

# eSourcing FAQ's

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**Oracle Sourcing Support Helpdesk:**

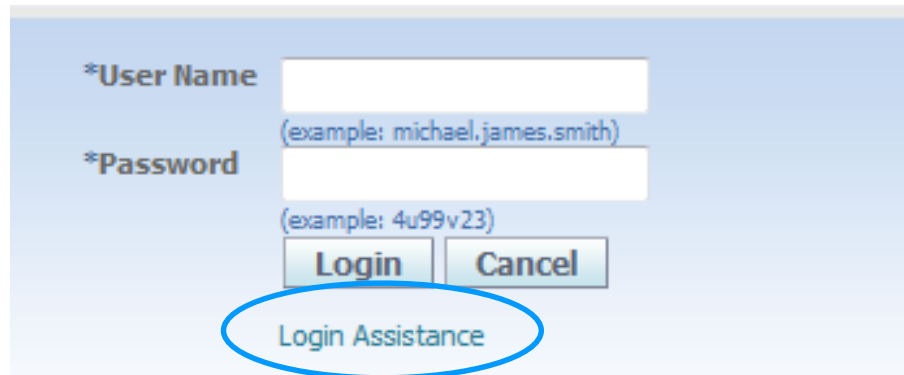
**Telephone: 021-4534777 -> Option 2.2.2**

**Email: [oraclesourcingsupport@ervia.ie](mailto:oraclesourcingsupport@ervia.ie)**

- Forgotten Password?
- Logging In and Accessing Tenders
- Acknowledging Intent to Participate - Workflow Notification Timeout
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- Where to Upload Attachments?
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# Forgotten Password

- From the Login page click on “Login Assistance”:  
<https://sourcing.water.ie>



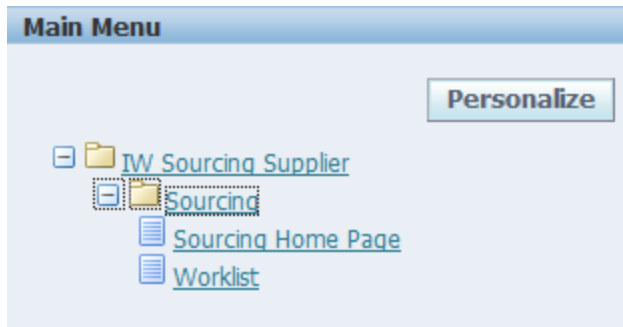
The screenshot shows a login form with the following elements:

- \*User Name:  (example: michael.james.smith)
- \*Password:  (example: 4u99v23)
- Buttons: Login, Cancel
- Link: Login Assistance (circled in blue)

- Enter your email address into the forgotten password box
- This will generate a new password sent to you from a “Workflow Mailer” Email Address

# Logging In and Accessing Tenders

- Login Link: <https://sourcing.water.ie>
- Navigate to “Sourcing Home Page”



- You will see the tender you have been invited to beneath “Your Company’s Open Invitations”

## Your Company's Open Invitations

Supplier Site	Negotiation Number	Title
	<a href="#">13013</a>	16/005 Training RFQ 1

- The negotiation number should have already been provided to you

# Acknowledging Intent to Participate - Workflow Notification Timeout

- Acknowledging intent to participate is optional (not mandatory).
- If suppliers fail to acknowledge their intent to participate, they will receive a notification advising them their window to participate has timeout has expired.

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**From:** Workflow Mailer - SSPROD [[mailto:EbizPROD\\_svc@water.ie](mailto:EbizPROD_svc@water.ie)]

**Sent:** Thursday 10 November 2016 12:55











For Water Project Group

**Subject:** FYI: Notification Time out - You are invited: RFQ 129014 (Services)

- Suppliers should **ignore** this notification. This notification is solely linked to the window of participation, not to the event itself.
- Suppliers should continue to tender for the event and submit their responses as normal. If supplier does not wish to tender the should email [tenders@ervia.ie](mailto:tenders@ervia.ie)

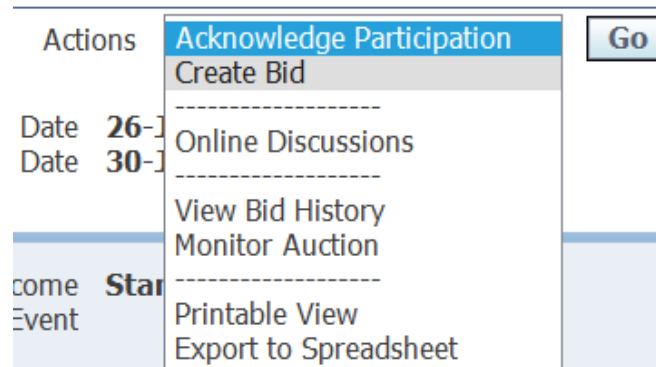
# Where do I download Attachments?

- Once you have logged into your tender, all document attachments will be at the bottom of the header page, in the “Notes and Attachments” section
- Click on the Title link to download file

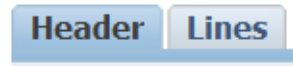
Notes and Attachments								
Note to Suppliers								
Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
<a href="#">12_085-34_RFQ_Annex1.pdf</a>	File	12_085-34_RFQ_Annex1.pdf	To Supplier	ENRICH1	01-Mar-2016	One-Time		
<a href="#">12_085-34_Annex2_ToR.docx</a>	File	12_085-34_Annex2_ToR.docx	To Supplier	ENRICH1	01-Mar-2016	One-Time		
<a href="#">12_085-34_Annex3_CallOff.pdf</a>	File	12_085-34_Annex3_CallOff.pdf	To Supplier	ENRICH1	01-Mar-2016	One-Time		
<a href="#">12_085-34_Annex4_PD.xlsx</a>	File	12_085-34_Annex4_PD.xlsx	To Supplier	ENRICH1	01-Mar-2016	One-Time		
<a href="#">12_085-34-Annex5_PSDP.pdf</a>	File	12_085-34-Annex5_PSDP.pdf	To Supplier	ENRICH1	01-Mar-2016	One-Time		

# How to Create a Response?

- Once in the PQQ/RFQ select “Create Response/Quote” from the Actions drop down box (top or bottom right corner) and press “Go”



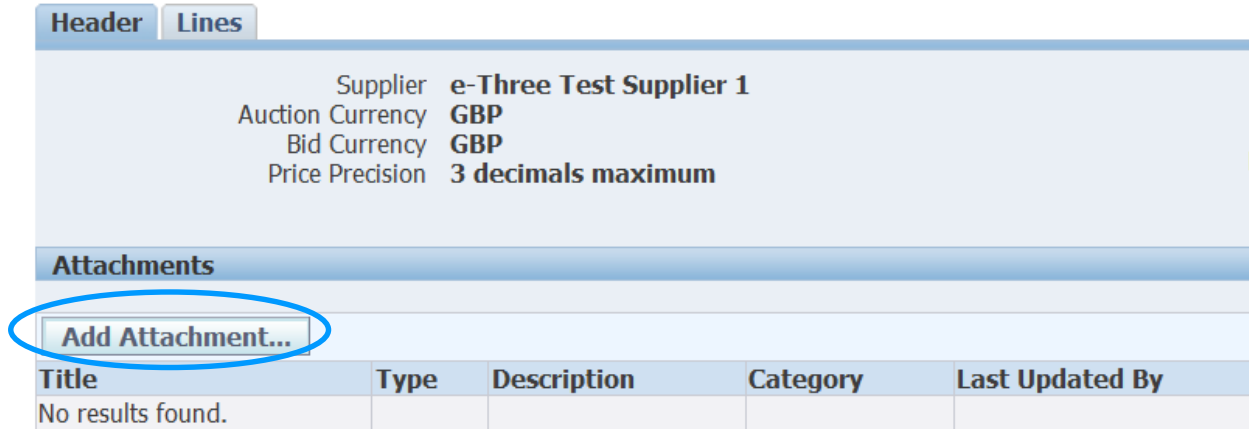
- All event controls can be found in this menu
- Once you are in your response you have 2 tabs to complete:



- Header – Contains all questions beneath Requirements and allows you to upload attachments
- Lines – Contains all pricing elements

# Where to Upload Attachments?

- When you are creating your response near the top of the “Header” tab you will see:



Header Lines


Supplier e-Three Test Supplier 1  
Auction Currency GBP  
Bid Currency GBP  
Price Precision 3 decimals maximum

Attachments

**Add Attachment...**

Title	Type	Description	Category	Last Updated By
No results found.				

- You can browse for your file to upload, or attach a web address then Apply



Define Attachment

Type  File  URL  Text

Browse...



# Completing your Response Online (Header)

- If you choose to respond online, all questions will be listed on the “Header” page, complete your responses, using the response fields as per below:

**Header** | Lines

Supplier: **Enrich Test Supplier 6**  
 RFQ Currency: **EUR**  
 Quote Currency: **EUR**  
 Price Precision: **Any**

Reference Number:   
 Note to Buyer:

**Attachments**

[Add Attachment...](#)

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
No results found.								

**Requirements**

[Expand All](#) | [Collapse All](#)

Focus Title	Target Value	Quote Value	Maximum Score
<input type="checkbox"/> Requirements <input type="checkbox"/> 1. IMPORTANT INFORMATION AND ORGANISATION INFORMATION Please refer to the Tender document for the: 1. IMPORTANT INFORMATION AND ORGANISATION INFORMATION section.			0
<input type="checkbox"/> 2. PARTICULARS, DEFINITIONS AND INSTRUCTIONS Please refer to the Tender document for the: 2. PARTICULARS, DEFINITIONS AND INSTRUCTIONS section.			0
<input type="checkbox"/> 3. SCOPE OF REQUIREMENT Please refer to the Tender document for the: 3. SCOPE OF REQUIREMENT section.			0
<input type="checkbox"/> 4. MINIMUM REQUIREMENTS <b>4.1. MINIMUM REQUIREMENTS</b> Please confirm you can meet all minimum requirements detailed in the attached Sharefile Production Phase Requirement document (Sharefile Production Phase Requirements - Tender.pptx).		<input type="text"/>	0
<input type="checkbox"/> 5. AWARD CRITERIA AND EVALUATION The Contracting Entity will evaluate tenders from those Tenderers that meet any minimum requirements specified in Section 4 against the award criteria contained in this Section 5 in order to ascertain the <b>most economically advantageous tender</b> having regard to quality and price.			1000

# Completing your Response Online (Lines)

- Click into the “Lines” tab at the top left of the page to complete the pricing section (mandatory in all submissions):

Create Quote: 69004 (RFQ 119013)

Title [Test Event](#)

Time Left **1 day 1 hour**  
Close Date **14-Oct-2016 12:00:00**

[Cancel](#) [View RFQ](#) [Quote By Spreadsheet](#) [Save Draft](#) [Continue](#)

**Header** **Lines**

RFQ Currency **EUR** Price Precision **Any** Quote Currency **EUR**

Line	Update	Ship-To	Start Price	Target Price	Quote Price	Unit	Target Quantity	Quote Quantity	Promised Date
1 <a href="#">Tenderer Total Co...</a>		Accounts Payable SS			<input type="text"/>	1	1	1	<input type="text"/>

Indicates more information requested. Click the Update icon.

[Cancel](#) [View RFQ](#) [Quote By Spreadsheet](#) [Save Draft](#) [Continue](#)

- **Please note, you only need to complete the “Quote Price” box, the “Promised Date” is not mandatory**
- Please note if there are individual quote prices for each lot, and you are not providing a quote for all lots, please enter a ‘1’ as a default number to continue.

# How to Export to Excel (Offline Response)? ervia

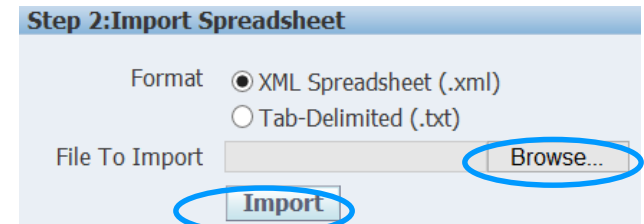
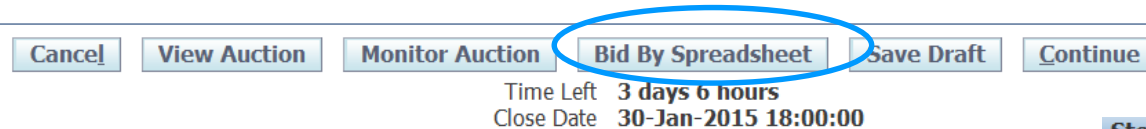
- If you wish to complete your response offline, you can download to Excel
- Click on “Bid by Spreadsheet” (found in “Create Response/Quote”)and then “Export”

The screenshot shows a software interface with a navigation bar at the top containing buttons: Cancel, View Auction, Monitor Auction, Bid By Spreadsheet (circled in blue), Save Draft, and Continue. Below the navigation bar, the text reads: Time Left 3 days 6 hours and Close Date 30-Jan-2015 18:00:00. A panel titled 'Step 1: Export Spreadsheet' is open, displaying a tip: 'Rich style includes spreadsheet cell borders, which will'. Under 'Format', there are three radio button options: 'XML Spreadsheet - Rich Style (.xml)' (selected), 'XML Spreadsheet - Light-Weight Style (.xml)', and 'Tab-Delimited (.txt)'. The 'Export' button at the bottom of the panel is circled in blue.

- Open the zip file and you will have two files. Open the one marked “-Response”
- Things to remember about responding via Excel:
  - All yellow cells are mandatory
  - Please remember to complete both the Header & Lines tabs
  - You cannot add rows or columns to the spreadsheet
  - In order to upload it back into the system it must remain XML 2003 format

# How to Upload my Response Back to the System?


- When you are creating your response click on “Bid by Spreadsheet”



- Browse for your file and select import
- Common Error Messages:
  - Quote Value Required – Spreadsheet Row: [x]
    - Not all yellow cells completed (refer to spreadsheet row number)
  - Value must be one of the predefined list of Acceptable Quote Values
    - The format of the response does not meet the Dropdown list responses, please use the dropdown list to select the right response
  - The file format is invalid. Please select the correct import format or upload another file with the selected format.
    - Spreadsheet not saved as XML 2003 file type
    - Formatting of sheet has been changed from downloaded original
    - **Please ensure you are trying to import the system generated template and not a document which needs adding in the ‘Add Attachment’ section (e.g. Ervia pricing schedules)**

# How do I Complete the Pricing Section?

- Within an RFQ, you may be asked to complete a pricing schedule (which you will download from the Notes & Attachments section, slide 5)
- To add this to your response, please use the Add Attachment section in the Header page of your response:




Attachments				
<a href="#">Add Attachment...</a>				
Title	Type	Description	Category	Last Updated By
No results found.				


- ***Please note, you will also need to complete the Form of Tender price in the Lines section of the online RFQ in order to submit your response, either online (slide 9) or via the spreadsheet template (slide 11).***

# How do I Submit my Response?

- Once you have completed:
  - Requirements in the “Header” page
  - Required Attachments
  - Total price in the “Lines” Section
- You can submit your response by selecting “Continue”
- This will allow you to review your response and once you are happy, please select “Submit”
- ***Please note you will receive the below Warning, this is just a standard Oracle warning, please proceed and click on “Submit”***


 **Warning**

Buyer has requested for you to submit a single, best quote. Multiple quotes (re-quoting) for this RFQ are not allowed.

 Error

The RFQ control requires you to quote on all lines

- You haven't completed all mandatory lines in the RFQ, click into the "Lines" tab and complete all mandatory "Quote Price" cells

 Error

1. A quote value is required for requirement Please also complete Appendix 2 Declaration of Compliance, sign and attach as part of your response
2. A quote value is required for requirement We confirm that none of the excluding circumstances listed in Article 45 of EU Council Directive 2004/18/EC apply to the contract

- You haven't answered the listed questions, scroll down to the relevant questions in the "Header" page and complete your response

- Supplier may receive a 'Webpage Cannot Be Displayed Error' when uploading a document to the platform.



The website cannot display the page

HTTP 500

Most likely causes:

- The website is under maintenance.
- The website has a programming error.

What you can try:

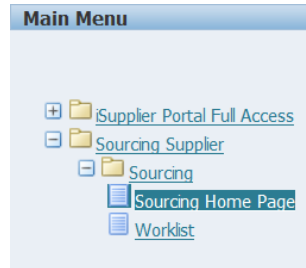
- Refresh the page.
- Go back to the previous page.
- More information

- Please select the option 'Refresh the page' or 'Go back to the previous page'.
- The document will most likely be uploaded, refresh your page and taking you back into the previous form should confirm this.



# Viewing a Previous Response

- After logging in, please go to the Sourcing Home Page



- Select Full List to view all previous responses



- Click on the response number of the negotiation to view your active response

Select	Response Number	Your Response Number	Response Status	Created By	Supplier Site	Negotiation Number	Title	Type	Event Title	Time Left ▲
<input type="radio"/>	233872		Draft	Chaplin, Nick		<a href="#">211653</a>	Supplier Training eAuction	Auction		3 days 4 hours

## PLEASE USE INTERNET EXPLORER, NOT ANOTHER BROWSER

- Page Cannot be Displayed
  - Clear History by selecting Ctl + Shift + Delete
  - Click OK, once message has disappeared, please restart browser

- Error

### Error Page

You have encountered an unexpected error. Please contact the System Administrator for assistance.

- Please logout, and then clear the cache in your browser: Press Ctrl + Shift Key + Delete, delete all cookies etc.
- Close internet explorer completely, then restart session and log back in.

# Maximum File Size Capacity

- Note the maximum file size per document on the Oracle Sourcing platform is 35MB.
- Suppliers will receive the following error when uploading any documents in excess of 35MB.



Error

The file you are trying to upload has exceeded the maximum size of 35840 KB. Please upload a file of size less than 35840 KB or contact your Systems Administrator for assistance.

- Note this is per document only – suppliers can upload multiple documents, however they must be within this sizing limit.
- Suppliers should look to breakdown documents >35MB and ensure this is referenced correctly in your submission.
- Please note that putting a zip file in another zip file is not permitted.
- Any issues, please contact Oracle Sourcing Support.

**For any other queries, please  
contact the Oracle Sourcing  
Support helpline for assistance**

Telephone Number: 021-4534777 -> Option 2.2.2

Email: [oraclesourcingsupport@ervia.ie](mailto:oraclesourcingsupport@ervia.ie)

# ervia

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