

ALTeS Supplier Guide - RFx Supplier Guide

Reference : Version: Application date : SCG-GDL-001 01 26/09/2008

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

P2 table of signature

	Name	Position	Date	Signature
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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 guotations
- 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

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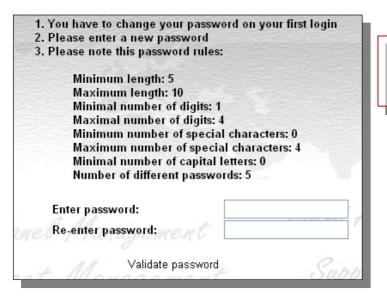
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Section 1 – Logon to the platform

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

Login Page		
	Login:	2. Enter your access codes 3. Click validate
1. Please choose your language	Password: Forgot your password? Add to favourites Legal notice	If you forgot your password, click this link
 Legal Notice Copyright ALSTOM 2006 		If you want to add this URL in your favorites



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.



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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.)

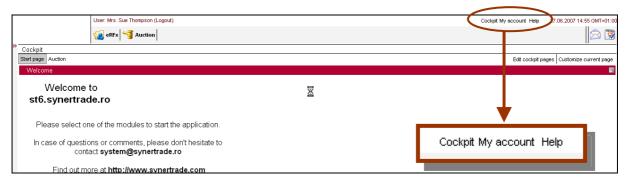
ompany profile Personal information	Personal settings Documents		
🛃 Save 🛛 🕅 Undo			
Persona information		Contact data Email address	t surrart@quantrada.com
First name	× Sabine	Phone	* support@synertrade.com * 1
Last name	* Klein	Mobile number	
Login	* sabine.klein	Fax number	* 1
Password	*****	Address	
		Department	
Signature		Function	
Email signature		Company	Test and Co
Use signature for email		Address City	* × * ×
Use signature for ernall		City	×x
History		Postal code	*×
History Last change	Sabine Klein	State	*
Last change			
Last change nal setting		State	
Last change nal setting	Comm	State	
Last change nal setting Company profile Person	Comm	State	
Last change nal setting Company profile Perso F Save Sundo Settings	nal information Personal settings	State	
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Last change Inal setting Company profile I Person I Person Settings Main language Secondary language	nal information Personal settings * English * Deutsch	State State State Solution Sol	n 🛃 save



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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.

User: Mrs. Son Thompson (Logout)		Cockpit My account Help 27.06.2007 14:55 GMT+01:00
Auction		
" <u>Cockpit</u>		
Start page Auction		Edit cockpit pages Customize current page
Welcome		
Welcome to st6.synertrade.ro	X	
Please select one of the modules to start the application.		
In case of questions or comments, please don't hesitate to contact system@synertrade.ro		
Find out more at http://www.svnertrade.com		

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.

Project list				
Search: ¥	Ø.			
🦠 Customize 🤤 Export				
No 📃 Actions NDA GC CC Project nam	e🔺 Leader	Status Start date	End date	Remaining da <mark>y</mark> s
1 🔲 💱 Cell phones 2	2007 Anne-Kathrin Treta	J Analysis 27.04.2007	26.06.2007	0
Open				
Open RFQ	-	start and end date of ou can't answer the I	•	re.



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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.

	Non disclosure agreement (NDA)
	Attention
	Prior to access the project contents you have to accept the non disclosure agreement (NDA) Please use the following link to open the NDA: NDA.doc. You can find the NDA also in the documents section. If you do not accept the NDA you may not take part in the project. The acceptance is valid for all members of your company. In case of questions please contact, Tel: 0033156982485, email: anne.kathrii 1. Click the link to download the document
	□ I have read the NDA and I am agree to its content.
3 . Check this box	Enter comment: 250 characters left
	궁 Accept 🔐 Reject 😋 Back to overview
	4. Click "accept" to enter the RFQ
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.

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3.3 Project details

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

s://alstom-transport-training.synertrade.(
TGS - Tram TER - Track - rail	Project status Closed	Your user role: Supplier	r 20.08.2008 15:07 GM
			ALT
		🤹 🔧 🍫	
oject details My team Documents General project Information	Tender elements		
Project name	TGS - Tram TER - Track - rail		
Description		×	
Project status	Closed		
Remaining days	0		
Start date	04.07.2008 17:45		
End date	24.07.2008 17:45		
Project leader	Ms charlotte Guyon		
Leader phone number	0033 1 41 66 83 15		
Leader fax number	0033 1 41 66 80 87		
Leader email address	charlotte.guyon@transport.alstom.com		
Assignments			
Business units	TGS		
Material groups	Track : Rail and rail treatment		
Advanced Project Settings			
Non-disclosure agreement (NDA)	Non Disclosure Agreement	9	
Conorol conditione (CC) Té			🔒 🎯 Internet

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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.

Project details My tear	n Documents Tender elements	
Search: ¥	<i>®</i>	
🞦 llew) 🤤 Export 🗞 Cu	stomize	
No 🔲 Actions Compan		Email-address Telephone number
1 D TESTFIRM	MASimon BachofnerSupplierAccepted simi	on.bachofner@synertrade.com00
	http://st6-test.synertrade.ro - Moz	illa Firefox
	Invite supplier	
	Search: ×	Ø
	No 🔲 User name🔺 Company/ bus	iness unit Email-address Telephon
	1 🔲 John Smith TESTFIRMA	john.smith@testaccount.com xx
Select action for selected	2 armes Porter TESTFIRMA	james.porter@testaccount.com xx
1 Record found Return	_	
	2 Records Found Return 10 Records	5
	🔇 Apply 🕼 Undo 🔤 🔂 Close 🔤 Expor	t 🐁 Customize

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3.5 Supplier's Roles

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

No	Actions	Company	User name	Role		Status		Email-address
1		TESTFIRMA	Simon Bachofner	Supplier		Accepted		simon.bachofner@synertrade.com
2	×	TESTEIRMA	John Smith	Helping Supplier	~	Invited	~	john smith@testaccount.com
3	×	TESTFIRMA	James Porter	Helping Supplier	~	Invited	¥	james.porter@testaccount.com
				Supplier substitute Helping Supplier				
				Passive Supplier	_ل	<u>k</u>		

Supplier substitute : Has the same rights as the main supplierHelping Supplier : Is able to fill out a grid / questionnaire but can not publish itPassive 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

Project details My l	eam Documents	Tender element	s				
		You	u have	downloaded () of 2 documents. You	u have uplo	aded 0 docume
Search: ¥	٩	80					
Ÿ Filter 📔 New 😂 E	xport 🐁 Customize						
No 🔳 Actions	Name Type	Number	Status	Access allowed	Document link	Responsible	Last change
1 🔲 Ў 🍣 🖉 🧕 🍳	supplier doc 2 File	DOC000000537.1	Active		070531demo_david_total	M. David Ly	01.06.2007 15:19
2	supplier doc 1 File	DOC000000536.1	Active		070531demo_david_total	M. David Ly	01.06.2007 15:19
box		documents on			1		
Select action for s Select action for s							
Download selecte	d documents				download all docume menu. Choose your o		

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3.6.2 Upload documents

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

		Tram TER -		nertrade.com - RFX	- Micros	oft Internet f Project sta		ead	V	ur user rol	e: Supplier		20.0	8.2008 15:32 Gf	
	03.		riack - ran			Floject sta		seu			e. supplier		20.0		
														ALT	
										🕼 🍕	1				
Pro	ject d	letails My	team 🏓	ocuments Tende	er eleme	ents									
				You have do	wnloa	ded 1 of 5 d	locume	ant/c)	You hav	e unload	ed 2 docum	ent(c)			
				rou nave do	wnioa	aea 1 01 5 0	locume	enu(s).	rounav	e upioad	ea 2 aocum	ent(s).			
Sea	arch:	×		Ś											
Ş	Filter	睯 Upload yo	ur documer	nt 🌖 Export 🐁 Co	istomiz	e									
No		Actions		Name	Туре	Number	Status		Documen	t link	Respons	ible	Last chan	ige	
1		💱 🤤 🗟 🗞	🔍 technic	cal data	File	DOC001432.1	Active	TGS - "	Fram TER	- Track - ra	il fournisseur (caroline	16.07.2008 1	10:26	
2		ぢ 🤤 😜	🍳 plans		File	DOC001433.1	Active	TGS - 1	Fram TER	- Track - ra	il fournisseur (caroline	16.07.2008 1	10:26	
3		60 🗢	Spec to	echnique	File	DOC001429.1	Active	TGS - "	Fram TER	- Track - ra	il Ms charlotte	e Guyon	16.07.2008 1	10:26	
4		600	🗧 spec p								il Ms charlotte				
5		60 🗢	Non Di	sclosure Agreemer	t File	DOC001428.1	Active	TGS - "	Tram TER	- Track - ra	il Ms charlotte	e Guyon	16.07.2008	10:29	
Se	lect a	ction for sele	cted items	- 😜											
5 R	ecord	s Found F	Return 10	Records 👻											

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

Mu	ultiple attac	hment		1. Choose the kind of document you're about to upload						
No	Туре	Link		Content	Comment					
1	File	*	*	Parcourir	2. Enter the document title					
2	File	✓	*	Paregurir	3. Browse the file to upload					
3	File	✓ *	*	Parcourir						
4	File	✓	*	Parcourir						
5	File	✓	*	Parcourir						
0	Apply 🎦 New	Close	_		4. Eventually enter your					
		5. Click here to validate			comments					

A	LSI	6	M
-		-	

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

By clicking on "doc expired" in 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.

https:,		tom-transpor	t-tra	aining.synertrade.com - RFX ·	- Micro	soft Internet Explorer						_ 8 >
oject T	GS -	Tram TER -	Tra	ck - rail		Project status Clo	sed	Yo	ur user ro	le: Supplier	20.08.2008	15:32 GMT+01:00
											F	LTES
									vi 😼	*		
Pro	Project details My team Documents Tender elements											
				You have do	wnloa	aded 1 of 5 docume	nt(s)	. You have	e upload	ed 2 document(s)		
	arch:			<i>©</i>								
9	Filter	🞦 Upload ye	our c	locument 🥯 Export 🐁 Cu	stomi	ze						
No		Actions		Name	Туре	Number Status		Document	t link	Responsible	Last change	
1				technical data	File	DOC001432.1 Active						
2		💱 🥏 🥃 🥸		plans	File	DOC001433.1 Active						
З		61 ()		spec technique	File	DOC001429.1 Active				,		
4		610		spec particulière		DOC001430.1 Active						
5		😂 🤤	•	Non Disclosure Agreement	File	DOC001428.1 Active	TGS -	Tram TER ·	Track - ra	ail Ms charlotte Guyon	16.07.2008 10:29	
Se	lect a	action for sele	cted	d items 💌 📀								
5 R	ecord	is Found I	Retu	Im 10 Records 💌								
Termin	é										🔒 🥶 Inter	net

By clicking on "upload a new version" vou 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.



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f: S	SCG	G-GDL-(00	1 Vei	rsior	n: 01						Date: 26/	/09/2008
		om-transport Tram TER - '		ining.synertrade.com - RFX :k - rail	 Micro 	soft Internet E			Your user rol	e: Supplier		20.08.200	<u>ة _</u> :B 15:32 GMT+01
													ALTE
									12 🧐	*			
Pro	viont d	letails My	tear	m Documents Tend	ler elem	onto							
	dect a	iecalis my	tea	I boodilloriko Terra		ents							
				You have do	ownloa	ded 1 of 5 d	ocument(s). You	have upload	ed 2 docume	ent(s).		
Sea	arch:	×		<i>®</i>									
		•••		ocument 🤤 Export 🗞 C									
4	Filter		ur a										
No		Actions		Name	Туре	Number	Status	Docu	ment link	Responsi	ble	Last change	
1		😂 🥏 🍣 😵		technical data	File	DOC001432.1	Active TGS	S - Tram	TER - Track - ra	il fournisseur c	aroline	16.07.2008 10:26	
2		😂 🥏 🍣 😵		plans	File							16.07.2008 10:26	
з		😜 🤤	•	spec technique	File	DOC001429.1	Active TGS	5 - Tram	TER - Track - ra	il Ms charlotte	Guyon	16.07.2008 10:26	
4		💕 🧇	•	spec particulière	File	DOC001430.1	Active TGS	3 - Tram	TER - Track - ra	il Ms charlotte	Guyon	16.07.2008 10:26	
5		💕 🥯	•	Non Disclosure Agreemer	nt File	DOC001428.1	Active TGS	S - Tram	TER - Track - ra	il Ms charlotte	Guyon	16.07.2008 10:29	
80	loct -	ction for colo	otori	items 🔻 🌍									
5 R	ecord	sFound F	Retu	rn 10 Records 💌									
										(🔒 😅 Inte	

3.7 Answer a questionnaire and/or a quotation grid

In the "Actions" column, click on 🗾 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.

Project o	details	My team D	ocuments Tende	er eleme	ents					
Search:	*		Ś							
🌖 Expor	t 👆 Custo	omize								
	Actions	Message	Name 🔺	Status	Туре	Material group	Sourced Dublishe	d Deadline	Dhase	Attachment
No		measuge	name	Jiaius	iype	material group	Saveurublishe	a Deadline	Phase	Allachmen
No 1			New Questionnaire				Saveu Publishe	17.06.2007 14:32:00		

In the "Actions" column, click on the 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.



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New Questionnaire		
	sh all tabs) 🕼 Undo 🍣 Export 🖑 Import 😋 Back to overview	
Level Cuestion 1 Description	*Purchased part:	
2 Symmary	$\langle \rangle$	
2.1 Manufacturing costs		
2.1 Sum of bought-in-parts		
2.1 Bought-in-parts	Part Name Used amount	Supplier 1. Complete the questionnaire / grid by filling those fields
2. Click on 🕞 to save your answers	3. Click on with the curre questionnaire / grid to the buyer	nt questionnaire / grid or 😧 to submit all

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

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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.

New Q	uestionnaire						
📙 s	save 🕞 Publish tab 🙀 Publish all tabs	🕜 Und	lo 🥯 Export ᆶ	Import 🤇	Back to overview		
Leve	l Question						
1	Description		urchased part:				
2	Summary				Fields marked wit	h an *	
2.1	Manufacturing costs			R	asterisk are mand		
2.1	Sum of bought-in-parts			N	dstellsk dre mant	atory	
			Part Name	U	sed amount	Supplier	
		1					
		2					
2.1	Bought-in-parts	3					

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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 \square or \square 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

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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**".

	1. Click here to open the
	left menu
🍅 Start	▼ Search: ▼
Exit	
	🗧 🤤 Export 🌯 Customize
	No Actions NDA GC CC Project name Leader Status Start date End date Remaining days
	2. Click "exit"
	O Records Found Return 10 Records 💌
	a . In the cockpit page, click
	on "logout"
I	
	User: zak kaufer01 (Logout) Cockpit My account Help 12.12.2007 19:35 GMT+01:00
	Supplier Management RFX and ordering Contract Management Auction
Cockpit	