

# Frequently Asked Questions from Suppliers using Northeast Utilities' Sourcing Tool eSourcing VERSION 3

## 1. What is eSourcing and what does it mean to me?

eSourcing (formerly known as Frictionless SRM) is an integrated software package that allows Northeast Utilities' purchasing personnel and their collaborators to perform the entire bid process electronically. All suppliers are now required to participate in the bidding process on-line. NU will use eSourcing for Request for Information, Request for Proposals (RFx), and on-line Auctions and Contract collaboration.

## 2. How does my company register and obtain a user name and password?

If you or your company representatives have never used NU's Sourcing Tool, you may register clicking on [http://sourcing1.nu.com/sourcing/fsguestvendor/pages/vendor/mgmt/ss/vendorreg\\_summary\\_pg](http://sourcing1.nu.com/sourcing/fsguestvendor/pages/vendor/mgmt/ss/vendorreg_summary_pg). When registering your company, please make sure to give a brief description of what services or products your company offers.

To log in, click on the link provided in the email. Add this link to your favorites by clicking on the **Add eSourcing to your bookmarks** link. Then log in by entering your Username and temporary password. **PLEASE NOTE THAT THE USERNAME AND PASSWORD IS CASE SENSITIVE.**



Welcome to eSourcing

Type your Username and Password to continue.

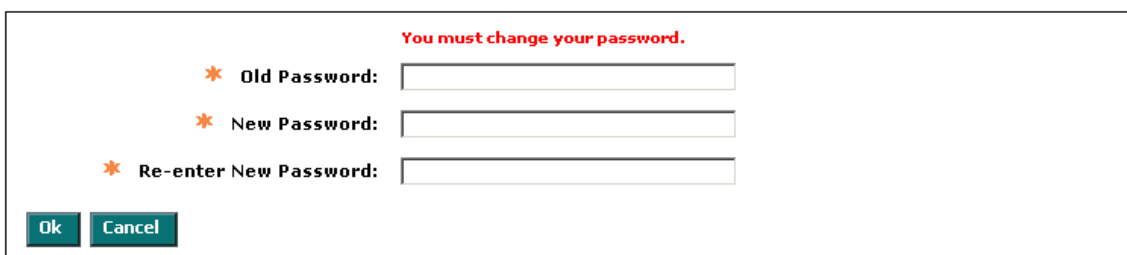
Username:

Password:

[Forgot your Password?](#)

[Add eSourcing to your bookmarks](#)

When you or your representative logs in for the first time, you will be prompted to change the password. **Your new password MUST be at least 10 characters long.**



**You must change your password.**

\* Old Password:

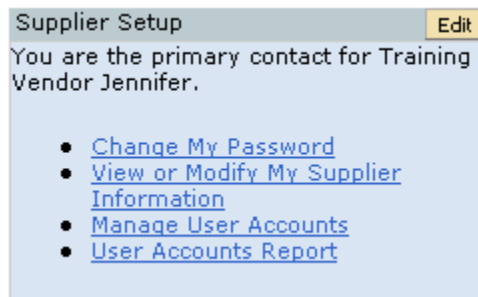
\* New Password:

\* Re-enter New Password:

Should your company be selected to participate in an RFX or Auction, you or your representative(s) will receive a separate email invitation.

**3. Can I update my company's information and add other employees at my company that will be involved in the RFX/Auction process? Can they obtain their own user names and passwords?**

First, you must decide who will be the *primary contact* (which defaults to the first person registered). The primary contact will be able to request changes or updates your company information by clicking on **View or Modify My Supplier Information** under **Supplier Setup** on My Workbench.



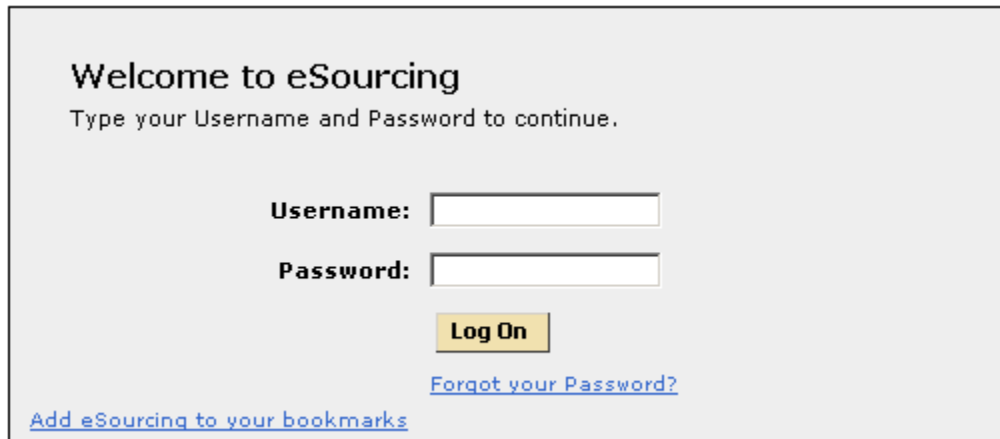
**To add other contacts, email the list of contacts that your company will need added to purchasing@nu.com. Please make sure that you include contact's full name, job title, address, telephone numbers, and e-mail address.**

The additional contacts will be emailed their username and temporary password.

In the event that your company is selected to participate for an NU opportunity, only the *contact* invited to participate in an event (RFX or Auction) will receive invitation(s) and other emails from eSourcing. If the invited contact is not the correct person to complete the event, please contact your NU buyer.

**4. I have forgotten my user id and/or password. What should I do?**

If you have forgotten your user id or password, click the **Forgot your Password?** link on the NU eSourcing Supplier Portal log in screen. **(As a reminder, please retain your username and password. You will be required to use them each time you are invited to participate in an Event.)**



Welcome to eSourcing  
Type your Username and Password to continue.

Username:

Password:

[Forgot your Password?](#)

[Add eSourcing to your bookmarks](#)

You will be asked to type in your username or email address.



Enter Username or Email

Username or Email:

Username and a Temporary Password will be emailed to you shortly. **PLEASE NOTE THAT THE USERNAME AND PASSWORD IS CASE SENSITIVE.**

**5. I am logged into my workbench. How do I view and enter the information into the RFx that I was invited to participate in?**

**STEP 1 - Open RFx from Workbench**

Identify which RFx you intend to open from the **Active Auctions and RFxs, and XPress Requests** section on your workbench. You may have more than one RFx on the list which can be identified by the RFx number or title from the invitation email. Notice under **Status** column “Open for Response” which means the RFx is open and waiting for vendor’s response. Simply click on the icon in the ID column next to the name of the RFx.

Calendar Edit Add

February 2010						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

Links Edit

- [NU Business to Business](#)

Supplier Setup Edit

You are the primary contact for Training Vendor Jennifer.

- [Change My Password](#)
- [View or Modify My Supplier Information](#)
- [Manage User Accounts](#)
- [User Accounts Report](#)

Active Auctions, RFXs, and XPress Requests Edit

ID	Name	Event Type	Due Date	Status	Contact Person
	RFX Title for Service or Product	RFP	2/26/10	Open For Response	JENNIFER I HART
	NUSCO Lubricants	RFP	12/28/09	Closed For Response	JENNIFER I HART
	NUSCO Lubricants - Revised	RFP	12/28/09	Closed For Response	JENNIFER I HART
	Daves Test Xpress Request	Multi-Quote Request	12/16/09	Bidding Closed	DAVID EVANS
	CL&P SmartMeter	RFP	12/11/09	Closed For Response	JENNIFER I HART
	WMECO UG Distribution Construction Svcs	RFP	12/11/09	Closed For Response	Ieva Higgins
	CL&P Brochure	Multi-Quote Request	12/7/09	Bidding Closed	JENNIFER I HART
	Third Party Attachment Hosted Software	RFP	12/4/09	Closed For Response	ALPHONSE TAWREL
	WMECO - Rebuild manholes	RFP	12/4/09	Closed For Response	SASHA RASH
	PSNH Cleaning Specifications	RFP	12/3/09	Closed For Response	JO ANNE DERICO

New Discussions Edit

-	Title	Subject	Last Post	Author	Message
	NUSCO	NEW MESSAGE in	1/22/10	JENNIFER	new

## STEP 2 – Open your company’s RFX Response

You are now at the RFX Summary. This screen gives you a brief summary of what the project entails, the RFX Response Status, when it is due, and any pre-bid meetings. In order to open the RFX, click on the **PROP** number (highlighted in blue) located in the **RFX Responses** section. This unique **PROP** number is a copy of the original RFX and no one can access this information except you and any other contacts within your company. Other vendors will NOT be able to view any information you enter. Northeast Utilities’ will only see this information after you put the RFX in “firm” status and after the due date and time has past.

My Workbench > RFx Title for Service or Product

RFx RFX-0002-2010: RFx Title for Service or Product

Actions Chat

Summary

**Title:** RFx Title for Service or Product  
**Description:** This is the area where Suppliers will find a brief description of the services and/or products tht Northeast Utilities or it's operating companies need.  
**Current Phase:** Open For Response  
**Company:** Northeast Utilities Service Company  
**Contact:** JENNIFER I HART  
**RFx Response Due Date:** 2/26/10 2:00 PM (EST)

RFx Responses

RFx Response	Internal RFx Response ID	Cover Page Comments	RFx Response Status
<a href="#">PROP-00010-NU-2010</a>			No Activity

Schedule Items

Display Name	Planned Start	Description
Mandatory Pre-Bid Meeting	2/16/10	This is one of the places where you will find the date, time, and location of a pre-bid meeting (if there is one scheduled for your RFx). It is also listed on your calendar located on your Workbench. You should also receive emails reminding you.
RFP Open For Response	2/11/10	
RFx Response Due	2/26/10	The RFx response is due shortly. Make your final changes and set the response status to Firm.

### STEP 3 – Maneuvering in your company’s RFx Response

The first time your company views an RFx, the **Terms of Event** box will appear. By clicking the **Accept** radio button validates that you are an authorized agent for your company. If you click the **Decline** radio button (system default), it will take you back to your **Summary** screen and you will not be able to view the details of this RFx.

Terms of Event

By selecting Accept then clicking on Finish you represent and warrant that you are authorized by your company to make promises and commitments for and on behalf of your company.

\*  
 Accept  
 Decline

Finish Cancel

Once you click on **Accept** radio button and click **Finish** button you will be at the **Header** tab of your unique RFx response. You should see five tabs (Header, Schedule, Information, Questions, and Line Items). Each tab contains important information regarding the RFx your company is bidding on. **eSourcing automatically changes your proposal status to “In Progress” and you are in edit mode.** The fields that you need to fill out will open up to allow you to input your company’s information.

**Cover Page Comments** under the **Header** tab is a convenient way to communicate with the buyer to alert them to information that may not fit anyplace else. After reviewing the RFx, if your company decides to decline to bid, these **Cover Page Comments** will not be visible to the buyer. You should decline and provide comments via **Discussions** in the RFx. (See Question No. 7 for more information on how to decline.)

**Any field with an asterisk is required information** and you will not be allowed to put your RFX in *firm status* without entering the required information.

My Workbench > RFX Title for Service or Product > PROP-00010-NU-2010

RFX RFX-00002-2010: RFX Title for Service or Product

**RFX Response PROP-00010-NU-2010 in RFX RFX-00002-2010: RFX Title for Service or Product**

Save Undo Document Actions Reports Attachments Discussions Chat In Progress Submit

Header Schedule Information Questions Line Items

**Title:** RFX Title for Service or Product

**RFX Description:** This is the area where Suppliers will find a brief description of the services and/or products tht Northeast Utilities or it's operating companies need.

**Current phase of RFX:** Open For Response

**Customer Company:** Northeast Utilities Service Company

**Contact Person:** JENNIFER I HART

**Internal RFX Response ID:**

**General Status**

**RFX Response Status:** In Progress

**Response Due Date:** 2/26/10 2:00 PM (EST)

**Cover Page Comments:**

Arial 8 Black B I U [List Icons]

View HTML Source  Spell Check

The **Schedule** tab alerts the vendor to important dates, such as the due date and any mandatory pre-bid meetings.

RFX Auctions Contracts XPress

My Workbench > RFX Title for Service or Product > PROP-00010-NU-2010

RFX RFX-00002-2010: RFX Title for Service or Product

**RFX Response PROP-00010-NU-2010 in RFX RFX-00002-2010: RFX Title for Service or Product**

Save Undo Document Actions Reports Attachments Discussions Chat In Progress Submit

Header Schedule Information Questions Line Items

**Schedule**

Schedule Items	Planned Start	Description
Mandatory Pre-Bid Meeting	2/16/10	This is one of the places where you will find the date, time, and location of a pre-bid meeting (if there is one scheduled for your RFX). It is also listed on your calendar located on your Workbench. You should also receive emails reminding you.
RFP Open For Response	2/11/10	
RFX Response Due	2/26/10	The Rfx response is due shortly. Make your final changes and set the response status to Firm.

The **Information** tab is where you will find the scope of work or a detailed description as well as other instructions of the RFX your company is bidding on. General Terms and Conditions, Safety Work Rules, and other attachments may be found in this section. If there is a checkmark in the box under the **Has Attachments** column, that means there are important documents attached with additional information.

RFX RFX-00002-2010: RFX Title for Service or Product

**RFX Response PROP-00010-NU-2010 in RFX RFX-00002-2010: RFX Title for Service or Product**

Save Undo Document Actions Reports Attachments Discussions Chat In Progress Submit

Header Schedule **Information** Questions Line Items

**Information Sections**

#	Information Sections	Has Attachments
1	<a href="#">RFP Information</a>	<input type="checkbox"/>
2	<a href="#">Safety &amp; Environmental</a>	<input type="checkbox"/>
3	<a href="#">Mandatory Pre-Bid Meetings</a>	<input type="checkbox"/>
4	<a href="#">Frequently Asked Questions From Vendor</a>	<input checked="" type="checkbox"/>
5	<a href="#">Bidder's Instructions</a>	<input type="checkbox"/>
6	<a href="#">Scope of Work</a>	<input type="checkbox"/>

To view these Attachments (documents), simply click on the **Number** or **Title** hyperlink, click on the **Attachments** button, then finally click on the **File Name**. A separate window will open displaying the file. To exit, click on **OK** button until you are back at the main page (with the five tabs).

RFX RFX-00002-2010: RFX Title for Service or Product

RFX Response PROP-00010-NU-2010 in RFX RFX-00002-2010: RFX Title for Service or Product

**Info Section in RFX Response PROP-00010-NU-2010: Frequently Asked Questions From Vendor**

Attachments

**Title:** Frequently Asked Questions From Vendor

For tips and help navigating in the Frictionless system, please print and read the attached document called "Frequently Asked Questions from Vendors."

OK

**Attachments**

File name	Description	Size	Date Added	Added By
<a href="#">Vendor FAQ ver2.pdf</a>	Please print and read for help navigating in the system	277kb	3/6/06 1:30 PM (EST)	DAVID EVANS

OK

There is another way to view attachments. Click the **Attachments** button from the main page. This will give you a view of ALL Attachments/documents included in your proposal.

RFX RFX-00002-2010: RFX Title for Service or Product

**RFX Response PROP-00010-NU-2010 in RFX RFX-00002-2010: RFX Title for Service or Product**

Save Undo Document Actions Reports Attachments Discussions Chat In Progress Submit

Header Schedule **Information** Questions Line Items

**Attachments**

File name	Description	Size	Date Added	Added By
<b>RFx Attachments</b>				
<a href="#">Tax Routing Sheet.doc</a>	Effective 9/1/05 use this Tax Routing Sheet to verify the correct sales and use tax status for all orders exceeding \$1M. Buyers complete the form and send it to NU Tax Dept for their recommendation and place completed form in PO General File.	36kb	9/22/05 10:12 PM (EDT)	DAVID EVANS
<a href="#">Contractor Work Rules Appendix A.doc</a>	Northeast Utilities Safety and Environmental Questionnaire (Long Form) for Prospective Contractors (To be submitted as part of contractor's proposal)	76kb	10/6/08 3:35 PM (EDT)	DAVID EVANS
<a href="#">Contractor Work Rules Appendix B.doc</a>	Northeast Utilities Safety and Environmental Questionnaire (Short Form) for Prospective Contractors (To be submitted as part of contractor's proposal)	73kb	10/6/08 3:36 PM (EDT)	DAVID EVANS
<a href="#">Contractor Work Rules Appendix C.doc</a>	Safety Questionnaire for Prospective Contractors Contractor OSHA- 300 Log and Experience Modification Rate Summary	134kb	10/6/08 3:37 PM (EDT)	DAVID EVANS
<a href="#">Contractor Work Rules Appendix D.doc</a>	Safety and Environmental Questionnaire for Prospective Contractors Contractor Safety, Health and Environmental Inspection Summary	72kb	10/6/08 3:37 PM (EDT)	DAVID EVANS
<a href="#">Contractor Work Rules Appendix F.pdf</a>	CERTIFICATION OF CONTRACTOR'S RESPONSIBILITIES FOR SAFETY AND ENVIRONMENTAL COMPLIANCE	45kb	10/6/08 3:38 PM (EDT)	DAVID EVANS
<a href="#">Contractor Work Rules Appendix H.pdf</a>	NORTHEAST UTILITIES CONTRACTOR WORK RULES	69kb	10/6/08 3:39 PM (EDT)	DAVID EVANS
<a href="#">Contractor Work Rules Appendix I.pdf</a>	ENVIRONMENTAL AWARENESSCONTRACTOR ROSTER	109kb	10/6/08 3:40 PM (EDT)	DAVID EVANS
<a href="#">Winter.jpg</a>	Facility in the winter	104kb	12/3/09 10:23 AM (EST)	JO ANNE DERICO
<b>RFx Info Sections Attachments</b>				
<a href="#">Vendor FAQ ver2.pdf</a>	Please print and read for help navigating in the system	277kb	3/6/06 1:30 PM (EST)	DAVID EVANS
<b>RFx Response Attachments</b>				
<b>RFx Response Question Attachments</b>				

OK

You may be required to modify these Attachments/documents to include your company's information and attach the file(s). You **must** save the document to your computer's hard drive or diskette and rename the file with a unique name (for example, document may be called Pre-Qual Questionnaire.doc. You should rename it to Company X Pre-Qual Questionnaire.doc). **You cannot open an attachment and make changes to the document that exists in eSourcing. Your changes will not be saved and all work will be lost.** After saving the document to your computer, make the necessary revisions and save the document to your computer's hard drive. When you are ready to attach your documents to eSourcing click on the **Attachments** button (located at the top of your screen above the five tabs) then navigate to the bottom of the screen and click on the **Attach File** button. (For further instructions, see Question Number 6 – How do I attach a file?)

Your company will be required to answer a number of questions which can be found under the **Questions** tab. The questions may be broken up into multiple categories. Click on the pencil icon next to each category for the list of questions.

[RFx Response List](#) > [RFx Title for Service or Product](#) > **PROP-00010-NU-2010**

RFx RFX-00002-2010: RFX Title for Service or Product

**RFx Response PROP-00010-NU-2010 in RFX RFX-00002-2010: RFX Title for Service or Product**

Save
 Undo
 Document
 Actions
 Reports
 Attachments
 Discussions
 Chat
 In Progress
 Submit

**Header** | **Schedule** | **Information** | **Questions** | **Line Items**

**Questions**

#	Title	Questions Answered	Required Questions Answered
1	<a href="#">Services RFP Questions</a>	0 out of 19	0 out of 11
2	<a href="#">Bid-Related Questions</a>	0 out of 1	0 out of 1

**Total Price:** 0.00000 USD

Any questions with a **red asterisk (\*)** are required questions and must be answered in order to place your RFX in *firm status*. Notice the **Required Questions Answered** column on the **Questions** summary page.

[RFX Response List](#) > [RFX Title for Service or Product](#) > [PROP-00010-NU-2010](#) > **Bid-Related Questions**

RFX RFX-00002-2010; RFX Title for Service or Product

RFX Response PROP-00010-NU-2010 in RFX RFX-00002-2010; RFX Title for Service or Product

**Questions Section : Bid-Related Questions**

Save Undo << prev 2 Bid-Related Questions

**Question Summary**

**Description:**

**Questions Answered:** 0 out of 1

**Required Questions Answered:** 0 out of 1

2.1 Default Questions Group

2.1.1

Seller should select all that apply.

\*  Will supply service or product to CL&P

Will supply service or product to WMECO

Will supply service or product to PSNH

Will supply to all three companies.

Additional Info:

The **Line Items** tab may have one or more line items. This is where your company's price and/or any related information pertaining to those line items for the RFX will be entered.

[RFX Response List](#) > [RFX Title for Service or Product](#) > **PROP-00010-NU-2010**

RFX RFX-00002-2010; RFX Title for Service or Product

RFX Response PROP-00010-NU-2010 in RFX RFX-00002-2010; RFX Title for Service or Product

Save Undo Document Actions Reports Attachments Discussions Chat In Progress Submit

**Header** | **Schedule** | **Information** | **Questions** | **Line Items**

**Line Items**

Basic View Group By: Show all

Quantity Filled DPC - DEST, FRT PPD CHGD BACK - Unit Price DPC - DEST, FRT PPD CHGD BACK - Extended Price DPP - DEST, FRT PREPAID

**All Line Items**

	1. Please provide your lump sum for service or product requested in this RFX. - SV SERVICES - BEC - 1 EA				
	* 1 EA	USD	USD	USD	USD
	2. NU Stock Code 123456 - Please provide your pricing for the service or product as described in the RFX - SV SERVICES - 1,000 EA				
	* 1,000 EA	USD	USD	USD	USD
<b>Total Price</b>			USD		

Import Line Items Export Line Items Import Attributes Export Attributes

Any Line Item with a **red asterisk (\*)** are required and must be answered in order to place your RFX in *firm status*. Click on the pencil and the fields will open up allowing you to enter the prices and any

comments or additional information you may have. Clicking the **next >>** button provides an easy flow to enter all your prices.

**Line Item**

PRICING IS REQUIRED ON THIS LINE ITEM

**Requested Item:**

Line Item Number	Part Number	Description	Category	Facility	Plant	Quantity Requested
2	NU Stock Code 123456	Please provide your pricing for the service or product as described in the RFX	SV SERVICES			1,000 EA

**Long Description:**

**Comments:**

**Quantity Requested:** 1,000 EA

**Quantity:**  EA

**\* Price Unit:**

**Pricing:**

Delivery Terms	Unit Price	Extended Price
DPC - DEST, FRT PPD CHGD BACK	<input type="text"/> USD	USD
DPP - DEST, FRT PREPAID	<input type="text"/> USD	USD

**Delivery Date:**

**Delivery Schedule:**

Delivery Periods	Quantity
Currently there are no items in the list.	

**Supplier-Entered Attributes**

#	Specification Name	Value
1.0 Bidder Attributes		
1.1	Bidder's Part Number	<input type="text"/>

**STEP 4 Submitting your Bid in eSourcing**

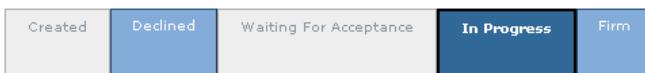
Just above the five tabs there are a set of buttons. The second to last button to the right titled “**In Progress**” is the RFX’s status button. Its purpose is to alert the system and the buyer that you are still working on the RFX. As the due date approaches, the system will generate emails reminding you that your company’s bid has not been submitted.



Click on the **In Progress** button and the **Change Phase** box pops up.

**Change Phase**

To change phase, click the appropriate available phase. For more information about a phase, mouseover the phase name.



The dark blue box is the phase you are currently in. The lighter blue boxes are the phases you are allowed to go to next.

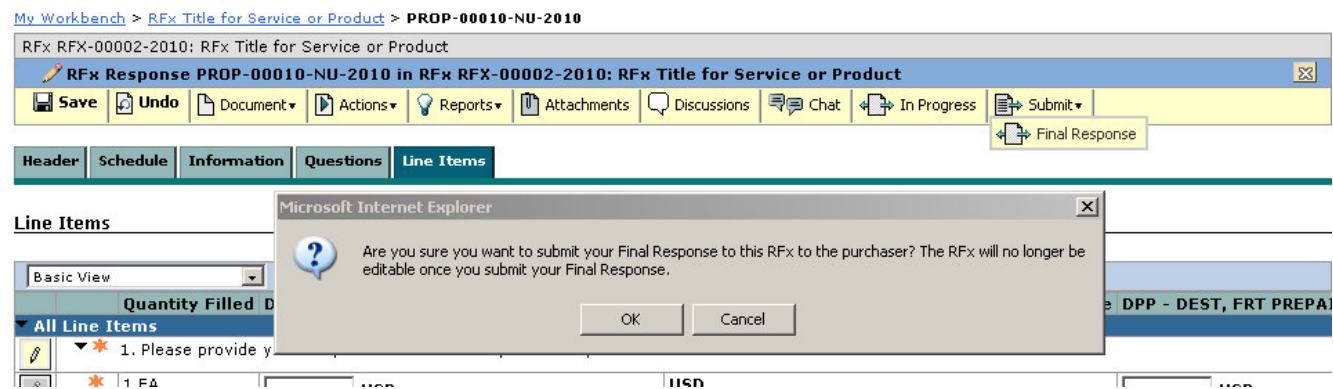
By clicking the **Declined** button, you are not interested in bidding on this RFX.

By clicking the **Firm** button, you have completed your RFX Response and are ready to send it to Northeast Utilities. **PLEASE NOTE THAT ONCE YOUR RESPONSE IS IN FIRM STATUS YOU CANNOT EDIT OR MAKE ANY FURTHER CHANGES TO THE YOUR COMPANY'S RFX RESPONSE.** A popup box will appear confirming that you want to change phase.

### Change Phase



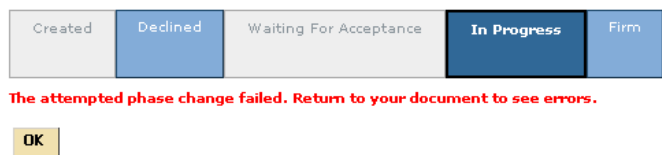
There is an additional way to submit your bid. By clicking on the “**Submit**” then “**Final Response**” your bid will be placed in FIRM status with similar warnings.



If you receive an error message after clicking the **Firm** or **Final Response** button, it is because you did not fill out ALL the required information. If you are in the Change Phase screen click the **OK** box and click whatever tab has a **red exclamation mark!** in your RFX response.

### Change Phase

To change phase, click the appropriate available phase. For more information about a phase, mouseover the phase name.



RFX RFX-00002-2010: RFX Title for Service or Product

**RFX Response PROP-00010-NU-2010 in RFX RFX-00002-2010: RFX Title for Service or Product**

Save Undo Document Actions Reports Attachments Discussions Chat In Progress Submit

Header Schedule Information **Questions** Line Items

Line Items

Basic View Group By: Show all

Quantity Filled DPC - DEST, FRT PPD CHGD BACK - Unit Price DPC - DEST, FRT PPD CHGD BACK - Extended Price DPP - DEST, FRT PREPAID

**All Line Items**

	1. Please provide your lump sum for service or product requested in this RFX. - SV SERVICES - BEC - 1 EA
	1 EA USD USD USD
	2. NU Stock Code 123456 - Please provide your pricing for the service or product as described in the RFX - SV SERVICES - 1,000 EA
	1,000 EA USD USD USD
<b>Total Price</b> USD	

Import Line Items Export Line Items Import Attributes Export Attributes

At least one of the items above is invalid. Mouse over the highlighted area for more details.

Header Schedule Information **Questions** Line Items

Questions

#	Title	Questions Answered	Required Questions Answered
	1 Services RFP Questions	15 out of 19	11 out of 11
	2 Bid-Related Questions	0 out of 1	0 out of 1

At least one of the items above is invalid. Mouse over the highlighted area for more details.

Make the necessary changes to your company's RFX response and repeat the change phase process.

Once all the required information is entered and you successfully change the phase to **Firm**, you will receive an email notifying you that your company's bid was successfully submitted. **Congratulations!**

Change Phase

To change phase, click the appropriate available phase. For more information about a phase, mouseover the phase name.

Created Declined Waiting For Acceptance In Progress **Firm**

OK

RFX RFX-00002-2010: RFX Title for Service or Product

**RFX Response PROP-00010-NU-2010 in RFX RFX-00002-2010: RFX Title for Service or Product**

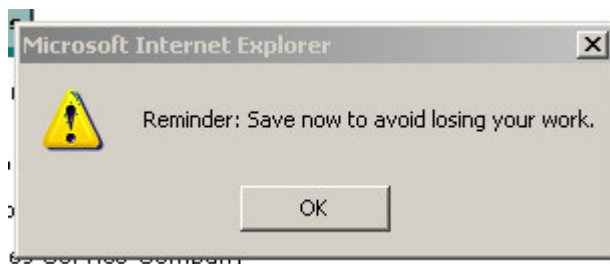
Document Actions Reports Attachments Discussions Chat Firm

Header Schedule Information **Questions** Line Items

Questions

#	Title	Questions Answered	Required Questions Answered
1	Services RFP Questions	15 out of 19	11 out of 11
2	Bid-Related Questions	1 out of 1	1 out of 1

**IMPORTANT!** Save your RFX whenever you enter information. The system **will** timeout after 10 minutes and if you don't click the **Save** button all changes will be lost.



**THE “BACK” NOW WORKS on your internet browser.** You can also go back one screen by hitting the **OK** or the **“x”**, click on the **“UP” arrow** at the bottom of your page, or click on your *breadcrumb trail*.

[My Workbench](#) > [RFx Title for Service or Product](#) > [PROP-00010-NU-2010](#) > **Services RFP Questions**

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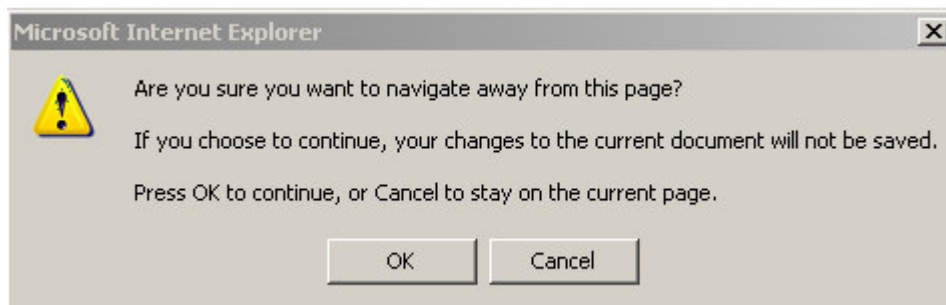
To save your work, click on the **Save** button located on the top left side of the screen or click on the Save icon located at the bottom of most screens.

[My Workbench](#) > [RFx Title for Service or Product](#) > **PROP-00010-NU-2010**

RFx RFX-00002-2010: RFx Title for Service or Product  
**RFx Response PROP-00010-NU-2010 in RFx RFX-00002-2010: RFx Title for Service or Product**  
Save Undo Document Actions Reports Attachments Discussions Chat In Progress Submit

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Saving your work **often** is highly recommended, however, if you accidentally close any window or your browser you will receive one final reminder to save or to cancel close.



## 6. How do I attach a file?

Click on the **Attachments** button (located at the top of your screen above the five tabs) then navigate to the bottom of the screen and click on the **Attach File** button.

### Attachments

File name	Description	Size	Date Added	Added By	
▼ RFX Attachments					
▼ RFX Info Sections Attachments					
<a href="#">Vendor FAQ ver2.pdf</a>	Please print and read for help navigating in the system	277kb	3/6/06 1:30 PM (EST)	DAVID EVANS	
RFX Response Attachments					
RFX Response Question Attachments					
Attach File Attach URL					

Quick Upload: \_\_\_\_\_

OK

A pop up box will appear. Click on the button with three dots in it at the end of the File Attachment line. Another box will pop up. Click the **Browse** button. Find your file on your computer and click **OK** then click the **Create** button after entering a brief description about your attachment.

### Required Information

\* File Attachment: \_\_\_\_\_

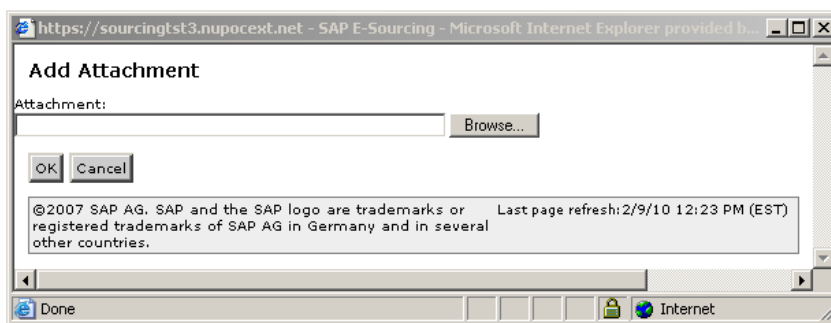
Description:

Create

Cancel

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Last page refresh: 2/9/10 12:23 PM (EST)



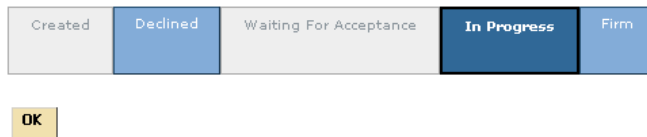
## 7. I am not interested in bidding on this RFX. How do I decline?

Click the **In Progress** button and the **Change Phase** box pops up. Click on the **Declined** button. If you wish to provide any comments as to why your company is declining, please do so via **Discussions** in the RFX. Any information provided in the RFX will not be seen by NU once your proposal is in *declined status*.

## Change Phase

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To change phase, click the appropriate available phase. For more information about a phase, mouseover the phase name.



### 8. How do I go back a screen?

**The Back button now works on your internet browser.** You can go back one screen by hitting the BACK button, **OK**, the x button, or click on your *breadcrumb trail*. The *breadcrumb trail*, in the example below, is the line (My Workbench > RFx Title of Service or Product > PROP-00010-NU-2010 > Services RFP Questions). You can go back by clicking any of the objects between the >.

[My Workbench](#) > [RFx Title for Service or Product](#) > [PROP-00010-NU-2010](#) > **Services RFP Questions**

### 9. What do I do if I have a question or problem with the RFx?

You should submit a **Discussion** thread or call the NU Buyer whose name can be found under the **Header** tab with any questions related to the requirements of the RFx.

### 10. Can other Suppliers see the information that my company enters?

No. Your unique **PROP** number is a copy of the original RFx and no one can access this information except you and any other contacts within your company. No other suppliers will not be able to view any information you enter. Northeast Utilities' buyers will only see this information after you put the RFx in firm status and after the due date and time has past.

### 11. Can two representatives from my company edit the RFx at the same time?

No. While two or more users may view the RFx at the same time, the last person who saves the RFx will override any changes made by another user.

### 12. My Company's computer firewall is preventing us from receiving emails from the eSourcing software. What should we do?

Contact your system administrator or IT department to alert them that you are not receiving emails. Alert the NU buyer that so that they can make other arrangements with you.

### 13. Does eSourcing run on a Macintosh computer?

Only with Windows Operating System emulation software.

**14. I am unable to log into eSourcing using the link from the email I received informing me of a new discussion thread. How can I view the entire message?**

Open an internet browser and select **eSourcing Supplier Portal** from your favorites, log in, drill down to the correct RFX main page, then click on **Discussions** button. New Discussions may also be accessed from **My Workbench** in the **New Discussions** Section.

Discussions:

<input type="checkbox"/>		Topic/Subject Name	Last Posting	Author	Company	Visibility	Subscribed	
<input type="checkbox"/>		▼ <a href="#">Buyer Seller Communication (1 Unread Messages)</a>						
<input type="checkbox"/>		<a href="#">Please be reminded that this bid will close today</a>	12/11/09 8:45 AM (EST)	Ieva Higgins	Northeast Utilities Service Company	Purchasers And Suppliers	✓	

Mark as Read Refresh

OK

**15. My company is registered as a diverse supplier. Where can I attach my company’s documentation?**

Only your company’s *primary contact* will be able to modify your company’s information including attaching documentation, etc. From My Workbench click on **View or Modify My Supplier Information** under **Supplier Setup**.

Supplier Setup Edit

You are the primary contact for Training Vendor Jennifer.

- [Change My Password](#)
- [View or Modify My Supplier Information](#)
- [Manage User Accounts](#)
- [User Accounts Report](#)

Click on “**Attachments**” button and follow the steps in Question No 7.

[My Workbench](#) > Training Vendor Jennifer

**Supplier VEN-0015838: Training Vendor Jennifer**

Actions Attachments

**Header** | **Addresses** | **Details** | **Categories** | **SRM Activities**

**Company Information**

**Display Name:** Training Vendor Jennifer  
Please enter vendor's full, legal corporate name.

**Abbreviated Name:**

**DUNS ID:** - -

**Description:**

**Ownership:** None

**Owner(s) name(s):**

**Keywords:**

**Web Site URL:**

**Ticker Symbol:**

## 16. I have a bid-related question. What should I do?

Start a discussion message. Click on the **Discussions** button.

[My Workbench](#) > [RFx Title for Service or Product](#) > **PROP-00010-NU-2010**

RFx RFX-00002-2010: RFx Title for Service or Product

**RFx Response PROP-00010-NU-2010 in RFx RFX-00002-2010: RFx Title for Service or Product**

Save Undo Document Actions Reports Attachments Discussions Chat In Progress Submit

Click on the drop down box next to “Buyer/Seller Communications” thread. Click on **New Message** box.

[My Workbench](#) > [RFx Title for Service or Product](#) > **PROP-00011-NU-2010**

RFx RFX-00002-2010: RFx Title for Service or Product

**RFx Response PROP-00011-NU-2010 in RFx RFX-00002-2010: RFx Title for Service or Product**

Discussions:

	Topic/Subject Name	Last Posting	Author	Company	Visibility	Subscribed
				Buyer Seller Communication (0 Unread Messages)		

Refresh Edit New Message

**OK**

Ask your question by filling in all the required \* fields such as **Subject** and **Content**. Click **OK**. Please note that only NU buyers and requestors will be able to read your message. No other Suppliers/Bidders will have access to your message.

[My Workbench](#) > [RFx Title for Service or Product](#) > [PROP-00011-NU-2010](#) > **Message: Untitled**

RFx RFX-00002-2010: RFx Title for Service or Product

**RFx Response PROP-00011-NU-2010 in RFx RFX-00002-2010: RFx Title for Service or Product**

**New Message in New Subject : Untitled**

**Message Contents**

**Author:** Jennifer Training

**Company:** Training Vendor Jennifer

\* **Subject:**

\* **Content:**

**Attachment:**

**OK** **Cancel**