

STAR

P R O C U R E M E N T

STAR
PROCUREMENT

THE CHEST – A GUIDE TO
REGISTRATION & INITIAL USE

Contents

1. Introduction	2
2. Registering as a New Supplier	3
3. Accessing and Applying for Opportunities	12
4. Submitting a Tender	17
5. Posting Questions regarding an Opportunity/Tender	21

1. Introduction

STAR Procurement is the ground-breaking and award-winning shared procurement service for Rochdale, Stockport, Tameside and Trafford Councils.

STAR Procurement assists these STAR Councils and many of their partner organisations, to successfully commission supplies, services and works contracts from suppliers in the private and voluntary/community sectors - where those services cannot be delivered in house.

STAR Procurement registers all of its opportunities an eProcurement Portal known as The Chest.

Registration is simple and free and you can browse opportunities advertised by the STAR Councils, as well as other Contracting Authorities across NW England and further afield.

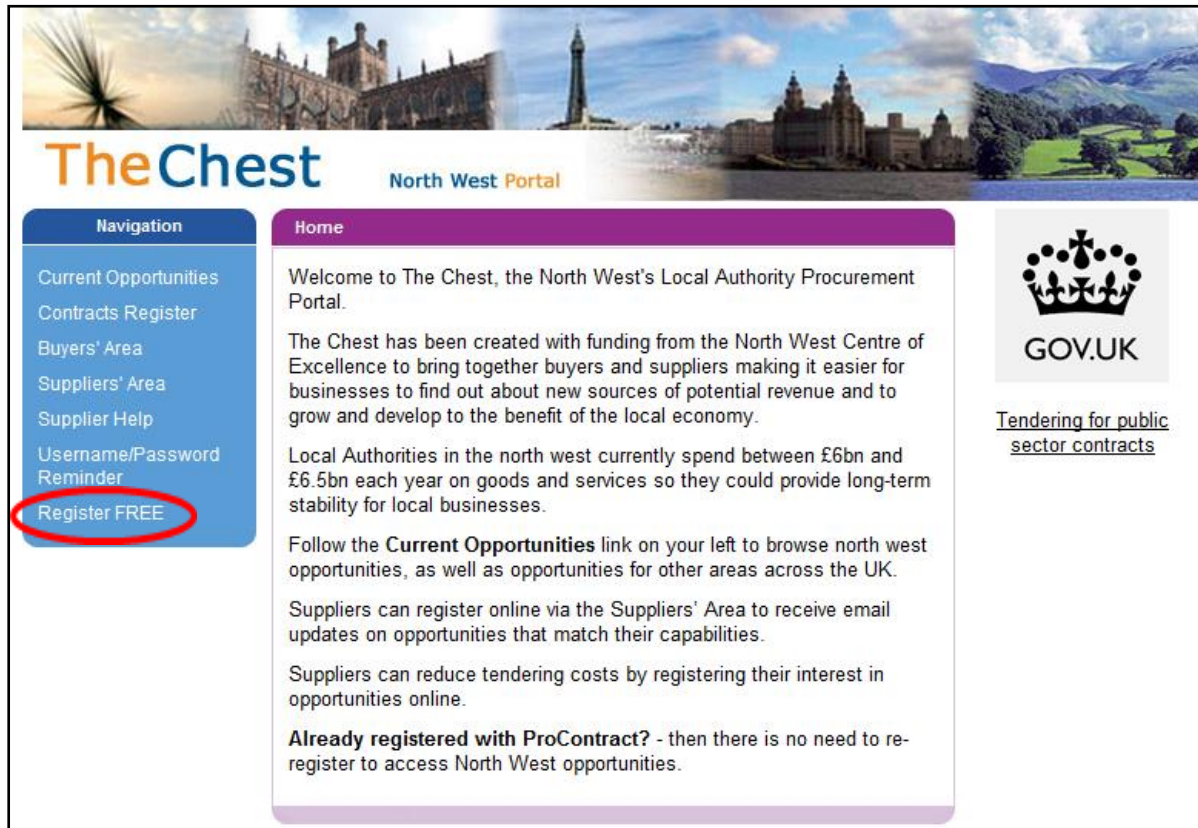
The purpose of this guide is to support you through the process of initially registering your company on The Chest and then seeking out and responding to opportunities/tenders that are advertised.

More indepth guidance for suppliers in the fullest use of The Chest functions can be found on The Chest at: <https://supplierhelp.due-north.com/>.

If you have any queries regarding this guide, please phone STAR Procurement on 0161 912 1616 for further assistance.

2. Registering as a New Supplier

Firstly you will need to navigate to the homepage of The Chest, www.the-chest.org.uk, and select 'Register Free'.



This will take you to the 'Supplier Homepage', in the 'New to Portal' area select 'Register'.

You will then need to complete your Organisation Name and Email Address and select Continue registration

The screenshot shows a registration form titled 'Register free with ProContract'. It instructs users to 'Begin your ProContract supplier account registration by filling in a few details below.' There are two input fields: 'Organisation name' and 'Email address'. Below these fields, a line of text states: 'By clicking "Continue registration", you agree to the [Terms and Conditions](#) & [Privacy policy](#).' The 'Continue registration' button is highlighted with a red circle. At the bottom, there is a link for 'Already registered? Log in here'.

Here you will need to complete the Supplier Registration

Please note your email address will be used as your account username and to send you important account and opportunity information.

Your password must be at least 8 characters long, contain a mixture of UPPERCASE and lowercase letters, numbers and symbols. e.g. PassWord\$123

Email address Change <input type="text" value="clare.wild@stockport.gov.uk"/> ✓	Repeat email address <input type="text"/>
Password ⓘ <input type="password"/>	Repeat password <input type="password"/>

Organisation details

Please provide your organisation details below.

Organisation name [Change](#)
 ✓

Address

Town **County** ▼

Postal code / zip **Country** ▼

Website (optional)

Registration number (optional) ☐ Not applicable

VAT number (optional) ☐ Not applicable

Primary contact details

Please provide your contact details below.

Title

First name

Last name

Job title

Department

Telephone

Mobile (optional)

Fax (optional)

Communication preferences

[Privacy Policy](#)

To receive the full benefits of your ProContract registration, buying organisations may notify you by email when opportunities are published that you may be interested in.

Your interest will be based upon your chosen categories of interest and selected region(s) of supply which you will be asked to confirm when you log in for the first time.

These may include, but is not restricted to, new opportunity adverts, invitations to tender and clarifications.

Do you want to receive email notifications?

☒ Yes ☐ No, I acknowledge I may miss out on important notifications

Once you are happy with the information inputted, select Continue registration

Next you will be prompted to input 6 keywords which represent what your company represents for example Paper, Travel, Bricks

Supplier registration - Areas of interest

[Take a tour](#)

Opportunity areas of interest

To receive the full benefits of your ProContract registration, buying organisation may notify you by email when opportunities are published that you may be interested in. Your opportunity notification will be based upon your chosen categories of interest and selected regions(s) of supply.

Buying organisation use various methods of categorising opportunities so to help you select the best categories that represent your bussiness you can enter up to 6 keywords below e.g. taxi services. We will then search across all buyer category sets using these keywords and recommend the best matches for you ([disclaimer](#))

Note: The best match search is purely a starting guide to the categories that may be of value to your organisation based upon the keywords you select. You must make sure that you are happy with the selections so that you do not miss out on opportunities. PROACTIS Holdings PLC and the buying organisation that post opportunities on this portal are not responsible for any incorrect selections made

Enter at least 1 keyword

Find recommended

Then select Find recommended

This will then select all areas that might be of interest to you. If you would like to refine these areas, please select “Click to refine”

Your recommended/selected areas of interest categories

You will be informed of all new opportunities advertised under the listed categories below if your registration is accepted upon clicking 'Continue registration'. It is recommended that you check your categories carefully (see disclaimer above) so that you don't miss out on opportunities. You can refine selection by clicking on the 'Click to refine' links below.

Please Note: Make sure that you check for variations in vocabulary when refining your automatic selections. For example, 'Joinery' is not a keyword in the UNSPSC category set but 'Joiner' & 'Carpentry' are.

UNSPSC	NHS eClass Version 2014
10161568 - Cardinal tree	CAM - Pullovers & Cardigans
11161605 - Carded wool	CBM - Jumpers & Cardigans
11161607 - Wool degreased or carbonized and not carded or combed	CCM - Jumpers & Cardigans - Clothing Children
11161707 - Cotton carded or combed	DB - Cardiovascular System Drugs
14111518 - Index cards	DBB - Cardiac Glycosides
14111519 - Cardstock papers	EVR - Procedure Pack Cardiac Surgery

Once you are happy with the selection, continue to Region(s) of Supply.

Region(s) of Supply

You can further refine your areas of interest by selecting the regions that you can supply your goods and/or services to. Simply click edit and choose your preferred region(s). For example, if you can supply your goods and/or services throughout the UK then select 'UK'. If however you are more of a local provider then choose a regional diameter that you are comfortable with e.g. UK- North East England.

Preferred region(s) of supply [Click to refine](#)

UNITED KINGDOM

[Continue registration](#) [Already Registered? Login here](#)

Select “Click to refine”, here you can narrow down your area of supply

Region selection

Search regions

Manchester [Search](#) ☒ Exact match ☐ Fuzzy search

Regions list

- ☒ UK - UNITED KINGDOM
 - ☒ UKD - NORTH WEST (ENGLAND)
 - ☒ UKD3 - Greater Manchester
 - ☒ UKD33 - Manchester
 - ☒ UKD34 - Greater Manchester South West
 - ☒ UKD35 - Greater Manchester South East
 - ☒ UKD36 - Greater Manchester North West
 - ☒ UKD37 - Greater Manchester North East

Selected regions

UK - UNITED KINGDOM

Select regions you are able to supply and Continue registration which will submit your account application

Supplier registration
Next Steps
<p>Application submitted for approval</p> <p>You have successfully submitted your application to register as a ProContract supplier. Your application has been submitted for approval.</p> <p>What happens next?</p> <p>The ProContract team will now review your application. In most cases this review will take place within the hour and you will be notified by email if your application is successful.</p> <p>NOTE: The email you receive contains a link that you must follow in order to confirm your email address. Until this action has been completed you will not be able to login and buyers will be unaware of your company profile.</p> <p>If successful, you will receive confirmation of your username and a link to access your personal activity dashboard.</p> <p>As you log in to ProContract for the first time you will be asked to complete your registration process.</p> <p>Overnight, your interests will be matched against the latest published opportunities and you will be notified by email. The email will contain links to review, and if you wish, express your interest in each of the opportunities.</p> <p>What if I don't receive confirmation?</p> <p>If you don't receive an update regarding your application within 48 hours you should complete the following :-</p> <ul style="list-style-type: none"> • Check your junk and spam folders of the email account used to register. • Register with the ProContract supplier support team here and raise a case describing the issue.

You will also receive an email to confirm your application has been received and be provided an application reference number which can be used to track the progress of your application.

Please note: the notification of the outcome by email may take up to 24hrs to be received.

Once your application has been accepted you will receive a confirmation email [subject: Login details for ProContract – Username] with text similar to that shown below. Either click on, or copy and paste to your internet browser, the link provided in the email.

<p>Dear Clare Wild</p> <p>ProContract</p> <p>Please find below a reminder of your username and a link to access the system.</p> <p>Username:</p> <p>https://procontract.due-north.com/</p> <p>If you have any reason to believe that this was not done by yourself then please email support immediately on support@due-north.com</p>

Log on to the system as a Supplier using your log in details and select continue

Log In

User Name

Password

[Forgotten your username or password?](#)

Continue

Welcome to ProContract

Already registered?
Simply enter your chosen username and password and click 'Continue'

New to ProContract?
Suppliers - If you are not currently registered on the ProContract procurement portal, you can complete a simple registration process by clicking the following link - [Register free](#)

Migrated from ProContract Version 2?
If you are currently registered with a ProContract Version 2 procurement portal and the procurement portal has migrated to Version 3 your details have been automatically transferred, however for security and account validation you will be required to reset your password by following the instructions outlined in the following link - [First time login following migration](#)

Still need help?
Please visit the [help center](#) where you can access an extensive help library, FAQ's, videos and guides

You will be taken to a "First time log in" screen. Please ensure your company details are correct. If there are any changes to be made, you will be able to make those changes here.

First time log in

Because you have never logged into the system before, you need to check some information
This step improves the security of your account and checks that all your details are correct.

Company details

Company registration number
N/A ☒ N/A

VAT Registration number
N/A ☒ N/A

Company description

The next section is around Keywords.

Here, you have the option to input up to six keywords which relate to your business. These keywords form part of the process for notifying your company about relevant advertised opportunities/tenders advertised which may be of interest to you and your company. To do this, click on "add new row" and type in your keywords which relate to your business then click on the tick box next to it to select.

Keywords

Keywords (Up to six) ?

+ Add new row

- Delete selected row(s)

Keyword	Select
Printing	<input checked="" type="checkbox"/>
Paper	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

The next section ‘Workgroups’ will allow you to be notified, via email, of different opportunities/tenders advertised which may be of interest to you and your company.

Workgroup

Please check that your workgroup information is correct and make changes where necessary

Workgroup name ?

STAR Procurement

UNSPSC categories ?

There are no categories selected in this category set, click "Edit" to add some

Edit

NHS eClass categories ?

There are no categories selected in this category set, click "Edit" to add some

Edit

CPV categories ?

There are no categories selected in this category set, click "Edit" to add some

Edit

ProClass categories ?

There are no categories selected in this category set, click "Edit" to add some

Edit

Regions ?

Edit

Click on “Edit” within the “ProClass Categories box” (circled on the last screenshot) and select which category applies for your business. **Please note:** you are not required to complete UNSPSC, NHS eClass and CPV categories.

Handy Hint: ProClass is the classification system for procurement. To maximise the number of opportunities that you are alerted to, just select the relevant top level code(s) from this list:

100000 - Building Construction Materials	260000 - Human Resources
110000 - Catering	270000 - Information Communication Technology
120000 - Cemetery & Crematorium	280000 - Legal Services
130000 - Cleaning & Janitorial	290000 - Arts & Leisure Services
140000 - Clothing	300000 - Mail Services
150000 - Consultancy	310000 - Healthcare
160000 - Domestic Goods	321000 - Social Community Care Supplies & Services - Adult
170000 - Education	321100 - Social Community Care Suppl. & Services - Children
180000 - Environmental Services	330000 - Sports & Playground Equipment & Maintenance
190000 - Facilities & Management Services	340000 - Stationery
200000 - Financial Services	350000 - Street & Traffic Management
210000 - Furniture & Soft Furnishings	360000 - Passenger Transport
220000 - Health & Safety	370000 - Utilities
230000 - Highway Equipment & Materials	380000 - Vehicle Management
240000 - Horticultural	390000 - Works - Construction, Repair & Maintenance
250000 - Housing Management	410000 - Social Community Care Supplies & Services

Next, click on "Edit" within the "Region" box (also circled on the last screenshot) to select the geographical area in order to receive email alerts for opportunities/tenders within that regional area. For example the North West, Greater Manchester etc.

Handy Hint: Select all areas where your company operates / is willing to do business. Don't just concentrate on the STAR Council boroughs.

You will then need align your company to its classification/organisation type, and add-in the number of people your company employs.

Classifications

Please check that your classification selections are correct and make changes where necessary

Legal classification ⓘ
☐ 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 classification (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

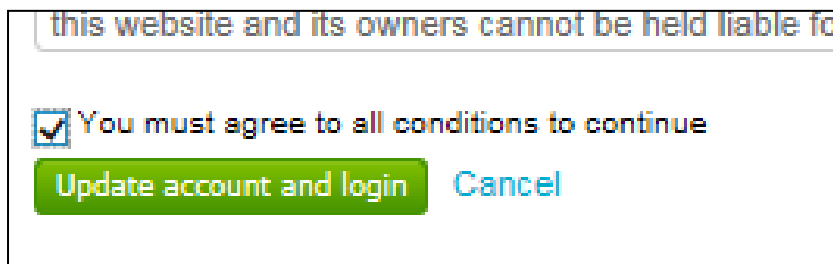
Number of employees ⓘ

Next, you have the option to receive email notifications from The Chest. We highly recommend that you select "Yes" (or your company will not be alerted to tender opportunities and so forth).

Communication preferences

Receive system email notifications
☒ Yes ☐ No

Finally, the next section is the 'T&Cs'. Once you have carefully read through the terms and conditions and the privacy policy you will need to select the tick box 'you must agree to all conditions to continue' and then select 'Update account and login' as shown below.

A screenshot of a web browser dialog box. At the top, there is a line of text: "this website and its owners cannot be held liable for". Below this, there is a checkbox that is checked, followed by the text "You must agree to all conditions to continue". At the bottom, there are two buttons: a green button with the text "Update account and login" and a blue button with the text "Cancel".

this website and its owners cannot be held liable for

☒ You must agree to all conditions to continue

Update account and login Cancel

Once you have clicked on "Update account and login" you will then be returned back to the main log in screen.

3. Accessing and Applying For Opportunities

When you log on to The Chest as a supplier (for the second and subsequent times) you will be taken to the Supplier Home Page.

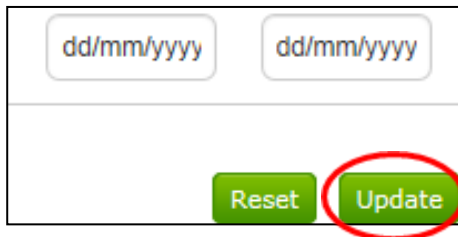
To access and apply for opportunities/tenders, choose Find Opportunities as shown.

The screenshot shows the Supplier Home Page. The top navigation bar has links: Home, **Find opportunities** (circled in red), My activities, My contracts, and Help. On the right of the navigation bar, it says 'Clare Wild Your account Logout'. Below the navigation bar, there's a search bar with 'All opportunities' as a dropdown and a 'Go' button. The main content area is divided into several sections: 'Activities' with tabs for 'Active', 'Recently added', and 'Last viewed'; a search box with a dropdown menu and a 'Go' button; a 'Company details summary' section for 'Test Supplier 1' with address and keywords; and a 'Workgroups' section with a list of workgroups and an 'Add new workgroup' button.

On the left hand side under the 'Organisations' drop-down menu, select whichever Councils / public sector bodies you want to search for opportunities with. For the STAR Councils only, simply select Rochdale Council, Stockport Council, Tameside Council & Trafford Council.

The screenshot shows the 'Filter your results' section. It has a 'Portals' dropdown menu with 'All' selected. Below it, the 'Organisations' dropdown menu is circled in red, showing a list of councils including 'Trafford Council'. At the bottom, there's a 'Categories' dropdown menu with a question mark icon.

Then select 'Update' at the bottom of the 'Narrow your results' section



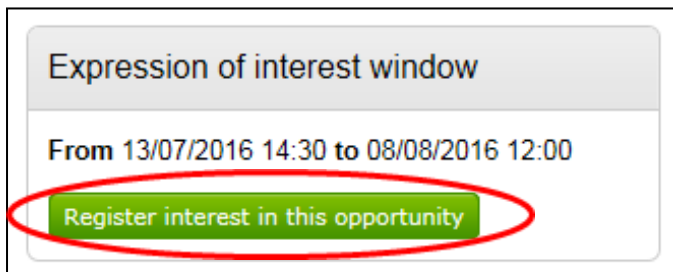
You will then be able to view all current open tender opportunities for the organisation selected.

To access an opportunity, click on the blue link as indicated below.

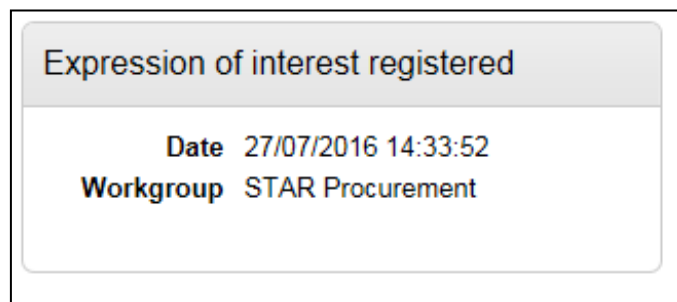
Opportunities				
Title	Buyer	Expression Start	Expression End	Estimated value
Best Interest Assessments for Deprivation of Liberty Safeguarding	Trafford Council	13/07/2016	08/08/2016	N/A

A screen will open with details of that opportunity (tender) and you be able to read a brief description under 'Main contract details' for that opportunity, to work out whether it is of interest to your company.

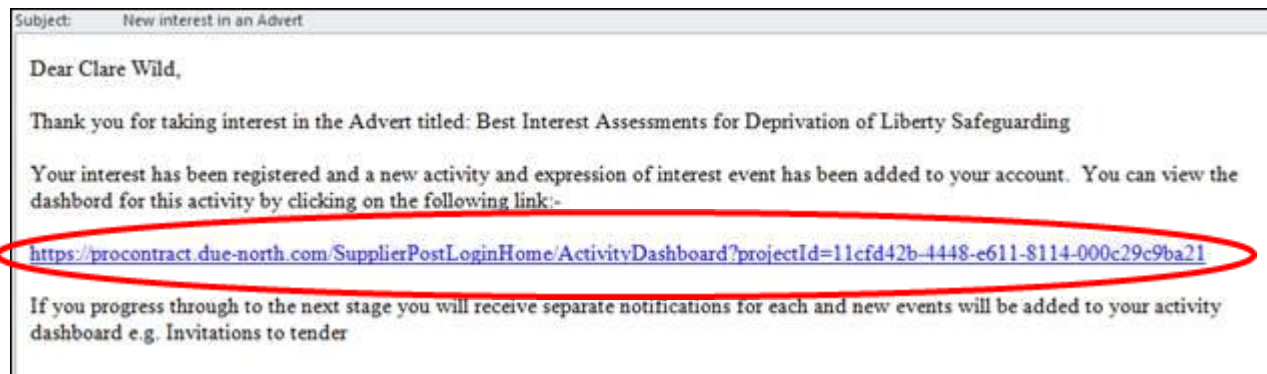
If you are interested in finding out more on this opportunity, you will need to select "Register interest in this opportunity" on the right hand side.



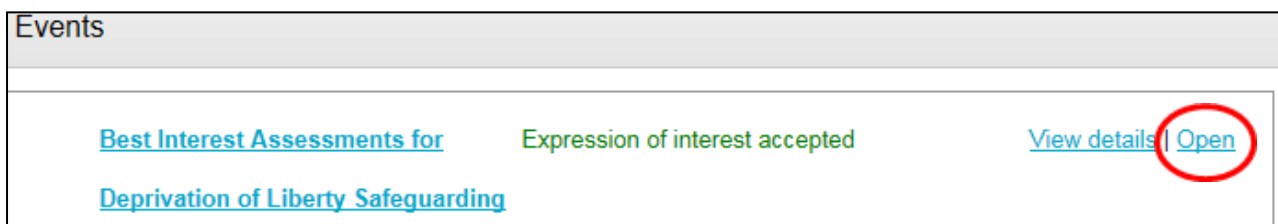
Once you have registered your interest, the Expression of Interest window will update to "Expression of interest registered" as shown below.



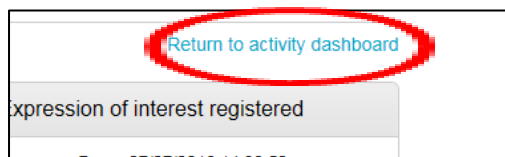
An email will then be sent to the email address which you provided at the Supplier Registration stage, confirming that your registration of interest for the Advert has been successful. There will also be a hyperlink in the email which, when clicked on (or pasted into your internet browser) will take you straight in to the opportunity for you to view.



When you have clicked through to the opportunity, you will be taken to an Activity page. Select 'open' as shown on the picture below.



Here you will be able to view the opportunity details; if it is something you are interested in bidding for, you will need to select 'Return to activity dashboard'.



Once returned, you will have an option to "start" the process of responding to the opportunity/tender.



In this section you will be able to view information such as:

- the Respond by time and date
- the time remaining for you to submit your bid
- messages relating to this opportunity
- the point of delivery for supplies/services
- any supporting information (attachments)
- the terms and conditions

and the Response Controls, which is where you will be able to start your response.

Trafford Council - ITT
160532

Main details

Title: Best Interest Assessments for Deprivation of Liberty Safeguarding

Respond by: 08 August 2016 12:00:00

Description:
Deprivation of Liberty Safeguards (known as DoLS) were introduced, as part of the Mental Capacity Act (2005), to provide a legal framework around the deprivation of liberty. They provide legal protection for vulnerable people who are, or may become, deprived of their liberty when placed or residing in a hospital or care home. DoLS require a 'managing authority' (ie relevant hospital or care home) to seek authorisation from a 'supervisory body', in this case Trafford Council, to be able to deprive someone lawfully of their liberty. The safeguards apply to people aged 18 or over in England and Wales who have a 'mental disorder' and lack the capacity to consent to care or treatment in a hospital or care home where this may be necessary to prevent them from harm and appears to be in their best interests. The process involves a number of assessments undertaken by a Best Interests Assessor (a Social Worker with specific training) and a doctor approved under Section 12 of the Mental Health Act 1983 with appropriate DoLS training (or a registered medical practitioner who meets specified criteria). Trafford council are looking for a provider to complete 200 standard Best Interests and related Assessments (ie Age, Mental Capacity, No Refusals and Selection of Representative) to ensure compliance with legislation and related policy within a 10 week period. To complete up to 100 further Best Interests and related assessments within a further period of time no longer than 6 months from the start of the contract. To provide the opportunity for up to 20 Council Social Work staff trained as BIAs to shadow experienced BIAs, providing practical experience to complement and complete their formal BIA training.

Time remaining

10

Days

3

Hours

35

Minutes

44

Seconds

Messaging

You have 2 unread message(s).

[View messages](#)

Response controls

[Start my response](#)
[Register intent to respond](#)
[No longer wish to respond](#)

My responses

You have not yet started your response.

Point of delivery

Within the Borough of Trafford

Attachments

Public attachments can be viewed by all procurers and suppliers involved in this rfx

GMCA Social Value Policy.docx	172 KB
Instructions for Tendering - Final.doc	250 KB
Part 1 - Suitability Assessment Questionnaire Final.doc	468 KB
Part 2 - Tender Response Document - Final.doc	191 KB
Part 3 - Pricing Schedule.xls	27 KB
Privacy Impact Assessment (PIA) Proforma.docx	89 KB
Specification final.doc	155 KB

Terms & conditions

[People Copntract - DoLS](#)

The tender documents will depend on the type of opportunity that has been advertised. If the opportunity is a Request for Quotation, there may be only one single document which forms both the request and your tender response. If the opportunity is an Invitation to Tender, there will be several documents which will include a response document that you will be asked to complete and submit.

You will also be able to view the countdown timer on the top right hand side of this page which displays how long you have left to submit your tender.

My response2064097 Draft

Additional informationEdit

Supplier reference:

Terms & conditionsAccept | Decline

People Contract - DoLS

Attachments

No attachments

Add attachment

<Back to summary

Time remaining

Respond by: 08 August 2016 12:00:00

10Days

3Hours

22Minutes

28Seconds

Response controls

Submit response

Open response wizard

Submission checklist

Terms & conditions

Attachments

Audit history

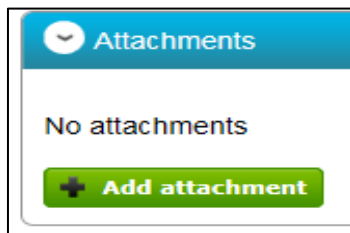
View audit history

4. Submitting a Tender

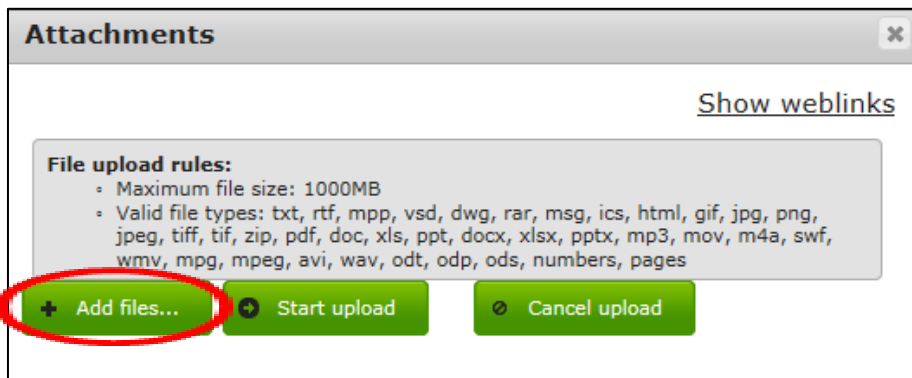
This guide will not assist you with compiling and finalising your tender; this section will guide you through the process of uploading it to The Chest and formally submitting it for consideration.

Handy hint: do not leave the final upload and submission of your tender documents until the last moment. The deadline set for return of tenders is fixed and late tenders will not be accepted. Try to make sure you leave enough time for any last minute technical glitches to be sorted out.

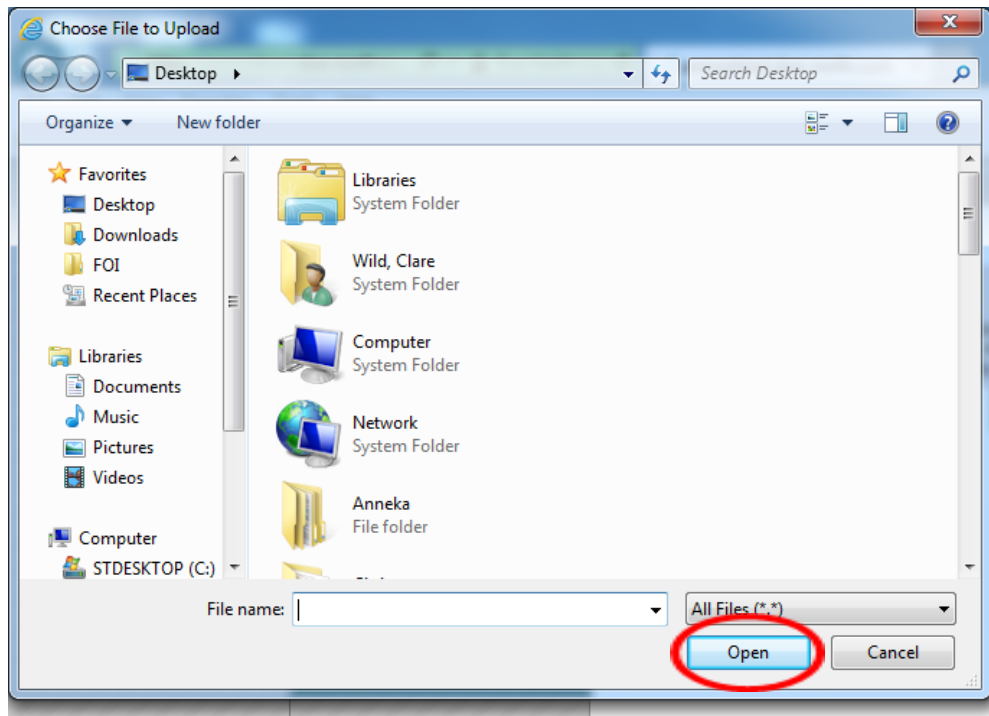
To add your completed tender documentation, select the Add attachment option



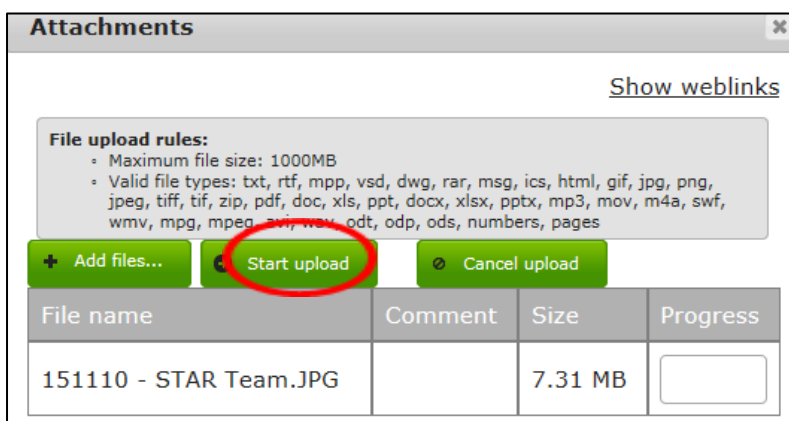
You will then be taken to the below screen, here you will need to select "Add files":



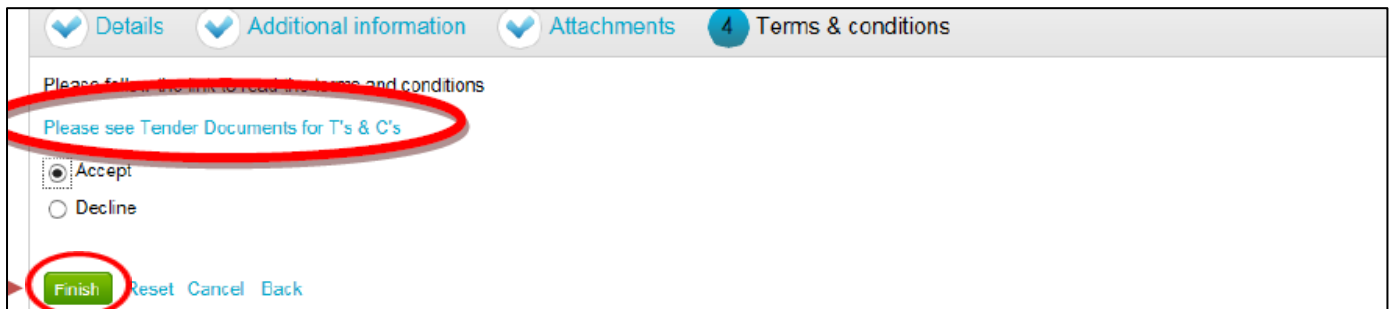
Select “completed documentation”. A browser on your computer will open and you will need to navigate to the files saved on your computer, choose the documents you would like to attach and click ‘Open’ as shown. You can select more than one file at this point by keeping the Shift button pressed and selecting the files via your mouse.



Once all your files have been selected, you will need to ‘Start upload’ as indicated below:



The final stage in your submission will be to read and then accept or decline the Terms & Conditions. To find the relevant Terms & Conditions for Rochdale, Stockport, Tameside or Trafford locate the link "Please see Tender Documents for T's&C's" as show below. In order for your bid to be viable for this tender process, you will need to select 'Accept' and then 'Finish'.

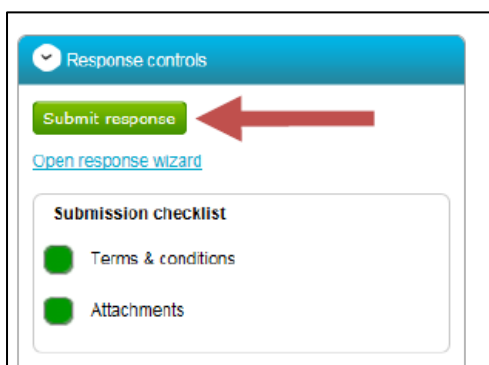


You will then be taken back in to the 'My response' page which will show a summary in a Draft format and provide you with an Application Response Number as shown below. Should you wish to edit any of the Steps (Tender Information, Attachments, Terms and Conditions) you can do so by selecting 'Open Response Wizard' on the right hand side under the Response Controls box and following the above steps.

Now you are ready to submit your bid.

Please note: it is recommended that you have a final check of the tender documents before they are submitted.

Once you are happy with your response and are ready to submit, click on 'Submit Response'.



You will receive a message to confirm that you are sure you want to submit your response. If you are happy to proceed click on 'Submit Response' otherwise click on cancel.

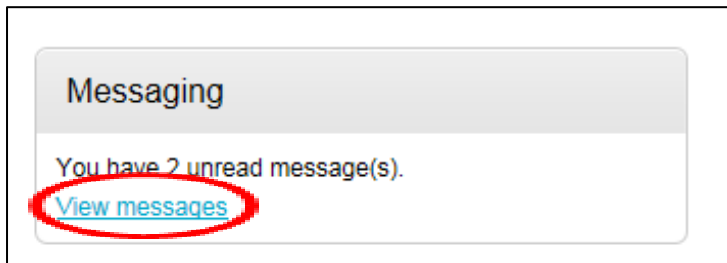
Please note: if you do not select the Submit response option, your bid will not be received.



You will receive an e-mail to the email address provided to confirm the submission of the tender response.

5. Posting Questions regarding an Opportunity/Tender

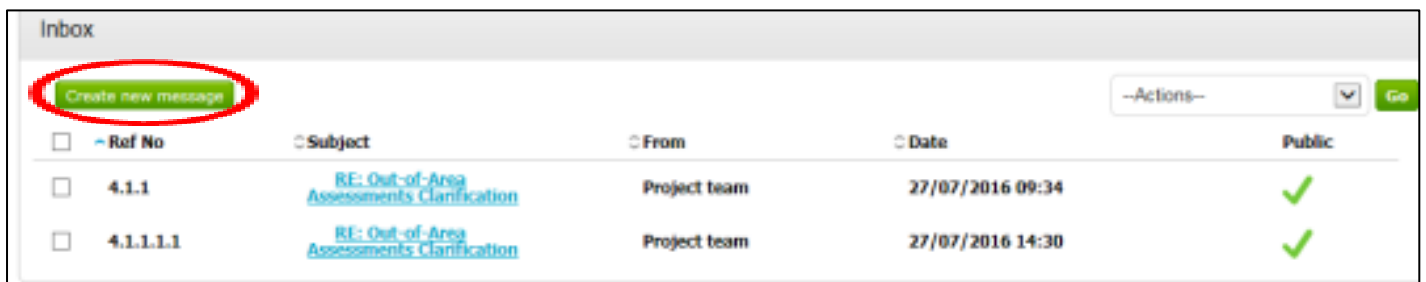
Throughout the tender process, should you wish to ask any questions regarding the opportunity, you can do so via the Messaging Tool. Select 'View Messages':



This will bring you to your inbox, specific to the opportunity/tender that you are looking at.

Here you will be able to create your own messages which can be sent to the Procurement Team. You will also be able to view any existing public messages from which, other suppliers have submitted.

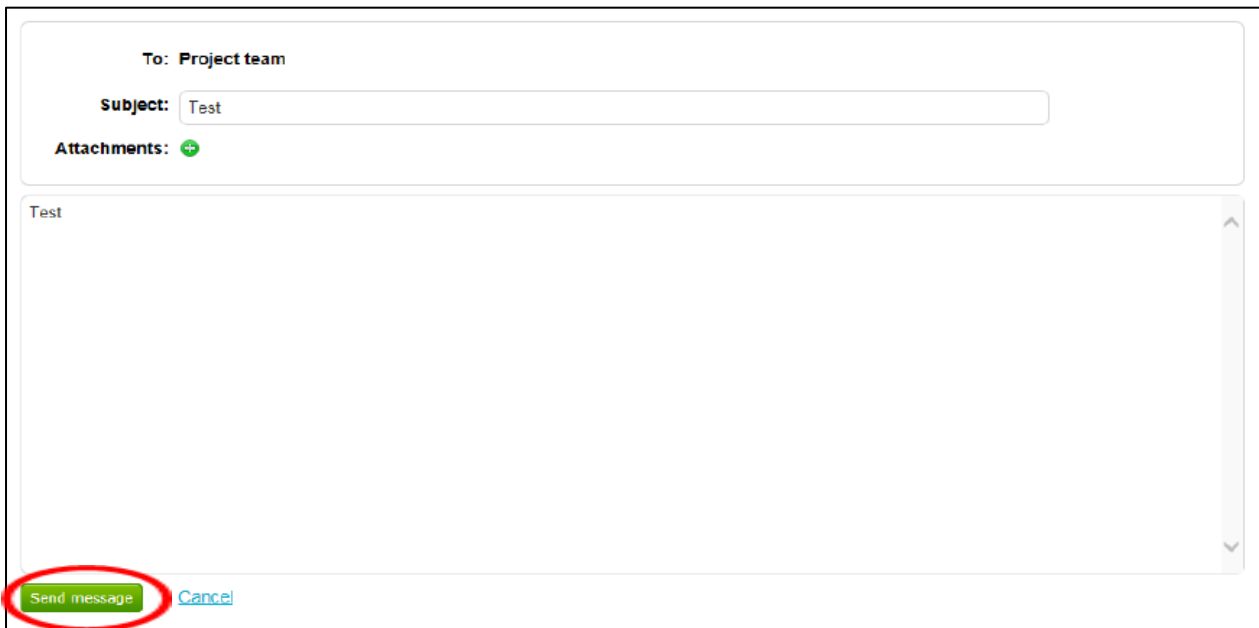
To create a new message to submit a new query/clarification, select 'Create new message'.



Add a subject title for your query/clarification and type your message. You will also be able to add attachments if necessary to help resolve your query.

Please note: do not use this function to submit your finalised tender response, as it will not be accepted.

Once you have entered all of the information select 'Send message'



To: Project team

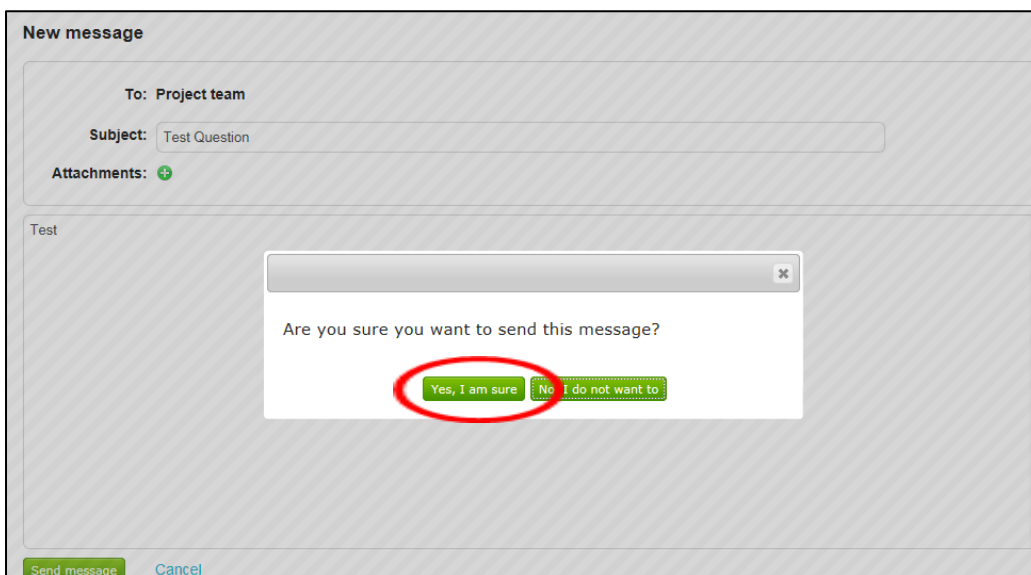
Subject: Test

Attachments: +

Test

Send message Cancel

You will be prompted to confirm whether or not you wish to send your message. Select 'Yes, I am Sure'.



New message

To: Project team

Subject: Test Question

Attachments: +

Test

Are you sure you want to send this message?

Yes, I am sure No, I do not want to

Send message Cancel

You will be taken back in to your inbox to await a response.

Once a response to your question has been submitted, you will receive an email notification to confirm this. When you log back into the opportunity on The Chest and go to the messages section for that opportunity, you will see below your submitted query/clarification, a response from the project team which you can click on to open.

You will be able to see whether your message has been responded to publically or privately – this will be decided by the Procurement Team as the response may be applicable for other interested suppliers.

Handy hint: do not worry if your question and the procurement team's response is shared publicly with other tenderers. This is standard practice if a query/clarification is received and the response is determined to be of material value to all participating tenderers. Your company will not be identified as the originator of the query/clarification.

<input type="checkbox"/> Ref No	<input type="checkbox"/> Subject	<input type="checkbox"/> From	<input type="checkbox"/> Date	Public
<input type="checkbox"/> 4.1.1	RE: Out-of-Area Assessments Clarification	Project team	27/07/2016 09:34	✓
<input type="checkbox"/> 4.1.1.1.1	RE: Out-of-Area Assessments Clarification	Project team	27/07/2016 14:30	✓
<input type="button" value="Public"/>				