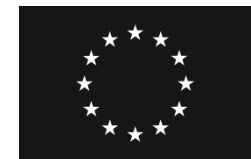


# Quick reference support guide for the e-tendering portal

**The Register of Training Organisations**

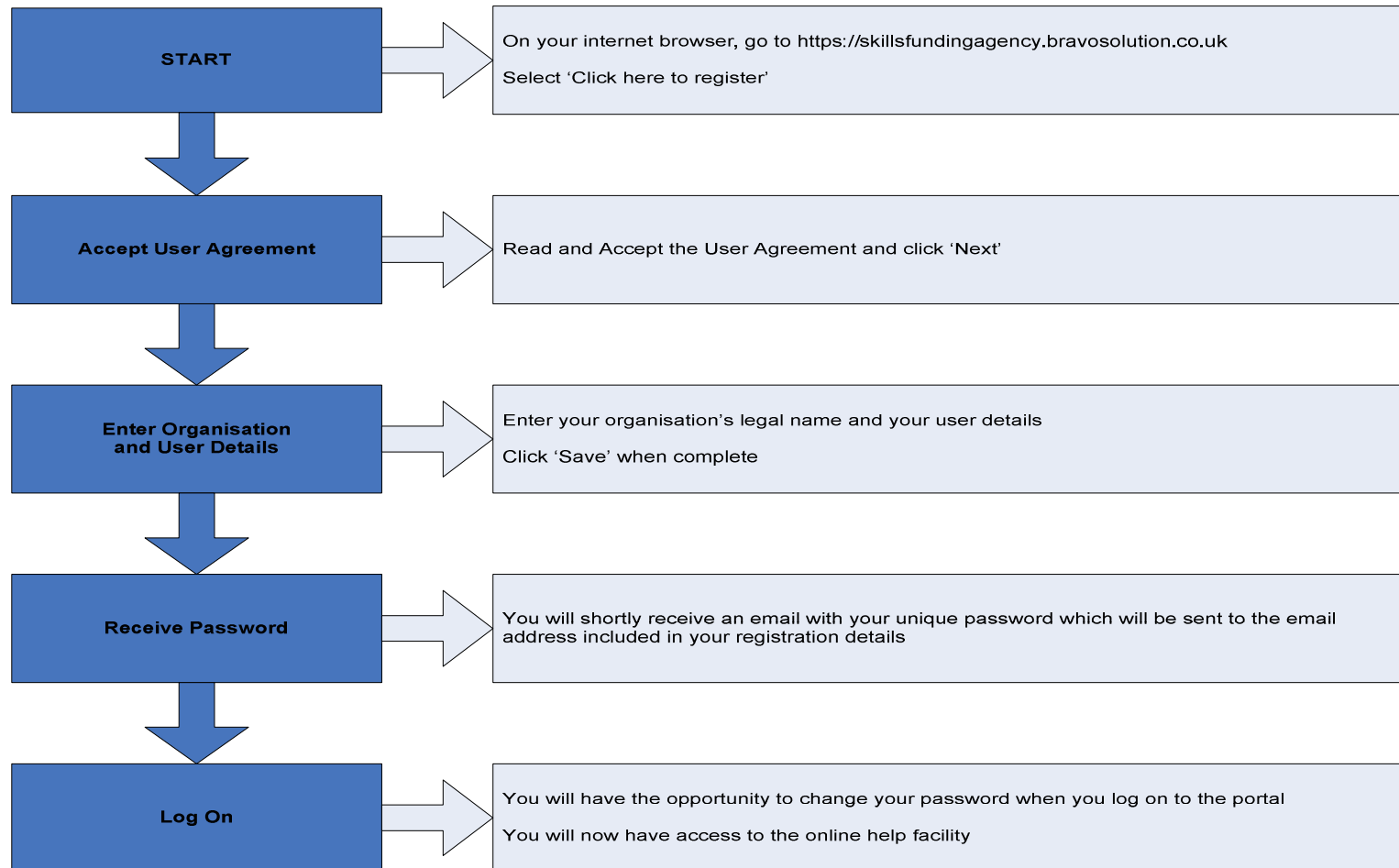
Due Diligence Assurance Gateway

January 2012

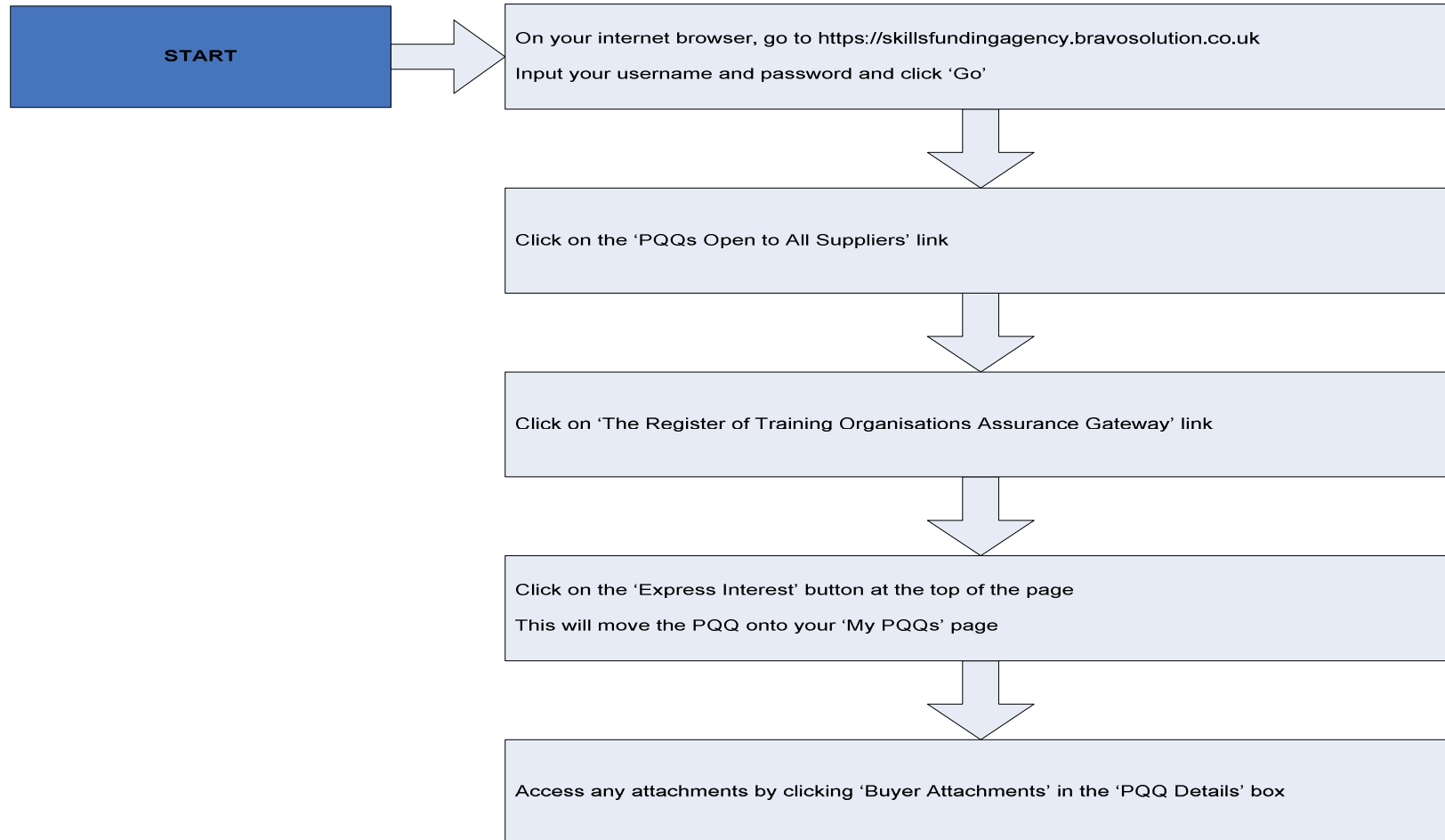


**European Union**  
**European Social Fund**  
Investing in jobs and skills

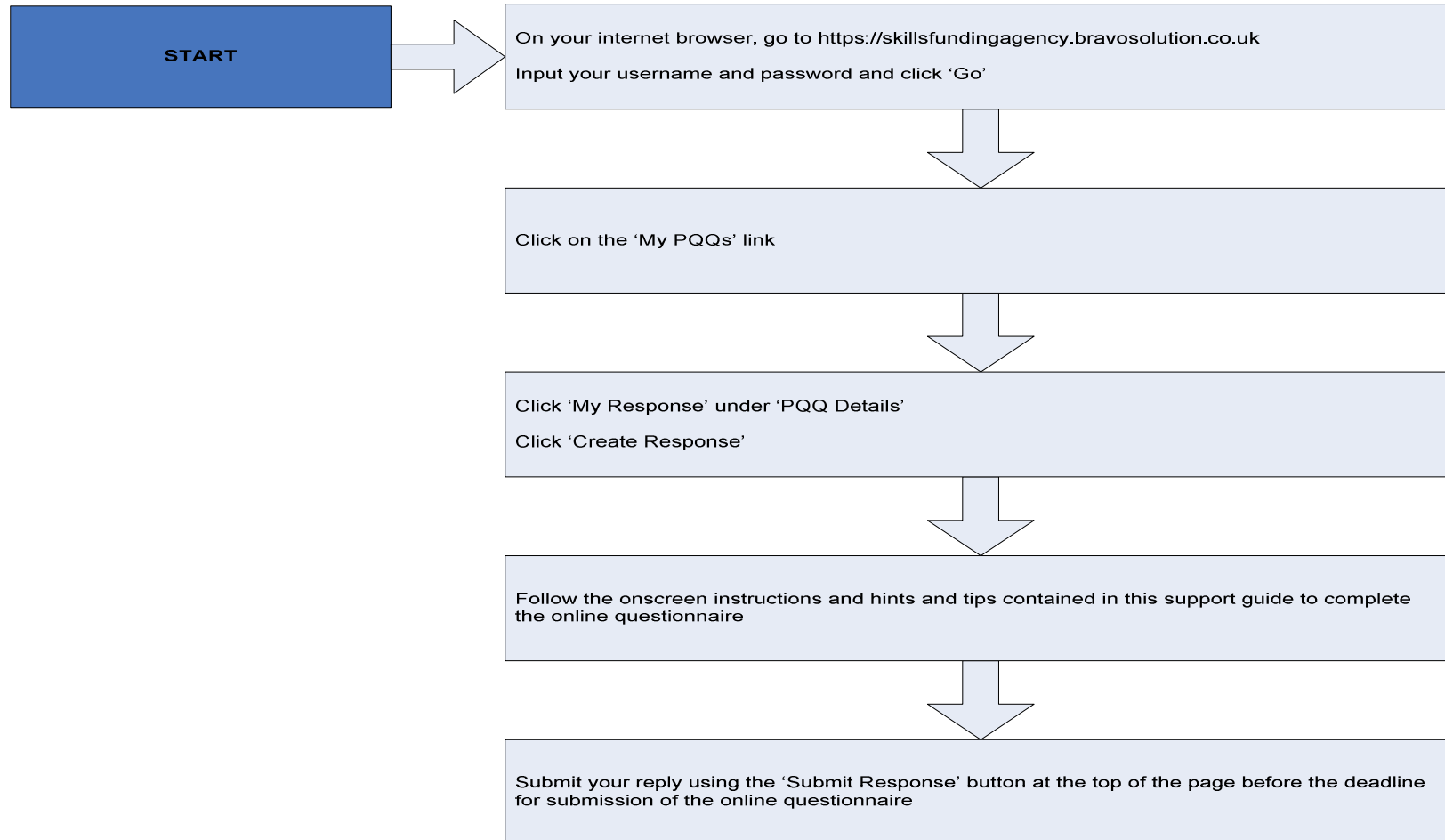
# Registering on the e-tendering portal



# Locating the online questionnaire



# Completing and submitting the online questionnaire on the e-tendering portal



# Hints and tips for completing the online questionnaire

- If you are completing the online questionnaire for the first time, you are advised to download it into a Word document before you start to complete it on-line. You are then able to see all the questions you need to respond to alongside their multiple-choice answers. Where the answers are on a drop down menu, you will not be able to view these in the printed version of the Word document.
- Please note that it is not possible to complete the questionnaire in Word and then upload the document to the e-tendering portal.
- As part of the security aspects of the portal, it will log you out 15 minutes after the last entry you make and if you have not saved it then it will be lost.

# Hints and tips for completing the online questionnaire

- We cannot access any of your submission until after the closing date nor can we see anything you have partially or fully submitted until this time. You can submit a partially completed questionnaire during the timeline as long as you complete the responses before the closing date, otherwise your questionnaire will be noncompliant and will not be evaluated.
- You can change any of the answers at any time before you submit the questionnaire. Whenever you wish to change the answer to a question, the current answer is displayed. If you wish to change any of your answers after you have submitted a questionnaire, you can un-submit the questionnaire, make your changes and re-submit. You can do this as often as you wish up to the submission deadline. However, you should that the e-tendering portal will only retain the last submission you make as it over-writes any previous one.

# Hints and tips for completing the online questionnaire

- Availability of the e-tendering portal is monitored by an independent third party. If at any time you believe that the e-tendering portal has not been available and this has delayed your submission, we can access availability data and based on the timing of your attempts to submit, a judgement can be made as to whether an availability issue affected your ability to submit by the stated deadline.
- Where we ask for answers to be given in text format, these are restricted to 2000 characters per text box, please be advised that a character in this instance is defined as follows: a number; letter; punctuation mark; space; carriage return.
- It is important that you provide all the information asked for in the format and order specified. Please note that numeric fields will not accept text, spaces, symbols etc.

# Hints and tips for completing the online questionnaire

- Whilst the portal allows for large individual attachment sizes, we recommend that you keep attachments below 5MB to ensure ease and speed of access. Only attach documents that the Skills Funding Agency has requested and make sure that you attach them in the space allocated.
- When navigating the online questionnaire in the e-tendering portal, please avoid using the 'back' button on your browser as any recent changes may be lost. To move between screens, please use the online navigation links provided within the e-tendering portal.
- It is strongly recommended that you use MS Explorer (version 6 or above) to complete this online questionnaire. However if you only use MACs, you should use the Firefox browser (available free of charge at <http://www.mozilla.com/firefox>) as the Safari browser does not support certain Java scripts.

# Help and Support

For technical help and support with using the e-tendering portal please email

[help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)