



Procurement Solutions

Service Definition Document G-Cloud 15

In-tend Ltd, In-tend House
74 High St, Maltby, Rotherham
South Yorkshire, S66 7BN
United Kingdom

Document Ref: MC3346--EJ196879

Web: www.in-tend.co.uk

Email: sales@in-tend.co.uk



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The following document defines the various products and services provided by In-tend within the G-Cloud 15 framework as well as providing an overview of the general, technical, support and training elements.

For full details of any/all sections of this document, please refer to our Software License and Agreement document. Alternatively, please contact a member of the In-tend team as sales@in-tend.co.uk

Company & System Overview

From low value <£25m projects through to and beyond >£1bn mega projects, In-tend is a proven global e-Procurement as a Service marketplace provider. Our agile suite of software can be used as stand-alone modules (from e-tendering & contract management), through to full P2P functionality while offering integration with financial systems and other 3rd party platforms for total **end-to end-procurement management**.

In-tend will assist you in your strategic initiative that incorporates your digital technology and transformation across all areas of your organisation.

Our intelligent and intuitive software can be aligned to meet organisational requirements, no matter what the size or spend, and offers a managed approach to streamlining procurement processes. All modules provide transactional transparency with the associated risk reduction and spend management benefits, and MI reporting functionality.

With a vast UK customer installed base including UK public sector organisations as well as additional private and non-profit sectors who currently use our systems and services for their e-Procurement needs, the In-tend system and in turn, high level of UK-based support, allows any organisation to carry out all of their e-Procurement requirements such as:

- Competitive flexible above threshold
- Open/restricted projects
- CDP/FTS exercises
- Mini competitions
- Dynamic Markets
- RFQ's
- Quick Quotes
- **All current and future PA23 notices**

All of which are contained within a fully audited system and process for full transparency.

Users can also manage their contracts through the Contract Management module, suppliers through the Supplier Management module and requisitions, purchase orders and invoices through the Financial Management module.



In-tend system users benefit from a range of advantages including (but not limited to):

- **Easy to use** license banding: Designed to support organisations of all sizes and complexity from small to multi-national
- **Light-touch** user access: Designed for users such as evaluators, requiring infrequent use of the system
- Procurement act ready
- In-tend legislation update guarantee
- Private, dedicated and branded tenant
- Dedicated & branded supplier portal with unlimited, **no cost** supplier registration
- Full 360 Degree end-to-end process
- 100% Uptime for over 12 years (excluding planned maintenance)

Modular in design and retaining all user activity within a single interface, In-tend's primary components comprise:

- e-Tendering/procurement
- e-Evaluation
- Contract Management
- Spend Analysis
- e-Auction
- Supplier Management
- Adult & Social care
- Automated Sourcing
- Financial Management
- e-Cataloguing
- e-Signatures
- In-tend integration Services API
- Data Analytics

In addition to the system, In-tend are also extremely experienced in providing bespoke or custom solutions, whilst also providing many procurement services to meet the demands of our users. These have been detailed below and can be found via our website www.in-tend.com.

Our software is designed to be user-friendly and **fully compliant** with **both PA23** as well as legacy **PCR (Public Contracts Regulations) regulations**, ensuring that procurement processes are conducted efficiently and transparently. Our e-Tendering platform allows organisations to conduct procurement activities online, eliminating the need for manual paperwork and saving time and resources. Our Dynamic Market (DM) streamlines the procurement process by allowing organisations to pre-qualify suppliers and quickly award contracts.

Our evaluation module provides comprehensive tools for scoring and evaluating bids, while our contract management system helps organisations efficiently manage and track contracts. Our auctions module allows for competitive bidding to get the best prices from suppliers, and our AI analytics tool provides insights and data-driven decision-making for procurement professionals.

Vendor management capabilities ensure that organizations maintain good relationships with suppliers, while system integration(s) allow for seamless communication between different procurement tools. Spend analysis features provide visibility into spending patterns and help organisations identify cost-saving opportunities.

With in-tend's suite of software solutions, organisations can streamline their procurement processes, reduce costs, and improve overall efficiency and compliance.

Whatever it may be and however complex it may seem, we can support/assist you in your strategic initiative that incorporates your digital technology and transformation across all areas of your organisation.

Please contact us to discuss any specific requirements and how In-tend may be able to assist.

IT & Security

A primary concern and factor within our organisation, IT & Security covers a plethora of areas to include (but not be limited to):

- Security
 - Data at rest provided as standard and at **no additional cost** and to minimum FIPS 140-2 standard
 - In-tend compliant with International best practices for security
 - Adopted UK Gov **Secure-by-Design**
 - Cyber Essentials Certification
 - Security Audited and Penetration security testing
 - ISO27001 Information Security certified
 - Data Encryption in transit – TLS only – Score A with SSL Labs
 - TLS 1.2/1.3 is the only accepted transit protocol.
 - Fully insured against Cyber Attacks including cyber attacks and ransom-ware
- A fully hosted high availability mission critical system with all data both processed and stored **exclusively in UK data centers**:
 - Data centers are only physically accessible by authorised personnel .
 - Hosted at multiple locations with possible fail-over between sites
 - Backed with 4 Hour **Mission Critical** Vendor Support
 - Equipment Managed and owned by In-tend only with ACL in place to ensure that only authorised In-tend Personnel have access
 - Real-time monitoring systems and centralized logging, SIEM managed and monitored 24/7.
 - Production systems hosted in Enterprise Data centers
 - Systems are all N+ Multi-Redundant
 - Fully Virtualised Environment
 - Storage on next generation Storage Area Network Technology (SAN) – Multi-path automatic failover 100GB connectivity.
 - Limitless Scalability
 - Active/Failover IPS Firewall
 - Web application firewalls
 - Centralised Software Endpoint Security
- ISO 22301 Business Continuity Management certified
 - Failover DR Platform at our second data centre.
 - 1 hourly snapshots of critical data
 - 15 minute transaction log backups
 - Fully Backed up and data retained for 6 months.
 - Fully tested multi-level DR.

Disaster Recovery & Backups

In-tend operates a stringent disaster recovery plan of which the major objectives include:

- To minimise interruptions to the normal operations.
- To limit the extent of disruption and damage.
- To minimise the economic impact of the interruption.
- To establish alternative means of operation in advance.
- To train personnel with emergency procedures.
- To provide for smooth and rapid restoration of service.

The system is delivered as a Software As A Service (SaaS) cloud based solution. As such there is no IT requirement to manage, support or host data and systems locally. The In-tend platform is accessed via an secure https internet connection supported on all major browsers on any internet capable PC, Mac, Tablet or Smartphone.

System security

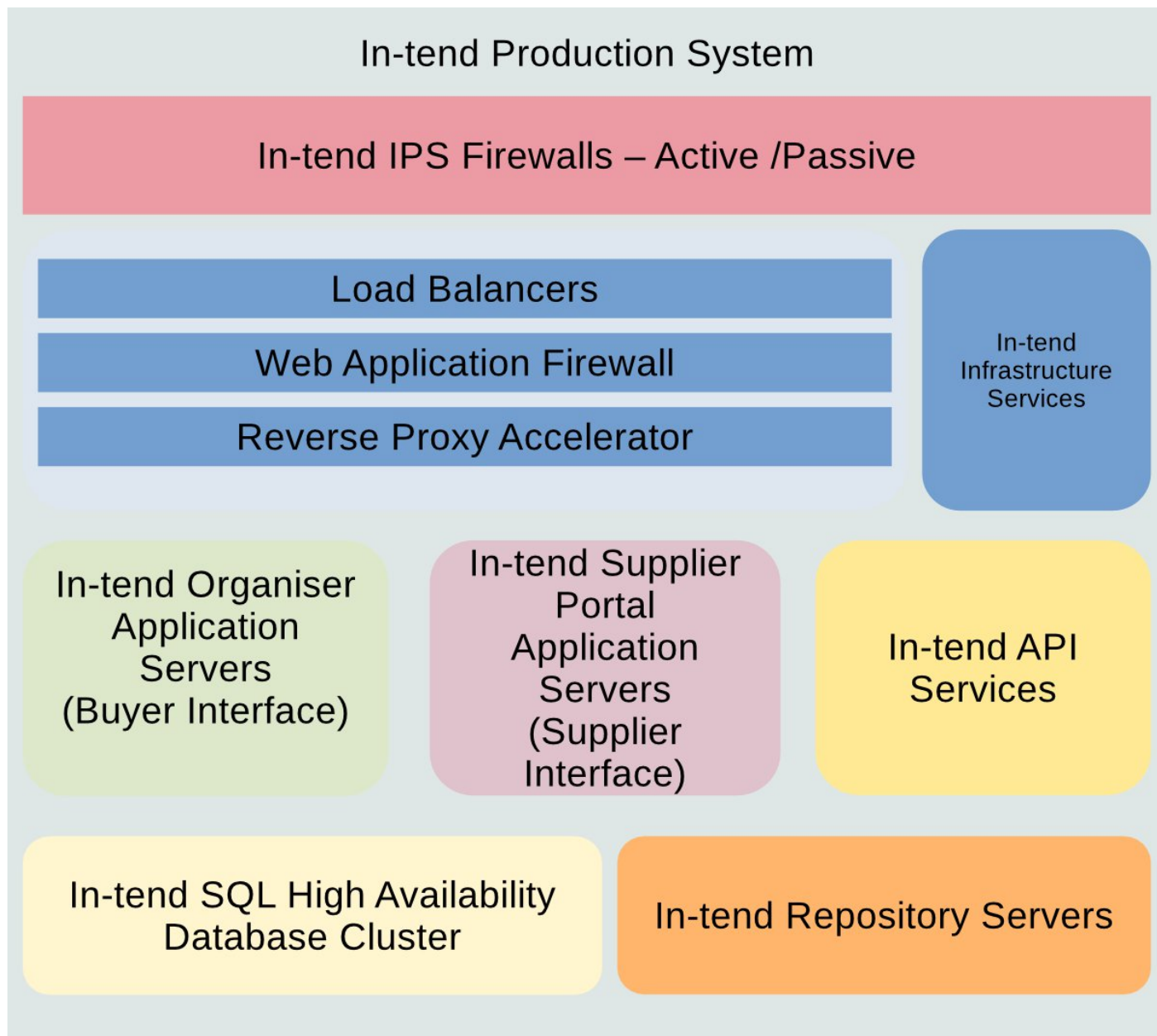
The In-tend solution is protected by Intrusion Protection System firewalls. Each host is built to a hardened specification and are running centralised endpoint protection software. Systems storing customer data are running file system intrusion and firewalls have inbuilt protection against attacks. End point protection software protects against further attacks.

All data (whether buyer or supplier), is encrypted relating to the service, and that connections to In-tend are made via secure https protocols with TLS 1.2/1.3 being the only accepted transit protocol. Cipher suites are reviewed for securities suitability at regular intervals.

Access to the data centres is on a strict rights and permissions basis only with pre-booked authorised secure ID access to the building. The data-centre is a secure facility and is manned 24/7/365.

Platform maintenance is undertaken wherever possible in a non-disruptive manner at evenings and weekends. Notice is given to clients when maintenance take place in advance.

All hardware is owned and managed by In-tend. Third party organisations do not have access to our platform. All systems are backed by mission critical 4 hour fix vendor support. Our hardware platform is fully N+ redundant in all areas, at the core is a next gen all flash Storage Area Network connected to our servers using a multi-redundant path 100GB connectivity, servers utilise the latest virtualisation software allowing distributed computing across our platform. The In-tend platform has been designed with limitless scalability which allows us to respond quickly to growing future demands. Please see our level zero architecture diagram overleaf.



Service Management & Availability

It is often the case that In-tend's software is mission-critical either to a client's whole operation, or to a division or department. Thus In-tend places the highest priority on documenting its support policy and monitoring performance against that policy. All support calls need to be logged via In-tend's Support Help-desk for logging in the internal ticketing system 'MCP', and not directly via Sales or Training personnel.

Organisation of the support function In-tend has a dedicated customer support department with dedicated telephone and e-mail contact addresses. No limit is placed on consumed support hours for support on an annual basis.

Standard support is available between the hours of 8:30 and 17:00 GMT Monday and Friday excluding English public holidays. Additional extended support hours can be quoted for on request.

Support calls from receipt through to resolution are recorded on a bespoke database. This enables In-tend to run exception report on actions overdue, and to analyse the support activity from us to you as the Client.

Methods of contacting In-tend for support:

- **Email:** In-tend will respond to all support e-mails however telephone support is the preferred option for urgent requests. Emails are logged within our case management software In-manage.
- **Telephone:** In-tend will log all calls and in most cases resolve queries within the support call. Calls are logged within our case management software In-manage.
- **Via our self-service (support.in-tend.co.uk):** Where an on-line ticket can be raised along with viewing previously raised support tickets. This is the client self-service portal which is deployed with our case management software In-manage.

Problems will be prioritised as follows:

- **Category 1 (Critical):** The In-tend software used by the client is not functioning at all.
- **Category 2 (High):** A module or feature of the In-tend software is not functioning, and there is no short-term work around available.
- **Category 3 (Medium):** As category 2, but there is a short-term work around
- **Category 4 (Low):** "How to" calls. Minor problems with little impact on either the software's functionality or the client's operations.

On initial contact In-tend will assign an internal support reference number to the item. The internal standard priorities are shown above.

In-tend response classifications:

- **General:** All support calls will be logged immediately in In-tend's case management system In-manage. All references in this section to periods of time are to periods of time within In-tend's standard support hours or such extended support hours as In-tend may have agreed in writing. Additional support hours are available at additional cost.
- **Category 1:** The client will be contacted with a solution/report of progress
- **Category 2:** The client will be contacted with a solution/report of progress

- **Category 3:** The client will be contacted with a solution/report of progress or made made available online via support.in-tend.co.uk and/or via the system login page.
- **Category 4:** “How to” problems will be resolved immediately. In respect of other items, the client will be advised of the proposed response case by case. Training may be promoted where required.

Product updates (“Releases”)

System upgrades and maintenance will be conducted (in the main when non-essential) overnight or at weekends wherever possible. Scheduled maintenance times will be notified in advance and a message placed on Your portal. We typically release new software updates quarterly.

In-tend continuously works to update and improve it's systems. From legislative changes (In-tend Legislation update Guarantee) through to API's and even specific customer bespoke development requirements, we have a dedicated internal UK based In-tend development team along with project managers who can work with organisations to cater for their requirements.

In-tend customers benefit from all software version upgrades at no additional cost.

System Availability

Schedule 3 – Service Level Agreements (Availability of Software and Responsiveness)				
	Category	Availability	Response	Outcome
1	Availability of Software	The Software shall be Available $\geq 99\%$ of the time during Core Hours during the relevant Service Period and $\geq 98\%$ outside of Core Hours during the relevant Service Period	N/A	N/A
2	Category 1 and 2 service failure (as defined in Schedule 3)	The Contractor shall restore the Software ≤ 4 hours following the receipt of a notification that a Category 1 or 2 service failure has occurred during the Core hours	Receipt of notification of a Category 1 or 2 service failure by You	Restoration of the Software so that the Software can be used by You
3	Category 3 service failure (as defined above)	The Contractor shall restore the Services ≤ 7 hours following the receipt of notification that a Category 3 service failure has occurred during the Core Hours	Receipt of notification of a Category 3 service failure by You	Restoration of the Software so that the Software can be used by You
*Up-time and availability excluding planned maintenance which is typically performed outside core hours “Core Hours” are 08:00 to 17:00, Monday to Friday (excluding English public holidays) “Service Period” is one calendar month				

Training

In-tend have a dedicated, in-house team of knowledgeable system trainers based **exclusively in the UK** who are not only able to provide expert training on each of the In-tend modules, but also demonstrate the best ways to integrate the system with your current processes via requirements mapping sessions. Some elements to note:

- Training can be delivered from
 - Our in-house IT suite
 - On-site at your own premises
 - On-line via live webinars.
- Standard courses are available, proven to deliver effective training on all aspects of the system with flexibility of tailored training sessions to meet individual requirements.
- Refresher training is available or a range of bite-sized training webinars focused on a specific areas.
- Our training style is interactive and engaging to the end user. The trainer will take the lead on the content being delivered with delegates following on with realistic examples.

We adopt our training to meet the needs of all skill levels, so whether it's a 'train the trainer' approach or an occasional user, the content will be pertinent to the delegates role.

Training sessions will be performed on your dedicated In-tend training environment, this is a distinctly separate instance to your In-tend Production environment however it does allow you to mirror organisational specific configurations and examples relevant to your organisation allowing for practical exercises to be conducted within a safe, secure and familiar training environment.

Delegates will finish their training course with the confidence to draw down on this new knowledge as they start their journey and benefits of using the In-tend system.

Complimenting In-tend system training we also additionally offer procurement training and consultancy from qualified experienced buyers and consultants. This additional level of training helps to equip staff with additional knowledge on procurement including new legislative changes which we can deliver in support with the UK Cabinet Office.

On-boarding and Off-boarding processes

In-tend On-boarding process is simple and painless process where we work alongside your organisation to ensure that the system is set-up and running as quickly and efficiently as possible. The process includes the following common time frame from receipt of an framework official call off.

- Appointment of In-tend project manager and key liaison contacts within your organisation
- Generation of internal new customer system design document which details all modules and features that are to be included along with specific elements such as e-mail addresses, URL's Contracts Finder details etc.
- Finalise branding and colour schemes
- System Build
- Set-up and training on relevant modules.

A common/realistic time frame, taking into account back to back instigation of the above, would be a 5 working day time-frame from official call-off through to a fully functional and customised system.

Transition

We appreciate that moving from an existing system on to a new In-tend platform, despite the significant benefits, can be a challenge in itself. With tenders and contracts running all the time, there is no convenient 'switch over' day.

As a result, organisations looking to transition from an existing e-Procurement system over to In-tend are further supported by our zero cost transition phase.

As an example, for an organisation whose current contract is due to expire in December, the In-tend system could be set-up and running as early as 6 months ahead of this period allowing organisations to continue normal operations while slowly moving over to their new system.

Data Import

In order to assist with the on-boarding process, we are able to import existing data such as (but not limited to) suppliers and contracts.

This is relevant for both new system users and existing system users.

In the unlikely event that the In-tend system no longer meets your organisational requirements, we are able to facilitate and support your transition to a 3rd party system.

Commonly data can be exported in a range of formats such as JSON, XML and CSV containing a hierarchical referenced structured repository of tender documents. This can then be imported to a 3rd party system.

Termination

Please see our Software License and User Agreement for full details. In summary however, In-tend require notice of contract cancellation 90 days prior to the end of the current annual maintenance and hosting term of each module.

User responsibilities

Please see our Software License and User Agreement document for full details of our acceptable and fair use policy

Technical requirements

In-tend does not require the installation of any additional software and only requires the user(s) to have an internet connection and a device that is capable of running any major current internet browser.

The intuitive layout allows the system to be accessed on PC's, Mac devices, tablets and Smart Phones worldwide provided the user has an internet connection and has a valid login.

System & modules: Specific details

Licensing

In-tend offers a range of license types to suit all organisation styles and format.

User banding

Designed to support both various organisational structures as well as roll out to de-centralised areas of the business. In-tend's user bands are a flexible way of accommodating organisational changes in an ever shifting market.

Band Category	No. of users
Band A	1-3
Band B	4-10
Band C	11-20
Band D	21-50
Band E	51-100
Band F	101-500
Band Enterprise	Unlimited

Light touch

Focusing specifically on users who play an infrequent role in the procurement, evaluation and/or contract management processes, the Light touch licensing model allows the inclusion of users in a limited capacity. Furthermore, with the external access links available for elements such as project approval, evaluation of submissions and contract approvals, the light touch user licensing caters for all requirements.

Enterprise

Provided as a single, unlimited user, Enterprise License allowing the In-tend system to be used by the subject organisation as an entirety and is not governed by a finite number of users.

Buying and selling within Wales

As a global supplier of e-Procurement tools and support, we recognise the need to ensure that local Government rules, policies and procedures are adhered to. As a result, the In-tend system has been designed and developed to comply with local Government requirements.

In this instance, the In-tend system functions and operates within the guidelines as set out in the Welsh Procurement Policy Statement (WPPS) to include (but not be limited to) key points such as:

- **Welsh language:** In-tend is available in Welsh for both buyers who are creating tenders and contracts within their organisation as well as sellers who wish to tender for opportunities with the subject organisation(s).
- **Existing systems:** In-tend does not preclude the use of any current systems or services such as Sell2Wales. The use of In-tend as the primary e-procurement management system while working alongside other 3rd party systems and agreements however offers significant advantages by providing additional interactive processes and layers that are both traceable and auditable as well as enabling the generating of detailed reports such as budget spend to date.
- **New and existing frameworks:** In-tend can be easily configured to manage existing frameworks and approved supplier lists that have previously been generated either in-house or via 3rd party sources. This can be particularly advantageous as specific information such as expiry dates, budgets and pricing can be recorded, monitored and shared with relevant members of the organisation team.

Project Plans

In-tend Project Plans enables users to capture information within the system prior to undertaking any new procurement processes with specific data required before starting a new project which in turn supports the approval process as well as determining the best work-flow to use.

Project plans work with In-tend's custom fields and templates that can be created within the system. Users can then decide on the information that is captured within the project plan and how. The resultant providing users full flexibility and control of the information so it is captured in a way which best fits their needs.

Once all the required information has been recorded in the project plans and users are ready to begin the tendering process, the project plans can be used to link with a new project within the system. Because the project plans use custom fields, the chosen project plan and new project can be seamlessly linked. If the new project is being used with a custom template and the custom template shares the same fields as the selected project plan, the system will automatically complete the fields for you so that it matches the information entered against the fields in the project plan.

Below: In-tend Project Plan Admin Screen. Where all Pre-Procurement Plans will be captured before converting into Live Projects

Description	Code	Start Date	End Date	Estimated Contract Start Date	Estimated Contract End Date	Go-Live Date	Expected Cost	Route to Market	Department / Category	Main Contact
Construction Works for the new Office Facilities	11000001	11/11/2021	10/01/2022	11/04/2022	11/04/2025	10/01/2022	1000000.00	Open Tender	Purchasing	Robert Nicholson
Construction Works for the new Recreational Facility	11000002	22/01/2019	22/01/2021	22/01/2019	22/01/2021	11/01/2019	2500000.00	Closed route Only Tender	Estates Department	Paul Featherstone
Construction Works for the new School Facility	11000003	01/01/2021	01/12/2022	01/01/2021	01/12/2025	01/12/2021	1000000.00	Open Tender	Estates Department	Robert Nicholson
Maintenance work on existing infrastructure	11000004	22/02/2009	22/02/2024	22/02/2009	22/02/2024	01/01/2009	800000.00	Open Tender	Estates Department	Paul Featherstone
Maintenance work on School infrastructure	11000005	29/09/2021	01/12/2022	01/12/2021	01/12/2025	01/12/2021	600000.00	Open Tender	Estates Department	Paul Featherstone
Project Plan for Software Package and information systems	11000006	18/06/2022	18/06/2022	01/06/2022	01/06/2025	18/06/2022	75000.00	Single Stage Tender	Procurement Department	Robert Nicholson
Tax Services in Scotland	11000007	25/05/2021	25/05/2023	16/11/2021	16/11/2024	16/01/2021	500000.00	Framework	Transport Department	Paul Featherstone
Tax Services in the London Area	11000008	03/06/2021	03/12/2023	03/03/2021	03/12/2025	03/03/2021	500000.00	Framework	Transport Department	Paul Featherstone
Tax Services in the Midlands Area	11000009	01/06/2021	01/06/2023	01/06/2021	01/06/2025	01/06/2021	600000.00	Framework	Contracting Department	Robert Nicholson
Tax Services in the Scottish Highlands Area	11000010	01/11/2021	01/12/2023	01/01/2022	01/01/2026	01/12/2021	400000.00	Framework	Purchasing	Luke Horton
Tender for IT Hardware Services	11000011	14/05/2021	14/12/2021	01/02/2021	01/02/2025	13/12/2021	500000.00	Open Tender	Purchasing	Luke Horton
Tender for IT Software	11000012	15/06/2021	15/06/2023	10/06/2021	10/06/2024	15/07/2021	500000.00	Open Tender	Purchasing	Luke Horton
Tender for IT Software Applications	11000013	21/01/2022	21/01/2025	21/01/2022	21/01/2025	01/01/2022	500000.00	Open Tender	Procurement	Robert

Below: Adding a Project Plan (Pre-Procurement Plan). Users will combine both Standard and Customised fields to create the Pre-Procurement Plan before going out to Tender

The 'Edit Project Plan' form is divided into two tabs: 'Details' and 'Customer Restrictions'. The 'Details' tab is active and contains the following fields:

- Code:** A text input field containing '112842' and a 'Search' button.
- Description:** A text input field containing 'Maintenance work on existing infrastructure'.
- Status:** A dropdown menu with 'In Progress' selected.
- Archived?:** A checkbox.
- Dates:**
 - Start Date:** A date picker with '22/02/2020' selected.
 - End Date:** A date picker with '22/02/2024' selected.
 - Template:** A dropdown menu with 'Project Plan Template' selected.
- Estimated Contract Start Date:** A date picker with '22/03/2020' selected.
- Estimated Contract End Date:** A date picker with '22/02/2024' selected.
- Go Live Date:** A date picker with '01/05/2020' selected.
- Expected Cost:** A text input field containing '800000'.
- Route to Market:** A text input field containing 'Open Tender'.

At the bottom right, there are 'OK' and 'Cancel' buttons.

Below: Users can then create a Project/Tender in the System and interlink the Project Plan to create the transition process. The fields that are used in the Project Plan can pre-populate data fields in the Tender Creation phase

The 'Project Wizard' form is divided into two tabs: 'Wizards' and 'Customer Restrictions'. The 'Wizards' tab is active and contains the following sections:

- Select a project value below, then select one of the available wizards:**
 - Project Value:** A dropdown menu with '5. Full Tender £50,000 to £189,330 (Contracts Finder Not Required)' selected.
- Select project plan to associated this project with:**
 - Is this project associated with a project plan?:** A dropdown menu with 'Construction Works for the new School Facility' selected.
- Select the wizard you wish to run:**
 - Name:** A table with one row: 'Tender Wizard (Standard)' with a checked checkbox.

At the bottom right, there are 'Next >>' and 'Cancel' buttons.

Market Engagement

Market engagement/Early Market Engagement (EME), also known as soft market testing gives suppliers the opportunity to both inform the specification and to get ready to meet the demand.

Often managed on other systems through the creation of a dedicated project, with a second, separate project being created following on from the market engagement. While functioning as a basic method, this does not provide any historic and/or auditable links between the stages.



In-tend's Market Engagement functionality encompasses a dedicated stage type that merges the ME phase and the Procurement phase into the same single flow project.

This functionality enables the management of your market engagement exercises through a dedicated stage which plays a part of the one, overall procurement project.

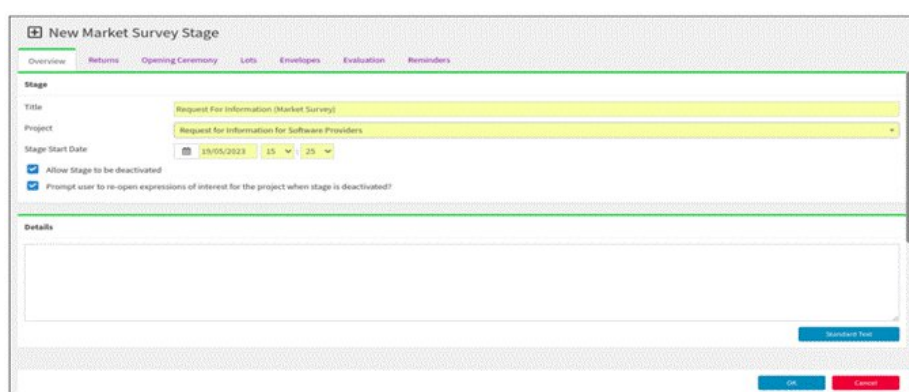
Combining the market engagement stage into the procurement exercise helps users with management of their procurement needs with

users able to set out to provide and request information through the stage.

Once the market engagement process is complete, a user can deactivate the stage.

Deactivating the stage allows for suppliers to transition directly into the next (SQ/ITT) stage without having to go through the market engagement stage, this could be down to numerous factors, an example would be the expiration of the market engagement phase.

Users receive prompts when deactivating the stage to re-open expressions of interest for the project when the stage is deactivated.



Following on from deactivation, the stage will no longer be viewable on the supplier portal by suppliers however the live stages will remain.

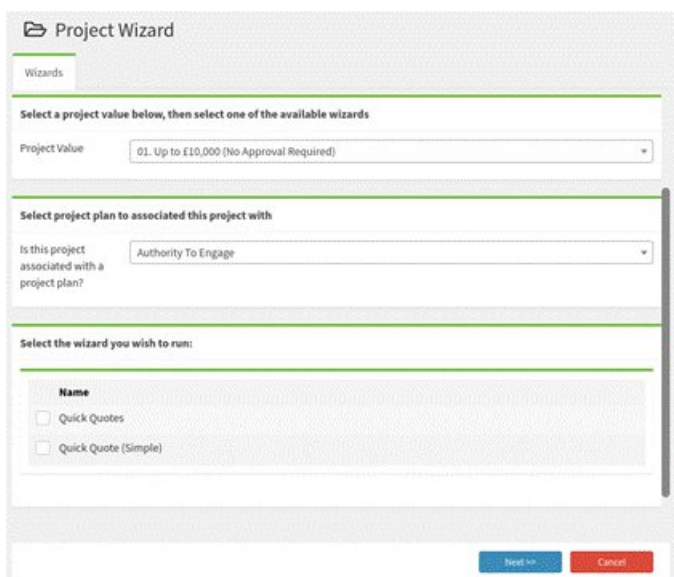
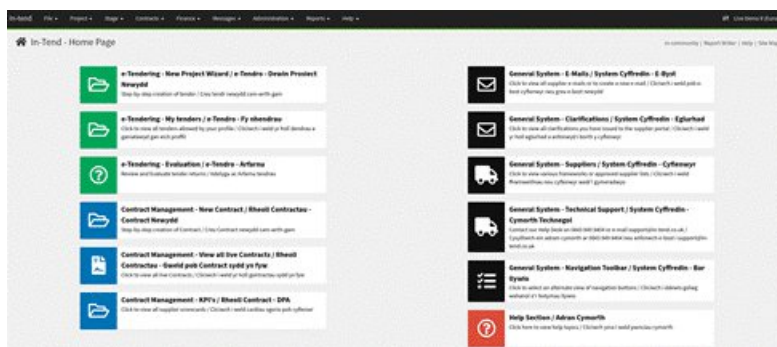
There are many benefits to the introduction of a market engagement stage as part of a main project such as:

- Specifically designed for
 - Market Engagement
 - Market Survey
 - Prior Information
 - Market Testing

- Allows for the continuity under one singular project allowing for a seamless transfer through the following steps:
 - Project Creation
 - Market Engagement Stage
 - Selection Stage (SQ)
 - Invitation To Tender Stage
 - E-Evaluation
 - Award
 - Create Contract Record

e-Tendering/e-Procurement

With budgets being severely reduced, any organisational spend must be worthwhile, effective and demonstrably beneficial, expenditure on software packages must be subject to increased scrutiny. This is no less the case for procurement departments. In-tend looks at the evidence supporting electronic tendering and how our system helps organisations channel resources to effectively meet their core goals.



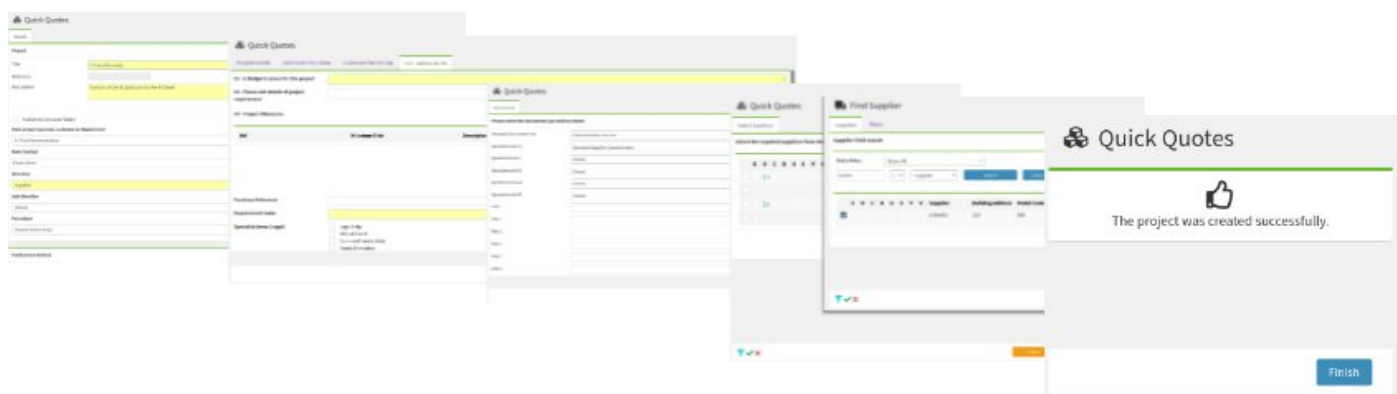
The e-tendering module is split into numerous sections, all of which provide the user with the ability to generate fast, accurate and effective RFQ's. Supporting all sourcing processes (multi-stage tender, RFQ, direct award, etc.), and available through easy to use, step-by-step work-flows.

With all sizes and scales of procurement possible, the system accounts for RFQ's and Mini-Competitions through to full and complex tenders, with compliance for both current AND upcoming regulations built into the system.

Some of the key features include:

Quick Quotes - Easy Savings

Lower-value and less vigorous purchases are typically put through the easy to use RFQ and Mini-Competition templates which introduce a simple 5-step process. These allow the user to quickly and easily conduct purchases, with a linear progression through screens to input information, attach documents and questionnaires and then publish to a list of pre-approved suppliers. Supplier returns are then quickly and easily assessed from here, through to award.



High-spend Projects

For higher-spend projects with more comprehensive requirements, the system allows for multi-stage tenders including pre-qualification stages as and where required. Creation and managing each stage is easy and logical allowing for full e-Evaluation of returns at each stage and within each envelope as well as full document management and correspondence. The full project function is highly customisable, ensuring that any combination of stages can be utilised to ensure that the system most accurately meets your requirements.

Dynamic Wizards

In-tend Dynamic Wizards aid the procurement tendering and quotation process by reducing the time it takes to set-up an exercise by more than 50%. This creates a significant reduction in administration costs and allows staff more time to focus efforts on other value-added activities, contributing further to the goals and objectives of the Procurement department and the wider organisation.

Procurement Review Committee (PRC)

Designed to meet the specific needs of individual organisations, the Procurement Review Committee module represents a key example of in-tend's commitment to ongoing improvements and development of the system.

The PRC module allows for creation of a tender award work-flow, ensuring transparency and auditability of the approval process. This is through the ability to configure the required approval process based on the project and final award value. The functionality also includes different user roles within the process and its associated rights and permissions.

Key Highlights include:

- Ability to dictate if the approval of tender award is optional, mandatory or not required based on your requirements
- Include custom templates within the submission and award report, ensuring all required information is recorded
- Various user roles allow for delegation of authority during the approval process
- Ability for members of the committee to provide their recommendations towards award for the review of the approving authority
- Automated e-mails sent to all users involved in the approval process giving status updates and actions to complete
- Ability to include all required documents on submission reports which can be shared/viewed between members of the committee
- Detailed snapshot and audit trail within the report of actions taken by committee members
- Full transparency of the process throughout with the ability to configure the tender approval work-flow

e-Tendering: The Benefits

The many benefits to e-Tendering include:

- Proven reduction in spend
- Best in class **true** Dynamic Markets functionality
- Significant reduction in time spent on tenders
- Reduced legal time-scales
- Increased transparency and audit-ability
- Increased security
- Broadened supplier base
- Ensuring equal opportunities for suppliers
- Simple buyer/supplier communication
- Full e-Evaluation
- Minimal environmental impact
- Re-aligned strategy to focus on key goals
- Electronically publish any/all tender sizes
- Simple/Easy RFQ's for smaller requirements
- Mini-Competitions for approved suppliers and/or frameworks
- Multi-stage projects with clear work-flow guidance for larger projects.

Dynamic Markets (DM)

Efficiency, transparency, and risk mitigation are paramount in any procurement process with Dynamic Markets (and frameworks) being no less critical.

Trusted by a diverse clientèle, including Local Authorities, Housing, Universities, and Government bodies and built to handle **multiple Dynamic Markets of varying sizes/scale** and in turn a large influx of supplier responses.

In-tend's best in class **true** Dynamic Markets functionality comes as standard with the e-procurement module

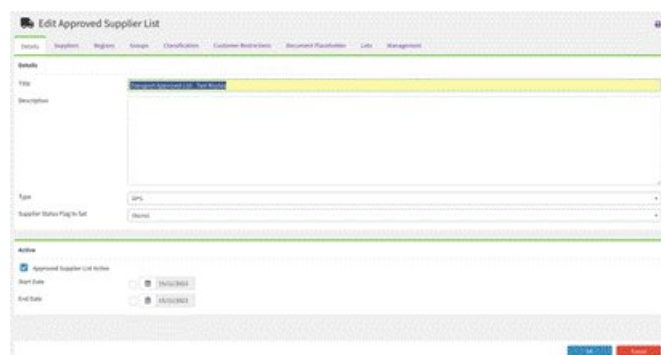
Streamlined Process

With In-tend's Dynamic Markets, the process begins with the creation of an Approved Supplier List (ASL). This list serves as the foundation, qualifying suppliers to participate in subsequent mini competitions. By automating this process, user intervention is minimised, and risks are mitigated, ensuring seamless procurement operations.



Efficient Evaluation

The Dynamic Markets Submission Stage empowers users to define evaluation criteria, create evaluation questions, and assign evaluators and moderators with ease. Whether it's quality, social value, or environmental considerations, our system enables transparent and standardized evaluation processes, enhancing decision-making efficiency.

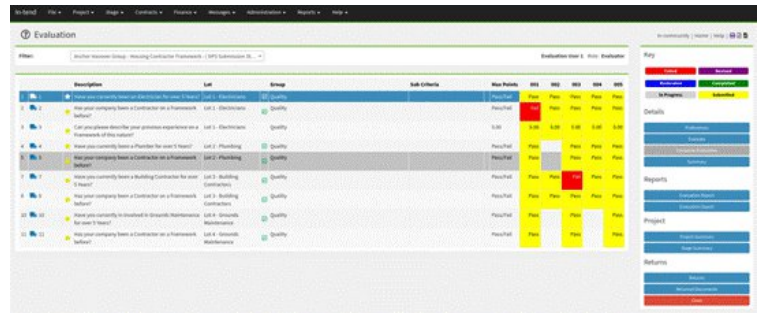


Comprehensive Documentation

In-tend's Dynamic Markets functionality allows for the attachment of an unlimited number of documents to procurement projects, ensuring transparency and accessibility for suppliers. Questionnaires, such as the Standard Selection Questionnaire, coupled with scorecards, streamline supplier assessment, while the copy previous answers functionality enhances supplier efficiency.

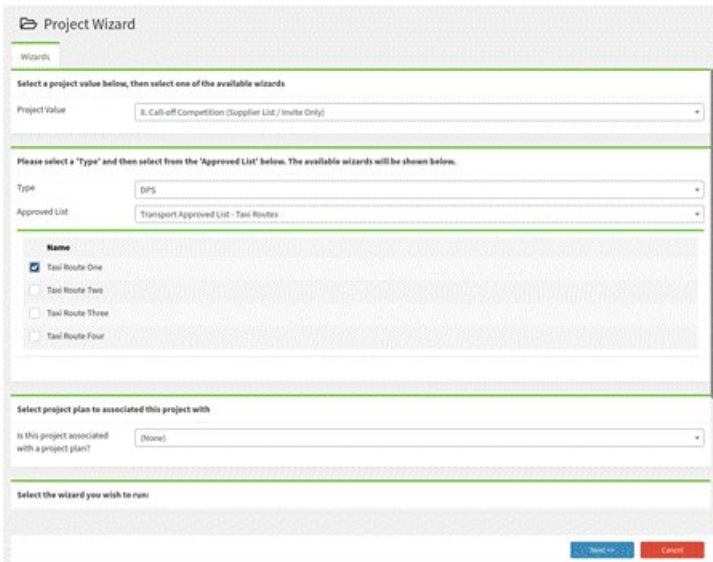
Transparent Communication

Our system facilitates transparent communication between buyers and suppliers through an intuitive online correspondence platform. Automated alerts ensure timely responses, fostering collaboration while maintaining a comprehensive audit trail of all interactions.



Effortless Procurement Management

Upon completion of supplier submissions, evaluation, and moderation, In-tend's Dynamic Markets simplifies supplier acceptance or rejection processes. Automated notifications keep suppliers informed of their status, while users can effortlessly initiate call-offs or mini competitions from the ASL, streamlining procurement management.



Simplified Procurement Wizard

Navigating the procurement process is effortless with In-tend's Dynamic Markets Wizard. From setting project parameters to conducting procurements and awarding contracts, our intuitive interface ensures a seamless experience, saving valuable time and resources.

Comprehensive Audit Trail

With correspondence functionality and comprehensive audit trails, In-tend's Dynamic

Markets provides transparency and accountability at every stage of the procurement process, ensuring compliance with regulatory requirements and organizational standards.

In-tend's Dynamic Markets functionality sets the benchmark for efficient, transparent, and streamlined procurement processes. From creating Approved Supplier Lists to conducting mini competitions, our solution empowers organizations to optimize procurement operations and drive sustainable value.

Contract Management

The Contracts management module is a highly functional and strikingly intuitive part of the In-tend system allowing the user to fully manage and monitor all contracts with minimal fuss.

The module provides real-life benefits in terms of oversight and engagement, allowing you to boost the effectiveness of your whole In-tend system, as well as the procurement process as a whole. Adaptable to your time and resource, the module can be as simple or as comprehensive as you require.

The module has three key uses:

- As an adaptable and customisable consolidated Contract Register
 - With many organisations relying on complex spreadsheets as a means of managing their contracts, our experience has shown that, while effective to a point, such a method is open to a plethora of issues including data corruption, loss of some/all
- A highly functional and effective Document Storage space
- The ability to use Key Performance Indicators (KPI's) to measure and monitor the performance of suppliers and the contract.

The CM module has an innate feel, resulting largely from the sharing of much of the information with the e-Tendering module. It is highly intuitive for any user of their existing In-tend system and information such as suppliers, departments and users, as well as most of the background administration is shared. This means that there is no time wasted adapting to or configuring a new system.

Full training ensures you extract the maximum possible benefit, whilst simultaneously making certain that inexperienced users are brought up to speed in no time. Users can begin to utilise the module within a very short time frame from initial implementation.

Some of the key benefits of the Contracts Management module include:

- A central register of all contracts with customisable summary of key information.
- Custom fields and templates allow for any information and easy replication.
- Upload documents or request them from suppliers using automated prompts.
- Email prompts for contract renewals and document expiry, at customisable intervals.
- Base KPI's on meetings, questionnaires/forms or supplier questionnaires.
- Automatically score KPI questionnaires and compare answers.
- Link to projects and existing contracts to minimise data replication.
- Make any information visible internally, to the supplier or the public.
- Full audit trail.
- Run ready-made reports or create your own.

In-tend Analytics

Procurement stands as a vital pillar, orchestrating the flow of goods and services essential to organizational success. Within this domain, the strategic utilisation of data analytics emerges as a powerful force, guiding decisions, optimising processes, and driving transformational change.

In-tend analytics adds another functional string to the expertise bow offering a comprehensive solution designed to revolutionise the way organizations approach contract management, supplier performance, procurement activities, and spend analysis.

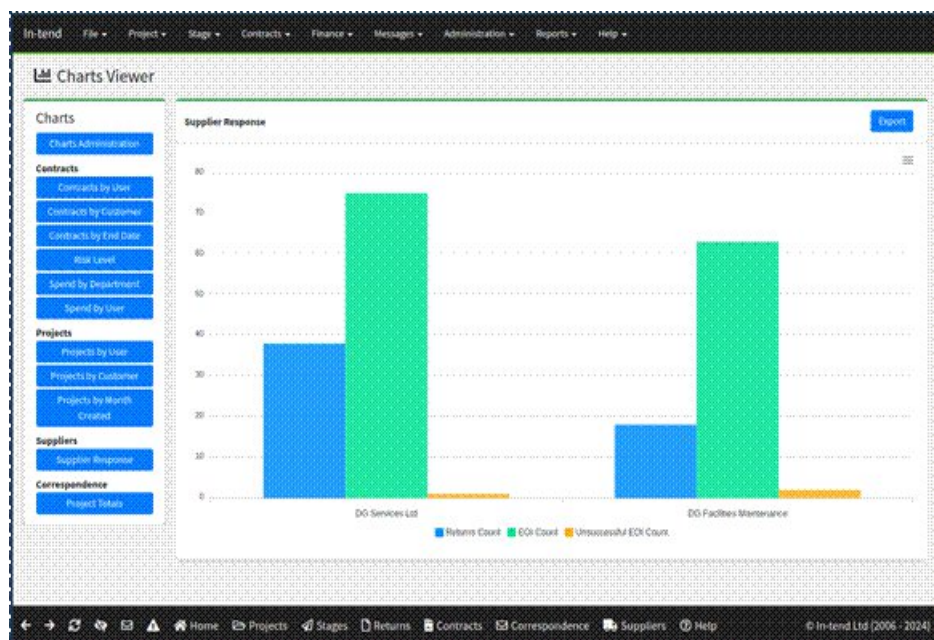
Contract Management

Contracts serve as the backbone of procurement, shaping relationships, defining terms, and safeguarding interests. However, managing contracts effectively requires more than just paper trails and signatures—it demands insight, foresight, and agility. In-tend Analytics rises to the challenge, offering real-time graphical representations that illuminate contract life-cycles from inception to execution.

With unparalleled visibility into key milestones, obligations, KPI's and risks; organisations can ensure compliance, mitigate risks, and extract maximum value from contractual agreements.

Supplier Performance

In today's interconnected marketplace, supplier relationships are integral to procurement success. However, fostering strategic partnerships requires more than just transactional interactions and necessitates a deeper understanding of supplier performance metrics



In-tend analytics provides a holistic view of supplier performance, offering insights into delivery timeliness, product quality, and service reliability. Armed with this invaluable information, organisations can nurture high-performing suppliers, address under-performers, and drive continuous improvement across the supply chain.

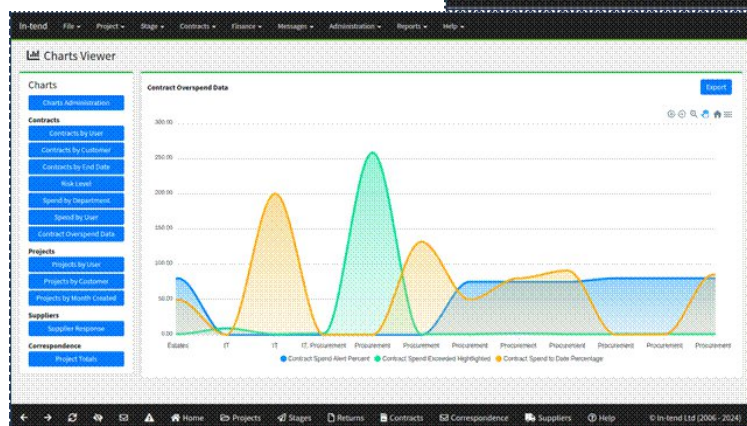
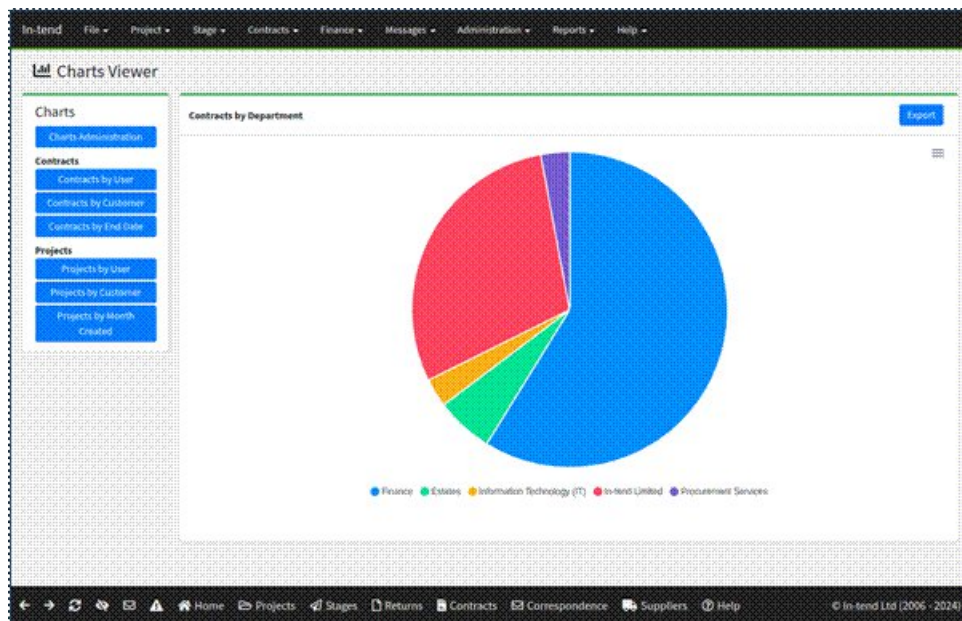
When combined with the powerful and adaptable data provided by inter-linking In-tend systems via our HUB (see HUB section), In-tend Analytics begins to serve as a

platform for an even greater supplier performance database by sharing and aggregating permitted performance data across several organisations for even greater visibility.

Procurement Activities

Efficient procurement processes are the lifeblood of organisational efficiency, driving cost savings, mitigating risks, and enhancing agility. In-tend analytics streamlines procurement activities by offering real-time insights into forecasts, ongoing activities, value thresholds, departmental activities/commitments and purchase project plans

With actionable data at their fingertips, procurement teams can optimise these areas and more allowing for informed decisions that align with organisational objectives as well as transparent reporting.



Contract Spend Analysis

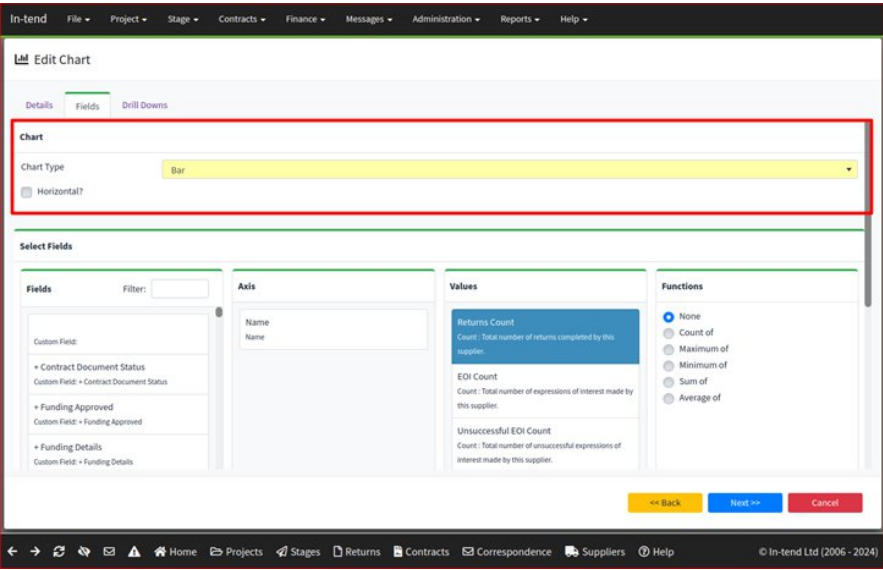
Understanding where and how money is being spent is essential for cost optimisation and risk mitigation. Spend analysis allows you to make data-driven decisions that can help your organisation save money with the benefit of providing information to help drive strategic decision making adding further value to the organisation.

In-tend Analytics provides granular insights into contract expenditures, enabling organisations to:

- Identify cost-saving opportunities
- Detect anomalies
- Proactively manage financial risks.

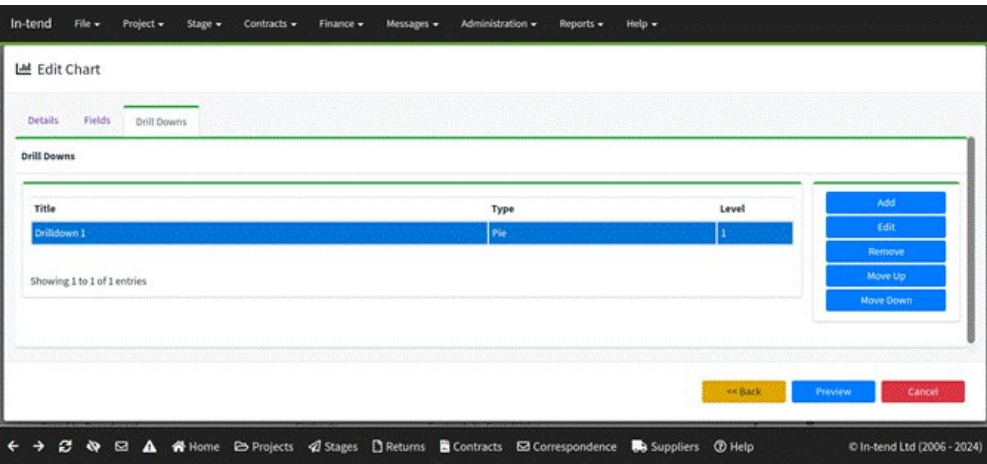
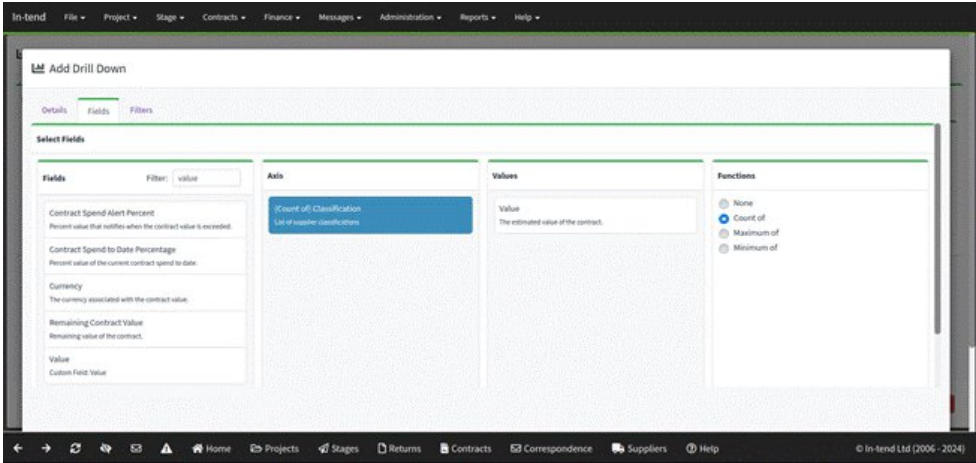
By harnessing the power of **real-time** graphical representation, organisations can gain a comprehensive understanding of their contract spend landscape, driving informed decision-making and maximising return on investment.

Dashboard charts and drill-downs can be easily configured within the simple and easy to use analytics toolbox:



Ability for user to create / edit custom charts and type

Create your own 'Drill Down' data



Live Preview to test before saving

By enabling real-time graphical representation of all system data, from contract management to contract spend analysis, In-tend Analytics empowers organisations to unlock the full potential of their procurement operations.

When considering:

- **Contract spend analysis**
- Optimising supply chain operations
- Enhancing customer experiences
- Fine-tuning procurement strategies
- Improving supplier relationships
- Optimising contract management

In-tend analytics provides the tools to delve deep into data and extract actionable insights that drive meaningful outcomes.

Data analytics is not just a “buzz-word”, it's a fundamental pillar of modern business strategy and, with In-tend's tailored analytics package, unlocking the transformative power of data has never been easier.

As part of the ethos of In-tend it helps your organisation stay compliant, with information being subject to audits your data analysis helps in providing key information and audit trails. In-tend also saves on the resource intensive task of preparing compliant data for an audit along with reducing risk.

Benefits of In-tend Analytics

- Oversight of the whole procurement process
- Real-time Organisational data
- Bespoke to your organisation
- Eliminate much of the need for reporting
- Base decisions on richer intelligence of performance – reduce risk and maximise gains
- Drill-down to underlying information
- Access otherwise disparate and dispersed information collated in one location
- Measure efficiencies/inefficiencies throughout the whole procurement cycle
- Align and consolidate strategies and organisational goals
- Enhanced Compliance
- Audit preparation
- Aids with Strategic decision making
- Added value to your organisation

Evaluation

In-tend evaluation allows organisations perform a fully compliant evaluation of a sourcing exercise. It allows you to not only make price evaluations but other attributes such as (not limited to) quality, market presence, accreditation, skill, performance, social value or environmental. As a result, the evaluation process should provide a detailed method or process of determining the outcome of a tender based on a varied amount of factors that are not singularly price driven.

The screenshot shows the In-tend Evaluation interface. It features a table with columns for Description, Lot, Group, Sub-Criteria, and a grid of scores for various criteria. The table is filtered by 'Another Random Group - Housing Contractor Framework - (SPS Submission 10)'. The table has 11 rows of data, each representing a different evaluation criterion. The scores are displayed in a grid format, with some cells highlighted in red (Pass) and others in yellow (Fail). A sidebar on the right contains a 'Key' section with color-coded buttons for 'Pass', 'Fail', 'In Progress', and 'Submitted', along with a 'Details' section with buttons for 'Evaluation Report', 'Supplier Report', 'Project Summary', 'Stage Summary', 'Returns', 'Search', 'Manual Download', and 'Clear'.

Description	Lot	Group	Sub-Criteria	Max Points	SPS1	SPS2	SPS3	SPS4	SPS5
Have you currently been an electrician for over 5 years?	Lot 1 - Electricians	Quality	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass
Have you currently been a Contractor on a Framework for over 5 years?	Lot 1 - Electricians	Quality	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass
Can you please describe your previous experience on a Framework of this nature?	Lot 1 - Electricians	Quality	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Have you currently been a Plumber for over 5 years?	Lot 2 - Plumbers	Quality	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass
Have you currently been a Contractor on a Framework for over 5 years?	Lot 2 - Plumbers	Quality	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass
Have you currently been a Building Contractor for over 5 years?	Lot 3 - Building Contractors	Quality	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass
Have you currently been a Contractor on a Framework for over 5 years?	Lot 3 - Building Contractors	Quality	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass
Have you currently been involved in Grounds Maintenance for over 5 years?	Lot 4 - Grounds Maintenance	Quality	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass
Have you currently been a Contractor on a Framework for over 5 years?	Lot 4 - Grounds Maintenance	Quality	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass

Even if results are uploaded into a digital e-Tendering system, the process itself can also be a time consuming one where the same evaluation criteria consisting of yes/no and pass fail answers has to be repeated on numerous occasions for a raft of supplier submissions.

A fully electronic evaluation process not only reduces the time taken to evaluate all bid submissions but can also be used to drive other factors such as:

- Automated responses and scoring
- Non price related evaluation sections such as quality and technical attributes
- Supplier self certification for key criteria such as certification
- Automated disqualification based on specific mandatory requirements (which in turn can help to provide an immediate short list process for large quantities of submissions).
- Most importantly a fully auditable version of a process that has to take place regardless.

The In-tend Enhanced e-Evaluation not only brings this critical part of the tender award process within the digital fold, it also streamlines the process while providing a much more detailed approach to the review of suppliers submissions.

Some of the features and benefits to the In-tend e-Evaluation module include:

- **Evaluators:** The evaluator will use the simple user interface to access supplier answers, documents, request clarifications from the moderator and enter scores and reasons behind each suppliers answers.
- **Moderators:** The moderator will have full view of the average scores from all evaluators and either amend or keep the scoring the same. Along with this role, the moderator will also manage clarifications from the evaluators, access documents and view a full audit history of the evaluation.
- **Automatic Scoring:** The system is capable of providing an automatic score against a question that the user has defined either acceptable or unacceptable during creation of the question.
- **Calculation:** The In-tend system will automatically calculate the scores to show the winning supplier.

- **Multi-Lot Evaluation:** The In-tend system allows multiple lots against tender project, if required, allowing the user to specify an evaluation against each lot and a different set of questions for the supplier to answer.
- **Evaluation Report:** The ability to export a report showing all evaluators scores and answers and the moderators final results, along with clarifications between evaluators and the moderator. This is ideal for internal meetings and can also be manipulated and sent to the suppliers as feedback.
- **Customisable Questionnaires:** The user is able to customise and specify what type of answer the supplier can provide (Numeric, Text, Selection etc.)
- **Access:** During creation of the evaluation, user roles can be defined with certain questions being answered by specific evaluators and some questions that may be hidden.
- **Audit:** All questions, scores, reasons are recorded with a date and time stamp to demonstrate full auditability.
- The user does not have to record the information within a spreadsheet
- No navigating out of the In-tend system to begin and complete evaluation.
- Full auditability to show the evaluators scores and reasons and changes made.
- Reporting tool that will export the evaluation showing full scores and reasons.
- The ability to restrict suppliers answers to what the user has asked for.
- Use of model answers to assist evaluators.
- In-tend seamless integration with other modules such as analytics

E-Auctions

The e-Auction Module allows a quick set up of a Forward or Reverse Auction Event allowing suppliers to bid against each other on-line for a range of Goods or Services.

When running an e-Auction the system provides:

- Real time monitoring of responses.
- Graphical status displayed within the auction stage summary that:
 - Update in real-time based on suppliers responses.
 - Show the time and value of the response
 - Enables users to easily gain a visual representation of how the e-auction is progressing.

E-Auctions have many benefits:

- On average a 20% reduction on the previous price.
- Guarantee that only the competitive market value is paid for goods and services.
- Auction based on other metrics additional to price
- Reduce spend and increase value
- Fast and effective

The In-tend e-Auction module allows you to engage suppliers in an active bidding process to ensure that you achieve the lowest bid possible. In essence, e-Auctions allow you to further increase your ability to reduce spend and guarantee the most value, effectiveness and efficiency for your purchases.

Auction RFQ's can be run alongside an In-tend Dynamic Markets. In terms of the Dynamic Markets, approved suppliers/supplier lists can be added to each lot on the Dynamic Markets. An Auction RFQ can be configured to run with an approved supplier list. This is what you need it to do to run with a Dynamic Markets.

Auctions are used for call off's on the Dynamic Markets and act as Mini Competitions. Only when you make your first bid are you then part of the auction and can see the minimum bid. You can then extend and add in new suppliers from another approved supplier list from a separate lot and continue the process.

Buyer Features and Benefits:

- Ability to run Award Criteria based auctions – lowest bid not always rank 1
- Ability to Auction multiple items with individual prices
- Define the bidding range with ability to set the maximum and minimum bid adjustments
- Can be used as a stage within an e-Sourcing exercise
- Integrates fully with In-tend modules
- Full control over how or if suppliers see who they are bidding against

Auction Summary page giving real time bidding information including:

- Bid history with times
- Line graph showing all bids
- Line graph showing winning bidder
- Graphs show current contract value, visually displaying savings that are being made.

Supplier Features and Benefits:

- Suppliers use the In-tend web site - familiar functionality and easy to use
- Email prompt for when the event starts with hyper link on home page to auction screen
- Suppliers provided with a history log of all bids with printable hard copy receipt
- Bid requirement to reach Rank 1 shown to suppliers
- Guidance notes to support the bid process with help desk support if needed

Below: Real time updates provided on the e-Auction Summary Screen

The screenshot shows the 'Stage Summary' page for an e-Auction. The page includes a navigation menu at the top with options like 'In-tend', 'File', 'Project', 'Stage', 'Contracts', 'Finance', 'Messages', 'Administration', 'Reports', and 'Help'. The main content area displays 'e-Auction Stage - Stage 2' with a project description: 'Tender for Bus Transport Routes - e-Auction Example'. It also shows the stage start date (02/03/2022 15:00) and return date (04/03/2022 17:00). A sidebar on the right contains buttons for 'Project Summary', 'Edit Stage', 'Document Set', 'WAP's Document Set', 'Stage Publish Manager', 'Publish Document Set', 'Opening Ceremony', 'Event Overview', 'New Stage Correspondence', 'Request Document', and 'Actions'. The main table lists 'All Suppliers' with columns for Rank, Supplier, Received, Value, and Currency. The data shows three suppliers: Office Equipment Ltd (Rank 1, Value 1500.00), Office Supplies Ltd (Rank 2, Value 1450.00), and Office Stationery Ltd (Rank 3, Value 1400.00). A 'Time Remaining: Auction Finished' indicator is present.

Rank	Supplier	Received	Value	Currency
1	Office Equipment Ltd	02/03/2022 15:20:09	1500.00	Pound Sterling (GBP)
2	Office Supplies Ltd	02/03/2022 15:29:09	1450.00	Pound Sterling (GBP)
3	Office Stationery Ltd	02/03/2022 15:17:56	1400.00	Pound Sterling (GBP)

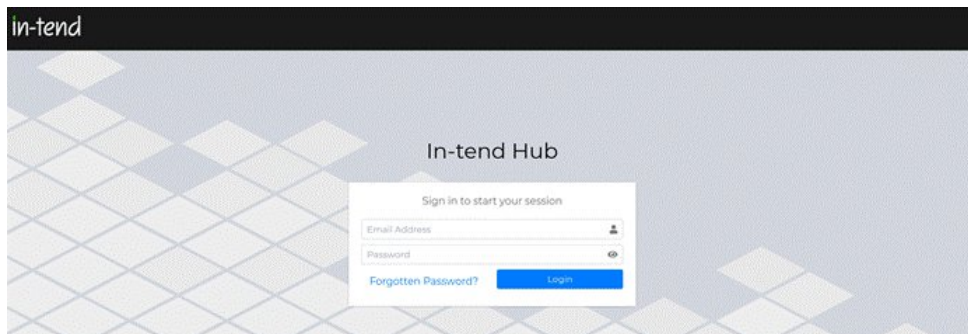
Below: e-Auction updates showing the latest bids from suppliers and when the bids were received

The screenshot shows the 'Latest Bids' table with columns for Received, Supplier, Value, and Currency. The data shows six bids from three suppliers: Office Equipment Ltd, Office Supplies Ltd, and Office Stationery Ltd. The bids are sorted by received time, with the latest bid from Office Equipment Ltd at 02/03/2022 15:20:09.

Received	Supplier	Value	Currency
02/03/2022 15:20:09	Office Equipment Ltd	1500.00	Pound Sterling (GBP)
02/03/2022 15:19:09	Office Supplies Ltd	1450.00	Pound Sterling (GBP)
02/03/2022 15:18:58	Office Supplies Ltd	1350.00	Pound Sterling (GBP)
02/03/2022 15:17:56	Office Stationery Ltd	1400.00	Pound Sterling (GBP)
02/03/2022 15:17:45	Office Stationery Ltd	1350.00	Pound Sterling (GBP)
02/03/2022 15:17:00	Office Supplies Ltd	1250.00	Pound Sterling (GBP)

The HUB

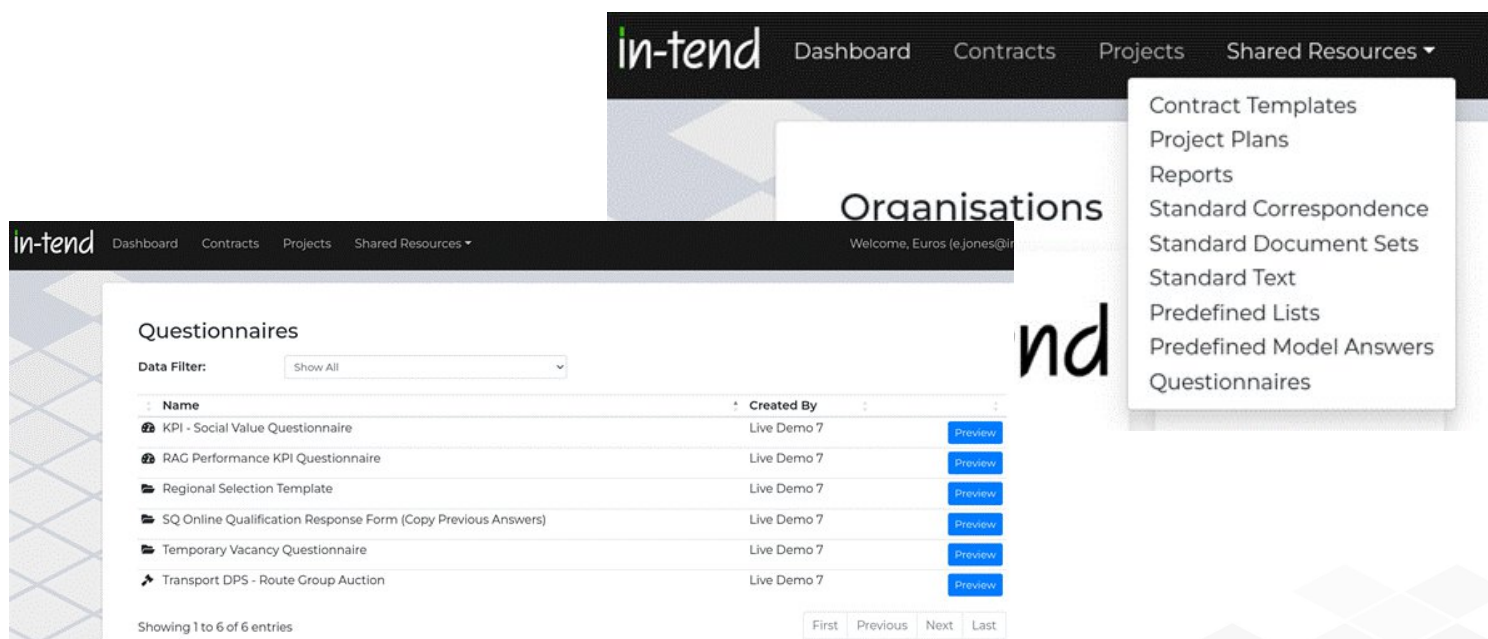
Designed to enhance collaborative procurement and for procurement teams who are challenged to ensure best practice is achieved and maintained by the sharing and use of resources to improve performance and reduce risk.



The In-tend HUB interconnects In-tend users like never before. It allows organisations to have all the benefits of a shared system to share resources and collaborate whilst still maintaining their individual autonomy and data segregation. The In-tend HUB allows for sharing of reusable resources within In-tend drawing shared data into your distinct system,

- Framework Agreements – Allowing organisations to run call offs against shared framework agreements
- Dynamic Markets - Allowing organisations to run call offs against shared Dynamic Markets.
- Approved Supplier Lists
- Templates
- Questionnaires
- Evaluation
- Document sets
- Contracts
- Invite users from other In-tend systems into your own (fully controlled by rights and permissions).

All of which can be used to streamline procurement activities.



The screenshot displays the In-tend web application interface. The top navigation bar includes 'Dashboard', 'Contracts', and 'Projects'. The left sidebar shows a 'Questionnaires' section with a 'Data Filter' and a list of questionnaire types: 'KPI - Social Value Questionnaire', 'RAG Performance KPI Questionnaire', 'Regional Selection Template', 'SQ Online Qualification Response', 'Temporary Vacancy Questionnaire', and 'Transport DPS - Route Group'. The main content area is divided into two sections. The top section, 'View Questionnaire', contains a form with five numbered fields: 1. Name and address of legal entity or sole trader (with a sub-field for 'Unique name of legal entity or name of individual'), 2. Register office address (with sub-fields for 'Address Line 1', 'Address Line 2', 'Address Line 3', 'Town', 'County', and 'Postcode'), 3. Registration number with Companies House or equivalent, 4. Size (with radio buttons for 'Micro', 'Small', 'Medium', and 'Multiple'), and 5. Form (with radio buttons for 'Yes' and 'No'). The bottom section, 'Contracts', shows a table of contracts with columns for 'Title', 'Reference', 'Expiry', 'Project', and 'Project Reference'. The table lists two contracts: 'Framework Example (Basic) - Property Services' and 'Housing Contractor Framework - In-tend Hub - Contract'. The bottom of the page shows 'Showing 1 to 2 of 2 entries' and a 'First' button.

Sharing resources enhances the collaboration by allowing users to access data sets that have been made available to share via the HUB.

Furthermore, organisations can work together to call off against various projects and contracts that have been sourced either independently or collectively. For example, Organisation B can call-off from a Dynamic Markets that Organisation A has created and run.

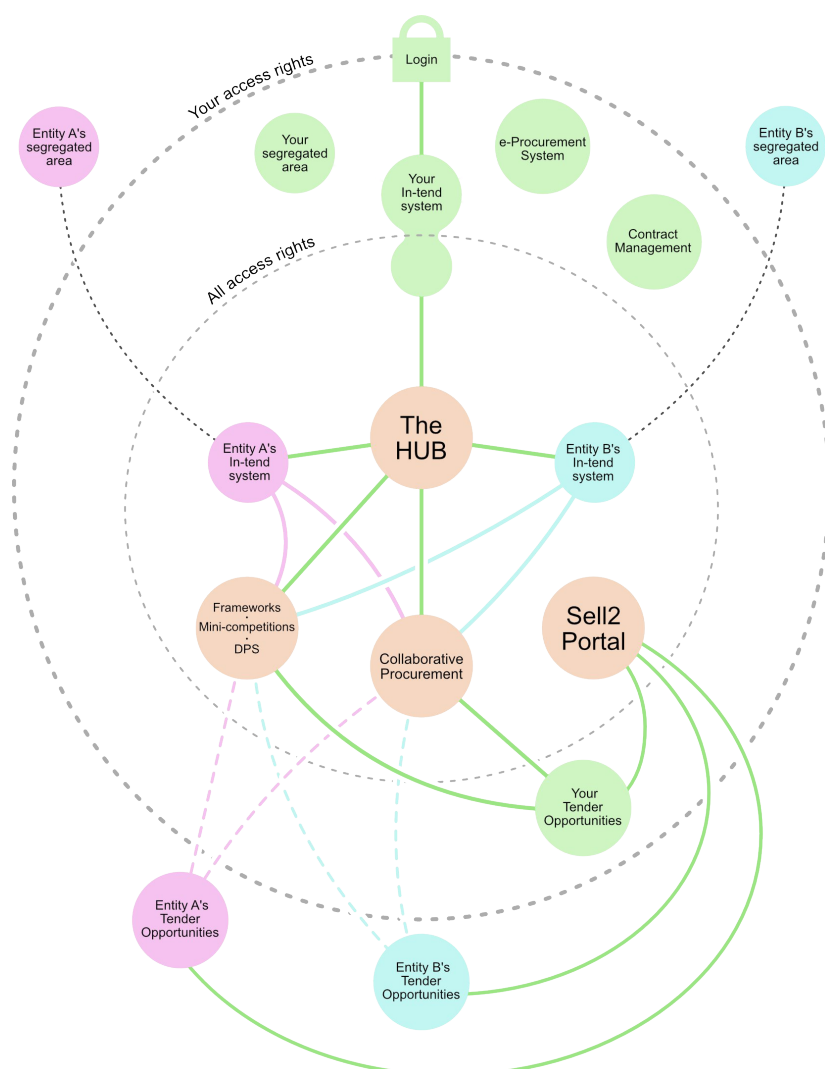
Access rights are determined by in this example the framework holder and that will determine what Organisation B can and can't do.

The In-tend HUB provides the option for single or multiple connections between any number of In-tend instances and across the entire user community.

This in turn facilitates:

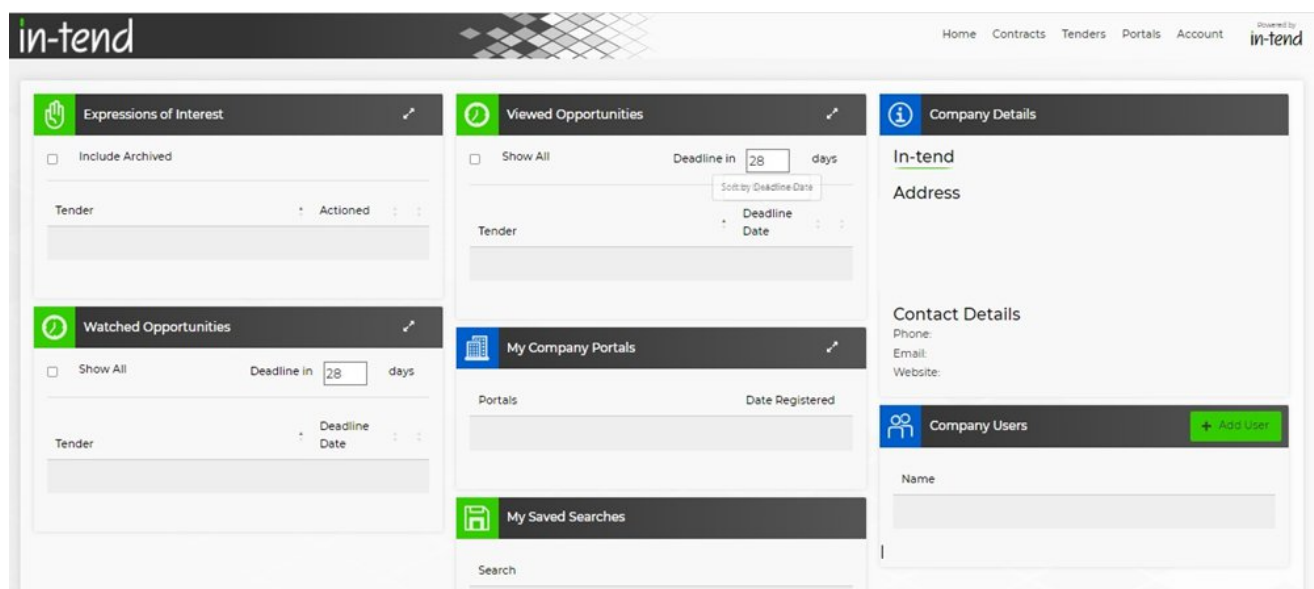
- Exchange of information
- Coordinates procurement efforts
- Standardizes procedures
- Leverages economies of scale to achieve cost savings, efficiency, and improved outcomes in purchasing.

Acting also as a HUB for expertise, collaboration, and knowledge sharing, the In-tend HUB enables organisations to centralise their procurement functions and drive strategic sourcing and procurement initiatives across sectors, regions and national endeavours.



Supplier brokerage

Ensuring that suppliers are also included in the process, In-tend's supplier brokerage tool serves as a crucial intermediary between buyers and suppliers, facilitating seamless transactions and fostering mutually beneficial partnerships



➤ What can it do?

Platform Access

Buyers and suppliers gain access to the brokerage system through an online platform. This platform serves as a marketplace where buyers can post their procurement needs, and suppliers can showcase their products or services.

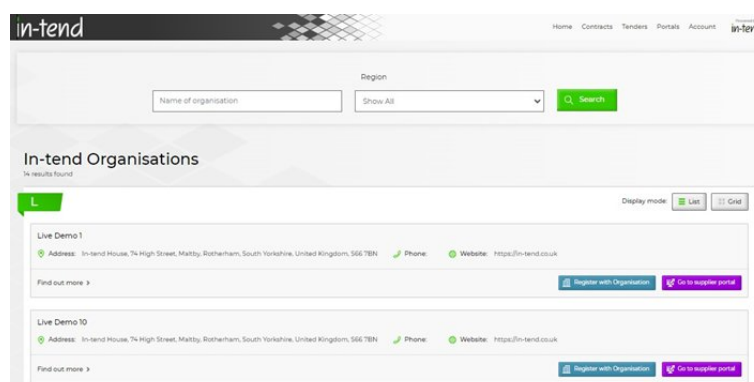
Suppliers access the portal via one single area which in turn provides visibility of all inter-connected systems and their relevant opportunities.

Buyer Requirements

Buyers begin by posting their procurement requirements via their dedicated instance of In-tend and/or collaboratively alongside other, like minded organisations. These requirements may include details such as the quantity of goods or services needed, quality standards, delivery timelines, and pricing expectations.

Supplier Listings:

Suppliers, on the other hand, list their offerings on the platform, providing detailed information about their products or services, pricing structures, available inventory, and any other relevant terms and conditions.

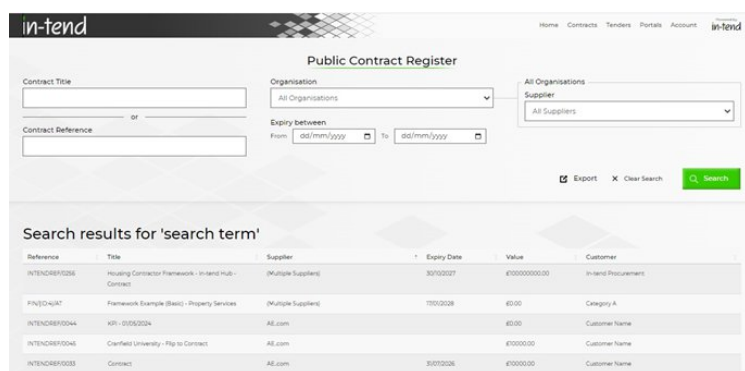


Matching Algorithm:

The brokerage system employs a sophisticated matching algorithm to connect buyers with suitable suppliers based on their specific requirements. This algorithm can take into account factors such as product codes, geographical location for social value, pricing preferences, and supplier reliability through In-tend analytics and KPI's

Proposal Submission:

Upon issue of the relevant procurement process, suppliers respond to these processes with detailed quotes, outlining pricing, delivery terms, and any other relevant details as required.



Public Contract Register

Contract Title:

Organisation:

Expiry between: From To

Search results for 'search term'

Reference	Title	Supplier	Expiry Date	Value	Customer
INTENDR01028	Building Contractor Framework - In-tend Hub - Contract	(Multiple Suppliers)	30/03/27	£10000000.00	In-tend Procurement
INTENDR01027	Framework Example (Basic) - Property Services	(Multiple Suppliers)	19/03/28	£0.00	Category A
INTENDR01024	KPI - 01/03/24	AL.com		£0.00	Customer Name
INTENDR01026	Overfield University - Rip to Contract	AL.com		£10000.00	Customer Name
INTENDR01023	Contract	AL.com	30/03/28	£10000.00	Customer Name

Negotiation/ Contracting:

The brokerage system facilitates communication and negotiation between buyers and suppliers, helping them reach mutually agreeable terms. Once both parties are satisfied, they proceed to formalise their agreement through contracts or purchase orders, which may be facilitated directly through the platform.

Feedback and Evaluation:

After completing submissions and/or during the contract management phase, buyers and suppliers may provide feedback on their experience with each other through the brokerage system. This feedback mechanism helps build trust and transparency within the marketplace, enabling continuous improvement and refinement of the supplier brokerage system.

Serving as “one stop shop” digital marketplace, the supplier brokerage side of the In-tend HUB enables suppliers to access a multitude of organisations and opportunities to connect, negotiate, and transact with confidence and via a single point requiring a single account.

In-tend Adult & Social Care with automated sourcing

Designed to enable organisations to optimise their procurement strategies by purchasing automatically and assigning goods and services from the most suitable suppliers and originally developed to support the ever complex adult and social care market, In-tend's automated sourcing module has grown and evolved to multiple areas that wish to utilise the same logic and gain the same advantages.

The Automated sourcing tool focuses on a two tier supply chain made up of approved suppliers covering specific areas or zones that are determined by the subject organisation.

Suppliers who provide a specific good or service can apply to be part of the automated sourcing list and any requirements for a service in a specific area - for example a specific type of care for person 'x' over a set time period and in a specific categorised zone, can be raised through the system and the appropriate supplier automatically sourced.

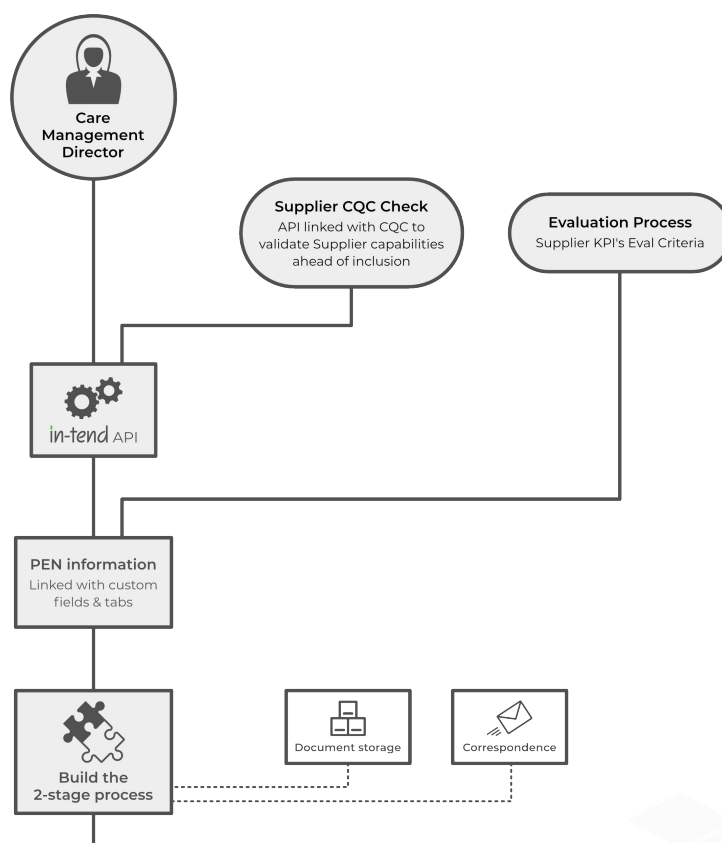
The process is simple and can be rolled out with minimal ease to any/all areas of the organisation via 4 main steps:

Step 1: Creation of approved supplier lists

- Suppliers can submit their application to be part of the process either as a tier 1 (1st point of contact) or tier 2 (reserve) supplier.
- Application can be via any means deemed fit by the subject organisation or as per any legislation that may be in effect e.g. a mini process as you would with a Dynamic Markets, a questionnaire, a simple application etc.
- Suppliers are invited to submit their rates - a total of three (top middle and bottom) which become the agreed rates for inward use in the event that they are successful in securing a contract for a specific service.

Step 2: Assign tiers to the suppliers

- Suppliers can be assigned tiers (again based on a bespoke and/or legislative process) where tier 1 is the primary selected supplier and tier 2 contains all other suppliers potentially available.
- Suppliers can be assigned RAG status for various elements such as the zones they cover



Step 3: Raise a request

- The system works based on the ability to call off for a particular requirement. Referred to as various elements but, as an example in the adult/social care world, commonly known as a PEN picture.

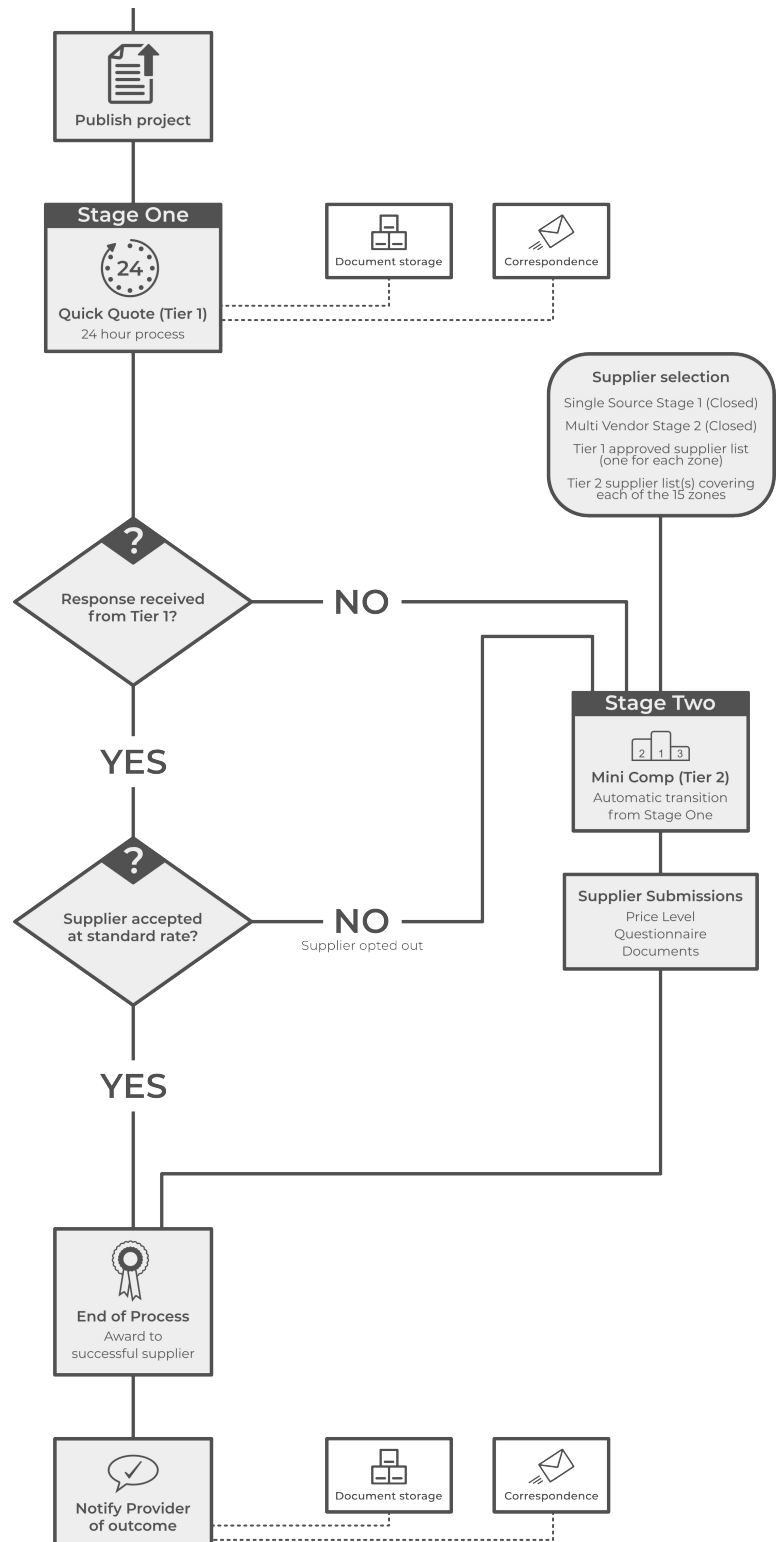
Step 4

- Work through the guided work-flow to generate the request

Once initially setup by procurement teams, guided work-flows can be assigned to other departments within the organisation who may not be procurement related meaning non procurement professionals are able to carry out their role but without the ability to affect other areas of the system and via an agreed/finalised route.

Facts and figures:

Organisations that utilise the In-tend automated sourcing tool have advised that on average, their previous time-frame to request, process and award a contract for a particular service (adult care, roofing, electrical servicing etc.) has **reduced** from 4 hours per request to as little as a 5-10 minutes in many instance **cutting down** on **over 90%** of the time per request.



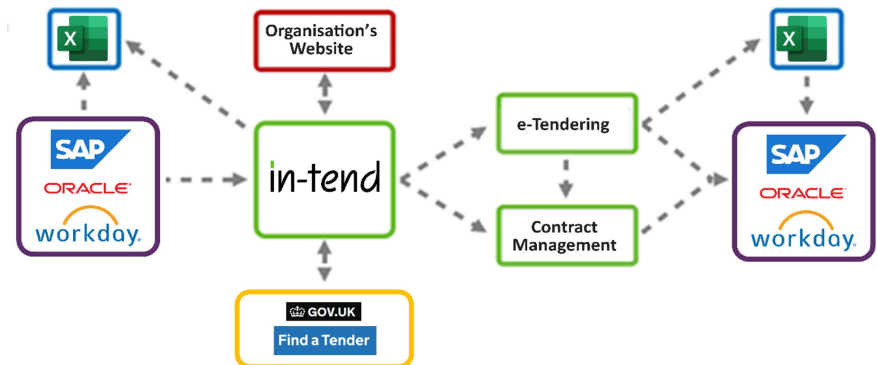
In-tend Integrations

Whilst the In-tend system contains its own suite of modules designed to work together to provide a formidable e-Procurement system, in some instances, integration with 3rd party applications remains a desirable if not essential addition.

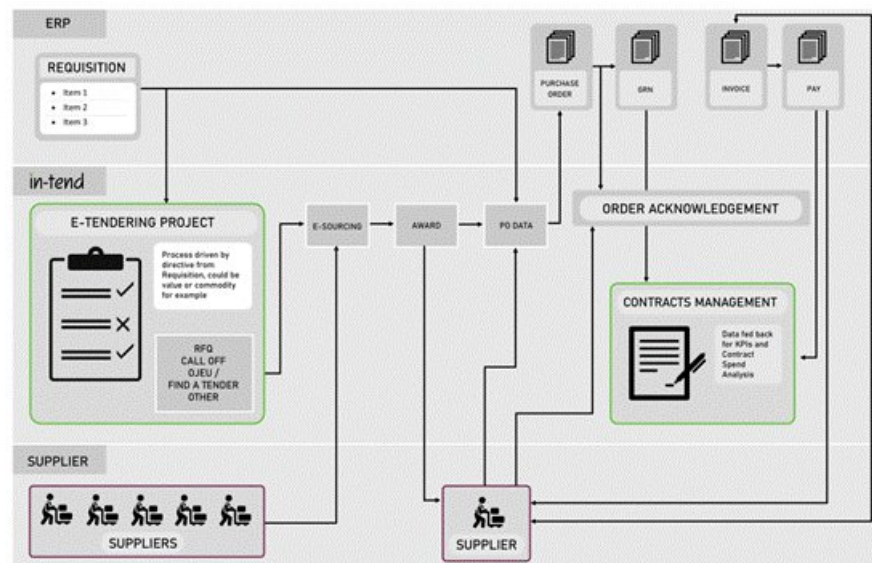
System development, improvement and integrations form a core part of the In-tend structure. Since it's introduction in 2006, In-tend have developed a range of API's which allow for interaction with 3rd party systems such as ERP's & CRM's and to date have successfully integrated with a number of mainstream systems including (but not limited to):

- ERP systems such as Unit4 Agresso, Oracle, SAP, Workday and MS 365 Dynamics,
- Data Analytics packages such as Power BI and QlikSense
- File repositories (M-Files, Sharepoint, Google)
- Digital e-signature packages such as DocuSign, Adobe Sign, DocuBit
- Credit review systems (CreditSafe/D&B)
- Online journals such as Find a Tender, OJEU and UNGM
- Data Lake / warehousing such as Azure, Google and Amazon
- Bespoke Integrations

Each integration carries with it both standard and unique attributes to suit client specific requirements but in all instances allow the acceptance of data into and out of In-tend from other systems.



Integration is not limited or restricted, for example to a single third party system, and the In-tend system can



be linked with multiple applications simultaneously, as required and in accordance with unique specifications.

A typical integration with an ERP can be done all at once or in phases allowing for ultimate flexibility. We are able to provide real-time, just-in-time or batch integrations and are fully flexible on how API connections are made such as bi-directional or single direction. We are able to connected via multiple API types and federated connections.

Contract Spend Analysis

Focusing specifically on the end user's finance system and in turn the need to measure and record specific information relating to contract spend, the In-tend system has been developed to include specific functionality for tracking and monitoring Spend data this can be done in real time with API links to systems. This is not a complicated or costly process and can be activated very simply allowing for a fast return on the value and benefits brought by such an integration.

Spend alerts based on the percentage of the total contract value can then be setup and if required automate further processes dependent on spend data. As the spent value of the Contract increases, this can be seen in both the Contract Summary and the main Contract Administration screens. The spend data is also compatible with the In-tend reporting and analytics functionality and can be fed into custom reports and charts created through the **In-tend Analytics module**.

In-tend enhanced authentication

Multi Factor Authentication

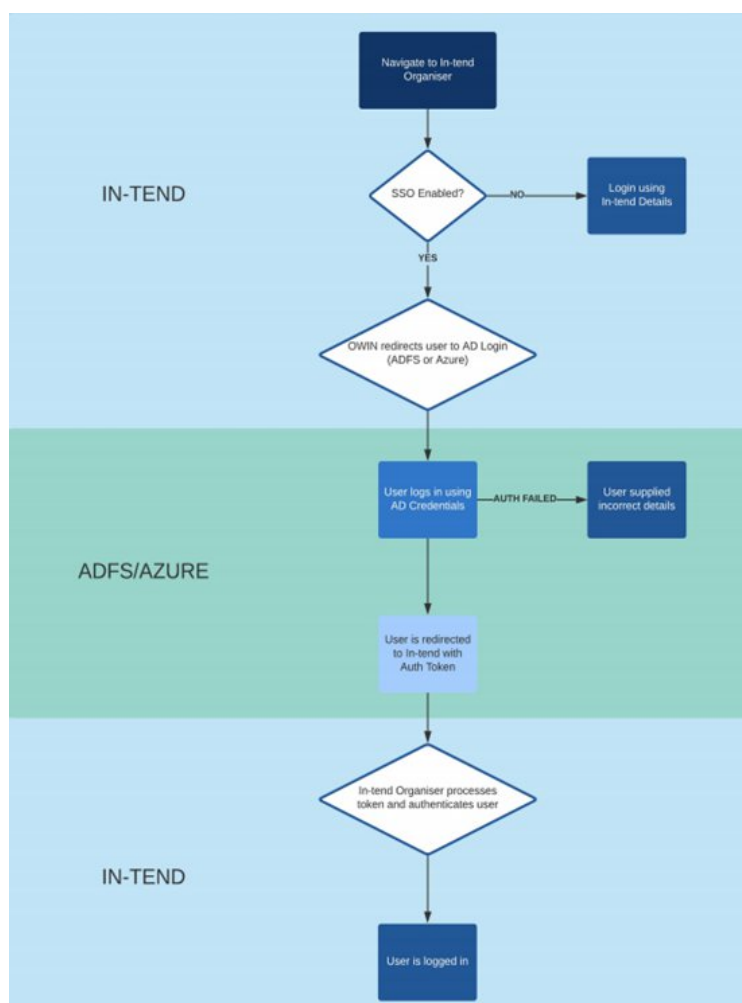
The In-tend MFA license provides an authentication method in which the system user is granted access to the In-tend system only after successfully presenting two or more factors to the authentication mechanism.

The process utilises a Two-Step verification process which commonly comprises of:

1. A system user password (unique to the subject user)
2. Input of a uniquely generated code which is issued via an out-of-band mechanism. In this instance an e-mail containing the code is sent to the subject users dedicated e-mail address.



The MFA license provides enhanced security levels for the In-tend e-Procurement system.



Single Sign On (SSO)

In-tend offers Single Sign-on, integrating with active directories, including but not limited to Microsoft Entra ID and Google Cloud ID.

SSO is a session and user authentication service that permits a user to use one set login credentials (e.g., name and password) to access multiple applications and resources.

The service authenticates the end user for all the applications, the user has been given rights to and eliminates further prompts when the user switches applications during the same session.

Seamless SSO integration into In-tend allows for tighter integration with your organisations IT security user policies.

SSO eases the IT burden on account management allowing application or resource management from a central location for new or leaving users.

P2P (Procure To Pay)

In-tend can integrate with many ERP solutions which can be essential at the start of a project, throughout the process and when it is complete. At the start of the process, a requisition can be created within the ERP Solution and sent through to the In-tend system to be stored. An e-sourcing exercise can then be created from the requisition and can be process driven dependant on price, commodity, cost centre and/ or other attributes.

Functionality within In-tend (e-Evaluation, questionnaires, reports, PRC, etc) will be utilised to complete the tendering process. The outcome will be determined by the user within the In-tend solution. The user will select the supplier that the organisation intends to award to and a contract negotiation stage may start through to the contract signature. During the initial registration, suppliers will have completed simple information.

Once a supplier has been awarded the contract, more information may be required. The user within the organisation can use 'Supplier Updates/ Forms' to confirm that all of the supplier record has been completed correctly.

The system can also confirm whether the supplier is synced with the ERP. The supplier can flag suppliers that are not verified or synchronised and can also allow the user to request synchronised supplier confirm that their information is up to date. The 'Supplier Update' will be aligned with the requirements of the ERP and the user experience for the supplier to complete any requested information should be easy and intuitive.

The In-tend system will be configured in-line with the ERP solution, ensuring data is captured correctly before attempting to synchronise. On completion of the project, the user will be able to create the resulting e-Order and update the requisition.

The e-Order can be created within the tender project and will initially pull through the items from the e-Requisition. The user can alter the e-Order accordingly. Order construction will be configured in-line with the ERP solution. The e-Order can be published through to the supplier portal and can be accessed by the supplier to confirm the information is correct and propose any adjustments or modifications. The order can be downloaded in a PDF version to reflect and existing processes

The e-order will detail all of the associated line items or deliverables and can be managed, along with detailing associated requisitions, tender projects, contract and e-Invoices. A contract can be created using the information from the tender project and the e-Order. The contract can also be published through to the supplier portal.

KPIs will be created to monitor performance during the lifespan of the contract. The supplier is able to upload or create an e-Invoice which will detail the associated items it relates to and will be passed from In-tend to the ERP Solution.

Controls can be configured to ensure invoices are submitted and created in line with the organisations processes alongside the ERP. Confirmation of payment can be passed from the ERP to In-tend for reporting purposes.

Please contact for more information on In-tend procure to pay.

In-Manage PM & CRM

In-Manage introduces functionality which blends together Project Management and Customer Relationship Management (CRM) in one place. This functionality can be used as a stand-alone tool for managing time and costs associated with tickets and projects, or it can be embedded directly into the Contract Management module.

Features:

- **Dashboard:** View to see all individual tasks and projects as well as summary information of number of tasks at each stage.
- **Projects:** Users can create, update and track projects and review tasks within each project.
- **Tasks:** Individual tasks can be created, update and viewed as standalone items, or linked to manage more complex projects.
- **Departments:** Allows you to define your organisations' teams or groups - Marketing, Procurement, Finance and Estates, each with the associated staff assigned to department/s.
- **Customers:** Create, update and filter all activity by Customer
- **Gantt Charts:** True project management with visualised dependancies, timescales and more.
- **Kanban Boards:** Boards allow task management and planning by department, team or individual, with capability to create multiple boards by teams and individuals.
- **Calendars:** System linked to tasks and projects with automatic recording of information/notes.
- **Reports:** Run reports on areas such as project costs, time spent by team or individuals on tasks, projects or during a specific time period.
- **Search Facility:** Simple search capability to search for tasks, projects, customers or contacts, all from one easy search box.
- **Admin:** Allows for the management of users to ensure correct areas are assigned to each individual.

The In-tend Project Management system gives users the capabilities to manage and record all of their daily activities. A combination of daily tasks, Kanban boards and calendar events all help to ensure projects are tracked and activities recorded.

Auto numbering of projects and tasks ensures no gaps are created and the ability to add or delete projects can be limited to specific users.

Project times lines are built automatically through the creation of individual tasks, allowing the multiple departments to review and change target delivery times for their elements, with changes automatically fed into the project time line for review. This allows key decision-makers to monitor key departmental information in real-time, from Senior Management down to the performance of teams and individuals.

Condensing a huge amount of information into a summary screen with multiple tabs for each area of the project enables users to make fully informed critical decisions at the right time, based on a full set of evidence at their fingertips.

Within each project you have the ability to record the summary of the project outline with notes causing the initiation of the project to who is assigned to the project with multiple types of users ranging from Project Director to Project Team members. Tasks can be seen, again allowing further drill down into each element of the task for a fully detailed history if required.

A project Gantt chart which is completed automatically by the system from the created tasks, can be review to ensure deliverables meet with project time lines. A final costing area can show users the total amount of both internal time resources recorded as well as any external expenditure in simple summary view.

Individual tasks have the capacity to record a great deal on information with the task, but also shown on the summary screen, the status of task, what priority has been assigned to it, the type of task, who has the task been assigned to, as well as the total amount of time currently recorded against the task.

Within each task all activities can be recorded as time tracking is done by the simple click of a button, and when time has been completed, the user will be prompted to complete a work log entry detailing what has been done during this recorded time. Elements such as emails, notes and attachments can all be added to each task.

The benefits to Managers are evidenced by the summary views, allowing users with these rights to view keys data; from time spent on projects or tasks, allocation of the time to departments in project gantt charts; quick status checks of each project through the dashboard or simply the number of projects and tasks being worked on.

Benefits

- Single unified system to track projects, record time spent on each task within the project.
- Project costs can be recorded within the project record against all individuals working on the project and using the specific cost for the individual rather than a flat rate.
- Automated actions can assigned and diary entries allocated to other users.
- Variable user rights and permissions to access to specific parts of the system

e-Catalogues

In-tend's e-Catalogue platform offers a buying experience similar to any online shopping basket type system for users.

Product items are made available by drawing from pre-approved, pre-tendered products following on from framework agreements and Dynamic Market sourcing exercises.

The system like any other In-tend module is fully customisable and links with all areas of In-tend such as the e-tendering, evaluation, e-auctions, contract management, contract spend analysis and financial management.

The system enables buyers of all skill levels to search for and purchase goods and services which have been made available after going through a compliant procurement exercise which is both transparent and fully audited.

By enabling convenient access to goods and services at any time, the module and process can be used from any location. The overall time to source goods and/or services is dramatically reduced whilst maintaining full control and auditability but with the reduction of risk to the end user.

The module has an interface for casual users which may include non-procurement professionals that have access and permission to use the system. This allows for simple use of the system without the requirement for specific training.

In-tend's e-Catalogue platform leverages In-tend's notable rights and permissions capability with various users being granted rights and permissions for all levels of the system such as procurement of goods up to a certain value or from different goods and services categories.

General Features

- Ability to search by:
 - Name of Goods/Services
 - Category code
 - Supplier name
 - Procurement Reference Number
- Ability to filter by:
 - Category
 - Sub-category
 - Category code
 - Active/Expired Frameworks / DPS

Other custom attributes

- Ability to add goods/services to Shopping Cart
- Support Secondary Bidding
- PRC - Procurement Comity Work-flow
- Spend Analysis

The platform warns users when close to spend limit on framework or DPS and stop users if threshold is past.

In-tend's e-catalogue module can be accessed via and integrated with third party systems such as ERP allowing for data to transfer back and forth as required. This can further allow for a seamless procurement process from requisition through to payment and onward to contract management.

e-Catalogues overview



Reporting and business intelligence analytics systems can also utilise data via our API. More IT capable suppliers may maintain their catalogue via our API allowing them to update stock levels, delivery lead times and price changes in real time. In-tend's e-Catalogue functionality has a number of key features, including (but not limited to):

- Secure access control defined by the administration team to allow other users defined access rights.
- Ensures the procurement team are able to provide relevant content based on the type of user visiting the e-catalogue.
- Presents all users with consistent pricing and technical content for account users via their usual In-tend system access.
- Easy content management and maintenance, information such as images, pricing and technical specifications can easily be managed through secure access, ensuring full control over pricing and technical updates ensuring content remains relevant and accurate.
- Online payment system: The e-catalogue solution can provide a secure link to your Finance platform to instigate payment.
- Using e-Catalogue management to ensure the quality of product data and its flexibility to the buyers required format. This is a dynamic process that can enable suppliers to quickly broadcast product and price changes and introduce new items

Digital Transformation & Artificial Intelligence

In-tend with the use of Artificial Intelligence (AI) and digital transformation are revolutionising procurement processes by providing new tools and technologies to streamline operations, improve efficiency, and enable better decision-making. Some of the key ways In-tend works with AI and digital transformation are impacting procurement include:

- **Predictive analytics:** AI can analyse historical data and market trends to predict future demand, supplier performance, and pricing fluctuations. This enables procurement professionals to make more informed decisions and optimise their sourcing strategies.
- **Supplier management:** In-tend's AI-powered tools can help procurement teams identify and evaluate potential suppliers, monitor supplier performance, and mitigate risks. This allows organisations to build stronger relationships with their suppliers and ensure a more reliable supply chain.
- **Contract management:** AI within In-tend can streamline the contract management process by automatically analyzing and extracting key terms and clauses from contracts, identifying potential risks and opportunities, and ensuring compliance with regulatory requirements. This helps organizations to better manage their contracts and reduce the time and resources spent on manual contract management tasks.
- **Spend analysis:** In-tend AI can analyse spending patterns and identify areas of inefficiency or potential cost savings. By providing real-time insights into the organization's spending habits, procurement professionals can make more strategic decisions and drive cost reductions.
- **Process automation:** In-tend's digital transformation initiatives such as robotic process automation (RPA) and workflow automation can help streamline repetitive and manual procurement tasks, freeing up valuable time for procurement professionals to focus on more strategic activities. This improves efficiency, reduces errors, and accelerates procurement processes.

Overall, In-tend's AI and digital transformation tools are essential for organisations looking to stay competitive in today's rapidly evolving business landscape. By embracing these technologies, procurement departments can enhance their operational efficiency, drive cost savings, and deliver greater value to their organisations.

For more information on any/all of the elements contained within this document, please contact our team either via e-mail (sales@in-tend.co.uk), telephone +44 (0)114 407 0056 or visit our website at www.in-tend.co.uk

in-tend

In-tend Ltd
In-tend House
74 High St
Maltby
Rotherham S66 7BN
United Kingdom



+44 114 407 0056



sales@in-tend.co.uk

In-tend Limited is a company registered in England and Wales
Company Reg. Number: 05845701 · VAT Reg. Number: GB 886 4167 79

