



PROCUREMENT eSERVICE

HM Government of Gibraltar

SUPPLIER USER GUIDE

Frequently Asked Questions (FAQ)



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PROCUREMENT eSERVICE

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Introduction



Introduction

- **This manual is intended for all potential and existing Procurement eService Supplier Network Users.**
 - **Please familiarise yourself with the manual if you have any queries or questions related to the use of the Supplier Network.**
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**Why HMGOG Supplier
Network**

Why HMGOOG Supplier Network

- **The HMGOOG Supplier Network is very easy to use.**
 - **You can self register, maintain your own data and download documents.**
 - **Submit tender responses electronically 24 hours a day, 7 days a week.**
 - **Tenders lodged electronically do not incur postage or courier costs**
 - **You receive automatic confirmation that your response has been received.**
 - **You can search the database for awarded contracts as a means of identifying potential business leads.**
 - **You can manage your own details removing time consuming and expensive processes.**
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Frequently Asked Questions (FAQ)

Why HMGOG Supplier Network

Frequently Asked Questions contained within this manual are separated into the following sections;

1. Overview
 2. Support
 3. Customers
 4. Customer Requests
 5. Password Policy
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1. Overview

Q1. Do I need special equipment to use the Supplier Network?

A1. No special equipment or software is needed - just internet access. The Supplier Network works best on the following web browsers;

- **Microsoft Internet Explorer 9, 10 and 11 (in compatibility mode)**
- **Google Chrome**
- **Safari**
- **Firefox**

Q2. What is the Supplier Network and how does it work?

A2. It is a cloud based service that creates an interface between buyers and its suppliers or those wishing to become suppliers. As it is web based it is available from anywhere where there is internet access.

1. Overview

Q3. Is it secure?

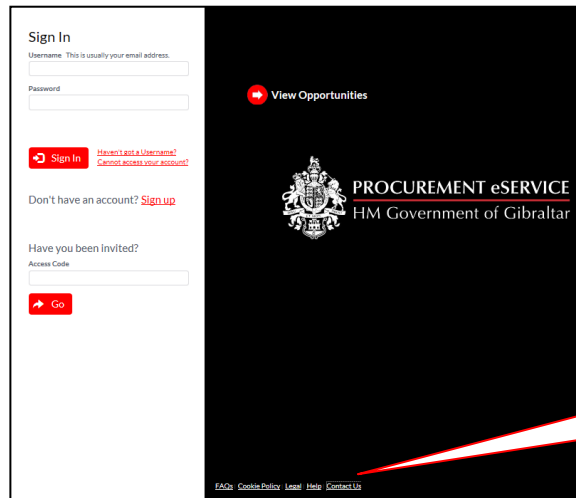
A3. HMGOG operates a plethora of appliances (all working harmoniously) that deal with the mitigation of malware, exploits and viruses. All traffic to and fro the Proactis server(s) (and HMGOG) is logged for auditing and security purposes.

PROACTIS uses a development process similar to the Microsoft Security Development Lifecycle. Further to this, the Development Team is also audited for evidence of conforming with PROACTIS Quality Manual and Statement of Applicability. This involves auditing for continual improvement, for security of access and control as part of PROACTIS' ISO 9001:2015 and ISO 27001:2013 certifications. These audits are carried out both internally and externally on an annual basis.

1. Overview

Q4. What do I do if I have a problem registering or inputting information on the system?

A4. If you have any technical problems with the system then please email your customer specific PROACTIS support personnel via the contact us function in the Portal's log in page.



Sign In
Username: This is usually your email address.
Password
View Opportunities
Sign In Have not got a Username? [Cannot access your account?](#)
Don't have an account? [Sign up](#)
Have you been invited?
Access Code
Go
FAQs [Cookie Policy](#) [Legal](#) [Help](#) [Contact Us](#)

Click on 'Contact Us' to access Proactis Support



Any other issues contact the [Procurement Office Support Team](#)



2. Support

Q1. Is there help on how to use the system?

A1. Yes a number of manuals exist (displayed in the final page of this document and available to download from the [Procurement Office Website](#)).

Tool tips exist in the product where you can hover over help icons.

3. Customers

Q1. Why is the status not reviewed, when will it be reviewed?

A1. The status is not reviewed because HM Government of Gibraltar has not had the opportunity to review your registration or response to engagement. The status remains as reviewed until HM Government of Gibraltar alters this to reviewed.

Q2. The status is reviewed, what does this mean?

A2. The status of reviewed means that HM Government of Gibraltar has had the opportunity to review your organisation details.

Q3. Is there a limit to the amount of users I can have?

A3. No there is no limit to the amount of users

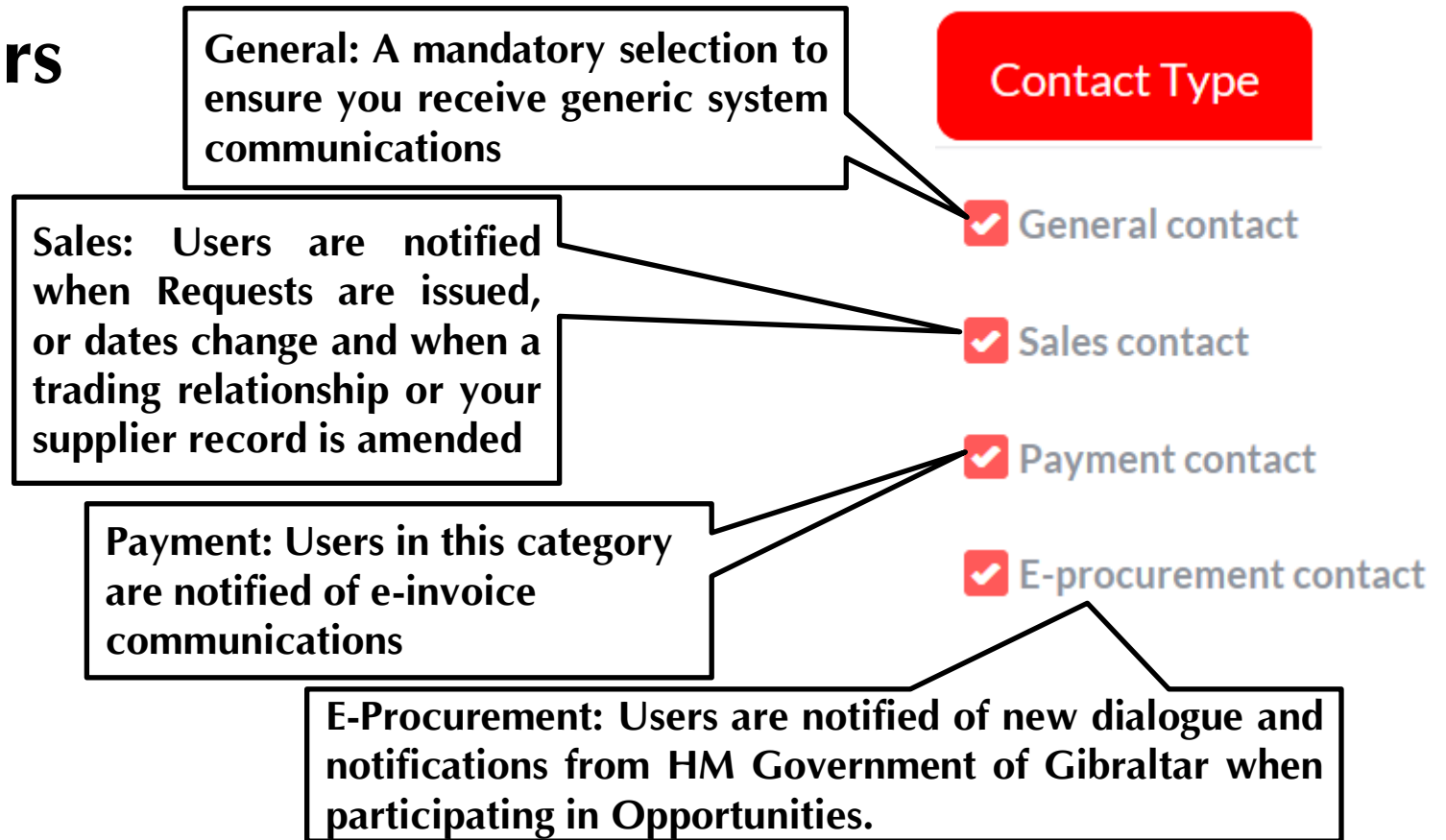
3. Customers

Q4. What is the difference between a General Contact, e-Procurement contact, sales contact, Payment contact?

A4. Contact types can be defined within your organisation, to ensure that only relevant notifications and communications are received. The division of contacts assists in ensuring accountability and segregation are visible and maintained.

Please see the next page for more detail on Contact types

3. Customers



Q5. How can I contact my customer through the system?

A5. Messages can be sent to HM Government of Gibraltar when responding to an opportunity using the messages button. Messages can also be sent within the contracts screen.

4. Customer Requests

Q1. What is a customer request?

A1. A request from HM Government of Gibraltar to create a relationship with you. The request can take several forms including to initially engage, to obtain more specific information about your organisation or to complete surveys and reviews.

Q2. Response is started but I can't find it?

A2. Please click on the requests icon on your supplier dashboard, you can search for your requests and amend or submit these from here.



4. Customer Requests

Q3. The request is not approved, who approves it and when will they approve it?

A3. HM Government of Gibraltar approves the request once it has been received and reviewed. Requests may be approved immediately or take some time

5. Password Policy

Q1. What is the password policy for a users login?

A1. Passwords must be between 6 and 50 characters in length. It must contain at least 2 number(s).

Q2. How can I change my password?

A2. Access 'Your Business' section and then select 'Your Users'. Use the 'Action icon to enter the user details tab where passwords can be changed



5. Supplier Manuals

- *Supplier User Guide Response to Invitation to Register*
 - *Supplier User Guide Response to Pre-Qualification*
 - *Supplier User Guide Amending Details*
 - *Supplier User Guide Self Registration*
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