



ProContract User Guide

Click on ctrl + the link you need, to go to the relevant page:

[Registering an Account](#)

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[Drafting and Submitting a Response](#)

[Contacting the Buyer](#) (and ProContract Contact Details)

NOTE: This guide that has been put together by LGSS Procurement to assist potential providers in responding to contract opportunities on ProContract. Potential providers using this guide are still fully responsible for ensuring their responses are submitted correctly. Other support is also available in the form of a ProContract helpdesk and ProContract user guides which are both referenced within this guide.

Registering an Account

- Go to www.lgssprocurementportal.co.uk
- Click 'Supplier Registration' and then 'Register' (top right)
- To see all current opportunities for all LGSS authorities click 'Current Opportunities'
- To see Official ProContract user guides click 'User Guides'

Navigation	Home	Authorities
Home	<h2>Welcome to the LGSS eSourcing Portal</h2> <p>Today, shared services in local government are a reality. LGSS is one of the largest public sector shared services ventures of its kind in the UK, wholly owned by Cambridgeshire and Northamptonshire county councils. Both authorities collaborate to deliver a number of services, one of which is the procurement function.</p> <p>LGSS prides itself on working to make procurement processes simpler and more accessible to suppliers. Using a joint eSourcing portal supports this notion and it also means that suppliers only need to register once to tender for contracts at LGSS authorities. Current authorities using this LGSS portal are:</p> <ul style="list-style-type: none">• Cambridgeshire County Council• Daventry District Council• East Cambridgeshire District Council• First for Wellbeing CIC Ltd• Northampton Borough Council• Northampton Partnership Homes• Northamptonshire County Council• Northamptonshire Healthcare Foundation Trust• Olympus Care Services <p>If you are interested in learning more about LGSS and the other services we offer, please visit the LGSS website to find out more.</p>	Cambridgeshire County Council
Supplier Registration		Daventry District Council
Current Opportunities		East Cambridgeshire District Council
Contract Register		First for Wellbeing CIC Ltd
User Guides		Northampton Borough Council
Login		Northampton Partnership Homes
		Northamptonshire County Council
		Northamptonshire Healthcare Foundation Trust
		Olympus Care Services

- You will then see a page of minimum IT requirements – please ensure that you read them and are sure you comply with them to ensure you can access the site smoothly
- Click 'Continue' at the bottom of the page

▼ **Minimum and recommended system requirements**

Any internet capable PC will be able to successfully use the AI Procurement application. recent tests highlighted no performance issues using a laptop and Apple eMac with the following specifications:

IBM Thinkpad - Intel Pentium 3 850Mhz, 512MB RAM running Windows 2000 Professional Apple eMac - PowerPC G4 1Ghz, 1GB RAM running OSX 10.4.11

Please find detailed specifications below:

PC - Computer specifications





	Minimum	Recommended
Processor	Intel/AMD 200Mhz	Intel/AMD 1Ghz
Operating system	Windows 98 and above / Linux	Windows XP and above / Linux
Memory	32 MB	1 GB
Internet browser	Internet Explorer (Version 9) Google Chrome (Version 32) Firefox (Version 30) Safari (Version 6.26) Opera (Version 22)	Internet Explorer (Latest) Google Chrome (Latest) Firefox (Latest) Safari (Latest) Opera (Latest)
Screen display	800x600 256 colours	1024x768 32-bit colour
Internet connection*	56K Dialup	512k Broadband

Apple Mac - Computer specification

	Minimum	Recommended
Processor	Power PC 300Mhz	Intel/Power PC 1Ghz
Operating system	Mac OS 9.0+	Mac OSX
Memory	32 MB	1 GB
Internet browser	Safari (Version 6.26)	Safari (Latest)
Screen display	800x600 256 colours	1024x768 32-bit colour
Internet connection*	56K Dialup	512k Broadband

* Performance of uploads/downloads is directly related to the bandwidth/usage of your internet connection. It may also be affected by the configuration of your computer/internet browser. The bandwidth available at our data centre supports the highest connection speeds available, so you should always get the best performance that your configuration provides.

- On the next page you can begin to create your account by entering your account information. Click 'Continue' when completed

Title	First name	Last name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Job title	Department 	
<input type="text"/>	<input type="text"/>	
Telephone	Fax (optional)	Mobile (optional)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email We will use this to notify you of new opportunities.		
<input type="text"/>		
Confirm email		
<input type="text"/>		
Username Will default to your email address, however this may be changed if required.		
<input type="text"/>		
Password Your password must be between 5 and 12 characters long, contain a mixture of UPPERCASE and lowercase letters, numbers and symbols.		
<input type="text"/>		
Confirm password		
<input type="text"/>		
Memorable Word 		
Please enter a memorable word that will be used on login to verify you as a user.		
<input type="text"/>		
Memorable word hint Enter a hint that will help you remember your memorable information. e.g. First pet's name		
<input type="text"/>		
Preferred language		
<input type="text" value="English"/> 		
Preferred time zone		
<input type="text" value="(UTC) Dublin, Edinburgh, Lisbon"/> 		
Continue Back Cancel		

- Click 'Continue' when information has been entered
- On the next page you will be asked to enter information about the organisation



Company name

Test123 x

Address

Testville

Town

County

Northamptonshire ▼

Postal code / zip

Country

United Kingdom ▼

Website (optional)

http://www.example.com

Registration number (optional)

N/A

VAT number (optional)

N/A

- Click 'Continue' when finished.
- You will then be prompted on the next screen to enter your 'Company Description' and classification information.

Company description

Promote your company to potential buyers.

Company keywords

Improve your company's searchability by entering a number of keywords.

1.

2.

3.

4.

5.

6.

Classifications

Please check all that apply. This information is used for reporting purposes only.

Legal Status of Organisation

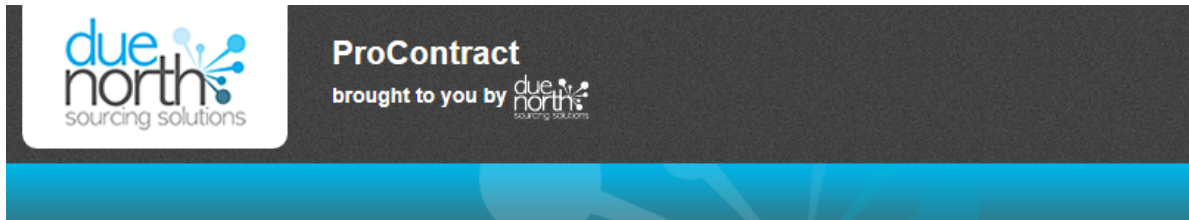
- Charitable Incorporated Organisation (CIO)
- Community Interest Company (CIC)
- General Partnership
- Industrial & Provident Society
- Limited Liability Partnership (LLP)
- Limited Partnership
- Private Company Limited by Guarantee (LTD)
- Private Limited Company (LTD)
- Public Limited Company (PLC)
- Sole Trader
- Unlimited Company
- Other

Further Organisation Detail (optional)

- Public Sector Organisation
- Social Enterprise Partner
- Living Wage
- Enterprises
- Charity
- A Company Owned & Managed By Women
- Black and Minority Ethnic (BME) Organisation
- Social Enterprise (SE)
- Franchise
- Voluntary Community Sector (VCS)
- Mutual

[Continue](#) [Back](#) [Cancel](#)

- Once entered select 'Continue'.
- Finally you will be asked to agree to the terms & conditions of the website.
- Click 'Submit Registration' when ready. This will then lead to the message below appearing. Clicking 'Continue' will link you back to the home page.



Thank You

Thank you for registering your details. Your registration will be assessed and you will be notified of the outcome in due course.

[Continue](#)

- You have now completed your registration and will receive two emails from ProContract-Notifications@due-north.com
 - One email for your username
 - One email for your password
- Return to the [home page](#) to log in.
- **Note:** The first time you log in you will be prompted to select the procurement categories you are interested in receiving notifications for and also the regions of interest (East Midlands, East of England etc).

Logging In and Accessing Contract Opportunities

- Go to <https://procontract.due-north.com/Login> then enter your login details.
- Click 'Find Opportunities', then on the drop down menu to filter by 'LGSS' by clicking on 'Update' to find the opportunity you are interested in.

Opportunities - Search results

[View all national portal opportunities](#)

Narrow your results

- Portals
 - LGSS
- Organisations
 - All
- Categories

There are 0 categories selected

 - Add UNSPSC categories
 - Add NHS eClass categories
 - Add CPV categories
 - Add ProClass categories
- Regions

There are 0 regions selected

 - Add new region
- Keywords

Opportunities

1 2 Next >

Title	Buyer	Expression Start	Expression End	Estimated value
Cambridgeshire County Council - Supply of local bus service 34	LGSS	29/04/2016	13/05/2016	N/A
Cambridgeshire County Council Mediation and Disagreement Resolution Services for children and young people from 0-25 with Special Educational Needs and Disabilities	LGSS	19/04/2016	26/05/2016	N/A
Cambridgeshire County Council Transport Framework 2016 VERSION 2	LGSS	13/04/2016	19/05/2016	N/A
Disabled Facilities Grant Register of Contractors	LGSS	15/02/2016	13/05/2016	N/A
Dynamic Purchasing System (DPS) for Education (Mainstream) Home To School Transport in Cambridgeshire	LGSS	28/04/2016	09/05/2016	N/A
East Cambridgeshire District Council - East Cambridgeshire District Leisure Centre Management Contract	LGSS	14/03/2016	06/05/2016	N/A
Independent Advocacy Services in Cambridgeshire and Peterborough	LGSS	23/03/2016	02/05/2016	£7,535,969.00
Intelligent Transport Systems, Framework Agreement	LGSS	05/04/2016	05/05/2016	N/A
LGSS Occupational Health	LGSS	08/04/2016	10/05/2016	N/A
Local Voluntary and Community Sector Infrastructure Support in Cambridgeshire	LGSS	05/04/2016	16/05/2016	£371,772.00

1 2 Next >

- Click on the title you are interested in and then the 'Register interest in this opportunity' button.
- The register interest button will then be greyed out and you will need to click on 'My Activities' along the top ribbon and then filter by 'LGSS' by clicking 'Update'.
- This will allow you to then access the online questionnaire and any associated attachments.

Drafting and Submitting a Response

- Log in (if not already logged in) again and click 'My Activities' from the home page
- On the next page, choose 'LGSS' from the dropdown list and then click the opportunity you are interested in.
- 'Opening' or 'starting' the event will present you with a screen that gives you general information about the opportunity such as closing date / time, description and any associated attachments including the terms and conditions. It also provides you with a number of online questions you have to complete.

Activity : Test

Events

Test	Complete	View details Open
Test	Draft (Respond by: 16/06/2016)	Hide details Open

Activity type: Request for information
Reference: 157323
Respond by: 16 June 2016 at 16:00
Response status: Version 1 - Draft

[< Back to home page](#)



[Reinstate this activity](#)

Messaging

You have 0 unread message(s).

[View messages](#)

Audit history

[View audit history](#)

LGSS - ITT
5200861

▼ Main details

Title: Test **Respond by:** 29 April 2016 22:00:00

Description:
Test

▼ Attachments

Public attachments can be viewed by all procurers and suppliers involved in this rfx

[Terminology - Procurement.docx](#) 12 KB

▼ Evaluation criteria/question sets

Title	Questions		
	Mandatory	Online	Internal
Test Questionnaire	5	5	0

[<Back to dashboard](#)

Time remaining

0
8
37
52

Days
Hours
Minutes
Seconds

Messaging

You have 0 unread message(s).
[View messages](#)

▼ Response controls

Start my response

[Register intent to respond](#)

[No longer wish to respond](#)

▼ My responses

You have not yet started your response.

- You have the option of informing the buyer of your intent to respond or you can also opt out if you wish. The system will still allow you to opt back in at any time.
- Click 'Start My Response' to then begin answering the questions.
- The response wizard is made up of 4 stages:
 - Details

- Additional Information
- Question Sets
- Attachments

Details

Create ITT response

1 Details 2 Additional information 3 Question sets 4 Attachments

Response reference: 1671513

Welcome to the ITT response wizard.

The wizard will assist you with the completion of your response.

You will be presented with a number of different steps to complete. Once each step has been completed you can click the 'Continue' button to proceed to the next step, or 'Back' to return to the prior step or 'Cancel' to exit the wizard.

After the completion of each step, the response information entered will be saved as a draft, which will allow you to resume the response at a later date if required.

Once all the steps have been completed and all mandatory response criteria have been met, you will be asked if you wish to submit your response.

If you agree to submit your response, you will receive a confirmation receipt email. Please note, if you do not receive the confirmation email please contact support as you cannot be guaranteed that your response has been received.

[Continue](#) [Reset](#) [Cancel](#)

- This screen just gives you an overview of the 'ITT response wizard'. When you have read this, click 'Continue'.

Additional Information

Create ITT response

1 Details 2 Additional information 3 Question sets 4 Attachments

Supplier reference (optional) ?

Response information (optional) ?

Additional comments (optional) ?





[Continue](#) [Reset](#) [Cancel](#) [Back](#)

- The next screen allows you to input further details including a supplier reference, but all of these fields are non-mandatory.
- Once finished, click on 'Continue'.

Question Sets

- Clicking on 'Question sets' will then allow you to start to view and answer the online questionnaire. Clicking 'Edit response' underneath the 'Action' will then provide you with an overview of the questionnaire.

Create ITT response

 Details
 Additional information
 **3** Question sets
 4 Attachments

Title	Action	Progress
QUESTIONNAIRE	Edit response	<div style="display: flex; justify-content: space-around;"> <div style="width: 15px; height: 15px; border: 1px solid #ccc; background-color: #eee;"></div> <div style="width: 15px; height: 15px; border: 1px solid #ccc; background-color: #eee;"></div> <div style="width: 15px; height: 15px; border: 1px solid #ccc; background-color: #eee;"></div> <div style="width: 15px; height: 15px; border: 1px solid #ccc; background-color: #eee;"></div> <div style="width: 15px; height: 15px; border: 1px solid #ccc; background-color: #eee;"></div> <div style="width: 15px; height: 15px; border: 1px solid #ccc; background-color: #eee;"></div> <div style="width: 15px; height: 15px; border: 1px solid #ccc; background-color: #eee;"></div> <div style="width: 15px; height: 15px; border: 1px solid #ccc; background-color: #eee;"></div> </div>

Continue
Reset
Cancel
Back

- You will also see a helpful key that has been included on the right hand side of the page to assist you, including an ability to flag any questions you wish to review when composing your response.

Key

- The answer provided is valid and complete.
- The answer has been automatically populated from a previous answer but it must be reviewed before submission.
- Mandatory elements of this question have not been provided.
- ★ The question has been flagged for review.

NOTE:

- All mandatory questions must be answered.
- All non-mandatory questions must have been opened and read.
- The questions in green show you which ones you have responded to.
- You will also see a progress bar that shows you the status of your response and will start to fill up with green bars once you answer the questions.



- You will then see an overview of all the questions and can begin responding to them by clicking on 'Answer question'

CONTRACT 1	Incomplete section	Section weight: 0.00%
Name of customer organisation	0.00%	Answer question ●
Point of contact in customer organisation. Position in the organisation. E-mail address	0.00%	Answer question ●
Contract start date. Contract completion date. Estimated Contract Value	0.00%	Answer question ●
In no more than 500 words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market.	0.00%	Answer question ●

- As you answer each question, you can click 'Save & Next' so that your response is saved and you can answer the next question

- When you click on a question to answer the format of the screen will look similar to this:

SUITABILITY QUESTIONS (PASS / FAIL) - INSURANCE | Question 1 of 1

<p>Question</p> <p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £5,000,000 Public Liability Insurance = £10,000,000 Professional Indemnity Insurance = £5,000,000 Product Liability Insurance = £5,000,000 * It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	<p>Weight</p> <p style="text-align: center;">0.00 %</p>
<p>Answer Flag question for review <input type="checkbox"/></p> <p>Yes <input checked="" type="radio"/> No <input type="radio"/></p> <p>Save and close Save and previous Save and next</p>	<p>Help</p> <p>This question is mandatory</p> <p>Potential Providers who answer 'No' will be eliminated from this procurement process.</p>
	<p>Question attachments</p> <p>No attachments</p>

- This screen will detail the question, any description beneath, any supplier help, weighting and question attachments. It will also tell you whether the question is mandatory or not.
- There will be an answer field displaying either: a multiple choice selection (e.g. yes / no), the ability to select multiple answers from a drop down list, provide a text response or upload an attachment.
- You can also flag the question for review by selecting the square box.
- Continually do this to work your way through the questions, clicking 'Save and next' as you go.
- When you want to stop, click 'Save and Close'.
- The progress bar will now show you the progress made in completing your response. You can go back to this later and carry on.
- Once all questions have been answered, the progress bar will be full and the questions displayed in green.

View evaluation questions

Questions

Title	Weight: %	Section status	Status	Flag
<div style="display: flex; justify-content: space-between; align-items: center;"> 1 Quality Complete section Section weight: 60.00% </div>				
1.1 Please tell us how the different modules interlink?	50.00%	Answer question		
1.2 How user friendly is the system?	10.00%	Answer question		
1.3 Please explain how the system will be used?	30.00%	Answer question		
1.4 Tell us why you should be given this contract?	10.00%	Answer question		
<div style="display: flex; justify-content: space-between; align-items: center;"> 2 Price Complete section Section weight: 40.00% </div>				
2.1 Please upload your completed pricing schedule here	100.00%	Answer question		

[Back](#)

Progress

Key

- The answer provided is valid and complete.
- The answer has been automatically populated from a previous answer but it must be reviewed before submission.
- Mandatory elements of this question have not been provided.
- The question has been flagged for review.

- Click the 'Back' button to return to the main screen then click 'Continue'.
- You will be able to add any additional attachments here (if required) as well using the 'add attachment' button. Once you have done this, click 'Finish'
- Your draft response will then be assigned a unique reference number - below.

My response 105864362 **Draft**

Additional information [Edit](#)

Supplier reference:

Evaluation criteria/question sets

Title	Action	Progress
ITT	Edit response	<div style="width: 100%; height: 10px; background-color: green;"></div>

Attachments

No attachments

[Add attachment](#)

Time remaining

Respond by: 29 January 2016 18:00:00

2
Days

6
Hours

40
Minutes

10
Seconds

Response controls

[Submit response](#)

[Open response wizard](#)

Submission checklist

- Evaluation criteria/question sets

Audit history

[View audit history](#)

- Once you are happy your response is complete, if you then click the 'Submit response' button. You will then receive an email to confirm that your submission has been received.
- If you want to edit your response before the deadline, go back to the home screen and click on the contract reference number again, you will then see a button to edit your response.

Response controls

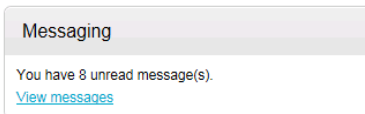
[I would like to edit my response](#)

[No longer wish to respond](#)

- Click 'Log Out' when finished.

Contacting the Buyer

- All communications with the buyer **must** be sent through the ProContract messaging system
- For technical / navigational queries about the system, you may use the electronic ticket logging system which can be found [here](#). Remember to include as much detail as possible, label your message as "Urgent" (only if time-sensitive) and include your telephone contact information.
- Alternatively you may contact ProContract by telephone on **0330 005 0352 (9am – 5:30pm Mon to Fri)** or by email to ProContractSuppliers@proactis.com
- To send a message / clarification question to the buyer regarding the opportunity you are responding to, firstly click on 'View Messages'.




- Click 'Create New Message', entering details of your message (including any attachments) and click 'send message'.

New message

To: Project team

Subject:

Attachments: 

[Cancel](#)

- When a response is sent to your message, you will be notified by ProContract-Notifications@due-north.com and will access the 'View Messages' area to view these.