

LONDON BOROUGH OF TOWER HAMLETS

PRO-CONTRACT QUICK START SUPPLIER GUIDE

If there is any information you feel is missing from this guide please email your suggestions to procurement@towerhamlets.gov.uk.

Thank you.

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INTRODUCTION

This guide is meant to be a quick reference guide to help you through the stages of submitting a Tender to the London Borough of Tower Hamlets.

If you feel that anything is missing from this guide please don't hesitate to let us know so we can make this document as useful to our suppliers as possible. (procurement@towerhamlets.gov.uk).

There are various different Procurement Procedures that the London Borough of Tower Hamlets can use to Tender for a contract. This guide is set out to talk you through the "Restricted" tendering process, where you will have to fill out a Pre Qualification Questionnaire first before being invited to Tender, this means you will need to follow all sections from A to J.

On some occasions the process may not be split into two sections like this, and an "Open" Tender process may be followed. This means you will receive all the Tender documents in one go, this means that you will only need to follow sections A, B, G, H, I & J.

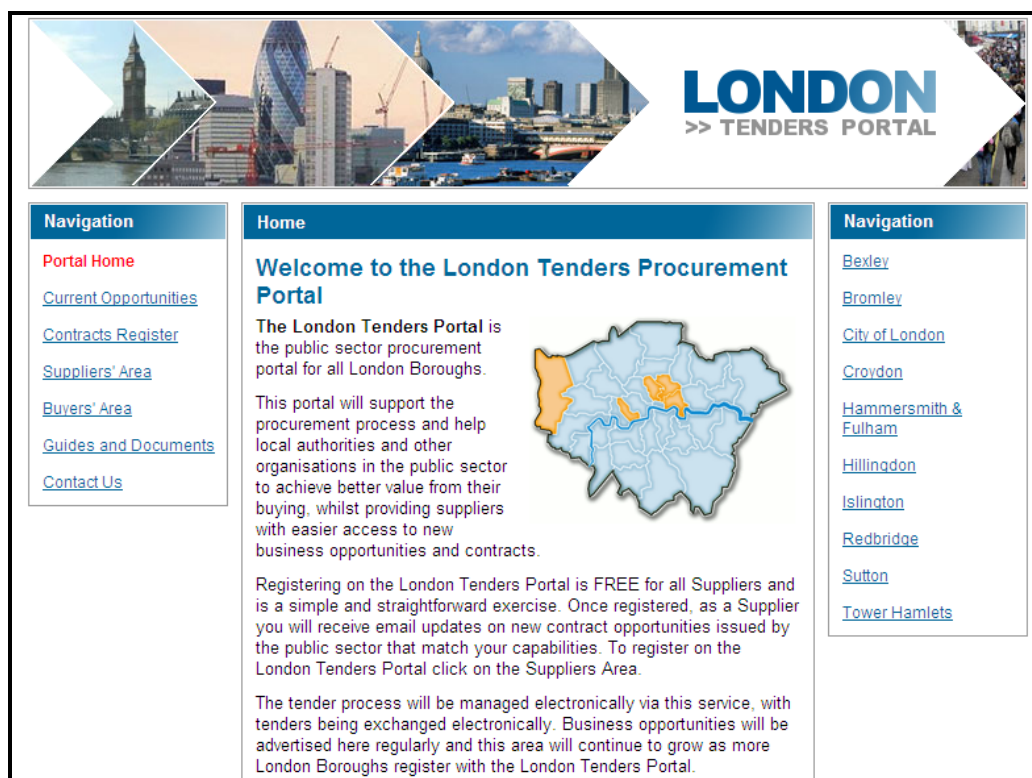
We also use the system for Mini Competitions from a framework and a request for quote, the viewing of documents and submitting your responses will be the same as either PQQ or Tender stage so please follow either of these sections.

SECTION A – REGISTERING AS A SUPPLIER


You will need to register as a supplier on ProContract, registration is free and will enable you to receive emails listing various relevant opportunities for many other London Boroughs and other organisations as well as Tower Hamlets.

To register follow the link below to the ProContract homepage:

www.londontenders.org



On the Left hand side in the **Portal Home** section click on the [Suppliers' Area](#) link.

In the top right hand corner there is a link to  [Register free](#)

This will open the Supplier Registration Wizard. Please work your way through this wizard providing any information asked for. If you get stuck there is a help guide which describes what each field is asking for on the right hand side of the page. We advise you to fill out as much information as possible, but you can always go in and add or change information at a later date if necessary.

We advise that when setting up your companies account a **generic email address** is used. This is to ensure that the company will always get the email

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notifications of any opportunities regardless of a member of staff being absent for whatever reason or no longer working for the company.

When selecting **Categories** we suggest you select one (or more) of the high level categories to ensure you receive all relevant opportunity notifications. If this is not relevant select as many sub categories as possible.

If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.

Once you have registered, your company will be reviewed by ProContract, if another person within your company has already registered with ProContract, your application will be rejected and an email explaining why will be sent to you. You will need to contact the person within your company that is already registered and have them set up an account for you.

Once your application has been accepted you will receive an email informing you of this, giving you a username and password, you will then be able to view all the opportunities that are available on ProContract.

SECTION B – LOGGING IN

Once you have registered and received an email confirming your application has been successful you will be able to log on and view any opportunities that are currently available.

To do this you can either log on following the link in the email which was sent to you detailing your logon and password or follow the link below:

www.londontenders.org

On the Left hand side in the **Portal Home** section, click on the [Suppliers' Area](#) link.



On the Home bar of the next page click on the Login icon in the top right hand corner of the screen.


Please enter the username and password you have been emailed.

The first time you log in you will be required to change your password to something more memorable for you.

If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.

SECTION C – VIEWING OPPORTUNITIES & REGISTERING AN INTEREST

Once you have logged in (please see Section B for help with this), scroll down and near the bottom of the screen there will be a list of opportunities that are available for you to look at and possibly register an interest in.

Latest Opportunities Search 			
The latest contract opportunities can be viewed below. PLEASE NOTE THAT ONLY A MAXIMUM OF FIFTEEN OPPORTUNITIES WILL BE VISIBLE AT ANY ONE TIME. You are advised to use the search facility to look at the full range of available opportunities by clicking the binoculars icon.			
Contract Title	Buyer	Start Date	End Date
AHWB 3168 DOMICILIARY CARE SERVICE	Tower Hamlets	24/10/2011	24/10/2014
CSF 3928 WORKFORCE DEVELOPMENT	Tower Hamlets	01/07/2011	30/06/2014
CSF3927 Early Years Workforce Development - Childminder Intake Training	Tower Hamlets	01/07/2011	30/06/2014

This list only shows 15 of the most recent opportunities, to view other opportunities, click on the [Search !\[\]\(83f22ed94ec5517769dd76d702c6bfd8_img.jpg\)](#) link.


Search Criteria	
Organisation:	<input type="text" value="All"/>
Category:	<input type="text" value="03000000 Agricultural, farming, fishing, forestry and relate..."/>
Contains:	<input type="text"/>
Order By:	<input type="text" value="Start date"/>
All Opportunities:	<input type="checkbox"/> Tick to include past/previous opportunities and also future opportunities which are not yet open for expressions of interest
Options	
<input type="button" value="Search"/>	<input type="button" value="Finish"/>

Complete the relevant Search Criteria. If you need help, an explanation of each option is on the right hand side of the screen. Once you have chosen what to search for click on the button.

Tower Hamlets Opportunities			
Start Date	Contract Title	End Date	
01/07/2011	CSF3883 PROVISION OF INDEPENDENT VISITORS SERVICE FOR YOUNG PEOPLE IN CARE	31/03/2014	
01/07/2011	CSF3927 Early Years Workforce Development - Childminder Intake Training	30/06/2014	
01/07/2011	CSF 3928 WORKFORCE DEVELOPMENT	30/06/2014	
24/10/2011	AHWB 3168 DOMICILIARY CARE SERVICE	24/10/2014	

To open an opportunity click on the **Contract Title** of the contract you are interested in. This will take you to a new screen which will show you all the details of the contract.

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If the opportunity is still open for you to express an interest, at the bottom of this screen there will be a  button. When you click on this button this will then let the authority know you are interested in this opportunity. You will receive an email confirming that you have successfully registered your interest in the contract.


Depending on the type of tendering exercise the Local Authority are running, you may be able to see the Pre-Qualification Questionnaire and other documents straight away, or you will receive an email once these documents become available.


If you get stuck please look at the ProContract supplier guide available on the site.

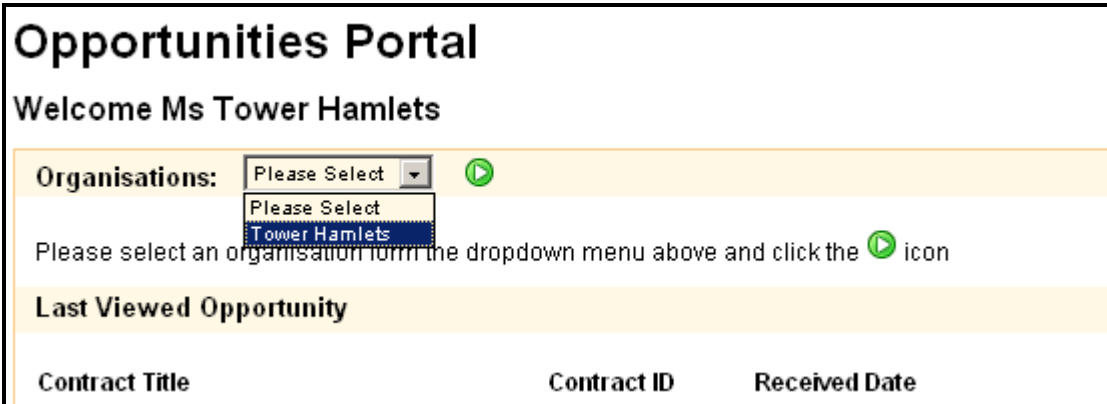
If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.

SECTION D – VIEWING & SAVING PQQ DOCUMENTS

Once you have registered an interest in an opportunity, you may be able to view the documents straight away or you will receive an email letting you know that the documents are available. Log in to the system (for help with this see Section B of this guide)


Click on the  [My Opportunities](#) link the top right hand side of the screen. The opportunities Portal will then open.


From the Organisations drop down list you need to select **Tower Hamlets** and then click on the 



Opportunities Portal

Welcome Ms Tower Hamlets

Organisations: Please Select 


Please select an organisation from the dropdown menu above and click the  icon

Last Viewed Opportunity

Contract Title	Contract ID	Received Date
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All the opportunities you are completing PQQs or ITT's for, for the borough you selected will be listed.

Click on the **Contract ID** link of the opportunity you wish to view / work on, this will open the screen with all the available contract information.

You then need to click on the folder icon  to the right of the stage detail box.

This page now shows you the PQQ Information and then your Response information.

The **PQQ Information** section holds all the information you will need to apply for this opportunity. To view the section you require in more detail click on the

[View PQQ](#) 


link to the right of the heading.

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Within the PQQ Information section, under the **Attachments** heading will be all the documents you will need to complete your submission, including the PQQ Questionnaire.

Attachments

There are currently 1 attachment(s) uploaded to this PQQ

Attached/Link Name	Size	Date Uploaded
 Draft PreQualificati...	255kb	21/10/2009

Terms & Conditions

Title
[LBC Standard Documents](#)

Options

Please also ensure you read our **Terms & Conditions** document.

To open and view these documents click on the name of the document, which is a link. This will open the document in its relevant program.

You will need to save these documents to your PC. To do this when you are viewing the document, click on **File** and **Save As...** as you would do normally to save a document to your PC.

IMPORTANT ADVICE FOR MULTIPLE DOCUMENT UPLOAD

The multiple upload functionality requires Adobe Flash v.9.02 or above to be installed correctly in the client's browser - in addition it requires Javascript support to be enabled. It also requires a modern web browser (Google Chrome or IE7 and above are preferred as earlier versions can have issues with Adobe Flash support).

The reason for this is that web browsers by default do not support uploading of multiple files as a standard. In many cases with problems using the multiple upload function are related to incorrect or faulty installation of the Flash plugin, or other browser issues that may not be easily identifiable (in particular without screenshots or detailed information from the supplier having issues).

It is for this reason that there is a fallback or "standard" single file upload which guarantees compatibility across all browsers. However, this can also be prone to failure for reasons outside of the control of ProContract, for example:

1. Uploading file(s) from a networked/shared drive may not work 100% of the time or not at all for some users (this is a browser bug particularly with Internet Explorer)
2. A poor upload speed or generally slow internet connection can increase upload time and consequently cause some data packets to be lost. This can cause uploads to fail some (or all) of the time for certain users, however conditions here will vary depending on the user's ISP and location

To help us, we would appreciate it if you named the document in a specific format, your companies name followed by the name of the document. e.g.

ProContract Supplier Quick Start Guide

Ltd Company 1 – Financial Information, so when you return your documents to us they are easily identifiable.

To close this screen click on the button.


Once you have read all of the supporting documents please let us know if you do not intend to apply. To do this, please click on button.


If you do decide to **Opt Out** we would really appreciate knowing the reason why. Please fill out the appropriate box with your reason.

If you get stuck please look at the ProContract supplier guide available on the site.

If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.


SECTION E – ASKING QUESTIONS REGARDING THE PQQ


Click on the  [My Opportunities](#) link the top right hand side of the screen. The opportunities Portal will then open.

From the Organisations drop down list you need to select **Tower Hamlets** and then click on the 

Opportunities Portal

Welcome Ms Tower Hamlets

Organisations: Tower Hamlets 

Please select an organisation from the dropdown menu above and click the  icon


Last Viewed Opportunity

Contract Title	Contract ID	Received Date
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All the opportunities you are completing PQQs or ITT's for, for the borough you selected will be listed.

Opportunities Portal


Welcome Ms Tower Hamlets

Organisations: Please Select 

Tower Hamlets Opportunities

Contract Title	Contract ID	Received Date
CSF3882 Childrens Right Advocacy	DNWC-8D3LDX	24/03/2011 
DR3909 INVITATION FOR EXPRESSIONS OF INTEREST IN TENDERING FOR THE DAILY CLEANING SERVICE FOR LONDON BOROUGH OF TOWER HAMLETS	DNWC-8EXMCQ	16/03/2011

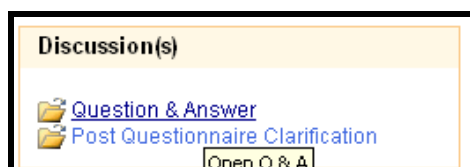
Click on the **Contract ID** link of the opportunity you wish to view / work on, this will open the screen with all the available contract information.

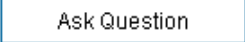
You then need to click on the folder icon  to the right of the stage detail box.

In the column on the right hand side, underneath the **Tower Hamlets** logo, there is the heading **Discussions(s)**.

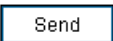

If you wish to ask a question to the Local Authority click on the **Question & Answer** link.

ProContract Supplier Quick Start Guide



Click on the  button.

Fill out the subject and question boxes with your question. Please ensure that you do not identify yourself or give away any confidential information as these questions can be made public for all other tenderers to see. The Procurement Team will be able to see who the question has been sent from automatically.

Once you are happy with your question click . To cancel out of this screen without sending your message click .

Once you have sent the message you will be taken to the Question Status Screen. Under the **Questions** heading you will be able to see the following information:

Status: Whether your question has been opened and read by the London Borough of Tower Hamlets.

Availability: Who can see this question, some questions will be made public to all suppliers if the London Borough of Tower Hamlets feels that it will benefit all suppliers to view the information.

Subject: Click on this to go into your message and view the question & answer.

Submitted: Date and time you submitted the question

Answered: The date and time your question was answered

Made Public: Whether the London Borough of Tower Hamlets has made the question and answer public for all suppliers to see.

Once your question has been answered you will receive an email from ProContract notifying you of this. Follow the link in the email and the steps above to view your response.

If you get stuck please look at the ProContract supplier guide available on the site.

If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.

SECTION F – COMPLETING & SUBMITTING PQQ's


You will need to open and save the PQQ document to your own PC. To do this open and view the document (as explained in Section D).


You can then complete the PQQ as you would with any other word document and then save it in an easy to find place on your PC. To help us, we would appreciate it if you named the document your companies name followed by the name of the document.

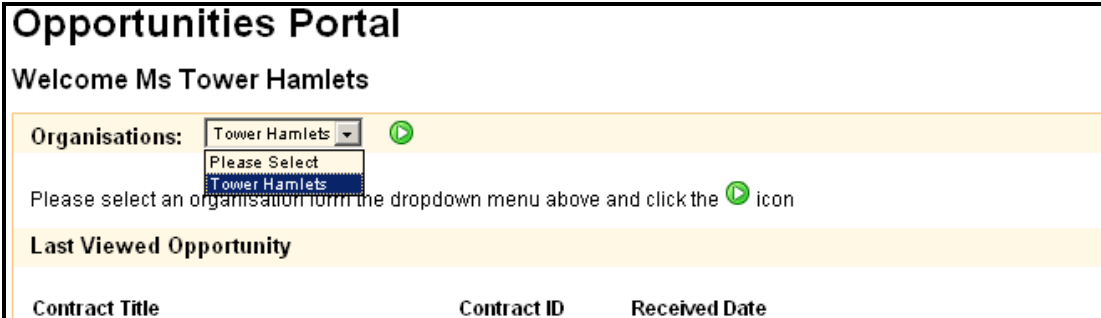
e.g. Ltd Company 1 – Financial Information

When you are ready to submit your completed questionnaire please ensure you have all the required documents available on your PC.

Log in to ProContract (As explained in Section B).


Click on the  [My Opportunities](#) link the top right hand side of the screen.


From the Organisations drop down list you need to select Tower Hamlets and then click on the 



Opportunities Portal

Welcome Ms Tower Hamlets

Organisations: Tower Hamlets 

Please select an organisation from the dropdown menu above and click the  icon

Last Viewed Opportunity


Contract Title	Contract ID	Received Date
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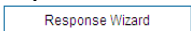
All the opportunities you are completing PQQ's or ITT's for, for the borough you selected will be listed.

Click on the **Contract ID** link of the opportunity you wish to view / work on, this will open the screen with all the available contract information.

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Title	Reference	Respond By	Response Status
titel (PQQ)	PQQ-UATT-994FRR-1	08/09/2010 03:00:00	Closed - No Response

You then need to click on the folder icon  to the right of the stage detail box.

You will then be able to see the PQQ Information box at the top, followed by the My Response box. Below these boxes you will find the  button. Please click on this button when you are ready to respond.

The Response Wizard Step by Step

1. The first screen is the **Message** screen. This screen advises you how the Response Wizard works.

Click on  (or Cancel if you do not want to respond at this time)

2. This is the **Questionnaire Information** page.

My Reference: Please enter your reference code for this response to enable you to identify this within your own company. This field is mandatory (*).

Questionnaire Information: As you will be uploading the completed PQQ questionnaire as an attachment you do not need to enter any information in here unless you feel there is something we should know.

Additional Comments: you do not need to enter any information in here unless you feel there is something important we should know.

Delivery Period: If applicable please enter the earliest delivery date. (If this is not applicable please leave blank)

Price(s) Firm Until: Please enter the last date the price offered will be held for.

Click on 

3. This is the **Questionnaire Attachments** page.

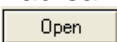
ProContract Supplier Quick Start Guide

This is where you will need to upload your completed Pre-Qualification questionnaire, and any supporting documents. It would help us greatly if you could save your documents with your company name followed by the name of the document. For example ***Ltd Company 1 – Financial Information***

To upload your PQQ click on .

In the next screen click on the  button


This then opens up the 'Choose File' box on your PC, find where you had saved the completed PQQ. Select the document and click

.


Then click on the  button.

The PQQ will then show listed as an attachment.

To upload the rest of your supporting documents click on  and repeat the process above.

To remove a document click on the  icon to the left of the document you wish to remove.

To view the document click on the name of the document, this will open the document in its relevant program.

Once you are happy that all the documents you require are loaded up click on .

4. This is the **Terms & Conditions** page

You will need to accept the London Borough of Tower Hamlets's Terms & Conditions, you can read the Terms & Conditions if you haven't already done so by clicking on the title link.


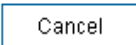
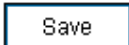
Either select **Yes** or **No**. This response is mandatory (*).

If you select **No**, please provide a reason in the box underneath.

Click on .

5. This is the **Response Overview Screen**

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If you wish to change any of the information listed you can do so by clicking on the **Edit**  link to the right of the relevant heading. This will then open up the relevant step. Either click  to leave it as it is, or make the changes and click .


6. You can now either **Save as Draft** or **Submit your Response**:

Save as Draft: This will save your responses and will enable you to come back at a later date and amend your response. The London Borough of Tower Hamlets cannot see your response.

The next screen is to confirm that you do want to save as draft. Click the relevant button.

To go back into your response to amend or submit:


Click on the  [My Opportunities](#) link the top right hand side of the screen.

From the Organisations drop down list you need to select **Tower Hamlets** and then click on the .


Opportunities Portal

Welcome Ms Tower Hamlets

Organisations:

Tower Hamlets 

Please Select
Tower Hamlets


Please select an organisation from the dropdown menu above and click the 

Last Viewed Opportunity

Contract Title	Contract ID	Received Date
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All the opportunities you are completing PQQ's or ITT's for, for the borough you selected will be listed.

Click on the **Contract ID** link of the opportunity you wish to view / work on, this will open the screen with all the available contract information.

You then need to click on the folder icon  to the right of the stage detail box.

Submit your Response: This will send your completed questionnaire & supporting documents to the London Borough of Tower Hamlets.

Please note: Once you have submitted your response you will not be able to amend your response.

The next screen is to confirm that you do want to submit your response. Click the relevant button.

8. Once you have submitted it will take you to the Pre-Qualification Response Summary Screen.

Click on the  button at the bottom of the screen.

You will receive an email informing you that the London Borough of Tower Hamlets has received your Questionnaire.

If you get stuck please look at the ProContract supplier guide available on the site.


If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.


SECTION G – POST QUESTIONNAIRE CLARIFICATION


Occasionally The London Borough of Tower Hamlets may need to contact you after you have submitted your questionnaire to ask for further clarification or additional information.

If this happens you will receive an email from ProContract informing you that there has been a new post.

To view this post you can either click on the link provided in the email or log in to the system as usual (see Section B)


Click on the  [My Opportunities](#) link the top right hand side of the screen.


From the Organisations drop down list you need to select Tower Hamlets and then click on the 

 icon'. Below this is a section titled 'Last Viewed Opportunity' with a table. The table has three columns: 'Contract Title', 'Contract ID', and 'Received Date'." data-bbox="151 397 853 541"/>

Opportunities Portal

Welcome Ms Tower Hamlets

Organisations: Tower Hamlets 


Please select an organisation from the dropdown menu above and click the  icon

Last Viewed Opportunity

Contract Title	Contract ID	Received Date
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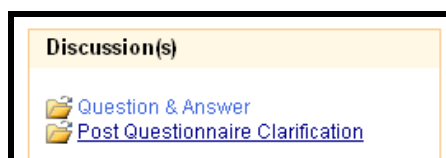
All the opportunities you are completing PQQ's or ITT's for, for the borough you selected will be listed.

Click on the **Contract ID** link of the opportunity you wish to view / work on, this will open the screen with all the available contract information.

You then need to click on the folder icon  to the right of the stage detail box.

In the column on the right hand side, underneath the Tower Hamlets logo, there is the heading **Discussions(s)**.

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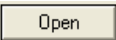


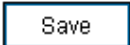
click on **Post Questionnaire Clarification**.


The question will now be listed, to view the question click on the subject link. Write your answer in the appropriate box.

If you need to upload an attachment, click on the  button.


Click on the  button


Find the file you wish to attach, select the file and click .

Click on  – this will upload the document.

To upload another document click on the  button and follow the above process.

A list of attachments you have uploaded will be on the right hand side near the top of the screen.

To remove an attachment click on the  to the left of the attachment you wish to remove.

Once you have uploaded all the required documents click on the  button.

To send your answer click on the **Reply** button.

The London Borough of Tower Hamlets can now view your response.


If you get stuck please look at the ProContract supplier guide available on the site


If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.

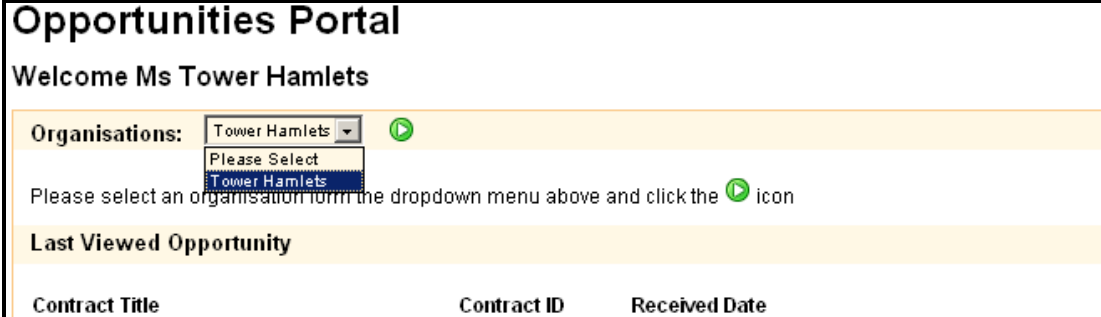
SECTION H – VIEWING TENDER DOCUMENTS


The London Borough of Tower Hamlets will evaluate your Pre-Qualification Questionnaire and if you are successful you will receive an email via ProContract inviting you to Tender.

To view these documents you can click on the link in the email or Log into the system as explain in Section B.

Click on the  [My Opportunities](#) link the top right hand side of the screen.


From the Organisations drop down list you need to select **Tower Hamlets** and then click on the 




Opportunities Portal		
Welcome Ms Tower Hamlets		
Organisations:	Tower Hamlets	
Please select an organisation from the dropdown menu above and click the play button icon		
Last Viewed Opportunity		
Contract Title	Contract ID	Received Date

All the opportunities you are completing PQQ's or ITT's for, for the borough you selected will be listed.

Click on the **Contract ID** link of the opportunity you wish to view / work on, this will open the screen with all the available contract information.

You will need to ensure that the ITT Stage is showing by clicking on the Tabs as shown in the above diagram. You then need to click on the folder icon  to the right of the stage detail box.

The **ITT Information** section holds all the information you will need to apply for this opportunity. Click on the [view ITT](#)  link on the right hand side of the section heading to open the section.


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Under the **Attachments** heading will be all the documents you will need to complete your submission, including the PQQ Questionnaire.

Please also ensure you read our **Terms & Conditions** document, which can be found in the relevant section underneath the Attachments section.

To open these documents click on the name of the document, which is a link. This will open the document in its relevant program. **You will need to save these documents to your PC.** To help us, we would appreciate it if you named the document your companies name followed by the name of the document. e.g. **Ltd Company 1 – Financial Information**

To get out of this screen click on the  button.

Once you have read all of the supporting documents please let us know whether you do not wish to proceed by clicking on the  button.


If you get stuck please look at the ProContract supplier guide available on the site.


If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.

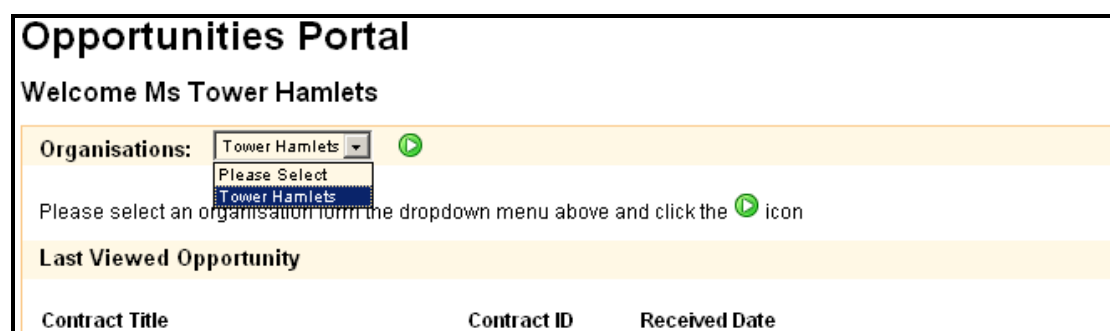
SECTION I – ASKING QUESTIONS RE INVITATION TO TENDER

If you need to clarify anything before submitting your completed PQQ you can ask us a question via the ProContract site.

To view these documents you can click on the link in the email or Log into the system as explain in Section B.

Click on the  [My Opportunities](#) link the top right hand side of the screen.


From the Organisations drop down list you need to select **Tower Hamlets** and then click on the 



Contract Title	Contract ID	Received Date
----------------	-------------	---------------

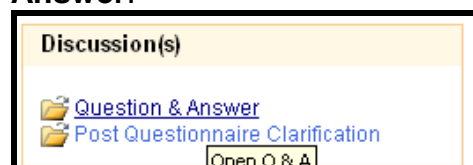
All the opportunities you are completing PQQ's or ITT's for, for the borough you selected will be listed.


Click on the **Contract ID** link of the opportunity you wish to view / work on, this will open the screen with all the available contract information.

You will need to ensure that the ITT Stage is showing by clicking on the Tabs as shown in the above diagram. You then need to click on the folder icon  to the right of the stage detail box.

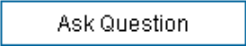
In the column on the right hand side, underneath the **Tower Hamlets Council** logo, there is the heading **Discussions(s)**.


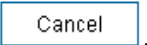
If you wish to ask a question to the Local Authority click on **Question & Answer**.



Discussion(s)
 Question & Answer
 Post Questionnaire Clarification
Open Q & A

ProContract Supplier Quick Start Guide

Click on the  button.

Fill out the subject and question boxes with your question. Please ensure that you do not identify yourself or give away any confidential information as these questions can be made public for all other tenderers to see. Once you are happy with your question click . To cancel out of this screen without sending your message click .

Once you have sent the message you will be taken to the Question Status Screen. Under the **Questions** heading you will be able to see the following information:

Status: Whether your question has been opened and read by the London Borough of Tower Hamlets.

Availability: Who can see this question, some questions will be made public to all suppliers if the London Borough of Tower Hamlets feels that it will benefit all suppliers to view the information.

Subject: Click on this to go into your message and view the question & answer.

Submitted: Date and time you submitted the question

Answered: The date and time your question was answered

Made Public: Whether the London Borough of Tower Hamlets has made the question and answer public for all suppliers to see.

Once your question has been answered you will receive an email from ProContract.


If you get stuck please look at the ProContract supplier guide available on the site.


If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.

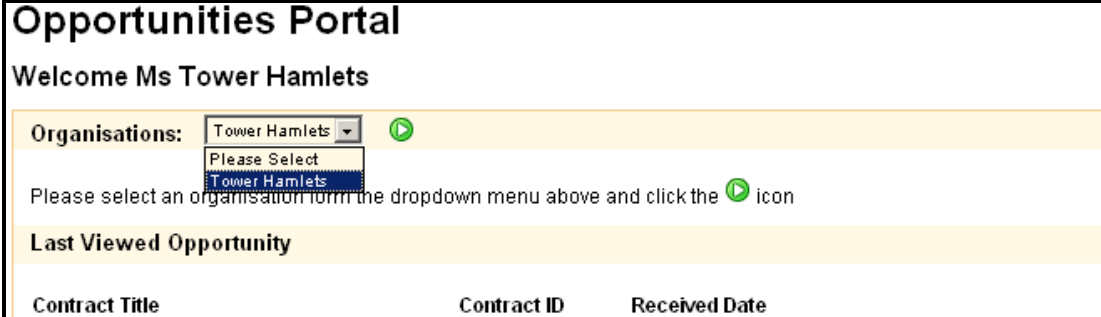
SECTION J – COMPLETING & SUBMITTING A TENDER

When you are ready to submit your completed Tender Document and relevant additional documentation please ensure you have all the required documents available on your PC.

To view these documents you can click on the link in the email or Log into the system as explain in Section B.


Click on the  [My Opportunities](#) link the top right hand side of the screen.


From the Organisations drop down list you need to select **Tower Hamlets** and then click on the 



Opportunities Portal

Welcome Ms Tower Hamlets

Organisations: Tower Hamlets 

Please select an organisation from the dropdown menu above and click the 

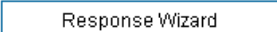
Last Viewed Opportunity

Contract Title	Contract ID	Received Date
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All the opportunities you are completing PQQ's or ITT's for, for the borough you selected will be listed.

Click on the **Contract ID** link of the opportunity you wish to view / work on, this will open the screen with all the available contract information.

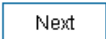
The easiest way to ensure you enter all the relevant information is to use the



button at the bottom of the page.

The Response Wizard Step by Step

1. The first screen is the **Message** screen. This screen advises you how the Response Wizard works.

Click on  (or Cancel if you do not want to respond at this time)

2. This is the **Questionnaire Information** page.

ProContract Supplier Quick Start Guide

My Reference: Please enter your reference code for this response to enable you to identify this within your own company. This field is mandatory (*).

Tender Information: As you will be uploading the completed Tender Document as an attachment you do not need to enter any information in here unless you feel there is something we should know.

Additional Comments: you do not need to enter any information in here unless you feel there is something important we should know.

Delivery Period: If applicable please enter the earliest delivery date. (If this is not applicable please leave blank)

Price(s) Firm Until: If applicable please enter the last date the price offered will be held for. (If this is not applicable please leave blank).


Click on 

3. This is the **Tender Attachments** page.

This is where you will need to upload your Tender Documents, and any supporting documents. It would help us greatly if you could save your documents with your company name followed by the name of the document. For example ***Ltd Company 1 – Financial Information***

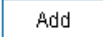
To upload your Tender Documents click on .


In the next screen click on the  button

This then opens up the 'Choose File' box on your PC, find where you had saved the completed Tender Documents. Select the document and click .

Then click on the  button.

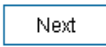
The Documents will then show listed as an attachment.

To upload the rest of your supporting documents click on  and repeat the process above.

To remove a document click on the  icon to the left of the document you wish to remove.

ProContract Supplier Quick Start Guide

To view the document click on the name of the document, this will open the document in its relevant program.

Once you are happy that all the documents you require are loaded up click on .

4. This is the **Terms & Conditions** page


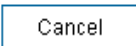
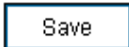
You will need to accept the London Borough of Tower Hamlets's Terms & Conditions, you can read the Terms & Conditions if you haven't already done so by clicking on the title link.

Either select **Yes** or **No**. This response is mandatory (*).

If you select **No**, please provide a reason in the box underneath.

Click on .

5. This is the **Response Overview Screen**

If you wish to change any of the information listed you can do so by clicking on the **Edit**  link to the right of the relevant heading. This will then open up the relevant step. Either click  to leave it as it is, or make the changes and click .


6. You can now either **Save as Draft** or **Submit your Response**:


Save as Draft: This will save your responses and will enable you to come back at a later date and amend your response. The London Borough of Tower Hamlets cannot see your response.

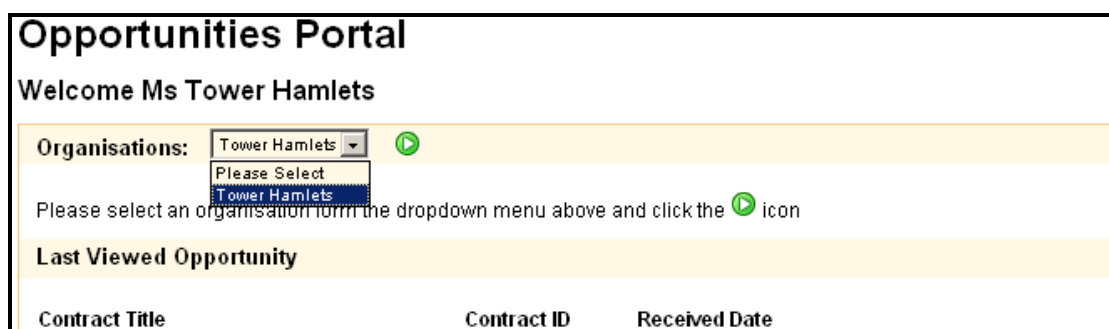
The next screen is to confirm that you do want to save as draft. Click the relevant button.

To go back into your response to amend or submit:

To view these documents you can click on the link in the email or Log into the system as explain in Section B.


Click on the  [My Opportunities](#) link the top right hand side of the screen.


From the Organisations drop down list you need to select **Tower Hamlets** and then click on the .



Opportunities Portal

Welcome Ms Tower Hamlets

Organisations: Tower Hamlets 

Please select an organisation from the dropdown menu above and click the  icon

Last Viewed Opportunity

Contract Title	Contract ID	Received Date
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All the opportunities you are completing PQQ's or ITT's for, for the borough you selected will be listed.

Click on the **Contract ID** link of the opportunity you wish to view / work on, this will open the screen with all the available contract information.

Click the  button at the bottom of the page.

Submit your Response: This will send your completed questionnaire & supporting documents to the London Borough of Tower Hamlets.

Please note: Once you have submitted your response you will not be able to amend your response.

The next screen is to confirm that you do want to submit your response. Click the relevant button.

7. Once you have submitted it will take you to the Pre-Qualification Response Summary Screen.

Click on the  button at the bottom of the screen.

You will receive an email informing you that the London Borough of Tower Hamlets has received your Tender Documentation.

If you get stuck please look at the ProContract supplier guide available on the site.

If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.


SECTION K – POST TENDER CLARIFICATION


Occasionally The London Borough of Tower Hamlets may need to contact you after you have submitted your tender to ask for further clarification or additional information.

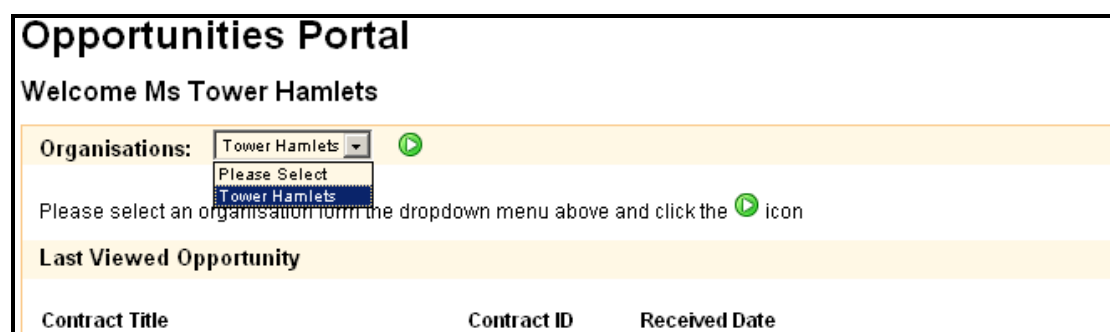
If this happens you will receive an email from ProContract informing you that there has been a new post.

To view this post you can either click on the link provided in the email or click on the link here (https://www.londontenders.org/procontract/supplier.nsf/frm_home?openForm)

To view these documents you can click on the link in the email or Log into the system as explain in Section B.


Click on the  [My Opportunities](#) link the top right hand side of the screen.


From the Organisations drop down list you need to select **Tower Hamlets** and then click on the .



Opportunities Portal

Welcome Ms Tower Hamlets

Organisations: Tower Hamlets 

Please select an organisation from the dropdown menu above and click the  icon

Last Viewed Opportunity

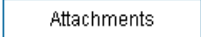
Contract Title	Contract ID	Received Date
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All the opportunities you are completing PQQ's or ITT's for, for the borough you selected will be listed.

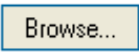
Click on the **Contract ID** link of the opportunity you wish to view / work on, this will open the screen with all the available contract information.

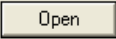
On the Right hand side of the screen under the **Tower Hamlets Council** logo, underneath the heading **Discussion(s)** click on **Post Tender Clarification**.


The question will now be listed, to view the question click on the subject link. Write your answer in the appropriate box.


If you need to upload an attachment, click on the  button.

ProContract Supplier Quick Start Guide


Click on the  button

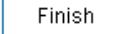
Find the file you wish to attach, select the file and click .

Click on  – this will upload the document.

To upload another document click on the  button and follow the above process.

A list of attachments you have uploaded will be on the right hand side near the top of the screen.

To remove an attachment click on the  to the left of the attachment you wish to remove.

Once you have uploaded all the required documents click on the  button.

To send your answer click on the **Reply** button.

The London Borough of Tower Hamlets can now view your response.

If you get stuck please look at the ProContract supplier guide available on the site.

If you are still having difficulties, please contact procurement@towerhamlets.gov.uk and we will respond to your query as soon as possible.

SECTION L – HELP!

As this guide is only meant to be a quick reference guide for further help on other subjects and in-depth information please see the Supplier Guide which is available on the site (or click the link below).

https://www.londontenders.org/procontract/help.nsf/frm_banner_help?openform

If you are still having difficulties, please contact us via email (procurement@towerhamlets.gov.uk) and we will respond to your query as soon as possible.