

# eTendering

## Frequently Asked Questions

For suppliers

Release No. 3

February 2015

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### **1. I cannot log in the system using the event.guest account. It says users name or password is not recognised.**

Clear cache of your browser and try again. If the problem persists contact the focal point listed in the procurement event.

### **2. I have received the registration confirmation email but failed to log in the system. It says username or password do not recognised.**

1. Wait for about 1 hour from the moment you received the confirmation email and try again.
2. Clear cache from your browser and retry.
3. Please make sure you are using <https://etendering.partneragencies.org>. Do not click on the link included in the confirmation email.
4. If the problem persists, contact the focal point listed in the procurement event .

### **3. Where can I download the Instructions Manual for Suppliers?**

You can download the instructions Manual for Suppliers in any of the sources below:

- a) In eTendering system. The instructions manual is uploaded in the bid event and can be accessed from “Bidding Documents” link.
- b) Procurement notice published in UNDP website for any of the tenders conducted in eTenderig system.
- c) UNDP website.

### **4. I have logged in the system but I do not see any bid event.**

Make sure that “Sell event” and “Request for Information” are selected at the search criteria section and search again. Refer to section 4.1 of the user guide.

### **5. How can I search for tenders issues by a specific country?**

In the search criteria section, under Event ID tab, insert the country code in the first box. Country code is a specific code assigned for each country in the system. If you are not sure what the code is for the specific country you are searching, ask UNDP.

### **6. What can I put as user id during the registration?**

The user ID must be composed in the following format: firstname.lastname. It is highly recommended that the user ID represents the company rather than an individual.

### **7. Can I change the address in my profile in the system?**

Yes. You can change the address by going to “My bidder Profile” tab in the menu on the left and clicking on “addresses tab”. Here you can change the existing address or add additional alternative address.

### **8. Can I change the details of the contacts in my profile?**

Yes. You can change the contact details by going to “My bidder Profile” tab in the menu on the left and clicking on “Contacts”. Here you can change the contact information details such as name, email address, telephone numbers, etc for all contacts registered under your profile. You can also add additional contacts or delete existing ones. Refer to section 5.2 of the user guide for more information.

### **9. I am not sure if I am interested to submit a bid. I would like to view the bid requirements first. How can I do that?**

Click on “View Bidding documents” in the start page of the bid event. It will show a list of attachments. One of the attachments with Description “Event details” is a consolidate document of the tender requirements in PDF format. Other attachments included in the Tender are available as well. Refer to section 4.2.1 of the user guide for more information.

### **10. I declined the invitation in the system but now I am interested to participate. Can I still do it?**

Yes. You can still submit a bid provided that it is still within the deadline.

### **11. I have accepted the invitation but now I am not interested to submit a bid anymore. Can I cancel my participation?**

Yes. If you have not submitted a bid, simply do not submit one. If you have submitted a bid already, cancel it from the system.

### **12. Can I save a bid for later completion and submission?**

Yes. However you have to provide responses to those bid questions which a response is mandatory before you can save. Be aware that a saved bid is not submitted until you have clicked on “Submit Bid”.

### **13. Can I complete my bid offline?**

Yes. You first have to download the bid document as XML file and complete your bid in Excel. Then you can upload the excel document to your bid in the system. However, the attachments must be uploaded directly online in the system. Refer to section 4.4 of the user guide for more information.

### **14. I submitted a bid. How can I be sure that the bid is received?**

An email confirmation is sent to the email address associated to your account in the system with a copy of your bid. However, you must log into the system and view the bids submitted and recorded in the system to make sure that you have a “posted” status in the corresponding bid event. Refer to section 4.3 of the user guide for more information.

### **15. Will I receive automatic email notifications if there is a change in the bid event?**

Only bidders who have either accepted the bid invitation in the system, submitted a bid on the original version, or have been invited directly by UNDP in the system will receive automatic notification on

changes. The rest will be able to see the changes made in the system for a particular bid event but will not receive email notifications.

**16. I have a question related to a specific Tender launched in eTendering system. Whom should I contact from UNDP?**

The focal points for each Tender event in eTendering is displayed in the corresponding Bid Event in the system. In addition, focal contact point is provided in the Data Sheet document attached in the Bid Event.

**17. I have heard that UNDP has launched a tender but I cannot find it in the eTendering system.**

If a tender has been launched by UNDP and you cannot find it in the system, it may be because:

- a) The tendering process is not being conducted in the eTendering system.
- b) The Tender is not based on an "Open ITB" process, meaning that the Solicitation Documents are sent only to a shortlist of suppliers.

Contact the corresponding UNDP office to get more information.

**18. I cannot upload a document. It gives an error message that I don't understand.**

Make sure that the file name is maximum 60 characters and try again. If the problem persists, contact UNDP.

**19. The system is slow and not responding very well. What can I do?**

Try to sign out and then sign in again. In addition try to use a different browser.

**20. I see different links where I can upload documents. Which one should I use?**

It depends on the type of document. If it is a document that pertains to general requirements of the bid, you can upload in the "View/Add General Comments and Attachments" tab at the header level of the bid event. If it is a document that is relevant to a specific header bid factors, you can upload it in "Add comments or attachments" tab besides the corresponding bid factor. If it is a document relevant to a particular item, you can upload it clicking on the comments tag beside the line which displays "View/Add comments and attachments". If you are not sure, you can upload the document as a general attachment (first option described above).

**21. How can I edit my bid?**

To edit your bid you must open your existing bid, make necessary changes and submit again. It is important that you click on "submit bid" regardless to ensure that you have a bid posted in the system. Refer to section 4.3.2 of the user guide for more information.

**22. I have submitted a bid and received email confirmation but I want to make sure I have provided all information required and my bid is complete. How do I do that?**

Log into the system and open the bid by clicking on “view” button. You can look into all responses you have provided including the prices and attachments. Important: you will be asked if you want to save your bid. If you have not made any changes, you can click on “No”. If you have made changes, you must click on “submit bid” again for your bid to be posted again in the system. If you are unsure, click on “submit bid” button even if you did not make any.