



Suppliers Frequently Asked Questions

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Answers to Frequently Asked Questions

How do I register?

Registration is a two stage process. Prospective suppliers provide some details about their organisation and select a category that best matches the goods, services or works they provide. More than one category can be selected but suppliers should select the categories relevant to their organisation so that alerts for the correct opportunities are received. You then submit your registration application. The system administrator checks whether anyone else from the same organisation has already registered on the portal. If not, two emails are sent to the prospective supplier; one contains a password and one contains a login. When the supplier logs in for the first time they'll be prompted to change their password and setup a security question.

Can I browse the list of current opportunities and tenders even if I haven't registered?

The portal has been set-up so that anybody can browse the database of opportunities, simply click on the **Current Opportunities** link and you will be presented with the Opportunities Search Screen. You can search for opportunities using a number of different parameters: Organisation, Categories or Free text search. The search capability can also just return opportunities where you can express an interest, however to express an interest you must register yourself as a user on the portal.

Do I need to re-register every year?

Once registered supplier details will remain on the system. Suppliers can maintain and update their own details at any time. If the account hasn't been active for 12months, however, then it will be suspended

Is there a cost involved?

There is no charge for supplier registration.

Will registration make it more likely that I'll win some of the council's business?

Registration does not guarantee that you will win any business. By registering on the portal you will be made aware of upcoming tendering opportunities earlier than you would if you remain un-registered. It also allows Council staff to search and view supplier details when looking for organisations to invite to quote.

Is it easy to amend my details once I've registered?

It is easy for suppliers to amend their details once registered. Once registered and logged in users will be presented with a number of screens that they can use to modify their details. The supplier guidance document covers how to do this.

What are the benefits of registering on the portal?

There are many obvious benefits. Registration means that opportunities can be sent straight to a suppliers email inbox meaning suppliers no longer need to trawl council websites and the European Journal. Online tendering can also significantly reduce tendering costs for both suppliers and buyers and is far more environmentally friendly as it cuts down the amount of paperwork produced by the process.

If I have a problem who should I contact?

The Contact us section enables you to submit any questions and queries directly to our provider Due North.

What is eTendering?

An electronic tendering solution facilitates the complete tendering process from the advertising of the requirement through to the award of the contract. This includes the exchange of all relevant documents in electronic format

If I have a question about the opportunity what do I do?

If you have a question relating to a quote or tender then this question **MUST** be directed via the portal using the messages functionality.

Is this connected to any other Portals i.e. Contracts Finder?

Where the councils standing orders apply opportunities are pushed electronically to the contracts finder and TED (OJEU).

Do I have to tender electronically?

Yes, the the Council will not accept any other media.

Is there any connection between the portal and accreditation organisations like Constructionline, CHAS or Exor?

No part of the registration process asks suppliers to list any affiliations to organisations like Exor or Constructionline but none of the information supplied to these organisations is used as part of your registration. The portal does not offer an accreditation process.

How secure is the Portal?

This site uses high-level security technology that will detect any intrusion and terminate information transfer instantly and inform both parties that the connection has been terminated.

What tenders are placed on the Portal website?

Where standing orders apply the council advertise for works, services and goods via the portal. We also invite suppliers into the quotation process which is generally a closed competition.

How long does it take to send an electronic tender?

Depending on the time of day and the volume of internet traffic, the submission of large electronic files may take time. The speed at which your submission is received will also depend on the size of the file and the internet bandwidth available to you. Allow sufficient time when tendering electronically. Do not try and upload files with minutes to go before the deadline. As a general rule, if the transmission process has not completed within 10-15 minutes, it has been unsuccessful. If you're struggling to upload documents then please use the contact us function where you'll be directed to the ProActis support team.

Can my competitors see my tendered prices?

No. Once your electronic tender response has been lodged, no one has access to the tender document until the deadline for responses has passed and the Council's legal team have removed the seal. Following the evaluation and award of the contract, details relating to the successful tenderer will be placed on the relevant publication i.e. contracts finder, TED (OJEU) and the portal.

If I get stuck using the system what should I do?

You should use the online help function in the first instance. If this doesn't help then please contact ProActis directly who will assist you further.

I've received a notification from the system about an opportunity but when I login I can't see it?

This means that you probably have more than one account set up and you are accessing the wrong account. Please contact ProActis who will look into this for you.