**Use of the ProContract e-tendering portal**

**Searching for Contract Opportunities and Registering your interest – see web link below:**

<https://supplierhelp.due-north.com/Opportunities1.html>

Unless otherwise stated in the advert wording, a supplier’s “Registration of Interest” will automatically be accepted once submitted. This means once you have clicked “Register Interest in this Opportunity” the green button will be greyed out but you will immediately be able to navigate to the separate project page for the opportunity in question (see instructions link below) and access the relevant documentation to begin completing your application as required.

**Accessing the Project once interest has been registered – see web link below:**

<https://supplierhelp.due-north.com/ViewingtheDetailsDocuments.html>

**Supplier Help page – see web link below:**

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

**Technical Queries regarding the portal:**

Please go to <http://proactis.kayako.com/default> to log a ticket with the Proactis Supplier Support Team.

You will be presented with a series of screenshots showing the different Supplier Portals they support, please pick the one that looks like the system you are having difficulty with.

Please note, you do not need to log in. So, on the next screen just click Next and then you will reach the ticket logging screen.

Please fill out all the boxes with as much information as possible and include your phone number in case the team need to call you.

**For project-specific queries:**

Please use the Clarification Question process stated within the tender documents published. Direct contact details for the relevant procurement team are also provided within the project area (once the registration of interest has been submitted).

**NEL Commissioning Support Unit (NEL CSU)**