

## **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](#)**

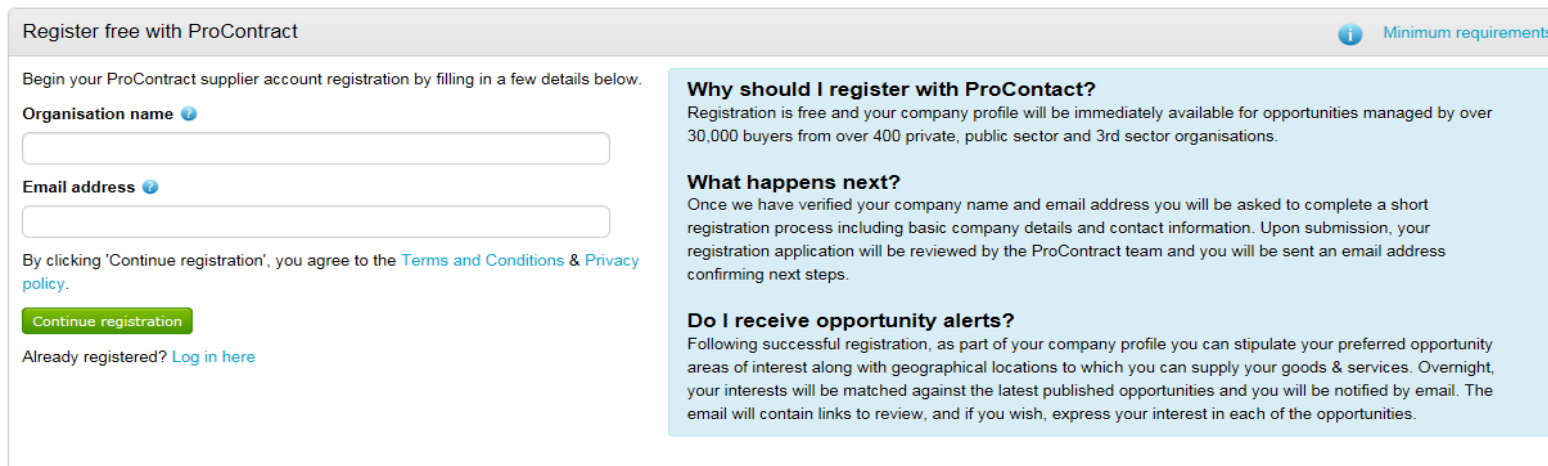
**[Drafting and Submitting a Response](#)**

**[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 in the form of a ProContract 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'



The screenshot shows a registration form titled "Register free with ProContract". It includes a "Minimum requirements" link. The form asks for "Organisation name" and "Email address". Below the form, there is a "Continue registration" button and a link for "Already registered? Log in here". To the right of the form, there are three informational sections: "Why should I register with ProContract?", "What happens next?", and "Do I receive opportunity alerts?".

Register free with ProContract Minimum requirements

Begin your ProContract supplier account registration by filling in a few details below.

Organisation name ?

Email address ?

By clicking 'Continue registration', you agree to the [Terms and Conditions & Privacy policy](#).

[Continue registration](#)

Already registered? [Log in here](#)

**Why should I register with ProContract?**  
Registration is free and your company profile will be immediately available for opportunities managed by over 30,000 buyers from over 400 private, public sector and 3rd sector organisations.

**What happens next?**  
Once we have verified your company name and email address you will be asked to complete a short registration process including basic company details and contact information. Upon submission, your registration application will be reviewed by the ProContract team and you will be sent an email address confirming next steps.

**Do I receive opportunity alerts?**  
Following successful registration, as part of your company profile you can stipulate your preferred opportunity areas of interest along with geographical locations to which you can supply your goods & services. Overnight, your interests will be matched against the latest published opportunities and you will be notified by email. The email will contain links to review, and if you wish, express your interest in each of the opportunities.

- 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

### Sign in details

Your email address will be used as your account username and to send you important account and opportunity information. You can refine your opportunity areas and communication preferences without your account management dashboard.

Email address [Change](#)

test@northamptonshire.gov.uk



Repeat email address

Your email address will become your username

Password [?](#)

Repeat password

Your password must be at least 8 characters long, contain a mixture of UPPERCASE and lowercase letters, numbers and symbols. e.g. PassWord\$123

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

Organisation details

Please provide your organisation details below.

**Organisation name** [Change](#)

Test1234321 ✓

**Address**

**Town**

**County**

**Postal code / zip**

**Country**

**Website (optional)**

**Registration number (optional)**

Not applicable

**VAT number (optional)**

Not applicable

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

### Primary contact details

Please provide your contact details below.

<b>Title</b>	<b>First name</b>	<b>Last name</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Job title</b>	<b>Department</b>	
<input type="text"/>	<input type="text"/>	
<b>Telephone</b>	<b>Mobile (optional)</b>	<b>Fax (optional)</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>

### Communication preferences

 [Privacy Policy](#)

To receive the full benefits of your ProContract registration, buying organisations may notify you by email when opportunities are published that you may be interested in.

Your interest will be based upon your chosen categories of interest and selected region(s) of supply which you will be asked to confirm when you log in for the first time.

These may include, but is not restricted to, new opportunity adverts, invitations to tender and clarifications.

**Do you want to receive email notifications?**

Yes  No, I acknowledge I may miss out on important notifications

- Please read the Communication preferences section carefully.
- Click 'Continue registration'.

- The system will then ask you if you want to submit your registration application.

Confirmation



Are you sure you want to submit your registration application?

Yes, I am sure

No, cancel my 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 login details.
- **Note** – if you are logging in for the first time, you will be asked to select your categories / regions of interest. You can update these at any time within your existing profile.
- Click ‘Find Opportunities’, then on the drop down menu to filter by ‘LGSS’ by clicking on ‘Update’ to find the opportunity you are interested in.

### Opportunities - Search results

[View all national portal opportunities](#)

**Narrow your results**

**Portals**

LGSS

**Organisations**

All

**Categories**

There are 0 categories selected

[Add UNSPSC categories](#)

[Add NHS eClass categories](#)

[Add CPV categories](#)

[Add ProClass categories](#)

**Regions**

There are 0 regions selected

[Add new region](#)

**Keywords**

**Opportunities**

1 2 Next >

Title	Buyer	Expression Start	Expression End	Estimated value
<a href="#">Cambridgeshire County Council - Supply of local bus service 34</a>	LGSS	29/04/2016	13/05/2016	N/A
<a href="#">Cambridgeshire County Council Mediation and Disagreement Resolution Services for children and young people from 0-25 with Special Educational Needs and Disabilities</a>	LGSS	19/04/2016	26/05/2016	N/A
<a href="#">Cambridgeshire County Council Transport Framework 2016 VERSION 2</a>	LGSS	13/04/2016	19/05/2016	N/A
<a href="#">Disabled Facilities Grant Register of Contractors</a>	LGSS	15/02/2016	13/05/2016	N/A
<a href="#">Dynamic Purchasing System (DPS) for Education (Mainstream) Home To School Transport in Cambridgeshire</a>	LGSS	28/04/2016	09/05/2016	N/A
<a href="#">East Cambridgeshire District Council - East Cambridgeshire District Leisure Centre Management Contract</a>	LGSS	14/03/2016	06/05/2016	N/A
<a href="#">Independent Advocacy Services in Cambridgeshire and Peterborough</a>	LGSS	23/03/2016	02/05/2016	£7,535,969.00
<a href="#">Intelligent Transport Systems, Framework Agreement</a>	LGSS	05/04/2016	05/05/2016	N/A
<a href="#">LGSS Occupational Health</a>	LGSS	08/04/2016	10/05/2016	N/A
<a href="#">Local Voluntary and Community Sector Infrastructure Support in Cambridgeshire</a>	LGSS	05/04/2016	16/05/2016	£371,772.00

1 2 Next >

- Click on the title you are interested in and then the ‘Register interest in this opportunity’ button.
- 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’.
- This will allow you to then access the project, the online questionnaire (if applicable) and any associated attachments.

## Drafting and Submitting a Response

- Log in (if not already logged in) again and click 'My Activities' from the home page
- On the next page, choose 'LGSS' from the dropdown list and then click the opportunity you are interested in.
- 'Opening' or 'starting' the 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.

### Activity : Test

Events

<a href="#">Test</a>	Complete	<a href="#">View details</a>   <a href="#">Open</a>
<a href="#">Test</a>	Draft (Respond by: 16/06/2016)	<a href="#">Hide details</a>   <a href="#">Open</a>

---

**Activity type:** Request for information  
**Reference:** 157323  
**Respond by:** 16 June 2016 at 16:00  
**Response status:** Version 1 - Draft

[< Back to home page](#)



[Reinstate this activity](#)

#### Messaging

You have 0 unread message(s).

[View messages](#)

#### Audit history

[View audit history](#)



[<Back to dashboard](#)

**LGSS - ITT**
**5200861**

▼ Main details

**Title:** Test **Respond by:** 29 April 2016 22:00:00

**Description:**  
Test

▼ Attachments

▶ Public attachments can be viewed by all procurers and suppliers involved in this rfx

[Terminology - Procurement.docx](#) 12 KB

▼ Evaluation criteria/question sets

	Questions		
Title	Mandatory	Online	Internal
Test Questionnaire	5	5	0

Time remaining

0 Days
8 Hours
37 Minutes
52 Seconds

Messaging

You have 0 unread message(s).

[View messages](#)

▼ Response controls

Start my response

[Register intent to respond](#)

[No longer wish to respond](#)

▼ My responses

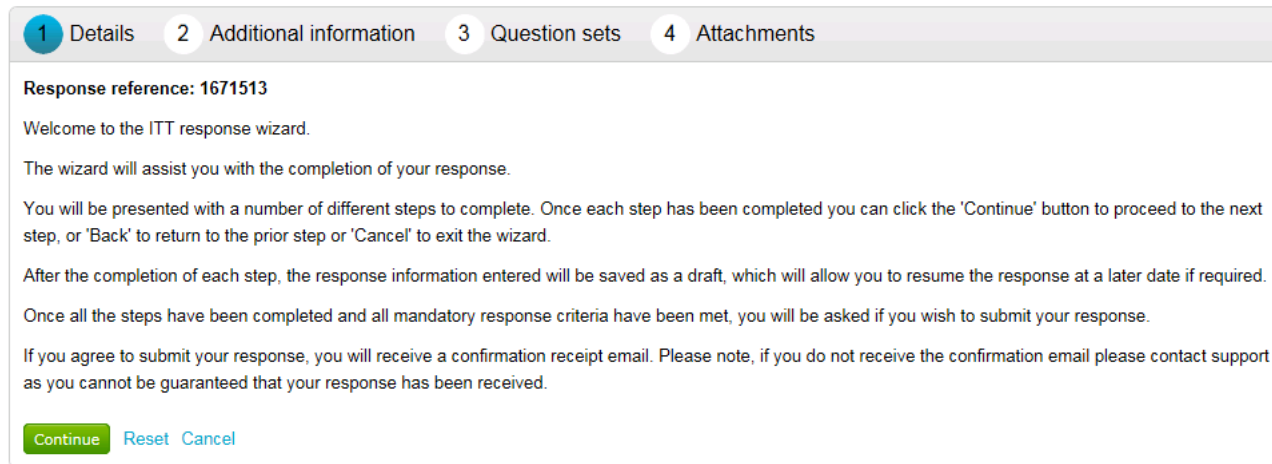
You have not yet started your response.

- 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' to then begin answering the questions.
- The response wizard is made up of 4 stages:
  - Details

- Additional Information
- Question Sets
- Attachments

### Details

#### Create ITT response



**1** Details   **2** Additional information   **3** Question sets   **4** Attachments

**Response reference: 1671513**

Welcome to the ITT response wizard.

The wizard will assist you with the completion of your response.

You will be presented with a number of different steps to complete. Once each step has been completed you can click the 'Continue' button to proceed to the next step, or 'Back' to return to the prior step or 'Cancel' to exit the wizard.

After the completion of each step, the response information entered will be saved as a draft, which will allow you to resume the response at a later date if required.

Once all the steps have been completed and all mandatory response criteria have been met, you will be asked if you wish to submit your response.

If you agree to submit your response, you will receive a confirmation receipt email. Please note, if you do not receive the confirmation email please contact support as you cannot be guaranteed that your response has been received.

[Continue](#) [Reset](#) [Cancel](#)

- This screen just gives you an overview of the 'ITT response wizard'. When you have read this, click 'Continue'.

### Additional Information

## Create ITT response

1 Details 2 Additional information 3 Question sets 4 Attachments

Supplier reference (optional) ⓘ

Response information (optional) ⓘ

Additional comments (optional) ⓘ

[Continue](#) [Reset](#) [Cancel](#) [Back](#)

- The next screen allows you to input further details including a supplier reference, but all of these fields are non-mandatory.
- Once finished, click on 'Continue'.

### Question Sets

- Clicking on 'Question sets' will then allow you to start to view and answer the online questionnaire. Clicking 'Edit response' underneath the 'Action' will then provide you with an overview of the questionnaire.

### Create ITT response





Details Additional information **3** Question sets 4 Attachments

Title	Action	Progress
QUESTIONNAIRE	<a href="#">Edit response</a>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

[Continue](#) [Reset](#) [Cancel](#) [Back](#)

- You will also see a helpful key that has been included 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.

Key

-  The answer provided is valid and complete.
-  The answer has been automatically populated from a previous answer but it must be reviewed before submission.
-  Mandatory elements of this question have not been provided.
-  The question has been flagged for review.

**NOTE:**

- All mandatory questions must be answered.
- All non-mandatory questions must have been opened and read.
- 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 will start to fill up with green bars once you answer the questions.



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

CONTRACT 1	Incomplete section	Section weight: 0.00%
Name of customer organisation	0.00%	Answer question
Point of contact in customer organisation. Position in the organisation. E-mail address	0.00%	Answer question
Contract start date. Contract completion date. Estimated Contract Value	0.00%	Answer question
In no more than 500 words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market.	0.00%	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

<p><b>Question</b></p> <p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £5,000,000 Public Liability Insurance = £10,000,000          Professional Indemnity Insurance = £5,000,000 Product Liability Insurance = £5,000,000 * It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	<p><b>Weight</b></p> <p style="text-align: center; font-size: 1.2em;">0.00 %</p>
<p><b>Answer</b> <span style="float: right;">Flag question for review <input type="checkbox"/></span></p> <p>Yes <input checked="" type="radio"/> No <input type="radio"/></p> <p> <span style="background-color: #4CAF50; color: white; padding: 2px 5px;">Save and close</span> <span style="color: #0070C0; padding: 2px 5px; margin-left: 5px;">Save and previous</span> <span style="color: #0070C0; padding: 2px 5px; margin-left: 5px;">Save and next</span> </p>	<p><b>Help</b></p> <p>This question is mandatory</p> <p>Potential Providers who answer 'No' will be eliminated from this procurement process.</p>
	<p><b>Question attachments</b></p> <p>No attachments</p>

- 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 in green.

## View evaluation questions

Questions

Title	Weight: %	Section status	Status	Flag
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>1 Quality</span> <span>Complete section</span> <span>Section weight: 60.00%</span> </div>				
1.1 Please tell us how the different modules interlink?	50.00%	<a href="#">Answer question</a>	<span style="color: green;">●</span>	
1.2 How user friendly is the system?	10.00%	<a href="#">Answer question</a>	<span style="color: green;">●</span>	
1.3 Please explain how the system will be used?	30.00%	<a href="#">Answer question</a>	<span style="color: green;">●</span>	
1.4 Tell us why you should be given this contract?	10.00%	<a href="#">Answer question</a>	<span style="color: green;">●</span>	
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>2 Price</span> <span>Complete section</span> <span>Section weight: 40.00%</span> </div>				
2.1 Please upload your completed pricing schedule here	100.00%	<a href="#">Answer question</a>	<span style="color: green;">●</span>	

Back

Progress

Key

- The answer provided is valid and complete.
- The answer has been automatically populated from a previous answer but it must be reviewed before submission.
- Mandatory elements of this question have not been provided.
- ★ The question has been flagged for review.

- Click the 'Back' button to return to the main screen then click 'Continue'.
- You will be able to add any additional attachments here (if required) as well using the 'add attachment' button. Once you have done this, click 'Finish'
- Your draft response will then be assigned a unique reference number - below.

**My response** 105864362 **Draft**

Additional information [Edit](#)

Supplier reference:

Evaluation criteria/question sets

Title	Action	Progress
ITT	<a href="#">Edit response</a>	<div style="width: 100%; height: 10px; background-color: green;"></div>

Attachments

No attachments

[Add attachment](#)

Time remaining

Respond by: 29 January 2016 18:00:00

2 Days 6 Hours 40 Minutes 10 Seconds

Response controls

[Submit response](#)

[Open response wizard](#)

Submission checklist

- Evaluation criteria/question sets

Audit history

[View audit history](#)

- 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 home screen and click on the contract reference number again, you will then see a button to edit your response.

Response controls

[I would like to edit my response](#)

[No longer wish to respond](#)

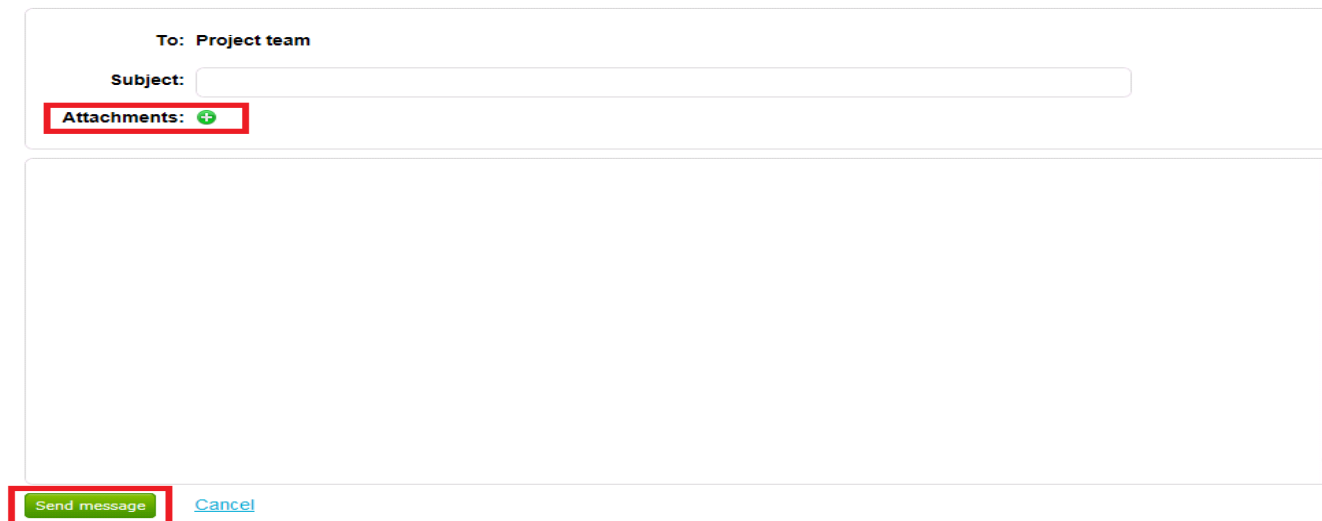
- Click 'Log Out' when finished.



## Contacting the Buyer


- All communications with the buyer **must** 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](mailto:ProContractSuppliers@proactis.com)
- To send a message / clarification question to the buyer regarding the opportunity you are responding to, firstly click on 'View Messages'.
- Click 'Create New Message', entering details of your message (including any attachments) and click 'send message'.

### New message



To: Project team

Subject:

Attachments: 

[Cancel](#)

- When a response is sent to your message, you will be notified by [ProContract-Notifications@due-north.com](mailto:ProContract-Notifications@due-north.com) and will access the 'View Messages' area to view these.