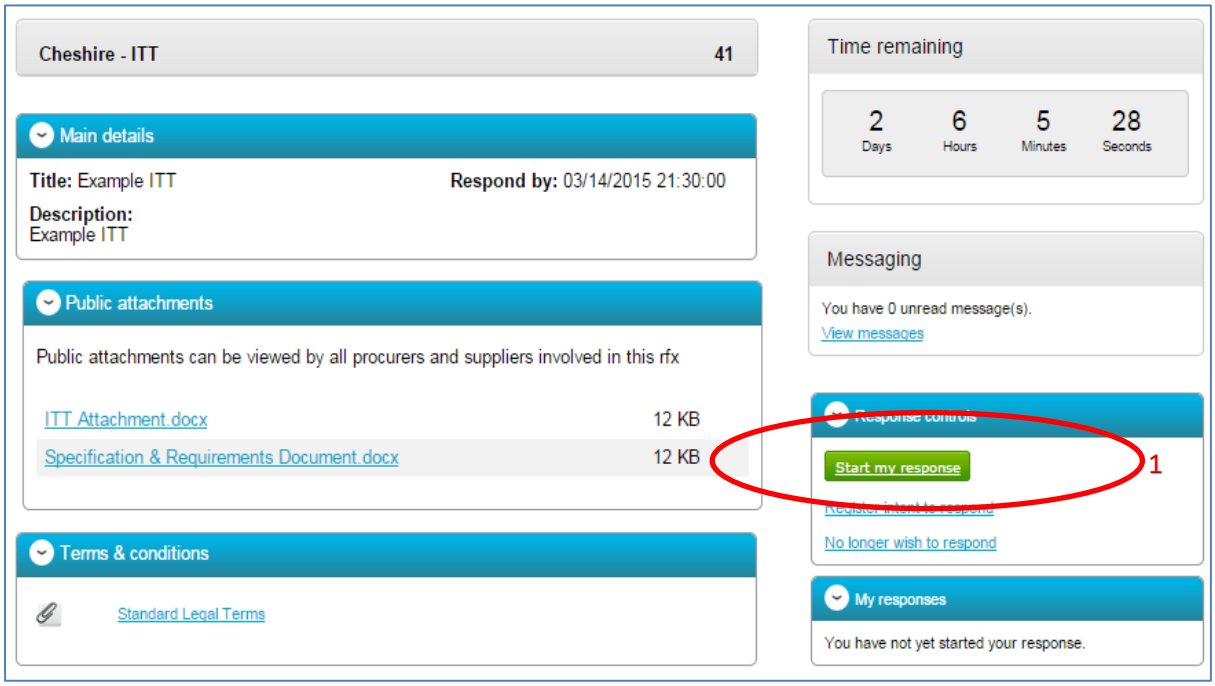
3. Click on the 'edit response' link to access the questions in each part and to begin preparing responses to questions online.

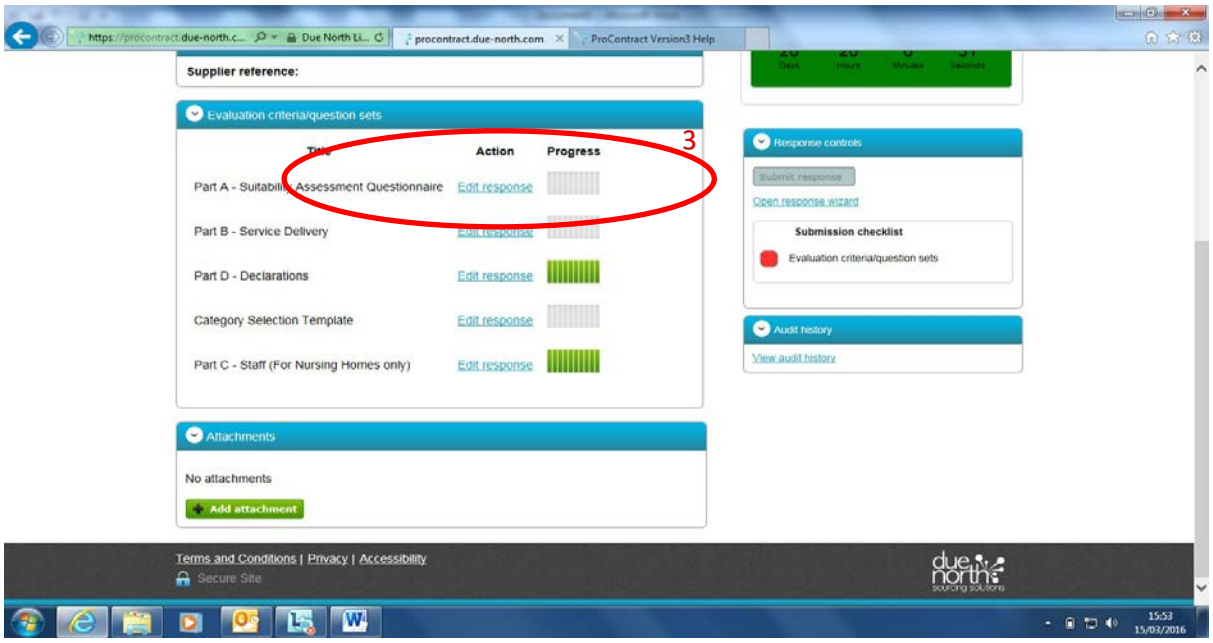
   Your response can be saved at any point, and re-accessed at a later date.

4. Click on 'answer question' next to each question to enter your response – use the text box to enter your response.

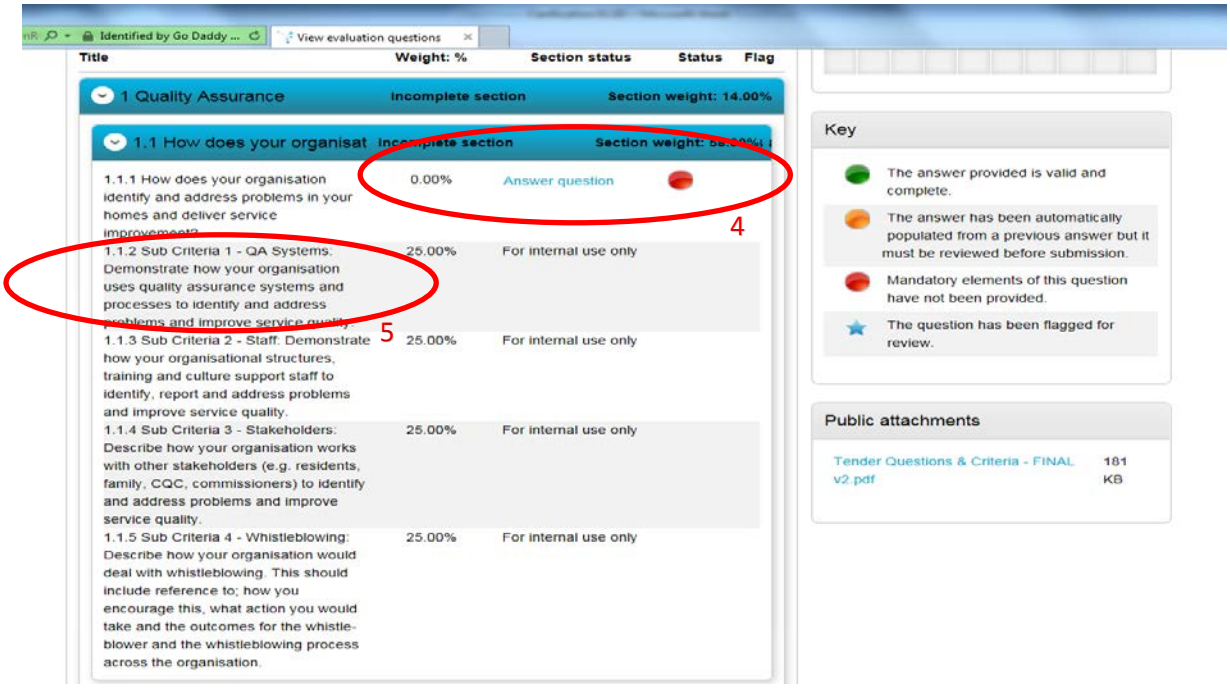
5. Ensure that your responses in parts C, D, E & F cover the sub-criteria provided for each question. These are detailed under each question and also in the 'Tender Questions & Criteria' document.

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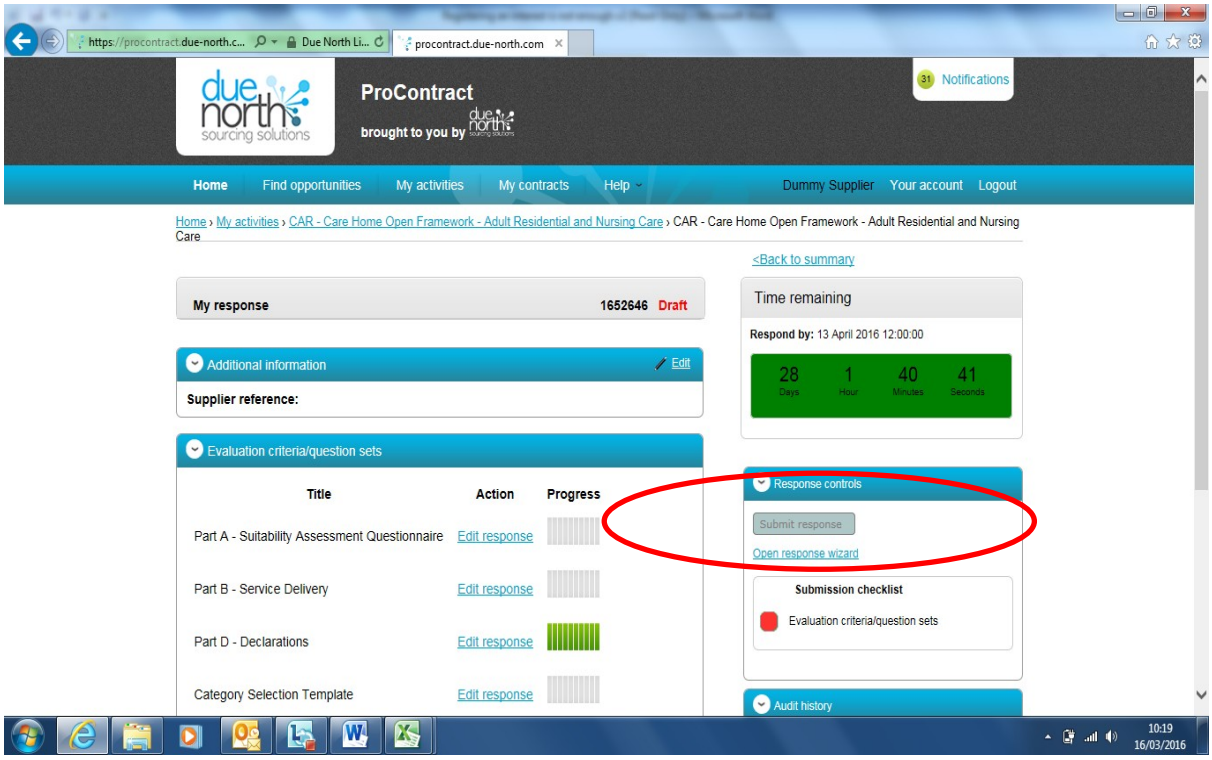
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Step Four: Submit response

Take note of the Time Remaining countdown clock.

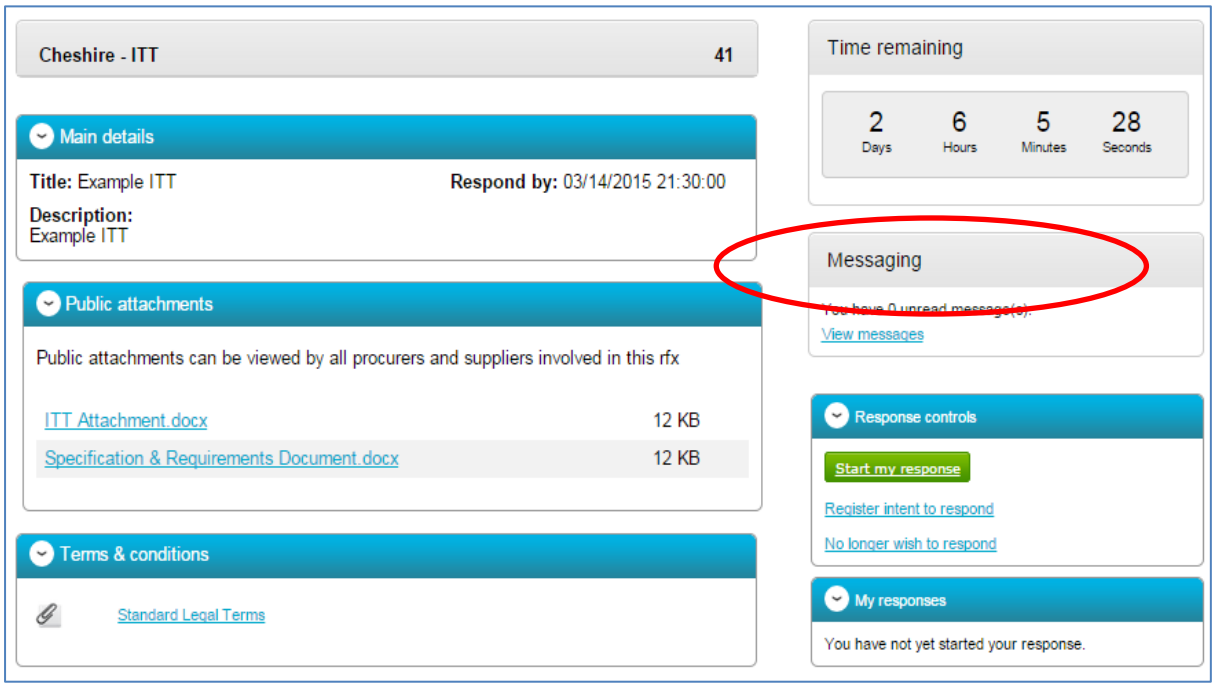
When your submission is ready, click on 'Submit Response'



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If you have any clarification questions during the process…..

Submit questions to the Council via ProContract using the messaging function. Responses to questions will be shared with all bidders.



If you have any technical issues using the system please contact ProContract:

- Email: procontractsuppliers@proactis.com
- Tel: 0330 005 0352
- 08:30 - 17:30 Mon – Fri