

eTendering

Frequently Asked Questions

For UNDP users

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1. What is eTendering?

eTendering is a module within web-based PeopleSoft online system that enables UNDP buyers to manage the tender processes and communication with bidders online. It is part of ATLAS and as such is fully integrate able with other ATLAS modules. For more information read section 1 of the eTendering User Manual.

2. My office would like to use eTendering. What do we need to do to get started?

The Module itself is available already in the system. However, before starting to use it, you must complete some preliminary activities in order to get ready, for example, train and familiarize yourself with the system, setup user profiles, etc. For more information, read section 2.1 of the eTendering User Guide.

3. Who can have access in eTendering module?

All buyers and senior managers can have access to the eTendering module. eTendering has four main profiles. More information can be found on section 2.2 in the eTendering User Manual.

4. How can I get access to eTendering module?

All users with buyer profile in ATLAS get access to eTendering module by default. For “Event Approver”, once the CO has decided who will get this profile. You must make a special request to your ARGUS focal point by selecting “finance instructions” and in the description simply request (text) that a profile is created accordingly as “Event approver”. The ARGUS team will act based on that after that.

5. Are there any resource materials for users who want to learn and familiarize themselves with the system?

Yes. We have developed several documents to help users understand and use the system effectively. They can be found in PSO Intranet, online library section [here](#). We will be updating these materials constantly, therefore make sure to regularly check PSO intranet for updates.

6. I do not understand some of the terms and definitions used in the system. Are they explained in any document?

Yes. Most common definitions that are used in the eTendering system are translated in the eTendering User Guide document. Read section 3 of this document for more information.

7. I would like to train and test the eTendering module. Where can I do that?

You can train and test the system in the Atlas training site, in the following link: <https://finance-training.partneragencies.org>

8. I want to create an event in eTendering. Where should I start?

Before you start creating an event, it is recommended that you read the instructions guide and other resource materials store in UNDP intranet, under eTendering folder. Specifically, read section 4 of the eTendering User Guide document which will provide you with valuable information on what templates and other tools are already available in the system and how to use them.

9. Can I edit/modify the templates in the system?

You should not modify an existing template. If you need a template specific to your needs, you can create a new template and save it as a personal template.

10. None of the existing templates in the system fits exactly the specifics of my case. What should I do?

You can create your event based on the template that is closest to your case and then edit the event to your needs. Read section 5.1.1 in the eTendering User Guide for more information.

11. I see that there is more than one template for same type of process (ITB, RFP, etc). Which one should I use?

Yes, there are more than one just template for the same type of process. Some are comprehensive and detailed templates and some are simplified. Ideally, the comprehensive and detailed templates are used. However, that will depend on other factors such as complexity of the case, profile of potential bidders, familiarity with the system from both UNDP and bidders side, etc. It is up to each user and CO to determine which template they want to use for a specific case.

12. I want to create a new case but I am not sure on a few aspects related to eTendering. Whom should I contact for guidance and support?

If you have questions or need guidance and support related to eTendering, you can contact Emma Barredo at emma.barredo@undp.org or Roland Koxhaj at roland.koxhaj@undp.org.

13. Can I change or remove attachments that come automatically with a template?

Yes. You can remove or add new attachments. However, you must not change the attachments which are in PDF format such as the UNDP GTCs, instructions manual to Bidders, etc. unless this documents are updated and made available in UNDP website but not updated yet in the eTendering templates. If you are in doubt, please contact PSO. Read step 7 in section 5.1.1 of the eTendering User Guide document for more information.

14. Can I use the eTendering system for an RFP case?

Yes, you can. There are templates created for RFP cases. If a two envelop process is required (i.e. financial proposal submitted in a separate sealed envelope), bidders have to submit their financial proposal by uploading it as an encrypted file together with their bid. UNDP evaluation team will then request the password as due only for the proposals that passed the technical evaluation, in the same way when proposals are received as encrypted files via email. For more information on how to create an RFP case in eTendering, please read section 5.1.5 of the eTendering User Guide document.

15. Can I create LOTS in an event?

Yes. There are different methods how to create a bid event containing LOTS. Read section 5.1.4 of the eTendering User Guide document for more information.

16. Can I put more than one contact details for a bid event?

Yes. To do so go to “Payment Terms and Contacts Information” and add the contact details, separated by semi-column.

17. I have launched an event in eTendering. Do I have to publish elsewhere?

Yes. You have to publish your procurement notice as required by POPP. In your notice you must include at least the “Instructions Manual for Bidders” document and the link for bidders to register to eTendering, in addition to the information usually provided for the procurement process itself. Read section 5.1.6 of the eTendering User Guide document for more information.

18. How can I alert bidders who are not registered in eTendering?

You can notify them via email and provide them with the instructions on how to register in the eTendering system.

19. Can I copy the line items from a requisition?

Yes. You can copy the line items from a requisition, PO, another bid event, etc. Read step 4 in section 5.1.1 of eTendering User Guide document.

20. Can I copy from another event?

Yes. You can copy from another event. All information in the original event will be copied to the new event, except for the attachments.

21. Who will approve the event I created?

Every BU has its own event approvers. Read section 2.2 of the eTendering User Guide for more information on who can be an approver. Approvers will receive an email with a link from the system that they can use to approve the event. Alternatively, they can go to their “worklist” and approve the event from there. Read section 5.2 of the eTendering User Guide document for more information.

22. I have launched an event. Can I see how many bids are received so far?

Yes. Go to Maintain events – Event workbench and click on “View Bid History” to see which bidder has accepted the bid invitation and who has already submitted a bid. Read section 5.3.1 of the eTendering User Guide document for more information.

23. Can I see the bids submitted so far?

No. You can see only if a bidder has submitted a bid or not, but you cannot see the actual bids submitted until the bid submission deadline is over and evaluation process starts.

24. I have launched an event but need to make some changes now. How can I do so?

Go to Event Workbench and click “Create New Version”. Here you can make several changes to the bid event. Please be aware that the new version needs to be approved by “Event Approver” before it is made visible to bidders. It is highly recommended that when you change a bid event, you highlight the changes made on top (first paragraph) of the introduction section of the bid event to make it easier for the bidders to identify the changes made. Read section 5.3.2 of the eTendering User Guide document for more information.

IMPORTANT: If you intend to make changes to line items or bidder factors, you must first check if any of the bidders has submitted a bid. If yes, please contact PSO for more detailed instructions before making the changes.

25. What happens with the bids submitted on a previous version when I create a new version?

Bids submitted by a bidder on a previous version are automatically associated to the new version. Bidder can then edit or cancel their bid if they wish or have to do so. However, if there have been changes made in line items or bid factors made for the new version, system does not associate the old bid to the new version. Read section 5.3.2 of the eTendering User Guide document for more information.

26. I want to extend the deadline for submission of bids. How can I do it?

You can extend the deadline for submission of bids by creating a new version and changing the end date. Remember to amend the original procurement notices (UNDP website, UNGM, etc).

27. How can I share pre-bid minutes, clarifications, or other document during the bidding period?

You can share these documents by creating a new version and uploading the corresponding documents as attachments to the event. Read section 5.3.2 of the eTendering User Guide document for more information.

28. If I make any amendment to the event and solicitation document, do I have to amend the original procurement notices as well?

If you have followed the instructions in section 5.1.6 of the eTendering User Guide document, you do not have to amend the original procurement notices. Bidders are instructed to subscribe to the event by using the “accept invitation” feature and will receive email notifications from the system whenever a new version has been launched. The only exception to this rule is when there is a substantial extension of the bidding deadline. Read section 5.3.2 of the eTendering User Guide document for more information.

29. Who will be able to access an attachment that is marked as “Confidential”?

Documents that are marked as “confidential” can be accessed only by users with access to eTendering module of the BU where the event has been created and users who have the “Super User” profile.

30. Do I have to conduct a Public Bid Opening if bids have been received through eTendering?

Yes. However, the process is more streamlined. Read section 6.1 of the eTendering User Guide for more information.

31. Some of the Evaluation Committee members do not have access to eTendering module. How can I share the bids with them?

Some of the information (prices and response to bid factors) can be sent directly from the system using “Analyze bids” export functionality . Attachment uploaded by bidders must be first downloaded and saved. Read section 6.1.2 of the eTendering User Guide document for more information.

32. Can I view bids received for an event created in another BU?

No. The evaluation page and viewing of bids is restricted to only eTendering users of the BU, except for “Super Users” profile who can access bids information from other BU as well.

33. Can I upload the evaluation report into the bid event?

Yes. You can upload documents at the evaluation stage by selecting “Events Comments and Attachments” on “Go to” link on top of the “Analyze Bids” interface. Remember though that it will be viewable to other buyers from other BUs. We will introduce the “Confidential” functionality for this page as well in a near future.

34. How can I upload clarifications received from Bidders during the evaluation?

Yes. You can upload documents at the evaluation stage by selecting “Events Comments and Attachments” on “Go to” link on top of the “Analyze Bids” interface. Remember though that it will be viewable to other buyers from other BUs. We will introduce the “Confidential” functionality for this page as well in a near future.

35. Can I export the bids received into another format?

Yes. You can export an XML version of the bids received by selecting “Analyze Export” on “Go to” link on top of the “Analyse Bids” interface. Read step 1 of section 6.1.2 of the eTendering User Guide document for more information.

36. I cannot upload a document to the system. An error message appears. What can be the problem?

Make sure the length of the file name is maximum 60 characters long. Contact UNDP eTendering support focal point if the problem persists.

37. Can I invite other persons without access to eTendering to view the bids received in the system during the evaluation stage?

Not currently. We are working on enabling the “Collaborator feature” which would allow this

38. I cannot open some of the attachments that are in ZIP or RAR format. What can I do?

Make sure that you have the corresponding app (ZIP or RAR) installed in your computer. If you have and still are not able to open the file, try a different browser (Mozilla, Google Chrome, etc.).

39. How is evaluation done?

Using the system does not change the UNDP bids evaluation process. System can facilitate this process in certain manners but majority of the steps in the process remain the same. Read section 6.2 of the eTendering User Guide document for more information.

40. Is eTendering system linked to ACP online system?

Not currently. We are working and hope to be able to link it in a near future.

41. When should I indicate who is the awarded bidder in the system?

You must first obtain all necessary approval before reflecting the outcome of the evaluation process in the system. Preferably, confirm acceptance of the contract by the recommended bidder also. Read section 6.3.1 of eTendering User guide for more information.

42. Can I split award?

Yes. You can award to more than one bidder and then split the lines or the quantities within each line to the different bidders. Read section 6.3.2 of the eTendering User Guide document for more information.

43. Why do I need to check the vendor database before proceeding to the PO creation step?

It is important in order to avoid creation of duplicate vendors. A company may exist already in the vendor database before the introduction of the eTendering system. If that is the case, we should match the bidder ID and vendor ID of the same company. Read sections 6.4.1 and 6.4.2 of the eTendering User Guide for more information.

44. Why do I need to enter the vendor page and edit the records created automatically by the system?

System creates a vendor record automatically by using the information provided by the company when self-registering as a bidder in the system. However, the information provided during bidder registration process is not sufficient to complete the vendor record. Buyer must complete the additional information required, such as banking details, etc. Read section 6.4.3 of the eTendering User Guide for more information.

45. Can I award different quantities from what is in the event?

You can award less than the quantity quoted by bidder in the event. But you cannot award more. However, you can increase the quantity or add additional lines in the PO directly.

46. What happens if I cancel a PO?

The quantities that were awarded from the event to that PO will be made available back to the event. You can then award a new PO to a different bidder. However, you cannot award again to the same bidder. Read section 6.4.4 of the eTendering User Guide for more information.

47. What happens if I cancel a line from the PO?

The quantities cancelled in the PO will not be made available back in the eTendering event to be awarded to a different bidder. If that is the case, you have to create a new PO not linked with eTendering event.