



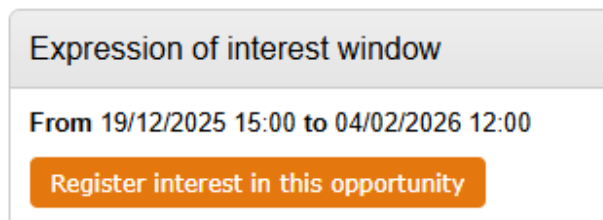
Suppliers guide for Messaging on ProContract

Note: The details below including the screenshots captured are correct as of end of January 2026 (ProContract Version 26.1).

This guide seeks to provide guidance on accessing and completing Messages on ProContract, including where RFI documentation is provided as a Public Message as part of a Preliminary market engagement (PME).

PLEASE ENSURE THAT AN EXPRESSION OF INTEREST IS FIRST COMPLETED TO ACCESS MESSAGES.

For reference, the below will be captured when accessing an Opportunity and being logged in to your account on ProContract, where an Expression of interest needs to be completed (see the top right of the opportunity screen):



And the below is shown instead where an Expression of interest has already been completed/registered:



The Messages area/section on ProContract is therefore only accessible once an Expression of interest has been completed and can be found on the Activity screen/dashboard of the relevant Activity/Opportunity.



Note: The Activity screen/dashboard can be accessed immediately upon completing an Expression of interest, via the pop up in ProContract which confirms "Expression of interest successful" (see the link "To view this activity now"). Otherwise, you can return to this later via your activities centre e.g., the Activities area on your Home page, or your My activities area/screen (in case any further guidance is needed on using the system itself, please contact Proactis and their Supplier Support, further details are captured at the end of this guide).

The below provides an example of an Activity screen/dashboard including Messages having been received:

Activity : 364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists

Events

[364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists](#) **Expression of interest accepted**

Interest start date: 23/01/2026 11:30
Interest end date: 20/03/2026 12:00
Expressed interest on: 23/01/2026 11:41

Messages (1)
You have received 1 message(s) of which 1 are unread
[View all](#) | [View unread](#)

Note: Once a Tender has been published the ITT Activity / Event will also be seen here (and more Messages may have also been received).

Clicking on "View all" (or "View unread") under Messages will take you to the Messages screen for this Activity:

Messages for 364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists - Search results

Narrow your results

Read Status

Read
 Unread
 Flagged

Received/Sent Within

All
 Previous 7 days
 Previous 30 days
 Date range

Reset Update

Ref No	Subject	From	Date	Public
1.1	ESPO 364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists: Rf1 (please reply by 12:00 on 13 February 2026)	Project team	23/01/2026 11:39	✓



Please however take note of any settings captured under 'Narrow your results' on the left of the screen, as in the above example any Messages previously Read will not be captured / shown in this Inbox view (to include Read messages, please click the tick box next to 'Read' so that this is also shown as ticked, followed by "Update" to apply this change to your Inbox view).

Click on the relevant Message Subject line (blue text) to view that Message:

Home > My activities > 364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists > Messaging > View

Message

Received from [Hide](#)

From	Sent
Project team	23/01/2026 11:39

Message

Thread Id:
1.1

Subject:
ESPO 364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists: RFI (please reply by 12:00 on 13 February 2026)

Date:
23/01/2026 11:39

Body:
Thank you for registering your interest in this opportunity which is now undergoing Preliminary market engagement (PME).
Attached is a Request for Information (RFI) and associated documentation, relating to the upcoming ESPO 364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists framework.
If you feel that your organisation can contribute to this PME/RFI exercise, please could you complete the attached questionnaire (the RFI Word document) and return this through (or reply by) the Messaging facility of this eProcurement Portal (ProContract / EastMidsTenders), by **12:00 (12 noon / 12pm) on Friday 13 February 2026** (this deadline also being captured in the attached RFI).
Please note, THIS IS NOT A CALL FOR COMPETITION, and you may wish to view the UK2 Preliminary engagement notice - Procurement Act 2023 that has been published for this (see [Find a Tender](#)), if not previously viewed.
Should you have any further questions on this PME/Opportunity, these MUST be received via the Messaging facility of this eProcurement Portal only.
Many thanks,
ESPO Project Team

Attachments:
[1_ESPO 364_26 Request for Information.docx](#)
[2_364_26 Appendix A - Framework Agreement.docx](#)
[3_364_26 Schedule 3 - Form of Contract and Call Off Terms.docx](#)

[Reply](#) [View messages](#)

If you wish to reply to this Message directly, click on "Reply" which should appear at the bottom of the Message screen, and you will be presented with a Reply to message screen (and please ensure you scroll to the very bottom to be able to "Send message" when you are ready to send your message):



To: Project team

Reply Include history

Subject: RE: ESPO 364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists: RFI (please reply by 12:00 on 13 February 2026)

Body

B I U [List icons]

***** ENTER YOUR MESSAGE / REPLY HERE *****

***** TO ADD ATTACHMENTS, PLEASE CLICK ON THE GREEN "+" BELOW *****

Attachments: +

Original message Hide

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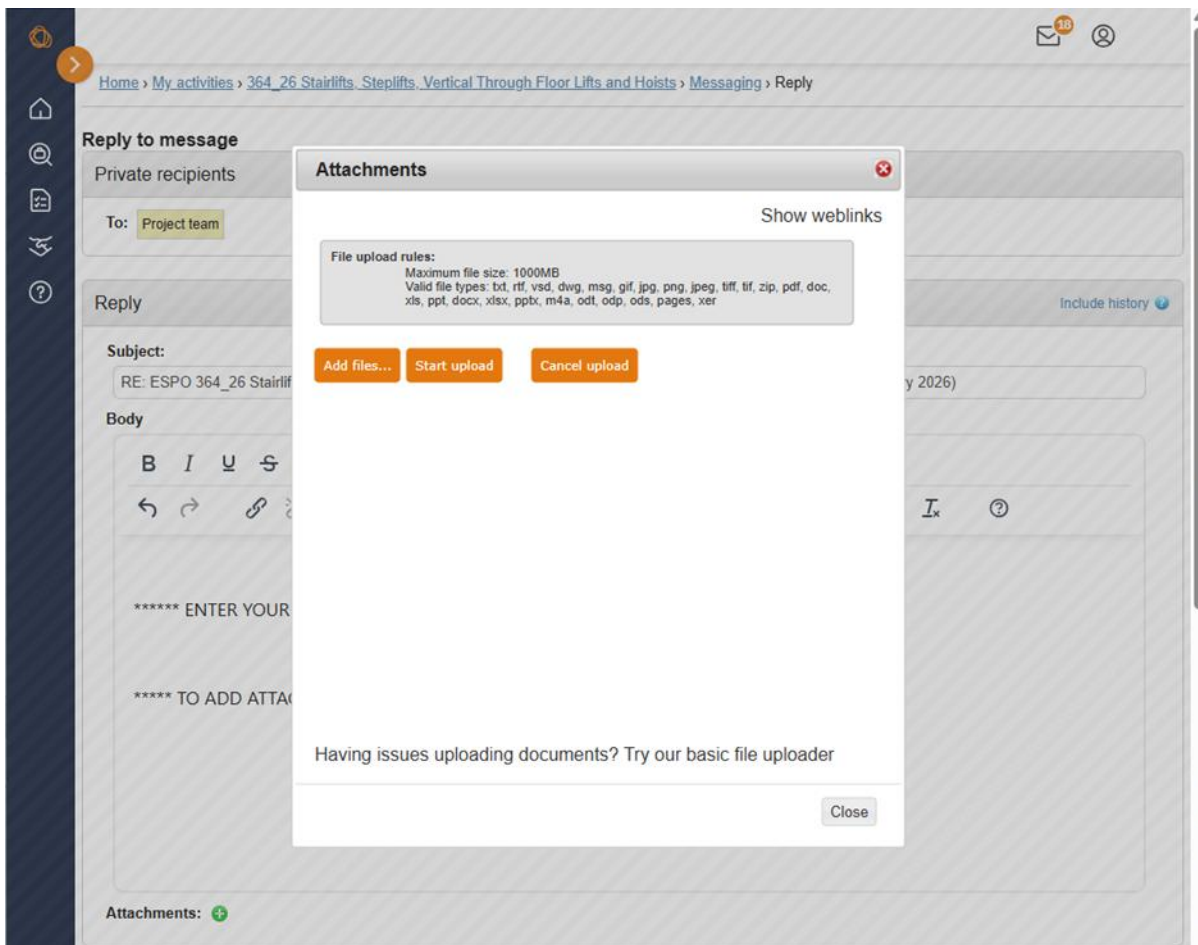
Many thanks,

ESPO Project Team

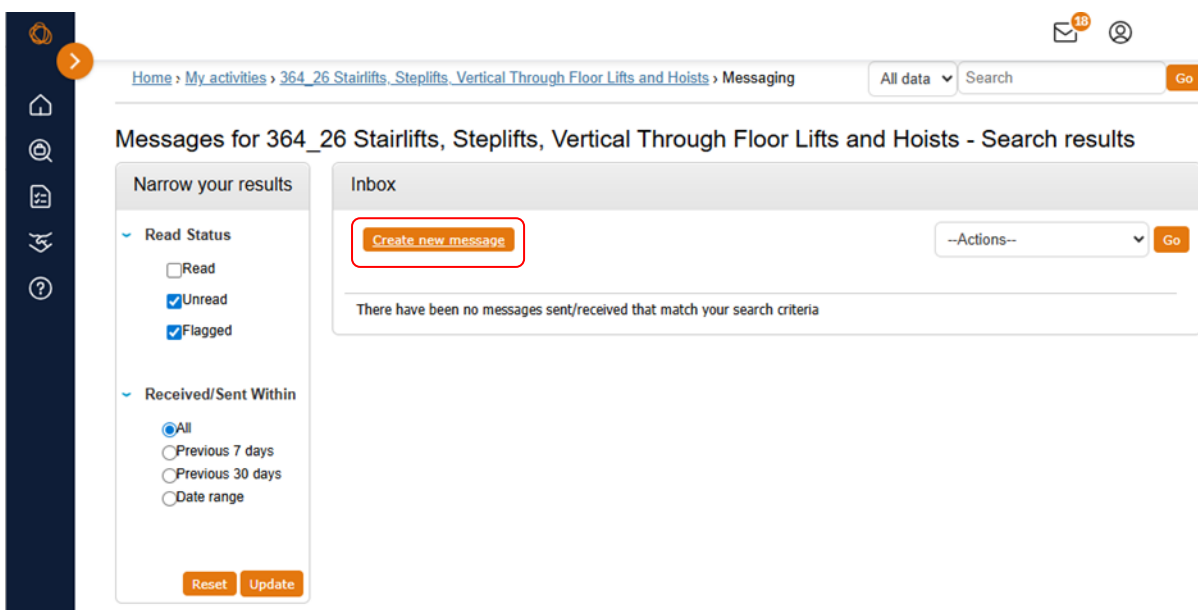
Send message Cancel



Clicking on the green “+” will allow you to add Attachments to your message:



If you wish to send a separate Message, return to the main Messages screen where you will find the option to “Create new message”:





And complete your message via the New message screen, clicking "Send message" when you are ready to send this:

Home > My activities > 364_26 Stairlifts_Steplifts_Vertical Through Floor Lifts and Hoists > Messaging > New

New message

Private recipients

To: Project team

Message

Subject:

Body:

***** ENTER YOUR MESSAGE HERE *****

***** ATTACHMENTS CAN BE ADDED BELOW WHERE REQUIRED *****

Attachments: +

Send message Cancel



If you want to Flag a message for possible action later, make sure the relevant message is showing in your Inbox, and click the tick box next to (to the left of) that message, and in the Actions drop-down menu select "Flag selected messages" followed by "Go" (it should be possible to flag multiple messages at the same time if required, and Unflagged is similarly completed in the same way again if required later if the message(s) no longer needs to be flagged):

The screenshot shows the messaging interface with a search filter for '364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists'. On the left, the 'Read Status' filter is set to 'Flagged'. In the main inbox, a message with 'Ref No' 1.1 is selected. The 'Actions' dropdown menu is open, and 'Flag selected messages' is highlighted. A 'Go' button is visible next to the dropdown.

The screenshot shows the inbox after the message has been flagged. The message with 'Ref No' 1.1 now has a green checkmark in the 'Public' column and a blue flag icon in the right-hand column. The 'Actions' dropdown menu is still open, showing 'Flag selected messages' and 'Go'.

After flagging a selected message, a flag will be captured against that message in your Inbox (and it may therefore be easier to locate this message again later if required, including that **"Flagged" Messages tend to be shown automatically when accessing Messages via "View all" from the Activity screen / dashboard**).

Plus, when viewing the message itself a similar flag will be captured in the Message screen itself:

The screenshot shows the message view with a blue flag icon in the top right corner.



A **regular check for Messages on the Activity screen/dashboard** will show how many you have received and how many are unread (this is **particularly important once a Tender has been published, as you will need to regularly check here for any clarifications that may be issued for the Tender**, or you can also check the Notifications envelope icon to the top right of the screen to see any notifications you may have received from the system, such as a new messages being sent to you):

The screenshot shows the ESPO Activity screen for the tender '364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists'. A notification icon in the top right corner shows '10' unread messages. The main activity card displays the title '364_26 Stairlifts, Steplifts, Vertical Through Floor Lifts and Hoists' with a green status 'Expression of interest accepted'. Below the title, it lists 'Interest start date: 23/01/2026 11:30', 'Interest end date: 20/03/2026 12:00', and 'Expressed interest on: 23/01/2026 11:41'. On the right sidebar, the ESPO logo is visible, along with a 'Messages (0)' notification and a summary: 'You have received 1 message(s) of which 0 are unread'. There are also links for 'View all' and 'View unread'.



In case any **further system help is required** (in addition to 'Take a tour' which is available on certain screens e.g., within ITT Event screens once available, including the response summary screen – if you aren't familiar with the ITT Event screens, please click on "Take a tour" found to the top right of the screen in the first instance), **please refer to the 'Help Center' ('Help Library) from the link found at the bottom of the screen:**



Also, in case of any technical support being required with using the Proactis Portal (ProContract), please follow the below links (URL's) to contact Proactis and to access their Support Portal for ProContract (Supplier) Support:

<https://www.proactis.com/uk/customers/supplier-support/>

or via:

<https://suppliersupport.proactisservicedesk.com/>

Note: questions relating to a specific opportunity (for example documentation/content) should be submitted to ESPO by accessing the Messages area/section (and as detailed in this guide).