LGSS

ProContract User Guide

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

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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'

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Register free with ProContract

(i) 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 ProContact?
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.

![LGSS logo]

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.

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Organisation details

Please provide your organisation details below.

Organisation name Change

Test1234321 ✓

Address

Town

County

-- Please select --

Postal code / zip

Country

-- Please select --

Website (optional)

e.g. http://www.example.com

Registration number (optional)

e.g. 03182974   ☐ Not applicable

VAT number (optional)

e.g. GB999 9999 73   ☐ Not applicable

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

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Primary contact details

Please provide your contact details below.

Title	First name	Last name

Job title	Department

Telephone	Mobile (optional)	Fax (optional)

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'.
- 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

Opportunity areas of interest

To receive the full benefits of your ProContract registration, buying organisation may notify you by email when opportunities are published that you may be interested in. Your opportunity notification will be based upon your chosen categories of interest and selected regions(s) of supply.

Buying organisation use various methods of categorising opportunities so to help you select the best categories that represent your bussiness you can enter up to 6 keywords below e.g. taxi services. We will then search across all buyer category sets using these keywords and recommend the best matches for you (disclaimer)

Note: The best match search is purely a starting guide to the categories that may be of value to your organisation based upon the keywords you select. You must make sure that you are happy with the selections so that you do not miss out on opportunities. PROACTIS Holdings PLC and the buying organisation that post opportunities on this portal are not responsible for any incorrect selections made

Enter at least 1 keyword

| Test ✕ | | | | | |

Find recommended

Already Registered? Login here

- 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.

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

Region(s) of Supply

You can further refine your areas of interest by selecting the regions that you can supply your goods and/or services to. Simply click edit and choose your preferred region(s). For example, if you can supply your goods and/or services throughout the UK then select 'UK'. If however you are more of a local provider then choose a regional diameter that you are comfortable with e.g. UK- North East England.

Preferred region(s) of supply	Click to refine
UNITED KINGDOM	

- Click on '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

- 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.

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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.

Opportunities - Search results   View all national portal opportunities

Narrow your results	Opportunities				
Portals	1 2 Next >				
LGSS					
	Title	**Buyer**	**Expression Start**	**Expression End**	**Estimated value**
Organisations	Cambridgeshire County Council - Supply of local bus service 34	LGSS	29/04/2016	13/05/2016	N/A
All	Cambridgeshire County Council Mediation and Disagreement Resolution Services for children and young people from 0-25 with Special Educational Needs and Disabilities	LGSS	19/04/2016	26/05/2016	N/A
Categories ⓘ	Cambridgeshire County Council Transport Framework 2016 VERSION 2	LGSS	13/04/2016	19/05/2016	N/A
There are 0 categories selected	Disabled Facilities Grant Register of Contractors	LGSS	15/02/2016	13/05/2016	N/A
➕ Add UNSPSC categories	Dynamic Purchasing System (DPS) for Education (Mainstream) Home To School Transport in Cambridgeshire	LGSS	28/04/2016	09/05/2016	N/A
➕ Add NHS eClass categories	East Cambridgeshire District Council - East Cambridgeshire District Leisure Centre Management Contract	LGSS	14/03/2016	06/05/2016	N/A
➕ Add CPV categories	Independent Advocacy Services in Cambridgeshire and Peterborough	LGSS	23/03/2016	02/05/2016	£7,535,969.00
➕ Add ProClass categories	Intelligent Transport Systems, Framework Agreement	LGSS	05/04/2016	05/05/2016	N/A
Regions	LGSS Occupational Health	LGSS	08/04/2016	10/05/2016	N/A
There are 0 regions selected	Local Voluntary and Community Sector Infrastructure Support in Cambridgeshire	LGSS	05/04/2016	16/05/2016	£371,772.00
➕ Add new region					
Keywords	1 2 Next >				

- 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.

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Home | Find opportunities | My activities | My contracts | Help

- 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).

- 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.

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Your response

The checklist below shows the current status of your response to this activity

This is your response submission progress checklist:

Before you can submit your response you need to...

- Indicate your intent to respond
- Start response or opt out the activity
- Complete the additional information section
- Complete mandatory question sets
- Upload at least one attachment
- Submit your response

Options currently available to you are.....

[Start my response] [Opt out]

Indicate your intent to respond

- 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).

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Your response summary

? Take a tour

Response information ?

Supplier:	Test122	**Company reg number:**	N/A
Workgroup:	Test	**Company address:**	Testville
Workgroup contacts:			Testville
Workgroup contacts:	Test Test		Northamptonshire
			United Kingdom
Activity id:	DN5268252		NN4 7YD
Response id:	R108211206	**Website:**	None

Deadline & time remaining ?

A response to this activity can be submitted no later than

26th March 2019 at 6:00 PM ?

Time remaining ?

10	0	24
Hours	Minutes	Seconds

Additional information ?   ✎ Edit

You have not started the 'Additional information' section. Click on the 'Edit' link to begin.

Question sets (1) ?

Title	Summary	Progress	Action
📋 LGSS Training Questionnaire	Optional question set of 8 questions of which **8** are mandatory	‖‖‖‖‖‖‖‖‖‖	Edit

Response documentation, files & links (0) ?   ➕ Add

No attachments

Your response ?   Response history

The checklist below shows the current status of your response to this activity

This is your response submission progress checklist:
So far you have.....

🟩 Indicated intent to respond (26/03/2019 07:57)

🟩 Started to draft your response to this activity

Before you can submit your response you need to...

🟥 Complete the additional information section

🟥 Complete mandatory question sets

🟥 Upload at least one attachment

🟥 Submit your response

Options currently available to you are.....

[Submit response]   Opt out

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<u>Additional information</u>

- 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.

Return to response

Additional information

Supplier reference (optional) 🌐

Response information (optional) 🌐

Additional comments (optional) 🌐

☐ I have read and understood this section and can confirm I am happy not to include any additional information 🌐

Save   Cancel

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. Please refer to the ITT document for further information.

![LGSS logo]

- 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.

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:

  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.

Progress (25%)
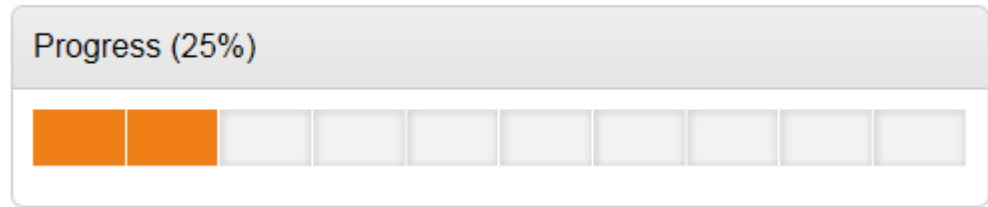
- You will then see an overview of all the questions and can begin responding to them by clicking on 'Answer question'

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

Question

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:

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.

Weight

0.00 %

Help

This question is mandatory

Potential Providers who answer 'No' will be eliminated from this procurement process.

Answer   Flag question for review ☐

Yes ⦿ No ○

Save and close   Save and previous   Save and next

Question attachments

No attachments

- 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).

- 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.

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Your response ❓   Response history

The checklist below shows the current status of your response to this activity

This is your response submission progress checklist:
So far you have.....

🟩   Indicated intent to respond **(26/03/2019 08:25)**

🟩   Started to draft your response to this activity

🟩   Completed the additional information section

🟩   Completed mandatory question sets

🟩   Uploaded at least one attachment

Almost done, all you need to do now is.....

🟥   Submit your response

Options currently available to you are.....

Submit response   Opt out

- 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.

⬡ LGSS

Submit response

Are you sure you want to submit this response?

[Submit response]   Cancel

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

Your response (**Version 1 – Submitted**)

Response history

The checklist below shows the current status of your response to this activity

This is your response submission progress checklist:

You have successfully.....

🟩 Submitted your response (**Version 1 –** 26/03/2019 08:46)

Options currently available to you are.....

[Change Response]   View submitted response   Opt out

- 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'.

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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**
- 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).

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New message

Private recipients

To: Project team

Message

Subject:

Body:

B *I* U S | ≡ ≡ ≡ ≡ | ✂ ⧉ ⧉ ⧉

↶ ↷ | 🔗 ✂ 🔖 🖼 | 🕐 ▾ 👁 ▾ | A ▾ A ▾ | ⯈ ⯇ | ≔ ≔ | I | ⦵

Attachments: ⊕

Send message   Cancel

- 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.