

Achilles UVDB FAQ's

What is the Achilles UVDB Supplier Information Management Service?

Achilles UVDB is the community for the UK utilities industry. It enables the utilities sector to use Achilles' proven supplier pre-qualification system to manage risk within the supply chain and comply with EU regulations. Launched in 1996, Achilles UVDB is the largest Achilles community that is also used by the airports and ports sector. Achilles UVDB is managed by a Steering Group consisting of utility buyers to drive industry best practice.

What are the benefits of Achilles UVDB to you?

With over 1,700 searches conducted by buyers each month, Achilles UVDB provides a fair, open and transparent means of supplier selection for potential tender opportunities. Achilles UVDB helps utility companies manage risk within their supply chain and comply with EU Procurement Legislation. Joining Achilles UVDB enables suppliers to:

- **Win new business**
Over 1,500 individual buyer users from over 70 organisations for you to promote your products and services to and access tender selection opportunities
- **Reduce overheads**
Complete and maintain a single pre-qualification questionnaire and where applicable, an assessment, for key players in the utilities industry
- **Increase credibility**
Demonstrate capability to meet the industry requirements through the recognised industry pre-qualification scheme
- **Gain competitive advantage**
Identify areas for improvement through an independent assessment and benchmarking process which offers practical advice and feedback

How to join Achilles UVDB

Achilles UVDB offers different subscription levels for suppliers; your subscription level is based on the number of product codes you want to present and promote to buyers within the Achilles UVDB Community.

UVDB Tier 1 subscription allows you to choose up to 7 Product Codes.

UVDB Tier 2 subscription allows you to choose between 8-14 Product Codes.

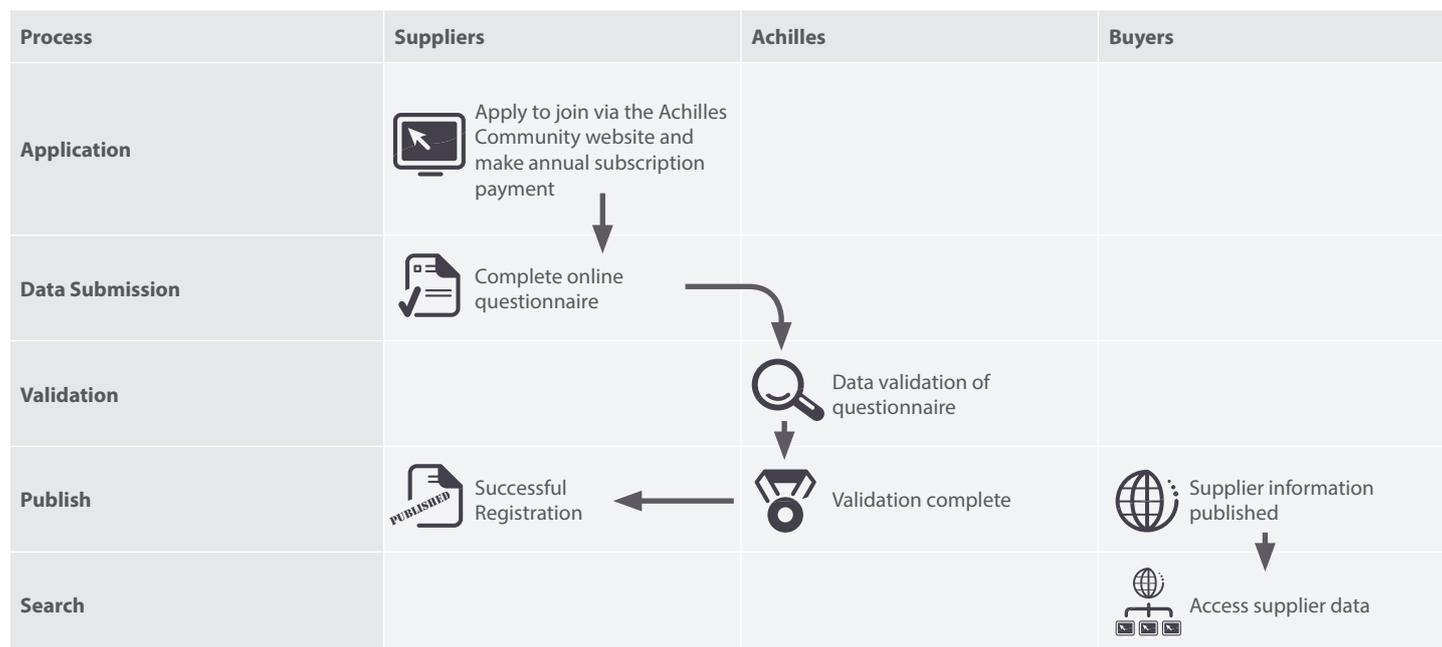
UVDB Tier 3 subscription allows you to choose between 15-21 Product Codes.

UVDB Tier 4 subscription allows you to choose more than 21 Product Codes.

You can also join as a small supplier if you have less than 10 employees and your turnover is less than 1 million pounds. This option allows you to choose up to 3 product codes. We recommend that you include all products and services that are relevant to buyers within the utilities industry. Suppliers who need to demonstrate their capability for contracts with a high emphasis on Safety, Health, Environment and Quality (SHEQ) will need to complete an Achilles UVDB Verify assessment.

To join Achilles UVDB, visit www.achilles.com/uvdb, call +44 (0) 1235 838140 or email uvdb@achilles.com

Supplier application and pre-qualification process:



Achilles UVDB Verify

Suppliers assessed as having a high risk profile may be required to undertake an assessment of their company’s Health, Safety, Environment and Quality capabilities. There are different assessment levels and the category depends on a number of factors including the nature of the products or services being offered, company turnover and the number of employees. You may also wish to consider upgrading your assessment level to demonstrate the scope of your capabilities to potential buyers, and to help you stand out from your competitors.

UVDB Verify Category A – specifically tailored for small to medium enterprises providing low-risk goods or services.

UVDB Verify Category B1 – a contractor or supplier who works or wishes to work on operational sites owned by the utilities and who employs less than 20 staff or sub-contractors.

UVDB Verify Category B2 – a contractor or supplier who works on operational sites owned by the utilities and who employs more than 20 staff or sub-contractors.

UVDB Verify Category C – an assessment tailored specifically to consultancy, design or training service providers who supply the Utilities sector with no on-site activity.

UVDB Verify Category D – an assessment for manufacturers supplying products to the Utilities sector.

UVDB Verify Patron Membership – for major contractors employing sub-contractors for key projects. Includes Verify Category B2 assessment and ability to assess own supply chain in the same way as the utility buyers. This option does not include any of the additional buyer features.

Once we have received your payment for your Achilles UVDB Verify, we will email you a “what to expect on the day” document informing you how to prepare for the assessment.

NOTICE

With thousands of opportunities published every year, NOTICE enables your organisation to be informed of relevant contract opportunities in the UK and Europe as published in the Official Journal of the European Union (OJEU). Email notifications of contract opportunities of potential interest to you can be received on a daily basis by up to ten people within your organisation. You will also have direct access to the OJEU allowing you to search thousands of opportunities and gain market intelligence on contracts relevant to your business that have been awarded in the past.

Why does the Achilles UVDB Verify subscription date not run from the date of the Verify audit?

Supplier Achilles UVDB Verify subscription is valid for one year from the date you first subscribed and payment was received. You will receive a renewal reminder letter three months before your subscription is due to expire. We recommend you allow plenty of time for organising an assessment so that your Verify registration is continually maintained.

How do I upgrade my Achilles UVDB subscription to a higher Tier?

If you would like to add more product codes, please contact the Sales Team. You will need to make a payment to increase your subscription tier level; please call 01235 838140. It will take approximately a week for the changes in your questionnaire to take place.

I have a TSMS registration, is this the same as customer specific questions?

Yes, these questions replace the TSMS questions if you are an Achilles UVDB supplier. If you only have TSMS, this will look slightly different for you.

Can I join online?

To join Achilles UVDB, visit www.achilles.com/uvdb and click on "join as a supplier". You will be asked for basic information about your company and to make a payment. Once you have completed these steps, we will email you a link to login.

Who has access to my information?

Your company information will only be available to the buyers in the Achilles UVDB community.

How do the buyers access my information?

The buyers have access to a secure online search system. The search system enables the buyers to search for companies by name or by selecting product and service codes (these are the codes you selected when completing the pre-qualification questionnaire). To download a copy of the Product and Service Code guide, visit www.achilles.com/uvdb or visit the information centre once you have logged in.

The most common search criteria used by our buyers are product and service codes. If you have a particular code listed in your pre-qualification questionnaire when a buyer runs a search for it, your company will be identified as a potential supplier and you may receive an invite to tender or a request for more information via email. Please note some searches may include other criteria based on the questions in the pre-qualification questionnaire such as annual turnover.

How will I receive buyer enquiries?

Once the buyers have identified suppliers through the Achilles UVDB search system that they wish to consider for an up-coming tender or contract opportunity, they will contact them directly. For example, by sending Additional Questions (AQ). If you have been sent an AQ enquiry, you will be notified by email and asked to log into the system to review the details and respond to the buyer's questions. The buyer may also opt to contact you using their own methods outside of the AQ application.

When do I need to update my information?

You can update your information at no additional cost throughout your subscription period. It is strongly recommended that you do this if there are any changes within your organisation so that the buyers have the latest information about your company and can contact you easily. As a minimum, you will be asked to update your information at least annually. You will receive a reminder from Achilles when either your subscription or items in your pre-qualification questionnaire are about to expire.

Are multiple registrations necessary for different trading divisions or associated companies?

Companies with multiple branches may have different sales regions and organisational structures. Suppliers can choose to register more than one branch to expand their business opportunities, or alternatively to register as a single company. In the questionnaire, suppliers can add details of their associated companies and locations but there is one main contact point displayed on the system per supplier. However, if the individual companies have different management policies requiring different Verify assessments, then separate subscriptions will be required. The same applies if the individual companies have different company registration numbers.

How do I change my company name?

Please update your questionnaire with the new information, ensuring all areas then reflect this change and submit it to Achilles for validation. If this is a registered company, please also upload the Company House change of name certificate. Please contact the Support Team on 01235 838140 to discuss how this change will effect your current Achilles UVDB membership.

Do you need to differentiate regions if you operate on a global basis?

One of the benefits of the Achilles platform is that you can allocate different regions to each of your product codes.

If I have a group of companies with several ISO certificates, how will this data be uploaded?

The Achilles platform enables you to upload a number of different certificates in each of the Quality Management, Health & Safety and Environment sections.

Can I contact the Utility companies direct?

Yes, a list of contact details is available for most of our buyers. Please contact the Supplier Support Team on +44 (0)1235 838140 or email uvdb@achilles.com.

Can I search the Achilles UVDB?

Achilles UVDB searches can only be carried out by the Achilles UVDB community buyer members, these are UK utilities and major contractors but this also includes Verify Patrons. If you would like to talk to someone about buyer membership, then please contact the Supplier Support Team on +44 (0)1235 838140 and ask to speak to a Utilities Account Manager about upgrading.

What happens if my company is already subscribing to another Achilles community?

Achilles operates over 36 supplier information management communities worldwide on behalf of major industry groups including utilities, rail, oil and gas, and construction. Each community is governed by its own Steering Group of participating industry clients who determine the exact nature of the subscription process they require, along with fees. For this reason, each community is operated separately by Achilles and contractors wishing to serve multiple industries must subscribe separately to those communities. Subscription to any other Achilles community is therefore not transferable in whole or part to Achilles UVDB, which has been designed with specific requirements of the UK utilities industry in mind. For more information on other communities and countries in which Achilles has a presence, please visit www.achilles.com.

Does the Achilles UVDB conform to EU Legislation?

Achilles UVDB is operated as a 'Pre-Qualification System' under Article 30 of the EC Utility Directive. This means that subscribing organisations do not need to individually publish notices in the journal – Achilles publish quarterly Qualification System Notices (QSN's) on their behalf. Utilities using the Achilles UVDB no longer need to publish individual calls for competition in the OJEU.

When can I download the Achilles UVDB certificate?

Once your questionnaire has been validated and published on the community, you can download the Achilles UVDB certificate from <https://one.achilles.com>

How can I download the Achilles UVDB stamp, previously known as the UVDB logo?

Once your pre-qualification questionnaire has been validated and uploaded to the system, a link will become available to you on the homepage for the community stamp.

What happens to my pre-qualification questionnaire once I have submitted it?

A process of data validation will be undertaken by a member of the Supplier Support Team against criteria identified by the Achilles UVDB Buyer Steering Committee. You will be advised of the validation outcome by email, in which you will be told if your questionnaire has passed and been uploaded, or if there are areas which require further attention. If you require assistance with the data validation messages, please contact the Supplier Support Team on +44 (0)1235 861116.

Is there a limit to the number of users we can add?

No, you can add as many users as you wish. The Achilles administrator for your company can do this within the 'manage user' section on the home page.

How do I complete or amend my pre-qualification questionnaire?

This is done online via the one.achilles.com website; a user guide is available to help you and can be downloaded from the Information centre.

Is there the option to download and print of the questionnaire?

Yes, the questionnaire can be printed. You can select this option from top right hand side of your questionnaire.

What is my Achilles ID (Supplier ID) and where can I find it?

Your Company ID is a six digit number; this will be detailed in your welcome email or on your certificate once pre-qualified, and is also displayed within the online questionnaire.

Why can't I edit my questionnaire?

If you have submitted your pre-qualification questionnaire for data validation, it will not be editable until the data validation process has been completed.

I have submitted my pre-qualification questionnaires but still need to make amendments - what can I do?

Don't worry, please call a member of the Supplier Support Team on +44 (0)1235 838140 or email uvdb@achilles.com and we will be able to return it to you.

Why am I showing as expired?

If your subscription date has passed, you will need to make a payment for the next year's subscription. Please contact our Sales Team on +44 (0)1235 838140.

What does Contract Reference mean?

This has previously been known as 'Contract History'. Please provide details of some of your customers to whom you have previously supplied products or services.

Do email alerts regarding tenders only go to the main contact?

The email alerts regarding tenders will go to both the primary and secondary business contact.

What internet browser can I use?

The pre-qualification questionnaire is fully compatible with Internet Explorer versions 6 to 9 and Mozilla Firefox version 3.6 or later. Google Chrome and other browsers may cause errors or data loss on certain pages. If you are using Internet Explorer version 10, you need to ensure you have 'Compatibility mode' turned on.

To turn on compatibility mode:

- 1- Right click on the top bar within Internet Explorer 10 and select the <Menu Bar>
- 2- Click on <Tools> and then <compatibility view settings>
- 3- Click, display all websites in compatibility mode.

By marketing statement, is this the Mission, Vision or a company description?

This statement can be anything you wish. For example you may enter your mission statement, company vision or a note from your CEO.

For more information, please contact the Achilles UVDB Team on +44 (0)1235 838140 or email uvdb@achilles.com.