Institute for Apprenticeships
& Technical Education

T Levels ITT – Proactis ProContract e-Sourcing Portal Guidance

1. Introduction and Administration

1.1 The Authority administers procurements electronically via the Authority's e-Sourcing Portal (Proactis ProContract). No hard copy documents will be issued and all communications with the Authority (including final submission of SQ Response and Tender responses) must be conducted via the e- Sourcing Portal. It can be accessed via your web browser https://procontract.due-north.com/

1.2 To ensure all communications relating to this Procurement are received, Potential Suppliers must ensure that the point of contact they nominate in the e-Sourcing Portal is accurate at all times. Access to the e-Sourcing Portal is available 24 hours a day, 7 days a week and 365 days a year anywhere in the world via the internet unless notified otherwise by the e-Sourcing Portal.

1.3 Support available to help Potential Suppliers to understand and use the Proactis ProContract e-Sourcing Portal includes:

- Online help http://proactis.kayako.com/procontractv3/Core/Default/Index
- a phone helpdesk (0330 005 0352), available Mon – Fri 8:30am to 5:30pm (UK time in English language only); and
- a helpdesk via email: procontractsuppliers@proactis.com

1.4 Potential Suppliers must ensure that their e-Sourcing Portal registration directly relates to the correct legal entity within the Potential Supplier organisation which submits the SQ Response and Tender (some organisations have several subsidiaries so registration needs to apply to the actual legal entity within the organisation submitting an SQ Response or Tender for this Procurement exercise).

1.5 The information contained in the ITT is designed to ensure that all SQ Responses and Tender responses are given equal and fair consideration. It is important that Potential Suppliers provide all the information asked for in the format and order specified so that the Authority can make an informed decision.

2. Inputting Information

2.1 **If you are new to Proactis ProContract use the online 'How to' link to access the Proactis ProContract Knowledgebase** from http://proactis.kayako.com/procontractv3/Core/Default/Index and you can also use the online help link https://supplierhelp.due-north.com/ - the content is designed to explain the e-Sourcing Portal in business terms, allowing you to quickly understand the features of the software and submit your response effectively.

2.2 **Please allow sufficient time to submit your SQ Response and Tender response in advance of the SQ Submission Deadline or Tender Submission Deadline as applicable**. If you experience connection problems, you may miss the SQ Submission Deadline or Tender Submission Deadline. The Authority may reject late SQ Response or Tender responses. We advise you to upload generic information early to avoid last minute time pressures.

2.3 **Please ensure you have all mandatory responses completed before submitting your SQ Response and Tender response**. Failure to do this will result in your SQ Response or Tender response not being visible to the Authority.

2.4 **If the Authority makes any changes to the settings and questions area of a live/running Procurement, Potential** Suppliers **must re-submit their** SQ Response or **Tender** response - this is to ensure that changes are brought to your attention - you will receive a message prompt from the Authority - generally, this will not mean re-entering information.

2.5 **Whilst the e-Sourcing Portal allows for large individual attachment sizes (max 10mb at a time), we recommend that you keep attachments to a manageable size to ensure ease & speed of access.** Only attach documents that the Authority has specifically requested and make sure that you attach them in the correct area.

2.6 **If you have any software queries or issues** refer to the **Proactis ProContract helpdesk** in the first instance. If you still have an issue with the e-sourcing portal raise a ticket referring to the Institute for Apprenticeships & Technical Education, email or telephone the helpdesk with a Procurement reference (T Levels Qualification), with a clear description of the problem so that the support team can replicate the problem, and your contact details (ensure that you leave plenty of time for issues to be resolved prior to any deadlines).

2.7 **If you have questions about the Procurement or the ITT** all questions should be raised using the e-sourcing portal. The ability to ask questions/send messages is found in the Messaging section. Anything sent through this area will go to the member of staff that is working on this within the Authority. Open this area by clicking on View Messages. To send a new message, click on the create New Message button.

2.8 **Do not use the 'Back' or 'Forward' buttons on your browser** – you could potentially lose your work. Please use the links on the e-Sourcing Portal to navigate.

2.8 **Please note that text responses are deliberately capped at a specific number of characters**. If the Authority requires a larger response, they will add an additional text box or an 'Attachment' question. Also, note that numeric fields will not accept text, spaces, symbols etc. Mandatory questions must be completed in order to submit your SQ Response or Tender response to the Authority.

2.10 **If you are delegating your response to someone else within your organisation to complete, please ensure that your colleagues are aware of this information and relatively PC literate** (MS Office/Explorer).

2.11 **Please treat your Proactis ProContract e-Sourcing Portal logins securely** - if you believe that you have lost/forgotten your password or username - please log onto the website and click onto "Forgotten your username or password?" and follow the instructions.

2.12 **Please allow sufficient time to submit the SQ Response and Tender response.** We recommend allowing time for a final check to be undertaken prior to the SQ Submission Deadline or Tender Submission Deadline as applicable. If the submission time and date have not yet passed Potential Suppliers can edit their response if required after they have pressed Submit Response. It will not be possible to upload any further information after the SQ Submission Deadline or Tender Submission Deadline as applicable. IT problems within Potential Supplier's systems will not be considered reasonable grounds for late submission.

2.13 **Where a question requires the upload of a document then that document must be**

completed in the format specified within the question. Files submitted in any other format will not be accepted. All acronyms and abbreviations, if used, must be fully explained. You should not assume the Authority has any prior knowledge in relation to any answers you give to questions, even if an example within such an answer relates to services you have previously provided to the Authority.

2.14 **Within the Proactis ProContract e-Sourcing Portal Potential Suppliers are able to submit, modify and resubmit responses at any time prior to the SQ Submission Deadline or Tender Submission Deadline as applicable**. Responses cannot be modified by Potential Suppliers after the SQ Submission Deadline or Tender Submission Deadline as applicable.

2.15 **If there is any conflict between the information set out in the ITT and the information displayed in the e-Sourcing Portal, the information set out in the ITT shall take precedence over the information displayed in the e-Sourcing Portal**.