ALTeS Supplier Guide - RFx Supplier Guide

Purpose

This is the user manual on the supplier side. It will assist suppliers to get through the tool and to answer an RFQ.

Control Sheet

Version	Date	Content of Modification	Author
1	20/08/2008	Creation	Charlotte Guyon

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	Name	Position	Date	Signature
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TRANSPORT ALSTOM

Content

Golden Rules

ALSTOM Commitment

1	➢ **Only invite qualified suppliers to bid**
2	➢ **Award only suppliers who bid online**
3	➢ **Award business for a lot in whole as described in**
4	➢ **The bid must be fair, each supplier must have equal opportunity to win**
5	➢ **Give low bidders a « fair look » to win the business**
6	➢ **Conditions required to award a supplier must be known before the bid**
7	➢ **When an award decision is taken, be kind enough to tell all suppliers and thank them for their participation**

Supplier Compliancy

1	➢ **Not submit bids offline**
2	➢ **Bid as aggressively as they can**
3	➢ **Bid on entire lots as described in RFQs**
4	➢ **Submit all bids as legal quotations**
5	➢ **Low bidder does not automatically win, factors other than price matter should be taken into account**

Communication with each supplier

- ALTeS does not replace the face-to-face communication with your suppliers
- Call every supplier to motivate them
- Ensure suppliers have read the RFQ documents
- Answer their questions as quickly as possible (less than 24 hours)
- Make sure they will participate
- Ensure that suppliers fully reviewed the contract conditions
- Identify possible mistakes or misunderstandings
- Remind suppliers that they can contact Synertrade Support in case of technical problems
- Remind suppliers that you remain available to answer their questions
- Ensure that your suppliers followed the training to use the tool before the end of your RFQ

FEW PRINCIPLES FOR A PARTNERSHIP OF EXCELLENCE

Section 1 – Logon to the platform

- Log on to the platform by using the link you received via email
- Enter your Login and password

1. Please choose your language

2. Enter your access codes

3. Click validate

If you forgot your password, click this link

If you want to add this URL in your favorites

1. You have to change your password on your first login
2. Please enter a new password
3. Please note this password rules:

   Minimum length: 5
   Maximum length: 10
   Minimal number of digits: 1
   Maximal number of digits: 4
   Minimum number of special characters: 0
   Maximum number of special characters: 4
   Minimal number of capital letters: 0
   Number of different passwords: 5

   Enter password:
   Re-enter password:

   Validate password

Comment: The first time you connect to the platform, you will be asked to change your password. Please respect the rules displayed on your screen.

Section 2 – Account setup

Once logged on the platform for the first time, you'll be requested to check your personal data (contact details, language, currency, etc.)

Personal Information

Comment: Do not forget to click on 💾 save
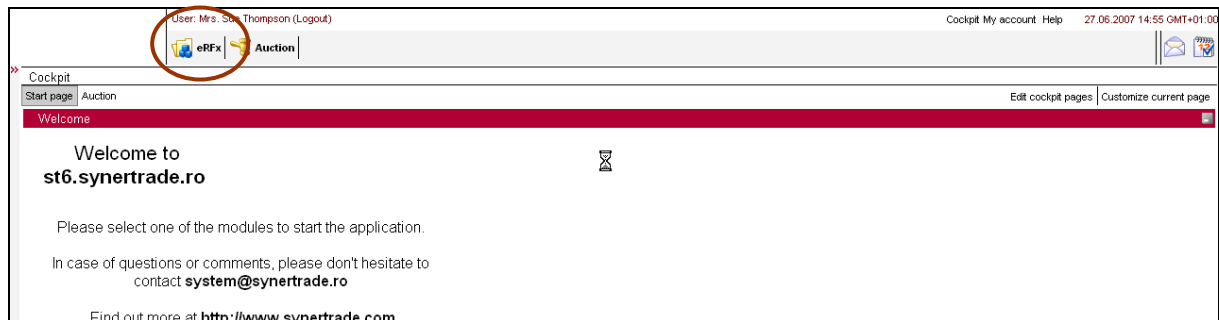
Personal setting

Be aware about your language, time zone and number format settings

You can always change your personal information by clicking on "my account" in the cockpit page.
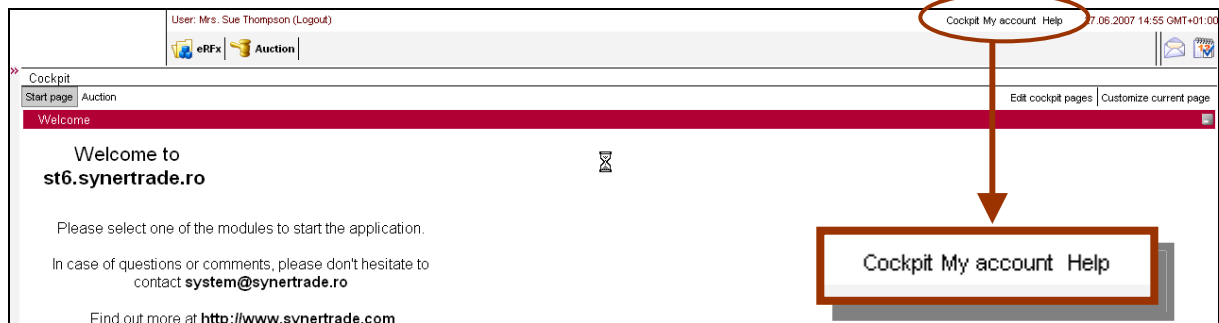
Section 3 – Reply to an RFQ

To access the list of projects you are invited to, click the RFx icon on your cockpit page.

⚠️ **Please make sure your pop-up blocker is disabled for the ALTeS site!**

In the « Actions » column, click on in order to open the call for tender you are invited to.

Open RFQ

Pay attention to the start and end date of the RFQ.
After the end date, you can't answer the RFQ anymore.

3.1   NDA confirmations

Before entering any RFQ, you'll have to accept the ALSTOM Non Disclosure Agreement.
You have the possibility :
to download the NDA file on your computer and to enter your comments.


> ℹ️ **Note that if you do not accept the NDA you can't access the RFQ**

3.2   Contract confirmation (optional)

In case the project leader added a General Contract Conditions you are only able to publish
your data after having confirmed the uploaded document which contains the contract
conditions. By clicking on 🖳 icon you will get access to these conditions.

3.3   Project details

On the "project details" tab, you will find detailed information about the project you are invited to.
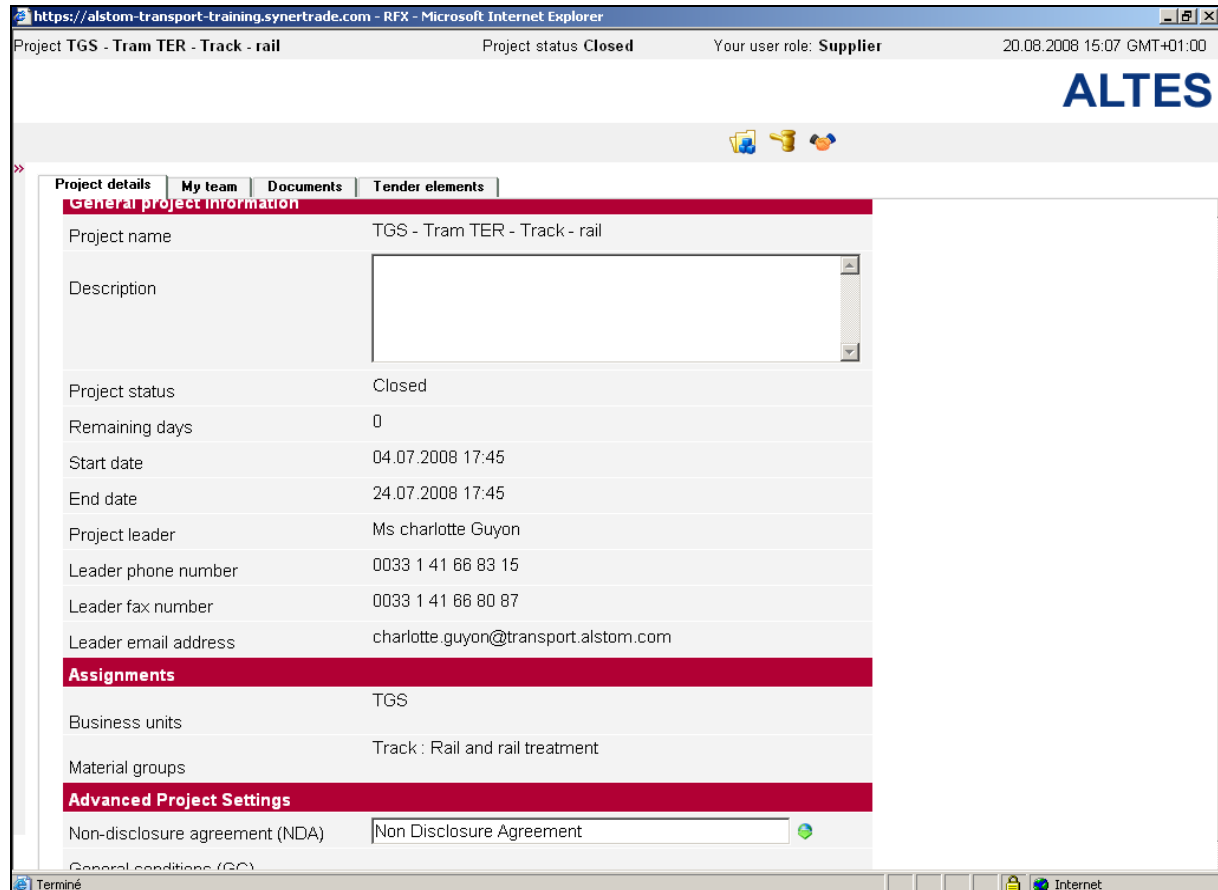
3.4   My Team

In the "My Team" tab you have the possibility to add one or multiple co-workers.
If they don't have an account yet, you have to request the creation to the buyer.

To add a colleague, click on "New", choose the one you want to add and click on "Apply".
You can add a colleague team member for different reasons :

- If you leave on vacation you can delegate the RFQ to one of your colleague
- Invite one of your team members in order to add documents
- To answer (grids) the RFQ on your behalf.
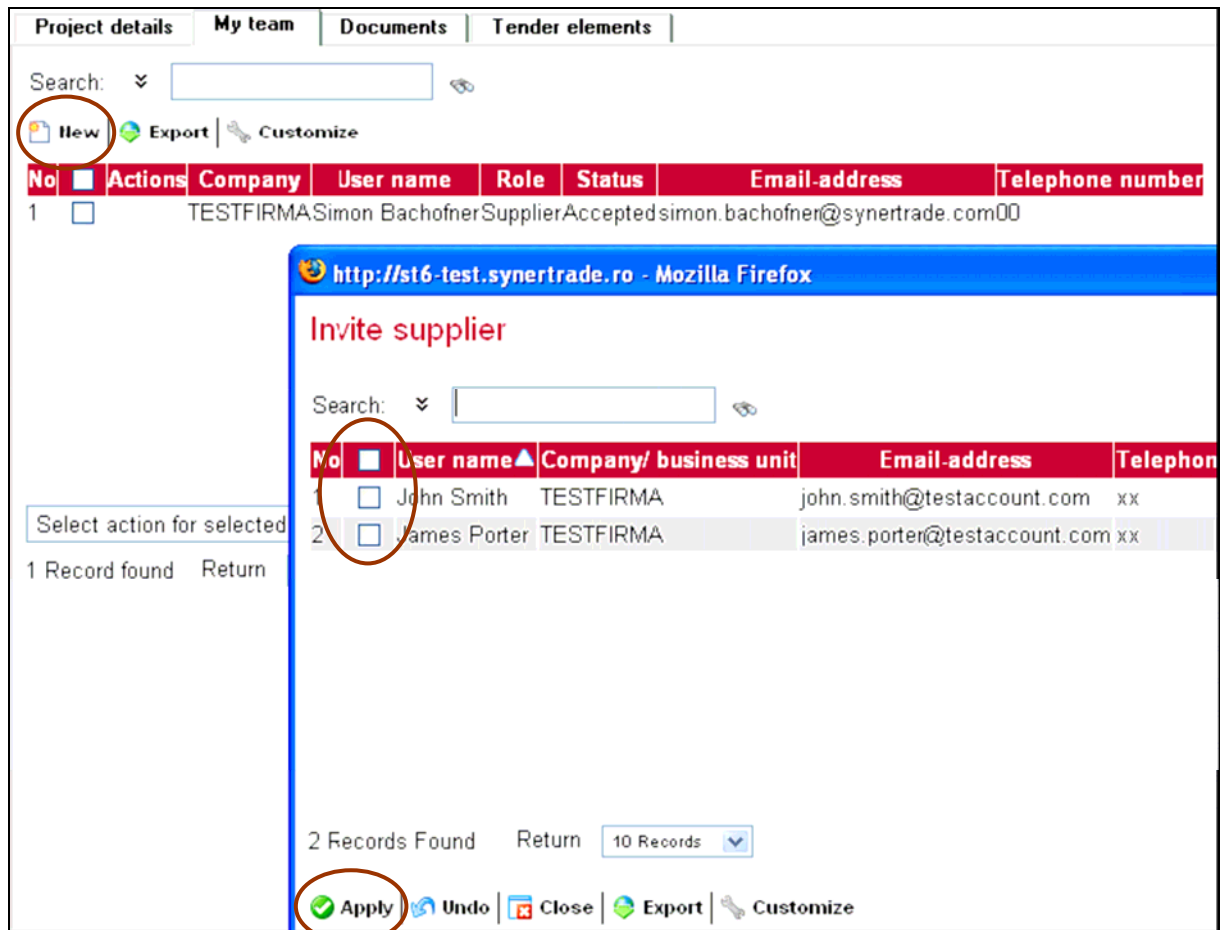
3.5   Supplier's Roles

Different roles can be assigned by using the drop-down menu as shown below :

Supplier substitute : Has the same rights as the main supplier

Helping Supplier : Is able to fill out a grid / questionnaire but can not publish it

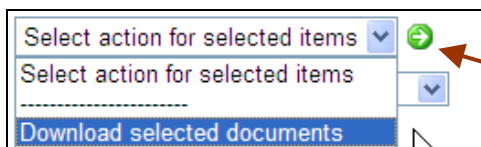**Passive Supplier** : Has just the read only rights

3.6   Documents

On the "documents" page you can download project specific documents and upload your own documents. There is no weight limit.

3.6.1   Download documents

1. Select the document to download by ticking the check box

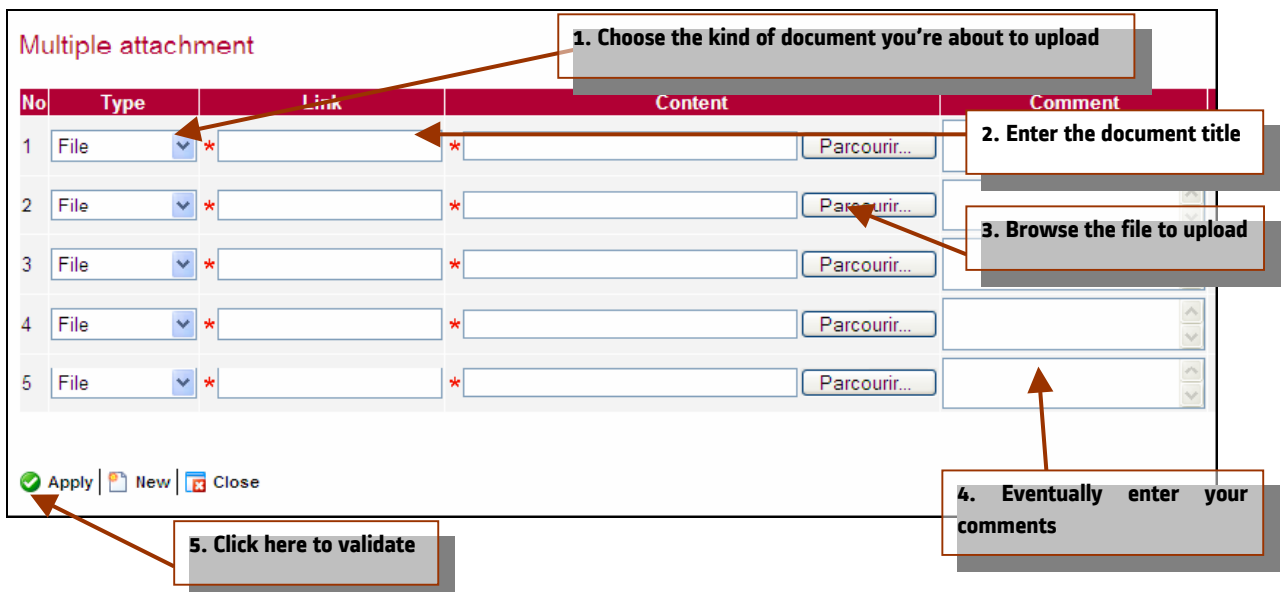**2** Click on [icon] to download the documents one by one.

3 To download all documents at a same time, click on the drop-down menu. Choose your option, then click on [icon] to validate.

3.6.2   Upload documents

On the following page, click on 🗋to add one (or several) document(s).

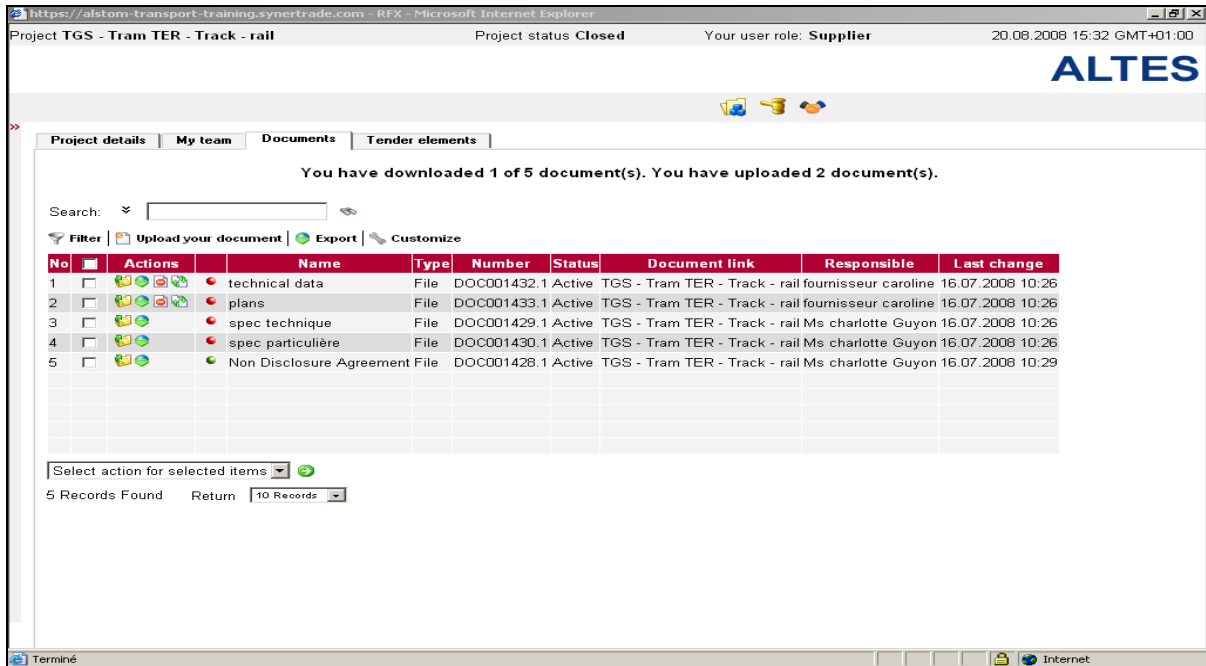In the pop-up window, you can add your documents as described below:

3.6.3 "Doc expired" and "upload a new version"

By clicking on "doc expired" 🔴 you'll change the status of your document. The buyer will know that this version of the document is not the good one anymore. But your document will remain on the tool, to keep the historic of the project.


By clicking on "upload a new version" 🔵 you can put on ALTeS an updated version of a document (for example an updated technical specification) without changing the title or name of the document.
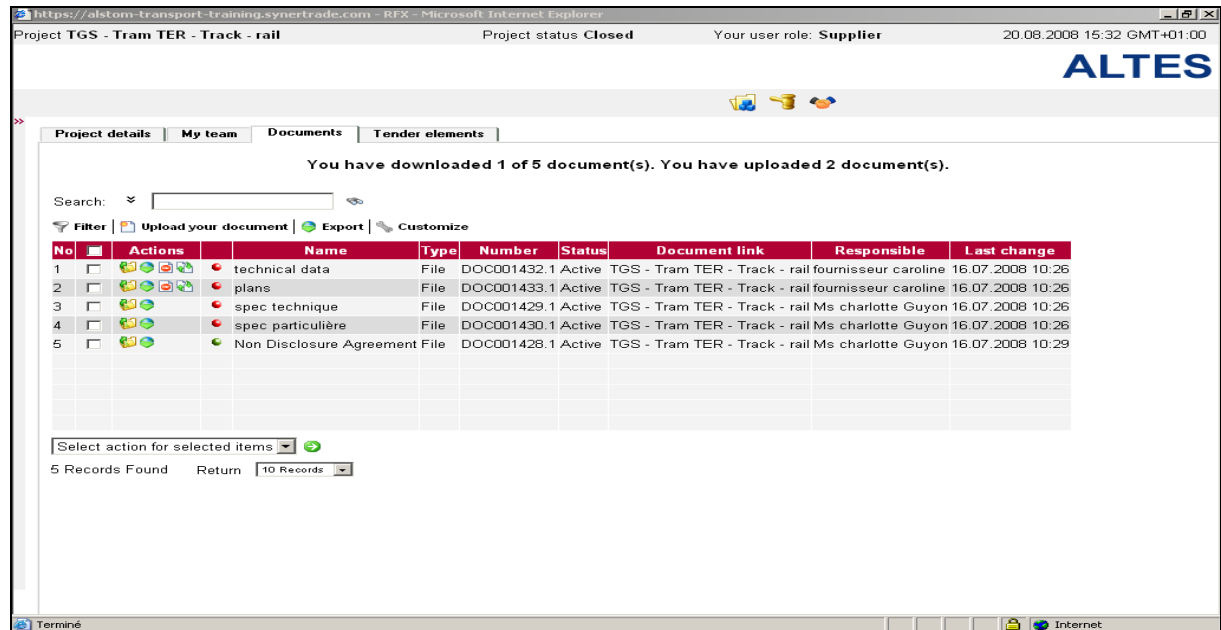
3.7 Answer a questionnaire and/or a quotation grid

In the "Actions" column, click on [icon] in order to open the call for tender you are invited to;

Then, click on the tab **Tender elements** access to the elements of the call for tender.
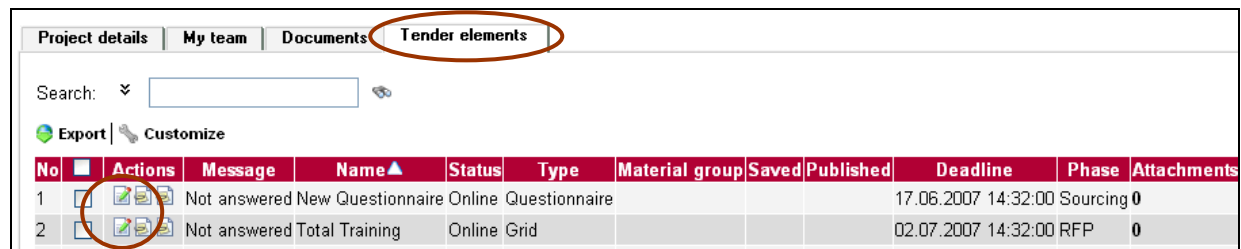
In the "Actions" column, click on the icon [icon] (place values) in order to select the questionnaire / quotation grid to be completed.

3.7.1 Online process

The questionnaire/ grid can be filled online.

New Questionnaire

| Save | Publish tab | Publish all tabs | Undo | Export | Import | Back to overview |

Level	Question	
1	Description	Purchased part: Gear
2	Summary	
2.1	Manufacturing costs	
2.1	Sum of bought-in-parts	

	Part Name	Used amount	Supplier
1			
2			
3			

| 2.1 | Bought-in-parts | |

1. Complete the questionnaire / grid by filling those fields

2. Click on 🖫 to save your answers

3. Click on 📝 to submit the current questionnaire / grid or 📝 to submit all questionnaire / grid to the buyer

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⚠️ **Note that the buyer won't see your answer as long as you don't publish them.**
MAKE SURE YOU CLICK ON "PUBLISH" 📝

3.7.2 Offline process

You can work on the questionnaire/quotation grid offline by clicking on "Export":

You'll be able to save it as an Excel file on your computer.

Once the excel file sheet is completed, you can import back your answers on the platform by

clicking on "Import":

> **Please note that it is important for a successful import that you make no changes on the format of the structure you have to fill in.**

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Section 4 –   FAQ

4.1   Save your answers

The icon 💾 is used to save your answers. When your answers are saved, you can log out and log back in later on to complete your answers. You can erase and correct them : the buyer won't see your changes as long as you do not publish them.

⚠️ **An error message may appear if your answer do not match the required format.**

4.2   Publish your answers

The icons 🔲 or 🔲 are used to publish your answers, so they will be send to the buyer.

⚠️ **You have to publish each questionnaire and each quotation grid separately.**

4.3   Contact the Global Customer Services

For any technical question(s) or comment(s), do not hesitate to contact the Global Customer Services team. Please inform the buyer in charge of the RFQ of your demands to the Global Customer Services so that you can both follow the demand.

By Phone : 00 33 1 56 98 29 36 (French/English)

By Email : support.transport.alstom@synertrade.com

Section 5 – Logout process

In order to disconnect to the platform, first quit the current page by clicking the double arrow
icon on left menu and choosing the "**Exit**" option. Then, in the Cockpit page click on "**Logout**".