



## New Supply Partner Portal FAQs

### Why is the Supplier Portal changing?

DFID is transforming how it captures and manages Management Information on its commercial activities to enhance decision making and effectiveness throughout the organisation. One part of this transformation includes the launch of a new eSourcing platform which will be used to create, manage and award high value procurement exercises. The new platform incorporates an improved Supply Partner Portal which will enable partners to better access and respond to tender opportunities.

### What are the benefits?

The new Supply Partner Portal will provide a richer and more intuitive interface which will allow supply partners to maximise their engagement with DFID. Specifically, the new portal allows supply partners to:

- create a customised profile providing detailed information about their organisation and services
- be alerted to and participate in early market engagement events
- receive tailored notifications on tender opportunities from specific sectors and regions
- respond to live tenders
- automatically populate standard tender responses, such as the Standard Questionnaire (SQ)
- manage and update payment details and preferences.

### When will the portal go live?

The new Supply Partner Portal went live on **17<sup>th</sup> July 2019** enabling supply partners to login or register on the portal and, where appropriate, update their account details. New opportunities will be launched through the portal from **31<sup>st</sup> July 2019**. After this date, no new opportunities will be released via the old Supplier Portal.

### Do I need to register again?

Following the launch of the new Supply Partner Portal DFID has undertaken a comprehensive migration process to ensure data integrity and continuity on the new platform.

If your existing account has been migrated, you will have received full instructions on how to access your account on the new Supply Partner Portal via email on 17<sup>th</sup> July.

If you did not receive instructions on how to access your account on the new Supply Partner Portal, please use the **Cannot access your account?** link on the login screen; shown below

The username for all suppliers is the same as the email address provided for the main contact on the old Supplier portal.

If you are still having issues logging in, please contact: [supplierportalenquiries@dfid.gov.uk](mailto:supplierportalenquiries@dfid.gov.uk)

If your organisation was not registered on the old Supplier Portal, or you have not been migrated, then you will need to complete the registration process. You can find further information on the new Portal and details of the launch on the [DFID procurement page](#) and on [the old supplier portal](#).

## I have forgotten to update my details on the old Supply Partner Portal and have missed the deadline, what do I do?

If you have missed the deadline for updating your details, please contact [supplierportalenquiries@dfid.gov.uk](mailto:supplierportalenquiries@dfid.gov.uk) with details of your registered account, including registered email address and (if known) supplier ID.

## Will my supplier ID change?

If you had an account on the old Supplier Portal your Supplier ID has been migrated, for internal reference and can continue to be used when communicating with DFID.

If you did not have an account on the old Supplier Portal, you should use the Organisation ID (highlighted below) found on the **Your Business Page** on the new Supply Partner Portal.

## Can our organisation have more than one contact person?

Yes. You can register your organisation and add multiple users as part of that organisation. These users will then have their own unique login credentials, and can login, access and respond to opportunities as part of your organisation guidance on how to do so can be found on the [DFID Procurement page](#).

If you had an account on the old supply portal only the main contact has been migrated to the new portal. You can login to the old supply portal to confirm on the summary page who the Primary Contact for your organisation is, only this person can add additional users to the new Supply Partner Portal.

If you have any issues please contact [supplierportalenquiries@dfid.gov.uk](mailto:supplierportalenquiries@dfid.gov.uk)

## Can I register on the new portal even if I am not an existing supply partner or fund recipient?

Yes, absolutely. Organisations looking to access DFID funding, particularly through contracts, are encouraged to register on the new Supply Partner Portal. The registration process on the new Supply Partner Portal is simple and quick, providing instant access to all DFID tender opportunities and early market engagement events.

## Will I have to select all my preferred tender choices again?

The new Supply Partner Portal provides a much more detailed classification of services meaning that supply partners can be more specific in detailing which services they provide and the type of opportunity they wish to receive alerts for. Therefore, upon logging into the new portal you will be required to select the service classifications for your organisation.

Selections here do not affect what tenders you will be notified regarding and classification will be purely used for information purposes.

## What happens to live tenders I am responding to via the old Supplier Portal?

Any opportunity you have accessed or responded to via the old Supplier Portal will be carried through to its closure via the old Supplier Portal. You should therefore engage with and respond to that opportunity through the old Supplier Portal until its close. There will be no other effect or impact on live tenders issued through the old portal prior to the launch of the new portal. Please contact the tender manager for the respective opportunity if you have any further questions.

## Will historical tender information be migrated?

Only profile data was migrated, any information relating to current and past procurements tendered in the old Supplier portal will be available until there further notice.

The **Notifications** and **Opportunities** tiles on the **Dashboard** screen (shown below) of the new Supply Partner Portal will contain no information. This is to be expected until new opportunities are tendered through the portal from 31<sup>st</sup> July 2019.



## Will this change how I am paid and submit invoices?

No, the new Supply Partner Portal will make it easier for all DFID supply partners to manage and update their payment details and preferences. However, this will not impact how you submit invoices or your preferred method of payment.

Historical invoice information will be available to view in the new Supply Partner portal shortly.

## I have a question, where do I go, who do I contact?

Further information is available on <https://www.gov.uk/government/organisations/department-for-international-development/about/procurement>

If you have any issues or concerns with the migration from the old Supplier Portal to the new platform, please contact [supplierportalenquiries@dfid.gov.uk](mailto:supplierportalenquiries@dfid.gov.uk)