

Frequently Asked Questions

How do I express interest?

When you click on the opportunity available there will be an 'Express Interest' option on the right hand side of the information page.

How and where do I locate the Tender/Quote documents?

1. Open the Recently Added or Last Viewed list (on the Home Page)
2. Select the relevant project from the list given.
3. On the events list you should open the event that mentions the Respond by Date.

How do I upload my Documents?

1. The upload of your documents is fourth on the 'Traffic Light System' of your response.
2. You must complete all steps prior to this for the option of upload to become available.

I forgot to attach a document with my submission, what do I do?

If it is before the deadline you can upload the additional document.

If it is after the deadline you should contact the Primary Contact on the Tender/Quote and they will advise you accordingly.

How do I send a message or clarification question?

These can be sent through the messaging portal in Procontract which you will find on the right hand side of the tender opportunity information page.

How do I know my document has uploaded?

The Council is unable to access tender submissions until after the deadline and will not be able to confirm that your upload has been successful or not. For each document you upload you will be provided with a confirmation, this is your evidence that your document was uploaded successfully.

Doncaster Council encourages all prospective suppliers to register on ProContract so they can see and respond to contract opportunities. Registration is quick and free, and also allows potential suppliers to see opportunities with many other Local Authorities.

If you are struggling to access Procontract please go to <http://proactis.kayako.com/default> to log a ticket with our 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. Alternatively, please email ProContractSuppliers@proactis.com to automatically log a ticket for the https://procontract.due-north.com/Login_system.



**Doncaster
Council**

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A Suppliers Guide to ProContract (e-Procurement)



What Is ProContract?

ProContract (hosted by Proactis) is the e-Procurement portal that Doncaster Council use to procure contracts. This e-Procurement portal is also used by other Yorkshire and Humberside Local Authorities.



DO...

- ◆ Keep your company and contact details up to date.
- ◆ Select the correct contract categories that relate to your company.
- ◆ Make sure you leave sufficient time to upload your submission as you cannot upload any documents after the deadline has passed.
- ◆ Ask clarifications via the ProContract messaging portal.

DO NOT...

- ◆ Send a clarification question after the deadline.
- ◆ Include marketing material or other appendices that are not relevant.
- ◆ Email or post your submission.
- ◆ Email or telephone for clarifications.
- ◆ Make a late submission.



Complete Registration

If you are new to ProContract you must create an account via this link—<https://procontract.duenorth.com/Register> and select the categories relevant to your company



Notification

When registered ProContract will notify you via email.



Express Interest

Once registered you can view all opportunities, including those of other Authorities, you will receive notifications when contract opportunities are published for the contract categories you selected. You will need to register interest with individual opportunities to access all associated tender documentation and information.



Post Tender/Quote

Post Tender/Quote clarifications, decision letters and any other correspondence will only be conducted through the messaging portal in ProContract.



Upload Submission

Upload your submission to ProContract within the specified time frame and give yourself plenty of time.



Clarification Window

Address any queries whilst the Tender/Quote is open via the messaging area in the portal.



Download Documentation

Once interest is registered you will have access to the Tender/Quote documents.

