eSourcing OS supplier guidance

Accounts bids communications and platform support

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01 Get started and get help

Use eSourcing OS to manage your supplier profile, find opportunities and submit responses. This guide explains the current supplier journey and how to get help. For platform support and technical queries, contact eSourcing Data. For questions about a procurement, contact its buyer through **Clarifications**.

Contact the right team

What you need help with	Who to contact	Where to go
Login, verification, company access, uploads, saving, submitting or a platform error	eSourcing Data platform support	**Platform support** in the sidebar or info@esourcingdata.com
Tender requirements, eligibility, lots, pricing instructions, procurement deadlines or outcomes	The buyer or procurement team responsible for the opportunity	**Clarifications** in the relevant opportunity or bid

Raise a platform support request

1. When signed in, choose **Platform support** in the sidebar. Select a topic, add a short subject and explain the problem, then send the support request.
2. Include your company, the opportunity reference and stage, the exact error, the page address and the UK date and time. Mention the deadline if the problem affects a bid. The support form uses your signed-in email address for replies.
3. If you cannot sign in, or sending fails, email info@esourcingdata.com from your registered address. Keep a copy of your message. Do not send passwords, security codes, verification or reset links, or your bid answers and bid documents.

A support request does not submit a bid or extend a procurement deadline. If a deadline is approaching, report the technical problem promptly and continue following the opportunity's submission instructions.

Use the supplier portal

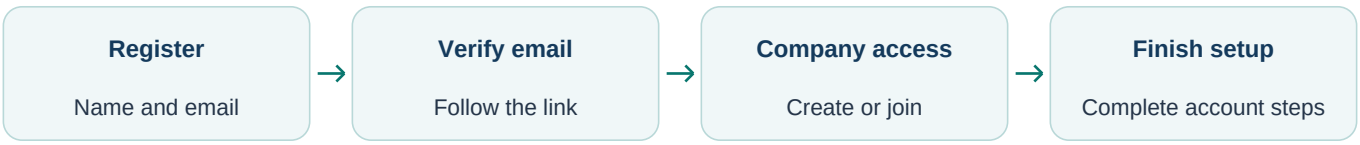
The following pages cover registration and account access, finding opportunities, preparing and submitting bids, communications, and troubleshooting.

Sign in - https://suppliers.esourcingdata.com/login

Create a supplier account - https://suppliers.esourcingdata.com/register/supplier

Platform support - https://suppliers.esourcingdata.com/support

02 Register and manage your account



Joining an existing company may require administrator approval and an invitation.

Create your personal supplier account

1. Open Create a supplier account and enter your name and work email address. Use an address you can access and keep a record of it.
2. Open the verification email and follow **Verify email and continue**. Check your junk or spam folder if it does not arrive. Use the latest link and follow the instructions if it has expired.
3. Check whether your company already has a profile. If it does, request access to that company rather than creating another company record. An existing company administrator may need to approve your access. After approval, follow the invitation email and complete its joining or account steps; requesting access alone does not grant access.
4. For a new company, have its Public Procurement Organisation Number (PPON) and Central Digital Platform (CDP) share code ready. Enter the company details requested by the registration form, choose your password and complete the terms and privacy steps.

Email verification alone does not always complete registration. Continue through the company and account steps until you can sign in. Company access may remain pending while an administrator reviews the request.

Recover an existing account

Use **Forgot your password?** on the sign-in page and enter the email registered to your account. Check junk and spam folders for the reset email, then use the latest reset link. Request a new link if the previous one has expired.

If your company is already registered, your registration email was mistyped, or you need access to its profile, choose Need supplier access? on the sign-in screen to open **Get supplier access**. Contact eSourcing Data platform support if you cannot resolve the match. Avoid registering another company just to get around an access problem.

Keep company details current

Open **Company & Passport** to review your company information and **Supplier Passport**. Where available, use **Check my CDP details** when you need to refresh shared CDP information. Review the returned details before choosing **Confirm and save verified details**; checking the details alone does not confirm them.

Give colleagues their own access

Company administrators can invite colleagues through Team as a Member or Administrator. Active members share the company's bids and documents. Use individual accounts and passwords so actions can be attributed to the right person; do not share another person's login.

03 Find an opportunity and prepare a bid

Open the correct opportunity and stage

1. Choose Opportunities and open the tender you intend to respond to. Some opportunities are open to suppliers; others require an invitation.
2. Read the buyer's overview, documents, eligibility conditions, lots and response instructions. Check the opportunity reference, procurement stage and submission deadline. Different stages can have different requirements and deadlines.
3. For an open opportunity, choose **Express Interest** where required, then **Start Bid**. For an invited opportunity, follow its available bid action. Expressing interest does not submit a response.
4. Use **My Bids** to return to your company's draft. Coordinate with colleagues who can also edit the same company bid.

Read the buyer's requirements first

Check which forms, declarations, questions and supporting documents the buyer requires. A Stage 1 conditions-of-participation response may differ from a later tender response. Complete the instructions for the stage you are viewing, rather than reusing another stage's checklist.

If the requirement is unclear, use the bid's **Clarifications** tab to ask the buyer. **Platform support** can investigate a technical error but cannot decide how the buyer's procurement requirements should be interpreted.

Choose your lots

If the opportunity has lots, select the lots your company will respond to and use **Save lot selection**. Review the applicable questions, documents and commercial requirements after changing your selection. Some questions apply to every selected lot; others apply only to a particular lot.

Plan for the deadline

The portal shows the deadline in UK time. Prepare and submit early enough to check the result and resolve any errors. Keep your working answers and source documents outside the portal as your own backup.

A saved draft, uploaded documents or an expression of interest is not a submitted bid. The final submission step is covered in Submit and manage communications.

04 Write save and upload your response

Answer the questions and save explicitly

In your bid, open Questions and answer every applicable question. Use **Save Responses** to save your answers. Where Social Value questions apply, complete them and use **Save Social Value Responses**. Answers are not automatically saved as you type.

Use the word counter and follow any word limit set by the buyer. You can save a working draft that exceeds a buyer word limit, but you must bring it within that limit before submitting.

If a save fails, read the message, keep a copy of your full answer and stay on the page while resolving the problem. The portal keeps the answer on the current page after a rejected save, but unsaved text can be lost if you leave, refresh or need to sign in again. The portal also warns if the combined answer request is too large; contact platform support if that prevents saving.

Enter prices only where required

Complete the Commercial or lot-pricing fields only where the opportunity requires them. Follow the buyer's pricing instructions and use the available **Save Price** or **Save lot selection** control. Do not enter a placeholder price to bypass a requirement or assume a stage needs a price just because another stage did.

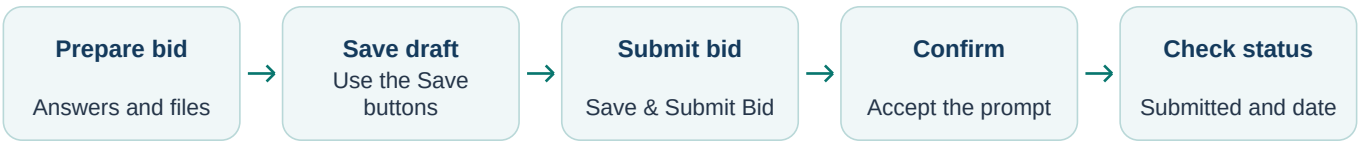
Upload the requested documents

1. Open Documents and use the relevant common or lot-specific upload area. Select the category and lot requested by the buyer where those fields are shown.
2. Upload the completed file and confirm it appears in the bid's document list. Uploading a file does not complete the final submission step.
3. Check that each file is the intended version, opens correctly and is legible. Use supported file types shown by the portal. Bid documents have a maximum size of 25 MB per file.
4. Remove an incorrect file from the draft and upload the correct one. If an upload or download fails, report the exact error to eSourcing Data platform support rather than sending the bid documents with your support request.

Review the whole response

Check selected lots, applicable answers, Social Value, prices and supporting evidence. A completed document upload does not replace an online answer unless the buyer's instructions say that the document is the required response.

05 Submit and manage communications



An amended bid returns to Draft and must be submitted again.

Complete the final submission

1. Review your bid and choose **Save & Submit Bid** before the deadline. Read and accept the confirmation when you are ready to submit.
2. Wait for the result. Check that **My Bids** or the bid detail page shows submitted status and the displayed submission date. If an error appears or the bid still shows Draft, it has not been confirmed as submitted.
3. Keep your own record of the opportunity reference and the portal's submission confirmation. Check the portal status rather than relying on an email; a submission-confirmation email is not guaranteed.

Amend or withdraw carefully

Where **Amend Bid** is available before the deadline, it reopens the bid as a draft. Make your changes and complete **Save & Submit Bid** again; leaving an amended bid as Draft does not finish the resubmission.

Withdraw Bid requires confirmation and withdraws the submitted response. Treat it as a deliberate action: that control does not offer an undo. If you need help with the procurement consequences, contact the buyer.

Ask procurement questions through Clarifications

Open the relevant bid and its **Clarifications** tab. Use it for questions about the tender requirements, eligibility, lots, pricing instructions or deadlines. New questions reach the buying team; the buyer decides whether to publish a question and answer for other suppliers or respond privately.

Published questions and answers may be visible to other suppliers. Keep confidential or personal details out of a general question and use the private option where appropriate. Check **Clarifications** regularly for answers and published updates.

Check direct Messages separately

Messages contains direct conversations, which are separate from opportunity **Clarifications**. Open the relevant thread to read and reply. Direct message replies can include supported attachments up to 15 MB per file.

Email notifications help alert you to messages, but still check the portal regularly. For login, account or technical problems, use **Platform support** to reach eSourcing Data; do not send those problems to the buyer through a direct message or tender question.

06 Resolve problems and check your submission

If you cannot sign in

Check that you are using the registered email address and the supplier portal. Use **Forgot your password?** if needed, and check junk or spam for verification and reset emails. If your account is awaiting company access, choose Need supplier access? on the sign-in screen or contact your company administrator.

An expired login can leave an old page visible until its next request. Keep a copy of any unsaved answers before refreshing or signing in again. Contact info@esourcingdata.com if access still fails after a fresh sign-in.

If saving uploading or submitting fails

Read the full error message. Check the indicated question, word limit, file size or missing field. Keep your full answer and do not assume that a failed save reached the platform.

Open **Platform support** in a new tab so your bid stays open. Give the support team the information below. If the form cannot send, keep the message and email info@esourcingdata.com. Avoid repeatedly clicking submit while a request is still processing.

Include useful details in a support request

- Company name and the email registered to your account.
- Opportunity reference, title and stage, plus the submission deadline if relevant.
- Page address, the button or action you used, and the exact error text.
- UK date and time, your browser and device, and whether the problem repeats after signing in again.
- A screenshot of the error if useful, with unrelated personal or confidential information removed. Send it by email if an attachment is needed; the support form takes text only.

Do not include passwords, security codes, verification or reset links, private share codes, bid answers or bid attachments. The support team will request any further information needed to investigate safely.

Before you finish

- Correct opportunity and procurement stage selected.
- Required lots, questions, declarations, prices and documents completed and saved.
- Buyer word limits and document requirements checked.
- **Save & Submit Bid** completed and submitted status and the displayed submission date verified.
- Any amended draft resubmitted, with your own copy of the response retained.