ProContract

Step by Step

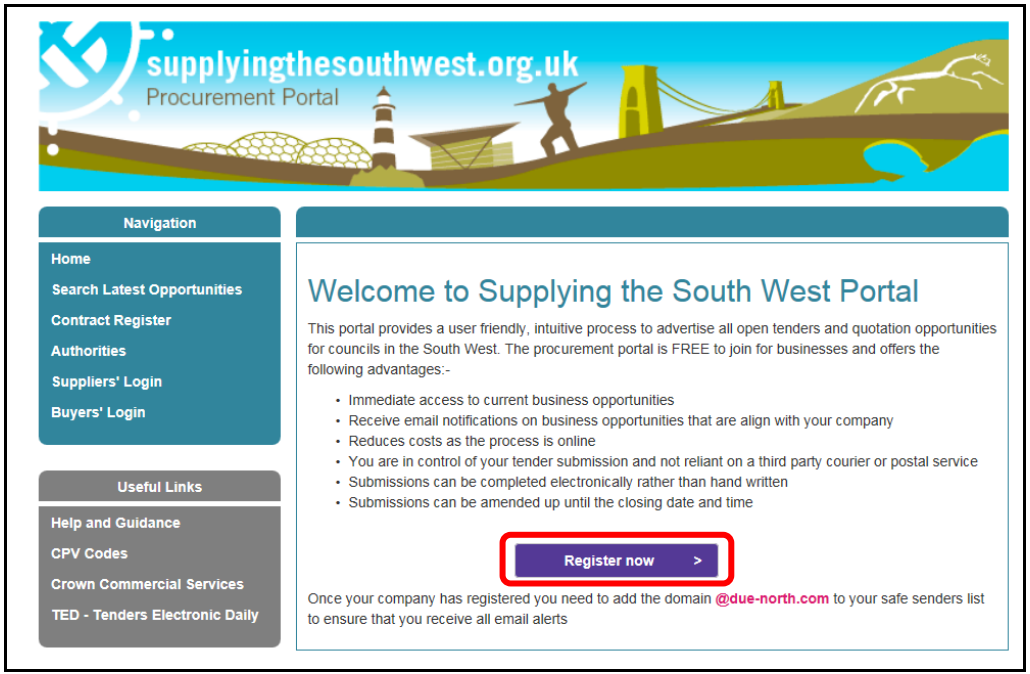
Suppliers Guide to Register on Supplying the South West

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4. How to Ask a Question on a Procurement through Supplying the South West Page 40
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How to Register on Supplying the South West

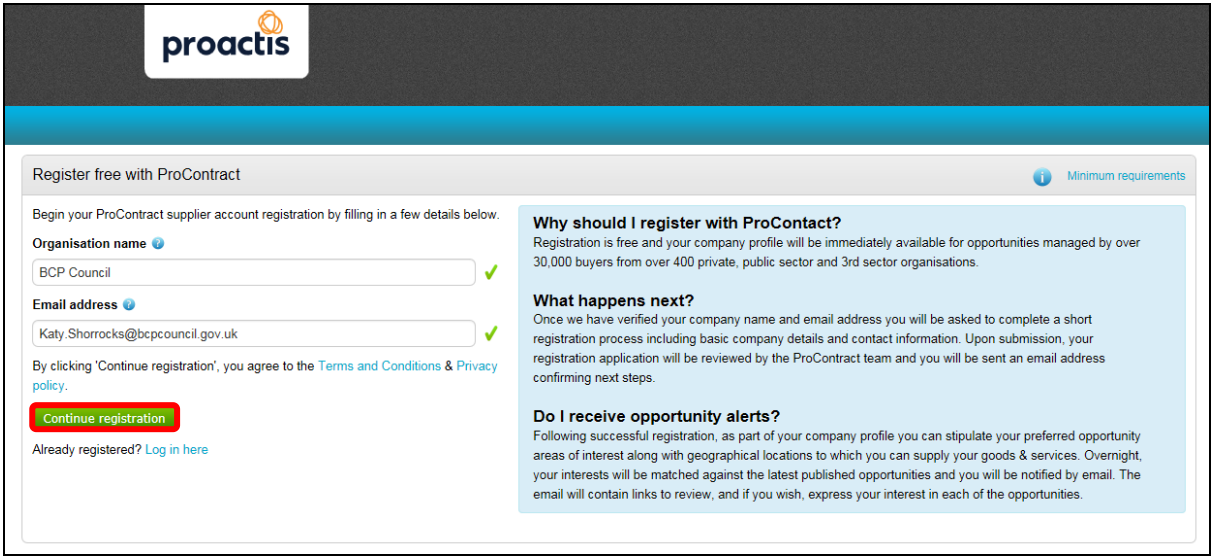
Step 1 – Registering on Supplying the South West



a) Go to www.supplyingthesouthwest.org.uk

How to Register on Supplying the South West

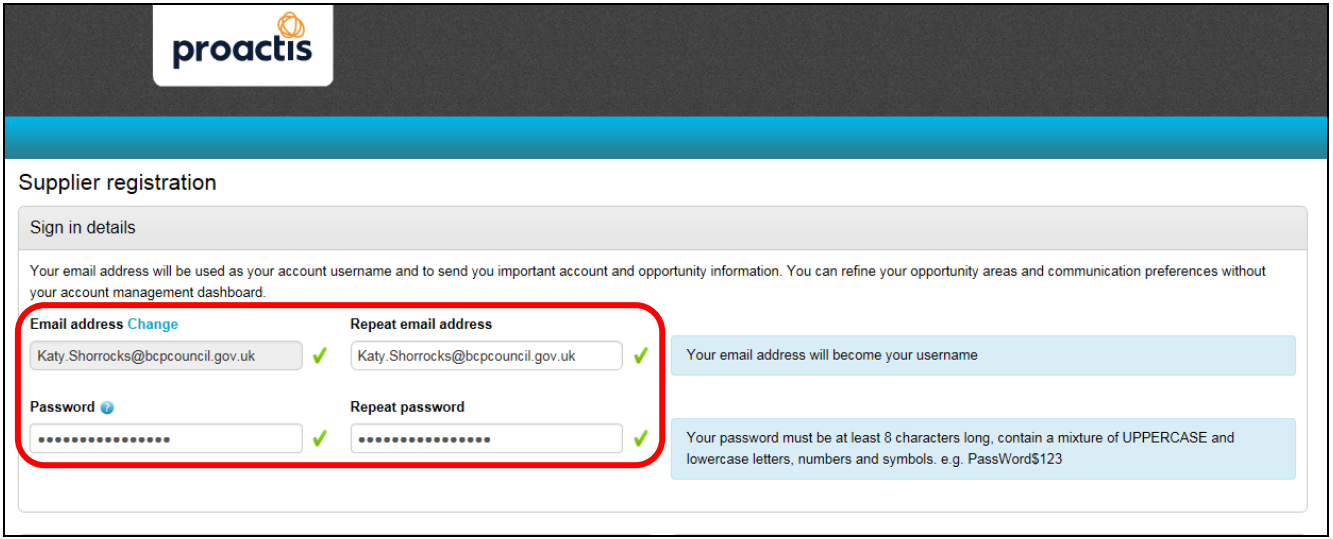
Step 1 – Registering on Supplying the South West



b) Enter your organisation's details and select 'Continue registration'.

How to Register on Supplying the South West

Step 1 – Registering on Supplying the South West

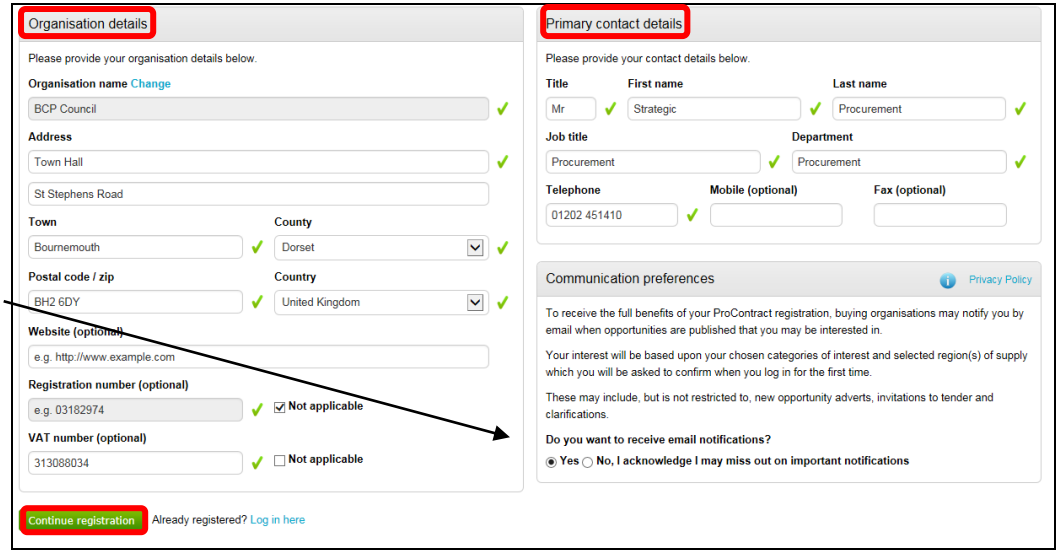


c) Enter your email address which will become your username and create a password.
d) Scroll down to the next section to add your organisations contact details.

How to Register on Supplying the South West

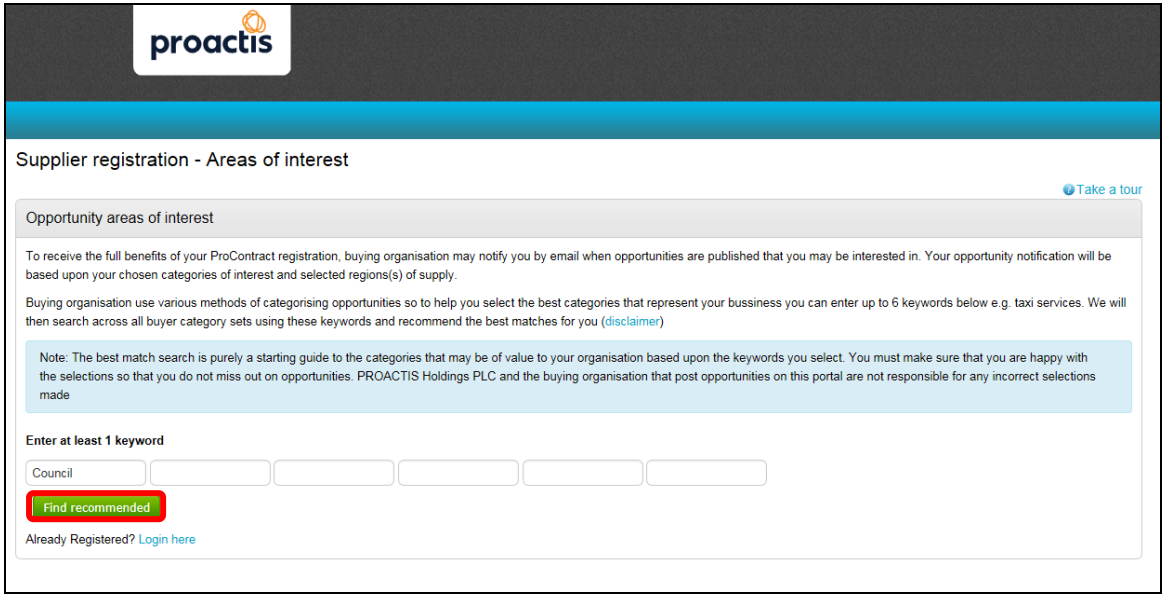
Step 1 – Registering on Supplying the South West

TIP: Always select yes to receiving email notifications, otherwise you may miss out on important contract notifications. Consider using a generic e-mail account that is permanently monitored.



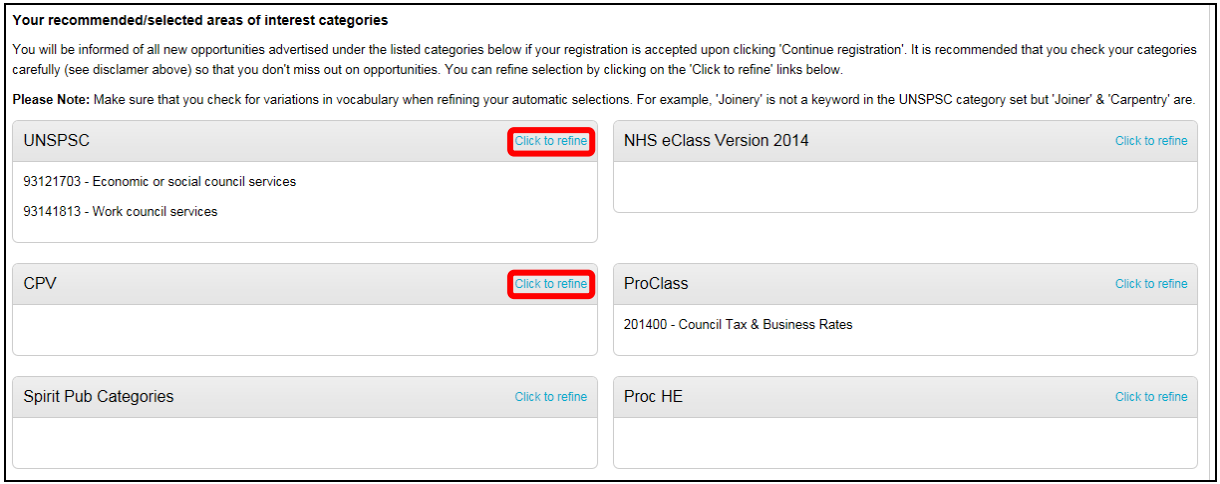
e) Enter your organisation details and primary contact details and select your communication preferences.
f) Select ‘Continue registration’ at the bottom of the page.

Step 2 – Supplier Registration Application



g) Enter at least 1 keyword that represents your business into the boxes provided and select ‘Find recommended’. You will then be taken to the following screen.

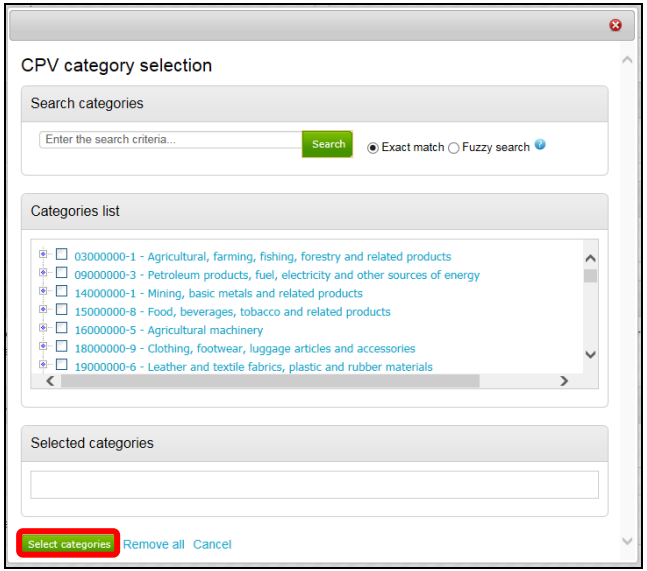
Step 2 – Supplier Registration Application



h) The system will then suggest areas of interest as above, you can refine these by selecting ‘Click to Refine’ in each section. Bournemouth, Christchurch and Poole Council issues notifications on CPV categories and so it is very important that you spend time ensuring that you select the correct and applicable CPV categories for your company so that you do not miss out on contract opportunities.

How to Register on Supplying the South West

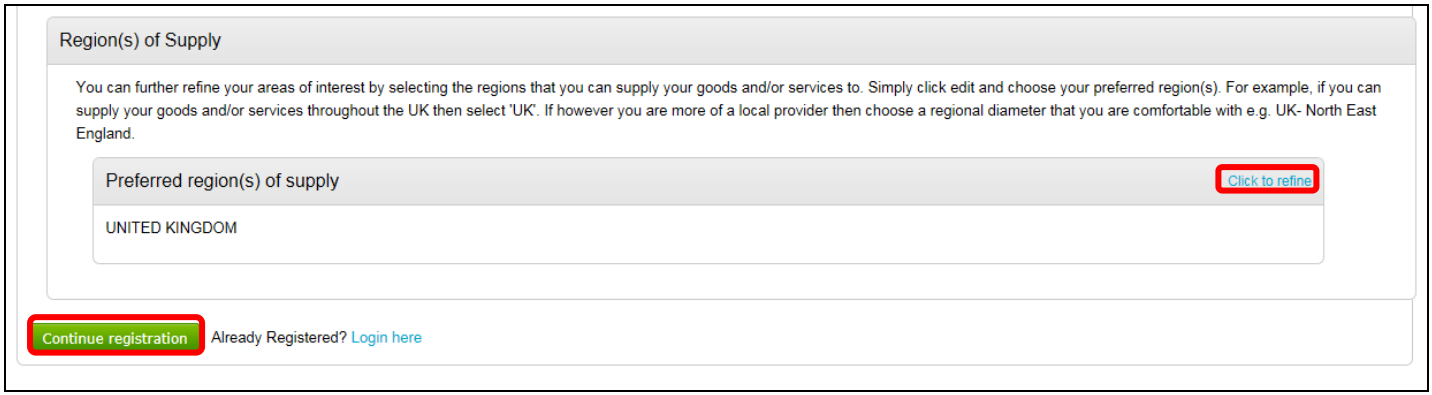
Step 2 – Supplier Registration Application



i) You will see this screen when you have selected ‘Click to refine’ next to CPV categories.
j) Choose whether to search ‘Exact Match’ or ‘Fuzzy’. Exact match will only return searches that meet exactly what you have added within the search box. Fuzzy searches will try a combination and return more options.
k) Select the categories that are applicable to your company and then press ‘Select categories’.

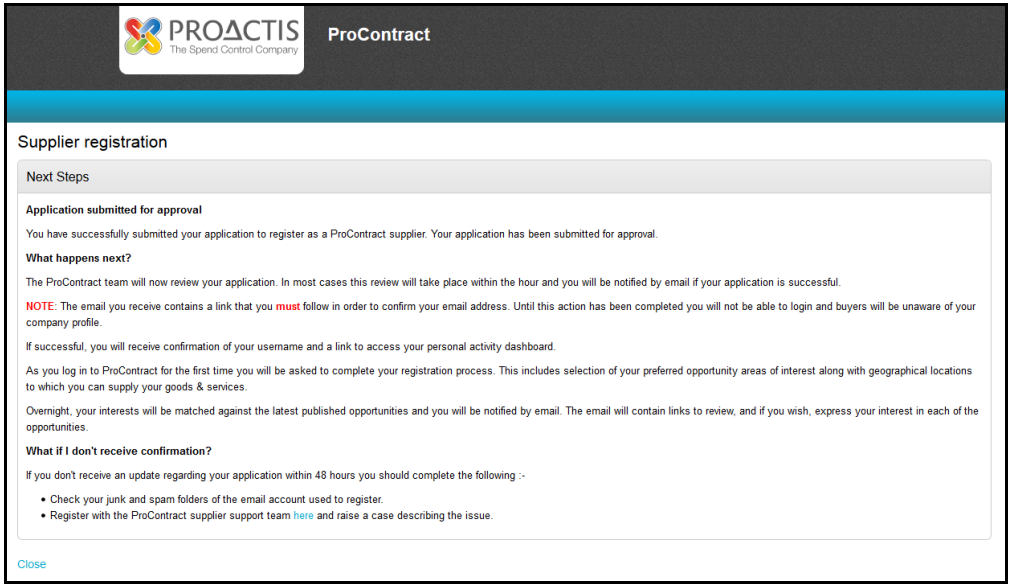
How to Register on Supplying the South West

Step 2 – Supplier Registration Application



l) Enter your Preferred region(s) of supply by selecting ‘Click to refine’ and then select ‘Continue registration’.

Step 2 – Supplier Registration Application



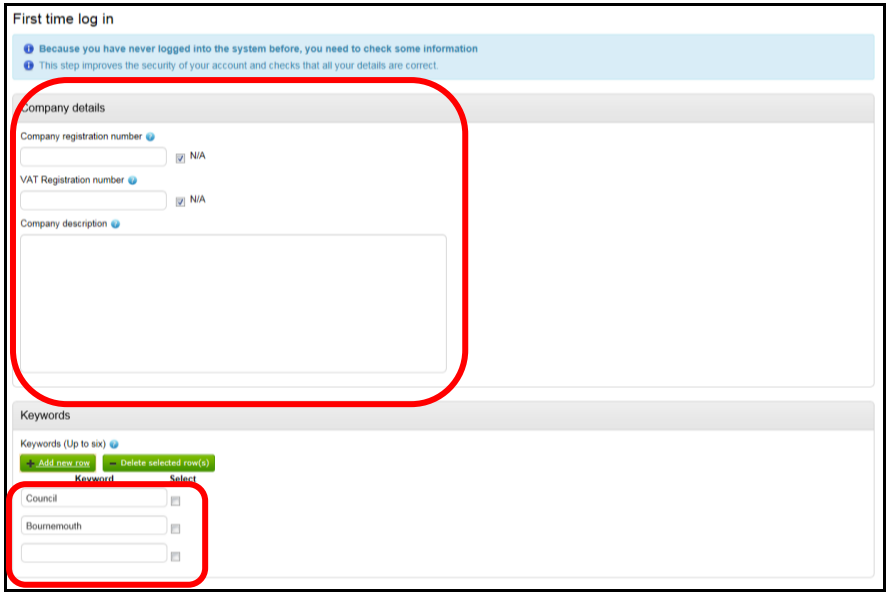
m) Next you will see this supplier registration page where you will be prompted to verify your email address.

n) Please ensure that you follow the instructions as outlined on the screen to verify your email address. Ensure you mark as safe any emails received from the domain '@due-north.com' so emails from the system do not go into spam or junk files.

When you require your registration to be approved quickly, please chase Due North to approve your application on 0330 005 0352. Please note that this number should only be used when it is urgent.

How to Register on Supplying the South West

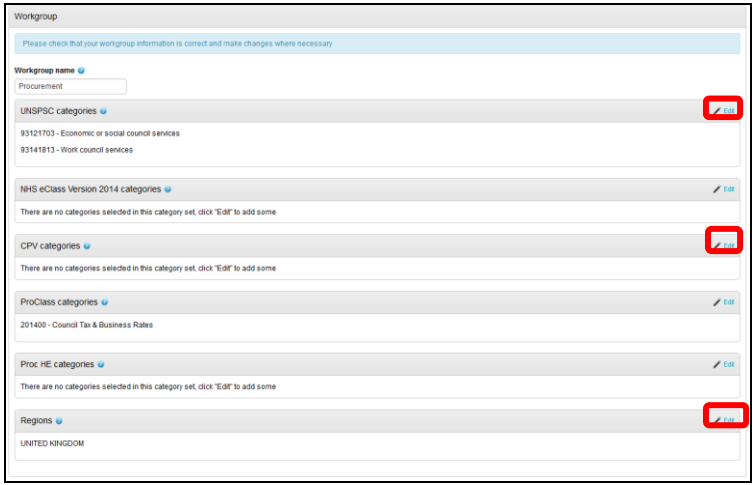
Step 3 – First Time Login



o) After you have verified your email address, go to http://www.supplyingthesouthwest.org.uk/ and login, you will be shown the above screen.
p) Add your Company registration number, VAT registration number and Company description.
q) Add up to six keywords for your Company by selecting 'Add new row'.

How to Register on Supplying the South West

Step 3 – First Time Login



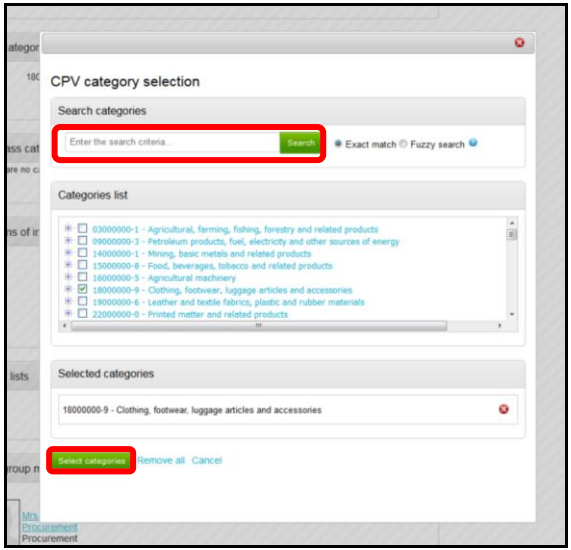
CPV categories and UNSPSC categories are classification systems for goods, services and works. Companies should add categories of goods, services or works that they supply using these classification systems.
When buying organisations are issuing contract opportunity adverts, they will select categories that relate to the goods, services and works that they are buying. Suppliers who have selected those classifications will receive an email notification as soon as the advert is published to ensure they do not miss opportunities.

r) You will need to set your classifications for goods, services or works in both the CPV categories and UNSPSC categories. Bournemouth, Christchurch and Poole Council issues notifications on CPV categories and so it is very important that you spend time ensuring that you select the correct and applicable CPV categories for your company so that you do not miss out on contract opportunities.

s) To select the classification of goods, services or works that your company supplies click '*Edit*' next to CPV categories. Please also select your region by selecting 'Edit'. This should have been completed in Section 2 but can be reviewed and updated here.

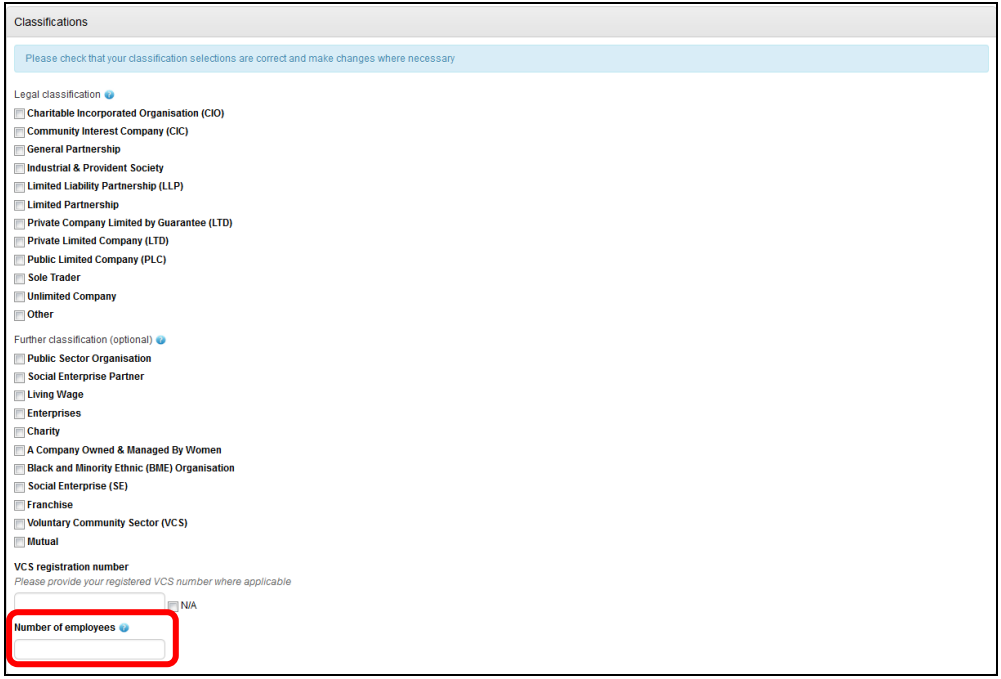
How to Register on Supplying the South West

Step 4 - CPV Category Selection



t) You will see this screen when you have selected ‘Edit’ next to CPV categories.
u) Choose whether to search ‘Exact Match’ or ‘Fuzzy’. Exact match will only return searches that meet exactly what you have added within the search box. Fuzzy searches will try a combination and return more options.
v) Select the categories that are applicable to your company and then press ‘select categories’

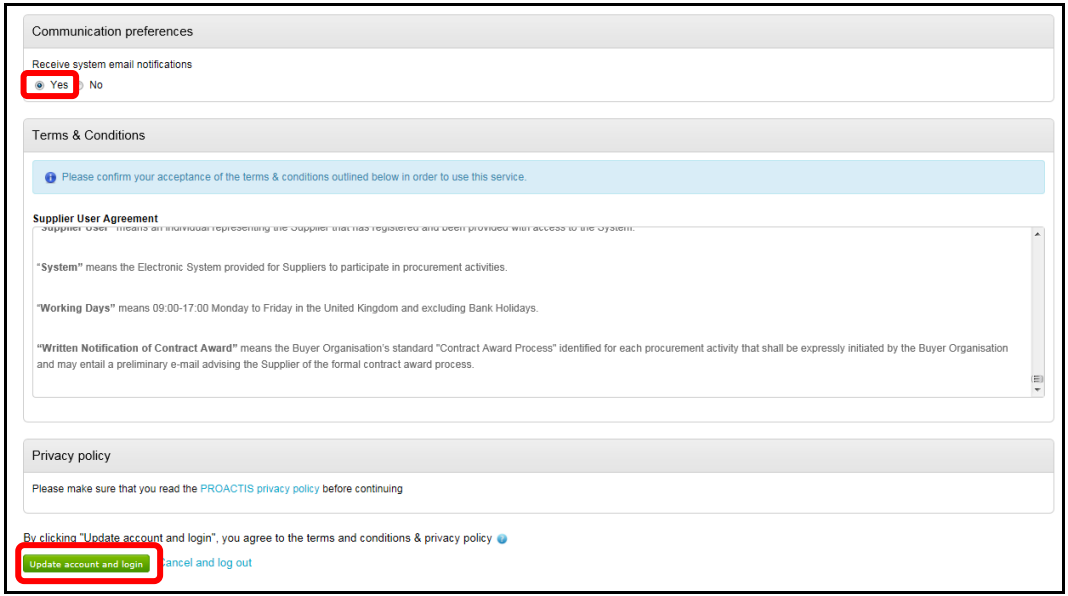
Step 5 - Classification Selection



w) Make sure your classification selections are correct and enter your best estimate as to the number of employees in your organisation.

How to Register on Supplying the South West

Step 6 – Review Terms & Conditions



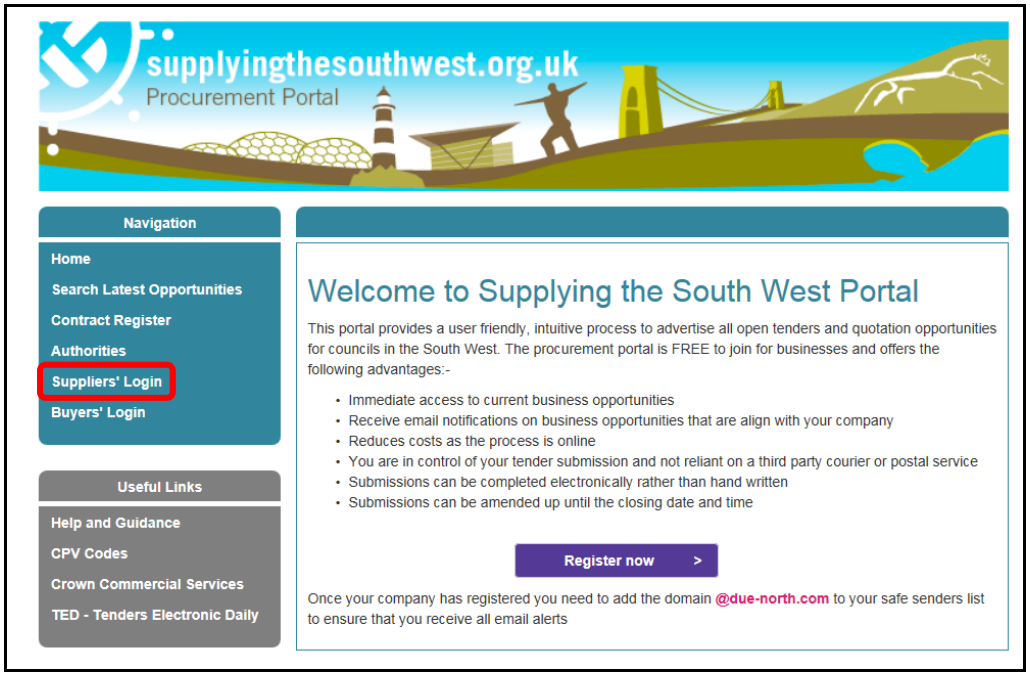
x) Make sure you have selected 'Yes' to receiving system email notifications.
y) Review the Terms & Conditions and read the PROACTIS privacy policy and then select 'Update account and login'.

ProContract
Step by Step

How to Search for Contract Opportunities through Supplying the South West

How to Search for Contract Opportunities

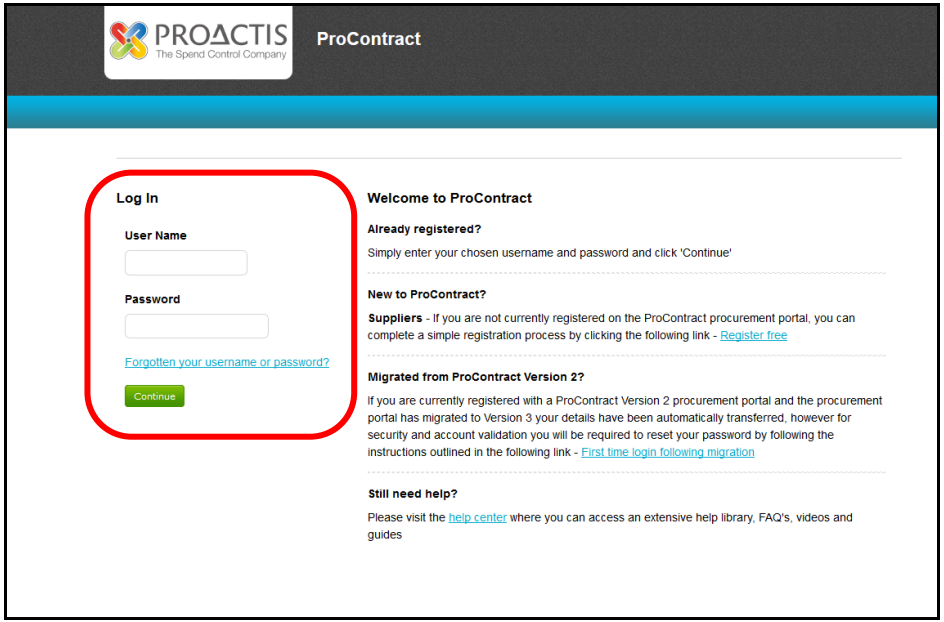
Step 1 – Login to ProContract



a) Go to www.supplyingthesouthwest.org.uk
b) Click on '*Suppliers' Login'* and then *'Log in here'.*

How to Search for Contract Opportunities

Step 1 – Login to ProContract

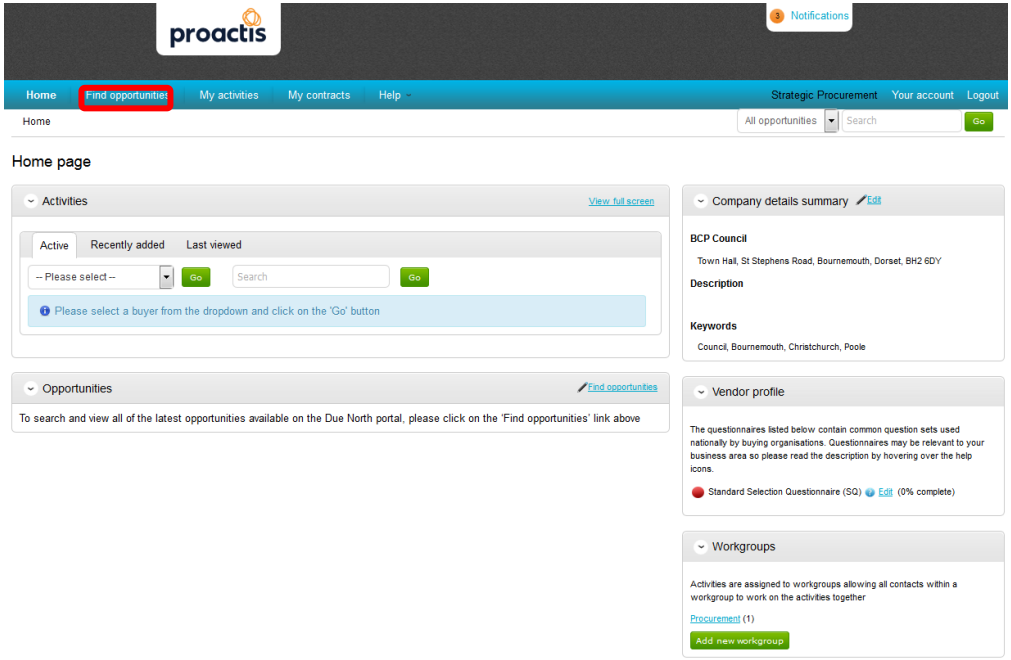


c) If your company is not yet registered, please refer to the guide 'How to Register on Supplying the South West'.

d) If your company is already registered, fill in your log in details and select '*Continue'*.

How to Search for Contract Opportunities

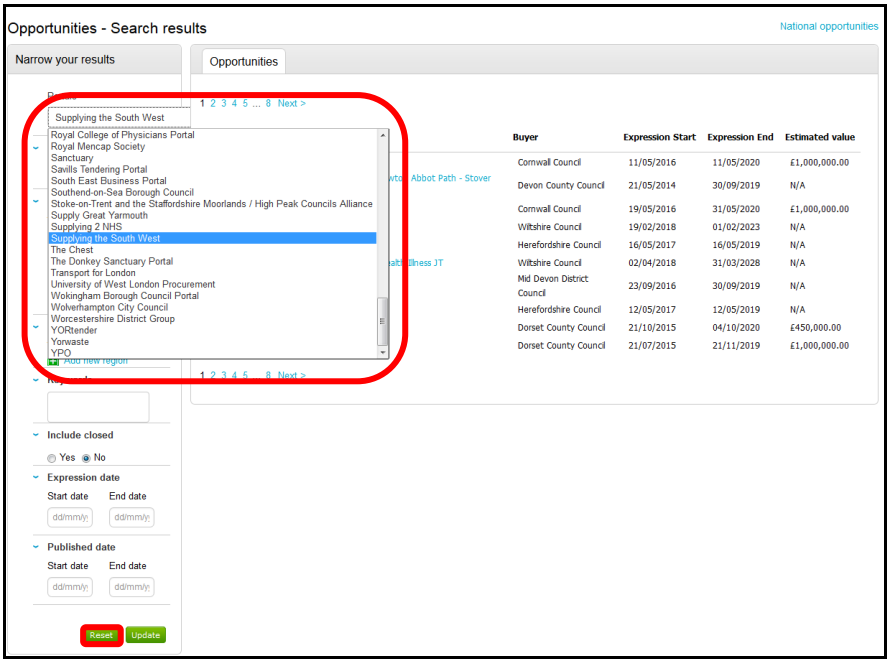
Step 2 – Find Opportunities



e) Once you have logged in, you will be taken to the Home Page.
f) To search for new opportunities, select ‘Find opportunities’.

How to Search for Contract Opportunities

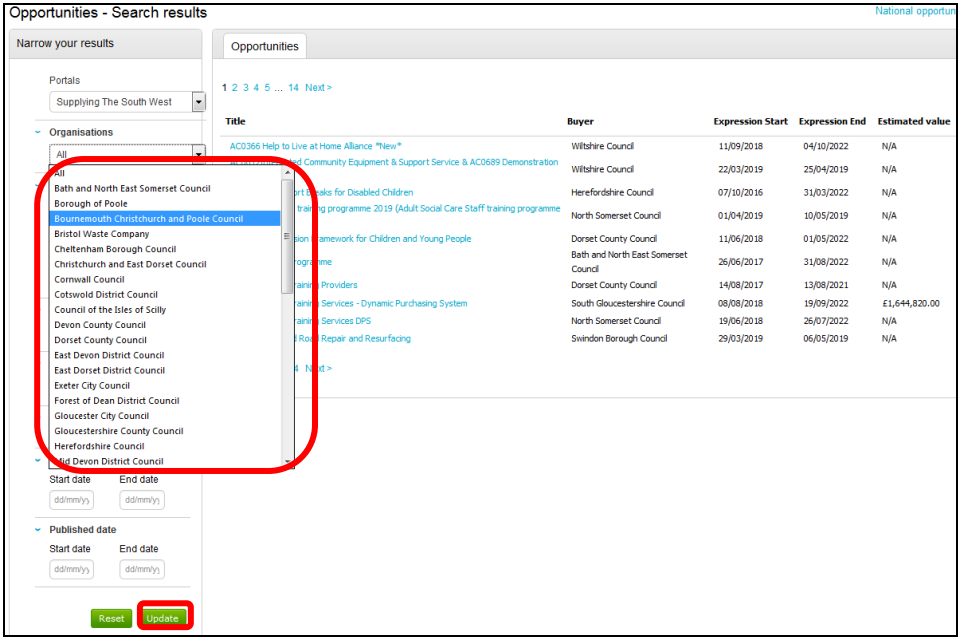
Step 2 – Find Opportunities



g) To search for opportunities from Bournemouth, Christchurch and Poole Council, select '*Supplying the South West*' from the Portals drop down box the select '*Update'*.

How to Search for Contract Opportunities

Step 2 – Find Opportunities

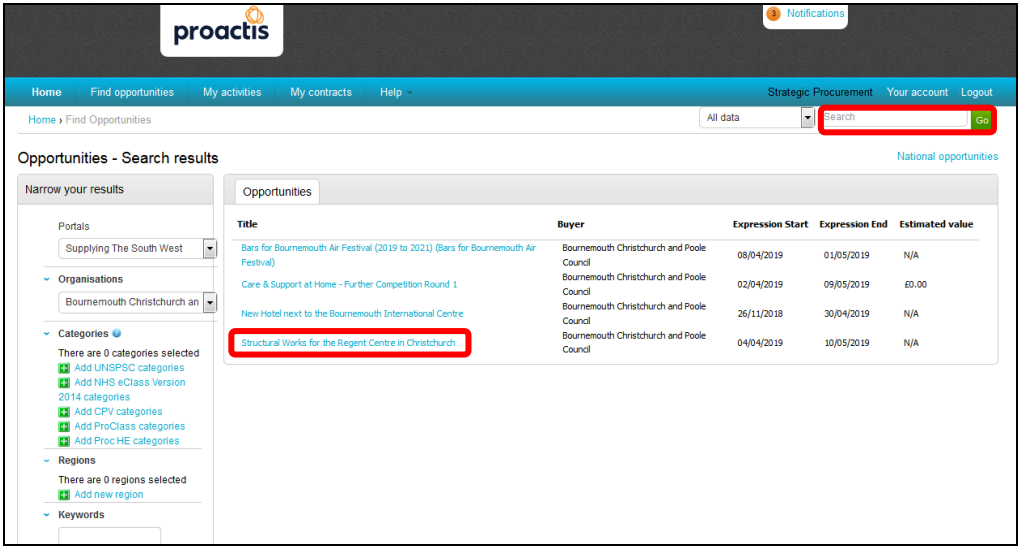


h) The screen will refresh, and you will then be able to select '*Bournemouth, Christchurch and Poole Council'* from the Organisations drop down box.

i) Select Bournemouth, Christchurch and Poole Council and then select '*Update*'.

How to Search for Contract Opportunities

Step 2 – Find Opportunities



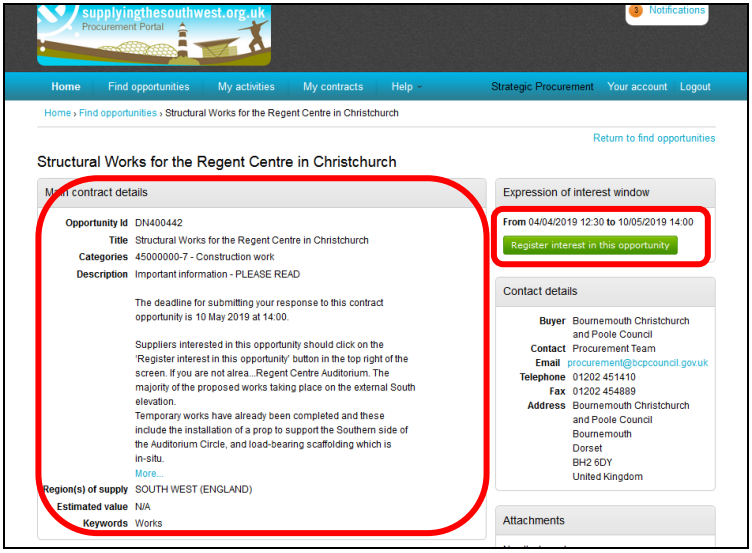
j) The opportunities list will then update to show all the contract opportunities that are currently available for Bournemouth, Christchurch and Poole Council.

k) The list shows 10 opportunities at a time in alphabetical order. Therefore, if you do not see the contract opportunity that you are searching for in the initial list, please make sure you click ‘next’ to view the next page of opportunities available for Bournemouth, Christchurch and Poole Council or alternatively use the search box.

l) When you have identified the contract opportunity that you are interested in, click on the name of the contract which is hyperlinked in blue.
PLEASE NOTE: You can also search for opportunities with other local authorities using the drop down box on the left.

How to Search for Contract Opportunities

Step 2 – Find Opportunities



m) You will then be able to view the advert for the contract opportunity, the 'Description' provides you with an overview of the opportunity.

n) The deadline for submitting your response to the tender opportunity is shown in the top right of the screen. **Please note that this is not just a deadline for expressing an interest but is the deadline for when your response must be completed and submitted through the system.**

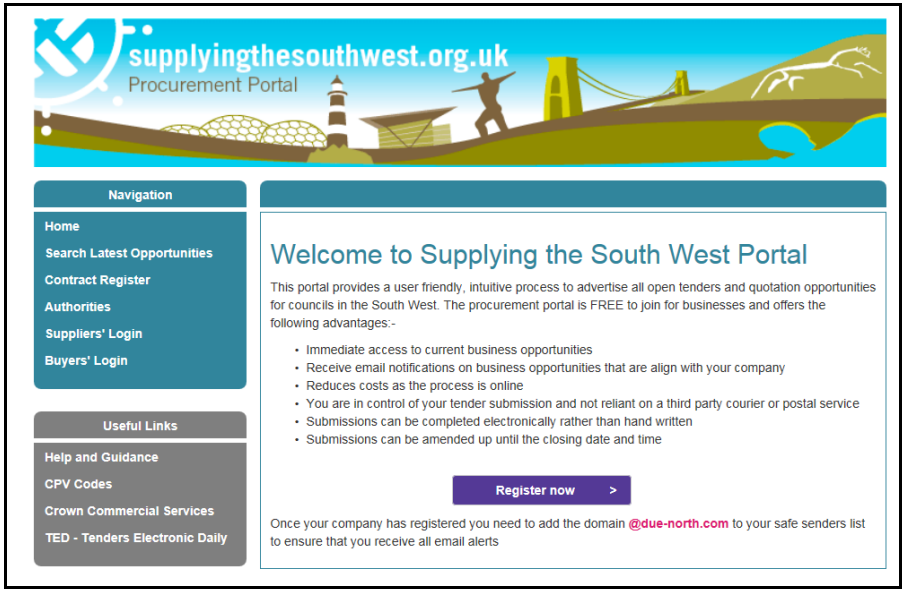
o) TO ACCESS THE FULL TENDER DOCUMENTS THAT ARE TO BE COMPLETED, please select '*Register interest in this opportunity*' and follow the guide 'How to Access Tender Documents through Supplying the South West'.
Please note, every response to a tender must be submitted through the portal. The Council will not accept any tender submissions that are received by e-mail or hard copy in the post.

ProContract
Step by Step

How to Access Tender Documents Through Supplying the South West

Accessing the Tender Documents for a Contract Opportunity

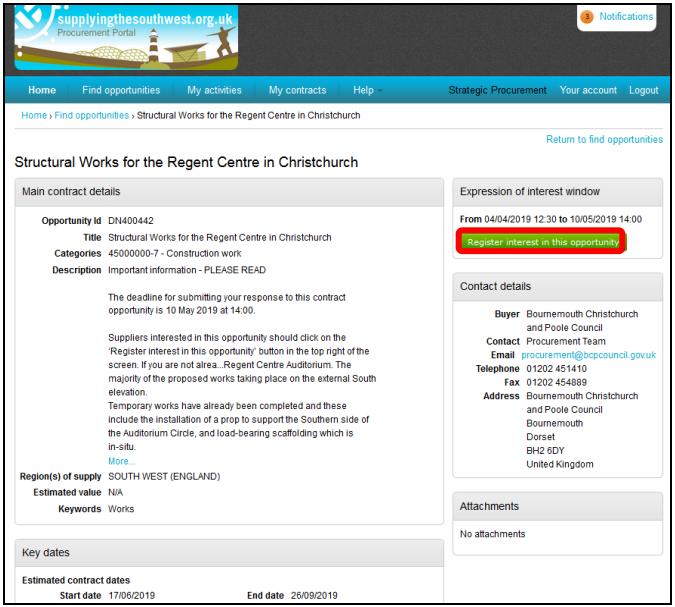
Step 1 – Login to Supplying the South West



a) To access the tender documents for an opportunity, you must login to www.supplyingthesouthwest.org.uk and follow the below instructions.
b) If you wish to submit a response, you must access the tender documents to be completed by following the below instructions:

Accessing the Tender Document for a Contract Opportunity

Step 2 – Find Opportunities

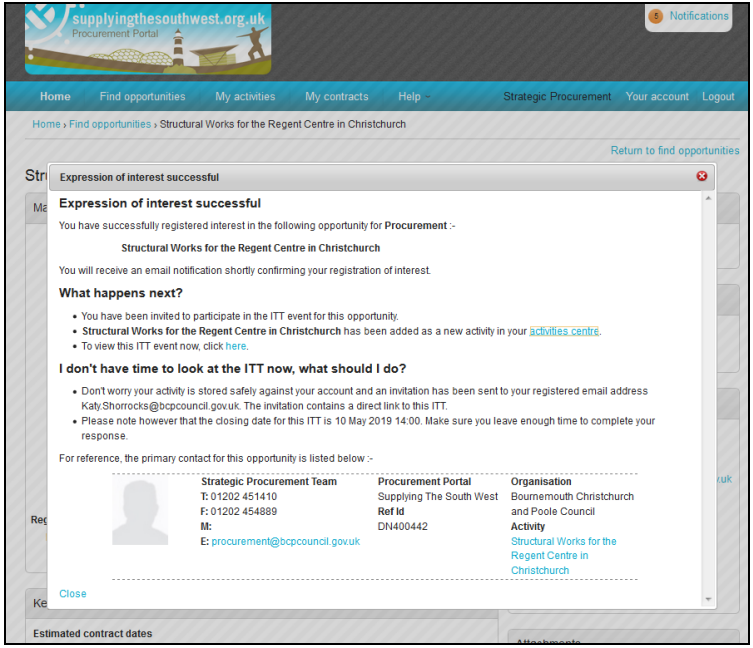


c) From the advert of the contract opportunity you want to express an interest in, select '*Register interest in this opportunity*'

d) Please note, if you are not logged in, the button will say '*Login and register interest in this opportunity*'. You will need to login to be able to access the tender documents. If you do not yet have login details, you will need to register your company with the site. Please see the guide 'How to Register on Supplying the South West'.
e) If you are unsure of your login details, please contact Due North on ProContractSuppliers@proactis.com

Accessing the Tender Document for a Contract Opportunity

Step 3 – Expression of Interest

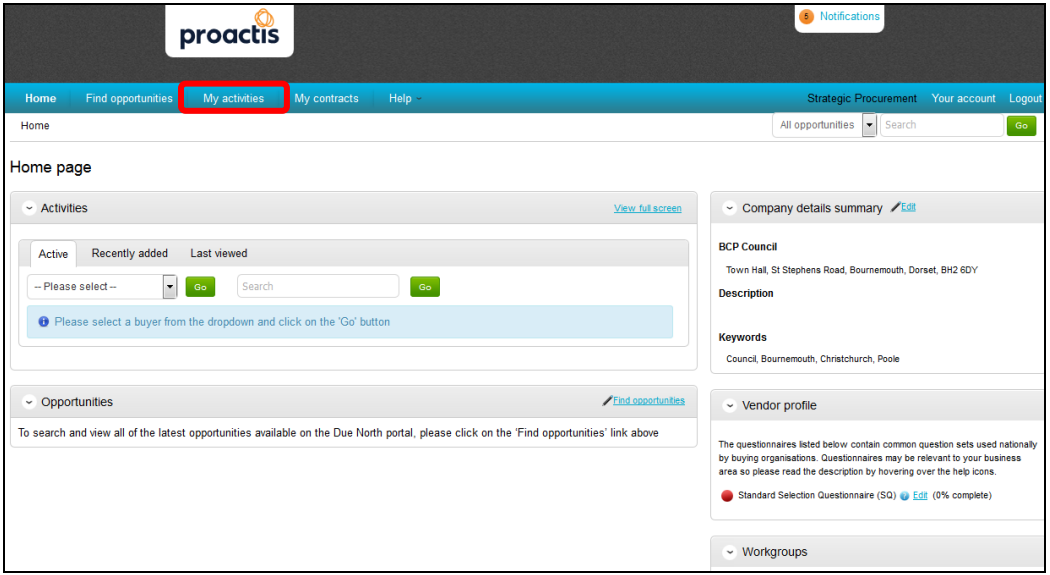


f) Once you have selected '*Register interest in this opportunity*' you should see this pop up informing you that your expression of interest has been successful.

g) At this point, you can log off the system and return to it later.

Accessing the Tender Document for a Contract Opportunity

Step 4 – Downloading Tender Documents

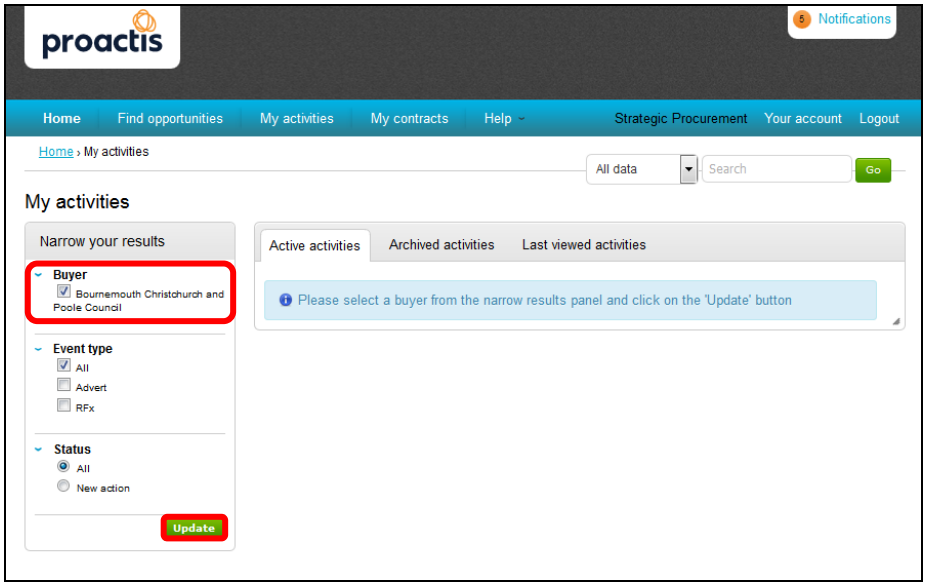


h) **Now that you have expressed an interest, the tender documents are automatically available for you to view and download**. **Please note, you <u>will not</u> be sent the tender documents by e-mail or notification. You must use the system to view and download them as they are automatically available.**

i) To download the tender documents that need to be completed, click on '*My Activities*'

Accessing the Tender Document for a Contract Opportunity

Step 4 – Downloading Tender Documents



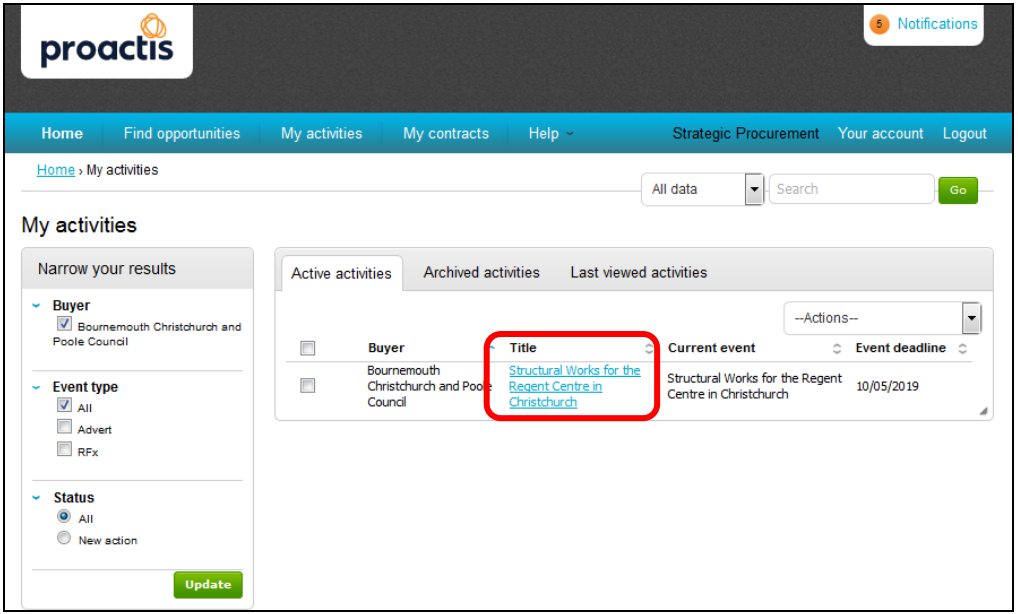
j) When you are in the ‘My Activities’ area, you will be able to view contract opportunities that you have expressed an interest in. The page will automatically default to the tab ‘Active Activities’

k) To view Bournemouth, Christchurch and Poole Council contract opportunities that you have expressed an interest in, select the tick box next to ‘Bournemouth, Christchurch and Poole Council’.

l) Then click ‘*Update*’.

Accessing the Tender Document for a Contract Opportunity

Step 4 – Downloading Tender Documents

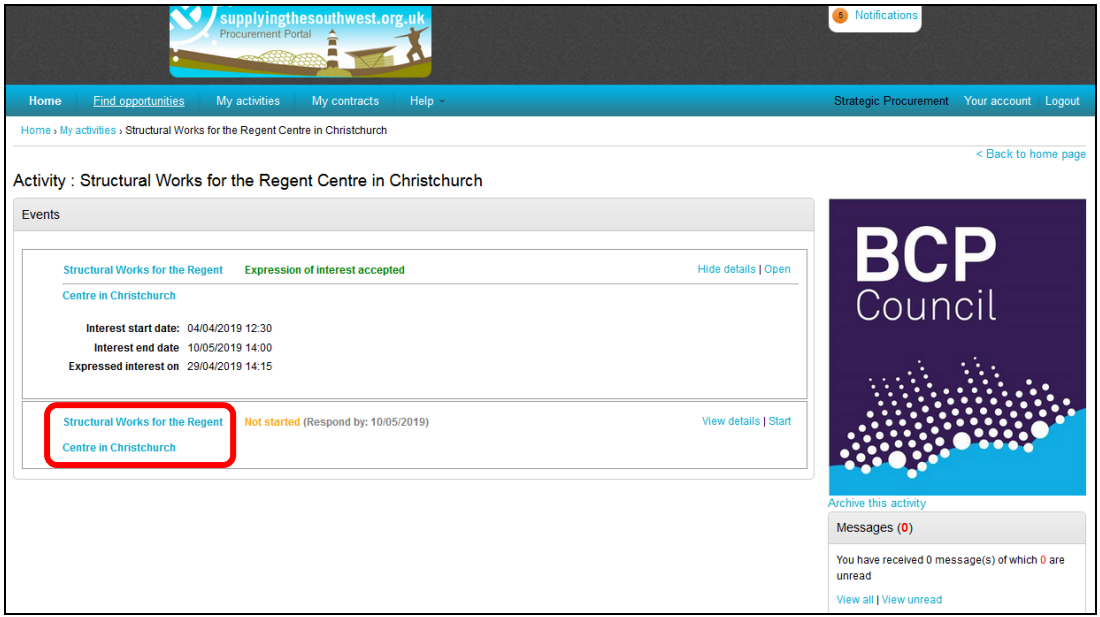


m) You will then see a list of the active opportunities that you have expressed an interest in with Bournemouth, Christchurch and Poole Council.

n) To view the tender documents that you need to review and complete, select the blue hyperlink of the relevant contract opportunity.

Accessing the Tender Document for a Contract Opportunity

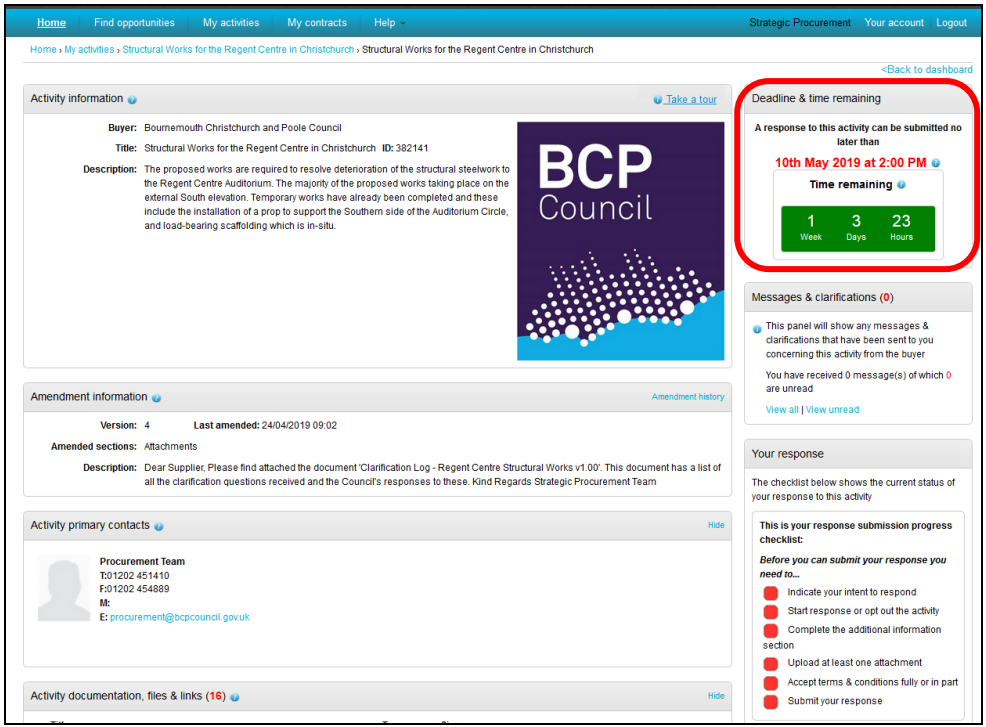
Step 4 – Downloading Tender Documents



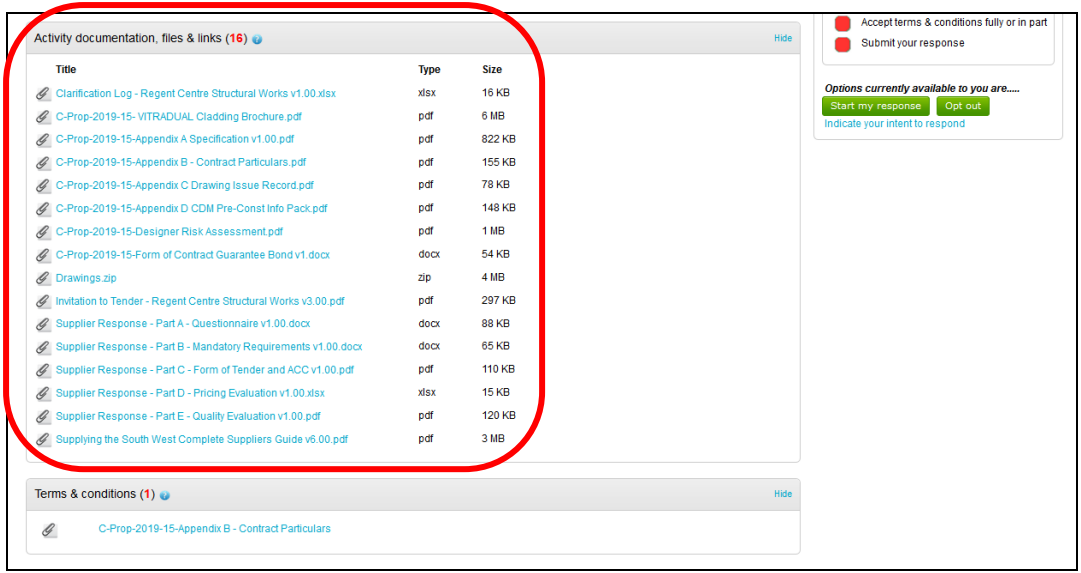
o) To view the tender documents, click on the hyperlink of the contract name for the event that is showing as Not Started and has a 'Respond by' date next to it.

Accessing the Tender Document for a Contract Opportunity

Step 4 – Downloading Tender Documents



p) From this page you are able to view a description of the requirement, the tender documents, the tender deadline date and time remaining, amended versions of the tender documents, your primary contact and the checklist for your response. Please ensure that you download all of the tender documents and review the requirements. Use the scroll bar on the right to ensure you view all of the tender documents.



q) The tender documents should be downloaded and completed on your own computer.
r) The documents should be completed and re-uploaded through the system before the deadline shown on the system. There is a tender submission deadline countdown in the top right hand corner of the screen.
s) Please follow the guide ‘How to Submit A Response’ when you are ready to submit.

Please do not leave submitting your response until the last minute as you will be unable to submit your response after the deadline date and time shown on the system for that contract opportunity.

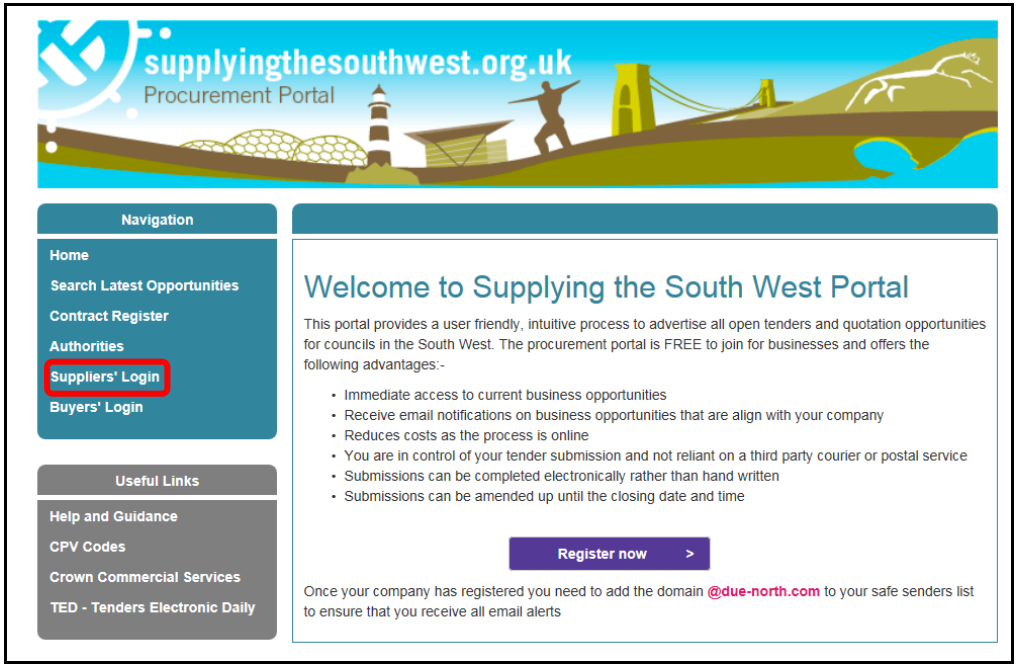
ProContract

Step by Step

How to Ask a Question on a Procurement through Supplying the South West

How to Ask a Question on a Procurement

Step 1 – Login to ProContract



a) Go to www.supplyingthesouthwest.org.uk
b) Click on '*Suppliers Login*'

How to Ask a Question on a Procurement

Step 1 – Login to ProContract

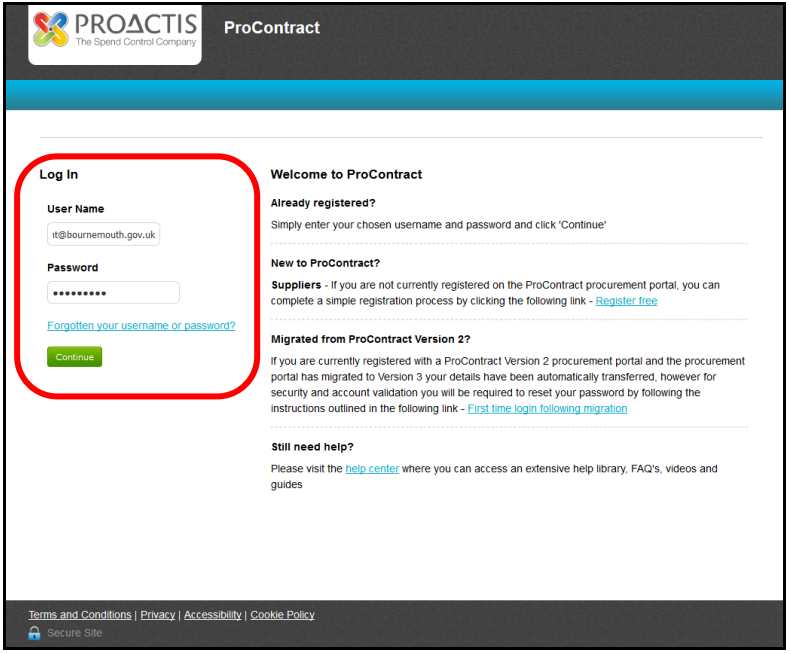


c) If your company is not yet registered on Supplying the South West, fill in your organisations details and click '*Continue registration*'. Follow the on screen instructions. Once you have been issued log in details, return to this page to login.

d) If your company is already registered, click '*Log in here*'

How to Ask a Question on a Procurement

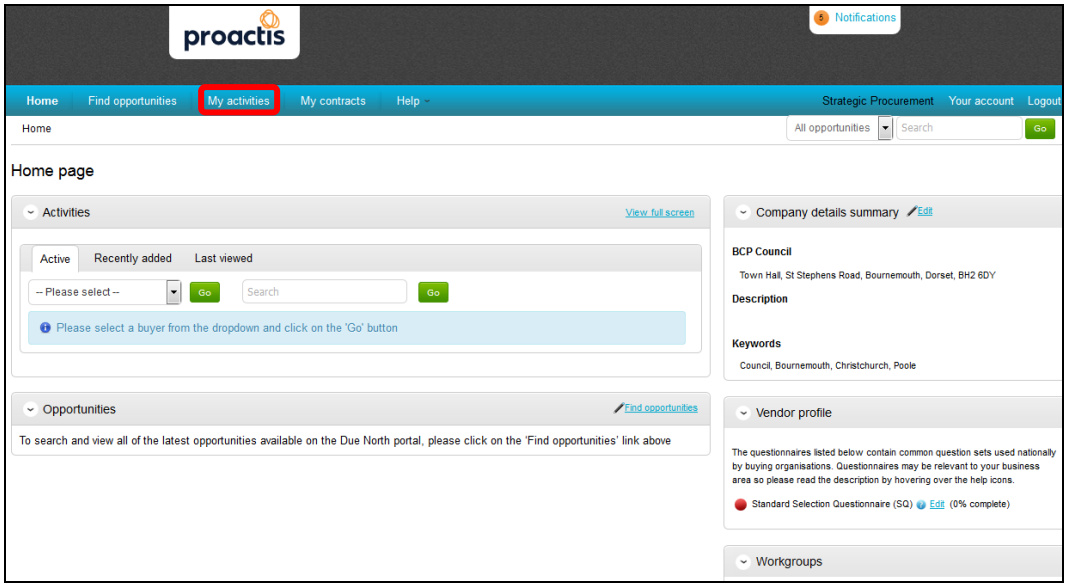
Step 1 – Login to ProContract



e) Type in your login details and select '*Continue*'
f) If you are unsure of your login details, please contact Due North at ProContractSuppliers@proactis.com.

How to Ask a Question on a Procurement

Step 2 - How to Ask a Question

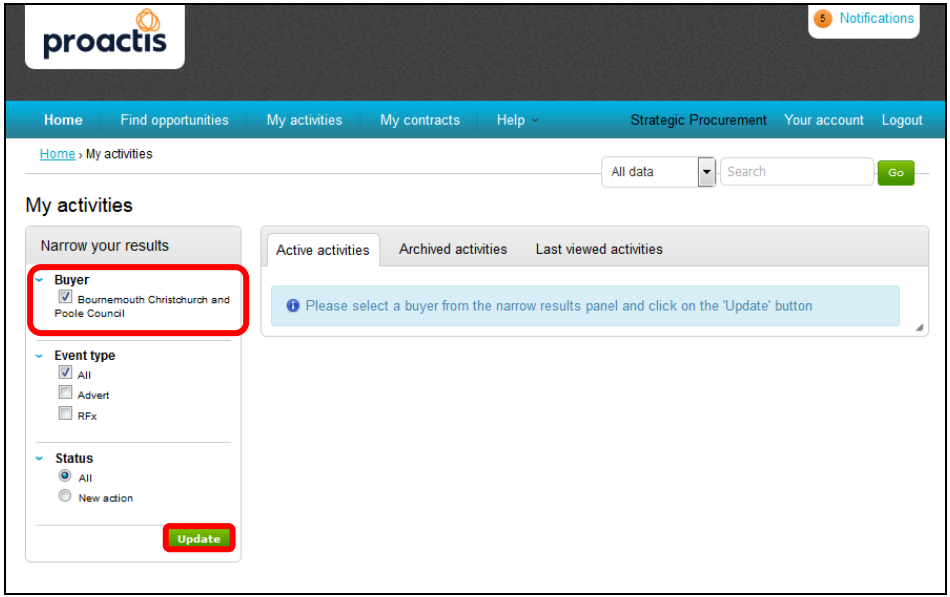


g) Once you are logged in, you will need to navigate to the contract opportunity that you want to ask a question for.

h) To do this, select '*My Activities*'

How to Ask a Question on a Procurement

Step 2 - How to Ask a Question

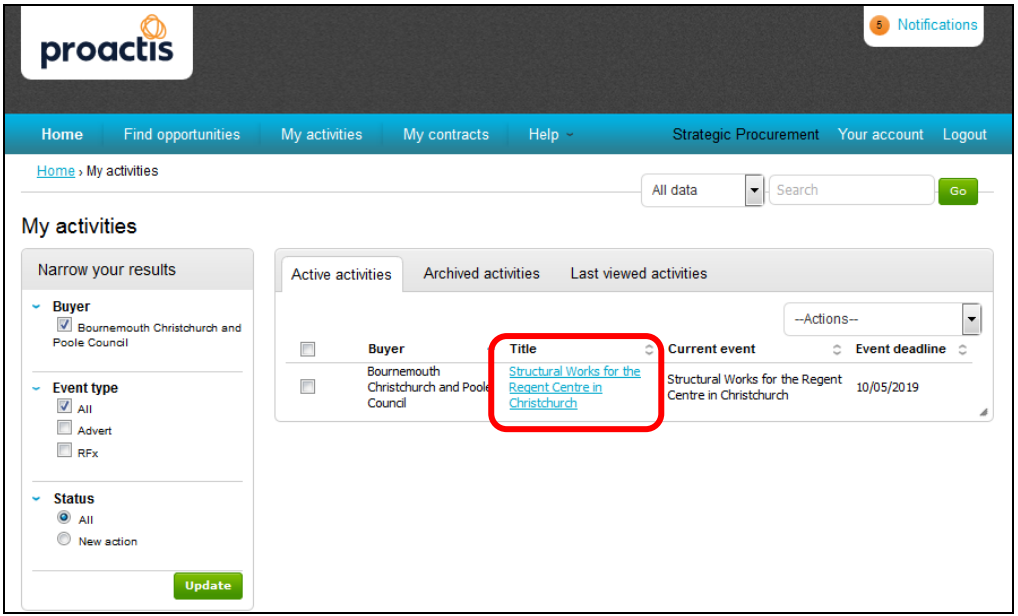


i) When you are in the ‘My Activities’ area, you will be able to view contract opportunities that you have expressed an interest in. The page will automatically default to the tab ‘Active Activities’

j) To view Bournemouth, Christchurch and Poole Council contract opportunities that you have expressed an interest in, select the tick box next to ‘Bournemouth, Christchurch and Poole Council’ then click ‘*Update’.*

How to Ask a Question on a Procurement

Step 2 - How to Ask a Question

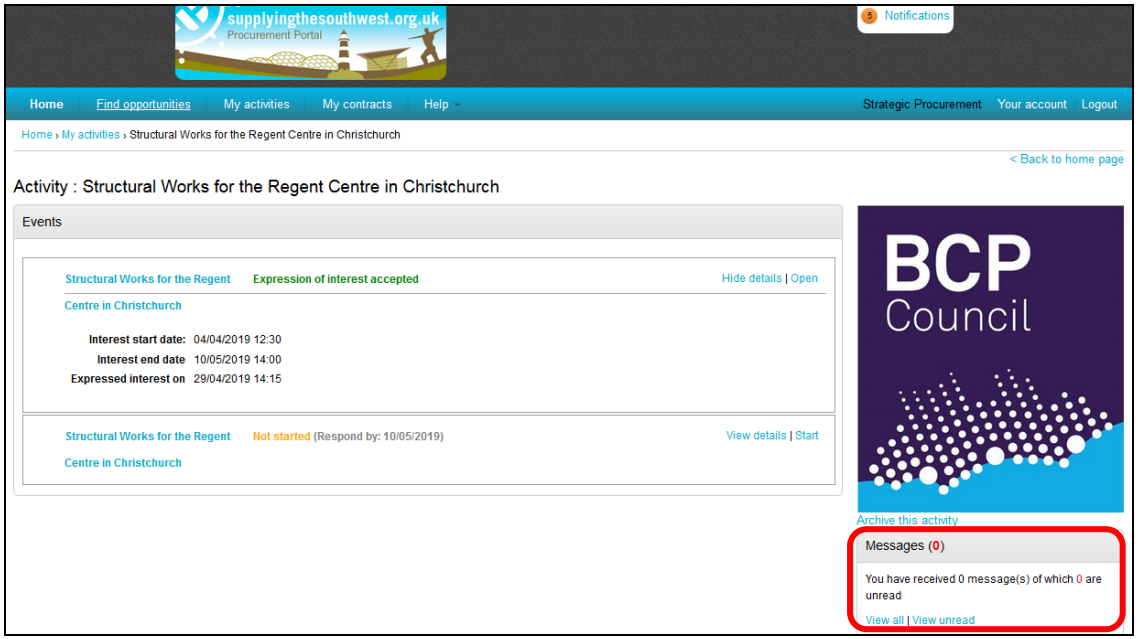


k) You will then see a list of the active opportunities that you have expressed an interest in with Bournemouth, Christchurch and Poole Council.

l) Select the blue hyperlink of the relevant contract opportunity that you wish to ask a question for

How to Ask a Question on a Procurement

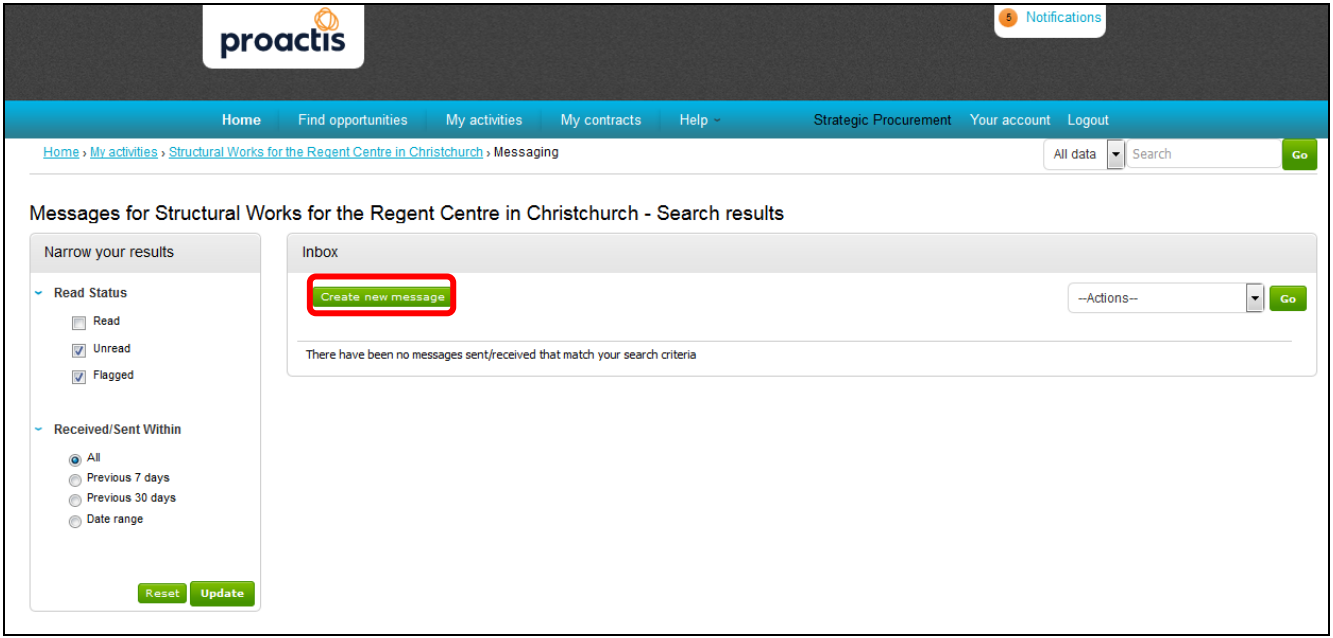
Step 2 - How to Ask a Question



m) In the ‘Messages’ box, click on ‘View all’.

How to Ask a Question on a Procurement

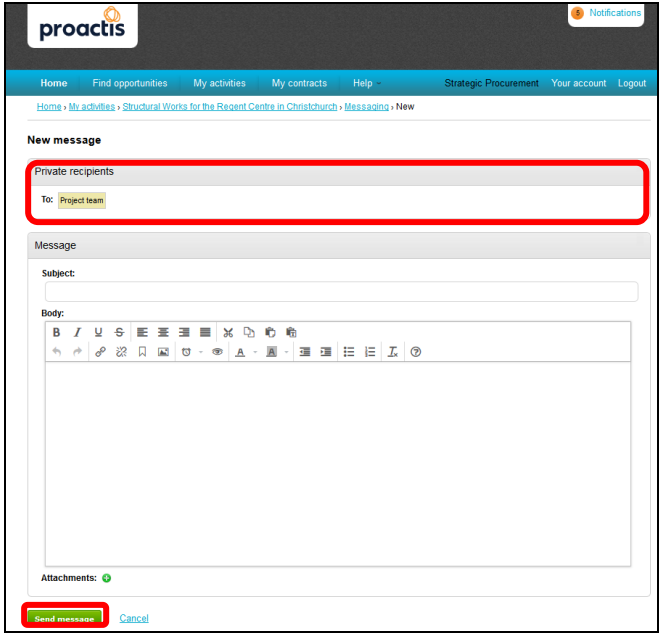
Step 2 - How to Ask a Question



n) Select ‘Create New Message’

How to Ask a Question on a Procurement

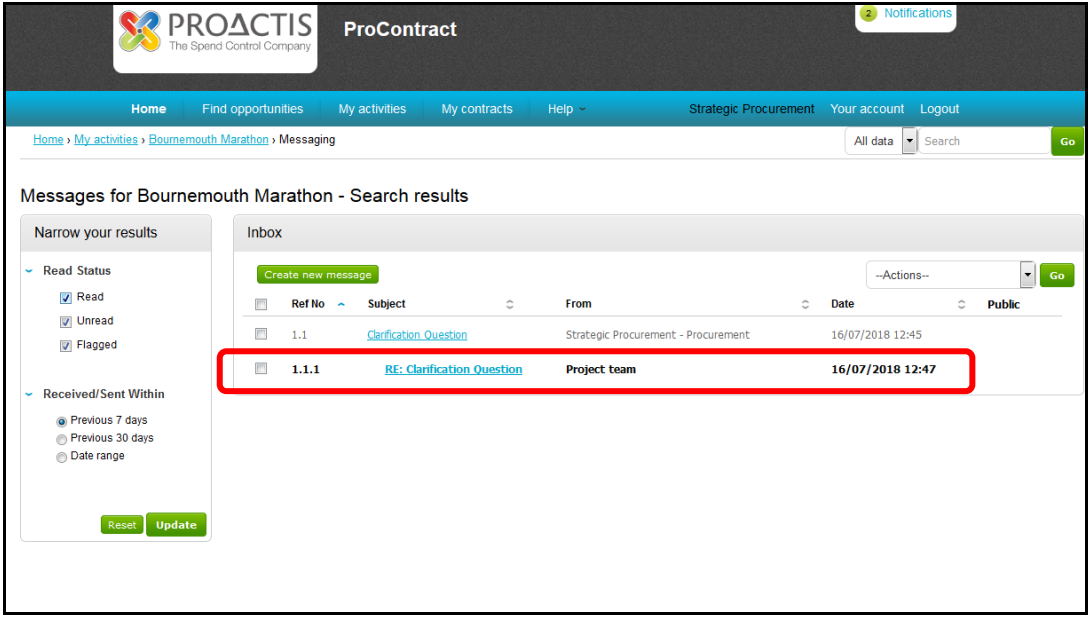
Step 2 - How to Ask a Question



o) Add a Subject within the Subject Field and add your Question within the Main Text Field.
p) If required, you can add an attachment using the 'Attachments' section below the Message field.
q) Click 'Send Message'. This message has now been sent directly to the Project Team.

How to Ask a Question on a Procurement

Step 3 – Viewing and responding to messages



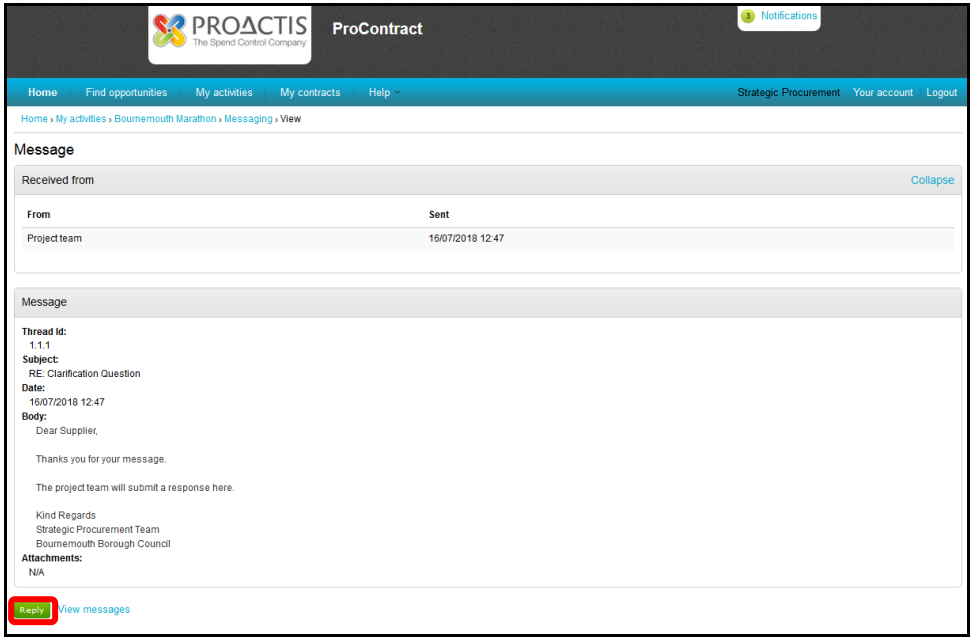
r) If you receive any notifications regarding a message being issued, you will be able to review these within the Messaging area.

s) When you receive a notification, you can follow the hyperlink in the e-mail and it will take you directly to the message that has been published.

t) Click on the hyperlink to read messages that have been issued through ProContract.

How to Ask a Question on a Procurement

Step 3 – Viewing and responding to messages



u) You can use the ‘Reply’ button to respond to any messages you receive where appropriate.

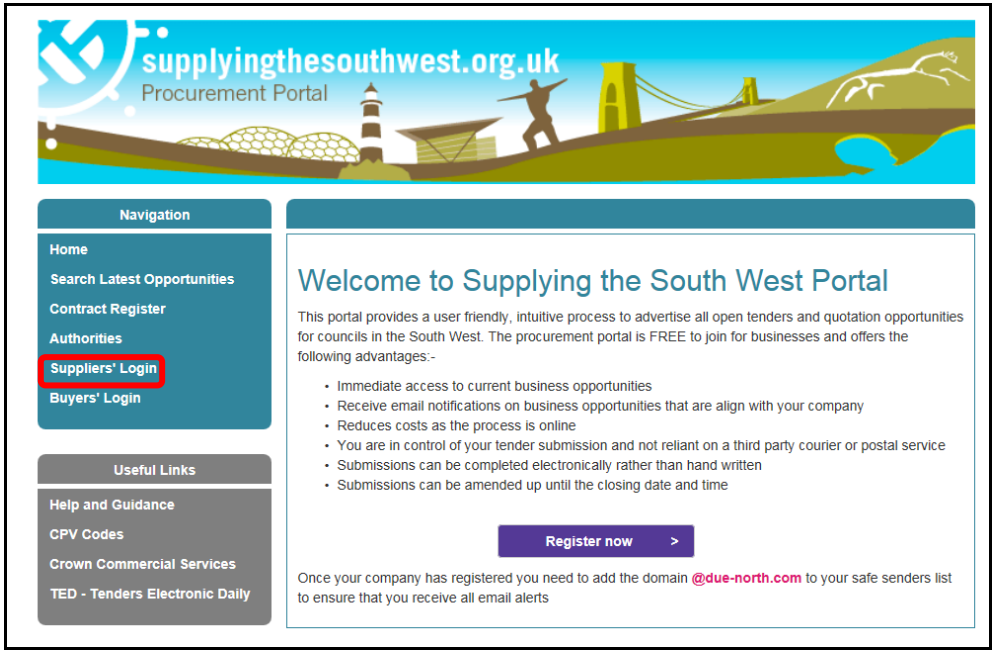
ProContract

Step by Step

How to Submit your Response through Supplying the South West

How to Submit your Response through Supplying the South West

Step 1 – Login to ProContract



a) Go to www.supplyingthesouthwest.org.uk
b) Click on '*Suppliers Login*'

How to Submit your Response through Supplying the South West

Step 1 – Login to ProContract

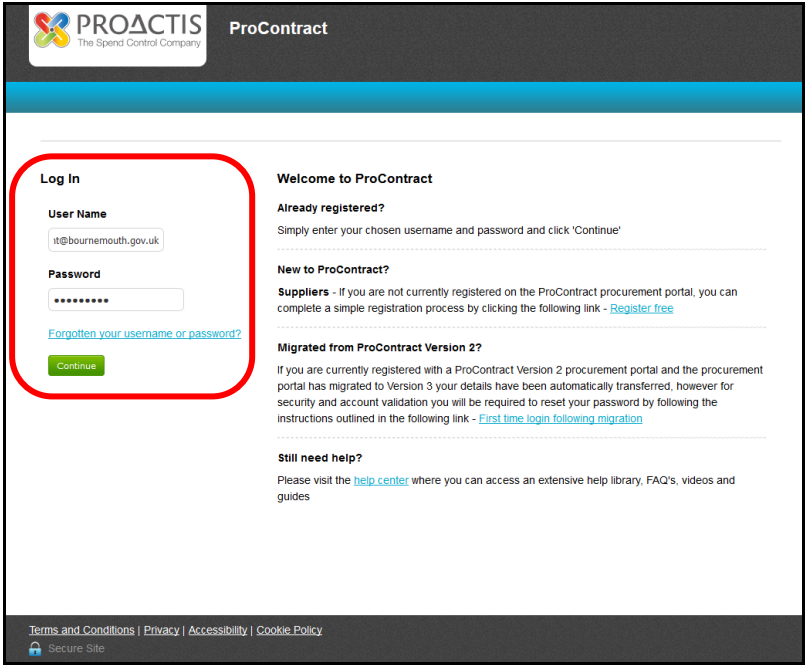


c) If your company is not yet registered on Supplying the South West, fill in your organisations details and click '*Continue registration*'. Follow the on screen instructions. Once you have been issued log in details, return to this page to login.

d) If your company is already registered, click '*Log in here*'.

How to Submit your Response through Supplying the South West

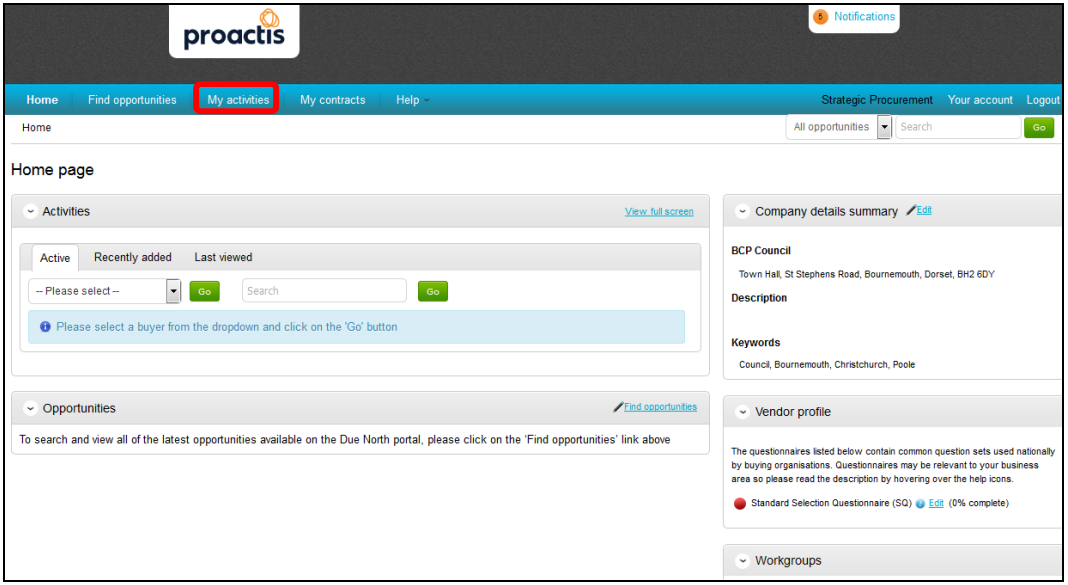
Step 1 – Login to ProContract



e) Type in your login details and select '*Continue*'
f) If you are unsure of your login details, please contact Due North at ProContractSuppliers@proactis.com

How to Submit your Response through Supplying the South West

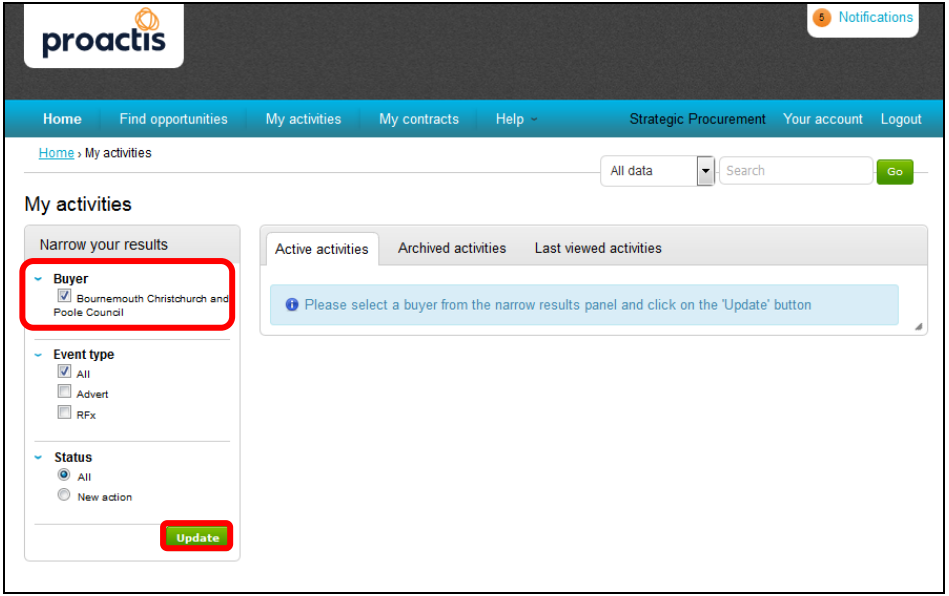
Step 2 - Find the Contract you want to Submit a Response for



g) Once you are logged in, you will need to navigate to the contract opportunity that you are submitting a response for. To do this, select '*My Activities'*.

How to Submit your Response through Supplying the South West

Step 2 - Find the Contract you want to Submit a Response for

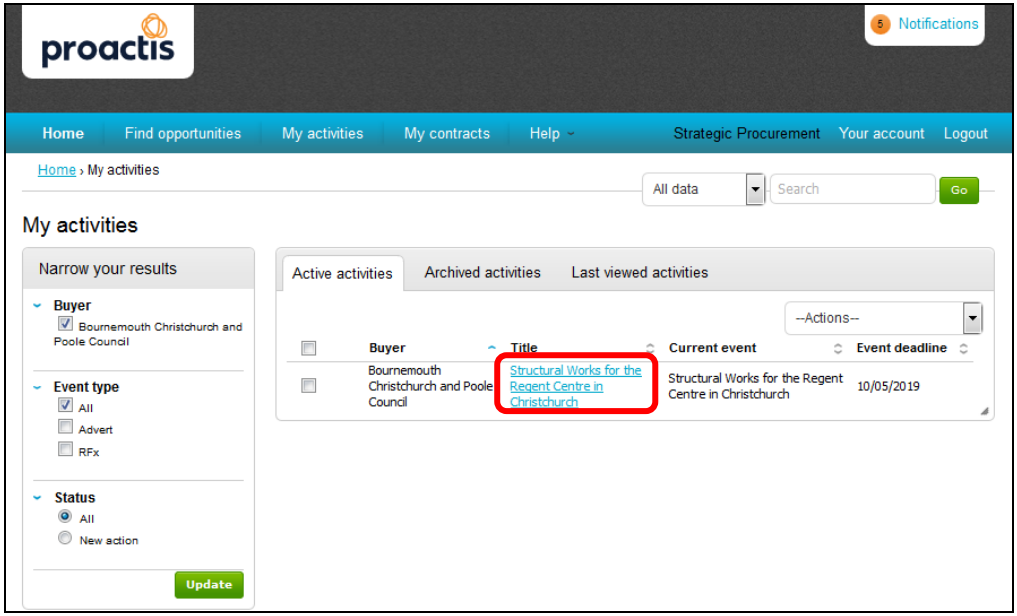


h) When you are in the ‘My Activities’ area, you will be able to view contract opportunities that you have expressed an interest in. The page will automatically default to the tab ‘Active Activities’

i) To view Bournemouth, Christchurch and Poole Council contract opportunities that you have expressed an interest in, select the tick box next to ‘Bournemouth, Christchurch and Poole Council’ then click ‘*Update’.*

How to Submit your Response through Supplying the South West

Step 2 - Find the Contract you want to Submit a Response for

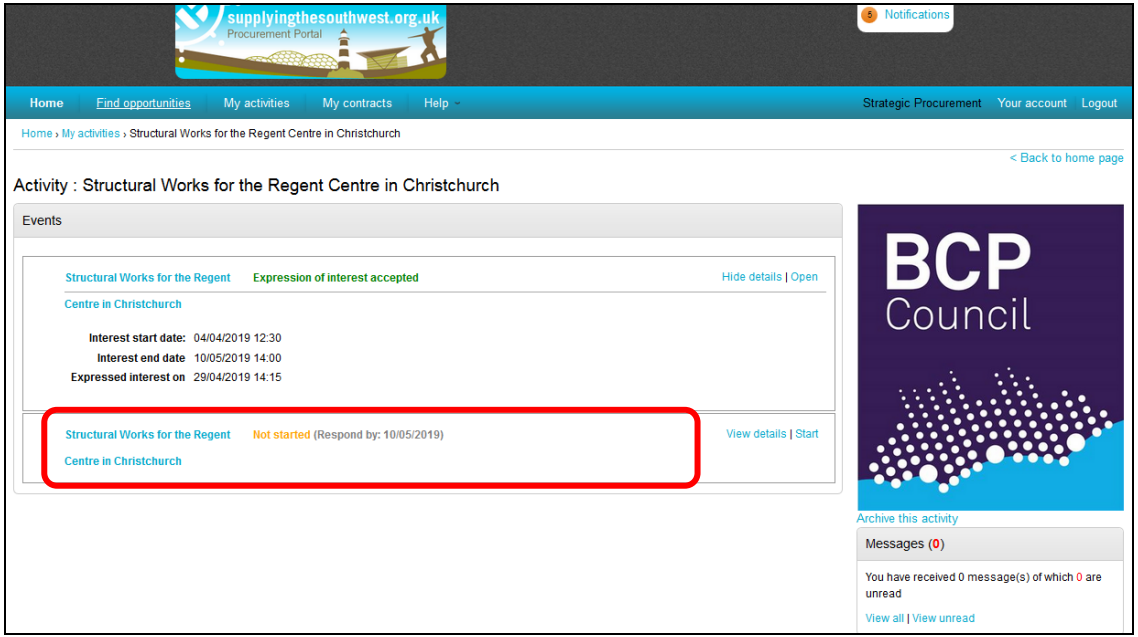


j) You will then see a list of the active opportunities that you have expressed an interest in with Bournemouth, Christchurch and Poole Council.

k) Select the blue hyperlink of the relevant contract opportunity that you wish to submit a response for.

How to Submit your Response through Supplying the South West

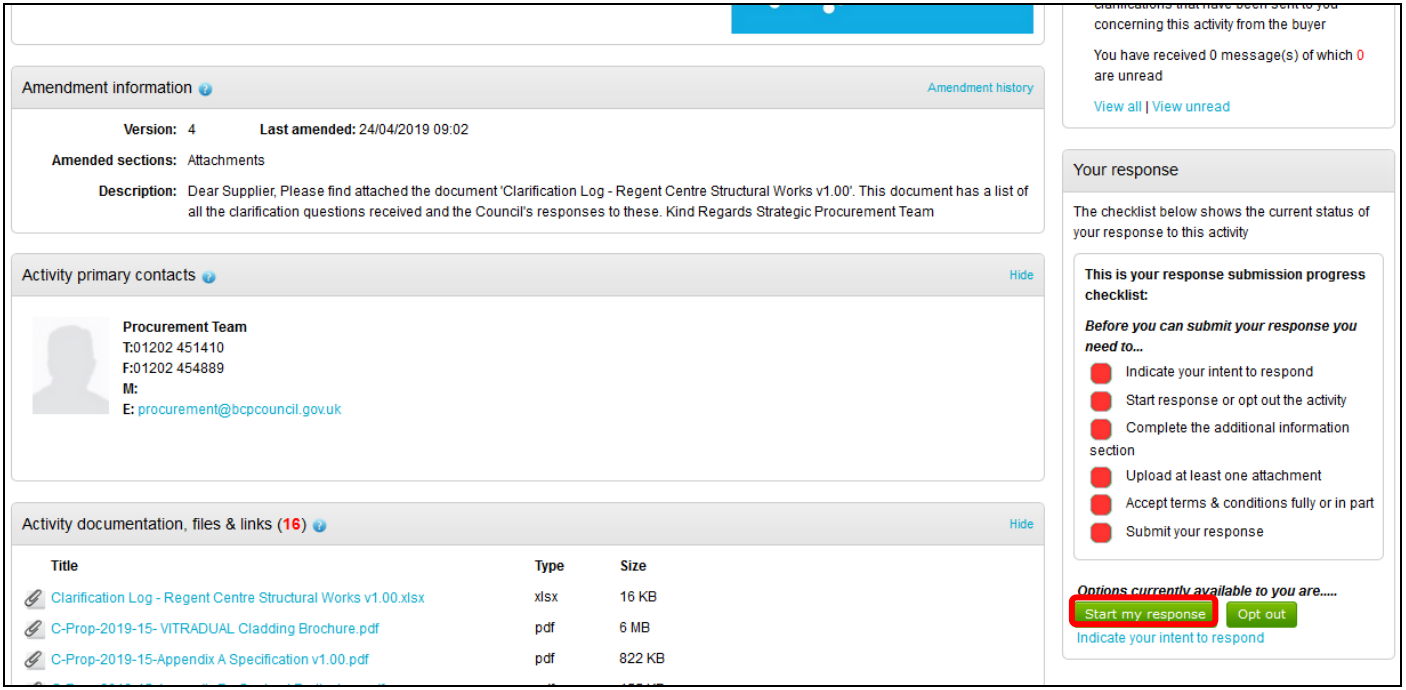
Step 2 - Find the Contract you want to Submit a Response for



l) The system will show a few ‘events’. You will need to select the event that shows as ‘Not Started’ or ‘In Progress’. Click on the hyperlink of the contract name that you want to submit a response for.

How to Submit your Response through Supplying the South West

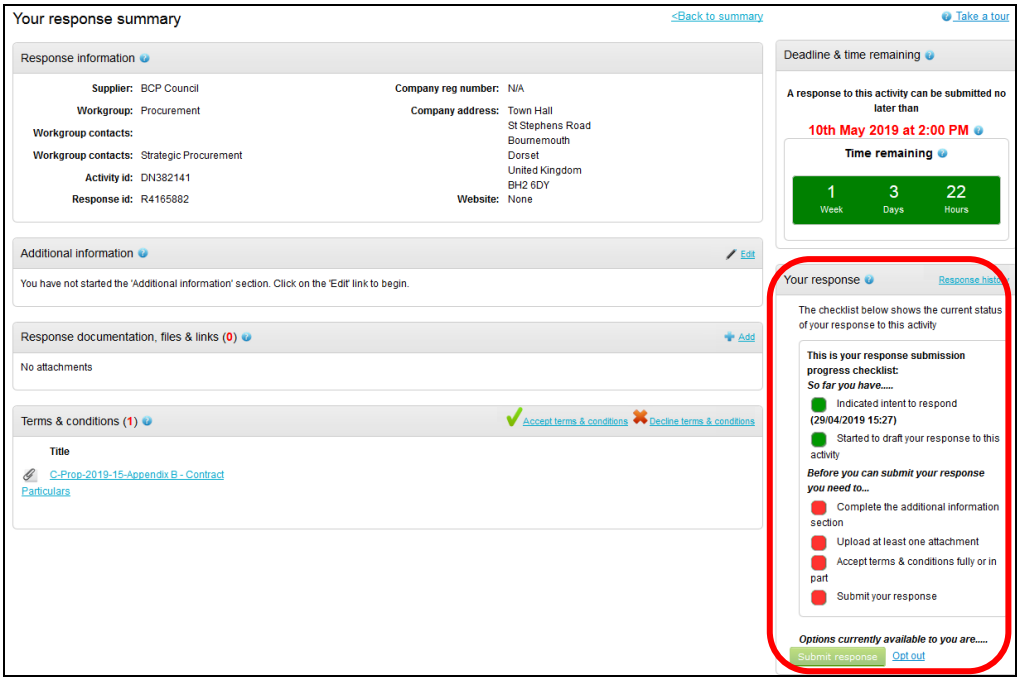
Step 3 – Submit your Response



m) To begin submitting your response, click ‘Start my Response’.

How to Submit your Response through Supplying the South West

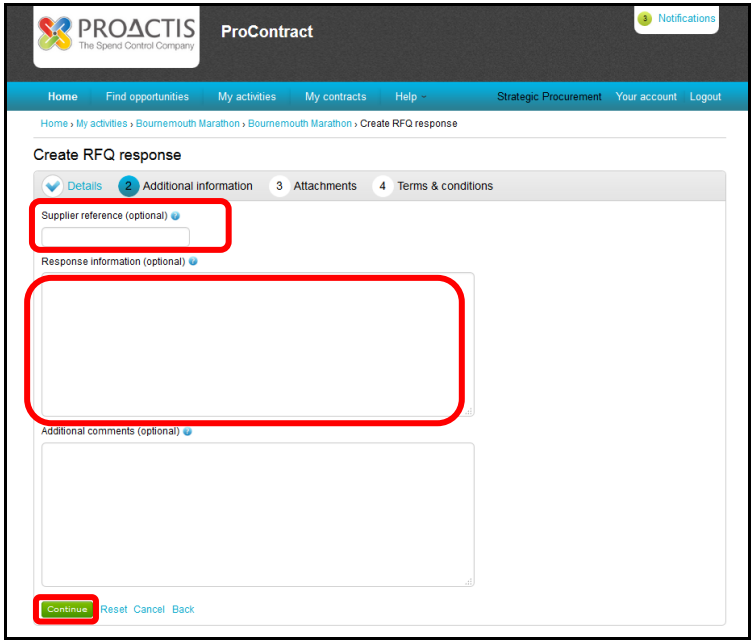
Step 3 – Submit your Response



n) You will then be taken to your Response Summary, where you should follow the checklist in the 'Your response' section.

How to Submit your Response through Supplying the South West

Step 3 – Submit your Response

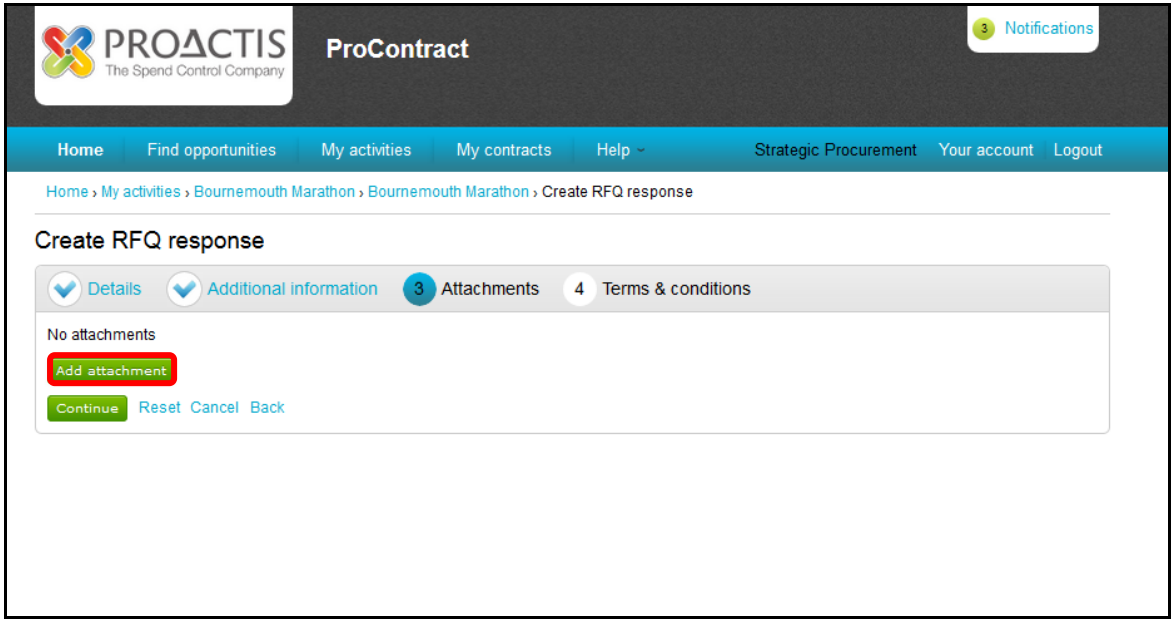


o) When the checkilst is complete, select ‘’Submit response’. Add a Supplier Reference for your Response. This is optional but it may be that your company has a reference number for tenders that you submit responses for.

p) Add any details you may want to within Response Information. Again, this is optional. Click ‘*Continue’.*

How to Submit your Response through Supplying the South West

Step 3 – Submit your Response

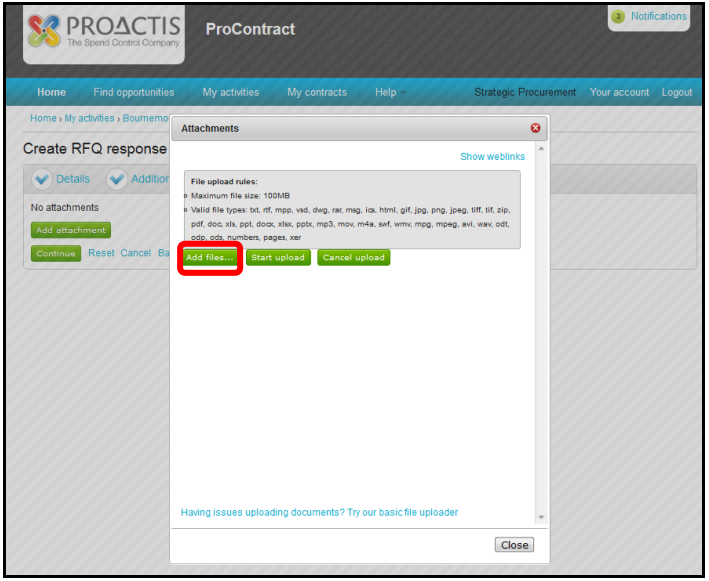


q) You will now need to upload and attach your completed tender documents to the system that form your submission.

r) To do this, select ‘Add Attachment’.

How to Submit your Response through Supplying the South West

Step 3 – Submit your Response



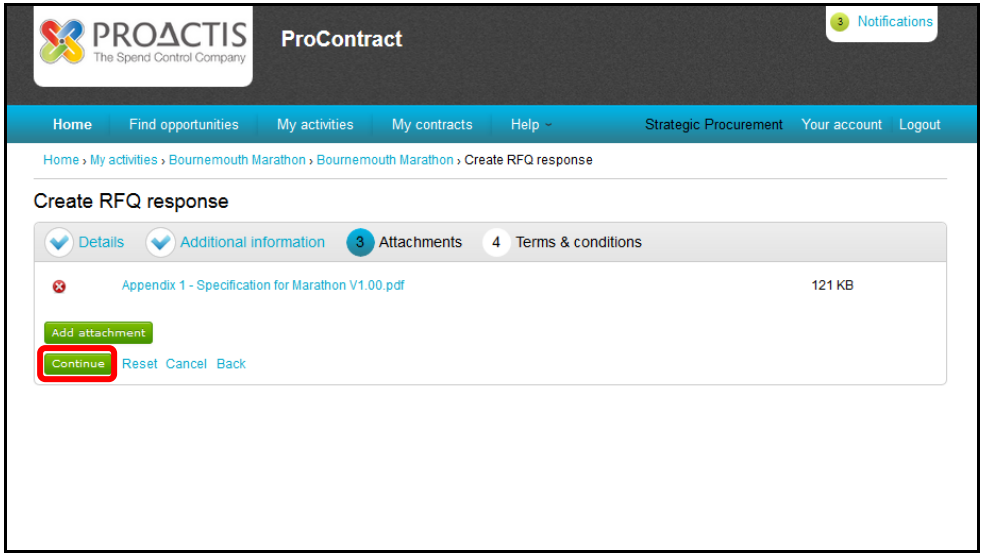
TIP:
Ensure that you upload all the documents that you are requested to complete and submit as part of your tender response.

s) You can either drag files into the white section of the box or you can select ‘Add files’ and add them from your local hard drives.

t) Once you have selected all the documents that you want to submit as part of your response, select the ‘Start upload’ button to add the files to the system.

How to Submit your Response through Supplying the South West

Step 3 – Submit your Response

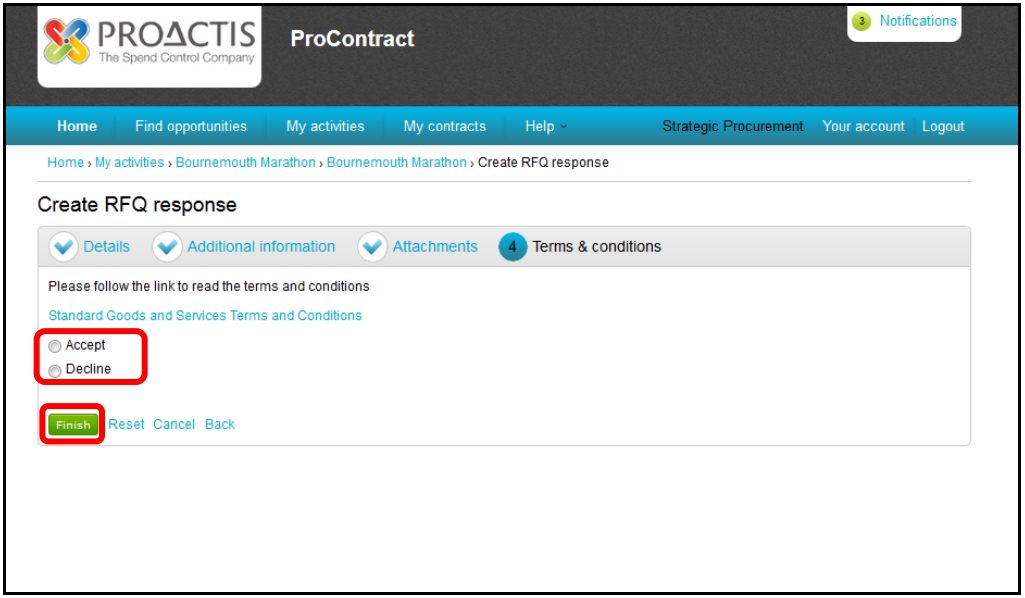


u) You will then be returned to the response screen where it will show all the attachments that you have uploaded. Ensure that all the attachments that you want and are required to submit as part of your response are shown in this list.

v) When you are certain that all the documents that you wish to submit are shown in the above list, please press the ‘Continue’ button.

How to Submit your Response through Supplying the South West

Step 3 – Submit your Response

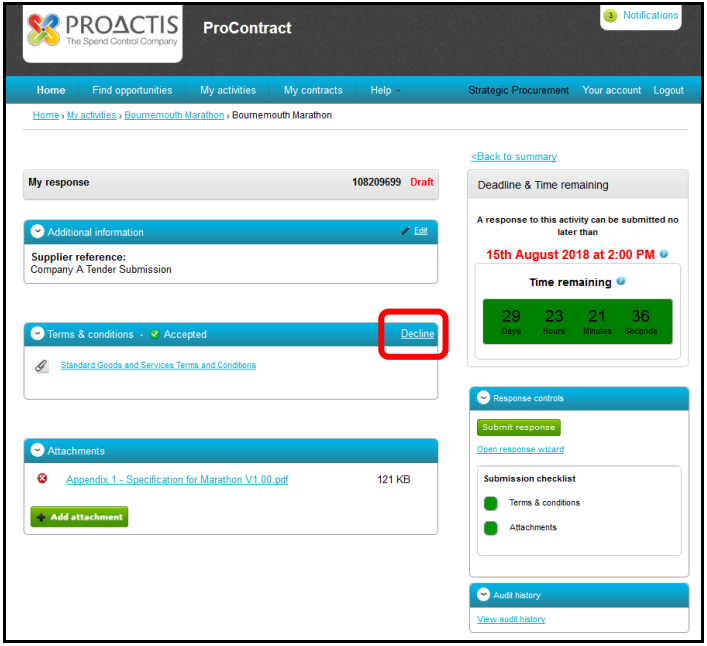


w) Review the Terms and Conditions that will form the contract. If you are happy to accept the terms, choose the radio button next to 'Accept'.

x) If you are not happy to accept the terms, choose the radio button next to 'Decline'. If you choose 'Decline' you will be required to provide detail of why you decline the Terms and Conditions. Click '*Finish'.*

How to Submit your Response through Supplying the South West

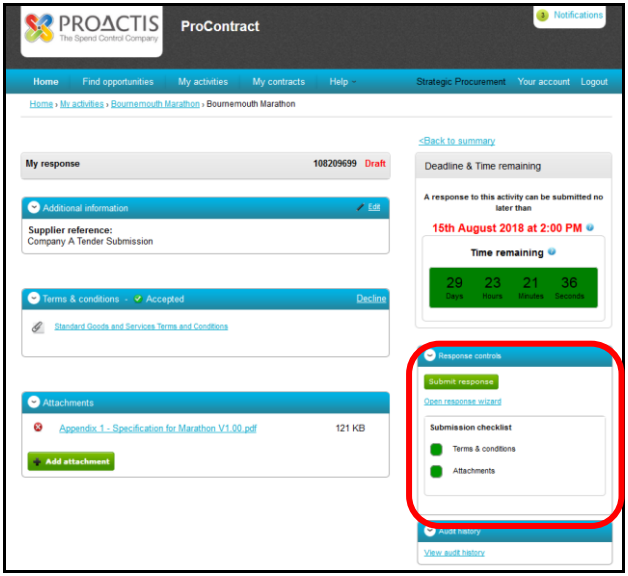
Step 3 – Submit your Response



y) You will then be taken to this Summary screen. In some cases you may need to accept the terms and conditions again. To do this, press either accept or decline if required.

How to Submit your Response through Supplying the South West

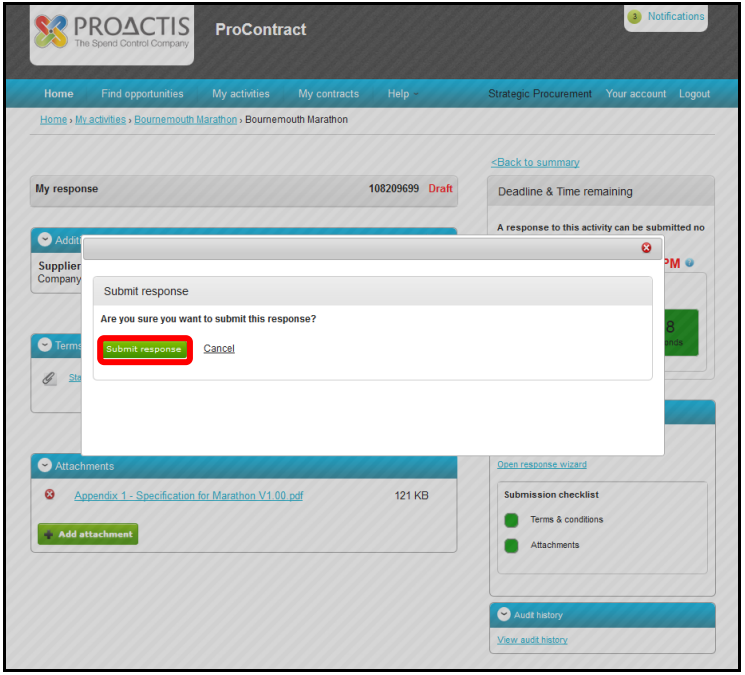
Step 3 – Submit your Response



z) The submission checklist should show everything in green that you need to do. If there is something in red then you will need to action it. If you are ready to submit your response, press '*Submit response'.I*

aa) If you are not yet ready to submit your response, select *'Back to Summary'* at the top. The attachments and responses that you have loaded to the system will be saved but not submitted. ***PLEASE NOTE THAT THIS MEANS YOUR RESPONSE IS NOT COMPLETE.*** You must return to the system to continue your response and submit. Please follow the step 'Continuing with a Submission that you had Previously Started but not Submitted' below.

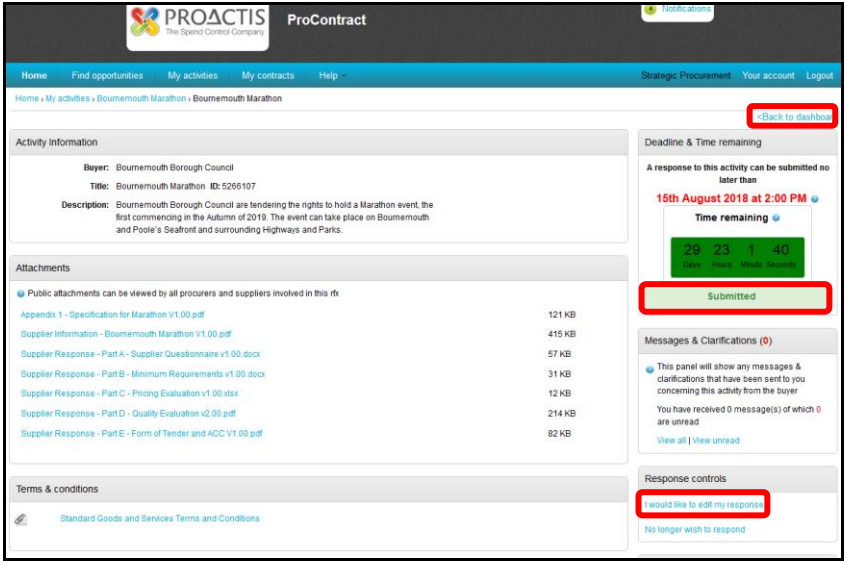
Step 3 – Submit your Response



bb) You will be asked to confirm that you want to submit your response, click *'Submit response'*.

How to Submit your Response through Supplying the South West

Step 3 – Submit your Response



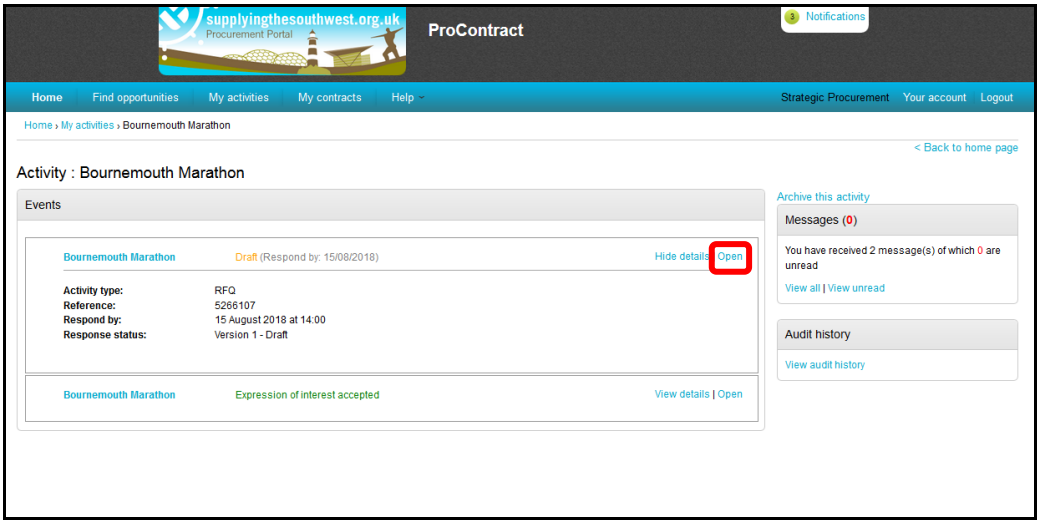
cc) Your response will then show as 'Submitted'. You will receive an email from ProContract confirming that your submission has been successful. If you have not received confirmation by e-mail, please contact Due North on 0330 005 0352 to confirm you have submitted your response.

dd) If you wish to amend your response after submitting, you can make amendments by selecting ‘I would like to edit my response’. This will create a second version of your submission. Ensure that you allow plenty of time before the submission deadline if you choose to edit your submission. You must ensure that your edited response is submitted before the deadline.

ee) If you do not want to edit your submitted response, select ‘Back to Summary’.

How to Submit your Response through Supplying the South West

Step 4 – Continuing with a submission not previously submitted

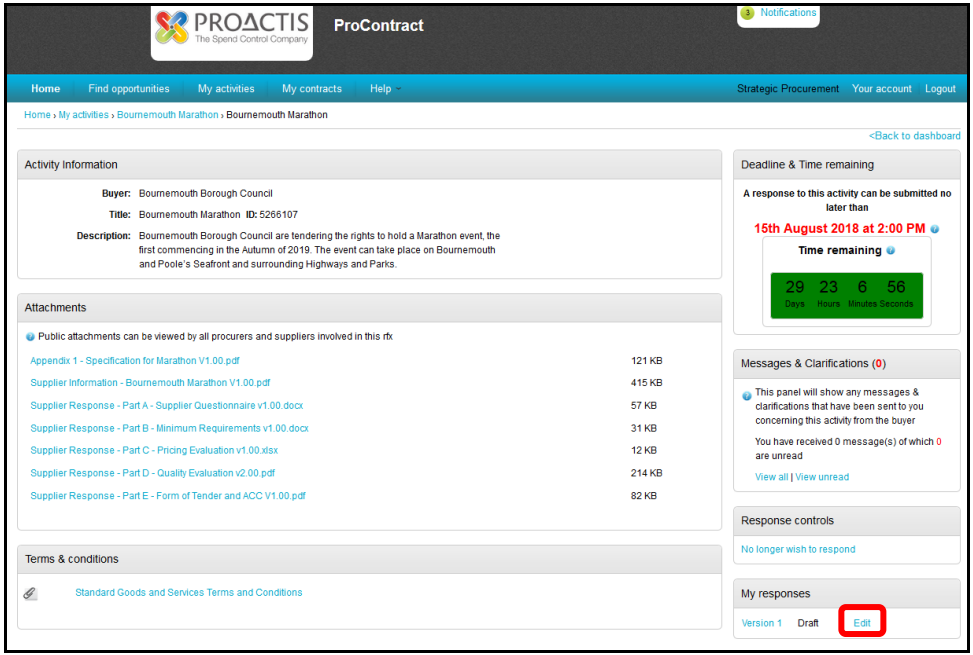


ff) You will only need to follow this step where you started to submit your response but did not finalise your submission. Log back into ProContract and find the contact that you wish top submit a response for.

gg) From the activity screen of the contract that you wish to continue submitting your response for, you will see that it states in '*Draft*'. To complete your submission, select '*Open*'.

How to Submit your Response through Supplying the South West

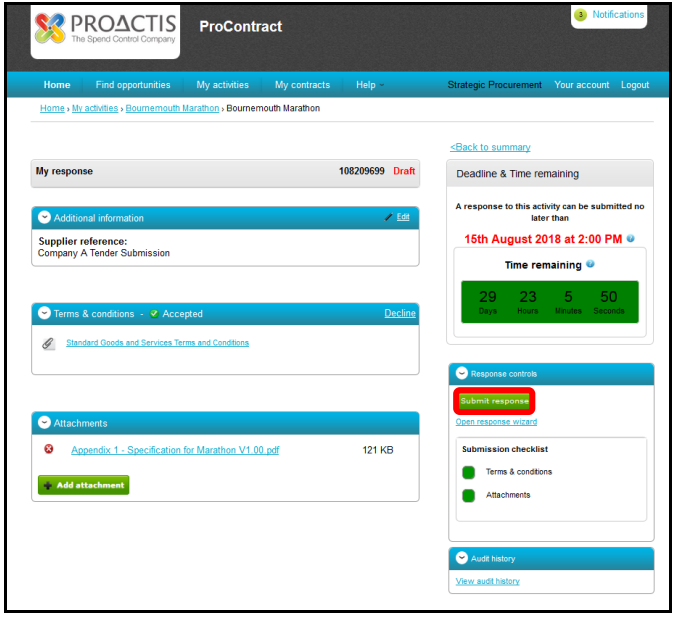
Step 4 – Continuing with a submission not previously submitted



hh) On the next screen you will see in the bottom right your response history. To continue with the submission of your response, select '*Edit*' next to the latest version

How to Submit your Response through Supplying the South West

Step 4 – Continuing with a submission not previously submitted



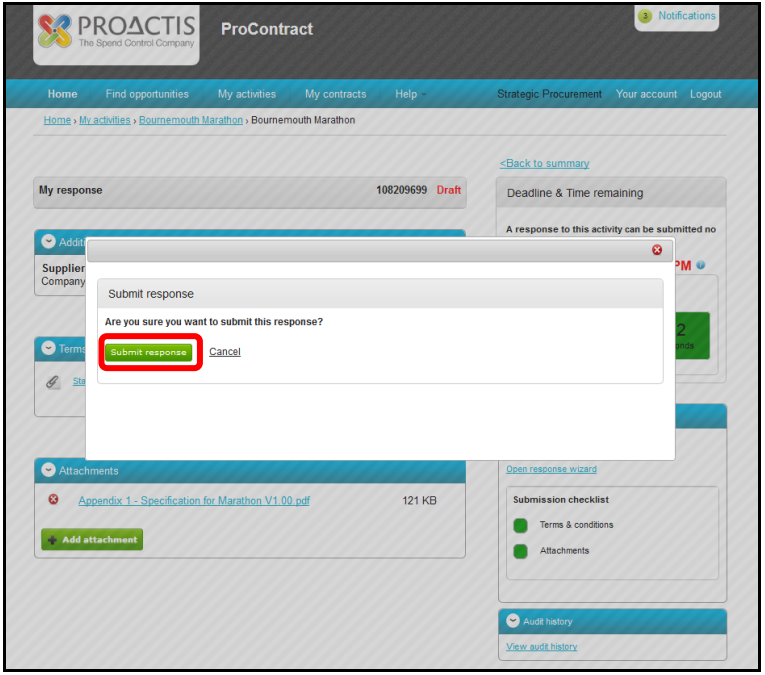
ii) You will then be taken to the response screen. From here you can edit your response as required.

jj) The submission checklist should show everything in green that you need to do. If there is something in red then you will need to action it.

kk) If you are ready to submit your response, press ‘Submit Response’.

How to Submit your Response through Supplying the South West

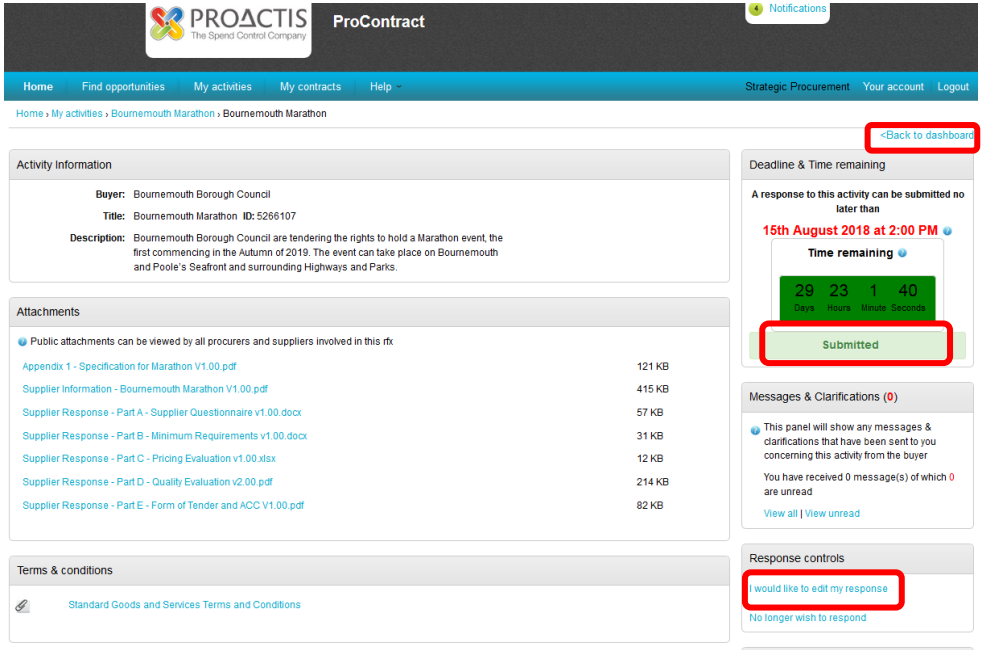
Step 4 – Continuing with a submission not previously submitted



ll) You will be asked to confirm that you want to submit your response, click *'Submit response'*.

How to Submit your Response through Supplying the South West

Step 4 – Continuing with a submission not previously submitted



mm) Your response will then show as 'Submitted'.

nn) You will also receive an e-mail from ProContract confirming that your submission has been submitted. If you have not received a confirmation notification by e-mail of your submission, please contact Due North on 0330 005 0352 to confirm you have submitted your response.
oo) If you wish to amend your response after submitting, you can make amendments by selecting 'I would like to edit my response'. This will create a second version of your submission. Ensure that you allow plenty of time before the submission deadline if you choose to edit your submission. You must ensure that your edited response is submitted before the deadline.
pp) If you do not want to edit your submitted response, select 'Back to Dashboard'.