

Frequently Asked Questions

Q: I've forgotten my Username and Password. How do I retrieve my Username and Password?

A: The screenshot below shows a username reminder and a password reset function, which is located on the right hand side of the ProContract Supplier Opportunities homepage.

To use one of them click on the relevant link.

The screenshot shows the ProContract Supplier Opportunities homepage. The page is divided into several sections. On the left, there is a 'due north' logo and a 'Home' link. The main content area is titled 'Opportunities Portal' and includes a welcome message, 'Information' section, 'Benefits' section, and 'Latest Opportunities' section. On the right side, there is a sidebar with links for 'Register Free', 'Reset Password', and 'Username Reminder'. The 'Reset Password' and 'Username Reminder' links are circled in red.

Username Reminder

Clicking username reminder will ask you to confirm the email address that was used when your account was registered then click "Next". Providing it is the valid email address, the system will then send the username to this email address.

The screenshot shows the 'Username Reminder' form. The form is titled 'Username Reminder' and 'User Identity'. It includes a section for 'Identity Information' with a text input field for 'Email Address' containing 'j.palmer@due-north.com'. Below this is an 'Options' section with 'Next' and 'Cancel' buttons.

Password Reset

This will reset your password and send details to your email address. You will need to enter your email address and username for your ProContract account, then click "Next" and this will send a link to follow to the email address.

The screenshot shows the 'Reset Password Step 1 of 2' form. The form is titled 'Reset Password Step 1 of 2' and 'User Identity'. It includes a section for 'Identity Information' with text input fields for 'Username' and 'Email Address'. The 'Username' field has a 'Forgotten Username?' link next to it. Below this is an 'Options' section with 'Next' and 'Cancel' buttons.

You must then be click on the link to confirm the account and a reset password will then be sent to your email address.

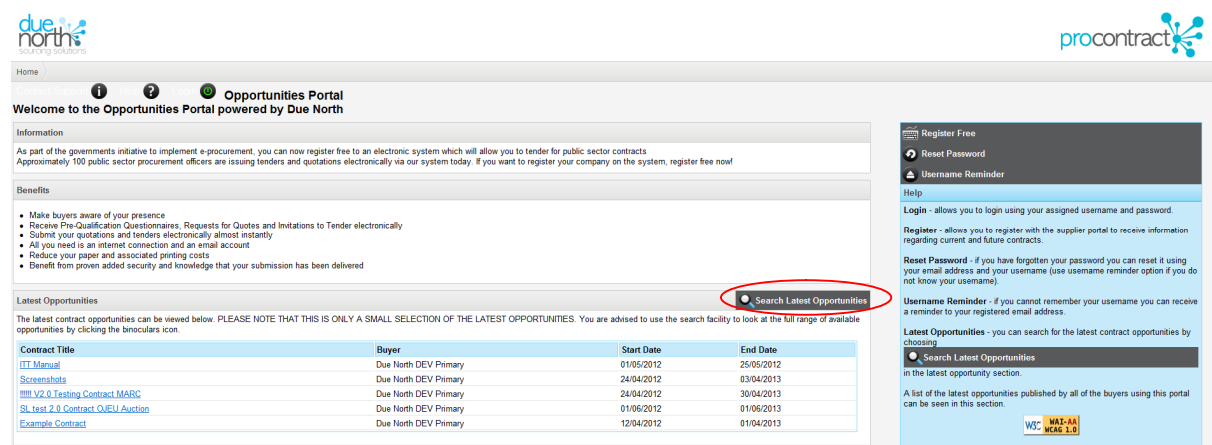
If you are still unable to login despite following these procedures then find contact

details by clicking  and they can arrange for a manual reset.

Note: The username reminder/reset password may not work as you do not have an account on the portal.

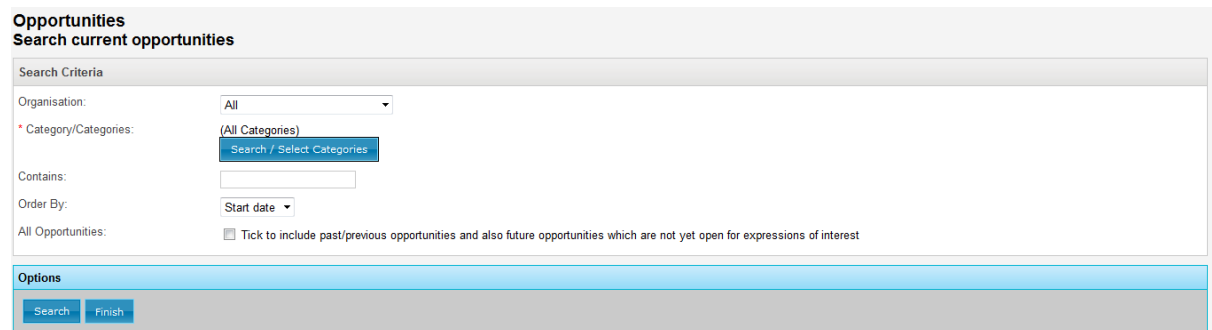
Q: How do I find and register interest in an opportunity?

A: The latest tender opportunities will be listed at the bottom of the supplier homepage as below, however if you are unable to see the relevant tender click on the 'Search Latest Opportunities' button.



The screenshot shows the 'Opportunities Portal' homepage. At the top right, there is a 'procontract' logo. Below the navigation bar, there is a 'Welcome to the Opportunities Portal powered by Due North' message. The main content area is divided into sections: 'Information', 'Benefits', and 'Latest Opportunities'. The 'Latest Opportunities' section contains a table of contract titles, buyers, start dates, and end dates. A button labeled 'Search Latest Opportunities' is circled in red. On the right side, there is a sidebar with links for 'Register Free', 'Reset Password', 'Username Reminder', and 'Help'.

Once you have accessed the 'Opportunities Search' screen, populate the relevant details and click on 'Search' button. If you have been forwarded the Contract Reference then you can enter this in the "Contains" field to search for this.



The screenshot shows the 'Opportunities Search current opportunities' form. It includes a 'Search Criteria' section with fields for 'Organisation' (set to 'All'), 'Category/Categories' (set to 'All Categories'), 'Contains' (empty), 'Order By' (set to 'Start date'), and 'All Opportunities' (with a checkbox for 'Tick to include past/previous opportunities and also future opportunities which are not yet open for expressions of interest'). Below the search criteria is an 'Options' section with 'Search' and 'Finish' buttons.

This portal will then return your results from which you will be able to locate the relevant tender opportunity, an example is below. If you cannot find the opportunity click "New Search" and try modifying the search criteria.

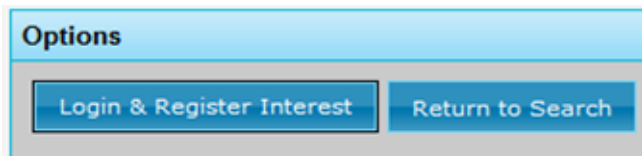
To view the opportunity details click on the contract title of chosen tender, shown in blue text.

Due North DEV Primary Opportunities

Start Date	Contract Title	End Date
23/01/2015	Provision of Residential Care Services	23/08/2015
01/06/2012	SL Test 2.0 Contract OJEU Auction	01/06/2013
01/05/2012	ITT Manual	25/05/2012
24/04/2012	##### V2.0 Testing Contract MARC	30/04/2013
24/04/2012	Screenshots	03/04/2013

When the tender opportunity details have been viewed you can register interest in this opportunity using the options at the bottom of the page.

If you are not logged in the options will appear as below, click "Finish" if you are not interested or "Login and Register Interest" to express interest. You must then enter your username and password to login, so you must be registered on the portal first.



If you are already logged in the options will appear as below, you either have the option to 'Register Interest' or 'Finish'.



Q: How do I find a tender opportunity I have been invited to take part in?

A: If you have been invited to take part in a tender then you should have received an email from ProContract to inform you of this. The email will contain top level detail about the tender, and also a link to follow that will allow you to view the tender in more detail and download the documents.

Click on the link, enter your username and password and then you will be on the correct page.


If you cannot locate the email, then go to the Opportunities Portal homepage by visiting the relevant URL/Web Address.


Information
As part of the governments initiative to implement e-procurement, you can now register free to an electronic system which will allow you to tender for public sector contracts. Approximately 100 public sector procurement officers are issuing tenders and quotations electronically via our system today. If you want to register your company on the system, register free now!


Benefits

- Make buyers aware of your presence
- Receive Pre-Qualification Questionnaires, Requests for Quotes and Invitations to Tender electronically
- Submit your quotations and tenders electronically almost instantly
- All you need is an internet connection and an email account
- Reduce your paper and associated printing costs
- Benefit from proven added security and knowledge that your submission has been delivered

Contract Title	Buyer	Start Date	End Date
IT Manual	Due North DEV Primary	01/05/2012	25/05/2012
Screenshots	Due North DEV Primary	24/04/2012	03/04/2013
V2.0 Testing Contract MARC	Due North DEV Primary	24/04/2012	30/04/2013
SL test 2.0 Contract OJEU Auction	Due North DEV Primary	01/05/2012	01/05/2013
Example Contract	Due North DEV Primary	12/04/2012	01/04/2013

Click the  icon to login to the portal, entering your username and password, then you will return to the home page but the section on the right has changed, and is now called "My Opportunities".

My Opportunities - You can see all of the opportunities that you have been selected for by choosing the  icon or link above.

Latest Opportunities - you can search for the latest contract opportunities by choosing  in the latest opportunity section.

A list of the latest opportunities published by all of the buyers using this portal can be seen in this section.

From here to view your current opportunities that you are working on, from the right hand side of the screen click the "My Opportunities" link.


This will take you to your own personal Opportunities page as below; this is where all your tender opportunities will be visible from after they have been published by the procuring organisation.

Opportunities Portal
Welcome Mr James Palmer

Organisations: Please Select 

Please select an organisation from the dropdown menu above and click the  icon

Last Viewed Opportunity
You have not previously viewed any opportunities

To view an exercise (ITT/RFQ/PQQ), click on the drop down arrow and choose the relevant organisation, then click on the  button.

Q: How do I download documents?

A: Firstly access the relevant tender opportunity by clicking on its title within 'Latest Opportunities' on the Homepage or via your search results page if using the 'Search Latest Opportunities' tool.

Once you are within the tender opportunity you will see any attachments summarised in the bottom of the screen as shown.

Contract: DNCC-DEVA-8T8LFE

Main Contract Detail

Buyer: Due North DEV Primary
Title: Laptops & Accessories
Category/Categories: [show categories](#)
Additional Categorisation(s): None
Summary:
Contact: Mr James Palmer
Email Address: j.palmer@due-north.com
Telephone: 01670597120
Address: Netherton Park Farm
Stannington
Northumberland
NE61 6EF
United Kingdom


Key Dates

Estimated contract start date: 17/04/2012
Estimated contract end date: 17/04/2012
Expression of interest start date: 02/05/2012 12:30
Expression of interest end date: 31/05/2012 17:00

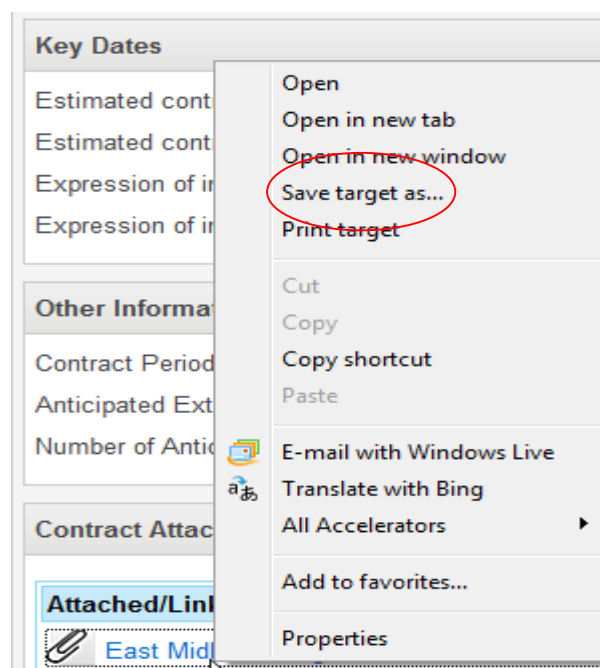
Other Information

Contract Period: 0 (months)
Anticipated Extension Period: 0 (months)
Number of Anticipated Extensions: 0

Contract Attachment(s)

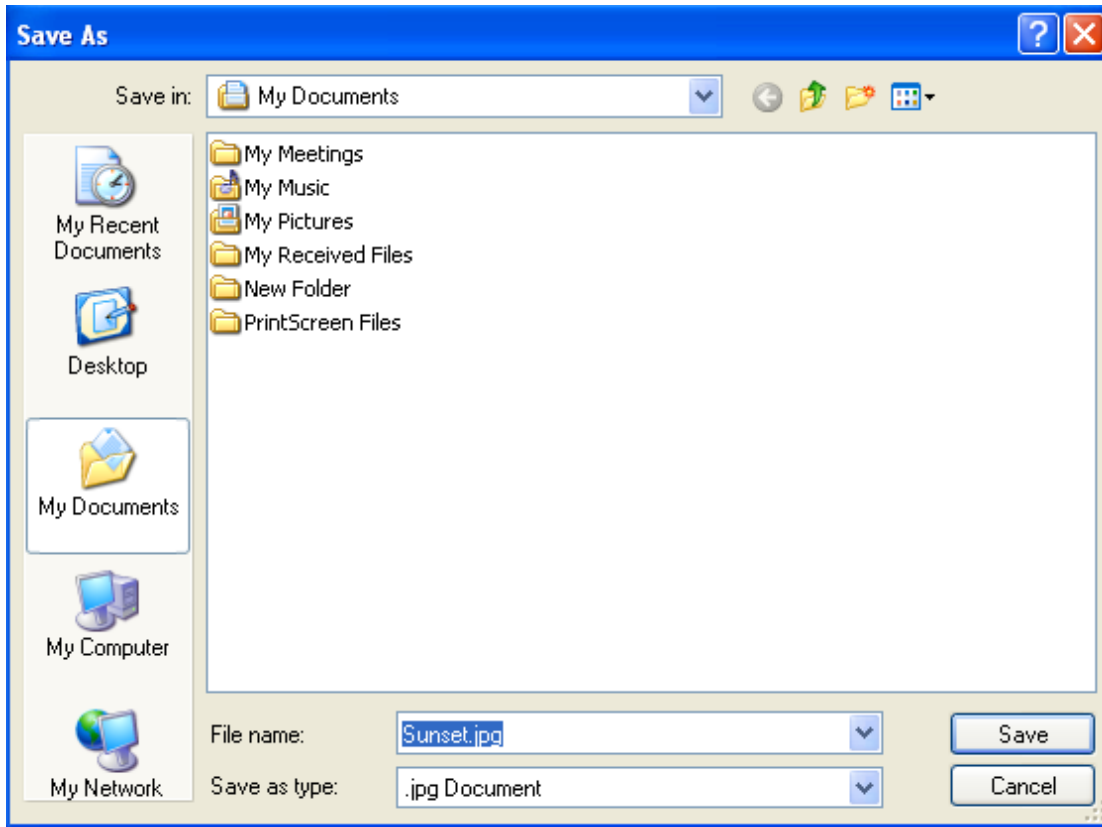
Attached/Link Name	Size	Date Uploaded
 East Midlands Region.xlsx	12kb	02/05/2012

Right click on attachment link for the document and select 'Save Target As' option.



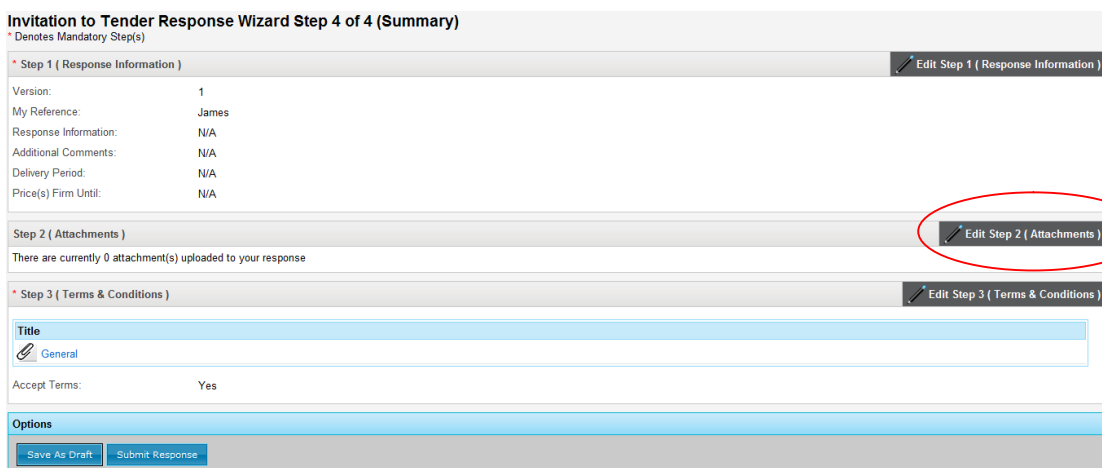
The screenshot shows a right-click context menu over the attachment link 'East Midlands Region.xlsx'. The menu options are: Open, Open in new tab, Open in new window, Save target as... (circled in red), Print target, Cut, Copy, Copy shortcut, Paste, E-mail with Windows Live, Translate with Bing, All Accelerators, Add to favorites..., and Properties.

Then choose a location to save the document.



Q: How do I upload documents?

A: To make an attachment you need to access the Attachment section of your tender response screen by clicking on the 'Edit Step 2 (Attachments)' button. If you are using the 'Response Wizard' tool you will work through your tender information first then progress onto the 'Attachment' section.



The following screen will be displayed.

Next click on 'Add'

Invitation to Tender Response Wizard Step 2 of 4 (Attachments)

Response Attachment Information

There are currently 0 attachment(s) uploaded to your response

Options

Save Add Cancel

Then click on 'Browse' to select the location where document is stored.

Attachments

Use this form to add or remove attachments

* Denotes Mandatory Fields

Attachment

Please choose the file you wish to attach by using the browse button:-

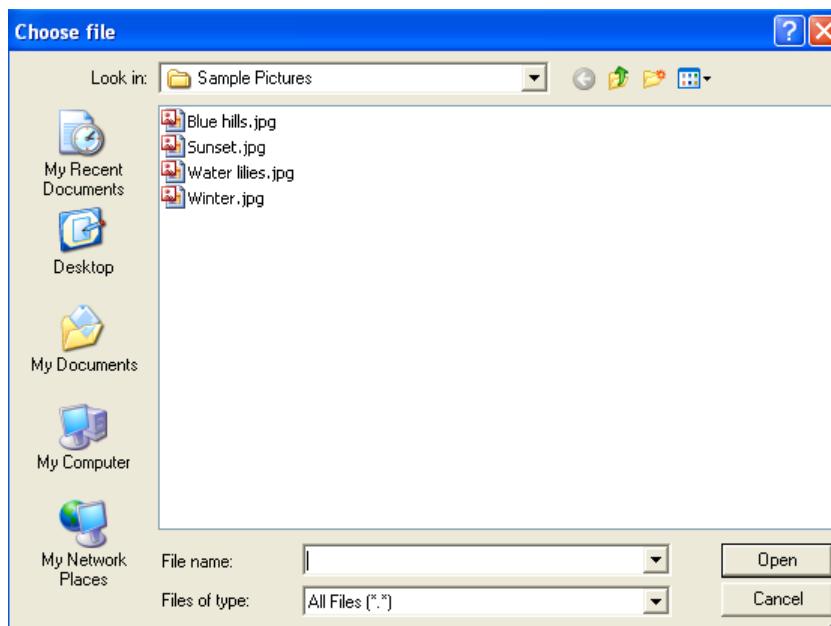
* Attachment: Browse...

A 10MB file will take approximately 5 mins on average to upload on a standard Broadband connection (256Kbps upload speed). Please take this into consideration when uploading larger files.

Options

Save Cancel Upload Multiple Attachments

Double click on the relevant document from your chosen location (see below), then click on 'Save'.



The screen should now show that you have successfully made your attachment.

Invitation to Tender Response Wizard Step 2 of 4 (Attachments)

Response Attachment Information

There are currently 1 attachment(s) uploaded to your response

Attached/Link Name	Size	Date Uploaded
East Midlands Region.xlsx	12kb	03/05/2012

Options

Save Add Cancel

Note: Larger documents may take longer to upload onto the system.

Q: Where is the 'Discussions' (Question & Answer) facility located?

A: The 'Discussions' (Question and Answer) facility is located on the top right hand corner of the Invitation to Tender, Pre Qualification Questionnaire or Request for Quotation Summary Screen as shown.

The screenshot shows the 'Due North DEV Primary - Invitation to Tender' interface. The top right corner features a navigation bar with 'Contact Support', 'Help', and 'Logout' links. Below this, a 'Discussions' link is circled in red. The main content area is divided into sections: 'Invitation To Tender Information' (with fields for Contract Ref No, Title, Ref No, Title, Response Required By, and Attachments), 'My Response' (with fields for Status, Version, Intent To Respond, Supplier Ref No, and Attachments), and 'Options' (with buttons for 'Response Wizard', 'Opt Out', 'Register Intent', and 'Finish').

Click on the 'Discussions' link which will display the screen below.

The 'Messages' screen displays a table of messages. The table has columns for Subject, Date, Time, and status. Two messages are listed:

Subject	Date	Time	Status
ITT	03/05/2012	16:00:51	▲ (Private)
Re: ITT	03/05/2012	16:01:21	▲ (Private)

Below the table is an 'Options' section with buttons for 'Create New Message' and 'Close'.

The example screenshot shows a question that has been submitted and answered.

To ask a question click on 'Create New Message' then populate the subject and question details before submitting your question by clicking 'Send'.

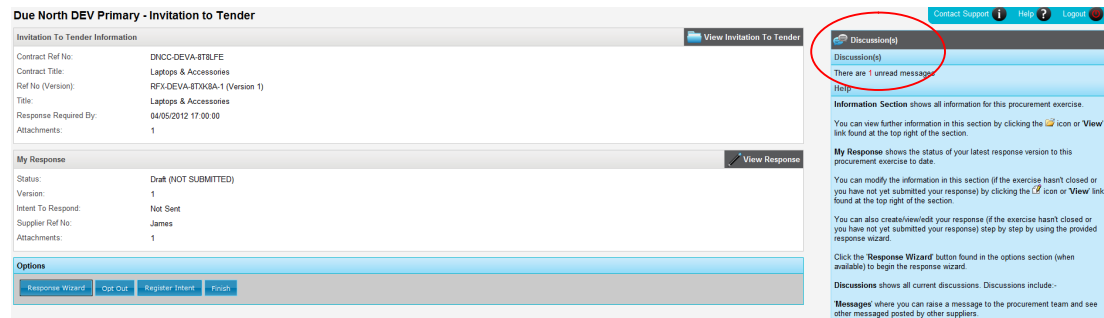
The 'Message' form is shown with the following fields:

- *Subject: ITT Question
- *Body: Please clarify submission time.....

Below the form is a section for 'Message Attachment(s)' with the text 'No Attachments or Links'. At the bottom, the 'Options' section contains buttons for 'Send', 'Attachments', and 'Cancel'. The 'Send' button is circled in red.

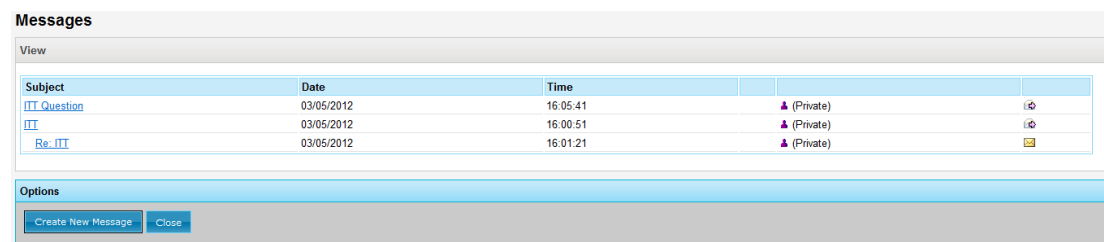
Once the question has been responded to you will receive a notification e-mail advising you to check your question and answer facility within a specified tender opportunity.

You need to open the relevant tender opportunity within the 'My Opportunities' area on the homepage.



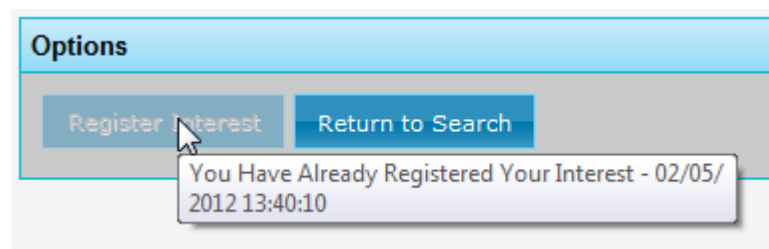
Then click on the 'Discussions' link in the top right hand corner of the screen which will display all questions.

To view details click on the 'Subject' shown in blue text this will display both the question and answer.



Q: I've registered my interest in an opportunity but haven't received any documentation

A: A confirmation e-mail should have been issued. However to check that interest was expressed in a tender opportunity locate the relevant tender opportunity from the supplier homepage or search facility and click on it to view tender details. The options at the bottom of the page should be the same as below where register interest is no longer available (greyed out), indicating that interest has been expressed. Hover over the 'Register Interest' button and a pop up will show the time and date that the expression was placed.




If register interest is not available and no confirmation e-mail has been received then the documentation for the tender may not have been published yet. Contact the person responsible for the tender to check status.

Contact details are contained within each tender opportunity as shown below.

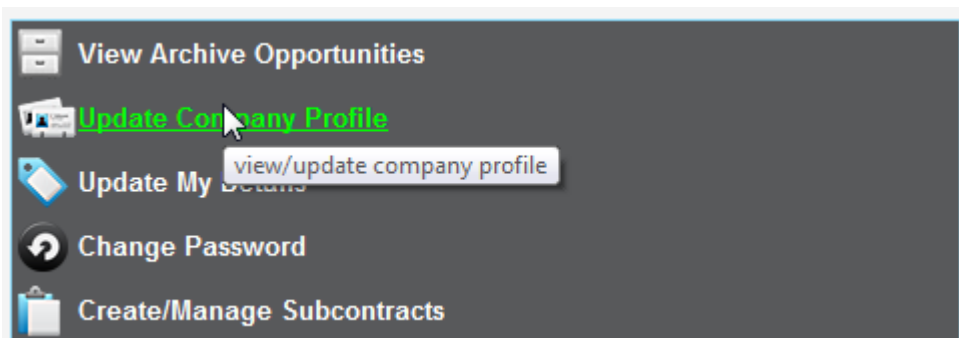
Contract: DNCC-DEVA-8T8LFE	
Main Contract Detail	
Buyer:	Due North DEV Primary
Title:	Laptops & Accessories
Category/Categories:	show categories
Additional Categorisation(s):	None
Summary:	
Contact:	Mr James Palmer
Email Address:	j.palmer@due-north.com
Telephone:	01670597120
Address:	Netherton Park Farm Stannington Northumberland NE61 6EF United Kingdom

Q: What can I do if my registration application has been rejected because there is an existing account?

A: Get in touch with correct contact, contact details should be included within

notification e-mail, if not then use [Contact Support](#)  option on the homepage and ask for details of the existing account to be emailed. Then go into the account and change the details to your own.

To change details login to system from supplier homepage and select 'My Opportunities' in the top right hand corner of the screen. Then click on the 'Update Company Profile' link in the top right hand corner of the 'My Opportunities' section as shown.



The details can then be changed from the "Company, User Account, Contact & Address Information" screen as required, ensure that you save any changes when completed.

Due North Ltd Company Profile
Company, User Account, Contact & Address Information

Company Change Company Details

Company Name: Due North Ltd
 Address: Test House, Test Street, Test Town, Northumberland, NE23 1BF, United Kingdom
 Company Registration Number: N/A
 VAT Registration Number: N/A
 Website: N/A
 Company Description: E-sourcing / Procurement software providers
 Keywords: SaaS
 Classification(s): Large Organisation (250+ employees)

Attachments Change or Upload Attachments

Attached/Link Name	Size	Date Uploaded
East Midlands Region.xlsx	12kb	02/05/2012

User Accounts Add Account

Username	Assigned Contact
Due465No	Mr James Palmer
Due974No	Mr Chris Cox

3 additional accounts can be created

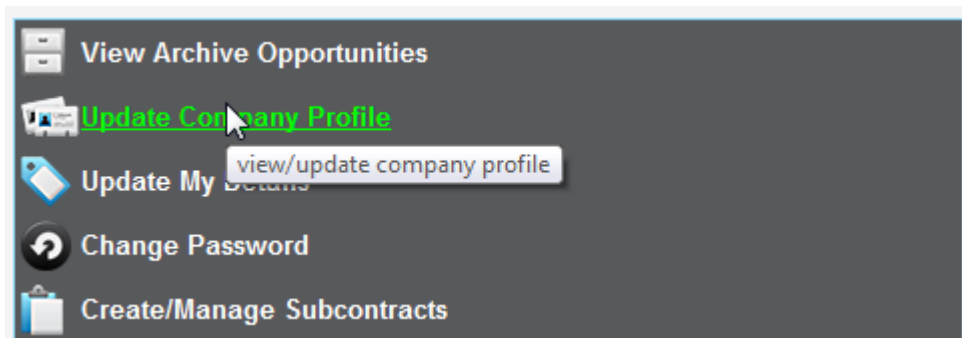
Contacts Add Contact

Name	Job Title	Department	Tel	Fax	Mobile	Email
Mr James Palmer	Sales Manager	Sales	01670522222	N/A	N/A	j.palmer@due-north.com
Mr Chris Cox	Solutions Consultant	Professional Services	01670522222	N/A	N/A	c.cox@due-north.com

Note: Username cannot be changed.

Q: How do I change the company profile information if the company contact details have changed?

A: Login to system from supplier homepage and select 'My Opportunities' in the top right hand corner of the screen. Then click on 'Update Company Profile' section as shown below.



This will now show the screen below where the company information can be changed by clicking on the 'Change Company Details' button in the right hand corner of the 'Company' section. This will let you change details about the company, such as the address, description and other company fields.

Company Information
* Denotes Mandatory Fields

Company Information

*Company Name: Due North Ltd

Company Registration Number:

VAT Registration Number:

Website:

Company Address

Address

Test House, Test Street, Test Town, Northumberland, NE23 1BF, United Kingdom

Unit 16, Enterprise Court, Nelson Industrial Estate, Cramlington, Northumberland, NE23 1LZ, United Kingdom

Company Description

*Company Description: E-sourcing / Procurement software providers

*Keyword 1: SaaS

Keyword 2:

Keyword 3:

Keyword 4:

Keyword 5:

Keyword 6:

Company Affiliations

Affiliate 1 & Id: Please Select/None

Affiliate 2 & Id: Please Select/None

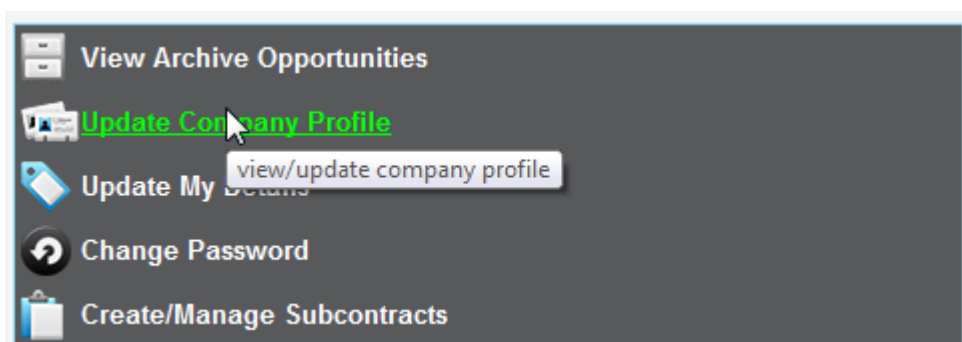
Affiliate 3 & Id: Please Select/None


* Company Classifications

Note: Company name cannot be changed in the system.

Q: I haven't received any business opportunities since I registered an account on the portal.

A: Login to system from the supplier homepage and select 'My Opportunities' in the top right hand corner of the screen. Then click on 'Update Company Profile' as shown.



Next click on the primary account username denoted by  icon within the 'User Accounts' section as shown.

Username	Assigned Contact
Due465No	Mr James Palmer
Due974No	Mr Chris Cox

3 additional accounts can be created

Once you have clicked on the primary account username the 'Company Account' screen will be displayed, categories can be changed by clicking on the 'Change Categories' button in the Categor(ies) section.

Company Account
Account Information
* Denotes Mandatory Fields

Account Information

Username: Due465No
Account Status: Active
*Security Question: Where were you born?
*Security Answer: Edinburgh
E-Mail Opt-out Policy (optional): I confirm that I wish to opt-out of all e-mail communication(s) to this account and understand that this means this account will not be notified of any opportunities.

Assigned Contact

Name	Job Title	Department	Tel	Fax	Mobile	Email
Mr Chris Cox	Solutions Consultant	Professional Services	01670522222	N/A	N/A	c.cox@due-north.com
Mr James Palmer	Sales Manager	Sales	01670522222	N/A	N/A	j.palmer@due-north.com

Category(ies) **Change Category(ies)**

[show categories](#)

Opportunity Area(s) **Change Opportunity Area(s)**

All Regions

Options

You can now select the relevant category or categories by checking (clicking in) the relevant box next to the category. There is also a search facility where you can enter text to locate a category rather than looking through the whole list i.e. typing in agriculture would return categories with agriculture in the description.

If the correct categories are already selected you should check that your e-mail address is correct within the 'User Details' screen. If your e-mail address is correct it may be that no relevant tender opportunities have been advertised yet.

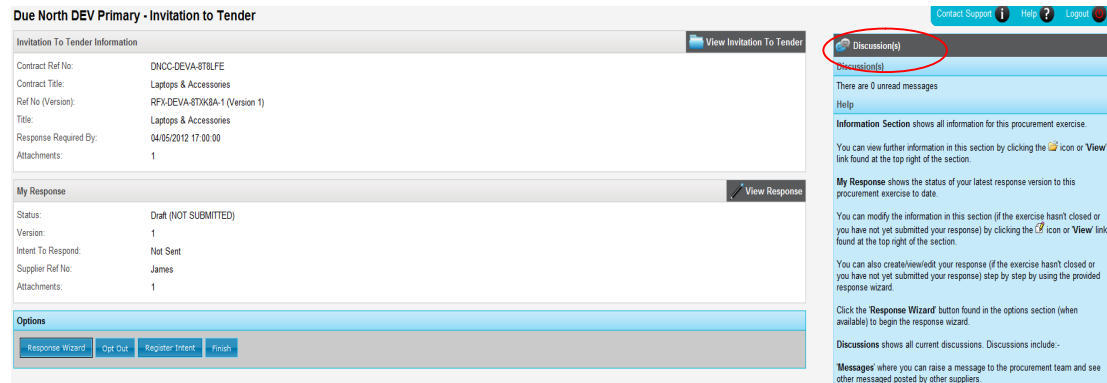
Q: I registered on the portal but have not received login details.

A: Check any junk/spam filters within your e-mail as some filters may classify the e-mail containing your login details as junk/spam. If you are still unable to locate the e-mail then you should contact support by clicking 'Contact Support' in the top right hand corner of the supplier homepage and enquire.

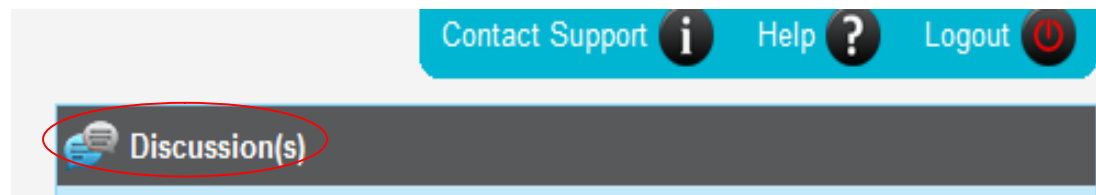
Note: Your application must be processed by the opportunity portal administrators so it may take a few hours before this is done.

Q: I've downloaded documents from the business opportunity but they are in PDF format, what am I to do with them?

A: If the documents are required in another format in order for you to complete them and return then this can be requested through the opportunity portal. To ask for the documents to be provided in another format, then a question can be asked through the 'Discussions' (Question and Answer) area. This is located from within the "Discussions" area on the right hand side of the opportunity detail.



Then click on the "Discussions" link to ask the question to ask for the documents to be provided in another format.



It is then up to the procuring organisation how they respond to the request, however you should receive this information as an answer to the question. The answer to the question will be located in the same area.

If you have any further queries around this and the method of completing the return, please get in touch with the relevant contact at the procuring organisation to get further information.

Q: Procurement Officer can't publish his tender etc.

A: 'Publish' option only becomes available when all mandatory sections of the document have been populated. Otherwise 'Publish' option will not be available (greyed out) as shown.



Mandatory sections are Submission Information, Main Information and Terms and Conditions as shown.

Invitation to Tender
Summary of information
* Denotes Mandatory Section(s)

Delivery Information Add/Remove Suppliers

Company

*** Submission Information** Change Submission Information

Respond By Date: 04/05/2012
Respond By Time: 17:00
Supplier Attachment Required: No

*** General Information** Change General Information

Title: Laptops & Accessories
Description: Laptops & Accessories
Additional Documentation: N/A
Point of Delivery: N/A

Specification Breakdown Change Specification Breakdown

There are currently no line items in your specification breakdown

Evaluation Information Change Evaluation Criteria

There are currently no evaluations prepared for this Invitation to Tender.

Attachment Information Change Attachment(s)

There are currently 0 attachment(s) and 0 link(s) uploaded to this

*** Terms & Conditions** Change Terms & Conditions

Title: General

Note: Mandatory sections of a document are indicated by a * next to the section.

Q: I need to make an amendment to my submission prior to the deadline?

A: Within the opportunity portal you can edit your response up until the submission time and date have passed.

Locate the previous response that you have made within the system, in the example below you can see in the "My Response" area that the status is "Submitted".

Due North DEV Primary - Invitation to Tender

Invitation To Tender Information View Invitation To Tender

Contract Ref No: DNCC-DEVA-8T8LFE
Contract Title: Laptops & Accessories
Ref No (Version): RFX-DEVA-8TXK8A-1 (Version 1)
Title: Laptops & Accessories
Response Required By: 04/05/2012 17:00:00
Attachments: 1

My Response View Response

Status: Submitted
Version: 1
Supplier Ref No: James
Attachments: 1
Submitted: 04/05/2012 11:28:55

Options

Edit Response Finish

In the options area at the bottom of this screen, it now shows "Edit Response" and "Finish".

In order to make an amendment to your previous submission, click on the "Edit Response" button. You will be asked to confirm this as below, click "edit Response" again to do this.

Note: Your previous response will stand until you submit the amended version, this means if you do not ever complete the amendment then the original version will stand.

Edit Submission Confirmation

Message

Are you sure you wish edit your response which was submitted to Due North DEV Primary on 04/05/2012?
Please note your current submitted response will stand until you submit the response you are about to edit.
Are you sure you wish to continue?

Options

Edit Response Cancel

You will then be presented with the screen to make your response as shown below, note that the version has now changed to show it is version 2.

Due North DEV Primary - Invitation to Tender

Invitation To Tender Information [View Invitation To Tender](#)

Contract Ref No: DNCC-DEVA-8T8LFE
Contract Title: Laptops & Accessories
Ref No (Version): RFX-DEVA-8TXK8A-1 (Version 1)
Title: Laptops & Accessories
Response Required By: 04/05/2012 17:00:00
Attachments: 1

My Response [View Response](#)

Status: Draft (NOT SUBMITTED)
Version: 2
Supplier Ref No: James
Attachments: 1

Options

Response Wizard Opt Out Finish

You can now make changes to your response by working through the response wizard or clicking the "View Response" button.

Note: All previous responses will be stored by the system so you only need to change the relevant sections.

When complete you must ensure that you submit your response, in the same way as when you initially submitted the tender. This will overwrite your previous submission, so the procuring organisation will only see your most recent submission.

If required this process can be repeated if the submission needs to be amended again.

Q: How can I check to see if my response has been submitted?

A: When you click to submit your tender response you will see a confirmation message on the screen, where you must confirm that you wish to submit your response. This screen is shown below.


Submission Confirmation Confirmation

Message

Are you sure you wish to submit your response?

This submission (version 2) will replace your previous response (version 1) submitted 04/05/2012.

Once you have submitted your response you will receive an email confirming its receipt.

If you do not receive this email please contact support by clicking the  icon located at the top right of the screen.

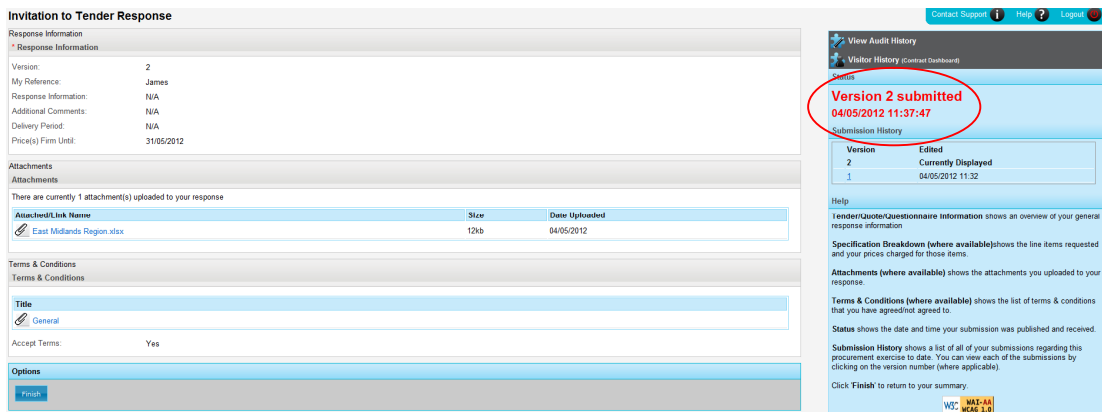
Options

Submit Response

Cancel

You should receive an email confirmation to notify you that you have successfully submitted your response as well. If you do not receive this, then you should contact someone at the organisation, as described above.

When this has been confirmed the screen will also show a status of submitted on the right hand side.



The screenshot shows the 'Invitation to Tender Response' interface. On the left, the 'Response Information' section lists details such as Version (2), My Reference (James), and Submission Date (31/05/2012). Below this, an 'Attachments' table shows one file: 'East Midlands Region.xlsx' (12kb, uploaded 04/05/2012). The 'Terms & Conditions' section shows 'Accept Terms' as 'Yes'. On the right, a 'Submission History' table is visible, with a red circle highlighting the entry for 'Version 2 submitted' on '04/05/2012 11:37:47'. The table also shows 'Version 1' as 'Currently Displayed'.

Version	Edited
2	Currently Displayed
1	04/05/2012 11:32

Finally, if you are unsure at a later date if you submitted successfully, then if you find the response detail screen, it will clearly show in the status if this has been submitted, and if it has been it will also show the time and date.



The screenshot shows the 'My Response' screen. The 'Status' is listed as 'Submitted', which is circled in red. Other details include Version (2), Supplier Ref No. (James), Attachments (1), and Submitted (04/05/2012 11:37:47). A 'View Response' button is visible in the top right corner.

Status:	Submitted
Version:	2
Supplier Ref No.:	James
Attachments:	1
Submitted:	04/05/2012 11:37:47

Q: What happens once I have completed my supplier application?

A: When you have completed your supplier registration, and submitted this then you will receive an email that confirms this, and gives you a reference number for your application.

The new application will then be checked by a contact within the procuring organisation to ensure that it is not a duplicate account. It will be checked to see if you already have a registration on the portal or if your company already has a registration but with a different contact.

If it is a totally new registration, it will be accepted and you will get an email with your system username and an email with your password. You can then use these to log into the portal.

If it appears your company already has a registration you will receive details of this in an email. This will include a reason for the rejection and the person at your company to contact (if applicable). You then need to contact that person to add an additional account.

If you have further issues then contact the organisation that has rejected the request to enquire further. Details can be found in the rejection email or by clicking.

Contact Support 