

Bravo Guidance

Working through the Application Form

A document to guide Providers through the Application Form

Accessing the Greater East Midlands Commissioning Support Unit Procurement Portal (Bravo)

Click on Internet Explorer (Firefox if you are using Apple Mac)

In the address box type:

<https://gemcsu.bravosolution.co.uk/web/login.html> and press the Enter key

Registering an account

In the Register or Login box on the Main Page Click '**Click here to register**'

You must click 'I agree' to accept the User Agreement

You should then complete the form – One part for the Organisation and another part for the Key Contact

When complete click the Save button. A password will be emailed to you.

Accessing the tender

Log in entering your username and password and click "Go"

Click "ITTs open to All Suppliers"

Click on the service that you are interested in.

After "Expressing Interest" you will find this project in the "My ITTs" it will no longer be visible in "ITTs open to All Suppliers"

2 actions to be carried out ASAP

Express interest

Click the "Express Interest" button Click OK to confirm when prompted

Download Buyer Attachments

At the top of the Application Form you will see "Warning" and in Red:

"You have XX unread Buyer Attachments. Please click here to read the file(s) before submitting your response."

There are 2 ways to download the attachments – individually or as a Mass Download.2

To download each file:

- Click the message in red and you will be taken to a list of documents. Please note there are more than 10 documents in total but the default is to show in blocks of 10. Click the drop down next to **Show** at the bottom of the list and select 20. This will reveal all documents on one page.
- Click on the Properties button to the right of the document name – Click Download – Click Save – Choose folder on your PC/office system where you want to download the file to – Click Save – A download complete window will appear, Click Close.
- Repeat the above for all files.
- Instructions to download **Java Software** to use Mass Download:
- Click on the website below:
- <http://www.java.com/en/download/index.jsp>
- Click 'Free Java Download' and follow instructions.

- This is a one-off action and will not need repeating each time you use Mass Download.

To use Mass download

Click the message in red and you will be taken to a list of documents. Click **Mass Download** button, the Java software will activate and you will see a list of Documents you have not read. Click **Download** button – Select the folder on your own system where you want the documents to be saved in and click OK. When all documents have been saved, you will receive a Download Successful message window – Click OK. Click **Back** button.

It is recommended you now logout of Bravo and read through all the documents. Collectively they fully explain what the tender process is and what you are applying to be part of.

When you next log in to Bravo, Select **My ITTs** – you will be taken to the Technical Response (Application Form).

There is a Printable View button that will allow you to print off the question list in the application form. It is advisable to take a print.

To start completing the Application Form you need to click the **Edit Response** button.

It is unlikely you will complete the Application Form in one session so you should use the Save options regularly as you progress through the Form.

Note: a number of questions have a red asterisk * this means the question is mandatory.³

Best Practice

Have your question list with you when you start to complete the Application Form online. You can mark off the questions you can answer immediately online and note the questions you may need to consider your response in more detail offline before entering the response into the Application Form.

Working Offline

Cut and Paste

Questions you will find difficult to type and edit a response to online can be created and edited on another text editor and you cut and paste the response into the online Form. You must remember however that the response is still limited to 2000 characters around 250 to 300 words. When you have created the response you want to enter, use the mouse to highlight the text, press Ctrl+C (this will mark the text as copy to) go into the Application Form and click into the question response box you want to put the text into and press Ctrl+V (this will paste the text into the text box).

Completing Spreadsheets downloaded from the Document List

- Open the files in Excel
- Complete one row for each care home you are including in your response.
- You will notice that the cells have a limited amount of text visible when the cell to the right has text entered in it. To see all data in each cell – point your mouse at the line separating the Alphabetical Column references at the top of the spreadsheet when the cursor changes to a large + sign on the line double-click the mouse. This will automatically lengthen the cell width so all text is visible.
- When you input Turnover details you may see a row similar to this “#####” appear. This means the value will take up a larger space than is available for the cell to display. To see all data in each cell – point your mouse at the line separating the Alphabetical Column references at the top of the spreadsheet when the cursor changes to a large + sign on the line

double-click the mouse. This will automatically lengthen the cell width so the value is displayed correctly.

- There are a number of cells along the row that when you go on the cell will display a drop-down arrow symbol. Click the symbol and an option list will appear. Click the appropriate value for you and the text will appear in the cell.
- As you fill the spreadsheet – save as you go and once completed you will need to upload the file into the Form.

Uploading Spreadsheets into the Application Form

Go to the Application Form – Edit Response. Go down to the question requesting the file to be uploaded. Click Upload File button. A window will appear to Upload Attachment. Click on Browse and locate the file you want to upload, Click on the file you require, click Open, Click the Attach button. You will see part of the Document Name and the size of the file displayed in the response area.4

Messaging

- While completing your response you may find that the question is unclear as to what you are being asked to provide or you may have a question on the process. You should use the Message option within the Bravo system to communicate with LLR CSS
- Go to the Application Form and you will see a “Messages” option to the left of the Technical Response.
- Click “Messages” and a list of options will be displayed. To create a message click “Create Message” or to read a message you have been sent click “Received Messages”. The system works in much the same way emails do except the message doesn’t leave the system. The system will send an email to the recipient of the message to alert them that a message has been received in the ITT.
- To originate a message – Click “Create Message” Type in a brief description in Subject field then type in the message you want the receiver to read. You can also attach a document if required. Click “Attachment” – Click “Upload New File” - Click Browse – “Select File” and Click “Open” – Click “Attach” button. Click “Save All” Click “Send Message”.
- When you have received a message from the buyer or a reply to a previous question you will receive a message in your email account registered with the Bravo System that a message has been received. Go into the ITT and click “Messages” and Click “Received Messages” to view message.

Submitting Response

When the Application Form has been completed you need to “Submit” the response to the buyer. After saving the Form completed in its entirety Click “Submit Response” Button. Confirm the action by clicking OK. If you have any unanswered mandatory questions your response will not be submitted and you will need to go into Edit Response and check for mandatory questions not answered. Once all mandatory questions have been completed you can “Submit” your response as above.

Some Dangers

Danger 1

When you are in Edit Response you will always have 3 options available to you at the top of the Form Save and Continue – Save and Return – Cancel

When you are not in Edit Response there is an option - Delete response. Unless you do want to delete all entries in your response **DO NOT** click this button.

Danger 2

When carrying out instructions to click the “Back” button, it will always be referencing a button within the Bravo System Pages – **Do not use the Back button on the top of left of the Internet Explorer**

Toolbar. This is linked to your internet history not Bravo and will cause problems and you will probably lose all work done in the session.5

Contacting the BRAVO Helpdesk with system operations

- The BRAVO Helpdesk is manned from 08:00 to 18:00 weekdays
- Emails can be sent at any time of the day but responses will only be sent between 08:00 and 18:00 weekdays.
- The BRAVO eTendering system is available 24/7.

BRAVO Helpdesk Tel No.: 0800 368 4850

BRAVO Helpdesk email address: help@bravosolution.co.uk