LGSS SUPPLIER GUIDE TO USING DUE NORTH - RFQ

NOTE: This guide that has been put together by LGSS Procurement to assist potential providers in responding to LGSS tenders on Due North. 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 Due North helpdesk and the Due North online user guides which are both referenced within this 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 Due North Contact Details)

![LGSS]

Registering an Account

- Go to www.lgssprocurementportal.co.uk
- Click 'Supplier Registration' and then 'Register' (top right)
- To see all current opportunities for all LGSS authorities click 'Current Opportunities'
- To see Official Due North user guides click 'User Guides'

- You will then see a page of minimum IT requirements – please ensure that you read them and are sure you comply with them to ensure you can access the site smoothly

LGSS

- Click 'Continue' at the bottom of the page

▾ **Minimum and recommended system requirements**

Any internet capable PC will be able to successfully use the AI Procurement application. recent tests highlighted no performance issues using a laptop and Apple eMac with the following specifications:

IBM Thinkpad - Intel Pentium 3 850Mhz, 512MB RAM running Windows 2000 Professional Apple eMac - PowerPC G4 1Ghz, 1GB RAM running OSX 10.4.11

Please find detailed specifications below:

PC - Computer specifications

	Minimum	Recommended
Processor	Intel/AMD 200Mhz	Intel/AMD 1Ghz
Operating system	Windows 98 and above / Linux	Windows XP and above / Linux
Memory	32 MB	1 GB
Internet browser	Internet Explorer (Version 9) Google Chrome (Version 32) Firefox (Version 30) Safari (Version 6.26) Opera (Version 22)	Internet Explorer (Latest) Google Chrome (Latest) Firefox (Latest) Safari (Latest) Opera (Latest)
Screen display	800x600 256 colours	1024x768 32-bit colour
Internet connection*	56K Dialup	512k Broadband

Apple Mac - Computer specification

	Minimum	Recommended
Processor	Power PC 300Mhz	Intel/Power PC 1Ghz
Operating system	Mac OS 9.0+	Mac OSX
Memory	32 MB	1 GB
Internet browser	Safari (Version 6.26)	Safari (Latest)
Screen display	800x600 256 colours	1024x768 32-bit colour
Internet connection*	56K Dialup	512k Broadband

* Performance of uploads/downloads is directly related to the bandwidth/usage of your internet connection. It may also be affected by the configuration of your computer/internet browser. The bandwidth available at our data centre supports the highest connection speeds available, so you should always get the best performance that your configuration provides.

Continue Cancel

- On the next page you can begin to create your account by entering your account information. Click 'Continue' when completed

LGSS

Title	First name	Last name

Job title	Department ⓘ

Telephone	Fax (optional)	Mobile (optional)

Email
We will use this to notify you of new opportunities.

Confirm email

Username
Will default to your email address, however this may be changed if required.

Password
Your password must be between 5 and 12 characters long, contain a mixture of UPPERCASE and lowercase letters, numbers and symbols.

Confirm password

Memorable Word ⓘ
Please enter a memorable word that will be used on login to verify you as a user.

Memorable word hint
Enter a hint that will help you remember your memorable information.
e.g. First pet's name

Preferred language
English ▾

Preferred time zone
(UTC) Dublin, Edinburgh, Lisbon ▾

[Continue] Back Cancel

- Click 'Continue' when information has been entered
- On the next page you will be asked to enter information about the organisation

LGSS

Company name

| Test122 | × |

Address

Testville

Town

County

Northamptonshire ▾

Postal code / zip

Country

United Kingdom ▾

Website (optional)

http://www.example.com

Registration number (optional)

□ N/A

VAT number (optional)

□ N/A

- Click 'Continue' when finished.
- You will then be prompted on the next screen to enter your 'Company Description' and classification information.

LGSS

Company description
Promote your company to potential buyers.

Company keywords
Improve your company's searchability by entering a number of keywords.

1.
2.
3.
4.
5.
6.

Classifications

Please check all that apply. This information is used for reporting purposes only.

Legal Status of Organisation

☐ Charitable Incorporated Organisation (CIO)
☐ Community Interest Company (CIC)
☐ General Partnership
☐ Industrial & Provident Society
☐ Limited Liability Partnership (LLP)
☐ Limited Partnership
☐ Private Company Limited by Guarantee (LTD)
☐ Private Limited Company (LTD)
☐ Public Limited Company (PLC)
☐ Sole Trader
☐ Unlimited Company
☐ Other

Further Organisation Detail (optional)

☐ Public Sector Organisation
☐ Social Enterprise Partner
☐ Living Wage
☐ Enterprises
☐ Charity
☐ A Company Owned & Managed By Women
☐ Black and Minority Ethnic (BME) Organisation
☐ Social Enterprise (SE)
☐ Franchise
☐ Voluntary Community Sector (VCS)
☐ Mutual

[Continue] Back Cancel

- Once entered select 'Continue'.
- Finally you will be asked to agree to the terms & conditions of the website.
- Click 'Submit Registration' when ready. This will then lead to the message below appearing. Clicking 'Continue' will link you back to the home page.

6

Thank You

Thank you for registering your details. Your registration will be assessed and you will be notified of the outcome in due course.

[Continue]

- You have now completed your registration and will receive two emails from ProContract-Notifications@due-north.com
  - One email for your username
  - One email for your password

- Return to the home page to log in.
- **Note:** The first time you log in you will be prompted to select the procurement categories you are interested in receiving notifications for and also the regions of interest (East Midlands, East of England etc).

![LGSS logo]

Logging In and Accessing Contract Opportunities

- Go to https://procontract.due-north.com/Login then enter your login details.
- 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.

- 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 online questionnaire and any associated attachments.

LGSS

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' and click 'update'. Select the opportunity from dropdown list and then click on the title.
- Clicking 'start' against the RFQ 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.

- 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 your tender response.
- The response wizard is made up of 3 stages:

9

![LGSS logo]

       o Details

       o Additional Information

       o Attachments

Details

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

Create ITT response

1 Details	2 Additional information	3 Attachments

Response reference: 107813122

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

Additional Information

- The next screen allows you to input further details including a supplier reference, but all of these fields are not mandatory.
- Once finished, click on 'Continue'.

10

Attachments

- Please attach your completed RFQ document using the 'add attachment' button.

- You are able to upload more than one attachment at a time. Zip folders can also be uploaded.
- You can upload, replace and delete your attachments prior to submitting your final response to the Local Body.
- Once you have uploaded all relevant attachments, click 'Finish'.
- Your draft response will then be assigned a unique reference number - below.

- Once you are happy your response is complete, if you then click the 'Submit response' button. You will then see on screen that your submission has been received.

LGSS

Submitted

- You will also receive an email to confirm that your submission has been received.
- **Do <u>not</u> submit your tender response via the Due North messaging area**.
- If you want to edit your response before the deadline, go back to 'My Activities' and click on the contract title again, you will then see a button to edit your response – below.

Response controls

I would like to edit my response

No longer wish to respond

- Remember to re-submit your response after you have made the necessary changes.
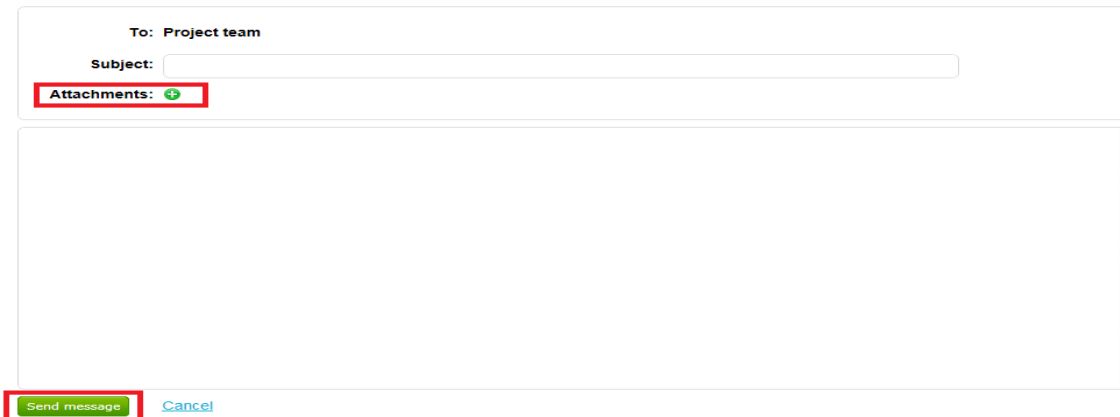- Click 'Log Out' when finished.

Contacting the Buyer

- All communications with the buyer **must** be sent through the Due North 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 Due North by telephone on **0330 005 0352 (9am – 5:30pm Mon to Fri)** or by email to **ProContractSuppliers@proactis.com**
- To send a message / clarification question to the buyer regarding the opportunity you are responding to, firstly click on 'View Messages'.
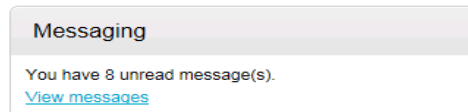
- Click 'Create New Message', entering details of your message (including any attachments) and click 'send message'.

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