



myTenders PRO

Service definition document

September 2026
G-Cloud 15, the Digital Marketplace (RM1557.15)



An introduction to

myTenders PRO

Solution: scope and supporting services

Further information is available from:

The Public Sector business team

bid.management@proactis.com

and

Tel: 0800 222 9006

E-mail: support@mytenders.co.uk

Company details:

Proactis Limited

Riverview Court
Castle Gate
WETHERBY
LS22 6LE

Registered in England: 03182974 (first registered April 1996)
DUNS number: 458321643
ICO Registration Number: Z1093431

PPON: PCDR-4412-CXNH
Share Code: MMftzRhW

Contents

Service Description	3
Functionality	4
Reporting	6
Service implementation and support	6
On-boarding support	6
After sales support	6
Further Support	7
Training	7
Consultancy	7
Exit Strategy	7
Customisation	7
Business Continuity	7
Service Levels	8
Portal technical support	8
Enhancement releases	8
Vulnerability updates	8
Bug fixes	8
Hot-fixes	9
Ordering and Pricing	9
Pricing overview	9
Contract termination	9

Service Description

myTenders Pro supports buyer organisations in publishing tender opportunities to comply with all appropriate public procurement regulations such as the Public Contracts Regulations 2015 (PCR 2015) and Procurement Act 2023 as appropriate.

Proactis offers myTenders Pro is one of the largest e-senders in the UK, servicing over 1,500 authorities, and providing buyers with access to over 25,000 suppliers actively looking to sell to the public sector.

The web-based system is accessible without any IT integration and facilitates all tender opportunity related, documentation, clarification questions, contract award notices ensuring a fully integrated buyer and supplier community.

Feedback from customers is that myTenders Pro provides an intuitive interface that is simply laid out and efficient to use. The site includes a step-by-step wizard designed to help guide the creation of a notice to ensure compliance with public procurement regulations and is easily achieved.

MyTenders Pro helps you to achieve efficiencies in your procurement processes and will:

- Include access to an experienced Customer Service team based in the UK. When publishing on myTenders, the Customer Service team manually reviews each notice to ensure your tender opportunity is published on the FTS portal without any issues. This check minimises potential delays if important information is missed out which could lead to the rejection of the notice on FTS.
- Offer good exposure to potential suppliers. Your contract will be advertised to a big pool of suppliers and the portal will maximise the exposure to gain interest in your contract from the right suppliers.
- Centralise and simplify complex internal and external processes. Your contracts can be managed in one place and provide a clear overview of your procurement activities. User friendly wizards will also make it easier to advertise your opportunities.
- Maximise efficiency and value during the contract lifecycle

Additional support is available through our Training and Consultancy team, who can provide further and more tailored assistance to myTenders Pro clients.

The system is closely aligned with national government portals, regularly updated to adhere to legislation and can interface with the Find a Tender Service (FTS).

Usability

The portal is easy to use, accessible on multiple platforms and complies with WCAG (Web Content Accessibility guidelines) AA Standard. It hosts guidance documents for all users and other content required by users.

Each registered user has access to a homepage from where they can access all relevant functions and guidance.

The portal can be operated through any modern web browser.

No specific software licences are required.

Functionality

The key features of myTenders Pro are as follows:

Portal features	
Buyer Workspace	Each user within an organisation has a dedicated workspace to manage and oversee all their activities, including access to the organisation's shared workspace. Various user access levels are available within the registration. Administrator users will be assigned as controllers (super users) and will have full visibility across the organisational activity.
Buyer Users	The Portal allows the creation and set-up of varying access levels to control and efficiently manage different user groups across the organisation. Each myTenders Pro account allows access to an unlimited number of users. Varying access levels can be assigned through the internal user management tool. Each myTenders Pro licence can be used by an unlimited number of users in an organisation. The Administrator function allows varying levels of access to be allocated to different users, to control and efficiently manage different user groups across the organisation and distribute workloads and responsibilities.
Tender opportunity Manager	The core facility of myTenders Pro is the notice creation tool with its built-in wizard. This streamlines the process of creating fully compliant high and low-value notices by breaking the notice creation process down into simple step-by-step instructions. The creation tool provides two automated compliance checks, which are followed by a manual check conducted by our Customer Service team. myTenders Pro provides an access to various types of FTS and low value forms compliant with PCR2025 or Procurement Act 2023 - Open, Restricted and Flexible tender exercise. Users can create Invitation to Tender (ITT) and other associated procedure types (RFX). MyTenders Pro also offers a Quick Quote facility which is invitation only opportunities. This allows a buyer to directly approach individual suppliers for any quotes. These are very useful for call-offs and low value contracts that do not require public advertising and can be sent directly to suppliers. The tender process can be managed online with options to attach and send documents, activate online Q&A and receive completed tender submissions online using the tender submission post box.

Portal features

Document Library	As myTenders Pro is a cloud-based service, documents can be uploaded and accessed via the document library. Customers can access important documents from any device, while eliminating the need to share them with co-workers on a separate platform. The documents can be made public or private. Public documents can be viewed within the public library available for suppliers and private documents are stored within the Buyer Workspace for only members of the organisation to view. This allows the organisation to share any commonly used documents.
Tender Post-box	The tender post-box allows suppliers to submit completed tenders to a secure area where they are stored until the deadline expires, at which point they can be unlocked and viewed by the authorised procurement officers. A full audit log is retained for each post-box in order to comply with regulations. Notes can also be added to a post-box to add any additional information that the buyer may need on the audit record.
Question and Answer Facility	The Q&A facility ensures open, transparent and streamlined communications with suppliers. Questions and answers associated with a tender opportunity are updated in real time and can be viewed by interested suppliers.
Additional documents facility	MyTenders Pro offers its buyers a facility to upload documents to any tender opportunities they publish, which allows them to comply with the legislation.
Contract Management	The Contract Management system provides the facility for buyers to store and maintain all their contracts and related documents in one place. There is also a messaging facility to communicate with suppliers that have been awarded contracts. Reminder dates can be set to notify when a contract is coming up for renewal. Contract entries are automatically added to the Contract Management system by publishing a Contract Award Notice through myTenders. The buyer also has the option of manually adding contracts and amending existing ones to keep them up to date. Details of call off contracts can be created against existing framework contracts.
Audit Trail	myTenders monitors and documents every step of the tendering process, providing a clear audit trail to ensure and prove compliance.

Portal features	
One-off Licence	In addition to an annual subscription, myTenders Pro also caters to single tender opportunity needs by offering one-off licences for both single and dual-stage procurement procedures.
Supplier Workspace	After signing up to myTenders, suppliers can access their own workspace, where they can search for relevant business opportunities and contracting authorities, while maintaining a list of tender opportunities in which they have expressed interest and review submitted responses. Registration is free and easy to do. A lot of new suppliers that join daily also benefit from dedicated Customer Service team support.
Ongoing Compliance Development	Our in-house procurement specialists are continuously studying changes in procurement regulations, so customers have peace of mind that myTenders tool is always compliant as a publishing portal.
Direct messaging facility	MyTenders Pro buyer users are able to communicate with suppliers directly within the tender opportunity they published. Even though the communication will be kept confidential, the audit log will be kept for compliance reasons.

Reporting

MyTenders Pro offers a reporting tool designed to assist the buying organisation in the production of annual statistical reports of published notices, keeping track of savings and providing statistical information on procurement activity.

Service implementation and support

On-boarding support

On-boarding support is managed remotely through the dedicated Customer Service team and can be done via telephone or video conference.

A dedicated account manager is assigned to your account and helps you complete your registration, providing a full demonstration of the site to help with familiarisation.

User guides are easily accessible through the portal, with detailed instructions about using the system and how to navigate through it.

Each page within myTenders notice creation wizard also benefits from an information guide, which provides a description of what is required at each stage of the notice creation process.

After sales support

The Customer Service team provides ongoing support to myTenders users and is available Monday to Friday 8.30am to 5.00pm by phone or email.

User guides are accessible via the portal.

We allocate an account manager to each customer to ensure a personalised and consistent experience throughout their journey with the system. This dedicated point will provide our customers with a reliable resource for addressing any questions or concerns they may have. Regular touch points by the account manager will keep communication channels open and allow for proactive support and guidance.

Further Support

Beyond myTenders itself and the support of our Customer Service team, we offer a range of Training and Consultancy services.

Training

You may have a large team who will all be using myTenders with different knowledge levels. In instances like this, we can deliver training sessions tailored and delivered specifically to meet your organisation's needs. Training can be carried out remotely or on-site.

Consultancy

Users of myTenders benefit from its built-in compliance checks, but structuring and delivering procurements to the best possible standard is a highly complex discipline that requires skill and experience. Effective procurement exercises have to be fully compliant with relevant legislation, as well as being thoughtfully designed and managed. Our vastly experienced consultants can provide the end-to-end support you need to ensure that your procurements deliver the best possible outcomes.

Exit Strategy

myTenders also provides support when off boarding through working collaboratively with the user on secure data transfer and handover. Further requirements can be discussed on an individual basis with clients and are not covered by the subscription fees.

Customisation

myTenders is an 'off the shelf' portal. However, further customisation can be made through the Branded Buyers Profile.

Business Continuity

Proactis Tenders Limited is an ISO27001 accredited company and has robust backup, restore and disaster recovery processes and systems in place.

All our mission critical systems are externally hosted with no single points of failure in the infrastructure and appropriate SLAs to return to normal service in the event of a loss of service to a Data Centre.

The systems we provide to customers are similarly located in tier three data centres, with redundancy in all service provisions, hardware, storage, electricity, cooling and networks. So the single failure of any of these elements will not prevent the provision of our applications to our customers. In the event of catastrophic failure; earthquake, flood, national security event, we have capacity

within other data centres to provide the service backed up by a formalised Disaster Recovery (DR) process which is annually tested.

We operate our solutions in specific territories with full production facilities available in either EU, UK or US. Every evening, the data is automatically backed up in an encrypted form and then transmitted to another data centre for storage (within same territory). This process uses third party tools to manage, encrypt and store the data with only relevant Proactis personnel able to access keys. Verifications of back-up integrity are performed and test restores executed on a weekly basis

Throughout the day, periodic back-ups are also taken locally (within the data centre) to provide recovery to a point in time of no longer than one hour for production systems. As such, each day's operations are secured each evening and within a working day, we have recovery points to ensure the maximum loss is one hour. Our enhanced DR solution also ensures replication of the entire infrastructure on a 30-minute basis (with 15-minute delay).

Service Levels

myTenders' SLA is 99.5% availability within core working hours for the UK and the data centres are Tier 3 which provides guaranteed uptimes of 99.98%. Included as response.

The Customer Service team is available for both buyers and suppliers between Monday and Friday 8.30am to 5.00pm.

Any means of redress will be discussed with each customer individually.

Portal technical support

Proactis Tenders Ltd provides comprehensive technical support.

Enhancement releases

Proactis will perform site maintenance which include development and enhancement releases, on the regular basis outside of core office hours. This will normally be done on particular week-day evening after 17:30. The users will be appropriately notified of this maintenance work either through a portal message or an e-mail.

Vulnerability updates

To ensure your product remains secure and up to date with the latest vulnerability updates we organise regular maintenance windows. They are usually scheduled on a quarterly basis and all users are notified accordingly.

There may be times where we need to perform maintenance outside of this schedule, however all users will be notified of any potential downtime either through a portal message or via e-mail.

Bug fixes

An issue is typically an event outside of a standard operation of service which can cause the reduction or interruption to the service provided by the portal.

The Customer Service Team will try to resolve the issue and will escalate it to the team leader if unable to do so. The team leader will assume ownership of the issue and will follow it through to resolution. All issues, if require any Development Team support, are logged through our internal tracking system which will allow us to monitor the progress with each individual one.

If IT resolution is required, it will be done depending on the priority assigned to the issue.

Hot-fixes

In response to urgent issues, it may be necessary to occasionally deploy “hot-fixes” to the portal. By their nature, these cannot be scheduled or notified to users in advance.

Hot-fixes are be applied with caution, following a controlled-process and only used in critical circumstances, they are designed to be released without system outages.

Ordering and Pricing

Pricing overview

myTenders offers incentivised rates for multiple account and duration subscriptions. Further information can be found in our pricing document.

Please refer to the details in the pricing document.

Contract termination

myTenders does not operate on an auto-renewal basis. The customer service team will be in touch before the expiry date to identify whether the customer wants to extend or terminate the existing contract.

Accounts and users can be terminated by contacting the customer service team directly via telephone or email.

Further information can be found on the separate terms and conditions document.