

Request

I am reaching out to you regarding your contracts for Healthwatch and Advocacy (General, Children's, NHS Complaints, IMCA, IMHA and Care Act) and would be grateful to you for providing the following information to us.

For each of the following :-

- Healthwatch Provider
- Advocacy General Provider
- Advocacy Children's Provider
- Advocacy IMCA Provider
- Advocacy IMHA Provider
- Advocacy Care Act Provider
- Advocacy NHS Complaints Provider

Please provide details of:-

- Director responsible
- Contract start date
- Contract end date
- Contract available for tender date
- Where will tender information be published
- Contract value
- Contract duration

Response

Much of the details of these contracts are available on the Council's published contract register. This can be found as a downloadable Excel spreadsheet at:

[Open data \(wigan.gov.uk\)](http://open.data.wigan.gov.uk)

The table below indicates the Director responsible and on which row of the register the requested details can be found.

All tenders are published on the Proactis procurement portal: www.the-chest.org.uk

We have also attached instructions for accessing this portal.

We aim to advertise contracts at least 9 months prior to contract end to facilitate time for a compliant procurement process.

Healthwatch Provider	Row 43 ~ Sonia Halliwell – Director of Customer
Advocacy General Provider	Row 51 ~ Stuart Cowley – Director of Adult Social Care and Health
Advocacy Children's Provider	Row 197 ~ Colette Dutton - Director of Children and Family Services
Advocacy IMCA Provider	Row 51 ~ Stuart Cowley – Director of Adult Social Care and Health
Advocacy IMHA Provider	Row 51 ~ Stuart Cowley – Director of Adult Social Care and Health
Advocacy Care Act Provider	Row 51 ~ Stuart Cowley – Director of Adult Social Care and Health
Advocacy NHS Complaints Provider	Row 43 ~ Sonia Halliwell – Director of Customer <i>Same service as our Healthwatch Service</i>


How to Register


On the portal home page there is a link to **Register** (for free) on the right hand side of the screen, as shown below.

Click this link to begin the step-by-step registration wizard, where you will be required to enter your company details.

Home page

News and announcements [View all](#)

 **Tories plan 'extreme cuts' - Labour**
Labour accuses the Conservatives of planning "extreme" public spending cuts of £70bn after the election, while the Tories say Labour would cause "chaos". [More](#)

 **Cameron pledges 500 new free schools**
The number of free schools in England will more than double to over 900 by 2020, if the Conservatives are re-elected, David Cameron is to say. [More](#)

Current opportunities

Shown below is a list of the latest current opportunities

Opportunities

Buyer	Title	StartDate	EndDate	Estimated Value
Cheshire	(a) Accommodation for Service User(s)	05/02/2015 08:00:00	04/02/2019 08:39:00	£5,000,000.00

[Search all opportunities](#)

New to portal

List of benefits

- Gain real time feedback on the competitiveness of your bid
- Reduce the time required to win business
- Bid in your own local currencies
- Automatically calculate landing costs

Free registration

[Register](#) [Login](#)

[Forgotten your username or password?](#)

Useful links

[Contracts register](#)

Requirements

This page is an introduction to the process that you will be taken through in order to complete your registration on the portal. Please read this text carefully before proceeding through this process.

Minimum and recommended system requirements can also be viewed here. If you wish to proceed, click **Continue** from the options at the bottom of the page, or if you want to abort the registration process click **Cancel**.

Register

1 Requirements 2 Contact info 3 Company info 4 Description 5 Opportunities 6 T&Cs 7 Confirmation

Welcome to the supplier registration wizard. The wizard will assist you with the completion of your registration.

Once you have confirmed your details and submitted your registration you will receive an email receipt.

Your submission will then be validated by the supplier approver and once approved you will be issued with a username and password to access the site.

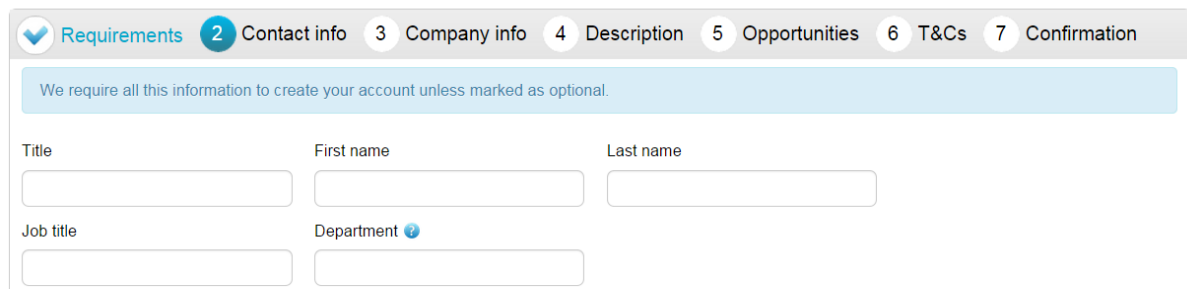
> [Minimum and recommended system requirements](#)

[Continue](#) [Cancel](#)

Contact Information

At this stage of the registration process you need to enter your own contact details, a username, a password, and a memorable word/hint. These details will be used when logging into the system. You will be the primary account holder for this company (although details can be changed post registration) so this account will be able to modify the details for the company and add more accounts (which is detailed in another guide).


Register



The screenshot shows a registration progress bar with seven steps: 1. Requirements (checked), 2. Contact info (active), 3. Company info, 4. Description, 5. Opportunities, 6. T&Cs, and 7. Confirmation. Below the progress bar is a light blue box with the text: "We require all this information to create your account unless marked as optional." The form contains five input fields: Title, First name, Last name, Job title, and Department. The Department field has a blue question mark icon next to it.

Contact Information

In this section your contact information is entered along with your job details. Complete all mandatory fields as required.

Note: Further help regarding the fields can be found in the by hovering over the  icon.

Department - This will form your work group. All future members of this work group will be able to access events you are involved in.

E-mail - This is the e-mail address that messages will be sent to confirming registration details, and all other system communication that may take place during the tender process (including notifications of new tender opportunities). It is recommended in most instances that a **GENERIC EMAIL ADDRESS** is used, so that communication will not be lost if that person is away or leaves their position (i.e. to a sales@... or tenders@... address possible.) Also this must be of standard email format e.g. name@company.com

Security Information

The second part of this stage is dedicated to setting up your security information. This is where you are asked to specify a password, a memorable word and a hint to help you in case you forget it. This must be something that is secure and also that is **memorable** to you.

When the details have been completed then please click on the **Continue** button to proceed, the **Back** button to go back to the previous stage, or the **Cancel** button to cancel the registration.

Company Information

In this section you will need to populate details regarding the company you work for/are registering on behalf of, as shown below.

Requirements Contact info **3** Company info 4 Description 5 Opportunities 6 T&Cs 7 Confirmation

We require all this information to create your account unless marked as optional.

Company name

Address

Town

County
-- Please select --

Postal code / zip

Country
-- Please select --

Website (optional)

[Continue](#) [Back](#) [Cancel](#)

You are required to enter the name of the company you work for and location details.

If any of the fields do not apply but are mandatory, such as "Postcode/ZIP" for companies based outside of the United Kingdom, by entering "N/A" here you can still proceed.

Note: Some of the fields (County and Country) are chosen by using a dropdown menu. To select a County/State click the arrow to the right of the box to reveal a drop down menu containing all the possibilities that can be chosen

From the list select the required option by clicking on its name and this will populate the field as required.

County

If United Kingdom is selected, then fields will appear requiring Registration number and VAT number.

When the details are complete then please click on the **Continue** button to proceed, the **Back** button to go back to the previous stage, or the **Cancel** button to cancel the registration.

Description

The first part of this stage requires a Company description and up to 6 keywords. Here more information on the company is entered to help the contracting organisation understand what it is your company does. The description helps promote your company to potential buyers, while the keywords can improve the 'searchability' of your company.

Note: A description and at least one keyword are required in this section. This is free text and as much information as required can be entered here.

It is important that you complete this information as the procuring organisations can search for a company based on the description or keywords specified.

Requirements Contact info Company info **4** Description 5 Opportunities 6 T&Cs 7 Confirmation

We require all this information to create your account unless marked as optional.

Company description
Promote your company to potential buyers.

E-Sourcing / Procurement software providers

Company keywords
Improve your company's searchability by entering a number of keywords.

1. Saas
2.
3.
4.

Number of Employees/Classifications

Enter your best estimate as to the number of employees in your organisation within the *Number of employees* field.

Number of employees

Please provide your best estimate as to the number of employees in your organisation

The final section is the *Classifications* section. This is where the supplier can highlight the classifications that the company belongs to (which is used for reporting purposes only). To select a classification hover over the relevant box and left click on the mouse to mark the box to the left with a tick. You can highlight as many that apply to your organisation.

Note: The first batch of classifications are mandatory and at least one must be selected from the list.

Classifications

Please check all that apply. This information is used for reporting purposes only.

Legal Status of Organisation

- Charitable Incorporated Organisation (CIO)
- Community Interest Company (CIC)
- General Partnership
- Industrial & Provident Society
- Limited Liability Partnership (LLP)
- Limited Partnership
- Private Company Limited by Guarantee (LTD)
- Private Limited Company (LTD)
- Public Limited Company (PLC)
- Sole Trader
- Unlimited Company
- Other

Note: The second batch of classifications are optional, and are selected in the same way as described above.

Further Organisation Detail (optional)

- Public sector organisation
- Charity
- Black and Minority Ethnic (BME) organisation
- A company owned and managed by women
- Social Enterprise (SE)
- Franchise
- Voluntary Community Sector (VCS)

When the details are complete then please click on the **Continue** button to proceed, the **Back** button to go back to the previous stage, or the **Cancel** button to cancel the registration.

Opportunities - Category/Region Selection

This is the category and region selection stage of the supplier registration, which will look as shown below.

To select your chosen categories click the **Select Categories** button.

Categories

Have opportunities in the following categories emailed to you.

Select categories

Categories List

This section is where you can register your company to receive automatic e-mail notifications of new opportunities that have been published that may be of interest to your company. This will greatly assist you when using the portal and means that relevant opportunities are not missed. At least one category must be selected.

Category selection

Search categories

Enter the search criteria... **Search** Exact match Fuzzy search

Categories list

- 01000000 - Food
- 02000000 - Supply Chain
- 03000000 - Supplies and Services
- 04000000 - Drink

Category: The top level categories that you can register to receive updates under are all listed.

To select a top level category, mark the box to the left of the category by clicking it. You can select multiple categories if required. Ensure that you click on **Select Categories** to add this to the list.

If you are not sure, or if you want to put your company against lower level classifications, you may use the search facility at the top of the page to search for specific words to help you narrow down the categories to add to your account.

This can also be done by clicking on the blue diamond to the left of the category which will take you down to the next level. This can then be repeated to go down further levels in some categories.

Note: When selecting categories, only categories relevant to the goods or services you can offer as a supplier should be selected. Category selection can be revisited at anytime to carry out required amendments, and searches of advertised opportunities for all categories can also be carried out at anytime.

Search categories

Enter the search criteria... Exact match Fuzzy search

Categories list

- 01000000 - Food
- 02000000 - Supply Chain
 - 02010000 - Waste
 - 02020000 - Energy
 - 02020100 - Utilities
 - 02020200 - Equipment

When all required categories have been chosen, click **Select Categories** from the options at the bottom of the page.

Requirements Contact info Company info **4** Description 5 Opportunities 6 T&Cs 7 Confirmation

Please correct the 2 errors on the form to continue

We require all this information to create your account unless marked as optional.

Categories

Have opportunities in the following categories emailed to you.

02020200 - Equipment

Please select at least one category.

Selected categories are now shown as above.

Note: If a category has been added in error this can be removed by clicking the button.

Regions

At least one *Region* must now be selected. These will limit the opportunities that you are emailed to only regions that you supply to. Regions are selected in the same way as categories.

Register

Requirements

We require all the following

Categories

Have opportunities

02020200 - Equip

Select categories

Regions

Limit opportunities

Select regions

Continue Back

Region selection

Search regions

Enter the search criteria... Exact match Fuzzy search

Regions list

- UK - UNITED KINGDOM
 - UKC - NORTH EAST (ENGLAND)
 - UKC1 - Tees Valley and Durham
 - UKC2 - Northumberland and Tyne and Wear
 - UKD - NORTH WEST (ENGLAND)
 - UKE - YORKSHIRE AND THE HUMBER
 - UKF - EAST MIDLANDS (ENGLAND)
 - UKG - WEST MIDLANDS (ENGLAND)

Selected regions

UKC2 - Northumberland and Tyne and Wear

Additional Classifications/Categories

Also further lists/categories may now also be found (if the procuring organisation/portal have used these) This allows you to register against further supplier lists, as set up by the procuring organisation(s) to allow you to be further categorised and found more easily by procurers.

Note: This is totally independent of the Contract Category Interest that is chosen and this will NOT generate any email notifications.

Each list will show up with the title, followed by a classification structure, which you can register your company against. Tick the options that are applicable from this list, this may be done for several lists.

When the details are complete then please click on the **Continue** button to proceed, the **Back** button to go back to the previous stage, or the **Cancel** button to cancel the registration.

T&C's and Privacy Policy

This is the step where you will be asked to agree to the Terms and Conditions of using the system, and also the privacy policy as laid out by Due North.

Register

Requirements Contact info Company info Description Opportunities **6 T&Cs** 7 Confirmation

Due north terms and conditions

Due North Limited

Terms and Conditions of use

Acceptance of Terms

The Website may provide communication tools such as email, bulletin boards, chat areas, news groups, classifieds, forums and/or other message or communication facilities ("the Services") designed to enable you to communicate with others. Unless stated otherwise the Services are for your personal and organisation's use only. Your access to and use of www.nepoportal.org ("the Website") and the Services outlined, are subject exclusively to these Terms and Conditions.

You will not use the Website/Services for any purpose that is unlawful or prohibited by these Terms and Conditions. By using the Website/Services you are fully accepting the terms, conditions and disclaimers contained in this notice. If you do not accept these Terms and Conditions you must immediately stop using the Website/Services.

Due North Limited reserves the right to update or amend these Terms and Conditions at any time and your continued use of the Website/Services following any changes shall be deemed to be your acceptance of such change. It is therefore your responsibility to check the Terms and Conditions regularly for any changes.

International Use

You agree to comply with all applicable laws regarding the transmission of technical data exported from the United Kingdom or the country in which you reside

Privacy policy

Due North Limited

This document should be read in conjunction with the Terms and Conditions shown on this site.

Privacy

Due North Limited shall comply with all applicable UK data protection legislation in place in respect of any personal information relating to you or information pertaining to your company.

Due North Limited will not supply customer or personal information held on this site to other parties who could use it for commercial purposes.

You must agree to all conditions to continue

[Continue](#) [Back](#) [Cancel](#)

To agree with Due North Ltd's Terms and Conditions and Privacy Policy tick the box placed at the bottom of the page.

When the box is ticked click on the **Continue** button to proceed, the **Back** button to go back to the previous stage, or the **Cancel** button to cancel the registration.

Confirmation Page

The final screen will be a summary of the details that have already been entered into the system, that need to be checked before completion of registration.

If you are unhappy or would like to change any of the information in the sections then this can be done by clicking on the **relevant stage title** along the top of the page.

Register

Requirements	Contact info	Company info	Description	Opportunities	T&Cs	7 Confirmation
Name	Mr Chris Cox					
Job title	Support					
Department	Support					
Telephone	01670597120					
Fax						
Mobile						
User name	chris.cox					
Email	chris.cox@due-north.com					
Company name	Cox & Clifton					
Address	1 DN Support, Support Town, Northumberland, NE23 1LZ United Kingdom					
URL						
Registration number	123456					
VAT number	VAT1234					
Company description	Support					
Keywords	Support					
Number of employees	10					
Legal Status of Organisation	Private Limited Company (LTD)					
Further Organisation Detail						
Categories	02020200 - Equipment					
Regions	UKC2 - Northumberland and Tyne and Wear					
Public lists						

Submitting your Registration

Once you are happy that all details are complete and correct the Registration needs to be submitted.

Regions	UKC2 - Northumberland and Tyne and Wear
Public lists	
Submit registration	Back Cancel

When you are happy that all the information is complete and correct, click **Submit Registration** at the bottom of the screen. Click the **Back** button to go back to the previous stage, or the **Cancel** button to cancel the registration. This will show the Supplier Registration Confirmation page as shown below.

Thank You

Thank you for registering your details. Your registration will be assessed and you will be notified of the outcome in due course.

[Continue](#)

The system will then send a confirmation e-mail to say the application is being considered. The email will also contain an application reference number for your own records.

Click **Continue** to return to the supplier portal.

When the registration is accepted then you will receive an email containing a reminder of your username and the link to access the opportunity portal.

Contract Opportunities

Contract Opportunities are posted by buying organisations to notify you of their up and coming contracts and to give suppliers a chance to express their interest in the opportunity and to receive the relevant documents.

The opportunities area will also show a list of **suggested opportunities**, based on the Categories and Regions selected in your profile.

More" data-bbox="130 258 595 290"/>

Activities [View full screen](#)

Active activities | Archived activities | Last viewed activities

All buyers Search

Your criteria returned no results

Opportunities

Below is a list of suggested opportunities based on the categories and regions selected to your profile. To view all opportunities, use the link at the bottom of this section.

Suggested Opportunities

No matching records found

Support

Keywords

Support

Workgroups

Activities are assigned to workgroups allowing all contacts within a workgroup to work on the activities together

[Support \(1\)](#)

Searching Opportunities

To search for new opportunities from the supplier home page click on **Find Opportunities** located across the top of the page.



Home page

This will then open the Opportunities screen which includes a full list of all current opportunities. You can specify search criteria to **narrow your results** in the left hand panel, or just do a key word search (on Title, Buyer or All Data) within the **Search** area in the top right of the page.



Opportunities

Narrow your results

- Portals
 - All
 - North West Portal
- Categories
 - There are 0 categories selected
 - [Add new category](#)
- Regions
 - There are 0 regions selected
 - [Add new region](#)
- Include Closed
 - Yes
 - No
- Interest Date
 - Start date:
 - End date:

[Update](#)

Opportunities

Title	Buyer	Expression Start	Expression End	Estimated Value
(a) Accommodation for Service User(s)	Cheshire	05/02/2015	04/02/2019	£5,000,000.00

Narrow your results on:

Portals: This setting allows the Portal you are searching on to be chosen.

Categories: This field allows you to choose the category classification to which the opportunities you wish to search for are associated. To select a category, click on the *Add new category* and search for the relevant entry.

Regions: This field allows you to choose the region to which the opportunities you wish to search for are associated. To select a region, click on the *Add new region* and search for the relevant entry.

Include Closed: This defaults to No which will show only opportunities that you can currently express your interest in - so the expression of interest window is open. To view all current opportunities, and also all past and future opportunities that are on the portal but have closed, mark Yes.

Interest Date: Refine your results based on the Expression of Interest date.

Once the search has been set up in the desired way then click on Update and the opportunity results in the middle of the page will refresh.

To view the further details of the opportunity, click the corresponding **title**.

Opportunities				
Title	Buyer	Expression Start	Expression End	Estimated Value
(a) Accommodation for Service User(s)	Cheshire	05/02/2015	04/02/2019	£5,000,000.00

The opportunity details will look as shown, with all the relevant opportunity/contract details.

[Home](#) > [Find opportunities](#) > (a) Accommodation for Service User(s)

[Return to find opportunities](#)

(a) Accommodation for Service User(s)

[Register interest in this opportunity](#)

Main contract details

Title (a) Accommodation for Service User(s)
Categories 03000000 - Supplies and Services
Description This is for the provision of Accommodation for Service User(s) coming via our Care Brokerage team. We are running this exercise as an Open DPS Framework. This means that as a potential provider you can apply to be added to this framework as anytime throughout it's 4 year duration. If you don't succeed with your first attempt you can try again at a latter stage. Please also find attached a contract overview and a summary of how the DPS works and the advantages for you as the provider.

Contact details

Buyer Cheshire
Contact Buyer One
Email buyer1@example.com
Telephone 66446565
Fax 654546546
Address Enterprise Court
Cramlington
Northumberland
NE23 1LZ
United Kingdom

Key dates

Estimated contract dates
Start date 30/01/2015 **End date** 30/01/2016

Expression of interest dates
Start date 05/02/2015 08:00:00 **End date** 04/02/2019 08:39:00

Current Dynamic Purchasing System (DPS) round information
End date 30/01/2016 00:00:00

Attachments

Public attachments can be viewed by all procurers and suppliers involved in this project

No attachments

Main Contract Details

This shows key details of the contract including the title, categories and description.

Key Dates

This section shows the estimated contract dates, the expression of interest dates and any other important information (i.e. Current DPS Round end date, for example.) The expression of interest dates determine the options that will be available regarding the opportunity, as the date must fall within these two dates in order to express an interest.

Contact Details

This shows details of the Buyer and Main Contact.

Attachments

Any attachments or links relevant will appear in the bottom right, where they can be viewed/downloaded by clicking on the title.

In the top right there are 2 options – either register an interest in the opportunity, or return to the find opportunities page.

Registering Interest in an Opportunity

To register interest in a particular opportunity you must be registered on the portal.

This process is covered in detail in the section [Registering](#)

Once registered, you will have a username and password to access the portal. This allows you to register interest in any opportunities that are advertised on the portal.

Once you are logged in, you can find the relevant opportunity using the process in the section [Contract Opportunities](#).

If after viewing the information regarding the opportunity you decide that you are no longer interested in registering an interest then click the *Return to find opportunities* button. If you do decide you would like to express your interest then click on **Register interest in this opportunity**.

The screenshot shows a user interface with a grey header bar on the left containing the text "Service User(s) running this exercise". To the right, there is a blue link "Return to find opportunities" and a green button labeled "Register interest in this opportunity". Below the button is a grey box titled "Contact details" containing the following information:

Buyer	Cheshire
Contact	Buyer One

The same area will now show **confirmation** of the registered Expression of Interest. Click [Return to find opportunities](#) to start a New Search.

The screenshot shows the same user interface as above, but with a confirmation message. The green button is no longer present. Instead, there is a grey box titled "Expression of interest registered" containing the following information:

Date	09/03/2015 16:25:33
Workgroup	Support

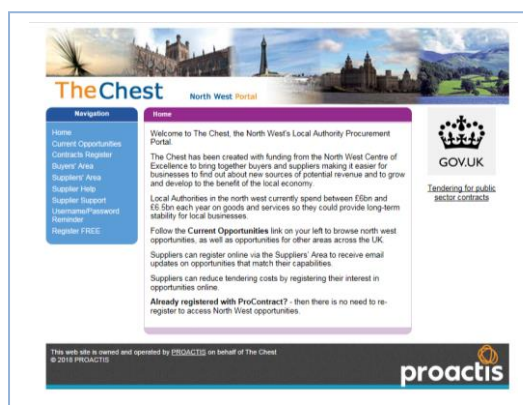
What is 'The Chest'?

The Chest is a website used by public sector bodies in the North West to advertise business and tendering opportunities on the Internet. It enables tendering to take place electronically. It is sometimes referred to as an 'e-procurement portal'.

Where is The Chest on the Internet?

<https://www.the-chest.org.uk>

View of The Chest home page ►



How Do I Register on The Chest?

This is done online. Go to The Chest's homepage, <https://www.the-chest.org.uk>, click on 'Register FREE' and then follow the on screen prompts. You can also register via the 'Suppliers' Area' (which is the same registration process). Registration is free of charge. You will find full details of how to register, login and manage your account including user guides on The Chest. The process is straightforward and should only take about 20 minutes to complete. Ensure that you select those categories of goods/services/works that are of relevance to your organisation to enable you to receive e-mail updates on opportunities that match your areas of supply.

How Do I Find Contract Opportunities?

Click on 'Current Opportunities' on the home page. You can either enter search criteria e.g. 'wigan' for Wigan Council opportunities or scroll through the complete list of current opportunities.

How Do I Submit an Application via The Chest to bid for a Contract?

Once you have found the relevant advertisement you need to 'Register an Interest' in the tender. You will then be able to view the documents uploaded within the 'Recently

added' activities tab on your homepage. You will find full details of how to submit a tender, including a comprehensive set of help guides on The Chest's 'Supplier Help' page at <https://supplierhelp.due-north.com/>.

I am Still Having Difficulties Understanding The Chest. Where Can I Go for Help?

Assistance in submitting an application via The Chest is available on the website. Help and assistance for suppliers with queries regarding the use of the portal can be obtained by submitting an enquiry/raising a case using Proactis's Supplier Support Portal at https://suppliersupport.proactisservicedesk.com/s/?language=en_US. A brief user guide for suppliers on how to log cases via the portal is available at <https://www.proactis.com/Proactis/media/Proactis/Support/UK/Supplier-Support-Guide-UK.pdf>. Wigan Council uses Version 3 (V3) of The Chest. Telephone calls direct to The Chest's helpdesk must only be used for time sensitive issues. The current helpline number is 0330 005 0352 (Mon – Fri 9am – 5:30pm). Otherwise, for issues which are not time sensitive you are advised to use the electronic helpdesk facility.

I Have a Specific Enquiry regarding a particular tender. Who Should I Contact from Wigan Council?

The adverts on The Chest will name the designated contact officer responsible for each contract opportunity. **All queries should be sent via The Chest's 'Messaging' facility.** If you telephone we may ask you to submit your query in writing using the messaging facility. This is because we may share our answer to your query with other companies involved in the application process.