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# **E-TENDERS SYSTEM USER GUIDE FOR BIDDERS**

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Date: 22 April 2015**

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<b>Approved By:</b>	
<b>Audience:</b>	Companies and other legal entities using the Tenders section of the UNDP Moldova website.
<b>Applicability:</b>	The User Guide is applicable to the process of acknowledging bidder intentions to submit a bid, to requesting clarifications and submitting offers online through the UNDP Moldova e-Tenders System.
<b>Replaces:</b>	N/A
<b>Is part of:</b>	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.
<b>Related Documents:</b>	UNDP Moldova Standard Operating Procedures on Procurement; e-Tenders System Bidder Registration User Guide
<b>Version:</b>	1.0

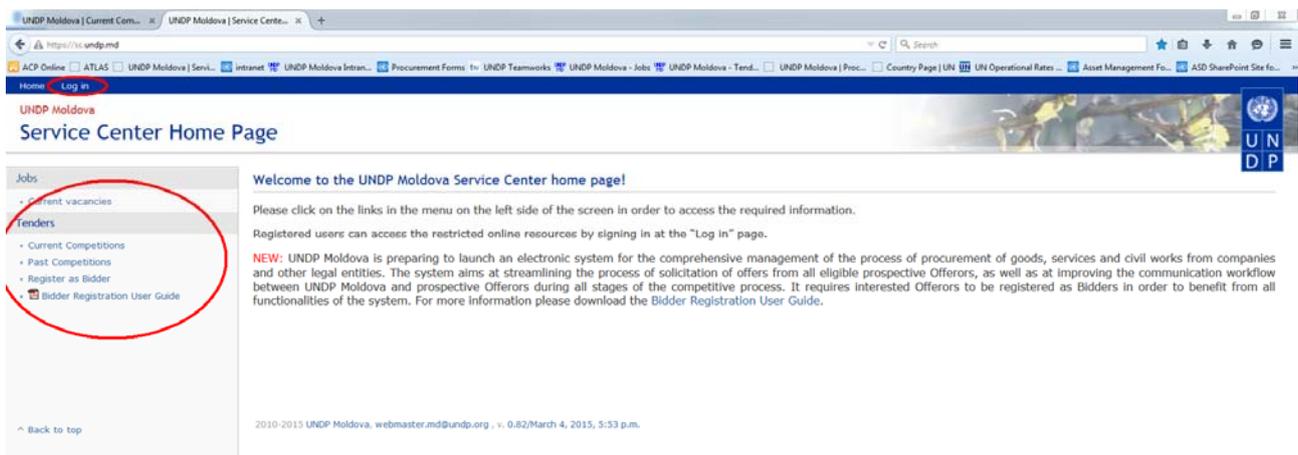
## 1. Introduction

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 demonstrate the various functionalities available to companies and other legal entities, which are registered as Bidders in the 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.

## 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.

As a general rule, all competitive processes for goods, services and civil works valued at 5,000 USD and above are published in the Tenders Section of the UNDP Moldova official website <http://sc.undp.md/>:



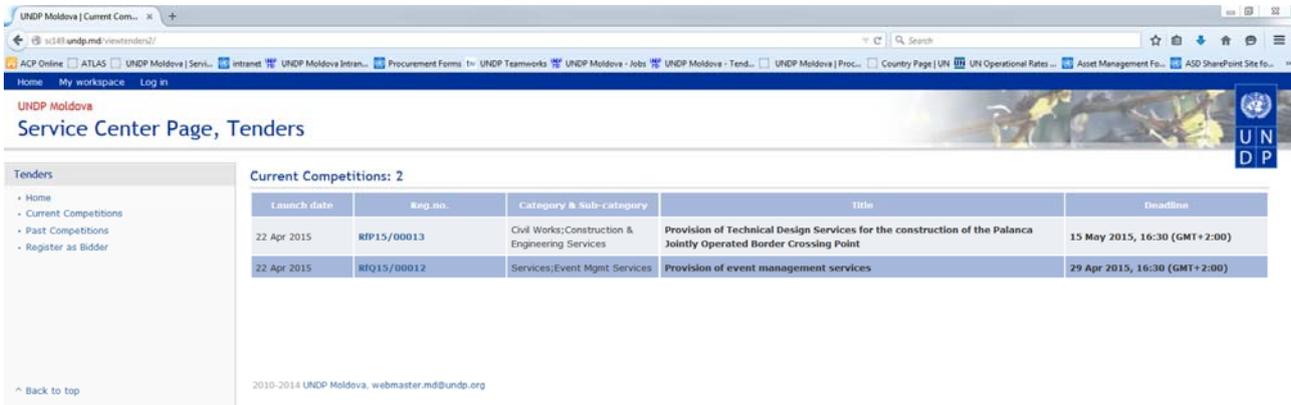
From this page visitors can access the public information, such as the current and past competitions and can register as a Bidder in the UNDP Moldova e-Tenders System. Registered Bidders can log into the system by clicking the respective link at the top of the page. While public information will be freely 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.

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. For detailed guidance on the process of registration as a Bidder in the UNDP Moldova e-Tenders System, please refer to the "Bidder Registration User Guide" available for download at the link provided above.

Disclaimer: for the purposes of drafting this User Guide, all subsequent screenshots are taken from a test website; any information presented does not refer to an actual competitive process and is for demonstration purposes only.

### 3. Current Competitions

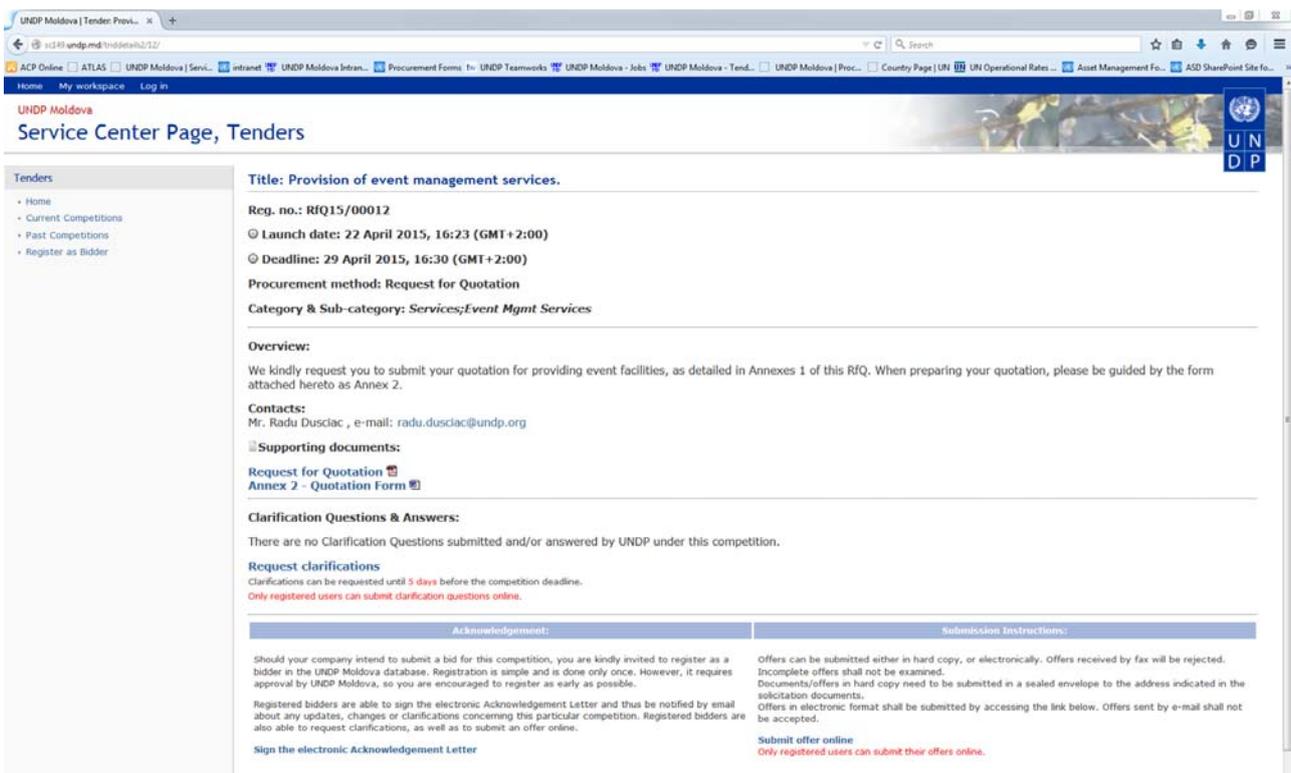
To access the current competitions click the respective link in the menu on the left side of the page. The following page will be displayed:



The screenshot shows the UNDP Moldova Service Center Page, Tenders. The page displays a list of current competitions. The table below is a representation of the data shown in the screenshot.

Launch date	Reg. no.	Category & Sub-category	Title	Deadline
22 Apr 2015	RFQ15/00013	Civil Works:Construction & Engineering Services	Provision of Technical Design Services for the construction of the Palanca Jointly Operated Border Crossing Point	15 May 2015, 16:30 (GMT+2:00)
22 Apr 2015	RFQ15/00012	Services:Event Mgmt Services	Provision of event management services	29 Apr 2015, 16:30 (GMT+2:00)

The page lists all current public competitive processes sorted by the registration number in descending order. Besides registration number, the table provides information about launch dates and deadlines of the various competitive processes, the full title of the process and the category and sub-category of items tendered. In order to access the details of any specific competitive process click the link of the respective registration number. The following page will be displayed:



The screenshot shows the UNDP Moldova Service Center Page, Tenders, displaying details for a specific competition. The details are as follows:

**Title:** Provision of event management services.

**Reg. no.:** RFQ15/00012

**Launch date:** 22 April 2015, 16:23 (GMT+2:00)

**Deadline:** 29 April 2015, 16:30 (GMT+2:00)

**Procurement method:** Request for Quotation

**Category & Sub-category:** Services;Event Mgmt Services

**Overview:**  
We kindly request you to submit your quotation for providing event facilities, as detailed in Annexes 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

**Contacts:**  
Mr. Radu Dusciac , e-mail: radu.dusciac@undp.org

**Supporting documents:**  
Request for Quotation  
Annex 2 - Quotation Form

**Clarification Questions & Answers:**  
There are no Clarification Questions submitted and/or answered by UNDP under this competition.

**Request clarifications**  
Clarifications can be requested until 5 days before the competition deadline.  
Only registered users can submit clarification questions online.

**Acknowledgement:**  
Should your company intend to submit a bid for this competition, you are kindly invited to register as a bidder in the UNDP Moldova database. Registration is simple and is done only once. However, it requires approval by UNDP Moldova, so you are encouraged to register as early as possible.  
Registered bidders are able to sign the electronic Acknowledgement Letter and thus be notified by email about any updates, changes or clarifications concerning the particular competition. Registered bidders are also able to request clarifications, as well as to submit an offer online.  
Sign the electronic Acknowledgement Letter

**Submission Instructions:**  
Offers can be submitted either in hard copy, or electronically. Offers received by fax will be rejected. Incomplete offers shall not be examined.  
Documents/offers in hard copy need to be submitted in a sealed envelope to the address indicated in the solicitation documents.  
Offers in electronic format shall be submitted by accessing the link below. Offers sent by e-mail shall not be accepted.  
Submit offer online  
Only registered users can submit their offers online.

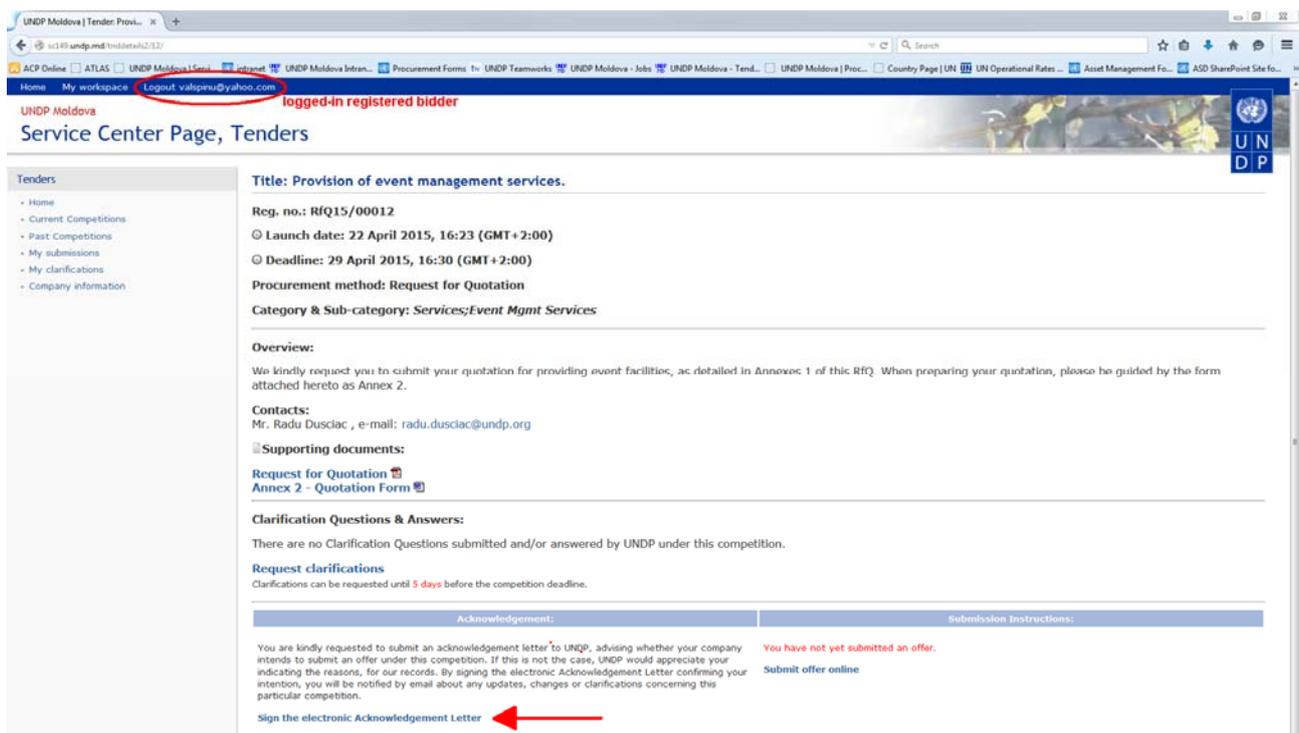
This page provides the brief information about the competitive process, split into three main sections. The first section displays the competition's title, registration number, launch date, deadline, procurement method and category/sub-category of tendered items. Any extensions of the deadline will be displayed under this section.

The second section provides a brief overview of the requirements, contacts information and the supporting documents related to the competitive process. Any updates (i.e. additional information, revisions, amendments) on the competitive process will also be displayed under this section.

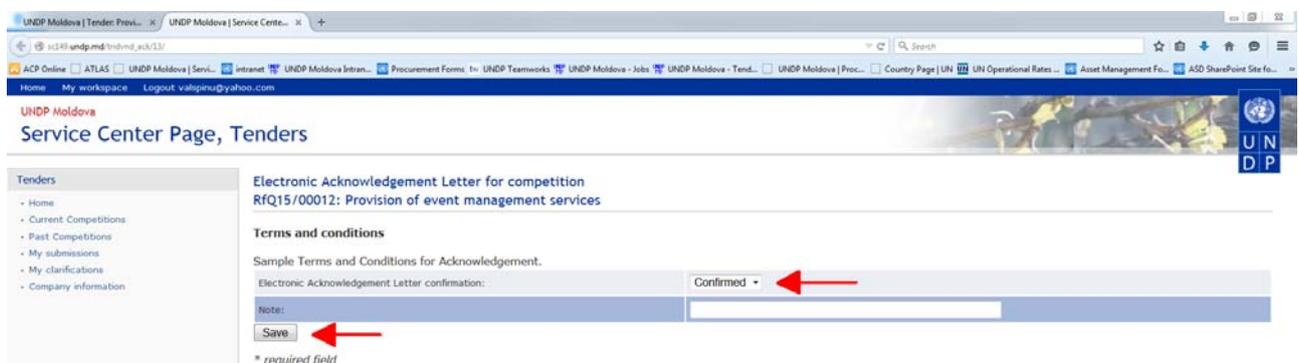
The third section is dedicated to the collaboration with interested vendors and contains clarification questions and answers, possibility to sign the electronic Acknowledgement Letter, as well as submission instructions (including the possibility to submit offers online). Only registered Bidders are able to benefit from these additional collaboration functionalities. At the same time, the clarifications questions and answers will be freely available to all visitors of the website.

#### 4. Signing the electronic Acknowledgement Letter

Once logged in, registered Bidders are able to sign the electronic Acknowledgement Letter for any current competition which is of interest to them. By signing the electronic Acknowledgement Letter, the Bidder is confirming its intention to submit an offer under that specific competitive process. In addition, the Bidder will be notified by email about any updates, changes or clarifications concerning that particular competition. To sign the electronic Acknowledgement Letter click the respective link:



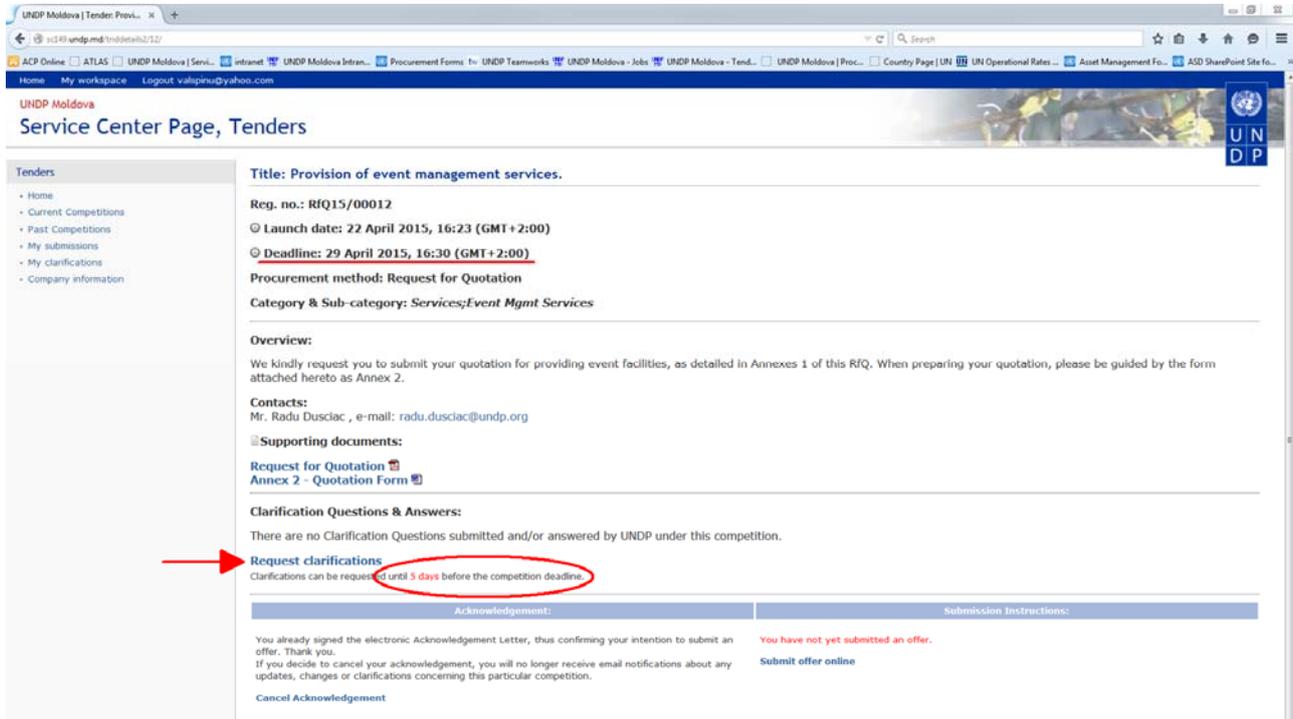
The following page will be displayed. The "Confirmed" option is pre-selected and the Bidder has to click on the "Save" button.



The Bidder can cancel the acknowledgement at any time by clicking the "Cancel Acknowledgement" link at the competition's details page and following the instructions on the next page.

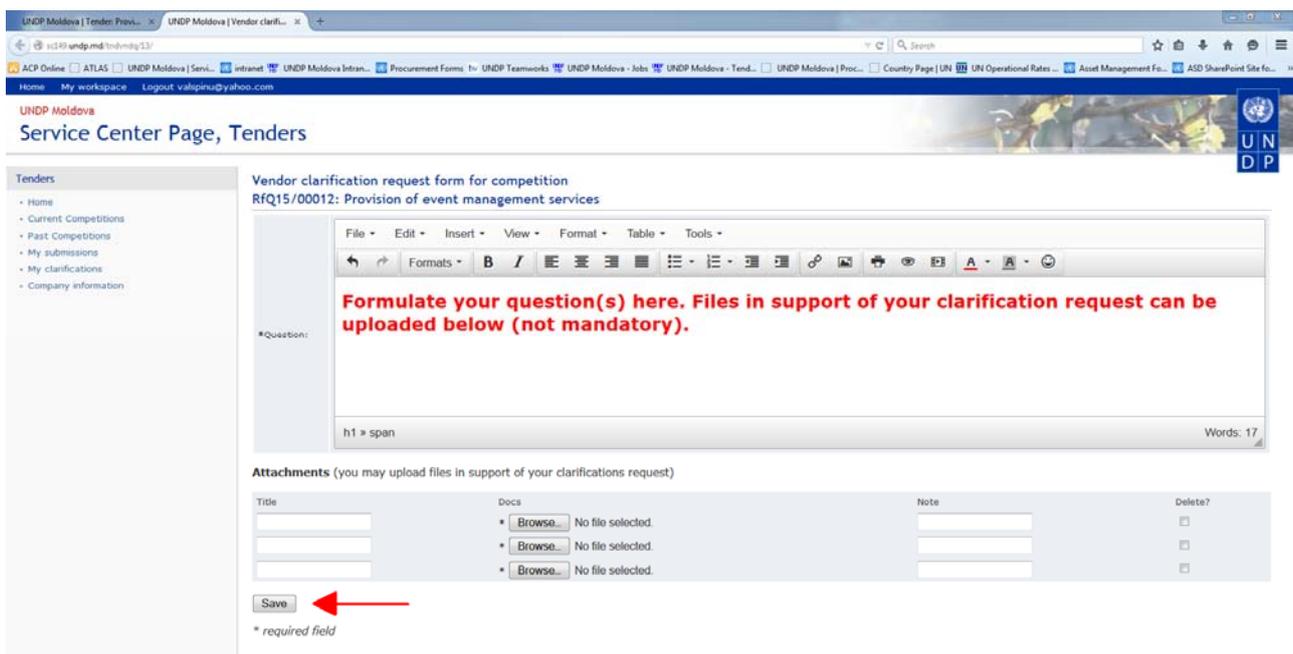
## 5. Requesting clarifications

Logged-in Bidders are able to request clarifications online by clicking the respective link at the competition's details page. Such clarification requests can also be sent by email to the designated email address specified in the solicitation documents, however it is preferred that Bidders submit them online through the system. The deadline for submitting clarification requests/questions is indicated on the competition's details page. The link for requesting clarifications will disappear once this deadline has passed.



The screenshot shows the UNDP Moldova Service Center Page for Tenders. The main content area displays details for a tender titled "Provision of event management services." (RFQ15/00012). Key information includes the launch date (22 April 2015, 16:23 GMT+2:00) and the deadline (29 April 2015, 16:30 GMT+2:00). The procurement method is "Request for Quotation" and the category is "Services; Event Mgmt Services". Under the "Clarification Questions & Answers" section, it states "There are no Clarification Questions submitted and/or answered by UNDP under this competition." A red arrow points to the "Request clarifications" link, and a red circle highlights the text "until 5 days before the competition deadline" below it. Other sections include "Supporting documents" (Request for Quotation, Annex 2 - Quotation Form) and "Acknowledgement" instructions.

Click the "Request clarifications" link, the following page will be displayed. The Bidder should formulate the question in the respective text field and can upload files in support of the clarification request. Once the "Save" button is pressed, a notification will be sent to the Bidder's email address. Multiple questions can be included in the same request or a new clarification request can be generated by following the steps above.



The screenshot shows the "Vendor clarification request form for competition RFQ15/00012: Provision of event management services." The form is displayed in a web browser window. It features a rich text editor for the question, with a red instruction: "Formulate your question(s) here. Files in support of your clarification request can be uploaded below (not mandatory)." Below the text area is an "Attachments" table with columns for Title, Docs, Note, and Delete?. The table contains three rows, each with a "Browse..." button and the text "No file selected." A red arrow points to the "Save" button at the bottom left of the form. A note below the button states "\* required field".

UNDP will review the questions received from Bidders and will formulate answers soonest possible. Once a clarification question is answered and published, the Bidder will receive a notification by email.

All clarification requests submitted by the Bidder are available at the "My clarifications" page which can be accessed from the respective link in the menu on the left side of the page. Once published, UNDP's answer will be available under the "Answers by UNDP" column. Any supporting documents for the respective answer will be available for download in the same column/cell. The Bidder can check the status of the clarification request under the "Status" column and see when the answer was drafted and published by UNDP. Additional clarifications can be requested by clicking the respective link.

The screenshot shows the 'My Clarification Requests' page on the UNDP Moldova portal. The page features a table with the following columns: 'Tender ref. no./Title', 'My Clarification Requests', 'Answers by UNDP', and 'Status'. The first row details a request for 'RFQ15/00012: Provision of event management services'. The 'Answers by UNDP' column shows an 'Answer from UNDP'. The 'Status' column indicates the request was submitted on 24 Apr 2015, 10:21, with an answer drafted on 24 Apr 2015, 10:47 and published on 24 Apr 2015, 10:47. A red circle highlights the 'Answers by UNDP' and 'Status' columns. A red arrow points to the text 'Clarifications can be requested until 5 days before the competition deadline.' in the first row.

All clarification requests submitted by Bidders and answered & published by UNDP will be publicly available for all Bidders (including the Bidders which are not registered in the system) by clicking the "Clarification Questions & Answers" link at the competition's details page:

The screenshot shows the tender details page for 'Provision of event management services'. The page displays the following information: Title: Provision of event management services. Reg. no.: RFQ15/00012. Launch date: 22 April 2015, 16:23 (GMT+2:00). Deadline: 29 April 2015, 16:30 (GMT+2:00). Procurement method: Request for Quotation. Category & Sub-category: Services; Event Mgmt Services. The 'Clarification Questions & Answers' link is highlighted with a red arrow.

The sources of the various clarification requests will not be disclosed.

## 6. Submitting offers online

Logged-in Bidders are able to submit their offer online by clicking the respective link at the competition's details page. The system "knows" whether a logged-in Bidder has drafted or has submitted an offer under any active competitive process and a corresponding hint message will be displayed. The system is built to be as intuitive as possible, so various hints and instructions are included at the various steps of the online submission process.

**Title:** Provision of event management services.

**Reg. no.:** RfQ15/00012

**Launch date:** 22 April 2015, 16:23 (GMT+2:00)

**Deadline:** 29 April 2015, 16:30 (GMT+2:00)

**Procurement method:** Request for Quotation

**Category & Sub-category:** Services; Event Mgmt Services

**Overview:**

We kindly request you to submit your quotation for providing event facilities, as detailed in Annexes 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

**Contacts:**  
Mr. Radu Dusciac, e-mail: radu.dusciac@undp.org

**Supporting documents:**  
Request for Quotation  
Annex 2 - Quotation Form

**Clarification Questions & Answers**

**Request clarifications**  
Clarifications can be requested until 5 days before the competition deadline.

**Acknowledgement:**  
You already signed the electronic Acknowledgement Letter, thus confirming your intention to submit an offer. Thank you.  
If you decide to cancel your acknowledgement, you will no longer receive email notifications about any updates, changes or clarifications concerning this particular competition.  
Cancel Acknowledgement

**Submission Instructions:**  
You have not yet submitted an offer. **hint message**  
Submit offer online

**Important note:** Bidders should start preparing their online submission well in advance of the established deadline. They should prepare all submission documents in accordance with the instructions from the solicitation documents, and have them available in electronic format (scanned) before starting the online submission process. The Bidder should be able to finalize the online submission and press the "Submit offer" link before the expiration of the competition's deadline. The system will not allow any online submission to take place after the deadline has expired.

The following page will be displayed after clicking the "Submit offer online" link:

**Submit offer for competition**  
RfQ15/00012: Provision of event management services

This is the initial step in the process of submitting your offer.

- Number of lots: 2
- Partial quotes permitted by LOT

Please include general comments about your offer in the field below. Please do not give any pricing information at this stage. You will have the possibility to add such information at the subsequent steps (after pressing the "Save" button).

**Comments:**

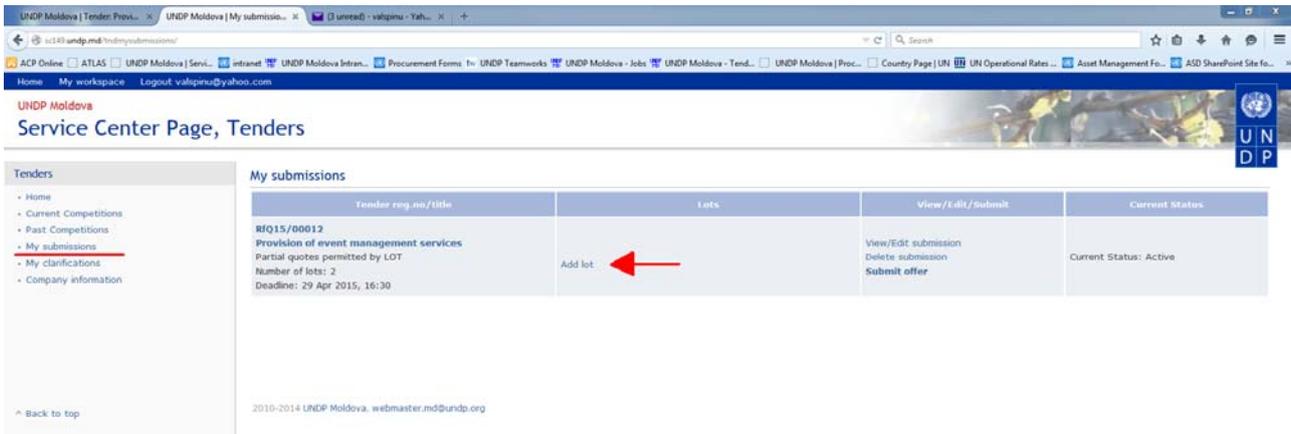
include general comments here: for example "We are submitting an offer for both lots."

**Note:**

Save

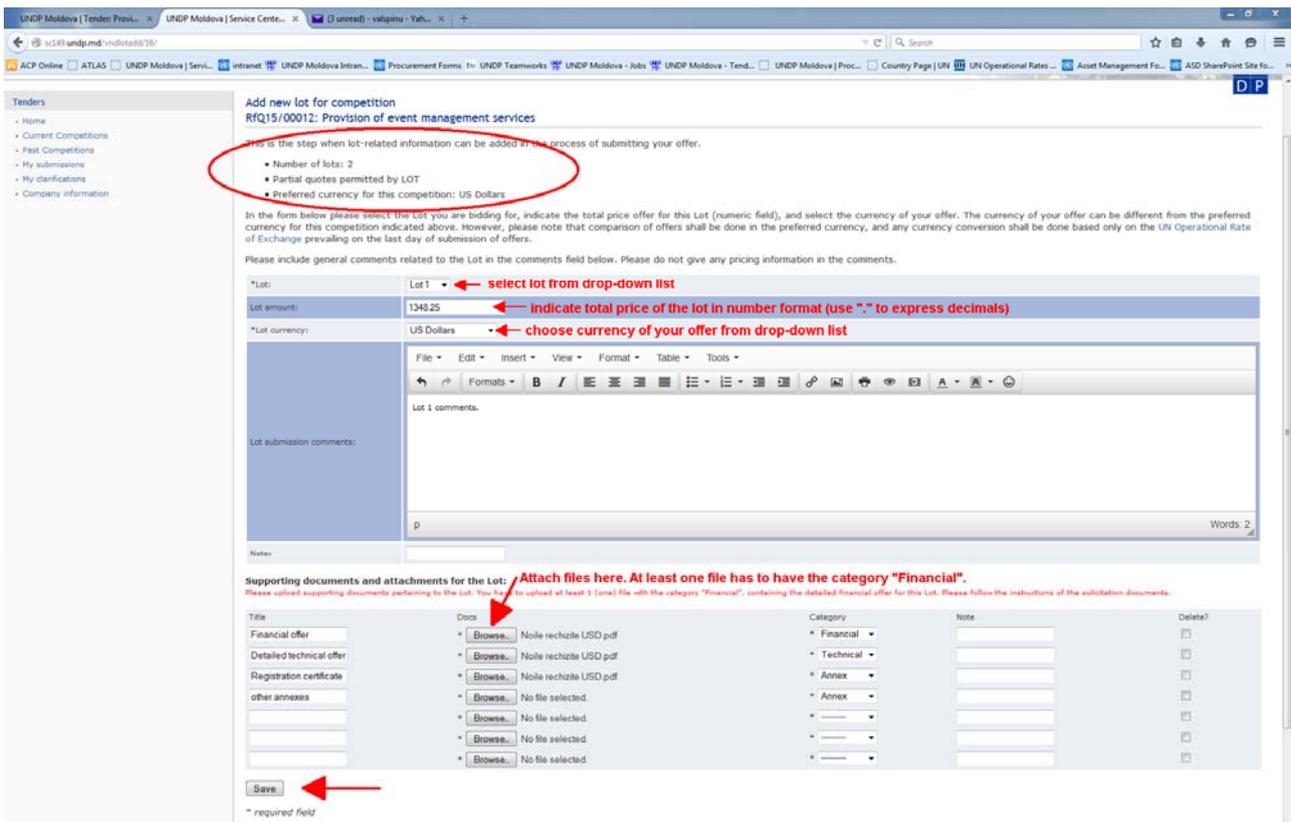
\* required field

This page is the initial step in the process of submitting the offer online. The number of tendered lots is displayed and Bidders are informed whether partial quotes are permitted by lot or not. General comments about the offer should be included in the "Comments" field. Bidders should include any pricing information in this field. After pressing the "Save" button, the following page will be displayed:



This page is also accessible by clicking the "My submissions" link in the menu on the left side of the page. It contains all past and current submissions (including the drafts) made by the Bidder using the system.

As a next step in the online submission process, the Bidder has to add information related to the lots they are bidding for by clicking the "Add lot" link. The following page will be displayed:

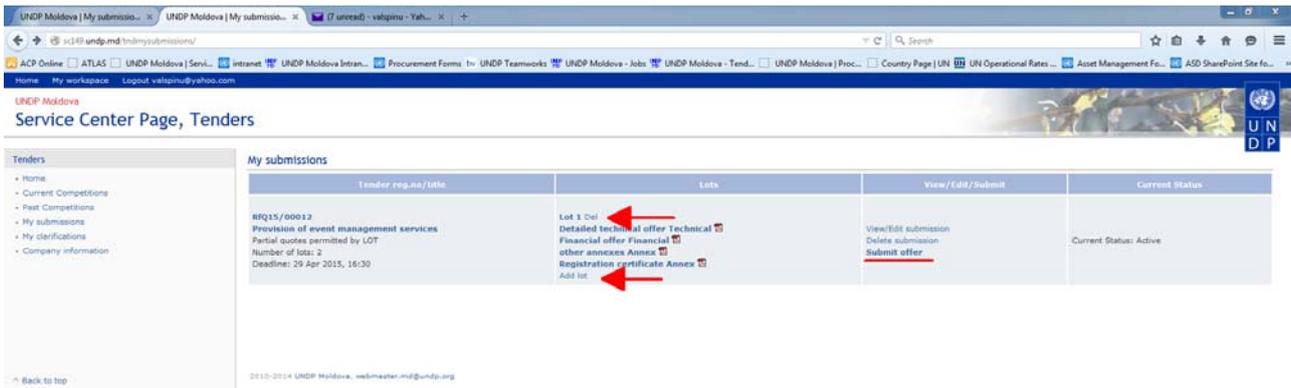


This is the step when lot-related information can be added. The number of tendered lots is displayed and Bidders are informed whether partial quotes are permitted by lot or not, as well as the preferred currency for the competition is shown. The Bidder should select the lot they are bidding for from the drop-down list. In the "Lot amount" field the Bidder should indicate the total price of the lot as a number (use "." to express decimals). In the "Lot currency" field the Bidder should indicate the currency of their offer (the currency of the offer can be different from the preferred currency; in such case any currency conversion

shall be done based on the UN Operational Rate of Exchange prevailing on the last day of submission of offers). Lot submission comments should not contain any pricing information.

Finally, under this step the supporting documents and attachments pertaining to the lot should be uploaded. The Bidder can upload as many documents as required and should indicate the category for each of the uploaded documents. In the case of Request for Quotation or Invitation to Bid, at least one file with the category "Financial", containing the detailed financial offer for this lot, should be uploaded. In the case of Request for Proposal, at least one file with the category "Technical" and one file with the category "Financial", containing the technical and financial offer, respectively, should be uploaded.

Once all information has been provided and files uploaded, click the "Save" button. The following page will be displayed:



Under the "Lots" column the information pertaining to the lots (including supporting documents) will be displayed. The Bidder can edit the previously entered information for the lot by clicking the respective lot link or delete it entirely. Additional supporting documents can be uploaded, as required. Information pertaining to other tendered lots can be added by clicking the "Add lot" link and repeating the instructions described above.

The final step in the online submission process is the submission itself, which must take place before the expiration of the competition's deadline. The system will not allow any online submission to take place after the deadline has expired. Once all information has been provided and supporting documents uploaded, the Bidder must submit the offer by clicking the "Submit offer" link. A notification by email will be sent to the Bidder's email address confirming the online submission.

Any time prior to the expiration of the competition's deadline, the Bidder can retract the submitted offer, by clicking the respective link on the "My submissions" page, in order to edit it and resubmit again. The Bidder can view the submitted offer by clicking the "View submission" link. Once the competition's deadline has expired, the Bidder will not be able to retract its offer anymore.



The Bidder will be able to check the status of the competition under the "Current Status" column. Once the evaluation is complete and the winner selected, the unsuccessful Bidders will be notified by email and the winner's name under each lot and respective awarded contracts amounts will be published here.

## 7. Past competitions

To access the past competitions click the respective link in the menu on the left side of the page. The following page will be displayed:

The screenshot shows the 'Tenders archive' page on the UNDP Moldova website. It features a search filter form with the following fields and options:

- Year: 2015 (dropdown)
- Reg no.: [input field]
- Title: [input field]
- Winner: [input field]
- Launch date from: [input field]
- Launch date to: [input field]
- Deadline date from: [input field]
- Deadline date to: [input field]
- Categories: [dropdown menu with options: Goods,Agricultural Products, Goods,Audiovisual Equipment, Goods,Clothing, Goods,Computer and Networking Equipment, Goods,Fuel]
- Type: [dropdown menu with options: Expression of Interest, Invitation for Pre-Qualification, Invitation to Bid, Request for Proposal, Request for Quotation]
- Last n records: [input field]
- Buttons: Filter, Reset Form

Below the form, there is a message: "Select filter criteria above and click Filter button". At the bottom of the page, it says "2010-2014 UNDP Moldova, webmaster.md@undp.org - v. 0.78/Nov. 13, 2014, 11:12 a.m."

This page is publicly available to all visitors of the website and allows a filtered search among all past competitions. The following filters can be applied: year, registration number, title of competition, winner name, competition launch date and deadline ranges, categories and type of competition. Once the required filters are set, click the "Filter" button. The past competitions corresponding to the selected filters will be listed, sorted by the registration number in descending order. The total number of records listed is limited to 77. If some past competitions are not found in the list, additional filters should be applied.

## 8. Company information

Logged-in Bidders are able to view and edit their registration information in the UNDP Moldova e-Tenders System by clicking the "Company information" link in the menu on the left side of the page. The following page will be displayed:

The screenshot shows the 'Vendor information' page for a logged-in bidder. The page displays a table with the following columns and data:

Vendor	Users	Fields of activity	Registration information
Company legal name: Company3 SRL Fiscal code: 1234567890123 Address: Str. x, Chisinau, MOLDOVA, REPUBLIC OF Internal number: 102 <a href="#">Edit vendor</a>	Valerian Spînu, Sales Manager, username: valspnu@yahoo.com, email: valspnu@yahoo.com <a href="#">Activated-De-activate</a> <a href="#">Add user</a>	Goods;Audiovisual Equipment Goods;Clothing Goods;Computer and Networking Equipment Goods;Fuel Goods;IT Supplies/Consumables Goods;Medical and Laboratory Equipment <a href="#">Edit fields of activity</a>	Name: Company3 SRL Fiscal code: 1234567890123 Registered: Feb. 4, 2015, 10:42 a.m. Modified: Feb. 4, 2015, 10:44 a.m. Creator: valspnu@yahoo.com Main e-mail address: valspnu@yahoo.com Registration Certificate Supporting registration documents: Company Profile Approved: Feb. 4, 2015 10:44 a.m. Company notifications on fields of activity Requestor notifications on fields of activity

At the bottom of the page, it says "2010-2014 UNDP Moldova, webmaster.md@undp.org - v. 0.78/Nov. 13, 2014, 11:12 a.m."

On this page Bidders are able to edit their registration address, activate/deactivate existing users or add new users, edit the fields of activity and add supporting documents to their portfolio of registration

documents. Bidders are not able to edit the company legal name and fiscal code and country of registration, which serve as unique identifiers of the Bidder in the system.

## **9. 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](mailto:sc.md@undp.org), or by phone at +373-22-220045.