

**TIPS FOR BIDDERS WHEN SUBMITTING TENDERS ON PROCONTRACT**

* Use the online [Help Centre](https://supplierhelp.due-north.com/) for online guides and system tips
* Please note that if a user opts out of communications, the notification should still appear in the notifications area, but an email will **NOT** be sent
* Read the advertisement carefully
* Note the time and date for:
	+ EOI (expression of interest) – bidders must do this within these timescales in order to receive the tender documents
	+ Clarification deadline
	+ Tender deadline – ensure you respond in good time, as late bids will not be accepted
* Receipt of tender documents will be done via the portal only; no hard copies will be accepted (please read Document One for full information)
* Read all relevant Tender information. Tender Documents/Pack will usually consist of:
* Instructions (including deadlines)
* Terms and Conditions
* Specification
* Response Document
* Note how the tender will be evaluated, the % split between non-price (quality) and price, the scores allocated for each question
* Note the maximum number of words/pages for each response – anything above this will not be read and evaluated and the score allocated will be based on what has been provided within the set limit
* Provide a full response; do not rely on attached documents to supplement answer unless these have been clearly requested. Only information requested will be evaluated
* Save frequently – if there is no activity, the system logs users out after 18 minutes. By saving regularly, users minimise the risk of losing any work
* Answer all questions and complete the SQ where one is included within the tender documents
* Remember to refer back to the question when writing your responses
* When submitting response, ensure you have clicked “Submit Response” and receive an email confirmation from ProContract. Failure to submit will mean the Authority will not be able to view your submission, and will not be able to consider your bid
* If you experience system/technical issues, please email or telephone the ProContract helpdesk:
	+ 0330 005 0352 (9am – 5.30pm Mon – Fri)
	+ ProContractSuppliers@proactis.com
	+ “[Submit a Ticket](https://proactis.kayako.com/ProContractV3/Tickets/Submit/RenderForm)” to the helpdesk