



NEPO Portal Top Tips

e-Tendering Tips

NEPO Top Tips:

1. Register your Business
2. Reset Account Details
3. Receive Notifications
4. Additional Accounts
5. Register your Interest
6. Tender Documents
7. Raise a Question
8. Meet Deadlines
9. The Response
10. Help and Guidance

Portal Support

For technical assistance please contact the ProActis Helpdesk

Ticketing System:

<http://proactis.kayako.com/>

Email:

ProContractSuppliers@proactis.com

Emergency Telephone:
0330 005 0352

Contact Us

NEPO
Guildhall
Quayside
Newcastle Upon Tyne
NE1 3AF

Tel: 0191 261 3940

Email: portal@nepo.org

Visit the NEPO Website for
Supplier News and Events

www.nepo.org

1. Register your Business

Register at www.nepo.org to receive tendering opportunities from NEPO and the North East Authorities. The NEPO Portal is **free to register** with no monthly subscriptions. When registering on the NEPO Portal it is important to select both the **Region of Supply** and the **Categories of Interest** appropriate to your business as these determine the contract notifications you will receive.

2. Reset Account Details

If you have forgotten your **Username** and /or **Password** this can be reset by visiting www.nepo.org, clicking 'Portal Login/Supplier Login' and then on 'Forgotten your username or password?'

To reset your password or request a new username you will need to enter the email address from your NEPO Portal company profile.

3. Receive Contract Notifications

To receive appropriate contract notifications it is important you have selected the correct region of supply and categories of interest for your business. To receive notifications from NEPO you will need ensure that **UKC-North East England** is included in your region of supply choices. Your chosen region of supply and categories of interest can be changed at anytime in the **Workgroups** area of your Homepage

4. Workgroups and Additional Accounts

You can add **Workgroups** and additional **User Accounts**. Each workgroup can contain different **Categories, Region of Supply and Contacts**.

All Contacts within a workgroup will receive the same notifications of opportunities and can collectively work on projects. Users only have access to opportunities within their work group.

5. Register your interest

The **'Find Opportunities'** section allows registered suppliers to search for, and express interest in, current contract opportunities. If you have received a contract notification click the link in the email which will direct you to the contract opportunity page. Click the **'Register interest in this opportunity'** button on the page to express your interest. You now have access to the project documentation.



NEPO Portal Top Tips

e-Tendering Tips

NEPO Top Tips:

1. Register your Business
2. Reset Account Details
3. Receive Notifications
4. Additional Accounts
5. Register your Interest
6. Tender Documents
7. Raise a Question
8. Meet Deadlines
9. The Response
10. Help and Guidance

Portal Support

For technical assistance please contact the ProActis Helpdesk

Ticketing System:

<http://proactis.kayako.com/>

Email:

ProContractSuppliers@proactis.com

Emergency Telephone:
0330 005 0352

Contact Us

NEPO
Guildhall
Quayside
Newcastle Upon Tyne
NE1 3AF

Tel: 0191 261 3940

Visit the NEPO Website for
Supplier News and Events

www.nepo.org

6. Tender Documents

All documents relating to an opportunity can be found via 'My Activities' on your Homepage. Select the relevant Authority in the dropdown box and click 'Go'. The Contract Title is a link into the project details. All documents must be saved onto your PC and then completed offline.

7. Raise a Question

Questions can be raised regarding tender documents or specifications via the 'Messaging' area within the project. These will be picked up and replied to by the team responsible for the procurement. This area is also often used to disseminate additional information regarding an opportunity.

8. Meet Deadlines

Make sure you are certain of the tender submission deadlines. It is useful to compile a checklist with key dates which can be used by the project co-ordinator and ensure your response is submitted prior to the tender deadline.

If your response is submitted after the deadline it will **NOT** be accepted.

9. The Response

Prior to submitting your tender response the completed documents should be double checked by yourself and a colleague.

Adequate time must be allocated for your submission since the uploading of tender documents can take some time, especially if they contain large documents or images. Any requested documents (e.g. accounts, certificates) should be attached to your response.

Once submitted your tender status will be changed to 'Submitted' with the date and time recorded. A confirmation email will also be sent from the system. If you experience any difficulties submitting your response please contact Portal Support for assistance.

10. Help and Guidance

If you have any questions relating to the NEPO Portal system, further information and guidance including video tutorials is available at

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

Alternatively please contact the NEPO Portal Helpdesk for assistance.