

## **ProContract Procurement portal – Help page**

### **Supplier Help page – see web link below:**

<https://supplierhelp.due-north.com/>

### **Technical queries/issues regarding the portal:**

Please contact the Portal support team at 0330 005 0352 or email [ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com)

### **For project-specific queries (non – technical):**

Please use the messaging facility of the Procurement Portal for Clarification Question process.

Please note if there is a technical issue that is preventing a Bidder from completing/submitted their Bid, they must report this to the Portal Support team using the details provided above as soon as possible but in any case before the deadline for Bid submission. The Bidder should also inform the Procurement team using the Portal messaging facility.

Any claim of technical issue preventing a Bidder from Bidding will not be considered if the Bidder has not notified the portal support team as detailed above.