



**TacticSource**  
**e-Tender System**  
**Supplier User Guide**

For further assistance, contact TacticSource Help Desk:

<https://www.tacticacommerce.com/ContactUs>

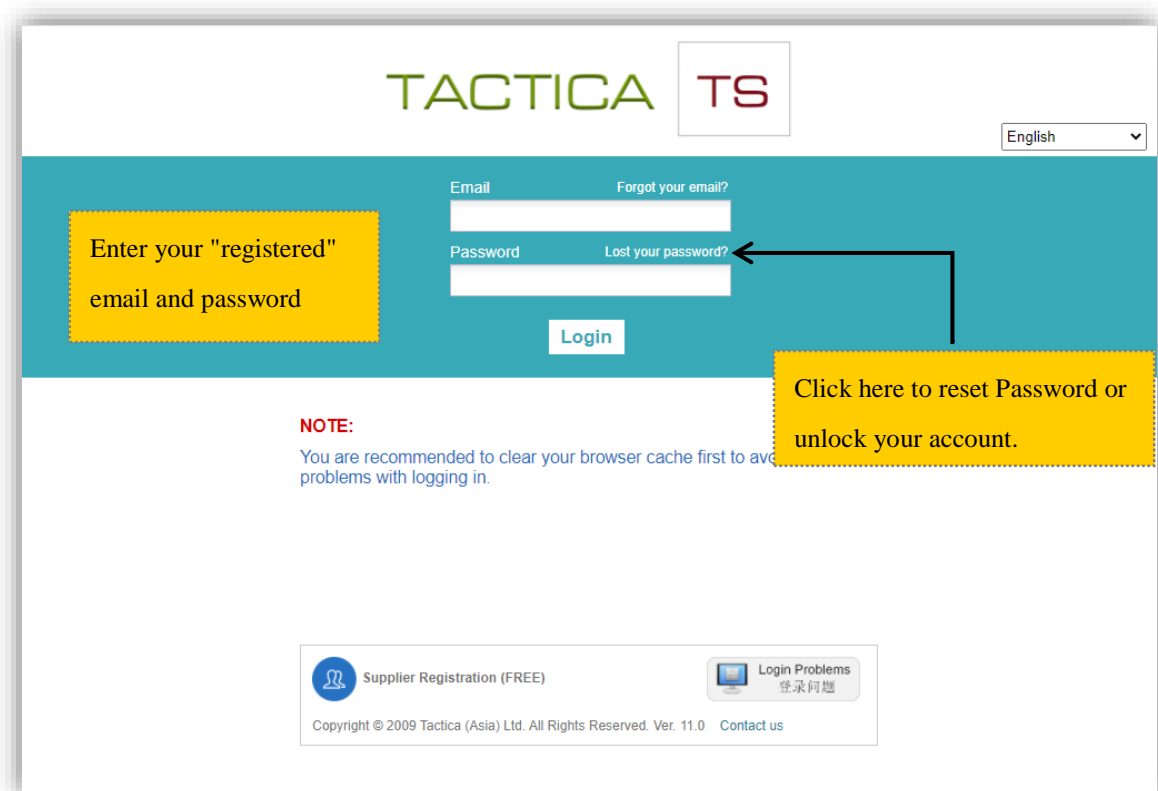
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# 1.Login to TacticSource

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

### My Profile

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.

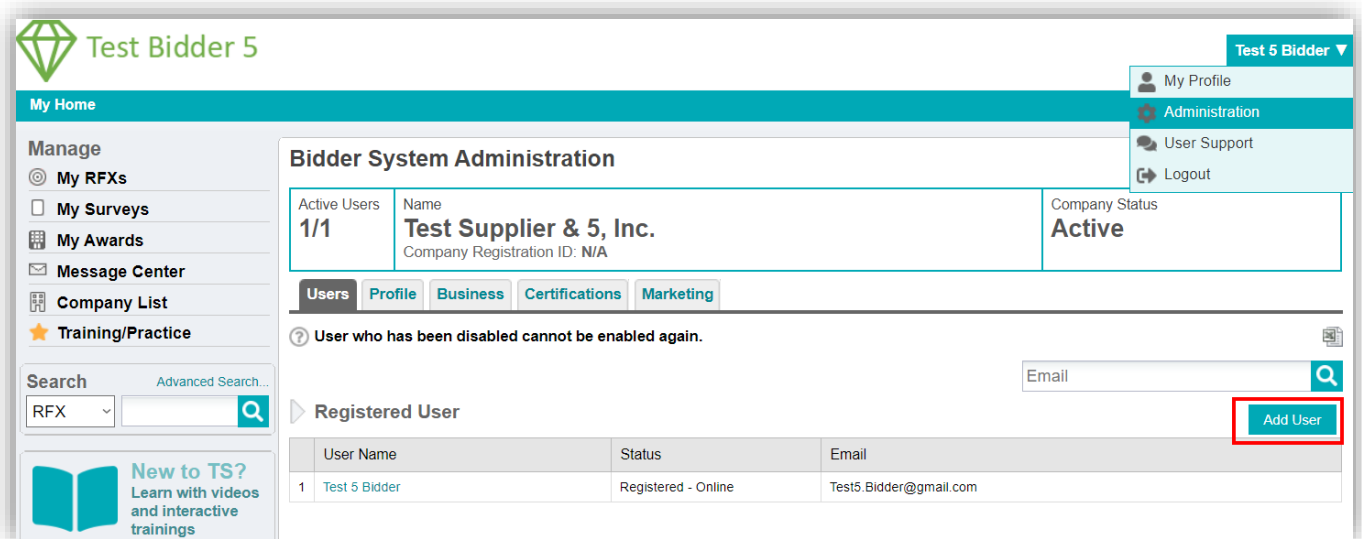
**Time Zone** – The default is “Local Time” which follows your local PC internal clock setting.

**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:

## Bidder System Administration

Save

Active Users <b>1/1</b>	Name <b>Test Supplier &amp; 5, Inc.</b> <small>Company Registration ID: N/A</small>	Company Status <b>Active</b>
----------------------------	---	---------------------------------

Users
**Profile**
Business
Certifications
Marketing

---

### Company Contact

Company Name \* :

Parent Company :

Street Address :

City \* :

State/Province :

Region \* :

Postal Code :

Phone Number \* :

Web Address \* :

Main Contact \* :

### Company Description

Company Logo ? : **Test Bidder 5** ?

Reset Logo

Business Type :

Company Description :

We are an international company.....

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

## Bidder System Administration

Save

Active Users <b>1/1</b>	Name <b>Test Supplier &amp; 5, Inc.</b> <small>Company Registration ID: N/A</small>	Company Status <b>Active</b>
----------------------------	---	---------------------------------

Users
Profile
**Business**
Certifications
Marketing

---

### Business Information

Year Established

Company Est. Revenues (Million USD)

Group/Parent Company Est. Revenues (Million USD)

Location's Employees

Company's Employees

Stock Symbol

### Financial Information

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

**Bidder System Administration** Save

Active Users <b>1/1</b>	Name <b>Test Supplier &amp; 5, Inc.</b> Company Registration ID: N/A	Company Status <b>Active</b>
----------------------------	--	---------------------------------

Users
Profile
Business
Certifications
Marketing

---

**Certifications** + Add

Certification Name	Certified By	Certification Number	Expiration Date

**Additional Qualifications** + Add

Name	Description	Contact For More Info

**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.

**Bidder System Administration** Save

Active Users <b>1/1</b>	Name <b>Test Supplier &amp; 5, Inc.</b> Company Registration ID: N/A	Company Status <b>Active</b>
----------------------------	--	---------------------------------

Users
Profile
Business
Certifications
Marketing

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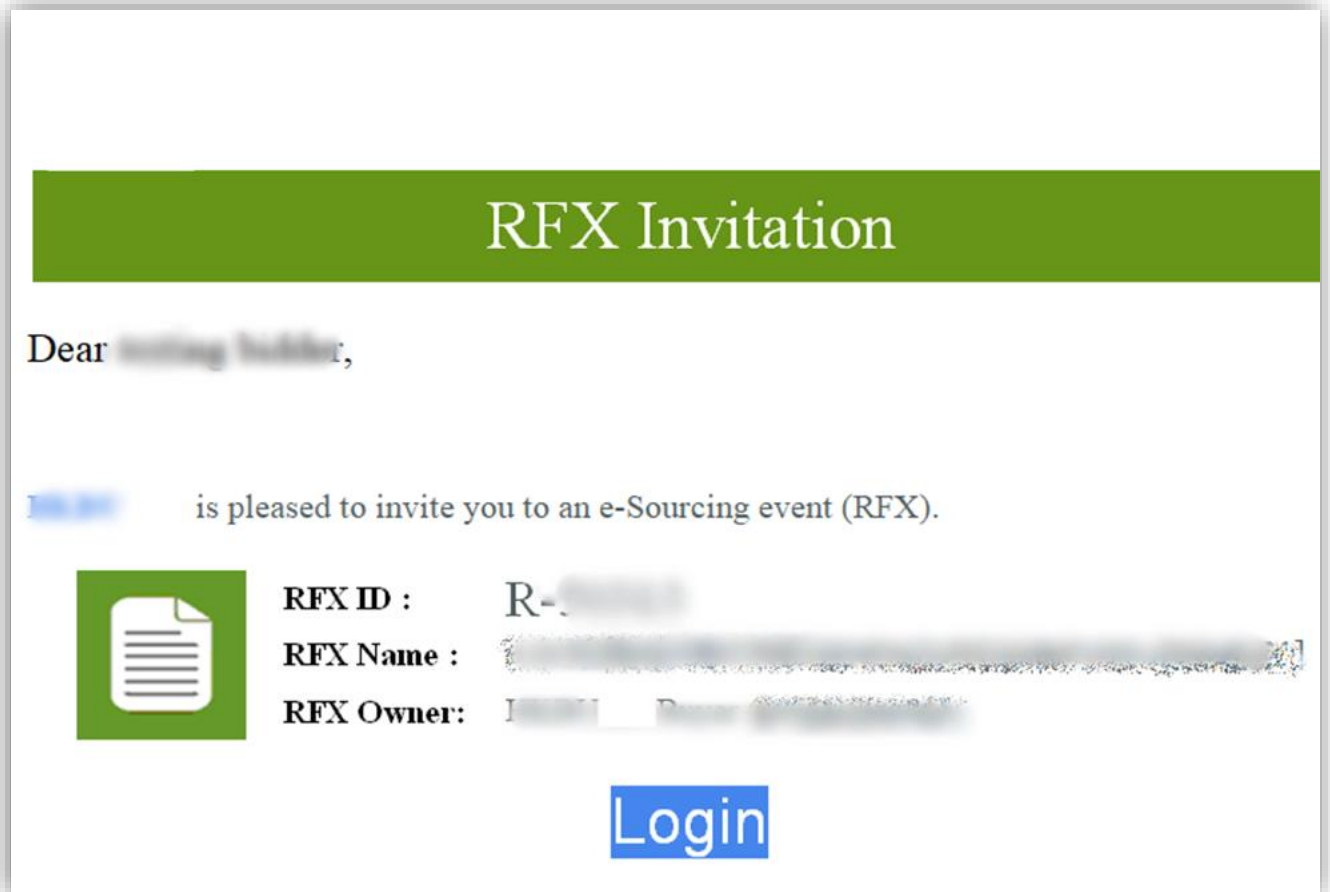
**Major Products/Services**

Products/Services Name *	Computer hardware
Products/Services Name	<input type="text"/>
Products/Services Name	<input type="text"/>
Products/Services Name	<input type="text"/>
Products/Services Name	<input type="text"/>

**Additional Products/Services**

### 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.

The screenshot displays the 'My Home' page for a user named 'Test Bidder 2'. The page features a navigation sidebar on the left and a main content area with three columns of RFX listings. A yellow callout box highlights the 'view' link for RFX R-50014 in the 'Initial Bid/Live RFXs' column.

*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.

The screenshot displays the 'Reading Gate Prerequisites' section of the TacticSource e-Tender System. The page title is 'Test Bidder 2'. The breadcrumb trail is 'My Home > Tactica (Asia) Ltd > [R-50535] Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021]'. The current time is 9:25:50 AM UTC+8.

The left sidebar contains a 'Manage' section with the following items:

- My RFXs (selected)
  - RFX Overview
  - RFX Messages
  - View Prerequisites
  - Bidding Page
- My Surveys
- My Awards
- Message Center
- Company List
- Training/Practice

Below the sidebar is a search bar with 'RFX' selected and an 'Advanced Search...' link. A 'New to TS?' section offers 'Learn with videos and interactive trainings'.

The main content area is titled 'Reading Gate Prerequisites' and includes the following information:

- RFX Open Period :** 6:05 PM Feb 23, 2021 - 5:00 PM Feb 26, 2021
- All Prerequisites need to be fulfilled before proceed.
- Please click "Submit" for every [Short Answer] and [Numeric] question.
- If 2 or more files need to be submitted, please zip them before upload.
- New submitted file will overwrite existing file.
- In your User Profile, your Region is now set as **Hong Kong**. Please set your Region to China only if you are in mainland China.

There are two sections for user input:

- Company Nature [YES/NO Question]**  
Whether your company is a listing Corporation?  
Buttons: Yes, No
- Confidentiality agreement [Upload Attachment]**  
Please download the confidentiality agreement, stamp and upload it.  
Confidentiality agreement.docx  
Buttons: Upload File, Reject

A 'Proceed' button is located at the bottom of the main content area.

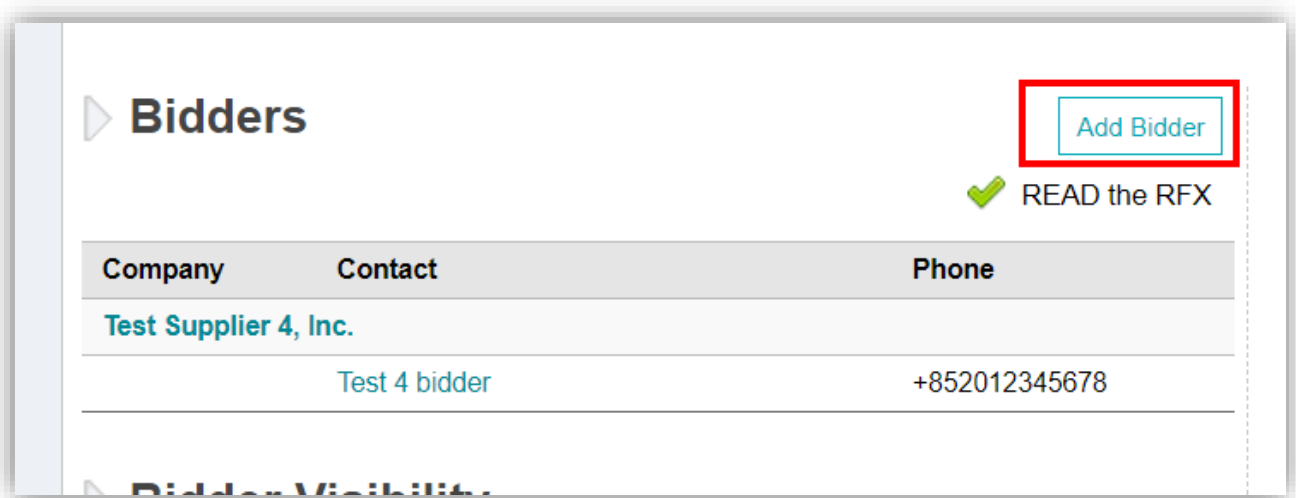
The footer contains the text: Copyright © 2009 Tactica (Asia) Ltd. All Rights Reserved. Ver. 11.0 | Corporate Site | Terms of Service | Contact us

### *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:

- RFX Messages: It contains ALL messages pertaining to the RFX that you are viewing now. You can send and receive messages from here.
- View Prerequisites: It contains Prerequisites and General Questions you need to answer.
- 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.

**Test Bidder 2** Test Bidder 2 ▼

My Home » Tactica (Asia) Ltd » [R-50535] Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021] 9:35:58 AM UTC+8

**Manage**

- My RFXs
  - RFX Overview
  - RFX Messages
  - View Prerequisites
  - Bidding Page
- My Surveys
- My Awards
- Message Center
- Company List
- Training/Practice

Search: RFX [Advanced Search...]

**RFX Overview** gives a summary of the requirements, steps and rules of the RFX.

**Time Remaining: 2 days**

Agree To Bid Not Interested

ID <b>R-50535</b> Blind Sealed Bid (Tender)	Title <b>Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021]</b> RFX Owner: Tactica (Asia) Ltd	Status <b>OPEN</b>	Bid Counts <b>N/A</b> Extension: 0
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Published By: Tactica (Asia) Ltd, LL CHEN | llchen@tacticaasia.com | +86755 25180252

**Attachments** 1 files  
Brief.xls

**Description**  
No description set.

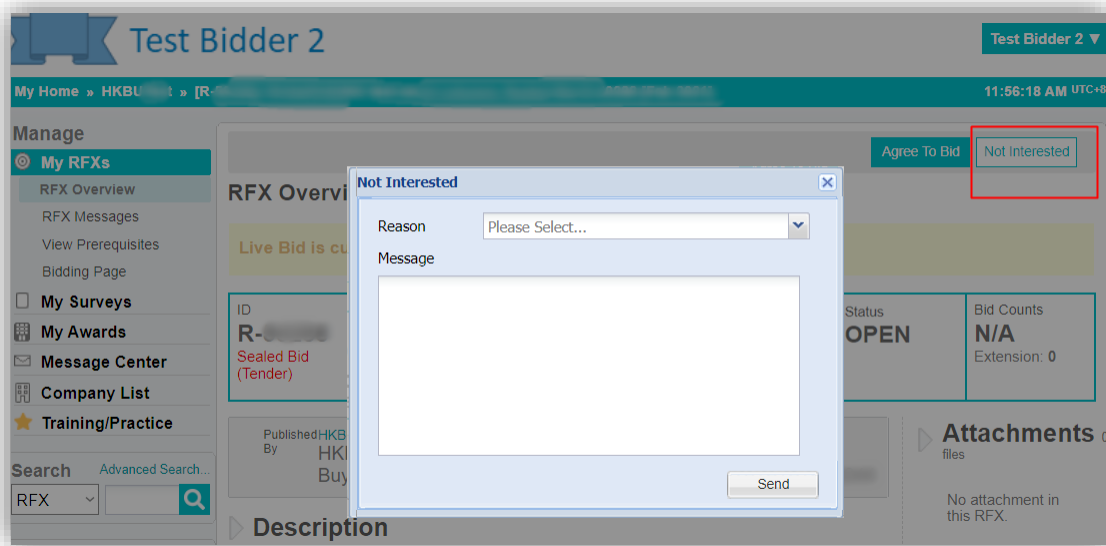
**Line Items (3 items)** Currency / Resolution : USD 0.01

Item	Quantity	More Info	Must Bid	Visibility
1. Lot 1: Customer Service Centres Cleaning Services	1 (contract)	<a href="#">Read</a>	No	None
2. Lot 2: Power Generation Facilities Cleaning Services	1 (contract)	<a href="#">Read</a>	No	None
3. Lot 3: Back Office and Substations Cleaning Services	1 (contract)	<a href="#">Read</a>	No	None

Here you can find all relevant attachments such as specifications or bidding worksheet. Click the file name to download.

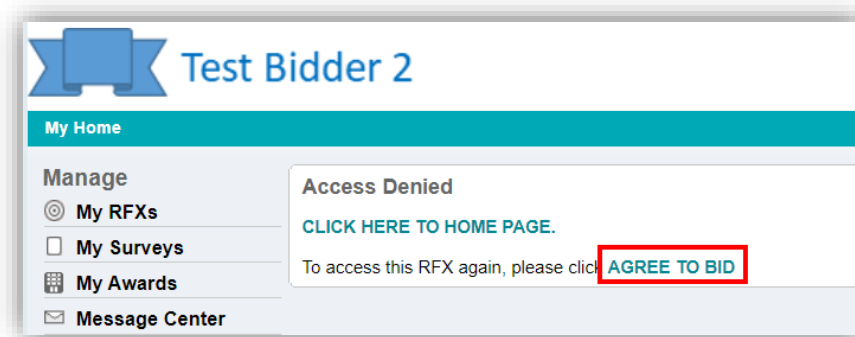
*RFX Overview Page*

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.

The screenshot displays the 'Test Bidder 2' interface. The breadcrumb trail is: My Home > Tactica (Asia) Ltd > [R-50535] Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021]. The RFX ID is R-50535 (Blind Sealed Bid Tender) and the title is Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021]. The status is OPEN, and the time remaining is 2 days. The open time is from 6:05 PM Feb 23, 2021 to 5:00 PM Feb 26, 2021. The RFX owner is Tactica (Asia) Ltd. The currency is set to USD.

**[Step 1] "Must-Attach" / Proposal Documents**  
Bidders must attach Pre-bid document before submit bids  
In your User Profile, your Region is now set as Hong Kong. Please set your Region to China only if you are in mainland China.

Type	Name	Size	Label	Date & Time
No Record Found.				

For attaching technical documents such as technical proposals and other related documents

**[Step 2] Price Submission**  
This is a Tender RFX. Download worksheets, fill in bid prices and Upload the worksheets.

Line Item	Qty	Bid Amount	Subtotal
Lot 1: Customer Service Centres Cleaning Services	1 contract		
Lot 2: Power Generation Facilities Cleaning Services	1 contract		
Lot 3: Back Office and Substations Cleaning Services	1 contract		

*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.

The close-up shows the 'Attach Technical Proposal' button highlighted with a red box. An 'Upload File' dialog box is open over the attachment table, showing a file named 'Supplier 2 Proposal.pdf' selected. A red callout box points to the button with the text: "After clicking the button, you can choose from your local hard disk to upload the file".

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

**Test Bidder 2** 9:41:45 AM UTC+8

My Home » Tactica (Asia) Ltd » [R-50535] Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021]

**Manage**

- My RFXs
  - RFX Overview
  - RFX Messages
  - View Prerequisites
  - Bidding Page
- My Surveys
- My Awards
- Message Center
- Company List
- Training/Practice

**Contacts**

- LL CHEN (Main Contact)

**IMPORTANT INFORMATION**

Search: RFX

**New to TS?** Learn with videos and interactive trainings

**RFX Details:**

- ID: R-50535 (Blind Sealed Bid (Tender))
- Title: Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021]
- Status: OPEN (Bid Counts: N/A)
- Time Remaining: 2 days (Extension: 0)
- Open Time: 6:05 PM Feb 23, 2021 → 5:00 PM Feb 26, 2021
- RF Owner: Tactica (Asia) Ltd

**[Step 1] "Must-Attach" / Proposal Documents**

Bidders must attach Pre-bid document before submit bids

In your User Profile, your Region is now set as Hong Kong. Please set your Region to China only if you are in mainland China.

Type	Name	Size	Label	Date & Time
No Record Found.				

For attaching technical documents such as technical proposals and other related documents: [Attach Technical Proposal](#)

For attaching financial proposal only: [Attach Financial Proposal](#)

**[Step 2] Price Submission**

This is a Tender RFX. Download worksheets, fill in bid prices and Upload the worksheets. [Download Bid Worksheets](#) [Upload Bid Worksheets](#)

Line Item	Qty	Bid Amount	Subtotal
Lot 1: Customer Service Centres Cleaning Services	1 contract		
Lot 2: Power Generation Facilities Cleaning Services	1 contract		
Lot 3: Back Office and Substations Cleaning Services	1 contract		

*Bidding Page for 2-envelop RFX*

**Test Bidder 2** 9:41:45 AM UTC+8

My Home » Tactica (Asia) Ltd » [R-50535] Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021]

**Manage**

- My RFXs
  - RFX Overview
  - RFX Messages
  - View Prerequisites
  - Bidding Page
- My Surveys
- My Awards
- Message Center
- Company List
- Training/Practice

**Contacts**

- LL CHEN (Main Contact)

**IMPORTANT INFORMATION**

Search: RFX

**New to TS?** Learn with videos and interactive trainings

**RFX Details:**

- ID: R-50535 (Blind Sealed Bid (Tender))
- Title: Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021]
- Status: OPEN (Bid Counts: N/A)
- Time Remaining: 2 days (Extension: 0)
- Open Time: 6:05 PM Feb 23, 2021 → 5:00 PM Feb 26, 2021
- RF Owner: Tactica (Asia) Ltd

**[Step 1] "Must-Attach" / Proposal Documents**

Bidders must attach Pre-bid document before submit bids

In your User Profile, your Region is now set as Hong Kong. Please set your Region to China only if you are in mainland China.

**Upload File**

File: Supplier 2 Technical Proposal.pdf

[Browse](#) [Upload](#) [Reset](#)

For attaching technical documents such as technical proposals and other related documents: [Attach Technical Proposal](#)

For attaching financial proposal only: [Attach Financial Proposal](#)

**[Step 2] Price Submission**

This is a Tender RFX. Download worksheets, fill in bid prices and Upload the worksheets. [Download Bid Worksheets](#) [Upload Bid Worksheets](#)

Line Item	Qty	Bid Amount	Subtotal
Lot 1: Customer Service Centres Cleaning Services	1 contract		
Lot 2: Power Generation Facilities Cleaning Services	1 contract		
Lot 3: Back Office and Substations Cleaning Services	1 contract		

After clicking the button, you can choose from your local hard disk to upload the file

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

**Test Bidder 2**

My Home » Tactica (Asia) Ltd » [R-50535] Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021] 9:44:22 AM UTC+8

**Manage**

- My RFXs
  - RFX Overview
  - RFX Messages
  - View Prerequisites
  - Bidding Page
- My Surveys
- My Awards
- Message Center
- Company List
- Training/Practice

**Contacts**

- LL CHEN (Main Contact)

**IMPORTANT INFORMATION**

Search RFX

**Step 1 "Must-Attach" / Proposal Documents**

Bidders must attach Pre-bid document before submit bids

In your User Profile, your Region is now set as Hong Kong. Please set your Region to China only if you are in mainland China.

Type	Name	Size	Label	Date & Time
	Supplier 2 technical proposal.pptx	221.80 kb		9:44 AM Feb 24, 2021

For attaching technical documents such as technical proposals and other related documents [Attach Technical Proposal](#) For attaching financial proposal only [Attach Financial Proposal](#)

**Step 2] Price Submission**

This is a Tender RFX. Download worksheets, fill in bid prices and Upload the worksheets.

[Download Bid Worksheets](#) [Upload Bid Worksheets](#)

Line Item	Qty	Bid Amount	Subtotal
Lot 1: Customer Service Centres Cleaning Services	1 contract		
Lot 2: Power Generation Facilities Cleaning Services	1 contract		
Lot 3: Back Office and Substations Cleaning Services	1 contract		

### 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.

**Test Bidder 2**

My Home » Tactica (Asia) Ltd » [R-50535] Q0023/2102 User Guide Demo Sealed Bid R-50535 [Feb 2021] 9:44:22 AM UTC+8

**Manage**

- My RFXs
  - RFX Overview
  - RFX Messages
  - View Prerequisites
  - Bidding Page
- My Surveys
- My Awards
- Message Center
- Company List
- Training/Practice

**Contacts**

- LL CHEN (Main Contact)

**IMPORTANT INFORMATION**

Search RFX

**Step 1 "Must-Attach" / Proposal Documents**

Bidders must attach Pre-bid document before submit bids

In your User Profile, your Region is now set as Hong Kong. Please set your Region to China only if you are in mainland China.

Type	Name	Size	Label	Date & Time
	Supplier 2 technical proposal.pptx	221.80 kb		9:44 AM Feb 24, 2021

For attaching technical documents such as technical proposals and other related documents [Attach Technical Proposal](#) For attaching financial proposal only [Attach Financial Proposal](#)

**Step 2] Price Submission**

This is a Tender RFX. Download worksheets, fill in bid prices and Upload the worksheets.

[Download Bid Worksheets](#) [Upload Bid Worksheets](#)

Line Item	Qty	Bid Amount	Subtotal
Lot 1: Customer Service Centres Cleaning Services	1 contract	830,000.00	830,000.00
Lot 2: Power Generation Facilities Cleaning Services	1 contract	63,800.00	63,800.00
Lot 3: Back Office and Substations Cleaning Services	1 contract	740,000.00	740,000.00

**Successfully Uploaded**

3 line item prices have been updated according to the submitted Bid Worksheet.

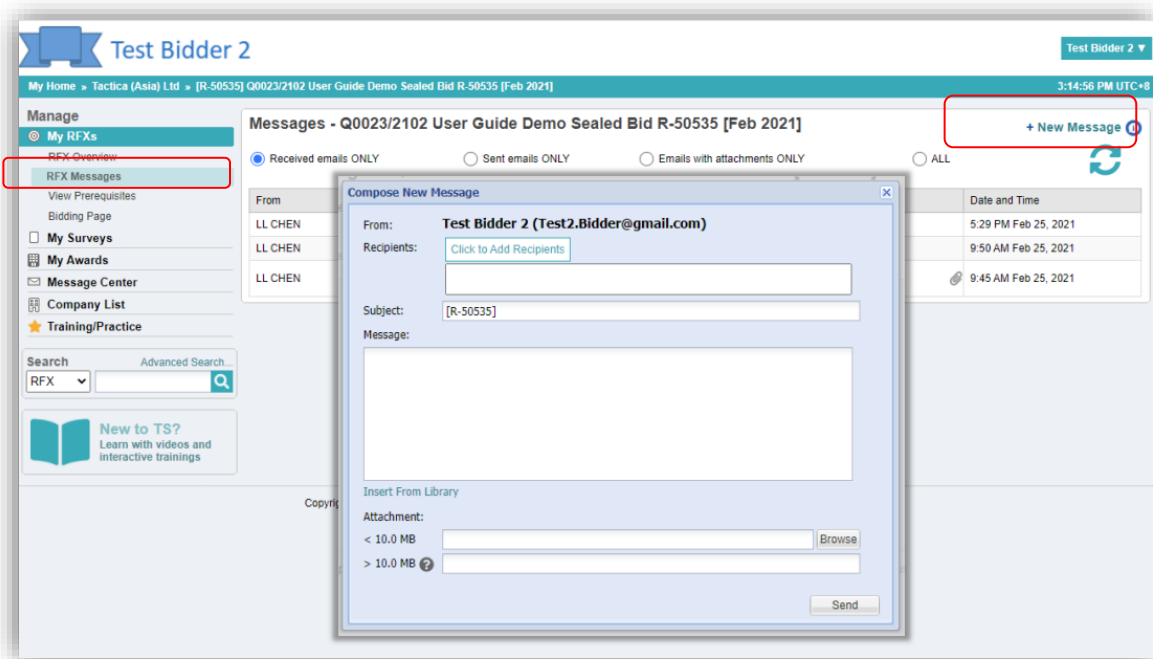
OK

### 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.

The screenshot shows the 'Prerequisites & General Questions' page in the TacticSource system. The left sidebar contains navigation options like 'My RFXs', 'My Awards', and 'Message Center'. The main content area is titled 'Prerequisites & General Questions' and includes a 'Status Closed' button. Below this, there is a table of prerequisites and a table of general questions.

Title	Answer Before	Answer	Question Type	Gate Type	Status
Company Nature		Yes	YES/NO Question	Reading RFX Gate Automatic Approval	✓
Confidentiality agreement		Confidentiality agreement.docx	Upload Attachment	Reading RFX Gate Manual Approval	✓
PTQ #1	5:00 PM Feb 28, 2021		Upload Attachment	General Question	ⓘ

Two yellow callout boxes provide instructions:

- Click the title to download PTQ document.
- Click the button to upload the answer of the PTQ document.

### 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](mailto:support@TacticaCommerce.com)**

**Web Enquiry Form: <https://www.tacticacommerce.com/ContactUs>**

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