

DFID Supplier Portal – frequently asked questions

1. I am a supplier/fund recipient. Can I do future business without registering through DFID's portal?

No. If you intend to work on any of the DFID Business administered through the UK, you are required to register your company details through the DFID Supplier Portal.

2. I have worked with DFID before, why do I need to supply more information about my organisation?

Although we hold an existing record for your organisation, the details may be incomplete or out of date. When you maintain your contact information and bank details accurately, we can avoid potential payment delays and correspondence mix ups.

3. Why is the DFID Supplier Portal good for my organisation?

Personalised email alerts

By creating your company profile and selecting to receive automated email alerts you can ensure that you receive email alerts relating to future contract opportunities which are filtered to your category of expertise.

DFID can see you!

Once you have registered with the DFID Supplier portal you will be able to register for open tendering exercises and your profile will also be brought up when DFID searches for suppliers/contractors in sourcing exercises. (Please note that you may not always be eligible for certain categories of procurement that require approval)

No more paper or CD (CD-R) tenders!

Everything is done online; you can even submit and view any clarification questions on the DFID Supplier Portal!

More control over company information

Once you create your company profile, you can update your contact details and bank details at any time.

Instant access to financial information

You simply log on to track the progress of invoices

4. How do I register with the DFID Supplier Portal?

The first thing you need to do is create/amend your company profile. You will find guidance on how to create your profile on 'DFID Supplier Portal Guidance for Existing Suppliers/Fund Recipients'.

Your company profile will only be used by DFID staff for the purpose of

sourcing and reporting on tenders and contracts. DFID has taken steps to ensure that the DFID Portal is secure and that all sensitive information is protected. For more information on security, please refer to 'Security' on the 'DFID Supplier Portal Guidance for Existing Suppliers/Fund Recipients' It is vital that we hold the most accurate information about your organisation, especially if you have requested to receive Tender alerts. Please ensure that you input your full contact details and bank details, including sort code and account number when completing your company profile.

When you first register your status will be 'pre-registered' and will remain at this status until DFID has reviewed your application and approved your registration on the system. However, you will still be able to register for advertised tender or Request for Quotes (RFQ) opportunities.

If/when your status has been approved, your company may be considered for all procurement exercises relevant to your company profile.

5. I've registered and have been approved but my username and/or password won't work

If you try to use the forgotten password function and you receive an alert saying 'no user account matches the email address specified'. The system is picking up that you are not using the email address which has been registered in your company profile. Please try again using the correct email address. If you cannot remember this, please email Query-DFIDPortal@dfid.gov.uk. You will receive an email confirmation.

If you do not receive a confirmation email, you may wish to check your junk folder. If the email has gone to your junk mail folder you will wish to adjust your junk mail settings to ensure that this does not happen again.

6. How do I unlock my account?

As a security measure, after 3 failed login attempts the Portal automatically locks your account and any further log-in attempts will fail. If this happens, please email Query-DFIDPortal@dfid.gov.uk. You will receive an email confirmation.

7. I've forgotten my username/password

If you forget your username or password, follow these steps:

Step 1: Go to the 'Existing Suppliers/Fund Recipients' module on the top left of the DFID Portal homepage and click forgotten password

Step 2: Enter the contact email address that you originally used when registering with the DFID Portal and click continue

Step 3: An email will be sent to your email address containing confirmation of

your username and email. You will also receive a new temporary password. If you do not receive a confirmation email, you may wish to check your junk folder. If the email has gone to your junk mail folder you will wish to adjust your junk mail settings to ensure that this does not happen again.

As a security measure, after 3 failed login attempts the Portal automatically locks your account and any further log-in attempts will fail. If this happens, please email Query-DFIDPortal@dfid.gov.uk. You will receive an email confirmation.

8. Can I register even if I am not an existing supplier or fund recipient?

Yes. It's free to register and you are welcome to add areas of expertise if you are a supplier. Your details will be retained, It is your responsibility to keep your details up to date, however this is not a guarantee of future work or funding.

9. Can our organisation have more than one contact person?

Yes. When you set up your company profile you will be able to set up multiple users. Each user will have a unique log-in which will enable different people from the same organisation to access the DFID Supplier Portal at the same time. If you wish to create multiple user access, please refer to the 'Addresses' guidance to find out how to amend your contact details.

10. Why has my password expired?

Passwords are set to automatically expire after 3 months. Once it has expired, you will be prompted to change it.

11. Why is my profile suspended?

Your profile may have been suspended as it has not been updated. For example, questionnaires, insurance information or financial accounts may not have been renewed.

DFID will notify you in these cases.

12. Can I change my password?

Yes.

Step 1: Log in as normal using your existing username and password.

Step 2: Click your profile, choose 'Addresses'

Step 3: Click update and scroll down to 'Change Password' and amend as necessary.

Step 4: Click update on the bottom right of the page as this will complete the process. If you do not click update or you click cancel instead, your new password will not be saved.

13. How will I find out about future contract opportunities?

It is vital that we know your specific areas of expertise, including the countries where you want to work.

When populating your company profile you must ensure that you have completed the 'Countries' and 'Categories' section using as much detail as possible. When completing the countries section it is mandatory that you select 'Procurement', 'UK' and 'India'. There is no limit to the amount of countries you can choose and we do encourage you to select all options to ensure that you do not miss out on potential opportunities.

You must also check that your contact details are up to date – all alerts relating to future contract opportunities are issued via email.

You can still search for future contract opportunities using the search facility on the Bulletin Board.

14. Do Non-Governmental Organisations and multilateral organisations need to register?

Yes. All suppliers and fund recipients receiving payments from DFID will need to register on the Portal.

15. What is the process for all DFID opportunities above the EU Directives Threshold?

All new business over £101,323 will be advertised/tendered through the DFID Supplier Portal. To take part in any future opportunities, suppliers must first register.

16. Will I be able to search for contract opportunities?

Yes. The Bulletin Board of the Portal provides a search facility

17. Can I register for specific categories of expertise?

Yes. You can specify your expertise in your profile when registering and can update this at any time

18. Will I be able to track my invoices?

Yes. The Portal allows you to view details of invoices which have been paid or are being processed by DFID.

19. Where do I go for help?

We have compiled extensive user guidance to help you navigate the DFID Supplier Portal.

You should only need to contact DFID directly when the DFID Portal is not functioning correctly or if the contact email you have is not recognised by the DFID Portal, do not contact any of the individuals named on the opportunity. In these circumstances you should email Query-DFIDPortal@dfid.gov.uk – please ensure that you provide your supplier ID on any correspondence.