

## **Important Information about Supplying Products and Services to Lancashire County Council**

At Lancashire County Council we are changing the system we use for quotations, formal tenders and mini-competitions. If you wish to quote or tender to supply to Lancashire County Council in future please consider the information below carefully and respond to us at your earliest convenience.

The new system will replace the current electronic tendering application (European Dynamics). Any tenders already in progress within the current tendering application will be completed within European Dynamics at [www.lancashire.gov.uk/tendering](http://www.lancashire.gov.uk/tendering) , and will not transfer into the new system. Future tenders will not be accessed through this link.

At the same time we are introducing the Oracle i-Supplier Portal. This is a significant development and will enable you to view and receive purchase orders, submit order amendments, view payment information relating to your invoices, and inform us of any changes to your organisation's details.

### **How will these new systems benefit me as a Supplier?**

There are a number of benefits of the new systems which should enhance the way you transact with us and these are set out below:

Systems are available 24 hours per day 7 days per week;

Self-service systems are easy to use and there are no special hardware or software requirements;

Systems permit the secure online sharing of information and give access to real-time information;

Increased transparency through the procure-to-pay cycle;

Suppliers can validate and update company details quickly and easily;

Fewer usernames and passwords to remember;

Reduced processing time for invoices and payments;

Standardised processes;

Email notifications.

## **What Do I need to Do Now?**

It is essential that Lancashire County Council holds up-to-date supplier information and that each supplier has a username and password to enable them to access the systems. Please read and act on the following guidance so we can set you up on our systems:

### **Suppliers that have previously supplied goods or services to Lancashire County Council:**

You will already be registered on the Oracle system. Please do not try to re-register. We are in the process of contacting existing suppliers to advise them of these changes and to inform them of the additional system access rights with which they will be issued.

If you have not yet been contacted, please email [PIM@lancashire.gov.uk](mailto:PIM@lancashire.gov.uk) quoting your supplier reference number and providing an appropriate contact name and email address.

### **Suppliers that are registered on the current electronic tendering application, but have never supplied goods or services to Lancashire County Council, or have never previously quoted for Lancashire County Council:**

You will need to register your details via the iSupplier Portal web registration link provided on this site.

### **Next steps**

When we have received your information, we are required to carry out the necessary fraud prevention and audit checks, which may involve a phone call to you to verify the information provided.

As soon as your details have been verified and your account has been set up we will contact you and let you know. You will then receive a set of instructions on how to access the system and to change your password.

Lancashire County Council uses a Secure Web Mail service to securely deliver sensitive emails. You will need to retrieve your email from your Secure Web Mail account. A guide on how to do this is accessed from the link within the 'Help and Support' section below.

### **Help and support**

A comprehensive help and support package has been established on this site. This includes answers to Frequently Asked Questions, an online learning guide and quick 'How to' guides.

If you need further assistance please email the following address with your query:  
[isupplierqueries@lancashire.gov.uk](mailto:isupplierqueries@lancashire.gov.uk)

Emails will be answered within two working days. Alternatively, if you are experiencing difficulty registering your details please call 01772 534966 for support within office hours.