TOP TIPS FOR SUPPLIERS

Helping you get the most out of Open

REGISTER YOUR BUSINESS

Register at **www.open-uk.org** to receive tendering opportunities. Registration on Open is free, with no monthly subscription fees.

If you have requested to join a company or create a regional office, your registration will need to be verified by the registered Admin account holder. They will have received a notification to inform them they have an action to complete.

FORGOTTEN YOUR PASSWORD?

- Go to **www.open-uk.org/login**
- Select **Forgot password?**
- Enter the email address you used to register on Open. A reset link will be sent to that email address.
- Click the link, then create a new password that meets the system's requirements.
- Once this is complete, you will be able to log in to your account.

TOP TIP: CODES & CATEGORIES

When registering, it is important to select the appropriate **Codes and Categories** and **Delivery Area** relevant to your business, as these determine the opportunity notifications you will receive. You should select all that apply.

RECEIVE PROJECT NOTIFICATIONS

To receive relevant project notifications, it is essential to select the correct **Delivery Area and Categories of Interest** for your business.

As an example, to receive notifications within the North East, ensure that **UKC - England - North East England** is included in your **Delivery Area** choices. If a region is chosen, you should also choose individual areas within it where you can supply. For example, **UKC14–Durham**.

The **Codes and Categories** section has a search function. You can type a keyword in the search bar related to the nature of your business. Once you have the main keyword selected, you can use the first few numbers from the code to search for similar categories.

You can update your Delivery Areas, Codes and Categories at any time by clicking on your name in the top right of the screen, selecting **My Profile** then clicking **Edit**.

RAISE A QUESTION

Questions regarding tender documents or specifications can be submitted via the **Correspondence** area within the **Opportunity Overview** page under **Actions**.

These will be picked up and responded to by the procurement team, you will receive an email notification when a response has been shared.

This area is also commonly used to share additional information or clarifications about the opportunity.

A detailed guide on editing Codes, Categories and Delivery Areas can be found here.

TOP TIP: MEET DEADLINES

Ensure you are aware of all tender submission deadlines. It is advisable to create a checklist of key dates to help your project coordinator stay on track.

The system does not allow Late Bids.

REGISTER YOUR INTEREST

The **Browse Opportunities** section contains four different areas:

- **Available Opportunities:** search for and express interest in current opportunities
- **My Opportunities:** access all opportunities you have expressed interest in
- **My Department:** see opportunities another department in your company may be working on
- **My Organisation:** access opportunities your company has been invited to such as requests for quotations or further competitions from a Framework you are part of.

If you receive an email notification stating **Suggested Opportunities**, the system has matched you with something you may be interested in. Click the link to go directly to the **Opportunity Overview** page. From here you can click on **I'm Interested** to express your interest then **View** to access the **Answer Summary** screen where the questionnaires and documentation are held.

If you receive an email notification stating **You have been invited to participate in a Project**, click the link to go directly to the **Opportunity Overview** page. Click **View** to access the **Answer Summary** screen where the questionnaires and documentation are held.

THE RESPONSE

Before submitting your tender response, review all completed documents carefully—ideally with a colleague—for accuracy and completeness.

Allow sufficient time to upload your submission, as large files (such as images or detailed documents) may take longer to process. Attach any required supporting documents (e.g. accounts, certificates) as part of your submission.

Once submitted, the status will change to **Response Submitted** which is visible on screen and this will be recorded in your **Activity Log** with a date and time stamp on the **Opportunity Overview** page. You will also receive a confirmation email.

Open has a virus checker which will run in the background after your documents have been uploaded. You may see a **Pending** status but if you are submitting a bid, this **will not** prevent you from proceeding.

If you encounter any difficulties during submission, please contact Open Support for assistance at **open.support@nepo.org.**

HELP AND GUIDANCE

Need help using Open ?

Comprehensive resources are available to help you make the most of the platform. Access step-by-step guides, video tutorials and frequently asked questions at www.open-hub.org

Open Support Team

The Open Support team can help with all technical related questions in the use of Open. Contact them at www.open-uk.org/contact **Please note:** The team are unable to help with tender specific questions or general IT related queries.