TacticSource

e-Tender System

Supplier User Guide

For further assistance, contact TacticSource Help Desk:

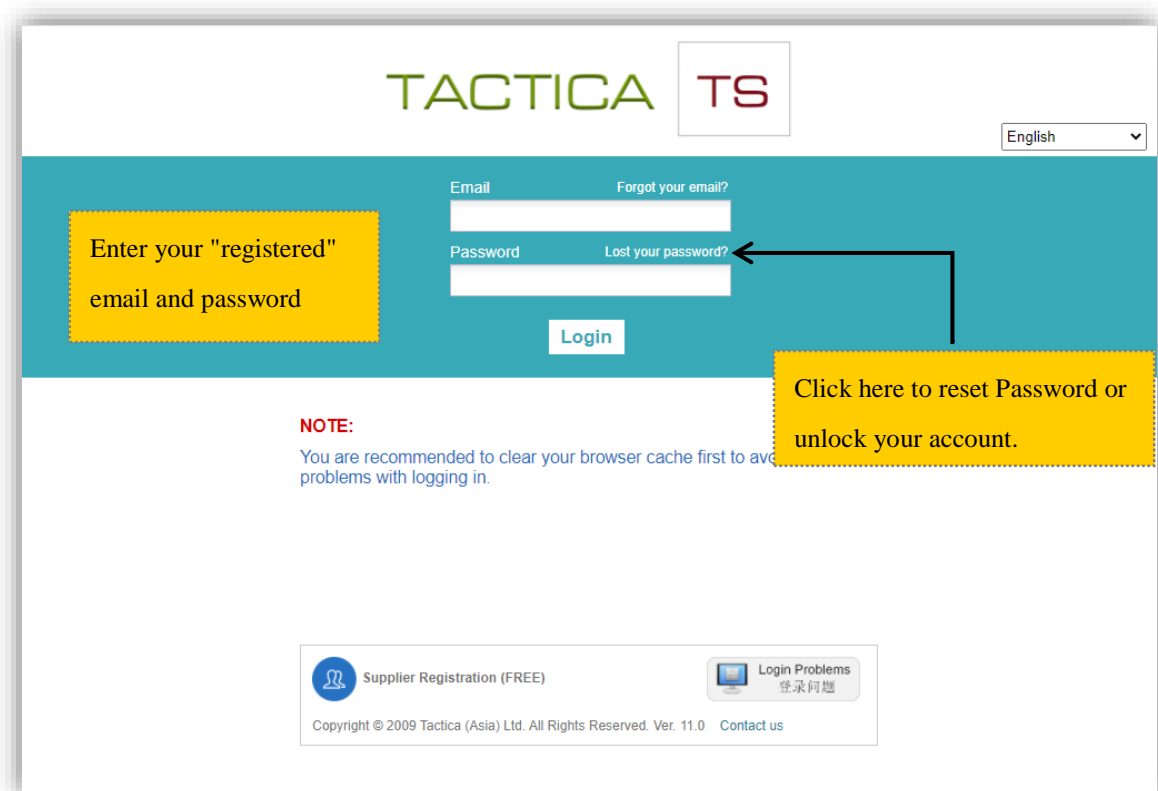https://www.tacticacommerce.com/ContactUs

Content

1. Login to TacticSource

At the TacticSource Login page (**https://ts.tacticaasia.com**), key in your registered Email and Password. Password is case sensitive.

If your User account is locked, you can unlock it by clicking "**Lost your password?**" to reset your password. Once you reset successfully, your account will be unlocked.

2.Profile Setting

<u>**My Profile**</u>

You can change your User Profile by clicking your account name at the top right corner and select "My Profile".

In "My Profile" page, you can change your settings:

You can change your email and password in this page. Please note that all the fields with red asterisk are mandatory. The phone number has to be filled according to the international format as shown above. i.e. enter Country Code, Area Code and Local Number into the 3 boxes accordingly.

Preferred Language – It determines the language of the user interface and the system notification emails sent to you.

Time Zone – The default is "Local Time" which follows your local PC internal clock setting.

Preferred Currency – This preferred currency is only applicable for the future reporting function and thus can be ignored for now. The setting will not affect your bidding currency in each RFX which is preset by the buyer.

Administration

You can change your company profile and other settings by selecting "Administration". There are 5 tabs in this page where you can edit the information and settings. Please note that this information will be visible to the buyer.

Users – You can invite other people to register a user account under your company by clicking "Add User" button. Please note that these new users will not automatically receive RFX invitations unless the buyer has invited them. If you are invited to respond to a RFX and you want the new users to access that RFX as well, you can add them into the RFX by yourself in the RFX Overview page.
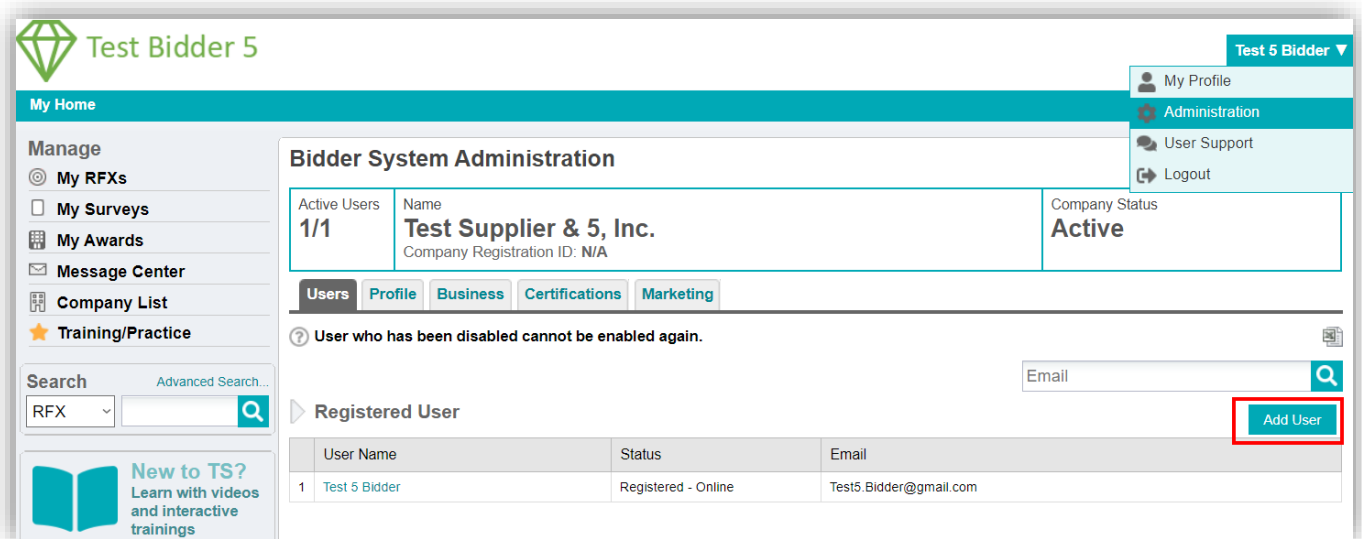
Profile – You can edit the information about your company. Please note that the phone number has to follow the international format, i.e. Country Code, Area Code, Local Number as shown below:

Business – You can edit the extra information about your company.

Certification – You can add any information about your company certifications.

Marketing – You can enter your company products/services offering here in this page. Please note that you need to enter at least one products/services before you can save the whole page.

3.Receive RFX (tender) Invitation Email

If you are invited to a RFX (i.e. tender) by your customer, you will receive an invitation email as shown below. The email will be sent to the email address that you registered with TacticSource. It is important that you register with email that you use regularly. The Email will also be used to log in the system.
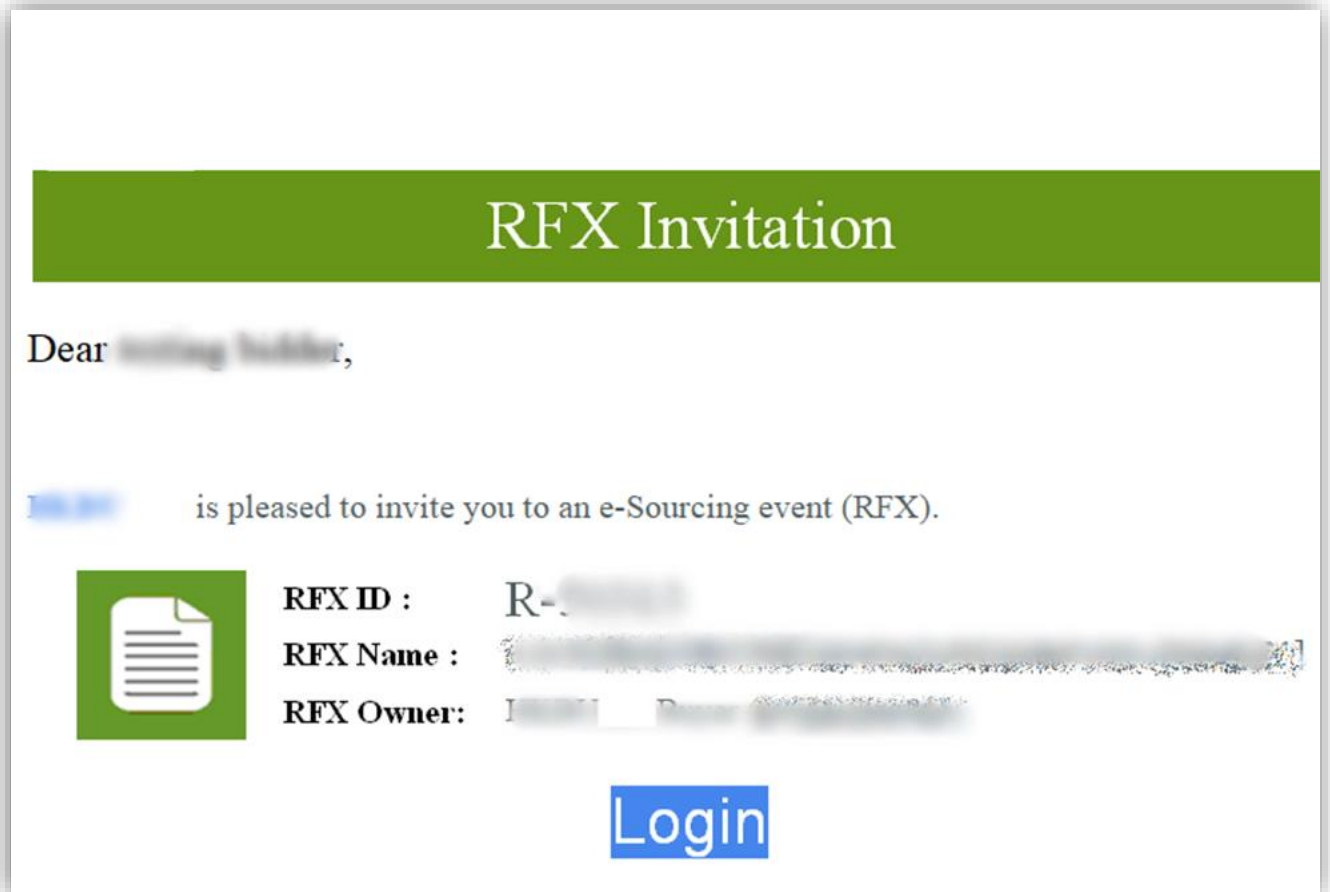
RFX Invitation Email

4.My Home Page

After login to TacticSource, you will see your home page - "**My Home**" as shown below. In "**My Home**" page, select the RFX for which you are invited to. You can identify the right RFX according to its name or RFX ID (e.g. R-1251). Click the name of the RFX to view the content.

My Home Page

> **Note:**
>
> - a) Closed RFXs: RFXs available for invited bidders to review the RFX content and their submitted bids. Bidders would not be able to submit bids after RFX is closed.
>
> - b) Published RFXs: RFXs are available for viewing and download attachments. But NO bids can be placed. You can also communicate with Buyer via "RFX Messages".
>
> - c) Initial Bid/Live RFXs: RFX s available for invited bidders to submit bids.

5.RFX Prerequisite

If Reading Gate Prerequisites have been set, you need to fulfill ALL the prerequisites before to read the RFX.

For YES/NO Question, you have to click 〝Yes〞 in order to proceed.

For Short Answer or Numeric question, you need to click "Submit" after you have entered your answer.

For Upload Attachment question, you have to click the file name to download the file and upload back and wait for buyer to approve. Once approved, you can proceed to view the RFX.

Prerequisites

6.RFX Overview

After clicked on the RFX that you are invited to, you will see 〝**RFX Overview**〞 as shown below. Please read the RFX description carefully. Take note of the time line and make sure you download all attachments.

In the RFX Overview page, there is a section called "Bidders" Here you can add your team members to participate in this RFX by clicking the "Add Bidder" button.
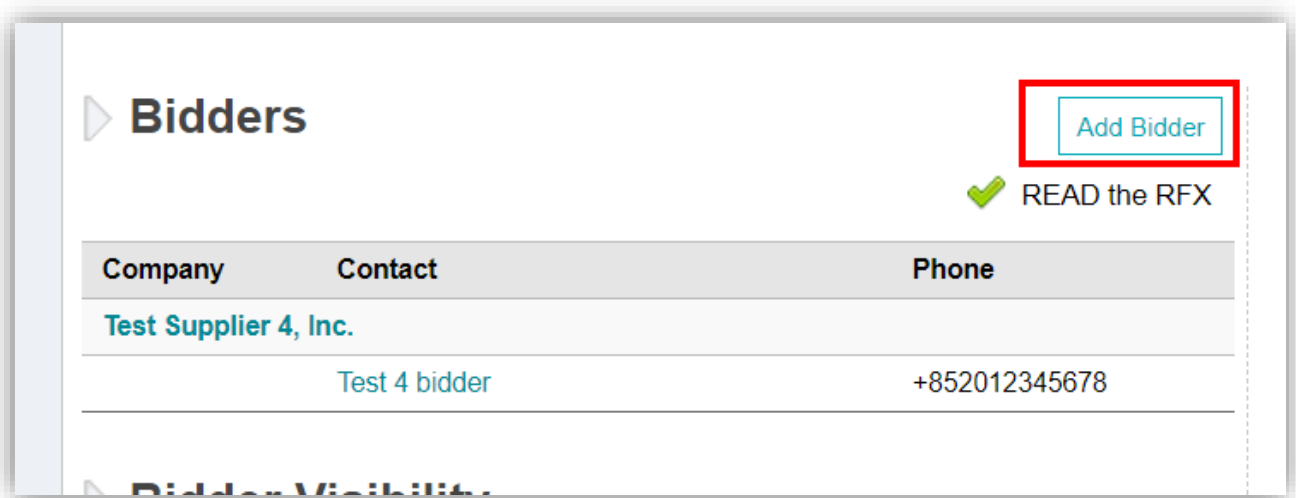
RFX Overview Page – Add Bidder

On the left of the page, you can find the following menu items:

a) RFX Messages: It contains ALL messages pertaining to the RFX that you are viewing now. You can send and receive messages from here.

b) View Prerequisites: It contains Prerequisites and General Questions you need to answer.

c) Bidding Page: When the RFX is Open status, you click "Bidding Page" or the "Bid Now" to access the bid page and submit proposals and bid worksheet.

RFX Overview Page

After carefully reading the RFX content, please click the "Agree To Bid" button on the upper right corner if you are interested and agree to bid. If you are not interested, please click "Not interested" button and select the reason from the pull down list. You can also specify your reason in the text box provided.
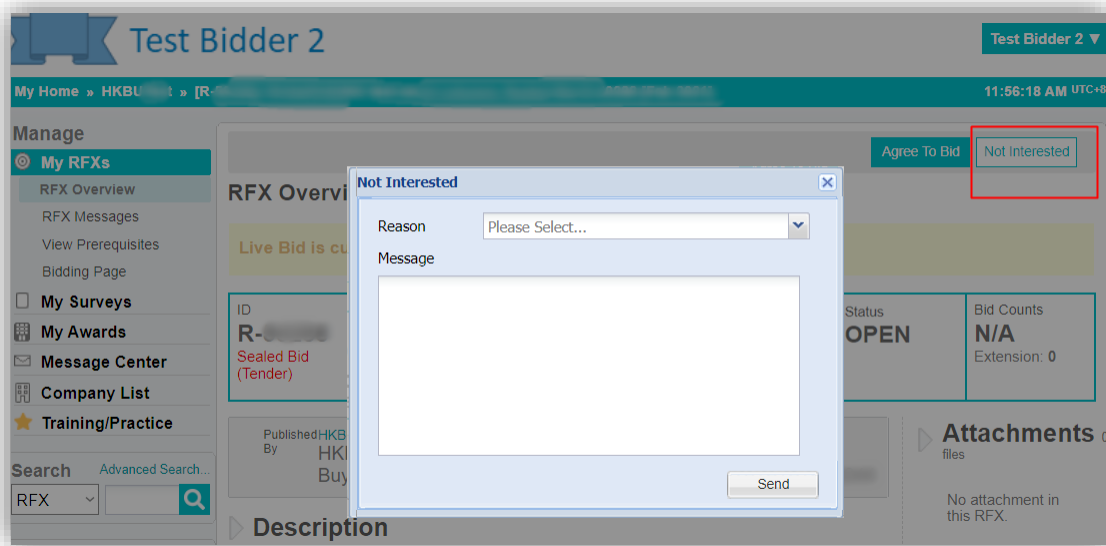
Not Interested with reason

Once you send out the Not Interested reason, you will be brought back to your Home page. If you change your mind and want to bid again, you can click that RFX title from the Home page and you will be asked to agree to bid again as shown below:
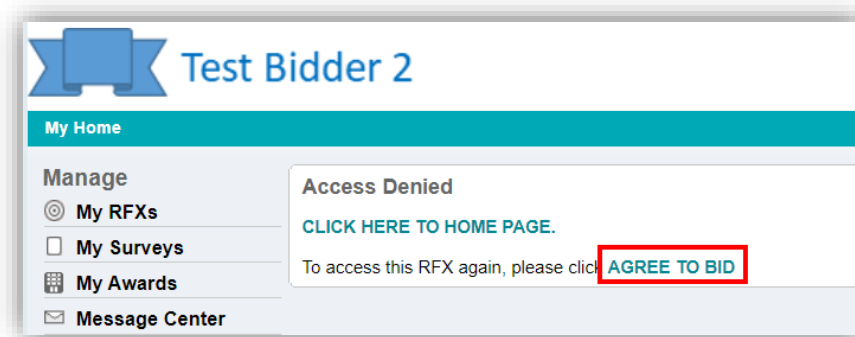
Agree to Bid again after showing no interest

7. Bidding Page

After you click "Bidding Page" or "Bid Now", there are 2 steps you need to follow.

Step 1: "**Must-Attach**" **/Proposal Documents.** You need to upload attachment before submit bid.

Bidding Page for 1-envelop RFX

If it is a 1-envelop RFX, there will be only one button called "Attach Technical Proposal". Click this button to attach your technical and/or financial proposal and any other related document.

If it is a 2-envelop RFX, you have to attach technical and financial proposals separately by selecting the corresponding button.

Bidding Page for 2-envelop RFX

Step 2: Price Submission. You need to download bid worksheet, fill in bid prices and upload the worksheets to the Bidding Page.

Price Submission

The Bid Worksheets is in .xls format. When you save the file locally, you have to save using the same file name in Excel 97-2003 format (.xls). DO NOT save as .xlsx format as it would not be accepted by the system. If the file name is changed or in the wrong excel format, you will not be able to upload the file successfully. If the upload is successful, you will see a successfully uploaded message like below and the prices will be automatically submitted into the system and displayed in the Bid Amount boxes. Before the RFX is closed, you can always upload the Bid Worksheets if you need to revise your bidding prices. DO NOT enter prices directly in the Bid Amount boxes as they will not be saved at all. The only way to submit your prices is to upload your Bid Worksheets.

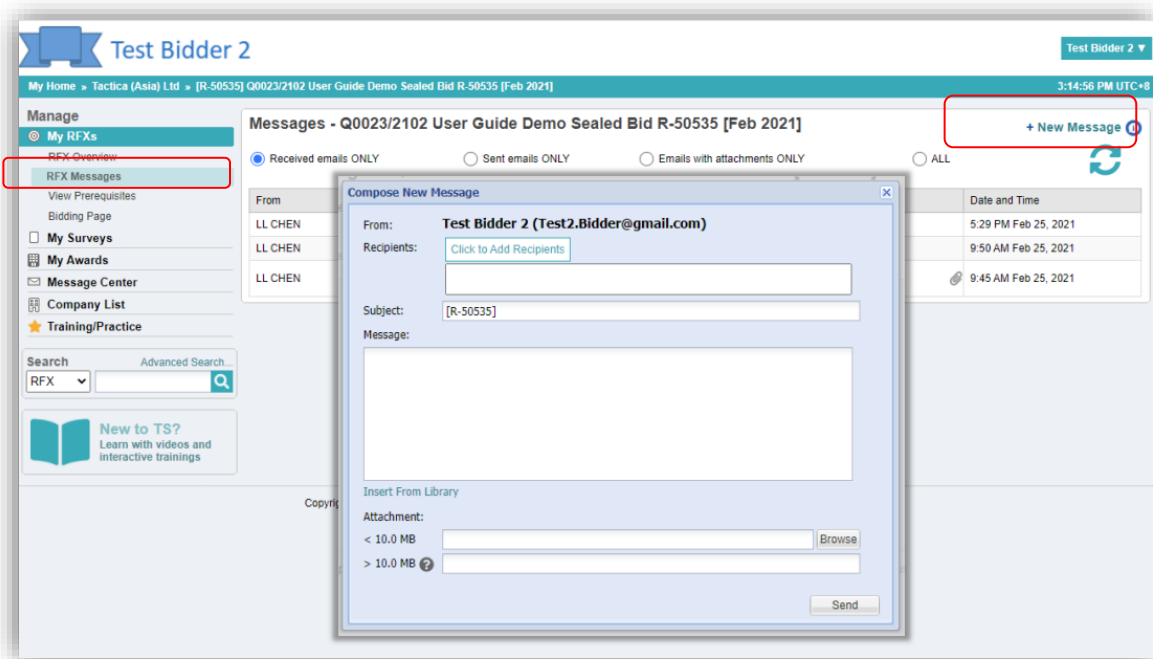*Price Submission Successful*

8. RFX Messages

You can use RFX Messages to send questions to the buyers if needed. All messages will be retained unless the RFX is deleted.

RFX Messages

9.General Questions

When you receive the General Questions email from buyer, you can access the RFX and go to "View Prerequisites" page to answer the questions. Please note that the buyer may use this function to send you Post Tender Query (PTQ). It may also be other questions such as site visit invitation.

The question may have a document for you to download (e.g. PTQ document). You can then upload back the answer.

General Questions

10. Help Desk

Suppliers can contact the Help Desk during operating hours:

9:00 AM -- 6:00 PM

Primary Telephone :   (852) 8303 2180

Secondary Telephone: (852) 9258 6856

Email: support@TacticaCommerce.com

Web Enquiry Form: https://www.tacticacommerce.com/ContactUs

Supplier Help Resources: https://www.tacticacommerce.com/SUPPLIER-HELP-ENG