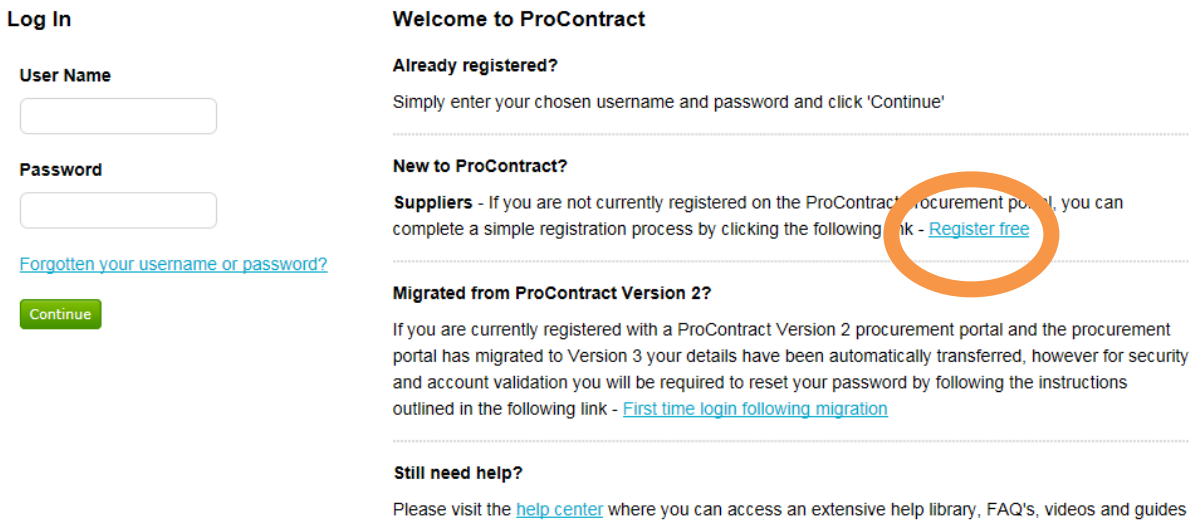
Guide to Participating in this Opportunity

1. Introduction

This document is designed to help you use the Buckinghamshire Business Portal to participate in this opportunity.

2. How to Register with the Portal (BBP) if you are not already registered

Type in https://procontract.due-north.com/register into your internet explorer
This will then open the following screen. Click on **Register.** You will then need to complete and submit the registration.

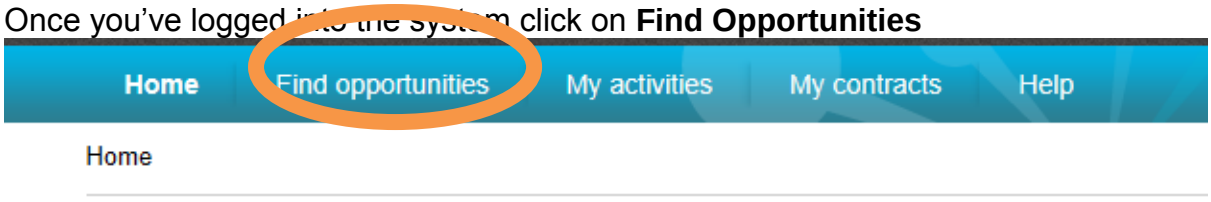


Your username and password will be automatically generated and emailed directly to you from the system.

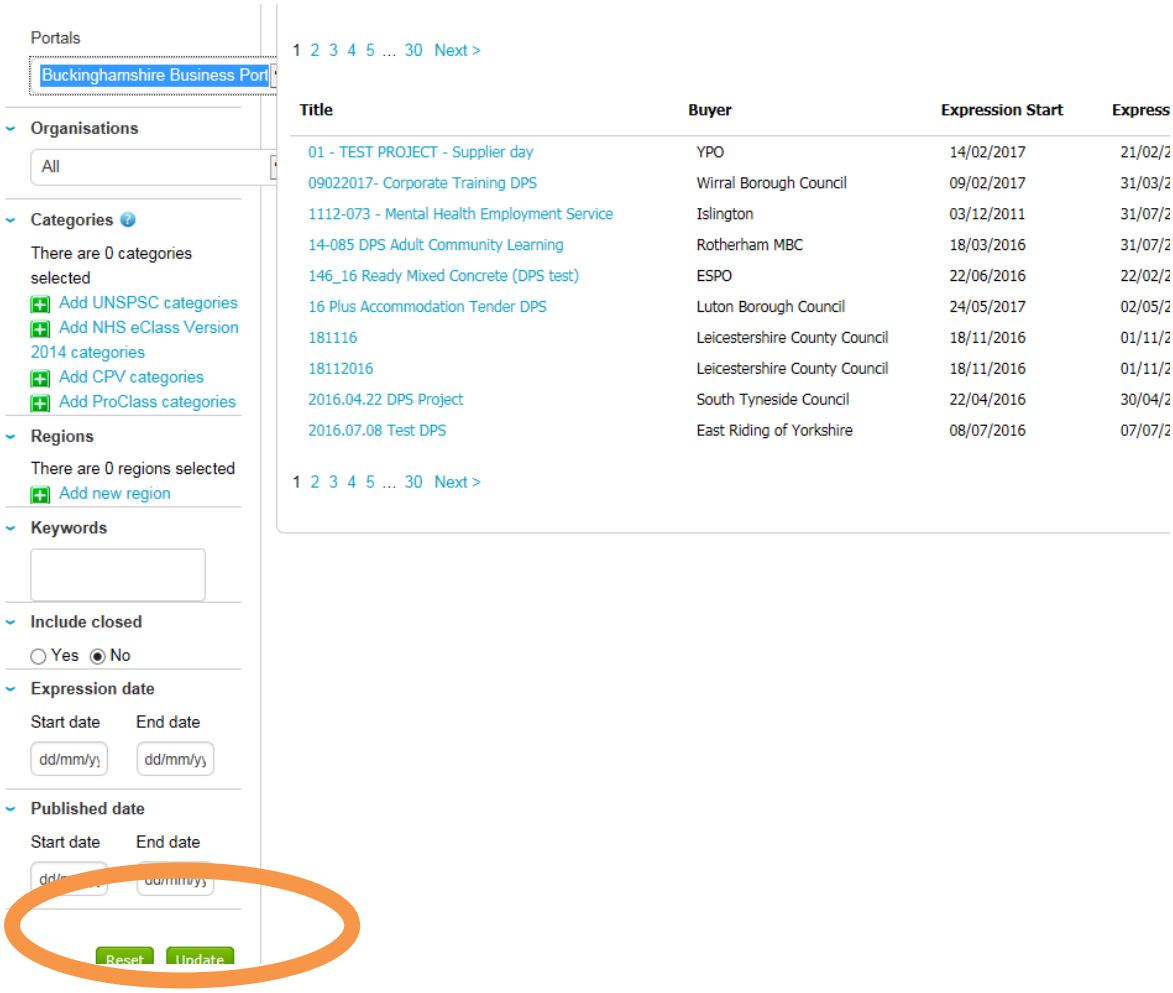
When registering you need to indicate the categories of work that best suits your organisation this then generates alerts when opportunities are posted.

3. How to Express an Interest in an Opportunity

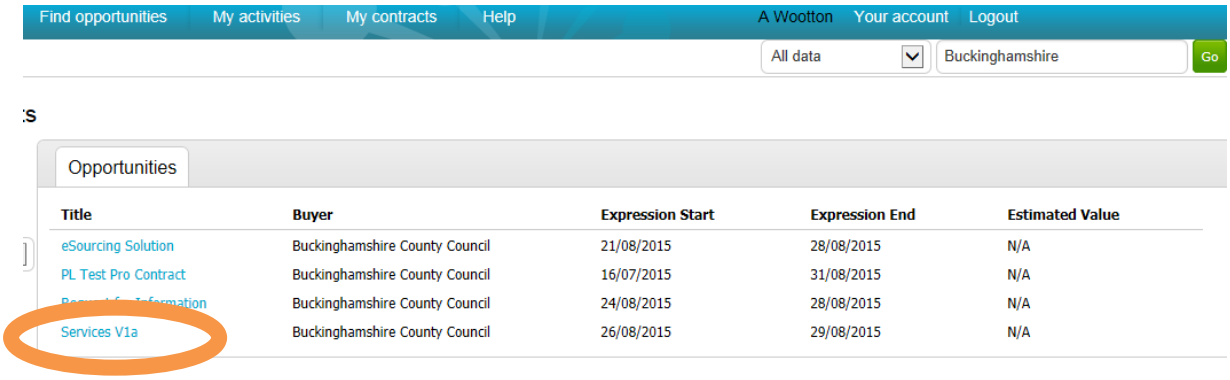
Once you've logged into the system click on **Find Opportunities**



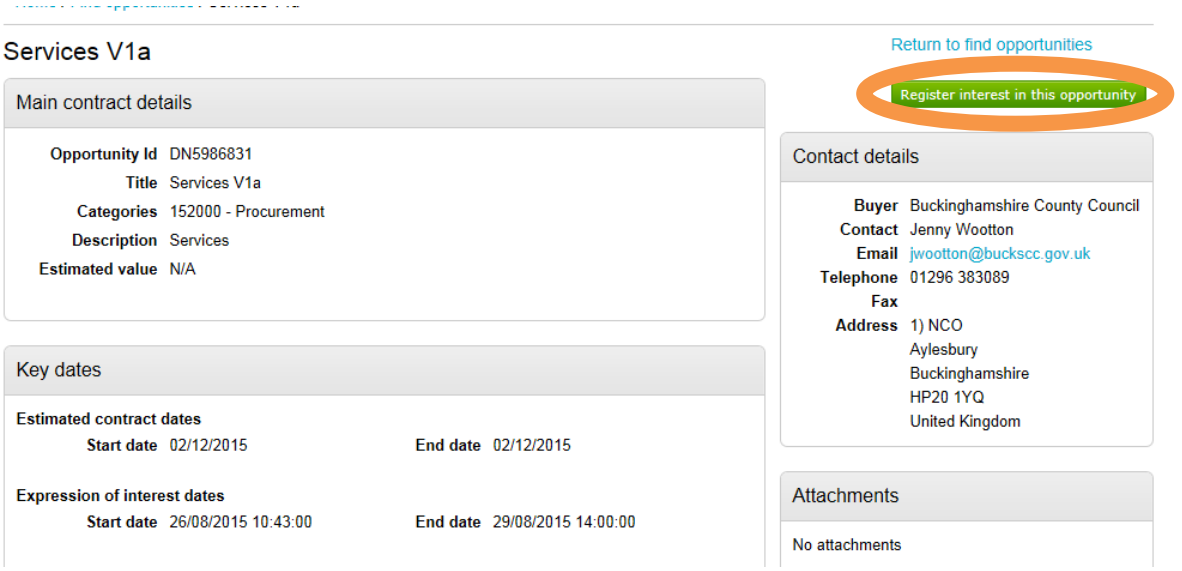
In the portals function select Buckinghamshire then click **update**



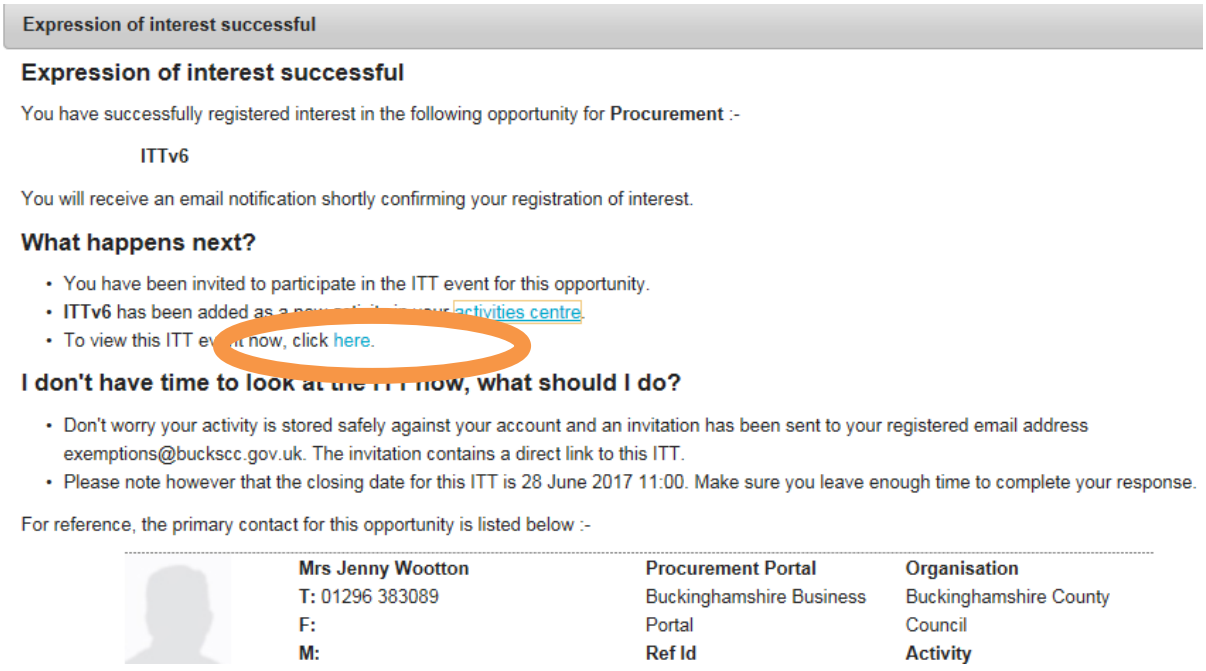
This will return all the opportunities that Buckinghamshire have advertised. Click on the **Project Title**



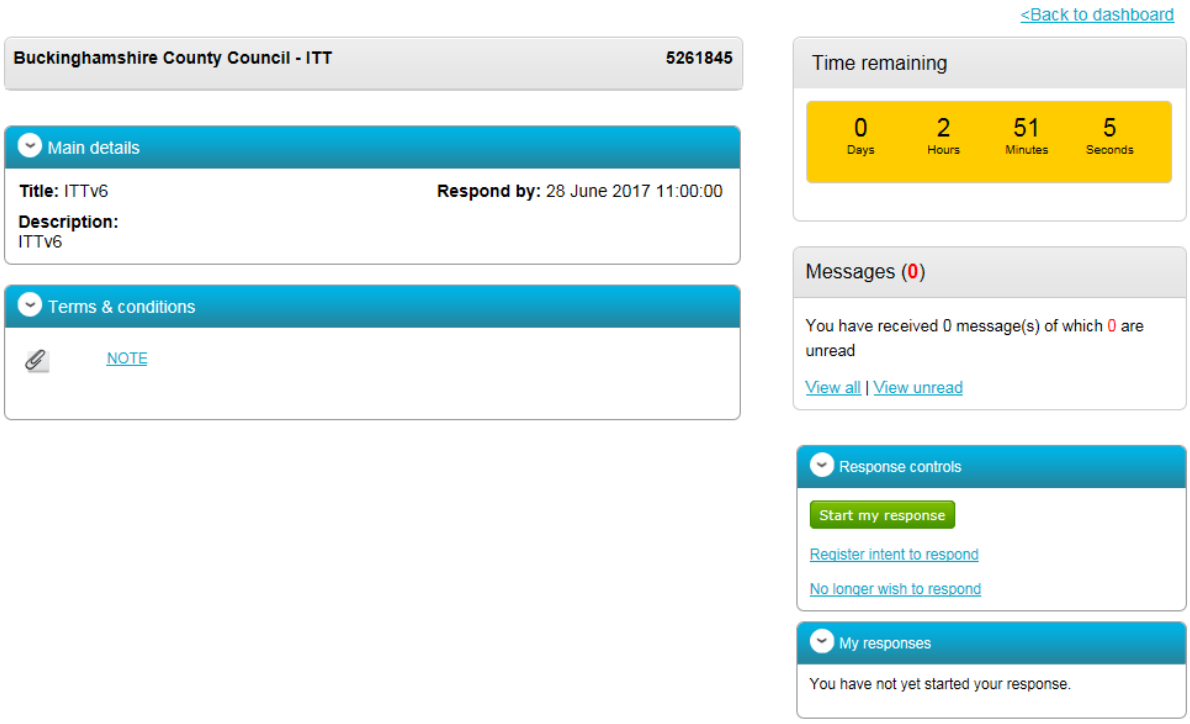
This will then open the Project Details. You then need to click Register Interest in this opportunity.



Once you have expressed an interest in this opportunity you can open it direct from the page below by clicking **HERE**. If you decide not to you can access the opportunities via activities which is explained below.

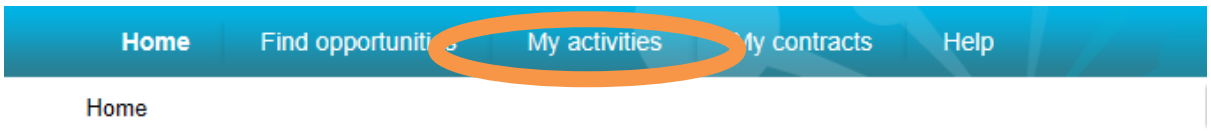


Once you clicked on here you can then start your response.

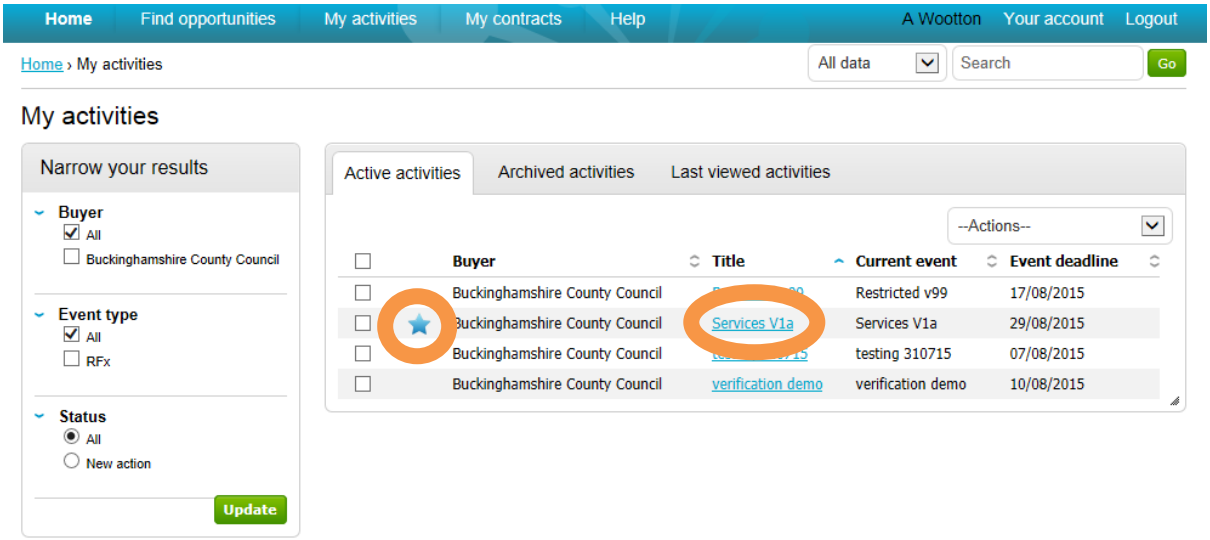


4. Access the opportunity

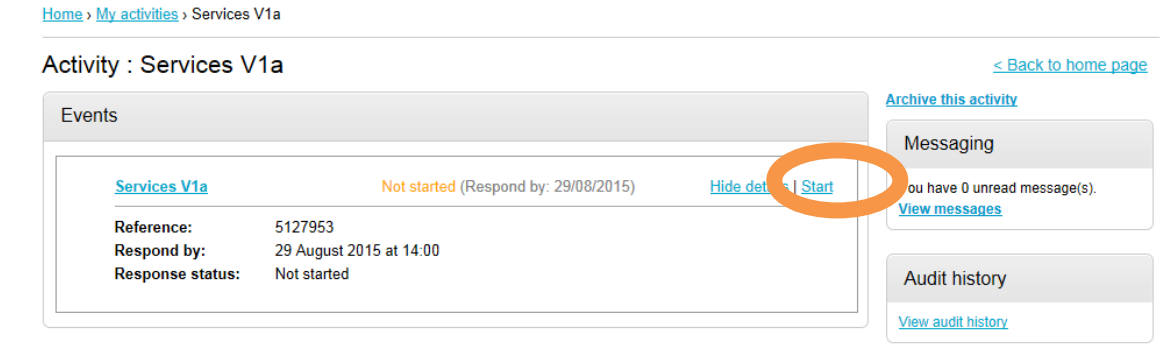
To access the opportunity you've expressed an interest in click on **My Activities**



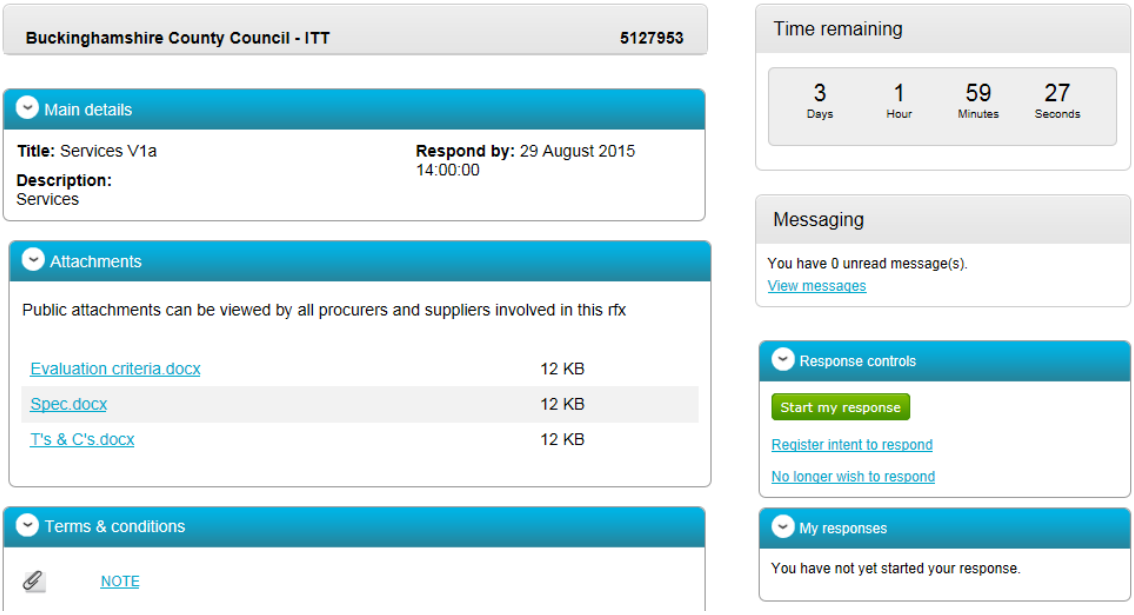
The following screen will appear detailing all the opportunities you're involved with. The opportunity with the **Blue Star** is the opportunity you've expressed and interest in that you've not viewed. Click on the **Project Title**



The Project will then open. You need to click **Start** in order to view the details



The Project will open. Here you'll be able to view the tender documents under attachments. The time remaining to respond, Messages, intent to respond, no longer wish to respond and Start My response.



You can then download attachments to your PC and complete the documents as requested.

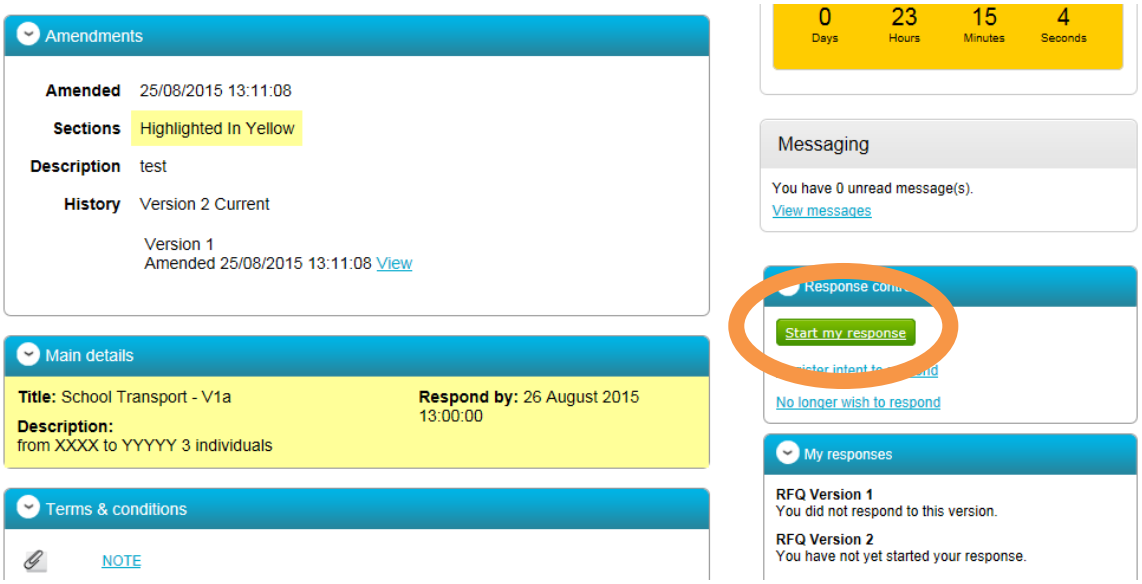
Questions can be asked by clicking on the View Messages link The Council will answer the questions and these answers can be found in the same place.

You can also declare your intent to apply (tender) or your decision to opt out. This informs the council of your decision.

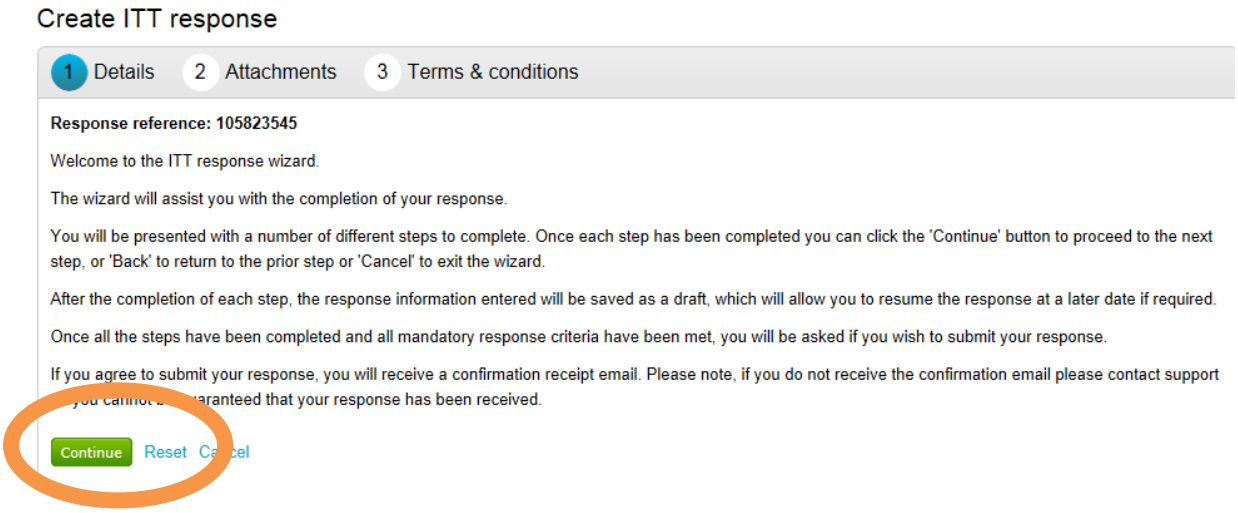
You can access the ITT documents at any time by logging into the Portal with your user name, password and memorable word. You then click on "My activities" this will list all of the activities you've been involved with. To access the documents or your submission click on the project title, then open where you will see the details.

5. Submitting a Response

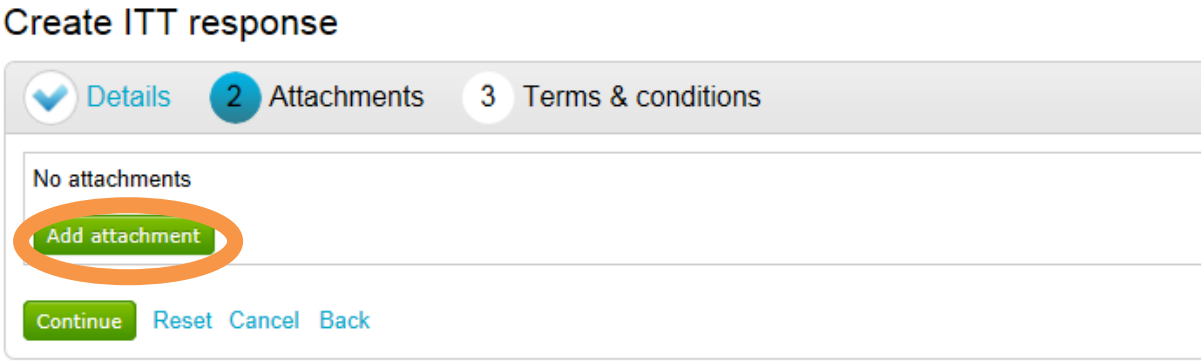
To submit as response Click on **Start My Response**



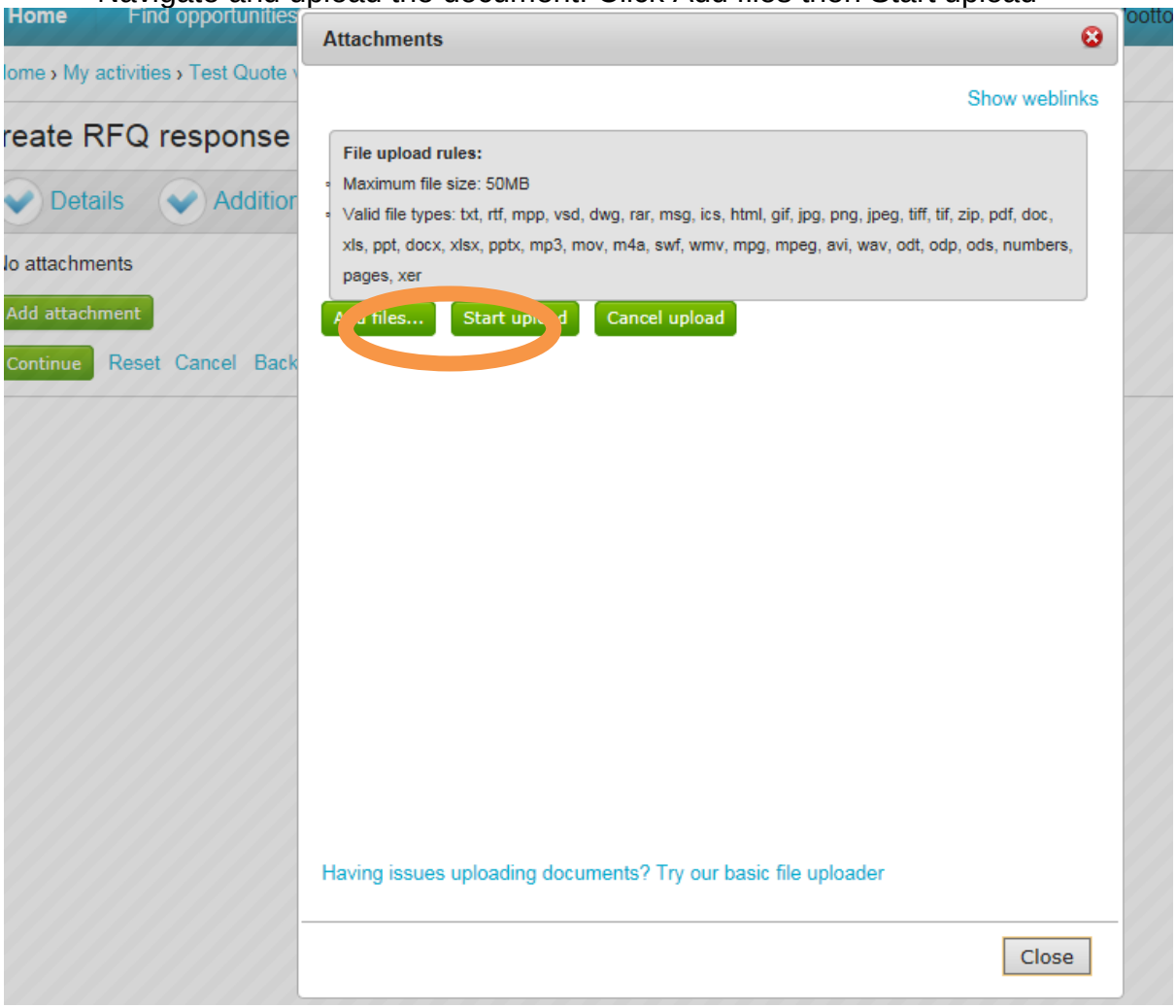
- The response wizard will open. Click **Continue**



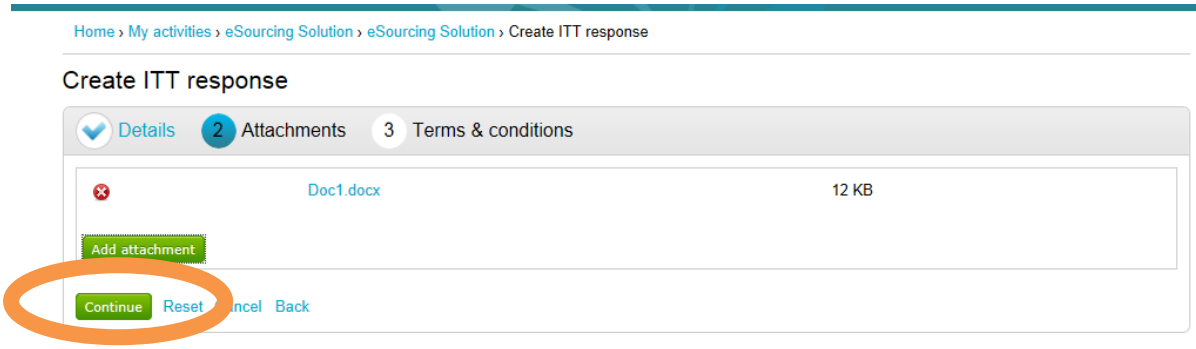
- Click on Add attachment. Navigate to where you have saved your tender and upload it to the system



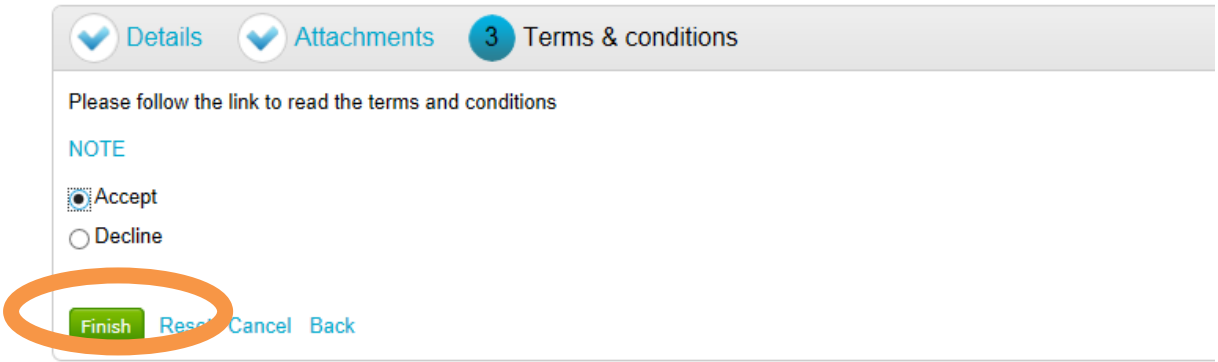
- Navigate and upload the document. Click Add files then Start upload



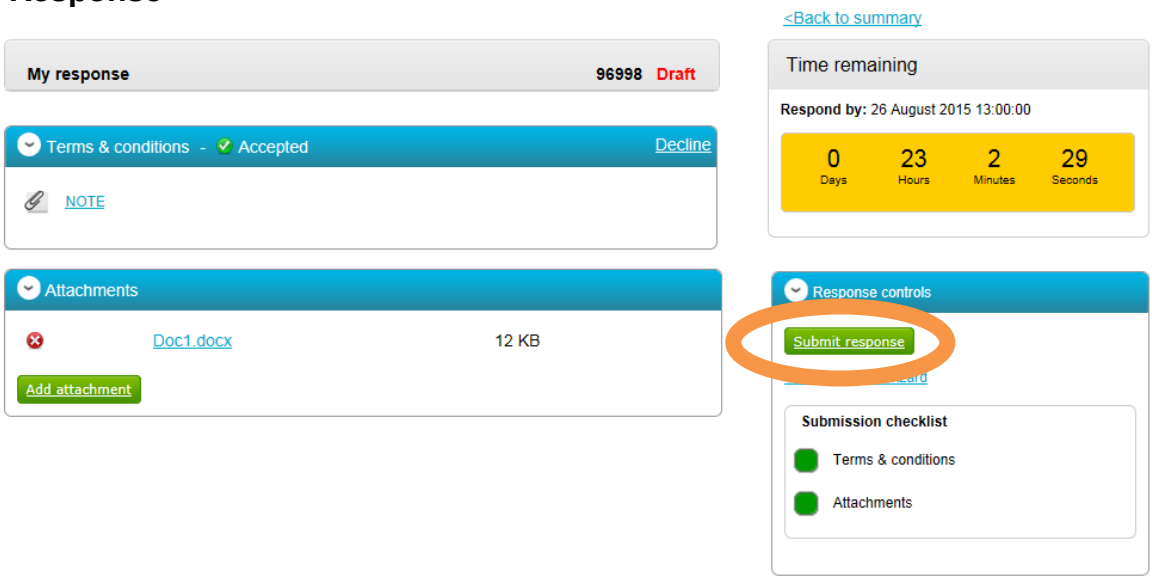
- You will then see the attachment has been added. Click **Continue**



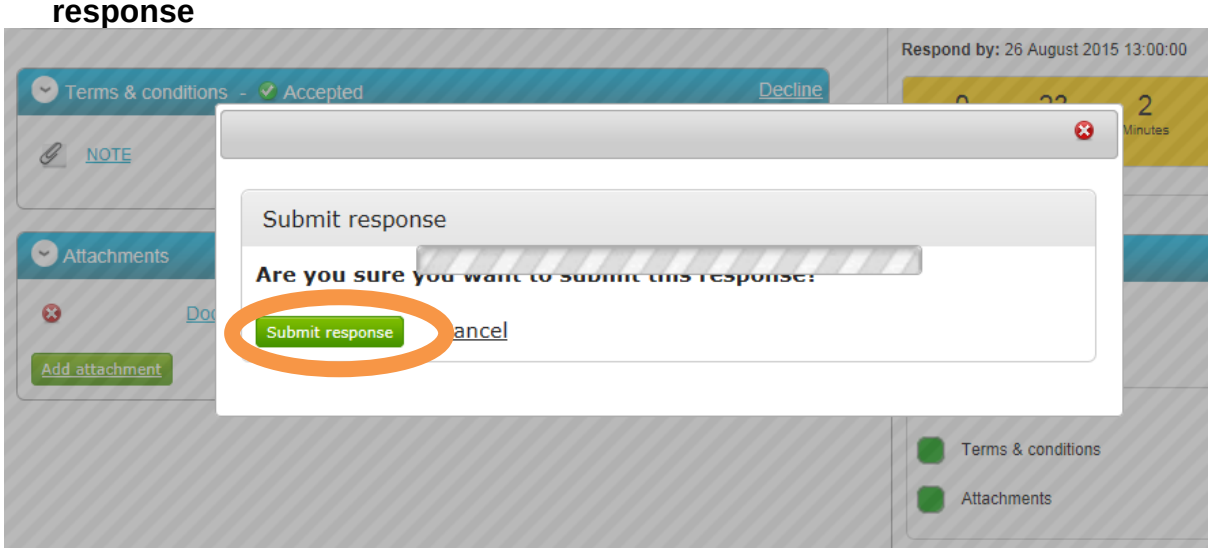
- You will then be prompted to accept the Terms & Conditions. Then click **Finish**



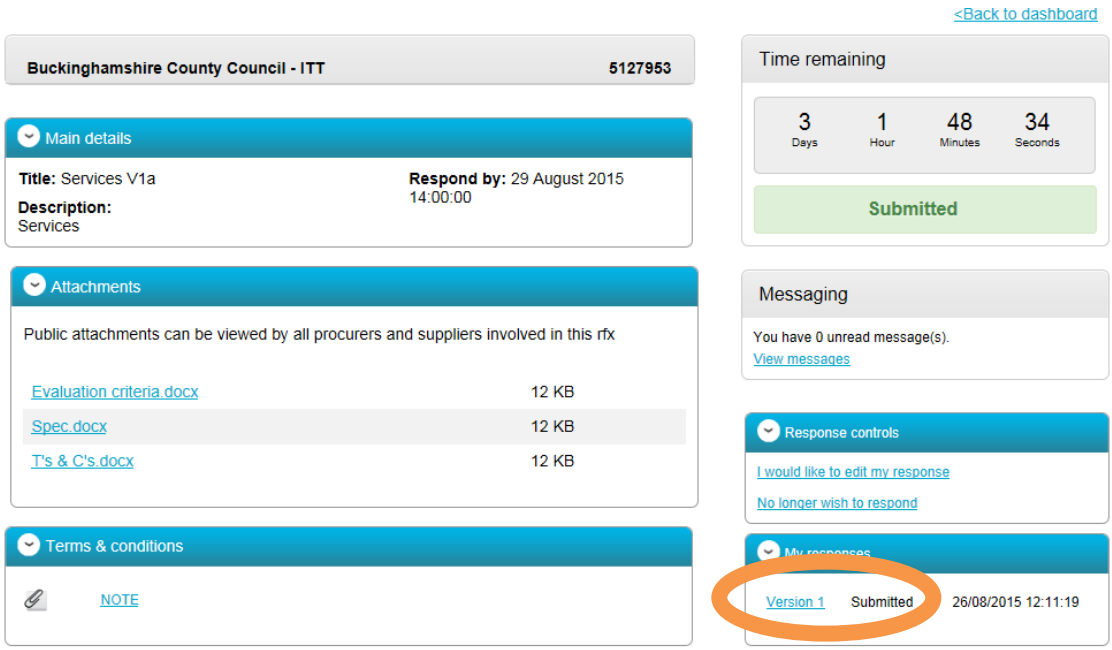
- You're then taken back to your response. From here select **Submit Response**



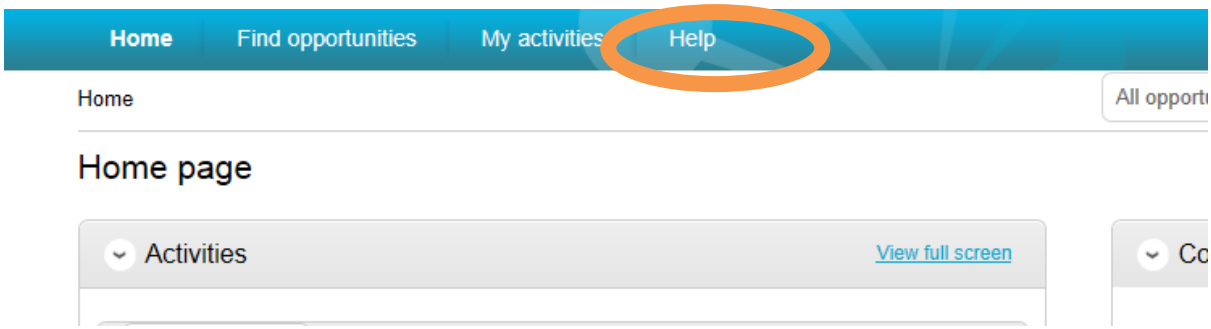
- You'll be prompted to confirm you want to submit the response. Click **Submit response**



- Your submission is then sent. You will then receive an email confirming your submission was received.



6. Getting Help



Please note that you can get help with ProContract by selecting the help function. This contains guidance on how to use the system.

7. Still experiencing problems with using the Portal

If you are still experiencing problems with the portal / Pro Contract e please use the following contact details:

Service Desk
You can raise a call via the ProActis Helpdesk on the following link

http://www.proactissupport.com/

Telephone
You can contact the supplier support team via:

0330 005 0352

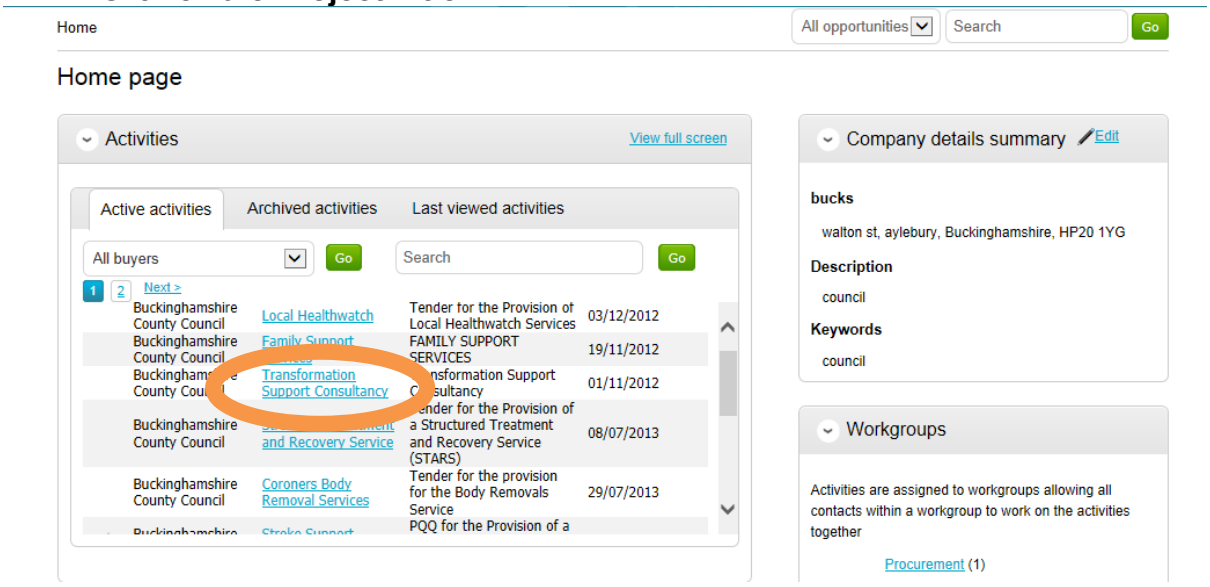
The opening hours for this number are 8.30am to 5.30pm, Monday to Friday. For calls outside these hours, or if no specialist is available to take the call you will be given the opportunity to leave a voicemail.

8. Messages/Questions

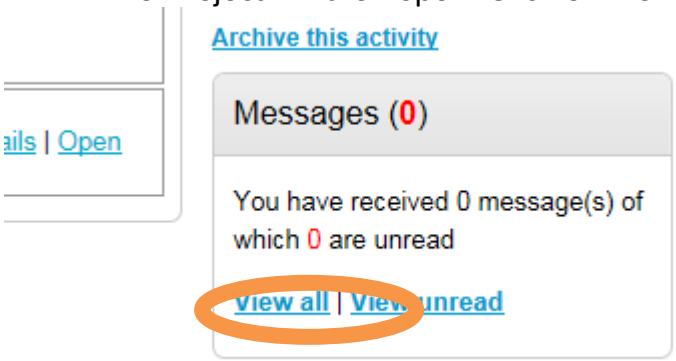
Throughout any process the council can submit messages asking questions. You can respond or ask questions yourself by using the messages function

If you want to submit a question

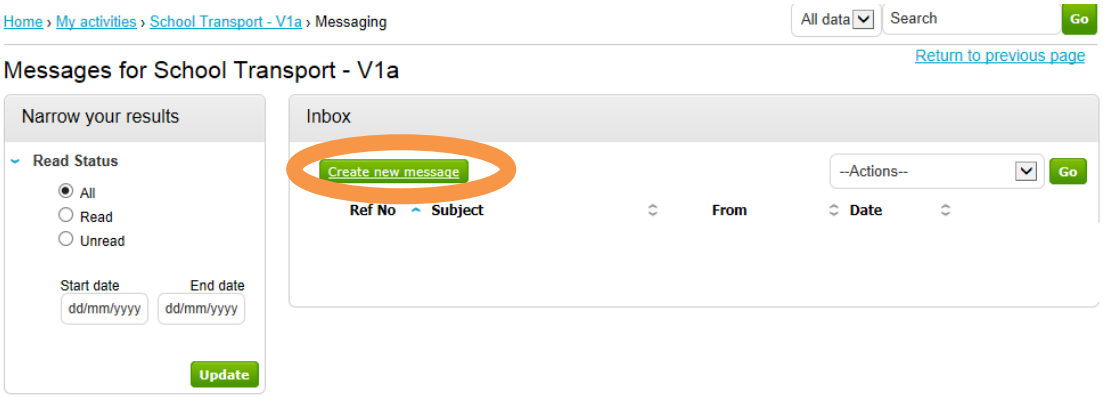
- Login to the Portal from the homepage navigate to the Project
- Click on the **Project Title**



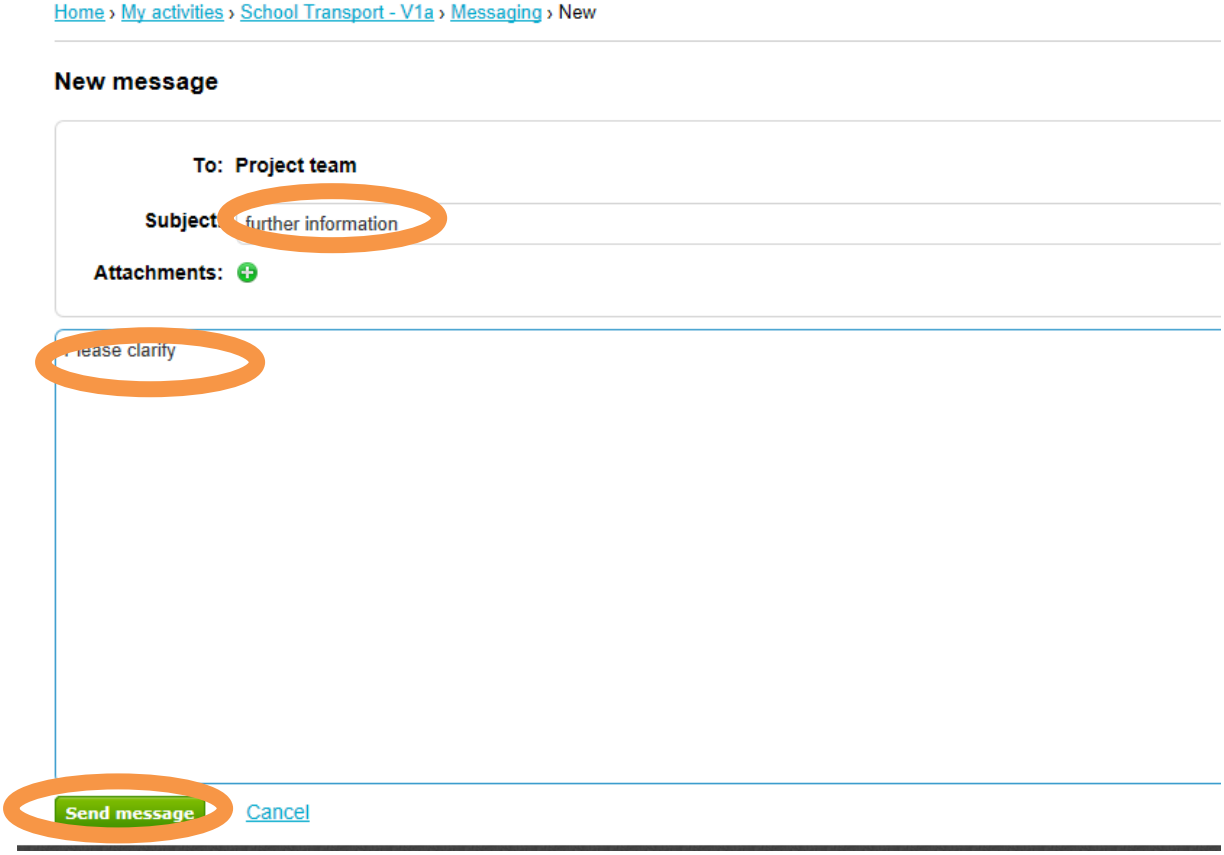
- The Project will then open. Click on **view all**



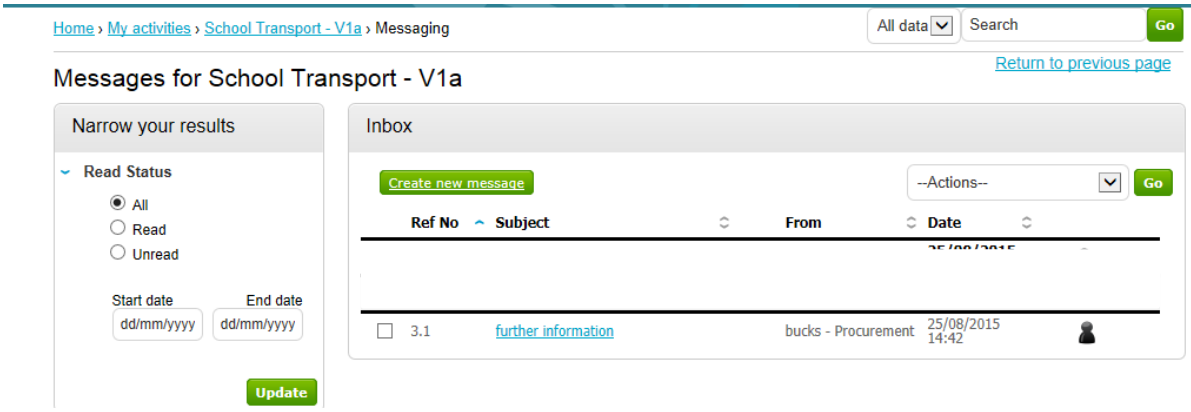
- Click **create new message**



- The following message window appears. Type the subject and then the content of your message. Then click **Send Message**



- You are then automatically taken back to messages where you can see your message has been sent. The Council will receive an alert and review the message then post a reply. There's nothing else you can do until you receive an alert asking you to login to the system and review the answer to your message.



9. Response to Message

When a reply has been posted to your message you will receive the following

Dear Supplier,

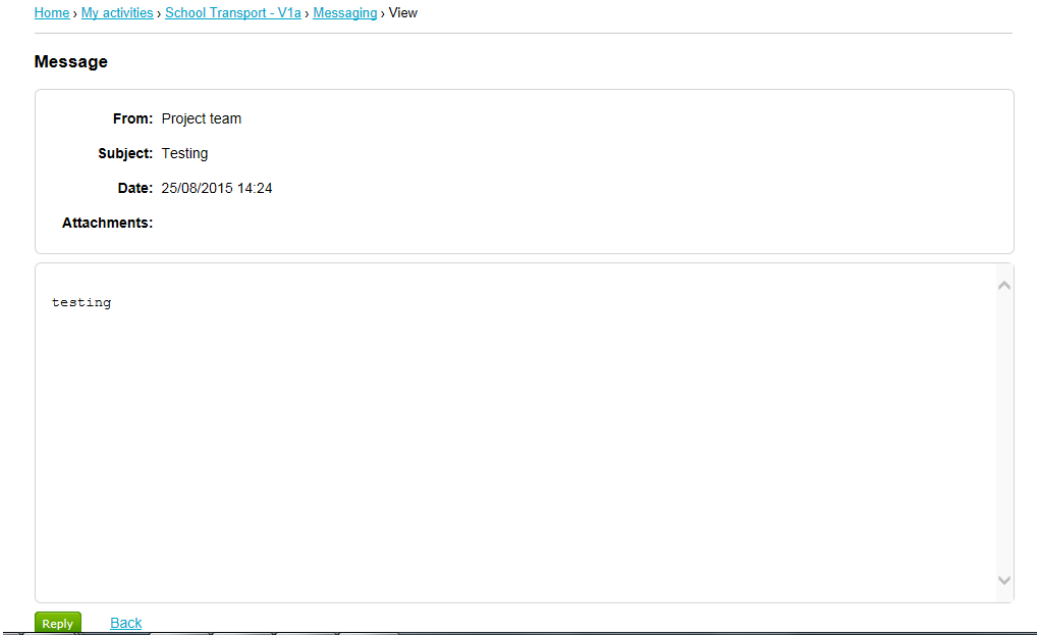
The following message has been sent to you by Project team.

Project: School Transport - V1a

Subject: Testing

Link: https://procontract.due-north.com/Message/View/42e223a5-2c4b-e511-80ef-000c29c9ba21?projectId=17038[illegible]1b-224b-e511-80ef-000c29c9ba21

- Click on the hyperlink
- You'll be asked to login to the system with your username, password, memorable word. Once you've done this the response to the message will automatically be shown. You can reply to the message or click back which will take you back to the project messages.



10. Message submitted by Council

If the council submit a message via the system then you will receive

Dear Supplier,

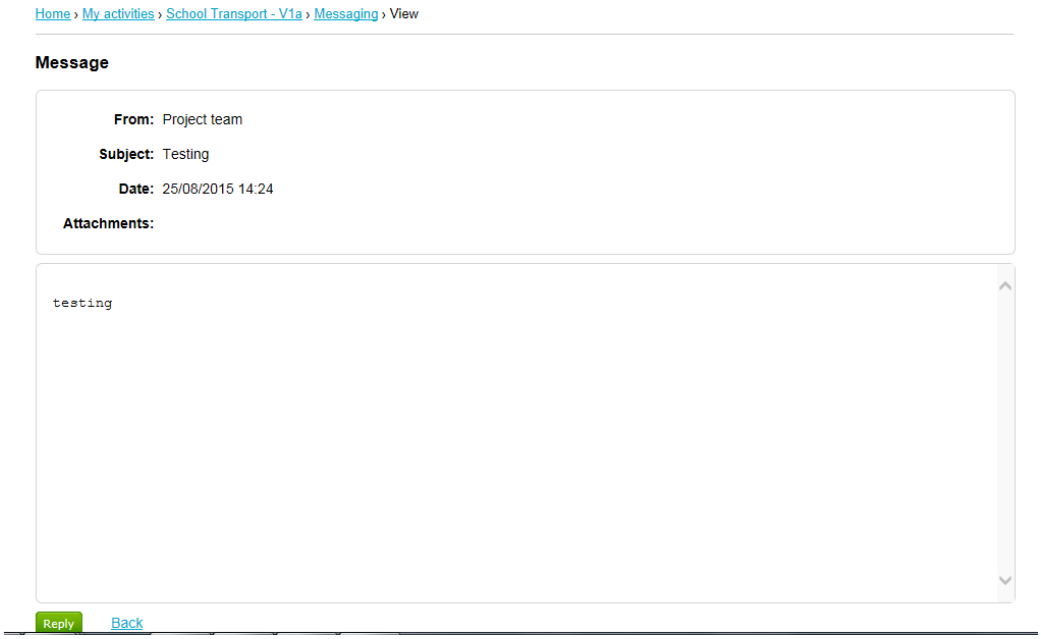
The following message has been sent to you by Project team.

Project: School Transport – V1a

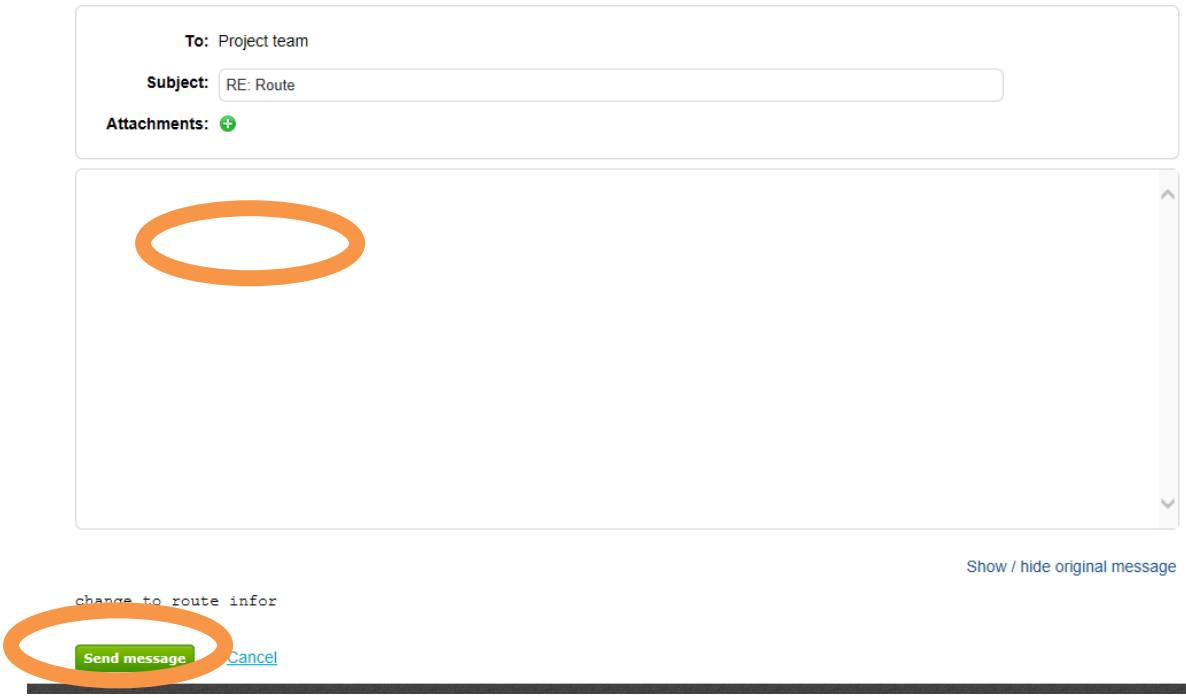
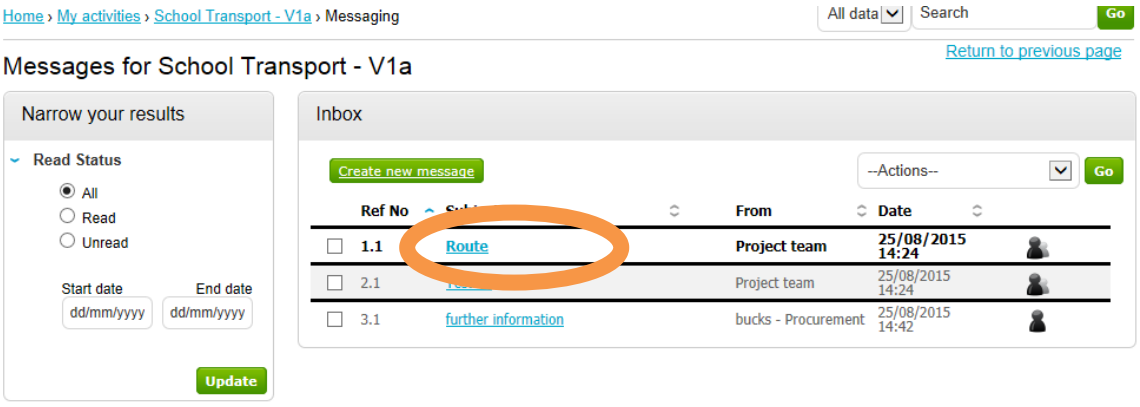
Subject: Route

Link: https://procontract.due-north.com/Message/View/5a79b097-2c4b-e511-80ef-000c29c9ba21?projectId=1703803b-224b-e511-80ef-000c29c9ba21

- Click on the hyperlink in the email.
- You'll be asked to login to the system with your username, password, memorable word. Once you've done this the response to the message will automatically be shown. You can reply to the message or click back which will take you back to the project messages.



- If you click reply you need to type your response then click **send message**



- If you chose the back button then this is what you'd see. Click on the subject which will open up the message and again you can respond