Supplier Guide to Participating in SUSS Tenders via TenderBoard

Updated: 1 April 2024
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Introduction

Singapore University of Social Sciences (SUSS) is using TenderBoard system to conduct our tenders.

All suppliers, vendors and contractors (collectively known as “Bidders”) are to submit their offers via the system. Unless otherwise stated in the tender notice, no other modes of submission will be accepted by SUSS.
Closed / Invited Tenders – Email Invite

Invited Bidders will receive an email from noreply@tenderboard.biz to participate in the opportunity.

Please check your junk/spam folder if you do not receive the email and ‘whitelist’ this email domain.

Click the button and access the unique link to submit a bid. You are not required to login or register an account with TenderBoard if you are directly invited by SUSS.

Please refer to slide 26 to know the benefits of registering for an account.

You may refer to the short video created by TenderBoard for this purpose here.
Closed / Invited Tenders – Terms of Use

Deal Invitation

Hi, you were invited by Singapore University of Social Sciences to participate in RFQ for Stationery. Before we proceed, we request that you review our Terms of Use and indicate your acceptance:

Name
SUSS Supplier 1

Company
SUSS Supplier 1

Email
susstbtest+supplier1@gmail.com

By clicking, you agree to our Terms of Use.

You will be brought to the next page to accept the Terms of Use from TenderBoard.

Confirm your company information is correct and agree to the TenderBoard’s Terms of Use to view further details.

Note: Agreeing to the Terms of Use does not obligate Bidders to submitting an offer.
Closed / Invited Tenders – Expression of Interest

Supply of pantry supplies

**Buyer:** Singapore University of Social Sciences

<table>
<thead>
<tr>
<th>Overview</th>
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<tbody>
<tr>
<td><strong>Reference No:</strong></td>
</tr>
<tr>
<td><strong>Published:</strong></td>
</tr>
<tr>
<td><strong>Closing Date:</strong></td>
</tr>
<tr>
<td><strong>Closing Time:</strong></td>
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Bidders will then be required to click on “View EOI” to review and accept SUSS’s Online Non-Disclosure Agreement (NDA) before being allowed to access the tender documents.
Expression of Interest Submission

Name: SUSS Supplier 1
Company: SUSS Supplier 1
Email: suussupplier1@gmail.com
Phone: 5S555555

Please fill in your ACRA registered company name:

Please fill in your UEN:

Please download and read the attached Online Non-Disclosure Agreement (NDA):

By clicking to proceed to submit your Expression of Interest for this Procurement Opportunity, you have read, and confirm acceptance of the terms of the Online Non-Disclosure Agreement (NDA).

You acknowledge that your submitted proposal will be subject to the validity period stated in our Form of Tender/Quotation, regardless of any other selection in the online submission form.

To accept the NDA, please fill in your ACRA registered company name and UEN, tick on these two checkboxes, followed by clicking SUBMIT.

After submitting, you will be brought to the next page.

To go back to the previous screen, click on HIDE.

Note: Depending on each tender, the EOI and information requested may differ. Please follow the instructions on screen to proceed further.
You will receive an email notification similar to the screenshot on the left, upon successful submission of your Expression of Interest.

You will then be brought to the next screen to view the tender documents², ask questions, decline to bid or submit your bid.

²Depending on each tender, the submitted EOI may be subject to approval by Procurement before Bidders can access the tender documents.
Closed / Invited Tenders

**ASK:** If you have any queries on the opportunity's requirements or require further information, you may contact SUSS directly using the "ASK" function. You may also attach a file to support your clarifications.

**DECLINE TO BID:** For opportunities that you have been invited to, but unable to participate in, you may click on the "DECLINE TO BID" button.

**SUBMIT YOUR BID:** Proceed to submit your offer and pricing.
Closed / Invited Tenders - Ask

Upon successful submission of your clarifications, you will receive an email similar to the one shown above.

You will be notified via email again when your question has been answered. All clarifications and SUSS’s responses will be shared with all participating bidders.
Closed / Invited Tenders - Ask

Clarifications

Q1 Can I deliver the tablets in 2 batches? Are you able to accept refurbished sets with warranty?
No, we need all laptops in 1 batch.
No, we need brand new sets with Apple warranty.

By scrolling down to the bottom of the page of the Tender Listing, you will also be able to view the clarifications and SUSS’s responses posted, along with supporting documents if any.
Closed / Invited Tenders – Decline to Bid

Decline to Bid
Are you sure you want to decline to bid this RFQ? The buyer will be notified.

Please select the reason:
Deal is not relevant
- Deal is not relevant
- Cannot meet requirements
- Cannot meet delivery time
- Not enough time to submit bid
- Other

If you click on Decline to Bid, you will be asked to select the reason for declining to participate.

SUSS Buyer will be notified of your decline to participate via email.
Bidders will receive email notification of their tender on watchlist being amended, if any. Amendments from SUSS could be due to release of Corrigendum, additional information or changing the administration details of the tender, such as the closing date and time.

By scrolling down to the bottom of the Tender Listing, Bidders will also be able to view the details of amendments (refer to screenshot above).

Once a deal is amended, Bidders will be asked to accept the Terms of Use and express their interest again to take part.
Closed / Invited Tenders – Submit Your Bid

Bid Submission Form fields to fill up:

1. **Currency**: Select SGD or other currency as stated in the opportunity.
2. **Unit Pricing**: Input the unit price for your product. Please follow the instructions shown on screen or in the tender documents.
3. **Delivery Charge**: Select "Yes" if you have separate delivery charges, or select "No" if the delivery charge is already included in unit price.
4. **Add Additional Proposed Item**: If you wish to propose different or additional items in your offer, please list them here.
5. **Tax**: Select the applicable tax rate from the drop-down list.
Closed / Invited Tenders – Submit Your Bid

Bid Submission Form fields to fill up:

6. Contact Information / Company Information / Additional Details: Fill in the details for your proposal. Include notes to buyer, if any.

Please note that any selection of proposal validity here will be invalidated. Proposal validity shall follow that acknowledged by Bidders in Form of Tender.
Closed / Invited Tenders – Submit Your Bid

Bid Submission Form fields to fill up:

7. **Add Quotation**: Upload your official offer on your company letterhead here.

8. **Add Another File**: Please refer to the opportunity requirements to upload all required forms and supporting documents.
Closed / Invited Tenders – Submit Your Bid

Bid Submission Form fields to fill up:

9. When you are ready to submit, click on “Preview Bid” to go to the preview page.

10. Otherwise, click “Save to Draft” to continue working on it. You can use the initial invite email’s link to access your draft submission anytime before closing.
Closed / Invited Tenders – Submit Your Bid

At the preview page, click on “Confirm and Submit” to send in your bid, if you have checked that all is in order. Otherwise, please click on “Back” to amend your bid.
Closed / Invited Tenders – Submit Your Bid

After submitting your bid, you’ll be brought a summary page letting you know that the bid has been submitted.
Closed / Invited Tenders – Submit Your Bid

You will also receive an email notification informing you so.
Closed / Invited Tenders – Amend Your Bid

If you have submitted a bid without registering for an account with TenderBoard, you will not be allowed to amend your bid before closing.

Should you require to amend your submission, please contact TenderBoard at hello@tenderboard.biz, support@tenderboard.biz.

If you try to amend your bid after tender had closed, you will receive the “Forbidden” message below.
Open Tenders

SUSS's open procurement opportunities will be listed on Open Deals page here: Tender Notices | Data | Insights | Search | Singapore Quotations and business opportunities - TenderBoard

Bidders who click on open links to participate in our procurement opportunities will be required to register / log in to TenderBoard before they are allowed to proceed further.

Please refer to slide 26 for more information on registration.

All other steps to participate will be as per that for Closed / Invited Tenders.
Open Tenders

Upon logging into your account, click on Deals to see a list of opportunities which you have been invited or open to you. Alternatively, you may search using the tender reference number in textbox highlighted in red above.

Click on the opportunity that you wish to find out more and follow the steps outlined in “Closed/Invited Tenders” to participate.
Open Tenders

For registered bidders with TenderBoard, you will have the option of “Resubmit Bid” after sending in your offer.

*Please note that SUSS will only see the latest submitted bid upon closing and your submission will only constitute as 1 bid, regardless of the number of times you resubmit.*

To retrieve your submission to tenders which had closed, click on “Past Tenders” shown above under Deals page.
Registration with TenderBoard

Bidders do not need to register an account with TenderBoard to respond to SUSS’s procurement opportunities, if they are invited. It is however encouraged. Please refer to the table below on the list of actions that you would not be able to do should you submit an offer without registering for an account.

First user account with TenderBoard for all suppliers is **free**.

For more instructions on how to manage your TenderBoard account, please refer to [My Account: TenderBoard Support](#).

<table>
<thead>
<tr>
<th>Task</th>
<th>With account</th>
<th>Without account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responding to our invitation and acknowledging NDA</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Viewing the tender notice and documents once NDA is accepted</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Submitting an offer</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Resubmitting your offer</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Be invited for other relevant procurement opportunities, set up keywords to receive notifications</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
FAQ

Qn: Is there any file size limit to my uploaded attachments?
Ans: Per file size limit is 20MB.

Qn: Is there a limit to the total number of attachments I can upload per submission?
Ans: No, there isn’t.

Qn: What if I did not complete uploading before tender closing?
Ans: The system will not allow further submission after tender closing date and time. Please ensure you allow sufficient time to upload your submissions fully and submit via system before that.

Qn: Will I be notified of the tender outcome via the system?
Ans: Yes, bidders will be notified of tender outcome via system. Letter of Acceptance will be sent to successful bidders outside of system.

Qn: Is my bid secure? Will other bidders know my offered price?
Ans: No, other bidders will not know your offered price. Submitted prices and award details will not be published.

For other Q&A, you may refer to TenderBoard’s website which is updated on periodic basis:
- Suppliers: TenderBoard Support
- FAQ: TenderBoard Support
Who to Contact

For support required on registration, using the TenderBoard system to respond to our invitation to tender, please reach out to support@tenderboard.biz.

Should you receive no support / reply in 2 working days, you may escalate the matter to procurement@suss.edu.sg.

For time-critical / urgent matters, please call +65 6715-8931.

For other clarifications relating to the tender requirements and notice, please reach out to the Buyer Contact stated in the tender notice.
THANK YOU