



NECTR

Newham's Electronic Contract & Tendering Resource

Quick start guide for suppliers





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Introduction

What is NECTR

- NECTR, which stands for Newham's Electronic Contract Tendering Resource, is an integrated eTendering solution that allows the council to manage the whole of the tendering process. During eTendering exercises, the exchange of all relevant documents is carried out electronically

Why NECTR and eTendering

- eTendering will make it easier for the business community to gain access to the council to offer goods, works and services. eTendering provides a range of other benefits including:
 - reduced cost of the tendering process
 - saving staff time on responding to tenders
 - reduced overheads on printing, copying, paper, postage, courier services, etc.
 - automatic notification of relevant tender opportunities as they become available
 - online access to all current tender information on a self-service basis
 - A single repository of tenders and contract arrangements with the council

We aim to give you as much information as you need to get started in doing business with and us. We highly recommend that you read this guide before you register on NECTR as it takes you through important points to achieve a successful registration and to maintain your information



Before you start

- Does your computer system meet Newham's recommended minimum requirements for eTendering?

Minimum Computing Standard Required	Notes
Internet Explorer or Netscape Navigator	Version 5.5 or higher 4.7.5 or 4.7.7 Apple Macintosh users will need to upgrade to IE 5.1.
Processor	Pentium II 300MHz with 256Mb RAM (minimum)
Main Memory	64 MB (or higher)
Graphic Card	800 x 600 (screen resolution) 32768 colours 4 MB memory (RAM) (or higher)

- If your computer system does not meet these minimum requirements, it is likely that you will experience difficulties accessing the eTendering system

Email control - SPAM

- Depending on your computer setting some emails from NECTR may end up in your SPAM. Alternatively, you may need to make eprocurement@newham.gov.uk a safe email address for your system



Basics: eTendering terminology

- The word *Bid* is used to describe your response to the *Invitation to Tender* (ITT) and may include any documentation and supporting information you are required to return to the council
- There are a number of stages in an eTendering process which could include:
 - Expression of interest – companies are asked to express their interest in tender opportunities being advertised by the council. For certain types of tenders, the council may require suppliers to complete a pre-qualification questionnaire (PQQ) which will be used to determine whether or not that company plays any further part in the tender exercise
 - Invitation to tender (or bid) – this is where companies are required to submit their proposals for meeting the council's tender specification
 - Tender closing date – the deadline for submitting the response to the council's tender invitation
 - Tender evaluation – the council evaluates tender submissions received against the published criteria
 - Contract award – the winning tenderer is awarded the contract subject to council and European Rules





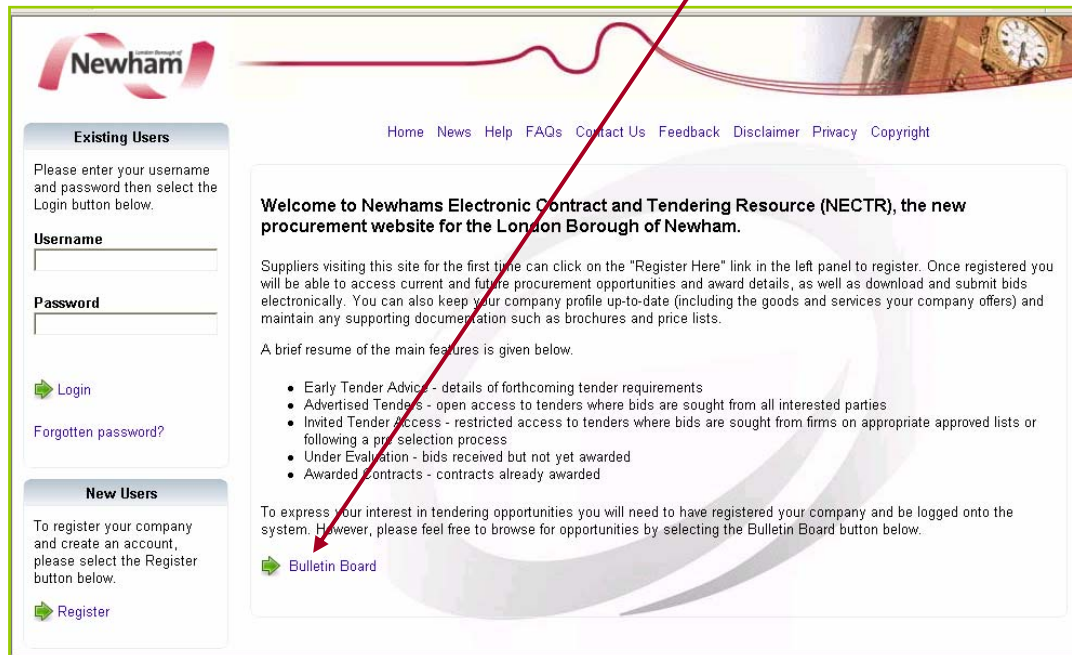
Getting started

- NECTR can be accessed through any web browser. Visit <http://nectr.newham.gov.uk/supplierservice/>
- A brief resume of the main features is outlined on the homepage



Supplier registration

- You are able to register on NECTR, and will be able to complete basic supplier information and register your interest in supplying specific goods or services to Newham Council
- To get involved in eTendering process you need to register. You can register by clicking on the  [Register](#) icon at the bottom left of the screen
- Alternatively, suppliers can use the  [Bulletin Board](#) link to search the public Bulletin Board for any contract opportunities with the council that they might be interested in




The screenshot shows the NECTR website interface. At the top left is the Newham logo. A navigation menu includes Home, News, Help, FAQs, Contact Us, Feedback, Disclaimer, Privacy, and Copyright. The main content area is titled "Welcome to Newham's Electronic Contract and Tendering Resource (NECTR), the new procurement website for the London Borough of Newham." It provides a brief overview of the site's purpose and lists several key features: Early Tender Advice, Advertised Tenders, Invited Tender Access, Under Evaluation, and Awarded contracts. On the left side, there are two panels: "Existing Users" with a login form and a "Forgotten password?" link, and "New Users" with a "Register" button. A red arrow points from the "Bulletin Board" link in the text above to the "Bulletin Board" link in the screenshot.

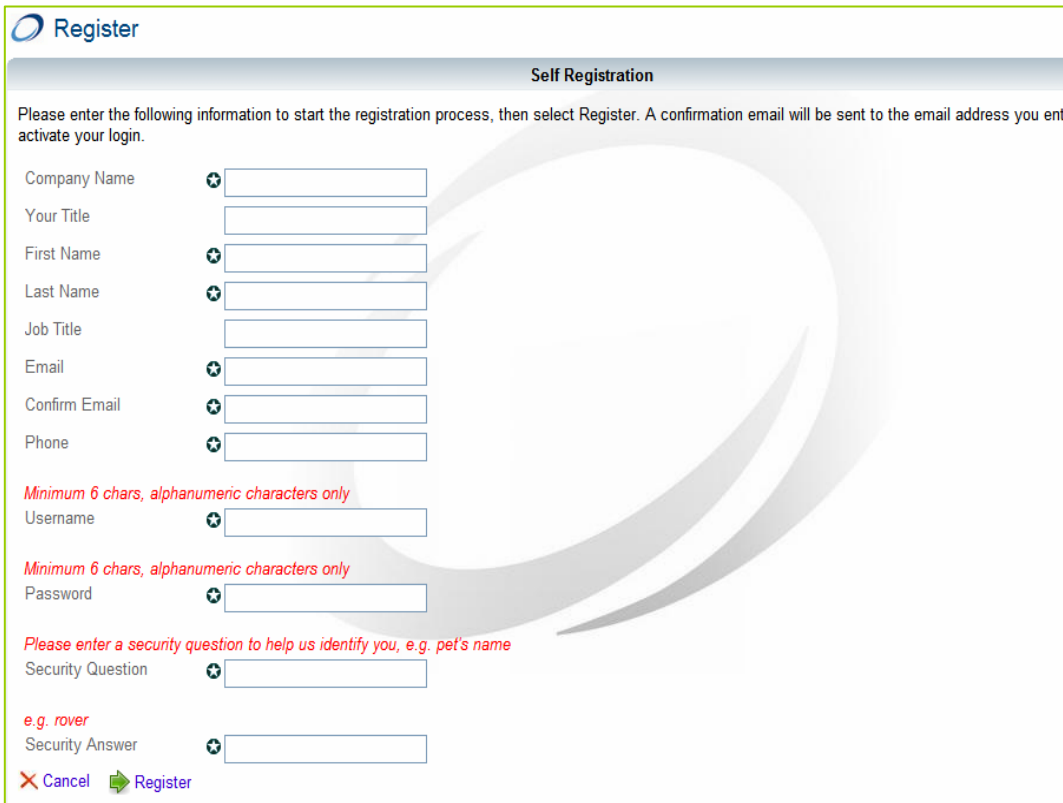
Note:

- ⓘ Newham Council has already registered some suppliers on NECTR that are on the council's Approved List of Works contractors or existing contractors
- ⓘ These suppliers will be issued *Username* and *Passwords* so they can use NECTR
- ⓘ Suppliers experiencing difficulty gaining access to the system should contact the System Administrator on 020 8430 3541 or email eprocurement@newham.gov.uk.
- ⓘ Each supplier is responsible for ensuring that *Usernames* and *Passwords* are kept safe



Self-registration

- Complete the self-registration page making sure that all mandatory fields (🌐) are completed
- Once the details have been entered click  at the bottom left of the screen



Register

Self Registration

Please enter the following information to start the registration process, then select Register. A confirmation email will be sent to the email address you enter to activate your login.

Company Name

Your Title

First Name

Last Name

Job Title

Email

Confirm Email

Phone

Minimum 6 chars, alphanumeric characters only

Username

Minimum 6 chars, alphanumeric characters only



Password

Please enter a security question to help us identify you, e.g. pet's name

Security Question

e.g. rover

Security Answer

- Once registration details have been received, NECTR sends an email to the specified email address for account activation purposes
- The contact named on the self-registration page will be treated as the primary contact for the supplying company though suppliers can change this information as required
- All new accounts must be activated before users can complete their registration and search for contract opportunities with the council




Activating the account

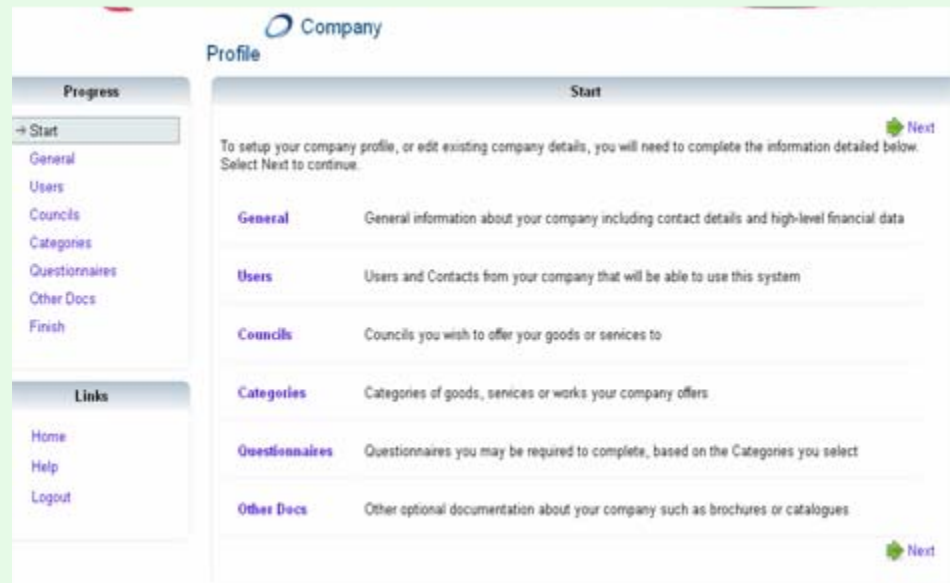
- To activate the account, users should follow instructions in the confirmation email sent to the supplier's email address
- **Note:** Depending on computer setting, emails from NECTR may end up in SPAM or may be blocked by firewalls. Suppliers unable to receive emails from NECTR can amend their computer settings to make eprocurement@newham.gov.uk a safe email address
- Once the account has been activated, the user will get a message advising them their account has been successfully authenticated, and providing a link to the supplier log-in page





Completing basic company information

- Login is performed at the supplier log-in page using the Username and Password selected at self-registration (see page 8)
- On logging onto the system for the first time, suppliers are prompted to set up their company profile. The company profile requests basic information about the company and any products or services it wishes to offer to the council
- The company profile must be completed before a supplier can express an interest in any tender opportunities with the council
- Click  [Company Profile](#) to bring up the window (right) with links to pages in the company profile
- Suppliers are requested to provide information on the following pages:
 - [General](#)
 - [Users](#)
 - [Categories](#)
 - [Other Docs](#)
 - [Finish](#)
- The [Councils](#) and [Questionnaires](#) pages are currently not used



Company Profile


Progress

- Start
- General
- Users
- Councils
- Categories
- Questionnaires
- Other Docs
- Finish


Links

- Home
- Help
- Logout

Start




To setup your company profile, or edit existing company details, you will need to complete the information detailed below. Select Next to continue. 



General	General information about your company including contact details and high-level financial data
Users	Users and Contacts from your company that will be able to use this system
Councils	Councils you wish to offer your goods or services to
Categories	Categories of goods, services or works your company offers
Questionnaires	Questionnaires you may be required to complete, based on the Categories you select
Other Docs	Other optional documentation about your company such as brochures or catalogues





Company profile information - *General*

Company Information	Insurance Information	Business Classification
Company Name <input type="checkbox"/>  <input type="text" value="Neurtrain Six"/> Company registration number <input type="text" value="95110000"/> VAT registration number <input type="text"/> Supplier ID <input type="text" value="1252"/> DUNS number <input type="text"/> Construction line ref <input type="text"/> Primary contact <input type="text" value="Neurtrain Six"/> Primary address <input type="checkbox"/>  <input type="text" value="Unit 12 Stratford Office village London"/> Postcode <input type="checkbox"/>  <input type="text" value="E15 5EG"/> Phone <input type="text" value="635353"/> Fax <input type="text"/> Website <input type="text"/> Quality standard held? <input type="text" value="No"/>	Public liability (Policy No) <input type="text" value="165843546"/> Public liability (Expiry date) <input type="text"/> <small>dd/mm/yyyy eg. (30/12/2000)</small> Public liability limit (£) <input type="text" value="10,000,000.00"/> <hr/> Professional indemnity (Policy No) <input type="text" value="12752"/> Professional indemnity (Expiry date) <input type="text"/> <small>dd/mm/yyyy eg. (30/12/2000)</small> Professional indemnity limit (£) <input type="text"/> <hr/> Employer's liability (Policy No) <input type="text"/> Employer's liability (Expiry date) <input type="text"/> <small>dd/mm/yyyy eg. (30/12/2000)</small> Employer's liability limit (£) <input type="text"/>	Black and Minority Ethnic Organisation <input checked="" type="checkbox"/> Owned or managed by women <input type="checkbox"/> Fair Trade supplier <input type="checkbox"/> Community and Voluntary Organisation <input type="checkbox"/> Community Interest Company <input type="checkbox"/> Small or Medium Sized Enterprise <input checked="" type="checkbox"/> Large Organisation <input type="checkbox"/> Social Enterprise <input type="checkbox"/> Government Agency <input checked="" type="checkbox"/> Local Authority <input type="checkbox"/> Sheltered Workshop <input type="checkbox"/> Internal Service Provider <input type="checkbox"/> Utility <input checked="" type="checkbox"/> Limited Liability Partnership <input type="checkbox"/> Consortium <input type="checkbox"/> Sole Trader <input type="checkbox"/> Careers <input type="checkbox"/> Private <input type="checkbox"/>

- The first screen the supplier will be directed to is the **General** page which requests basic information about the company, its finances and its insurance
- Enter details requested taking care to ensure that all mandatory fields () are completed
- When satisfied with the information supplied, click the  **Next** button to save changes and move to the next page
- Alternatively, users can click on the relevant link in the left hand panel to go directly to that page



Company profile information - *Users*

Progress

- Start
- General
- Users
- Councils
- Categories
- Questionnaires
- Other Docs
- Finish

[← Previous](#) [Next →](#)

Use this page to set up user accounts for other people from your company who may wish to access the system. Click on the Add button to create a new user account. When you have finished, select Next.

Name	Phone	Email	Receive Tender Alerts?	Active	Action
Teasha James	020 8430 2000	teashajames@yahoo.com	No	Yes	update
Mr Hazy Fantasy	0208 430 6964	testtrial@yahoo.comtest	No	Yes	update

[+ Add](#)

[← Previous](#) [Next →](#)

Progress

- Start
- General
- Users
- Categories
- Questionnaires
- Other Docs
- Finish

[Cancel](#) [Save](#)

Mandatory fields denoted by *

Use this page to enter an address and the details of the main contact at that address. When you have finished, select Save.

Contact Name & Address

Title

First name

Last name

Job title

Address

Postcode

Phone & Email

Phone

Mobile

Fax

Email

Confirm email

Receive Tender Alerts?

Login Details

Username

Password

Security question

Security answer

- Suppliers are able to add up to 50 additional users on their company profile. This may be beneficial where users are based at various geographic locations
- To add a new user, click on the [+ Add](#) button
- Provide information requested about the user, making sure that all mandatory fields are completed
- Click [Save](#) button to save changes and move to the next page

Note:

- 🔑 **Email Address** (Must be unique)
- 🔑 **Username** (Minimum 6 characters in length and unique)
- 🔑 **Password** (Minimum 6 characters)
- 🔑 If the supplier wishes the user to receive email alerts to tender opportunities, then the **Receive Tender Alerts?** field should be set to **Yes**



Company profile information - *Categories*

[← Previous](#) [→](#)

This page lists the Categories of goods or services your company offers. To add a category select Add. Select Update each Category to provide optional information including Referees and also the minimum tender value your company would be considered for. Select Status to check the Category approval status that has been set by the Council.

Please note: registering your company profile on this system does not guarantee that you will be invited to tender at a for that Category.

Category Code	Title	Description set	Min. value £	Referees set	
15110000	Gaseous fuels and additives	✓	25,000.00	✓	status update
50160000	Chocolate and sugars and sweeteners and confectionary products	✗	25,000.00	✓	status update
78110000	Passenger transport	✗	25,000.00	✓	status update

[+ Add](#)

Add

Keyword

[→ Search](#)

Search Results

Code	Title	
93000000	Community and Social Services	
93140000	Community and social services	
93141500	Social development and services	<input type="checkbox"/>
93141503	Social planning services	<input type="checkbox"/>
93141506	Social welfare services	<input type="checkbox"/>
93141507	Social work administration services	<input type="checkbox"/>
93141510	Social structure studies or related services	<input type="checkbox"/>
93141511	Social groups studies or related services	<input type="checkbox"/>

- NECTR enables suppliers to maintain their own list of the goods and services their company offers. This information is managed on the [Categories](#) page
- Click [+ Add](#) to add a category. This will bring up the search window bottom left
- Suppliers can enter keywords in the search box to find categories they are interested in
- Clicking the [→ Search](#) button will return a list of category matches
- Select the required categories by clicking on the appropriate check box to enter a tick
- Clicking the [Save](#) button will save the selected categories to the supplier's profile



Company profile information – *Categories ... continued*

Categories

[← Previous](#) [Next →](#)

This page lists the Categories of goods or services your company offers. To add a category select Add. Select Update against each Category to provide optional information including Referees and also the minimum tender value your company would like to be considered for. Select Status to check the Category approval status that has been set by the Council.

Please note: registering your company profile on this system does not guarantee that you will be invited to tender at any time for that Category.

Category Code	Title	Description set	Min. value £	Referees set	Action
15110000	Gaseous fuels and additives	✓	25,000.00	✓	status update delete
50160000	Chocolate and sugars and sweeteners and confectionary products	✗	25,000.00	✓	status update delete
78110000	Passenger transport	✗	25,000.00	✓	status update delete

[+ Add](#)

[← Previous](#) [Next →](#)

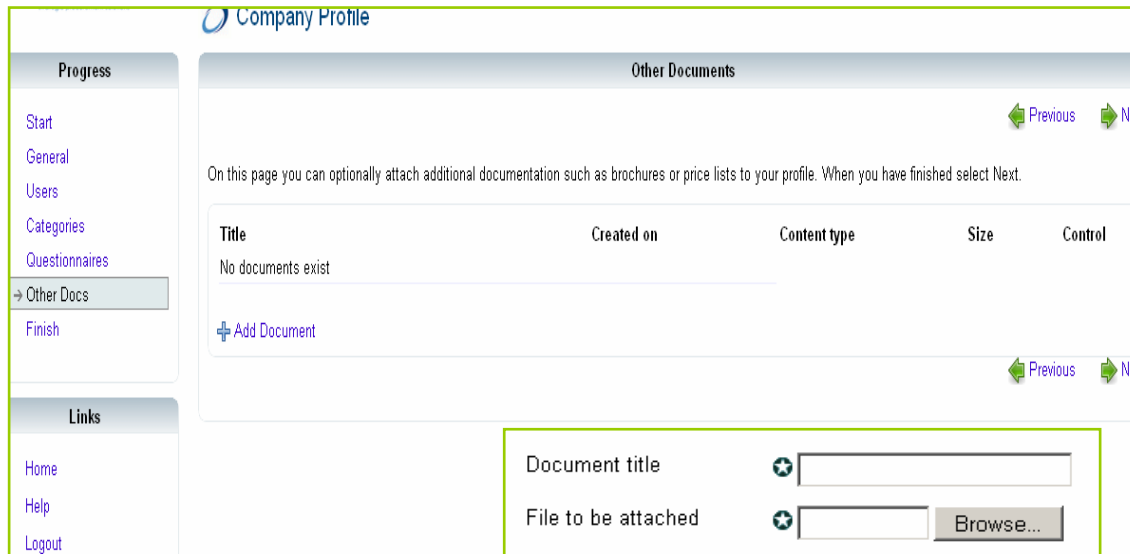
- Once a category has been added, suppliers are able to maintain their own information
- Clicking on **delete** will remove the category and any information previously held against it
- Clicking on **update** will enable the supplier to provide more information about each category using the window bottom left

Detail Description		Referees	
Category	72101900 Interior finishing	The organisations you have registered with may wish to follow up on references for this particular category. The names, addresses, and contact numbers of up to three Referees can be supplied below:	
Further details of the goods or services offered in the category may help us to identify you as a potential supplier in this category.		First referee	<input type="text" value="Jeffrey Keane"/> <input type="text" value="Hardware is nowhere"/> <input type="text" value="Kitch Kitchens"/> <input type="text" value="Blue Water"/>
Detailed description	<input type="text" value="Soft fabrics and ceramics are our speciality"/>	Second referee	<input type="text" value="Jasmine Couture"/> <input type="text" value="White Satin Recline"/> <input type="text" value="3 High Street"/>
<p style="text-align: center;">Minimum Value</p> <p>You will not be considered for tenders or requests for quotations (RFQs) for this category that are below the value you specify here.</p>		Third referee	<input type="text"/>
Minimum limit (£)	<input type="text" value="23,000.00"/>	<input type="checkbox"/> Apply these referee details to all my existing categories	
<input type="checkbox"/> Apply this value to all my existing categories			

- Through the update window (left) suppliers can enter more detailed descriptions of product on offer, specify a value below which they do not wish to be considered for tender/RFQ opportunities and details of referees
- When the supplier is satisfied with the information provided, clicking **Update** will save the changes



Company profile information – *Other Docs*



- Suppliers can include documents (e.g. company brochures) to support their company profile
- This facility can also be used to update company documents that may be requested by the council during the contract period e.g. accounts, insurance certificates, price lists, etc

To attach documentation

- Click the **+ Add Document** button
- The supplier user will be prompted to enter a **Document Title** and to browse to find the appropriate **File to be attached** for each document (see inset above)
- Clicking **Attach** will save the document
- To attach other documents, the supplier will need to repeat steps 1 to 3

Note: the maximum size of any individual document should not exceed 15 megabytes



Company profile information – *Finish*

Finish

[← Previous](#) [→ Finish](#)

If you would like to alert us to any changes you have made in your company profile, please enter the details below then select Finish.

Details of changes

Profile last submitted

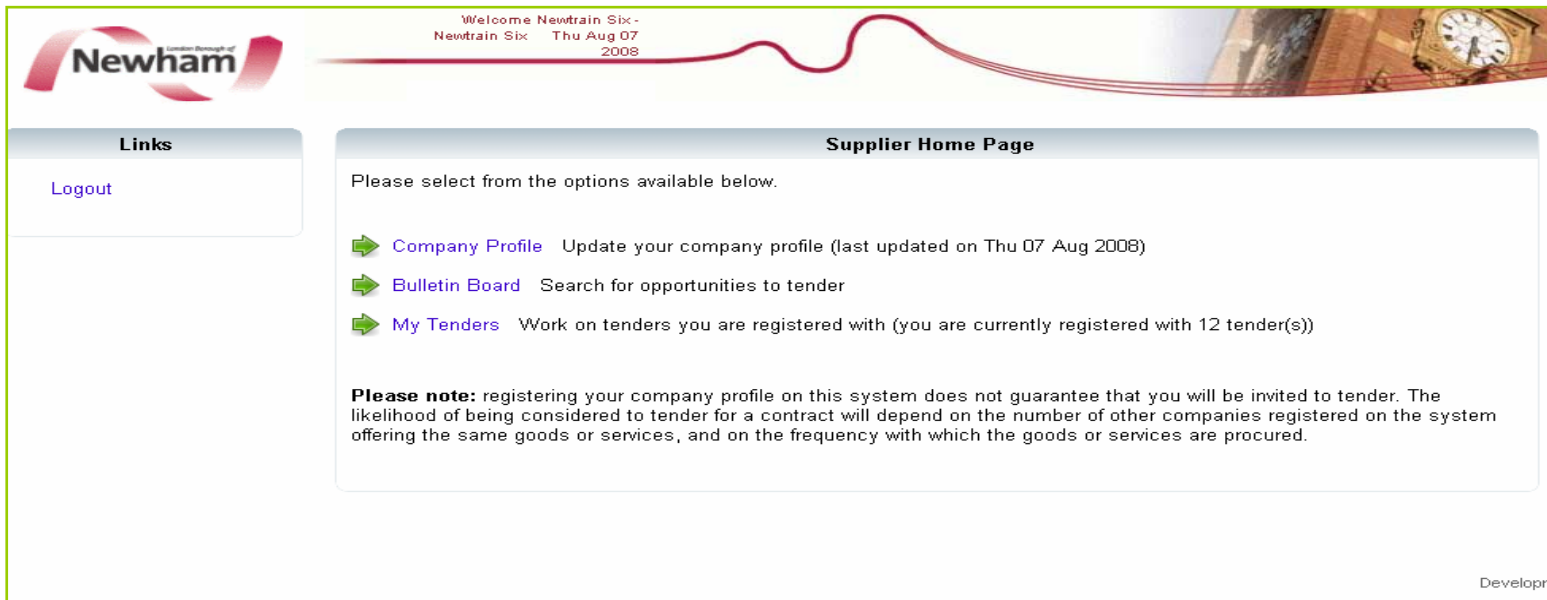
[← Previous](#) [→ Finish](#)

- After the supplier has completed all the stages in their profile, clicking on the [→ Finish](#) button will allow them to submit the changes and inform the council of changes to their profile
- To assist the council, suppliers are asked to summarise changes in the space provided for **Details of changes**



Searching for tender opportunities

- Once a supplier has registered the requested information on NECTR they are able to search for and participate in tendering opportunities
- The two ways for suppliers to find tendering opportunities available with the council are:
 - 1) the [Bulletin Board](#) - this allows suppliers to search for all available opportunities
 - 2) [My Tenders](#) - this notifies the supplier of opportunities specified by the supplier



Welcome Newtrain Six -
Newtrain Six Thu Aug 07
2008

Links

[Logout](#)

Supplier Home Page

Please select from the options available below.

- ➡ [Company Profile](#) Update your company profile (last updated on Thu 07 Aug 2008)
- ➡ [Bulletin Board](#) Search for opportunities to tender
- ➡ [My Tenders](#) Work on tenders you are registered with (you are currently registered with 12 tender(s))

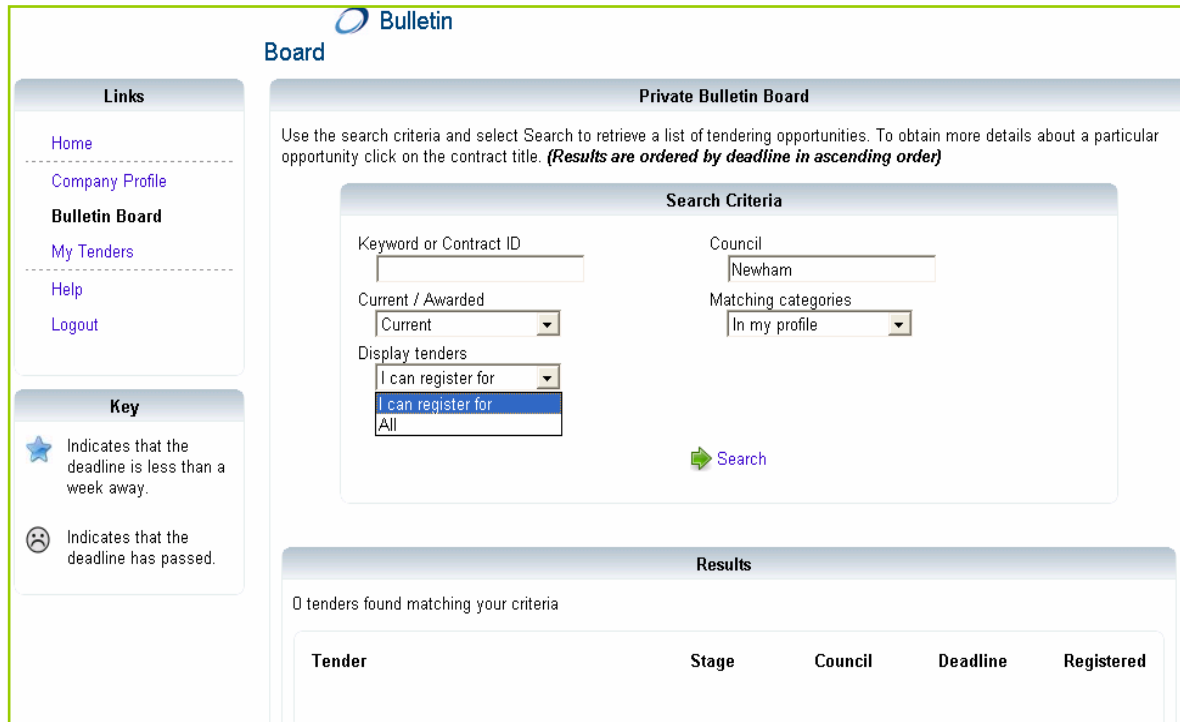
Please note: registering your company profile on this system does not guarantee that you will be invited to tender. The likelihood of being considered to tender for a contract will depend on the number of other companies registered on the system offering the same goods or services, and on the frequency with which the goods or services are procured.

Developm



The Bulletin Board

- Clicking on the [Bulletin Board](#) link directs suppliers to the Private Bulletin Board. Here, suppliers are able to use the search facility to find tenders they may be interested in
- Suppliers can also check progress on current or outstanding tender opportunities



Board

Private Bulletin Board

Use the search criteria and select Search to retrieve a list of tendering opportunities. To obtain more details about a particular opportunity click on the contract title. *(Results are ordered by deadline in ascending order)*

Search Criteria

Keyword or Contract ID:

Council:

Current / Awarded:

Matching categories:

Display tenders:

Results

0 tenders found matching your criteria

Tender	Stage	Council	Deadline	Registered
0 tenders found matching your criteria				

Links

- Home
- Company Profile
- Bulletin Board**
- My Tenders
- Help
- Logout

Key

- ★ Indicates that the deadline is less than a week away.
- ☹ Indicates that the deadline has passed.

- To search for a tender or contract:
 - Enter search criteria using either free-text or the drop-down menus
 - Click to run the search
 - Your results will appear in the results area


Note

- ★ indicates the deadline has not yet passed
- ☹ indicates deadline has passed



My Tenders

My Tenders			
My Active Tenders			
Tenders you are actively working on are listed below. You currently have 27 active tender(s).			
Tender	Stage	Council	Deadline
1495: Asela's Kingdom Asela is fed up of not having fun at work so wants a change of scenery	Under Evaluation	London Borough of Newham	☹ Tue, 24 Jun 2008 16:25
RS/PAY/1586/AS: Harry's Bank for Newham Lots of Money	Expression of Interest	London Borough of Newham	☹ Wed, 24 Sep 2008 11:20
RG/SP/1596: supply earth and stone for rockery supply of earth and stone for rockery	Expression of Interest	London Borough of Newham	☹ Tue, 30 Sep 2008 16:30
RS/SP/1603/AS: Buildings Support General Support for buildings	Expression of Interest	London Borough of Newham	☹ Fri, 10 Oct 2008 11:45
RD/SP/1629/AS: Chocolates for Newham Please supply dark chocolate	Expression of Interest	London Borough of Newham	☹ Fri, 24 Oct 2008 11:30
1639: Earth & Stone Provision of Earth & Stone	Expression of Interest	London Borough of Newham	☹ Fri, 07 Nov 2008 10:53
rd/1651/dw: Waxing in the waining vbhkguyb	Expression of Interest	London Borough of Newham	Wed, 26 Nov 2008 12:00
Other Tenders Matching my Profile			
Sorry, no tenders were found matching your company profile.			
Tender	Stage	Council	Deadline


■  [My Tenders](#) is divided into 2 areas:

- **My Active Tenders** maintains a list of all tenders that the supplier is currently engaged in
- **Other Tenders Matching my Profile** will be populated with any tender opportunity published to the NECTR Bulletin Board that matches the supplier's profile

■ Once a supplier registers an interest in a tender, it will be moved into *My Active Tenders* where it remains until the contract has been awarded



Registering Interest in a tender opportunity

 Bulletin Board

Notice for AS/PP/1671/DW: Domicillary Care Contract

[← Return to Bulletin Board](#) [→ Register](#)

Notice

Procuring organisation	London Borough of Newham
Contract Ref	AS/PP/1671/DW
Title	Domicillary Care Contract
Categories	93141520 Domicillary Care Services
Description	Contract allows for an additional 2 years extension
Extension terms	
Contract start date	Mon 02 March 2009
Contract duration (months)	48
Nature of contract	Framework

Procurement Process

Stage	Expression of Interest what's this?
Deadline	Tue 11 November 2008 at 15:15
Procedure	Restricted - Non EU

Contact

Contact for information	Dean Training-Account
Address	Town Hall Barking Road East Ham London , E6 2RT
Phone	020 8430 2000
Fax	020 8430 1066
Email	dean.williams@newham.gov.uk

[← Return to Bulletin Board](#) [→ Register](#)

- When a supplier finds a suitable opportunity, clicking the tender title brings up a page with more details about the tender (left)

- Notice** provides basic information about the opportunity in question
 - Procurement Process** outlines the sourcing procedure and where the tender is up to
 - Contact** shows contact details of the person managing the tender

- Clicking [→ Register](#) will register a supplier's interest in the tender opportunity and generate the notice below (left).

- Click [→ Continue](#) to return to the notice summary page

Thank you. Your interest in this Notice has been registered, and you have been made the main point of contact for this Notice. Please select Continue

[→ Continue](#)



The Notice Summary page

[Home](#)

[Company Profile](#)

[Bulletin Board](#)

My Tenders

[Help](#)

[Logout](#)

[Return to My Tenders](#)

Notice Summary

Ref / Title	1433: East Ham Community Centre (London Borough of Newham)
Description	Repairs to include decorating and fittings.
Stage	Bid what's this?
Deadline	Mon 24 November 2008 at 2008-11-24 17:40:00.0
Procedure	Open - Non EU

[View full Notice including documentation](#)

My Status

You are the main point of contact from your company for this procurement exercise.

You are registered for this procurement exercise.

What next?

You are required to submit documentation by 17:40 on Mon 24 November 2008.

[Submit Documentation](#)

You can also:

Ask a question if you require clarification from the procuring organisation. [Raise a clarification question](#)

View all messages including clarification questions and answers relating to this procurement [View Messages](#)

Change the main point of contact in your company for this procurement exercise. [Change Contact](#)

Decline interest in responding to this procurement [Decline interest](#)

Notice summary section contains basic information about the tender, stage, deadline and type of procurement procedure





My Status – it is here that suppliers can keep abreast of documents submitted in response to the tender invitation

Note: The Time to Deadline – this shows the time remaining before the deadline


The remainder of this page enables suppliers to submit documents in response to the tender invitation, clarification aspects of the tender and read messages to do with the tender








Submitting documentation

- Where suppliers are required to submit documentation in response to a tender invitation, they should click on  **Submit Documentation** to begin
- This will open a new window (below)
 - i. Click  **Add** towards the bottom of this window to start adding a new document
 - ii. Give the document a **Document Title** (see inset)
 - iii. Use the  button to show the file location of the appropriate **Document**
 - iv. Click on  **Submit** to submit the document
- The user will receive confirmation of the submission and a receipt for each document submitted.
- These documents can be reviewed at anytime as long as the tender deadline hasn't passed


Submit Documents for 1433: East Ham Community Centre


 [Return to notice](#)

Listed below are the tender or other document(s) you have submitted in relation to this procurement exercise.

Title	Content type and size	Submitted on	Receipt no.	Action
No documents have been submitted yet.				
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> Add</div> <div style="border: 1px solid gray; padding: 5px; width: 90%;"> <p style="font-size: small;">To submit a document, please follow these instructions</p> <ol style="list-style-type: none"> 1. Enter the title of your document 2. Select Browse and locate the document to be submitted (the document can be of any file format) 3. Select Submit <div style="display: flex; margin-top: 10px;"> <div style="margin-right: 10px;">Document title</div> <div style="border: 1px solid gray; padding: 2px;">  Form of Tender </div> </div> <div style="margin-top: 10px;"> <div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">Document</div> <div style="border: 1px solid gray; padding: 2px;">  H:\PROCURE </div> <div style="margin-left: 5px;"></div> </div> </div> </div> </div> <div style="text-align: right; margin-top: 10px;"> Return to notice</div>				

Note

 **The maximum file size for each document to be submitted is 15 megabytes**

 If you think you might need to submit individual documents that are larger, please contact the Services System Administrator at eprocurement@newham.gov.uk or call Arvind Sidhu on 020 8430 3541

 **See additional notes overleaf**



Submitting documentation ... continued

Notes .. continued

Submission deadline

If you try to submit your bid after the submission deadline, a message box will appear stating that the submission deadline has passed and you will not be able to submit the bid.

The submission deadline is clearly displayed on the bid invitation, and suppliers must time their submissions to arrive **before** the deadline

Amending submissions

If the bid submission deadline has not passed, suppliers can revise and resubmit their documents

Any amendments needed to documentation must be performed outside the NECTR system

Where amendments have been made to documents already submitted, it is recommended that suppliers delete the old version from the NECTR system and replace it with their revised submission. This process can be carried out indefinitely prior to the deadline


Large documents



Large documents may take a long time to upload onto the system. Adding graphics will also increase the time to taken to upload

We recommend that suppliers submit documentation at least 24 hours before the deadline to avoid disappointment




Clarifying questions


- Where suppliers have queries regarding the detail of the tender or wish for clarification on specifics of the tender, these must be raised through NECTR
- Click on  [Raise a clarification question](#) to raise a clarification question. This will bring up a new window (below right)

To raise a clarification question please enter the subject and detail of your question and click on Send.  Cancel  Send
This will generate an email alert to the contract manager.

Subject

Question

- Enter the **Subject** on which clarification is needed
- Type the **Question** in the space provided
- Click on  [Send](#)

- An email will be sent to the contract manager advising them of the question
- Once the contract manager has responded to the question, the supplier will be sent an email alerting them to the response
- To view the response, click on the  [View Messages](#)
- It is Newham Council's policy to share clarification questions and answers with all suppliers remaining in the tender process as long as to do so is appropriate.
- The identity of suppliers will remain confidential at all stages of the tender process



Frequently asked questions

Q:	What if I am unable to gain access to the internet (URL) site?
A:	<i>Click on the refresh icon on the internet toolbar. If this does not resolve the problem try and re-enter the URL address provided to you upon registration. Should you continue to experience difficulties please contact the Services System Administrator on 020 8430 3541 or email eprocurement@newham.gov.uk</i>
Q:	What if my company is shown as already registered but I don't have a Username and password?
A:	<i>The council has already registered some suppliers from its approved list and its contract register. You should already have been sent a Username and password, however if not, please contact the System Administrator on 020 8430 3541 or email eprocurement@newham.gov.uk</i>
Q:	What do I do if I've forgotten my password / have locked myself out of the system / unable to logon?
A:	<i>Go to main login screen and click on forgotten password. On the next screen enter your email address below and select the continue button. Your Username and Password will then be emailed to you.</i>
Q:	After I have registered my interest in a tender, do I have to make a bid?
A:	<i>No. You can decide to forgo the bid submission at any stage. In fact it makes sense for you to register an interest in an opportunity and then decide after you have received the tender documentation whether or not you wish to proceed with a bid</i>
Q:	Will I be able to see all bid invitations?
A:	<i>No. Only suppliers involved in the process will be able to see opportunities being tendered through the council's Approved List or a request for quote procedure. Suppliers will be able to see all other opportunities being let through NECTR</i>



Frequently asked questions ... continued

Q. Can more than one member of a company have access to NECTR?

A: *Yes. Although there is no technical limit to the number of users each company can have, we recommend that where large number of users will be involved, the company has a lead procurement officer to deal with the council*

However, as long as an employee has access to NECTR, they can work on any tenders that the company is involved in

Q. How do I know that Newham has received my bid?

A: *Each company will be given acknowledgement and a receipt reference for each document submitted as part of a tender response. This will be your proof that you have submitted your documents and that the council has received them*

*If you submit your bid near to the deadline, you should note that it is each company's responsibility to make sure they time their bids to arrive before the tender deadline expires as **no tender documents will be accepted after the tender deadline has expired***

Q. What happens if Newham makes a change to the published bid invitation?

A: *All bidders will be notified of any changes*

Q. Why are my documents taking so long to attach?

A: *Large documents may take longer to upload onto the system. If your document includes graphics, it will increase the size of your document and the length of time it takes to upload*

Check with your service provider to check that your system specification conforms to the minimum requirements for running the NECTR application