

Guide for UNDP suppliers using Quantum Portal How to submit bids

February 2024





# Quantum Submit a Bid – Content Overview

This section covers the bid submission process including how to search and view negotiations in the system, how to participate in a negotiation and prepare your bid response, and how to make the final bid submission and confirm that the bid has been submitted.

#### **Search for Tenders**

- Log in and Search for Active Negotiations
- Download Tender Documents

#### Submit Bid

- Validate Responses
- Submit a Bid
- <u>Review Bid Confirmation</u>

#### Prepare a bid Response

- <u>Subscribe to a tender/Accept invitation</u>
- Bid on negotiation
- <u>Provide responses to the</u> <u>Requirements/Upload Supporting</u> <u>Documents</u>
- Insert Line Items, Quantity and Unit Prices
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#### Prepare a Bid Submission Offline (Optional)

- <u>Submitting a Bid in .XML</u>
- Download .XML Event Package
- Open .XML File in Excel
- <u>Complete Bid Responses in Excel</u>
- Upload File into the System and Submit Bid

# A Quick Guide to Submitting a Bid in Quantum

The main steps to submitting a bid in UNDP Quantum Supplier portal are as follows:



### Search for Negotiations – Log in the system

To search for all UNDP Open Competition Tenders, please visit : <u>UNGM</u>, <u>UNDP Procurement Notices</u> To start participating in a tender through the UNDP Quantum Supplier Portal, use the URL <u>http://supplier.quantum.partneragencies.org</u> and log in using your registered user ID (e-mail address) and password. Complete the steps for the MFA verification process.

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	Suppliers Account Sign In	
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User Name	nail	
Password		
Password		
	Sign In	
	Need help signing in? Click here	

If you are already registered in the system but do not remember your password, please do not register again.

If you have forgotten your password, use the option **Need help signing in? Click here** and complete the steps required for **Forgot Password** option.



### **Search for Negotiations – Go to Search Page**

Once you are logged in to your Supplier profile account, click on "Supplier Portal".

Then, click the "View Active Negotiations" link.

Negotiation is a term used for a tender in the UNDP Supplier Portal.





### **Search for Negotiations – Use search filters**

All ongoing public tenders (negotiations) will be listed. You can use the search engine to filter and view ongoing tenders by Negotiation ID, Title, Negotiation Open/Close dates or Invitation Received.

- Negotiation The ID of the tender is indicated in the related procurement notice.
- Title It is also indicated in the related procurement notice.
- Negotiation publishing dates and closure deadlines.
- Invitation Received always leave it blank.



To filter and view public tenders launched by UNDP in a specific Country, search by the three-digit country code (ISO country codes) e.g. Iraq, type UNDP-IRQ in the "Negotiation" field and leave blank in the field "Invitation Received". Click on "Search". All results for ongoing tenders from Iraq will be displayed on the screen. The code for tenders issued y HQ units is UNDP-HQ

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# **Search for Negotiations - View/Download attachments**

Each negotiation in the system has multiple sections. To view each section, click on the corresponding link in the "*Table of Contents"*.

Once you open the "*Overview section*", click on "*Expand All*" to see all the details.

## 

On each page the **Open** and **Close** date is presented. These dates are indicating the beginning of the solicitation period and the **deadline for the bid submission**.



To view PDF version of the Negotiation, select the "*View PDF* option".

To download the files attached to the Negotiation, click on the "*Actions*" button. Then select "*View*" >> "View Attachments".



Click to return to Submit Bid Main Page

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#### Search for Negotiations- View negotiation/Download attachments

Attachments (Request for Proposal UNDP-PSU-00157) Enter your text here Enter your text here	Done
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Search File Name or URL × Q Show Filters	
Actions ▼ View ▼ Format ▼ 第 🔟 🗑 斗 Download	
File Name or URL Level Attached To	Title Size
RFP - Instructions to Vendors Header	RFP - Instructions to Ven 438 KB
Voluntary Agreement to Promot Header	Voluntary Agreement to P 129 KB
Rows Selected 1 Columns Hidden 3	

All files attached to the negotiation are listed on the "*Attachments*" page. To download all attachments, click the "*Actions*" button and then select the option "*Download All*". The attachments will be downloaded in a zip folder, which may contain several sub-folder with attachments. Open the zip folder with an appropriate application and unzip (unpack) the folder(s).



## Accept invitation for a limited competition negotiation

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Active Negotiations	Notifications		Show All	Done
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UNDP-IQ-00091,1 IT Equipment for CO Iraq	I 20 Days 22-J	JI-2021 09: Sealed	0 <b>No</b>	躍
4				•

TIP

It is very important to subscribe to an ongoing negotiation that you are interested to participate. This is the only way to receive automatic e-mail notifications with the information on any changes related to that tender.

After you login the system, there are two ways to accept the invitation:

1) On the "*Search*" page, select the option "*Yes*" in the "*Invitation Received*" field and click the "*Search*" button. Identify/Select the Negotiation for the tender in question and click the button "*Acknowledge Participation*".

2) Click the "*Notifications*" icon, identify the corresponding notification, click on the "*Actions*" button and select the option "Accept Invitation" form the dropdown menu.

To decline the invitation, select the option "*Decline Invitation*" in the same dropdown menu.

#### **Subscribe to a Public Negotiation**

To subscribe to a negotiation, please click on "*Create Response*" button. Then, click the button "*Save*" and the draft bid response will be created/saved. You can continue working on the draft response at any moment during the solicitation period

Invitation to Bid: 1	UNDP-PSU-00178	Messages Create Response Actions V
Currency = US Dollar		Time Zone Eastern Standard Time
	Title Supplier Guide Document Status Active (Locked)	Open Date 30-Jun-2021 05:05:20 Close Date 2-Jul-2021 08:30:35
	Time Remaining 23:15:58	
Table of Contents	Cover Page	
Cover Page Overview Requirements Lines	[@Dirección de entidad jurídica de unidad de negocio de compras: línea 1@][@Dirección de entidad jurídica de unidad de negocio de compras: línea 1@][@Dirección the United Nations Development Programme (UNDP) hereby invites you to submit This ITB includes the following documents and the General Terms and Conditions of which is inserted in the Bid Data Sheet (BDS): Section 1: This Letter of Invitation Section 2: Instruction to Bidders Section 3: Bid Data Sheet (BDS) Section 4: Evaluation Criteria Section 5: Scope of Work, SOW Section 6: Returnable Bidding Forms o Form A: Technical Proposal Submission Form o Form B: Bidder Information Form o Form C: Joint Venture/Consortium/Association Information Form o Form D: Qualification Form	A Proposal to this Invitation to Bid for the above-referenced subject.



### Participate in Negotiations –Key Components of an online Bid

In order to submit a bid in the supplier portal, suppliers are usually required to complete the following 3 key processes:

- > Answer the questions in the *Requirements* section and upload supporting documents
- Insert unit prices for the items required.
- Validate and submit the bid response

Follow the instructions in the guide to complete your bid.



Use the **Save/Save and close** function to save the progress of your bid response. After some time of inactivity, the system times out and you may lose any unsaved changed to your bid. Therefore, use frequently the Save function.



### **Prepare Bid Response – Provide responses in the Requirements section**

Suppliers will be prompted to answer negotiation questions (Requirements) that will be used in the final evaluation and awarding of the tender. The questions may vary by the type of response that is required. Some will require a "**yes/no**" response, others may require typed/textual answers, or numerical input. Please read each question carefully before submitting your response

Create Response (Bid Response 12207): Requir Enter your text here Enter your text here	ements ⑦			
		878 8 W 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	CONTRACTOR DESCE	V 76 36 76 76
Time Remaining 2 Da	ays 3 Hours			
Section 1. Eligibility and Forms				
* 1. Is the Bidder eligible to submit a bid?				
1. A vendor should not be suspended, debarred, or otherwise iden     or any other international Organization. Vendors are therefore req     temporary suspension imposed by these organizations.     2. It is the Bidder's responsibility to ensure that its employees,     and/or their employees meet the eligibility requirements as estab     (rarget. Confirm that I meet eligibility criteria) <ul> <li>a. Confirm that I meet eligibility criteria</li> <li>b. Am included in ineligibility list. see attached</li></ul>	trified as ineligible by any UN Organi uired to disclose to UNDP whether th joint venture members, sub-contrac blished by UNDP.	zation or the World Bank Grou ey are subject to any sanction o tors, service providers, supplie Tender document?	p r	
Attachments				×
Actions 🔻 View 🖛 🕂 💥				
Type * File Name or URL	Title	Description	Attached By	Attached Date
File  AddLinesTemplate-Negotiation.bt Update	AddLinesTemplate-Negoti	Bidder information form	Supplier Guide	30-Jun-2021 05:13:38
Rows Selected 1 Columns Hidden 1				
				O <u>K</u> <u>C</u> ancel

#### IMPORTANT

**Response Required:** When a question is marked by a star, it means that answering the question is mandatory to submit a bid response.

∵̈́Ö́<sup>:</sup> Tip

Some questions may already be answered. These questions were part of the registration process and the answers that you provided automatically appear in your bid response. You may revise your answers if necessary to update the information.

# **Prepare Bid Response – Upload supporting documents**

* 2.	Quality of the Items to be d	elivered (Comp	liance with manufacturing standards)
	Response Attachments	None 🕂	

For some of the questions in the Requirements Section you may be asked to upload supporting documents in addition to your response. To upload the files, click on the + icon.

A	ttachments					×
	Actions 🗸 View 🗸	+ ×				
	Туре	* File Name or URL	Title	Description	Attached By	Attached Date
	File <b>v</b>	Choose File No file chosen			Vladimir Popnik	6-Jul-2021 08:04:43
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ott	a time to be deliver	an II ampliance with manifesturine standards)				O <u>K</u> <u>C</u> ancel

Click the + button to add an attachment. Then, click the "Choose File" button and select the file on your computer that you wish to upload/attach. Once the file is uploaded, enter the description.

To add more attachments, click the + button and repeat the same process for each file.

To delete an uploaded file, first select the file by clicking on the appropriate row. The selected row becomes highlighted (in light blue). Then, click the **X** icon.

To go back to the previous screen, click OK.



r	Туре	* File Name Delete	Title	Description	Attached By	Attached Date
zit	File v	test document.docx	test document.docx	Legal Registration paper	Vladimir Popnik	6-Jul-2021 08:22:50
p	File 🔻	demo.pdf Update	demo.pdf	Bid Security	Vladimir Popnik	6-Jul-2021 08:14:4

Click to return to Submit Bid Main

Page

### **Prepare Bid Response – Financial information for Request for Proposals**

For Negotiations that are Request for Proposals (Two envelop procurement method), there will be two evaluation stages – Technical and Commercial.

The portal maintains two envelopes through these stages. Information posted in the stage marked as "Commercial" is not disclosed until technical evaluation is completed and financial are opened for only those suppliers that pass the technical evaluation.



#### IMPORTANT

Do not enter any information/ attachment related to financial proposal or total cost/value of the proposal in evaluation stage marked as "Technical".

Additionally, when uploaded files part of your technical proposal in header attachments section, make sure that you select "Technical Section". Otherwise they will be classified as commercial and will not be available at technical evaluation stage.

Туре	Category	* File Name or URL	Title	Description	Atta
File 🗸	From Supplier V	UNDP-GNB-00075_339315_RESPONS	E.pdf Update UNDP-GNB-00075	5_33931	Sup

#### **Prepare Bid Response – Financial information for Request for Proposals**

Never put 1 for the "Response Value" but enter the total value of your proposal OR as instructed in the Negotiation. Please see below two examples:



2. Total bid price

Click to return to Submit Bid Main

Page



\* Respons

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### **Prepare Bid Response – Save for later**

You can save your bid response and come back later to add additional information. Click on "*Save or Save and close". Note that saving for later does not submit the bid response.* 

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	1 - 2 - 3 - 4							
	Overview <b>Requiren</b> Lines Review							
Create H	Response (Bid Response 13207): Requirements ⑦ Messages Respond by Spreadsheet	•	Action	ns 🔻	Back	Ne <u>x</u> t	Save	▼ Sub <u>m</u> it
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	Time Remaining 55 Days 19 Hours	Close	e Date	31 <b>-</b> Au	g-2021 04	4:40:10		
Section 1	. Technical							
* 1.	Capacity to deliver the articles under the DAP Incoterm in 45 days, complying with all technical requirements.							
	100							
	Response Attachments test document.docx (1 more)							
* 2.	Quality of the Items to be delivered (Compliance with manufacturing standards)							
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	Response Attachments							
	Comments	_						
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Click to retur

### **Prepare Bid Response – Save for later**

To open a saved draft bid response and continue with the completion of the bid, click on *Manage Responses*.





Be aware that saving your bid for later does not submit it in the system. To submit your bid, you must click on "Submit Bid".

Click to return to Submit Bid Main Page

#### **Prepare Bid Response – Save for later**

Select the option **Draft** in the field "**Response status**" and click the button "**Search**". All bid responses which are saved but not submitted will be listed. In the column **Negotiation** the ID of the negotiation is displayed. This will help you to identify the tender/draft bid response that you wish to complete.

Manage Responses						D <u>o</u> ne
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** Negotiation Title			** Response Status Draft	~	** At least o	one is require
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Search Results					$\smile$	
Revising a draft response automatically locks it.						
Actions ▼ View ▼ Format ▼ III Freeze III Detac	h 🚽 Wrap Accept Terms Revise	e				
Response Reference Response Number Status	Supplier Supplier Site Contact	Negotiation	Ne Negotiation Time Remaining Tit Type	Unread Messages	Monitor Awa	rd Amount
13206 Draft	Popnikolov, Vla	UNDP-PSU-00157	001 Request f 15 Hours 59 Min	0		
13210 Draft	Popnikolov, Vla	UNDP-PSU-00179	001 Request f 15 Days 20 Hours	0		
12207 Draft						
13207	Popnikolov, Vla	UNDP-MD-00031	ITE Invitation t 47 Days 15 Hours	0		
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#### **Prepare Bid Response – Save for later**

Identify the bid response that you wish to continue to work on and select it. Click *Actions*.

	Search Results											
To continue working on	Revising a draft response automatically locks it.											
your draft bid response	Actions ▼ View ▼	Format 🔻 🔳 I	Freeze 📰 Detach	📣 Wrap 🗛	ccept Terms Revise							
and complete it, click the	Accept Terms	teference	Response	Supplier	Supplier Site	Negotiation						
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response and create new	13207		Draft	Popnikolov, Vla		UNDP-MD-00031						
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Delete Draft.	14207		Draft 🔒 🛕	Popnikolov, Vla		UNDP-PSU-00193						



Page

### **Prepare Bid Response – Select Bid Currency**

In some negotiations supplier can select a different currency to submit their offer, from the list of currencies allowed. You can see what currencies are allowed when viewing the overview section of the negotiation, under Terms >> Currency part.

When creating a bid response, in the general overview section, make sure to change the response currency if you want to bid in another currency from the default one.

	<ul> <li>✓ Terms</li> <li>▶ Instructions</li> </ul>	Overview Create Response (Bid Response 412585): Overview ⑦
	Business Terms Payment Terms Net 30 Shipping Method None	Title 16_Conversion of a specialized mobile forens Close Date 12/03/2024 16.59
	Currency       Negotiation Currency       USD         ✓ Allow responses in other currencies         Response Currency       Freeze       Detach       ✓ Wrap         Response Currency       Description         USD       US Dollar         UAH       Hryvnia	General Supplier A Negotiation Currency USD Response Currency UAH ~ Price Precision UAH USD Conversion Rate 0.02631579
Click to retur	<u>n to</u> Main	

#### **Prepare Bid Response – Insert price(s)**

To enter your price offer on the Line Item(s), click on the *Lines* step of the bid response.

Enter your price offer in the "*Response Price*" field for each Line Item that you wish to bid.

You can add attachments on the Line Item level. Select the Line Item (it should become highlighted in light blue) and click the **Edit** icon.

Create R Enter your te Enter your te	Response (Bid Ro ext here ext here	esponse 12207): Lines ⑦	1 - 2 Overvi Requir.	Lines Review	Messages	l by Spreadsheet 🛛 🔻	Actions  Back N	e <u>xt</u>   Save ▼ Sut	∞ <u>omit</u> ] <u>C</u> ancel un-2021 05:24:39
Currency = 0						V WY I NO		Time Zone Easter	m Standard Time
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Line	Description			R I	equired Details Category Name	Response Price	Estimated Quantity UOM	Line Amount Es	stimated Total Amount
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3	Servers				Computers	5,000.00	2 Each	10,000.00	
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Grand To	tals								
All response	e lines are included. Res	onse Amount 290,000.00							



### **3.2 Prepare Bid Response – Insert price(s)**

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ctions 🔻 View 🔻	+ ×				
Туре	Category	* File Name or URL	Title	Description	Attached
File 🔻	From Supplier V	Choose File No file chosen			Vladimir Po
•					

To add attachments on the Line Items level click the **+** icon on the Attachment field.

Click the + button to add an attachment. Then, click the "Choose File" button and select the file on your computer that you wish to upload/attach. Once the file is uploaded, enter the description.

To **add more attachments**, click the **+** button and repeat the same process for each file.

To **delete an uploaded file**, first select the file by clicking on the appropriate row. The selected row becomes highlighted (in light blue). Then, click the X icon.

To go back to the previous screen, click "OK".

Submit Bid Main Page

# Submit Bid – Validate the bid response

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2	Laptop computers	Response 12207 to negotiation UNDP-PSU-00178 was validated without er	TOTS.	omputers	1,000.00	200 Each	200,000.00	
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Grand Totals All response lines ar	re included. Response Amount 290,000.00							

[	S Error X
	You must respond to at least one line in the negotiation before you submit your response. (PON-2085013)
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$\leftarrow$	

You can validate the bid response prior to the submission. Click the "*Actions*" button and select the option Validate from the dropdown list.

The system will perform a validation of the bid response. If no errors are identified, you can proceed with the submission.

If the validation process identified an issue with the bid response (e.g., missing mandatory data), an error message will pop up and inform you what exactly is not correct on the bid response (e.g., which data is missing).

### Submit Bid – Review and Submit Bid Response

You can review your bid response by clicking "Review". Then click on different Sections to view the entered info. Once your bid is complete and your responses have been validated, click on "*Submit*" to post it in the system.

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Review Response: Bid Response 13208 @	$\supset$	Mes	ssages Respond	by Spreadsheet	Actions	Back Nex	t Save 🔻	Sub <u>m</u> it <u>C</u> ancel
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Title ITB-Proc Notice				Clo	se Date 31-Aug-	2021 04:40:10		
Time Remaining 54 Days								
Overview Requirements Lines								
View - Format - Freeze - Detach - Wrap								
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Line Description	Details	Category Name	Response Price	UOM Name	Line Amount	Estimated Total Amount	Response Minimum Release Amount	Attachments
1 Beverages		Beverages	1,000.00	Each	1,000.00			
Columns Hidden 6								
1 Beverages Columns Hidden 6	2	Beverages	1,000.00	Each	1,000.00			



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## Submit Bid – Submit Bid Response

A confirmation message will pop up on your screen informing you that the bid response was submitted.

Bid Confirmation



You will also receive an automatically generated e-mail notification confirming that the bid response was submitted. Alternatively, you can check the posted bid response from Manage responses menu.

Click to return to Submit Bid Main Page

### Prepare a Bid Submission Offline – Submit Bid in .XML

Suppliers have the option to prepare their bid responses offline by downloading the entire negotiation package to their computer in .XML file format.

The .XML file negotiation package will contain all the questions from the Requirements Section and the Line items that must be completed by the suppliers before submitting their bid online.

To do this, the Supplier must download the .XML file, save it as an excel file to their computer, complete required fields, and then upload their bid response to the negotiation in the system.

Please note that if you choose this optional method of submitting your bid, you must also ensure that you have also uploaded all the necessary supporting documents directly to the system before submitting your bid.





#### **Prepare Bid Response Offline - Export/Download XML file**

To begin preparing your bid response offline, you must first export/download the .XML file to your computer. To export the .XML file, open the negotiation in question, click the **"Create Response"** button and click "Save". Then, click the button **"Response by Spreadsheet"** and from the dropdown list select the option **"Export"**.

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	•	2 - 3 - 4			
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Create Response (Bid Respo	onse 12214): Overview 🕐	Messages Respond by Spread	dsheet 🔻 📗 Actions 🔻 📗 🗉	∃ack Ne <u>x</u> t Save	│ ▼ │ Sub <u>m</u> it │ <u>C</u> ancel │ <mark></mark>
Enter your text here		Export			
Enter your text here		Import			· · · · · · · · · · · · · · · · · · ·
		import		Tir	Last Saved 01.07.21 09:42 me Zone Central European Time
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	Time Remaining 1 Day 4 Hours				
General					
Supplier	Nextgenerp supplier 01	Response Type	e 💿 Primary		
Negotiation Currency	USD		Alternate		
Response Currency	USD				
Price Precision	2 Decimals Maximum	Reference Numbe			
Conversion Rate	1	Note to Buye	er	/	
		Attachment	s None 🕂		



### **Prepare Bid Response Offline – Download XML file and open in Excel**

Select the options "Requirements and lines" and "Rich style spreadsheet" and click OK. The system will export and download the .XML file in a ZIP folder on your computer. Use an appropriate application to extract the file .XML file from the ZIP folder.

Open the saved .xml-file in **Excel** by going to the "Excel" application, clicking on **"Open" " "Browse"** and then browsing the file location.







### **Prepare Bid Response Offline – Complete bid responses in Excel**

Once you have opened the file in Excel, complete all the required info/data on each sheet tab of the .XML document.

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Please make sure not to change any details of other cells than the ones in which you should enter the required answers and price offers.



Please check all the sheet tabs at the bottom of the excel file and make sure that you have answered all required fields.

## **Prepare Bid Response Offline – Complete bid responses in Excel**

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#### **Prepare Bid Response Offline – Complete bid responses in Excel**

Enter the price offer in the "**Response Price**" field for each line item that you wish to bid. If the negotiation requires bidding for all line items, enter the price offer in the "**Response Price**" filed for each line item listed.

If you have any note/comments related to the line items, type them in the field "**Note to Buyer**" of the corresponding line item.

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### **Prepare Bid Response Offline – Upload responses and submit**

When you have completed all fields, save the document as an XML. Spreadsheet. Login to the system, click on the "Supplier Portal" icon and click the link *"Manage Responses".* 

Supplier Portal									
Search Invoices v Invoice Number v	٩,								
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Select the draft response that you created for the negotiation in question and click the **"Revise"** button. You can also click the **"Action"** icon and select the **"Revise"** option. Your draft bid response will open.

	Accept Terms	** Respo	onse				
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	13209		Draft	Popnikolov, Vla	UNDP-PSU-00179		



### **Prepare Bid Response Offline – Upload responses and submit**

To upload the completed .XML file in the negotiation, click the button **"Respond by Spreadsheet"** and select the option **"Import"**.



Click on "Choose File" button and select the completed .XML file on your computer. Click **"OK"**. When the .xml-file is imported/uploaded, your answers will be automatically populated in each section of the Negotiation. Please review the answers to make sure everything is correct and add any attachments before validating your entries and submitting your Negotiation.





## **Prepare Bid Response Offline – Validate bid response and submit**

You can validate the bid response prior to the submission. Click the "Actions" button and select the option Validate from the dropdown list.

The system will perform a validation of the bid response.

If no errors are identified, you can proceed with the submission.

If the validation process identified an issue with the bid response (e.g., missing mandatory data), an error message will pop up and inform you what exactly is not correct on the bid response (e.g., which data is missing).



Lines Review

Actions **T** Back Next

Submit



### **Prepare Bid Response Offline** – Review bid response and submit

You can review your bid response by clicking **"Review**". Then click on different Sections to view the entered info. Once your bid is complete and your responses have been validated, click on **"Submit"** to post it in the system.

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### QUONTUM

You will also receive an

response was submitted.

automatically generated e-mail

notification confirming that the bid

# **Prepare Bid Response Offline – Submit Bid Response**

A confirmation message will pop up on your screen informing you that the bid response was submitted.

Bid Confirmation

Supplier Name XYZ Export-Import User One





# **Practical tips**

- 1. Always subscribe to the tender in order to receive automatic notifications for amendments, deadline extensions, etc.
- 2. Do not wait until the last moment to submit your bid. You can start preparing your bid response in advance and use <u>Save for</u> <u>Later</u> feature and then submit in due time.
- 3. Make sure to upload financial documents as <u>Commercial section and technical documents as Technical section</u>.
- 4. Make sure to <u>change the currency</u> of your bid response as needed.
- 5. You should check and <u>validate your responses</u> before submitting.
- 6. Normally you should receive an email notification confirm <u>bid receipt</u>. If you do not receive an email, you can still check the status of your bid. Follow the steps shows in managing bid responses guide for more details.





Thank you for using UNDP Quantum Supplier Portal!

To view additional resources, please click here.

If you need support with using the system, please contact the focal point for the tender you are interested to participate, or contact the corresponding UNDP office managing the tender or that has issued your contract.

