



Standard Operating Procedure for Signing up to East Suffolk Council's E-Tendering System and site navigation

Welcome to East Suffolk Council offering procurement services for our Internal team as well as East Suffolk Services Ltd, Great Yarmouth Borough Council, and South Norfolk and Broadland District Council.

For you to gain access to our live tenders you will need to sign up to our E-Tendering system.

Here's how:

1. Please open a web page and copy in the following link or alternatively hold 'CTRL' and click link, which will take you to our host website:

[East Suffolk Council Electronic Tendering Site - Home](#)

2. You should now have page that looks like this:

Important Information

As one of our suppliers, we need to make sure you receive our email notifications. To ensure our emails reach your inbox please add our email domain @in-tendorganiser.co.uk to your safe senders and check your spam filter settings. Thank you.

Welcome to the East Suffolk Council E-tendering system

From this web site you can

- View a list of tenders/contracts/quotations.
- View information on contracts that have already been awarded.
- Express interest in a particular tender or quotation.
- Receive tender and/or quotation documentation.
- Safely return your tender or quotation documents.
- Send and receive correspondence.

How do I get started?

- To browse the list of tenders and quotations select the **Tenders** option. If you are Interested in any of those listed, click the **View Details** button for further information and to express your interest.
- To gain full access to this web site you must register your company / organisation using the **Register** option.
- When your registration has been accepted, you will receive an email containing your Login Information.
- Once you have received your Login Information, or if you are already a registered user, select the **Login** option.

For more information on using the web site select the **Help** option.

East Suffolk Council procurement policies and initiatives.

- For further information on East Suffolk Council procurement policies and initiatives please click on the following link.

Login

Email Address

Password

Login [Forgotten Details](#)

NOTE: Please be aware that failure to provide correct login information three times will result in your account being locked

Register

in-community

in-supply

3. Please now select the 'Register' tab marked in yellow

4. That should bring you to the Registration section, you will need to complete each section, providing as much information as possible. The sections look like this:

Registration

Company Details

Company Categories

In order to gain full access to this website you must register your company / organisation details

If you believe that your company / organisation has already registered on this site but you are a new user who requires access, please contact one of the existing registered contacts and ask them to add you as a new contact

PLEASE NOTE: All fields marked with * are required

Company Details

* Company Name :

Company Reference Type :

☐ Company Registration Number

☐ Unique Taxpayer Reference

* Company Ref No :

☐ I do not have a Company Reg Number

Website :

Structure :

Please select an item...

Company Summary :

Address

* Address Line 1 :

Address Line 2 :

Town/City :

County/State :

* Postcode/Zip :

Country :

Please select an item...

Contact Details

* Telephone :

Fax :

User Details - Main Address

Main Contact:

☐

* Contact First Name :

* Telephone :

Mobile :

Job Title :

Department :

* Email Address :

* Confirm Email Address :

* Password :

* Confirm Password :

Don't send project correspondence ☐

Don't send contract correspondence ☐

[Remove Contact](#) [Add New Contact](#)

[Register My Company](#)

5. Once every **MANDATORY** section has been completed, click 'Register My Company'
6. If the website accepts your information, you should see a screen that looks this:

Home Tenders Contracts Register Help

Registration Complete

Thank you for registering

Thank you for registering with the East Suffolk Council electronic tendering web site.

Confirmation E-Mail

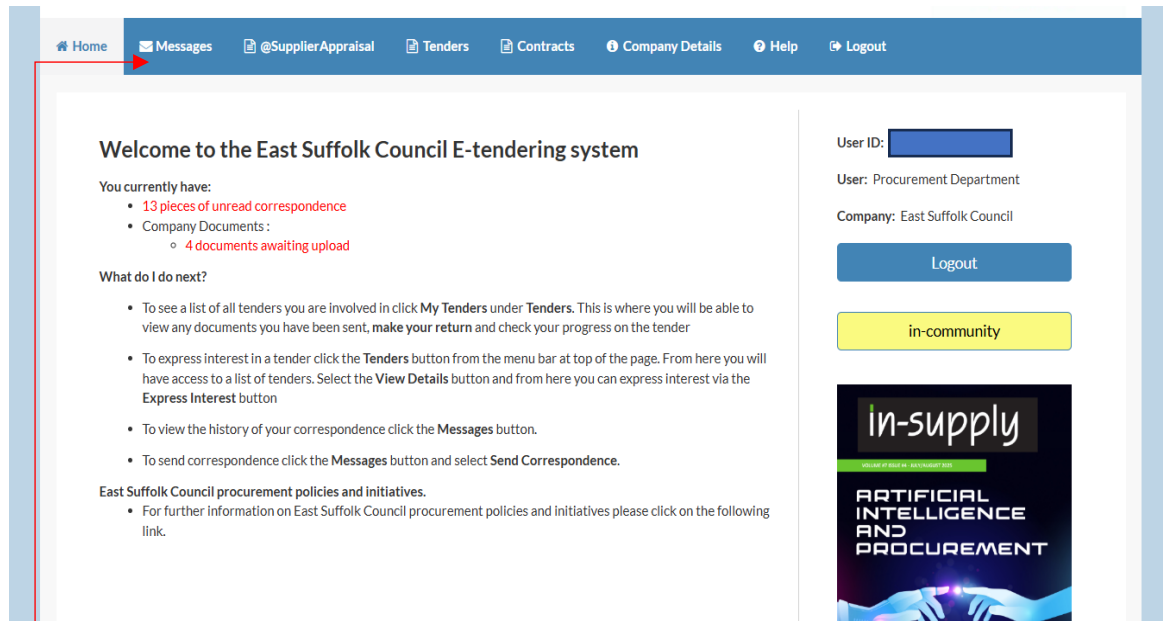
Your details are awaiting processing, and each contact will be sent an email to confirm their registration has been accepted.

These e-mails will contain the automatically system generated User ID, as well as a reminder of the e-mail address.

Upon receipt of the registration e-mail you will be able to login to your secure area of the web site.

7. You will receive an email asking for you to confirm your log in, using the Password you created within the Registration part.
8. Once you've been approved, you will be able to access the website.

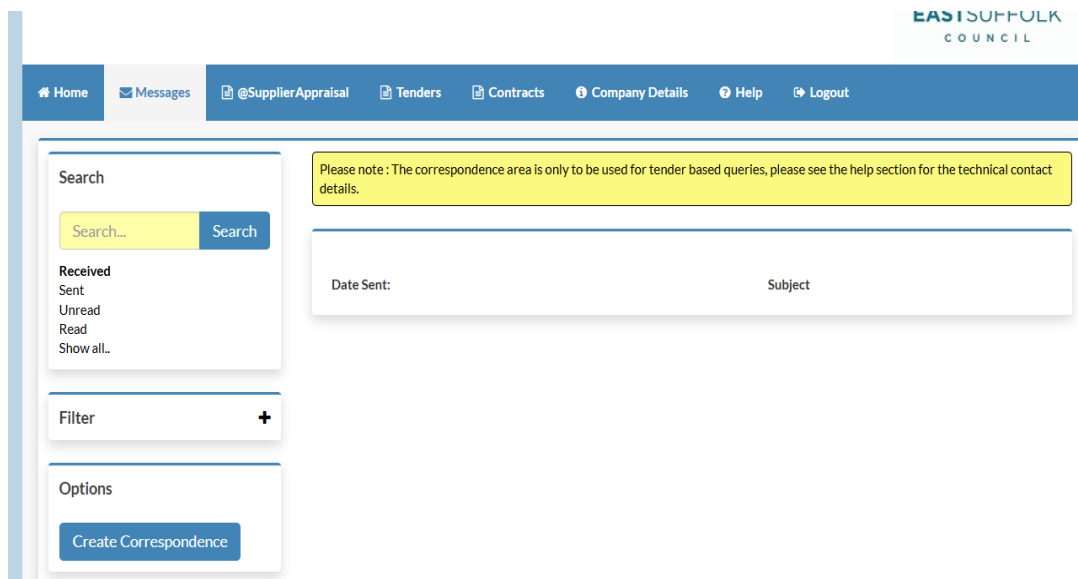
9. Now you've signed up and logged in, you should arrive at the home page which looks like this:



Tips on navigation:

Messages

- On this homepage you will see notifications for correspondence which you can access in the 'Messages' tab. Once selecting the 'Correspondence' drop down tab, you will find any correspondence received from the Procurement Business Partner running that Procurement process. They may make amendments to tenders or have questions which they send to you via this platform. If you have selected to receive notifications, the email address you've signed up with will receive notifications.
- As well as receiving messages, you can create and send correspondence in this section. Once you've clicked the correspondence drop down you will come to a page that looks like this:



- By selecting 'Create Correspondence' you will come to a page that looks like this:

- Next, select the relevant project and add the subject, message and any attachments needed. Once complete scroll down a little further and hit send.
- This will be sent to the Procurement Business Partner and will be answer either by them or the Project Manager.

Clarifications

- You will also find Clarifications with the messages drop down. If you have registered interest in any tender and changes have been made to it, you will find the clarification notifications relevant to that tender in this section.

Tenders

- To view any tenders, whether they have been awarded, currently running or upcoming you can find them within the drop downs, the drop down menu looks like this:

- My Tender's section will show any tender's you have registered interest in, once you've opted in, you can see them here.
- Once you've selected a tender that may be of interest to you, you should to a screen that looks like this:

Tender
Clarifications (2)

Please note: All date & time fields are being displayed using (UTC +01:00) GMT Daylight Time

SZC Tourism Fund Data Platform

Title :
SZC Tourism Fund Data Platform

Reference :
2652-TEN-O

Description :
East Suffolk Council is looking for a proven, operational Visitor Economy Data Intelligence Platform to provide real-time insights, quarterly and annual reports, and the opportunity for business-facing tools or access.

Contact :
Abiola Michael-Bucknor

Online Journal Notice Date :
20 June 2025

Customer :
East Suffolk Council

Process :
External Journal

Directive :
Services

Procedure :
Open (2.0.9)

CPV Code :
72300000-8, 72316000-3, 75125000-8, 72322000-8, 72310000-1

Express Interest

***Please note this tender may not exist when reading this manual. This is for example use only ***

- Once you've got to this screen, select the 'Express Interest' button
- That should bring you to a screen with the tabs along the top

Tender
ITT - Documents
Correspondence
Clarifications (2)
History

Please note: All date & time fields are being displayed using (UTC +01:00) GMT Daylight Time

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ITT – documents is where you will find either the Request for Quotation or Invitation to Tender documents, as well as any other relevant documents, appendices or clarifications added to the document set.

- At the bottom of the ITT - Documents page, you will see:

Confirmation of Your Involvement

Please ensure that you inform us of your decision to participate. To submit a response, you will be required to Opt In.

Opt In - This will confirm to us of your involvement and your intention to submit a return.
Opt Out - This will confirm to us that you are not submitting a return. You will be able to provide a reason as to your decision and have the option to cease any system-generated communication. You will be able to opt back in at any point.

Opt In Opt Out

- If you'd like to submit a bid for this opportunity you will need to 'Opt In'

Drag file here or click 'Upload File' below.

Upload File

UK Governments' Central Digital Platform (CDP)

To submit for this tender, your company must be registered on the UK Governments' Central Digital Platform.

Selection Questionnaire Share Code - If you would like to submit your CDP Standard Questionnaire via the Share Code, please click the 'Enter CDP Share Code' button.

Selection Questionnaire PDF Upload - If you would like to submit your CDP Standard Questionnaire as a PDF, please click the 'Upload CDP Details as PDF' button.

Enter CDP Share Code Upload CDP Details as PDF

Submit My Return

Bidding Details:

Value:

Currency: Pound Sterling (GBP)

Notes:

When you have completed all the above steps and are ready to submit your tender return, click the **Submit Return** button.

Note: You can make one or more returns on this stage. Your last return will supersede any previous returns.

Submit Return

- After opting in, that should open the response section, ready for you to submit your return on or by the due date.
- To upload documents, select 'Upload file' button and add all the documents you wish to submit
- You will also need to add your Central Digital Platform code here. The option to add as a PDF copy is the box to the right
- Finally in the last section of this page 'Submit My Return' – add the Value of your bid in the yellow highlighted box
- You may want to add notes and there is a section below the currency drop down for you to add them

If you're still struggling to navigate the site or need help with any tender uploads, correspondence issues or just generally have some questions. Feel free to email the Procurement team who will happily assist you with all your queries, the email address: Procurement@eastsuffolk.gov.uk

Thank you for taking the time to register and submit any returns, we wish you every success in upcoming opportunities.