Supplier Manual

Supplier registration & Offer submission on the Solvoz platform

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Contents

Introduction

This manual is intended for suppliers who are invited to:

- register on the Solvoz tender platform (hosted by our partner Vortal) (part 1 of this manual)
- submit a bid to a Request for Quotation or Tender (part 2).

Part 1: Registration

If you don't have a registration on the tender platform yet, the first step is registering your own account. Then the second step is to create your company or join an existing company. You can access multiple companies/entities with the same user registration if applicable.

Registration is divided into three steps:

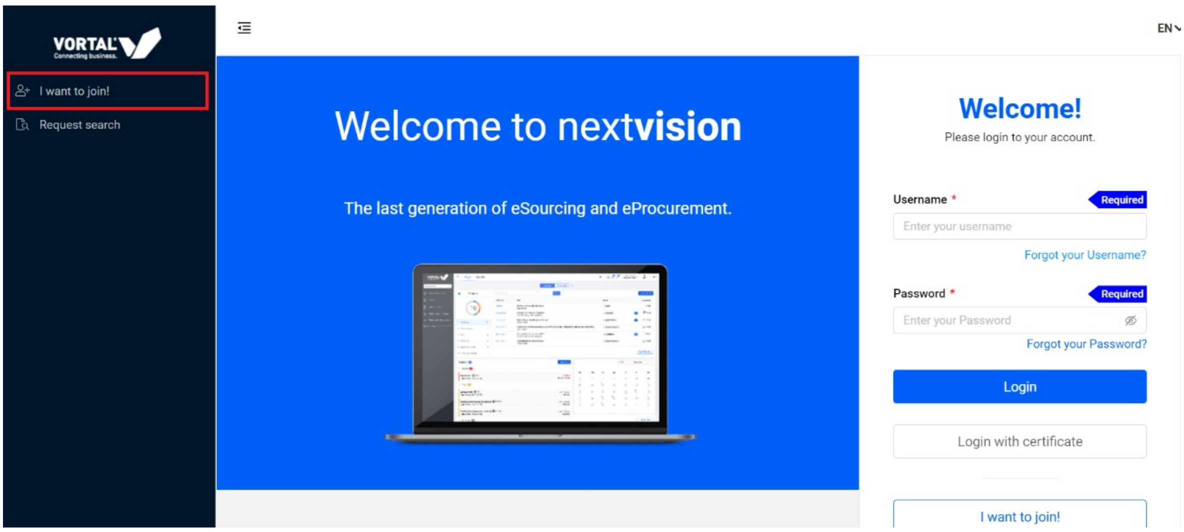
1. User registration
2. Confirm registration via email
3. Create a company or request membership to an existing company.

1.1. User Registration

Steps:

1. **Proceed to the website:**
https://community.vortal.biz/sts/Login?SkinName=VortalSkin1&Page=login&current-Language=en

and click on the option "I want to join" (left menu).



You can also go directly to:

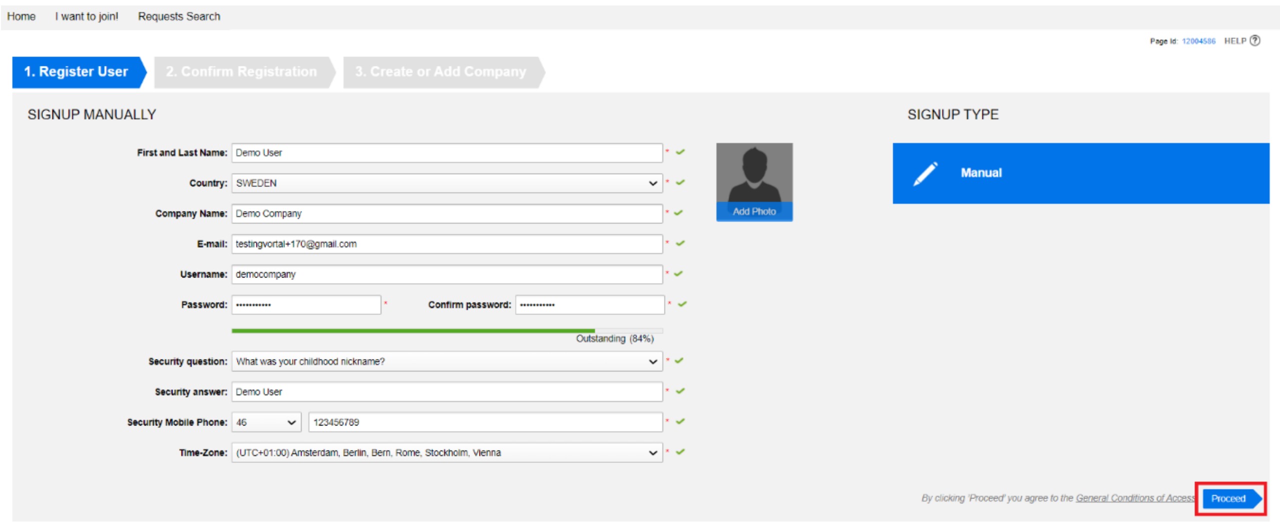
https://community.vortal.biz/PRODPublic/Users/UserRegister/Index?SkinName=Vortal-Skin1&Page=login&currentLanguage=en

The user who performs the company registration is automatically set as the company representative by the system (this profile can be changed later).

2. Fill in the form.

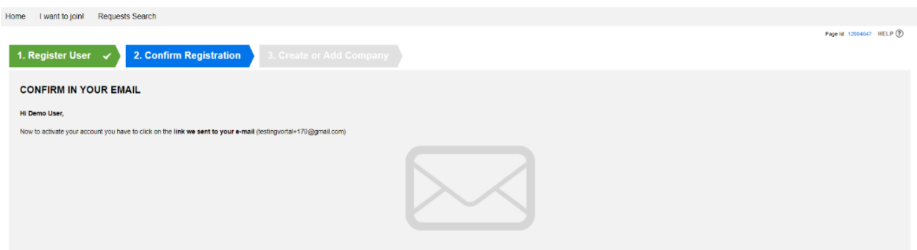
Indicate country, company name, email, username and password and Security Question and Answer. As you fill in the data fields, the system shows some help messages that may be useful. Please note that all fields are mandatory, and you can only proceed when all fields are filled.

Click on "Proceed".



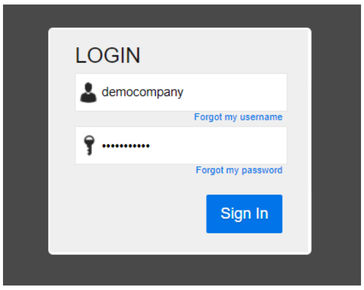
1.2. Confirmation e-mail

Upon performing user registration, an e-mail will be sent to your address, which was defined previously. To activate the user, you should click on the link sent via e-mail or copy the link and paste it into your browser.



You will be directed to the login page, where you need to enter your username and password, which you defined in step 1.

1.3. Create a company or request membership to an existing company



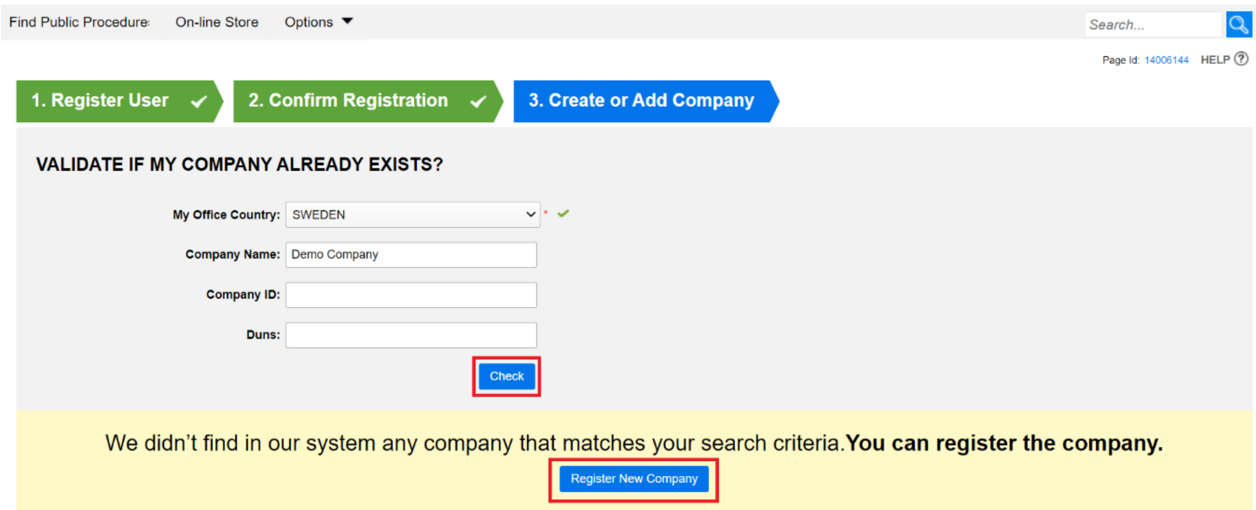
After registration activation, there are two options:

- you create a **new company/entity**. Do this in case your company is not already registered on the platform. (This is the most likely).
- You **join** an **already existing** company (only if your company is already registered).

New companies

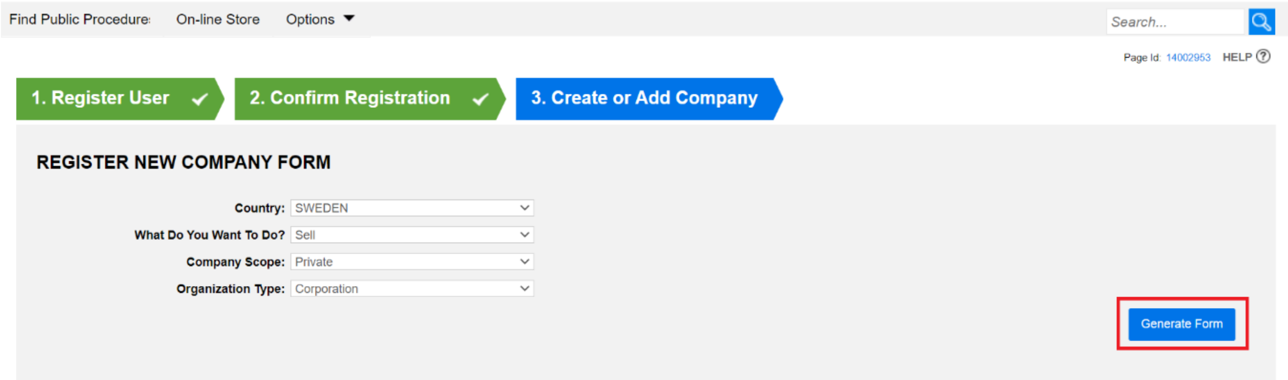
1. Insert the name or company ID number on the company creation page.

The system will check if the company is already registered on the platform. The system validates and reports if there is no company registered. You will be redirected to the company registration form:



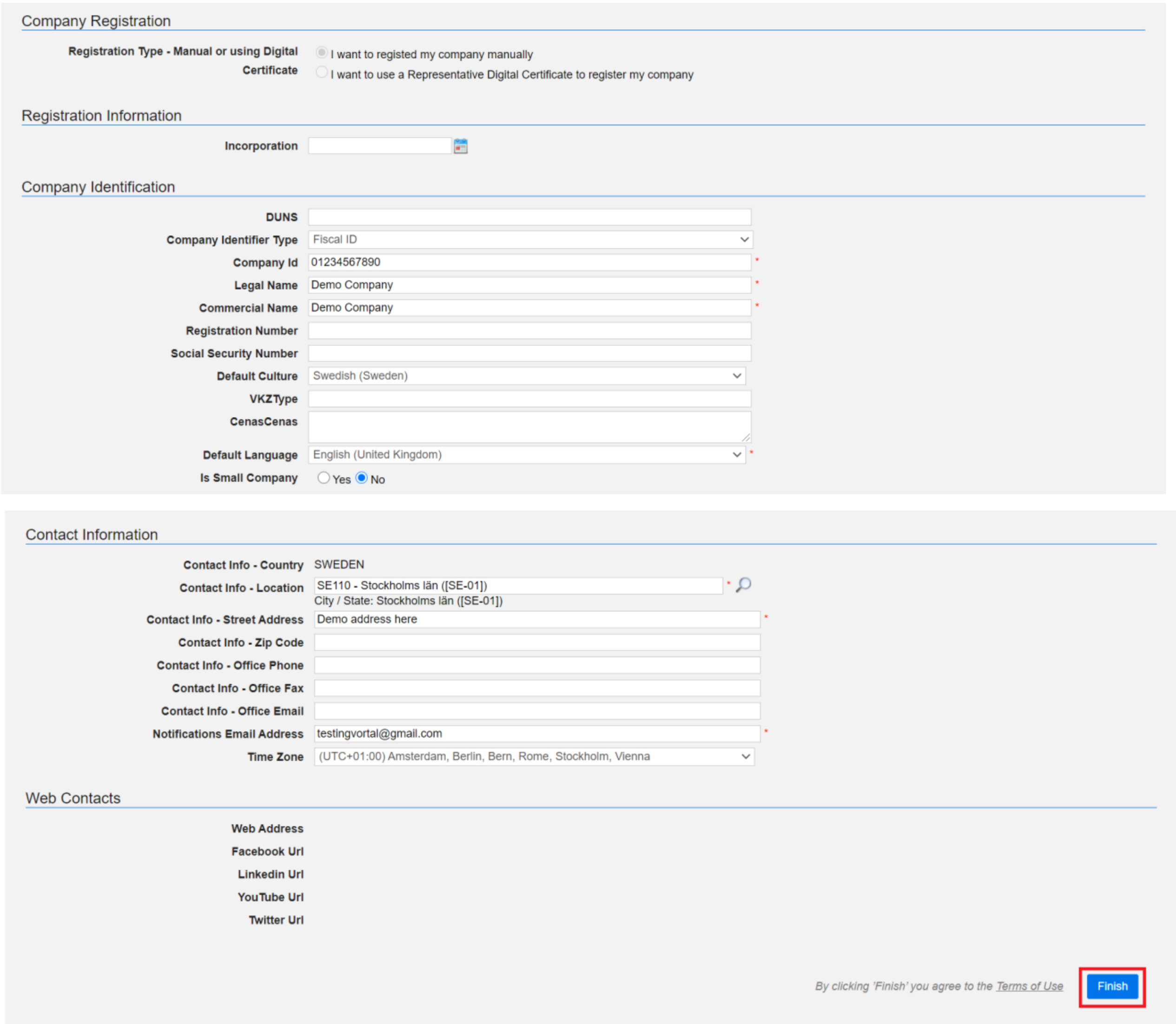
2. Fill out the fields:

- Action you want to perform on the platform: Buying, Selling or both options;
- Scope of the company (public or private);
- Type of company or entity.
- Click Generate Form.



3. Fill in the Company Registration form.

When you complete the form, click on Finish. Your registration is completed, and you can submit proposals. Note: only fields marked with a red star (*) are mandatory to proceed with registration.

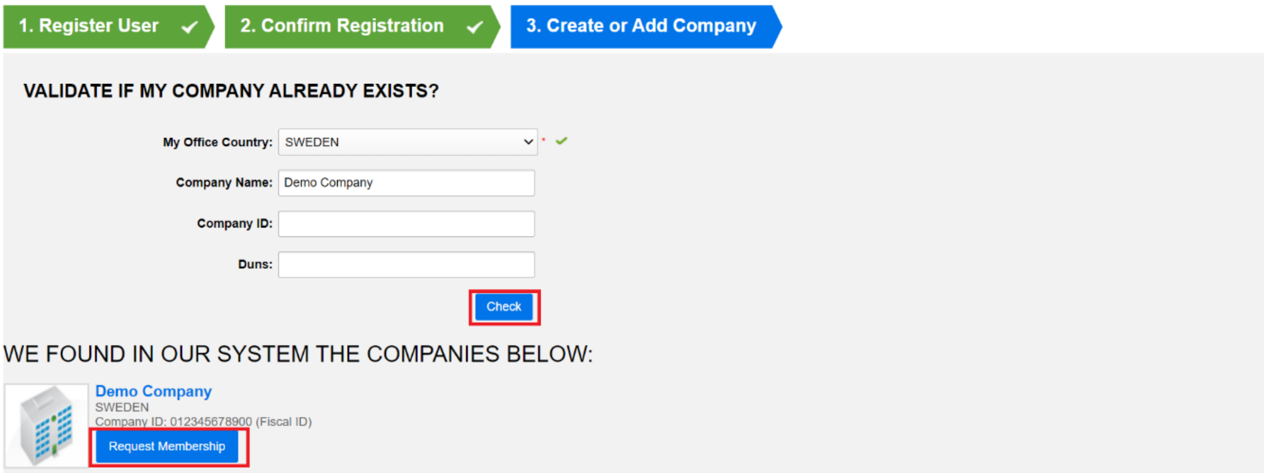


4. When you complete the form, click on Finish.

Your registration is completed, and you can submit proposals.

Already registered companies

In case your company is already registered on the platform, on the company creation page, a list of companies will be displayed matching the indicated search criteria so that you can request access. To do so, click Request Membership.



Your request must be accepted by the company representative registered in the system. When the request is accepted, you will receive an email notification.

Part 2: Offer Submission Process

2.1. Access to the tender

Suppliers have free access to contract notices, tender documentation and other information published on the Tender platform. Contract notices to tender with direct invitation published on the Tender platform can be accessed after logging in to the platform.

1. Log in to the platform

Go to https://community.vortal.biz/sts/Login?SkinName=Vortal and enter the username and password chosen during the registration process.

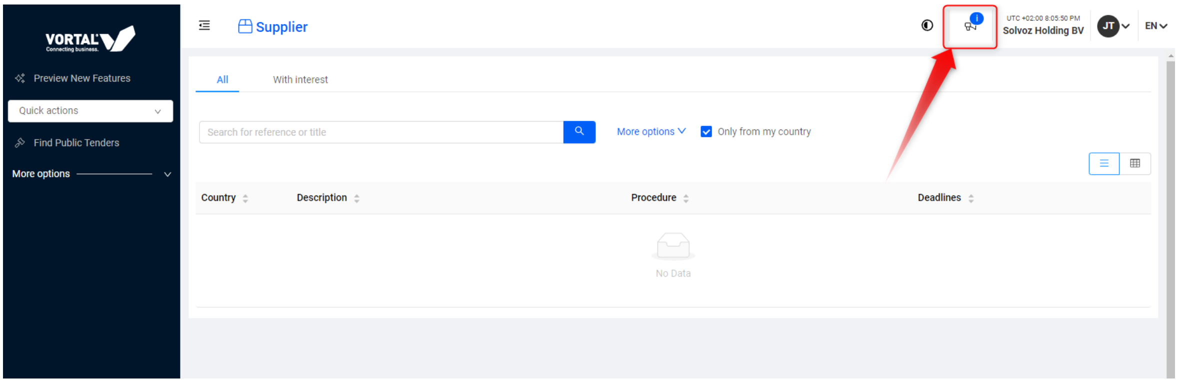
2. Find a relevant tender

After logging in, the user will be redirected to the main Dashboard of the platform. There are two options:

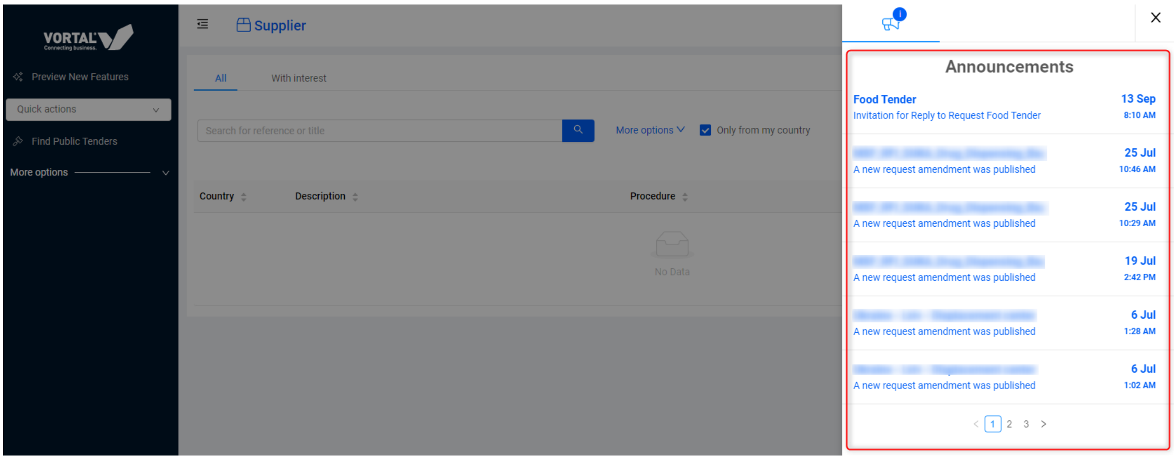
- you already have been invited to a tender
- you have to find the relevant tender manually.

You have been invited to a tender

If you have been directly invited to send an offer to a tender, you will find the tender reference on the right side of the menu bar in the message/megaphone icon.



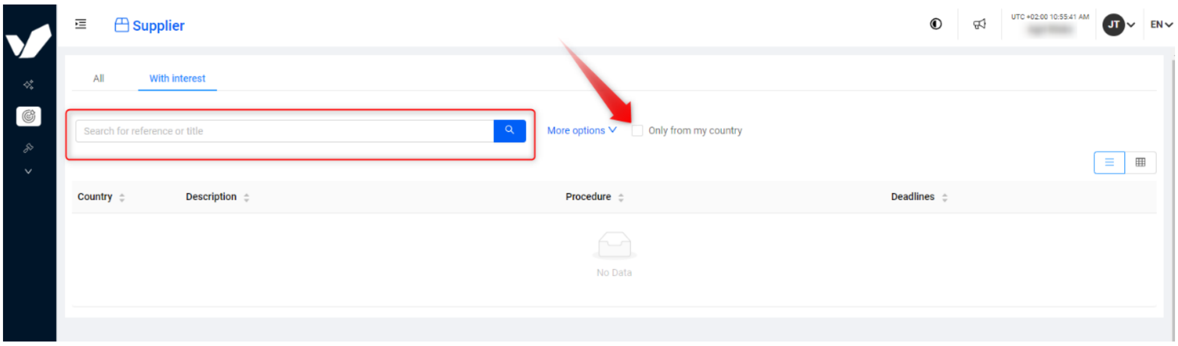
Click on the message/megaphone icon, and you will see a list of one or more tenders.



Click on the relevant tender.

Manually search for a tender

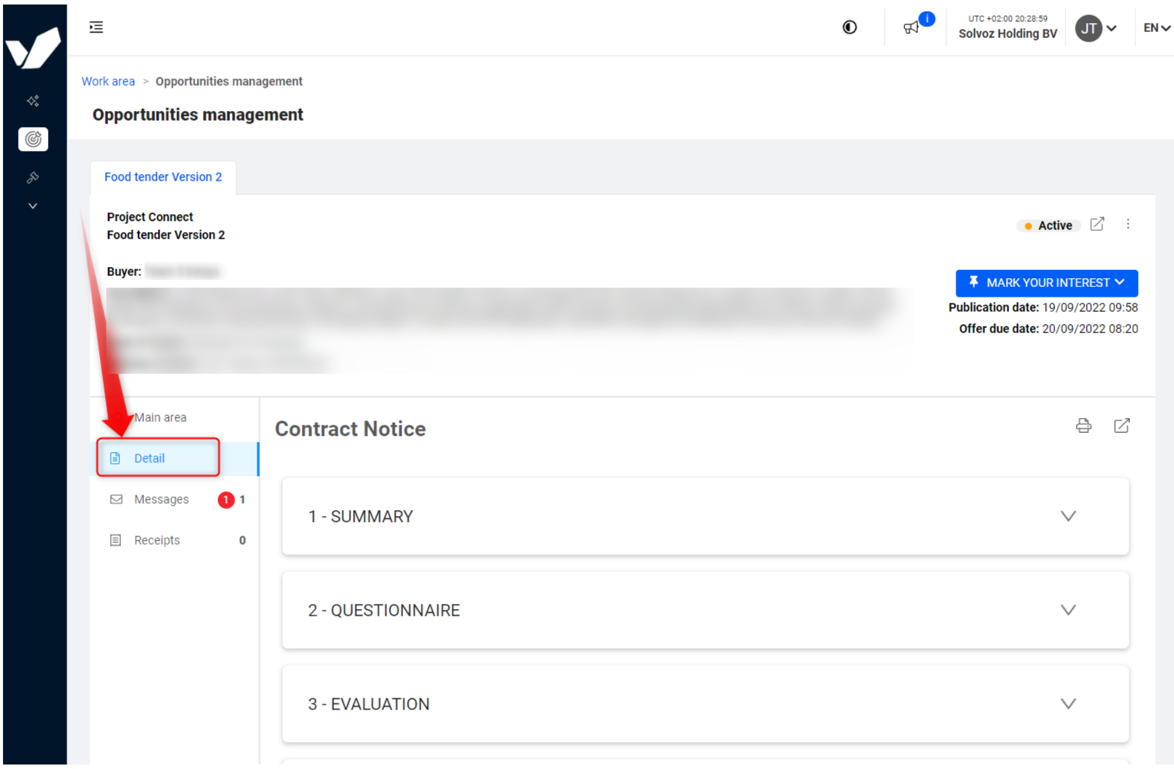
If there is no tender invitation, you can search for a relevant tender. In your main dashboard, search for a tender title or reference number in the search box. Ensure you unmark the “only from my country” checkbox if it is a tender from another country you are looking for.



3. Study the details of the tender

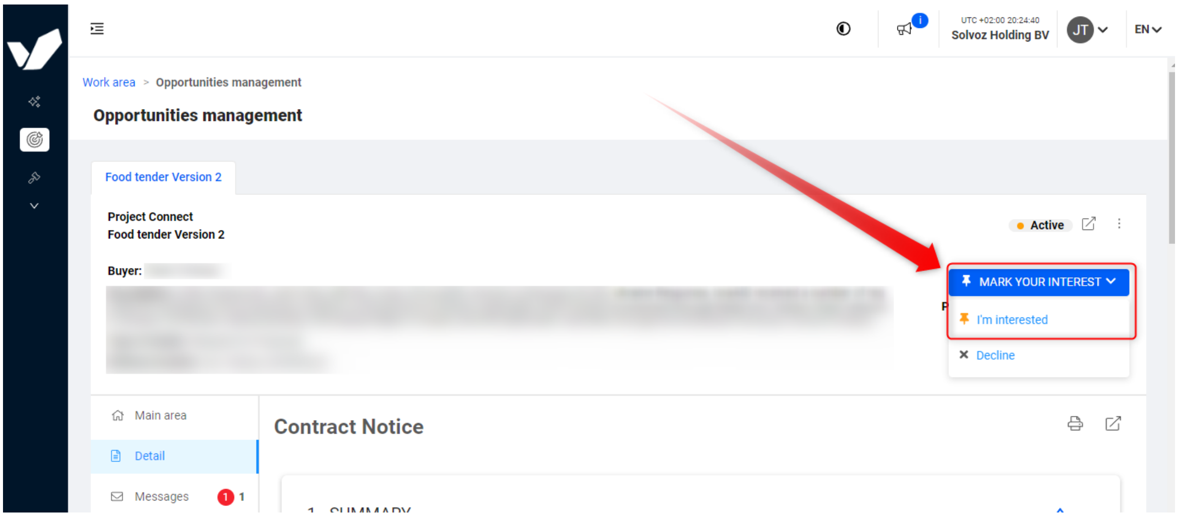
After clicking on the tender, you will be redirected to the Opportunity Management page, where all information about the tender is available. To see the tender details, click on the “Detail” button.

On this page, you can see all details of the tender: general info (“request info”), questionnaires (usually containing the goods & services requested), evaluation criteria, relevant documents and documents required for upload, and additional information.



4. Confirmation of interest in participation

To participate in the tender, you need to click “Mark Your Interest” and then “I’m interested”. All options in the tender will be unlocked, and the Buyer Entity will be notified of the existence of an interested party. This step is mandatory.

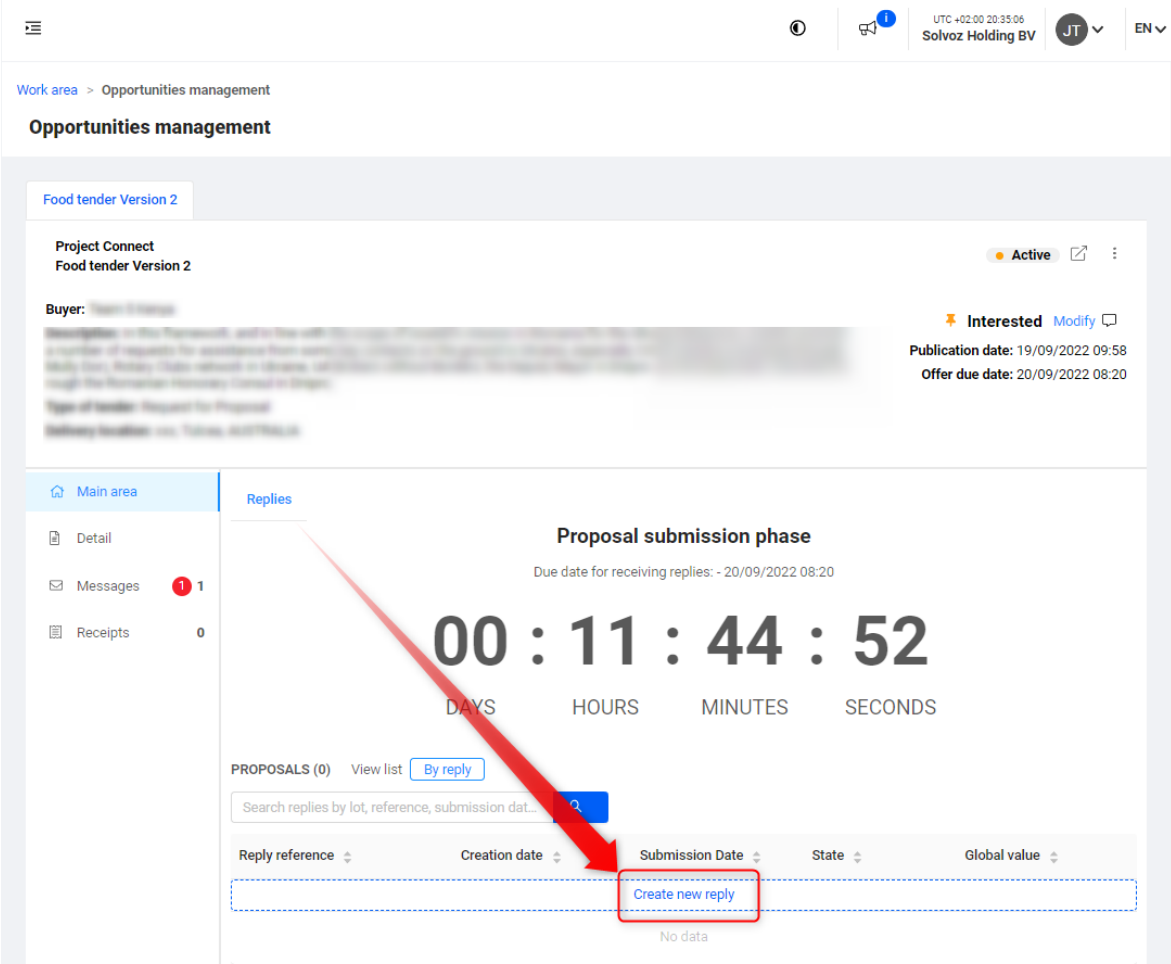


You can now submit your offer; see the next section.

2.2. Offer Submission

Suppliers can submit (or withdraw) offers at any time before the tender's deadline. Please follow the steps below. This section assumes you finished section 1 of this manual in which you indicated interest.

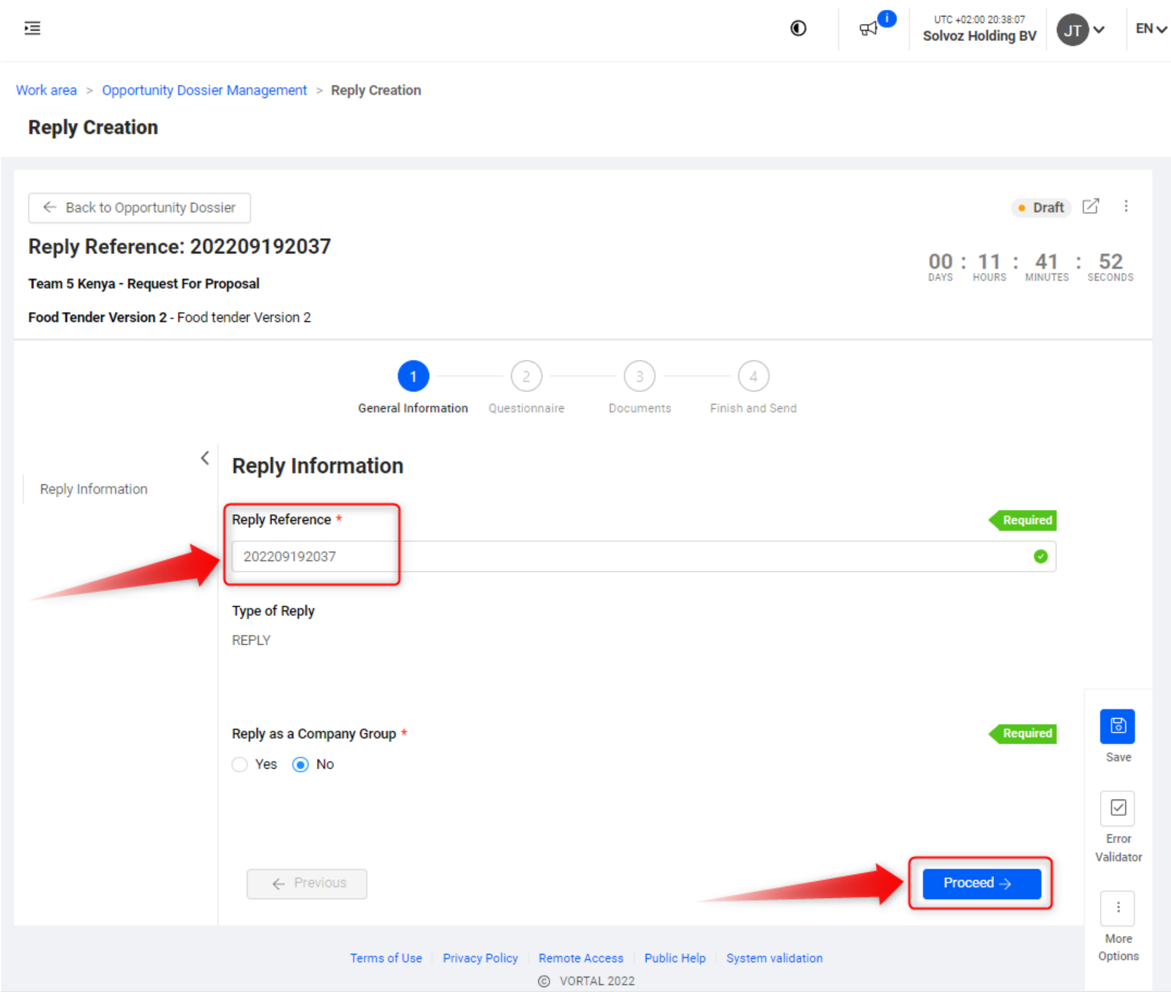
1. Click on "Create new reply"



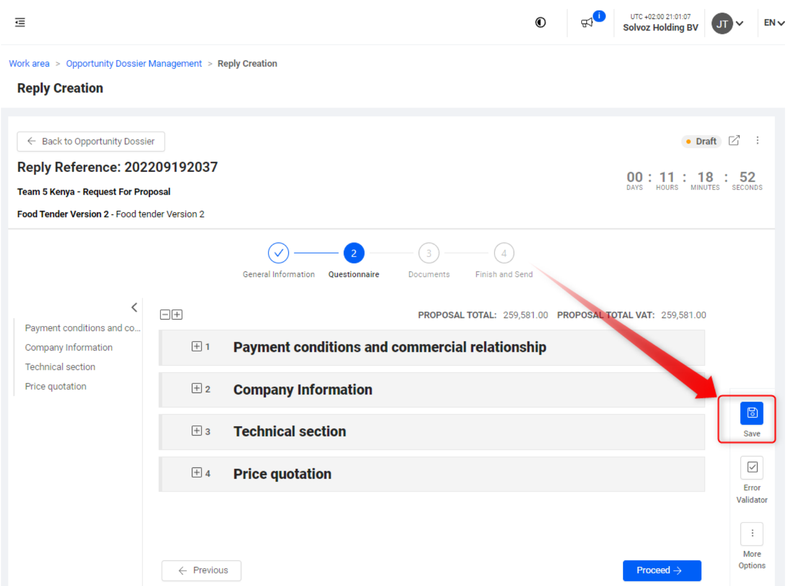
You will enter the Reply creation area, which has four steps: general information, fill in questionnaires, upload documents and finish and send. Each step is described below.

2. Step 1: enter the “Reply Reference” and click proceed.

A reply reference can be anything for your own reference.

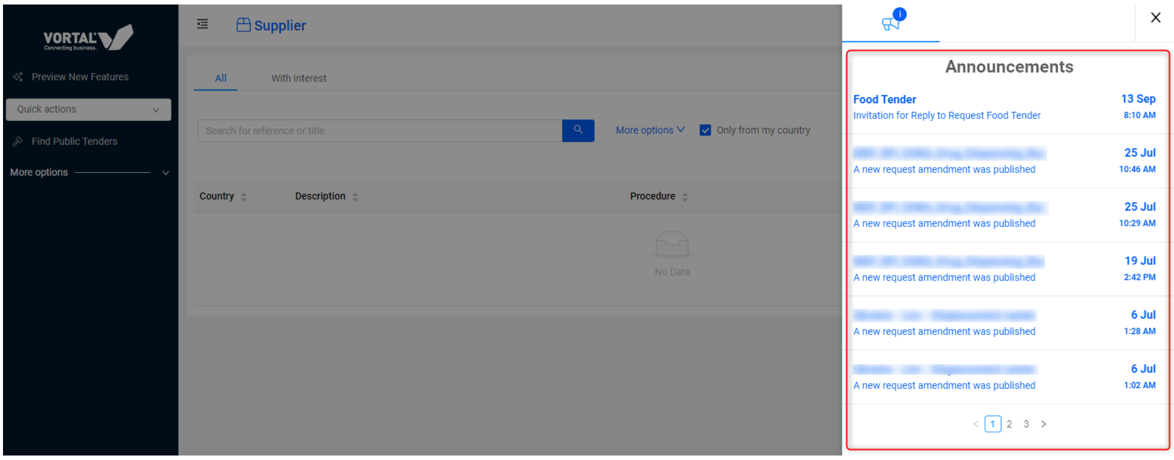


Note: At any step in the process, you can click on “Save”.

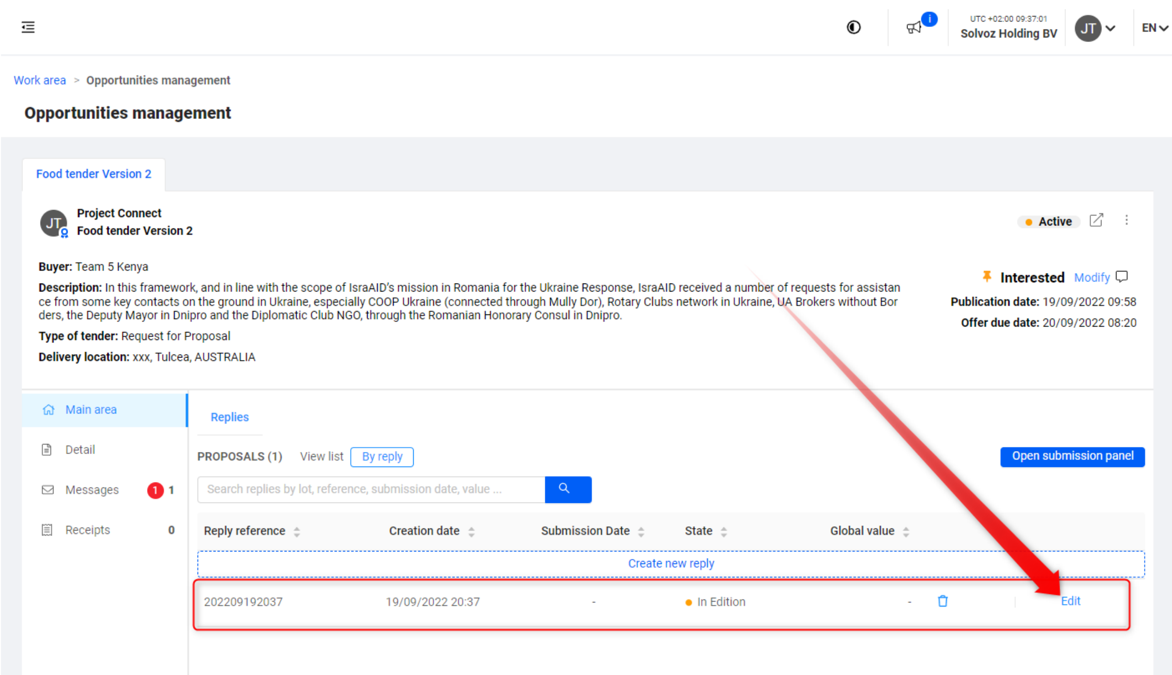


This will save your work and you can continue later.

If you continue later: to open the tender again, login to the platform, click on the message/megaphone icon and click on the tender.



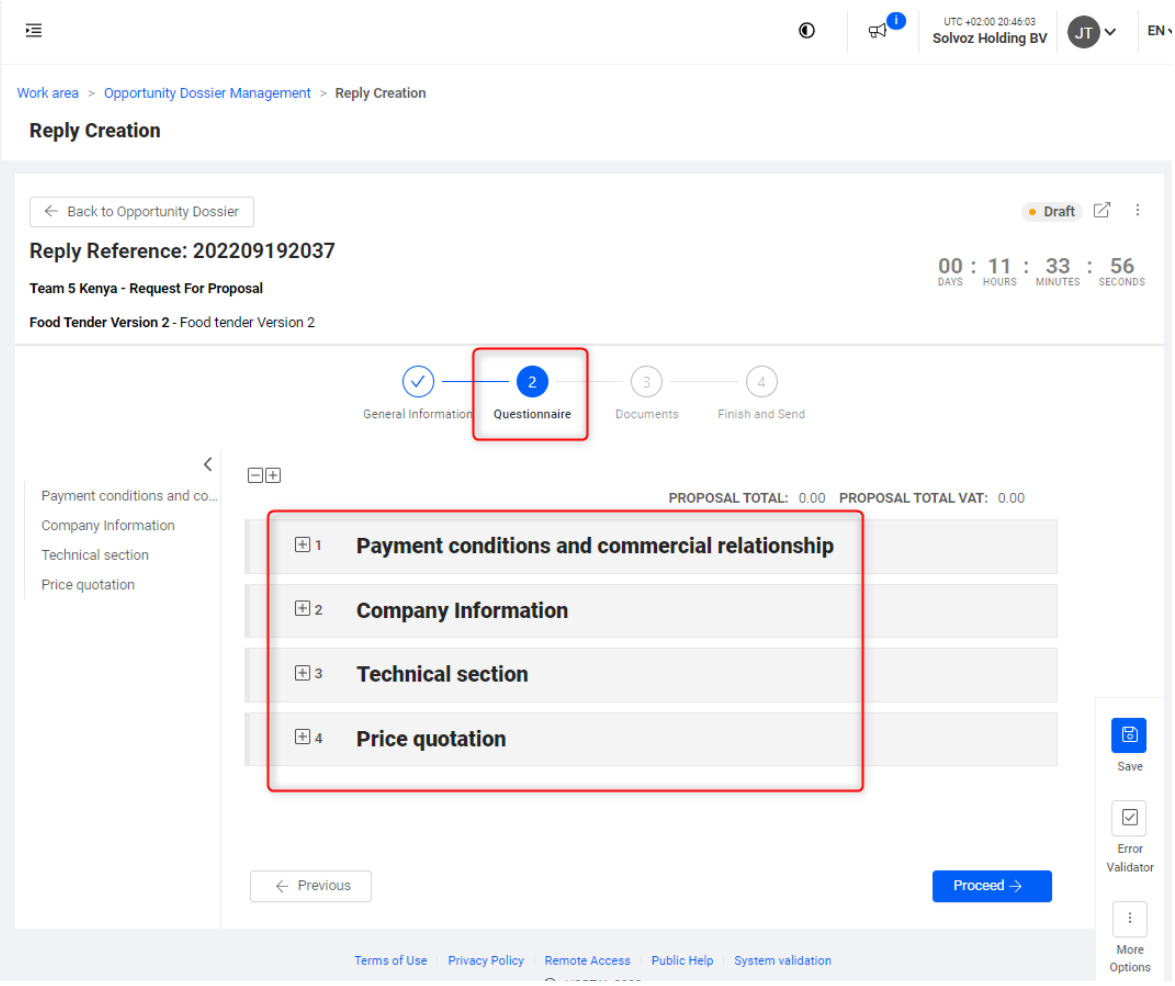
This will open the tender area. Click on edit under the “Replies” header and continue with your work.



Note: you can also start over by clicking “Create new reply”.

3. Step 2: fill in all mandatory questionnaires

You will now enter the second step, which are the questionnaires. Here you usually find questions about payment conditions and commercial relationship, company information, technical information and price quotations, and other important topics for the buyer.

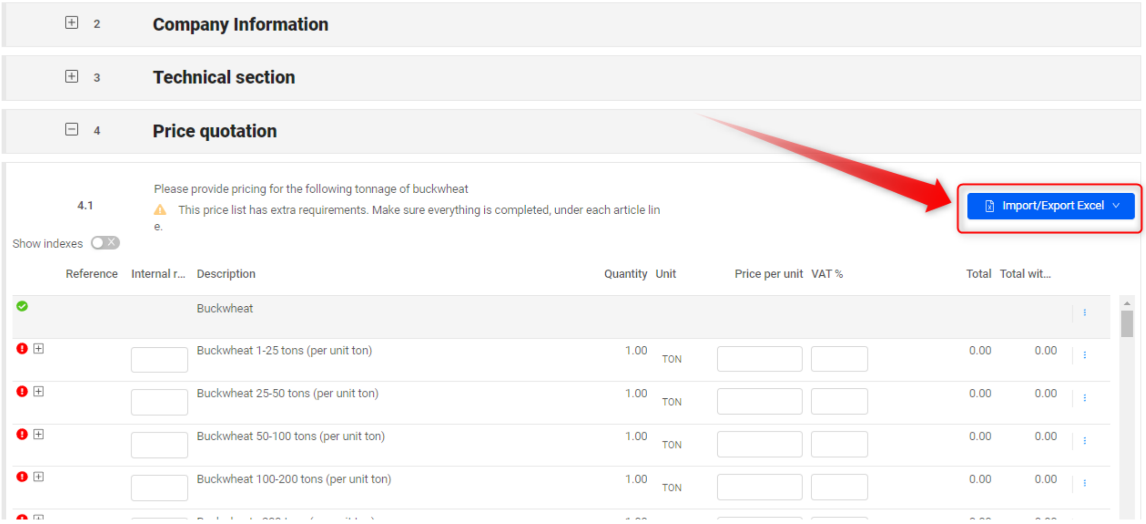


You can expand each questionnaire by clicking the + sign and collapse by clicking the + sign again.

Fill in each questionnaire. Mandatory questions are marked in red and display an arrow with “required”

Uploading price information

For the price quotation, it is possible to insert the Price quotation through the Export / Import mode. To do this, open the Price quotation section, click “Import/Export Excel”, and then choose “Export to Excel”.



An Excel sheet will be downloaded. Open the Excel file and fill in the information. It is important to follow the integrity of the template:

- Do not add/delete any lines
- Do not add/delete any columns
- Do not modify/exchange column headings
- Do not change the file type
- For the prices: fill in only the "Price Per Unit" and the "Vat %" column (the platform, once imported, will multiply these values by the quantity)
- Please be aware if there are additional columns to be filled, e.g. delivery times.

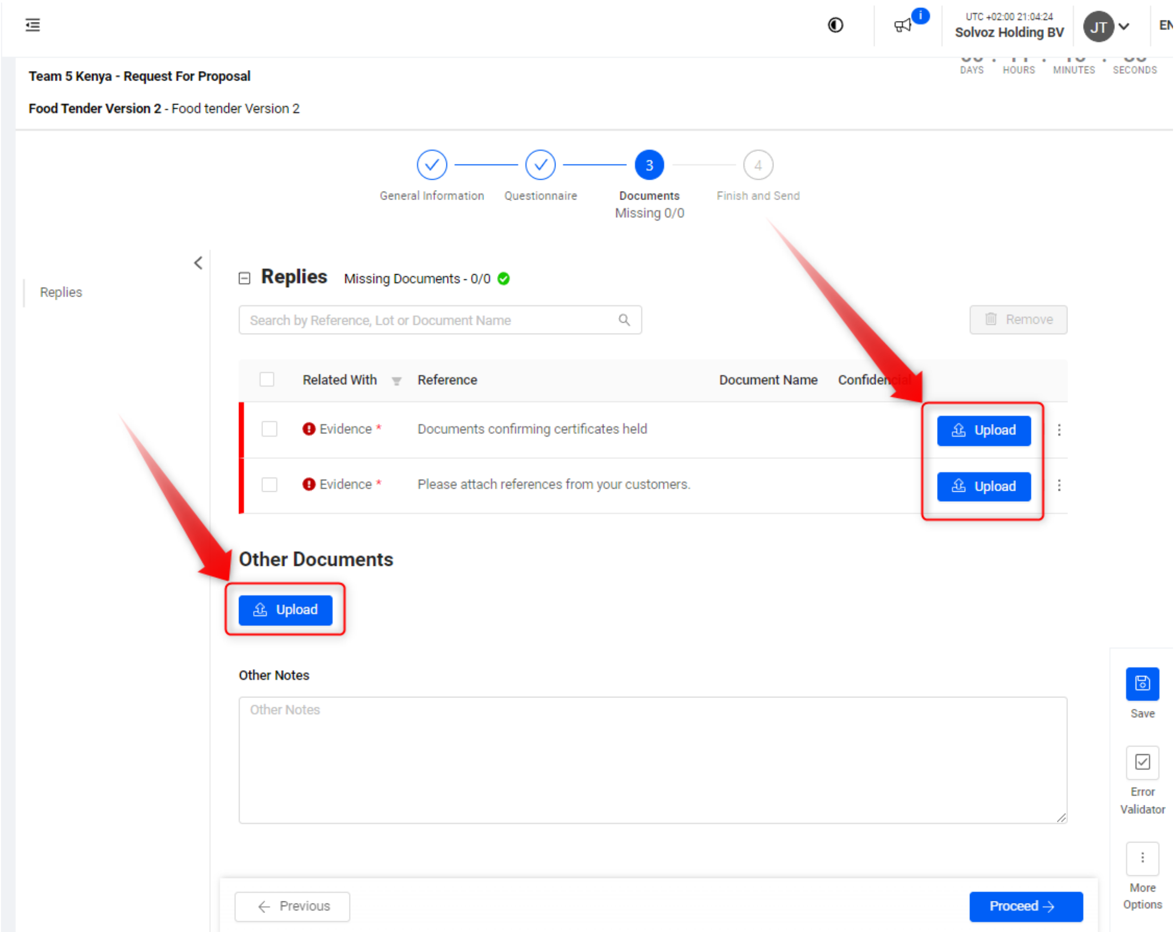
Save the Excel file. Import it by clicking on the "Import/Export Excel" button and then "Import from Excel".

Note: if you get an error message after upload, try to refresh your browser.

4. Step 3: upload requested documents

Upload requested documents by clicking on the upload buttons per document line. You can also upload other additional documents by clicking the upload button under "Other documents".

Note: do not upload documents with the same name. The system will not accept that.

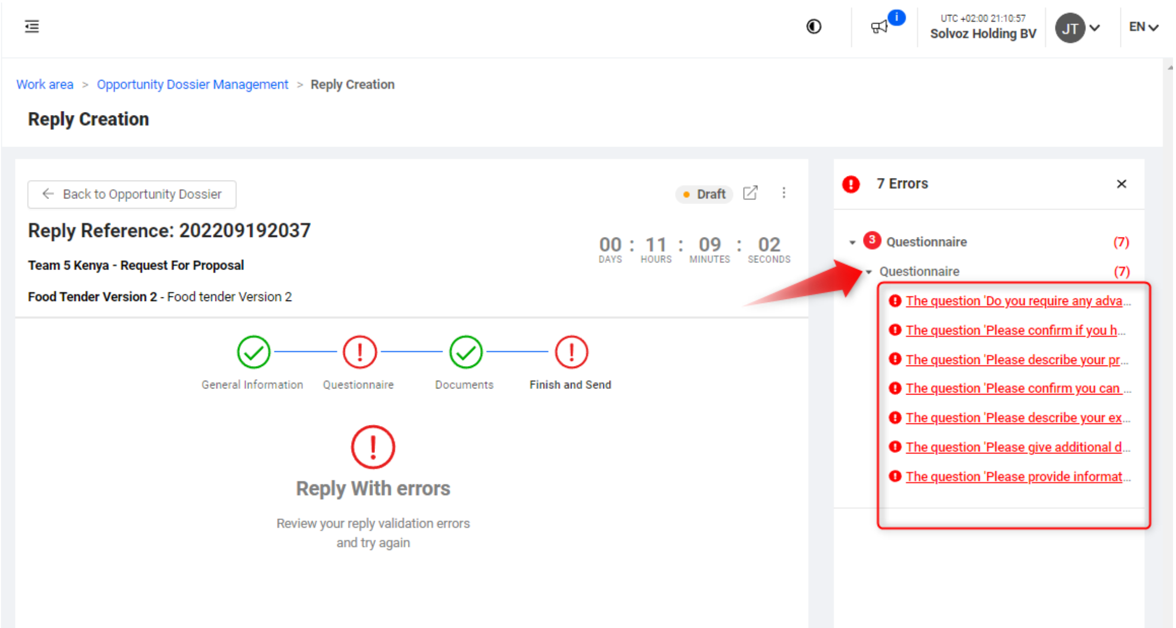


Proceed to the final step: Finish and send.

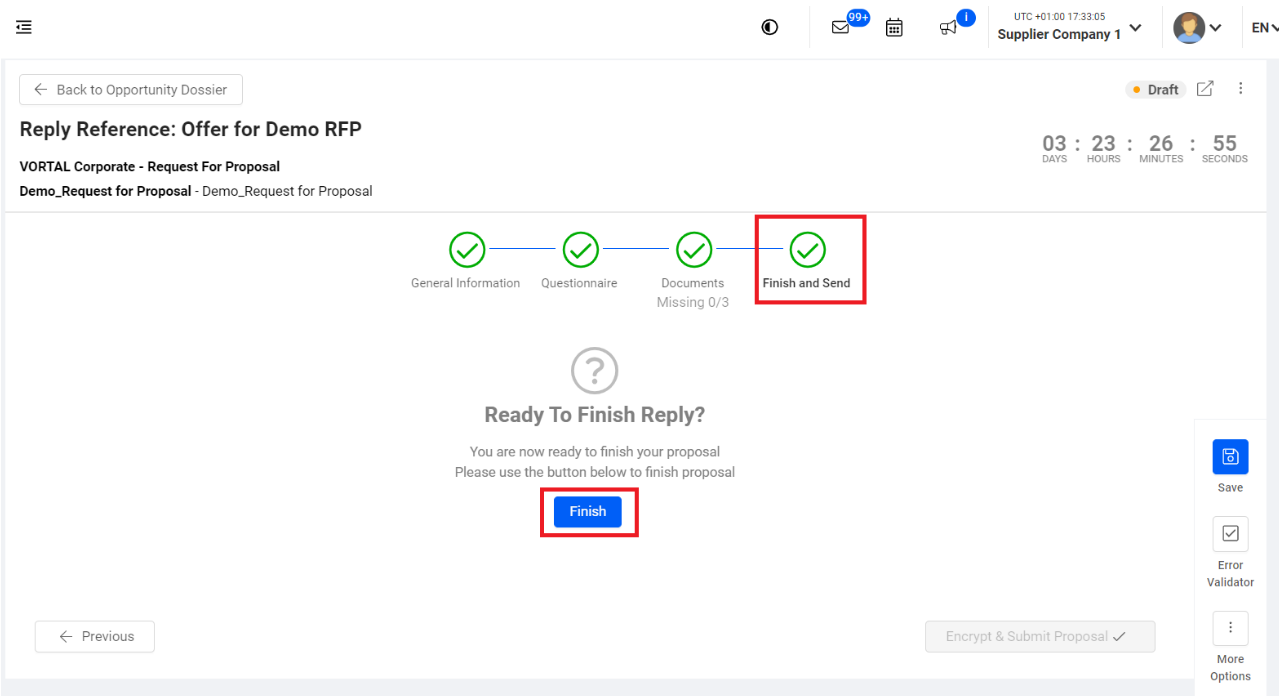
5. Step 4: Finish and Send

Once a questionnaire is filled, and all necessary documents are uploaded, proceed to the final step: "Finish and Send". If there are errors in your reply (e.g. missing data), you will see a similar screen as below.

You can start checking errors by expanding the reported errors with the small arrow signs. Hoover over an error to read the entire error message.

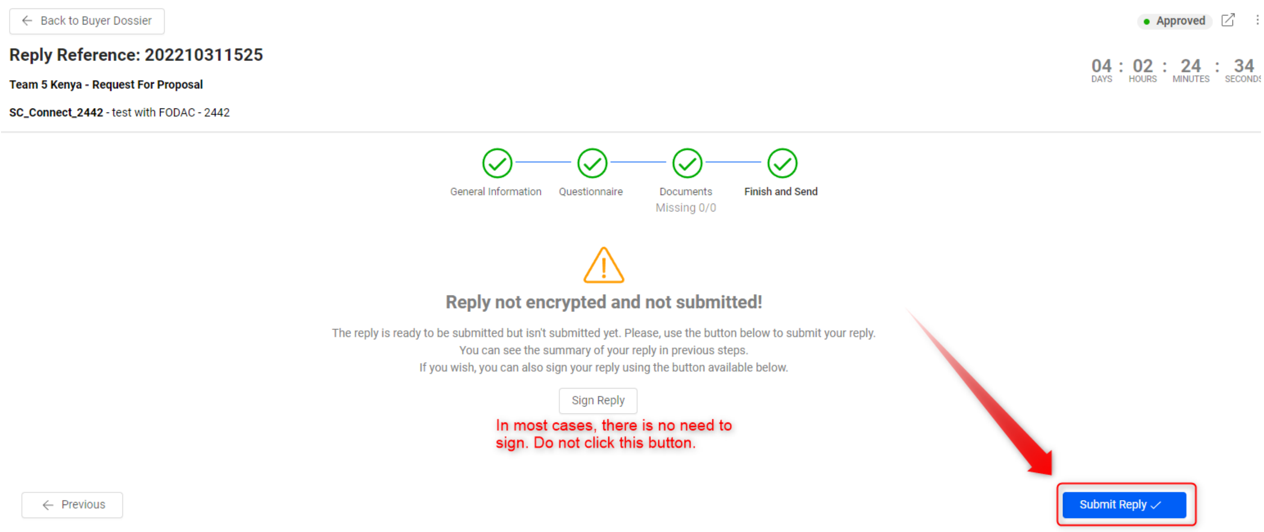


Once you have solved the errors, please click Proceed till the final step "Finish and Send". You will see this screen:

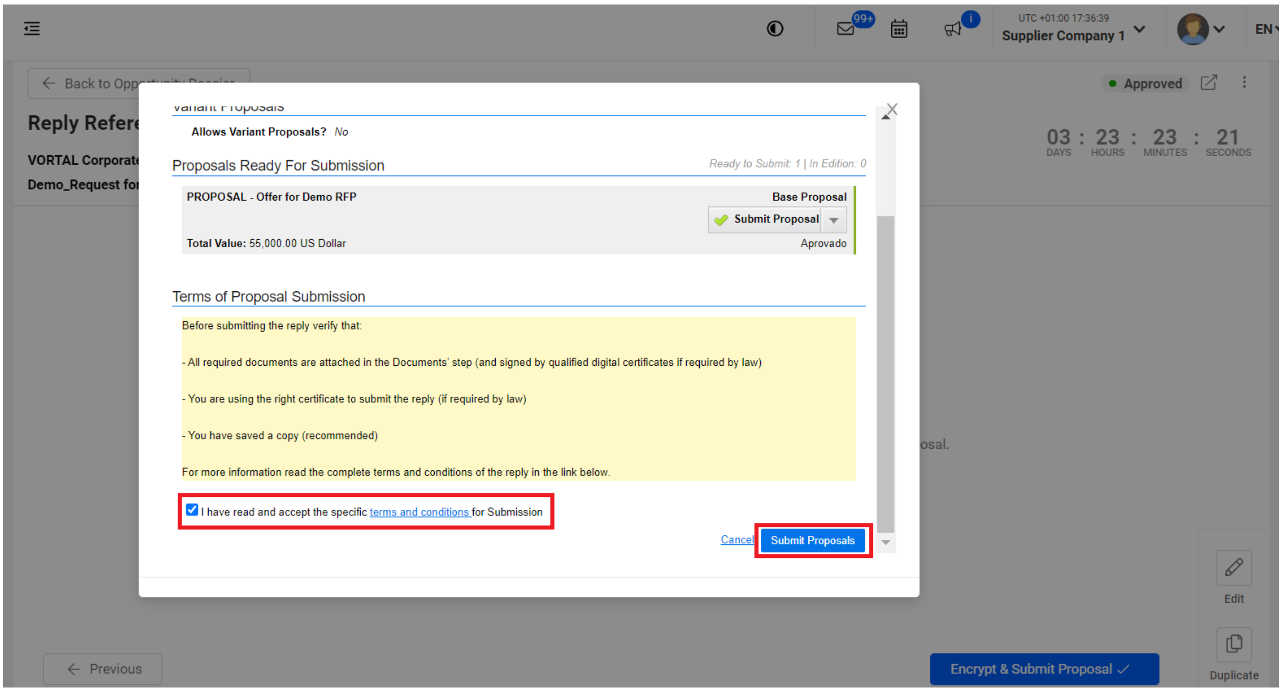


Click on Finish.

6. To submit an offer, proceed by clicking the button “Encrypt & Submit”



7. In the popup window, click on the checkbox and then click on “Submit Proposal”



Your offer for the tender will be submitted successfully and will be available for the Buyer when the tender deadline for submission is reached. You will be notified via email of the next steps in the procedure.

Support

For support, you can:

- book a meeting where we can deliver on-screen support. To book a meeting, please go to: https://solvoz.zohobookings.eu/#/customer/suppliers
- email us at info@solvoz.com with “Supplier support requested” in the subject line.

Solvoz