United Nations Development Programme



eTendering Bidder Training Guide

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1 Common Definitions:

Bid A submission of an offer on an event.

Bid Factor Bid requirements and evaluation criteria, that may or may not be cost-related, which

factors into the award of an event. Bid factors can be of pass or fail or can be

assigned weightings and used to determine the best qualified bid.

Examples of bid factors include price, product warranties, service level agreements,

and defect ratings.

Bidder Anyone registered to place a bid on an event. The term bidder applies whether it is a

sell event (i.e. when UNDP is selling goods) or a buy event (i.e. when UNDP is the

buyer).

Business Unit

An identification code that represents a high-level organization of business information usually representing an UNDP Country Office or HQ department.

Buy Event In a buy event, UNDP wants to buy goods or services. In addition to price, the creator may specify other bid factors and assign weightings, which factors into the award decision. Bidders must submit their bids, including responses to the bid factors, by a specified End Date after which time the bids are evaluated and the event is awarded. In PeopleSoft Strategic Sourcing, there are three types of buy events:

> Auction: Also known as a reverse auction. All bids are visible to all bidders. Bidders can enter multiple bids, to beat the current highest-scoring bid.

Sealed RFx: Similar to a RFx event, yet also restricts the event creator from viewing the bids until after the event has ended. It is used by UNDP for Invitation to Bid (ITB) and request for Proposals (RFP) type of processes.

End Date The date and time the event closes meaning that bids are no longer accepted.

Event Creator The originator of the event in the system.

Factor Type

The type of information being requested on the bid factor, such as monetary,

numeric, date, text, yes/no, or list.

Preview Date

The time available before an event's start date. During preview, bidders may view the event, and may enter bid data into the system but will not be able to submit their bid.

Having a preview time for an event is optional.

Public Event

An event on which any person or organization may bid.

RFx

A request for information or request for quote event in which each bidder bids once; bidders cannot see each others' bids and scores.

Sell Event Most familiarly known as an *auction*. In a sell event, the event creator offers a good or service for sale. In addition to price, the creator may specify other bid factors which helps determine the award decision. Bidders must submit their bids, including responses to the bid factors, by a specified end date at which time the bids are evaluated and the winners are declared. In PeopleSoft Strategic Sourcing, there are two types of sell events:

Auction: All bids and scores are visible to all bidders. Bidders can enter multiple bids, to beat the current highest-scoring bid.

RFx: Each bidder submits one bid by the specified end date, at which time the event creators evaluates bids and awards the event. Bidders never see others' bids but the event creator can see all bids throughout the event.

SetID An identification code that represents a set of control table information or tablesets. A

tableset is a group of tables (records) necessary to define your organization's

structure and processing options.

Start Date The date and time at which the event becomes open for bidding.

User ID The system identifier for the individual who generates a transaction.

Weighting Both bid factors and line items are weighted to reflect their level of importance.

Weighting is used to analyze and score bids.

2 BusinessProcess

The eTendering module is designed to facilitate collaboration between buyers and suppliers of goods and services. Through the functionalities offered in the module, users (buyers) can manage bidding events, monitor participations, and evaluating offers, thus stream line the bidding process.

When creating an event, users have the option of inviting individual suppliers/vendors or making the event public. An invitation is automatically sent to all invitees once the event is posted. **In order to participate in an event, suppliers must first register as a Bidder via the supplier portal** and then enter bids for the events that they are invited to. Features such as bid factors, allows users to assign weightings and ideal answers for evaluation purposes.

This section describes the steps that bidders must follow in order to register in the eTendering system. It is a self-registration and one time process where bidders must provide pertinent information about them such as name, email, address, and organization information if they represent one. Once registration is completed, bidder can sign in the system using its own username and password.

For the first time registrants, use the following details to login and create access:

https://etendering.partneragencies.org

Username: event.guest Password: why2change

Please note:

- 1. It is strongly recommended to create your username with two parts, your first name and last name separated by'.", similar to the one shown above.
- 2. The registration page enables Bidders to create a user ID. System will generate a temporary password that will be sent to the bidder to the email address provided by Bidder during registration process. Bidders will be prompted to create their own password.

Navigation: Manage Events and Place Bids > Register Bidder

1.) Enter bidder information: As soon as bidder logs in for the first time with the username and password above, bidders must register themselves following the steps below:



Step 1 of 6: Preliminary information.

These questions will determine the type of bidder you will become.

- * Required Field
- 1. Please select the type of bidder which best describes you.
- Business
- Individual
- 2. What type of bidding activities are you interested in?
- Buying goods/Services
- Selling goods/Services
- Both

Next >>

Cancel Registration

* Required Field

Bidder Registration

Step 2 of 6: User Account Setup

Create a user account for your company. Optionally, if you want to add another user to access this account please click on the 'Save and Add Another user' button. You can repeat it to add as many users as needed.

*Required Field

*Company Name Training Expert Inc

URL: http://

User Information

*First Name Training Delete

*Last Name Expert

Title

*Email ID madhu.vegunta@undp.org

*Telephone 2129065191 Ext

Fax

*User ID training.expert (User's account login name.)

* Required Field

Next >>

<< Back

Cancel Registration

Name of the company must correspond to the name recognized and registered in relevant registration office. First and last name should be the name of the person authorized by your company to use the system and represent the company.

You can add several users under the same Bidder profile. Each added user will have its own User ID and password.

Once you have created all users that you intend to create, click on "next" to continue to the following step.



Select the country and complete the address for your company. Note that USA is selected by default so make sure to correct accordingly.

Step 4 of 6: Other Account Addresses

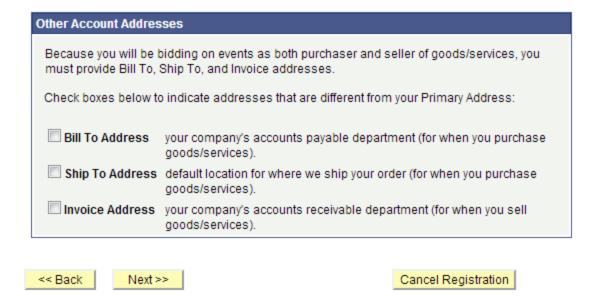
* Required Field

The Primary Address you have entered for Training Expert Inc is:

1 Main Street

New York, New York 10017, United States

If you need to make corrections, click the Back button and edit your fields.



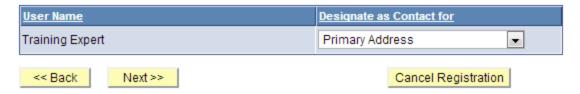
* Required Field

Step 4 is optional. If you do not have alternative addresses for your company, skip this step by clicking on "next" to go to the next step.

Step 5 of 6: Address Contacts

Please enter additional addresses as necessary. (This is required only if your Primary Address is not used for all address types.) Next, please designate each of your registered users to an appropriate address category. If you're not sure which address category is the best match, choose "Primary Address".

* Required Field



^{*} Required Field

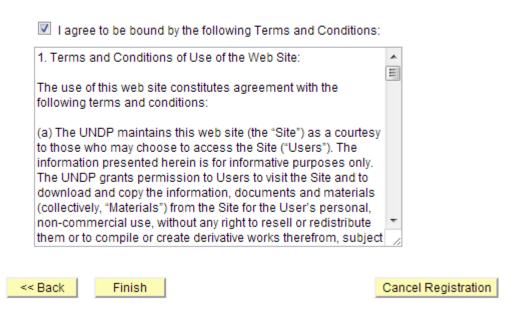
In this step you have to assign an address to each of the users you created. Make sure that each user has been assigned on address.

Bidder Registration

Step 6 of 6: Terms and Conditions

Make sure you read the terms and conditions fully before continuing.

* Required Field



* Required Field

Bidder registration for Training Expert Inc was successful.

You will receive a confirmation email with your username and password. Please note there may be delay in granting the necessary access to you. Therefore, please close this browser completely and wait for 15 minutes and use the url provided in the email

OK

Once you have complete all of the steps above, clear history and close the browser. This is a very important step. If you do not clear browser history, the temporary password may not work (internet browser will try to use the "why2change" password which is saved in its browsing memory. You will receive an email from the system sentto the registered address containing a temporary password. Wait for about 30 minutes to allow the system to update your profile to ensure proper access is granted and use that password to log into the system to view and bid on open events.

When you sign in for the first time with the temporary password, you will be prompted to change the password to a password of your choice. Once you have changed, you will be logged into the system and will be able to view bidding processes and submit bids.

4 Submittingand managingbids

This section contains instructions on how to search for bid events and view solicitation documents, bid on events, and manage submitting bids.

4.1 Searching for a bid Event in the system

The system does not send automatic notifications when an event is posted. Nevertheless, UNDP will publish procurement notices in UNDP website, UNGM, and other media as relevant making reference to the eTendering system. However, bidders who are invited directly through the system to participate in a Bid Event will receive an email notification informing about the bid event and containing all Bid event attachments and direct link to the bid event in the system.

To search for bid events, go to Manage Events and Place bids >> View Events and Place Bids:



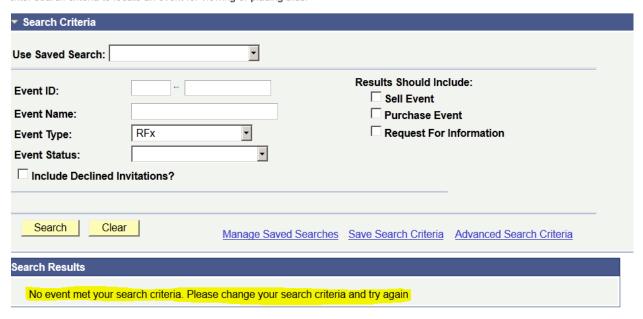
Menu will expand. Click again on "Manage Events and Place Bids"



Search for the bid event you are interested. Several search fields are available. You have to select a filter, otherwise there will no search results shown:

/iew Events and Place Bids

Enter search criteria to locate an event for viewing or placing bids.

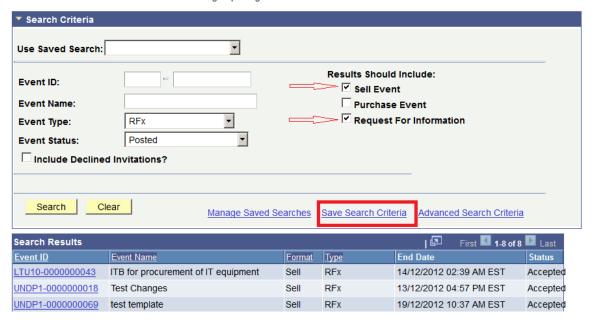


You can filter by type of event "Results should include:" on the right or by specific bid event information on the left. You can also save search criteria for repeated use in the future.

To search for a particular Bid Event, use the "Event ID" search filter. Use the first box to filter all bid events for a particular country using the system country code. For example, for system code for Afghanistan is AFG10. You can contact UNDP Country Office focal point if in doubt of the specific country code.

View Events and Place Bids

Enter search criteria to locate an event for viewing or placing bids.

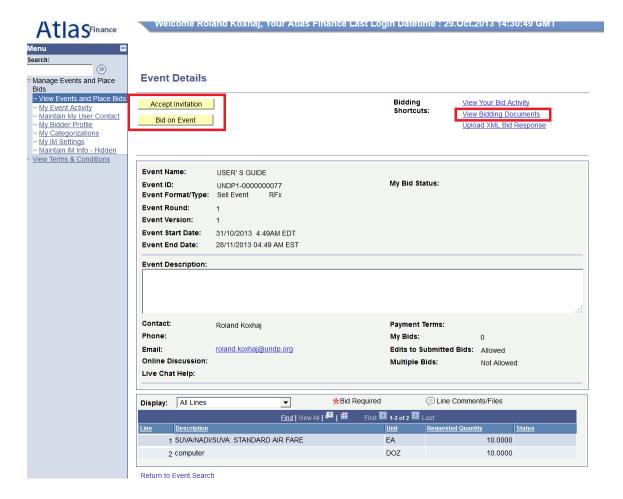


4.2 Viewing Bid Events and Submitting Bids

This section contains instructions on how to view the solicitation documents, express interest to participate and subscribe to the event, and submit a bid for a particular bid event.

4.2.1 Viewing bid event and solicitation documents

When you have found and selected the bid event you are looking for, the following screen will appear, showing basic information from the bid Event:



In order to view the documents attached to this bid, you must click on "View Bidding Documents" on the top right". It will prompt a screen with links to documents that can be downloaded.

If interested to participate in the event, click on "Accept Invitation". <u>Important note</u>: If you have not accepted the invitation, you will not be notified via email on changes or clarifications that may be made to the bid event during the bidding period. Accepting an invitation does not bind bidders to eventually submit a bid.

Bidders who are invited directly in the system will see also a button "Decline Invitation". If you are not interested in participating in this bid event, click on "Decline Invitation". You are kindly requested to provide a reason for not accepting to participate in the bid event.

Click on "bid on Event" when you are ready to submit your bid.

4.2.2 Submitting a bid

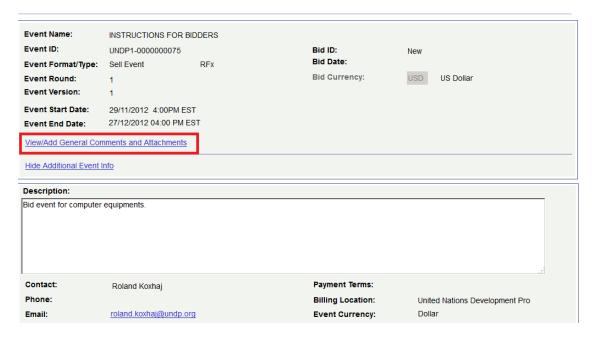
To start the bid submission process, you have to click on "Bid on Event" button on the top left corner. This will open the bid submission page will generally has 3 main components:

- 1. Answers to Bid Factors (questions) included in the bid event;
- 2. Line items quantity and unit prices;

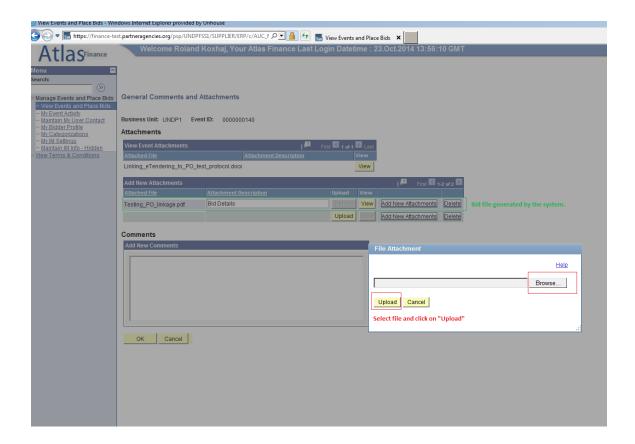
3. Suporting documents and other attachments as requested in the solicitation documents.

To upload your documents that are part of your bid, click on "View/Add General Comments and Attachments". You can also download from here documents attached to the Bid Event by UNDP.

Note: The file names cannot be more than 60 characters.



To upload your documents that are part of your bid, click on "Add new Attachments" and browse to your file and click on "Upload".



The first step in submitting a bid is to respond to the general requirements of the bid Event. Responses can be entered in different ways, depending on the type of the bid Factor. Bidders must respond to all questions marked as "Bid Required". In addition, some of the questions may be marked as "Ideal Response Required". **Bidders must provide the response required, otherwise bid will be disqualified by the system.**

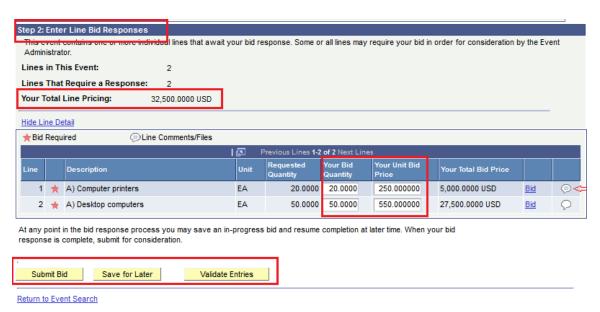
Bidder can upload documents that are specific to a certain question, e.g. the QA Certificates under the bid question related to QA certificates.



The responses for some of the questions can be entered by selected from the drop down tool, some can be free text or numbers, and some require the bidder to select from different options, e.g.



The second step is to submit the prices for all lines required and specific information related to each line. Bidders here can input the quantity that they are required to quote on and the unit price. The sytem will calculate the total per each line and the total of all lines. To make specific comments per each line or to upload documents that are specific to that line, e.g. the technical specification, you must click on the buble icon on the right of each line and a uploading screen will appear.



Once you have submitted all the information required, you can either save your bid for later submission or submit it right away.

Important note: If you "Save for Later" your bid is not submitted. A Bid is submitted only one you click on "Submit bid" in which case a confirmation email is received with a copy of the bid submitted.

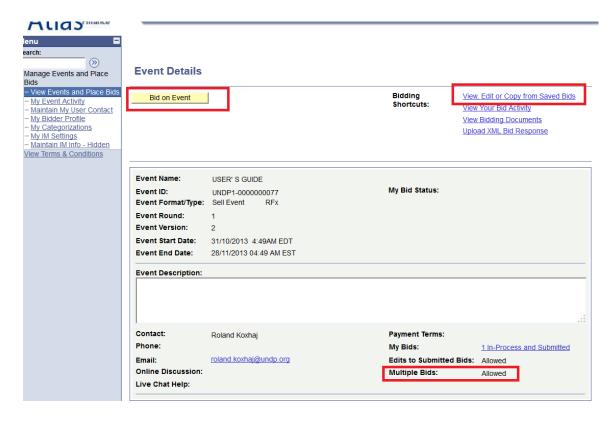
You can click on "Validate entries" to check if the responses provided meet the minimum responses required in the bid event and confirm if the bid is ready to be submitted.

4.2.3 Submitting Alternate Bids

In the cases when UNDP accepts alternate bids, Bidders will be allowed to submit more then one bid in the system, with one of them being the primary bid and the other/s being alternate bids. There are different methods of how to submit an alternate bid as described below:

Method 1: Submit an alternate bid directly.

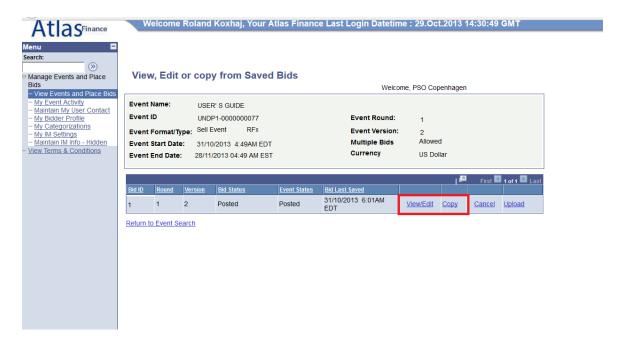
In this method you will submit a bid directly entering all the required information scuh as: responses to bid questions; prices, attachments, etc from scratch. To do so, simply click on "Bid on Event".



Method 2: Copy from previous bid.

You can use this method if you want to use the information submitted in your previous/original submitted bid and then make only necessary changes. To do so, click on "View, Edit, or Copy from Saved bids" and then click on the link "copy". System will

prompt the bid already completed with same information as the original bid and Bidder can then make necessary changes.



Important note: Make sure that the bid you are trying to copy from corresponds to the latest version of the Bid event, otherwise you will receive a system error and will not be able to use that bid.

In cases when alternate bids are allowed, bidders must clearly identify which is the alternate bid and also cancel any bid that is not valid. How to cancel a bid is explained further below.

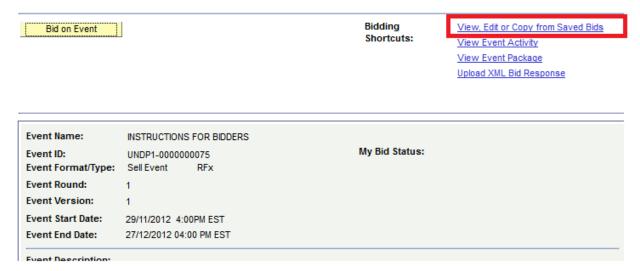
4.3 Managing Submitted Bids

This section contains instructions on how to view, edit, or cancel a bid that has been already submitted.

4.3.1 View Bid

It is highly recommended that you view your submitted bid to ensure that you have provided all the required information. To do so, open your submitted bid by going to "View Events and Place bids" and selecting the corresponding Bid Event. Click on "View, Edit or Copy from Saved Bids"

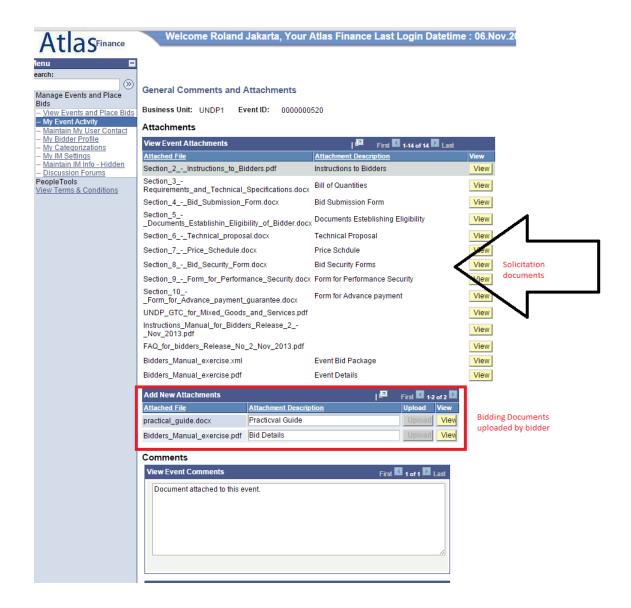
Event Details



Generally UNDP does not accept alternative bids, unless otherwise specified in the Bid Data Sheet (BDS). However, Bidders can edit their bid at any time before the deadline. To edit your bid, click on "View/Edit".



Check all the responsed provided and attachments uploaded to ensure all required information has been provided with your bid. Once you have viewed and made sure everything is in order, click on "Submit Bid" again, even if you have not made any changes to your bid.



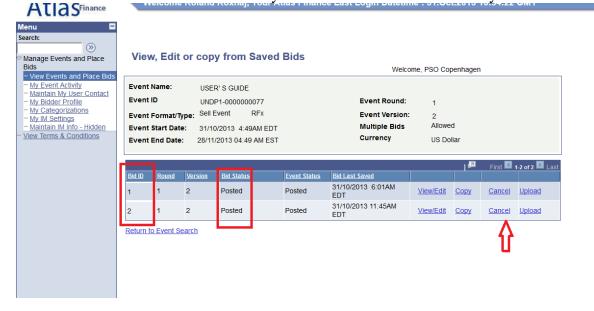
4.3.2 Edit or Cancel Bid

Bidder can edit a bid directly in the system until the bidding deadline is over. To edit an already submitted bid, you must open it by clicking on "View/Edit" in the same way as you do to view the bid (section above). This will open the bid submitted and you can overwrite to make the necessary changes and submit again.

Important note: To submit the amended bid, biddder must click on "Submit bid". Otherwise, bid will not be posted in the system and will be considered as "not submitted"

To cancel a bid go to "View, Edit or Copy from saved bids" and click on "Cancel" on the bid that you wish to cancel. Pay attention to the Bid Status columns. If only one bid is required, then there must be only one bid with status as "Posted".

View before bid is cancelled. Look at column BidID on the left and status shown as "Posted" for both bids. This means that you have submitted 2 bids in the system.



If you want to cancel one of them, click on "cancel" beside the bid you want to cancel. Status will change to "Cancelled" as shown below:



4.3.3 Amending your bid when bid event is amended

If UNDP amends the bid event and its requirements, an automatic email notification will be sent by the system to all bidders who have either accepted bid invitation, have been invited directly by UNDP, or who have already submited a bid on the original version of the Bid Event. The amendments may consist of various aspects and how the bidder can

modify his bid accordingly depends on what changes have been made in the bid event. In any case, there are two main categories of changes:

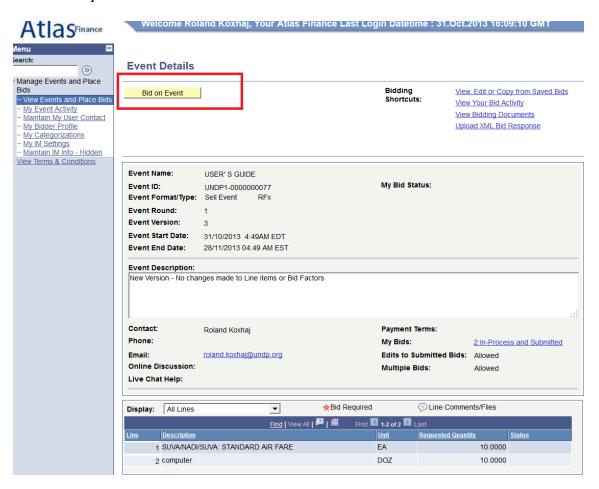
- a) Changes include also changes in line items or bid factors.
- b) No changes made to line items or bid factors.

If no changes have been made to the bid factors or line items, bidder can follow the same steps for editing his bid by clicking on "View/Edit" link and overwriting the information.

Bidder can also submit a new bid, in the same way as if when submitting an alternate bid and cancelling the previous bid, as explained above.

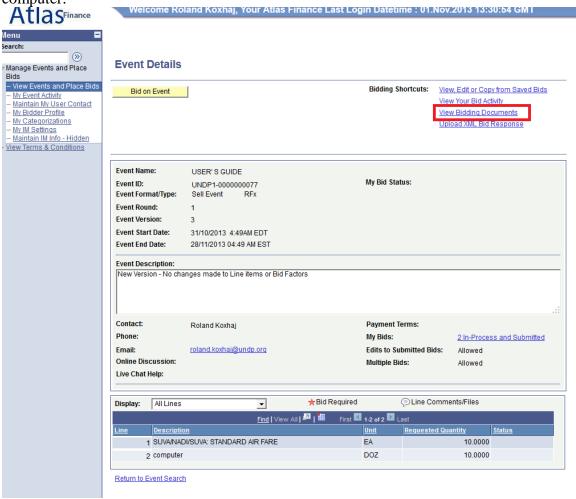
If the ammendment of the bid event include changes in bid factors or line item, bidder cannot edit previous bid or copy it and create a new bid. If bidder click on the "View/Edit" or "Copy" links corresponding to the previous bid for the original version of the bid event, a system error will appear.

To submit a revised bid for the new version with changes in bid factors or line items, bidders must submit a new bid by clicking on "Submit bid" link in the main page and cancel their previous bid.

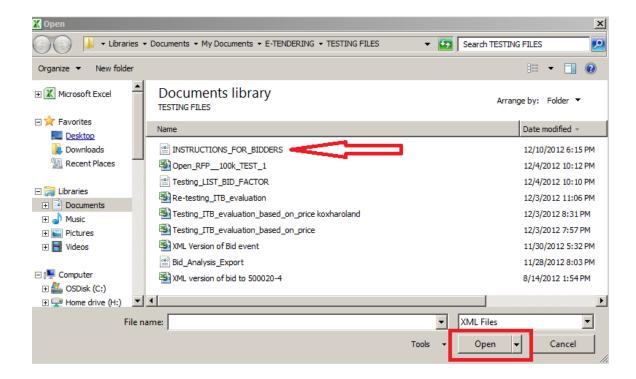


4.4 Submittingbidsvia xmlfiles

You can prepare your response off-line outside the system and then upload it in the system when ready, using xml files. To do this first you need to download the XML version of the bid event by going to "View Event Package" and then downloading Event bid Package in XML format. Once the page is downloaded, you must save it in your computer.



Then open Excel and open the save XML file from there. You must open the XML file by "Open File" menu in Excel and not by clicking on the XML file itself in the folder. Note: you can upload your bid using XML feature only once. Once a bid has been posted, the XML file cannot override the bid information in the system. Only exception is when "Alternate Bids" is allowed. In this case, uploading your bid using XML file will create a new bid in the system.



You can provide your responses in the excel table. Once responses have been provided you can save the files as an XML excel file and upload your responses in the system. Worksheet "General Details" is used to respond to the general bid factors and the worksheet "Line details" is used for completing the responses for each line item.

To upload the XML file into the system go to the start page of the Bid event and click on "Upload XML Bid Response".

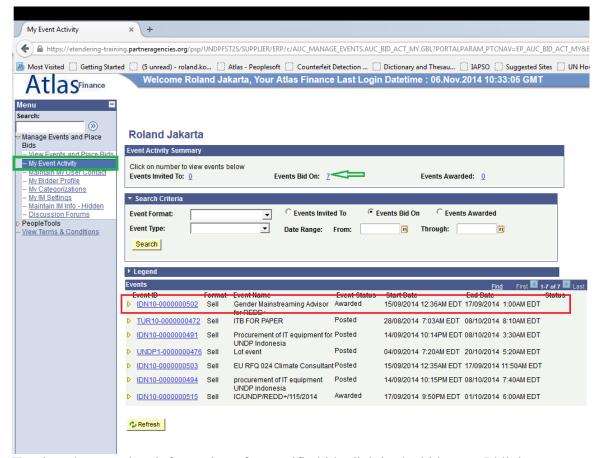
NOTE: Documents cannot be attached through XML files. They must be uploaded in the system directly.

5 Managing Your Account

This section describes some additional features that enable the bidder to view his bidding activity, change his account information, etc.

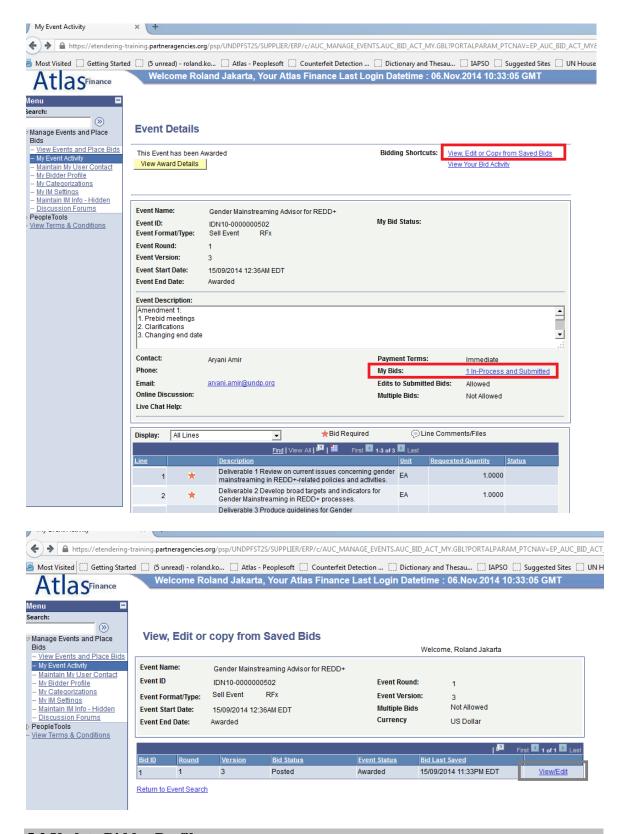
5.1 View Activity

System records the bidder activity. To view it, click on "My Event Activity". You can use several filters to search for specific activity or simply click on the numbered link on the top to view all events that you have bid on.



To view the complete information of a specific bid, click in the bid event Id link.

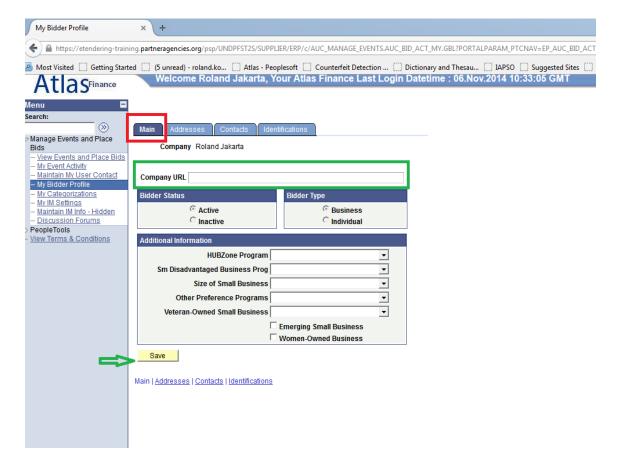
In the subsequent screen, click on "View, Edit, or copy from saved Bids" or "My bids" links, and then click on the "View/Edit" link, as shown in the screenshots below:

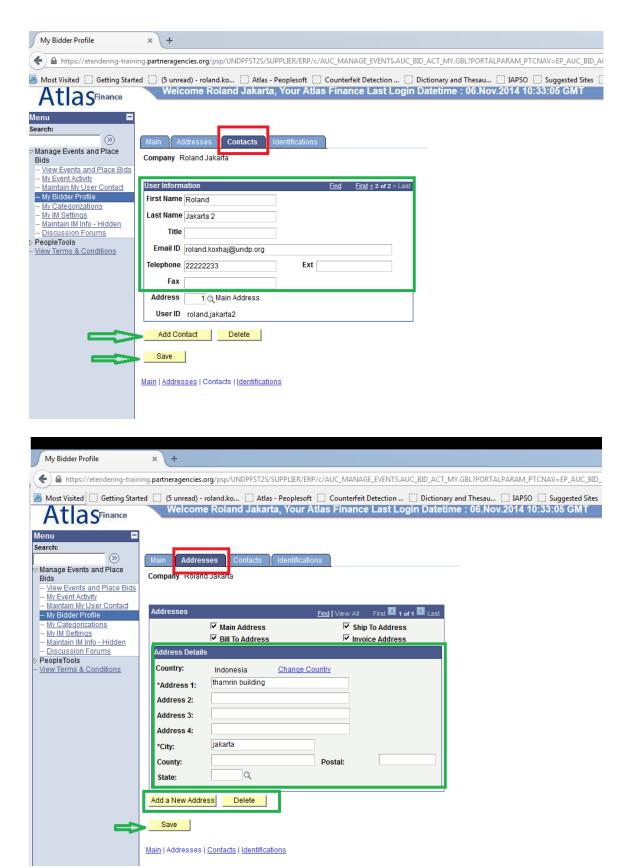


5.2 Update Bidder Profile

Bidder can update his profile by clicking on "My Bidder Profile" in the menu and changing the information as relevant. Switch between the tabs on top: Main, Addresses, and Contacts to navigate through the different profile information, as grouped below:

- "Main" tab: Company website. Company name cannot be changed.
- "Addresses" tab: Add new address, change existing address.
- "Contacts" tab: change existing contact information (first and last name, title, telephone and fax, email address, etc.). Username cannot be changed.





Once profile information has been updated, click on "save".

eTendering User guide for Bidders in a Snapshot

Steps

Key points

System overview and general information

https://etendering.partneragencies.or

Online tendering system to facilitate the bidding process. Safe, secure, and confidential

One portal for all UNDP tenders globally in eTendering.

Automated processes

Log in using username: event.guest and password: why2change.

Enter required information.

Change password.

Provide accurate contact details and company profile information.

Clear history and reopen browser before trying the temporary password.

Log in regularly, at least every 45. days.

Submitting and managing your bids.

Find events and "accept invitation" if interesting to participate.

Submit your responses, including uploading all required documentation.

View submitted bid to ensure it is complete.

Edit your submitted bid, if necessary.

Subscribe to an event by dicking on "accept invitation" to be notified for any amendments made.

Ensure your responses match the ideal responses required.

When viewing an already submitted bid, make sure to resubmit it again to ensure your original bid has not been removed.