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E-TENDERS SYSTEM BIDDER REGISTRATION USER GUIDE

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Audience:	Companies and other legal entities using the Tenders section of the UNDP Moldova website.
Applicability:	The User Guide is applicable to the process of registration as a Bidder in the UNDP Moldova e-Tenders System.
Replaces:	N/A
Is part of:	The UNDP Moldova electronic system for the comprehensive management of the process of procurement of goods, services and civil works from companies and other legal entities.
Related Documents:	UNDP Moldova Standard Operating Procedures on Procurement; e-Tenders System User Guide for Bidders
Version:	1.0

1. Introduction

UNDP Moldova has launched an electronic system for the comprehensive management of the process of procurement of goods, services and civil works from companies and other legal entities. The electronic system is part of the UNDP Moldova Service Centre platform and shall be hereinafter referred to as the e-Tenders system. This User Guide has been designed to assist companies and other legal entities in the process of registration as a Bidder in the UNDP Moldova e-Tenders System.

2. Procurement at UNDP

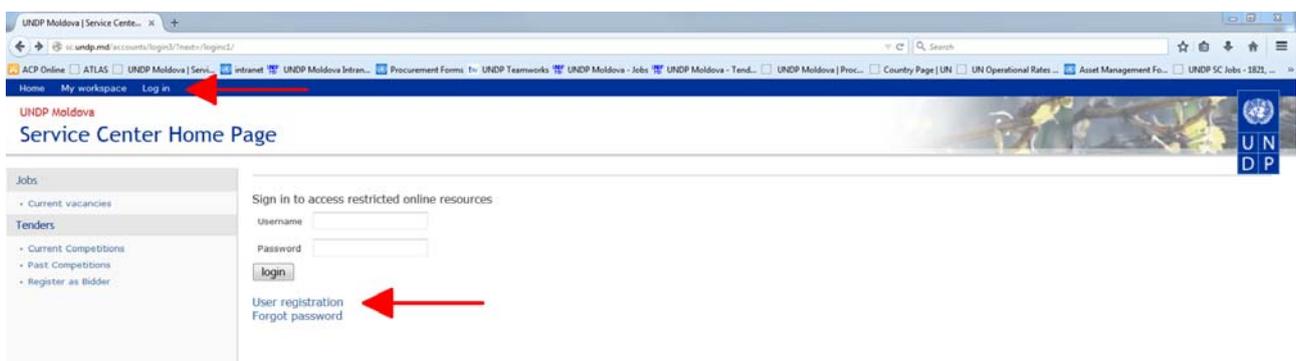
UNDP regularly procures goods, services and civil works from companies and other legal entities which satisfy the UNDP eligibility and qualification criteria. The engagement of all kinds of contractors by UNDP is subject to the general procurement principles established by the UNDP Financial Rules and Regulations and, in general, is done following a competitive process. According to these rules and regulations, the objective of UNDP's competitive processes is to provide all eligible prospective Offerors with timely and adequate notification of UNDP's requirements and an equal opportunity to tender for the required goods, civil works and services. As competition is the basis for efficient, impartial and transparent procurement, UNDP is responsible for protecting the integrity of the procurement process and maintaining fairness in treatment of all Offerors.

3. UNDP Moldova e-Tenders System

The UNDP Moldova e-Tenders system aims at streamlining the process of solicitation of offers from all eligible prospective Offerors, as well as at improving the communication workflow between UNDP Moldova and prospective Offerors during all stages of the competitive process. It requires interested Offerors to be registered as Bidders in order to benefit from all functionalities of the system. While public information will be freely available to all visitors of the UNDP Moldova website, registered Bidders are able to choose to be notified by email about the new tender opportunities published on the UNDP Moldova website, to be notified about any updates, changes or clarifications concerning any particular competition, which is of interest to them. Registered Bidders are also able to request clarifications online, as well as are able to submit their offers online, thus contributing to a greener procurement and to the responsible use of resources.

4. Registration as a Bidder

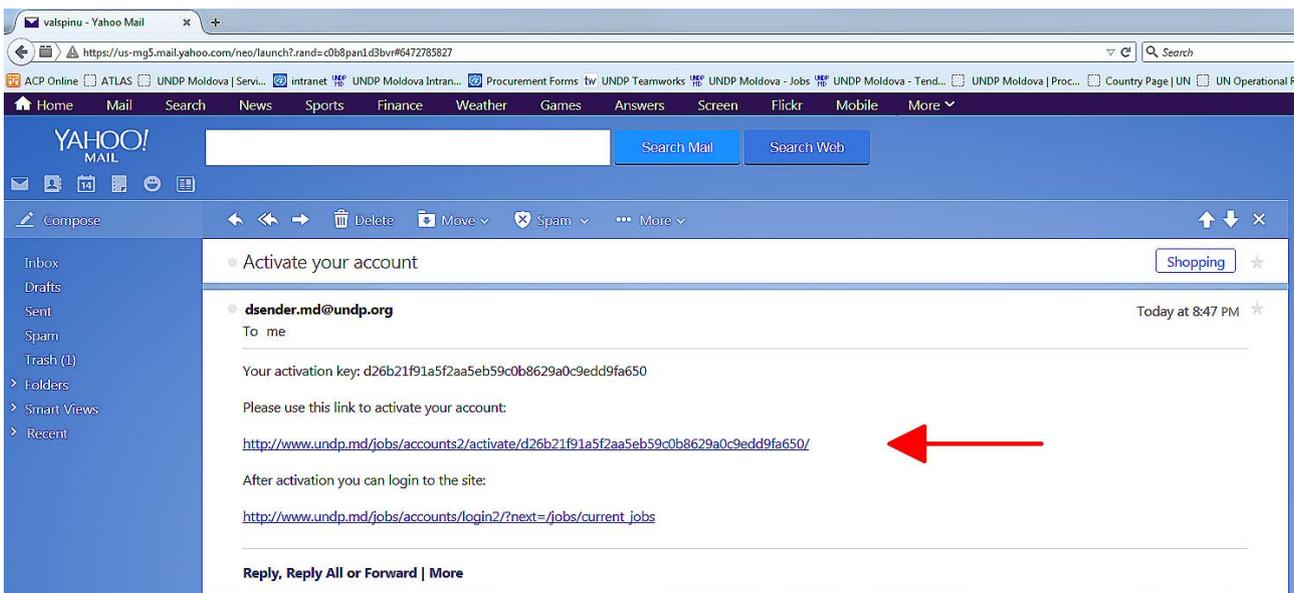
Registration as a Bidder is simple and is done only once. However, it requires approval by UNDP Moldova, therefore interested Offerors are encouraged to register as early as possible. Registration is done through two simple steps: registration of a username and registration of company or legal entity information. The first step requires activation by email, while the second step requires, *inter alia*, the upload of the company (or legal entity) Registration Certificate issued by the state authorities where the legal entity is registered. This serves as an additional assurance for UNDP Moldova that registration of Bidders is performed by duly authorized company personnel. To access the e-Tenders system and start the registration process, users should go to <http://sc.undp.md/> and click the "Log in" link, and then the "User registration" link, as shown below:



Users should fill in the form with required information, as shown below. A valid email address should be provided.

The screenshot shows the 'Service Center Home Page' for UNDP Moldova. On the left, there are navigation menus for 'Jobs' (Current vacancies) and 'Tenders' (Current Competitions, Past Competitions, Register as Bidder). The main content area is titled 'Register username:' and includes a red warning: 'If you have already registered and activated your username, please Log in, and then click on the "Register as Bidder" link. You will be redirected to the Bidder registration form.' Below this is a registration form with the following fields: First name (Valerian), Last name (Spinu), Gender (Male), E-mail (valspinu@yahoo.com), Phone (+373-22-220045), Password (*****), and Password (again) (*****). A 'Submit' button is at the bottom left, and a note '* required field' is at the bottom right.

After clicking the "Submit" button, the e-Tenders system sends an activation email message to the email address provided by the user. The user should click the link provided in the activation email message in order to activate the account. If the user did not receive the activation email message, the Spam/Junk folder should be checked.



After clicking the link sent by email, the registration of the username is complete.

As part of the second step, the user should go back to the e-Tenders system and log in using the complete email address as the username and the password selected at the previous step:

The screenshot shows the 'Service Center Home Page' with a 'Sign In to access restricted online resources' section. It features a 'Username' field containing 'valspinu@yahoo.com' and a 'Password' field with masked characters (*****). A red arrow points to the password field. Below the fields is a 'login' button. At the bottom, there are links for 'User registration' and 'Forgot password'.

After logging in, the user must click the "Register as Bidder" link. This will open the Bidder Registration Form:

Bidder registration form

UNDP Moldova uses an electronic system for the comprehensive management of its procurement processes. It requires interested Bidders to be registered in the system in order to benefit from all functionalities of the system. Registered Bidders are able to acknowledge their intention to participate in a competitive process, to request clarifications online, as well as to submit their offers online. Registration is simple and is done only once. However, it requires approval by UNDP Moldova, so Bidders are encouraged to register as early as possible. Please fill-in the form below and follow the instructions, or download the User Guide for Bidders at the link below for detailed instructions and guidance.

*Company legal name: Company SRL
 *Fiscal/registration code: 1015123456789
 *Street address: Str. 31 august 1989, nr.
 *City: Chisinau
 Province:
 ZIP code: MD-2012
 *Country: MOLDOVA, REPUBLIC OF
 *Main telephone no.: +373-22-220045
 *Main e-mail address: info@company.md
 *Upload Registration Certificate: Browse... Registration Certificate.pdf
 *Fields of activity: Goods Agricultural Products, Goods Automobile Equipment, Goods Clothing, Goods Computer and Networking Equipment
 Company notifications on fields of activity:
 *First name: Valerian
 *Last name: Spinu
 Gender: Male
 *Position in the company: Sales Manager
 *Requestor e-mail address: valspinu@yahoo.com
 *Requestor telephone no.: +373-22-220045
 Requestor notifications on fields of activity:

Supporting files (optional: any vendor related files, such as Company Profile, product catalogues, brochures etc.)

Title	Docs	Note	Delete?
Company Profile	Browse... Company Profile.pdf		<input type="checkbox"/>
	Browse... No file selected.		<input type="checkbox"/>
	Browse... No file selected.		<input type="checkbox"/>

Instructions on how to fill-in the form are provided below:

Field	Explanation / Guidance
Company legal name:	Insert the name of the legal entity as written on the Registration Certificate issued by the state authorities where the legal entity is registered.
Fiscal/registration code	Insert the legal entity's registration code as written on the Registration Certificate issued by the state authorities where the legal entity is registered. In Moldova, for example, this is also the fiscal code attributed to the legal entity.
Street address	Insert the official street address at which the legal entity is registered. It may be different from the office address of the legal entity.
City, Province, ZIP code	Insert the information required.
Country	From the drop-down list select the country where the legal entity is registered.
Main telephone no.	Insert the legal entity's main telephone number.
Main e-mail address	Insert the legal entity's main email address. It may be different from the email address of the registered user.
Upload Registration Certificate	Click the "Browse" button and select the file containing the Registration Certificate of the legal entity. Preferred file format is PDF.
Fields of activity	From the provided list select the fields of activity of your company/legal entity. Keep the "Ctrl" button pressed to select multiple fields of activity.
Company notifications on fields of activity	By clicking on the check box, the e-Tenders system will send automatic notifications to the main email address, provided by the Bidder, about the new tender opportunities published on the UNDP Moldova website, which are attributed to one of the fields of activity selected in the previous field.
First name, Last name, Gender, Requestor email address, Requestor telephone	The system copies the respective information provided by the user during the first step of the registration process. Please double check and correct, if required.

Position in the company	Insert the position of the user.
Requestor notifications on fields of activity	By clicking on the check box, the e-Tenders system will send automatic notifications to the requestor's email address, provided by the user, about the new tender opportunities published on the UNDP Moldova website, which are attributed to one of the fields of activity selected in the respective field.
Supporting files	This is an optional field, where the Bidder is able to upload any additional related files, such as Company Profile, product catalogues, brochures, etc.

Once all required information has been provided, click the "Save" button. A notification will be sent to the UNDP Procurement Unit, which will review the registration request submitted by the Bidder. The Bidder will be notified by email about its registration status or should any additional information be needed.

5. UNDP Moldova Contact Information

In case of problems or difficulties with the online submission of offers, please contact the UNDP Moldova Service Centre by email at sc.md@undp.org, or by phone at +373-22-220045.