



# MetroLink eSourcing Portal FAQs

[www.metrolink.ie](http://www.metrolink.ie)



What is the MetroLink eSourcing Portal?

The eSourcing Portal is MetroLink's new central system for managing procurement activities, including issuing of Pre-Qualification Questionnaires (PQQs) and Invitations to Tender (ITTs).

The eSourcing portal will be used for all MetroLink procurement including all work packages M100, 400 and 500 and all general procurement such as PPE, IT contracts etc.

#### Why is MetroLink introducing a new portal?

The portal has been introduced to simplify, streamline and modernise the procurement process, making it easier for suppliers to access opportunities and submit responses efficiently.

#### What is the difference between the eSourcing portal and the Opportunity Portal?

The eSourcing portal will provide access to the market to all direct procurement opportunities with MetroLink i.e. Tier 1 contracts.

The Opportunity Portal on the other hand will focus on procurement opportunities in the MetroLink supply chain. Once operational the Opportunity Portal will provide visibility of subcontracting opportunities (i.e. with our main contractors and within their supply chains). The Opportunity portal will allow all businesses, including SMEs, to search for contract opportunities and connect buyers with suppliers. The purpose is to create greater transparency and access to work packages within MetroLink projects throughout the supply chain.

#### Do I need to register for both platforms?

Suppliers should register on the eSourcing portal to participate in direct procurement opportunities.

Once the Opportunity Portal is live, all businesses, whether buyers or potential suppliers will need to register to access live contract opportunities. It will be a requirement for MetroLink Tier 1 contracts to advertise all subcontracts via the Opportunity Portal. Further information about the Opportunity Portal and registering will be shared at a later date.

#### How long does registration take?

Registration is quick and straightforward, typically taking around 10 minutes to complete.

#### What information will I need to provide during registration?

You will need basic company details, contact information, and any relevant compliance documentation. Information that is required to complete the form is indicated with an asterisk.

### When should I register?

We recommend registering as soon as possible to ensure you are ready for forthcoming procurement opportunities.

### Is there a cost to register?

No, registration on the eSourcing Portal is completely free.

### What types of opportunities will be available on the eSourcing portal?

You will be able to access:

- Pre-Qualification Questionnaires (PQQs)
- Invitations to Tender (ITTs)
- Other sourcing and engagement activities related to MetroLink procurement

### Will MetroLink still use eTenders?

Prior Information Notices (PINs), contract notices and Contract Award Notices will continue to be published via eTenders as required by law. They will include a link to the ESourcing Portal for the PQQ and ITT documents.

### How will I know when new opportunities are available?

Once registered, you will receive notifications through the portal when relevant opportunities are published.

### Can more than one person from my organisation have access?

Yes. You can add multiple users from your organisation to your supplier account, allowing different team members to manage submissions and communications.

### What happens if I forget my login details?

The platform includes a password recovery option on the login page. If issues persist, support contact details will be available on the platform.

### Is training or guidance available?

The Portal is hosted by Jaggaer who have various learning resources and a support help desk if you need it.

[Supplier Support Portal: Help and Resources | JAGGAER](#)

[helpdesk@jaggaer.com](mailto:helpdesk@jaggaer.com)

### Will my existing supplier information be transferred automatically?

Suppliers are required to register and input their details directly into the new platform to ensure all information is accurate and up to date.

### Can I update my company details after registering?

Yes. Supplier profiles can be updated at any time through the platform.

What if I experience technical issues?

Technical support details will be provided on the platform, including contact information for assistance with login, registration, or system issues.

**To register and access the platform, visit: [MetroLink eSourcing Portal](#)**