

USER GUIDE

Biddable user guide

How to use Biddable, page by page and function by function: getting started, your rules, triage and the verdict, building a bid, reviews and approvals, the submission pack, the library, meetings, Biddie, your plan, your data and security, and where to get help. Each function has its own entry, a screenshot and a link to its clip.

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This is the same help that sits behind the ? on every page of the app and that Biddie, the assistant in your space, answers from. It describes what the product does on 17 October 2026: each topic first, then every function in it, one at a time, 113 in all. Where a page or a switch is behind a setting, a role or a plan, it says so. Most functions have a short clip; the link is beside it. The web version is at biddable.ae/guide; questions to hello@biddable.ae.

VIDEO

The full walkthrough (34 minutes), every function in order, with a chapter per topic: <https://biddable.ae/assets/media/guide-walkthrough.mp4>, and at biddable.ae/guide.

Getting started

Your space, the guided set-up, signing in with two steps, and inviting your team.

VIDEO

Watch this topic as a short video: <https://biddable.ae/assets/media/guide-how-it-works.mp4>

Biddable reads a tender pack against your firm's own rules, gives you a bid or no-bid verdict with the reasons, and drafts the response in your own templates. Your firm works in a **space** of its own: its bids, documents, rules and people are kept apart from every other firm's.

What it is

- **Your space** is where your firm's bids live. A freelance bid writer who bids for several clients can have one space per client, each kept apart.
- **The guided set-up** is how a new space is prepared: you upload what your firm already has, Biddable reads it and fills in your rules, and you check what it found.
- **Signing in** always takes two steps: something you know or were sent, and a second factor you hold.
- **Your team** joins by invitation from an owner, each person with a role.

How to use it

1. Apply at biddable.ae/apply or with **Sign up** on the app's sign-in page. Biddable approves each application and emails you. When your space is approved, you get one email, **Set up your Biddable space**, with one button. The link is for you alone and works for 14 days.
2. **Upload what you already have**: a company profile, past bids, your proposal and CV templates, your logo, CVs, policies, certificates, as files or one zip. Press Continue. Biddable reads them while you do the next step.
3. **Create your sign-in**: a passkey (Touch ID, Face ID or Windows Hello) in a browser, or a password and an authenticator app. You are shown ten recovery codes once: download or copy them and keep them somewhere safe.
4. **Check your details**: what was read is listed as statements you can edit, with a few questions it could not answer and a list of documents still wanted. "I'm not sure", "Not applicable" and "I don't have this" are accepted answers: nothing is asked twice.
5. Press **Finish set-up**. Your space opens, or shows "Your space is being checked" until we have looked it over, after which you are emailed that it is open.
6. Invite your team under **Account, Members**: an email address and a role for each person. They get an email and sign in with a code sent to that address.

Good to know

- You can stop part-way through the set-up and come back to the same link. Once your sign-in exists the link alone opens nothing: sign in and press **Finish set-up** in the app, which gives you a fresh link.
- **Pilot spaces must be activated within 48 hours**. Activating means signing in once, or creating your sign-in on the set-up page. The set-up email gives the date and time; a reminder comes 12 hours before it. A pilot space that is not activated by then is deleted with everything in it, and the place goes to the next firm.
- **Signing in** is an emailed six-digit code or a password, then a second factor: a six-digit code from an authenticator app, a passkey, or (after a password) a second emailed code. A passkey on its own is both steps in one. Recovery codes get you in if you lose the device.
- After your first sign-in with an emailed code you are offered **Create your password**. You can skip it and set one later under Account.
- **In the phone, tablet and desktop app** passkeys are not available yet: use a password or an emailed code and an authenticator app. Single sign-on opens in your browser.
- **Single sign-on** (Google Workspace, or SAML with Okta, Microsoft Entra ID and similar) is set by an owner under Account, Security, and can be made required for your team's domains.

- **Roles.** An **owner** can do everything, and also manages members, usage, the access log, support access, single sign-on and billing. A **writer** can do everything on the bids. A **reviewer** reads the bids and changes nothing; Biddie answers a reviewer's questions but starts no work for them.
- Each person sets their own **time zone** under Account; otherwise the space's applies.

Common questions

I did not get the set-up email.

Check the address the application was made with, and the junk folder. If it is not there, write to hello@biddable.ae and we will send it again. A resent link replaces the old one.

Can I use the same password as another service?

Please do not. Passwords are at least twelve characters, and the second factor is still needed.

I lost my phone with the authenticator app.

Sign in with one of your recovery codes, then add a new factor under Account, Security. If you have no codes either, an owner of your space can reset your second factor from Account, Members; you then set it up again at your next sign-in.

Who sees my team's sign-in history?

Each person sees their own under Account, Security. Owners see the account's audit log: members added and removed, second factors reset, sign-in settings changed.

Step by step, one thing at a time

1. Apply for a space
2. The set-up email and activating a pilot space
3. Set-up: upload what you already have
4. Set-up: create your sign-in
5. Set-up: save your recovery codes
6. Set-up: check what was read
7. Set-up: answer what it could not tell
8. Set-up: documents still needed and anything else
9. Set-up: finish and open your space
10. Finish set-up from the app
11. Open your set-up in the phone or tablet app
12. Sign in with an emailed code
13. Sign in with a password
14. The second step of every sign-in
15. Sign in with a passkey
16. Sign in with single sign-on
17. Create your password at your first sign-in
18. Protect your account: choose a second factor
19. A sign-in link for someone else
20. Switch between spaces
21. Sign out
22. Your time zone

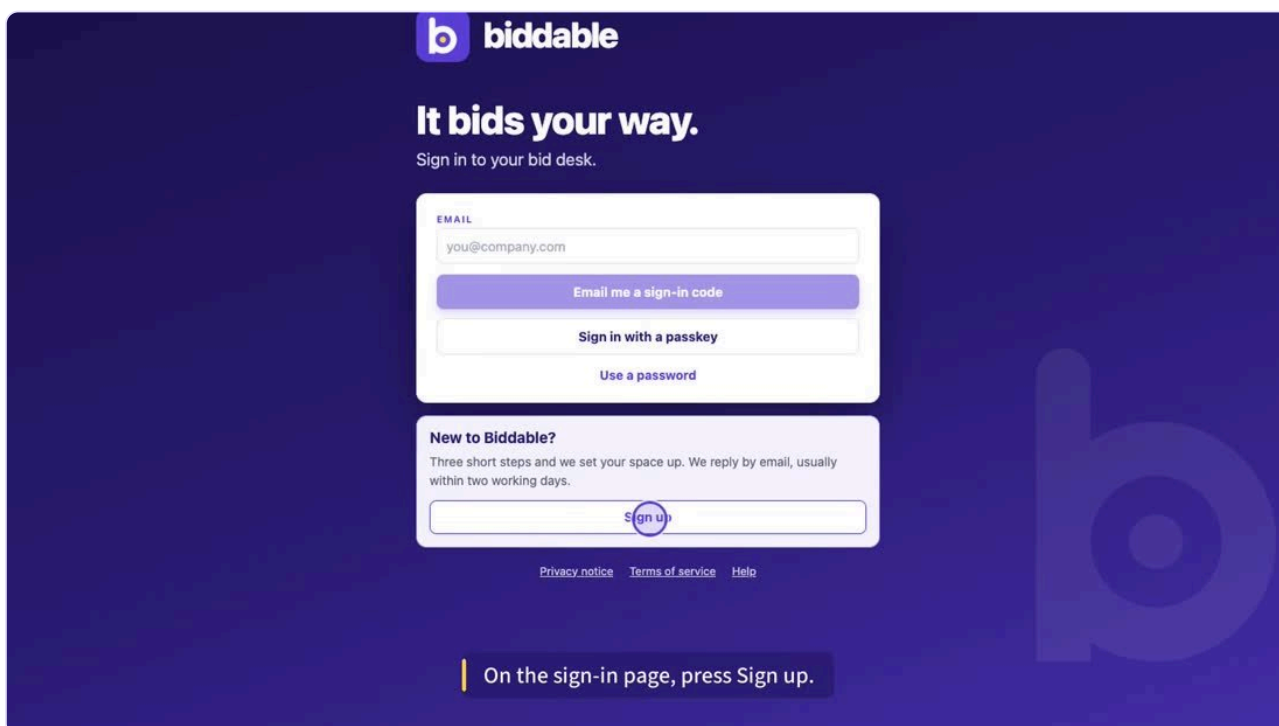
Apply for a space

Ask for a space of your own in three short steps; your answers decide what the space is switched on with.

WHO CAN USE IT	Anyone. No account is needed.
WHERE IT IS	Sign-in page: New to Biddable?, Sign up
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/apply.mp4>



From the clip: Apply for a space.

What it does

Sign up sends an application for a space. It creates nothing by itself: each application is read and answered by email, usually within two working days. Your answers decide how the space is set up when it is approved, for example whether your bids name people and CVs, whether meetings can be recorded and what each build writes.

Step by step

1. On the sign-in page, under **New to Biddable?**, press **Sign up**. You can also apply on the website at biddable.ae/apply.
2. **About you:** fill in **Your name**, **Company** and **Work email**. **Your role (optional)** can stay empty. Press **Continue**.
3. **Your firm:** under **You bid for**, choose everything that applies (if you choose **Other**, say what in **Other: what?**). Add your **Sector** if you like, choose a **Company size** and press **Continue**.
4. **How you bid:** answer whether the tenders you bid for ask for named people, CVs or day rates. If yes, say whether you want roles matched against your own people. Then answer the questions on the inbox, recording meetings, the evaluator review, what each build should write, and how the submission pack should be prepared. **Anything else? (optional)** is for a note.
5. Press **Send my application**. **Back** takes you to the step before without losing your answers.

What you see

- A line over the form: "Step 1 of 3 · About you", then "Your firm" and "How you bid", with a bar that fills as you go.
- If something is missing, a line in red says what, for example "Tell us your name and your company." or "Choose your company size."
- Once sent: **Application received.** and a note that we reply by email.
- When the space is approved, the person who applied gets the set-up email (see The set-up email and activating a pilot space).

Good to know

- For a freelancer or a small or medium firm the inbox is included; a large firm is asked whether it wants one.
- "When we build a bid, what should we write?" is either the technical proposal and the commercial side together (recommended), or the technical proposal only, for a firm that prices its own bids.
- "How would you like the submission pack prepared?" is exactly as each tender asks (recommended), your house format, or something else in a few words. Where a tender's own instructions differ from your house format, the tender's instructions win.
- The same address can send at most three applications a day.
- In the phone, tablet and desktop app a line above the form says whether free pilot places are open and how many are left. Nothing is paid during the pilot.
- Your answers can be changed after approval: see Changing your rules.

Common questions

I applied but heard nothing.

Replies usually take up to two working days. Check the junk folder for mail from Biddable. If nothing has come, write to hello@biddable.ae.

Can a freelance bid writer apply?

Yes. Choose **Freelancer or sole trader** as the company size and give your trading name as the company. A writer who bids for several clients can have one space per client.

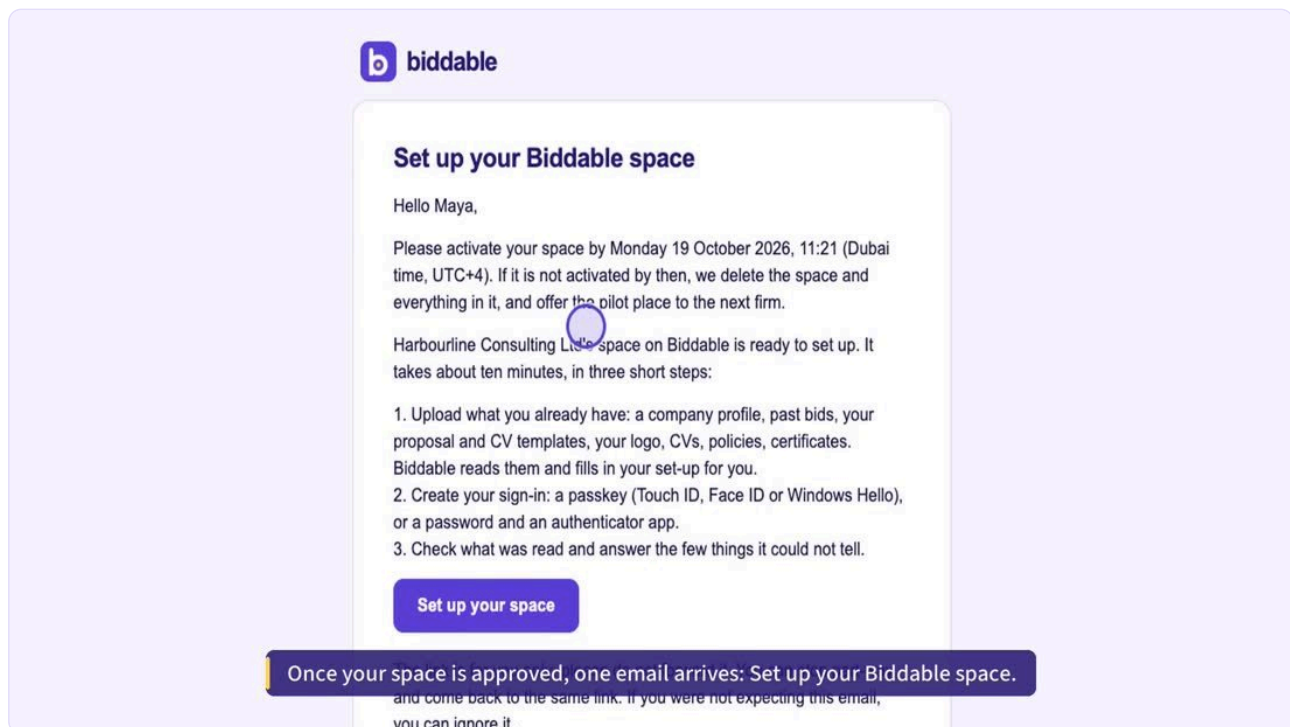
The set-up email and activating a pilot space

When your space is approved you get one email with one button that opens your guided set-up.

WHO CAN USE IT	The person who applied, as the space's first owner
WHERE IT IS	Email: Set up your Biddable space
IN	A page or email outside the app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/setup-email.mp4>



From the clip: The set-up email and activating a pilot space.

What it does

When your application is approved, your space is made and its first owner gets one email: **Set up your Biddable space**. Its button opens the guided set-up page, where you upload what you have, create your sign-in and check what was read. The link is for you alone and proves your email address, so the set-up asks for no code.

Step by step

1. Open the email **Set up your Biddable space**.
2. Press the button (**Set up** followed by your firm's name, or **Set up your space**).
3. The set-up page opens at step 1. Carry on with Set-up: upload what you already have.
4. If you stop part-way, open the same link again and it carries on where you were, until your sign-in exists (see Finish set-up from the app).

What you see

- The email says the set-up takes about ten minutes, in three short steps, and that you can stop part-way and come back to the same link.
- For a pilot space, a paragraph near the top gives the date and time to activate it by (Dubai time, UTC+4).

- An old or replaced link opens a page that says "This link has expired" or "This link has been replaced", with what to do.

Good to know

- The link works for 14 days. It must not be forwarded.
- **Pilot spaces must be activated within 48 hours.** Activating means signing in once, or creating your sign-in on the set-up page. 12 hours before the deadline, if it is still not activated, a reminder comes with a fresh link: the older link then stops working, and your uploads and answers are kept. A pilot space that is not activated in time is deleted with everything in it, and the place goes to the next firm.
- A resent link replaces the old one; the newest email is always the one to use.
- Some spaces are opened with a plain welcome email instead, **Your Biddable space is ready**, whose button opens the sign-in page with your address filled in. You then sign in with an emailed code (see Sign in with an emailed code).

Common questions

I did not get the email.

Check the address the application was made with, and the junk folder. If it is not there, write to hello@biddable.ae and we will send it again.

The link says it has expired.

Ask your Biddable contact for a new one (hello@biddable.ae). Your uploads and answers so far are kept.

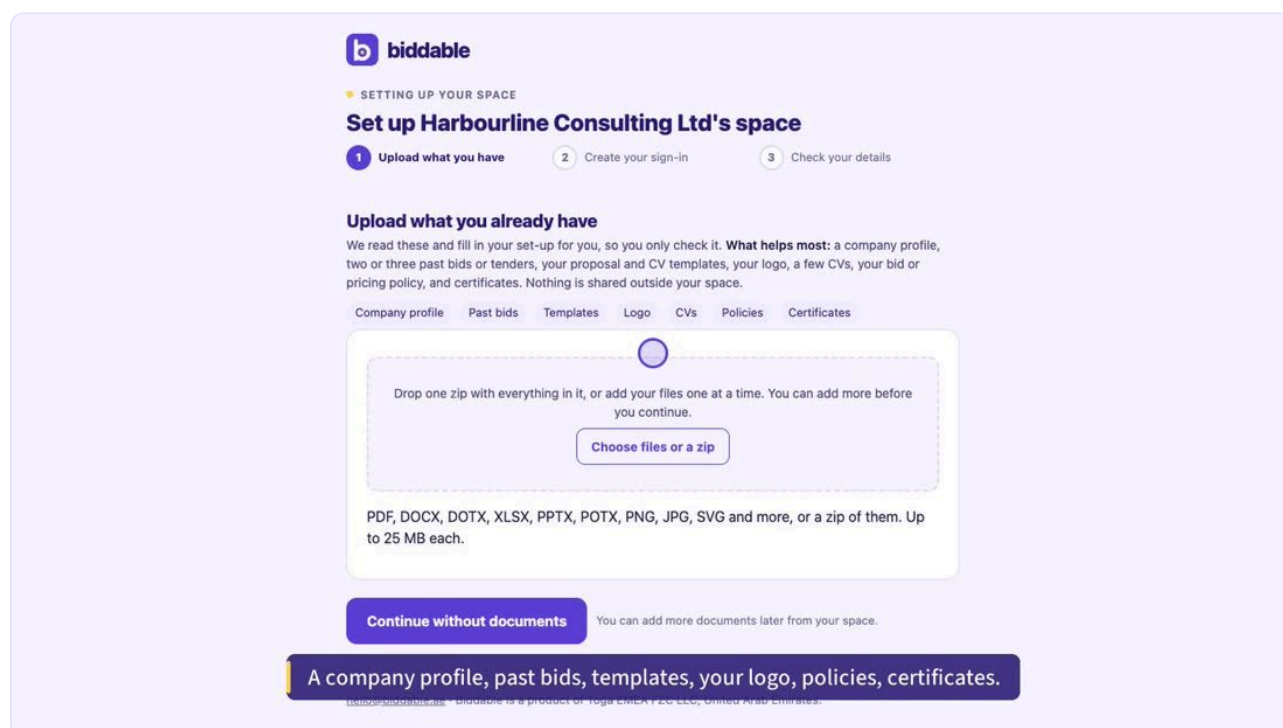
Set-up: upload what you already have

Give the set-up your firm's existing documents, as files or one zip, so it can fill in your rules for you.

WHO CAN USE IT	The new owner, from the set-up email's link
WHERE IT IS	Set-up page, step 1, Upload what you have: Choose files or a zip, Continue
IN	A page or email outside the app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/setup-upload.mp4>



From the clip: Set-up: upload what you already have.

What it does

Step 1 of the guided set-up takes the documents your firm already has. Biddable reads them while you create your sign-in, and fills in as much of your set-up as they support, so you only check it afterwards. Nothing is shared outside your space.

Step by step

1. Open the set-up email's link. Step 1, **Upload what you already have**, is open.
2. Press **Choose files or a zip**, or drop files on the box. You can add files one at a time or one zip with everything in it.
3. Add more if you like. **Remove** beside a file takes it off the list.
4. Press **Continue**. If you added nothing, the button reads **Continue without documents** and the page asks you to confirm.

What you see

- Tags showing what helps most: Company profile, Past bids, Templates, Logo, CVs, Policies, Certificates.
- Each file listed with its size and **Remove**.
- "Uploading...", then "Added.", or "Not kept:" with each file left out and why (for example, a file type that cannot be read, or one over the size limit).
- After Continue, step 2 opens with "Reading your documents... usually 3 to 5 minutes. Create your sign-in meanwhile."

Good to know

- What helps most: a company profile, two or three past bids or tenders, your proposal and CV templates, your logo, a few CVs, your bid or pricing policy, and certificates.
- Word, PDF, Excel, PowerPoint, Word and PowerPoint templates, images and fonts are read, as files or inside a zip.
- Up to 60 files on this page, counting the files inside a zip, and up to 25 MB each.
- Once you press Continue the list is fixed. You can add more documents later from your space.
- In the phone, tablet and desktop app the same step has **Choose files or a zip** and **Continue**; it does not ask you to confirm an empty upload.

Common questions

Can I continue without uploading anything?

Yes. Your space then starts on neutral settings, and there is little to check at step 3. You can add documents later.

I uploaded the wrong file.

Press **Remove** beside it before you press Continue. After that, tell your Biddable contact.

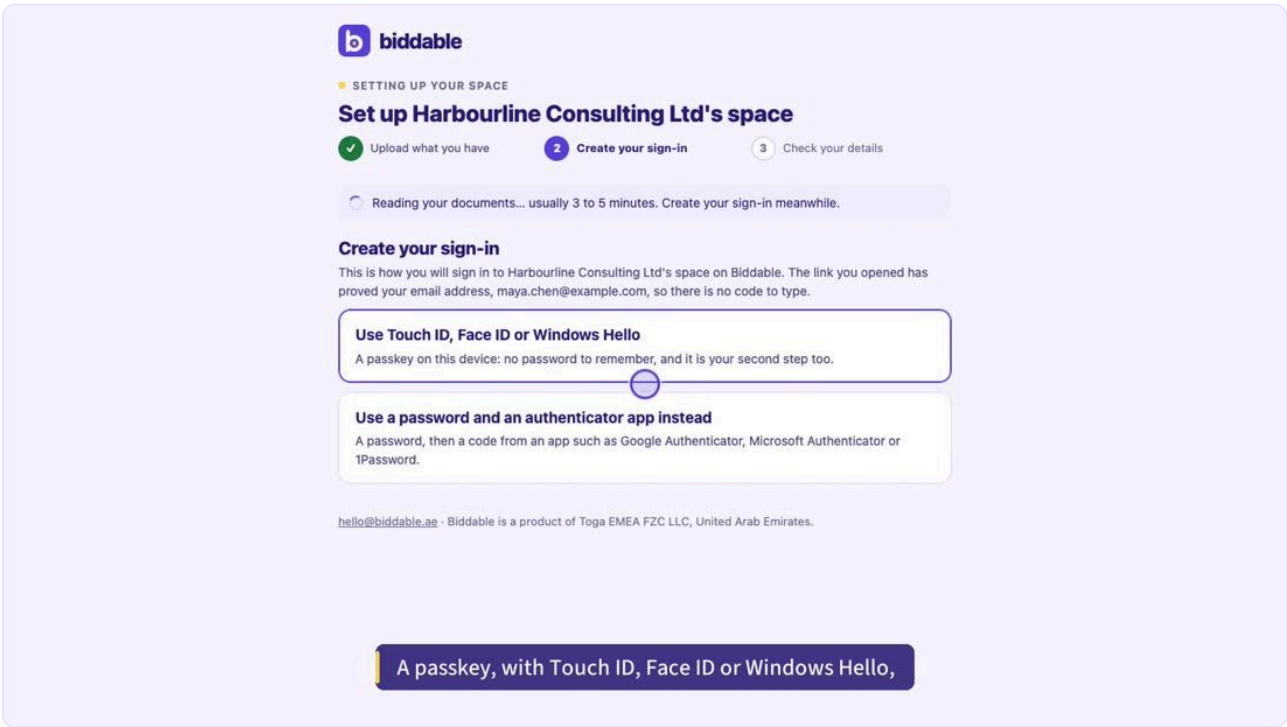
Set-up: create your sign-in

Make the sign-in you will use for your space, a passkey or a password and an authenticator app, while your documents are read.

WHO CAN USE IT	The new owner, from the set-up email's link
WHERE IT IS	Set-up page, step 2, Create your sign-in
IN	A page or email outside the app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/setup-signin.mp4>



From the clip: Set-up: create your sign-in.

What it does

Step 2 makes your sign-in. The link you opened has already proved your email address, so there is no code to type. You choose a passkey on this device, which is both steps of signing in at once, or a password and an authenticator app.

Step by step

1. Choose **Use Touch ID, Face ID or Windows Hello** for a passkey, and follow your device's prompt. That is all.
2. Or choose **Use a password and an authenticator app instead**:
3. Type a **Password** and the same again in **Confirm password** (**Show** shows them), then press **Save and continue**.
4. Scan the QR code with your authenticator app, or type the key shown under "Cannot scan? Enter this key in the app instead".
5. Type **The six-digit code the app shows now** and press **Confirm**.
6. Your recovery codes appear next (see Set-up: save your recovery codes).

What you see

- While your documents are read, a line at the top: "Reading your documents... usually 3 to 5 minutes. Create your sign-in meanwhile."

- Where this browser cannot make a passkey: "Passkeys are not available in this browser or on this address, so use a password and an authenticator app." On a device without a built-in passkey the choice reads **Use a passkey or security key**.
- Errors in red, for example "Use at least 12 characters.", "The two passwords do not match." or "Enter the six digits the app shows."

Good to know

- Passwords are at least 12 characters.
- A passkey belongs to the web address it was made on. The phone, tablet and desktop app cannot use passkeys yet: if you choose a passkey and want the app as well, add an authenticator app under **Account, Security** once you are in.
- In the phone, tablet and desktop app this step is the password and authenticator app only.
- Once your sign-in exists, the set-up link alone opens nothing more: you carry on signed in, in this browser, or by signing in again.
- If you already have a Biddable sign-in (you are setting up a second space), this step makes no new one: it says **Sign in to carry on**. Sign in as usual and the app offers **Finish set-up** for the new space.

Common questions

Which authenticator app should I use?

Any app that shows six-digit codes that change every 30 seconds works, including the ones built into most phones and password managers.

The passkey prompt closed.

Press the passkey choice again, or use a password and an authenticator app instead.

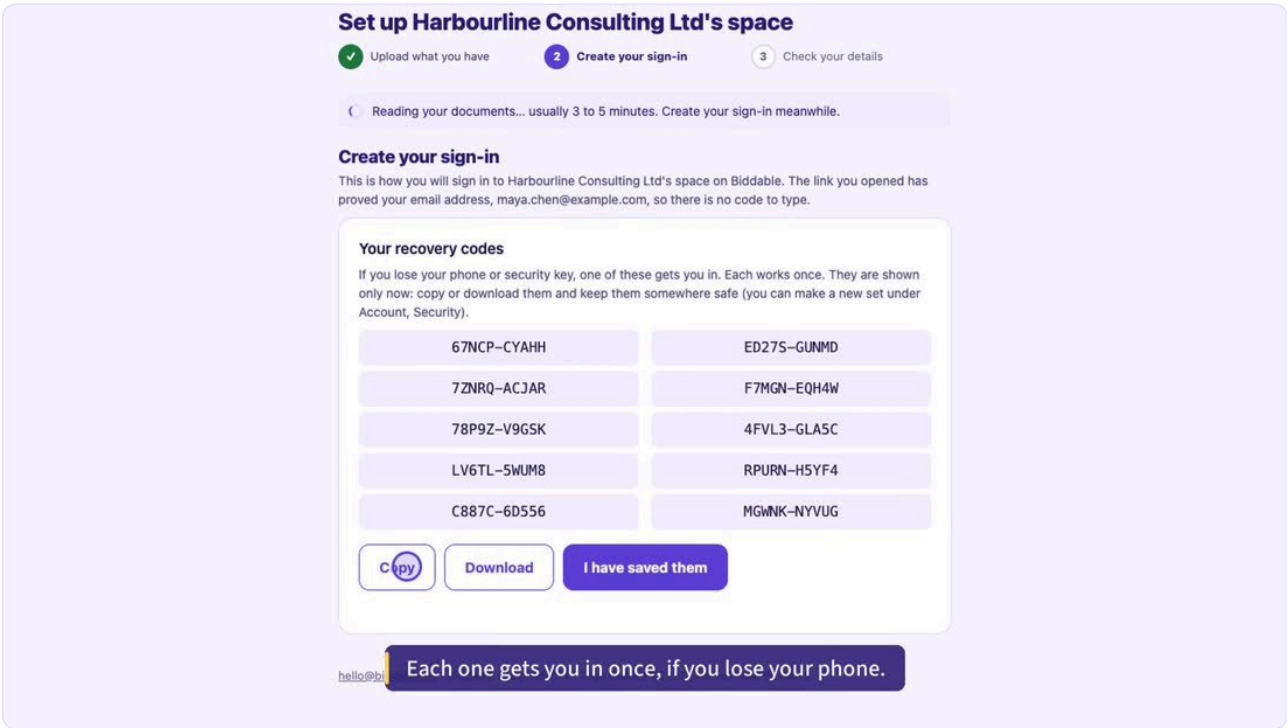
Set-up: save your recovery codes

Keep the ten one-time codes that let you in if you lose your device; they are shown only once.

WHO CAN USE IT	The new owner, from the set-up email's link
WHERE IT IS	Set-up page, step 2: Copy, Download, I have saved them
IN	A page or email outside the app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/setup-recovery-codes.mp4>



From the clip: Set-up: save your recovery codes.

What it does

Straight after your sign-in is created, the set-up shows ten recovery codes. Each works once, in place of your second factor, if you lose your phone or security key. They are shown only now.

Step by step

1. Under **Your recovery codes**, press **Copy** to copy them, or **Download** to save them as a text file, and keep them somewhere safe.
2. Press **I have saved them**.
3. Step 3 opens, or a line says your documents are still being read and the page updates itself when that is done.

What you see

- The ten codes in a list, with "If you lose your phone or security key, one of these gets you in. Each works once. They are shown only now: copy or download them and keep them somewhere safe".
- The downloaded file is named "Biddable recovery codes" and holds your firm's name, your email address and the codes.

Good to know

- Keep the codes away from the device you sign in with, for example in a password manager or printed.

- You can make a new set at any time under **Account, Security**; the old set then stops working.
- The phone, tablet and desktop app and Account, Security have the same three buttons: **Copy, Download** and **I have saved them**.

Common questions

I pressed I have saved them without saving.

Sign in and make a new set under **Account, Security**. It needs a second factor from the last fifteen minutes; you are asked for one if yours is older.

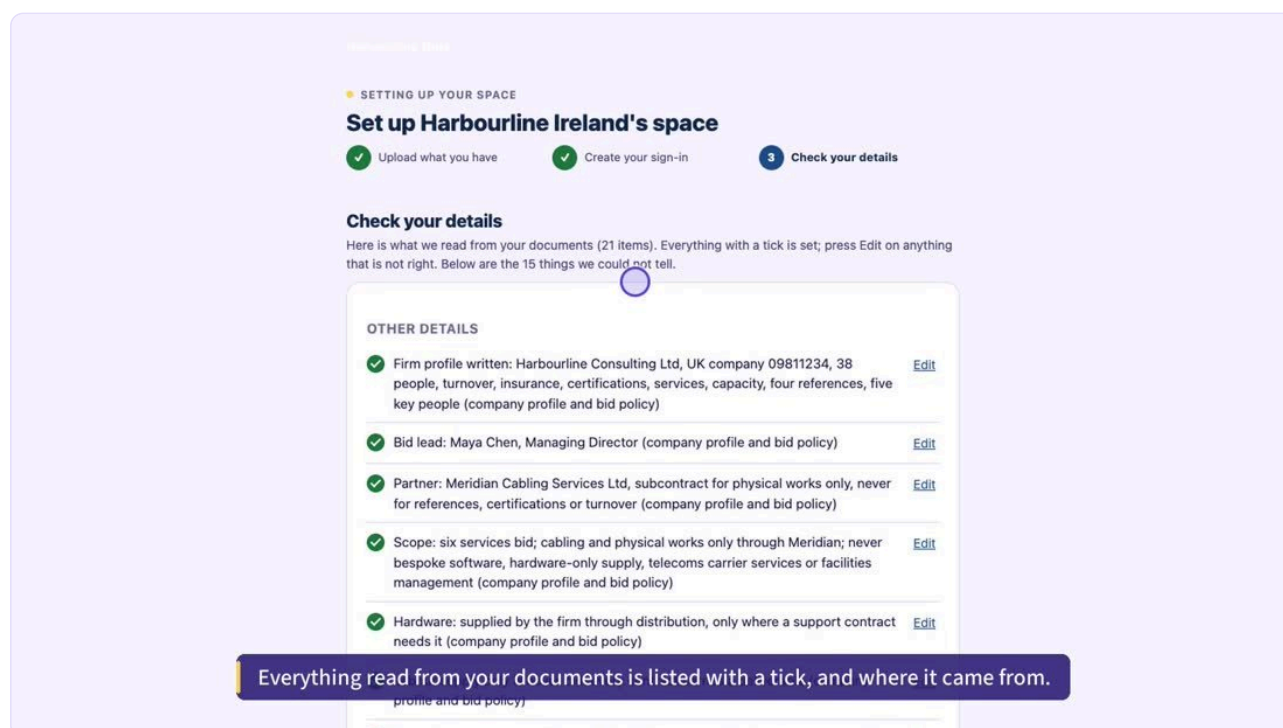
Set-up: check what was read

See what was read from your documents as short statements, and correct anything that is not right.

WHO CAN USE IT	The new owner, signed in on the set-up page
WHERE IT IS	Set-up page, step 3, Check your details: Edit, Done
IN	A page or email outside the app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/setup-check.mp4>



From the clip: Set-up: check what was read.

What it does

When your documents have been read, step 3 lists what was set from them as short statements, grouped under headings such as Your firm, What you bid for, hard stops, Money, Who decides and Branding. Everything with a tick is set. You correct only what is wrong, and your correction takes precedence over what was read.

Step by step

1. Read the statements under **Check your details**.
2. Press **Edit** beside one that is not right. A box opens with the text.
3. Change the text and press **Done**.
4. To change it again, press **Edit again**. To undo a correction, put the original words back and press **Done**.
5. Go on to the questions and documents below (see the next two entries), then **Finish set-up**.

What you see

- An opening line such as "Here is what we read from your documents (24 items). Everything with a tick is set; press Edit on anything that is not right."
- A corrected statement shows your words, with "Was: ..." and the original text under them.

- "Saved" beside **Finish set-up** each time your changes are saved. There is no save button: answers save as you go.
- While reading is still going: "Still reading your documents... this page updates itself when that is done." The reading usually takes 3 to 5 minutes.

Good to know

- If you uploaded nothing, the page says there is nothing to check yet and your space starts on neutral settings.
- If the reading could not finish, the page says so; you can still press **Finish set-up**, and your documents are looked at afterwards.
- Your corrections are applied when you press **Finish set-up**.
- In the phone, tablet and desktop app, **Edit** opens the text with **Done** and **Cancel**.

Common questions

Something important is missing from the list.

Say so under **Anything else we should know?** at the foot of the page, or answer it among the questions if it is asked there.

Set-up: answer what it could not tell

Answer the few questions your documents did not settle; "I'm not sure" and "Not applicable" are complete answers.

WHO CAN USE IT	The new owner, signed in on the set-up page
WHERE IT IS	Set-up page, step 3, A few things we could not tell: Answer, I'm not sure, Not applicable
IN	A page or email outside the app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/setup-questions.mp4>

The screenshot shows a setup screen with three numbered questions. Question 2, titled 'MONEY', asks about named people, CVs, and day rates. It includes a 'We read' section with the text 'No (sign-up); seat briefs and day rates (bid policy)' and three buttons: 'Answer', 'I'm not sure', and 'Not applicable'. Below these are radio buttons for 'Yes' and 'No'. Question 3, titled 'WHAT YOU BID FOR', asks about supplying hardware through distribution. It also has a 'We read' section with the text 'Supplies hardware through distribution, only with a support contract' and the same three buttons. Below these are radio buttons for 'Yes' and 'No'. A dark blue banner at the bottom of the questions says 'Answer what you can: a yes or no, a number, a few words.' Question 4, titled 'HARD STOPS', is partially visible at the bottom.

From the clip: Set-up: answer what it could not tell.

What it does

Anything your documents did not settle is asked as a numbered question under **A few things we could not tell**. Each says why it is asked and, where something was read, what was read. "I'm not sure" and "Not applicable" are complete answers: the item is settled and never asked again.

Step by step

1. Read the question and the line under it that says why it is asked.
2. To answer, press **Answer** (or just start typing) and fill in the answer: a short or long text, a number (with a currency where it is money), Yes or No, one of the choices given, or a date.
3. Or press **I'm not sure** or **Not applicable**. Press it again to take that answer back.
4. Leave a question you cannot answer now. It stays open after set-up.

What you see

- Each question with its heading (for example Money or Who decides), the question, why it is asked, and "We read: ..." when something was read.
- The answer you chose is highlighted; with I'm not sure or Not applicable the answer box is hidden.

- "Saved" beside **Finish set-up** as each answer saves.

Good to know

- A threshold answered "I'm not sure" is left unset, so it cannot count against a tender. "Not applicable" turns that item off for your firm.
- Nothing you answer here is asked again later.
- Questions you leave unanswered do not stop you finishing.

Common questions

Can I change an answer after Finish set-up?

Not on this page. Tell your Biddable contact (hello@biddable.ae): see Changing your rules.

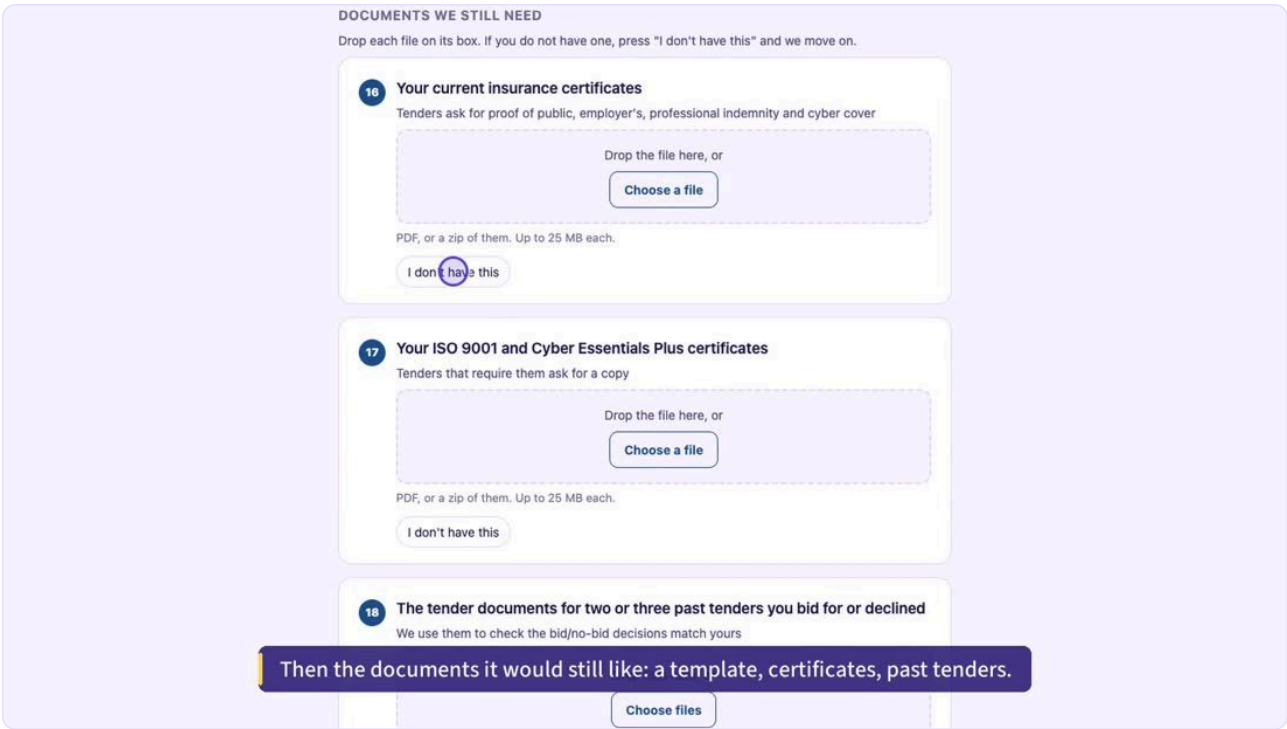
Set-up: documents still needed and anything else

Add the few documents the set-up still wants, say when you do not have one, and add a note of anything else.

WHO CAN USE IT	The new owner, signed in on the set-up page
WHERE IT IS	Set-up page, step 3, Documents we still need: Choose a file, I don't have this; Anything else we should know?
IN	A page or email outside the app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/setup-documents.mp4>



From the clip: Set-up: documents still needed and anything else.

What it does

Under **Documents we still need** the set-up lists the documents it would use but did not find, such as a template, your logo, example CVs or a certificate, each with its own upload box. "I don't have this" is a complete answer. **Anything else we should know?** takes a note in your own words.

Step by step

1. For each document, press **Choose a file** (or **Choose files** where more than one is wanted), or drop the file on its box.
2. If you do not have it, press **I don't have this**. Press it again to take that back.
3. Type anything else you want known in **Anything else we should know?** (optional).
4. Press **Finish set-up** when you are ready.

What you see

- Each document with why it is wanted and the file types its box takes, for example "DOCX, DOTX, or a zip of them. Up to 25 MB each."
- "Uploading...", then "Added." and the file listed with its size, or "Not kept:" with the reason.

- A document answered I don't have this is greyed and its box hidden.
- "Saved" as your answers and note save.

Good to know

- Each box takes only the file types that document can be; a zip of them works too.
- A document you do not have is never guessed: a missing template means a plain, neutral layout, and a missing logo means no logo.
- Documents you add here are filed where they belong when you press **Finish set-up**.

Common questions

I will have the document next week.

Leave it, finish the set-up, and add it later from your space or send it to your Biddable contact.

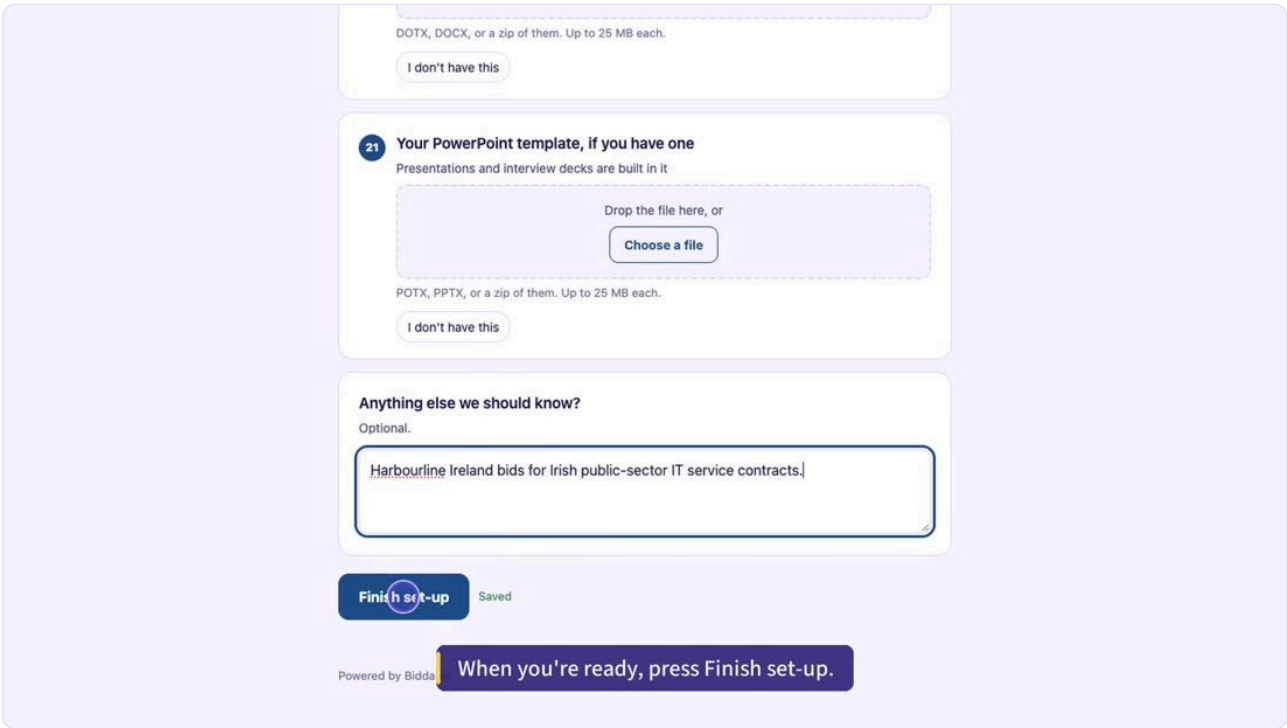
Set-up: finish and open your space

Apply your corrections and answers, then go into your space.

WHO CAN USE IT	The new owner, signed in on the set-up page
WHERE IT IS	Set-up page: Finish set-up, Open your space
IN	A page or email outside the app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/setup-finish.mp4>



From the clip: Set-up: finish and open your space.

What it does

Finish set-up applies your corrections, answers and documents and ends the guided set-up. Your space is then yours to use, or, for some accounts, it is checked first and opens when that is done.

Step by step

1. At the foot of step 3, press **Finish set-up**.
2. Press **Open your space**.

What you see

- **Your space is ready:** "You are signed in. Your documents and answers are being applied in the background; your space is yours to use now."
- Or **Thank you: your space is being checked:** you can look around, but nothing can be changed or started until it opens, and you are emailed when it does (**Your Biddable space is open**).
- If you press Finish while reading is still going: "Your documents are still being read; Finish is available when that is done."

Good to know

- Unanswered questions do not hold you up. They can be settled later with your Biddable contact.

- If your documents carried your firm's branding, its colours and logo go on the app for your account when you finish, unless your account already had a brand of its own; the app keeps its own name. Your branding always goes on your bid documents. See [When your account wears its own brand](#).
- The documents you uploaded can seed your Library once set-up is finished.
- The set-up link stops working once you finish. From then on, sign in on the sign-in page.

Common questions

I closed the page before pressing Finish set-up.

Sign in to your space and press **Finish set-up** on the screen that greets you (see [Finish set-up](#) from the app). Your answers so far are kept.

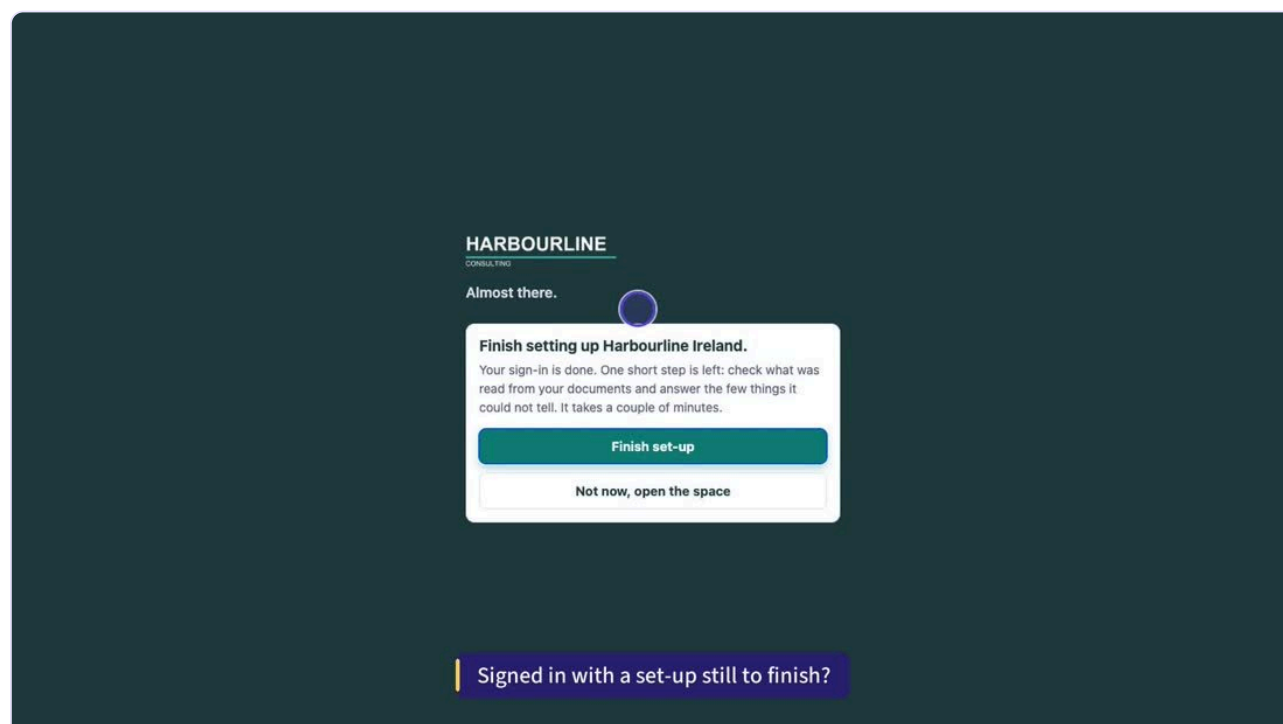
Finish set-up from the app

Come back to an unfinished set-up after signing in, or go into your space and finish it later.

WHO CAN USE IT	An owner whose sign-in exists but whose set-up is not finished
WHERE IT IS	After sign-in: Finish set-up, Not now, open the space
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/finish-setup-later.mp4>



From the clip: Finish set-up from the app.

What it does

Once your sign-in exists, the set-up email's link alone opens nothing more, so an old link in the wrong hands cannot be used. If you stopped before **Finish set-up**, the app greets you after each sign-in with the rest of it, and gives you a fresh set-up link that only works for you.

Step by step

1. Sign in as usual.
2. On **Finish setting up** (your firm's name), press **Finish set-up**. The set-up opens at step 3, Check your details, with your answers so far.
3. Or press **Not now, open the space** to go into your space as it stands.

What you see

- The headline "Almost there." and "Your sign-in is done. One short step is left: check what was read from your documents and answer the few things it could not tell. It takes a couple of minutes."
- **Opening...** while the fresh link is made.
- If you open the old emailed link instead, a page says **Sign in to carry on**, with a **Sign in** button.

Good to know

- In the web app the set-up opens in the same tab. In the phone, tablet and desktop app it opens inside the app.
- **Not now** lasts until you next sign in or reload; the offer comes back until you finish.
- Pressing **Finish set-up** here replaces the emailed link: the old one stops working.
- A set-up link lasts 14 days from when it was last issued. Once your sign-in exists, this screen is still offered after the link has run out, and **Finish set-up** gives you a fresh one. Before your sign-in exists, ask your Biddable contact (hello@biddable.ae) for a new link.
- Only owners see this, and only for the set-up they began themselves.
- Setting up a second space with the sign-in you already have: step 2 asks you to sign in with it rather than make a new one. Once you have signed in, this screen offers the rest of the set-up.

Common questions

Can I use the space before finishing?

Yes. Press **Not now, open the space**. What was already read is in use; your corrections and answers apply once you finish.

Open your set-up in the phone or tablet app

Paste the set-up email's link into the app and do the whole guided set-up there instead of in a browser.

WHO CAN USE IT	The new owner, before their sign-in exists
WHERE IT IS	App sign-in page: Got a set-up email? Open your set-up
IN	The phone, tablet and desktop app only

No clip for this function. The phone, tablet and desktop app only; the clips are recorded in the web app, where the same set-up opens from the email's button.

What it does

The guided set-up can run inside the phone, tablet and desktop app as well as in a browser. You paste the link from the set-up email, and the same three steps follow: upload what you have, create your sign-in, check what was read.

Step by step

1. Copy the link from the email **Set up your Biddable space** (press and hold the button, then copy the link).
2. In the app's sign-in page, press **Got a set-up email? Open your set-up**.
3. Paste it into **Your set-up link** and press **Open my set-up**.
4. Go through the steps as on the web: **Choose files or a zip** and **Continue**; then create your sign-in; then check your details and press **Finish set-up**.

What you see

- **Open your set-up**. with "Paste the link from the email "Set up your space" and the set-up carries on here, in the app".
- If the text pasted is not a set-up link: "That does not look like a set-up link. It ends in /setup/ followed by a long code."
- At the end, **Your space is ready** and **Open your space**, which takes you into the app.

Good to know

- In the app your sign-in is a password and an authenticator app. Passkeys are not available in the app yet; you can add one later under **Account, Security** on the web.
- Your recovery codes have **Copy**, **Download** and **I have saved them** in the app.
- **Already have access? Sign in** goes back to the sign-in page.
- You can start on the web and finish in the app, or the other way round: your progress is kept with the link.

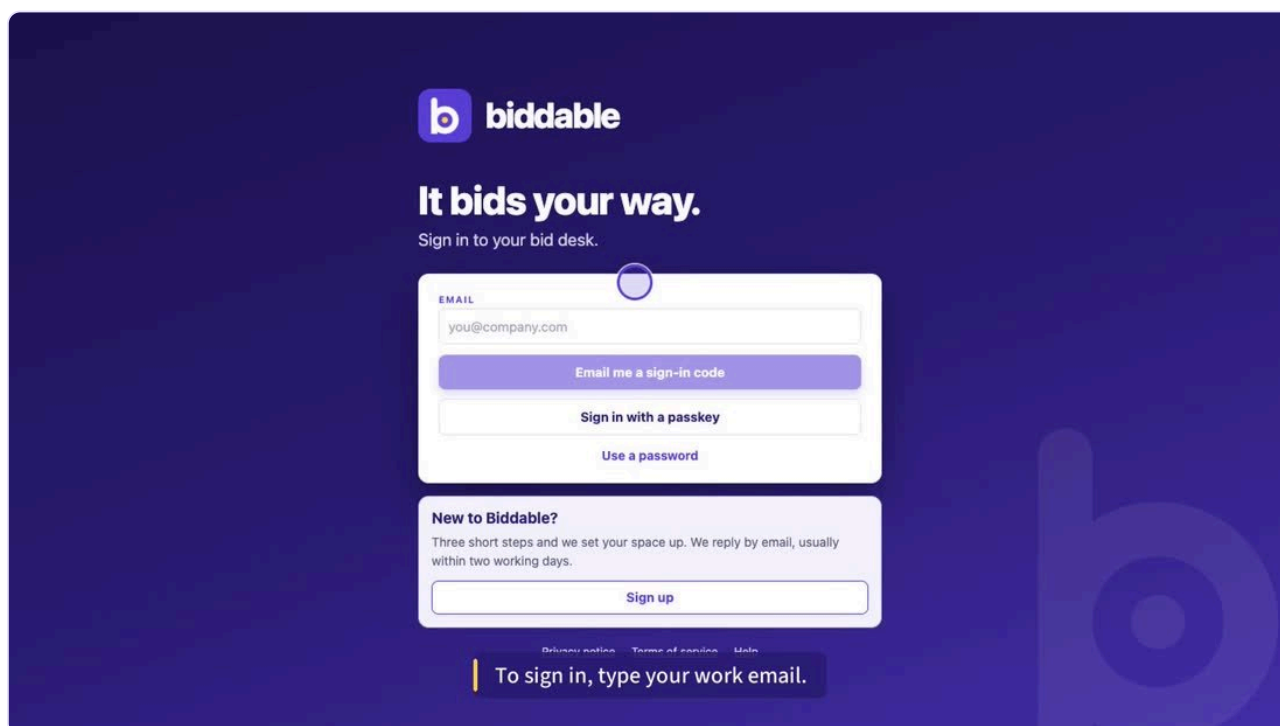
Sign in with an emailed code

Sign in with a six-digit code sent to your email address, then your second step.

WHO CAN USE IT	Everyone who is a member of a space, unless their organisation requires single sign-on
WHERE IT IS	Sign-in page: Email me a sign-in code
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/signin-code.mp4>



From the clip: Sign in with an emailed code.

What it does

An emailed code is the first of the two steps of signing in, and the way in for anyone without a password. A six-digit code goes to your address; you type it in, then complete your second step.

Step by step

1. On the sign-in page, type your **Email**. If you came from a welcome email's button, it is already filled in.
2. Press **Email me a sign-in code**.
3. Open the email **Your Biddable sign-in code** and type the six digits into **Code**.
4. Press **Continue**.
5. Complete the second step (see The second step of every sign-in), or, at your first sign-in, create your password and choose a second factor.

What you see

- "If (your address) has access, a six-digit code is on its way. It works once, for 10 minutes."
- **Send a new code** under the button, if the first one does not come.

- "That code is not right. Check the latest email and try again." for a wrong code, and "That code has expired or was not recognised. Ask for a new one." for an old or used one.
- **Use a password** under the card switches to signing in with a password.

Good to know

- The page says the same thing whether or not the address has an account, so it never reveals who is a member.
- A code works once, for 10 minutes, and a new code replaces the one before. After five wrong tries, ask for a new one.
- After many requests in a short time the page says "Too many attempts. Wait a few minutes and try again."
- If your organisation requires single sign-on, the code button is not shown: see Sign in with single sign-on.
- You stay signed in on that device until you sign out, or for 30 days without use.

Common questions

The code has not arrived.

Check the junk folder, wait a minute, then press **Send a new code**. Make sure the address is the one you were invited with.

I forgot my password.

Sign in with an emailed code, then set a new password under **Account, Password**.

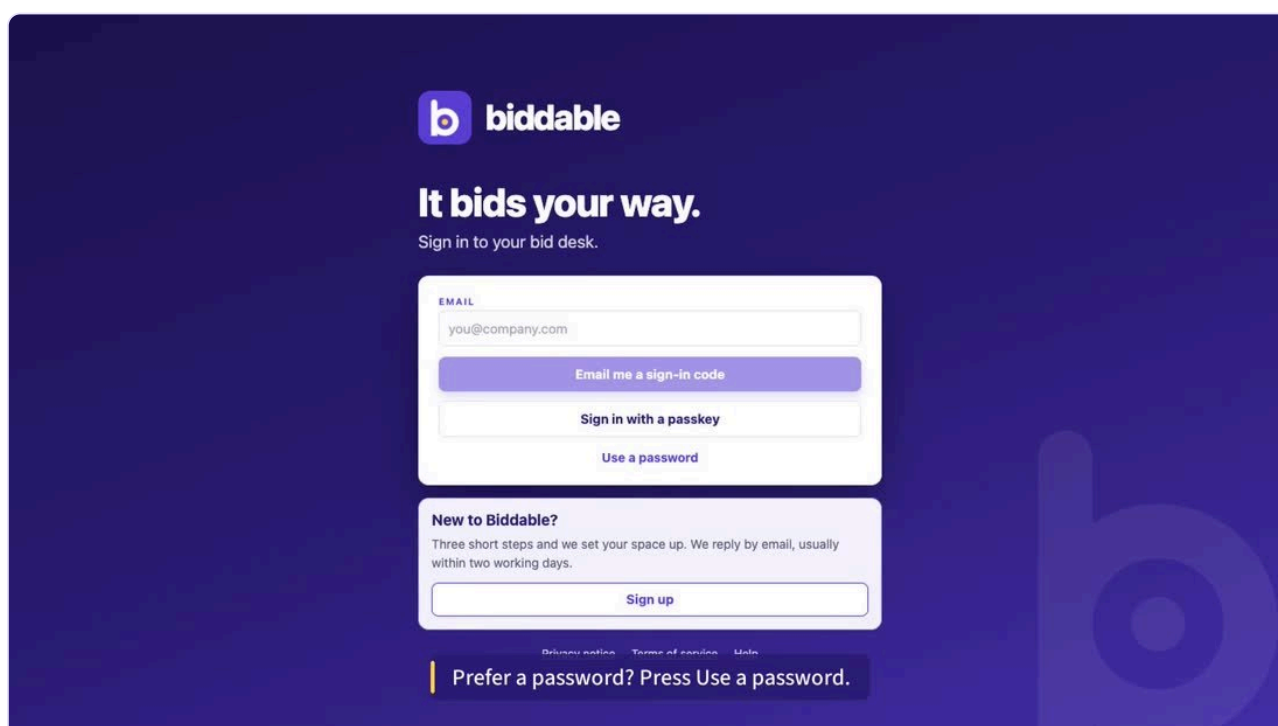
Sign in with a password

Sign in with your email address and password instead of waiting for a code, then your second step.

WHO CAN USE IT	Everyone who has set a password, unless their organisation requires single sign-on
WHERE IT IS	Sign-in page: Use a password
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/signin-password.mp4>



From the clip: Sign in with a password.

What it does

A password is the first step of signing in without waiting for an email. It is always followed by a second step.

Step by step

1. On the sign-in page, press **Use a password** under the card.
2. Type your **Email** and **Password**.
3. Press **Continue**.
4. Complete the second step (see The second step of every sign-in).

What you see

- "Email or password not recognised." when either is wrong.
- "Forgotten it? Sign in with an emailed code, then set a new password under Account."
- **Use an emailed code** under the card goes back to the code.

Good to know

- You set a password at your first sign-in (Create your password), or later under **Account, Password**. It is at least 12 characters.

- After a password, the second step can also be a code emailed to you, if you have chosen emailed codes as a second factor.
- After repeated wrong passwords the page says "Too many attempts. Wait a few minutes and try again."
- Changing your password signs out every other device signed in to your account, and you are emailed that it changed.
- A sign-in from a browser not seen before sends you an email, **New sign-in to your account**.

Common questions

Can I use the same password as another service?

Please do not. The second step is still needed, but a password of its own is safer.

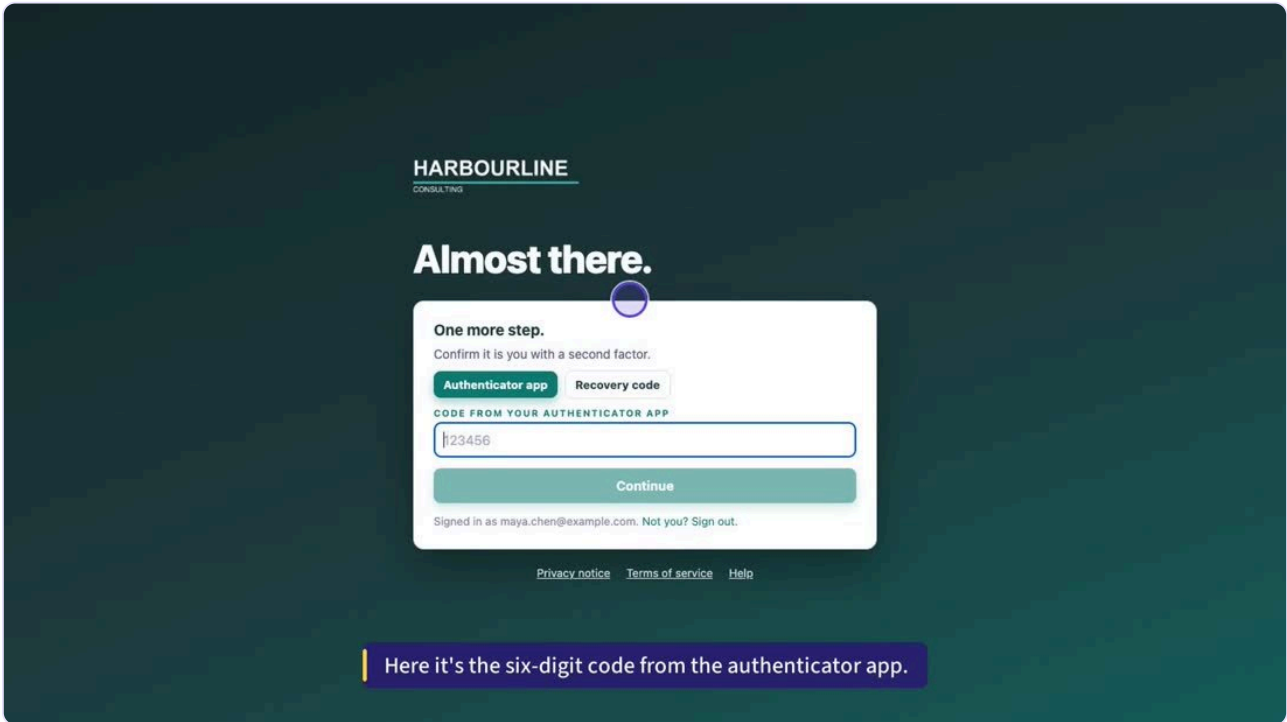
The second step of every sign-in

Confirm it is you with a second factor after your code or password: an authenticator app, a passkey, an emailed code or a recovery code.

WHO CAN USE IT	Everyone, at every sign-in that is not a passkey or single sign-on
WHERE IT IS	Sign-in page: One more step
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/second-step.mp4>



From the clip: The second step of every sign-in.

What it does

Signing in always takes two steps. After an emailed code or a password, you confirm it is you with a second factor you hold. Until you do, nothing in your space opens.

Step by step

1. After your code or password, **One more step.** appears.
2. If you have more than one factor, choose one from the buttons: **Authenticator app**, **Passkey**, **Emailed code** or **Recovery code**.
3. Authenticator app: type the six-digit code into **Code from your authenticator app** and press **Continue**.
4. Passkey: press **Use my passkey** and follow your device's prompt.
5. Emailed code: press **Email me a verification code**, type the code and press **Continue**.
6. Recovery code: type one of your saved codes into **Recovery code** and press **Continue**.

What you see

- The headline "Almost there." and "Confirm it is you with a second factor."
- "Signed in as (your address). Not you? Sign out." under the card.

- For recovery codes, how many you have left: "Each works once; 7 left."
- If no factor you hold can be used here: "No second factor can be used here. Ask the owner of your space to reset yours."

Good to know

- An emailed code counts as a second step only after a password, never after an emailed sign-in code.
- A passkey works only on the web address it was made on, and not in the phone, tablet and desktop app yet. The page says so and offers your other factors.
- A recovery code works once. Make a new set under **Account, Security** when you run low.
- Sensitive actions later on, such as changing your password or managing members, need a second factor from the last fifteen minutes. If yours is older, the app asks for one ("Confirm it is you.") and then carries on.

Common questions

I lost the phone with my authenticator app.

Use a recovery code, then add a new factor under **Account, Security**. With no codes left, an owner of your space can reset your second factor from **Account, Members**; you then choose a new one at your next sign-in.

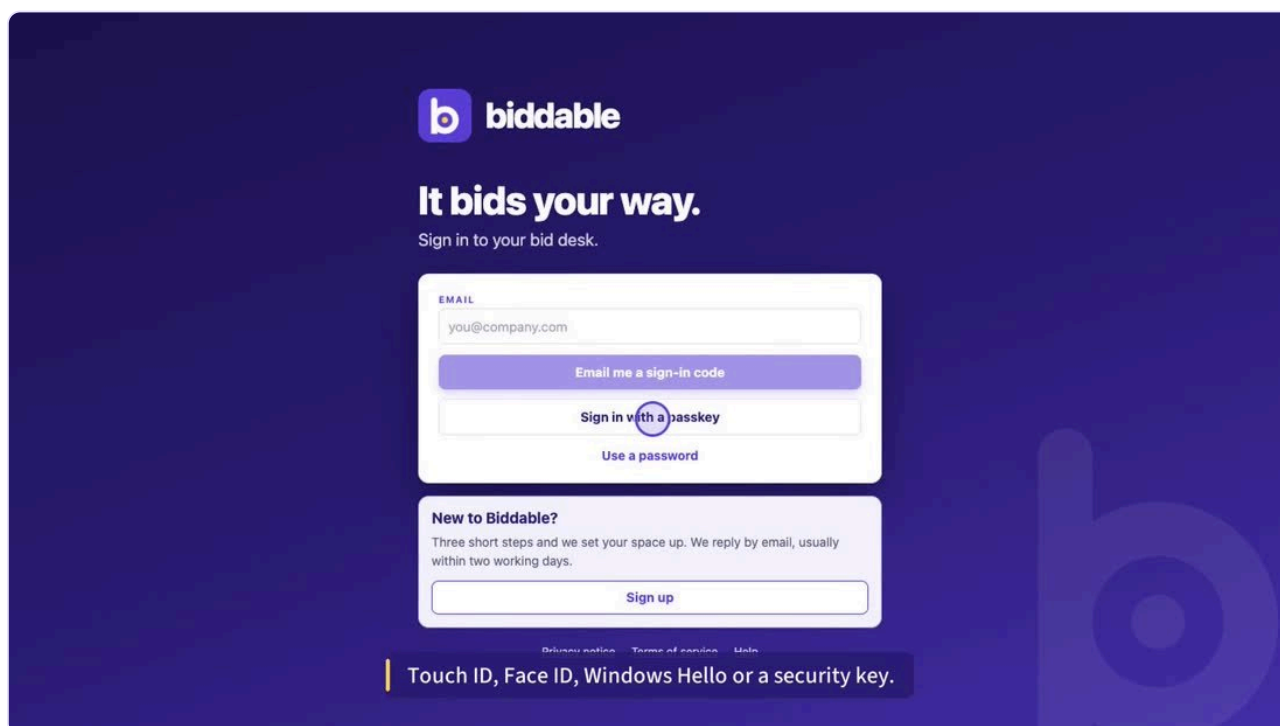
Sign in with a passkey

Sign in in one step with Touch ID, Face ID, Windows Hello or a security key, with no code or password.

WHO CAN USE IT	Everyone who has made a passkey on this web address, unless their organisation requires single sign-on
WHERE IT IS	Sign-in page: Sign in with a passkey
IN	The web app only

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/signin-passkey.mp4>



From the clip: Sign in with a passkey.

What it does

A passkey is both steps of signing in at once: your device confirms it is you, and you go straight into your space. There is nothing to type.

Step by step

1. On the sign-in page, press **Sign in with a passkey**.
2. Choose your passkey in your browser's prompt and confirm with your fingerprint, face, device PIN or security key.

What you see

- **Waiting for the passkey...** while the prompt is open.
- Your space opens when the passkey is accepted.
- If the prompt is closed or times out, a line in red says so; press the button again.

Good to know

- You make a passkey when you create your sign-in on the set-up page, at your first sign-in under **Protect your account**, or later under **Account, Security**.

- A passkey belongs to the web address it was made on. If your account also has its own web address, make a passkey there too, or keep an authenticator app.
- The button appears only in a browser that supports passkeys, and not when your organisation requires single sign-on.
- Not available in the phone, tablet and desktop app yet: sign in there with a code or a password and an authenticator app.

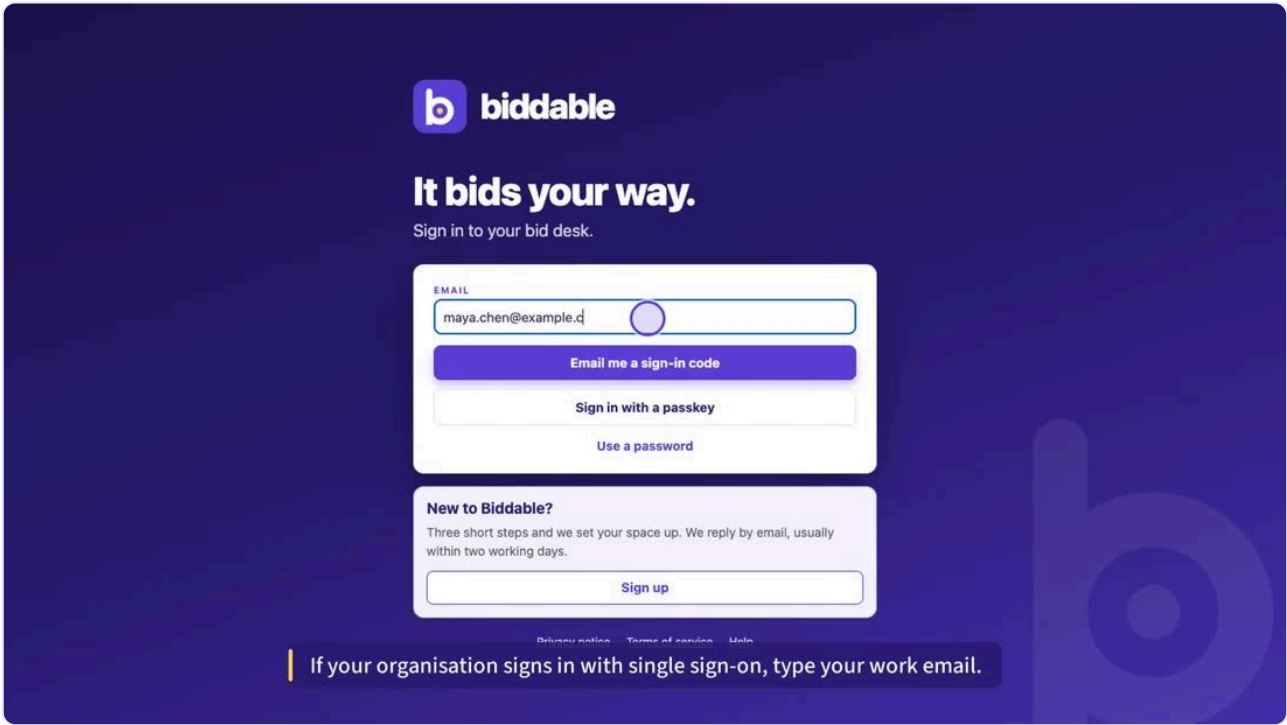
Sign in with single sign-on

Sign in through your organisation's own sign-in, Google Workspace or a SAML provider such as Okta or Microsoft Entra ID.

WHO CAN USE IT	Members of an account whose owner has turned on single sign-on for their email domain
WHERE IT IS	Sign-in page: Sign in with Google, Sign in with SSO
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/signin-sso.mp4>



From the clip: Sign in with single sign-on.

What it does

If your organisation has single sign-on, you sign in with your work account at your own identity provider instead of a code or password. Unless your account also asks for its own second step, that sign-in counts as both steps.

Step by step

1. On the sign-in page, type your work **Email** and move out of the field (or press Enter).
2. Press **Sign in with Google** or **Sign in with SSO**, whichever appears.
3. Sign in at your organisation's page.
4. You come back to Biddable signed in. If your account asks for a second step too, **One more step** follows.

What you see

- The buttons appear only for an address on a domain set up for single sign-on, with "Or sign in with a code or password below." under them.

- Where single sign-on is required: "Your organisation signs in with single sign-on." and, under the buttons, "An owner who keeps another way in? Use a code, password or passkey". A break-glass owner presses it to sign in another way; for anyone else the code and password are refused.
- If the sign-in fails, the reason shows on the sign-in page, for example "You signed in, but you are not a member of this organisation's space yet. Ask its owner to add you."

Good to know

- Signing in through your provider does not make you a member: an owner must add you first, unless your account lets new people on its domain join by signing in.
- An owner sets single sign-on up under **Account, Security**; your Biddable contact adds the email domain first.
- In the phone, tablet and desktop app, single sign-on opens your browser. Sign in there and the app carries on by itself, signed in; if it does not open, press **Open the app** on the page the browser shows.

Common questions

I do not see the single sign-on buttons.

Your email domain is not set up for it, or you have not left the email field yet. Use a code or a password, or ask an owner.

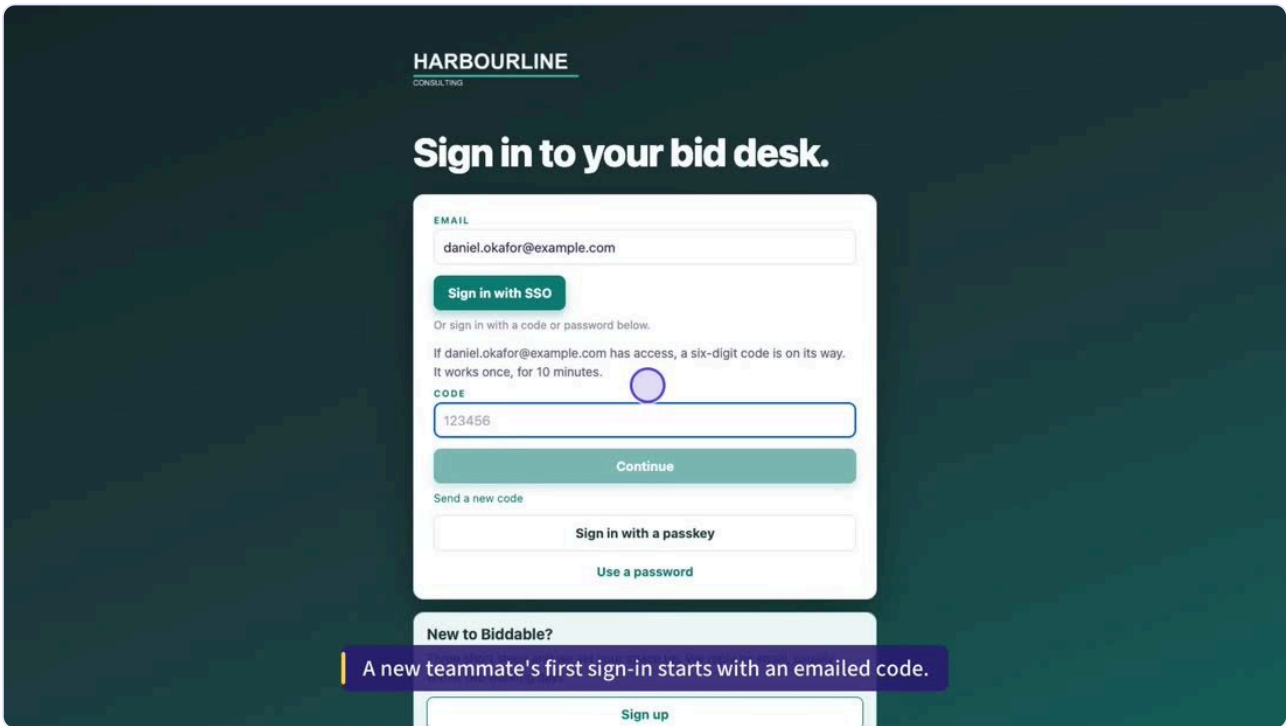
Create your password at your first sign-in

Straight after signing in with a code, set a password so you need not wait for a code next time.

WHO CAN USE IT	Everyone with no password yet who has just signed in with an emailed code
WHERE IT IS	After the code: Create your password
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/create-password.mp4>



From the clip: Create your password at your first sign-in.

What it does

If you have no password yet, signing in with an emailed code offers you one before you go on. Next time you can sign in with it instead of waiting for a code. It is optional.

Step by step

1. Sign in with an emailed code.
2. On **Create your password.**, type a **Password** and the same again in **Confirm password**. **Show passwords** shows what you typed.
3. Press **Save and continue**.
4. Or press **Skip for now** to go on without one.

What you see

- At a first sign-in the headline is "You're in. Two quick steps.", and the text ends "Then you choose a second factor to protect your account." Otherwise it is "One more thing."
- "Use at least 12 characters." while the password is too short, and "The two passwords do not match." until the two agree.
- **Saving...** while it is saved; then the next step, or your space.

Good to know

- At a first sign-in it comes before you choose your second factor. If you already have a second factor, it comes after your second step.
- **Skip for now** is remembered for seven days in that browser, and until the app is closed in the phone, tablet and desktop app. The offer comes back after that while you still have no password.
- You can set or change a password at any time under **Account, Password**.
- Setting a password signs out any other device signed in to your account, and you are emailed that it was set.

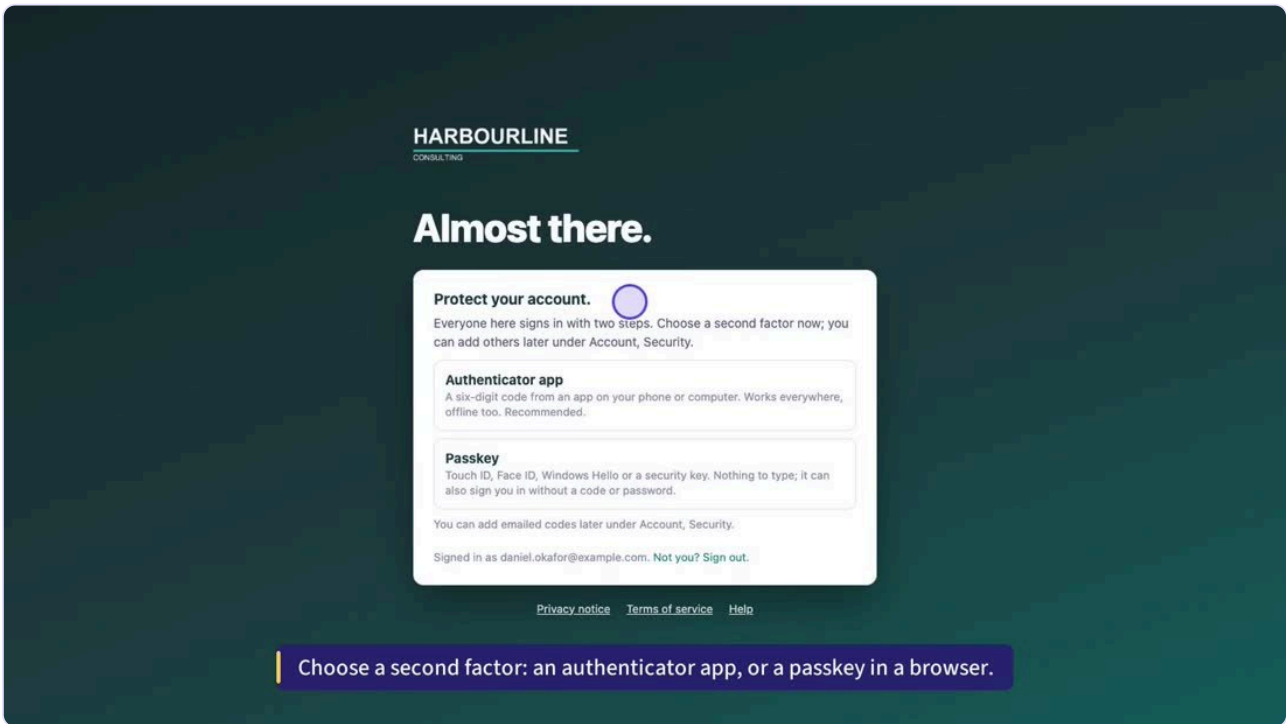
Protect your account: choose a second factor

At your first sign-in, choose the second factor you will use every time: an authenticator app, a passkey or an emailed code.

WHO CAN USE IT	Everyone, at their first sign-in or after an owner has reset their second factor
WHERE IT IS	After sign-in: Protect your account
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/enrol-second-factor.mp4>



From the clip: Protect your account: choose a second factor.

What it does

Everyone signs in with two steps, so at your first sign-in you choose a second factor before your space opens. You then save ten recovery codes, shown once. You can add more factors later under **Account, Security**.

Step by step

1. On **Protect your account.**, choose one:
2. **Authenticator app** (recommended): scan the QR code with your app, or press **Add to an app on this device**, or copy the key. Type the code under **Code from the app**, name it if you like, and press **Confirm**.
3. **Passkey** (web only): name it if you like and press **Create the passkey**, then follow your device's prompt.
4. **Emailed code**: press **Use emailed codes**. It is offered only after a password sign-in, and you then enter a code emailed to you.
5. Save the recovery codes that appear (**Copy** or **Download**, or write them down) and press **I have saved them**.

What you see

- "Everyone here signs in with two steps. Choose a second factor now; you can add others later under Account, Security."

- After a sign-in with an emailed code, the emailed-code choice is left out, with "You can add emailed codes later under Account, Security."
- **Save your recovery codes.** with the ten codes and "they are shown only now".
- Then your space opens (or, for an owner part-way through set-up, Finish set-up).

Good to know

- Keep more than one factor, so losing a device does not lock you out.
- A passkey works only on the web address it was made on, and not in the phone, tablet and desktop app yet.
- An emailed code counts as a second step only after a password; to use it, set a password first.
- In the phone, tablet and desktop app the choices are the authenticator app and the emailed code.

Common questions

Which should I choose?

An authenticator app works everywhere, in the browser and in the app, offline too. A passkey is quicker in a browser. Many people keep both.

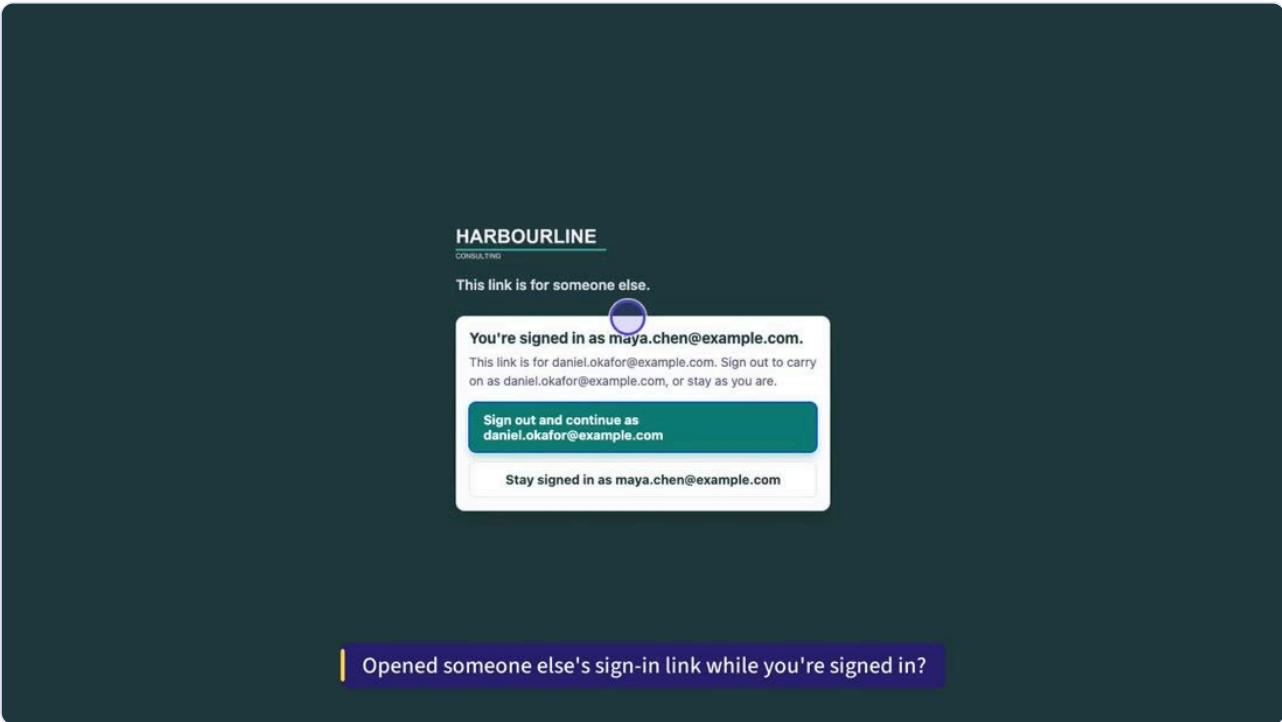
A sign-in link for someone else

When a welcome link is opened in a browser signed in as someone else, choose to switch to the invited person or stay.

WHO CAN USE IT	Anyone opening a welcome or sign-in link in a browser already signed in as someone else
WHERE IT IS	Web app: This link is for someone else
IN	The web app only

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/switch-account.mp4>



From the clip: A sign-in link for someone else.

What it does

The buttons in welcome emails ("you have been added", "your space is ready", "your space is open") open the sign-in page with the invited address filled in. If the browser is already signed in as a different person, Biddable stops and asks, so nobody ends up in the wrong space.

Step by step

1. Open the link from the email.
2. On **This link is for someone else.**, press **Sign out and continue as** (the invited address) to sign this browser out and sign in as that person.
3. Or press **Stay signed in as** (the current address) to carry on as you are.

What you see

- "You're signed in as (current address)." and "This link is for (invited address). Sign out to carry on as (invited address), or stay as you are."
- After signing out: the sign-in page with the invited address filled in and **Email me a sign-in code** ready to press.

Good to know

- The link only fills in the address. It never signs anyone in and holds no secret.
- Signing out here ends this browser's session only.
- If the browser is already signed in as the invited person, the link goes straight into the space.
- The phone, tablet and desktop app never shows this screen.

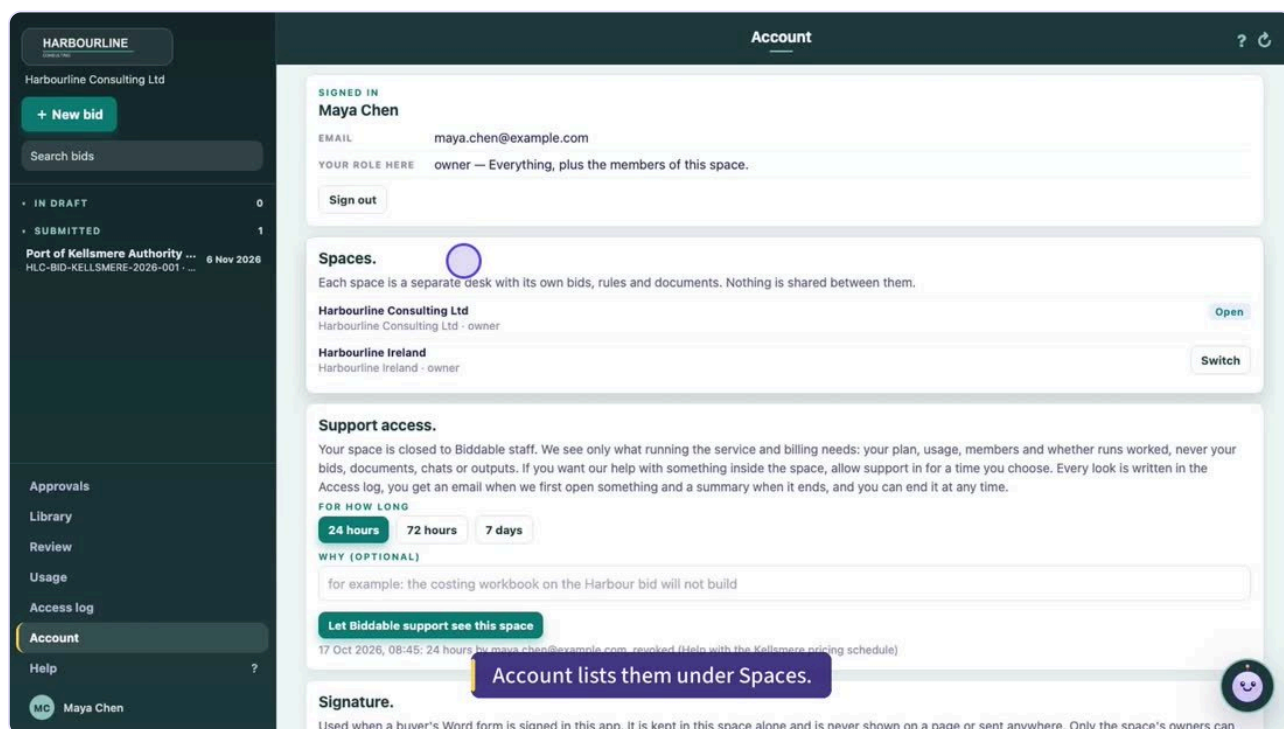
Switch between spaces

Move between the spaces you are a member of, each with its own bids, rules and documents.

WHO CAN USE IT	Anyone who is a member of more than one space, in any role
WHERE IT IS	Account: Spaces, Switch
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/switch-space.mp4>



From the clip: Switch between spaces.

What it does

If you belong to more than one space, for example a freelance writer with one space per client, the **Spaces** card on Account lists them all. Switching opens another space; nothing is shared between them.

Step by step

1. Open **Account**.
2. On **Spaces**., find the space you want.
3. Press **Switch** beside it.

What you see

- Each space with its name, its account and your role there, for example "Acme Consulting · writer".
- **Open** beside the space you are in now.
- After switching, the app shows the space you chose, with your role in it.

Good to know

- The card appears only when you are in more than one space.

- Your role can differ from space to space: an owner in one can be a reviewer in another.
- A new sign-in opens the first of your spaces by name. Switch again if you need another.
- Your time zone is yours, whichever space you are in.

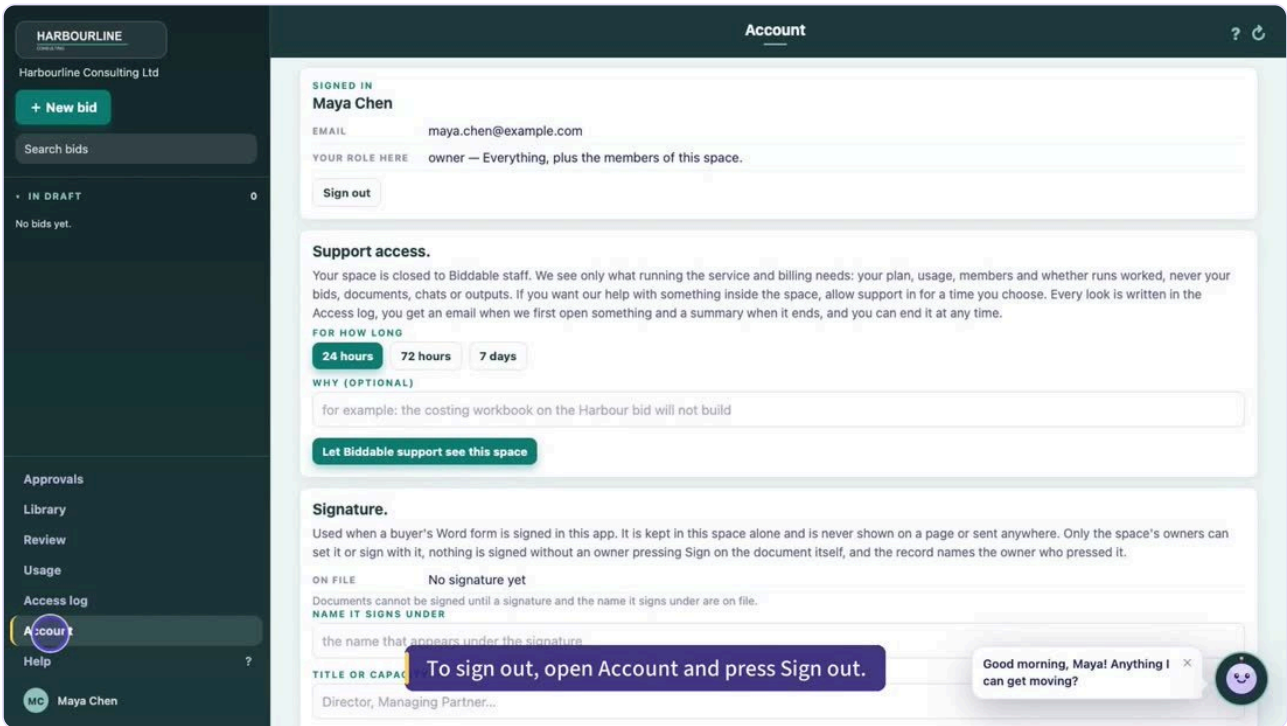
Sign out

Sign out of this browser or this device.

WHO CAN USE IT	Everyone
WHERE IT IS	Account: Sign out
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/sign-out.mp4>



From the clip: Sign out.

What it does

Sign out ends your session on this browser or device. Anyone using it after you has to sign in again with both steps.

Step by step

1. Open **Account**.
2. On the **Signed in** card, press **Sign out**.

What you see

- The sign-in page. In the web app the page reloads, so a shared address shows the sign-in page in its own brand.
- On the second-step screen, "Not you? Sign out." does the same before you are in.

Good to know

- It signs out this browser or device only. To sign out every other device at once, use **Sign out everywhere else** under **Account, Security**.
- Without signing out, a session lasts until it has gone 30 days unused.
- Changing your password also signs out every other device.

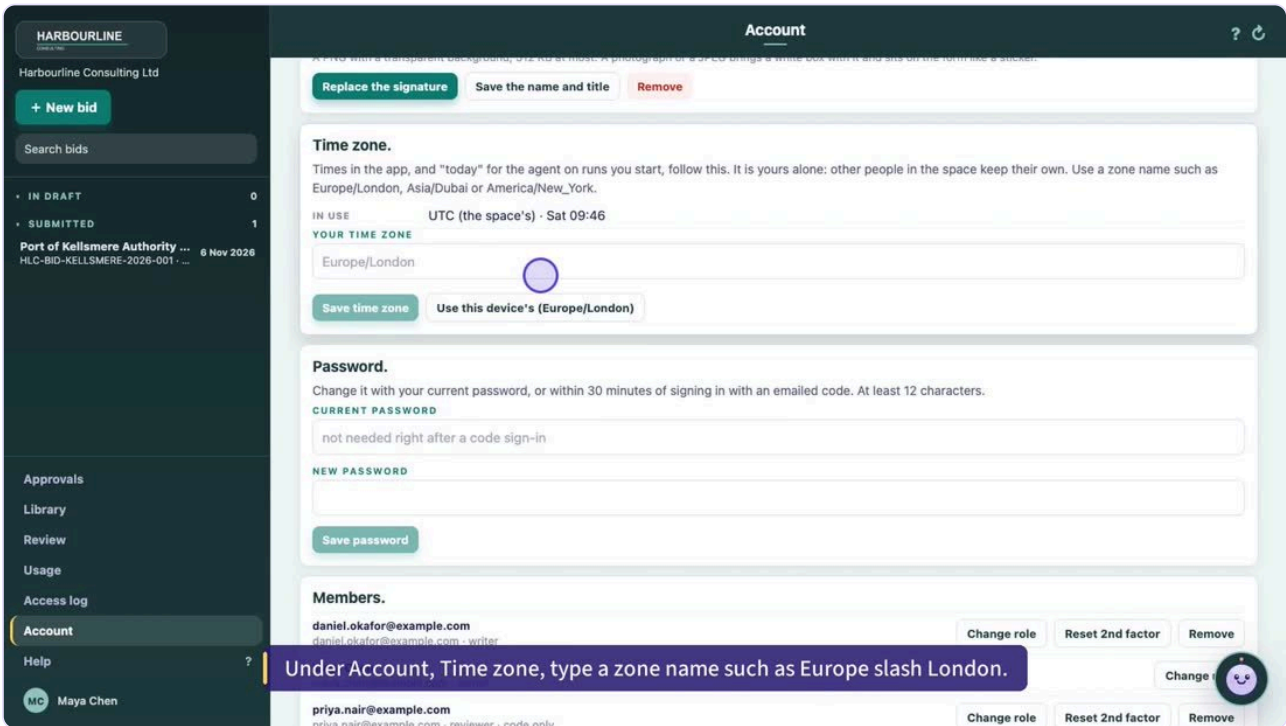
Your time zone

Set the time zone the app shows times in for you, and that runs you start treat as today.

WHO CAN USE IT	Everyone
WHERE IT IS	Account: Time zone
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/time-zone.mp4>



From the clip: Your time zone.

What it does

Times in the app follow your time zone, and so does "today" for the agent on runs you start. It is yours alone: other people in the space keep their own. Until you set one, the space's time zone applies.

Step by step

1. Open **Account** and find **Time zone**.
2. Type a zone name into **Your time zone**, such as Europe/London, Asia/Dubai or America/New_York, and press **Save time zone**.
3. Or press **Use this device's (...)** to take the zone your device is set to.
4. To go back to the space's time zone, press **Use the space's**.

What you see

- **In use:** your zone and the time there now, or the space's zone marked "(the space's)".
- "Not a time zone name this device knows." under the field while the name is not a valid one.
- "Time zone saved." once it is saved.

Good to know

- **Use this device's** appears only when your device's zone differs from the one saved; **Use the space's** only when you have a zone of your own.
- Changing it changes nothing for anyone else in the space.

Your space and your rules

The rules Biddable bids by, where they come from, what your set-up switches on, and how to change them.

VIDEO

Watch this topic as a short video: <https://biddable.ae/assets/media/guide-setup.mp4>

Everything Biddable does in your space follows your firm's own rules, not anyone else's. They are written down once, at set-up, and every verdict, draft and check reads them.

What it is

Your rules cover:

- **Who you are:** your firm's name, what it bids for, its sector and size, and who leads bids.
- **Bid or no-bid:** the eight factors every tender is scored on (how well it fits what you do, whether you can deliver it, whether you can win it, the money you would put at risk, the commercial terms, the lead time, the shape of the engagement, and the references you can show), with your thresholds, and the disqualifiers that make a tender a no-bid whatever the score.
- **Pricing:** your rate card, the margin you will not go below, your currency, the contract sizes you want and the largest bond you will post.
- **Approvals:** who signs off a decision, a price and a submission.
- **Voice and brand:** how your documents read, your logo, colours and fonts, your document code prefix, and your Word templates for proposals and CVs, with two example CVs showing how you lay a CV out.
- **Your set-up,** under Account: what you bid for, whether your tenders ask for named people, CVs or day rates, whether roles are matched against your own people, whether meetings can be recorded, whether the evaluator review is on, what each build writes (a technical and a commercial proposal, or the technical proposal only), and how your submission pack is prepared.

How to use it

1. At set-up, upload what you already have. Biddable reads it and fills in as many rules as the documents support. Anything it could not tell is a question for you to answer; a threshold you have not set is left unset and never fires.
2. Read **Account, Your set-up** to see the switches your space runs with.
3. On a bid, type **Notes for the agent** on its Overview page (or on a tender's page before it becomes a bid). A note binds that bid: it is applied and cited on every run. A note that contradicts your rules is raised for your call, never resolved quietly.
4. To change a rule for every bid, send the changed document or a note of the change to your Biddable contact (hello@biddable.ae). They re-read what you send and change only what the documents change. You are told what was set.

Good to know

- Until a rule is set, Biddable works from a neutral starting point: no firm's rules but your own are ever used, and a disqualifier that is not set cannot fire.
- "Not sure", "Not applicable" and "I don't have this" are answers. They settle the item and it is not asked again.
- Your Word templates are used as they are. A missing template means a plain, neutral layout, never a guessed brand.
- The documents you uploaded at set-up can also seed your **Library** once set-up is finished (see The library).
- Your set-up documents are read only to prepare your space. The working notes made while reading them are deleted once your set-up is finished.

Common questions

Can I edit the rules myself in the app?

Not yet. Notes for the agent on a bid apply to that bid at once; a change for every bid goes through your Biddable contact (hello@biddable.ae), who re-reads your documents and tells you what was set.

What if a tender needs a rule I have not written down?

Biddable does not guess. The verdict says what it could not check, and the bid's agent asks you in the chat when it needs a decision.

Can two of my clients have different rules?

Yes. Each client has its own space with its own rules, templates, library and people. Nothing crosses between spaces.

Step by step, one thing at a time

1. Your set-up
2. Notes for the agent
3. Changing your rules
4. Turning on an optional extra
5. When your account wears its own brand

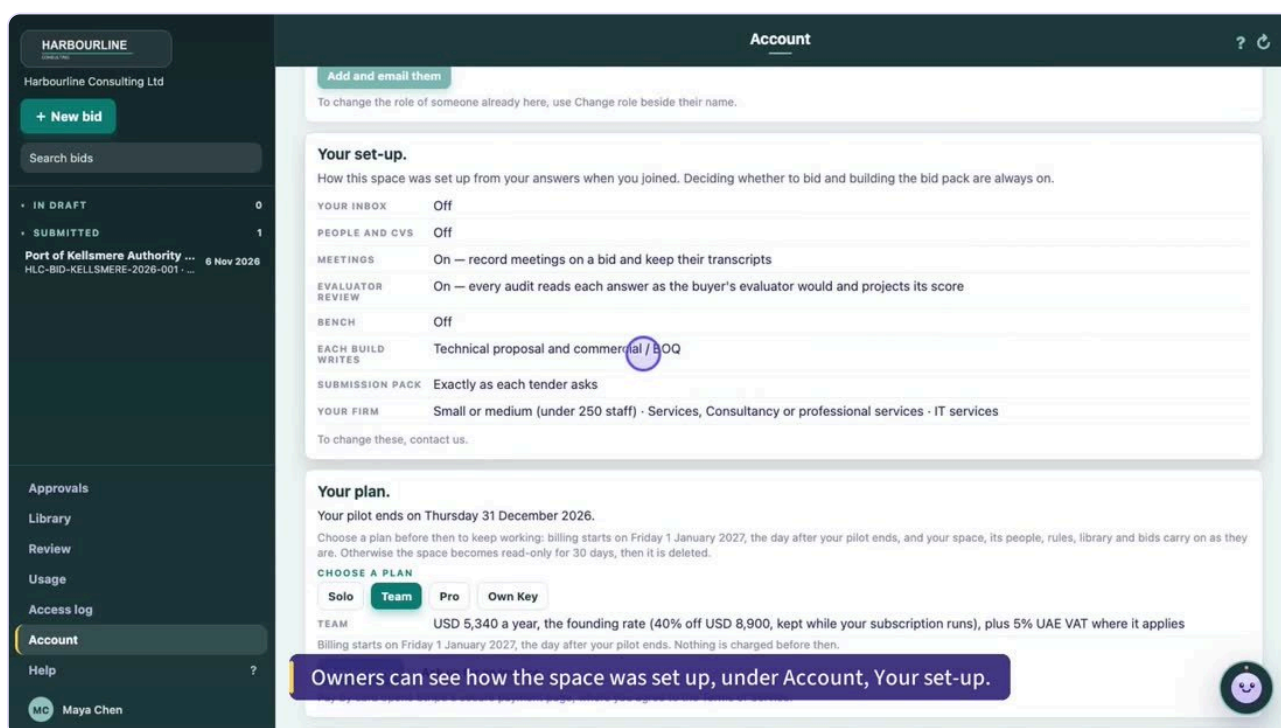
Your set-up

See, in plain words, what your space was switched on with when you joined.

WHO CAN USE IT	Owners. Writers and reviewers do not see the card.
WHERE IT IS	Account: Your set-up
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/your-setup.mp4>



From the clip: Your set-up.

What it does

Your set-up on the Account page shows the switches your space runs with, as your sign-up answers set them. It is read-only. Deciding whether to bid and building the bid pack are always on; the rest depends on your answers.

Step by step

1. Open **Account**.
2. Scroll to **Your set-up**.
3. Read each line. To change one, contact your Biddable contact (see Changing your rules).

What you see

- **Your inbox:** On or Off. On means you forward tenders to your own address and they are triaged as they arrive.
- **People and CVS:** On means named roles, CVS in your format and day rates in your bids.
- **Meetings:** On means a Meetings tab on each bid, to record a meeting and keep its transcript.
- **Evaluator review:** On means every audit reads each answer as the buyer's evaluator would and projects its score. Off shows "(optional extra; ask us to switch it on)".
- **Bench:** On means roles are matched against the staff and associates you list; nothing leaves your space.

- **Each build writes:** "Technical proposal and commercial / BOQ", or "Technical proposal only".
- **Submission pack:** "Exactly as each tender asks", or your house format or other wording, with the rule that a tender's own instructions win where they differ.
- **Your firm:** your size, what you bid for and your sector.
- At the foot: "To change these, contact us", with the address to write to where your account shows one.

Good to know

- Only owners see this card.
- Nothing here can be switched in the app: changes go through your Biddable contact (hello@biddable.ae), or, for an optional extra, through an offer email (see Turning on an optional extra).
- Your firm's rules themselves (bid or no-bid, pricing, approvals, voice and brand) are not listed here: see the topic's introduction.

Notes for the agent

Write decisions and facts for one tender or bid that every run on it must apply.

WHO CAN USE IT	Owners and writers. Reviewers can read the notes but not save them.
WHERE IT IS	A bid's Overview, or a tender's page (and Review a tender pack): Notes for the agent
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/notes-for-the-agent.mp4>

From the clip: Notes for the agent.

What it does

Notes for the agent are your decisions and facts for one tender or bid: a partner already lined up, who takes the lead seat, what the client said, a pricing decision. Every run on it reads them as yours, applies them and says where. A note that contradicts the tender is raised for your call, never resolved quietly.

Step by step

1. On a bid: open the bid's **Overview** and find **Notes for the agent**. On a tender before it becomes a bid: open its page from **Review**.
2. Type in the box. Write each decision plainly, one per line if you like.
3. Press **Save notes**.
4. On a tender that has been triaged, **Save and re-run triage** saves the notes and runs the triage again with them.
5. When you add a new tender pack under **Review a tender pack**, you can type them straight into **Notes for the agent (optional)** before the first triage.

What you see

- The box with an example such as "Partner with a platform vendor for the software; our delivery lead takes the PM seat; price to the ceiling, not below...".
- **Save notes** is greyed until you change something, and greys again once saved, with "Saved." under it ("Notes saved." in the phone, tablet and desktop app).
- On the next run, its result says where each note was applied.

Good to know

- A note binds that tender or bid only. To change a rule for every bid, see Changing your rules.
- Notes on a tender travel into the bid when you pursue it.
- Once a tender has become a bid, its notes are kept on the bid's Overview only: the tender's page shows them and says where to change them.
- Reviewers see the notes but cannot change them.
- Emptying the box and saving removes the notes.
- Nothing can be saved in a paused or read-only space.

Common questions

Do I need to re-run anything after saving?

Runs you start after saving read the new notes. On a triaged tender, **Save and re-run triage** does both in one press.

Changing your rules

Change a rule for every bid by sending the changed document or a note of the change to your contact.

WHO CAN USE IT	Owners
WHERE IT IS	By email to your Biddable contact
IN	A page or email outside the app

No clip for this function. Done by email, not in the app: there is no screen to film.

What it does

Your firm's rules (bid or no-bid, pricing, approvals, voice and brand) and the switches under Your set-up are written down at set-up. To change one for every bid, you send the change to your Biddable contact, who re-reads what you send and changes only what it changes. You are told what was set.

Step by step

1. Write to your Biddable contact at hello@biddable.ae, from an owner's address.
2. Attach the changed document (for example a new pricing policy, a new proposal template, a new logo), or describe the change in a sentence or two.
3. If something needs your answer, you may get an email with a short page of questions, where "I'm not sure" and "Not applicable" are accepted answers.
4. You are told what was set. The change applies to runs from then on.

What you see

- A reply saying what was changed.
- Under **Account, Your set-up**, any switch that changed (for example Meetings: On).

Good to know

- There is no screen in the app for editing rules yet.
- For one bid only, use **Notes for the agent** on that bid instead: it applies at once.
- Only what your documents or note change is changed; nothing else is touched.
- A rule that is not set is never guessed: it is left unset and cannot count against a tender.
- An optional extra may also be offered to you by email (see Turning on an optional extra).

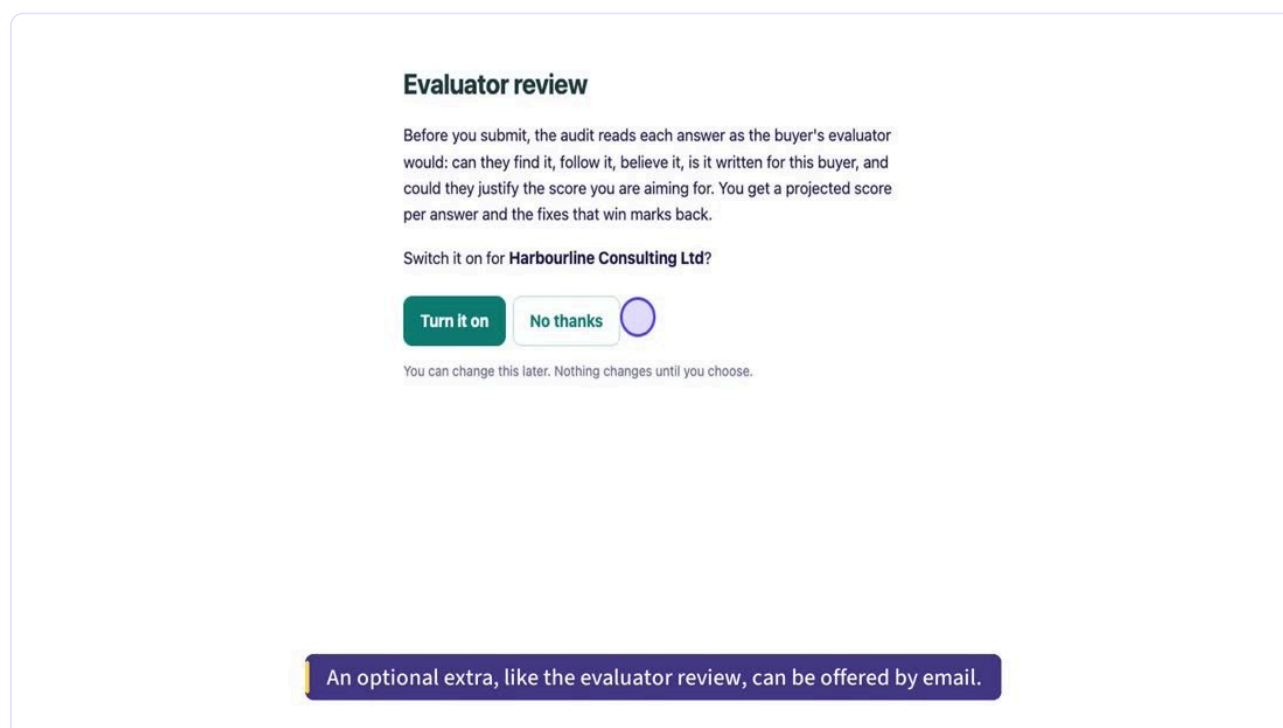
Turning on an optional extra

Say yes or no to an optional extra, such as the evaluator review, from the page an offer email opens.

WHO CAN USE IT	Owners, from an offer email sent to the space's owners
WHERE IT IS	The offer email's page: Turn it on, No thanks
IN	A page or email outside the app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/optional-extras.mp4>



From the clip: Turning on an optional extra.

What it does

From time to time an optional extra is offered to firms that already have a space, by email to the space's owners. Today the extra on offer is the **Evaluator review**: before you submit, the audit reads each answer as the buyer's evaluator would and projects your score against their criteria. The email's button opens a page where you choose.

Step by step

1. Open the offer email, for example **New in Biddable: see your bid as the evaluator will**.
2. Press **Turn it on or say no thanks**.
3. On the page, read what it does and press **Turn it on** or **No thanks**.

What you see

- The page names the extra and your firm: "Switch it on for (your firm)?" and "You can change this later. Nothing changes until you choose."
- After **Turn it on**: "Evaluator review is on for (your firm). It runs with your next audit."
- After **No thanks**: "Thanks. Evaluator review stays off for (your firm). You can ask us to switch it on any time."
- Under **Account, Your set-up**, the extra then shows On.

Good to know

- Opening the page changes nothing: only pressing a button does. Nothing changes if you do not reply.
- The link works for 30 days and needs no sign-in, so do not forward the email.
- An offer is not sent again to a space that has answered or already has the extra on.
- To change your answer later, ask your Biddable contact (hello@biddable.ae).
- You can also ask for the evaluator review at sign-up: it is one of the questions under How you bid.

Common questions

The page says "not found".

The link has expired after 30 days, or is incomplete. Ask your Biddable contact to switch it on.

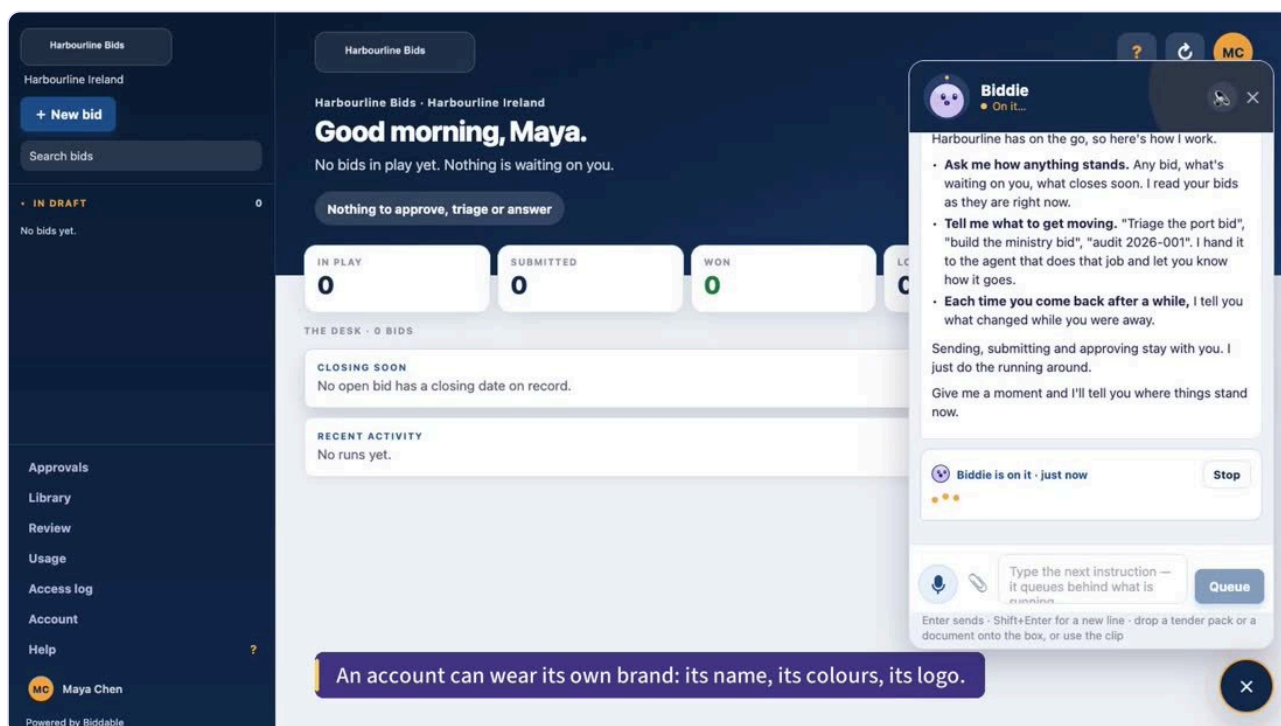
When your account wears its own brand

How the app, the sign-in page and the emails look when your account carries its own name, logo and colours.

WHO CAN USE IT	Everyone in an account with its own brand
WHERE IT IS	Every page
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/white-label.mp4>



From the clip: When your account wears its own brand.

What it does

An account can carry its own brand: its own product name in place of ours, its logo, its colours and its own sign-in wording. Everyone in the account then sees that brand in the app, on the sign-in page and in the emails the app sends. The help you are reading uses the same name.

Step by step

1. Nothing to do as a member: the brand is there when you sign in.
2. An account takes its brand in one of two ways: your Biddable contact sets it, or, at the end of the guided set-up, the colours and logo found in your firm's own documents are applied, unless the account already had a brand. The set-up never changes the product's name: an own product name is set only by your Biddable contact, when your account has chosen its own brand.
3. To change the brand, write to your Biddable contact.

What you see

- The sign-in page with your account's logo or name, its own headline and line, and "Questions?" with the address to write to, where one is set.
- The app's headers, buttons and links in your colours, and your product name wherever the app names itself.

- Emails from the app under your product name, with replies going to your own address where one is set.
- A short "Powered by" line at the foot of pages and emails, unless the account has turned it off.

Good to know

- If your account has its own web address, its sign-in page wears your brand before anyone signs in. On the shared address the brand appears once you are signed in.
- In the phone, tablet and desktop app the brand appears once you are signed in; before that, and on the app's icon and home-screen name, the app keeps its own.
- A passkey belongs to the web address it was made on: if you use your account's own address, make a passkey there too.
- The privacy notice and terms of service links on the sign-in page stay the same for every account.
- Your documents and bid packs carry your firm's own brand from your templates, whatever the app looks like.

Triage and the verdict

Reviewing a tender pack, what Bid, Conditional bid, Your call and No-bid mean, and deciding what to pursue.

VIDEO

Watch this topic as a short video: <https://biddable.ae/assets/media/guide-triage.mp4>

Triage is the bid or no-bid decision, made on your rules before anyone spends a week on a tender. It never counts against your plan: check as many tenders as you like.

What it is

- **Review** is the page where a tender pack goes in. Biddable reads every document in it and scores the tender against your eight factors and your disqualifiers.
- **The verdict** is one of four: **Bid**, **Conditional bid** (worth bidding if named conditions are met), **Your call** (neither a bid nor a decline: the bid lead decides) or **No-bid**. "With a partner" is added where your rules say the work needs one. A verdict can be marked **Provisional**, with the reason, when the documents left something open.
- **The tender's page** (opened from Reviewed packs) shows the verdict, the score, a summary, the deadline, the value, anything that disqualified it, the key risks, and the reasons with the document and section behind each one.

How to use it

1. Open **Review** and add the tender pack: one file, several, or a zip of the whole pack. You can paste the terms of reference instead, or give a link to them. Add a name for the pack and any notes for the agent if you like.
2. Press **Run bid / no-bid triage** and leave it to work. The pack appears under Reviewed packs with its verdict when it is done.
3. Open the tender's page and read the verdict and the reasons. If you know something the pack does not say, type it under **Notes for the agent** and press **Save and re-run triage**.
4. Decide. **Pursue — set up the bid below**, check the client's name, a short client tag for your document codes, the currency, ceiling, closing date and tender reference, then **Create the bid**. **Pass** marks it a no-bid; you can reopen it later.
5. In the apps you can also attach a tender pack to a message to Biddie. She says what the pack is and asks "Shall I triage it?"; on a yes it goes to Review and the triage starts.

Good to know

- Triage is free and unlimited on every plan. Only the first build of a bid in a month counts.
- A **disqualifier** is one of your own rules: a sector you never bid in, a bond larger than you will post, a turnover test you do not meet. If one fires, the verdict is No-bid whatever the score, and the page says which rule it was.
- The triage also names the **procedure and stage** of the tender, so that a first-stage questionnaire is answered as a questionnaire and not with a full proposal.
- A triage that does not finish puts the pack back for you to try again, with a note saying so. Nothing is counted for it.
- Building a bid over a No-bid verdict asks you to confirm first.
- To **ask the documents a question**, open the bid's Build tab and type it: the answer gives the section it came from.

Common questions

The verdict is wrong for us. What now?

Tell it why. Notes for the agent on the tender's page, then Save and re-run triage: your note is applied and cited. If the same correction would apply to every tender, it belongs in your rules (see Your space and your rules).

What does Provisional mean?

The verdict stands on something the documents did not settle: a date, a value, a requirement that may be clarified. The reason is shown beside it. Re-run the triage once you know more.

Does reviewing a tender use up a bid?

No. Triage, questions in the chat, reviews and Biddie never count. A bid is used the first time it is built in a month.

Can a reviewer run a triage?

A reviewer reads the results; owners and writers add packs and decide. Biddie will answer a reviewer's questions about a tender but starts nothing for them.

Step by step, one thing at a time

1. Review a tender pack
2. Watching a triage run
3. Reviewed packs
4. Read the verdict
5. The reasons and the brief
6. Correct a verdict: notes and re-run
7. Pursue a tender and create the bid
8. Pass on a tender, and reopen it

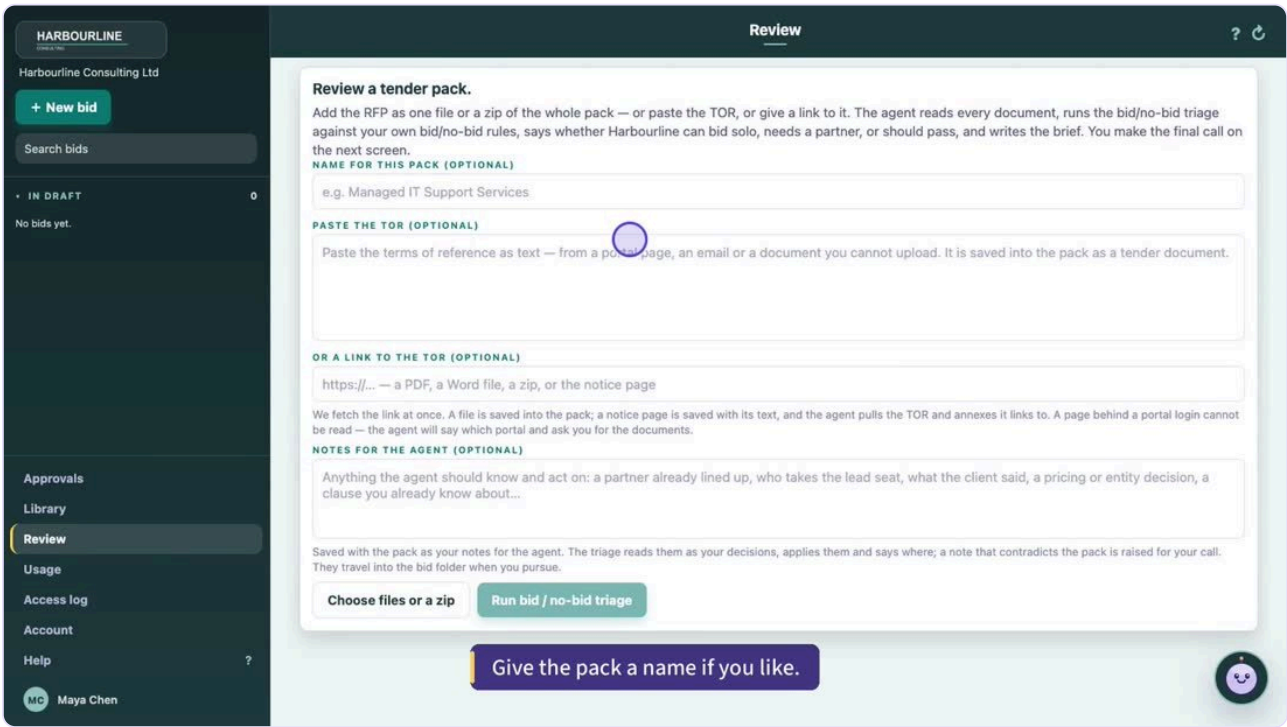
Review a tender pack

Add a tender pack, pasted terms of reference or a link, and Biddable reads it and runs the bid or no-bid triage on your rules.

WHO CAN USE IT	Owners and writers. Reviewers can open the page, but the triage is refused for them.
WHERE IT IS	Review: Choose files or a zip, then Run bid / no-bid triage
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/review-a-pack.mp4>



From the clip: Review a tender pack.

What it does

Review is where a tender goes in before anyone decides to bid. You give it the pack as files, a zip, pasted text or a link, and Biddable reads every document, scores the tender against your rules and writes a brief. The decision stays with you on the next page.

Step by step

1. Open **Review**.
2. Under **Review a tender pack.**, press **Choose files or a zip** and pick the pack. You can pick more than once; each file shows with its size and a **X** to take it off.
3. If you cannot upload the documents, paste the text into **Paste the TOR (optional)**, or put the address into **Or a link to the TOR (optional)**. A link can be to a PDF, a Word file, a zip or the notice page.
4. If you like, give the pack a name in **Name for this pack (optional)**. Without one, it is named after the first file, the pasted text or the link.
5. Add anything the agent should know in **Notes for the agent (optional)**: a partner already lined up, who takes the lead seat, what the client said.
6. Press **Run bid / no-bid triage**. The tender's page opens and the triage starts.

What you see

- While the files go up the button reads **Uploading...**, or **Fetching the link...** when you gave only a link.
- The tender's page opens, titled **Tender pack review**, with the run box at the top saying **WORKING** (see Watching a triage run).
- The pack is listed under **Reviewed packs.** on Review with the badge **Triage running...** until the verdict arrives.

Good to know

- The triage never counts against your plan. Check as many tenders as you like.
- A zip is unpacked, and a zip inside the zip is unpacked too.
- A link is fetched at once. A notice page is saved with its text and the agent follows the links on it to the terms of reference and annexes. A page behind a portal login cannot be read: the agent says which portal and asks you for the documents.
- Your notes are read as your decisions. The triage applies them and says where; a note that contradicts the pack is raised for your call. They travel with the pack into the bid if you pursue it.
- **Run bid / no-bid triage** stays greyed out until there is a file, pasted text or a web link.
- In a paused space nothing new can be started.

Common questions

Can I add more documents after the triage has started?

Not to the pack on Review. Once you pursue the tender and create the bid, add them on the bid's Documents page with **Add files**, or drop them into the Build chat.

Does the name I give the pack matter?

It is the title the bid starts with if you pursue it. You can change the title later on the bid's Overview with **Edit**.

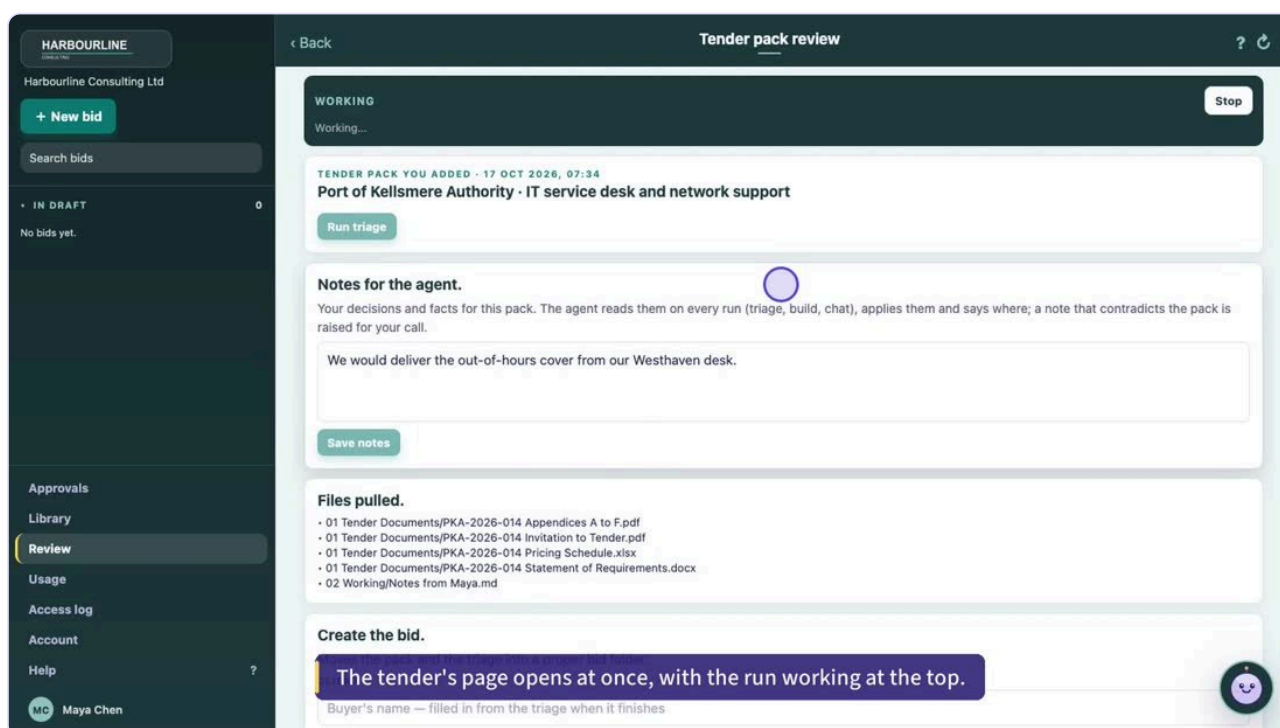
Watching a triage run

Follow a triage while it works on the tender's page, stop it if you need to, and see how it ended.

WHO CAN USE IT	Everyone can watch. Owners and writers can stop a run.
WHERE IT IS	The tender's page (Review, then Open): the run box at the top, Stop
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/triage-running.mp4>



From the clip: Watching a triage run.

What it does

While a triage runs, the tender's page shows a dark run box at the top. It says that the triage is working, then shows the results as they come. You can leave the page: the triage carries on and the verdict is there when you come back.

Step by step

1. Open the tender's page: press **Run bid / no-bid triage** on Review, or **Open** beside a pack under **Reviewed packs**.
2. Watch the run box at the top of the page.
3. To stop it, press **Stop** in the run box.
4. To start it again later, press **Re-run triage** (or **Run triage** if it never finished) under the tender's name.

What you see

- The run box's heading says how the run stands: **QUEUED**, **WORKING**, **DONE**, **STOPPED**, **DID NOT FINISH** or **WAITING FOR YOU**.
- Until the first result arrives the box says **Working...** (or **Queued, runs next...**).
- When it is done, the verdict card, the brief and the files pulled from the pack appear further down the page.
- A run that was stopped or did not finish keeps its box on the page, so you can see why.
- On Review, a pack whose triage is still going shows **Triage running....**

Good to know

- You see "Working" and then the results, not each step the agent takes.
- **Re-run triage** and **Save and re-run triage** are greyed out while a run is going.
- A triage that does not finish never counts against your plan; triage never does.
- Reviewers can watch the run, but **Stop** is refused for them.

Common questions

Do I have to keep the page open?

No. The triage runs on the server. Come back to Review and open the pack when it shows a verdict.

What happens if I stop it?

The box says **STOPPED** and the pack has no new verdict. Press **Re-run triage** when you are ready.

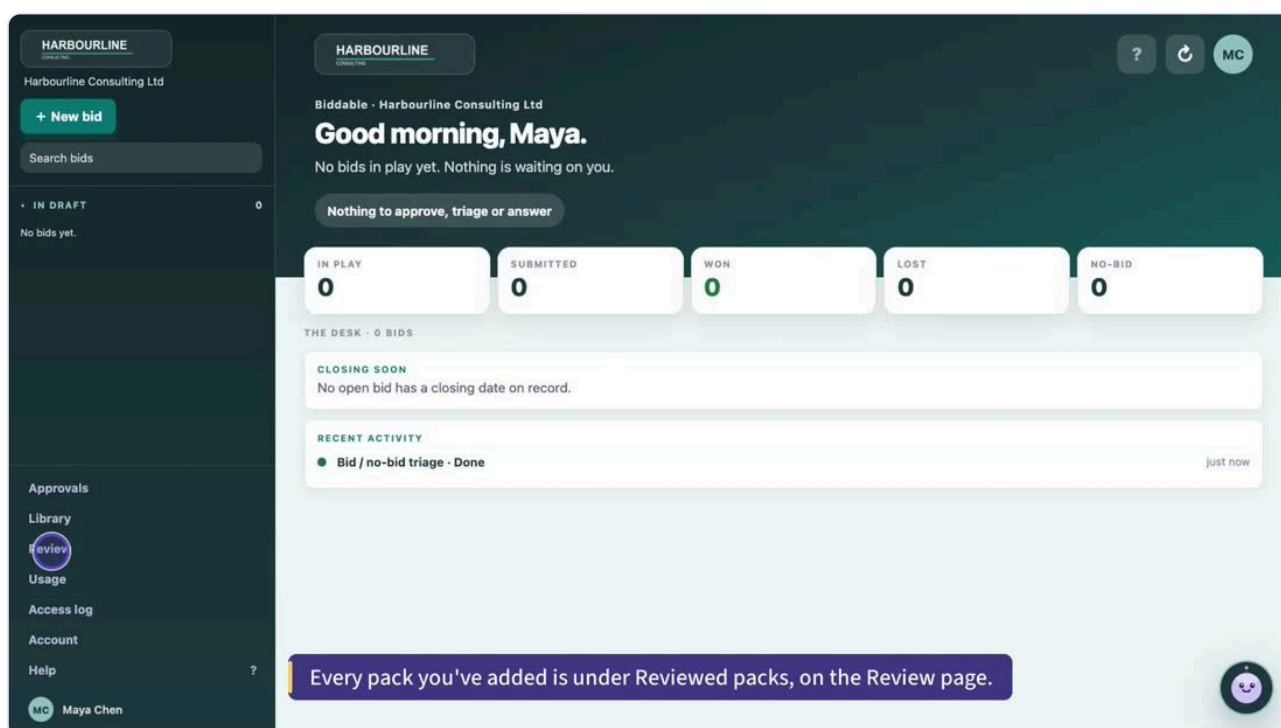
Reviewed packs

Every tender pack you have reviewed, with its verdict, score and what you decided, in one list on the Review page.

WHO CAN USE IT	Everyone in the space.
WHERE IT IS	Review: Reviewed packs, then Open
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/reviewed-packs.mp4>



From the clip: Reviewed packs.

What it does

Reviewed packs. lists every tender pack added on Review, newest first, with its verdict. It is how you get back to a tender's page to read the reasons, correct the verdict or decide.

Step by step

1. Open **Review** and scroll to **Reviewed packs**. The number beside the heading is how many packs there are.
2. Press a pack's name (with ▶ beside it) to show its details; press again (▼) to hide them.
3. Press **Open** to go to the tender's page.

What you see

- Under each name, one badge for the verdict, for example **Solo bid**, **Conditional bid**, **Your call** or **No-bid**, with the score beside it and **Provisional** where it applies.
- **Not triaged** or **Triage running...** when there is no verdict yet.
- The details show what has happened to it (**Bid created** or **Declined by you**) and when it was added, the reason it is provisional, and the first lines of the summary.
- A pack still waiting for its verdict shows its details open; the others start folded.

Good to know

- The list refreshes by itself every few seconds while the page is open.
- Only packs added on Review are listed here. A bid started with **New bid** is on the Bids list, not here.
- The front page shows a **to triage** chip when packs are waiting; pressing it opens Review.

Common questions

Why does a plain bid show as "Solo bid"?

A Bid verdict with no partner is shown as **Solo bid**. Where your rules say the work needs a partner, it reads **Bid with a partner**, with the partner's name where the triage gave one.

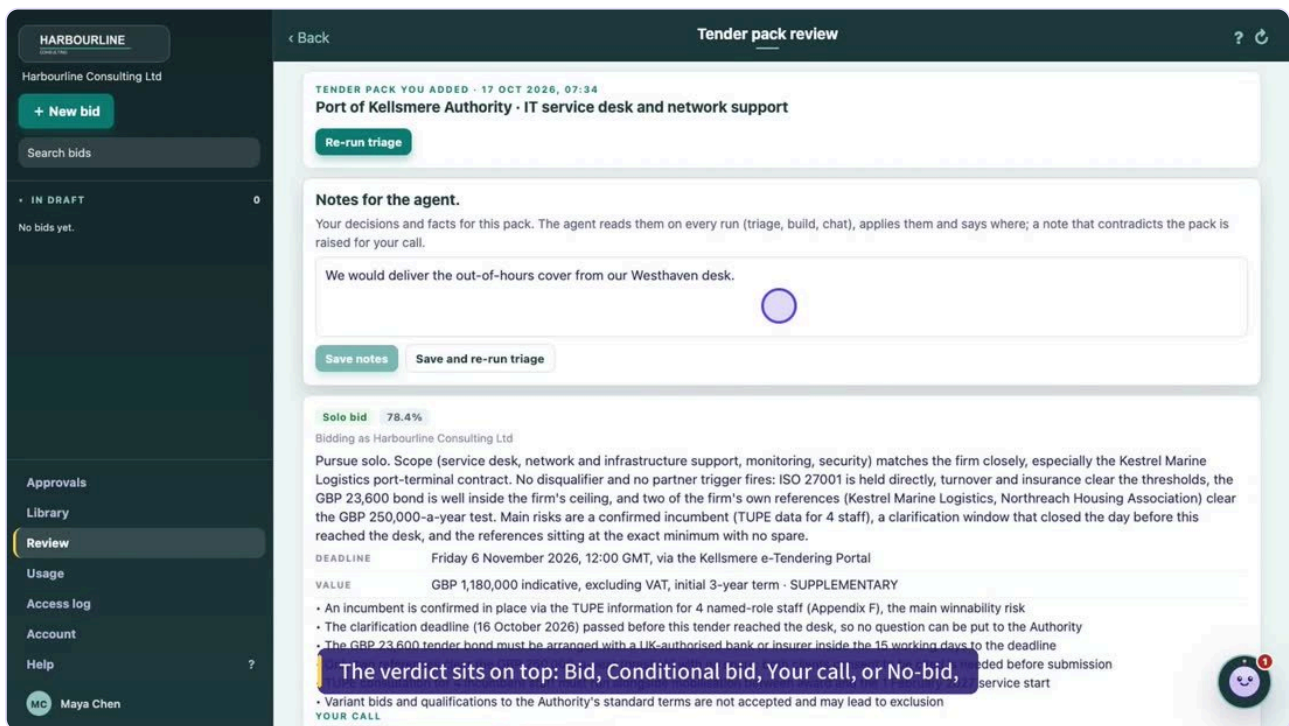
Read the verdict

The verdict card on the tender's page: the verdict, the score, the summary, the deadline, the value, what disqualified it and the key risks.

WHO CAN USE IT	Everyone in the space.
WHERE IT IS	The tender's page (Review, then Open): the verdict card
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/the-verdict.mp4>



From the clip: Read the verdict.

What it does

When the triage is done, the tender's page shows one card with the verdict and what it rests on. It tells you whether to bid, bid on conditions, bid with a partner, decide yourself, or pass, and why.

Step by step

1. Open **Review** and press **Open** beside the pack.
2. Read the badges at the top of the verdict card: the verdict, the score and, where it applies, **Provisional**.
3. Read the summary, then the facts underneath: **Partner**, **Deadline**, **Value**, **Disqualified by** and the key risks.
4. Press **Read on The brief**. for the full reasons (see The reasons and the brief).

What you see

- The verdict badge, coloured by the verdict: **Solo bid**, **Bid with a partner**, **Conditional bid**, **Your call** or **No-bid**.
- A longer heading when it says more than the badge, for example **Your call — the rubric could not settle it**, or the partner's name.
- **Bidding as** and the entity, where the triage named one.

- **Provisional** — and the reason, in amber, when the verdict stands on something the documents left open.
- **Partner**, with the rule that called for one; **Deadline**; **Value**, with its band; **Disqualified by**, naming your rule, when one fired; and the key risks as bullets.
- Under **Your call**, the buttons to decide: **Pursue — set up the bid below** and **Pass — no-bid**.

Good to know

- A disqualifier is one of your own rules. If one fires, the verdict is No-bid whatever the score.
- The same verdict appears on the bid's Overview under **Where it stands**, once you create the bid, and on the bid's card in the Bids list.
- Building a bid over a No-bid verdict asks you to confirm first.

Common questions

What does Provisional mean?

The verdict stands on something the documents did not settle, such as a date, a value or a requirement that may be clarified. The reason is shown beside it. Re-run the triage once you know more.

The verdict is wrong for us. What now?

Tell the agent why in **Notes for the agent** and press **Save and re-run triage** (see Correct a verdict: notes and re-run).

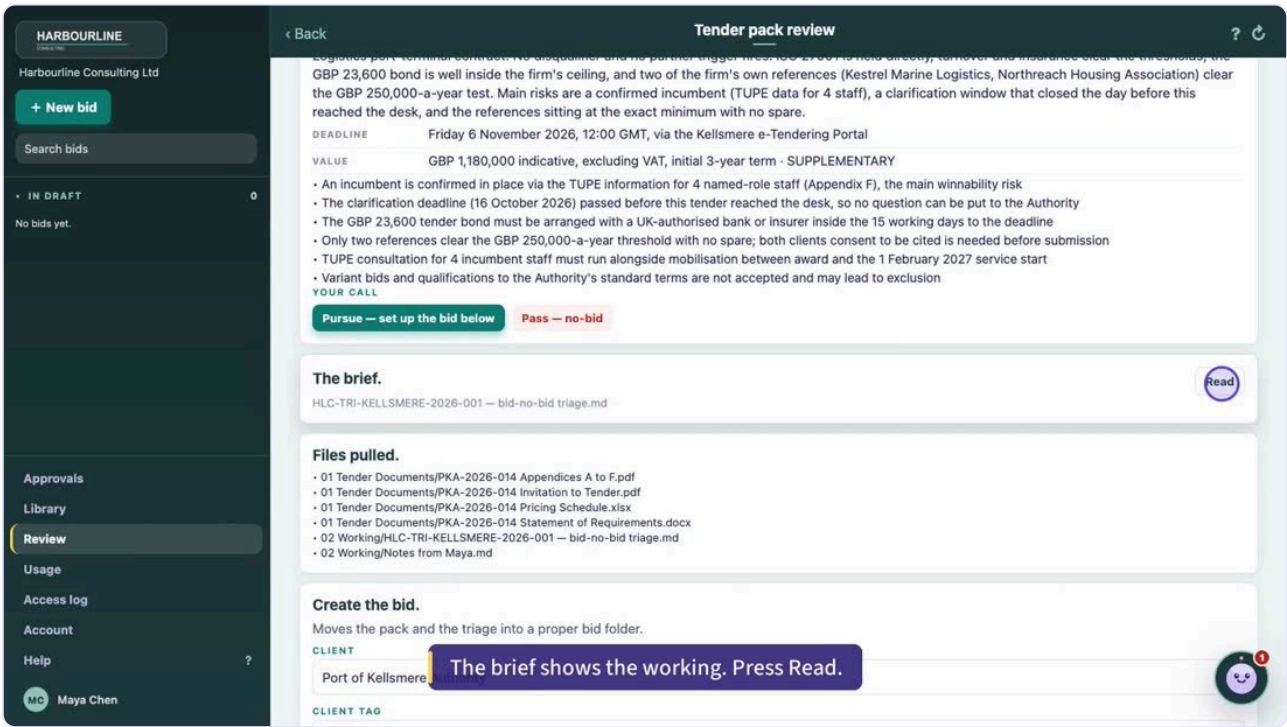
The reasons and the brief

Open the triage brief on the tender's page to read the full reasons behind the verdict, the facts it found and what would change it.

WHO CAN USE IT	Everyone in the space.
WHERE IT IS	The tender's page: The brief, Read, Minimise; and Files pulled
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/the-brief.mp4>



From the clip: The reasons and the brief.

What it does

The triage writes a brief: the verdict in one line, then the reasons, the facts it took from the pack, the tests of your disqualifiers and partner rules, the scored criteria, the key risks and what would change the verdict. The verdict card gives the short answer; the brief is what you read before you decide.

Step by step

1. Open the tender's page from **Review** with **Open**.
2. Find **The brief**. below the verdict card. The brief's name is shown under the heading.
3. Press **Read** to open it on the page.
4. Press **Minimise** to fold it away again.
5. Scroll to **Files pulled**. to see which files from the pack were read.

What you see

- **The brief**. with **Read**, and once open, the brief itself with its headings, lists and tables.
- **Files pulled**. listing each file in the pack, or **None yet**. before anything has been read.

Good to know

- The brief appears once a triage has finished. Before that, only the run box and the files are shown.
- If you pursue the tender, the brief travels into the bid with the pack.
- Re-running the triage writes a fresh brief.
- Where a document is missing from the pack, such as an attachment behind a portal login, the brief says which one, and the verdict is marked **Provisional**.

Common questions

Can I change what the brief says?

Not directly. Add what you know under **Notes for the agent** and press **Save and re-run triage**; the new brief applies your note and says where.

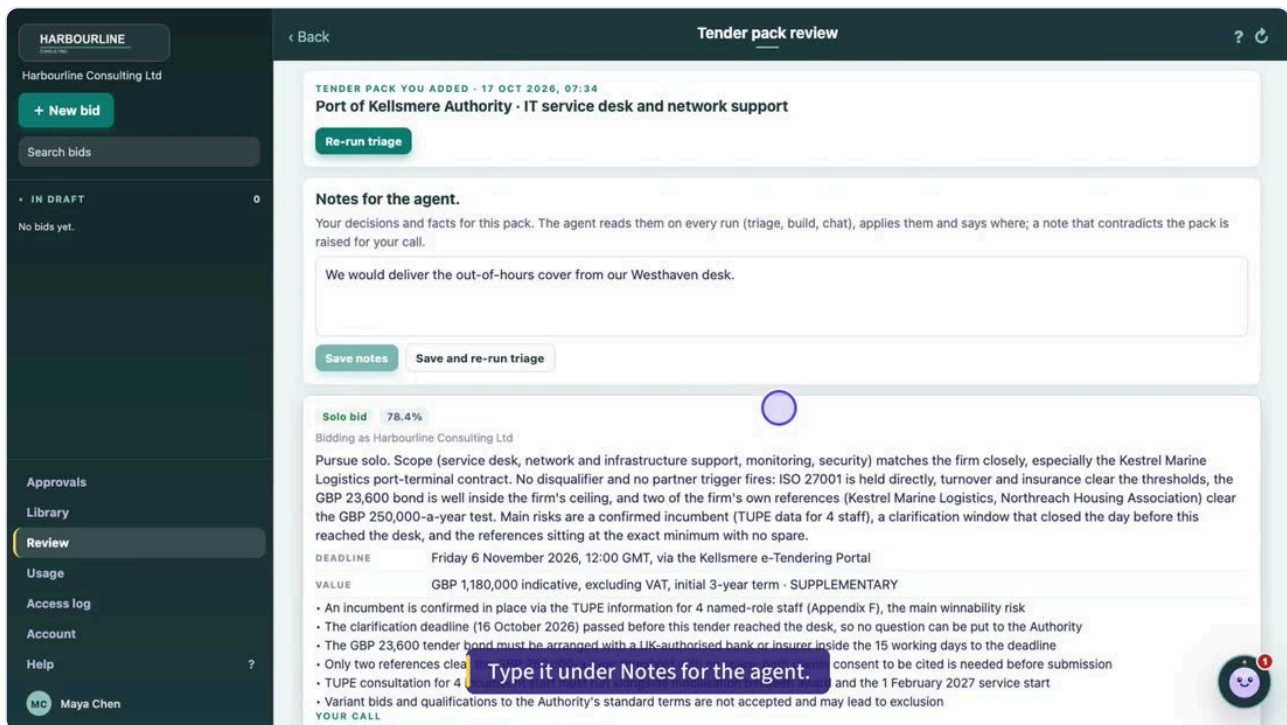
Correct a verdict: notes and re-run

Tell the agent what the pack does not say, then run the triage again so the verdict takes it into account.

WHO CAN USE IT	Owners and writers. Reviewers can read the notes but not save them.
WHERE IT IS	The tender's page: Notes for the agent, Save notes, Save and re-run triage
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/triage-notes.mp4>



From the clip: Correct a verdict: notes and re-run.

What it does

Notes for the agent holds your decisions and facts for this tender. Every run reads them, applies them and says where. Saving them and running the triage again is how you correct a verdict that missed something you know.

Step by step

1. Open the tender's page from **Review** with **Open**.
2. Under **Notes for the agent**, type what the agent should know: a partner you have lined up, who takes the lead seat, what the client told you, a budget cap.
3. Press **Save notes** to keep them, or **Save and re-run triage** to keep them and run the triage again at once.
4. Watch the run box, then read the new verdict and brief.

What you see

- **Save notes** is greyed out until you change the text.
- **Save and re-run triage** appears once the tender has a verdict, and is greyed out while a run is going.
- After a re-run, a new verdict card and a new brief. Your note is applied and cited in the brief.

Good to know

- A note that contradicts the pack is raised for your call rather than applied without comment.
- The notes travel with the pack into the bid when you create it, and the bid's runs read them too. From then on you change them on the bid's Overview; the tender's page shows them read-only.
- **Re-run triage** under the tender's name runs it again without changing the notes.
- If the same correction would apply to every tender, it belongs in your space's rules rather than in one tender's notes.
- Re-running the triage is free, like every triage.

Common questions

Will the agent simply do what my note says?

It applies your note as your decision and says where it did. Where the note contradicts the tender documents, it raises the point for your call instead of quietly choosing one.

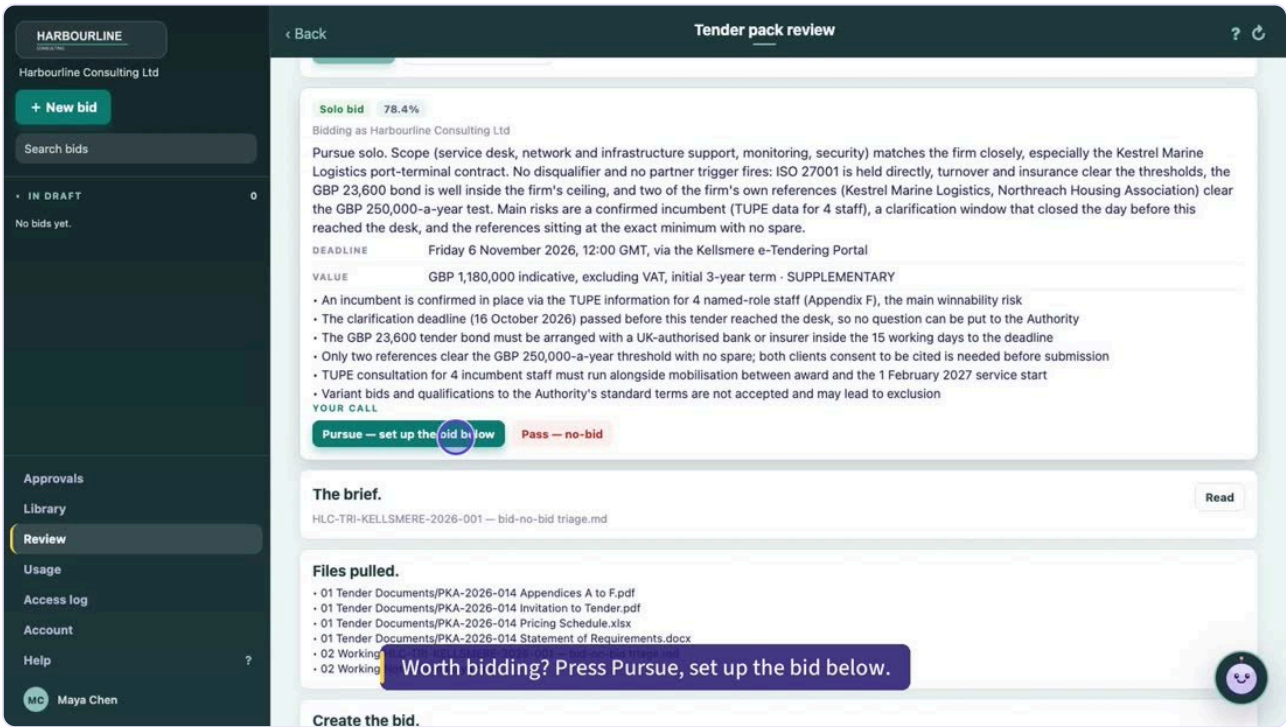
Pursue a tender and create the bid

Decide to go for a tender and turn the reviewed pack into a bid, with the pack, the triage and your notes carried over.

WHO CAN USE IT	Owners and writers. Reviewers can read the page but not create the bid.
WHERE IT IS	The tender's page: Pursue — set up the bid below, then Create the bid, then Open the bid
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/pursue.mp4>



From the clip: Pursue a tender and create the bid.

What it does

Create the bid turns a reviewed tender into a bid in your space. The whole tender pack, the triage, the brief and your notes for the agent move into it, and the bid opens ready to build from its Overview.

Step by step

1. On the tender's page, under **Your call**, press **Pursue — set up the bid below** to record your decision.
2. Scroll to **Create the bid**. The fields are filled in from the triage where it found them; check each one.
3. **Client**: the buyer's name. This one is required.
4. **Client tag**: a short code for the client, used in your document codes, for example PORT.
5. **Currency** and **Ceiling**: the tender's currency (the triage's reading, else your space's pricing policy) and the budget ceiling if there is one. Where your space bids in more than one currency, press one of the currency buttons.
6. **Closing date** and **Tender reference**.
7. Press **Create the bid**. When it has been made, press **Open the bid**.

What you see

- While it works the button reads **Creating the bid...**, with the line "Copying the tender pack into the bid folder. Leave it — pressing again does not make it faster."
- **Enter the client name first.** while **Client** is empty; the button stays greyed out.
- "The tender's currency, as the triage read it." under **Currency** when it came from the pack.
- Afterwards the card says **Bid created.** with **Open the bid**, and the verdict card shows the badge **Bid created.** On Review the pack shows **Bid created** • and when it was added.

Good to know

- Creating the bid does not build it and does not count against your plan. A bid counts the first time it is built in a calendar month (see Build the bid).
- The bid's title is the pack's name. Change it afterwards on the bid's Overview with **Edit**.
- What you type in a field is kept: a triage that finishes later does not overwrite it.
- Pressing **Create the bid** twice never makes two bids. If it is still working, the second press is turned away; if it has finished, you are taken to the bid that exists.
- You can fill in **Create the bid.** without pressing **Pursue** first; **Pursue** only records the decision.
- The bid starts at the stage triaged, in **In draft** on the Bids list.

Common questions

Can I create the bid before the triage has finished?

Yes, once you have typed the client's name. The triage's findings fill the empty fields when it finishes; anything you typed stays as you typed it.

The verdict was No-bid. Can I still go ahead?

Yes. Create the bid as usual. When you build it, you are asked "Triage said NO-BID. Build it anyway?" first.

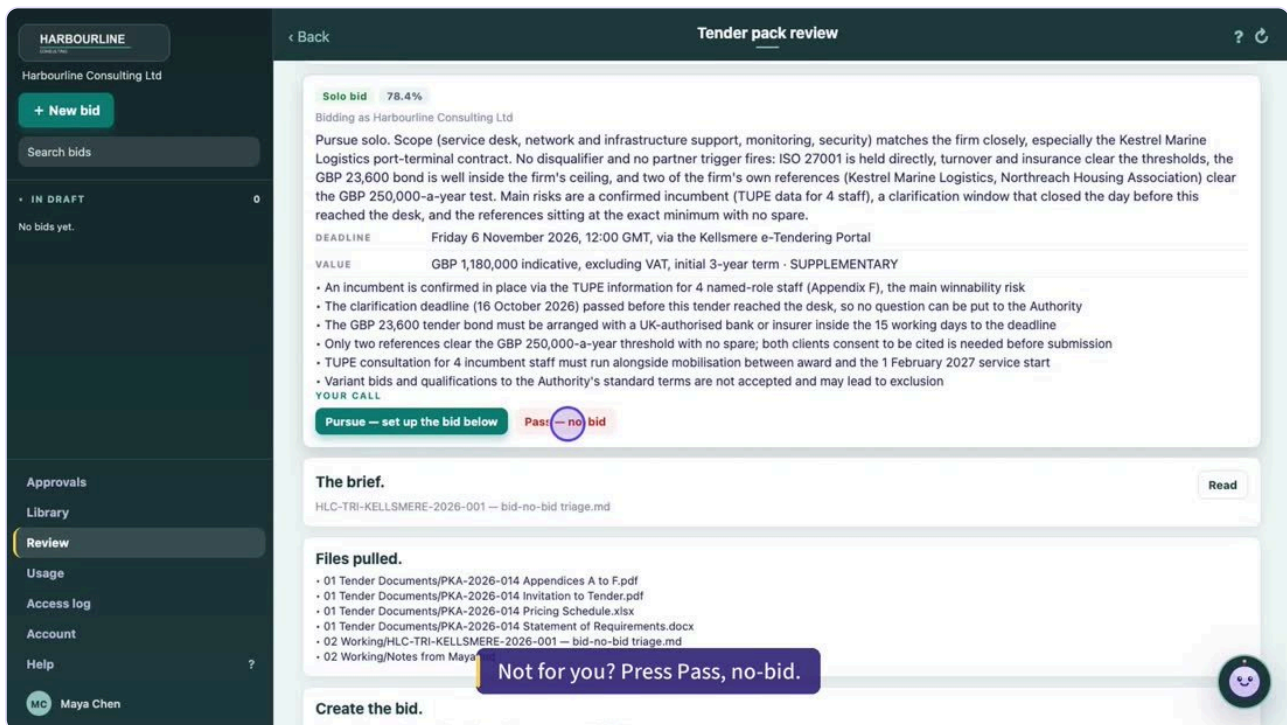
Pass on a tender, and reopen it

Mark a reviewed tender as a no-bid so it is out of the way, and bring it back later if things change.

WHO CAN USE IT	Owners and writers. Reviewers can read the page but not decide.
WHERE IT IS	The tender's page: Pass — no-bid, and Reopen
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/pass.mp4>



From the clip: Pass on a tender, and reopen it.

What it does

Pass — no-bid records that you have decided not to bid. The pack stays on Review with its verdict and brief, marked as declined by you. **Reopen** undoes the decision.

Step by step

1. Open the tender's page from **Review** with **Open**.
2. Under **Your call** on the verdict card, press **Pass — no-bid**.
3. To change your mind later, open the tender's page again and press **Reopen**.

What you see

- After passing, the verdict card shows **Declined by you** with **Reopen** beside it, and the **Create the bid.** card is no longer shown.
- On Review, the pack's details start with **Declined by you** • and when it was added.
- After **Reopen**, **Pursue — set up the bid below** and **Pass — no-bid** are back, and so is **Create the bid.**

Good to know

- Passing deletes nothing. The pack, the verdict, the brief and your notes stay.

- Passing is your decision, whatever the verdict said. You can pass on a Bid verdict, and you can pursue a No-bid one.
- The buttons appear once the triage has given a verdict.
- A tender that has become a bid shows **Bid created** instead; passing then is done on the bid itself, by setting its stage to no-bid on Overview.

Common questions

Does passing tell the buyer anything?

No. Nothing is ever sent from your space by passing. It is a record for your team.

Building a bid

Starting a bid, what gets built in your templates, the Build chat, editing on the page, and what counts as a bid.

VIDEO

Watch this topic as a short video: <https://biddable.ae/assets/media/guide-building-a-bid.mp4>

A bid is one tender your firm has decided to pursue. Biddable builds the response in your own templates, in your brand and under your document codes; your people read, change and approve it.

What it is

- **Bids** lists every bid by stage, with what is running and what is waiting on you. On a laptop the bids sit in the rail on the left and the open bid on the right; on a phone they are a list.
- **A bid's pages:** Overview (where it stands, the runs, notes for the agent), Build (the conversation with the bid's agent), Documents (the tender pack, the submission set and the working files), Costing (the pricing, where your set-up builds a commercial proposal), Audit (the pre-submission check), Meetings (where recording is on) and Replies (messages you paste in).
- **The build** writes what the tender's stage asks for: the buyer's own forms completed, the technical proposal in your Word template, the financial proposal or pricing schedule (unless your set-up says technical proposal only), and, where your tenders ask for named people, the CVs in your CV template. Every document carries your code prefix.

How to use it

1. Start from a reviewed tender with **Pursue**, or press **New bid** and give it a title, the client, a short client code for your document codes and the closing date.
2. On **Documents**, add the tender pack with **Add files** if it is not there already (add the files themselves: a zip added here is kept as one file, while Review unpacks one).
3. On **Overview**, run the steps in order: **1 · Bid / no-bid triage** if you have not reviewed the pack, then **2 · Build the bid**. Each runs on the server: you can watch it live or leave and come back.
4. Read the documents on **Documents**. Word and PowerPoint files open as pages; a spreadsheet opens as a sheet you can edit, with changes held until you press Save.
5. Change what needs changing. On a document's pages, pick a run of words (drag with a mouse, or tap the first word and then the last) and choose **Delete**, **Replace...**, **Ask agent** or **Add to list** (collect several picks, then send them to the agent together). One step of undo is kept. A pick that crosses a table or a heading goes to the agent instead, with the exact words.
6. For anything larger, tell the bid's agent on **Build**: an instruction, a question about the tender, or a decision. Drop files into the chat (an addendum, a CV, a returned form) and it files them. Instructions typed while a run is going queue behind it.
7. Press **Rebuild all outputs from sources** on Overview to render the documents again after edits, or **2 · Build the bid** again for a fresh build.

Good to know

- **What counts as a bid:** a bid is used the first time it is built in a calendar month, in your space's time zone. Every further build or rebuild of that bid in the same month is free. Triage, questions in the chat, audits, the submission pack, the library and Biddie never count.
- **Named people, CVs and day rates** are built only where your set-up says your tenders ask for them. CVs are laid out from the format of the two example CVs you gave at set-up, in your CV template, and a fact that is not in the person's own CV is left out, never invented.
- **Your library** feeds every build once it has approved entries: the Documents page shows which library entry a document or section drew on. The submitted documents never mention it.
- **Costing** shows the pricing read from your sheets, the internal costing, your rate card and the pay schedule. With "technical proposal only" in your set-up, no pricing is written and the buyer's pricing forms are left to you; you can still ask the agent to price a bid in the chat.

- **Replies:** when someone outside the space sends you a message about a bid, paste it into the Build chat and the agent files it on the Replies page. With more than one person in the space, say who it is for; they are emailed.
- **The stage** is set on Overview with **Edit**, then **Stage:** submitted, won, lost or no-bid, set by you. Marking a bid submitted or won offers its best pieces to your library.
- A build over a No-bid verdict asks you to confirm.
- Nothing is ever sent from your space. Messages the agent drafts wait on Approvals (see Reviews and approvals).

Common questions

How long does a build take?

It depends on the size of the pack and what the stage asks for. The run carries on if you leave the page, and Biddie tells you when it is done.

Can I write part of the proposal myself?

Yes. Pick the words on the page and replace them, or tell the agent in the Build chat what to say and where. A spreadsheet you edit in the app keeps your figures through later rebuilds.

Does rebuilding use another bid?

No. Rebuilds and further builds of the same bid in the same month are free. The same bid built again next month counts once in that month.

Can I see the bid on my phone?

Yes. The phone and tablet app shows every page of a bid, including the documents and the Build chat. Downloading the submission pack is in the web app.

Step by step, one thing at a time

1. The front page
2. Your bids, the rail and the palette
3. Start a bid without a triage
4. The bid's facts and its stage
5. Commercials
6. Build the bid
7. Watch a run, stop it, recent runs
8. Ask the documents a question
9. Give the agent an instruction
10. Drop files into the Build chat
11. Reply to a message, and resend
12. The Documents tab
13. Open a document
14. Pick words to delete
15. Pick words to replace
16. Pick words for the agent, or a list of picks
17. The agent beside a document
18. Remove a section
19. Edit a spreadsheet
20. Rebuild all outputs from sources
21. The Costing tab
22. From your library, on a bid
23. Replies: messages about a bid

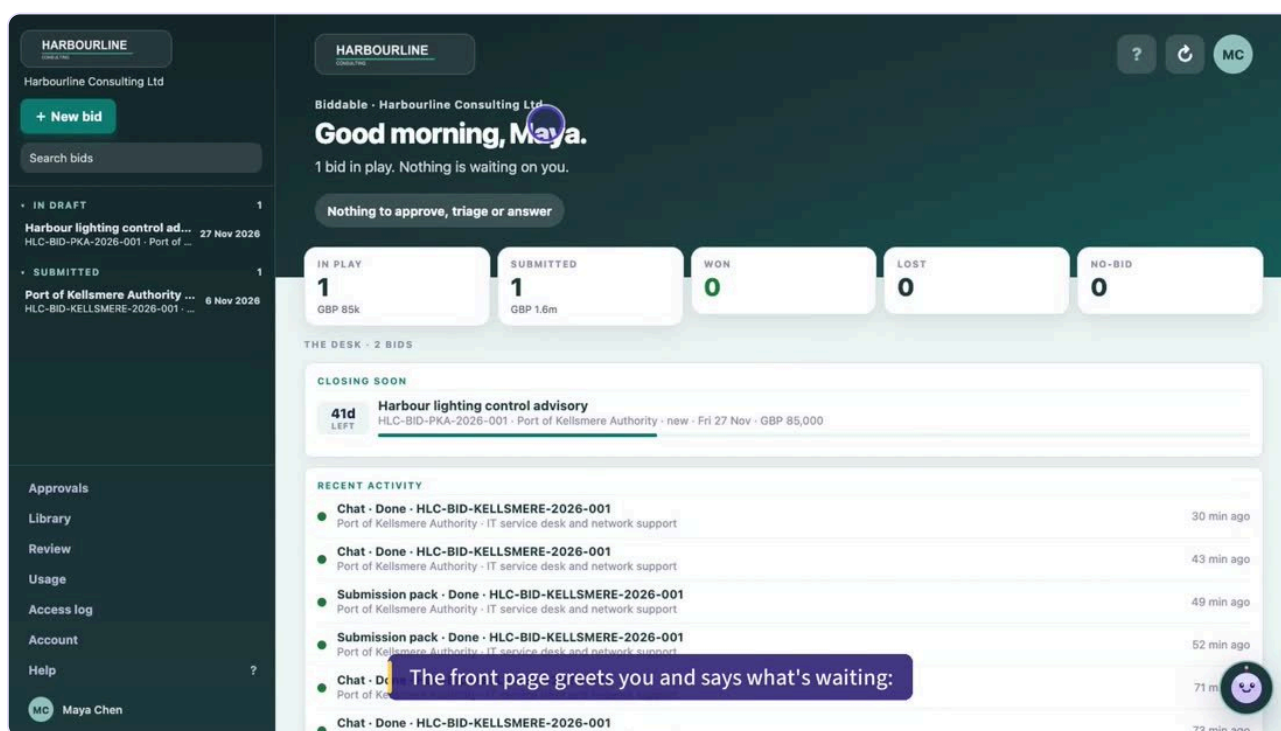
The front page

The page you land on: a greeting, what is waiting on you, what is running, the pipeline in tiles and what closes soon.

WHO CAN USE IT	Everyone in the space.
WHERE IT IS	Bids (the front page, when no bid is open)
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/front-page.mp4>



From the clip: The front page.

What it does

The front page tells you where things stand before you open a bid. It greets you, says how many bids are in play and what is waiting on you, shows any work in progress, and lists what closes soon.

Step by step

1. Open **Bids**, or press your logo at the top of the rail on a wide screen.
2. Read the line under the greeting, then the chips beneath it.
3. Press a chip to go where the work is: **to approve** opens Approvals and **to triage** opens Review.
4. Press a line under the chips to open the bid that is running.
5. Press a row under **Closing soon** to open that bid.

What you see

- Your space's name, then **Good morning**, **Good afternoon** or **Good evening** with your first name, by the hour in your time zone.
- A line such as "3 bids in play. One closes this week, and 2 things are waiting on you." or "Nothing is waiting on you."
- Chips for what is waiting: **to approve** (in gold), **new replies**, **to triage**, **finalised**, **not yet submitted**, **overdue**, **closing this week** and **failed runs (24 h)**, each with its number. With nothing waiting: **Nothing to approve, triage or answer**.

- A line for each run in progress, with the bid's code and when it started.
- Tiles: **In play**, **Submitted**, **Won** (with the share of decided bids won), **Lost** and **No-bid**. On a phone there are three: **In play**, **Closing soon** and **Won**.
- **Closing soon**: each open bid with a closing date, the days left (or **OVERDUE**, or **today**), its code, client, stage, date and price, and a bar that fills as the day comes.
- **Recent activity** on a wide screen: the latest runs, each with a dot for how it ended.

Good to know

- Money is shown per currency, never added up across currencies. A note says when some bids in play have no price yet, so the totals are lower than the pipeline.
- The page refreshes by itself every few seconds. In the web app,  reloads it at once.
- On a phone your bids follow underneath, under **Your bids**. On a wide screen they are in the rail on the left.
- When your space is paused, a notice under the greeting says so.

Common questions

Which time zone does the greeting use?

Your own, set on Account, else the space's, else the device's. The closing counts use the space's time zone.

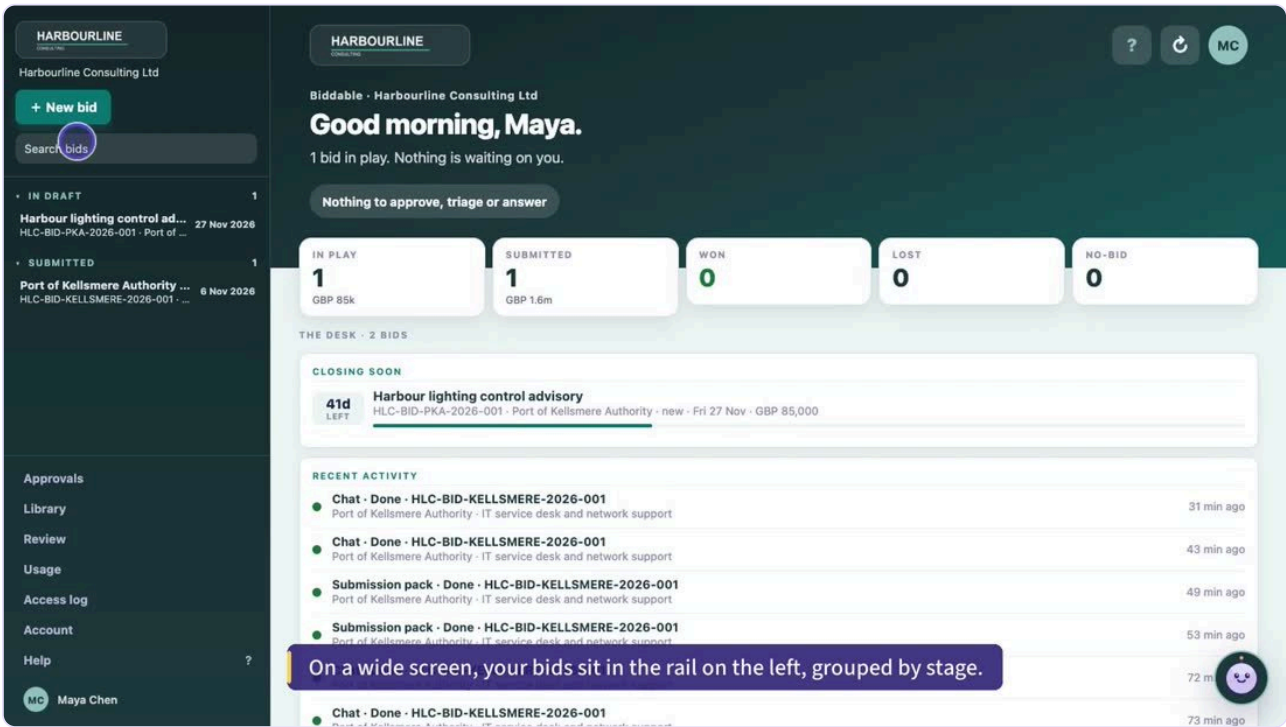
Your bids, the rail and the palette

Find and open any bid: the list on a phone, the rail with Search bids on a wide screen, and Ctrl+K or Cmd+K on a computer.

WHO CAN USE IT	Everyone in the space. New bid shows for owners and writers only.
WHERE IT IS	Bids (Your bids); the rail on a wide screen with Search bids; Ctrl+K or Cmd+K
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/your-bids.mp4>



From the clip: Your bids, the rail and the palette.

What it does

Every bid in the space is listed by where it is in its life, with what is running and what is waiting. On a phone the list sits under the front page; on a laptop, the desktop app or a tablet held sideways it is a rail on the left, and the open bid fills the right.

Step by step

1. On a phone, open **Bids** and scroll past the front page to **Your bids**. Pull down to refresh.
2. On a wide screen, use the rail on the left. Type in **Search bids** to filter by code, title, client or client tag.
3. Press a group's heading in the rail to fold or unfold it. **Closed** starts folded.
4. Press a bid to open it.
5. On a computer, press **Ctrl+K** (**Cmd+K** on a Mac), type a few letters of a bid or a page, move with the arrow keys and press **Enter**. **Esc** closes it.

What you see

- Groups in this order: **Running now**, **In draft**, **Finalised — ready to submit**, **Vendor demo**, **Submitted** and **Closed**, each with a count.

- On a bid's card in the list: the client's initials, the title, the client and code, the triage verdict and score, **Provisional**, the audit verdict, the price and margin, **to approve** and **new replies** where something waits, the four steps **Triaged**, **Built**, **Audited**, **Finalised** as a track, and the closing date.
- While a run is on, a moving bar and a line such as **Building the proposal** or **Working on your message**. A finalised bid shows **Ready to submit**.
- In the rail, each bid's title, code and client, with its closing date or what is waiting on it.
- The palette shows "Jump to a bid or a screen...", with each bid's stage, the pages marked **SCREEN**, and **Help**.

Good to know

- The groups follow each bid's stage, which you set on its Overview.
- Archived bids are left out of the palette but stay in **Closed**.
- **New bid** is at the top of the rail, and beside **Your bids** on a phone, for owners and writers.
- The palette needs a keyboard: the web app and the desktop app.

Common questions

A bid I am looking for is missing from the rail.

Clear **Search bids**, then check **Closed**, which starts folded.

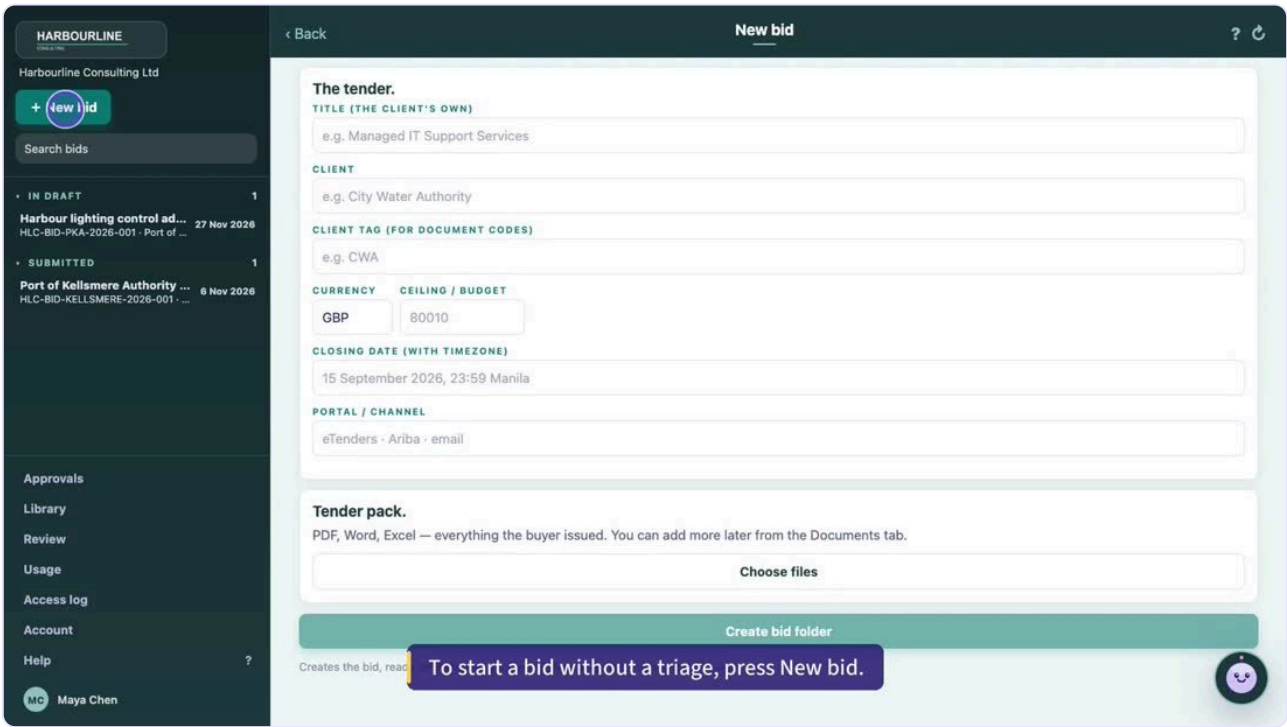
Start a bid without a triage

Create a bid straight away with its title, client and closing date, and add the tender pack, without reviewing it on Review first.

WHO CAN USE IT	Owners and writers. Reviewers do not see New bid.
WHERE IT IS	New bid (the rail, or beside Your bids on a phone): Create bid folder
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/new-bid.mp4>



From the clip: Start a bid without a triage.

What it does

New bid sets up a bid directly, for a tender you already know you will pursue. You give the basic facts and, if you have them, the tender documents, and the bid opens ready for its triage and its build.

Step by step

1. Press **New bid**: at the top of the rail on a wide screen, or beside **Your bids** on a phone.
2. Under **The tender.**, fill in **Title (the client's own)** and **Client**. Both are required.
3. Add **Client tag (for document codes)**, a short code such as CWA.
4. Add **Currency**, **Ceiling / budget**, **Closing date (with timezone)** and **Portal / channel** if you know them.
5. Under **Tender pack.**, press **Choose files** and pick everything the buyer issued.
6. Press **Create bid folder**. The bid opens on its Overview.
7. On Overview, run **1 • Bid / no-bid triage**, then **2 • Build the bid**.

What you see

- **Create bid folder** stays greyed out until there is a title and a client.

- The button reads **Creating the bid folder...**, then **Uploading 4 file(s)...** while the files go up.
- Each picked file is listed with its size.

Good to know

- Creating a bid does not count against your plan. It counts the first time it is built in a calendar month.
- Currency starts as your space's pricing currency where it has one; leave it blank to follow the tender's.
- You can add more of the tender pack later on the bid's Documents page with **Add files**.
- Where your space bids through more than one entity, choose it under **Bidding entity**.

Common questions

Should I use New bid or Review?

Review if you have not decided yet: the triage is free and the pack only becomes a bid when you pursue it. New bid when you know you will bid.

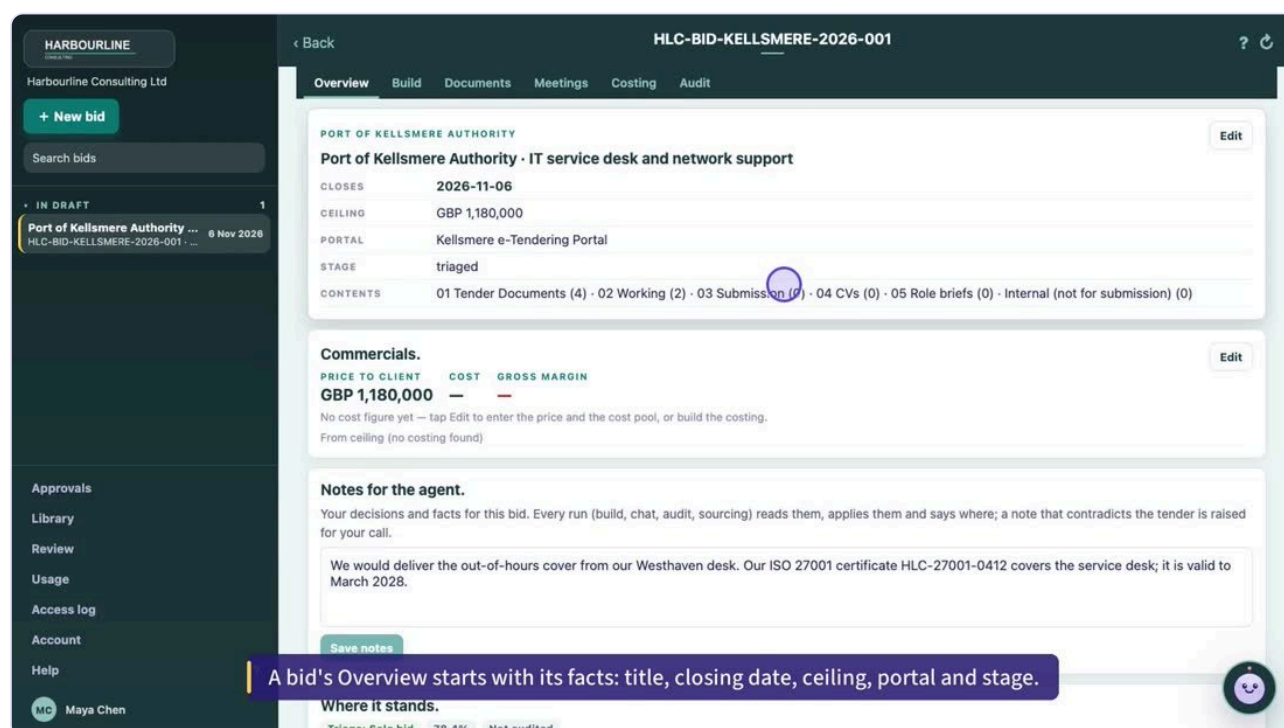
The bid's facts and its stage

Change a bid's title, closing date, ceiling, portal, delivery and stage on Overview, and record why a bid ended.

WHO CAN USE IT	Owners and writers. Reviewers can read the facts but not save changes.
WHERE IT IS	A bid's Overview: Edit, Stage, Save
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/bid-facts.mp4>



From the clip: The bid's facts and its stage.

What it does

The top card on a bid's Overview holds its facts: when it closes, the ceiling, the portal, how and where it is delivered, and its stage. The stage decides where the bid sits on the Bids list and the front page.

Step by step

1. Open the bid. It opens on **Overview**.
2. Press **Edit** on the top card.
3. Change what you need: **Title**, **Closing date**, **Ceiling** (in the bid's currency), **Portal**, **Delivery** (**Remote**, **On-site** or **Hybrid**), **Shore** (**where the people may be based**) (**Onshore**, **Nearshore**, **Offshore** or **Mixed**) and **Country of delivery**.
4. Under **Stage**, press one: draft, triaged, built, audited, finalised, submitted, demo, won, lost, no-bid or archived.
5. For lost or no-bid, choose a reason under **Why lost?** (or **Why no-bid?**) and add a line under **In a line or two**.
6. Press **Save**. **Cancel** leaves everything as it was.

What you see

- Without editing: **Closes**, **Ceiling**, **Portal**, **Delivery** (once set), **Stage**, **Reason** for an ended bid, and **Contents**, a count of what is in the bid.

- **Save** is greyed out for lost or no-bid until a reason is chosen, with the note "Choose a reason to save: a bid that ends without one counts against the win rate in the books and explains nothing."
- An ended bid without a reason shows **Reason** as "not recorded — Edit to add it".

Good to know

- The reasons are a fixed list: Turnover gate, References, Certification, Partner or vendor status, Licence or regulatory, Insurance, Capacity, Price, Entity or jurisdiction, Scope fit, Resourcing, Timing, Lost on evaluation, Buyer cancelled and No response.
- Setting a bid to submitted or won proposes entries for your library from its final documents. They wait there for approval (see The library).
- Finalised puts the bid under **Finalised — ready to submit** with a green **Ready to submit.** on its card. Demo puts it under **Vendor demo.**
- Some stages move by themselves: a finished build moves a new or triaged bid to built, and a finished audit sets it to audited. You set the rest.
- Changing a fact here changes the bid's record. To change what the documents say, tell the agent on Build.

Common questions

I changed the closing date. Do the documents change too?

Not by themselves. Ask the agent on Build to bring the documents in line, or rebuild them.

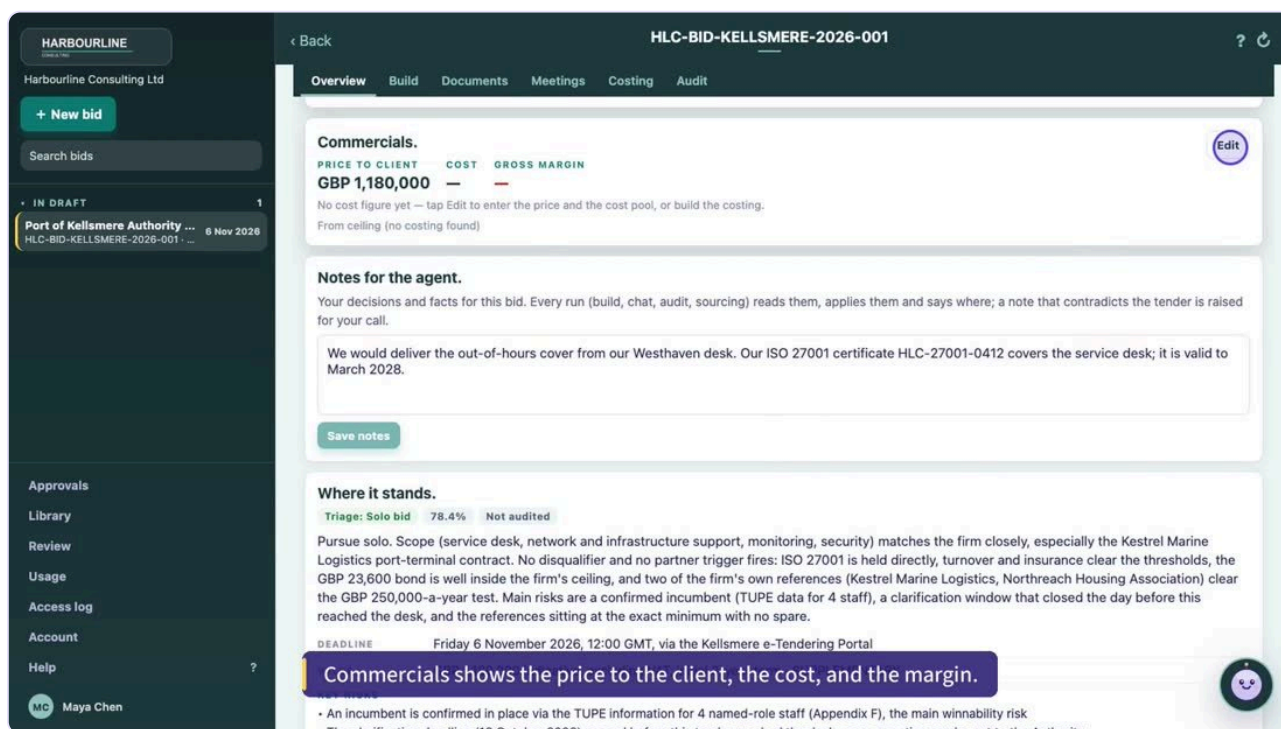
Commercials

The bid's price to the client, its cost and its margin against your margin floor, on Overview, and how to enter your own figures.

WHO CAN USE IT	Owners and writers. Reviewers can read the figures but not save changes.
WHERE IT IS	A bid's Overview: Commercials, Edit
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/commercials.mp4>



From the clip: Commercials.

What it does

Commercials. on Overview shows what the bid is priced at, what it costs, the margin and whether it clears your margin floor. The figures come from the bid's costing and pricing sheets; you can enter your own instead.

Step by step

1. Open the bid on **Overview** and find **Commercials**.
2. Press **Edit**.
3. Fill in **Currency**, **Price to client** and **Cost**. Add **Deal margin % (JV)** only for a joint venture where the floor is judged on the whole deal.
4. Add a **Note** saying where the figures came from, for example "per the internal pricing sheet, 10 Sep".
5. Press **Save**. **Cancel** closes without saving.
6. To go back to the figures worked out from the costing, press **Edit**, then **Use the engine's figures**.

What you see

- **Price to client**, **Cost** and **Gross margin** (amount and percentage), and **Deal margin (JV)** where you set one.

- A badge saying whether the margin clears your space's own margin floor (**Clears the ... floor** or **Below the ... floor**). A margin below the floor is shown in red.
- "No cost figure yet — tap Edit to enter the price and the cost pool, or build the costing." when there is no cost.
- A line underneath with where the figures came from, your note, and the ceiling when the price differs from it.

Good to know

- Where no price is known, the ceiling is used as the price.
- The bid's card on the Bids list shows the price and the margin, and the front page's tiles add up prices per currency.
- The Costing tab's **Read from the pricing sheets.** shows totals found in the bid's workbooks; use **Edit** here to adopt one.
- Commercials are for your team. They are not written into the documents by saving here.

Common questions

Why is the margin red?

It is below your margin floor. Change the price or the cost, or record the decision in your notes for the agent.

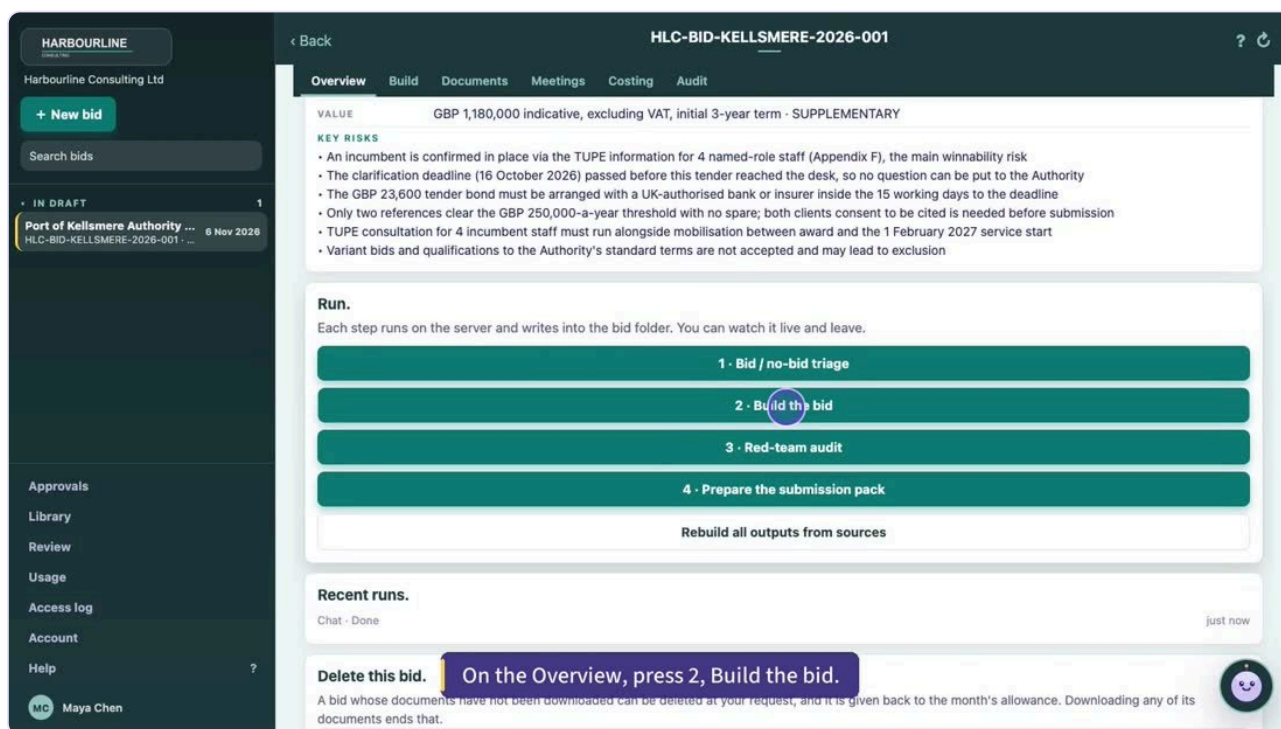
Build the bid

Have Biddable write the response the tender's stage asks for, in your templates and under your document codes.

WHO CAN USE IT	Owners and writers. Reviewers can watch but not start a build.
WHERE IT IS	A bid's Overview: Run, 2 · Build the bid (or Build the bid first on an empty Build tab)
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/build-the-bid.mp4>



From the clip: Build the bid.

What it does

2 · Build the bid writes the bid's documents from the tender pack, your rules, your notes and your library: the buyer's own forms completed, the technical proposal in your Word template, and, unless your set-up says technical proposal only, the pricing. Where your tenders ask for named people, the CVs are built too.

Step by step

1. Make sure the tender pack is on the bid's **Documents** page. Add anything missing with **Add files**.
2. On **Overview**, under **Run.**, press **1 · Bid / no-bid triage** if the pack has not been triaged.
3. Press **2 · Build the bid**.
4. If the triage said No-bid, you are asked "Triage said NO-BID. Build it anyway?". Confirm to go on.
5. The bid switches to **Build**, where the work shows as **Building the bid**. You can leave; it carries on.
6. When it is done, read the documents on **Documents**.

What you see

- On an empty **Build** tab, **Build the bid first** does the same as **2 · Build the bid**.

- While it runs: **Building the bid** with how long ago it started and **Stop**, and on the Bids list a card with **Building the proposal** and a moving bar.
- When it finishes, the agent's message says what was built, and the documents appear on **Documents** under **Submission** and **Working files**.
- If the pilot's bids for the month are used up, the build is refused with a sentence such as "Your pilot includes 4 bids a month and this month's are used. Triage and questions stay free; new bids open again on 1 November."
- On a paid plan whose bids for the month are used, a new bid's build waits for an extra bid: "Your plan's 3 bids for October are used. This will be an extra bid", with the price and **Pay and build** for an owner in the web app, or **Ask an owner to pay** for a writer (see Pay for an extra bid).

Good to know

- A bid counts against your plan the first time it is built in a calendar month, in your space's time zone. Every further build or rebuild of that bid in the same month is free.
- A build that fails before any work is done, or that you stop while it is still waiting to start, is not counted.
- The run buttons are greyed out while any run on the bid is going.
- Building again with **2 • Build the bid** starts a fresh build. For changes to what is there, use the Build chat, the pages or **Rebuild all outputs from sources**.
- Named people, CVs and day rates are built only where your set-up says your tenders ask for them.
- Nothing is sent to anyone by a build.

Common questions

How long does a build take?

It depends on the size of the pack and what the stage asks for. Leave the page if you like; the bid's card on the Bids list shows when it is still running.

Does building again use another bid?

Not in the same month. The same bid built again next month counts once in that month.

Watch a run, stop it, recent runs

See what is running on a bid, stop it if it is going the wrong way, and check how recent runs ended.

WHO CAN USE IT	Everyone can watch. Owners and writers can stop a run.
WHERE IT IS	A bid's Overview: the run box and Stop, and Recent runs; the Build tab's working line and Stop
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/watch-a-run.mp4>

From the clip: Watch a run, stop it, recent runs.

What it does

A triage, a build, an audit, the submission pack and every instruction to the agent run on the server. While one runs, the bid shows it, so you can follow it, leave it, or stop it.

Step by step

1. Start a run, or open a bid where one is going.
2. On **Build**, the working line sits at the end of the conversation, with **Stop** beside it.
3. On the **Other** tabs, the run box sits at the top of the page, with **Stop** beside its heading.
4. Press **Stop** to stop the run.
5. On **Overview**, scroll to **Recent runs**. to see the last eight runs and when each ended.

What you see

- The run box's heading: **QUEUED**, **WORKING**, **DONE**, **STOPPED**, **DID NOT FINISH** or **WAITING FOR YOU**, with **Working...** until the first result.
- On **Build**: **Building the bid**, **Auditing the bid**, **Working** or **Queued — waiting for the bid**, with when it started, and the agent's reply as it writes it.

- A box for a run that was stopped or did not finish stays on the page, so you can see why.
- Under **Recent runs.**, each run and how it ended, with when; **Nothing run yet.** on a new bid.
- On the Bids list and the front page, a bid with a run in progress sits under **Running now** with a moving bar.

Good to know

- You see "Working" and then the results, not the steps the agent takes.
- A stopped message on Build shows **Resend** so you can send it again as it was (see Reply to a message, and resend).
- Only one run works on a bid at a time. Messages sent meanwhile queue behind it.
- Reviewers can watch, but **Stop** is refused for them.

Common questions

Does a stopped build still count?

Yes, once it has started, even if you stop it. A build you stop while it is still waiting to start, or one that fails before any work is done, is not counted. Building the same bid again in the same month is free.

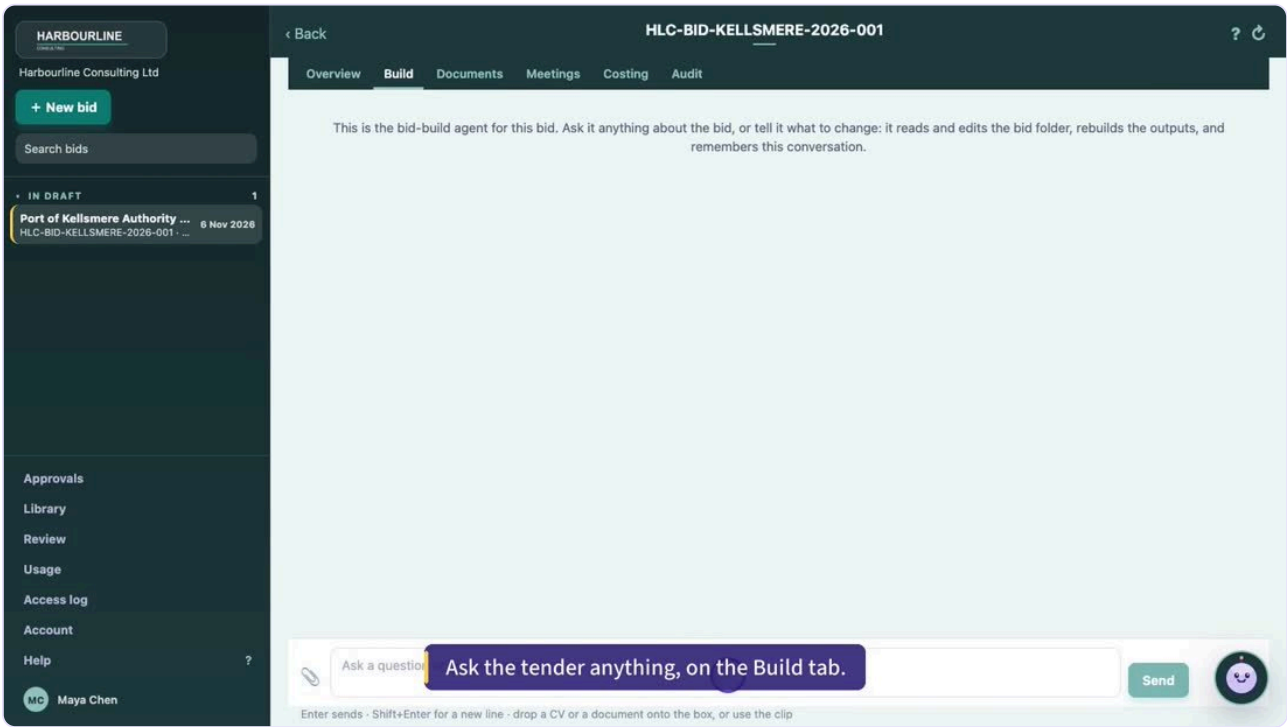
Ask the documents a question

Ask the bid's agent anything about the tender or the bid in the Build chat and get the answer with the file it came from.

WHO CAN USE IT	Owners and writers. Reviewers can read the conversation but not send.
WHERE IT IS	A bid's Build tab: the chat box, Send
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/ask-the-documents.mp4>



From the clip: Ask the documents a question.

What it does

The Build tab is a conversation with the bid's agent, which has read every file in the bid. A question is answered from those files, with the figure or the fact and the file it came from, and nothing is changed.

Step by step

1. Open the bid and press **Build**.
2. Type your question in the box, for example "What is the evaluation weighting for price?" or "Which annexes must be signed?".
3. Press **Send**, or press **Enter** on a computer.
4. Read the answer when it arrives in the conversation.

What you see

- The box says "Ask a question or give an instruction...".
- Your message appears on the right with **Sent · working on it**, and the working line shows **Working** with **Stop**.
- The answer appears under the name Biddable, with the file it drew on named.
- On a bid with no documents yet, the conversation opens with a short introduction and **Build the bid first**.

Good to know

- Questions never count against your plan.
- The agent remembers the conversation, so a follow-up such as "and for the technical part?" works.
- A question asked while a run is going waits its turn: the button reads **Queue**.
- **Shift+Enter** starts a new line on a computer.
- Whatever you have typed but not sent stays in the box if you switch tabs, until you close the app.

Common questions

Will a question change the documents?

No. A question is answered and nothing is changed. If you want a change, say so as an instruction (see Give the agent an instruction).

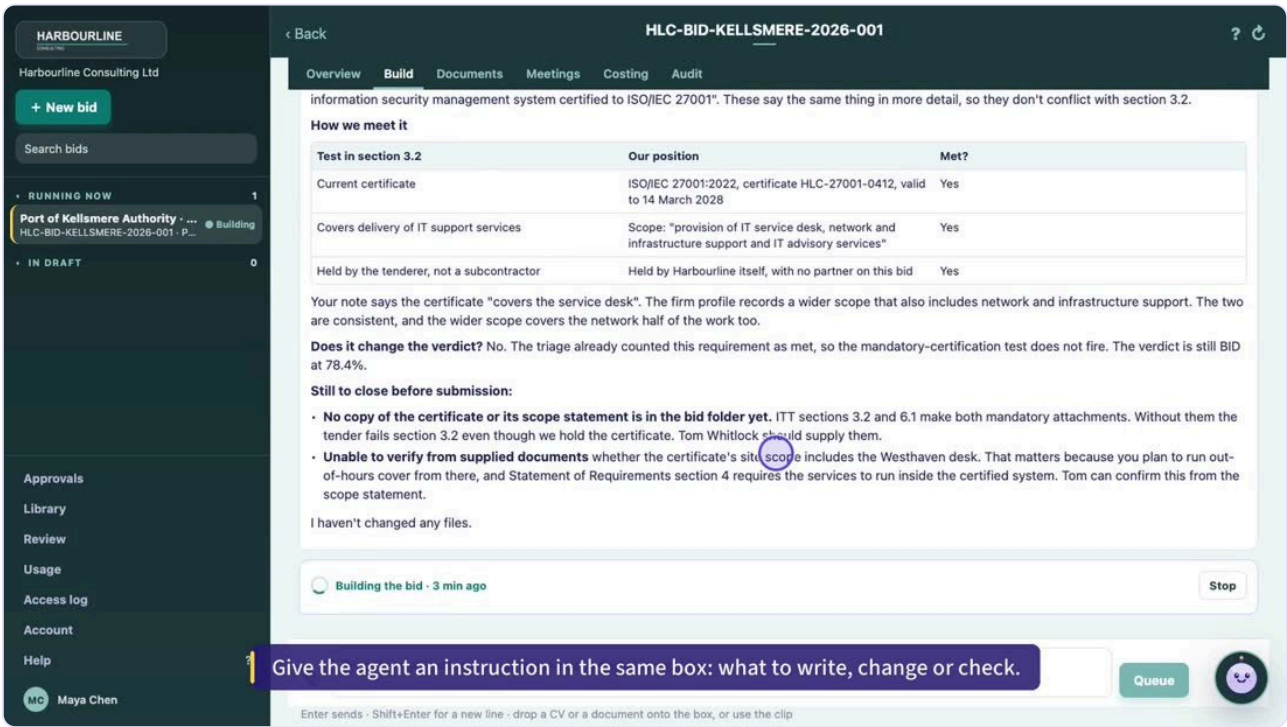
Give the agent an instruction

Tell the bid's agent what to change, add or decide in the Build chat; it edits the bid's sources, rebuilds the documents and reports back.

WHO CAN USE IT	Owners and writers. Reviewers can read the conversation but not send.
WHERE IT IS	A bid's Build tab: the chat box, Send, Queue, Answer
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/instruct-the-agent.mp4>



From the clip: Give the agent an instruction.

What it does

For anything bigger than a few words, tell the agent on **Build**: shorten a section, add a case study, change a rate, write to the clarification address. It makes the change in the bid's sources, rebuilds the documents it touched and says what it did.

Step by step

1. Open the bid and press **Build**.
2. Type the instruction, as you would to a colleague, for example "Cut section 4 to one page and move the staffing table into the annex."
3. Press **Send** (or **Enter** on a computer).
4. If a run is already going, the button reads **Queue**: press it and your instruction runs next.
5. If the agent asks you something, its message turns amber with **Waiting for your answer**. Type your reply and press **Answer**.

What you see

- While a run is going, the box says "Type the next instruction — it queues behind what is running".

- Your message's label shows where it is: **Sent · queued, runs next, Sent · working on it, Sent · the run failed** or **Sent · stopped**. More than one waiting shows as "2 more queued".
- When the agent asks a question, the box says "Answer the agent..." and the button reads **Answer**.
- The agent's reply says what it changed, in which document, and what is still open.

Good to know

- If an instruction could be read two ways, or would move the price, the scope, or a named person, product or subcontractor, the agent asks before acting.
- The agent never sends a message itself. A question for the buyer, or a note to someone outside, waits on Approvals for a person to send.
- **Notes for the agent** on Overview hold your standing decisions for the bid; every run reads them.
- Instructions in the chat never count against your plan.
- In a paused space the box cannot send.

Common questions

Can I send several instructions in a row?

Yes. Each one queues behind the one before and runs in turn.

The change only needs a few words. Is there a quicker way?

Yes. Pick the words on the document's pages and use **Delete** or **Replace...** (see Pick words to delete and Pick words to replace).

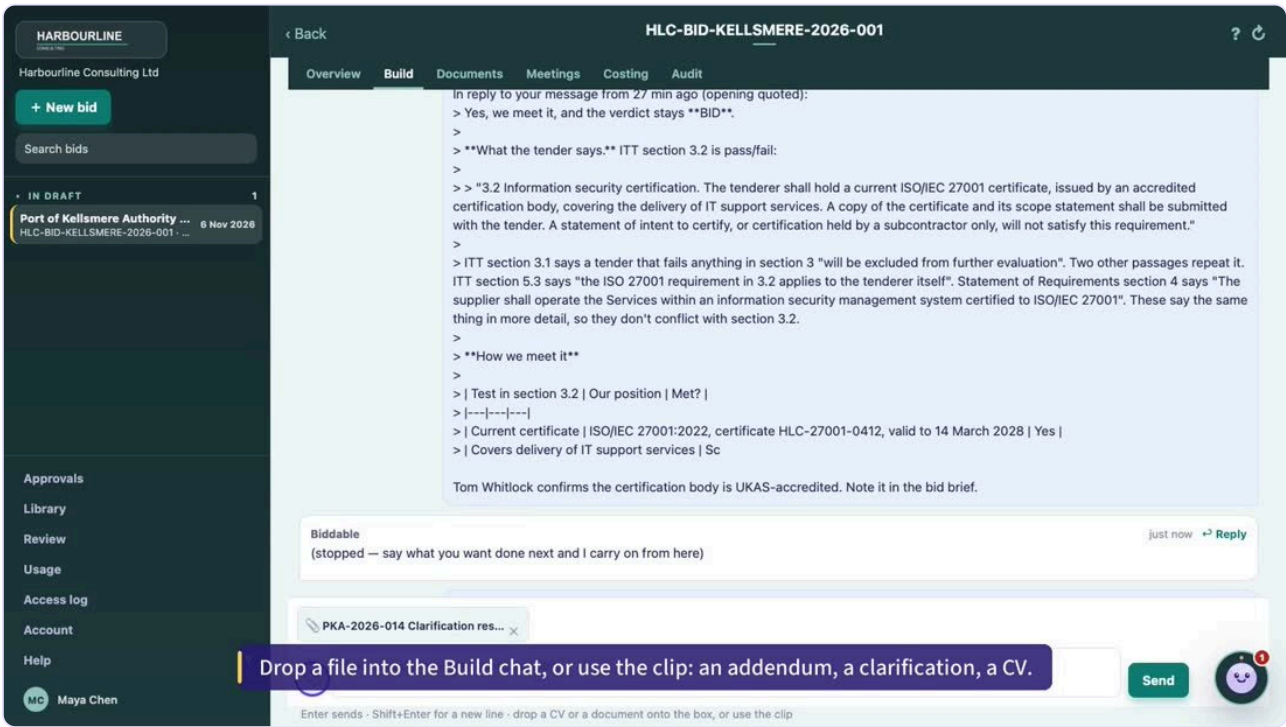
Drop files into the Build chat

Give the agent an addendum, a CV, a quote or a returned form by attaching it to a message; it reads it and files it in the right place.

WHO CAN USE IT	Owners and writers.
WHERE IT IS	A bid's Build tab: the clip, or drop the files onto the box (web app)
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/files-into-the-chat.mp4>



From the clip: Drop files into the Build chat.

What it does

Files you attach to a message are saved with the bid and named in your message. The agent reads each one and acts on it: a tender addendum goes into the tender pack with a note of what it changes, a supplier's quote is checked against the costing, anything else is filed and explained.

Step by step

1. Open the bid and press **Build**.
2. Press the clip beside the box and pick the files. In the web app you can instead drag the files onto the box.
3. Each file shows above the box. Press one to take it off before sending.
4. Type what you want done with them, or leave the box empty.
5. Press **Send**.

What you see

- While you drag files over the box in the web app, it is highlighted and says "Drop the files here".
- Your sent message shows each file as a chip with its name.

- The agent's reply says what each file is, where it put it and what it changes or proposes.

Good to know

- With no words, the agent reads the files and acts on what they are.
- A tender pack, addendum, clarification or Q&A goes into the tender pack, and the agent says in two lines what it changes: dates, scope, evaluation, mandatory items. A moved closing date or ceiling is updated on the bid.
- A quote, price list, data sheet or certificate is checked against the costing. It is never put into the submission unless the tender asks for that document.
- For anything else, the agent says what it proposes to do and waits unless you already told it.
- Dropping files onto the box works in the web app. The phone, tablet and desktop app use the clip.

Common questions

Is a file I attach sent to the buyer?

No. Files you attach are kept with the bid for your team. Nothing is ever sent from your space without someone approving it.

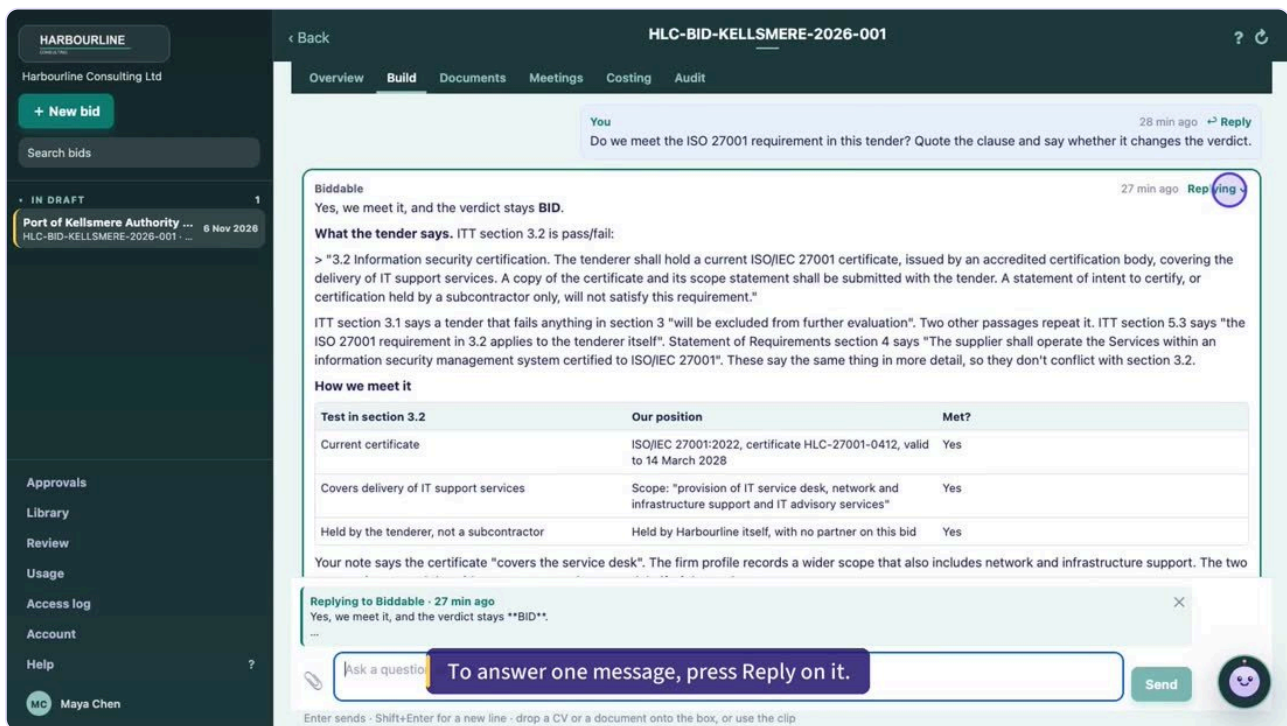
Reply to a message, and resend

Answer one particular earlier message in the Build chat, and send a stopped or failed message again exactly as it was.

WHO CAN USE IT	Owners and writers. Reviewers do not see Resend.
WHERE IT IS	A bid's Build tab: ↩ Reply on a message, Resend, Run again
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/reply-and-resend.mp4>



From the clip: Reply to a message, and resend.

What it does

↩ **Reply** ties your next message to an earlier one, so the agent knows exactly what you are answering. **Resend** sends one of your messages again when its run was stopped or failed; **Run again** starts a failed build again.

Step by step

1. On **Build**, find the message you want to answer and press ↩ **Reply** (**Reply** in the phone, tablet and desktop app).
2. The message is quoted above the box. Type your answer and press **Send**.
3. To cancel the reply, press **X** beside the quote, or press **Replying** ✓ on the message again.
4. To send a stopped or failed message again, press **Resend** under it.
5. Under a failed build's message, press **Run again**.

What you see

- Above the box: "Replying to" the agent or "your own message", with when, and the start of the message.
- The message you are answering is outlined in blue and reads **Replying** ✓.

- Under a stopped message: **Resend** with "It was stopped. Send it again as it is."; under a failed one, "It failed. Send it again as it is."
- Under a failed build: **Run again** with "It failed. Start it again."
- Once sent again, the label ends with • **resent** and **Resend** goes.

Good to know

- The agent applies a reply to the message you quoted, not to its latest turn, and says so in one line.
- A long message is quoted from its opening.
- **Resend** and **Run again** appear only once per message.

Common questions

Does Run again count as another bid?

Not in the same month. Further builds of a bid that has already counted this month are free.

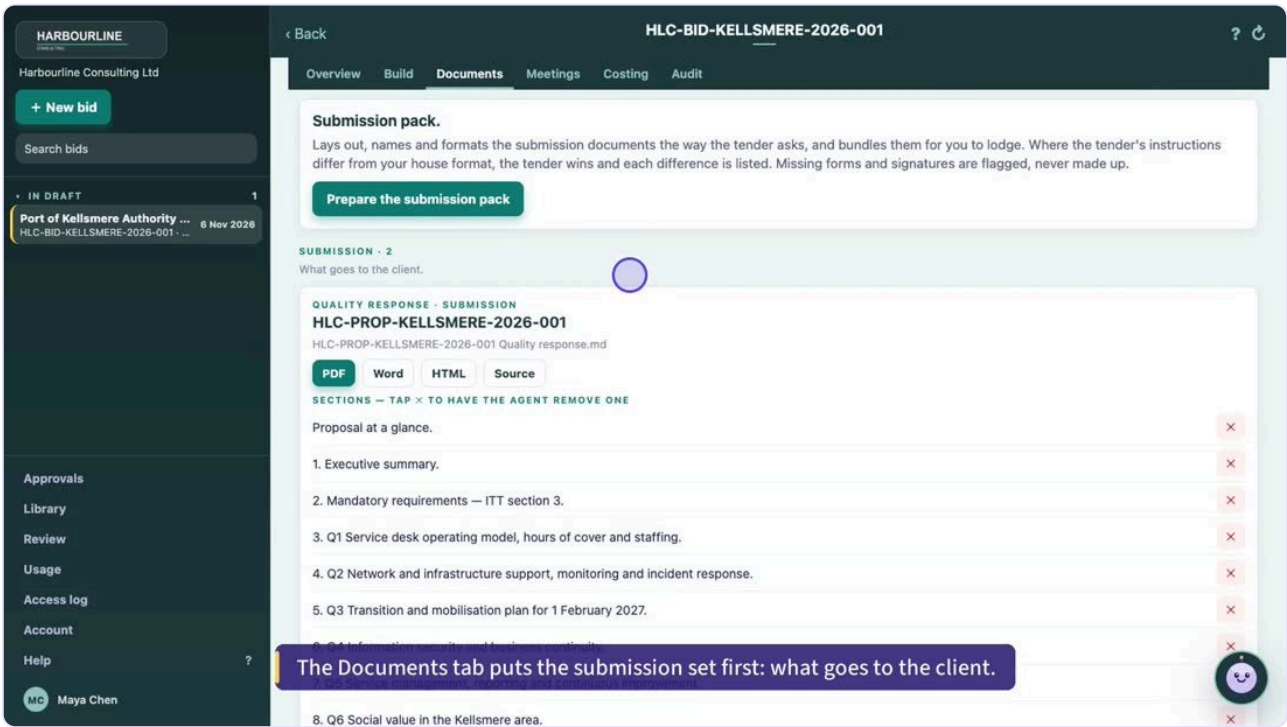
The Documents tab

Everything in the bid in one place: the submission set, the working files, the tender pack, and adding more of the pack.

WHO CAN USE IT	Everyone in the space. Add files is for owners and writers.
WHERE IT IS	A bid's Documents tab: Submission, Working files, Tender pack, Add files
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/documents-tab.mp4>



From the clip: The Documents tab.

What it does

Documents shows what the bid has produced and what it was built from. The submission set (what goes to the client) comes first, then the working files your team keeps, then the tender pack as the buyer issued it.

Step by step

1. Open the bid and press **Documents**.
2. Under **Submission**, each document has its own card. Press **PDF**, **Word**, **HTML** or **Source** to open it (see Open a document).
3. Press **Working files** to show or hide them when there is a submission set.
4. Under **Tender pack**., press **Open** beside a file to read it.
5. Press **Add files** to add more of the tender pack: an addendum, a clarification, a late annex.
6. Press **Show every file in the bid folder** for the full list; **Hide file list** folds it again.

What you see

- **Submission** • and a count, with "What goes to the client."
- **Working files** • and a count, with "For the bid team only — the brief, the seat briefs and notes. Never sent."

- On each document's card: its type, whether it is submission or a working file, its code, and the buttons for the forms it exists in. Where it has sections, a list headed "Sections — tap X to have the agent remove one".
- **Tender pack.** with the number of files and the first twelve, then "... and 8 more under "Show every file"." when there are more.
- Before a build: "No documents yet — run Build from the Overview tab."
- Above the documents, where they apply, the submission pack card and **From your library**.

Good to know

- Every document carries your document code prefix.
- **Add files** only saves the files into the tender pack. Nothing runs. To have the agent read them and say what they change, drop them into the Build chat instead.
- A zip added with **Add files** is kept as one file. To have a whole zipped pack unpacked, add it on Review before you create the bid.
- Working files are never part of the submission.

Common questions

Where do I download the submission?

On the submission pack card at the top of Documents (see The submission pack).

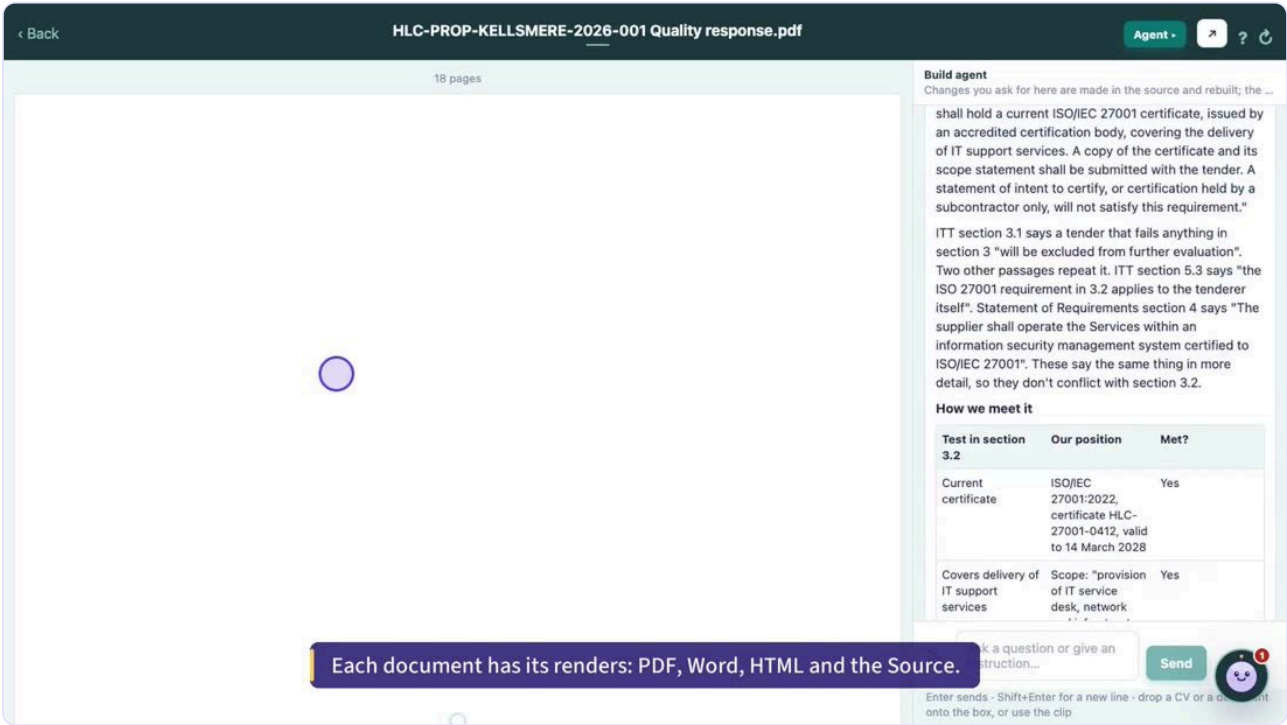
Open a document

Read any document in the bid inside Biddable: PDFs, Word and PowerPoint as pages, spreadsheets as sheets, and the file itself with ↗.

WHO CAN USE IT	Everyone in the space.
WHERE IT IS	Documents: PDF, Word, HTML, Source or Open; the viewer's Pages or Text, and ↗
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/open-a-document.mp4>



From the clip: Open a document.

What it does

Documents open in a viewer inside Biddable, so you read them as they will print without downloading anything. A PDF, a Word file or a PowerPoint file opens as pages; a spreadsheet opens as a sheet you can edit.

Step by step

1. On **Documents**, press **PDF** or **Word** on a document's card, or **Open** beside a file in the tender pack.
2. Scroll through the pages.
3. For a Word or PowerPoint file, press **Text** to see the reading view, which keeps speaker notes; press **Pages** to go back.
4. Press ↗ to open the file itself in a new tab or download it.
5. Press back to return to the bid.

What you see

- The file's name at the top, the number of pages, and each page numbered at its foot, such as **3 / 12**.
- In the web app, the header holds **Pages** or **Text** (Word and PowerPoint), **Sign** (Word), **Agent** or **Agent** ↗, and ↗. The phone, tablet and desktop app show the same as icons: **Show as text**, **Sign this form**, **Ask the agent**, and **Download**.

- In the reading view, the note "Word file — a preview of its pages. Use ↗ above to download it and open it in Word."
- A page that would not load says "This page did not load." with **Try again**.
- Notes and other text files open as text. In the phone, tablet and desktop app, a file it cannot show says "This file does not open in the app." with **Download it**.

Good to know

- Pages near where you are load first, so a long document opens quickly.
- On a wide screen the bid's agent sits beside the document (see The agent beside a document).
- On the pages you can pick words to delete, replace or send to the agent (see Pick words to delete).
- **Sign** is for signing a buyer's Word form (see The submission pack).

Common questions

Is what I see exactly what will be submitted?

The pages are rendered from the file itself, the way it prints. To check in Word or Acrobat, use ↗.

Pick words to delete

Pick any run of words on a document's pages and delete them at once, with one step of undo.

WHO CAN USE IT	Owners and writers. Reviewers can pick words, but the change is refused for them.
WHERE IT IS	A document's pages (Documents, then PDF or Word): pick words, Delete, Undo
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/pick-delete.mp4>

From the clip: Pick words to delete.

What it does

On a document's pages you can pick exactly the words you want gone, from one word to a paragraph, and press **Delete**. The words are taken out of the document's source and the pages are built again, without asking the agent.

Step by step

1. Open a document from **Documents** with **PDF** or **Word**.
2. Pick the words. With a mouse, drag across them. On a touch screen, tap the first word, then the last. In the phone and tablet app you can also press and hold, then drag.
3. In the bar under the words, press **Delete**.
4. Wait for the pages to refresh.
5. If it was a mistake, press **Undo** at the foot of the page.

What you see

- The picked words are tinted blue, with a dark bar under them: **Delete**, **Replace...**, **Ask agent**, **Add to list** and **X** to clear.
- While it works the bar says **Deleting...**
- At the foot of the page: **Deleted.** with **Undo**; after undoing, **Undone**.

- If the words could not be changed directly: "Sent to the agent: it could not be changed directly." The agent is given the exact words and makes the change in a run of its own.
- If the change would break the document: "The change was not made", with the reason, and the document stays as it was.
- On a file with no editable source, such as a tender document: "This file has no editable source here: Delete and Replace go to the agent."

Good to know

- A pick is on one page.
- The full stop or comma after the last picked word stays with the document, so deleting "during the first month" keeps the end of the sentence. Pick the whole sentence to delete its full stop too.
- A pick that runs across a table, a list, a heading or bold text goes to the agent instead, with the exact words.
- One step of undo is kept for each document: the last change. **Undo** stays at the foot until your next change or until you leave the page. If the pages cannot be built again after undoing, it says so instead of **Undone**.
- The buyer's own tender documents are never changed: on them the bar offers **Ask agent** and **Add to list** only.
- Deleting this way never counts against your plan.

Common questions

The same words appear twice in the document. Which one goes?

The one you picked. The words just before and after your pick decide between repeats; where that is not enough, the change goes to the agent with your exact words.

Pick words to replace

Pick any run of words on a document's pages, type what they should say instead, and the document is rebuilt with your words.

WHO CAN USE IT	Owners and writers. Reviewers can pick words, but the change is refused for them.
WHERE IT IS	A document's pages (Documents, then PDF or Word): pick words, Replace..., Replace
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/pick-replace.mp4>

Back

HLC-PROP-KELLSMERE-2026-001 Quality response.pdf

Agent

HARBOURLINE CONSULTING · Quality response · HLC-PROP-KELLSMERE-2026-001

3. Q1 Service desk operating model, hours of cover and staffing.

3.1 The operating model

The service desk is the single point of contact for every IT incident and request from the Authority's 214 staff, by telephone, email and self-service portal (Statement of Requirements, section 2). It is staffed on site at the harbour office from 07:00 to 19:00, Monday to Saturday, by not fewer than two analysts at any time (ITT section 5.4). Outside those hours, P1 incidents are taken by an on-call engineer on our Westhaven out-of-hours rota, remotely, within 15 minutes.

WHEN	WHO ANSWERS	WHERE	WHAT IS COVERED
07:00 to 19:00, Monday to Saturday	At least two analysts, led by the senior analyst	Harbour office	All priorities, all channels
All other hours, 365 days a year	On-call engineer on the Westhaven rota	Remote, Westhaven desk	P1 incidents, to the targets in section 6 of the Statement of Requirements
All other hours	Self-service portal and email	Online	P2 to P4 logged for the

We cover every Monday to Saturday in the year, bank holidays included, because port operations do not stop

Build agent

Changes you ask for here are made in the source and rebuilt; the ...

Borough Council transition.

- Section 5.2: the last row of the plan was "9 onwards" and is now "Service start, 1 February 2027". That makes it clear nothing in the transition runs past week 8.
- Section 5.6: the Westhaven evidence now says that service desk was mobilised "in an eight-week transition".

Q3 is now 596 of its 1,000 words. I rebuilt the quality response's Word file and PDF, and the change sits on page 9. The PDF is still 18 pages, every page after the cover has its page number, and the layout check found no new problems.

There's no conflict with the tender: the ITT dates leave exactly eight working weeks. I've kept your instruction in your notes for the agent so later runs on this bid follow it, and added it to the bid brief's table of your notes.

I've read "as at Westhaven" as meaning the Westhaven Borough Council transition took eight weeks. That claim is now in the submission as evidence, and nothing in our records gives that contract's transition length. If you meant something else, tell me and I'll take the comparison out.

Ask a question or give an instruction...

Send

Enter sends - Shift+Enter for a new line - drop a CV or a comment onto the box, or use the clip

From the clip: Pick words to replace.

What it does

Replace... puts your own words in place of the ones you picked, in the document's source, and builds the pages again. It is the quickest way to correct a name, a figure or a phrase.

Step by step

1. Open a document from **Documents** with **PDF** or **Word**.
2. Pick the words: drag across them with a mouse, or tap the first word and then the last on a touch screen.
3. In the bar under the words, press **Replace....**
4. Type the new words in the field marked "New words".
5. Press **Replace**, or **Enter**. **Cancel** goes back to the bar.
6. If it was a mistake, press **Undo** at the foot of the page.

What you see

- **Replace** stays greyed out until you have typed something.
- While it works the bar says **Replacing....**

- At the foot of the page: **Replaced.** with **Undo.**
- If the words could not be changed directly: "Sent to the agent: it could not be changed directly." The agent is given the exact words and your replacement, and makes that change and nothing else.
- If the document would not build with the change: "The change was not made", with the reason.

Good to know

- Your new words go in exactly as typed. Formatting such as bold is not added.
- The full stop or comma after the last picked word stays, unless you picked a whole sentence.
- A pick that runs across a table, a list, a heading or bold text goes to the agent.
- One step of undo per document; **Undo** stays at the foot until your next change or until you leave the page.
- The buyer's own tender documents are never changed: on them the bar offers **Ask agent** and **Add to list** only.
- Replacing this way never counts against your plan.

Common questions

I want the same change everywhere in the document. Can Replace do that?

No, it changes the words you picked. For a change throughout, tell the agent on Build, for example "Use 'the Authority' instead of 'the Client' throughout."

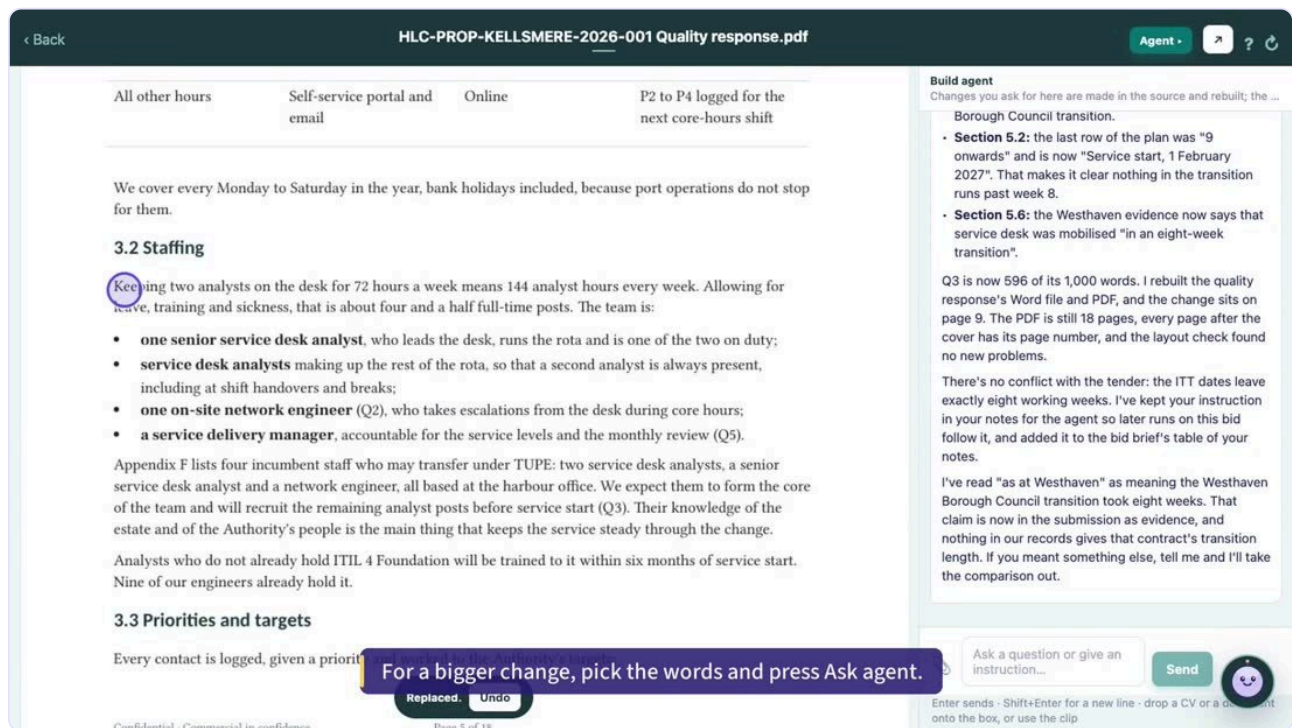
Pick words for the agent, or a list of picks

Send picked words to the agent with your instruction, or collect several passages first and ask for all the changes in one message.

WHO CAN USE IT	Owners and writers. Reviewers can pick words but not send.
WHERE IT IS	A document's pages: pick words, Ask agent, Add to list, then Edit these ▶
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/pick-ask-agent.mp4>



From the clip: Pick words for the agent, or a list of picks.

What it does

Ask agent puts the exact words you picked, and where they are, into the agent's box beside the document, for you to say what should change. **Add to list** collects several passages, from any page, so you can ask for every change in one message.

Step by step

1. Open a document from **Documents** with **PDF** or **Word**.
2. Pick the words: drag across them with a mouse, or tap the first word and then the last on a touch screen.
3. For one passage, press **Ask agent**. The agent's box fills with the document's name, the page and your words. Type what you want, for example "make this two sentences", and press **Send**.
4. For several, press **Add to list** instead, then pick the next passage and press **Add to list** again.
5. When you have them all, press **Edit these ▶** at the foot of the page. The box fills with every passage in page order, followed by "Change:". Finish the instruction and press **Send**.
6. **Clear** empties the list.

What you see

- Passages added to the list stay highlighted in gold.
- The foot of the page counts them: "2 passages on pages 3, 5", with **Edit these ▶** and **Clear**.
- Once sent, the agent works on the bid's sources, and the pages refresh when it finishes.

Good to know

- Nothing is sent until you press **Send**. You can change the words in the box first.
- The words either side of each pick go with it, so the agent changes that spot and nothing else.
- If the agent is hidden, **Ask agent** and **Edit these ▶** open it. On a narrow screen the agent takes the place of the pages; press the agent button again to see the pages.
- The list is kept while the document is open.
- Instructions to the agent never count against your plan.

Common questions

When should I use Ask agent rather than Replace?

When the change needs judgement: rewording, shortening, adding evidence, or anything across a table or a heading.

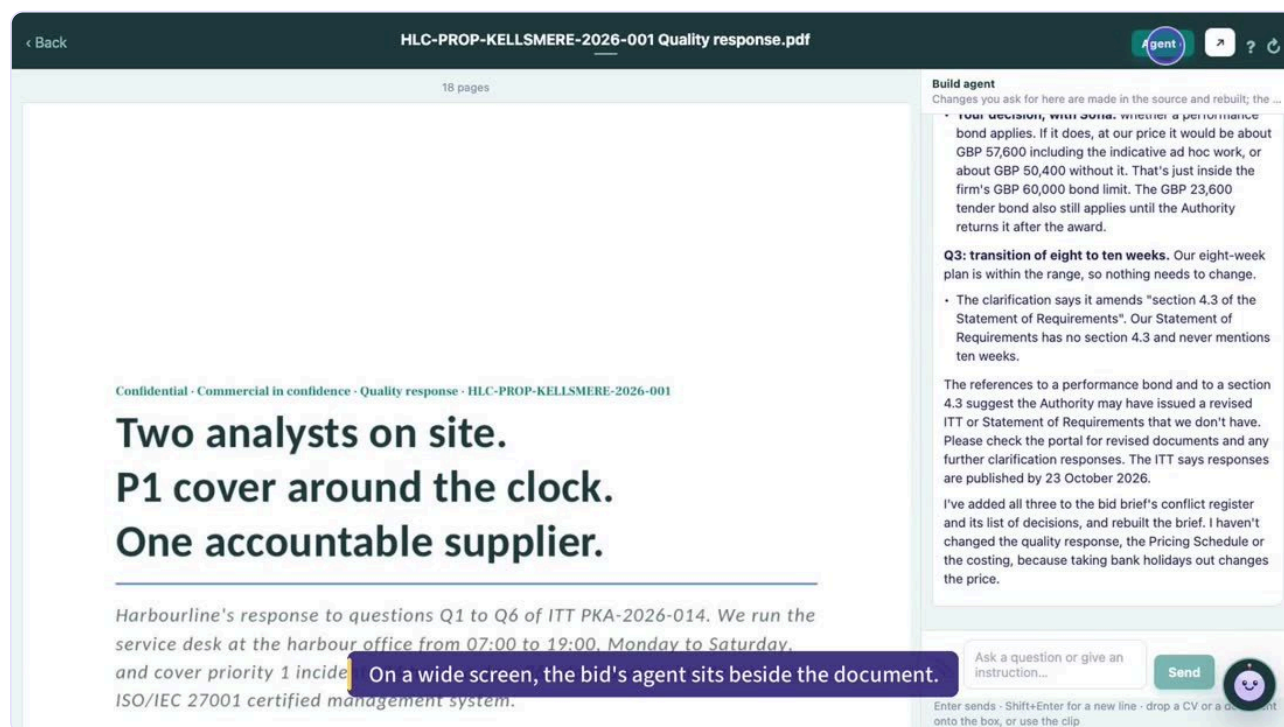
The agent beside a document

Talk to the bid's agent while you read a document, ask about a page, and see the pages refresh when it has made the change.

WHO CAN USE IT	Owners and writers. Reviewers can read the conversation but not send.
WHERE IT IS	The document viewer: Agent ► or ◀ Agent, and Ask about page n
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/agent-beside-document.mp4>



From the clip: The agent beside a document.

What it does

On a wide screen, the bid's agent sits in a column beside the document you are reading. It is the same conversation as the Build tab, so you can ask for a change while looking at the page, and the pages refresh when the change is made.

Step by step

1. Open a document from **Documents**.
2. On a wide screen the agent's column is already open, headed **Build agent**. If it is hidden, press ◀ **Agent** (in the phone, tablet and desktop app, the **Ask the agent** icon).
3. Press **Ask about page 4** at the foot of a page. The box fills with the document's name and the page number.
4. Finish the instruction or question and press **Send**.
5. Press **Agent ►** (or **Hide the agent**) to give the document the whole width.

What you see

- Under **Build agent**: "Changes you ask for here are made in the source and rebuilt; the pages refresh when the run finishes."
- At the top of the conversation: "Tell the agent what to change in the document beside you."

- The working line and **Stop** while it works, then the pages reload.

Good to know

- The column shows beside the pages on a screen at least about 1,000 pixels wide: a laptop, the desktop app, or a tablet held sideways. On a narrower screen the agent takes the place of the document; press the button again to go back to the pages.
- **Ask about page n** shows only when the agent is beside the pages.
- Everything said here is also on the bid's **Build** tab, and the other way round.
- Questions and instructions never count against your plan.

Common questions

Do I need to rebuild after the agent changes something?

No. The agent rebuilds the documents it changed, and the pages refresh when it finishes.

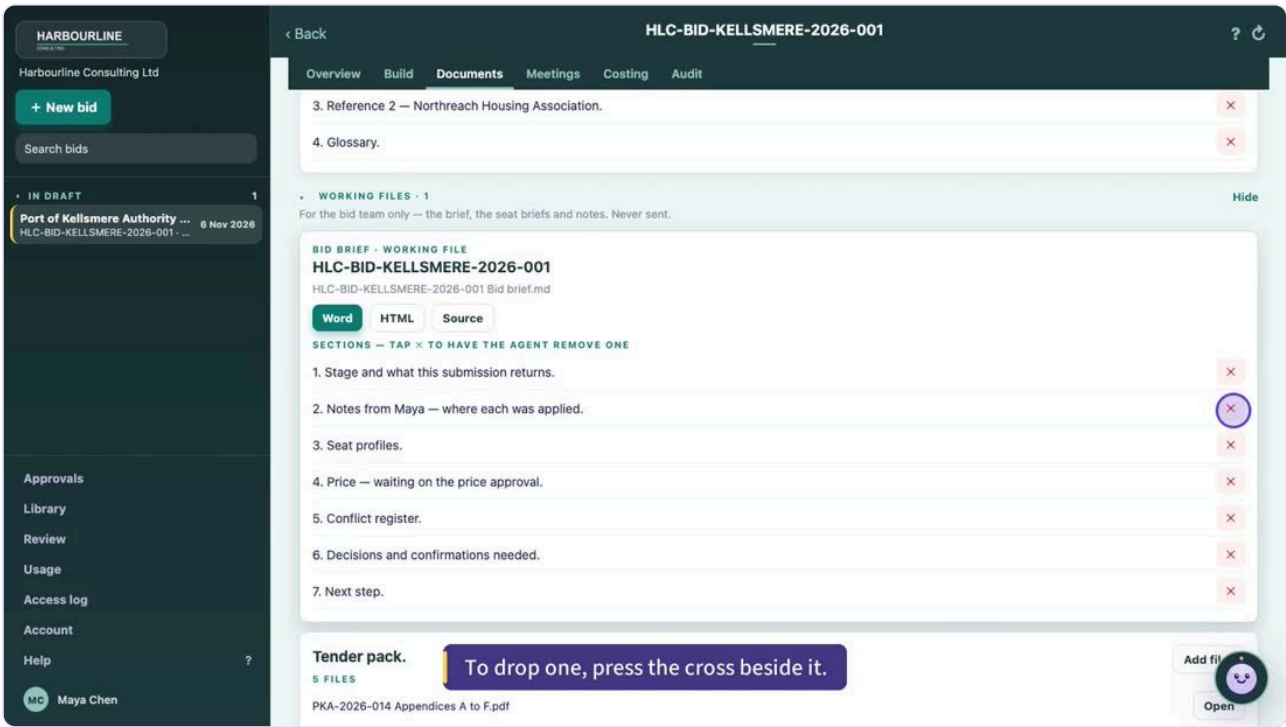
Remove a section

Take a whole section out of a document from its card on Documents; the agent removes it, fixes the cross-references and rebuilds.

WHO CAN USE IT	Owners and writers. Reviewers can see the sections but not remove them.
WHERE IT IS	Documents: X beside a section on a document's card, then confirm Remove section
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/remove-a-section.mp4>



From the clip: Remove a section.

What it does

Each built document lists its sections on its card. The X beside a section asks the agent to remove that section and everything under it, correct anything that pointed to it, and build the document again.

Step by step

1. Open the bid and press **Documents**.
2. On the document's card, find the list headed "Sections — tap X to have the agent remove one".
3. Press X beside the section.
4. Confirm: "Remove section" asks whether to remove that section from the document and rebuild. Press **OK** in the web app, or **Yes** in the phone, tablet and desktop app.
5. The bid switches to **Build**, where the agent works on it.

What you see

- Your request appears on Build as a message naming the section and the document, with **Sent · working on it**.
- When the agent is done, its reply says what it removed and which cross-references it fixed; the document is rebuilt.

Good to know

- The agent fixes references to the section elsewhere: the compliance matrix, summary tables and the glossary.
- The ✕ buttons are greyed out while a run is going on the bid.
- To bring a section back, ask the agent on Build.
- Removing a section never counts against your plan.

Common questions

Can I remove part of a section instead?

Yes. Pick the words on the document's pages and press **Delete**, or tell the agent on Build what to cut.

Edit a spreadsheet

Open a workbook as a sheet, change values and formulas cell by cell, and save; every formula is recalculated.

WHO CAN USE IT	Owners and writers. Reviewers can open and read the sheet, but saving is refused for them.
WHERE IT IS	A workbook in the viewer (Documents, then Open): the cell bar, Enter, Save, Discard
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/edit-a-spreadsheet.mp4>

The screenshot shows the Biddable interface with a spreadsheet titled "PKA-2026-014 Pricing Schedule — completed.xlsx". The spreadsheet is open in "Edit" mode, showing a table with columns for Ref, Line, Unit, Quantity, Year 1, Year 2, Year 3, and Initial term. The table contains several rows of pricing data. A purple circle highlights the "Unit" column for row 6. A purple box at the bottom of the spreadsheet says "Click a cell, and type in the bar at the top." To the right of the spreadsheet is a "Build agent" chat window with a text input field and a "Send" button. The chat window contains text about a Borough Council transition and a quality response.

From the clip: Edit a spreadsheet.

What it does

An Excel workbook (.xlsx or .xlsm) opens as a sheet you can edit, such as a pricing schedule or a buyer's response sheet. Your changes are written into the workbook itself, every formula is recalculated, and its charts, pictures and formatting are kept.

Step by step

1. On **Documents**, press **Open** beside the workbook.
2. Press a cell. Its reference shows on the left of the bar, and what it holds shows in the bar.
3. Type in the bar: a value, or a formula starting with =.
4. Press **Enter** (the button or the key) to keep it and move down. On a computer, **Tab** moves right and **Esc** puts the cell back as it was.
5. Change more cells, on any sheet. Use the sheet names along the foot to switch sheets.
6. Press **Save 3 changes** to write them into the workbook, or **Discard** to drop them.

What you see

- The bar's hint: "Type a value, or a formula starting with =".
- Changed cells wait in yellow, and a sheet with unsaved changes shows • beside its name.

- While saving: **Saving and recalculating...**, then "Saved. Every formula is recalculated."
- Leaving with unsaved changes asks "Leave without saving?", with how many changes are not saved.
- On a large sheet, **Show 200 more rows**, and a note when the sheet is bigger than what is shown, with ↗ to open it in Excel.

Good to know

- If the workbook changed since you opened it (the agent or another device saved it), the save is refused with "This workbook changed since you opened it ... Reload it, then make your changes again."
- Where the formulas cannot be recalculated, the save still goes through and says their results will show when the workbook is opened in Excel.
- Up to 1,000 rows and 60 columns of a sheet are shown here. Use ↗ for the rest.
- Older .xls files open as text, not as a sheet.
- Hidden sheets are listed with "(hidden)".
- Editing a sheet never counts against your plan.

Common questions

Will the agent overwrite my figures?

While you have unsaved changes, the sheet does not reload under you. Once saved, the figures are in the workbook like any other change. If you want the agent to keep them, say so in **Notes for the agent** on Overview.

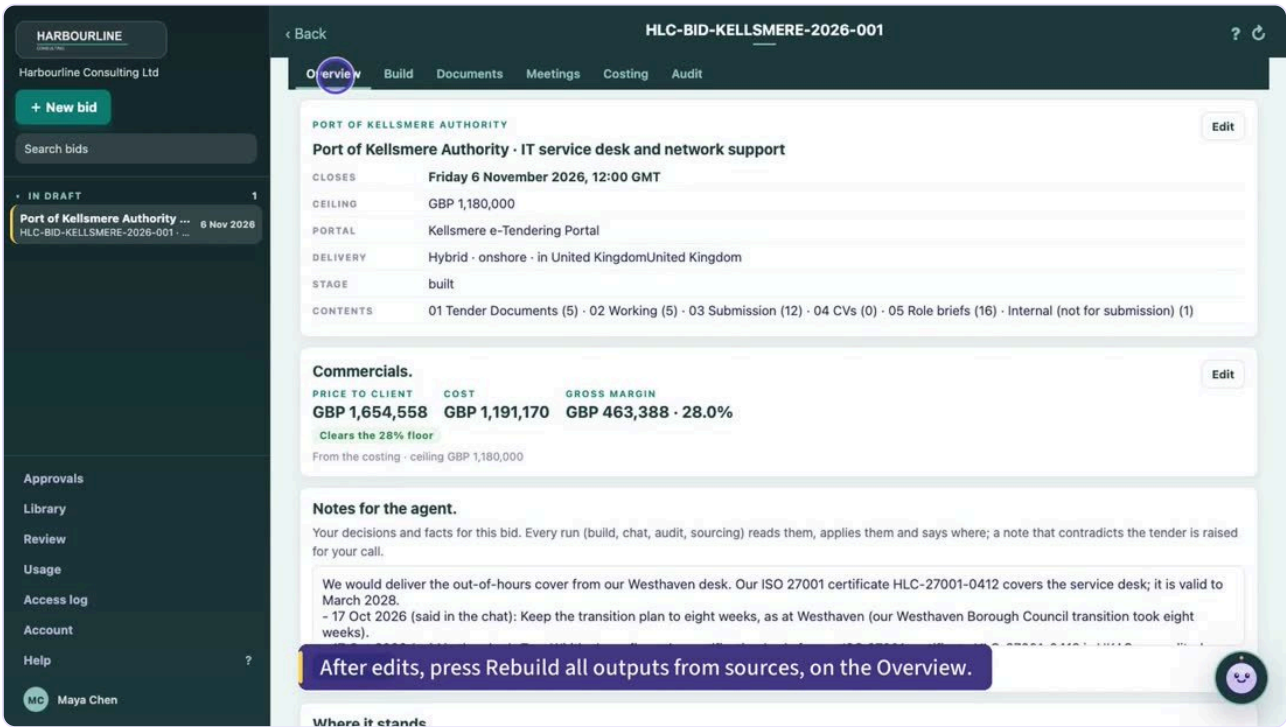
Rebuild all outputs from sources

Render every document of the bid again from its current sources, without a new build and without counting against your plan.

WHO CAN USE IT	Owners and writers. Reviewers cannot start a rebuild.
WHERE IT IS	A bid's Overview: Run, Rebuild all outputs from sources
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/rebuild.mp4>



From the clip: Rebuild all outputs from sources.

What it does

Rebuild all outputs from sources produces the bid's PDFs and Word files again from what the bid's sources say now. It writes nothing new: it is for when the documents should catch up with changes already made.

Step by step

1. Open the bid on **Overview**.
2. Under **Run.**, press **Rebuild all outputs from sources**.
3. Wait for the message, then read the documents on **Documents**.

What you see

- **Rebuilt.** when it has finished.
- **Build failed.** with the end of the error when a document would not build.
- The button is greyed out while any run is going on the bid.

Good to know

- A rebuild is not a build. It never counts against your plan.

- For a fresh build of the whole response, use **2 • Build the bid** instead; for a change in what a document says, use the Build chat or pick words on the pages.
- Changes made by picking words, and changes the agent makes, already rebuild the documents they touch. A full rebuild is seldom needed.

Common questions

The rebuild failed. What now?

Tell the agent on Build what you were trying to do and that the rebuild failed. It can read the error and fix the source.

The Costing tab

The bid's internal costing: what it charges, what it costs, the margin, the rate card you can edit, and the pay schedule.

WHO CAN USE IT	Everyone can read it. Owners and writers can change rates and days; saving is refused for reviewers.
WHERE IT IS	A bid's Costing tab: Rate card, Edit rates / days, Save & rebuild workbook
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/costing.mp4>

The screenshot shows the 'Costing' tab for a bid titled 'HLC-BID-KELLSMERE-2026-001'. The interface includes a sidebar with navigation options like 'New bid', 'Search bids', and 'IN DRAFT'. The main content area displays 'Internal costing' with a table showing 'CHARGED', 'COST POOL', 'MARGIN', 'HEADROOM TO FLOOR', and 'DAYS'. Below this is a 'Rate card' section with detailed line items for various roles and their associated costs and charges. A callout box highlights the 'Costing tab'.

From the clip: The Costing tab.

What it does

Costing is the bid's pricing for your team only. Where the build has priced the bid, it shows the totals, a rate card for each position and the pay schedule, and you can change days and rates and rebuild the costing workbook. Where the pricing lives in the bid's own workbooks, it shows the totals read from them.

Step by step

1. Open the bid and press **Costing**.
2. Read **Internal costing**: what is charged, the cost pool, the margin, the headroom to your floor and the days.
3. Under **Rate card**., press **Edit rates / days**.
4. For each position, change **Days**, **Cost/day** or **Charge/day**.
5. Press **Save & rebuild workbook**, or **Cancel**.
6. Press **Open the xlsx** to see the costing workbook itself.

What you see

- **Internal costing.** with **Charged**, **Cost pool**, **Margin** (red when below your floor), **Headroom to floor** and **Days**, and a line with the ceiling, the floor and the tax treatment, ending "Never sent to the client, a partner or a consultant."
- Under **Rate card.**, each position with the person named or "to be named", and its days, cost per day, charge per day, price and the status of the rate.
- While saving, the button reads **Rebuilding....**
- **Pay schedule.:** the basis, when contractors are paid, each month's days and invoiced amount or each milestone's share, and **Other costs.**
- Without a priced costing: **Read from the pricing sheets.**, with the labelled totals found in the workbooks, and the bid's pricing workbooks with **Open**, or "No costing yet. The build step prices the bid from the seat briefs."

Good to know

- The costing is never part of the submission.
- With "technical proposal only" in your set-up, no pricing is written and the buyer's pricing forms are left to you. You can still ask the agent to price a bid in the Build chat.
- To use a total from **Read from the pricing sheets.** as the bid's price or cost, enter it with **Edit** under **Commercials.** on Overview.
- Changing rates and days rebuilds the costing workbook, not the proposal. Ask the agent on Build to carry new figures into the documents.
- Saving here never counts against your plan.

Common questions

Why is there no rate card?

The bid's pricing is in its own workbooks rather than a priced costing. Open them from the list, or ask the agent on Build to cost the bid.

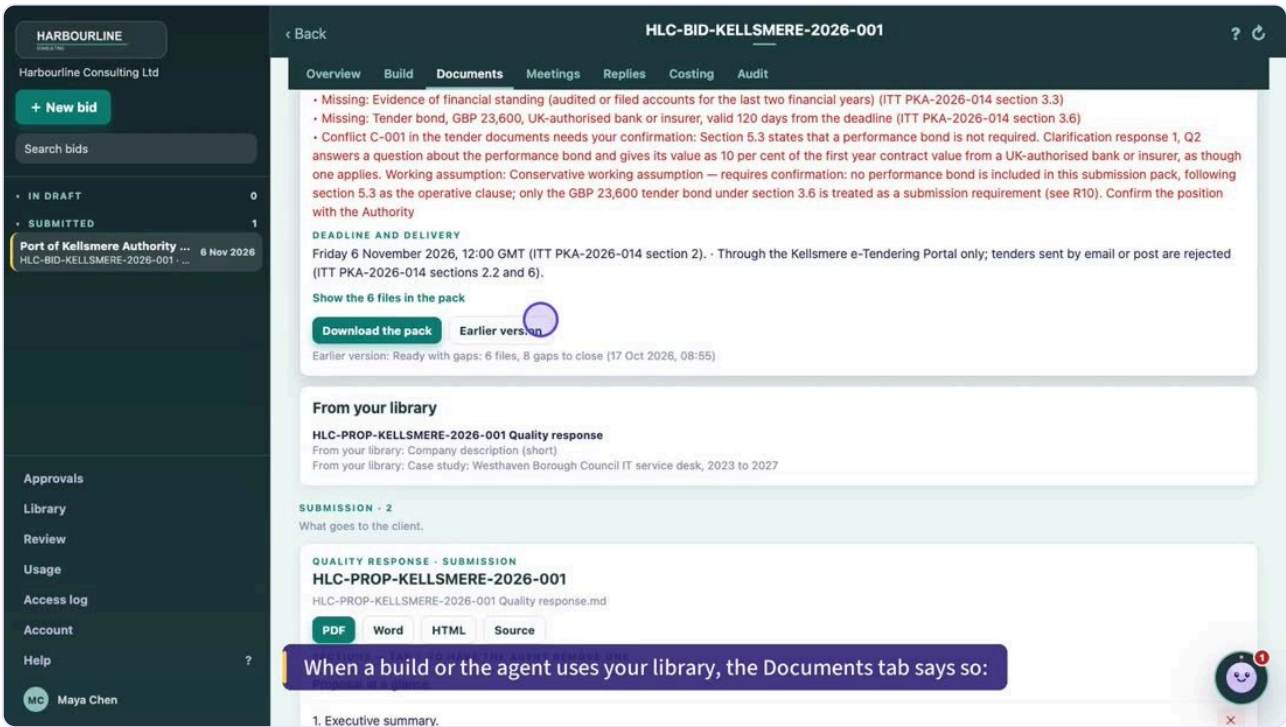
From your library, on a bid

See which of your library's approved entries each document drew on, and which certificates expire before the tender closes.

WHO CAN USE IT	Everyone in the space.
WHERE IT IS	A bid's Documents tab: From your library
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/from-your-library.mp4>



From the clip: From your library, on a bid.

What it does

When a build uses an approved entry from your library, such as a case study, a CV or a policy, the bid's **Documents** page says where. It also warns you about library certificates that have expired or will expire before the tender closes.

Step by step

1. Open the bid and press **Documents**.
2. Find the card **From your library**, above the submission set.
3. Read each document's name and, under it, the entries it drew on.
4. Act on any warning before you submit.

What you see

- For each document, lines such as "Section 3: From your library: Water network upgrade, 2025".
- A warning in red for a certificate: "expired on" a date, or "expires on" a date "before this tender closes", each ending "Renew it before you submit if the tender asks for it."
- No card at all when the bid used nothing from the library and nothing is expiring.

Good to know

- Only approved library entries are used in a build.
- The submitted documents never mention the library. The card is for your team.
- Marking a bid submitted or won proposes new library entries from its final documents, for approval in the library.

Common questions

How do I stop an entry being used?

Retire it in the library. Builds from then on leave it out (see The library).

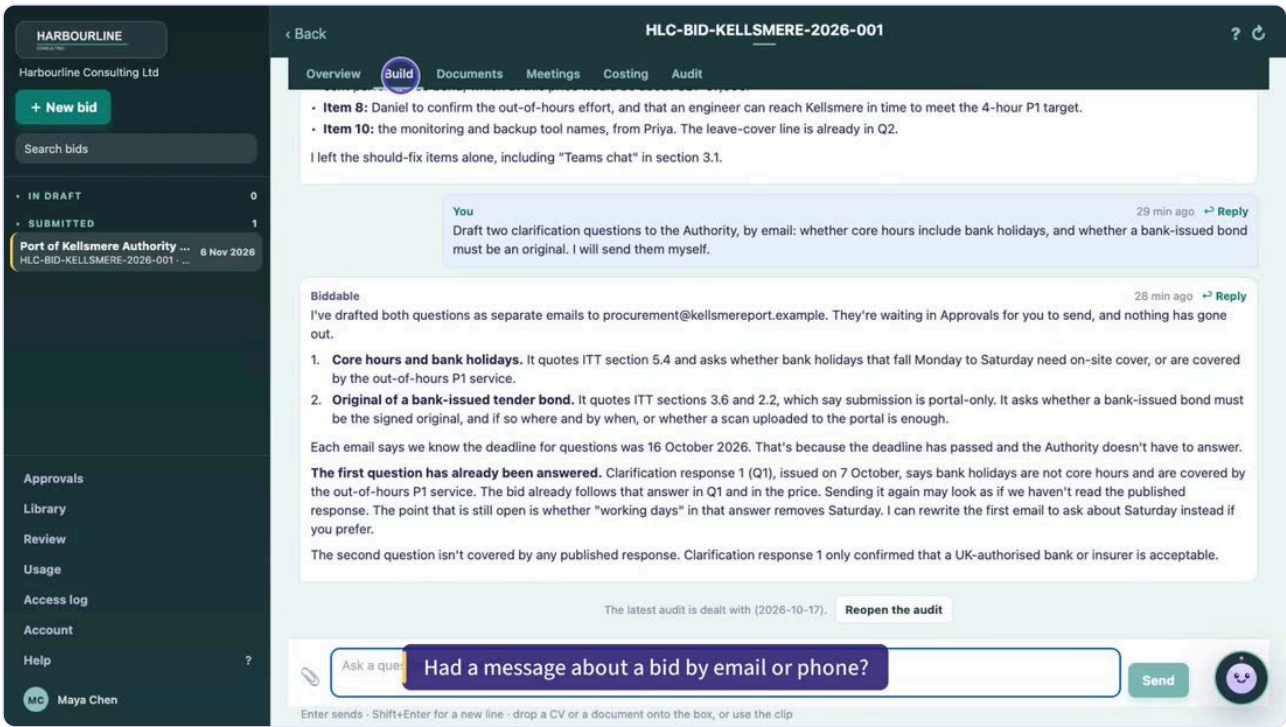
Replies: messages about a bid

Paste a message someone sent you about a bid into its Build chat; it is kept on the bid's Replies page and, in a team, flagged for the person it is for.

WHO CAN USE IT	Everyone can read Replies. Owners and writers paste messages in.
WHERE IT IS	A bid's Build tab: paste the message; then the bid's Replies tab
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/replies.mp4>



From the clip: Replies: messages about a bid.

What it does

When a supplier, a partner, a candidate or the client writes to you about a bid, paste their message into the bid's Build chat. The agent acts on it and files it on the bid's **Replies** page, so the whole team can see what was said. With more than one person in the space, the message is marked for the person it is meant for, and they are emailed.

Step by step

1. Open the bid and press **Build**.
2. Paste the message and say who it is from and what it is, for example "From Anna at the supplier, by email:" followed by the text. Say who it is for if it is meant for a colleague.
3. Press **Send**.
4. If the agent asks who the message is for, answer with the person's name and press **Answer**.
5. Open the **Replies** tab to read every message filed on the bid.

What you see

- The **Replies** tab appears on the bid once the first message is filed.

- Each message shows who it is from, how it came (**Email, LinkedIn, Phone, WhatsApp, Meeting or Message**), when, the subject and the text, and in a team "For" one person and "filed by" another.
- A message filed for you by a teammate shows **New** until you open the tab, and you get an email saying it is waiting.
- The bid's card on the Bids list shows **new replies**, and so does the front page.
- With nothing filed: "Nothing filed yet. Paste a message someone sent you into the bid's chat and it is kept here."

Good to know

- A message you paste yourself is filed as read for you.
- Pasting the same message twice files it once.
- Nothing is sent back to the person who wrote. A reply the agent drafts waits on Approvals for someone to send.
- Reviewers can read the Replies tab, and opening it marks their own new messages as read.

Common questions

Does the agent do anything with the message besides filing it?

Yes. It reads it as news for the bid, such as a quote, an answer or a change, and acts on it as it would on any instruction, asking you first where it would move the price, the scope or a named person.

Reviews and approvals

The red-team audit before you submit, the optional evaluator review, and the Approvals page where every outgoing message waits for you.

VIDEO

Watch this topic as a short video: <https://biddable.ae/assets/media/guide-building-a-bid.mp4>

Nothing leaves your space until one of your people sends it. Before that, every bid can be checked against the tender the way a buyer's evaluator would check it.

What it is

- **The red-team audit** (the bid's Audit page) reads the finished documents against the tender pack and your rules: compliance, consistency, missing items, unsupported claims, scope creep, commitments you did not mean to make, British spelling and grammar. It gives a verdict of Ready, Ready with changes or Not ready, with must-fix and should-fix findings.
- **The evaluator review** is an optional extra. Where it is on for your space, the audit also reads every scored answer the way the buyer's evaluator will, with five checks (can they find it, follow it, believe it, is it written for this buyer, could they justify the mark) and a projected score against the target, or Strong, Adequate or Weak where the tender publishes no scale.
- **Approvals** is where every message the bid's agent drafts to someone outside waits for you: clarification questions to the buyer, and messages to people on the bid. Biddable sends nothing itself.

How to use it

1. On the bid's **Audit** page, press **Run the audit** (or **3 · Red-team audit** on Overview). Read the report when it is done.
2. Press **Fix the must-fix items** to have the agent work through them, or discuss a finding in the Build chat. Mark a finding **Fixed** when you have dealt with it yourself; **Mark as dealt with** closes the whole audit when the rest is accepted.
3. Press **Run the audit again** before you prepare the submission pack. A later audit checks each fix that was recorded and does not raise it again once it holds.
4. Where the evaluator review is on, read its block under the audit. **Win back the marks** sends the answers below target to the agent with the evaluator's reasons; it never invents evidence.
5. Open **Approvals** when a draft is waiting (the page shows a count). Read it and **Edit** it if you like, then send it yourself: **Open in your email** puts it in a new message from your own address, **Open the portal** and **Copy text** are for a tender portal. Press **I sent it myself** so the bid's record is right, or **Reject** it.

Good to know

- A finding you mark fixed is remembered, with what was changed, so later audits verify it instead of repeating it. One that did not hold comes back marked as still present.
- An earlier audit's message is folded away in the Build chat once a new audit runs or the old one is dealt with.
- The evaluator review is chosen at sign-up, or switched on later from the email offering it or by asking your Biddable contact. Your set-up under Account shows whether it is on.
- Owners and writers approve, edit and reject on Approvals; a reviewer can read what is waiting.

Common questions

Does the audit change the documents?

No. It reports. Fix the must-fix items, the Build chat and your own edits change them; then rebuild and audit again.

Does an audit count as a bid?

No. Audits, like triage and questions, never count against your plan.

Why can I not send a clarification question from the app?

By design. Every message to a buyer goes out in your name, from your account or your portal login, and only when you press send there. Approvals keeps the draft and the record of what you sent.

The audit says Ready with changes. Can I still submit?

That is your call. Ready with changes means should-fix findings remain and the must-fix ones are dealt with. The submission pack lists the latest audit's must-fix items as warnings until a new audit clears them.

Step by step, one thing at a time

1. Run the audit
2. Read the audit
3. Fix the must-fix items
4. The audit in the Build chat
5. The evaluator review
6. Win back the marks
7. Approvals: what waits for you
8. Send a draft yourself, or reject it

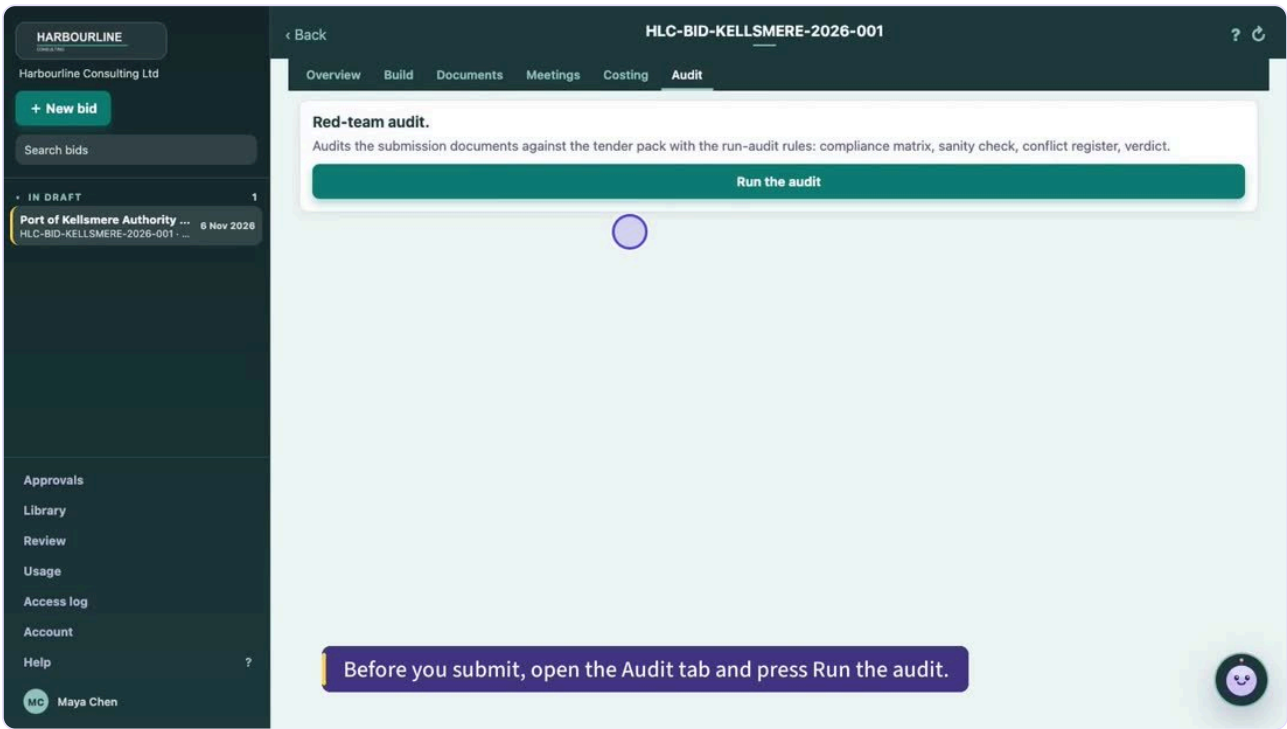
Run the audit

Checks the bid's submission documents against the tender pack and your rules, and gives a verdict with must-fix and should-fix findings.

WHO CAN USE IT	Owners and writers. Reviewers can read the result but cannot start an audit.
WHERE IT IS	A bid's Audit page: Run the audit (Run the audit again once there is one); or Overview, under Run.: 3 · Red-team audit
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/run-the-audit.mp4>



From the clip: Run the audit.

What it does

The red-team audit reads the bid's submission documents against the tender pack and your space's rules, the way a sceptical reviewer would before the buyer does. It checks compliance, consistency between documents, missing items, unsupported claims, scope creep, commitments you did not mean to make, the figures, and British spelling. It reports; it never changes the documents.

Step by step

1. Open the bid and go to its **Audit** page.
2. Press **Run the audit**. Once the bid has an audit, the button reads **Run the audit again**. The same audit starts from **3 · Red-team audit** under **Run.** on the bid's **Overview** page.
3. The app moves to the bid's **Build** page, where the audit shows as working. You can leave the page or the app; it carries on.
4. When it is done, go back to **Audit** to read the result (see Read the audit).

What you see

- On **Build**, the working line says "Auditing the bid" with **Stop** beside it. If something else is already running on the bid, it says "Queued — waiting for the bid" until its turn.

- When it finishes, the audit's message appears in the Build chat, and the audit card with the findings sits at the foot of the thread (see The audit in the Build chat).
- On **Overview**, the **Where it stands.** card changes from "Not audited" to "Audit:" and the verdict.
- On **Audit**, a badge with the verdict (READY, READY WITH CHANGES or NOT READY), the date, and the number of Critical, High, Medium and Low findings.

Good to know

- An audit never counts as a bid against your plan.
- Each later audit is given the findings that were fixed or dealt with since, checks each fix in the documents, and does not raise a fix that holds again.
- Where the evaluator review is on for your space, the same audit also scores every answer as the buyer's evaluator would (see The evaluator review).
- The buttons show for everyone, but a reviewer who presses one is told "Reviewers can read this space but not change it."
- Nothing runs in a paused space, the audit included.
- Run the audit again after your fixes and before you prepare the submission pack: the pack lists the latest audit's must-fix items as warnings.

Common questions

Does the audit change the documents?

No. Use **Fix the must-fix items**, the Build chat or your own edits to change them, then run the audit again.

Can I keep working while it runs?

Yes. It runs on the server. While you are in the app, Biddie posts a short note when it finishes.

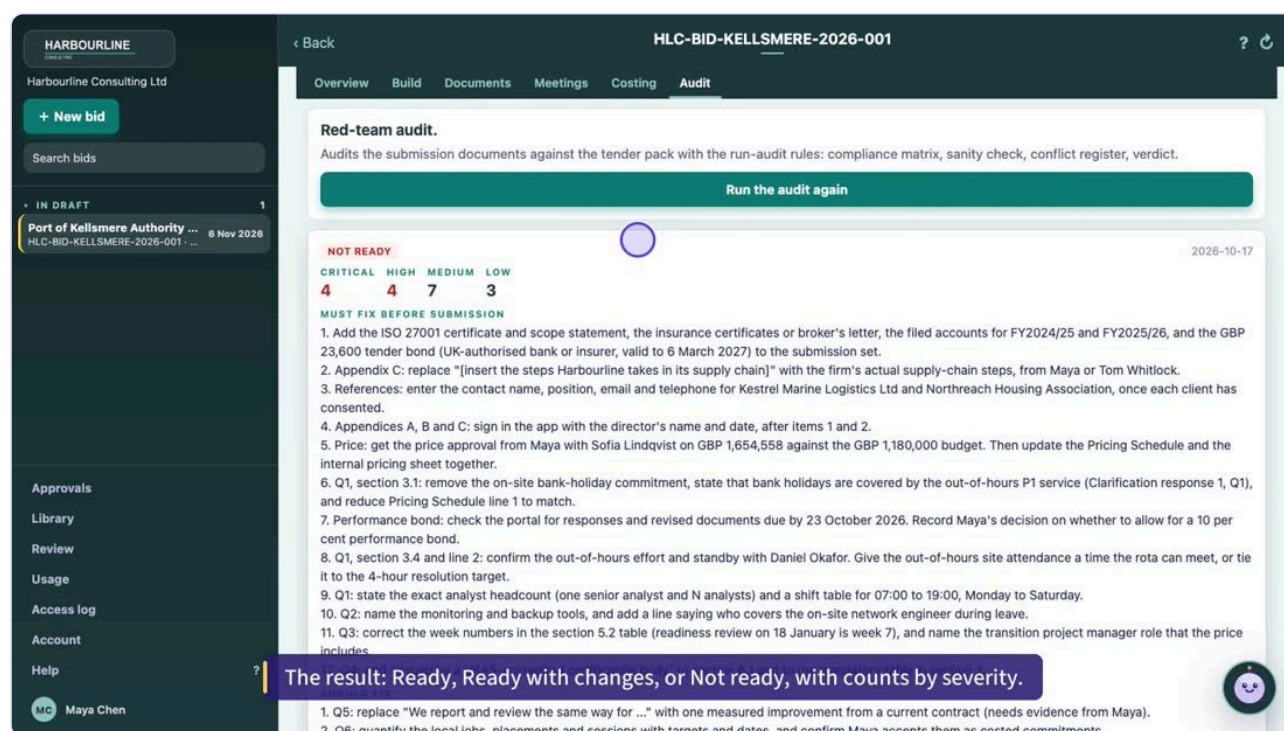
Read the audit

The verdict, the counts by severity, the must-fix and should-fix lists, and the full report behind them.

WHO CAN USE IT	Everyone in the space, reviewers included.
WHERE IT IS	A bid's Audit page: the result under Red-team audit, and Open the report
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/read-the-audit.mp4>



From the clip: Read the audit.

What it does

Once a bid has been audited, its Audit page shows the latest result: the verdict, how many findings there are at each severity, and the findings to fix, numbered. **Open the report** opens the whole audit, with the reasoning and the evidence for every finding.

Step by step

1. Open the bid and go to its **Audit** page.
2. Read the badge (the verdict) and the date beside it.
3. Read the four counts: **Critical**, **High**, **Medium** and **Low**.
4. Read **Must fix before submission** and **Should fix**, each a numbered list.
5. Press **Open the report** to read the full audit in the document viewer.

What you see

- The verdict: READY, READY WITH CHANGES or NOT READY.
- The counts, with Critical and High in red when there are any.
- The numbered findings. Each says what is wrong and, usually, where and what to change.

- The report has the same verdict and findings with their detail: a summary, the critical findings first, a compliance matrix tracing each tender requirement to where the bid answers it, a sanity check, missing requirements, contradictions between documents, a commercial check of the figures, the evaluator's view, a register of conflicts between tender documents, what to delete, change or keep, and the priority fix list.

Good to know

- Severity follows the audit's rules: Critical could cause rejection or serious exposure, High could cost real marks or create significant risk, Medium could confuse or weaken the response, Low is editorial.
- This page always lists every finding of the latest audit. The audit card in the Build chat shows only the findings still open, so the two can differ once some are marked fixed.
- Where the tender documents contradict each other, the report says so and asks for your decision rather than choosing one.
- The report is kept with the bid's working files. It is never part of the submission set or the pack.
- A new audit replaces this result. Earlier reports stay in the bid's working files.

Common questions

What is the difference between must fix and should fix?

Must-fix findings are the ones the audit thinks need dealing with before you submit. Should-fix findings would improve the bid but are not essential. The submission pack warns about must-fix items only.

Can a reviewer read the audit?

Yes. Everyone in the space can read it and open the report. Only owners and writers can start an audit or a fix.

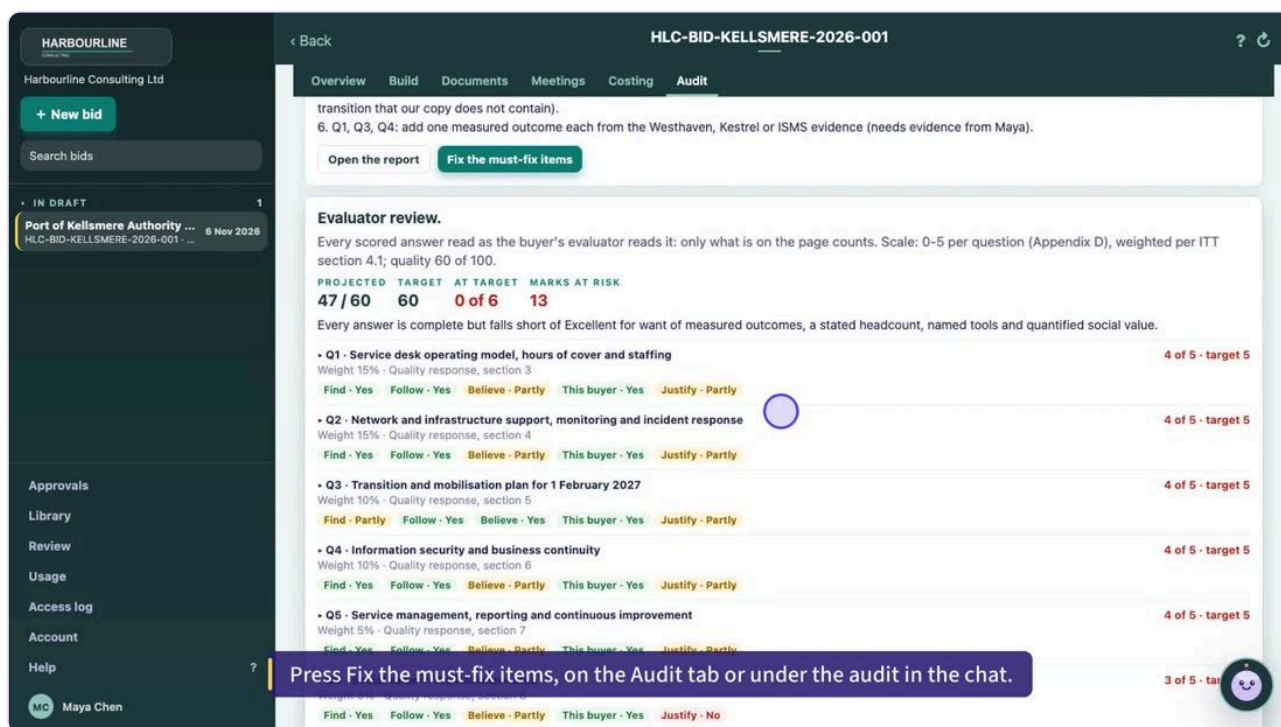
Fix the must-fix items

Hands every must-fix finding of the latest audit to the bid's agent, which makes the changes, rebuilds the documents and reports what changed.

WHO CAN USE IT	Owners and writers.
WHERE IT IS	A bid's Audit page: Fix the must-fix items (or, in the Build chat, the audit card's Fix all must-fix items)
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/fix-must-fix.mp4>



From the clip: Fix the must-fix items.

What it does

Fix the must-fix items sends the bid's agent an instruction to fix every item under Must fix before submission in the latest audit, rebuild the documents they touch, and report what changed. When it finishes cleanly, every must-fix item is recorded as fixed and the audit as dealt with. The should-fix items are left alone.

Step by step

1. On the bid's **Audit** page, press **Fix the must-fix items**. The button shows only when the audit has must-fix items.
2. The app moves to the **Build** page and the agent starts work.
3. If the agent asks you something (for example for evidence the bid does not hold), answer it in the box and press **Answer**.
4. Read its report of what changed, and open the documents to check.
5. Press **Run the audit again** on the **Audit** page to confirm the fixes hold.

What you see

- On **Build**, your instruction in the thread and a working line ("Working") with **Stop**.
- A question from the agent appears highlighted, marked "Waiting for your answer".

- When it is done, the agent's reply lists what it changed, document by document.
- The audit card at the foot of the thread goes, and the audit's own message folds to one line: "Audit dealt with on" the date, "the findings are folded away", with **Show** to read it again.

Good to know

- The same work starts from the audit card in the Build chat: **Fix all must-fix items** puts the instruction in the box, ending "Leave the should-fix items alone unless I say otherwise.", so you can add to it before you press **Send**.
- What was fixed is remembered, so the next audit checks each fix rather than raising it again.
- A run you stop, or one that fails, does not mark anything fixed. Your message then shows **Resend** to send it again as it was.
- A fix run in the Build chat does not count as a bid. Only a build does.
- A reviewer can see the button but cannot start the run.

Common questions

Will it change things I did not ask for?

It works only on the must-fix findings and the documents they affect, and reports what it changed. To fix a should-fix finding too, use **Discuss** on the audit card in the Build chat.

Why is the audit still Not ready after the fix?

The result on the Audit page is the last audit's. Run the audit again to get a fresh verdict.

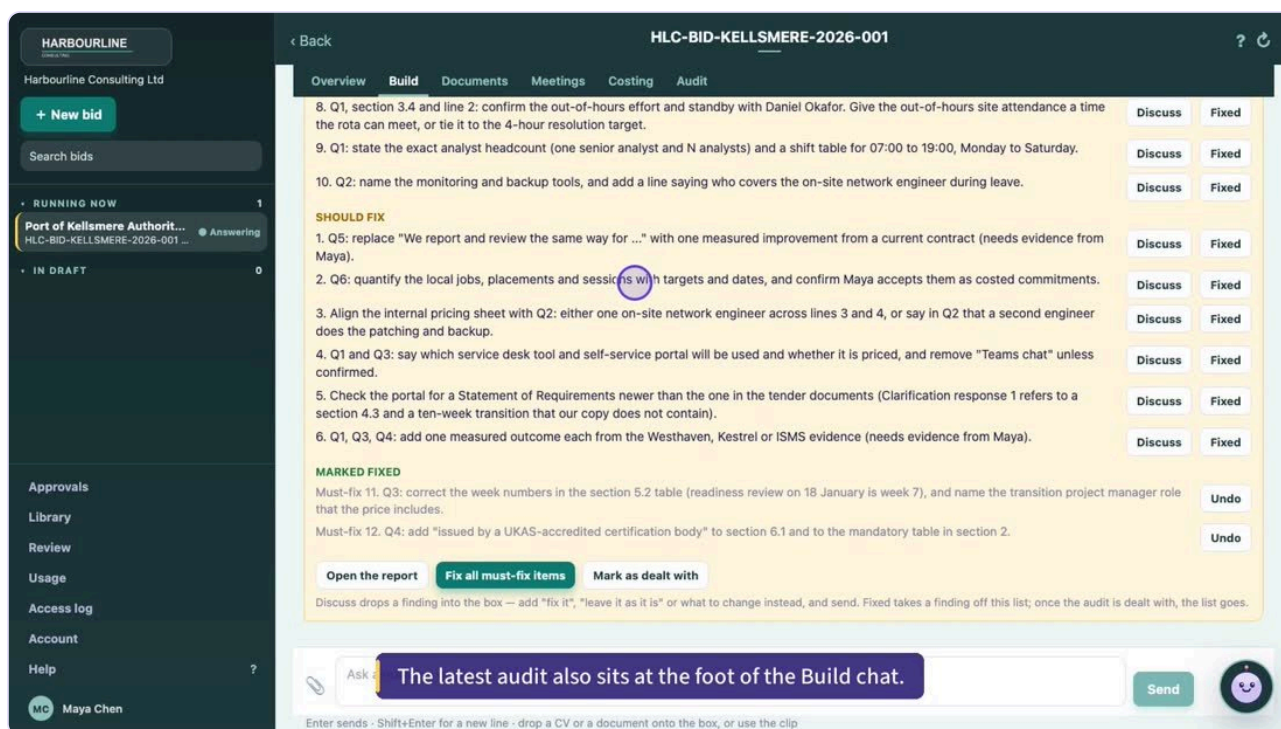
The audit in the Build chat

The latest audit's open findings sit at the foot of the Build chat, to discuss, mark fixed or close as dealt with.

WHO CAN USE IT	Owners and writers. Reviewers see the card but cannot mark anything.
WHERE IT IS	A bid's Build page: the audit card at the foot of the thread: Discuss, Fixed, Undo, Fix all must-fix items, Mark as dealt with, Reopen the audit, Open the report, Minimise
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/audit-in-the-chat.mp4>



From the clip: The audit in the Build chat.

What it does

After an audit, its findings stay at the bottom of the bid's Build chat as the agent's last word, so you can work through them with the agent. **Discuss** puts a finding in the box for you to say what to do with it. **Fixed** takes a finding off the list once you have dealt with it. **Mark as dealt with** closes the whole audit when you accept what is left.

Step by step

1. Open the bid's **Build** page. The audit card is at the foot of the thread.
2. To talk a finding through, press **Discuss** beside it. The box fills with "Audit must-fix 2:" (or should-fix) and the finding. Add "fix it", "leave it as it is" or what to change instead, and press **Send**.
3. When a finding has been dealt with, press **Fixed** beside it. It leaves the list.
4. To have the agent fix every must-fix item, press **Fix all must-fix items**, add anything you want to the instruction in the box, and press **Send**.
5. When the rest can stay as it is, press **Mark as dealt with**.
6. **Minimise** folds the card to its heading line; **Show** opens it again. **Open the report** opens the full audit.

What you see

- The card's heading: "Audit", the verdict, the date, and the counts ("2 critical · 3 high · 5 medium · 1 low"), with "N fixed" once you have marked some. The card is green when the verdict is READY and amber otherwise.
- **MUST FIX BEFORE SUBMISSION** and **SHOULD FIX**, each finding numbered as in the report, with **Discuss** and **Fixed**.
- A line under the buttons: "Discuss drops a finding into the box ... Fixed takes a finding off this list; once the audit is dealt with, the list goes."
- Once the audit is dealt with (or every finding is marked fixed), the card goes and the audit's message in the thread folds to one line, "Audit dealt with on" the date, "the findings are folded away", with **Show** and **Fold**.
- When a new audit runs, the earlier audit's message folds as "An earlier audit: the findings are folded away." and the new card appears.

Good to know

- Every finding you mark fixed is remembered with the audit it came from, so later audits check the fix in the documents instead of raising it again.
- Findings still open when you press **Mark as dealt with** are recorded as dealt with, as your decision, and later audits are told.
- A finding the agent fixes in the chat may be recorded as fixed by the agent itself. The card then shows it gone without you pressing anything.
- A finding marked **Fixed** is listed under **Marked fixed** on the card, with **Undo** to put it back on the list.
- Once the audit is dealt with, a line at the foot of the thread says so, with **Reopen the audit**, which brings the card back with every finding open again.
- The Audit page keeps listing every finding of the latest audit, fixed or not.
- A reviewer sees the card, **Discuss**, **Minimise** and **Open the report**, but cannot send a message or mark anything.

Common questions

Does Fixed change the document?

No. It records that you have dealt with the finding. Make the change yourself, or ask the agent with **Discuss**.

The card has gone. Where are the findings?

The audit is dealt with. Press **Show** on the folded audit message in the thread, or read them on the bid's **Audit** page.

The evaluator review

Each scored answer read as the buyer's evaluator will, with five checks, a projected score against the target, and the fixes.

WHO CAN USE IT	Everyone in the space, where the evaluator review is on. Owners see whether it is on under Account, Your set-up.
WHERE IT IS	A bid's Audit page: the Evaluator review card, under the audit result
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/evaluator-review.mp4>

HARBOURLINE
Harbourline Consulting Ltd

+ New bid

Search bids

IN DRAFT 1

Port of Kellsmere Authority ... 8 Nov 2026

Approvals

Library

Review

Usage

Access log

Account

Help

MC Maya Chen

Back HLC-BID-KELLSMERE-2026-001

Overview Build Documents Meetings Costing Audit

5. Check the portal for a Statement of Requirements newer than the one in the tender documents (Clarification response 1 refers to a section 4.3 and a ten-week transition that our copy does not contain).

6. Q1, Q3, Q4: add one measured outcome each from the Westhaven, Kestrel or ISMS evidence (needs evidence from Maya).

Open the report Fix the must-fix items

Evaluator review.

Every scored answer read as the buyer's evaluator reads it: only what is on the page counts. Scale: 0-5 per question (Appendix D), weighted per ITT section 4.1; quality 60 of 100.

PROJECTED	TARGET	AT TARGET	MARKS AT RISK
47/60	60	0 of 6	13

Every answer is complete but falls short of Excellent for want of measured outcomes, a stated headcount, named tools and quantified social value.

- Q1 - Service desk operating model, hours of cover and staffing
Weight 15% - Quality response, section 3
Find - Yes Follow - Yes Believe - Partly This buyer - Yes Justify - Partly 4 of 5 - target 5
- Q2 - Network and infrastructure support, monitoring and incident response
Weight 15% - Quality response, section 4
Find - Yes Follow - Yes Believe - Partly This buyer - Yes Justify - Partly 4 of 5 - target 5
- Q3 - Transition and mobilisation plan for 1 February 2027
Weight 10% - Quality response, section 5
Find - Partly Follow - Yes Believe - Yes This buyer - Yes Justify - Partly 4 of 5 - target 5
- Q4 - Information security and business continuity
Weight 10% - Quality response, section 6
Find - Yes Follow - Yes Believe - Partly This buyer - Yes Justify - Partly 4 of 5 - target 5
- Q5 - Social value in the Kestrel area
Weight 5% - Quality response, section 8
Find - Yes Follow - Yes Believe - Partly This buyer - Yes Justify - No 3 of 5 - target 5

Where the evaluator review is on, the audit also scores every answer as the buyer's evaluator would.

From the clip: The evaluator review.

What it does

The evaluator review is an optional extra to the audit. Where it is on, every audit also reads each scored answer as the buyer's evaluator will, with the question, the scoring guide and the specification beside it, crediting only what is on the page. For each answer it projects the mark it would get as it stands, against the mark you are aiming for, and says what loses marks and how to win them back.

Step by step

1. Run the audit on the bid (see Run the audit).
2. On the bid's **Audit** page, scroll to **Evaluator review** under the audit result.
3. Read the totals, then the line per answer.
4. Tap an answer to open its gaps, the fix for each, and the lines an evaluator could quote.
5. To have the fixes made, press **Win back the marks** (see Win back the marks).

What you see

- "Every scored answer read as the buyer's evaluator reads it: only what is on the page counts." and the tender's scale, for example "Scale: 0-5 per question, weighted."
- The totals: **Projected** (for example 62 / 100), **Target, At target** (for example 3 of 6) and **Marks at risk**, with a one-line summary of where the marks are being lost.
- One line per scored answer: its reference and title, its weight and where it is answered, and its score, for example "2 of 5 · target 4", in red when it is below target and green when it is not.
- Five checks per answer, each **Yes, Partly** or **No: Find** (can the evaluator find each part of the answer), **Follow** (would someone outside your firm follow it), **Believe** (is every claim backed by evidence), **This buyer** (is it written for this buyer) and **Justify** (is there enough on the page to justify the target mark).
- Opened, each gap names the check and the problem, then "Fix:" and the change to make. "Quotable:" lines are strengths an evaluator could lift into their notes. "Nothing to add." when there are neither.

Good to know

- Where the tender publishes no scoring scale, answers are graded Strong, Adequate or Weak instead of numbers, for example "Weak · target Strong".
- The target is the top mark the tender's scoring guide allows, unless your notes for the bid set another.
- The gaps that cost marks also go into the audit's fix list: must fix when they lose a mark on an answer worth a tenth or more of the marks, or on a pass/fail question, should fix otherwise.
- It is chosen at sign-up, or switched on later from the email offering it (**Turn it on** or **No thanks** on the page it opens) or by asking your Biddable contact. It applies from the next audit.
- An owner can see whether it is on under **Account, Your set-up**: "Evaluator review: On", or "Off (optional extra; ask us to switch it on)".
- The card shows only after an audit that ran with it on.

Common questions

Why does it score lower than I expect?

It credits only what is on the page. A claim without evidence, a part of the question left unanswered or a paragraph that could be in any bid loses marks, however good the firm is.

Does the evaluator review cost a bid?

No. It is part of the audit, and an audit never counts as a bid.

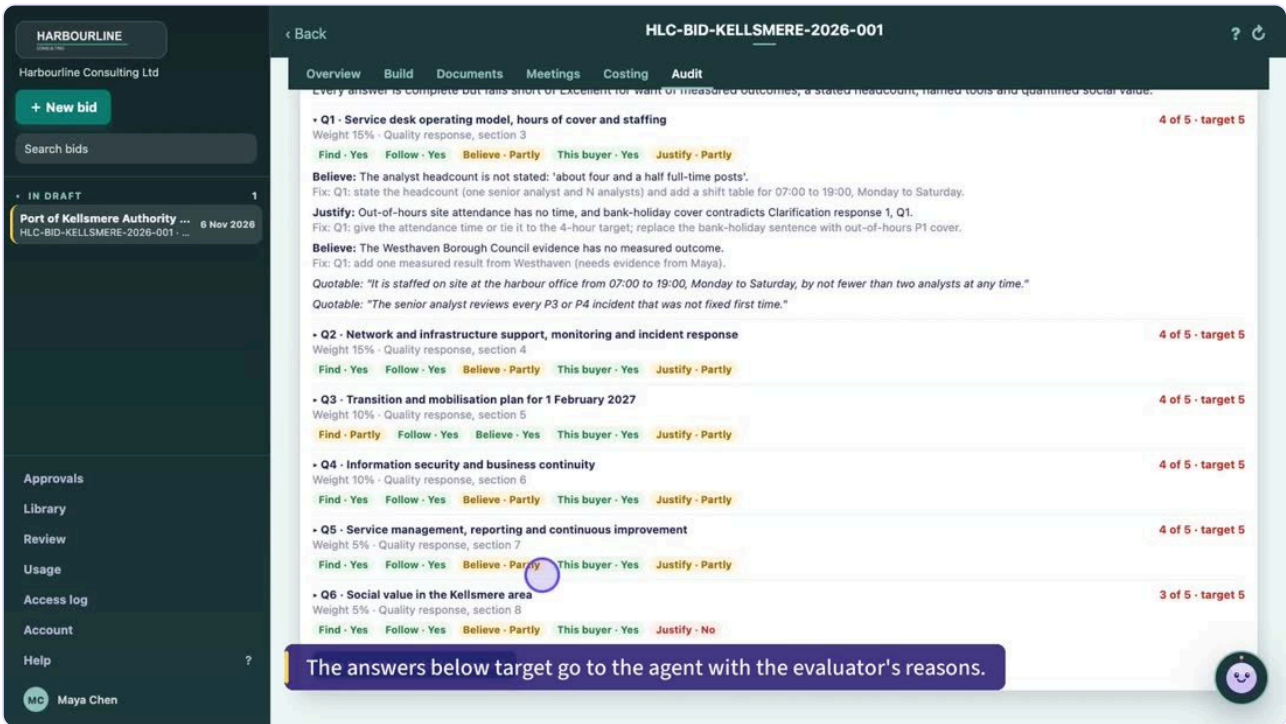
Win back the marks

Sends every answer below its target to the bid's agent with the evaluator's gaps, to make those fixes and nothing else.

WHO CAN USE IT	Owners and writers, where the evaluator review is on.
WHERE IT IS	A bid's Audit page: Evaluator review, Win back the marks (N answers)
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/win-back-the-marks.mp4>



From the clip: Win back the marks.

What it does

Win back the marks asks the bid's agent to make the fixes the evaluator review lists for every answer that is below its target or has gaps: only what the gaps list, with the evidence they name. Where a gap needs evidence the bid does not hold, the agent asks you for it rather than inventing it. It rebuilds the documents it changes and reports what changed per answer.

Step by step

1. On the bid's **Audit** page, under **Evaluator review**., press **Win back the marks**. The button shows how many answers it covers, for example "Win back the marks (3 answers)", and appears only when at least one answer needs work.
2. The app moves to the **Build** page and the agent starts.
3. Answer any question it asks, for example for a figure, a named contract or a certificate, in the box, and press **Answer**.
4. Read its report, answer by answer.
5. Run the audit again to see the new projected scores.

What you see

- On **Build**, the instruction naming the answers it covers (for example "Q3, Q5"), then a working line ("Working") with **Stop**.

- A question from the agent is highlighted and marked "Waiting for your answer".
- When it is done, a reply that says what changed in each answer.

Good to know

- It never invents evidence. Anything the gaps say is missing, it asks you for.
- It does not mark the audit's findings fixed. Mark them **Fixed** on the audit card in the Build chat, or run the audit again.
- It runs in the Build chat, so it never counts as a bid.
- An answer needs work when its projected mark is below its target, when its grade is below Strong with no numeric target, or when it lists any gaps.

Common questions

Can I fix only one answer?

Yes. Open the answer on the Audit page, then tell the agent in the Build chat which gap to fix, in your own words.

Approvals: what waits for you

Every message the bid's agent drafts to someone outside your space waits here until one of your people sends or rejects it.

WHO CAN USE IT	Everyone in the space can read what is waiting. Owners and writers edit, reject and mark drafts sent.
WHERE IT IS	Approvals in the side menu (with a count); a bid's "N to approve" in the bid list; the "to approve" chip on the front page
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/approvals.mp4>

The screenshot shows the Biddable web app interface. On the left, a sidebar menu includes 'Approvals' with a count of 1. The main content area is titled 'HLC-BID-KELLSMERE-2026-001' and shows a table with pricing details:

	1,654,558	1,635,616
Pricing Schedule total		
Cost	1,191,170	1,177,244
Margin	28.01%	28.02%
Over the GBP 1,180,000 budget	40.2%	38.6%

Below the table, there is a list of items to be approved, including 'Item 2: the supply-chain steps for Appendix C, from you or Tom.', 'Item 3: each reference client's consent, and their contact details.', 'Item 4: signing Appendices A, B and C in the app, once items 1 and 2 are done.', 'Item 5: price approval from you and Sofia, at GBP 1,635,616.', 'Item 7: checking the portal for revised documents and further clarification responses, which are due by 23 October 2026. Then your decision on the 10 per cent performance bond, which at this price would be about GBP 57,000.', 'Item 8: Daniel to confirm the out-of-hours effort, and that an engineer can reach Kellsmere in time to meet the 4-hour P1 target.', and 'Item 10: the monitoring and backup tool names, from Priya. The leave-cover line is already in Q2.'

At the bottom, a text box prompts the user to 'Ask the agent for a clarification question to the buyer, and it drafts one.' with a 'Send' button.

From the clip: Approvals: what waits for you.

What it does

Approvals is where the drafts wait: clarification questions to the buyer, and messages to people on a bid. Biddable sends nothing itself. Each draft is yours to read, change and send from your own email or the tender portal, and then to mark sent so the bid's record is right.

Step by step

1. Press **Approvals** in the side menu, or the "to approve" chip on the front page. A count beside **Approvals** says how many drafts are waiting.
2. Drafts are grouped under **Clarification questions** and **Messages**. A new draft is open already; tap any other to open it.
3. Read who it is to, the subject and the text.
4. Send it, edit it or reject it (see Send a draft yourself, or reject it).

What you see

- At the top: **Waiting for your approval.** and "Each draft is yours to send: open it in your email, or paste it into the tender portal, then mark it sent. Edit or reject anything that is not right."

- Each draft's first line: what kind it is, how it goes (email or portal) and to whom, with its status: draft, approved, sending or failed. The second line names the bid by code and title.
- Opened: **To:** (an email address) or **Portal:** (the portal's address), the subject and the text, any follow-up planned with its date, and, where files go with it, "Attach these yourself:" with **Download** beside each.
- A warning in red when the person has written since the draft was made: the draft was written before their message.
- **Nothing to approve.** when the page is clear.
- The page checks for new drafts every 15 seconds.

Good to know

- Drafts come from the bid's agent, for example when a triage or a build finds a question to put to the buyer, or when you ask it in the Build chat to write to someone.
- Biddie never sends or approves anything. She tells you when a draft lands on Approvals.
- A reviewer can read every draft but cannot edit, reject or mark one sent.
- A draft leaves the page once it is marked sent or rejected.

Common questions

Why can I not send it from the app?

By design. Every message to a buyer or a person goes out in your name, from your own email or your own portal login, and only when you send it there. Approvals keeps the draft and the record that it was sent.

Where do I see the clarification questions for one bid?

On Approvals: each draft names its bid by code and title.

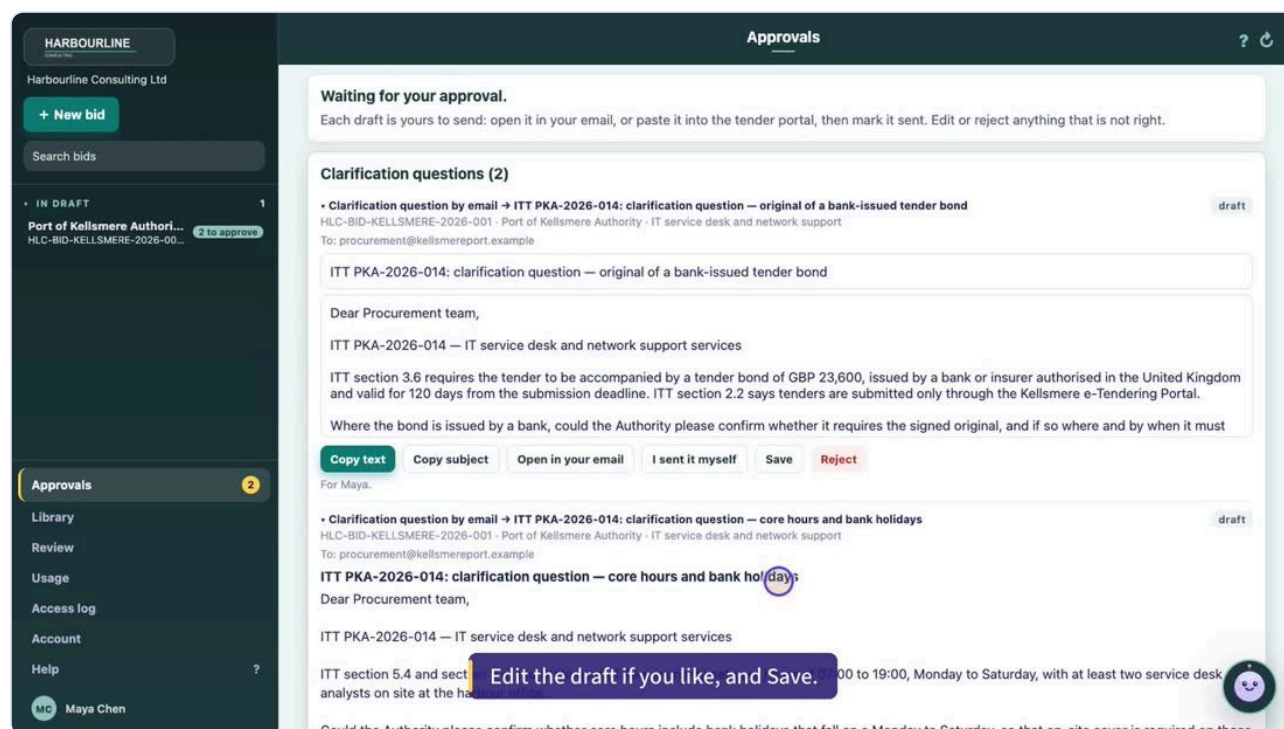
Send a draft yourself, or reject it

Edit a draft, send it from your own email or the tender portal and record it as sent, or reject it.

WHO CAN USE IT	Owners and writers. A reviewer who presses these is told reviewers can read the space but not change it.
WHERE IT IS	Approvals, an opened draft: Copy text, Copy subject, Open in your email, Open the portal, Edit, Save, I sent it myself, Reject
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/send-a-draft.mp4>



From the clip: Send a draft yourself, or reject it.

What it does

Each draft on Approvals has the buttons to get it out of Biddable and into the right place: your own email for a message, the tender portal's clarification form for a question to the buyer. Once you have sent it, **I sent it myself** records it on the bid. **Reject** drops a draft that should not go.

Step by step

1. Open **Approvals** and open the draft.
2. To change it, press **Edit**, change the subject and the text, and press **Save**.
3. For an email, press **Open in your email**. A new message opens in your email app, addressed, with the subject and the text filled in. Attach any files listed under "Attach these yourself:" (use **Download** to get them), check it and send it.
4. For a portal question, press **Copy text**, then **Open the portal**, sign in and paste the text into the portal's clarification form. **Copy subject** copies the subject where there is one.
5. Back on Approvals, press **I sent it myself** and confirm.
6. To drop a draft instead, press **Reject** and confirm.

What you see

- **Copy text:** "Copied." (for a portal question, "Copied — paste it into the portal's clarification form."). If the device will not copy: "Could not copy; select the text and copy it."
- **I sent it myself** asks "Mark as sent?" with "Records that you sent this to" the person "yourself." (for a portal question, "Records that you put this question to the buyer in the portal yourself."). Once confirmed, the draft leaves the page.
- **Reject** asks "Reject this draft?" with "It will not be sent." Once confirmed, the draft leaves the page.

Good to know

- **Open in your email** shows only when the draft is addressed to an email address; **Open the portal** only when it carries the portal's web address.
- If you press **I sent it myself** while editing, your changes are saved with it.
- Press **I sent it myself** only once you have sent it: the bid's record and Biddie's answers rely on it.
- Biddable never sends anything on your behalf, and Biddie cannot send, approve or mark anything sent.

Common questions

I sent it with changes made in my email. Does that matter?

The draft on Approvals keeps the text it had. If the record should show what was sent, edit the draft to match and save it before you press **I sent it myself**.

Can I get a rejected draft back?

No. Ask the bid's agent in the Build chat to write it again.

The submission pack

Getting the finished bid into the shape the tender asks for, signing what needs a signature, and submitting it yourself.

VIDEO

Watch this topic as a short video: <https://biddable.ae/assets/media/guide-building-a-bid.mp4>

The submission pack is the finished bid arranged exactly as the tender's instructions say: the right files, named and ordered the buyer's way, as Word, PDF or a zip. Biddable prepares it; you lodge it.

What it is

- **Prepare the submission pack** is a card on the bid's Documents page (and step 4 · **Prepare the submission pack** on Overview). It reads the tender's submission instructions and your own house format from your set-up, and the tender's instructions always win.
- **The pack** is a set of copies of your submission documents, renamed and placed in the folders the tender asks for, with a PDF beside each source where the buyer wants one, zipped when the tender says so.
- **The checklist** shows what the tender asks for and whether it is present, missing, needs a signature, or could not be verified from the documents supplied. Differences between the tender's instructions and your house format are listed, with what was applied.

How to use it

1. Finish the build and the audit first. Open must-fix findings are shown on the pack as warnings.
2. On **Documents**, press **Prepare the submission pack**. When it is done the card shows the status: **Ready**, **Ready with gaps** or **Not ready**, with the checklist and the differences.
3. Sign what needs a signature. Open the document, press **Sign** and place the signature you keep under **Account, Signature**; a document listed as needing a signature is left for you, never signed for you.
4. Press **Download the pack** (in the phone and tablet app it opens or shares the zip). An **Earlier version** of the pack is kept once, so a re-run never loses the last one.
5. Lodge the bid yourself: on the buyer's portal, by email, or however the tender says. Then set the stage to submitted: Overview, **Edit, Stage, Save**.

Good to know

- Biddable never submits a bid. Every document leaves your space only when one of your people sends it.
- Only documents from the submission set and the CVs go into the pack. A file marked draft, internal or for review is never included.
- A buyer's own form that the build completed is placed under the buyer's own file name, so the pack can match the tender's checklist.
- **Prepare the pack again** after any change: the new pack replaces the current one and the previous one moves to Earlier version.
- Marking the bid submitted offers its best pieces to your library for you to review (see The library).

Common questions

The pack says Not ready. What is missing?

The checklist names each item: a document the tender wants that is not in the submission set, a signature still to be put on, or an instruction the documents did not let it verify. Deal with each, then prepare the pack again.

Can the pack follow our own naming instead of the tender's?

Your house format from set-up applies wherever the tender is silent. Where the tender gives an instruction, the tender wins and the difference is listed.

Where is the download in the phone app?

The same **Download the pack** button: the app opens the zip or offers to share it.

Step by step, one thing at a time

1. Prepare the submission pack
2. Read the pack: status, gaps and differences
3. Your signature
4. Sign a document
5. Download the pack
6. Mark the bid submitted

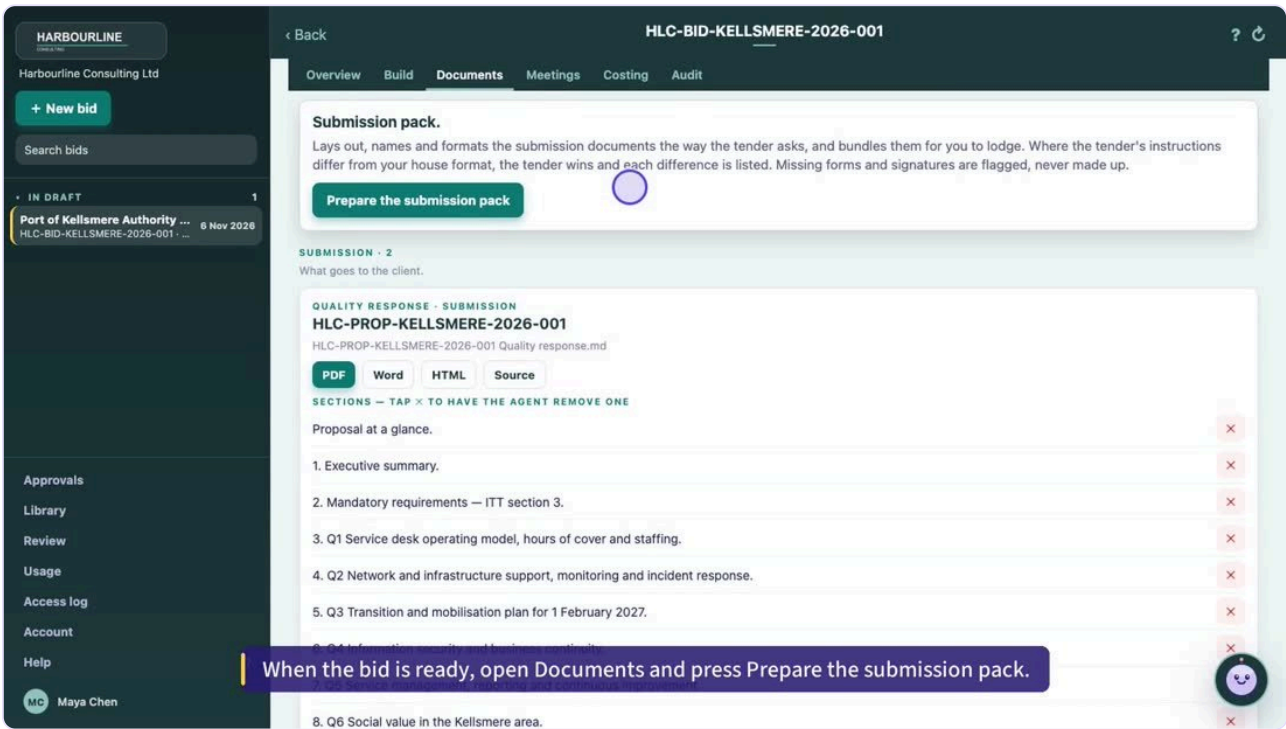
Prepare the submission pack

Arranges the finished submission documents exactly as the tender's instructions ask: named, ordered, in the right formats and folders, zipped where wanted.

WHO CAN USE IT	Owners and writers.
WHERE IT IS	A bid's Documents page: the Submission pack card, Prepare the submission pack (Prepare the pack again once there is one); or Overview, under Run.: 4 · Prepare the submission pack
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/prepare-the-pack.mp4>



From the clip: Prepare the submission pack.

What it does

The submission pack reads the tender's submission instructions and your own house format from set-up, then makes copies of your submission documents laid out the buyer's way: renamed, placed in the folders or envelopes the tender asks for, with a PDF where the buyer wants one, and zipped when the tender says so. Where the tender gives an instruction, the tender wins; where it is silent, your house format applies. It never changes what a document says, and never fills in or signs a form.

Step by step

1. Finish the build, and run the audit, first.
2. Open the bid's **Documents** page. The **Submission pack.** card is at the top once the bid has documents.
3. Press **Prepare the submission pack.** The same run starts from **4 · Prepare the submission pack** under **Run.** on the bid's **Overview** page.
4. Wait while it works. You can leave the page; it carries on.
5. When it is done, the card shows the pack's status, its gaps and its files (see Read the pack).

What you see

- While it works, the run shows at the top of the page as working, then its result.
- The card then has a badge, **Ready**, **Ready with gaps** or **Not ready**, a headline such as "Ready with gaps: 6 files, 2 gaps to close", and "Prepared" with the time.
- Once there is a pack, the button reads **Prepare the pack again**.

Good to know

- Only documents from the submission set and the CVs go into the pack. A file whose name marks it DRAFT, INTERNAL or REVIEW is never included, and the bid's working files, internal costing and the tender's own documents never are.
- A buyer's form that the build has completed goes in under the form's own name, marked to be signed where it has signature lines.
- Missing forms, declarations and signatures are listed as gaps, never made up.
- The latest audit's must-fix items still open are shown on the pack as warnings: not the ones marked **Fixed**, and none once the audit is marked as dealt with. They never stop a pack being made.
- Preparing the pack again makes a new one; the previous pack is kept as the earlier version, one only.
- It never counts as a bid against your plan.
- Biddable never lodges a bid. Submitting it to the buyer is always your own step.
- Biddie can start it for you: "prepare the submission pack on the port bid".

Common questions

Can the pack follow our own naming instead of the tender's?

Your house format applies wherever the tender is silent. Where the tender gives an instruction, the tender wins and the difference is listed on the card.

I changed a document after preparing the pack. Is the pack updated?

No. The pack holds copies made when it was prepared. Press **Prepare the pack again**.

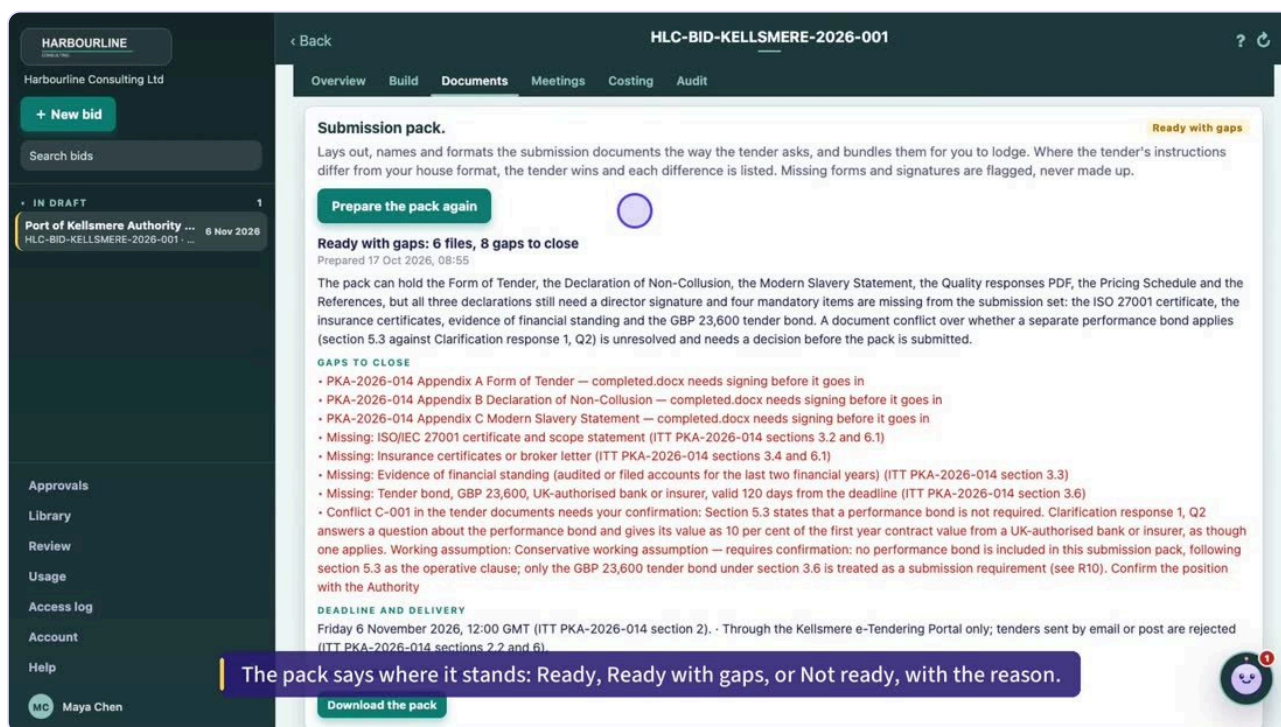
Read the pack: status, gaps and differences

What the Submission pack card tells you: the status, the gaps, where the tender overrode your house format, and the files.

WHO CAN USE IT	Everyone in the space, reviewers included.
WHERE IT IS	A bid's Documents page: the Submission pack card
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/read-the-pack.mp4>



From the clip: Read the pack: status, gaps and differences.

What it does

Once a pack has been prepared, the Submission pack card says whether it is ready to lodge, what still needs doing, where the tender's instructions overrode your house format, how and when the tender wants the bid delivered, and which files are in the pack.

Step by step

1. Open the bid's **Documents** page.
2. Read the badge and the headline at the top of the **Submission pack**. card.
3. Read **Gaps to close**, then **Where the tender overrides your house format**.
4. Read **Deadline and delivery**.
5. Press **Show the N files in the pack** to see each file's name and folder.

What you see

- The status: **Ready** (nothing to close), **Ready with gaps** (something still to close, or the audit still lists must-fix items), or **Not ready** (nothing could be packed yet).

- The headline, for example "Ready with gaps: 6 files, 2 gaps to close, the audit still lists 1 must-fix item", then "Prepared" and the time, and a short summary.
- **Gaps to close**, in red. A gap reads like "Missing:" and the item with its tender reference, "Needs a signature:" and the item, a file that "needs signing before it goes in", an item followed by "Unable to verify from supplied documents", a file or the whole pack over the tender's size limit, a PDF that could not be made, or a conflict in the tender documents that needs your confirmation, with the working assumption.
- **Where the tender overrides your house format**: for each difference, what the tender asks for and where it says so, and what your house format would have done.
- "The audit of" the date "still lists these must-fix items", in amber.
- **Deadline and delivery**: the deadline and how the tender says the bid is delivered.
- The file list, each file with its folder and name, and " — to be signed" where it needs a signature.

Good to know

- The must-fix warning lists the latest audit's must-fix items that are still open. Mark each one **Fixed** on the audit card (or the whole audit as dealt with), or run the audit again, then prepare the pack again, to clear it.
- Each gap is something to do yourself or with the bid's agent: add the missing document to the submission set, sign the form, or confirm the conflict. Then press **Prepare the pack again**.
- Where the tender is silent on something, the card says nothing about it and your house format applies.

Common questions

The pack says Not ready. What is missing?

Nothing could be packed: usually the submission set is empty or none of its documents could be used. Check the bid's Documents page and build the bid first.

What does "Unable to verify from supplied documents" mean?

The tender documents in the bid do not settle that instruction. Check the tender yourself, or add the missing tender document and prepare the pack again.

Your signature

Keep the space's signature, with the name and title it signs under, so a buyer's Word form can be signed in the app.

WHO CAN USE IT	Owners only. The card does not show for writers or reviewers.
WHERE IT IS	Account: Signature
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/your-signature.mp4>

From the clip: Your signature.

What it does

The Signature card on Account keeps the signature image used when a buyer's Word form is signed in the app, with the name, title and company it signs under. It is kept in your space alone, never shown on a page, never sent anywhere, and never put on a document unless someone presses **Sign** on that document.

Step by step

1. Open **Account** and find **Signature**.
2. Fill in **Name it signs under**, **Title or capacity** (for example Director) and, if you like, **Company (optional)**.
3. Press **Upload a signature** and choose the image: a PNG with a transparent background.
4. To change the name or title later without a new image, edit the fields and press **Save the name and title**.
5. To change the image, press **Replace the signature**. To take it off, press **Remove**.

What you see

- **On file:** "Yes — signs as" the name and title, or "No signature yet".
- "Signature saved.", "Saved." or "Signature removed." under the buttons.
- A line in red when the signature cannot be used yet, for example "A signature needs the name it signs under."

- The image itself is never shown back, here or anywhere else.

Good to know

- PNG only, 512 KB at most. A JPEG or a photograph is refused: it puts a white box on the page.
- There is one signature for the space, not one per person. Once it is on file, an owner can put it on a Word form with **Sign**, and each signing is recorded with the owner who pressed it and when. Writers and reviewers cannot sign with it.
- **Remove** takes effect at once, with no question first. It also works while the space is paused.
- Signing needs both the image and the name it signs under: until both are on file the card says so and **Sign** offers no button.

Common questions

Why can I not see the card?

Only an owner sets or removes the signature. Ask an owner in your team.

Can I use a scan of my signature?

Yes, as long as it is a PNG, ideally with the background made transparent, and no larger than 512 KB.

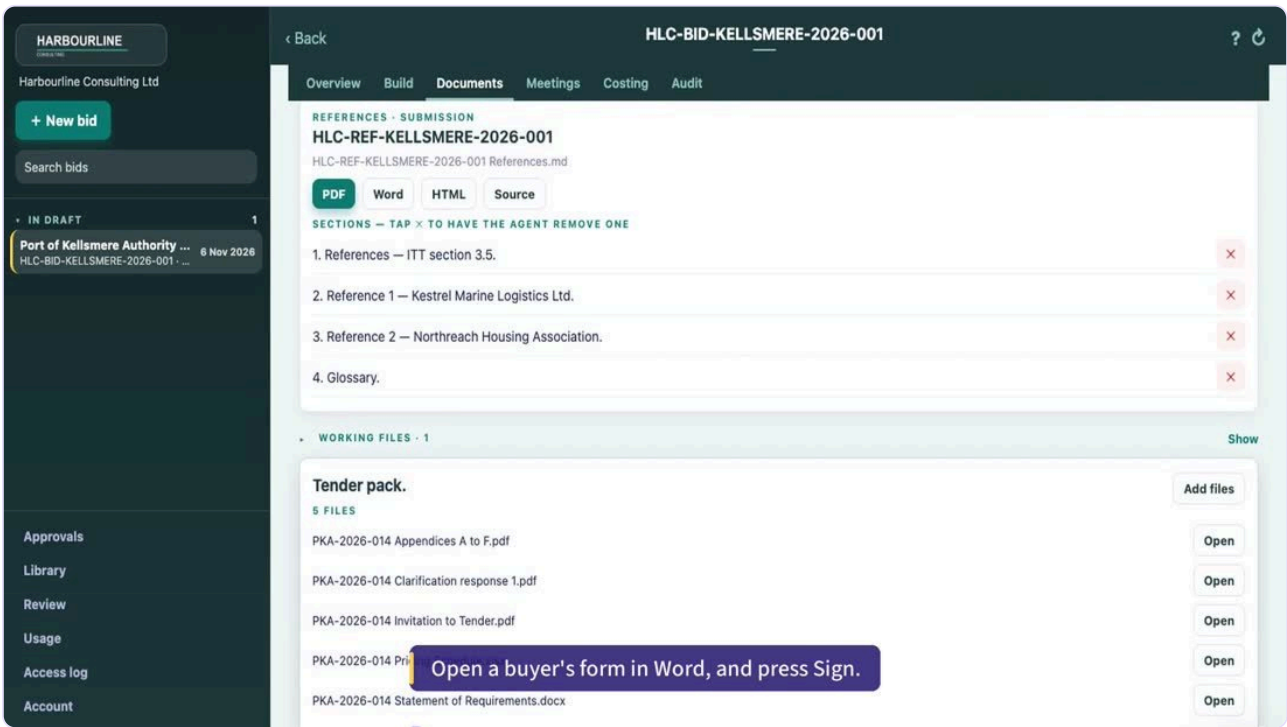
Sign a document

Put the space's signature, name and date on the signature line of a buyer's Word form, as a signed copy beside the original.

WHO CAN USE IT	Owners only, once an owner has put a signature and the name it signs under on file under Account, Signature. Sign does not show for writers or reviewers.
WHERE IT IS	A Word document in the document viewer: Sign (in the phone, tablet and desktop app, the pen button, "Sign this form")
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/sign-a-document.mp4>



From the clip: Sign a document.

What it does

Signing is the one thing no agent in Biddable can do: the bid's agent can fill in a buyer's form, but only a person pressing **Sign** puts a signature on it. The signature, the name and title it signs under, and the date go on the line you pick, in a signed copy saved beside the original with a PDF of it. The original is left as it is.

Step by step

1. On the bid's **Documents** page, open the form with **Word**.
2. Press **Sign** in the viewer's header. A panel, **Sign this form**, opens above the pages.
3. Check the line "Signing as" and the name, then pick the line the signature goes on.
4. Press **Sign this document**.
5. Read the question, "Put your signature on this document?", and confirm.
6. Press **Close** when you are done. Then prepare the submission pack again, so it is made from the documents as they now stand.

What you see

- "Reading the form..." while the panel looks for the form's blanks and signature lines.
- The signature lines, each with its label and the party it is for, the one picked marked ●.
- The question explains: "Your signature, name and the date go on the line you picked. A signed copy and a PDF are saved beside the original, which is left as it is."
- "Signing...", then "Signed by" the name and address of the owner who pressed Sign "on" the date, the signed copy's name and its PDF's name, and "The original is untouched."
- Instead of the lines, one of these: "No signature is on file for this account yet. An owner adds one under Account, Signature, and then documents can be signed here."; "A signature needs the name it signs under. Add it under Account, Signature."; "No signature line found in this form."; or "This document still has N blanks to fill in, so it cannot be signed yet:" with the blanks listed.

Good to know

- **Sign** shows on Word (.docx) documents only.
- The signed copy has "(signed)" at the end of its name. Signing a signed copy again signs it in place, so there is never a stale signed copy beside it.
- A form with blanks cannot be signed. Ask the bid's agent in the Build chat to fill them in (it asks you for anything the records do not hold), or open the copy that is already filled in.
- Nothing is signed where the form did not ask for a signature.
- The date is the day you sign.
- Only owners sign: the space's signature is the firm's, and the record names the owner who pressed **Sign**. A writer or reviewer asks an owner.

Common questions

Whose signature goes on the form?

The space's signature, kept by an owner under **Account, Signature**, with the name and title saved there.

The pack still says the form needs a signature.

The pack is made when you press the button. After signing, press **Prepare the pack again**.

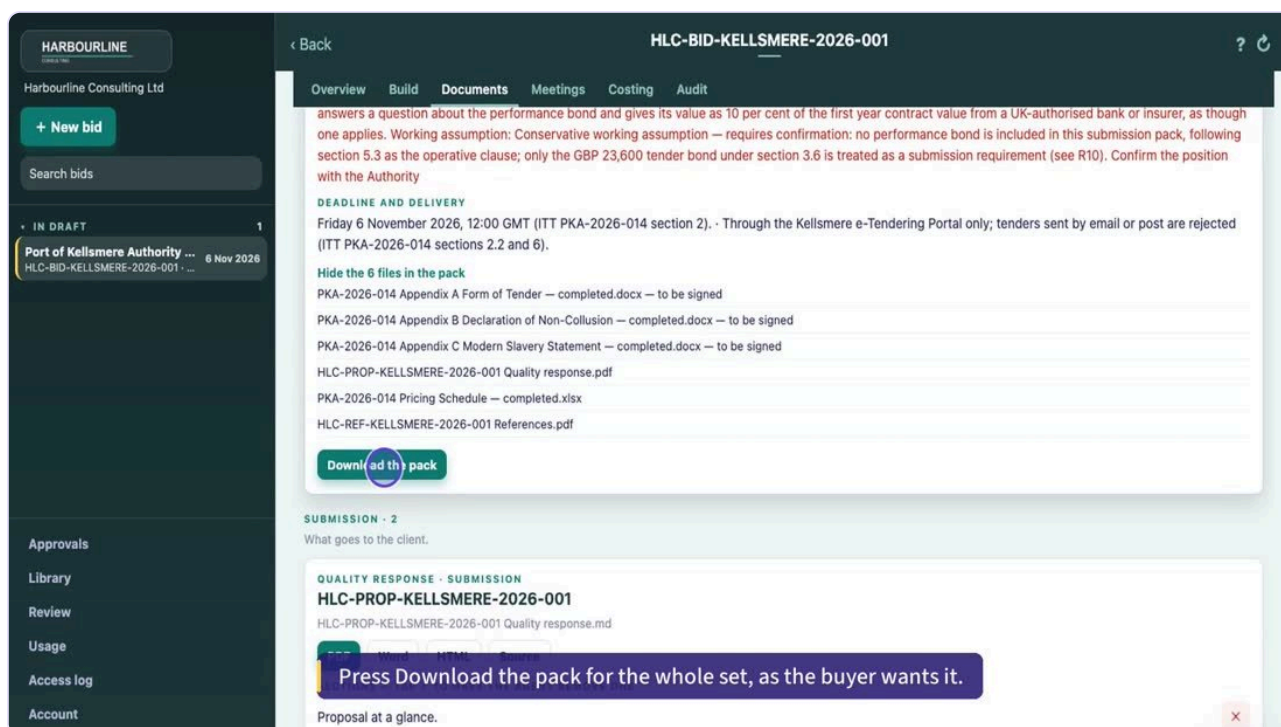
Download the pack

Download the prepared pack as one zip, ready to lodge, or the earlier version kept from the time before.

WHO CAN USE IT	Everyone in the space, reviewers included.
WHERE IT IS	A bid's Documents page: the Submission pack card, Download the pack (or Download and the zip's name), Earlier version
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/download-the-pack.mp4>



From the clip: Download the pack.

What it does

The pack downloads as one zip: the zip the tender asked for, under the name it asked for, or, where the tender wants separate files, the pack's folders zipped so you can unpack them and upload each file. **Earlier version** downloads the pack made the time before.

Step by step

1. Open the bid's **Documents** page.
2. On the **Submission pack**. card, press **Download the pack**. Where the tender asked for a zip, the button carries its name, for example "Download Lot 2 Response.zip".
3. In the web app, the browser downloads the zip. In the phone, tablet and desktop app, it says "Fetching" and the name, then opens it on a desktop, or offers to share or save it on a phone or tablet.
4. Unpack it if the tender wants separate uploads, check the files, and lodge the bid as the tender says.
5. For the previous pack, press **Earlier version**.

What you see

- The buttons appear once the pack has files.

- Under them, "Earlier version:" with the earlier pack's headline and when it was prepared, when there is one.
- If the file cannot be fetched in the app: "Could not open the file" and the reason.

Good to know

- One earlier version is kept. Preparing the pack again moves the current pack to the earlier version and replaces the one before it.
- Downloading is recorded on the bid. Once any of a bid's documents have been downloaded, the bid can no longer be deleted at your request and given back to the month's allowance.
- Downloading never sends the bid anywhere. Lodging it with the buyer is your own step.

Common questions

Can I download a single file instead?

Yes. Open the document from the Documents page and press  in the viewer's header.

Which version should I lodge?

The current one, after checking its gaps are closed. The earlier version is there in case a re-run went wrong.

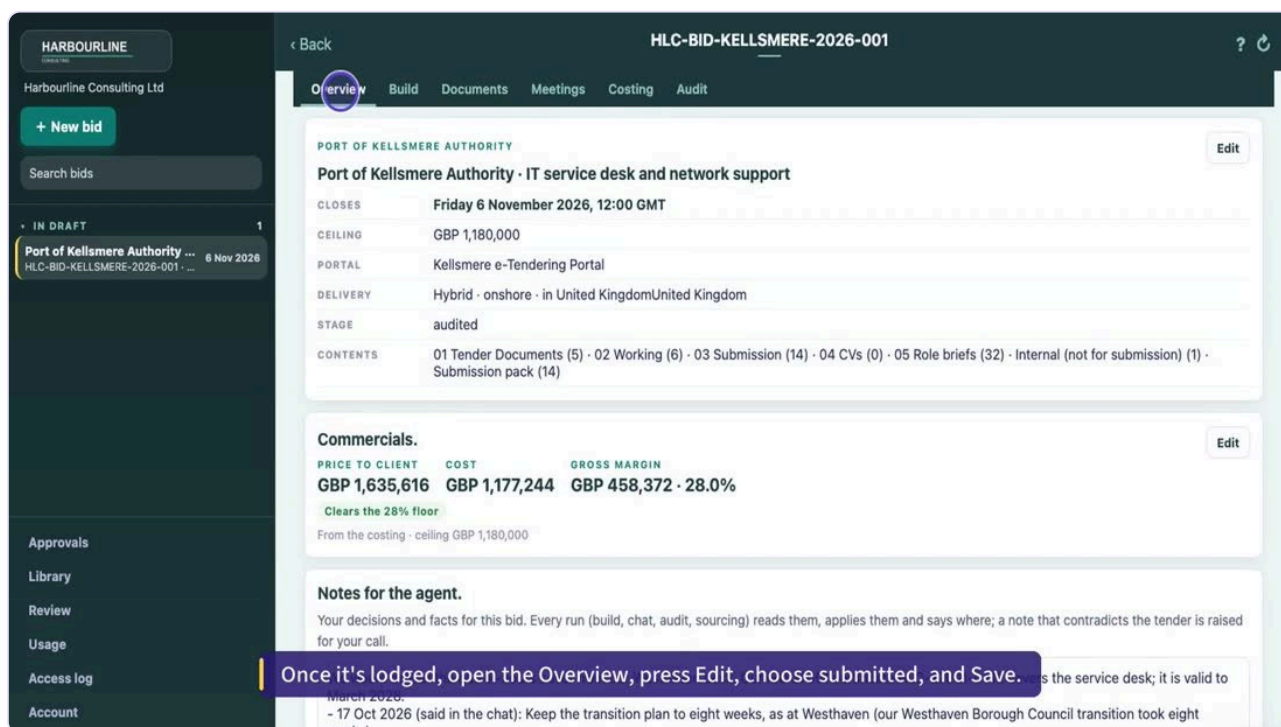
Mark the bid submitted

Once you have lodged the bid with the buyer, set its stage to submitted so your records, Biddie and the library follow.

WHO CAN USE IT	Owners and writers.
WHERE IT IS	A bid's Overview page: Edit, Stage: submitted, Save
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/mark-submitted.mp4>



From the clip: Mark the bid submitted.

What it does

A bid's stage says where it stands. Setting it to submitted records that you have lodged it; Biddable never lodges a bid or changes its stage for you. Marking a bid submitted (or won) also reads its final documents once and proposes their strongest pieces to your library, for you to review.

Step by step

1. Lodge the bid with the buyer, on their portal, by email or however the tender says.
2. Open the bid's **Overview** page and press **Edit** on the top card.
3. Under **Stage**, choose **submitted**. In the phone, tablet and desktop app, **Stage** is a list to pick from.
4. Press **Save**.
5. When you hear back, do the same with **won** or **lost**. A bid you decide not to pursue is **no-bid**.

What you see

- **Stage** on the card reads "submitted".

- The **Library** page shows "Working..." with "Reading your documents for the library." while it reads the bid, then the proposals under **To review**.
- For **lost** or **no-bid**, the form asks "Why lost?" (or "Why no-bid?") with a list of reasons and **In a line or two. Save** stays greyed out, with "Choose a reason to save: a bid that ends without one counts against the win rate in the books and explains nothing.", until you choose one.

Good to know

- The stages, in order: draft, triaged, built, audited, finalised, submitted, demo, won, lost, no-bid, archived.
- The library reads a bid once, the first time it is marked submitted or won. Reading it never counts as a bid.
- Biddie never changes a bid's stage, and starts no work on a bid that is won, lost, a no-bid or archived.
- A submitted bid drops out of Biddie's list of bids closing soon.
- A reviewer can see the stage but cannot change it.

Common questions

I marked it submitted by mistake. Can I change it back?

Yes. Press **Edit**, choose the right stage and **Save**. Library proposals already made stay in To review for you to approve or reject.

Does marking it submitted send anything to the buyer?

No. It only records what you have done.

The library

Your firm's own library of answers, case studies, CVs, certificates and boilerplate: how it fills itself, what you approve, and how builds use it.

VIDEO

Watch this topic as a short video: <https://biddable.ae/assets/media/guide-library.mp4>

The library is your firm's own store of reusable material, built from your own bids. One library per space; nothing in it comes from anyone else, and nothing is used until one of your people has approved it.

What it is

- **Entries** are of six kinds: an answer, a case study, a CV or person profile, a certificate or insurance (with its issuer, number and expiry date), boilerplate, or other. Each has a title, text or a file, tags (sector, buyer type, service, region and your own), where it came from, who approved it and when, when it was last used, and an optional review date.
- **To review** is where proposals wait. When you mark a bid submitted or won, Biddable reads its final documents and proposes entries; once your set-up is finished it reads the documents you uploaded at set-up as well. An owner or writer approves, edits or rejects each one.
- **Approved** entries are the only ones ever used: in triage, in builds and in the Build chat, and in Biddie's answers to "what do we have on X".

How to use it

1. Open **Library**. The tabs are the approved entries, To review, and Retired; filter by kind or search titles, text and tags.
2. Work through **To review**: read each proposal, **Edit** it if the wording or the tags need it, then **Approve** or **Reject**. A rejected proposal is not used and is not proposed again.
3. Add something by hand with **Add an entry**: a kind, a title, the text or a file, tags, and for a certificate its issuer, number and expiry date. It is approved as you save it, unless you choose **Save for review**.
4. Press **Read my set-up documents again** to have your set-up documents read for entries again (your bids are read by themselves when marked submitted or won). It never counts as a bid.
5. **Retire** an entry you no longer want builds to use; **Restore** brings it back. Only an owner can **Delete** an entry for good.

Good to know

- On a bid's Documents page, each document and section that drew on the library says **From your library: <entry>**. The submitted documents themselves never mention the library.
- **Certificates and insurance** show **Expires in N days** from 60 days out and **Expired** after. The owners are emailed once, 30 days before an expiry. A triage or a build is told when a certificate lapses before the tender closes.
- An approved entry unused for twelve months, or past its review date, is flagged **Needs review**.
- Biddie answers "what do we have on X" from approved entries only. If you ask her to keep something, she adds it to To review under "Suggested by Biddie"; she can never approve it.
- The library is part of your space: closed to Biddable staff like everything else in it, included in an export of your space, and removed with it.

Common questions

Why is my library empty?

It fills itself as your bids are marked submitted or won, and from your set-up documents once set-up is finished. Press Read my set-up documents again, or add an entry by hand.

Does a proposed entry get used before I approve it?

Never. Only approved entries are searched, read by a build or recorded as used.

Can I put our ISO certificate in it?

Yes: Add an entry, kind Certificate or insurance, with the file, the issuer, the number and the expiry date. Builds are told when it lapses before a tender closes, and the owners are emailed 30 days before.

How do I stop an old case study being used?

Retire it. It stays in the library under Retired and can be restored; it is not used while retired.

Step by step, one thing at a time

1. Browse and search the library
2. Review what is proposed
3. Add an entry by hand
4. Certificates and their expiry
5. Retire, restore or delete an entry
6. Read my set-up documents again

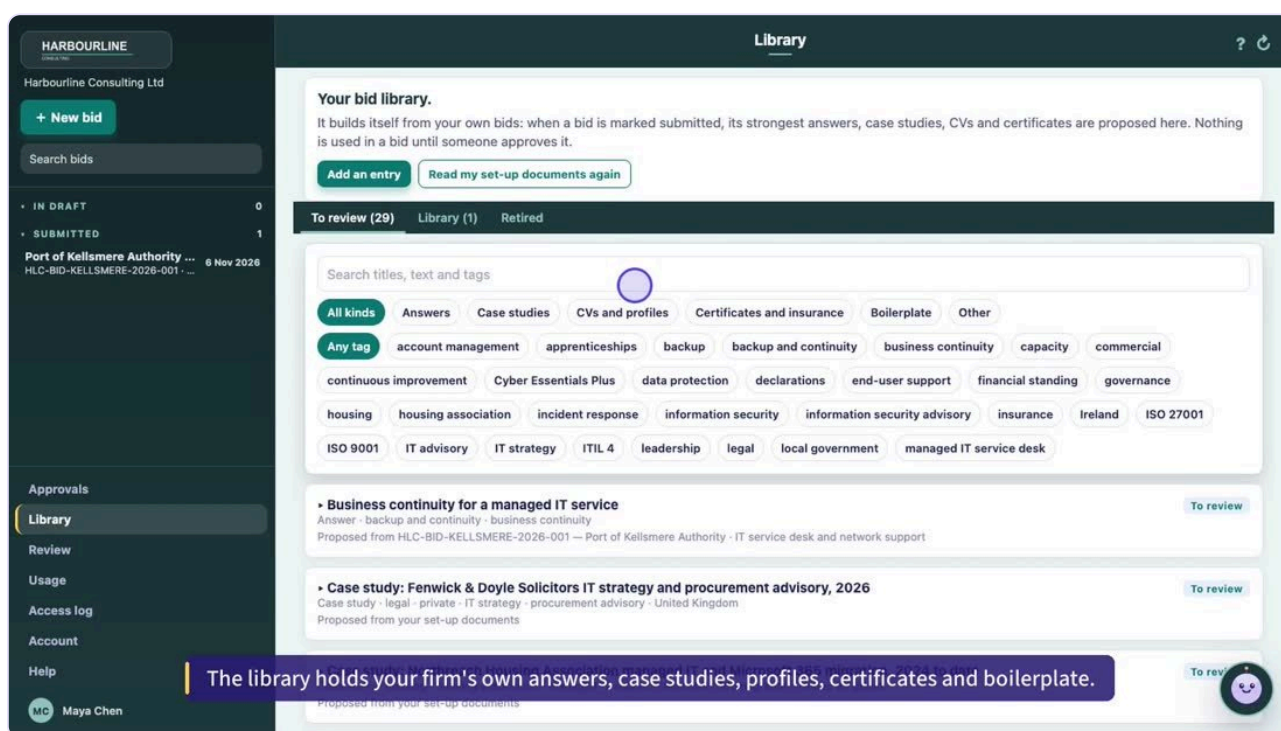
Browse and search the library

Find what your firm already has: approved answers, case studies, CVs, certificates and boilerplate, by search, kind, tag or flag.

WHO CAN USE IT	Everyone in the space. Reviewers can read the library but not change it.
WHERE IT IS	Library: the To review, Library and Retired tabs, the search box, the kinds, Needs review, Expiring or expired, and the tags
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/library-browse.mp4>



From the clip: Browse and search the library.

What it does

The Library page is your firm's own store of reusable material, built from your own bids. The **Library** tab holds the approved entries, the only ones a build, a triage, the Build chat or Biddie ever uses. **To review** holds proposals waiting for a decision, and **Retired** holds entries you have stopped using.

Step by step

1. Open **Library**.
2. Choose a tab: **To review**, **Library** or **Retired**. The first two show how many entries they hold.
3. Type in **Search titles, text and tags**. Every word you type must appear in the entry.
4. Narrow it by kind: **All kinds**, **Answers**, **Case studies**, **CVs and profiles**, **Certificates and insurance**, **Boilerplate** or **Other**.
5. On the **Library** tab, press **Needs review** or **Expiring or expired** to see only those; press again to clear. Choose a tag to see only entries carrying it, or **Any tag**.
6. Tap an entry to open it.

What you see

- Each entry: its title, its kind and tags, where it came from (for example "Added by" a person, "Suggested by Biddie for" a person, or the bid and document it was proposed from) and, once used, "used N times, last" and when.
- Badges: **To review**, **Review** (it needs checking), and for a certificate **Expires in N days** or **Expired**.
- Opened: why it needs review, the certificate's issuer, number and expiry, the text, the file with **Open**, the review date, "Approved by" and when, **Used in** (each bid, document and section, with the date) and **History** (who added, approved, edited or retired it).
- While the library is reading documents: "Working..." and "Reading your documents for the library."
- When empty: "Your library is empty. It fills itself as your bids are submitted, or add an entry by hand."

Good to know

- One library per space. Nothing in it comes from anyone else, and it is closed to Biddable staff like everything else in your space.
- An approved entry unused for twelve months, or past its review date, is flagged for review.
- On a bid's **Documents** page, a **From your library** card lists which entries each document and section drew on, "From your library:" and the entry. The submitted documents themselves never mention the library.
- Rejected proposals are never listed and never proposed again.
- The page refreshes by itself every few seconds.

Common questions

Why is my library empty?

It fills itself when your bids are marked submitted or won, and from your set-up documents once set-up is finished. You can also add entries by hand.

Does a proposal get used before it is approved?

Never. Only entries on the Library tab are searched, used in a build or recorded as used.

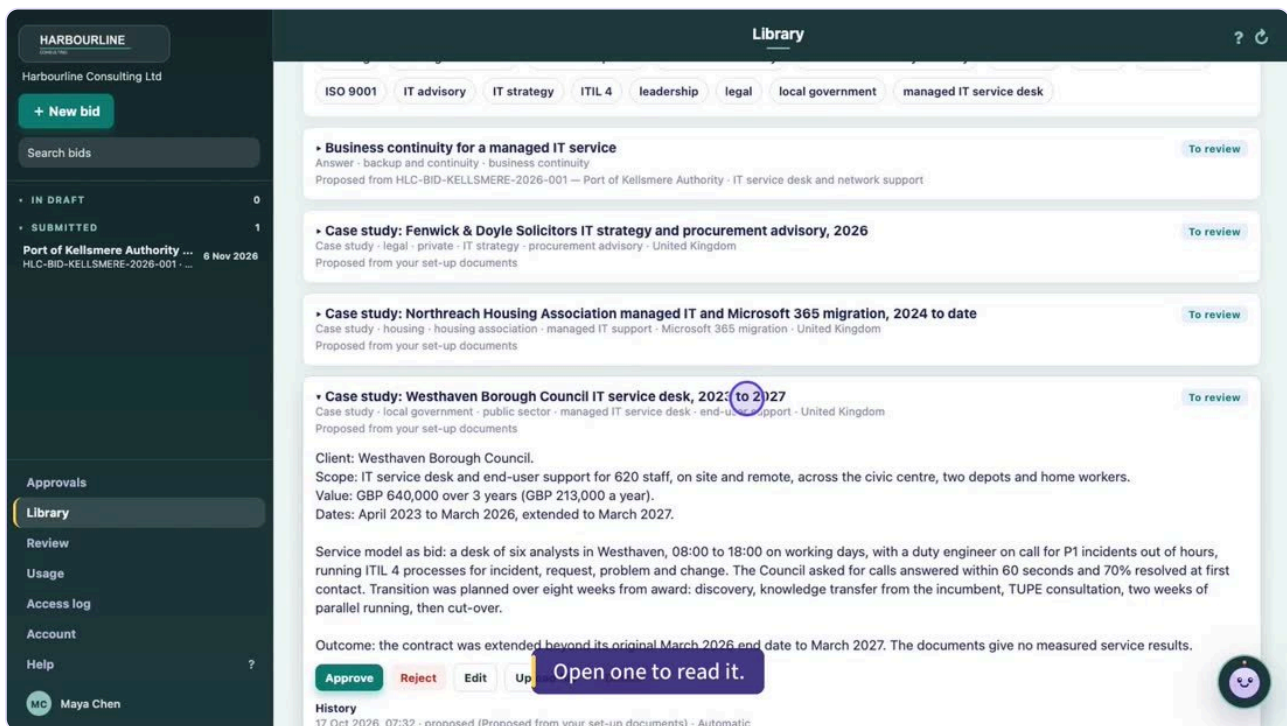
Review what is proposed

Approve, edit or reject the entries proposed from your bids, your set-up documents or Biddie, before any bid can use them.

WHO CAN USE IT	Owners and writers.
WHERE IT IS	Library: To review: an entry: Approve, Edit, Reject
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/library-review.mp4>



From the clip: Review what is proposed.

What it does

Proposed entries wait in **To review** until an owner or writer decides. **Approve** puts an entry in the library for builds to use. **Edit** lets you correct its wording, tags or dates first. **Reject** drops it for good: it is not used and is never proposed again.

Step by step

1. Open **Library** and the **To review** tab. When proposals land in a library with no approved entries yet, the page opens on this tab by itself.
2. Tap a proposal to read it in full.
3. To change it, press **Edit**, change the fields and press **Save**. **Upload file** adds a file to keep with it.
4. Press **Approve** to put it in the library.
5. Or press **Reject** and confirm.

What you see

- Each proposal carries the **To review** badge and where it came from: the bid and document, your set-up documents, or "Suggested by Biddie for" the person who asked her.

- **Reject** asks "Reject this proposal?" with "It will not be used, and it will not be proposed again."
- An approved entry moves to the **Library** tab with "Approved by" your name and when, and its **History** records it.

Good to know

- Proposals come from four places: a bid the first time it is marked submitted or won, the documents you uploaded at set-up (once, when set-up finishes), **Read my set-up documents again**, and Biddie when someone asks her to keep something.
- One reading proposes at most 25 entries. Anything already in the library under the same kind and title is skipped.
- Nothing proposed is used until it is approved. Biddie can add proposals but can never approve one.
- Reading documents for the library never counts as a bid.
- A reviewer can read the proposals but not decide on them.

Common questions

Can I approve an entry and change it later?

Yes. Open it on the **Library** tab and press **Edit** at any time.

Add an entry by hand

Put an answer, case study, CV, certificate or piece of boilerplate in the library yourself, approved as you save it or kept for review.

WHO CAN USE IT	Owners and writers.
WHERE IT IS	Library: Add an entry: Save to the library or Save for review
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/library-add.mp4>

From the clip: Add an entry by hand.

What it does

Add an entry opens a form for something you want builds to be able to use: a standard answer, a case study, a CV or person profile, a certificate or insurance, boilerplate, or anything else. It is approved as you save it, unless you choose to keep it for review.

Step by step

1. Open **Library** and press **Add an entry**. The form **Add to your library**. opens.
2. Choose the **Kind**: **Answer**, **Case study**, **CV or profile**, **Certificate or insurance**, **Boilerplate** or **Other**.
3. Give it a **Title** and the **Text**.
4. For a certificate or insurance, fill in **Issuer**, **Certificate or policy number** and **Expiry date (YYYY-MM-DD)**; the text box becomes **Notes (scope, level of cover)**.
5. Add tags under **Sector**, **Buyer type**, **Service**, **Region** and **Other tags**, separated with commas.
6. Add a **Review by (YYYY-MM-DD, optional)** date if it should be checked by then.
7. Press **Attach a file** to keep a file with it.
8. Press **Save to the library**, or **Save for review** to put it in To review instead. **Cancel** closes the form without saving.

What you see

- The save buttons stay greyed out until the entry has a title.
- A date in another form is refused with "Write the date as YYYY-MM-DD, for example 2027-03-31."
- Saved, the entry appears on the **Library** tab (or **To review**), with "Added by" your name.

Good to know

- Files: PDF, Word, Excel, PowerPoint, an image or text, up to 25 MB. One file per entry; **Replace file** on the entry swaps it.
- Up to 12 tags in each group.
- The text may never contain the section sign: write "section 4.2" or "clause 4.2".
- A certificate's expiry date drives its badges, the owners' reminder email and the warnings on bids (see Certificates and their expiry).

Common questions

Can I put our ISO certificate in it?

Yes. Choose **Certificate or insurance**, attach the certificate, and fill in the issuer, the number and the expiry date.

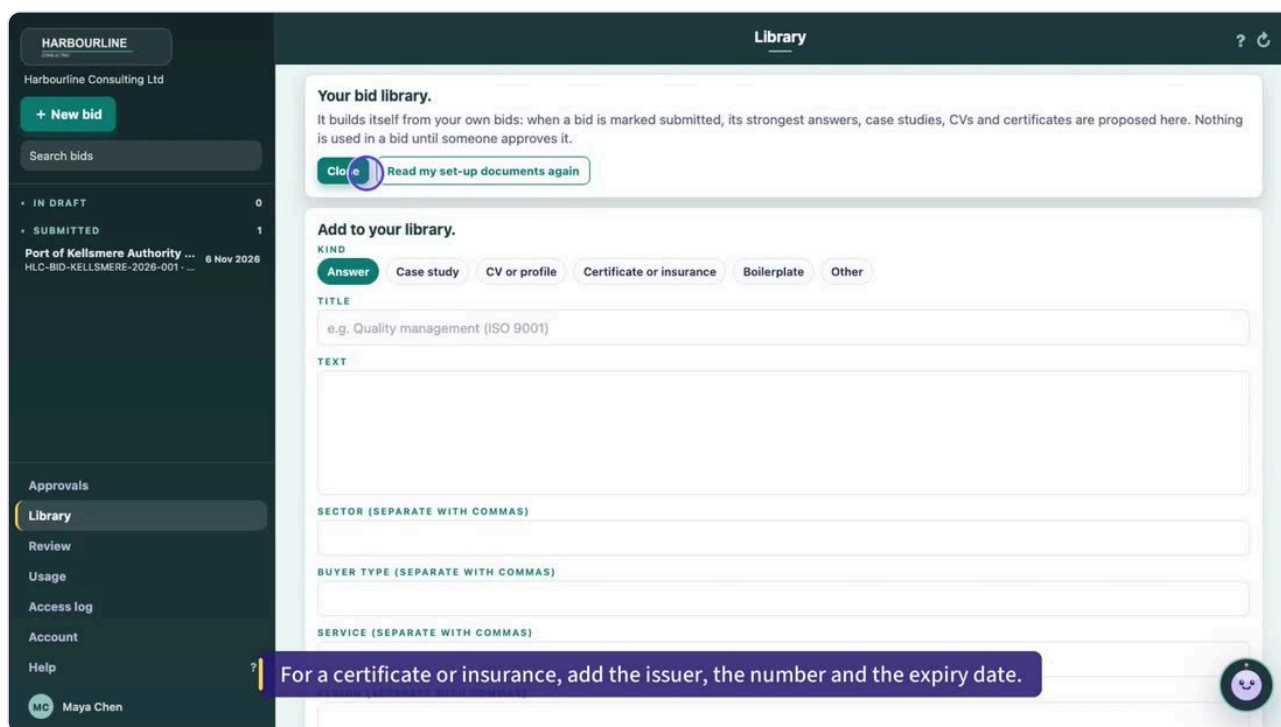
Certificates and their expiry

Keep certificates and insurances with their expiry dates, see which are expiring, and get warned before a lapse catches a bid out.

WHO CAN USE IT	Owners and writers add and update them. Everyone sees the badges and warnings.
WHERE IT IS	Library: an entry of kind Certificate or insurance; Expiring or expired
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/library-certificates.mp4>



From the clip: Certificates and their expiry.

What it does

A library entry of kind Certificate or insurance carries its issuer, number and expiry date. From that date the library flags it as expiring or expired, the owners are emailed before it lapses, and a triage or build on a tender that closes after the expiry is told about it.

Step by step

1. Add it: **Add an entry**, kind **Certificate or insurance**, with **Issuer**, **Certificate or policy number**, **Expiry date (YYYY-MM-DD)** and the certificate attached (see Add an entry by hand).
2. To see what needs renewing, open **Library** and press **Expiring or expired**.
3. When you have the renewed certificate, open the entry, press **Edit**, change the expiry date and press **Save**. Press **Replace file** to swap in the new certificate.

What you see

- The entry's line: the issuer, "No." and the number, and "Expires" with the date, or "No expiry date recorded".
- **Expires in N days** in amber from 60 days before the expiry, and **Expired** in red after it.

- **Expiring or expired**, with how many there are.
- An email to every owner, once per expiry date, 30 days or fewer before it: the subject says the entry "expires on" the date, and the button opens the library.
- On a bid's **Documents** page, in the **From your library** card: a warning that the entry expired on its date, or expires on its date "before this tender closes", with "Renew it before you submit if the tender asks for it."

Good to know

- A new expiry date gets its own reminder email.
- Only approved certificates are emailed about and counted under **Expiring or expired**.
- No reminder emails are sent while the space is paused.
- Ask Biddie "what certificates do we have?" and she says whether each is valid, expiring soon or expired.

Common questions

Who gets the reminder email?

The space's owners, each once per expiry date.

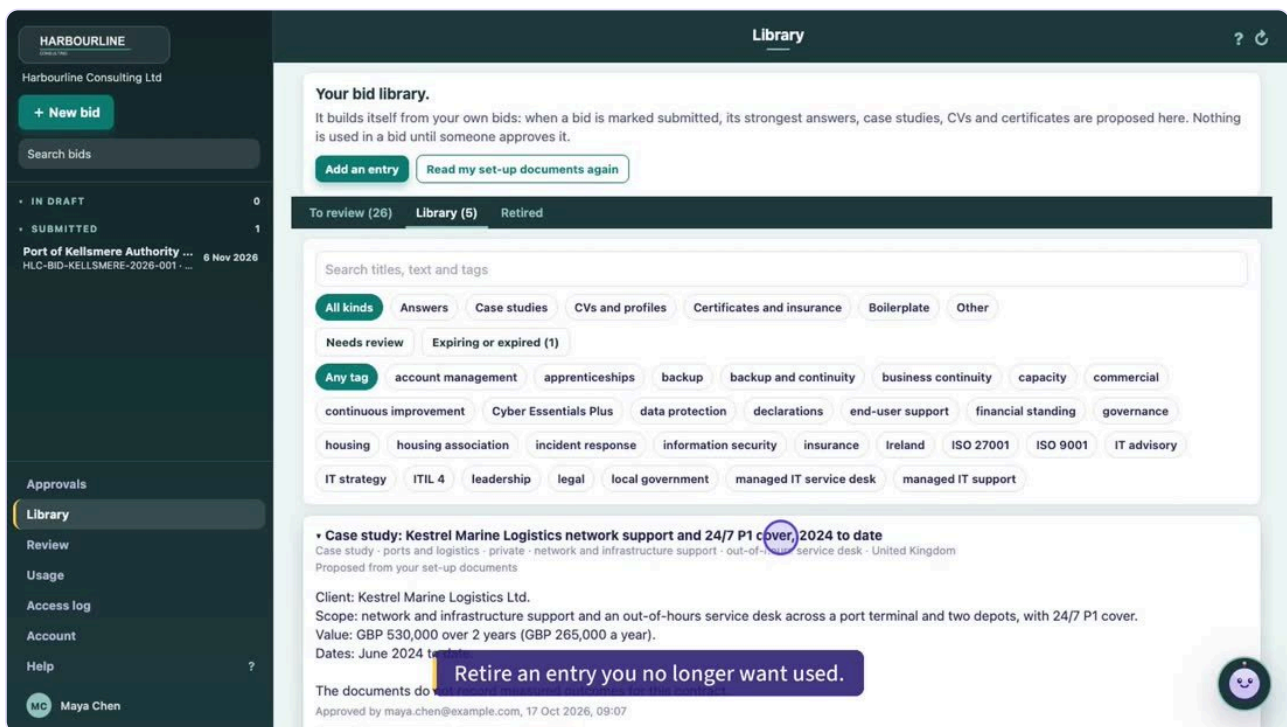
Retire, restore or delete an entry

Stop builds using an entry without losing it, bring it back later, or, as an owner, remove it for good.

WHO CAN USE IT	Owners and writers retire and restore. Only an owner can delete.
WHERE IT IS	Library: an entry: Retire (on the Library tab), Restore (on the Retired tab), Delete
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/library-retire.mp4>



From the clip: Retire, restore or delete an entry.

What it does

Retire takes an approved entry out of use: builds, triage, the Build chat and Biddie stop using it, but it stays under **Retired** with its history. **Restore** puts it back in the library. **Delete**, for an owner only, removes the entry, its file, its record of use and its history for good.

Step by step

1. Open **Library** and tap the entry.
2. To take it out of use, press **Retire** and confirm.
3. To bring a retired entry back, open the **Retired** tab, tap it and press **Restore**.
4. To remove an entry for good, an owner presses **Delete** and confirms.

What you see

- **Retire** asks "Retire this entry?" with "Builds stop using it. You can restore it later."
- **Restore** puts it back on the **Library** tab straight away, with "restored" in its history.
- **Delete** asks "Delete this entry for good?" with the entry's name and "and its history will be removed. This cannot be undone; Retire keeps it instead."

Good to know

- Retire rather than delete when in doubt: a retired entry can always come back.
- Only an approved entry can be retired. A proposal is rejected instead (see Review what is proposed).
- A bid that already drew on an entry keeps its documents as they are; retiring or deleting changes only what later builds use.

Common questions

How do I stop an old case study being used?

Retire it. It stays under **Retired** and is not used while it is there.

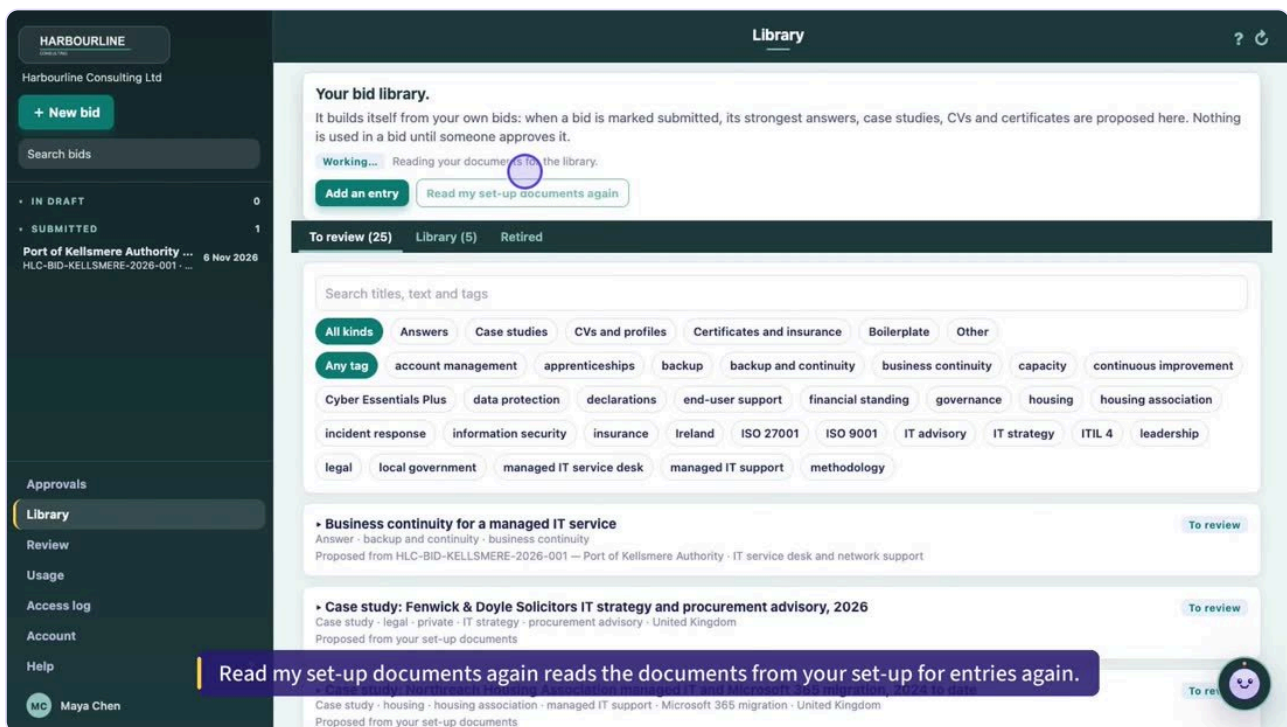
Read my set-up documents again

Read the documents you uploaded at set-up again and propose library entries from them, for you to review.

WHO CAN USE IT	Owners and writers.
WHERE IT IS	Library: Read my set-up documents again (shown when your set-up documents are on file)
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/library-propose.mp4>



From the clip: Read my set-up documents again.

What it does

Read my set-up documents again reads the documents you uploaded when your space was set up (for example past bids, CVs and certificates) and proposes entries from them to **To review**. It does the same reading that runs once by itself when set-up finishes, so use it when that first reading was before you were ready, or to have another go.

Step by step

1. Open **Library** and press **Read my set-up documents again**.
2. Confirm.
3. Wait while it reads. You can leave the page.
4. Open **To review** and approve, edit or reject each proposal.

What you see

- The question "Read your set-up documents again?" with "Reads the documents you uploaded at set-up and proposes entries for you to review. Your bids are read by themselves when you mark them submitted or won. It never counts as a bid."
- "Working..." and "Reading your documents for the library." at the top of the page, with the button greyed out, until it is done.
- The new proposals under **To review**, with the count on the tab.

Good to know

- The button shows only when the documents from your set-up are still on file.
- It reads the set-up documents only. Bids in your space are read by themselves, the first time each one is marked submitted or won.
- Anything already in the library under the same kind and title, approved, retired or rejected, is not proposed again. One reading proposes at most 25 entries.
- It never counts as a bid.

Common questions

I pressed it and nothing new appeared.

Everything it found may already be in the library, or rejected before. Check **To review** and the **Library** tab.

Meetings

Recording a meeting or a call on a bid, the transcript that is kept with it, and the audio that is deleted.

Where recording meetings is switched on for your space, a bid has a Meetings page: record a conversation about the bid, and a transcript is kept with the bid's working files. The audio is deleted as soon as the transcript is saved.

What it is

- **Recording meetings** is a choice made at sign-up and shown under Account, Your set-up. Where it is off, the bid has no Meetings page; ask your Biddable contact to switch it on.
- **A recording** is the microphone, or on a desktop browser a call running in another tab together with the microphone. On a phone, the app records the microphone; put a call on speaker.
- **The transcript** is written into the bid's working files, named with the date, time and the meeting's title, where the bid's agent can read it.

How to use it

1. Open the bid's **Meetings** page and give the meeting a title, for example "Clarification call with the client".
2. Press **Record a meeting** for the room you are in, or **Record a call in another tab** on a desktop browser and choose the tab with the call, ticking the option to share its audio.
3. Confirm that **everyone has agreed to be recorded**. Tell everyone taking part that you are recording and that a transcript will be kept with the bid; the recording does not start until you confirm, and the transcript records who confirmed.
4. Keep the page open while you record. Press **Stop and transcribe** when you are done.
5. The recording is transcribed in turn with any others waiting. The transcript appears on the Meetings page and in the bid's working files; the audio is deleted.

Good to know

- The recording is sent in short pieces as it goes, so a closed tab or a lost connection loses seconds, not the meeting. A recording with no new piece for three minutes shows as **interrupted: Transcribe it** as it stands, or **Discard** it.
- A transcription that fails keeps its audio so you can **Try again**. A discarded recording's audio is deleted and no transcript is made.
- Recordings are transcribed one at a time on the server; a long call takes a few minutes.
- On a phone the screen stays awake while recording; a locked phone stops the microphone.
- The browser or device asks once for permission to use the microphone or the call's audio. If it was refused, allow it in the browser's or device's settings and try again.
- The Meetings page is shown only where recording is on for the space. A space set up before the choice existed keeps the page.

Common questions

Where does the transcript go?

Into the bid's working files, under Meetings, as a dated text file. The bid's agent can read it when you refer to the meeting in the Build chat.

Is the audio kept anywhere?

No. The audio is deleted as soon as the transcript is saved. It is kept only while a transcription is waiting or has failed and can be tried again.

Can I record a video call?

On a desktop browser, yes: record the tab the call is in, with its audio shared. The transcript is of the audio only.

Who is told that we are recording?

You are. The app asks you to confirm that everyone taking part has agreed, and will not start until you do.

Step by step, one thing at a time

1. Record a meeting
2. Record a call in another tab
3. Transcripts, interrupted recordings and Try again

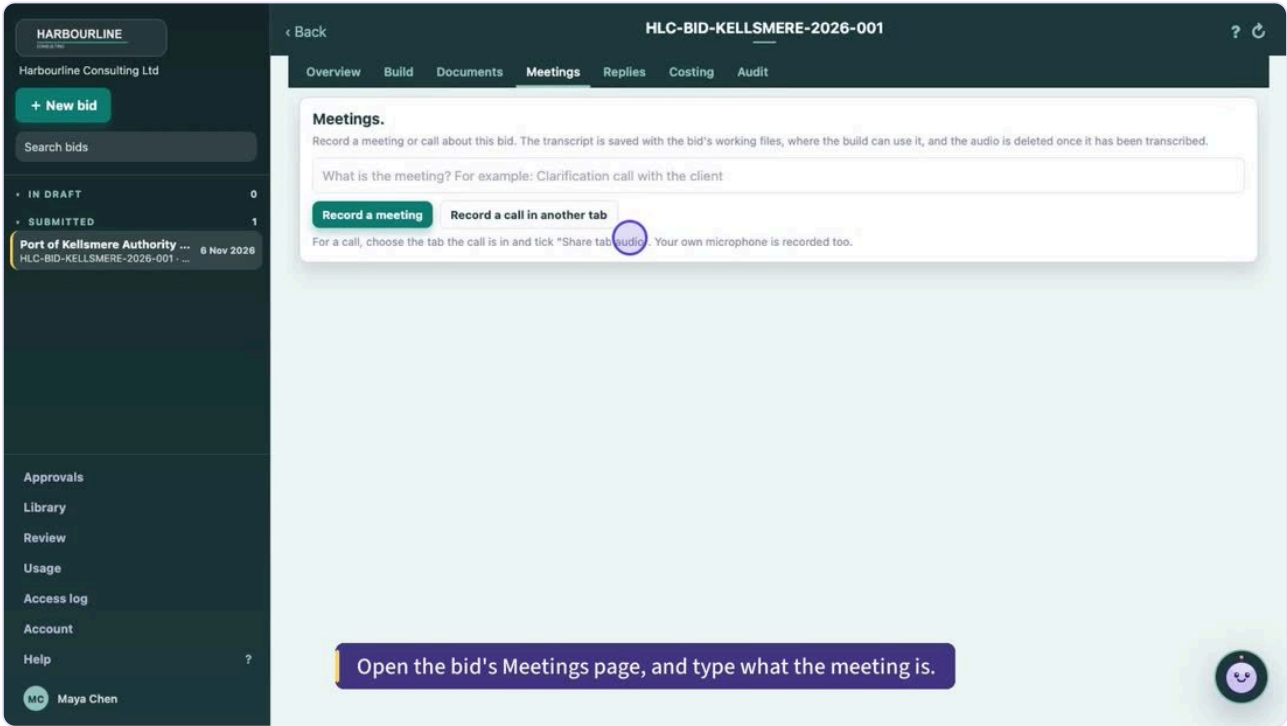
Record a meeting

Record a conversation about a bid from the microphone; a transcript is kept with the bid and the audio is deleted.

WHO CAN USE IT	Owners and writers, where recording meetings is on for the space. Reviewers can read the transcripts.
WHERE IT IS	A bid's Meetings page: the meeting's title, Record a meeting, Stop and transcribe
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/record-a-meeting.mp4>



From the clip: Record a meeting.

What it does

Record a meeting records the room through your microphone: a meeting with the client, a bid review, a call on speaker. When you stop, the recording is transcribed on the server, the transcript is saved with the bid's working files where the bid's agent can read it, and the audio is deleted.

Step by step

1. Open the bid and go to its **Meetings** page.
2. Type what the meeting is in the box, for example "Clarification call with the client". Left empty, it is called "Meeting".
3. Press **Record a meeting**.
4. Tell everyone taking part that you are recording and that a transcript will be kept with the bid. When they have all agreed, confirm.
5. The first time, allow the browser or the device to use the microphone.
6. Keep the page open while you record.
7. Press **Stop and transcribe** when the meeting ends.

What you see

- The question "Has everyone agreed to be recorded?" with "Tell everyone taking part that you are recording and that a transcript will be kept with this bid. Only start once they have all agreed." Nothing records until you confirm.
- While recording, a red strip: "Recording the meeting" with the time running, **Stop and transcribe**, and a reminder to keep the page (or the app) open.
- If the connection drops: "The connection dropped. The recording carries on and the missing part is being sent again."
- After you stop: "Saving...", then the recording in the list as "Waiting to be transcribed", "Transcribing" and finally "Transcript ready" with **Open** (see Transcripts).

Good to know

- The recording is sent in pieces every 15 seconds, so a closed page or a lost connection loses seconds, not the meeting.
- One recording can run to about four hours.
- In a browser, leaving the page while recording asks you first. The screen is kept awake while recording; on a phone, a locked screen may stop the microphone.
- On a phone or tablet, put a call on speaker near the device. On a desktop browser you can record a call in another tab instead (see Record a call in another tab).
- If the microphone was refused: "The browser was not allowed to use the microphone or the call. Allow it and try again." Allow it in the browser's or the device's settings.
- The transcript records who confirmed that everyone agreed.
- Recording meetings is a choice made at sign-up. Where it is off, the bid has no Meetings page; ask your Biddable contact to switch it on. An owner sees it under **Account, Your set-up**.
- Recording and transcribing never count as a bid.

Common questions

Is the audio kept anywhere?

No. It is deleted as soon as the transcript is saved. It is kept only while it waits to be transcribed, or after a transcription fails so it can be tried again.

The page says recording is not set up on this server yet.

The transcription is not installed where your space runs. Ask your Biddable contact.

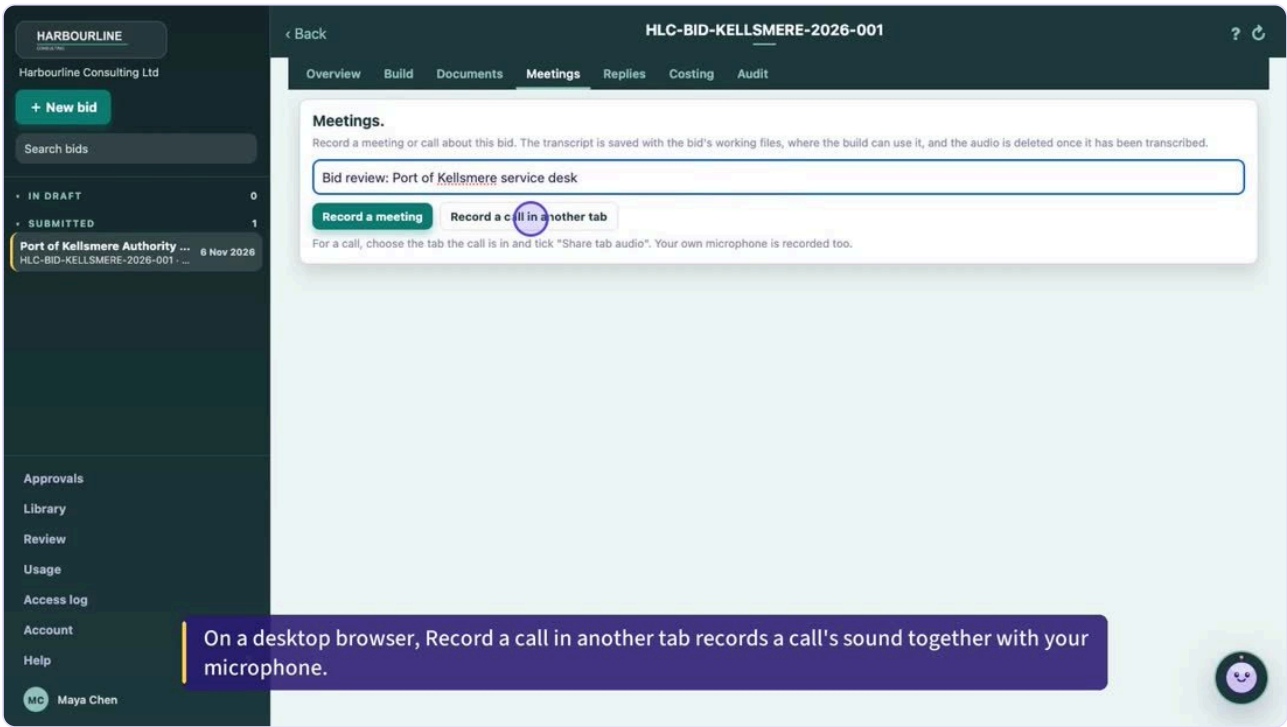
Record a call in another tab

Record a video or phone call running in another browser tab, together with your own microphone, and keep its transcript with the bid.

WHO CAN USE IT	Owners and writers, where recording meetings is on for the space, in a desktop browser.
WHERE IT IS	A bid's Meetings page in a desktop browser: Record a call in another tab
IN	The web app only

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/record-a-call.mp4>



From the clip: Record a call in another tab.

What it does

On a desktop browser, **Record a call in another tab** records the sound of a call you are on in another tab (a video call in the browser, for example) mixed with your own microphone, so both sides are in the transcript. Only the sound is kept, and only until it is transcribed.

Step by step

1. Join the call in another tab of the same browser.
2. On the bid's **Meetings** page, type what the call is, for example "Clarification call with the client".
3. Press **Record a call in another tab**.
4. Tell everyone on the call that you are recording and that a transcript will be kept with the bid. When they have all agreed, confirm.
5. Allow the microphone if the browser asks.
6. The browser asks what to share: choose the tab the call is in and tick **Share tab audio** (or **Share system audio**), then share.
7. Press **Stop and transcribe** when the call ends.

What you see

- Under the buttons: "For a call, choose the tab the call is in and tick "Share tab audio". Your own microphone is recorded too."
- While recording, a red strip: "Recording the call" with the time running and **Stop and transcribe**.
- If no sound was shared: "No call audio was shared. Choose the tab with the call and tick "Share tab audio" (or "Share system audio")."
- Then the recording in the list, as for a meeting (see Transcripts).

Good to know

- The button shows only in a browser that can share a tab's sound, which in practice means a desktop browser. On a phone or tablet, record the meeting and put the call on speaker.
- Pressing the browser's own **Stop sharing** ends the recording too, and it goes for transcription.
- The picture is never recorded, only the sound.
- The transcript says it was recorded from a call and the microphone.

Common questions

Can I record a video call?

Yes, its sound: run the call in a browser tab and share that tab's audio. The transcript is of the conversation only.

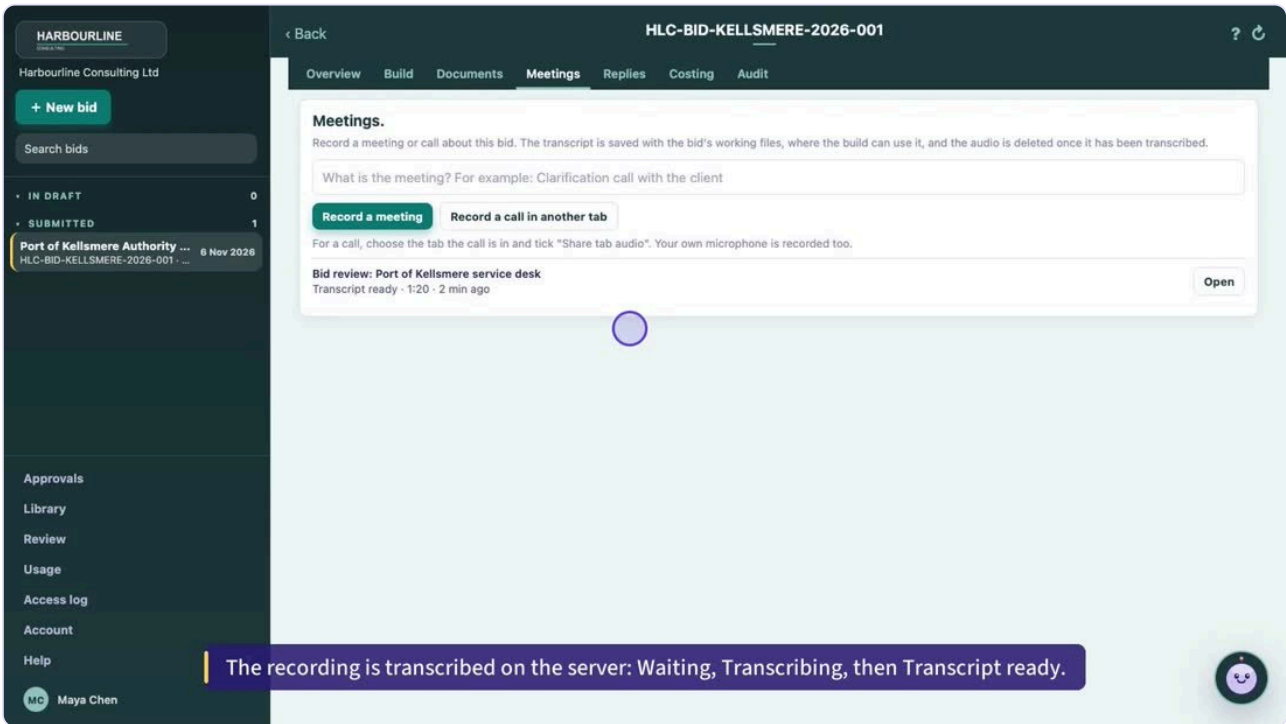
Transcripts, interrupted recordings and Try again

Open a meeting's transcript, rescue a recording that was cut off, try a failed transcription again, or discard a recording.

WHO CAN USE IT	Everyone in the space reads transcripts. Owners and writers use Transcribe it, Try again and Discard.
WHERE IT IS	A bid's Meetings page: the recordings list: Open, Transcribe it, Try again, Discard
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/transcripts.mp4>



From the clip: Transcripts, interrupted recordings and Try again.

What it does

Every recording on a bid is listed on its Meetings page with where it stands. A finished one opens as its transcript. A recording that was cut off can still be transcribed as far as it got, a failed transcription can be tried again, and either can be discarded.

Step by step

1. Open the bid's **Meetings** page.
2. Press **Open** beside a recording marked "Transcript ready" to read it.
3. For a recording marked "Recording stopped unexpectedly", press **Transcribe it** to transcribe what was saved, or **Discard**.
4. For one marked "Could not be transcribed", press **Try again**, or **Discard**.
5. **Discard** asks first; confirm to delete the audio.

What you see

- Each recording: its title, its status, its length once known, and how long ago it was made.
- The statuses: "Recording", "Waiting to be transcribed", "Transcribing", "Transcript ready", "Could not be transcribed" (with "The recording could not be transcribed. Try again, or discard it.") and "Recording stopped unexpectedly".

- **Discard** asks "Discard this recording?" with "The audio is deleted and no transcript is made."
- The transcript: the meeting's title; when it was recorded, from what, and how long it is; "Everyone taking part agreed to be recorded (confirmed by" the person ")."; a note that it is a machine transcript, so names, figures and dates should be checked against your own notes; then the conversation in paragraphs, each with its time from the start.

Good to know

- A recording with no new piece for three minutes counts as stopped unexpectedly, for example when the page was closed or the connection was lost.
- Recordings are transcribed one at a time on the server, in turn with any others waiting; a long one takes a few minutes. The page checks every ten seconds while one is waiting or being transcribed.
- A recording being transcribed cannot be discarded: "This recording is being transcribed; wait for it to finish."
- The transcript is saved in the bid's working files, under Meetings, named with the date, the time and the title. The bid's agent reads it when you refer to the meeting in the Build chat.
- A transcript is a working file: it never goes into the submission pack.

Common questions

Where does the transcript go?

Into the bid's working files, under Meetings. Open it from the Meetings page, or ask the agent about the meeting in the Build chat.

Biddie

The assistant in your space: what she can tell you, what she can start, her briefings and her voice, and what she never does.

VIDEO

Watch this topic as a short video: <https://biddable.ae/assets/media/guide-biddie.mp4>

Biddie is the assistant in your space. The round button at the bottom right opens your own conversation with her, on every page. She knows how your bids stand and can get work moving; the sending, submitting and approving stays with you.

What it is

- **Your own conversation.** Each person has their own thread with Biddie, and she remembers what you said earlier in it. She knows only your space: never another firm, and nothing about how the product is built.
- **Status.** Ask how a bid stands, what closes in the next two weeks, what is waiting on you, or whether anything should worry you. She answers from the live state of your space.
- **Starting work.** For an owner or writer she can start a triage, a build, an audit or the submission pack on a bid, or pass an instruction to the bid's agent. She says what she started and on which bid, and tells you when it is done. A reviewer can ask her anything; she starts nothing for them.
- **Briefings.** When you come back after a while she opens with what changed: runs finished or failed, drafts waiting on Approvals, bids closing soon. While you are on, she posts a short note as things happen.
- **Your library.** Ask "what do we have on X" and she answers from approved library entries. Ask her to keep something and it lands in To review for an owner or writer to approve.
- **Help.** Ask "how do I...?" and she answers from this guide, in your product's words. Asking never counts as a bid.

How to use it

1. Press the round button at the bottom right. The first time, she introduces herself and offers a few questions to start with.
2. Type a question or an instruction, or tap the microphone and speak. When you speak to her, she keeps her reply short and can read it aloud: the switch is in the panel's header.
3. In the phone, tablet and desktop app, and in the web app, attach documents to a message with the clip (a PDF, Word, Excel, PowerPoint, an image, or a zip of them). A tender pack attached without an instruction makes her ask "Shall I triage it?"; files for a bid you already have are filed on it.
4. To get work moving, say which bid and what: "triage the port bid", "build the ministry bid", "ask the agent on the quay bid to shorten section 4". She asks one question when it is unclear which bid you mean.
5. Follow up any time: "how is that build going?" She reports the status and, once it is done, the result in a few lines.

Good to know

- Biddie never sends, submits or approves anything, and never says she has. Drafts wait on **Approvals**; lodging a bid is always your own step.
- She never changes a bid's stage, deletes anything, or starts work on a bid that is won, lost, a no-bid or archived.
- A build is the one thing that counts against your plan. If a bid already has a build she says so and checks whether you want a fresh build or an instruction to the bid's agent. Over your plan's allowance she passes on the same message the app would show.
- She does not talk about cost, spend or how the product works inside, and cannot change your rules herself: a rule change goes to the bid's agent as an instruction.
- Whether she is on at all is a setting for your space. Where your account wears its own brand, Biddie keeps her own name and colours.

Common questions

Can Biddie answer a question about a tender's documents?

Attach the pack to a message in the app and ask, or triage it and ask the bid's agent on the Build page, which reads every document and cites the section.

Why did Biddie not start what I asked?

Either your role is to review only, or the bid is closed, or the space's plan has used this month's bids. She says which. An owner or writer in your team can start it.

Does talking to Biddie cost a bid?

No. Her answers, briefings and help lookups never count. Only a build she starts for you counts, as it would from the bid's page.

Can I turn her voice off?

Yes. The read-aloud switch is in her panel's header. She listens only after you tap the microphone, and stops when you tap it again.

Step by step, one thing at a time

1. Open Biddie
2. Ask Biddie how things stand
3. Ask Biddie to start work
4. Attach documents for Biddie
5. Talk to Biddie and hear her
6. Biddie's briefings and live notes
7. Ask Biddie about your library
8. Ask Biddie how to do something

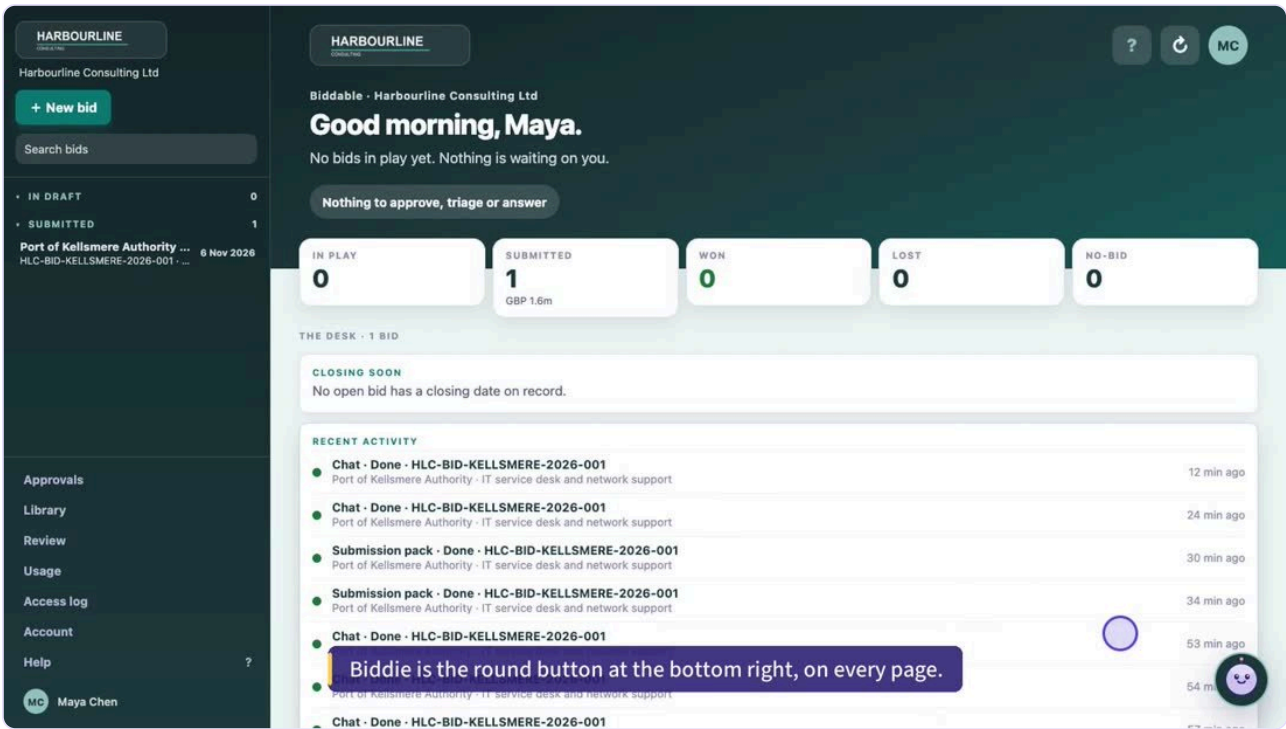
Open Biddie

The round button with Biddie's face, bottom right of every page, opens your own conversation with her.

WHO CAN USE IT	Everyone in the space, where Biddie is on. She is on unless she has been switched off for your space, and she is hidden while a space is paused.
WHERE IT IS	The round button with Biddie's face, bottom right of every page
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/biddie-open.mp4>



From the clip: Open Biddie.

What it does

Biddie is the assistant in your space. Her button sits at the bottom right of every page and opens your own conversation with her, across every bid in the space. She knows how your bids stand and can get work moving; sending, submitting and approving stay with you.

Step by step

1. Press the round button with Biddie's face at the bottom right.
2. The panel opens: on a wide screen as a card above the button, on a phone over the whole screen.
3. Type in the box (**Ask a question or give an instruction...**) and press **Send**, or tap one of the questions under **Try asking**.
4. To answer one of her messages in particular, press ↩ **Reply** on it first.
5. Close the panel with ✕ in its header. On the web, **Escape** closes it too.

What you see

- The header: her face, "Biddie" and a status line: "Ready when you are", "On it..." while she works, "All done — have a look" when she has finished, "Listening — I'm all ears" and "Speaking..."

- **Try asking**, while your conversation is empty: "What's waiting on me?", "How are the live bids?", "What closes in the next two weeks?" and "Anything I should worry about?"
- The very first time, the panel opens by itself with her welcome: what she can do, and that sending, submitting and approving stay with you.
- A red dot on the button when she has written since you last looked, and sometimes a greeting beside it, for example "Good morning, Sam! Anything I can get moving?" Tap it to open the panel, or ✕ to dismiss it.
- While she works, her line in the thread says "Biddie is on it" with **Stop**.

Good to know

- Each person has their own conversation, and she remembers what you said earlier in it. She knows only your space.
- What you type stays in the box if you close the panel, until you send it.
- In the web app, **Enter** sends and **Shift+Enter** starts a new line.
- A message that was stopped or failed shows **Resend** to send it again as it was.
- Talking to her never counts as a bid. Only a build she starts for you counts, as it would from the bid's page.
- Whether she is on is a setting for your space. In a paused space she is hidden.

Common questions

I cannot see her button.

She is switched off for your space, or the space is paused. Ask an owner, or your Biddable contact.

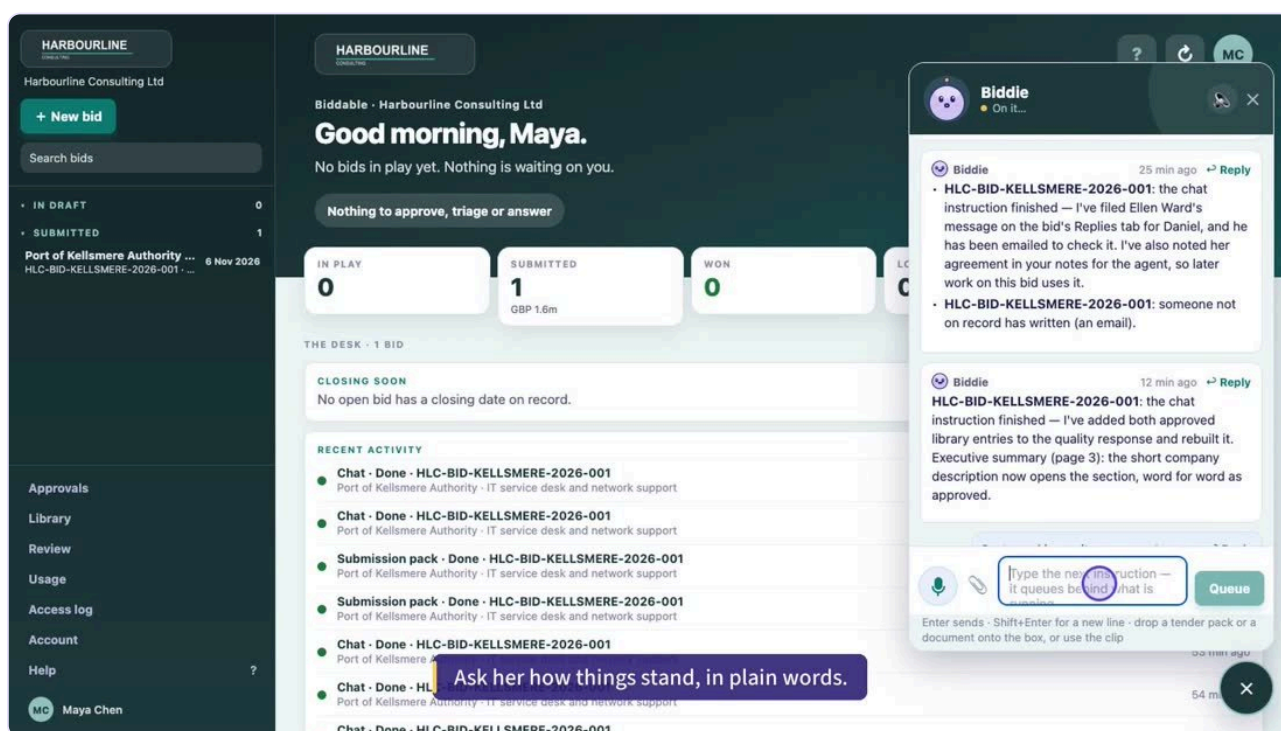
Ask Biddie how things stand

Ask about any bid, what closes soon or what is waiting on you, and Biddie answers from your space as it stands.

WHO CAN USE IT	Everyone in the space, reviewers included.
WHERE IT IS	Biddie's panel
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/biddie-status.mp4>



From the clip: Ask Biddie how things stand.

What it does

Biddie reads your space as it stands when you ask: every live bid with its stage and closing date, what is running or waiting for an answer, drafts waiting on Approvals, and tenders waiting for a decision. Ask her about one bid and she looks at its facts and its recent runs with their results.

Step by step

1. Open Biddie.
2. Ask in your own words, for example "How is the port bid?", "What closes in the next two weeks?", "What's waiting on me?" or "Anything I should worry about?". The **Try asking** questions do the same.
3. Name a bid by its code (the whole code or its end, such as 2026-001) or by words from its title or client.
4. Ask a follow-up any time; she remembers the conversation.

What you see

- The answer first, in two or three sentences, or a short list when you asked about several bids.
- Bids named by code and a short title, dates written out (for example "Thursday 2 October").
- "Unknown" where she does not know, rather than a guess.

- If it is unclear which bid you mean, one short question listing the bids that match.

Good to know

- She answers from your space only: never another firm, and nothing about how the product is built.
- She does not talk about cost or spend.
- Asking never counts as a bid.
- To get work moving rather than ask about it, see Ask Biddie to start work.

Common questions

Can Biddie answer a question about a tender's documents?

Attach the documents to a message and ask (see Attach documents for Biddie), or ask the bid's agent on the bid's Build page, which reads every document in the bid.

Ask Biddie to start work

Tell Biddie which bid and what, and she starts a triage, a build, an audit, the submission pack or an instruction.

WHO CAN USE IT	Owners and writers. A reviewer can ask her anything, but she starts nothing for them.
WHERE IT IS	Biddie's panel
IN	The web app, and the phone, tablet and desktop app

No clip for this function. Not filmed: on the machine the clips were made on, Biddie cannot start runs (a limit of the local test set-up, not of the service).

What it does

Say which bid and what you want, and Biddie hands the work to the agent that does it: a bid/no-bid triage, a full build, a red-team audit, the submission pack, or an instruction passed to the bid's own agent. She says what she started and on which bid, and reports back when you ask.

Step by step

1. Open Biddie.
2. Say which bid and what, for example "triage the port bid", "build the ministry bid", "audit 2026-001", "prepare the submission pack for the quay bid" or "ask the agent on the quay bid to shorten section 4".
3. If she asks which bid you mean, answer with its code or name.
4. To check on it, ask "how is that build going?". Once it is done she gives the result in a few lines.
5. The work also shows on the bid's own page as it runs.

What you see

- A line saying what she started, for example "Started: full build of the bid on" the bid's code and title, and that it shows on the bid's page as it works. If other work is already running on that bid, she says it waits behind it.
- While you are in the app, a short note from her when it finishes, stops or needs your answer.
- When she cannot start it, she says why.

Good to know

- She will not start anything on a bid that is won, lost, a no-bid or archived. The stage can be changed on the bid's Overview page.
- Where the triage said no-bid, she will not start a build. **2 • Build the bid** on the bid's Overview page asks you to confirm it yourself.
- A build is the one thing that counts against your plan. If the bid already has a build, she says so and checks whether you want it rebuilt or an instruction passed to the bid's agent instead.
- When this month's bids are used, she passes on the app's own message, word for word.
- An instruction to the bid's agent is passed on complete, in your words, since the agent does not see your conversation with her.
- She never sends, submits or approves anything, never changes a bid's stage and never deletes anything. Preparing the submission pack never lodges the bid.
- She cannot change your rules herself: a rule change goes to the bid's agent as an instruction.

Common questions

Why did Biddie not start what I asked?

Your role may be to review only, the bid may be closed, the triage may have said no-bid, or the plan's bids for the month may be used. She says which. An owner or writer in your team can start it.

Attach documents for Biddie

Attach documents to a message; Biddie reads them, offers to triage a new tender, or files them on their bid.

WHO CAN USE IT	Owners and writers. The clip shows only for them.
WHERE IT IS	Biddie's panel: the clip beside the box; in the web app, drop files onto the box
IN	The web app, and the phone, tablet and desktop app

No clip for this function. Not filmed: on the machine the clips were made on, Biddie cannot file attachments (a limit of the local test set-up, not of the service).

What it does

You can attach documents to anything you say to Biddie: a tender pack, an addendum, a clarification, a CV or a spreadsheet. She reads what can be read and answers from it. A new tender sent without an instruction makes her say in a few lines what it is and ask "Shall I triage it?"; files for a bid you already have are filed on that bid.

Step by step

1. Open Biddie and press the clip beside the box. In the web app you can also drop files onto the box.
2. Pick one or more files, or a zip of them. Each shows above the box with ✕ to take it off again.
3. Add what you want, for example "triage this", "file this on the port bid" or a question about the documents. You can also send the files on their own.
4. Press **Send**.
5. If she asks "Shall I triage it?", answer yes and the triage starts.

What you see

- Your message with each file shown by name.
- For a tender pack sent without an instruction: two or three lines on what it is (the buyer, what is being bought, the closing date if it is there) and "Shall I triage it?". On a yes, the pack goes to the **Review** page and its bid/no-bid triage starts.
- When you asked for the triage in the same message, she starts it without asking.
- For files that belong to a bid you have, a line saying she has filed them on it, as tender documents or as files that came in; she asks which bid only when it is unclear.
- If files in a zip were left out: "Left out of the zip:" and their names.

Good to know

- Up to 10 files in one message (a zip counts as the files in it), up to 25 MB each and 60 MB together, and a zip of up to 60 files.
- She takes PDF, Word (.docx, .dotx, .dotm, .docm), Excel (.xlsx, .xls), CSV, text or Markdown, PowerPoint (.pptx, .potx), PNG or JPG images, or a zip of those.
- Images, older .xls workbooks and scanned PDFs are kept and can be filed, but she cannot read text from them, and says so. A long document is read in part, and she says where she stopped.
- A message with files that failed cannot be resent as it was; attach the files again.
- Attaching and asking never counts as a bid. A triage never counts either.
- Files are only for Biddie in the app; the Biddie on the website takes none.

Common questions

Can a reviewer attach files?

No. The clip shows for owners and writers only; a reviewer can ask her questions.

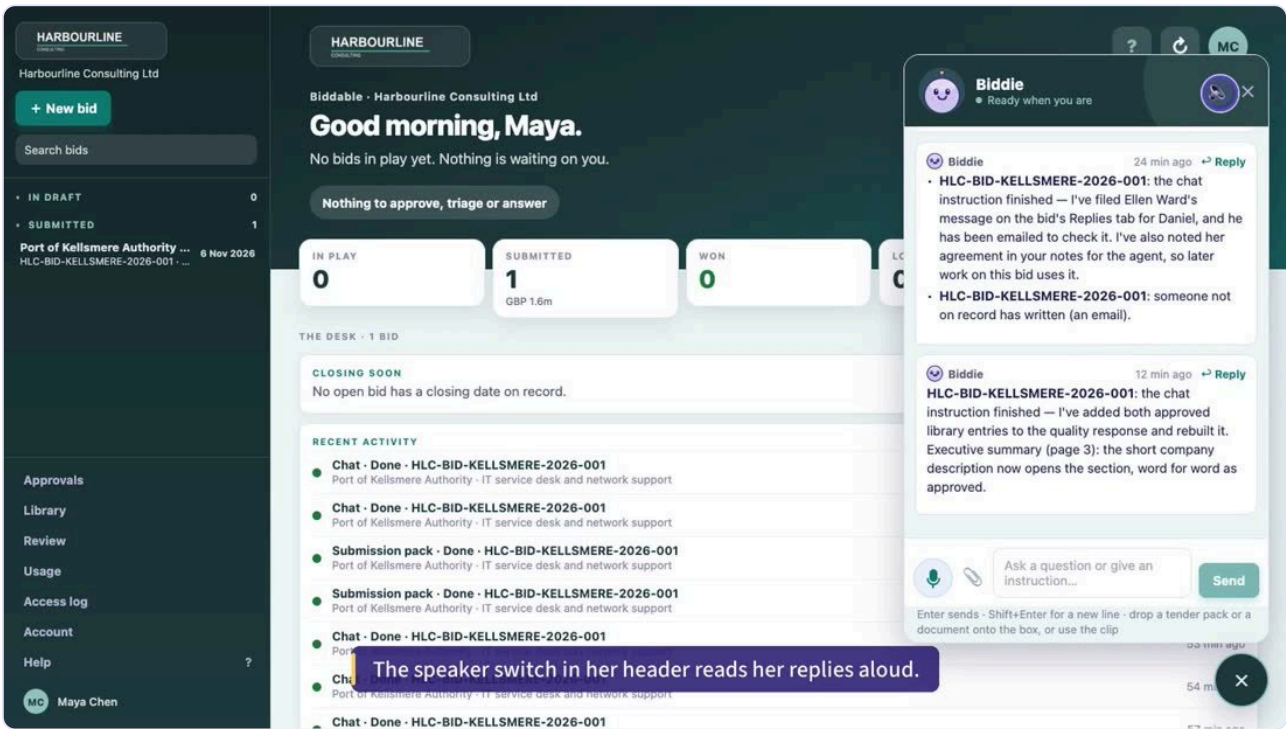
Talk to Biddie and hear her

Tap the microphone and speak to Biddie; she keeps her answer short and reads it aloud. The speaker switch reads every reply aloud.

WHO CAN USE IT	Everyone in the space.
WHERE IT IS	Biddie's panel: the microphone beside the box, and the speaker switch in the header (Read Biddie's replies aloud)
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/biddie-voice.mp4>



From the clip: Talk to Biddie and hear her.

What it does

The microphone beside the box lets you speak to Biddie instead of typing. When you speak to her, she keeps her reply to a few short sentences, says bids the way a person would ("the port bid"), and reads the reply aloud. The speaker switch in her header reads every reply aloud, typed or spoken.

Step by step

1. Open Biddie and tap the microphone beside the box.
2. Speak. What she hears appears on screen as you go.
3. Stop talking, and what you said is sent. Tap the microphone again to stop early; what was heard so far is sent.
4. Listen to her reply. Tap her face in the header to stop her speaking.
5. To have every reply read aloud, tap the speaker switch in the header. Tap it again to turn it off.

What you see

- While she listens, the microphone turns red and pulses, the header says "Listening — I'm all ears", and a strip says "Listening... say what you'd like, and I'll send it when you stop." until your words appear in it.
- While she speaks: "Speaking... tap my face to stop".
- The speaker switch shows  when off and  when on.
- If something is wrong, a line in the strip, for example "The microphone is blocked. Allow it for this page (or in System Settings, Privacy & Security, Microphone) and try again." or "No microphone was found."

Good to know

- The microphone shows only where your browser or device can turn speech into text. Some browsers cannot; there, type instead.
- Your speech is turned into text by your browser or device's own speech recognition, in British English, so allow for a misheard name or code; she asks back when she cannot make it out.
- She offers detail rather than reading it out, for example "The full list is on screen if you want it."
- The speaker switch is remembered on that device.
- Closing the panel stops her listening and speaking.
- Talking to her never counts as a bid.

Common questions

Can I turn her voice off?

Yes. Leave the speaker switch off and type to her. She reads a reply aloud only when the switch is on or when you spoke to her.

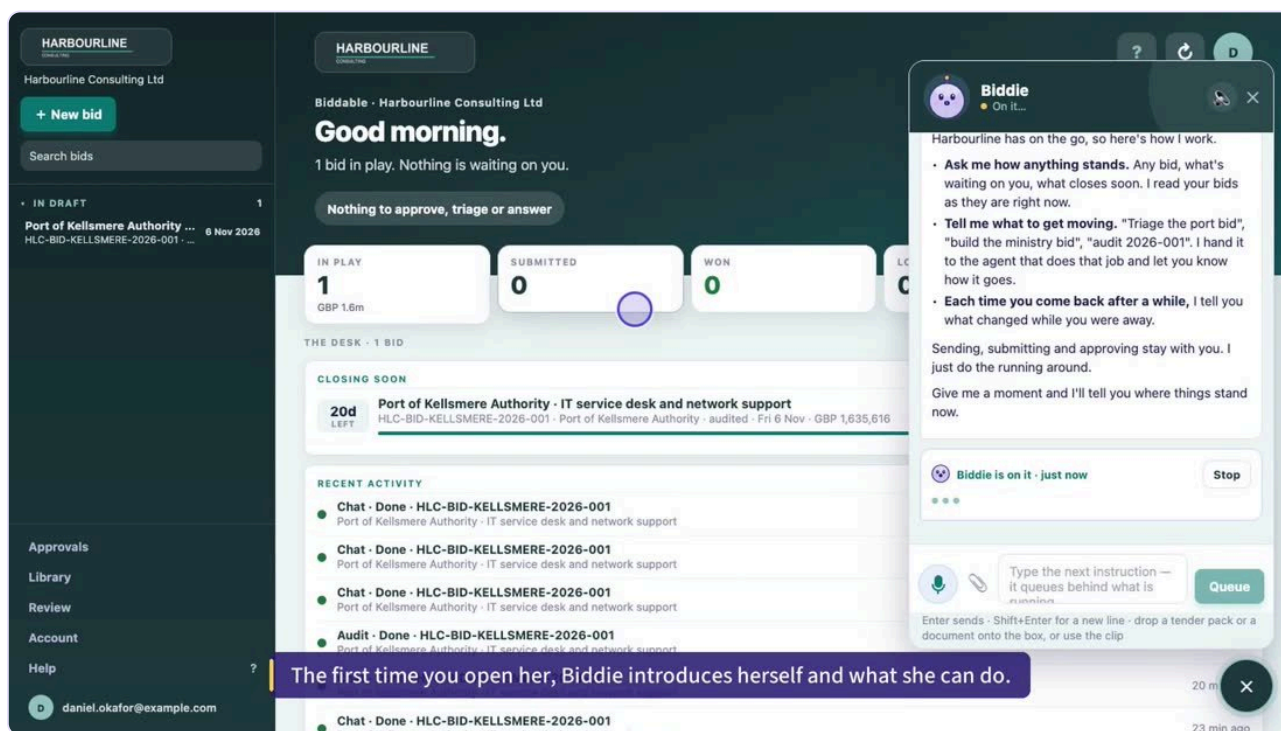
Biddie's briefings and live notes

After a few hours away, Biddie tells you what changed; while you are in the app, she posts notes as things happen.

WHO CAN USE IT	Everyone in the space.
WHERE IT IS	Biddie's greeting beside the round button, and her panel
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/biddie-briefings.mp4>



From the clip: Biddie's briefings and live notes.

What it does

When you open the app, or come back to it, after a few hours away, Biddie writes you a briefing: what needs you first, then the good news, then one suggested next step. While you are in the app, she posts a one-line note in your conversation as things happen on your bids. Both arrive without you asking.

Step by step

1. Open the app, or come back to it after a while.
2. When a briefing is on its way, a greeting appears beside her button. When it says the briefing is ready, tap it, or press her button.
3. Read the briefing in her panel.
4. Answer her suggested next step if you want it done. She starts nothing until you say yes.

What you see

- Beside the button: "Good afternoon, Sam! Catching up on what changed since yesterday at 17:40...", then "Your briefing's ready — tap to read it."

- The briefing: a greeting and how long you have been away; what needs you, most urgent first (work waiting for your answer, work that stopped, drafts waiting on Approvals, bids closing within a week); then work that finished; then one question, for example "Want me to start the audit on the port bid?"
- When nothing has happened: a short note such as "Morning, Sam. Nothing new since yesterday at 17:40: no finished work, no replies and no new tenders.", with anything still on the list, such as drafts on Approvals or a bid closing soon.
- Live notes, one line each, for example a bid's code and "the build finished" with the gist of the result, "the audit stopped before it finished. It's on the bid's page; you can start it again there.", "is waiting for your answer", a draft "is on Approvals", or "New bid opened:" and the bid.
- A red dot on her button when a note or a briefing has arrived while the panel was closed.

Good to know

- The very first time, she opens with her welcome and then says where things stand now.
- Notes go to everyone in the space who is in the app at the time. What happens while you are away is covered by your briefing when you return, so nothing is told twice.
- Briefings and notes never count as a bid.
- She suggests only steps your role lets you take, and never starts anything from a briefing on her own.

Common questions

I came back and got no briefing.

A briefing comes after a few hours away. Within that, ask her "what's changed?".

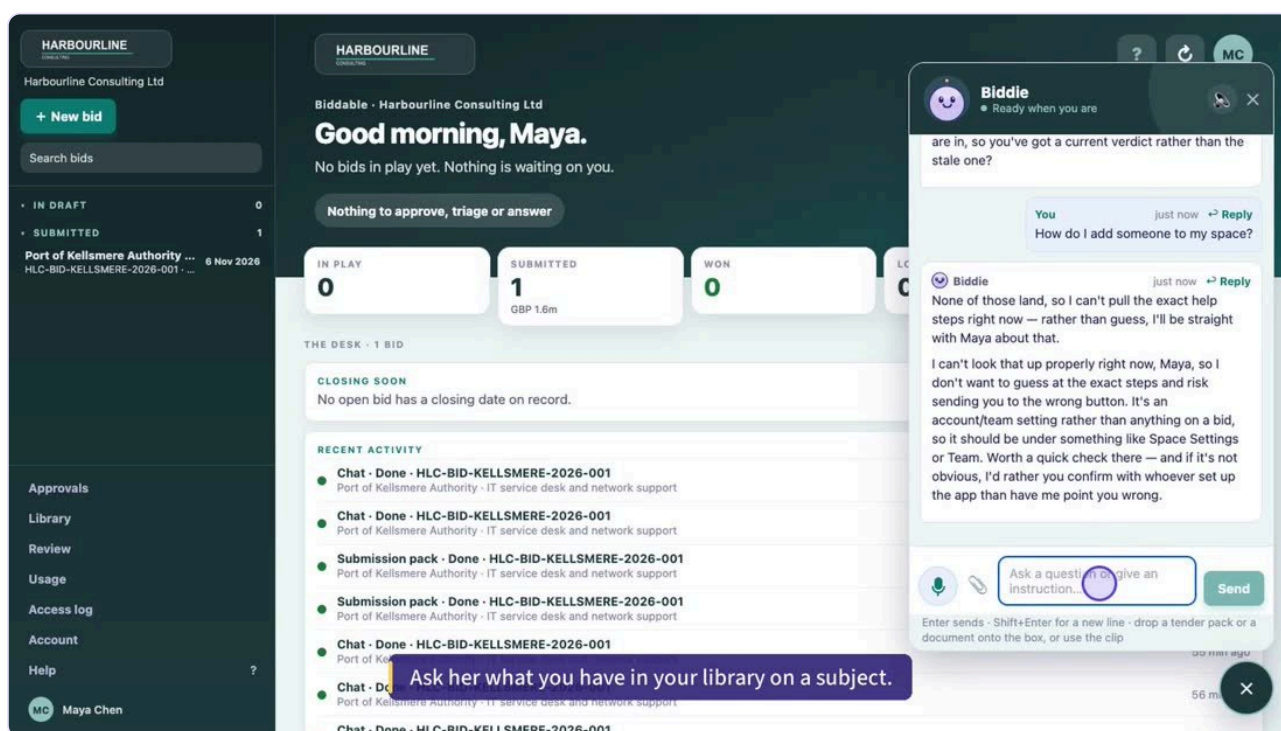
Ask Biddie about your library

Ask Biddie what your library holds on a topic, or ask her to keep something in it for an owner or writer to approve.

WHO CAN USE IT	Everyone can ask what the library holds. Owners and writers can ask her to keep something.
WHERE IT IS	Biddie's panel
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/biddie-library.mp4>



From the clip: Ask Biddie about your library.

What it does

Ask Biddie "what do we have on X?" and she answers from your library's approved entries: answers, case studies, CVs, certificates and insurances, boilerplate. Ask her to keep something, a paragraph you wrote or a certificate's details, and she adds it to the library's **To review** list. She can never approve it.

Step by step

1. Open Biddie.
2. Ask, for example, "What do we have on asset management?" or "Which of our certificates are expiring?"
3. To keep something, say so: "keep this paragraph in the library as our standard answer on quality", with the text. For a certificate or insurance, give its issuer, number and expiry date.
4. An owner or writer then approves it on the **Library** page, under **To review**.

What you see

- Each matching entry by its title and kind, with its gist in a line. A certificate or insurance is said to be valid, expiring soon or expired.
- When nothing matches, she says so and that you can add an entry on the Library page.

- When she keeps something, a line saying it now waits in To review for an owner or writer to approve. On the Library page it shows "Suggested by Biddie for" your name.

Good to know

- Only approved entries count. Proposals and retired entries are never in her answers.
- Something already in the library under the same kind and title is not added again; she tells you.
- For a reviewer she looks things up, but adds nothing.
- Nothing she adds is used in a bid until a person approves it.

Common questions

Can Biddie approve what she adds?

No. Only an owner or writer approves library entries, on the Library page.

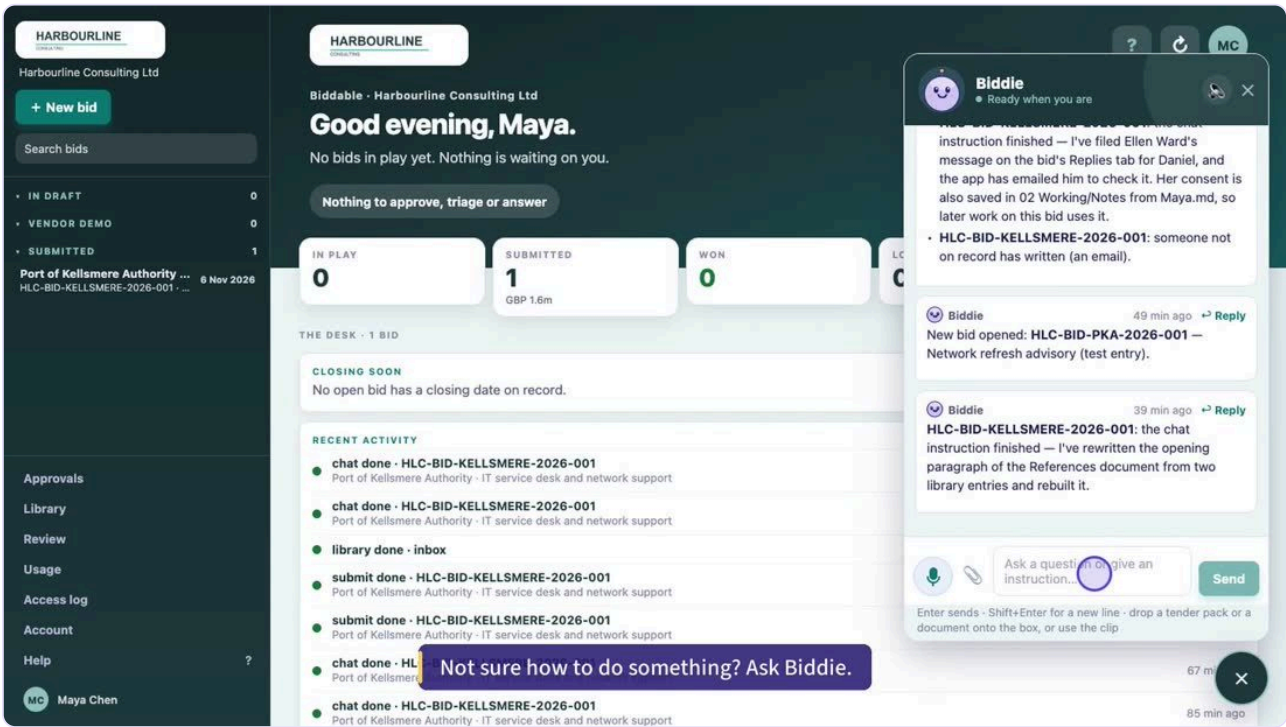
Ask Biddie how to do something

Ask Biddie "how do I...?" or what something means, and she answers from this guide, naming the page and the button.

WHO CAN USE IT	Everyone in the space.
WHERE IT IS	Biddie's panel
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/biddie-help.mp4>



From the clip: Ask Biddie how to do something.

What it does

Ask Biddie how to do something in Biddable, what a page or a word means, or where to find something, and she looks it up in this guide and answers from it in a few lines, in the guide's own words for pages and buttons. She does not answer such questions from her own idea of how the app works.

Step by step

1. Open Biddie.
2. Ask, for example, "How do I invite a colleague?", "What does Ready with gaps mean?" or "Where do I sign a form?".
3. Follow the steps she gives.

What you see

- Two to five short lines: the steps, the page and the button to press.
- If nothing in the guide fits, she says so and names the guide's topics, so you can ask again or open **Help**.

Good to know

- Looking help up starts nothing and never counts as a bid.

- She answers in your space's own product name.
- The same guide is on the **Help** page of the app.

Common questions

Biddie's answer did not match what I see.

The guide describes the app as it is today. Tell your Biddable contact which page and button, so it can be put right.

Your plan and usage

What counts as a bid, the Usage page, the pilot's monthly cap and its end date, extra bids on a paid plan, choosing a plan, deleting a bid and getting it back, and where billing lives.

Your plan is measured in bids a month, never in tokens or minutes. Triage, questions, audits, the library and Biddie are never counted; only building a bid is.

What it is

- **A bid is used the first time a build starts on it in a calendar month**, in your space's time zone. Every further build or rebuild of that bid in the same month is free. The same bid built again in a later month counts once in that month.
- **Never counted:** triage, questions and instructions in the Build chat, audits, the submission pack, the library's proposals and Biddie.
- **Usage** is the owner's page: the month's bids against the plan's allowance, how many are left, when new bids open again, and the triage count. On a space that runs on its own key, the month's spend is shown too.
- **The pilot** gives a space 4 new bids a month as a hard cap: once they are used, a new bid's first build is refused until the first day of the next month, and the message says the date. Triage, questions, audits and Biddie stay free and unlimited.
- **Paid plans** (Solo, Team, Pro and Own Key) differ in the bids a month and the people they include; the pricing page at biddable.ae/pricing has the detail. Going over a paid plan never stops your work: triage, questions, reviews, audits, Biddie and rebuilds of bids already built this month carry on, and a build that has started always finishes. Once the month's bids are used, each further new bid is an **extra bid**, paid for before it is built, at the price on the pricing page. Own Key has no monthly limit.
- **The end of the pilot.** Account, **Your plan** shows the day your pilot ends. Choose a plan any time before then: billing starts the day after the pilot ends, nothing is charged before, and your space, people, rules, library and bids carry on as they are. If no plan is chosen, the space becomes read-only for 30 days, so everyone can still sign in, read and download, and is then deleted with written confirmation. The owners are emailed 30, 14, 7 and 1 days before the end.

How to use it

1. Open **Usage** (owners only) to see this month's bids, the ones left and the date new bids open again, with earlier months a step back.
2. Plan the month: a very large tender can count as two by agreement beforehand, and a rebuild never costs a second bid, so build once, then change and rebuild as often as you like.
3. Manage the card, invoices and cancelling from **Account, Billing** in the web app, which opens the billing portal. Billing is not in the phone, tablet or desktop app.
4. **Pay for an extra bid** (owners, in the web app): when a paid plan's bids for the month are used, **2 · Build the bid** on a new bid says "Your plan's 3 bids for October are used. This will be an extra bid", with the price, and offers **Pay and build**. The payment provider's secure page takes the card and emails the receipt, and the build starts by itself once the payment goes through. A writer sees **Ask an owner to pay** instead, which emails the owners and lists the bid on **Usage** as waiting. An account billed by invoice can also choose **Ask us for an invoice**: the bid builds once the invoice is paid. The phone, tablet and desktop app say "Open Biddable on the web to pay for an extra bid."
5. **Choose a plan** (owners, on a pilot space): open Account in the web app, **Your plan, Choose a plan**. Solo and Team are paid by card on the payment page, where you agree to the Terms of Service; Own Key and Pro, or any plan by invoice, go through **Ask us**, and we send the invoice or a card link. The phone, tablet and desktop app show the end date and say to choose on the web.
6. On a space that runs on your firm's own AI account, the owner stores and removes the key under **Account, Your key**; it is checked before it is kept, and nobody else in the space can see it.

Good to know

- Triage is unlimited on every plan. Review as many tenders as you like before deciding which to build.
- A build that failed before any work was done, or that you stopped before it started, is not counted.
- An extra bid counts in the month it is paid for. Building it again that month is free, like any other bid.

- The plan is set by Biddable when your space is approved and can be changed from the start of any month: write to hello@biddable.ae.
- A **paused** space is read-only: everyone can still sign in, read and download, but nothing runs until it is resumed. The reason is shown at the top of every page.
- Your plan never shows you a cost, a token or a model. On a space on its own key the figure shown is what your own provider will bill you, by bid.

Deleting a bid and getting it back

A bid made by mistake (a duplicate, the wrong tender, a test) can be deleted at your request, and it is given back to the month's allowance, as long as none of its documents has been downloaded.

1. Open the bid. At the foot of its Overview, choose **Ask to delete this bid** (owners and writers).
 2. Say why, in at least ten characters, and pick a reason if one fits. Biddable reads it.
 3. The bid shows **Deletion requested** until we decide. You can withdraw the request while it waits.
 4. Once it is deleted, the owners get an email, and **Usage** shows the bid as given back on that date. If the bid was never built it never counted, so there is nothing to give back.
- Downloading any document Biddable produced for the bid (a file, the submission pack, the bid's zip or Download everything) ends the chance to delete it. Your own uploads, such as the tender documents, and opening a document in the app do not count.
 - A bid built before download records began counts as downloaded, so it cannot be given back.
 - Deleting a bid removes its documents, conversations, meeting transcripts and records for good. Library entries stay.
 - An extra bid paid for in that month stays paid: the place it bought is free again for your next new bid. The bid is given back, not the money.

Common questions

What happens when we have used this month's bids?

On the pilot, a new bid's first build is refused until the first of next month, and the message gives the date; everything else carries on. On a paid plan nothing stops: a new bid is an extra bid, paid for before it is built (an owner pays in the web app with **Pay and build**), and the rest carries on as normal. If you often need extra bids, a larger plan may cost less: write to hello@biddable.ae. Triage, questions, audits and Biddie are never affected.

Does rebuilding after an edit cost another bid?

No. Rebuilds and further builds of the same bid in the same month are free.

Where do I see the invoice?

Account, Billing in the web app opens the billing portal with your invoices and your card. Ask your Biddable contact if you cannot see it.

What happens at the end of the pilot if we do nothing?

The day after the end date the space becomes read-only for 30 days: everyone can sign in, read and download, but nothing new runs. Choose a plan in that time and it opens again straight away. Otherwise it is deleted, and the owners get written confirmation. Use **Download everything** on the Account page to keep a copy.

Can we delete a bid ourselves?

Not directly: ask from the bid's Overview, and we delete it for you once we have checked that nothing in it has been downloaded. That check is what lets the bid be given back.

Can a writer see the usage?

Usage is the owner's page. Writers and reviewers see the bids and work on them; owners see the plan.

Step by step, one thing at a time

1. The Usage page
2. Your plan and the end of the pilot

3. Choose a plan
4. Billing: card, invoices and cancelling
5. Your key (Own Key plan)
6. Ask to delete a bid and get it back
7. A paused or read-only space
8. Pay for an extra bid

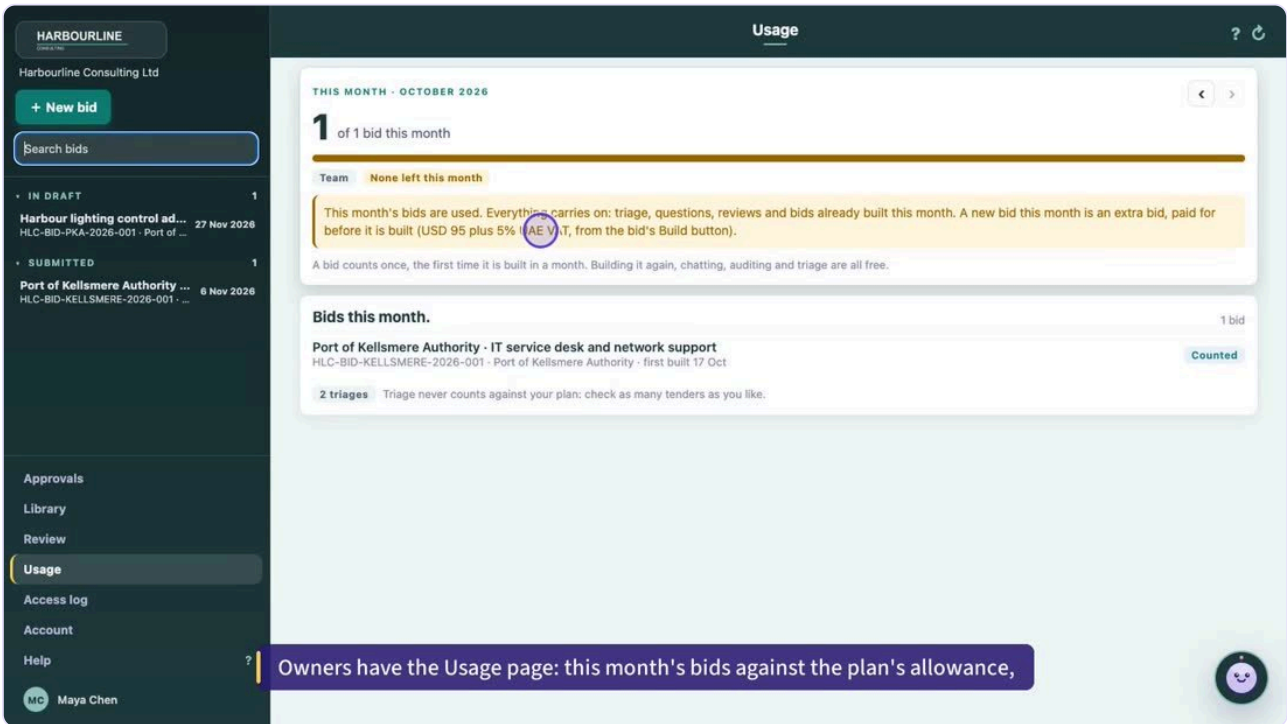
The Usage page

See how many bids your space has used this month against your plan, which bids counted, and how many tenders were triaged.

WHO CAN USE IT	Owners. Writers and reviewers do not see the page.
WHERE IT IS	Usage, in the menu (the rail on a wide screen, the tab bar on a phone)
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/usage.mp4>



From the clip: The Usage page.

What it does

Usage counts what your plan is measured in: bids. It shows this month's bids against your plan's allowance, each bid that counted and when it was first built, any bid given back after a deletion, and the month's triages. The arrows take you to earlier months.

Step by step

1. Open **Usage**. It opens on the current month.
2. Read the large figure: the bids used, and "of N bids this month" when your plan has a monthly number.
3. Look down **Bids this month**. for each bid that counted, with its code, client, the day it was first built and how many times it was built.
4. Press < to see an earlier month, and > to come forward again.

What you see

- "Adding up the month..." while the page loads, then **This month • October 2026** (or **Month • ...** for an earlier one).

- A bar that fills as bids are used, and badges: your plan's name, "N bids left this month" or "None left this month", "N extra bids paid" once you have paid for any, **Nearly there** when most of the pilot's bids are used, **Over your plan** when the month has gone past it, and **No monthly limit** on a plan without one.
- On the pilot, a note: "New bids this month: N more. Building a bid again, questions and triage never use one." Once they are all used: "This month's bids are used. Triage and questions stay free, and bids already built this month can be built again; new bids open again on" the date.
- On a paid plan, the same note while bids are left. Once they are all used: "This month's bids are used. Everything carries on: triage, questions, reviews and bids already built this month. A new bid this month is an extra bid, paid for before it is built." The web app adds the price; the phone, tablet and desktop app add "Open Biddable on the web to pay for an extra bid."
- **Waiting for an extra bid.:** any new bid whose build waits for payment, with who asked and when.
- Where the limit has been lifted for your space and the month goes over: "You're over your plan this month — your Biddable contact will be in touch. Nothing stops: every bid you start still finishes."
- Each bid with **Counted**, or **Counts as 2** for a very large tender agreed beforehand.
- A bid deleted at your request: "Deleted at your request" and "1 bid given back on" the date.
- At the foot, the triage count and "Triage never counts against your plan: check as many tenders as you like."
- On the Own Key plan, the large figure is what your own key was charged this month instead, with each bid's share beside it.

Good to know

- A bid counts once, the first time it is built in a calendar month, in your space's time zone. Building it again that month, the Build chat, audits, triage and Biddie are free.
- A build that failed before any work was done, or that you stopped while it was still waiting to start, does not count.
- In a paused or read-only space the page leaves out the badges about bids left: nothing can be built until the space opens again.
- The same page is in the phone, tablet and desktop app, under **Usage**.

Common questions

Why does a bid I built last month count again?

A bid counts once in each month it is built. Built again in a new month, it counts once in that month.

Can a writer see Usage?

No. Usage is the owner's page. Writers and reviewers work on the bids.

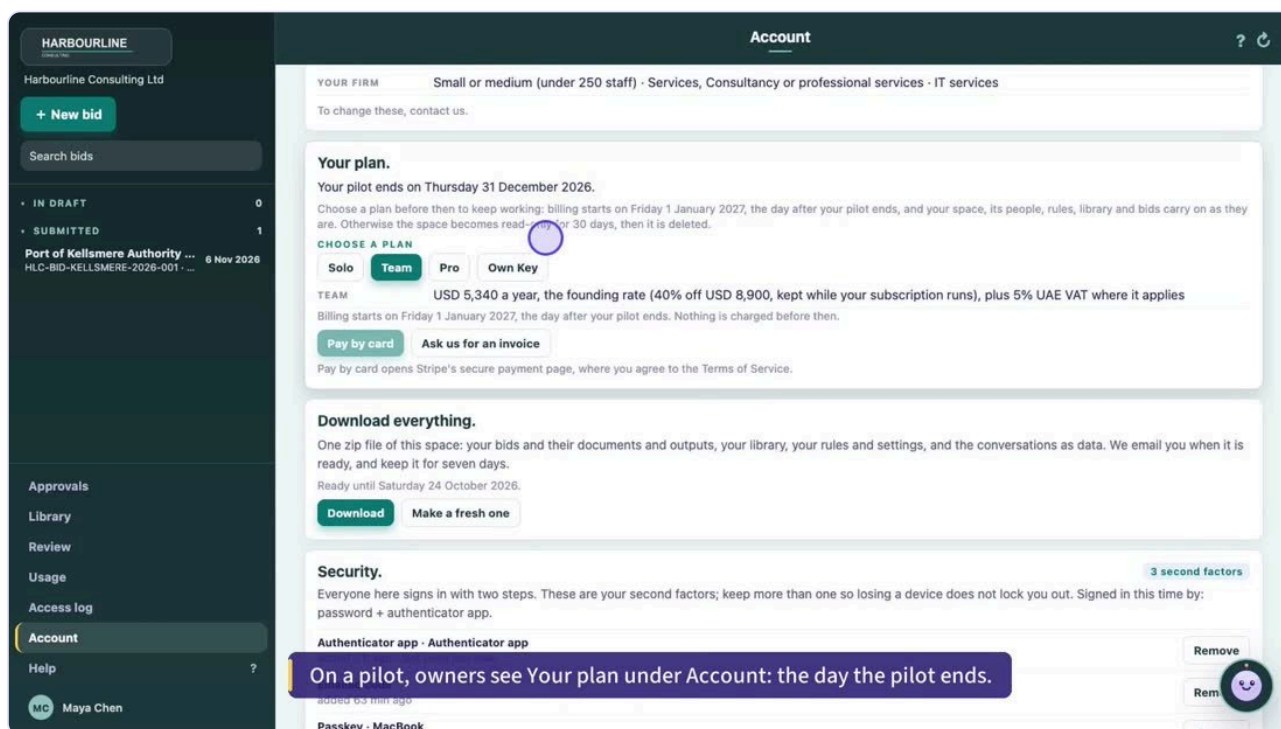
Your plan and the end of the pilot

See the day your pilot ends, what happens after it, and whether a plan has been chosen.

WHO CAN USE IT	Owners of a pilot space
WHERE IT IS	Account, the Your plan card
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/your-plan.mp4>



From the clip: Your plan and the end of the pilot.

What it does

On a pilot space the **Your plan**. card on Account says when the pilot ends and what follows. Choose a plan before then and the space carries on with everything in it; otherwise it becomes read-only for 30 days and is then deleted. The card follows the space through each stage, from the pilot running to the plan you chose.

Step by step

1. Open **Account** and find **Your plan**.
2. Read the first line: the day your pilot ends, or the plan you have chosen.
3. To choose a plan, use **Choose a plan** under it in the web app (see Choose a plan). In the phone, tablet and desktop app the card says "Open Biddable on the web to choose a plan."

What you see

- While the pilot runs: "Your pilot ends on" the date, with "Choose a plan before then to keep working: billing starts on" the day after, "and your space, its people, rules, library and bids carry on as they are. Otherwise the space becomes read-only for 30 days, then it is deleted."
- After asking for an invoice: "You asked us for an invoice for Team: we will send it." (with the plan you picked).

- After paying by card: "You have chosen" the plan, "it starts on" the day after the pilot ends, "and nothing is charged before then."
- After the end date with no plan: "Your pilot ended on" the date. "This space is read-only until" a date, "and is deleted on" a date "unless you choose a plan."
- Once the plan has started: "You are on" the plan.

Good to know

- The owners are emailed 30, 14, 7 and 1 days before the end, again the day the space turns read-only, and 7 and 1 days before it is deleted. Deletion is confirmed in writing.
- While read-only, everyone can still sign in, read and download, and a line under every page's header says so with the dates.
- Choosing a plan during the read-only days opens the space again straight away, and billing starts that day.
- To keep a copy whatever you decide, use **Download everything** on the same page.
- The card shows only on a pilot space, and only to its owners.

Common questions

What happens if we do nothing?

The day after the end date the space becomes read-only for 30 days. Choose a plan in that time and it opens again. Otherwise it is deleted with everything in it, and the owners get written confirmation.

Do we lose anything when we move to a paid plan?

No. Your space, its people, rules, library and bids carry on as they are.

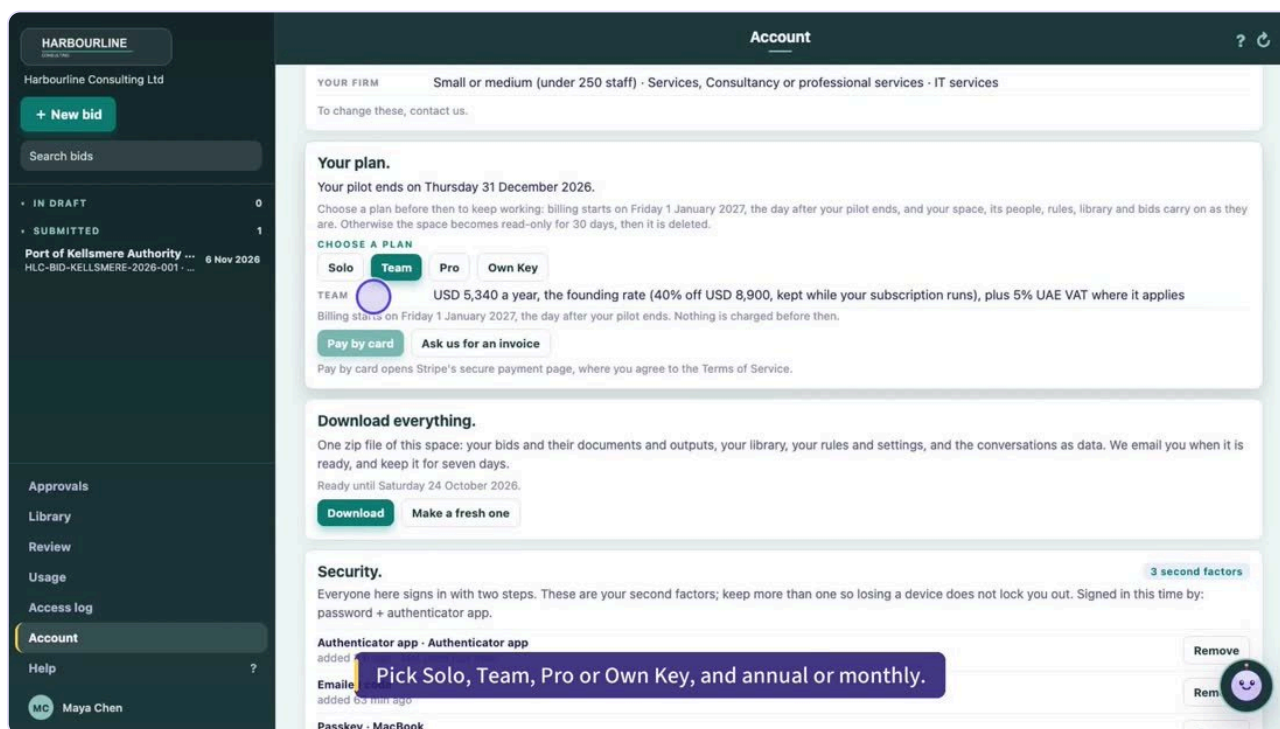
Choose a plan

Pick the plan your space moves to after the pilot, and pay by card or ask for an invoice.

WHO CAN USE IT	Owners of a pilot space, during the pilot or its read-only days
WHERE IT IS	Account, Your plan, Choose a plan (web app)
IN	The web app only

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/choose-a-plan.mp4>



From the clip: Choose a plan.

What it does

On a pilot space, the owner picks the plan the space moves to when the pilot ends. Solo and Team can be paid by card on the payment page; Pro and Own Key, or any plan paid by invoice, go through **Ask us** and we send the invoice or a card link. Nothing is charged before the day after the pilot ends.

Step by step

1. Open **Account** in the web app and find **Your plan.**, then **Choose a plan** under it.
2. Press the plan you want: **Solo**, **Team**, **Pro** or **Own Key**.
3. Where the plan offers both, pick **Annual** or **Monthly**.
4. Read the line under it: the plan's price, and when billing starts.
5. To pay by card, press **Pay by card**. The payment provider's secure page opens, where you agree to the Terms of Service and enter your card.
6. To pay by invoice instead, press **Ask us for an invoice** (or **Ask us** on a plan that starts with a call).

What you see

- "Billing starts on" the date, "the day after your pilot ends. Nothing is charged before then." During the read-only days after the pilot it says "Billing starts today and the space opens again straight away."
- After **Ask us for an invoice**: "Thank you: we will send the invoice for" the plan "by email." The card above then reads "You asked us for an invoice for Team: we will send it.", with the plan you picked.
- After paying by card, the card reads "You have chosen" the plan, "it starts on" the day after the pilot ends.
- On a plan that starts with a call: "Pro starts with a short call: we send the invoice or a card link."

Good to know

- Only on the web app. The phone, tablet and desktop app show the end date and say "Open Biddable on the web to choose a plan."
- Only an owner sees the card, and only on a pilot space. To change a plan once it is chosen, ask your Biddable contact.
- **Pay by card** is greyed out while card payments are not set up on the server; **Ask us for an invoice** still works.
- Choosing a plan carries everything over: the space, its people, rules, library and bids.
- The founding rate, while it is offered, applies to Solo, Team and Own Key, paid annually, and stays while your subscription runs. Pro is at its list price. The prices are on biddable.ae/pricing.

Common questions

We asked for an invoice. Can we still pay by card?

Yes. The plans stay on the card until the invoice is sent; pick a plan and press **Pay by card**.

Is anything charged now?

Not during the pilot. The first charge is on the day after the pilot ends.

Billing: card, invoices and cancelling

See your plan and how it is paid, then open the secure billing page to change the card, download invoices or cancel.

WHO CAN USE IT	Owners of a space on a paid plan
WHERE IT IS	Account, the Billing card, Card, invoices and cancelling (web app)
IN	The web app only

No clip for this function. Opens the payment provider's own billing portal, which exists only for a space with a live paid subscription.

What it does

Once your account is billed, the **Billing**, card on Account shows the plan, how it is paid and its status. **Card, invoices and cancelling** opens the payment provider's secure billing page for your account, where you change the card, download past invoices or cancel.

Step by step

1. Open **Account** in the web app and find **Billing**.
2. Check the plan, **Paid by** and **Status**.
3. Press **Card, invoices and cancelling**. The button reads "Opening..." and the billing page opens in the same tab.
4. Make your change there, then use its link back to return to Biddable.

What you see

- **Plan:** the plan's name, monthly or annual, with "founding rate" where it applies.
- **Paid by:** Card or Invoice.
- **Status:** Active, Trial, Payment overdue, Unpaid, Cancelled, Waiting for your card, Invoice sent or Paid.
- **Renews:** the date the current period ends, when there is one.
- Under the button, a line saying it opens the payment provider's secure billing page for this account.

Good to know

- Only owners see the card, and only in the web app. The phone, tablet and desktop app have no billing.
- The card appears once the account is billed. During the pilot you see **Your plan**, instead.
- An account paid by invoice may show the card without the button: invoices then come by email.
- It works in a paused or read-only space too.
- To change to another plan, ask your Biddable contact.

Common questions

Where do I download an invoice?

Account, Billing, **Card, invoices and cancelling**. The billing page lists your invoices.

I cannot see the Billing card.

Check you are an owner and in the web app. If the account has not been billed yet there is nothing to show; ask your Biddable contact.

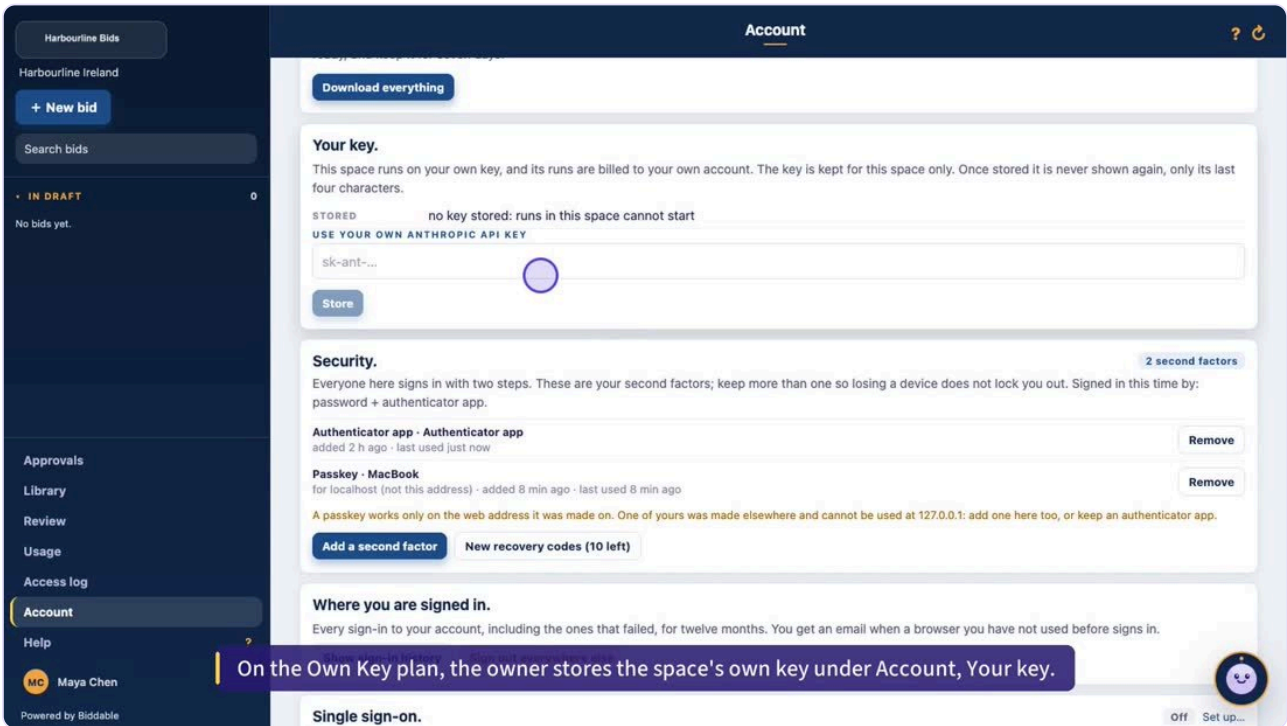
Your key (Own Key plan)

Store the key your space's runs are billed to, replace it, or remove it.

WHO CAN USE IT	Owners of a space on the Own Key plan
WHERE IT IS	Account, the Your key card
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/your-key.mp4>



From the clip: Your key (Own Key plan).

What it does

On the Own Key plan your space's runs are billed to your own account with the provider, through your own key. The owner pastes the key into **Your key.**; it is checked before it is kept, and once stored it is never shown again, only its last four characters. Nobody else in the space can see it.

Step by step

1. Open **Account** and find **Your key**.
2. Paste the whole key into the key field.
3. Press **Store**. The button reads "Checking..." while the key is tried.
4. To use a different key later, paste the new one and press **Store** again. It replaces the old one.
5. To take the key away, press **Remove**.

What you see

- **Stored:** "yes, ending" and the last four characters, or "no key stored: runs in this space cannot start".
- After storing: "Key checked and stored."

- If the key is refused: "That does not look like a complete key. Paste the whole key and try again.", "That key was not accepted. Check it is active and copied in full." or "The key could not be checked just now. Nothing was stored; try again in a few minutes."
- After removing: "Key removed."

Good to know

- Storing, replacing and removing ask for your second factor if you have not given one in the last fifteen minutes. Reading the card needs one too: after fifteen minutes **Stored** shows "... " with "Confirm it is you: ... needs a second factor from the last fifteen minutes." and no prompt, and **Remove** is hidden. Sign out, sign in again and open the card straight away.
- **Store** stays greyed out until a whole key is pasted.
- **Remove** asks nothing first. With no key stored, nothing new can run in the space until a key is stored again.
- The card shows only on the Own Key plan, and only to owners. It works in a paused space too.
- The Usage page shows what your key was charged each month.

Common questions

Can Biddable staff see our key?

No. It is kept for this space only and is never shown again once stored, not even to you.

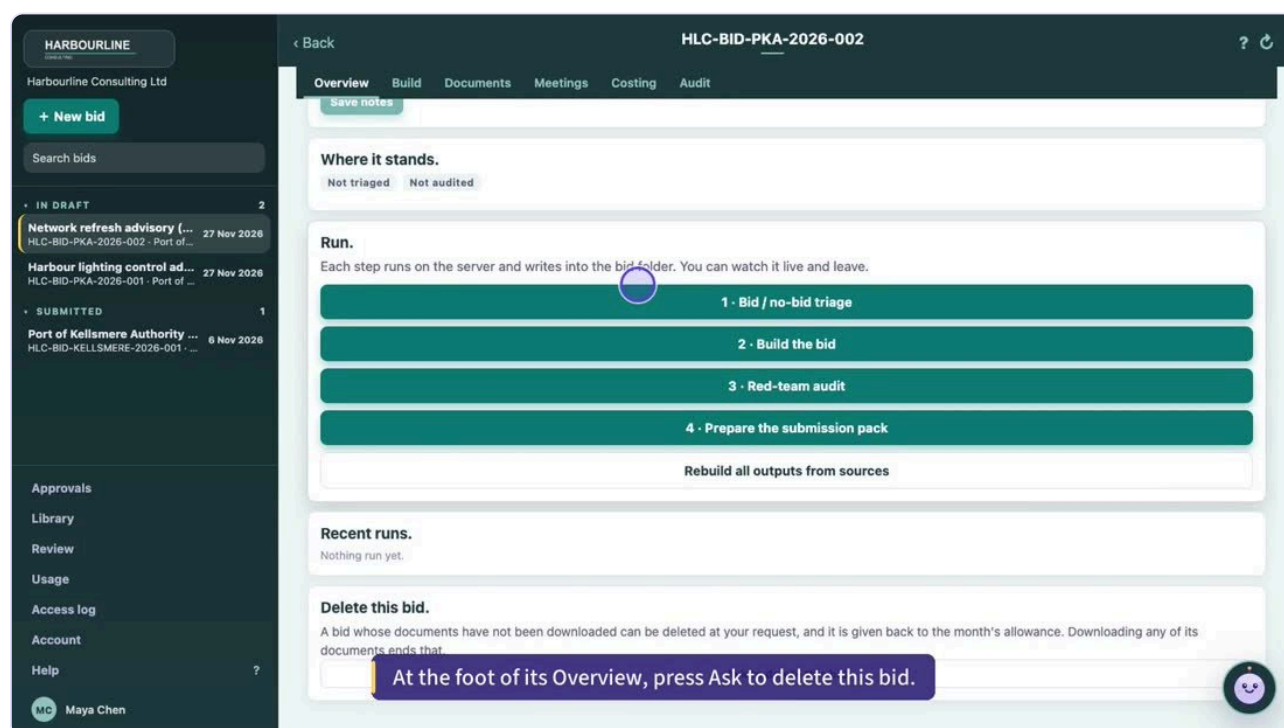
Ask to delete a bid and get it back

Ask for a bid made by mistake to be deleted, so it is given back to the month's allowance.

WHO CAN USE IT	Owners and writers. Reviewers see the card but cannot ask.
WHERE IT IS	A bid's Overview, the Delete this bid card at the foot, Ask to delete this bid
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/ask-to-delete-a-bid.mp4>



From the clip: Ask to delete a bid and get it back.

What it does

A bid made by mistake (a duplicate, the wrong tender, a test) can be deleted at your request. Once it is deleted it is given back to the allowance of each month it counted in. This works only while none of the documents Biddable produced for the bid has been downloaded.

Step by step

1. Open the bid and stay on **Overview**. Scroll to **Delete this bid**. at the foot.
2. Press **Ask to delete this bid**.
3. Under **Why (optional)**, pick **Duplicate**, **Wrong tender**, **Uploaded by mistake**, **Test** or **Other** if one fits.
4. Write your reason in **Your reason (we read this)**, at least ten characters.
5. Press **Ask to delete it**. **Cancel** closes the form without sending.
6. While the request waits, you can press **Withdraw the request** to keep the bid.

What you see

- Before you ask: "A bid whose documents have not been downloaded can be deleted at your request, and it is given back to the month's allowance. Downloading any of its documents ends that."

- "At least 10 characters." until your reason is long enough.
- After you ask: the badge **Deletion requested**, with when you asked, who asked and your reason.
- If the bid's documents were downloaded: "This bid's documents have been downloaded, so it can't be deleted or given back." For an older bid: "This bid was built before download records began, so we treat its documents as downloaded: it can't be deleted or given back."
- If the request is declined: "Your last request was declined" with the reason, and you can ask again.
- Once deleted, the owners get an email, and **Usage** lists the bid as "Deleted at your request" with "1 bid given back on" the date.

Good to know

- Downloading any document Biddable produced for the bid ends the chance: a single file, the submission pack, the bid's zip, or **Download everything** on Account. Your own uploads, such as the tender documents, and opening a document in the app do not count.
- Deletion removes the bid's documents, conversations, meeting transcripts and records for good. Library entries stay.
- A bid that was never built never counted, so there is nothing to give back, but it can still be deleted.
- You cannot delete a bid yourself: the request is checked first, without anyone opening the bid.
- A paused or read-only space cannot send a request.

Common questions

Who is told when a bid is deleted?

Every owner of the space gets an email naming the bid's code and the month it was given back to. If the request is declined, the person who asked gets an email with the reason.

Can I undo a deletion?

No. Withdraw the request before it is decided if you change your mind.

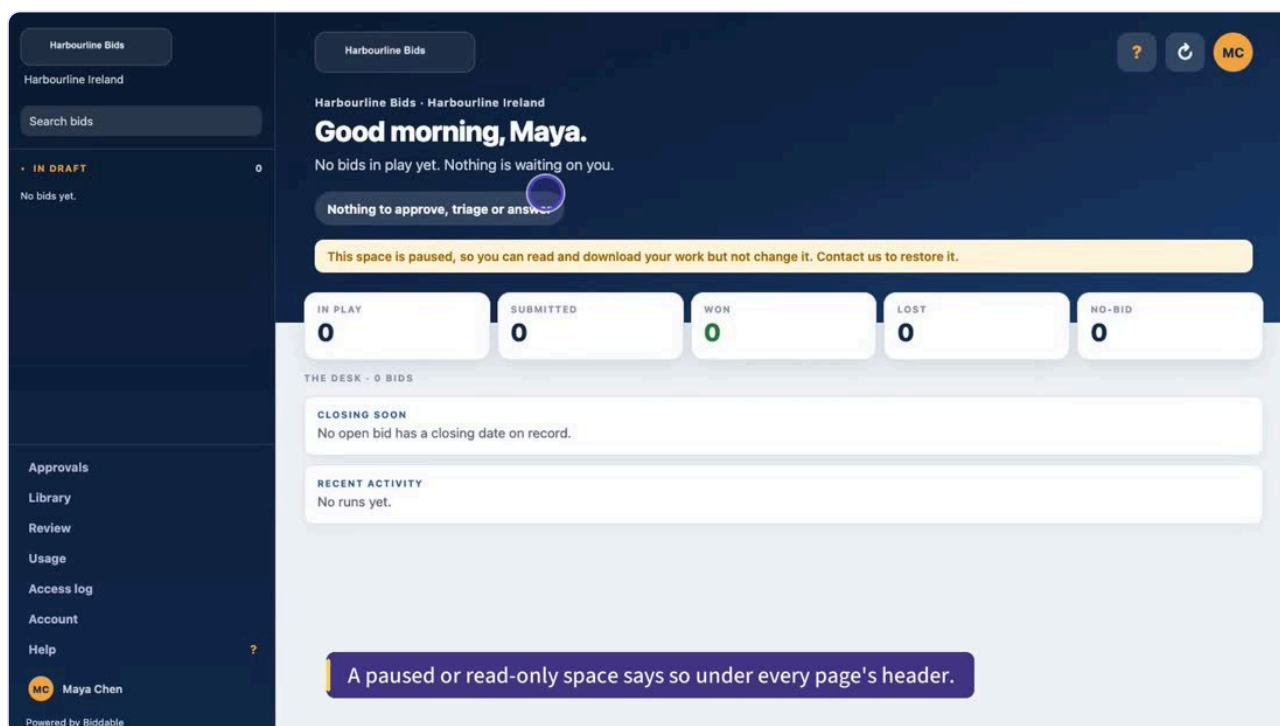
A paused or read-only space

What the line under every page's header means, and what you can still do while a space is paused or read-only.

WHO CAN USE IT	Everyone in the space
WHERE IT IS	The line under every page's header, and on the front page
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/paused-space.mp4>



From the clip: A paused or read-only space.

What it does

A space can be read-only for a while: paused by your Biddable contact, held while a new space is checked after set-up, or after a pilot ends with no plan chosen. Everyone can still sign in, read and download, but nothing can be changed or started. A line under every page's header says why.

Step by step

1. Read the line under the header: it says why the space is read-only and, after a pilot, until when.
2. Open and download what you need as usual.
3. After a pilot: an owner chooses a plan on the web app (Account, Your plan) to open the space again.
4. Otherwise, contact your Biddable contact to have the space restored, or wait for the email saying it is open.

What you see

- When paused: "This space is paused, so you can read and download your work but not change it. Contact us to restore it."
- While a new space is checked: "Your space is being checked. You can look around, but nothing can be changed or started until it opens; we will email you when it does."

- After a pilot: "Your pilot ended on [date], so this space is read-only until [date]: you can read and download your work. Choose a plan on Biddable on the web (Account, Your plan) to carry on; otherwise the space is deleted on [date]." with your space's dates.
- Buttons that would change something are hidden or greyed out, and the Build chat's **Send** is greyed out. If a change is tried anyway, the same sentence comes back as the reason.

Good to know

- Still possible while read-only: signing in and out, reading, opening and downloading documents, **Download everything**, your password, time zone and second factors, **Sign out everywhere else**, the owner's members, single sign-on, support access, the access log's weekly email, your own key, choosing a plan and the billing page.
- Not possible: uploads, edits, new bids, triage, builds, audits, questions in the Build chat, Biddie, and changes to the library or settings.
- The Usage page leaves out how many bids are left while the space is read-only.
- Nothing is lost: when the space opens again, everything is where you left it.

Common questions

Can we still download our work?

Yes. Reading and downloading always work in a paused or read-only space, including **Download everything** for owners.

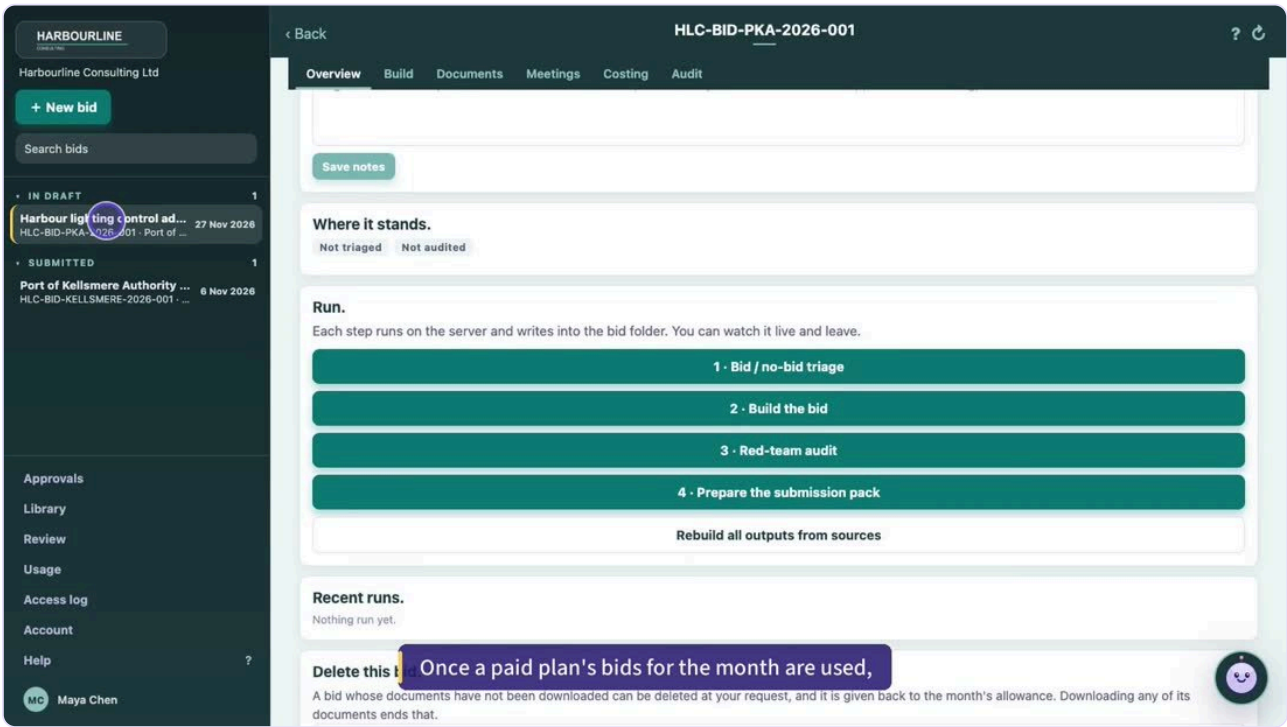
Pay for an extra bid

Once a paid plan's bids for the month are used, a new bid is an extra bid: an owner pays for it in the web app and it builds straight after.

WHO CAN USE IT	Owners pay; writers ask an owner. Reviewers do not start builds.
WHERE IT IS	A new bid's Overview, 2 · Build the bid, Pay and build (web app)
IN	The web app only

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/extra-bid.mp4>



From the clip: Pay for an extra bid.

What it does

A paid plan never stops your work. Once the month's bids are used, triage, questions, reviews, audits, Biddie and rebuilds of bids already built this month all carry on, and any build that has started finishes. Only a new bid waits: its first build that month is an **extra bid**, paid for before it is built, at the price on the [pricing page](#).

Step by step

1. Open the new bid and press **2 · Build the bid** (or **Build the bid first** on its Build tab).
2. Read the note that appears: "Your plan's 3 bids for October are used. This will be an extra bid", with the price and VAT.
3. As an owner, press **Pay and build**. The payment provider's secure page opens; agree to the Terms of Service and pay by card.
4. You come back to the bid. Once the payment goes through, the build starts by itself.
5. As a writer, press **Ask an owner to pay**. The owners get an email with a link to the bid, and the bid waits on their **Usage** page until one of them pays.

What you see

- On the bid: the note with the price, and **Pay and build** (owners) or **Ask an owner to pay** (writers).

- On an account billed by invoice, **Ask us for an invoice** beside **Pay and build**: "Thank you: we will send the invoice by email. The bid builds as soon as it is paid."
- After asking the owners: "We have asked the owner to pay for it. The bid builds as soon as they do."
- Back from the payment page: "Thank you: the payment went through. The build starts by itself in a moment." If you left the page without paying: "The payment was not finished, so nothing was charged and the bid has not been built."
- On **Usage**, "1 extra bid paid", and any bid still waiting under **Waiting for an extra bid**.

Good to know

- Only in the web app. The phone, tablet and desktop app show the sentence without a price and "Open Biddable on the web to pay for an extra bid."
- Card details go to the payment provider only. The receipt and a tax invoice come by email from the payment provider.
- An extra bid counts in the month it is paid for. Building that bid again in the same month is free.
- A very large tender agreed to count as two needs two places: if one is left, it needs one extra bid.
- If a bid that used an extra bid is later deleted at your request, the place is free again for your next new bid that month. The bid is given back, not the money.
- The pilot has no extra bids: its 4 a month open again on the first of the next month, or choose a plan. Own Key has no monthly limit.

Common questions

Does anything stop while we wait to pay?

No. Everything else carries on as normal; only the new bid's first build waits.

We often need extra bids. What should we do?

A larger plan may cost less. Write to hello@biddable.ae and we can move you from the start of any month.

Your data and security

Your space is closed to Biddable staff; support access you grant and can end; the access log and how to check it; two-factor sign-in; taking your data away.

VIDEO

Watch this topic as a short video: <https://biddable.ae/assets/media/guide-your-data.mp4>

Your tenders and bids are commercially sensitive, so your space is closed to Biddable staff unless you open it, every look at it is logged where you can see it, and everything in it can be taken away.

What it is

- **Closed by default.** Biddable staff see only what running the service and billing needs: your plan, usage, members and whether a run worked. Not your bids, documents, chats, recordings, library or outputs. The server refuses those, not just the screen.
- **Support access** is the owner's grant: let support see the space for 24 hours, 72 hours or 7 days, with a note of why, and end it at any time. While it is live every member sees a banner; the owners are emailed when it is given, the first time something is opened under it, and a summary of what was opened when it ends. Support can ask for it, which emails the owners a link; nothing opens until an owner says yes.
- **The access log** is one per space, kept in the space, and shows the owners every look at it by anyone outside the team, every refusal, everything support opened or changed, and the team's own sign-ins and security changes: who, when, what and from where. No one can edit or delete a line, and the database itself refuses to; each line is chained to the one before by a hash, the page checks the whole chain each time it opens and shows **Intact** with the latest fingerprint, and a one-line weekly email carries the fingerprint so a change made any other way would show.
- **Two-step sign-in** for everyone, with the second step asked again before a sensitive change: your password, your factors, the members, single sign-on, the space's own key or support access.
- **Yours to take away.** Download any document from a bid and the submission pack at any time. An owner can download the whole space as one zip file with **Download everything** on the Account page. On request, Biddable deletes it with written confirmation.

How to use it

1. **Allow support in** (owners): Account, Support access, choose 24 hours, 72 hours or 7 days and a note, confirm with your second factor. **End support access now** ends it early.
2. **Read the access log** (owners): the Access log page, with the filters **Outside your team**, **Your team** and **Everything**. Switch the **weekly email** on or off there, and press **Download as CSV** in the web app to keep a copy with every line's hash.
3. **Check the log yourself:** for each row in order, take the previous row's hash followed by the row's fields as compact JSON with sorted keys, hash it with SHA-256 and compare with the row's hash. The last hash and the row count must match the latest fingerprint you were emailed.
4. **Keep your sign-in safe:** Account, Security lists where you are signed in and your second factors. Add a second factor so losing one device does not lock you out, keep your recovery codes, and press **Sign out everywhere else** if a device is lost.
5. **Help a colleague who is locked out** (owners): Account, Members, **Reset 2nd factor**. Every method and recovery code goes, every session ends, and they set up a new factor at their next sign-in. They are emailed.
6. **Take your data away:** download from the bid, or (owners) open Account and press **Download everything**: confirm with your second factor, and you are emailed when the zip file is ready to download from Account in the web app, where it is kept for seven days. The request and each download are lines in your access log. Write to your Biddable contact for deletion. Deletion follows an export, within thirty days of the end of the export period or sooner if you ask, and is confirmed in writing.

Good to know

- The set-up is the one exception: until your set-up is finished, the documents you send for it are read to prepare your space, and nothing else. The working notes made while reading them are deleted when set-up finishes, and that deletion is a line in your access log.
- Passwords are stored only as salted hashes; sign-in codes work once and expire after ten minutes; stored keys and authenticator secrets are encrypted at rest.
- Servers are in Germany, with encrypted nightly backups in a separate data centre in the European Union. Biddable does not hold a security certification such as ISO 27001 or SOC 2 and does not claim to; send your security questionnaire to hello@biddable.ae and we answer it directly. The security page at biddable.ae/security says exactly what is in place.
- Your documents are read only to do your work, and never reach another firm's space.
- A pilot space that is not activated within 48 hours of approval is deleted with everything in it (see Getting started).
- Deleted data leaves the encrypted backups as they rotate, within about six months; backups are never restored except for the whole service.

Common questions

Can Biddable staff read our bids to help us?

Only if an owner allows support in, for the time the owner chooses, and every look is in your access log and your email. Otherwise the server refuses them.

Someone in my team left. What do I do?

An owner removes them under Account, Members. Their sessions end and they can no longer sign in to the space.

I think a sign-in was not me.

Account, Security shows every sign-in with its time, method and address. Press Sign out everywhere else, change your password, and tell an owner, who can reset your second factor if needed.

How do I get everything out?

Every document and the submission pack can be downloaded from the bid. For the whole space, an owner presses **Download everything** on the Account page and downloads the zip file from the web app when the email says it is ready. Deletion follows if you ask your Biddable contact, confirmed in writing.

Step by step, one thing at a time

1. Allow support in, and end it
2. Read the access log
3. Keep a copy of the log, and the weekly email
4. Check the access log yourself
5. Add or remove a second factor
6. New recovery codes
7. Where you are signed in
8. Change your password
9. Members: add someone, change a role and remove someone
10. Reset a colleague's second factor
11. Single sign-on settings
12. The account audit log
13. Download everything
14. Ask for your account to be deleted

Allow support in, and end it

Let Biddable support see inside your space for 24 hours, 72 hours or 7 days, and end it whenever you like.

WHO CAN USE IT	Owners. Every member sees the line while support access is on.
WHERE IT IS	Account, the Support access card
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/support-access.mp4>

From the clip: Allow support in, and end it.

What it does

Your space is closed to Biddable staff. If you want help with something inside it, an owner lets support in for a time they choose, with a note of why. Every look is written in the access log, and you can end it at any time.

Step by step

1. Open **Account** and find **Support access**.
2. Under **For how long**, press **24 hours**, **72 hours** or **7 days**.
3. Write what you would like looked at in **Why (optional)**.
4. Press **Let Biddable support see this space**. If you have not given a second factor in the last fifteen minutes, you are asked for one first.
5. To end it early, press **End support access now**.

What you see

- After allowing it: "Support can now see this space. Every look is in the Access log." The card then shows the badge **Support can see this space**, "until" the end time, **Why** and **Allowed by**.

- A line under every page's header for every member: "Biddable support can see this space until" the end time, with your note. "The owner can end it under Account."
- After ending it: "Support access ended. You will get a summary by email."
- Below, up to five earlier grants with their length, who allowed them and whether they expired or were ended.

Good to know

- The owners are emailed when access is given, the first time support opens something under it, and with a summary of what was opened when it ends, whether it ran out or was ended.
- Allowing support needs a second factor from the last fifteen minutes; ending it does not.
- Support may ask for access. That emails the owners a link to this card; nothing opens until an owner allows it.
- Without a grant, support sees only what running the service and billing needs: your plan, usage, members and whether runs worked. Never your bids, documents, chats or outputs.
- It works in a paused or read-only space, and in the phone, tablet and desktop app.

Common questions

Can support change things while they are in?

While the grant lasts, support can open and work in the space. Everything they open or change is a line in your access log, so you can see exactly what was done.

What if I forget to end it?

It ends by itself at the time shown, and the owners get the summary email.

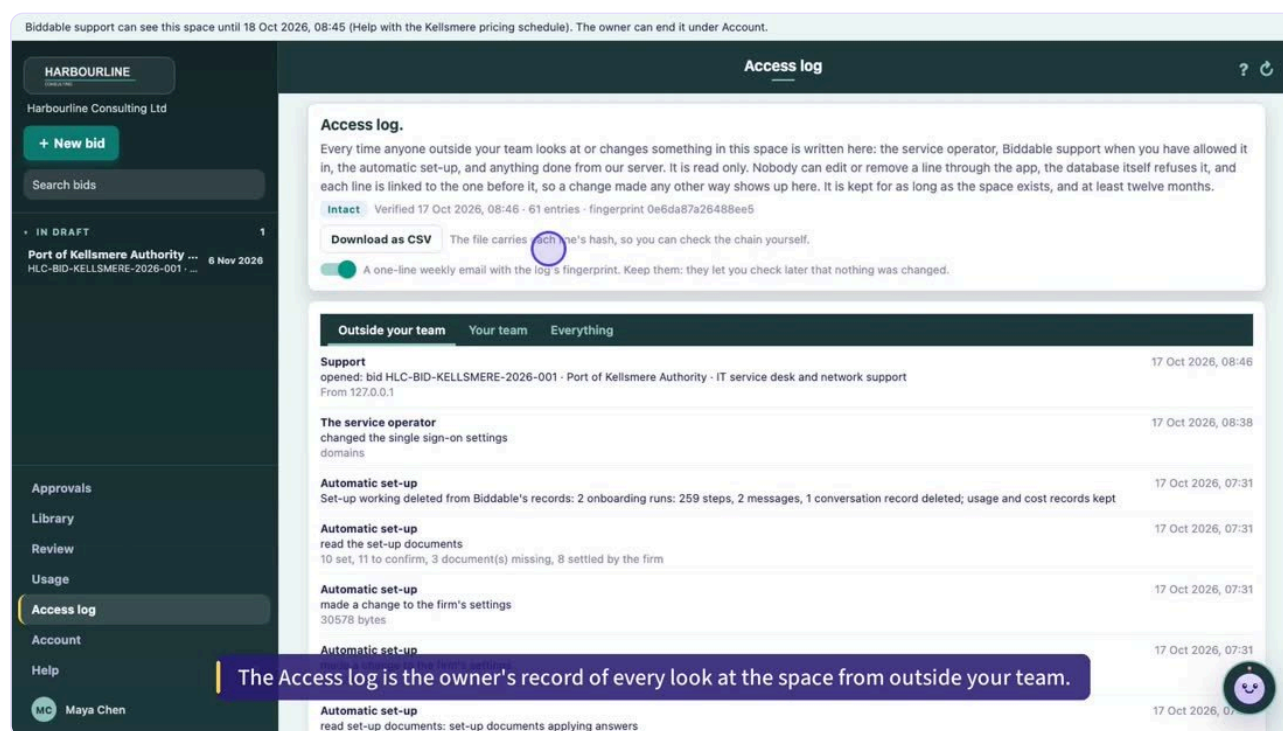
Read the access log

See every look at your space by anyone outside your team, and your team's own sign-ins and security changes.

WHO CAN USE IT	Owners
WHERE IT IS	Access log, in the menu (web app); Account, the Access log card (phone, tablet and desktop app)
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/access-log.mp4>



From the clip: Read the access log.

What it does

Each space has its own access log, kept in the space. It records every time anyone outside your team looks at or changes something in it: Biddable staff, support under your grant, the automatic set-up, anything done from the server, and every refusal. Under a filter it also shows your own team's sign-ins and security changes. Nobody can edit or remove a line.

Step by step

1. Open **Access log** (in the phone, tablet and desktop app: **Account**, then the **Access log**. card).
2. Check the line at the top: **Intact**, when it was checked, the number of entries and the fingerprint.
3. Pick a filter: **Outside your team** (the default), **Your team** or **Everything**.
4. Read each line: who, when, what was done and to what, any detail, and the address it came from.

What you see

- **Intact** with "Verified [time] · N entries · fingerprint" and sixteen characters. The log is checked from its first line every time the page opens.
- If the check fails: **Warning** and "The log does not check out from entry N", with the reason, then "Something changed it outside the app. Download the log, keep it, and tell us at once."

- Each line: who (for example "Biddable support", "Automatic set-up" or a colleague's address), the time, the action and what it touched, and "From" an address.
- "Nothing here yet." when a filter has no lines.

Good to know

- The log is kept for as long as the space exists, and at least twelve months.
- Downloading the log, switching the weekly email and asking to delete a bid are lines in it too.
- The web app shows the latest 300 lines; the phone, tablet and desktop app the latest 100. The CSV download has every line.
- The phone, tablet and desktop app have no CSV download or weekly email switch: use the web app for those.
- Only owners see the log.

Common questions

Why are there lines from "Automatic set-up"?

While your space was being set up, the documents you sent were read to prepare it. Those reads, and the clean-up when set-up finished, are in the log.

A line says something was refused. Is that a problem?

No. It means someone outside your team tried to open something without your grant and the server said no.

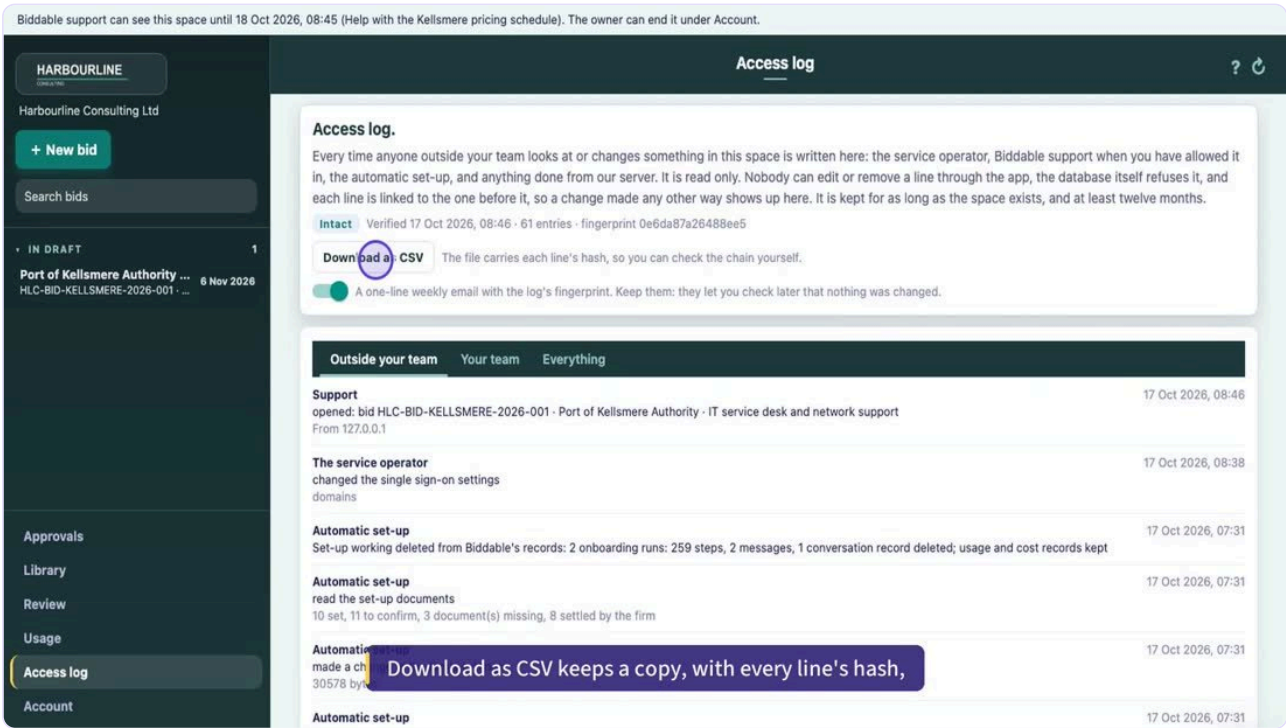
Keep a copy of the log, and the weekly email

Download the whole access log as a CSV file with every line's hash, and switch the weekly fingerprint email on or off.

WHO CAN USE IT	Owners
WHERE IT IS	Access log: Download as CSV, and the weekly email switch (web app)
IN	The web app only

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/access-log-csv.mp4>



From the clip: Keep a copy of the log, and the weekly email.

What it does

Download as CSV saves every line of the access log, oldest first, with each line's hash, so you hold your own copy and can check it yourself. The weekly email sends the owners a one-line note of the log's size and fingerprint; kept, those emails let you show later that nothing was changed.

Step by step

1. Open **Access log** in the web app.
2. Press **Download as CSV**. The file opens in a new tab or downloads, depending on your browser.
3. Keep the file somewhere of your own.
4. To stop or start the weekly email, use the switch beside "A one-line weekly email with the log's fingerprint."

What you see

- Beside the button: "The file carries each line's hash, so you can check the chain yourself."
- The file's columns: seq, time_utc, ts, who_kind, who, action, what, detail, from, prev_hash and hash. Times in time_utc are in UTC.
- Your download becomes a line in the log: "downloaded the access log".

- The weekly email, "your access log this week", opens with "Your access log: N entries, fingerprint" and the first sixteen characters of the latest hash, the same fingerprint the page shows.
- Switching the email on or off adds a line to the log.

Good to know

- The weekly email is on unless an owner switches it off, and goes to every owner. The first one is sent a week after the log's first line.
- The support access emails carry the fingerprint too.
- Both work in a paused or read-only space.
- The phone, tablet and desktop app show the log but not these two: they say to open Access log in a browser.

Common questions*Why keep the weekly emails?*

Each one records how long the log was and how it ended that week. If anyone rewrote the log afterwards, its fingerprint would no longer match the email you already hold.

Check the access log yourself

Recompute the access log's chain of hashes from the CSV download, so you need not take the page's word for it.

WHO CAN USE IT	Owners, or anyone they give the CSV file to
WHERE IT IS	Outside the app, with the CSV from Access log, Download as CSV
IN	A page or email outside the app

No clip for this function. A check done outside the app on the downloaded file: there is no screen to film beyond the download, which the previous clip shows.

What it does

Every line of the access log carries a hash made from the line before it and its own content. Recomputing those hashes from the CSV file shows whether any line was changed, removed or put in after the fact. Comparing the result with the fingerprint in an email you kept shows that the whole log was not rewritten. Anyone comfortable with a spreadsheet formula or a short script can do it.

Step by step

1. Download the log with **Download as CSV** on the Access log page (web app). The rows are oldest first.
2. Start with the first row. Its prev_hash must be 64 zeros. For every later row, prev_hash must equal the hash of the row before, and seq must go up by exactly one.
3. For each row, write out its content as compact JSON with the keys in this order: action, actor, actor_kind, detail, ip, seq, ts, what. Take actor from the who column, actor_kind from who_kind and ip from from; the others have the same names. Write seq and ts as numbers, copied exactly as they appear in the file, and the rest as text in double quotes. Use no spaces between items, and keep accented letters as they are.
4. Put the row's prev_hash in front of that JSON, with nothing between them, and take the SHA-256 of the whole text (UTF-8). Written in lower-case hexadecimal, it must equal the row's hash.
5. Take an email you kept (the weekly email, or a support access email). It says "Your access log: N entries, fingerprint" and sixteen characters. Find the row whose seq is N: the first sixteen characters of its hash must be that fingerprint.

What you see

- One row of the JSON looks like this, all on one line: {"action":"support access allowed","actor":"owner@example.com","actor_kind":"member","detail":"...","ip":"...","seq":12,"ts":1760000000.123,"what":"for 24 hours"}
- When every row matches, the log is as it was written. The first row that does not match is where it was changed.
- The Access log page runs the same check every time it opens and shows **Intact**, or **Warning** with the first entry that fails.

Good to know

- Copy seq and ts from the file as they are. A tool that rewrites the numbers (for example dropping a ".0") gives a different hash.
- Text values are escaped the way JSON does it: a double quote or backslash inside a value gets a backslash in front, and a line break becomes \n.
- The log only grows, so an older email still checks against the row it names, however many lines came after it.
- If a check fails, keep the file and the emails, and tell your Biddable contact at once.

Common questions

Do I have to do this?

No. The page checks the whole chain every time it opens. This is for anyone who wants to check it independently, for example for an audit.

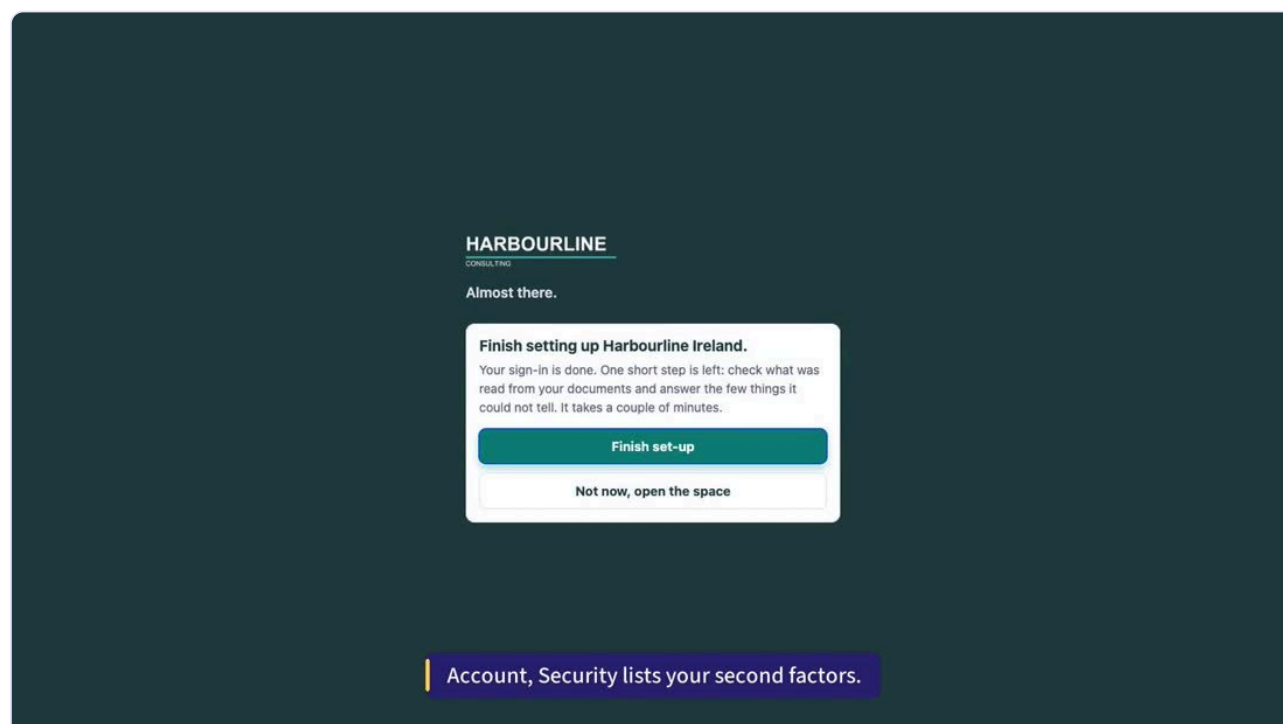
Add or remove a second factor

Add another way to confirm it is you at sign-in, or remove one you no longer use.

WHO CAN USE IT	Everyone, for their own account
WHERE IT IS	Account, the Security card, Add a second factor, Remove
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/second-factors.mp4>



From the clip: Add or remove a second factor.

What it does

Everyone signs in with two steps. Your second factors are listed on Account under **Security**: an authenticator app, a passkey, or a code emailed after your password. Keep more than one, so losing a device does not lock you out.

Step by step

1. Open **Account** and find **Security**.
2. Press **Add a second factor** and choose one:
3. **Authenticator app**: scan the QR code with the app (or press **Add to an app on this device**, or **Copy key** and type the key), enter the six-digit code under **Code from the app**, name it if you like, and press **Confirm**.
4. **Passkey**: name it if you like and press **Create the passkey**, then follow your device's prompt (Touch ID, Face ID, Windows Hello or a security key).
5. **Emailed code**: press **Use emailed codes**. It needs a password on your account first.
6. If this is your first factor, save the recovery codes shown, then press **I have saved them**.
7. To remove one, press **Remove** beside it and confirm it is you.

What you see

- A badge with the number of second factors, and "Signed in this time by:" with how you signed in.
- Each factor with its kind, its name, when it was added and when it was last used. A passkey shows the address it was made for, and "(not this address)" if it was made elsewhere.
- "Added." or "Removed." under the list.
- An email each time a factor is removed.

Good to know

- Adding or removing a factor needs a second factor from the last fifteen minutes. If yours is older, **Add a second factor** and **Remove** ask for one first ("Confirm it is you."), then carry on.
- **Remove** appears only while you have more than one factor: you always keep at least one.
- A passkey works only on the web address it was made on. Made on another address, it is marked and cannot be used here: add one here too, or keep an authenticator app.
- The phone, tablet and desktop app offer the authenticator app and the emailed code. Passkeys are added and used in a browser.
- Lost every factor? Use a recovery code, or ask an owner to reset your second factor.

Common questions

Which should I choose?

An authenticator app works everywhere, offline too, and is the one we recommend. Add a passkey as well on a computer you use often.

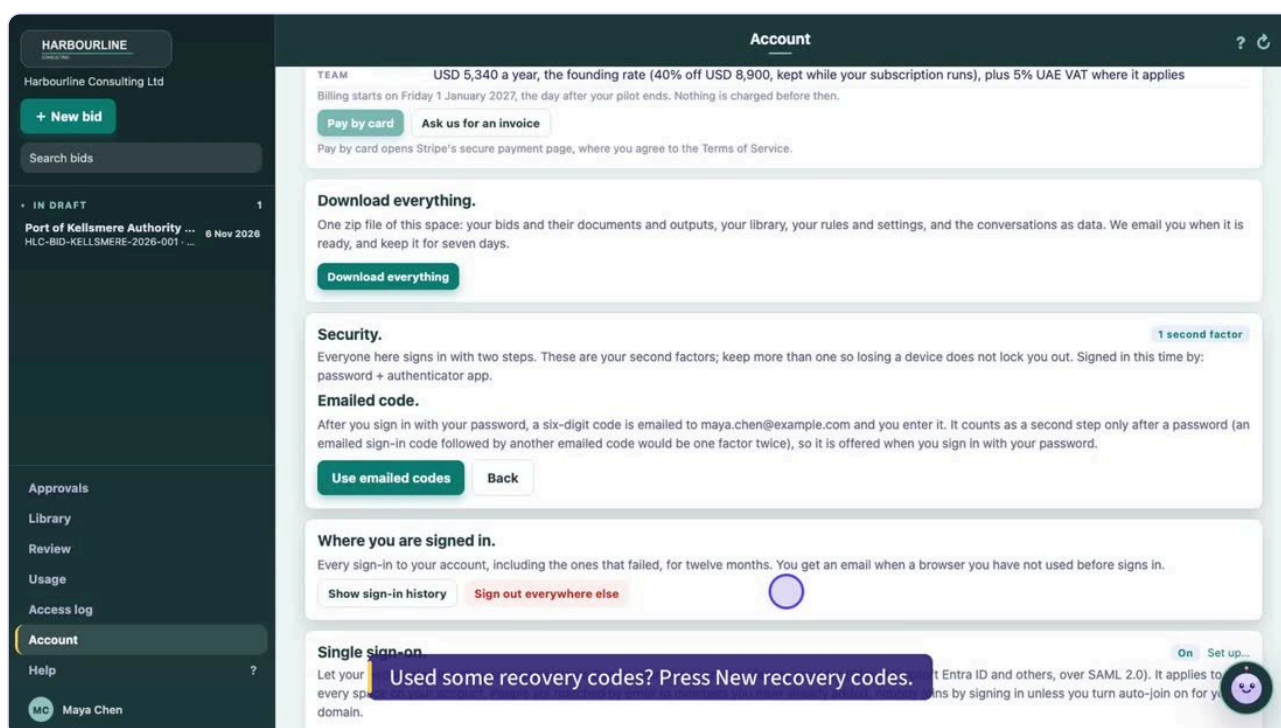
New recovery codes

Make a fresh set of ten recovery codes when yours are used up or may have been seen; the old ones stop working.

WHO CAN USE IT	Everyone, for their own account
WHERE IT IS	Account, the Security card, New recovery codes
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/new-recovery-codes.mp4>



From the clip: New recovery codes.

What it does

Recovery codes get you in if you lose your phone or security key. Each works once. **New recovery codes** makes a fresh set of ten and the old set stops working at once.

Step by step

1. Open **Account** and find **Security**. The button shows how many codes you have left: **New recovery codes (N left)**.
2. Press **New recovery codes**. If you have not given a second factor in the last fifteen minutes, you are asked for one first.
3. Save the ten codes somewhere safe, outside the browser: **Copy** copies them all, **Download** saves them as a text file.
4. Press **I have saved them**.

What you see

- "Save your recovery codes." with the ten codes and "If you lose your phone or security key, one of these gets you in. Each works once. Keep them somewhere safe, not in this browser; they are shown only now."
- An email saying a new set was made and the old ones no longer work.

Good to know

- The codes are shown once. If you lose them, make a new set.

- You need at least one second factor before you can have recovery codes.
- To use one, choose **Recovery code** at the second step of signing in.

Common questions

I have used most of my codes. What now?

Make a new set here. The count on the button shows how many are left.

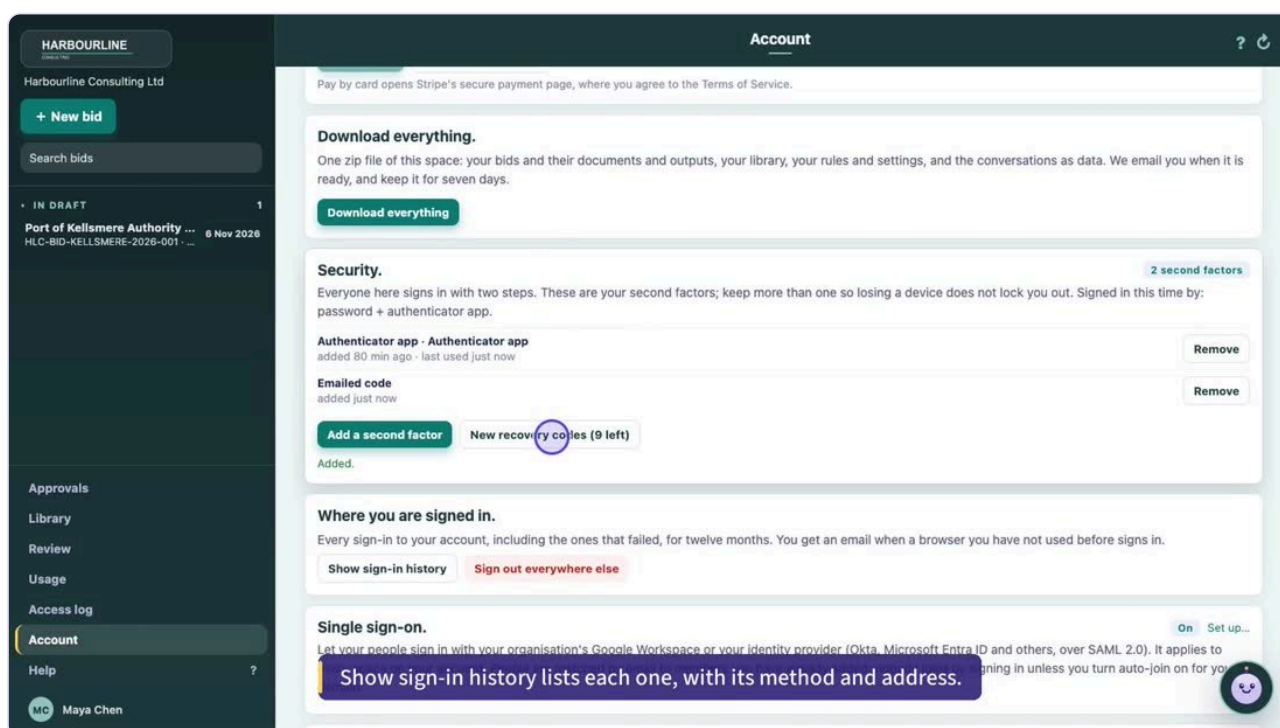
Where you are signed in

See every sign-in to your account for the last twelve months, and sign out every other device at once.

WHO CAN USE IT	Everyone, for their own account
WHERE IT IS	Account, Where you are signed in: Show sign-in history, Sign out everywhere else
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/sessions.mp4>



From the clip: Where you are signed in.

What it does

Where you are signed in. lists every sign-in to your account, including the ones that failed, for twelve months. **Sign out everywhere else** ends every session but the one you are using, for a lost device or a sign-in you do not recognise.

Step by step

1. Open **Account** and find **Where you are signed in**.
2. Press **Show sign-in history** to see the list. **Hide history** folds it away.
3. If something looks wrong, press **Sign out everywhere else**.
4. Then change your password and tell an owner of your space.

What you see

- "N active sessions." above the list.
- Each sign-in with a green or red dot, the time, the method (Password, Emailed code, Authenticator app, Passkey, Recovery code or Single sign-on), "failed" where it failed, and the browser and address it came from.
- After signing out the others: "Every other session was signed out.", and an email saying so.

Good to know

- You get an email when a browser or device you have not used before signs in.
- Changing your password also signs out every other session.
- It works in a paused or read-only space.

Common questions

I see a sign-in I do not recognise.

Press **Sign out everywhere else**, change your password, and tell an owner, who can reset your second factor if needed.

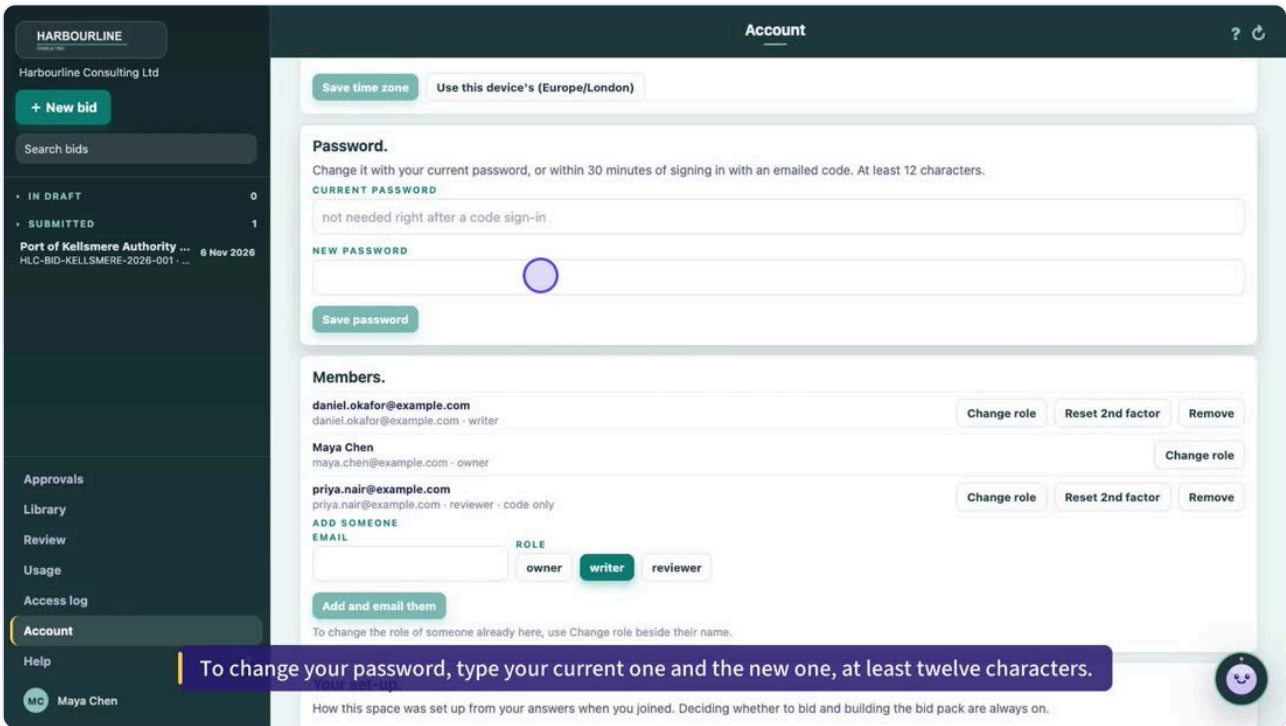
Change your password

Set a password, change it, or reset a forgotten one after signing in with an emailed code.

WHO CAN USE IT	Everyone, for their own account
WHERE IT IS	Account, the Password card, Save password
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/change-password.mp4>



From the clip: Change your password.

What it does

A password lets you sign in without waiting for an emailed code. You can change it with your current password, or, if you have forgotten it, sign in with an emailed code and set a new one within thirty minutes.

Step by step

1. Open **Account** and find **Password**.
2. Enter your **Current password**. Leave it empty if you signed in with an emailed code in the last thirty minutes.
3. Enter your **New password**, at least 12 characters.
4. Press **Save password**. If you have not given a second factor in the last fifteen minutes, you are asked for one first.

What you see

- With no password yet: "Optional: set one to sign in without waiting for a code. At least 12 characters."
- With one: "Change it with your current password, or within 30 minutes of signing in with an emailed code."
- **Save password** stays greyed out until the new password has 12 characters.
- After saving: "Password saved. Other devices signed in to this account have been signed out."
- If the current password is wrong: "Enter your current password, or sign in with an emailed code to reset it."

Good to know

- Saving a password signs out every other session of your account, and you get an email saying it was set or changed.
- It needs a second factor from the last fifteen minutes, except a very first password set straight after signing in with an emailed code.
- It works in a paused or read-only space.
- If your organisation requires single sign-on, you sign in through it instead, unless you are one of the owners kept as a break-glass way in.

Common questions

I forgot my password.

On the sign-in page, ask for an emailed code instead. Once in, open Account, Password and set a new one within thirty minutes, leaving **Current password** empty.

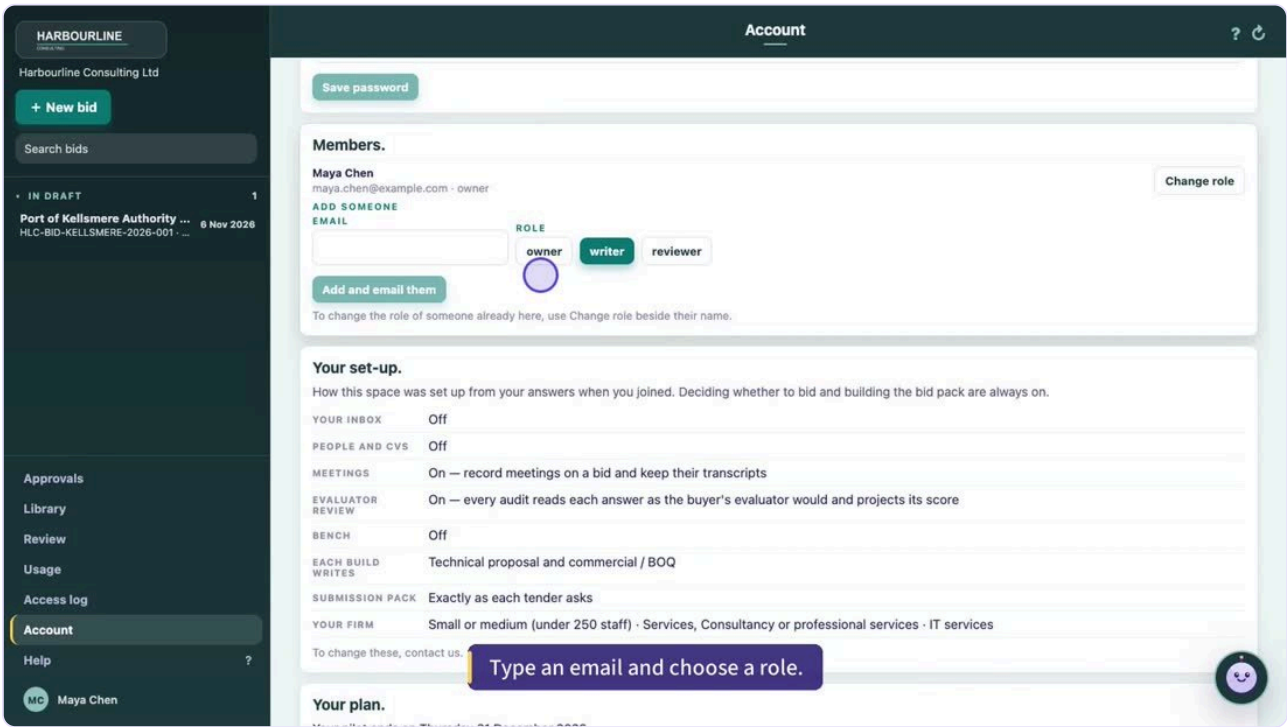
Members: add someone, change a role and remove someone

Add a colleague to your space as an owner, writer or reviewer, change someone's role, and remove someone who has left.

WHO CAN USE IT	Owners
WHERE IT IS	Account, the Members card: Add someone, Add and email them, Change role, Remove
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/members.mp4>



From the clip: Members: add someone, change a role and remove someone.

What it does

The **Members.** card lists everyone in the space with their role. An owner adds someone with their email address and a role, and they are emailed a way to sign in. **Remove** takes someone out of the space.

Step by step

1. Open **Account** within fifteen minutes of signing in, and find **Members.**
2. Under **Add someone**, type their **Email**.
3. Pick a **Role:** **owner**, **writer** or **reviewer**.
4. Press **Add and email them**.
5. To change someone's role, press **Change role** beside their name, pick **owner**, **writer** or **reviewer**, and confirm.
6. To take someone out, press **Remove** beside their name and confirm.

What you see

- Each member with their name, address and role, and "code only" for someone who has no password yet.
- After adding: "Added. They sign in with an emailed code."

- After a role change: "... is now a writer." (or an owner, or a reviewer).
- "Confirm it is you to see the members" with a **Confirm it is you** button when your last second factor is more than fifteen minutes old: press it, confirm, and the list appears.

Good to know

- The roles: an owner has everything, plus the members, the plan and security settings; a writer works on every bid; a reviewer reads the bids and changes nothing.
- The members list, adding, changing a role and removing all need a second factor from the last fifteen minutes; you are asked for one when it is needed.
- **Remove** asks "Remove ...? They lose access to this space." first.
- Adding an address that is already a member is refused ("... is already a member here, as writer. Use Change role to change it."); nobody's role changes by accident, and nobody is emailed again.
- A space always keeps at least one owner: removing the last one, or changing their role, is refused with "A space needs at least one owner. Make someone else owner first."
- Someone removed can no longer open the space; any other space they belong to is not affected.
- Every addition, role change and removal is in the account's audit log.

Common questions

Someone in my team left. What do I do?

Remove them here. They can no longer open the space.

Can a writer add people?

No. Only owners see the Members card.

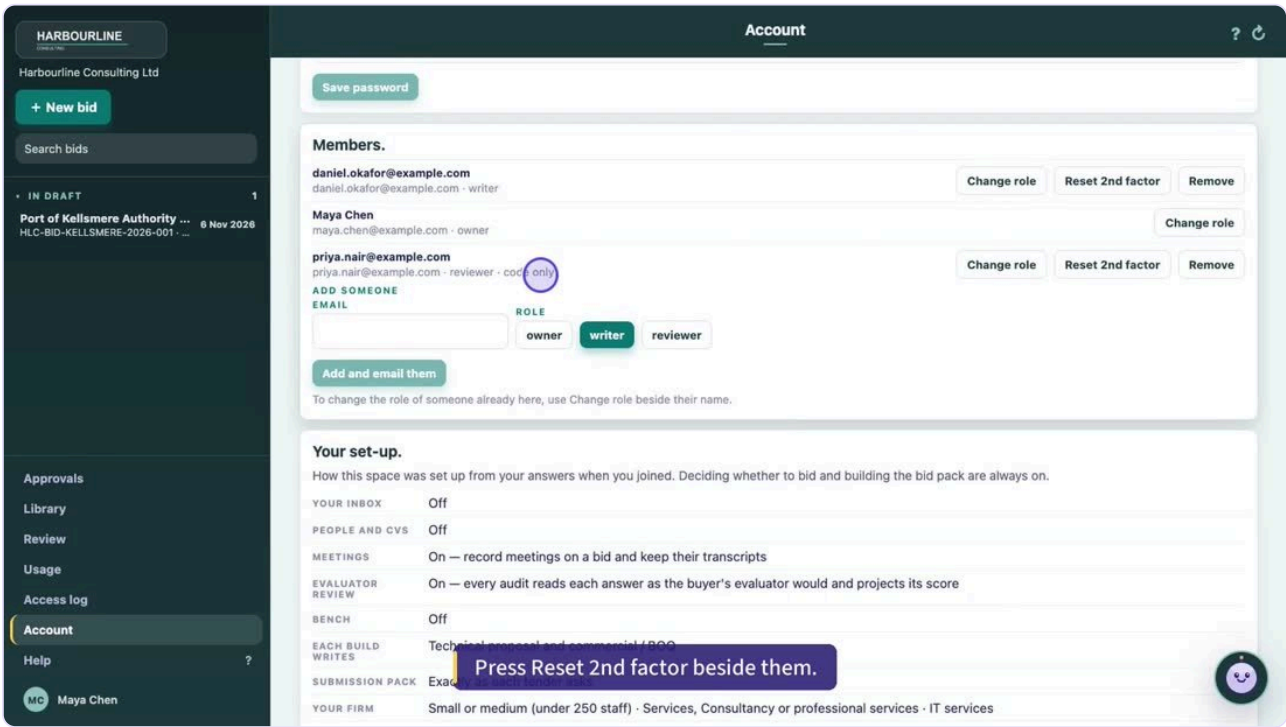
Reset a colleague's second factor

Help a colleague who has lost their phone or security key: their second factors go and they set up a new one at their next sign-in.

WHO CAN USE IT	Owners
WHERE IT IS	Account, the Members card, Reset 2nd factor
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/reset-second-factor.mp4>



From the clip: Reset a colleague's second factor.

What it does

When a colleague has lost every second factor and their recovery codes, an owner resets them. All of their second factors and recovery codes are removed, every session they have ends, and at their next sign-in they set up a new second factor.

Step by step

1. Open **Account** within fifteen minutes of signing in, and find **Members**.
2. Press **Reset 2nd factor** beside your colleague.
3. Confirm. If you have not given a second factor in the last fifteen minutes, you are asked for one.
4. Tell your colleague to sign in again. They are asked to set up a new second factor straight after.

What you see

- The question: "Reset [their address]'s second factors? They are signed out everywhere and set up a new one at their next sign-in." (in the phone, tablet and desktop app: "Reset their second factors?").
- After the reset: "[their address] will set up a new second factor at their next sign-in."
- Your colleague gets an email: "Your second factors were reset", naming who reset them.

Good to know

- The button is not shown beside your own name. If you lose your own factors, use a recovery code, or ask another owner.
- It needs a second factor from the last fifteen minutes. The Members list itself shows only within fifteen minutes of signing in; otherwise sign out and in again first.
- Every reset is in the account's audit log.

Common questions

Does a reset remove their password?

No. Only their second factors, recovery codes and sessions. They sign in as before and then set up a new second factor.

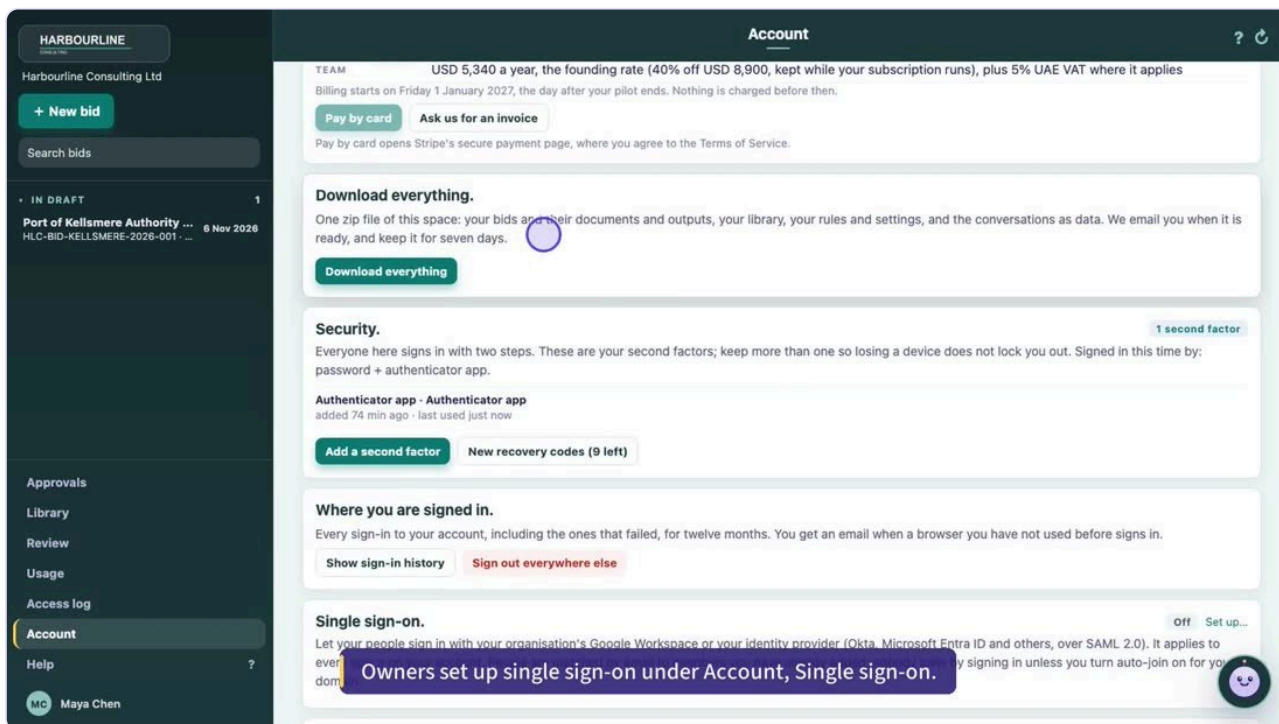
Single sign-on settings

Let your people sign in through your organisation's Google Workspace or identity provider, and decide whether they must.

WHO CAN USE IT	Owners
WHERE IT IS	Account, the Single sign-on card, Set up...
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/sso-settings.mp4>



From the clip: Single sign-on settings.

What it does

Single sign-on lets people on your organisation's email domain sign in with Google Workspace, or with your identity provider (Okta, Microsoft Entra ID and others) over SAML 2.0. It applies to every space on your account. People are matched by email to members you have already added; nobody joins by signing in unless you turn auto-join on.

Step by step

1. Ask your Biddable contact to add your email domain. An owner cannot add a new sign-in domain.
2. Open **Account** within fifteen minutes of signing in, find **Single sign-on**. and press **Set up...**
3. For Google Workspace, press **Sign in with Google: off** to turn it on.
4. For SAML, give your IT the details listed under the SAML heading (SP metadata, Entity ID, ACS URL, NameID) so they can create the application. Paste their metadata into **IdP metadata XML (paste)** and press **Read the metadata**. Check **IdP entity ID** and **IdP sign-in URL**, then press **SAML sign-in: off** to turn it on.
5. Under **Rules**, list at least one owner as a break-glass owner and press **Save**.
6. To make single sign-on the only way in for your domain, press **SSO required: off** to turn it on.
7. If you want a second factor asked for after single sign-on as well, turn on **Also ask for a second factor after SSO**.

8. For **Auto-join**, pick a space and **as reviewer** or **as writer**, then press **Auto-join: off** to turn it on.

What you see

- The badge: **Off**, **On** or **On • required**.
- After reading the metadata: "Metadata read. Check the details and turn SAML on." and the signing certificate with its expiry date.
- Messages such as "SAML sign-in is on for your domains.", "Google sign-in is on for your domains.", "Members on your domains must now use single sign-on." and "Auto-join is on."
- On the sign-in page, someone who types an address on your domain sees **Sign in with SSO** (or **Sign in with Google**), with "Or sign in with a code or password below." unless SSO is required.

Good to know

- Every change needs a second factor from the last fifteen minutes, and so does seeing the settings: after that the card shows **Confirm it is you**, and once you confirm it opens. A save keeps you on the card.
- Under **Your email domains** the card lists the domains on your account, each with **Remove**. A new domain is added by your Biddable contact; the card says so.
- **Sign in with Google** can be turned on only where the server offers Google sign-in. If it does not, the card says so.
- SAML turns on only once the entity ID, sign-in URL and signing certificate are all in. **SSO required** turns on only once Google or SAML is on and a break-glass owner is named.
- Break-glass owners keep the password, emailed-code and passkey ways in when SSO is required, so the account cannot lock itself out: on the sign-in page they press "An owner who keeps another way in?". Only owners can be listed.
- By default single sign-on counts as both steps, because your identity provider does its own second step.
- Every owner is emailed when the settings change, and each change is in the account's audit log.
- In the phone, tablet and desktop app, signing in with single sign-on opens the browser, and the app is signed in when it comes back.

Common questions

Someone on our domain cannot get in with single sign-on.

Single sign-on lets in only members you have added; anyone else is told to ask you. Add them under Members, or turn on auto-join for your domain.

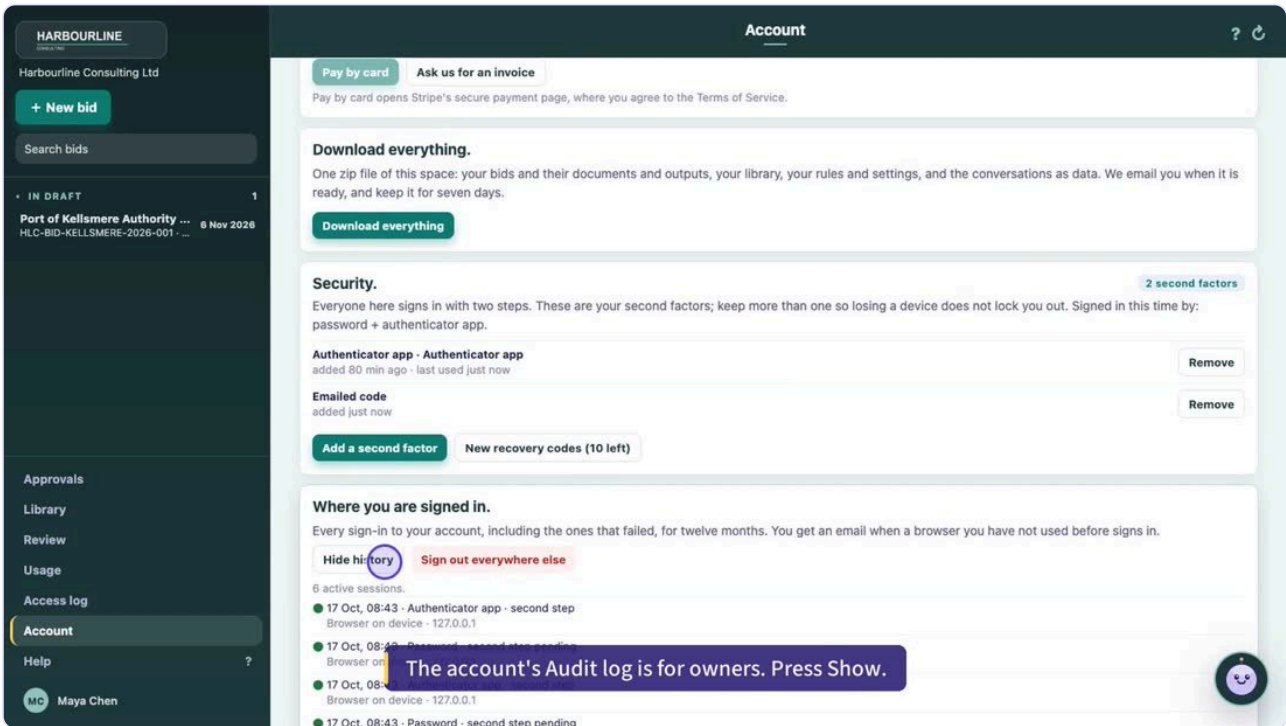
The account audit log

See who changed the account's members and security settings, and when, for the last twelve months.

WHO CAN USE IT	Owners
WHERE IT IS	Account, the Audit log card, Show
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/audit-log.mp4>



From the clip: The account audit log.

What it does

The audit log records changes to the account: members added and removed, second factors reset, sign-in settings changed. Each line says when, who did it, what was done and to whom. It covers every space on your account and keeps twelve months.

Step by step

1. Open **Account** and find **Audit log**, near the foot.
2. Press **Show**.
3. Read the lines, newest first. Press **Hide** to fold them away.

What you see

- "Members added and removed, second factors reset, sign-in settings changed: who did what, kept for twelve months."
- Each line: the date and time, who did it, the action, and who or what it was done to, with any detail.
- "Nothing yet." when there is nothing to show; if the log cannot be loaded, the reason in red instead. Press **Hide** and **Show** to try again.

Good to know

- The audit log is about the account's people and settings. Every look at your space from outside your team is in the access log instead.
- Lines older than twelve months are removed.
- Only owners see it.

Common questions

What is the difference between the audit log and the access log?

The audit log records changes to the account's members and sign-in settings. The access log records every look at the space by anyone outside your team, and your team's sign-ins and security changes, and can be checked line by line.

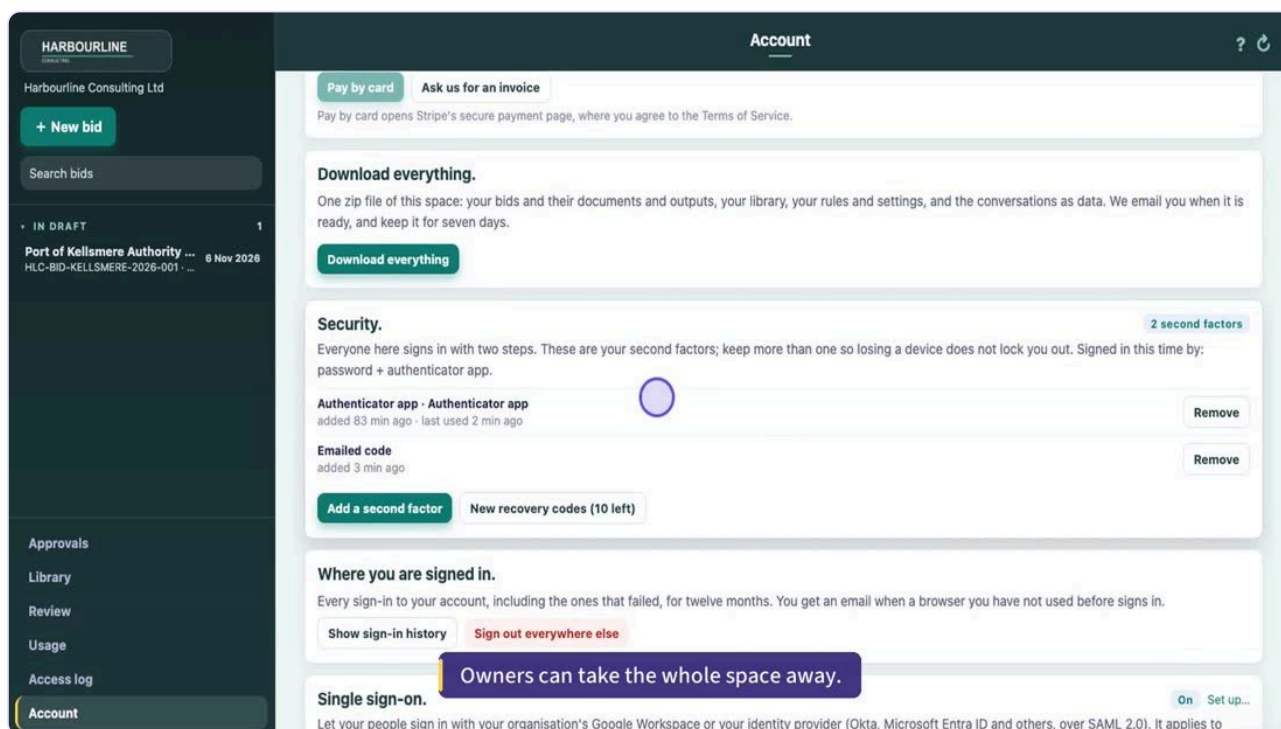
Download everything

Get the whole space in one zip file: bids, documents, outputs, library, rules, settings and conversations.

WHO CAN USE IT	Owners
WHERE IT IS	Account, the Download everything card
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/download-everything.mp4>



From the clip: Download everything.

What it does

Download everything puts the whole space into one zip file: your bids with their documents and outputs, your library, your rules and settings, and the conversations as data. It is made in the background; you are emailed when it is ready, and it is kept for seven days.

Step by step

1. Open **Account** and find **Download everything**.
2. Press **Download everything**. If you have not given a second factor in the last fifteen minutes, you are asked for one first.
3. Wait for the email, "Your Biddable download is ready".
4. Open **Account** in the web app and press **Download** on the same card.
5. To make a newer copy later, press **Make a fresh one**.

What you see

- While it is made: "Being prepared. We email you when it is ready." The button is greyed out meanwhile.
- If one was cut off part-way (it has not finished after an hour): "This one did not finish. Make a fresh one.", with **Make a fresh one**.
- When it is ready: "Ready until" the date it is removed, with **Download** (web app) and **Make a fresh one**.

- If it could not be made: "The last one could not be made. Try again, or reply to any of our emails."
- In the phone, tablet and desktop app, when ready: "Download it from Biddable on the web."

Good to know

- Asking for it works in the web app and in the phone, tablet and desktop app; the zip itself downloads in the web app only.
- It works in a paused or read-only space, so you can always take your work away.
- The request, the moment it is ready and each download are lines in your access log. Nobody at Biddable opens it.
- Once the zip has been made, no bid built before it can be deleted and given back to the allowance: the zip holds every bid's documents.
- **Make a fresh one** replaces the earlier zip.

Common questions

How do we get our data deleted after taking a copy?

Ask your Biddable contact. Deletion is confirmed in writing.

Ask for your account to be deleted

Ask for your space, its records and your sign-in to be deleted, after one export of everything in it.

WHO CAN USE IT	Everyone: the card shows to every member
WHERE IT IS	Account, Delete your account (phone, tablet and desktop app); or by email from any app
IN	The phone, tablet and desktop app only

No clip for this function. The card is in the phone, tablet and desktop app only and ends in an email; the web app has no screen for it.

What it does

There is no button that deletes an account straight away. The **Delete your account.** card opens an email to your Biddable contact asking for it. Your space, its records and your sign-in are then deleted within thirty days, after one export of everything in it at no charge, and you get written confirmation.

Step by step

1. In the phone, tablet or desktop app, open **Account** and scroll to **Delete your account.**
2. Press **Ask for my account to be deleted.** Your email app opens with the message written: the subject "Please delete my Biddable account", your address and your space's name.
3. Send the email.
4. To read what is kept and for how long, press **Privacy notice.**

What you see

- "Ask and your space, its records and your sign-in are deleted within thirty days, after one export of everything in it at no charge. You get written confirmation. The privacy notice says what is kept and for how long."
- Your email app, with the message ready to send.

Good to know

- The web app has no card for this: write to your Biddable contact by email instead. The address is hello@biddable.ae.
- Nothing is deleted until your request is read and confirmed.
- To keep your own copy first, an owner can use **Download everything** on Account.
- Deleted data leaves the encrypted backups as they rotate, within about six months.

Common questions

Can I remove just myself from a space?

Ask an owner to remove you under Account, Members.

Getting help

Help in the app, Biddie's answers, the user guide, and how to reach a person.

Help is on every page of Biddable, and a person is a message away.

What it is

- **Help in the app:** the ? at the top of every page opens the help for that page, with a search across every topic and the full list.
- **Biddie** answers "how do I...?" from the same help, in the same words. Asking her never counts as a bid.
- **The user guide** is the same help as a web guide at biddable.ae/guide and as a PDF you can print or pass on, at biddable.ae/guide/biddable-user-guide.pdf.
- **A person:** your Biddable contact is who to ask about your rules, your set-up switches, your plan, an export or a deletion. Write to hello@biddable.ae and one of us will answer.

How to use it

1. Press ? on the page you are on. The topic for that page opens first; search or the list takes you to any other.
2. Ask Biddie in plain words: "how do I invite someone?", "what counts as a bid?", "how do I record a call?" She answers from the help and says where to press.
3. For anything the help does not answer, email hello@biddable.ae. Say which space and which bid you mean, and what you expected to happen. Nobody at Biddable can see inside your space, so describe what you see.
4. If you want Biddable support to look at something inside your space, an owner allows support in under **Account, Support access** for 24 hours, 72 hours or 7 days, and can end it at any time. Every look is in your access log (see Your data and security).

Good to know

- Nothing in the help needs a connection: it is built into the app.
- Help describes what the product does today. Where a page or a switch is behind a setting or a plan, the help says so.
- When something goes wrong in the app, the page says so and offers Reload; the error is recorded for us without your documents.
- A run that fails says so on the bid, in plain words, and can be started again. Nothing is counted for a build that did no work.

Common questions

Is there a phone number?

Email is the one channel: hello@biddable.ae. We answer every message. Your Biddable contact will say how else they can be reached.

Can you log in and fix it for me?

Only with an owner's say-so. Allow support in under Account, Support access, for as long as you choose; you are emailed when something is first opened and when the access ends, and the access log shows every look.

Where is the user guide for my team?

At biddable.ae/guide, and as a PDF at biddable.ae/guide/biddable-user-guide.pdf. The same help is in the app for every member, under the ? on any page.

Step by step, one thing at a time

1. Help in the app
2. When something goes wrong

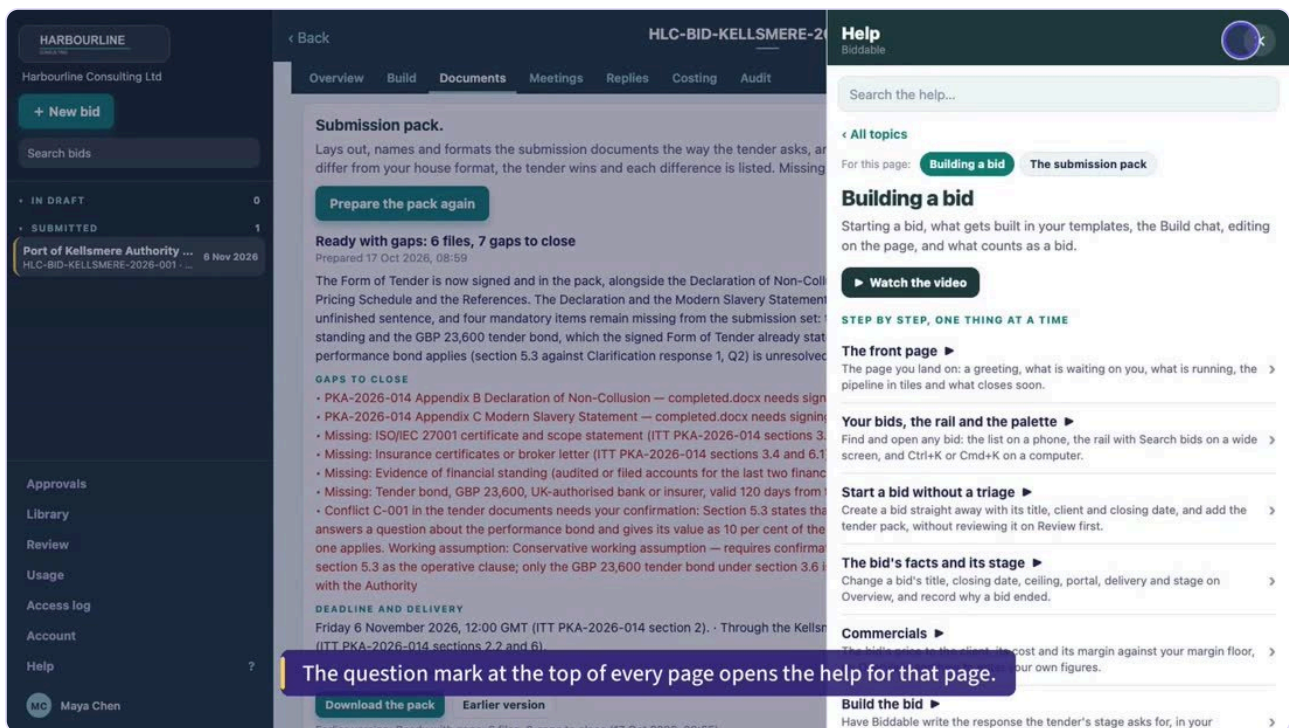
Help in the app

Open the help for the page you are on, search every topic, and follow one task at a time.

WHO CAN USE IT	Everyone
WHERE IT IS	The ? at the top of every page; Help in the rail on a wide screen; Help in the palette (Ctrl+K, or Cmd+K on a Mac)
IN	The web app, and the phone, tablet and desktop app

CLIP

Watch this function: <https://biddable.ae/assets/media/fn/help-in-the-app.mp4>



From the clip: Help in the app.

What it does

The help is built into Biddable. The ? at the top of a page opens it on the topic for that page, with a search across every topic and the full list. Each topic lists its tasks one at a time, each with who can use it, where it is and which apps have it.

Step by step

1. Press ? at the top of the page you are on. The help opens on that page's topic.
2. If more than one topic belongs to the page, pick another under "For this page:".
3. Under "Step by step, one thing at a time", press a task to read just that one.
4. To find something else, type in **Search the help....** Matching topics and tasks are listed as you type.
5. Press < **All topics** for the full list, and X (or Esc in a browser) to close.

What you see

- A topic: its title and summary, **Watch the video** where there is one, its tasks, then the text and "Other topics".
- A task: "Who can use it", "Where it is" and "In" (which apps), **Watch the clip** where there is one, the steps, then "More in" the topic.

- While searching: the number of matches, or "Nothing matches those words" with "Try another word, or pick a topic from the list."

Good to know

- On a wide screen the rail also has **Help**. In the web app, and the desktop app, Ctrl+K (Cmd+K on a Mac) opens the palette; choose **Help** there.
- The sign-in page has a **Help** link too.
- The help needs no connection: it comes with the app. The videos open from the web.
- Biddie answers "how do I...?" questions from the same help, in the same words.
- The help describes what the product does today, and says when something depends on your role, a setting or your plan.
- The same help is at biddable.ae/guide, and as a PDF to print or pass on.

Common questions

The help opened on the wrong topic.

It opens on the first topic for the page you were on. Use "For this page:", the search or ◀ **All topics** to move.

When something goes wrong

What the app shows after an unexpected error or a run that did not finish, and what to do next.

WHO CAN USE IT	Everyone
WHERE IT IS	The error page, with Reload; a run's line on a bid
IN	The web app, and the phone, tablet and desktop app

No clip for this function. Shown only after an unexpected error, which cannot be made to happen on purpose without breaking the product.

What it does

If a page fails to draw, Biddable shows an error page instead of a blank window; nothing is lost and the error is recorded for us. If a run stops before it finishes, the bid says so and you can start it again.

Step by step

1. On the error page, press **Reload** in the web app. In the phone, tablet and desktop app, go back and try again.
2. If a run's line on the bid says **DID NOT FINISH**, start the same step again from the bid. In the Build chat, press **Resend** under your message, or **Run again** under a build that failed.
3. If a message says "Something went wrong on the server. Quote reference" and a short code, try once more; if it keeps happening, send that code to your Biddable contact.
4. When you write to us, say which space and which bid, what you pressed, and what you expected to happen.

What you see

- The error page: "Biddable hit an error." and "The server is still running and nothing is lost. The error has been logged. Reload to carry on.", with the error's details underneath. In the phone, tablet and desktop app the last line reads "Go back and try again."
- On a bid, the run's line reads **WORKING**, then **DONE**, **DID NOT FINISH**, **STOPPED** or **WAITING FOR YOU**.
- In the Build chat, a message whose run failed reads "Sent · the run failed", with **Resend** and "It failed. Send it again as it is." A failed build shows **Run again** and "It failed. Start it again."

Good to know

- The error report carries the error and the page it happened on, not your documents.
- A build that failed before any work was done does not count against your plan.
- Nobody at Biddable can see inside your space unless an owner allows support in, so describe what you see, or have an owner allow support access for a time.
- Write to hello@biddable.ae for anything the help does not answer.

Common questions

Did I lose my work?

No. Your documents and conversations are kept on the server. Reloading, or going back, picks up where you were.

Glossary

The words Biddable uses, in one place.

The words you will meet in Biddable, in the order you are likely to meet them.

- **Space:** your firm's own workspace: its bids, documents, rules, library and people, kept apart from every other firm's. A freelance bid writer has one space per client.
- **Owner, writer, reviewer:** the three roles. An owner does everything and manages the space; a writer does everything on the bids; a reviewer reads and changes nothing.
- **Your rules:** the firm's own bid or no-bid criteria, pricing rules, approval steps, voice, brand and templates, set at set-up and read on every run.
- **Your set-up:** the switches your space runs with, under Account: what you bid for, named people and CVs, meetings, the evaluator review, what each build writes, how the submission pack is prepared.
- **Tender pack:** the buyer's documents for one tender: the invitation, the specification, the forms, the terms.
- **Review:** the page where a tender pack goes in for triage.
- **Triage:** the bid or no-bid decision, made on your rules. Never counted against your plan.
- **Verdict:** the triage's answer: Bid, Conditional bid, Your call or No-bid, with "with a partner" where your rules call for one.
- **Provisional:** a flag on a verdict that stands on something the documents did not settle, with the reason.
- **Disqualifier:** a rule of yours that makes a tender a no-bid whatever its score.
- **Opportunity:** a reviewed tender before it becomes a bid: pursue it or pass.
- **Bid:** one tender your firm is pursuing, with its documents, chat, costing and audit. Also the unit your plan is measured in: a bid is used the first time it is built in a calendar month.
- **Build:** the drafting of the response in your templates: forms, the technical proposal, the pricing where your set-up asks for it, CVs where your tenders ask for them.
- **The bid's agent:** what you talk to on the Build page: it reads the pack, writes and changes the documents, and asks you when it needs a decision.
- **Run:** one piece of work on a bid: a triage, a build, an audit, the submission pack, an instruction. It runs on the server; you can leave and come back.
- **Notes for the agent:** your decisions and facts for a bid, applied and cited on every run.
- **Audit:** the red-team check of the finished documents against the tender and your rules: Ready, Ready with changes or Not ready, with must-fix and should-fix findings.
- **Evaluator review:** an optional extra in the audit that reads every scored answer the way the buyer's evaluator will, and projects the score.
- **Approvals:** the page where every message the agent drafts to someone outside waits for a person to send it.
- **Submission pack:** the finished bid arranged as the tender's instructions say, ready for you to lodge. Biddable never submits.
- **Stage:** where a bid stands: in draft, submitted, won, lost, no-bid, archived. You set it on the bid's Overview.
- **Library:** your firm's own store of approved answers, case studies, CVs, certificates and boilerplate, built from your bids and used in every build.
- **Biddie:** the assistant in your space. She knows how the bids stand and starts work for owners and writers; she never sends, submits or approves.
- **Meetings:** where it is on, the bid's page for recording a meeting or a call; the transcript is kept, the audio deleted.
- **Replies:** the bid's page for messages people send you about it, pasted into the chat and filed.
- **Allowance:** the bids a month your plan includes.
- **Extra bid:** a new bid built after a paid plan's bids for the month are used, paid for before it is built.
- **Pilot:** the free trial space, with 4 new bids a month as a hard cap, which must be activated within 48 hours of approval.

- **Second factor:** the second step of every sign-in: an authenticator app, a passkey, or an emailed code after a password.
- **Passkey:** a sign-in with Touch ID, Face ID, Windows Hello or a security key, bound to the web address it was made on. On its own it is both steps.
- **Recovery codes:** ten one-use codes shown once when you set up your second factor, for when a device is lost.
- **Single sign-on:** signing in through your organisation's Google Workspace or SAML identity provider, set by an owner.
- **Support access:** the owner's grant that lets Biddable staff see inside the space for 24 hours, 72 hours or 7 days, logged and revocable.
- **Access log:** the owner's record of every look at the space from outside the team and of the team's own security events, tamper-evident and read-only.
- **Fingerprint:** the latest hash of the access log and its line count, shown on the page and emailed weekly, so a change made outside the app would show.
- **Paused:** a read-only state for a space: sign in, read and download, but nothing runs.

Where to find help

IN THE APP	Press ? at the top of any page. The topic for that page opens first, with its functions; search covers every topic and function.
ASK BIDDIE	"How do I invite someone?", "What counts as a bid?" She answers from this guide and says where to press. Asking never counts as a bid.
ON THE WEB	biddable.ae/guide, the same text, one page per topic, with every clip and the full walkthrough.
A PERSON	hello@biddable.ae. Nobody at Biddable can see inside your space unless an owner allows support in, so describe what you see.

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