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## What is Delta?

Delta eSourcing is a web-based service that allows buyers and suppliers to engage with each other to achieve greater efficiency in all aspects of the procurement process.

Delta eSourcing is based on the core principles of community building, collaboration and transparency. Buying organisations can deliver more for less, meet transparency obligations and engage more fully with SMEs and local suppliers. Delta eSourcing is supported by an in-house helpdesk which provides functional advice and support to the buyer and supplier community.

## Why choose Delta?

Delta's Supplier Information Database (SID) is the perfect platform to help you stand out to public sector buyers. You can manage and promote your company's visibility to over 5,000 public sector buyers who can view, search and create supplier lists on the Supplier Information Database.

Publishing your Supplier Profile not only allows you to become visible on SID, but will also save you time responding to any future PQQs via Delta. The Supplier Profile is based on the Cabinet Office standard PQQ, meaning that any questionnaires you respond to which match this format will be automatically completed for you.

## What can I do once I am registered as a supplier on Delta?

Registration for Delta will give you access to:

**Response Manager:** view, manage and track your responses to PQQs, ITTs and RFQs.

**Profile Manager:** view, edit and publish your organisation's Select Supplier Profile. Buyers search SID for profiles and invite suppliers to join their supplier lists, participate in tender exercises or requests for quotation or contact suppliers as part of any market-scoping exercise.

## What are CPV codes and how do I use them?

CPV (Common Procurement Vocabulary) codes have been specially developed by the EU for public sector procurement. Buyers use CPV codes to classify their contracts by applying a code and description for the items they wish to procure. Suppliers can add CPV codes to their Supplier Profile to assist in the matching of contract opportunities. To help you, we have provided an easy online search where you can type in a word or word stem (eg 'computers' or 'comp') which will return matching CPV codes.

## What are the different types of Delta contract opportunities?

### **Competitive Contract Notice (CCN)**

Competitive Contract Notices are used to advertise contracts which are below the OJEU threshold. This allows buyers to advertise the contract to the marketplace without having to publish it in the Official Journal of the European Union (OJEU). The CCN will state the requirements of the opportunity and also detail how to respond via Delta eSourcing.

### **Competitive Contract Addendum**

Buyers use these to highlight any changes or amendments to or provide notification of cancellation of a published Competitive Contract Notice.

### **Competitive Contract Award**

This is used by buyers to publish details of the company or companies which have been awarded a contract opportunity previously published as a Competitive Contract Notice.

### **Contract Notice**

Contract opportunities which are above the OJEU threshold must be published in the Official Journal of the European Union and will therefore be published by Buying Authorities using the OJEU's standard pro forma. These opportunities must be advertised and operated according to the EU regulations.

Procedure types for OJEU notices:

- **Open Procedure:** A procedure where suppliers can apply without prior selection. The EU Directives lay down the type of criteria which can be used to eliminate unqualified or unsuitable suppliers.
- **Restricted Procedure:** A procedure where suppliers are selected by an open first-round invitation. All prospective suppliers can apply to be included in the restricted list for the contract. Those suppliers who meet the required criteria (often assessed using a Pre-Qualification Questionnaire (PQQ)) will then be invited to tender.
- **Accelerated Open or Restricted Procedure:** A procedure where the length of time of the procurement response process may be shortened to accommodate unforeseen circumstances and/or emergency situations.

## What is the Supplier Profile?

Your registration on Delta will automatically create a Supplier Profile for you on the Supplier Information Database (SID) based on your registration information. You can then add to this and self certify your company information, allowing you as a supplier to provide Delta buyers with detailed information regarding the goods, works or services that your business provides. Delta buyers can search the Delta Supplier Information Database to source suppliers and invite them to do business.

The benefits of having a published profile include:

- Buyers can easily find your company via the Supplier Search tool
- You can tailor your profile with keywords and CPV codes which specifically highlight the goods, works or services your company provides
- Improves your chances of being selected when a buyer uses the Delta Supplier Information Database to source suppliers

## What is my user name?

Your user name is the email address that you registered with when you signed up to Delta.

## What if I have forgotten my password?

If you have forgotten your password, you should enter your username (the email address you registered with) into the Login box and click the Forgotten Password link to have your password hint emailed to you. If you are still unable to access the service, you can contact the Helpdesk to reset your password.

## What is the Response Manager?

The Response Manager tool allows you to view, manage and track your responses to opportunities being run through the Delta portal.

### **What is an access code?**

Each opportunity run through Delta has a unique tender access code. Suppliers can use this code to access an opportunity on the Delta portal. Access codes are normally found within the additional information section of the contract notice. Otherwise, there may be a URL that you can follow within the Contract Notice that will allow you to express interest.

### **I have received an email inviting me to participate in a tender exercise. What should I do?**

If you have not already registered on Delta, then you need to do so. You should register using the email address to which the invitation has been sent. Once you are registered, log in to your account and choose Response Manager from the Activity Centre. Any pending invitations you have can be found within your Response Manager, where you can then accept or decline the invitation.

### **Can I get advice on dealing with the public sector?**

Yes. As a Delta subscriber you will have access to our Resource Centre. Here you will find links to industry bodies, EU Directives, supplier guidances, seminars and events, a glossary and further FAQs.

### **Can I register on Delta if I do not have a UK address?**

Yes. Just complete the registration form with your address details and you will receive a username and password.

### **What do I do to ensure that I receive your emails?**

To ensure that any emails sent from Delta eSourcing are successfully delivered to your inbox, please add [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com) and [no-reply@delta-esourcing.com](mailto:no-reply@delta-esourcing.com) to your address book and/or safe list.

### **Is support available to answer my questions regarding Delta?**

Yes, support is available through a variety of channels. We have provided online user guides and integrated help functions. If, however, you still have any unanswered questions, we provide a complete support service. Please use the Contact Us form to submit your query. Alternatively, you can use the LiveChat function to speak to an advisor instantly.

### **I have a question which is tender-specific**

The Delta helpdesk will be able to assist with any technical issues you may be experiencing. However, if your question is tender-specific (eg 'When is the deadline for the opportunity?', 'I need to arrange a site visit' etc) you must contact the Buyer directly using the Message Centre which is located directly above stage one of your response.

### **I have not been able to respond to a tender and the deadline has now passed**

First of all, you must make contact with the Buyer – you can do this by using the Message Centre within your response. This message will go directly to the individual who is taking the lead on the tender at the authority side.

### **I have logged a late response with the Buyer – what happens next?**

Once the Buyer has received your communication via the Message Centre it is at the Buyer's discretion how they wish to proceed. If the Buyer replies via the portal you will receive an email notification to your registered email address which will include the detail of the message.

### **Any other queries?**

We hope that we have made Delta very user-friendly and, in order to support your use of this site, we have provided online user guides within the help section as well as integrated help functions. If, however, you still have any unanswered questions, we provide a complete support service. Please use the [Contact Us](#) form to submit your query.

### **What if I have a complaint?**

We do hope that you will find the Delta service extremely useful; however, if you have any cause for concern, please use the Contact Us form to advise us and we will respond promptly to your concerns.