

ProContract User Guide

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

Registering an Account

Logging In and Accessing Contract Opportunities

Drafting and Submitting a Response

Contacting the Buyer (and ProContract Contact Details)

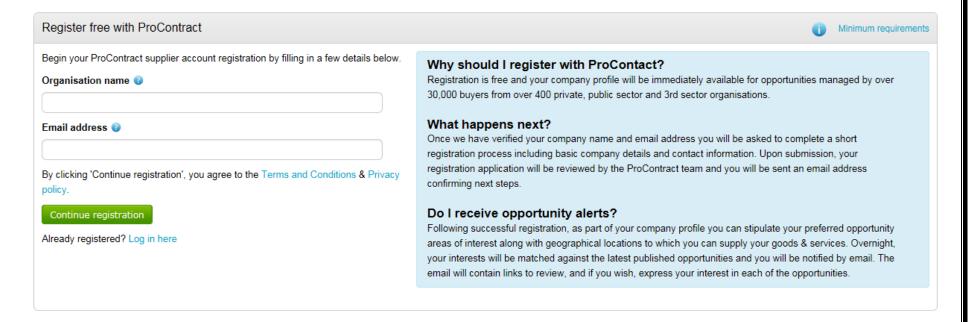


NOTE: This guide that has been put together by LGSS Procurement to assist potential providers in responding to contract opportunities on ProContract. Potential providers using this guide are still fully responsible for ensuring their responses are submitted correctly. Other support is also available of the 'Help centre' found within your supplier account (click on 'Help' along the blue ribbon) and in the form of the Helpdesk (contact details can be found at the end of this document).

Registering an Account

- Enter the Organisation name and your chosen email address
- To read the sites Terms and Conditions click 'Terms and Conditions'
- To Read the sites Privacy Policy click 'Privacy Policy'
- Once you have read and agreed to these click 'Continue Registration'

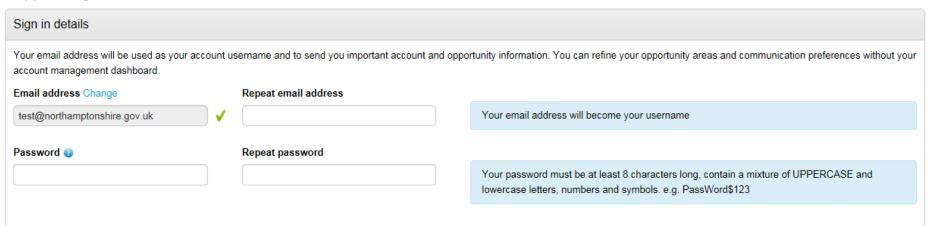




• On the next page, you will need to confirm your email address, select a password, entry organisation details, select your primary contact details and confirm your communication preferences.

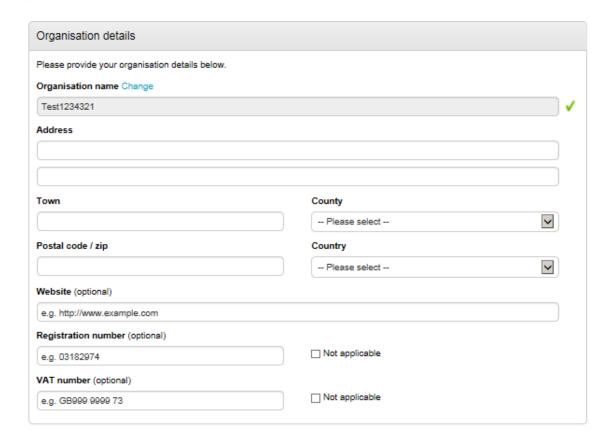


Supplier registration



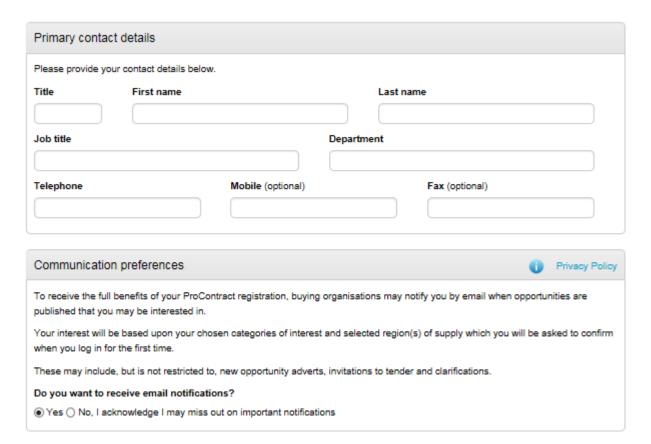
Once selected enter your organisation details, including address and post code.





• Once complete, please then confirm your primary contact details.

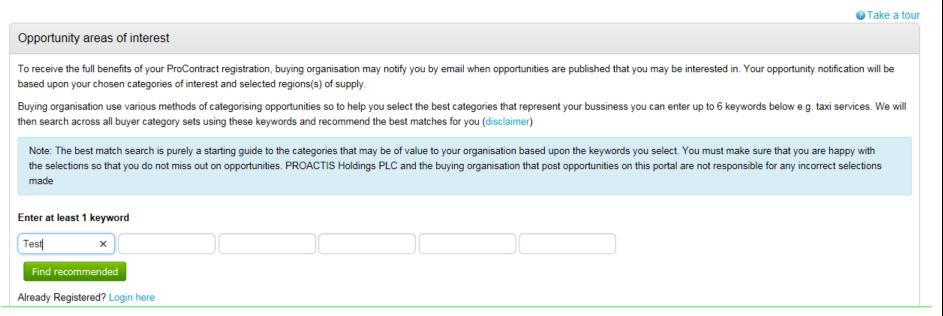




- Please read the Communication preferences section carefully.
- Click 'Continue registration'.
- You will then be required to enter your areas of interest. Enter some keywords and then click on 'Find recommended'.



Supplier registration - Areas of interest



• Based on the keywords entered, the system will display relevant categories of interest that you will be notified in relation to.

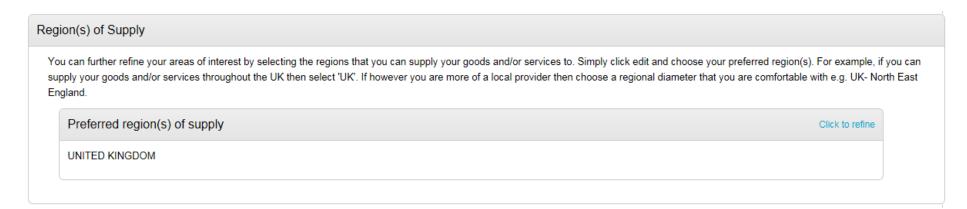
Your recommended/selected areas of interest categories

You will be informed of all new opportunities advertised under the listed categories below if your registration is accepted upon clicking 'Continue registration'. It is recommended that you check your categories carefully (see disclamer above) so that you don't miss out on opportunities. You can refine selection by clicking on the 'Click to refine' links below.

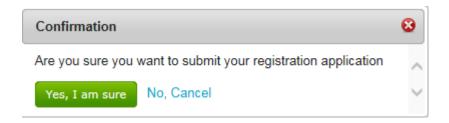
Please Note: Make sure that you check for variations in vocabulary when refining your automatic selections. For example, 'Joinery' is not a keyword in the UNSPSC category set but 'Joiner' & 'Carpentry' are.



• In addition, will also be required to select your regions of interest.



- Click on 'Continue registration'.
- The system will then ask you if you want to submit your registration application.

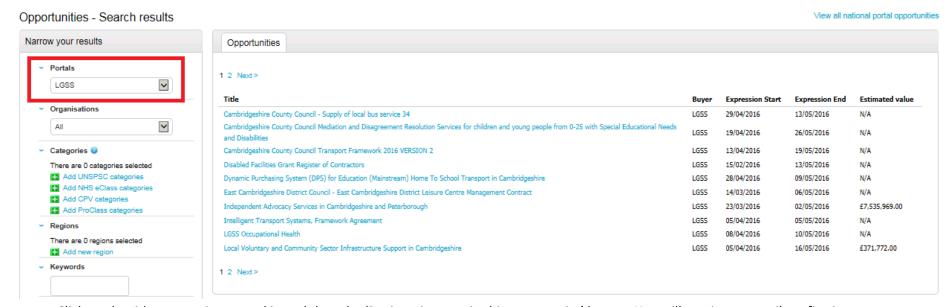


- Click 'Yes, I am sure' to submit your application.
- You will be notified by email when your application has been reviewed and your log in details assigned.



Logging In and Accessing Contract Opportunities

- Go to https://procontract.due-north.com/Login then enter your log in details.
- Note At any time, you can update your categories / regions of interest or other profile details within your existing profile by clicking on 'Edit' against the 'Company details summary' section.
- Click 'Find opportunities', then within the Portals dropdown list, select 'LGSS' and the page will automatically update to display the available opportunites.



- Click on the title you are interested in and then the 'Register interest in this opportunity' button. You will receive an email confirming your registration has been accepted. This does not amount to you submitting a bid.
- 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'. An initial message will also pop-up asking you if you would like to access the opportunity immediately. If not, navigate to the activity via the 'My activities' button.





• Accessing the activity will display a list of project events, an online questionnaire (if applicable) and any associated attachments. It will also allow you to draft and submit your response.

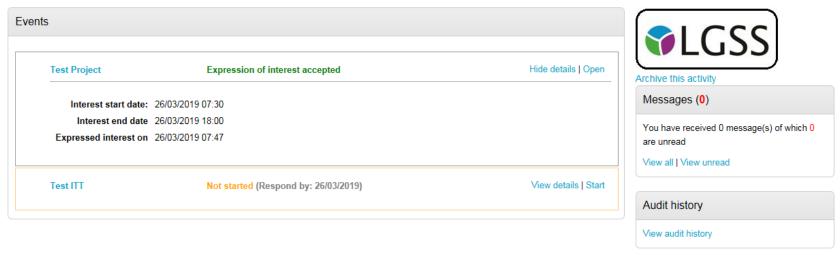


Drafting and Submitting a Response

- Once logged in, click 'My activities' from the home page
- On the next page, choose 'LGSS' from the dropdown list, click 'Update' and then click the opportunity you are interested in.
- A list of events will then be displayed (screenshot below).

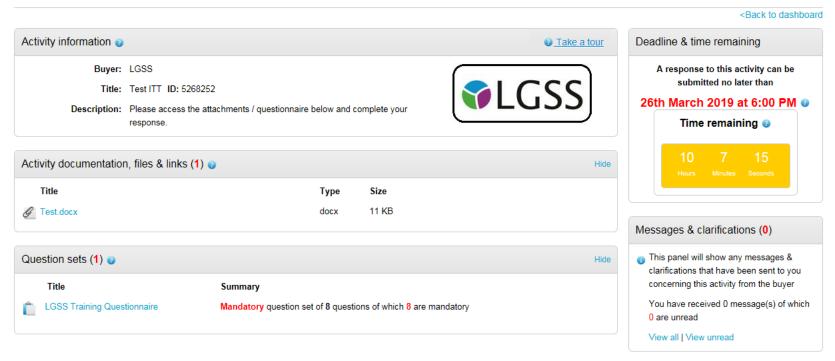
< Back to home page

Activity: Test Project



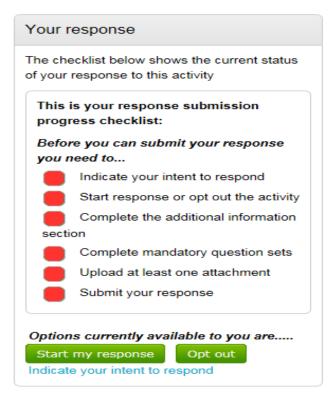
• Clicking 'Start' or Open' against the relevant event will present you with a screen that gives you general information about the opportunity such as closing date / time, description and any associated attachments including the terms and conditions. It also provides you with a number of online questions you have to complete. There is also a messages and clarifications area for you to submit any clarification questions you may have.





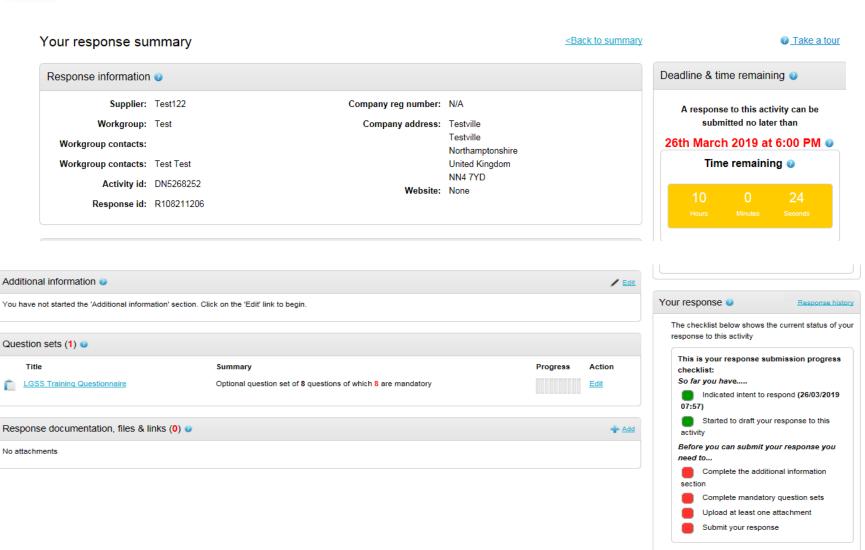
• A response checklist is also displayed on screen. You will need to complete all of the required elements before you are able to submit your response.





- 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' (which also indicates your intent to respond) will then display the 'Your response summary' page.
- The system will then display a number of different sections on screen for you to complete e.g. Additional information, Question sets and uploading any Response documentation, files and links (if applicable).





Updated 26/03/2019 14

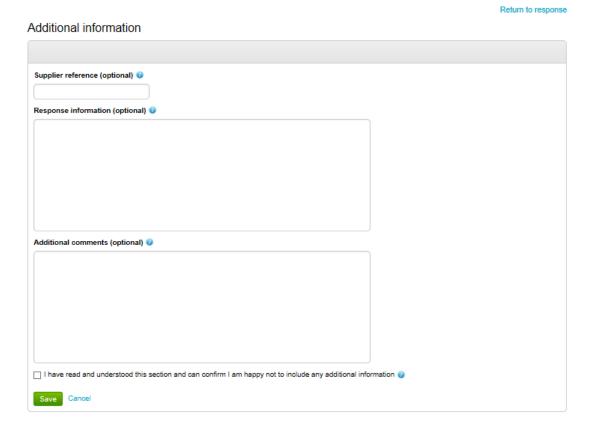
Options currently available to you are.....

Submit response Opt out



Additional information

• To complete the 'Additional information' section, please click 'Edit'. You can then enter any relevant information required (non-mandatory fields) and also tick the option to not include anything further. Click 'Save' to then exit the page. Note – you may not see this area to complete, due to it being disabled by the buyer.

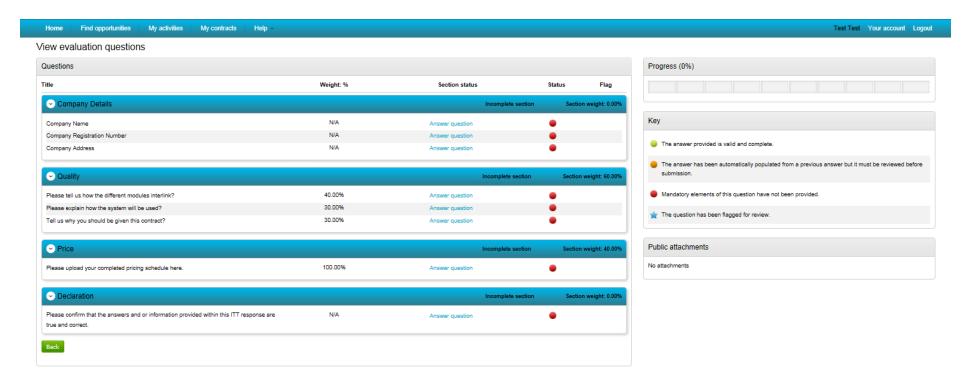




Question sets

- To then access and complete the question sets (if applicable), click on 'Edit'. The system will display the number of questions which are included within each questionnaire and how many of those are mandatory.
- You are also able to export the questionnaire into Excel. To do this, click on the title of the questionnaire and you will see an 'Export to Excel' option.
- Clicking 'Edit' will then bring you to a screen which looks like the below, where an overview of all questions within the questionnaire is provided.
- Note you may see more than one questionnaire to complete and you may also see questionnaires broken down into Lots. Some Lots may also be optional, which you may need to 'Opt Out' from, should you not wish to be considered for them. Please refer to the ITT document for further information.





- Individual question / section weightings will also be visible.
- You will also see a helpful key is displayed 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.

GLGSS



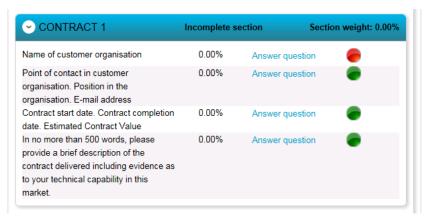
NOTE:

- o All mandatory questions must be answered.
- o All non-mandatory questions must have been opened and read.
- o 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 this will start to populate once you start to answer the questions.



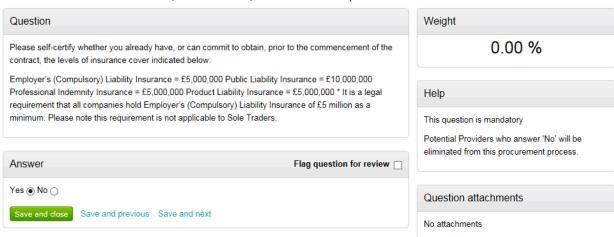
• You will then see an overview of all the questions and can begin responding to them by clicking on 'Answer question'





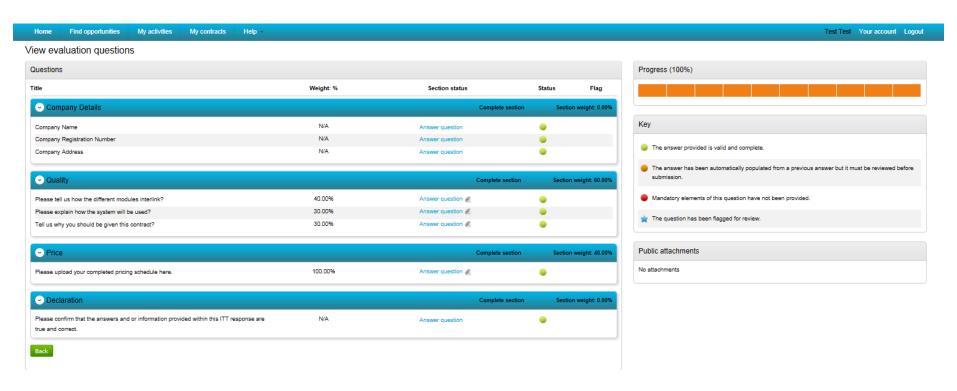
- As you answer each question, you can click 'Save & Next' so that your response is saved and you can answer the next question
- When you click on a question to answer the format of the screen will look similar to this:

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



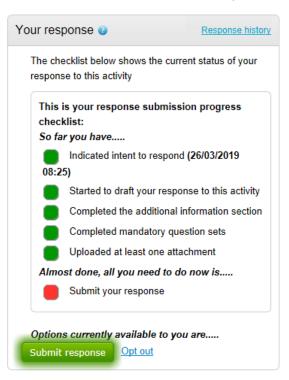


- This screen will detail the question, any description beneath, any supplier help, weighting and question attachments. It will also tell you whether the question is mandatory or not.
- There will be an answer field displaying either: a multiple choice selection (e.g. yes / no), the ability to select 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 with a green circle (Status).



GLGSS

- Click the 'Back' button to return to the response summary screen.
- You will be able to add any additional attachments here (if required / mandated) using the Add' button.
- Your checklist will then be complete and you will see that the 'Submit response' button will light up.

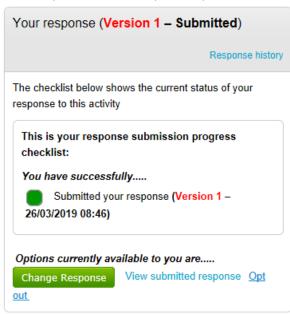


• Once you are happy your response is complete, if you then click the 'Submit response' button. You will then receive an email to confirm that your submission has been received.





• If you want to edit your response before the deadline, go back to the activity and click on the 'Change Response' button.



• Selecting this will then allow you to adjust different elements (attachments, questionnaire answers etc). Once you are happy, submit an updated version of your response by clicking 'Submit response'.

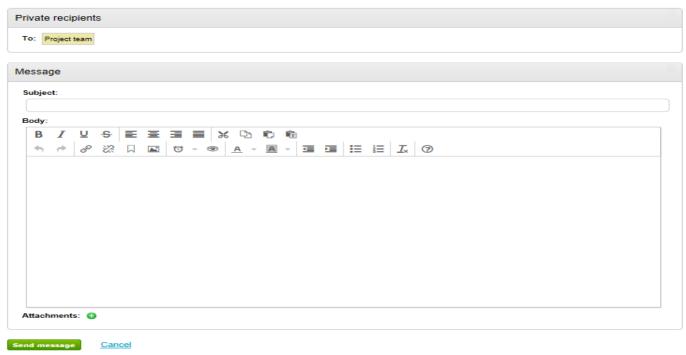


Contacting the Buyer

- All communications with the buyer <u>must</u> 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 access the messaging area, firstly click on 'View all' against 'Messages & clarifications'. All messages (sent & received) will be displayed by default, but you can narrow your filter on the left hand side.
- To send a new message click 'Create New Message', entering details of your message (including any attachments) and click 'Send message'.
- This will be sent directly to the 'Project team' (the Buyer).



New message



• When a response is sent to your message, you will be notified of this by ProContract-Notifications@due-north.com and will access the 'Messages & Clarifications' area to view it. A direct link to the message will also be included within the message notification.