

How to find contract documents and submit applications on ProContract

Quick Guide

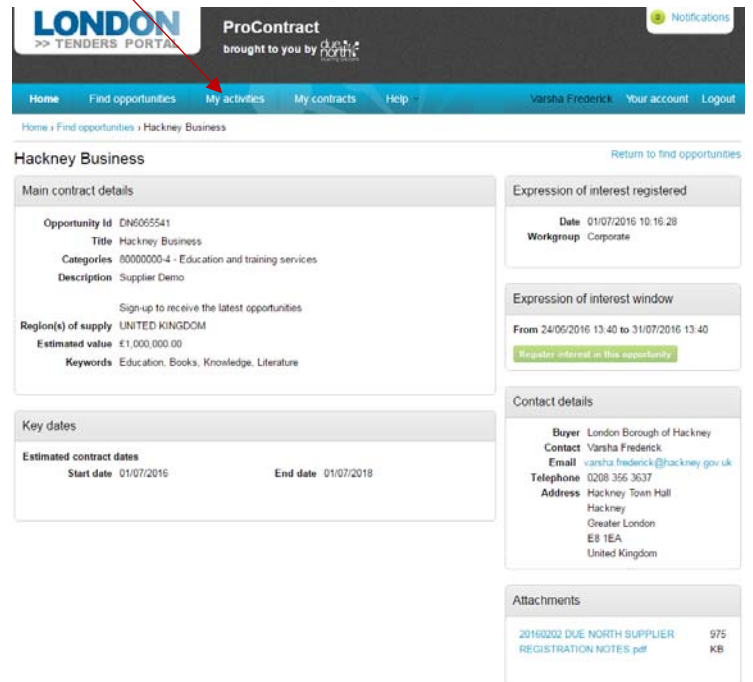
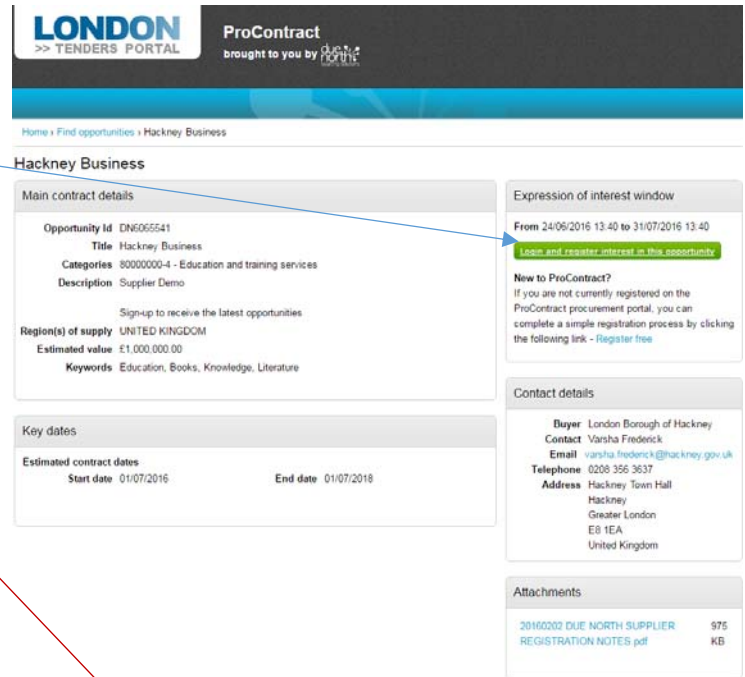
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1 Express an interest to apply

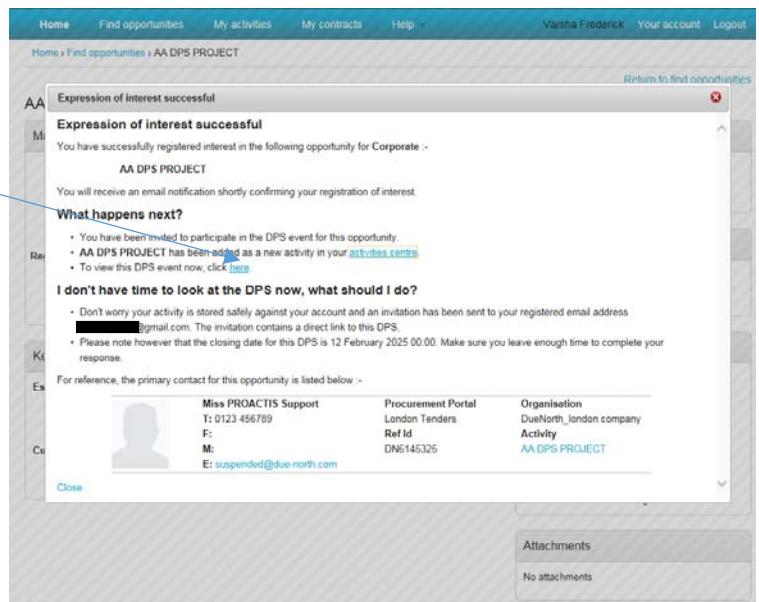
1.1 Step 1 – Click on ‘Login and register interest in this opportunity’

Note

- The green button colour will be faded once interest has been expressed
- The supporting documents are accessed via ‘My activities’ – you see it appear on the header tab once you have expressed an interest
- If you are not already registered with ProContract, please factor in the time to set-up your account with ProContract – please allow one working day



1.2 Step 2 – Click on ‘here’ to view the tender documents



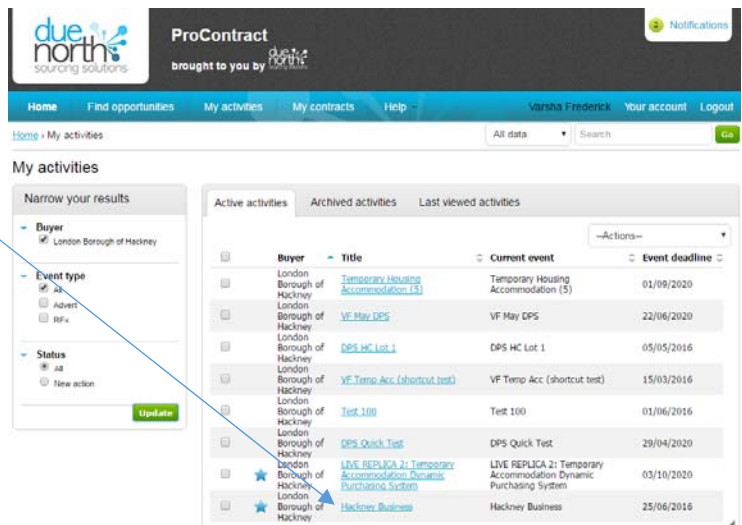
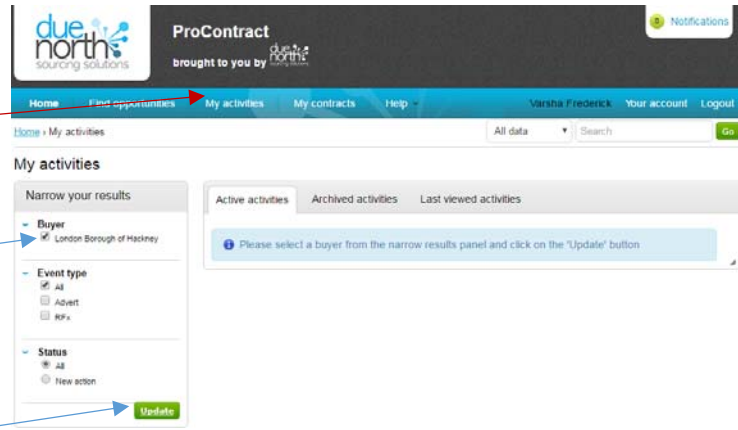
2 Access documentation

2.1 Step 1 – Click on 'My activities'

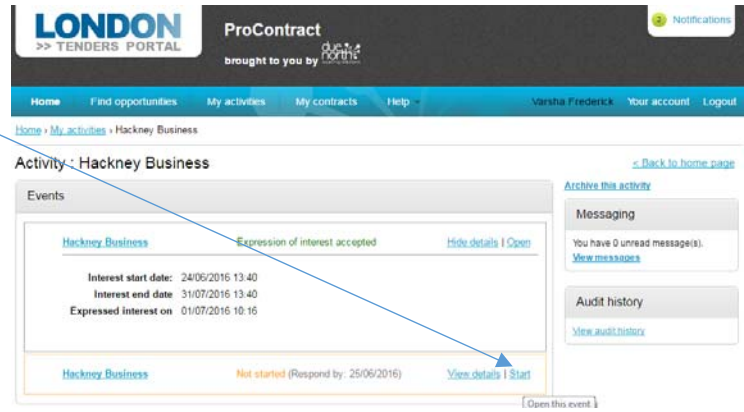
2.2 Step 2 – Select 'London Borough of Hackney' as the Buyer

2.3 Step 3 – Click 'Update'

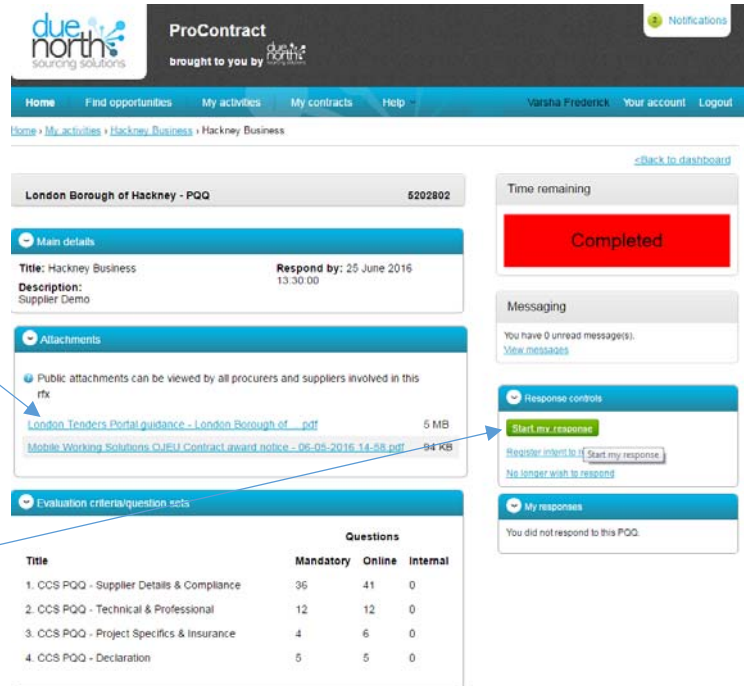
2.4 Step 4 – Select **relevant contract notice** by clicking its title (underlined and blue text)



2.5 Step 5 – Click on ‘**Start**’ to access the documentation and start your application



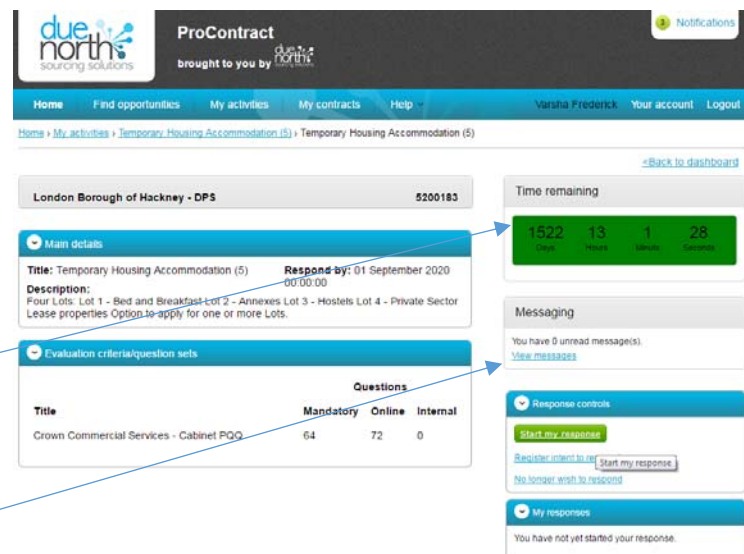
2.6 Step 6 – Click on the document headings to view the **attachments**



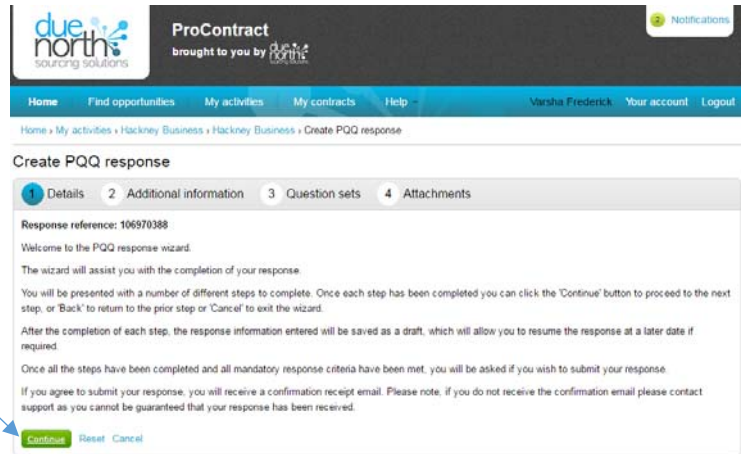
2.7 Step 7 – Click on ‘**Start my response**’ to start your application

Note

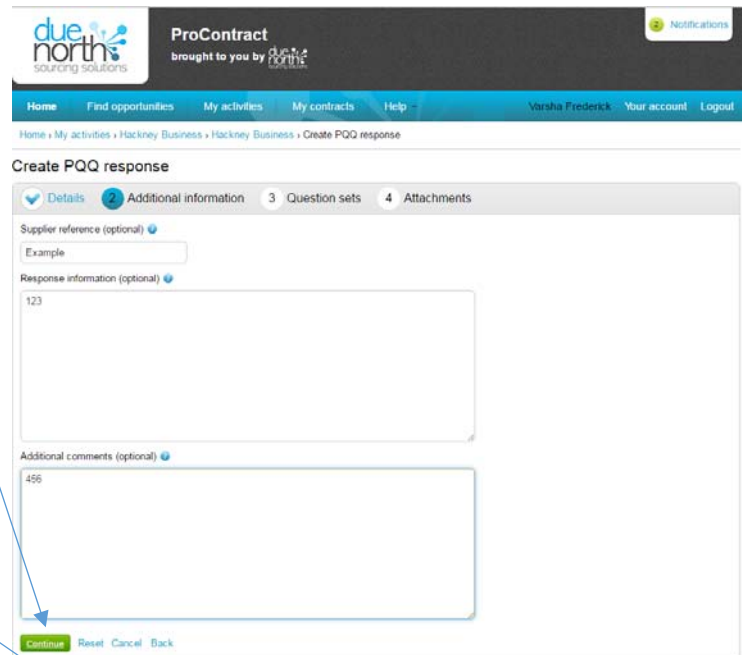
- You have the option to start and stop any time you wish as you can save your answers as you go along
- The system will save your answers for other Hackney Council tenders you apply for (this is subject to the publish question being identical to that previously answered)
- There is a countdown displayed on this page (referred to as the ‘contract title landing page’) to flag the deadline (we do not accept late returns)
- You have the functionality to submit queries via the ‘Messaging’ function



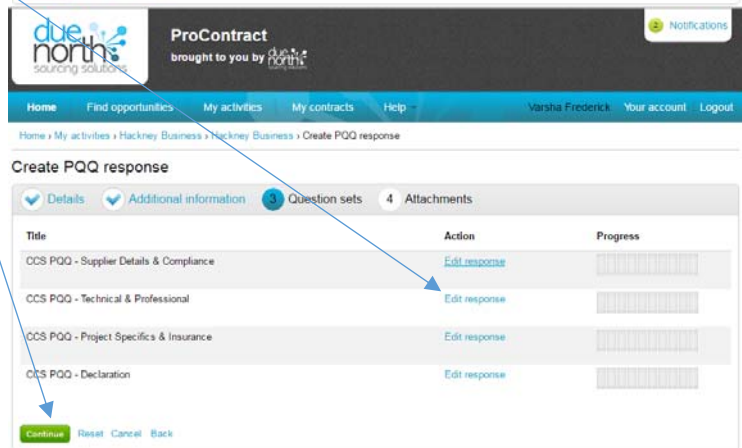
2.8 Step 8 – Read the instruction on the ‘**Details**’ and click on ‘**Continue**’ to progress to your application



2.9 Step 9 – You may wish record your internal reference number and provide comments (optional) in the ‘**Additional information**’ tab and click on ‘**Continue**’ to progress to your application



2.10 Step 10 – Click on the ‘**Edit response**’ to answer each section listed in the ‘**Question sets**’ and click on ‘**Continue**’ to progress to your application

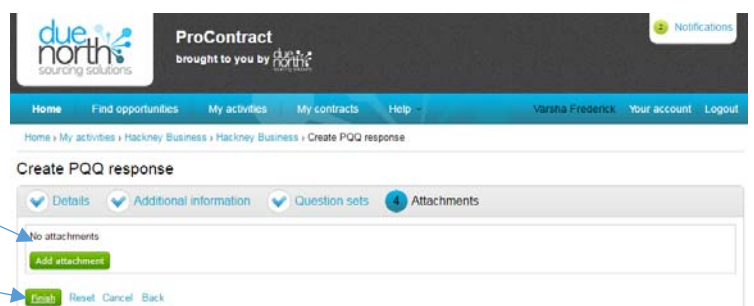


Note

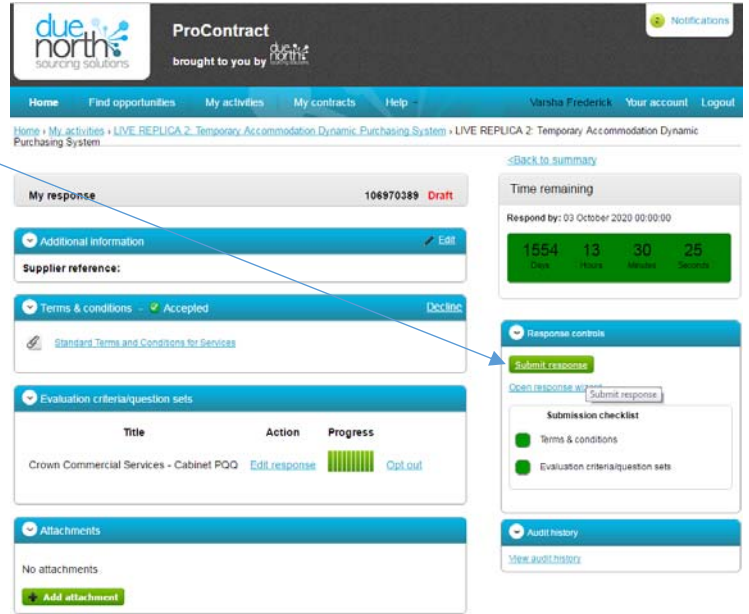
- Each section of the CCS SQ contain multiple questions (the number of questions are listed under the ‘online’ column in the ‘Evaluation criteria/question sets’ on the ‘contract title landing page’)
- You have the option to start and stop any time you wish as you can save your answers as you go along
- The system will save your answers for other Hackney Council tenders you apply for (this is subject to the publish question being identical to that previously answered)

Evaluation criteria/question sets				
Title	Questions			
	Mandatory	Online	Internal	
1. CCS PQQ - Supplier Details & Compliance	36	41	0	
2. CCS PQQ - Technical & Professional	12	12	0	
3. CCS PQQ - Project Specifics & Insurance	4	6	0	
4. CCS PQQ - Declaration	5	5	0	

2.11 Step 11 – You have the option to upload ‘**Attachments**’ and click on ‘**Finish**’ to progress to your application

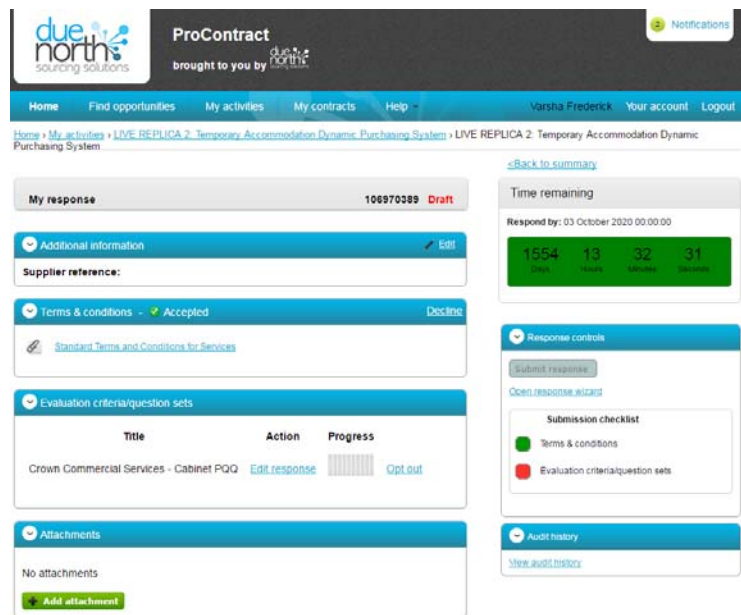


2.12 Step 12 – Click on ‘**Submit response**’ to forward your application and confirm your submission in the pop-up message by clicking on ‘**Submit response**’



Note

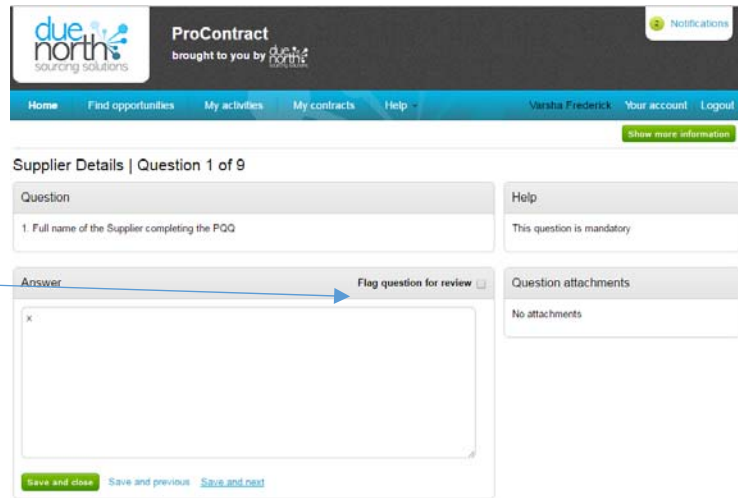
- The green button colour will be faded once the application has been submitted



3 Hints & Tips

3.1 Question set

- The questions can be saved as draft
- You can flag questions for review
- You can save draft answers and navigate to the next question by clicking on 'Save and next' instead of 'Save and close' (the latter takes you back to the list of questions in the 'Questions set' subsection)



- Completed answers have a green circle next to them, unanswered mandatory question have a red circle and questions you have flagged will have a star next to it

View evaluation questions

Questions	Section status	Status	Flag
1 Supplier Information	Complete section		
2 Grounds for Mandatory Exclusion	Complete section		
3 Grounds for Discretionary Exclusion	Complete section		
4 Grounds for Discretionary Exclusion	Complete section		
5 Economic & Financial Standing	Complete section		
6 Technical & Professional Ability	Complete section		
- Additional PQQ Modules	Incomplete section		
- Project Specific Questions	Incomplete section		
Lots Applied	Answer question	●	
process and experience of supplying Temp Acc. Properties	Answer question	●	
Organisational Resources	Answer question	●	★
Company Certificates and Policies	Answer question	●	
Environmental control and Sustainability	Answer question	●	
Customer Services	Answer question	●	
Repairs and Maintenance	Answer question	●	
Additional Information	Answer question	●	

Progress

Progress bar: 10 segments, 10 filled green.

Key

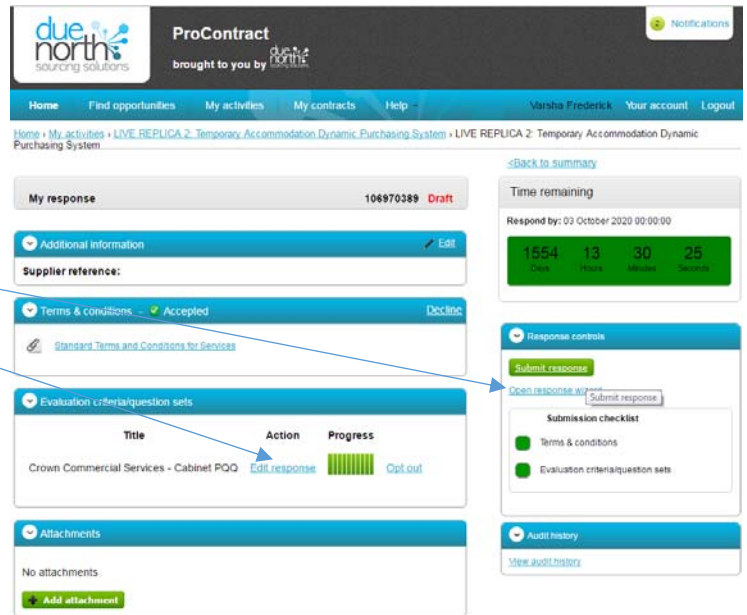
- The answer provided is valid and complete.
- The answer has been automatically populated from a previous answer but it must be reviewed before submission.
- Mandatory elements of this question have not been provided.
- ★ The question has been flagged for review.

Public attachments

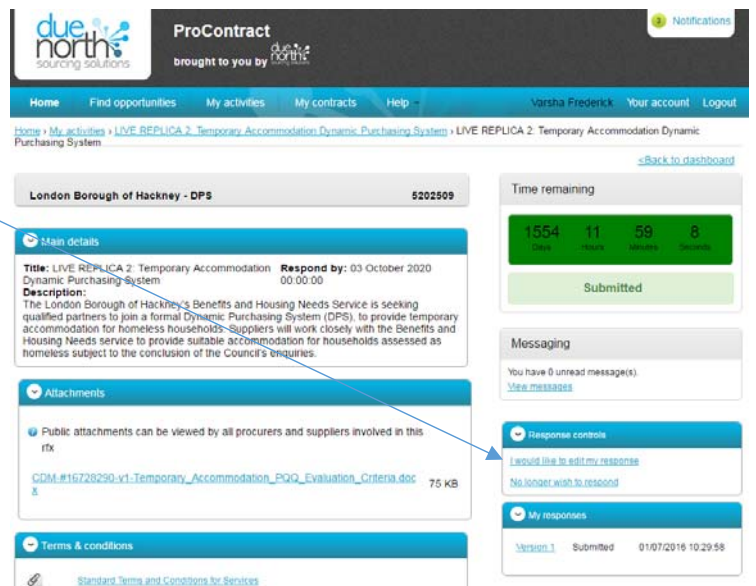
PQQ Notes for Completion.docx 32 KB

3.2 Contract title landing page

- You can return to the 'Questions set' by either re-entering the 'Response wizard' or 'edit response' in the Evaluation criteria/question sets



- You can resubmit your response provided it is with the defined deadline



4 Additional Help

If you have any issues submitting your response before the deadline date and time, please contact the ProContract Helpdesk. ProContract keeps a log of entries and the times that the entries were made or attempted. Therefore, you only need to report system faults to ProContract where you had attempted to put in your response well within the deadline, and not for example at 11.59 when the Tender actually closes at 12 noon.

4.1 Supplier Helpdesk

Link: <http://proactis.kayako.com/procontractv3/Core/Default/Index>

Email: ProContractSuppliers@proactis.com

ProContract Guidance: <https://supplierhelp.due-north.com/>

Please note that the Helpdesk operates between business hours, Monday to Friday. Suppliers need to factor in the manual registration process and subsequent access to documents, when first registering with ProContract. Suppliers cannot view tender documents until registered, and supplier accounts are not fully activated unless manually approved by ProContract; which occurs during standard business hours.

4.2 Tender Queries

Queries relating to tenders must be sent and responded via the messaging function in ProContract.

For auditing purposes, and fairness to other bidders, we can only accept and respond to queries through the messaging functionality. Click [here](#) for more information on how to use the messaging function.

Please note that queries will be addressed by the Council during standard business hours, between 9am and 5pm, Monday to Friday (excluding Bank Holidays).

We wish you all the best with your Tender submissions.