The DFID Portal provides a simple efficient means of interaction between DFID and the organisations to which we pay money i.e. contracted suppliers of goods and services or grant recipients. All of DFID’s business administered from the UK will require suppliers and fund recipients to register through the DFID Portal.

The benefits of the DFID Portal include:
- quicker payments as your record will be up to date;
- opportunity to supply DFID with key information and expertise for future planning and business needs;
- You can be alerted to future contract opportunities in your category of expertise;
- introduction of e-tendering – reducing costs for DFID and suppliers
- you can view details of your invoices either paid or being processed by DFID
- ability to update records instantly without the need for paper
- submissions to DFID

Security
Access to your details is protected by a password and username. If you have forgotten your password you will need to enter the contact e-mail address we hold. Your username and password will be sent to this e-mail address.

DFID has taken steps to ensure the DFID Portal is secure and that your bank and any other commercially sensitive information are protected. However, you do have a responsibility to ensure your username and password are safeguarded and that your contact e-mail is available only to people who have authority to view and amend the payment details we hold for you. You should ensure you are familiar with the Terms and Conditions for use of the DFID Portal (Appendix 1).

Use of screen shots. This guidance uses views of the various screens within the DFID Portal to help you. In some cases the actual screen you are viewing might be slightly different from the screen shot but the guidance provided will still be appropriate to that screen.
DFID Portal Welcome (Log-in) Page

is where existing suppliers and fund recipients log in using their username/password

is where new suppliers and fund recipients register

Within the main text there is a link to the bulletin board where you can search for contract opportunities in DFID as well as contracts which have been awarded. You do not need to log in to the DFID Portal to use this search facility

These sections are covered in more detail below.

Existing Suppliers/ Fund Recipients
Section A is where you enter your username and password to access the details that DFID holds on you. If you have forgotten your username and/ or password you can use the forgotten password link to have these details sent to you.

Forgotten password
If you have forgotten your username or password you should use the forgotten password link. This will bring you to the page below where you should enter your email address in the box. If the contact e-mail address that DFID holds agrees with the e-mail address you submitted then you will be sent an automated e-mail with your username and password.
What if the e-mail address is not recognised

If the e-mail address does not match the one DFID holds then you will get the message below.

You should find out who is the contact we hold within your organisation and either have them use the DFID Portal or get them to add your contact details. This is done in the addresses section. If you cannot find the contact you can e-mail DFID at Query-DFIDPortal@dfid.gov.uk. After we have checked your validity we will change the e-mail contact for your organisation which will allow you to use the forgotten password process. You should note this change will take a number of working days as we will need to be satisfied that the change is appropriate. We take the safeguard of the information we hold on your organisation very seriously.

Bulletin Board

The Bulletin Board is where details of DFID current contract opportunities and of contracts awarded.

The search criteria allow you to determine what type of contract information you obtain.

<table>
<thead>
<tr>
<th>Keyword or Contract ID</th>
<th>If you know the title of a contract or the DFID 4 digit reference number enter it here</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country</td>
<td>To view all DFID contracts select All or to view for one country select from the dropdown list</td>
</tr>
<tr>
<td>Current/ Awarded</td>
<td>Current views active opportunities for a DFID contract. Awarded shows were contracts have been awarded.</td>
</tr>
<tr>
<td>Display tenders</td>
<td>“Current opportunities only” shows active competitions for DFID contracts for which you may register an interest. All shows all.</td>
</tr>
</tbody>
</table>

When you have completed the search criteria click on the search icon. The results will be shown underneath the results banner.
To obtain more details, including registering your interest, click on the blue title. To register an interest you will need to be registered on the DFID Portal. Registered users have a private bulletin board which can be set up to show tender opportunities that fit in with their profile.

**New Suppliers & Fund Recipients**

If you are interested in bidding for DFID contract opportunities or have been instructed by a DFID official to enter your payment details you must register on the DFID Portal. From the DFID Portal login page click on the Register icon.
Terms and Conditions for Use of DFID Portal

You will be asked to agree to the terms and conditions for use of the DFID Portal. (Appendix 1) You should read and ensure you understand them before using the DFID Portal. To continue click on “Accept”.

You will be asked to key information to allow us to check DFID does not already hold your details. The fields marked with stars are mandatory. Please also pay attention to the requirements for usernames and passwords in terms of number of and allowed characters for example the DFID Portal will not allow your password to be password.

If there is already a record, or very similar, the DFID Portal will inform you. If your organisation already has a record you should log on using those details (the section on Existing Suppliers/ fund recipients covers this including where you have forgotten your username and password). Do not create a new record if you have forgotten your username or password.

You will receive an e-mail with a link to authenticate your supplier account. The email will come from ariesautomailer@dfid.gov.uk. (ARIES is the name of the DFID
system which the DFID Portal links into). After authentication you should go to the DFID Portal welcome page where you can log on using the username and password you created.

**Supplier/ Fund recipient registration**

When you first register you will be asked to set up your company profile. The DFID Portal will guide you through the process. Any fields marked with a star are mandatory and will need to be completed before you can continue.

Click on **Your Profile** to start

Your record is split into seven sections and each of these is covered in more detail below. By clicking on next you will be guided through these sections.

**General**

This where details of your organisation are held such as company registration number, if you have one.

Your DFID ID is the unique number which allows us to access your details. You should quote this number when communicating with DFID.

Business classification is a description of your organisation and more than one classification may be applicable.
**Addresses**
This where you can add or amend your contact details. You can have multiple contact details, simply click on add.

To amend your contact details click on “update”. This allows you to amend contact names and addresses, phone and e-mail details and also to change your username and password.

**Receive Tender Alerts** – if you have this set to Yes then you will receive alerts when a tender for a published contract opportunity arises against one of the categories that you have set up in the categories section. This is covered below.

**Countries**
This is the countries in which you either can or do operate. Simply click on add and you will get a list of countries.
You can either select one, country, a number of countries or at the bottom of the screen there is a select all if your organisation operates globally. Click on Save to add the countries to your profile.

Categories

Categories within DFID (also called products) are a means of identifying different areas of expertise or spend. If you are interested in bidding for DFID contract opportunities this is where you identify your areas of expertise.

If you are NOT interested in contract opportunities you still need to add at least one category. You should select one which is closest to the field in which your organisation operates. Simply click on Add

You will get the search screen below. To view all categories leave the keyword box blank and click on "Search". To narrow down the search results enter keywords appropriate to your areas of expertise eg Health, Education, Governance etc.

Categories within DFID are split into different groups Programme (development) codes start with PS followed by five digits, Corporate ie services for DFID start with CS and Goods and equipment covering both programme and corporate begin with GE. Whilst it is not mandatory to do so you can add more details against categories by clicking on update.
**Questionnaire**
Where you have selected a category for which we require further information a questionnaire will appear on this page. You should download the questionnaire, complete and upload.
If no questionnaires appear then it means we do not require further information and you should click on next.

**Other Documents**
If you wish to upload additional information please uses this screen to do so.

**Financials**
As this screen is where you enter and update the details DFID will use for paying you it is important to ensure you have the correct information. Out of date or wrong information may lead to delays in payments
Most UK suppliers/ grant recipients will have details similar to the screen shot below ie payment will be made via BACS direct into you bank account. Whilst payment terms should be Net per 30 days DFID aims to pay valid invoices within 5 days.
If your bank account is outwith the UK you should select “sameday” as the payment method. This does not mean you will receive payment on the same day but that when DFID obtains an exchange rate we will process on that day. If you select the “sameday” payment method more boxes will appear setting out the additional information we require to process foreign currency or sterling abroad payments.

**Completing your profile**
When complete select finish.

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**Home Page**
After setting up your profile when you log in you start from your Home Page.

- **Your Profile**
  - You can amend any of the areas in your profile

- **Bulletin Board**
  - Similar to the Public Bulletin Board accessible from the DFID Portal Welcome Page but you can configure to your needs (covered below)
My tenders
Lists current tenders you are involved in (if any)

Payment Status
Shows details of current invoices being processed and payments made to your organisation (if any)

Private Bulletin Board
This is similar to the Public Bulletin Board accessible from the DFID Portal Welcome Page. What is different is that you can search for contract/tender matches the categories in your profile. You can also search for current tenders where you can register an interest, this can be limited to matching categories in your profile or all.

Contacting DFID
This guidance together with the Frequently Asked Questions will provide all you require to use the DFID Portal. If you forget your username or password you should use the forgotten password link.
You should only need to contact DFID when the DFID Portal is not functioning correctly or the contact e-mail you have is not recognised by the DFID Portal. In these circumstances you should e-mail Query-DFIDPortal@dfid.gov.uk. You will receive an automated acknowledgement of your e-mail.
For all other enquiries please go to www.dfid.gov.uk/About-DFID>Contact-us

Communication from DFID to all suppliers
In order to streamline and simplify reporting within the Supplier Portal, the Business Classification options have been reduced in number. It is vital that we continue to hold the most accurate information about you so please review your updated supplier business classification (by navigating to “General” on the Progress Sidebar), and advise us if you have any issues – by contacting Query-DFIDPortal@dfid.gov.uk
To aid your understanding, a short definition of “SME” (small and medium-size enterprises) is included below.
Please also take the opportunity to review and update your other information, particularly Dun & Bradstreet D-U-N-S number, e-mail and address details; and if you have made any updates then save your profile by selecting Finish (from “Finish” on the Progress sidebar). You will receive confirmation that “your profile has been successfully submitted” SME Definition - "SME" stands for small and medium-sized enterprises, as defined in EU law. The main factors determining whether a company is a SME are: number of employees and either turnover or balance sheet total.

<table>
<thead>
<tr>
<th>Company category</th>
<th>Employees</th>
<th>Turnover</th>
<th>or</th>
<th>Balance sheet total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medium-sized</td>
<td>&lt; 250</td>
<td>≤ € 50 m</td>
<td></td>
<td>≤ € 43 m</td>
</tr>
<tr>
<td>Small</td>
<td>&lt; 50</td>
<td>≤ € 10 m</td>
<td></td>
<td>≤ € 10 m</td>
</tr>
<tr>
<td>Micro</td>
<td>&lt; 10</td>
<td>≤ € 2 m</td>
<td></td>
<td>≤ € 2 m</td>
</tr>
</tbody>
</table>

These ceilings apply to the figures for individual firms only. A firm which is part of a larger grouping may need to include employee/turnover/balance sheet data from that grouping too.

**DFID Supplier Portal – frequently asked questions**

1. I am a supplier/fund recipient. Can I do future business without registering through DFID’s portal?
   A. 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?
   A. 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?
   A. **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?
   A. 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?
   A. 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?
   A. 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
   A. 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?
A. 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?
A. 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?
A. 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?
A. 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?
A. Yes. Step : 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?
A. 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?
A. 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?
A. All new business over £106,047 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?
A. Yes. The Bulletin Board of the Portal provides a search facility

17. Can I register for specific categories of expertise?
A. 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?
A. 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?
A. 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.
Appendix A – DFID Portal User Terms

The DFID portal is governed by the terms and conditions set out below. Please take time to read them. By using or registering on the portal you will have accepted these terms and conditions. The use of this portal is entirely at your own risk.

**Jurisdiction**
Use of the portal and all associated processes are governed by the laws of England.

**Alterations**
DFID reserves the right to make changes to the content and requirements for registration provided in the portal without notice and without liability.

**Site Content**
DFID has no responsibility for the accuracy, veracity and completeness of information, transmitted, or transferred, by you to the portal, nor for any errors in the manner of its input.
Contract documentation on this site may not be amended, altered or modified in any way nor may it be reproduced without the consent of DFID.
The site will record all persons or legal entities downloading tender information. Any person accessing or using the portal is deemed to consent to such recording.
Users of the portal agree they will not upload any material, including questions, which are malicious, frivolous or otherwise inappropriate. Any breach of this nature could result in de-registration.
It is a condition of registration on the Portal that registered users are to supply DFID with accurate information at all times. It shall be the responsibility of registered users to keep their information up to date. DFID reserves the right to withdraw registration if, in our view, the information is found to be inaccurate. It shall be the responsibility of registered users to safeguard their registration details.

**Communicating with users**
DFID will from time to time send e-mails to registered users including occasional surveys and questionnaires. By registering you agree to the receipt of e-mails.

**Category Expertise**
If you purport to offer expertise in a particular category of work, this shall not be taken to mean that DFID accepts that you do, in fact, have that expertise, and will not trigger or guarantee any invitations to tender for future work with DFID.

**Security**
While all reasonable security precautions have been taken by DFID, including the provision of a secure and robust operating environment, the nature of communication by the Internet is such that DFID cannot absolutely guarantee the privacy or confidentiality of communications transmitted via the Internet from interference by third parties.

**Liability**
DFID shall not be liable for any delays, interruptions, errors or failures in the provision of the portal services. DFID shall not be liable, either in contract or in tort, for any direct, incidental, consequential, indirect or punitive damages or any other losses, costs or expenses of any kind claimed to have arisen as a result of using the DFID portal or as a result of the non-availability, non-functioning or malfunctioning of the portal services or otherwise in connection therewith.
**Disclaimer**

DFID will endeavor to ensure that the information and data on the Portal is accurate and that the Portal itself operates properly at all times, but because it is an electronic medium and interaction with it involves remote servers and the public internet, we must make the following disclaimers:

- DFID do not accept responsibility expressed or implied for the accuracy, suitability, usefulness, and completeness or otherwise of the information and data contained in the portal
- do not warrant that the information and data contained in the portal is free from infection by computer viruses or that it does not infringe the intellectual property rights of any person anywhere in the world
- do not authorize the infringement of any intellectual property rights contained in material in the portal
- do not accept responsibility for any errors in transmission or downloading documentation from or to the portal
- do not accept responsibility for non-adherence by tenderers to the stipulated closing dates and times expressed in tender documents
- DFID reserves the right to amend this disclaimer as and when required without notice by updating this posting

**Copyright**

The information displayed in the Portal is public. Reproduction is authorised provided the source is acknowledged.

**Publication of data**

By registering on the Portal you are giving your consent to DFID to publish information, other than that exempt from disclosure in accordance with the provisions of the Freedom of Information Act and the Data Protection Act. DFID shall determine whether Commercially Sensitive Information and/or any other information provided by you to the Portal is exempt from disclosure. Information such as bank details and commercial proposals will not normally be published. Please also read DFID's policy on publishing tenders and contracts under the Government's Transparency Agenda.