Quick References to the Guide

The **UNDP eTendering Guide for Bidders** is a manual for individuals or companies who wish to participate in a UNDP tender as a supplier and are required to submit the bid on the UNDP eTendering System.

For quick reference, you can navigate directly to a specific topic by clicking on the relevant hyperlink:

- To create a profile and register as a bidder in the eTendering system, please refer to the section on how to **Register a Bidder Profile**.
- To search for Tenders and download tender documents with or without a registered user account please **click here**.
- If you already have an eTendering account and want to participate in a tender, please refer to the section on **How to Submit a Bid**
- If you have an eTendering account, but have forgotten your password, please click **here**.
- If you are experiencing any technical difficulties with signing in, registration, or bid submission, please refer to the section on **Helpdesk Support** .

The **Table of Contents** provides a detailed overview of all the topics covered in this User Guide.

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Table of Contents

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1.0 Introduction

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

➢1.1 Overview of the guide

➢1.2 What is eTendering?

1.1 How to use the Guide

This guide is organized in several sections that correspond to different functions of the eTendering system such as registration, submitting bids, maintaining profile, etc. Each section has its specific background colour.

The Table of Contents (TOC) provides an overview of the document content. It contains hyperlinks to the exact page of the content in the document so the reader can navigate directly to the relevant section. Each section starts with a brief overview of the content of that section with hyperlinks.

Throughout the document, there are three types of hyperlink:

- Hyperlink buttons that will take reader to the main TOC, found at the top right corner of each main chapter page, such as the one on this page.

- Hyperlinks that take readers to the beginning of the current section, usually found at the bottom left corner like in this page.

- Hyperlinked words that take reader directly to a location of the document related to the text. For example, by clicking on the hyperlinked TOC here, the reader can go directly to the TOC page of this document.

1.2 What is eTendering?

The eTendering module is designed to facilitate the UNDP Tender process through online interaction. The system aims to enhance the integrity and transparency of the tender process and also enables the streamlining of the procurement process: Bidders can use eTendering to submit their bids, view solicitation documents and receive automatic notifications from the system whenever an event has been modified.

The eTendering system addresses UNDP's fundamental procurement values, such as **fairness**, **integrity**, **transparency** **and accountability**.

Some of the main benefits of the eTendering system are:

✓ *No late submissions are accepted:* The system will automatically not accept any bid after the deadline.

✓ *Electronic sealed bids:* The eTendering system encrypts the bids submitted in the system and does not allow anyone to view any information provided before the bidding deadline.

✓ *Electronic stamping of the bids:* The system stamps all information submitted by bidders and prevents anyone from altering, deleting, or adding anything to the bid after the deadline for submission.

✓ *Streamlines the bidding process:* Bidders can register in the system, retrieve all information and solicitation documents, and receive automatic notifications on certain stages of the procurement process. Bidders may also submit their bid online, edit it directly in the system, and receive automatic notifications once the evaluation is finalized and the contract is awarded.

✓ *Provides an audit trail:* As the eTendering system records all activity in the system, it keeps an audit trail for increased accountability and transparency.

2.0 Submit a Bid

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

2.1 Search for Tenders

- Log in and Basic Search
- Advanced Search
- Download Tender Documents

2.2 Participate in Tender

- Accept Invitation
- Bid on Event
- Answer Bid Factors
- Insert Line Items, Quantity and Unit Prices
- Upload Supporting Documents
- Save Bid for Later

2.3 Submit Bid

- Check Responses
- Submit Bid
- Review Bid Confirmation

2.4 Prepare a Bid Submission Offline (Optional)

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

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A Quick Guide to Submitting a Bid on eTendering

The main steps to submitting a bid on eTendering are as follows

1 [Search & view event](#)

2 [Accept invitation](#)

3 [Click on "**b***id on event***"](#)

4 [Answer bid factors](#)

5 [Insert prices](#)

6 [Upload documents](#)

7 [Check responses](#) & [submit bid](#)
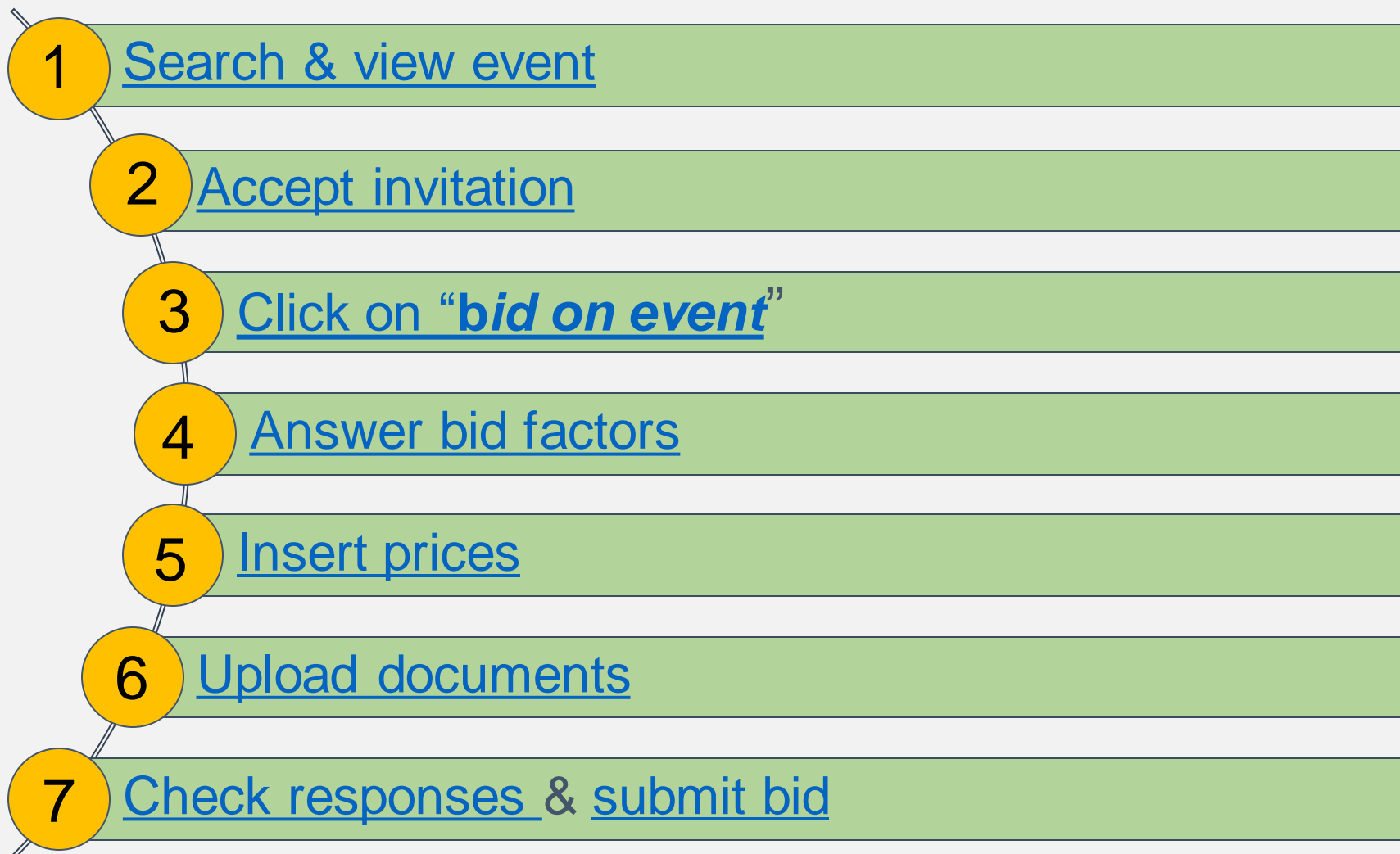
2.1 Search for Tenders – Log in the system

To start participating in a tender through the eTendering system, go to https://etendering.partneragencies.org and log in using your registered username and password.

💡 Tip

It is possible to search tenders and download tender documents by logging with the guest account username **Event.guest** account.

- Username: event.guest,
- password: why2change

To submit bids however, you must **Register** first

⚠ IMPORTANT

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, you need to click on the Forgotten Password link and **create a new password**.

2.1 Search for Tenders – Go to Search Page

Once you are logged in to your eTendering account, search for ongoing events by navigating to the "*Manage Events and Place Bids*" Menu > Click on "*View Events and Place Bids*"

2.1 Search for Tender – Use basic search filters

You can use the search engine to filter and view ongoing tenders by Country, Event ID, Event Name, Event Type or Status.

💡 Example

To filter and view tenders launched by a specific Country, e.g. Afghanistan, click on the magnifying glass icon next to **Event ID** select Afghanistan from the drop down list.

Click on "*Search*".

All results for ongoing tenders from Afghanistan will be displayed at the bottom of the screen.

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2.1 Search for Tenders – Advanced Search

It is possible to search the system for ongoing events for specific items that are of interest to the Bidder. Once you are in the search area, click on "**Advanced Search Criteria**" then, in the field "**Item Description**", type in an item that you are interested in bidding on.

Example

To search for all ongoing Events that contain "**computer**" in the line item, type "**computer**" in the **Item Description** field.

Click on **Search** and view the search results below.
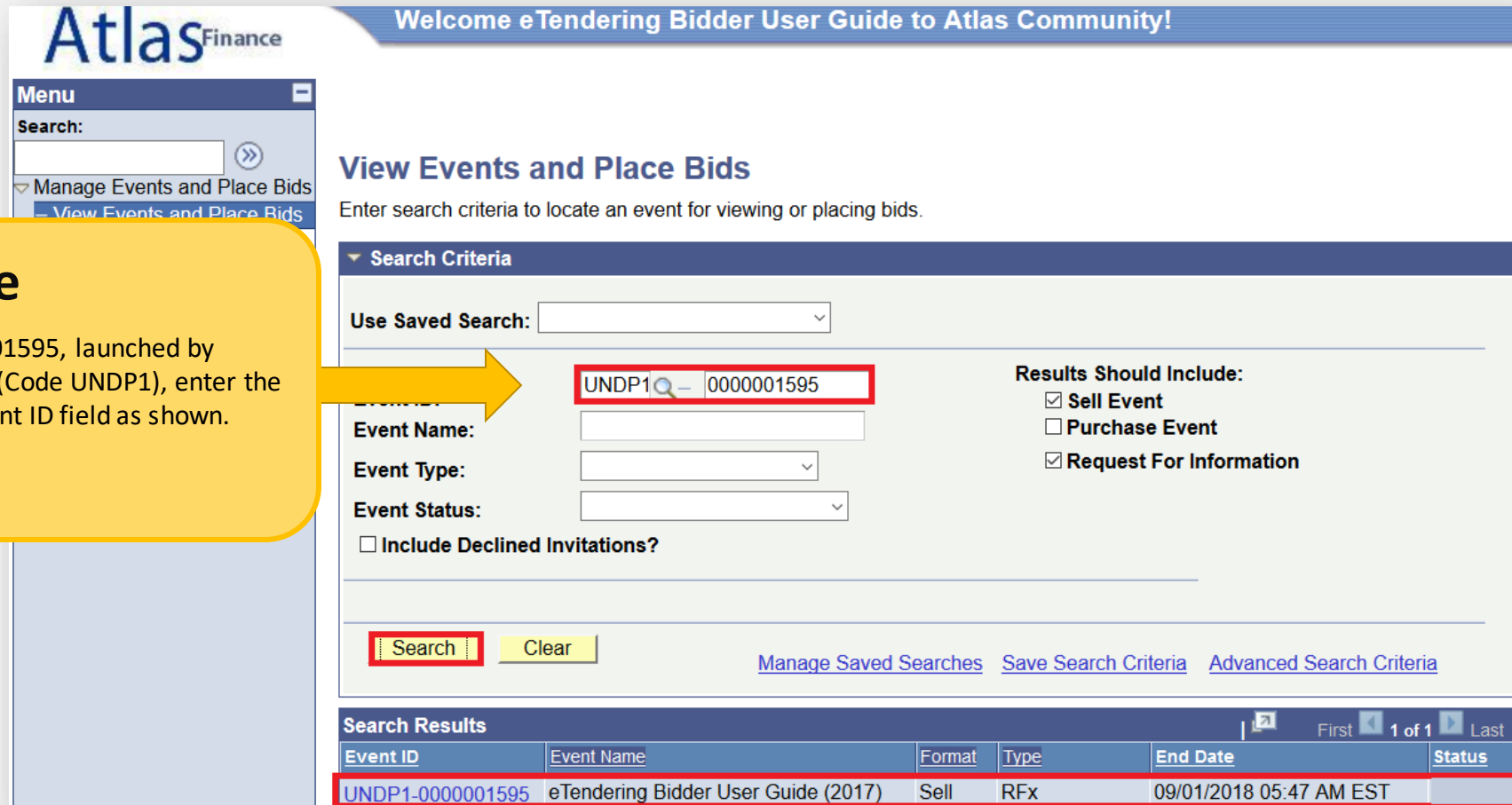
2.1 Search for Tenders – Download Tender Documents

To search for a specific event, go to the field titled "**Event ID"** and enter the Business Unit/Country Code in the first box on the left and the "***Event ID"*** in the first box on the right.

Atlas Finance   Welcome eTendering Bidder User Guide to Atlas Community!

Menu

Search:

▽ Manage Events and Place Bids
  – View Events and Place Bids

View Events and Place Bids

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

▼ **Search Criteria**

Use Saved Search:

UNDP1 🔍 – 0000001595

Event Name:

Event Type:

Event Status:

☐ Include Declined Invitations?

Results Should Include:
☑ **Sell Event**
☐ **Purchase Event**
☑ **Request For Information**

[Search] [Clear]   Manage Saved Searches   Save Search Criteria   Advanced Search Criteria

Search Results   First ◄ 1 of 1 ► Last
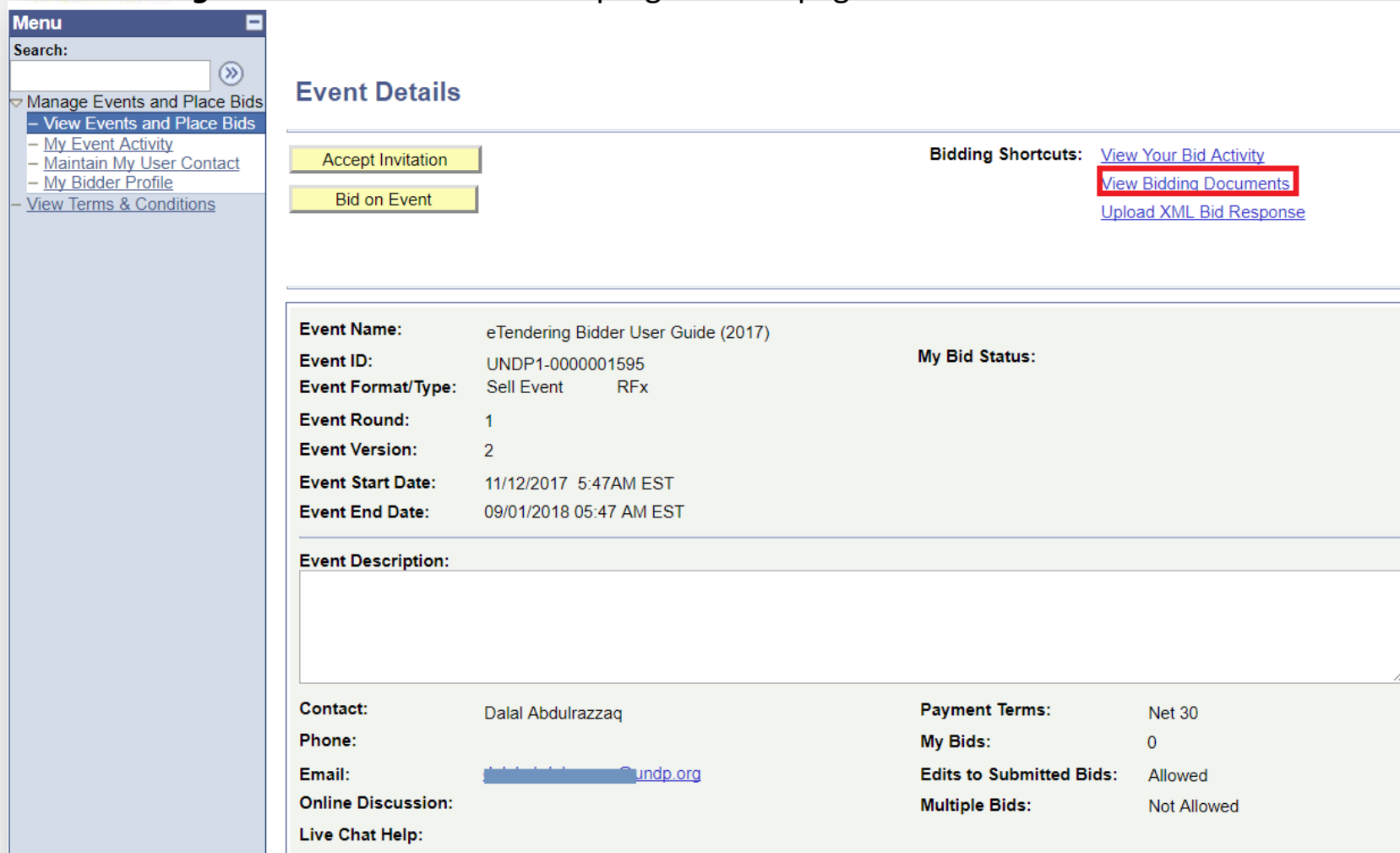
Event ID	Event Name	Format	Type	End Date	Status
UNDP1-0000001595	eTendering Bidder User Guide (2017)	Sell	RFx	09/01/2018 05:47 AM EST	

💡 **Example**

to view Event 0000001595, launched by UNDP Headquarters (Code UNDP1), enter the details under the Event ID field as shown.

Click on "Search".

To view the details of the Event and download tender documents, click on the Hyperlinked Event ID.

Click to return to
Submit Bid Main
Page

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2.1 Search for Tenders – Download Tender Documents

When you are on the *Event Details* page of the event you are interested in, you can download tender documents by clicking on the **"View bidding documents"** link at the top right of the page.

2.1 Search for Tenders – Download Tender Documents

To download the solicitation documents, click on the magnifying glass icon next to each attached file.
To return to the *"Event Details"* Page, click on "*OK*".

AtlasFinance

Welcome eTendering Bidder User Guide to Atlas Community!

Menu

Search:

▽ Manage Events and Place Bids
 – View Events and Place Bids
 – My Event Activity
 – Maintain My User Contact
 – My Bidder Profile
 – View Terms & Conditions

Event Header Comments and Attachments

Event ID: 0000001595

First ◄ 1-3 of 3 ► Last

Attached File	Attachment Description	
1 Bidder_User_Guide_Event_Attachment.pdf	Event details	🔍
2 eTendering_Bidder_User_Guide_(2017).xml	Event Bid Package	🔍
3 eTendering_Bidder_User_Guide_(2017).pdf		

OK   Cancel

💡 Tip

Ensure that pop-ups are enabled on your internet browser before downloading a document.

⚠️ IMPORTANT

The .xml document is not a solicitation document. It is a file that allows a bidder to prepare their bid responses offline and then upload it into the system in XML. format. For more information, click **here**.

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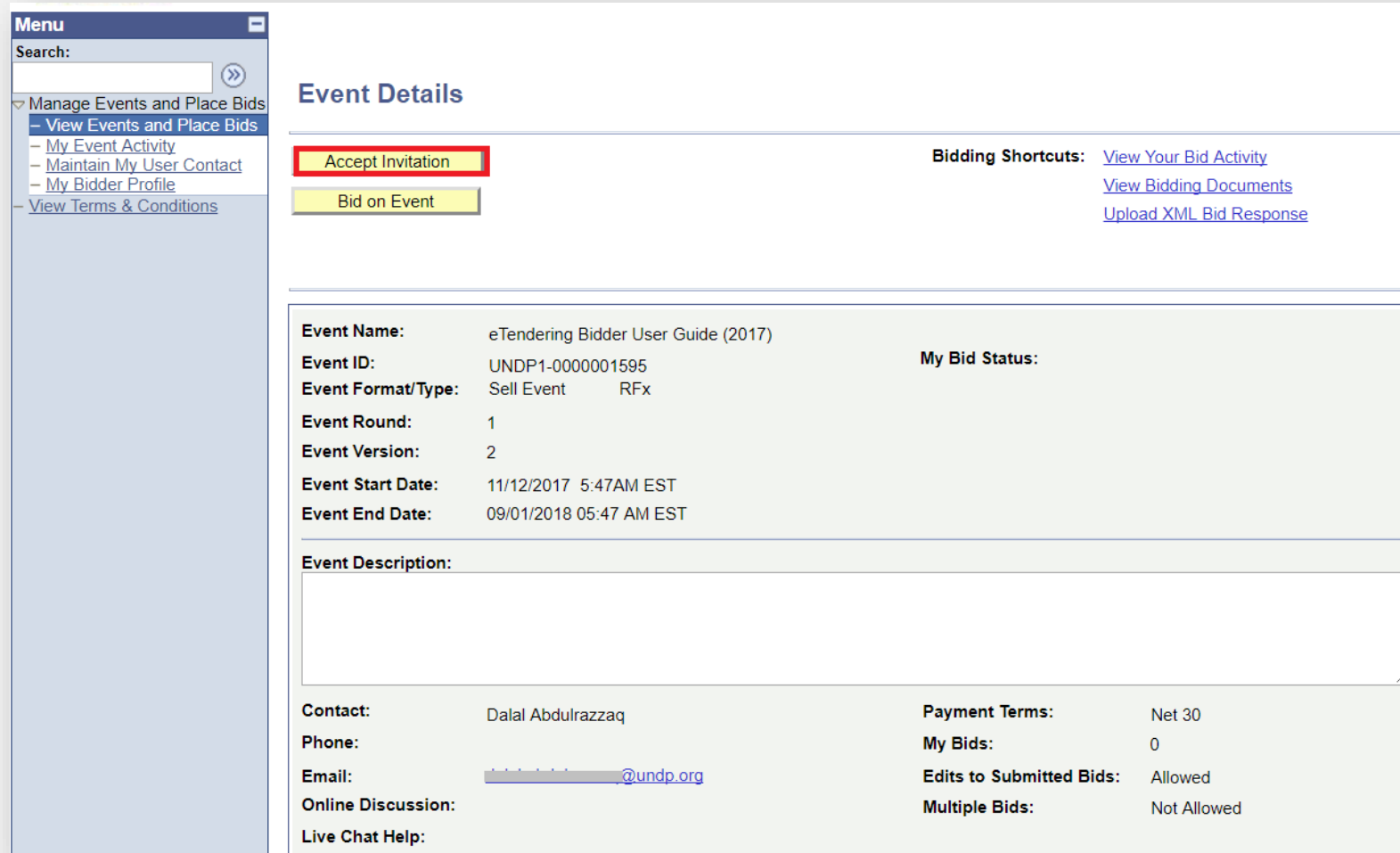
2.2 Participate in Tender – Accept Invitation to Subscribe

Click on the **"Accept invitation"** to receive automatic notifications whenever the tender is modified.

Menu

Search:

▽ Manage Events and Place Bids
– View Events and Place Bids
– My Event Activity
– Maintain My User Contact
– My Bidder Profile
– View Terms & Conditions

Event Details

[Accept Invitation]

[Bid on Event]

Bidding Shortcuts: View Your Bid Activity
View Bidding Documents
Upload XML Bid Response

Event Name:	eTendering Bidder User Guide (2017)
Event ID:	UNDP1-0000001595
Event Format/Type:	Sell Event RFx
Event Round:	1
Event Version:	2
Event Start Date:	11/12/2017 5:47AM EST
Event End Date:	09/01/2018 05:47 AM EST

My Bid Status:

Event Description:

Contact:	Dalal Abdulrazzaq	**Payment Terms:**	Net 30
Phone:		**My Bids:**	0
Email:	_____@undp.org	**Edits to Submitted Bids:**	Allowed
Online Discussion:		**Multiple Bids:**	Not Allowed
Live Chat Help:			

Tip

To subscribe and further participate in a Tender, you must **Register** first.

⚠ IMPORTANT

Please note that your account will be automatically deactivated after 3 months of inactivity. If this happens, please contact the procurement focal point of the event for support. To ensure your account remains active, login to your account a few times a month.

UNDP eTendering User Guide for Bidders - January 2018

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2.2 Participate in Tender – Start creating a bid response

Once you have accepted an Event invitation, open the "**Event Details"** page and click on "**Bid on Event"** to start creating your responses.

2.2 Participate in Tender –Key Components of an online Bid

In order to submit a bid on eTendering, bidders are usually required to complete the following 3 key processes:

➢ Answer bid factors

➢ Insert quantities and unit prices for the items required.

➢ Upload supporting documents

Follow the instructions in the guide to complete your bid.

2.2 Prepare Bid Response – Answer Bid Factors

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

Bid Required: When a question is marked by a red star, it means that answering the question is mandatory to make a qualified bid.

Ideal Response Required: When a question is marked by a folder and red star you must answer the question with an ideal response. For example in Question 1 on the left, the ideal response is yes. You can only answer yes for this question.

2.2 Prepare Bid Response – Insert quantities and unit prices

Insert your bid price in the required fields.

Step 2: Enter Line Bid Responses

This event contains one or more individual lines that await your bid response. Some or all lines may require your bid in order for consideration by the Event Administrator.

Lines in This Event:	2
Lines That Require a Response:	2
Your Total Line Pricing:	5,150.0000 USD

Hide Line Detail

★ Bid Required   💬 Line Comments/Files

		Previous Lines **1-2 of 2** Next Lines						

Line		Description	Unit	Requested Quantity	Your Bid Quantity	Your Unit Bid Price	Your Total Bid Price		
1	★	computer	DOZ	20.0000	20.0000	250.000000	5,000.0000 USD	Bid	💬
2	★	Ballpen (Black,blue,red) LOTUS	EA	30.0000	30.0000	5.000000	150.0000 USD	Bid	💬

At any point in the bid response process you may save an in-progress bid and resume completion at later time. When your bid response is complete, submit for consideration.

[Submit Bid]   [Save for Later]   [Validate Entries]

💡 **Pay particular attention to:**

- The bid currency of the event
- The instructions in the solicitation documents (ex. Is a detailed price schedule requested? Is a password protected financial proposal required? Etc.)

⚠ **IMPORTANT**

For RFPs you must:
- Enter 1 for the Bid Price
- Upload your financial proposal as a password protected PDF attachment

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2.2 Prepare Bid Response – Upload Supporting Documents

To upload supporting documentation to your bid, click on the "*View/Add General Comment and Attachments*" at the "*Event Details*" page.

2.2 Prepare Bid Response – Upload Supporting Documents

Click on "*Upload*" and then click on "*Browse*" to locate and select the file you want to upload from your computer. Once you have selected the file, click on "*Upload*" again.

2.2 Prepare Bid Response – Upload Supporting Documents

To upload a new file, click on "***Add New Attachment***" and then "***Browse***" to locate and select the file you want to upload. Once you have selected the file, click on "***Upload***" again.

2.2 Prepare Bid Response – Upload Supporting Documents

It is important to ensure that the Attachment Description and the File names are in the correct format. **Please read the tips for further information.**
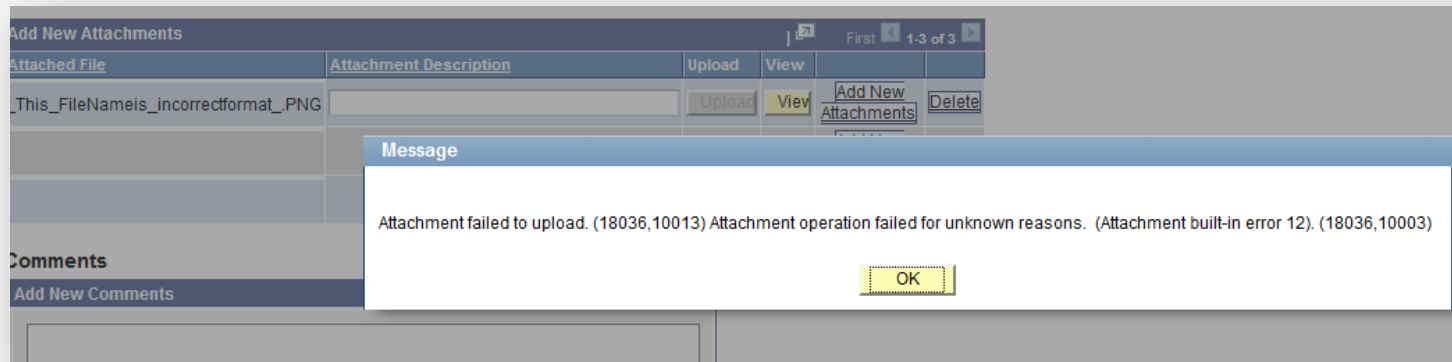
💡 Tip for uploading Files
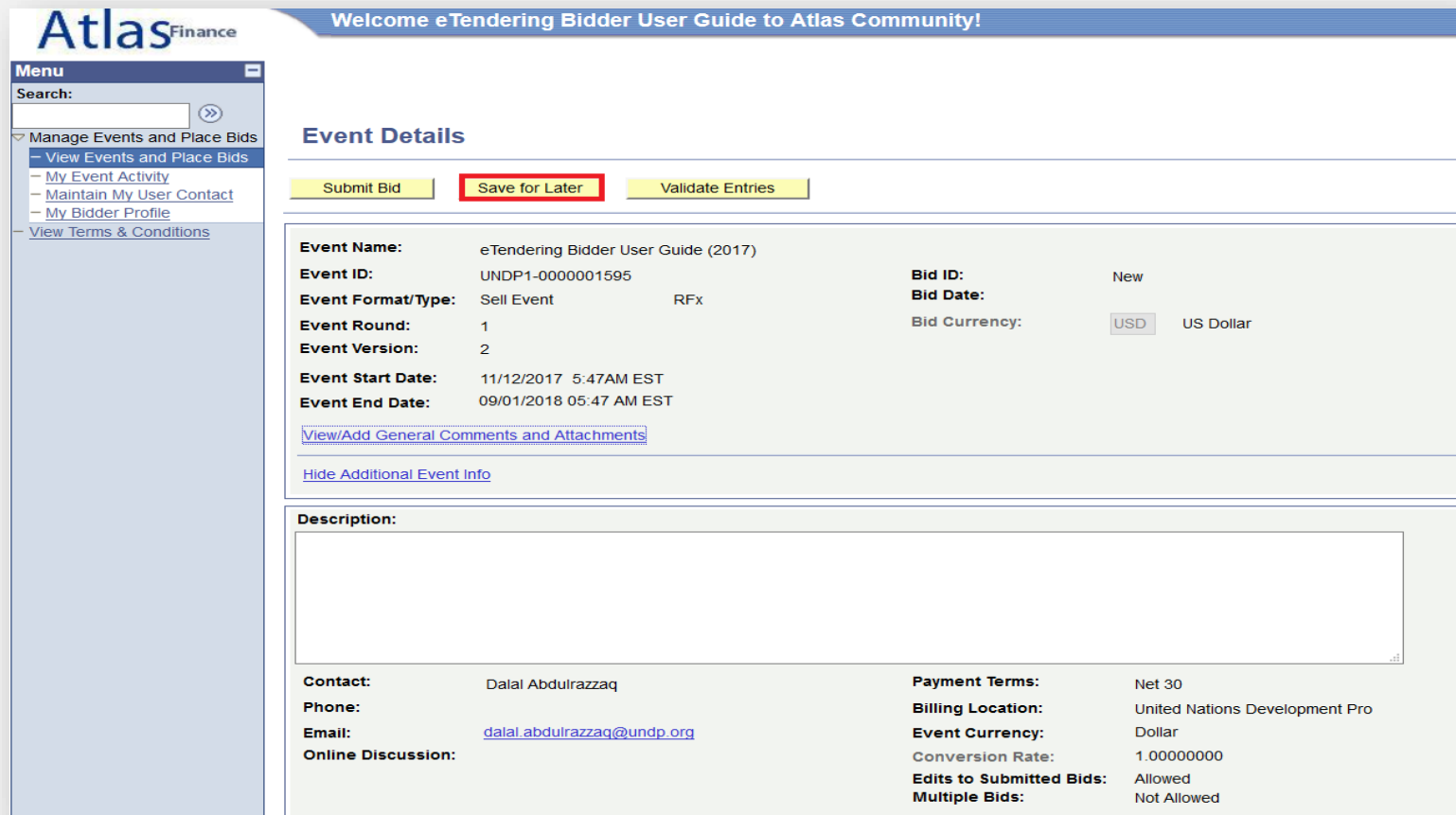
- File name can only contain 60 characters.

- File name and description cannot contain special characters and letters from other alphabets. It should only contain letters from the English alphabet.

- If you are uploading a large number of files (ex. 15 or more), please zip the files into a ZIP folder and upload the folder instead of each file individually. You can upload several ZIP folders, but if you do this, please note that the total size of each ZIP folder uploaded cannot exceed 50MB.

- Please read the solicitation documents of the event carefully to ensure that you are meeting the event requirements for document submission. **There may be restrictions on the size and format of the uploaded files.**

2.2 Prepare Bid Response – Save for later

You can save your bid response and come back later to add additional information. Click on "**Save for Later".**

2.2 Prepare Bid Response – Save for later

A system notification will alert the user that their bid is about to be saved. Click on **"OK"** to confirm that you want to save the bid for later.

⚠ IMPORTANT

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.

2.2 Prepare Bid Response – Save for later

To come back to your saved bid to add information, you open the "**Event Details"** page by clicking on the event hyperlink and then, clicking on "**View, Edit or Copy From Saved Bids".**

2.2 Prepare Bid Response – Save for later

In the Next page your bid status will be *"Saved".* You can continue completing your bid by clicking on *"Edit Bid Response".*
This will open your bid response and you can continue working on it.

2.3 Submit Bid – Check Responses

Once you have completed your bid responses, uploaded all supporting documents, and are ready to submit your bid, click on "**Validate Entries**" to check that you have responded correctly to bid factors and bid on all items as required.

2.3 Submit Bid – Check Responses

Once you click on *"Validate Entries"*, the system will check whether you have complied with minimum requirements for the Event. An error message in red font will be generated at the top of the *"Event Details"* page if any mandatory questions have been left unanswered.

Example

This warning message shows that the responses for Question 2 and Line item 2 are mandatory and must be answered before submission.

2.3 Submit Bid – Submit Bid Response

Once your bid is complete and your responses have been validated, click on "**Submit Bid"** to post it in the system.

Click to return to
Submit Bid Main
Page

2.3 Submit Bid – Post Bid Response

Once you click on "*Submit Bid*", click *"OK"* to confirm your submission.

2.3 Submit Bid - Bid Confirmation Email

⚠️ **IMPORTANT**

Occasionally, the system does not generate a bid confirmation email. If you have submitted a bid and do not receive a confirmation email, you can still confirm the status of your bid via the system. **Click here** for instructions.

Once your bid is posted, you should receive a bid confirmation email in your registered email address. The email will include a PDF file which is a summary of your bid that is generated by the system.

📄 Your_Bid.pdf
110 KB

💡 **Tip**

Open the PDF file and check that the summary of your bid response is correct.

Procurement event "UNDP1 - 0000001595 eTendering Bidder User Guide (2017)" listed below. Please note that if you edit your posted bid and click on "Save for later", the system will automatically ..., you must click on "Submit Bid" again. It is your full responsibility to ensure that your bid is successfully posted in the system. Please read the user guide for more guidance.

page des marchés UNDP Procurement event "UNDP1 - 0000001595 eTendering Bidder User Guide (2017)" ci-dessous. S'il vous plaît noter que si vous modifiez votre offre postée et que vous cliquez ... système va automatiquement supprimer votre offre initialement posté. Si vous voulez reposter ça encore, vous devez cliquer sur Soumettre offre « Submit bid » à nouveau. Il est de votre entière ... chée avec succès dans le système. S'il vous plaît lire le mode d'emploi pour plus de conseils.

ro sistema como UNDP Procurement event "UNDP1 - 0000001595 eTendering Bidder User Guide (2017)", de acuerdo con los datos listados más abajo. Muy importante, por favor tenga en cuenta que ... da y escoge la opción de ¨Save for later¨, el sistema automáticamente considerará su Oferta como no recibida. Por lo tanto, será necesario que vuelva a introducir/presentar su Oferta en el sistema para ... bios. Es su entera responsabilidad asegurarse de que su Oferta es debidamente introducida en el sistema. Por favor, refiérase a la guía de usuario para más información.

المدرجة أدناه. يرجى الملاحظة أنه إذا قمت بتعديل العطاء الخاص بكم و نقرت فوق "حفظ الى وقت لاحق"، أن النظام سيقوم تلقائياً بإزالة عطائك هذاUNDP Procurement event "UNDP1 - 0000001595 eTendering Bidder User Guide (2017)" الأصلي. من أجل إعادة تقديم عطائك بعد ذلك، يجب النقر على "تقديم العطاء" "Submit bid" مرة أخرى. أنها مسؤوليتك الخاصة لضمان أن العرض الخاص بك تم تقديمه بنجاح في النظام. لمزيد من التوجيه يرجى قراءة دليل المستخدم

你对UNDP Procurement event "UNDP1 - 0000001595 eTendering Bidder User Guide (2017)" 采购投标已确认。请注意，如果你修改了投标文件，点击"保存至下一步" "Save for later"，系统会自动移除原投标文件。为了成功提交，你必须再次点击"提交文件" "Submit bid"。用户必须保证标书成功在系统提交。请阅读以下用户指南获取更多指引。

Данное сообщение является подтверждением поданной Вами заявки на участие в указанном ниже конкурсе по закупкам UNDP Procurement event "UNDP1 - 0000001595 eTendering Bidder User Guide (2017)". Пожалуйста, обратите внимание, в случае изменения Вашего предложения и нажатия кнопки "Сохранить на потом" ("Save for later"), система автоматически удалит Ваше первоначальное предложение. Если Вы хотите вновь подать предложение, нажмите кнопку "Подать предложение" ("Submit bid"). Вы несете полную ответственность за успешную подачу Вашего предложения в системе. Пожалуйста, ознакомьтесь с руководством пользователя для получения более подробных инструкций

Bid Details

Event ID: UNDP1 - 0000001595 Round 1 Version 2
Event Name: eTendering Bidder User Guide (2017)
Bid ID: 1
Date Posted: 20/12/17 5:00:21AM EST

Event URL

You may review your bid for this event by clicking on this link.

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2.3 Submit Bid – Check Supporting Document Uploaded

Open the PDF file received via email and scroll to the end *"Bid Attachments"* section of the document. You will find a list with the names of all the files that you have uploaded to your bid. Always check this list to ensure that you have uploaded all the supporting documentation as required. As the system does not verify whether all required documentation has been submitted, it is the bidder's responsibility to ensure that all required supporting documents have been successfully uploaded.

Bidder Information

Firm Name:		
Name:	Signature:	Date:
Phone #:	Fax #:	
Street Address:		
City & State:	Zip Code:	
Email:		

Bid Attachments :
File Name :FAQ_for_bidders_Release_No_4_June_2016.pdf, File Description :Main Bid Document
File Name :Managing_saved_and_posted_bids.pdf, File Desc...
File Name :Overview_and_benefits_of_Atlas_eTendering.pc...
File Name :UNDP_General_Conditions_for_Individual_Cont...
File Name :eTendering_Bidder_User_Guide_(2017).pdf, File...

💡 **Tip**

Always check this list to ensure that you have uploaded all supporting documentation as required.

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

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

The .XML file event package will contain all the required bid factors and line items that must be completed by the bidder before submitting their bid online.
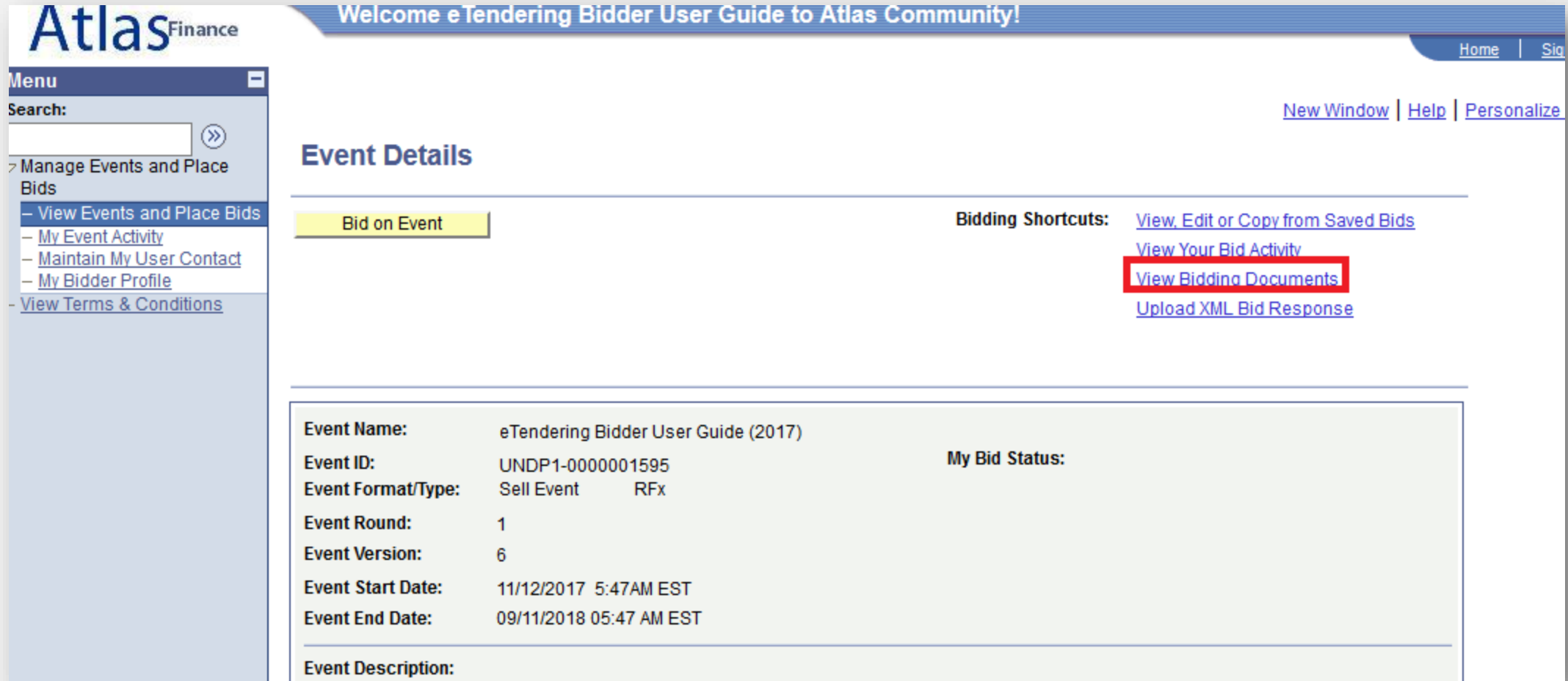
To do this, the Bidder must download the.XML file, save it as an excel file to their computer, complete required fields, and then upload their bid response to eTendering.

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.

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2.4 Prepare Bid Response Offline – Download XML file

To begin preparing your bid response offline, you must first download the .XML file to your computer. To locate the .XML file, go to: "*Event Details*" → "*Bidding Shortcuts*" → and click on "*View Bidding Documents*".

2.4 Prepare Bid Response Offline – Download XML file

Under **"Event Header Comments and Attachments"**, find the file that ends with **".xml"** and is labelled **"Event Bid Package".**

Download the file by clicking on the magnifying glass icon.

⚠ IMPORTANT

Please note that the system generates a new .XML file every time an event is amended. Make sure you are using the latest .XML file when submitting your bid.

2.4 Prepare Bid Response Offline – Download XML file

The file will open as a new tab on your internet browser. Download the file and save it in your computer. Saving method depends on the browser you are using. For example, for Firefox you must right click on the webpage and save it as an .**xml-file** to the preferred location on your computer.

⚠️ **IMPORTANT**

Ensure that pop-ups are enabled in your computer before you download the .XML file.
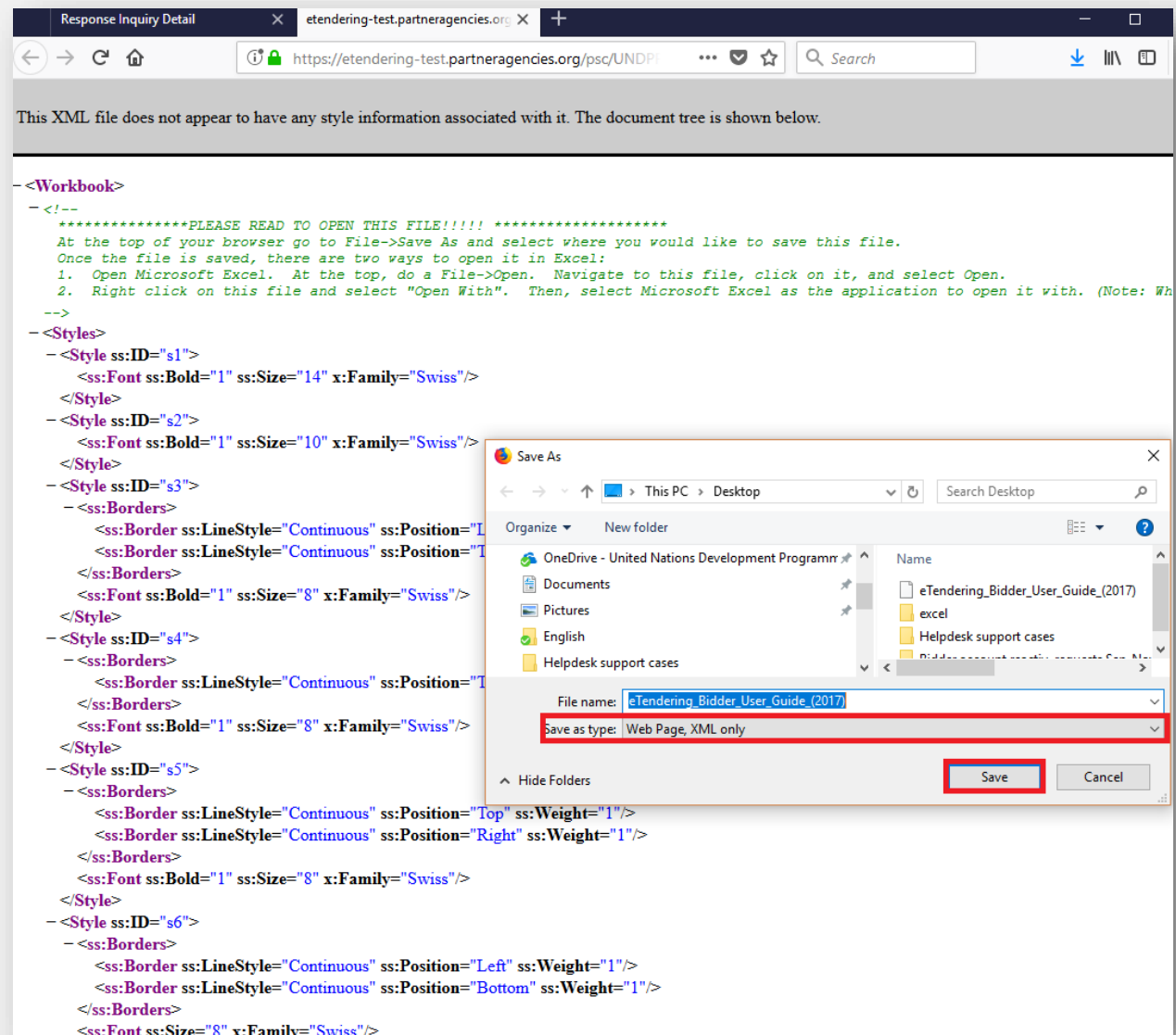
2.4 Prepare Bid Response Offline – Open XML file in Excel

Open the saved .xml-file in Excel by going to "*Excel*" clicking on **"Open"** → **"Browse"** and then browsing the file location. Once you find the file, select it and click on "**Open**" to view it in Excel.
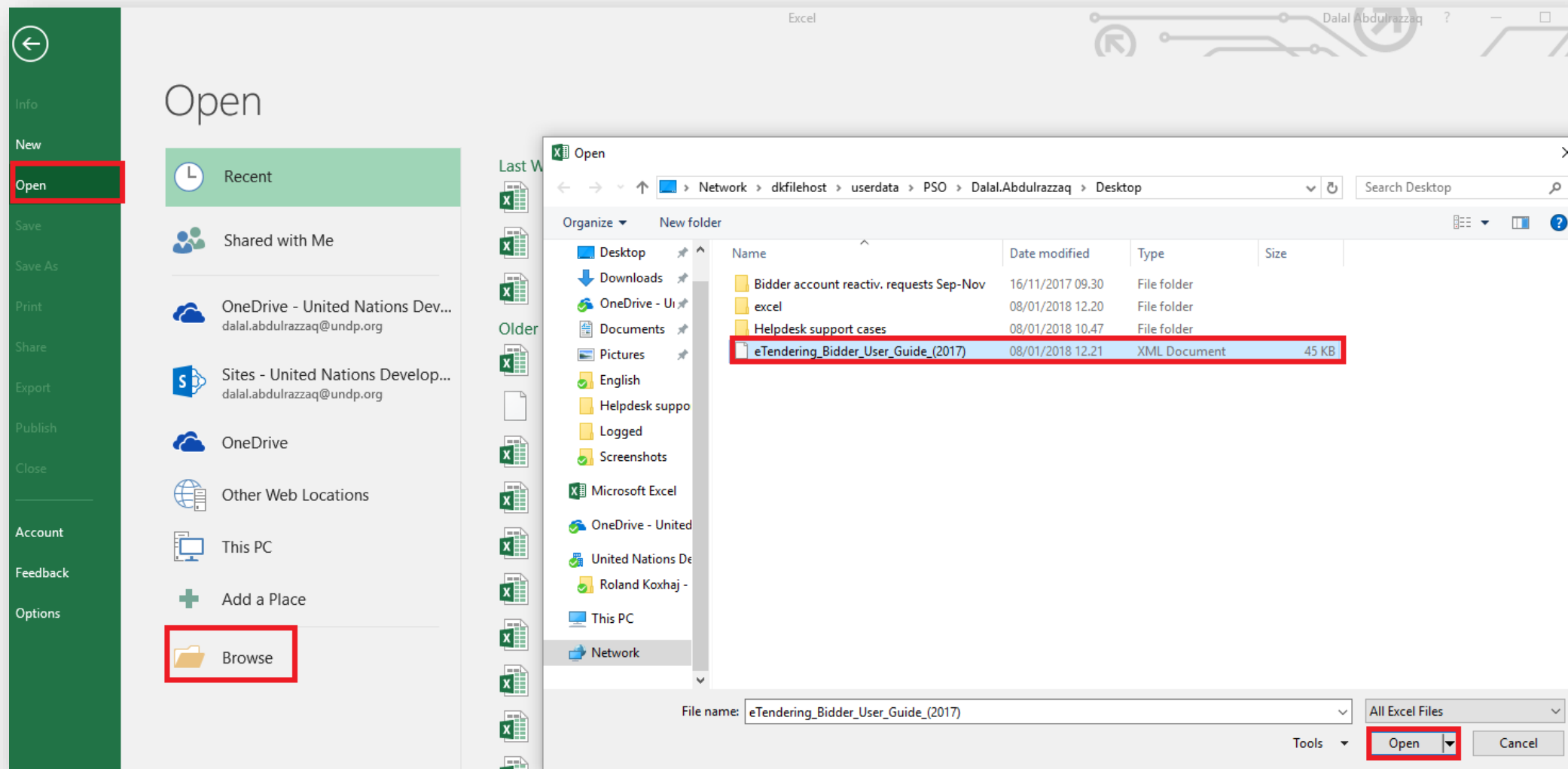
2.4 Prepare Bid Response Offline – Complete bid responses in Excel

Once you have opened the file in Excel, answer all bid factors and line items as listed in the document.

⚠ **IMPORTANT**

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

2.4 Prepare Bid Response Offline – Upload responses and submit

When you have completed all fields, save the document as an XML. Spreadsheet, and go back to the "*Event Details"* page in eTendering to upload your bid. Go to "*Bidding Shortcuts"* and click on "*Upload XML Bid Response"*.

Click on "*Select .XML File"* and choose your saved file.

2.4 Prepare Bid Response Offline – Upload responses and submit

When the .xml-file is uploaded, your answers will be automatically populated in the "*Event Details*" page. Please review the answers to make sure everything is correct and add any attachments before validating your entries and submitting your bid. **Remember: Documents cannot be attached through .xml-files and must be** uploaded directly in the system.

⚠️ **IMPORTANT**

You can only upload your bid using .xml once. Changes need to be made online in the system following these instructions.

Welcome eTendering Bidder User Guide to Atlas Community!

The event administrator requests your response to questions not specific to any specific item.

General Event Questions	2
Required Questions	2

Hide Event Questions

Event Questions

⭐ Bid Required   Ideal Response Required

Previous Questions 1-2 of 2 Next Questions

⭐ 1. Have samples required been sent and shipment tracking number provided?

Response: [Yes ▼]   Weighting

Ideal: Yes   Add Comments or Attachments

⭐ 3. Provide List of Bank References (Name of Bank, Location, Contact Person and Contact Details).

Response: [Yes]   Add Comments or Attachments

Step 2: Enter Line Bid Responses

This event contains one or more individual lines that await your bid response. Some or all lines may require your bid in order for consideration by the Event Administrator.

Lines in This Event:	2
Lines That Require a Response:	2
Your Total Line Pricing:	18,000.0000 USD

Hide Line Detail

⭐ Bid Required   💬 Line Comments/Files

Previous Lines 1-2 of 2 Next Lines

Line	Description	Unit	Requested Quantity	Your Bid Quantity	Your Unit Bid Price	Your Total Bid Price		
1 ⭐	computer	DOZ	20.0000	20.0000	300.000000	6,000.0000 USD	Bid	💬
2 ⭐	Ballpen (Black,blue,red) LOTUS	EA	30.0000	30.0000	400.000000	12,000.0000 USD	Bid	💬

At any point in the bid response process you may save an in-progress bid and resume completion at later time. When your bid response is complete, submit for consideration.

[Submit Bid]   [Save for Later]   [Validate Entries]

3.0 Manage Bids

This section guides the Bidder on how to view, edit, or cancel a bid that is already saved in the system or submitted. The section also explains how Bidders can resubmit a bid when an event is modified.

3.1 Manage Bids – View Status and Responses of a Bid

To view your bid response and check the status of your bid, login to your eTendering account and go to *"Manage Events and Place Bids"*. Click on *"My Event Activity"* → and then click *"Event Bids On"*.

All the bidding events that you have participated in will be displayed below. Click on the relevant *"Event ID"* to review the details of your bid response.

3.1 Manage Bids – View Status and Responses of a Bid

Once you have clicked on the Event ID and are on the "*Event Details*" page, click on "*View, Edit or Copy From Saved Bids*".

3.1 Manage Bids – View Status and Responses of a Bid

In the column *"Bid Status"* you will see the status of your bid. For a bid to be successfully submitted, the status must show as *"Posted".* Then, click on "*View".* The system will open your posted bid in View Only mode.

Tip

Other bid statuses include: Saved or Cancelled. These all indicate that a bid has not been posted yet.

3.2 Manage Bids – Edit Bid

To edit a bid response, login to your eTendering account and click on the left hand menu *"Manage Events and Place Bids"*. Click on *"My Event Activity"* → and then click *"Event Bids On".*

Click on the relevant *"Event ID"*.

3.2 Manage Bids – Edit Bid if direct editing is not allowed

If editing a bid is **not allowed**, bidder must first cancel the posted bid following instructions here, and then create a new bid response.

Once the bid has been cancelled, you can create a new bid response by using the copy function which will copy the bid that was cancelled. Then you make necessary changes. Alternatively, you can create a new bid response from scratch by clicking on "Bid On Event".

⚠️ **IMPORTANT**

Make sure that you save or submit your bid after you edit it

Click to return to **Manage Bid** Main page

3.2 Manage Bids – Edit Bid when direct editing is allowed

If direct edits of a posted bid are allowed, you will see the "*Edit Bid Response*" button once you go to "*View, Edit or Copy From Saved Bids*". Click on it to start editing your bid.

⚠️ **IMPORTANT**
Make sure that you save or submit your bid after you edit it

3.3 Manage Bids – Submit an Alternate Bid

In some cases, UNDP accepts alternate bids. This means that the bidder can submit more than one bid in the system, in which case one of the bids is the primary bid and the other(s), alternate bids.

If you wish to submit more than one bid to the same event, it is possible to copy from the primary bid so you do not have to populate your responses from scratch.

To do this, go to the "*Event Details*" page click on "*View, Edit or Copy from Saved Bids*" and check if Multiple Bids are allowed as shown below. If multiple bids are allowed, the **"Copy"** link will be active.

Click on "*Copy*" and begin to prepare your alternate bid response.

View, Edit or copy from Saved Bids

Welcome, Test Co One

Event Name:	eTendering Bidder User Guide (2017)		
Event ID	UNDP1-0000001595	Event Round:	1
Event Format/Type:	Sell Event RFx	Event Version:	4
Event Start Date:	11/12/2017 5:47AM EST	Multiple Bids	Allowed
Event End Date:	09/01/2018 05:47 AM EST	Currency	US Dollar

First ◄ 1 of 1 ► Last

Bid ID	Round	Version	Bid Status	Event Status	Bid Last Saved				
1	1	4	Posted	Posted	21/12/2017 8:39AM EST	View	Edit Bid Response	Copy	Cancel	Upload

Return to Event Search
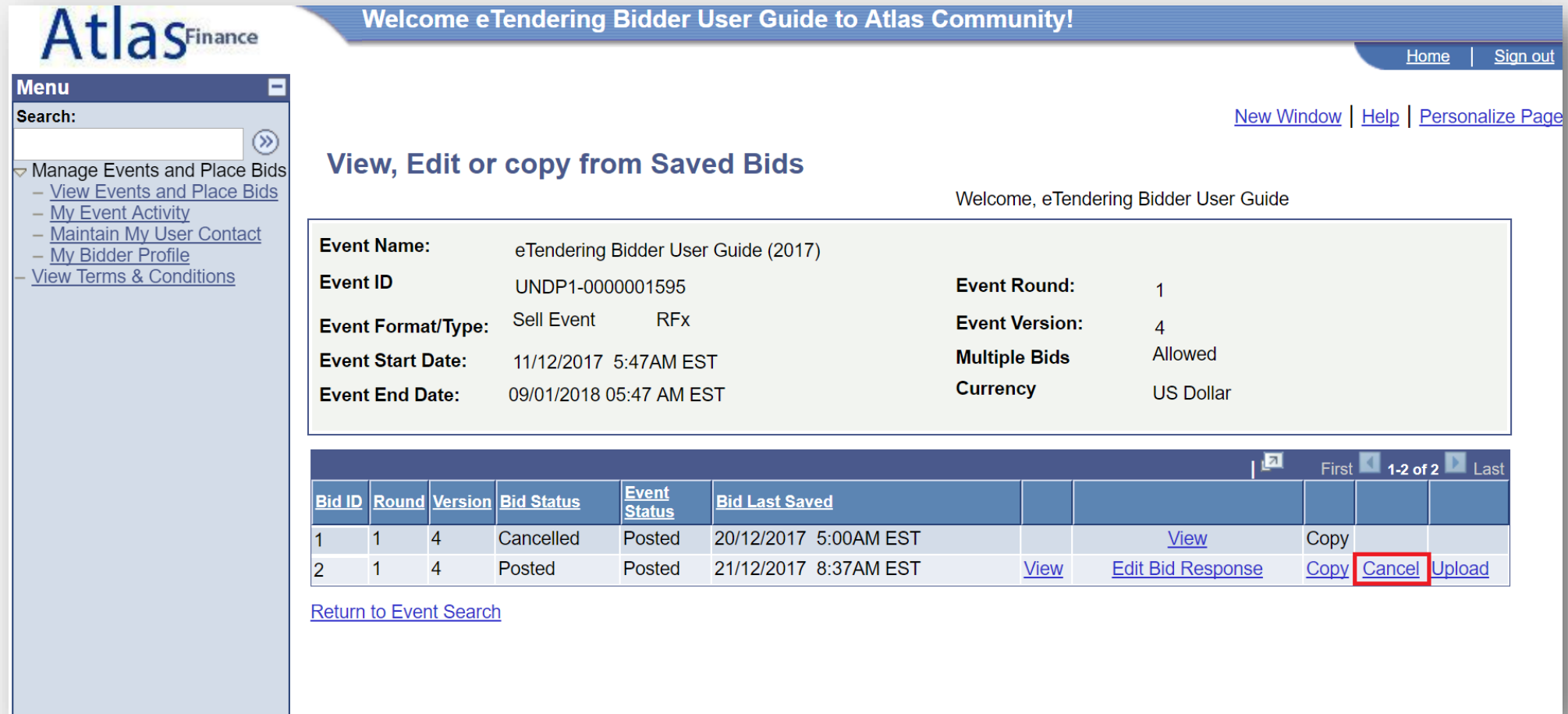
💡 Tip
Any time you submit an alternate bid, be sure to specify in your solicitation document which is the primary bid and which is the alternate.

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3.4 Manage Bids – Cancel a Bid

If you need to cancel a bid, you can go to "*View, Edit of Copy from Saved Bids*" and click on "*Cancel*".

3.4 Manage Bids – Cancel a Bid

You will be asked to reconfirm your intention to cancel your bid by clicking on "*Cancel this bid*".

3.4 Manage Bids – Cancel a Bid

If you are sure you want to cancel the bid, click on "**Yes**".

Cancel Bid

Business Unit: UNDP1	**Event Round:** 1
Event ID: 0000001595	**Event Version:** 4
Event Name: eTendering Bidder User Guide (2017)	**Event Format:** Buy
Bid ID: 1	
Bid Status: Posted	
Last Saved: 28/12/2017 8:17AM EST	

Cancel This Bid

Message

Are you sure you would like to cancel this bid? (18058,325)

Click Yes to cancel the bid.

Click No if you do not want to cancel this bid.

Yes   No

Return to Bid Search

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3.4 Manage Bids – Cancel a Bid

After you cancel your bid, the Bid status will be changed to "*Cancelled*".

3.4 Manage Bids – Cancel a Bid

Check your registered email for a message confirming that your bid has been cancelled.

Bid Cancellation

Dear Bidder,

Please note that the bid you had either saved or posted against the referred event ID and version # has been cancelled. It may have been cancelled by you directly, or the system may have cancelled it automatically due to amendments made in the tender, involving changes in the mandatory line items and bid factors. If you intend to submit a new offer for this tender, please post a new bid directly in the system. It is the responsibility of Bidders to ensure they have a valid and posted bid in the system.

Cher soumissionnaire,

Nous vous informons que l'offre que vous aviez enregistrée ou publiée pour l'ID de l'évènement concerné et le # de version a été annulée. Elle peut avoir été annulée directement par vous-même ou automatiquement par le système, en raison de modifications réalisées sur l'offre, qui ont entraîné des changements dans les éléments de ligne obligatoires et les facteurs de l'offre. Si vous souhaitez réaliser une nouvelle soumission pour cette offre, veuillez la publier directement dans le système. Les soumissionnaires doivent s'assurer que leur offre est valide et publiée dans le système.

Estimado licitador:

Tenga en cuenta que se ha cancelado la licitación que había guardado o publicado en relación con la ID de evento y número de versión indicados. Quizás la ha cancelado usted directamente o el sistema puede haberla cancelado automáticamente por enmiendas realizadas en la licitación, que conlleven cambios en las partidas y factores de la licitación obligatorios. Si pretende enviar una nueva oferta para esta licitación, publique una nueva oferta directamente en el sistema. Los licitadores deben asegurarse de incluir una oferta válida y publicada en el sistema.

Уважаемый участник торгов!

Обращаем внимание, что заявка, которую вы сохранили или разместили в соответствии с указанным идентификатором и номером версии торгов, была отменена. Возможно, она была отменена непосредственно Вами, или, возможно, система отменила ее автоматически по причине внесения изменений в тендер, включающих изменения обязательных позиций и факторов конкурсного предложения. Если вы намереваетесь подать новое предложение в рамках данного тендера, пожалуйста, разместите новое конкурсное предложение непосредственно в системе. Участники торгов несут ответственность за размещение действительного конкурсного предложения в системе.

尊敬的投標人，

請注意，您根據引用活動 ID 和版本#保存或發布的出價已被取消。該活動可能已被您直接取消，或者係統可能會因投標中涉及強制性項目和投標要素的更改而自動取消。如果您打算提交本次招標的新報價，請直接在系統中發布新的出價。投標人有責任確保他們在系統中提出有效的出價。

عزيزي مقدم العطاء، الرجاء مراعاة أن العطاء الذي حفظته أو نشرته استنادًا إلى معرف الفعالية المشار إليه ورقم الإصدار قد تم إلغاؤه. ربما تكون أنت من ألغيته مباشرةً أو ربما ألغاه النظام تلقائيًا بسبب تعديلات طرأت على العطاء والتي تنطوي على تغييرات في بنود الخطوط الإلزامية وعوامل العطاء. إذا كنت تنوي أن ترسل عرضًا جديدًا لهذا العطاء، فالرجاء نشر عطاء جديد مباشرة في النظام. يتحمل مقدمو العطاء مسؤولية التحقق من صلاحية العطاء ونشره في النظام.

Event Details
Event ID: UNDP1 - 0000001583 Round 1 Version 1 **Bid Number:** 1
Event URL
Review and bid on this event.

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3.5 Manage Bids – Managing a Bid After Tender Amendments

If a Tender is amended, a new version of that event will be created in the system. In most cases, bids posted to the older version will remain in *"posted"* status, but it is important that the Bidder checks that their bid response corresponds with the requirements of the newest event version.

⚠️ **IMPORTANT**

If the amendments to the event involve any changes to mandatory bid factors or line items, the status of a previously posted bid will be changed to cancelled and you will have to submit a new bid response.

When amendments to the event involve any changes to mandatory bid factors or line items, the status of a previously posted bid will be changed to "**cancelled**" and you will have to submit a new bid response. To confirm that their bid has been cancelled, Bidders will receive an automatic email notification informing them that a new event version has been created and that their latest bid submission has been cancelled.

3.5.1 Manage Bids – When a Bid is cancelled after event is amended

To submit a new bid response after event amendments lead to a bid cancellation, navigate to the **Event Details** page, and click on the "***Bid on Event***" button. Follow the same steps as instructed in the section on how to **Submit a Bid**.

4.0 Register Bidder Profile

Bidders using eTendering for the first time must register for a Bidder User Account before participating in any eTendering event. This section provides a brief overview of the bidder registration process, how to log in to begin registration, and how to register your Bidder profile details in 8 steps.

➢ Introduction to Bidder Registration

➢ Action 1: Log in with event.guest

➢ Action 2: Click on Register Bidder

➢ Action 3 Register Profile Details

➢ Action 4: Confirm Registration & Create New Password

---

2 key points to keep in mind:

1. You should only register for an account once

2. Bidders are responsible for managing who has access to their account, not UNDP

Introduction to Bidder Registration

The first time a bidder enters eTendering, a one-time registration process is required. Bidders only register once, and thereafter enter eTendering with their own user name and password.

Action 1
Login with event.guest

Action 2
Click on Register Bidder

Action 3
Register Bidder Profile Details

Action 4
Confirm Registration & create new password

Step 1	Select Type of Bidder Profile (Individual or Business)
Step 2	Create Company profile and Users
Step 3	Enter Company Address
Step 4	Add Other Company Account Addresses (Optional - can be skipped)
Step 5	Designate Addresses for Additional Users (Optional – can be skipped)
Step 6	Accept Terms and Conditions

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Action 1: Log in with *event.guest*

To get started with registration, first-time users are required to use the following generic credentials to access the eTendering site:

- ✓ Username: **event.guest**
- ✓ Password: **why2change**
- ✓ Link: https://etendering.partneragencies.org

User name:

event.guest

Password:

why2change

Login

Change Password | Forgotten Password

To obtain support: **Other resources:**

UNDP Users   UNDP Atlas Service Centre

UNFPA Users   My UNFPA

UNU Users   UNU Atlas Information Centre

UN Women Users   UN Women Atlas Intranet Page

Atlas

"Atlas" signals our global presence and a reliable and comprehensive way for finding information and connecting countries to knowledge, experience and resources as we help people build a better life.

Action 2: Click on Register Bidder

Once you are logged in the *event.guest* account, navigate to the drop-down menu on the left hand side of the main page, and expand the menu titled "***Manage Events and Place Bids".***

Click on the "***Register Bidder"*** link.

> ⚠️ **IMPORTANT**
>
> It may take up to 3-4 minutes while the system loads to the next page after you click on Register Bidder. Please be patient and wait for the page to finish loading without clicking on any other links.
>
> Page loading is indicated by the rotating icon on the top right of the page.

Click to return to **Register Profile** Main Page

Action 3: Register Bidder Profile Details

Step 1: Select type of bidder

In the first step of registration, the bidder must select whether they are a Business or Individual and whether they are interested in buying or selling goods and/or services, or both.

💡 **Tip**

For Question 2, always select the "Both" option. This will enable the bidder to see all the ongoing tenders

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Bidder Registration
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

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Action 3: Register Bidder Profile Details

Step 2: Create Company profile & users

*Company Name:
- ✓ Must correspond to the name recognized and registered in relevant registration office.
- ✓ Special characters are not permitted for company names.
- ✓ If the company name you are trying to enter in the system already exists you will receive an error message. Please click here for assistance.

* First and Last names:
- ✓ Name of the person authorized by your company to use the system and represent the company.

*Email ID:
- ✓ Must be a valid email address for your company. Please note that all future communication from the system will be sent to this address.

*User ID:
- ✓ It is strongly recommended to create a username with two parts separated by a dot. For example: company.name
- ✓ The username should ideally be related to the company name rather than the name of the User.
- ✓ Special characters and spaces are not permitted for User IDs.
- ✓ If the User ID you are trying to enter in the system already exists you will receive an error message. Please click here for assistance.

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	eTendering Bidder User Guide
Company Website	

User Information

*First Name	User	🗑 Delete
*Last Name	One	
Title	Executive Director	
*Email ID	▓▓▓▓▓@undp.org	
*Telephone	12345678	Ext
Fax		
*User ID	etendering.bidderguide	(User's account login name.)

Save and Add Another User

<< Back   Next >>

* Required Field

💡 Tip

It is recommended to add at least 2 users to allow several people from the same company to access the eTendering site. To add another user, click on *Save and Add Another User*, otherwise, click on *Next* to proceed to step 3.

Action 3: Register Bidder Profile Details

Step 2 (continued): Add more users

If you clicked on "**Add Another User**", you will be prompted to enter additional information.

Each user will have their own User ID and password.

Click "**Save and Add another User**" to add another User, or click "**Next**" when done.

> 💡 **Tip**
>
> If after registering, you need to update any of the user profiles, refer to the section on how to *Manage Bidder Profiles* .

Action 3: Register Bidder Profile Details

Step 3: Enter Company address

In Step 3, the address of the bidder is required. **<u>Please pay special attention to the selected country</u>**. For all bidder profiles, the system will automatically default the country to USA. If this is not the correct country for the bidder address, please make sure to change it accordingly by clicking on "***Change Country***" and selecting the correct country from the drop down menu.

Bidders may complete the mandatory fields* and leave other fields blank.

Once you have completed this section, click on ***"Next".***

Action 3: Register Bidder Profile Details

Step 4: Add other company addresses

Step 4 is optional. Click on "***Next"*** to go to next step.

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Bidder Registration

Step 4 of 6: Other Account Addresses

* **Required Field**

The Primary Address you have entered for eTendering Bidder Guide is:

Marmovej 51
Copenhagen, Denmark

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

Other Account Addresses

Because you will be bidding on events as both purchaser and seller of goods/services, you must provide Bill To, Ship To, and Invoice addresses.

Check boxes below to indicate addresses that are different from your Primary Address:

☐ **Bill To Address** your company's accounts payable department (for when you purchase goods/services).

☐ **Ship To Address** default location for where we ship your order (for when you purchase goods/services).

☐ **Invoice Address** your company's accounts receivable department (for when you sell goods/services).

<< Back   Next >>   Cancel Registration

* **Required Field**

Action 3: Register Bidder Profile Details

Step 5: Designate addresses for additional users

Step 5 is optional and can be skipped. Click on *"Next"* to go to next step.

Bidder Registration

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

User Name	Designate as Contact for
User One	Primary Address ▼
User Two	Primary Address ▼

[<< Back]   [Next >>]   [Cancel Registration]

* Required Field

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Action 3: Register Bidder Profile Details

Step 6: Accept Terms and Conditions

The last step in the registration process is the acceptance of the Terms and Conditions. Please read the Terms and Conditions carefully.

If you agree, please tick "*I agree to be bound by the following Terms and Conditions*" and thereafter click *"Finish"*.

If you do not agree to the stipulated Terms and Conditions, click on "*Cancel Registration*".

Bidder Registration

Step 6 of 6: Terms and Conditions

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

* Required Field

☑ I agree to be bound by the following Terms and Conditions:

1. Terms and Conditions of Use of the Web Site:

The use of this web site constitutes agreement with the following terms and conditions:

(a) The UNDP maintains this web site (the "Site") as a courtesy to those who may choose to access the Site ("Users"). The information presented herein is for informative purposes only. The UNDP grants permission to Users to visit the Site and to download and copy the information, documents and materials (collectively, "Materials") from the Site for the User's personal, non-commercial use, without any right to resell or redistribute them or to compile or create derivative works therefrom, subject

<< Back | Finish | Cancel Registration

* Required Field

Action 3: Register Bidder Profile Details

Step 7: Complete Bidder Registration

Once you have accepted the Terms and Conditions, the following message will appear confirming successful registration:

Click *"OK"* to complete your bidder registration.

Action 4: Confirm Registration & Create New Password

When you have completed your online registration, you will receive an automated confirmation email. The email will contain:

- ✓ A temporary password
- ✓ Your User ID
- ✓ Instructions on how to create a new password for your eTendering account.

Bidder Registration Approved

Dear Bidder,

Your registration for the UNDP online tendering system is now almost complete. As a last step, please clear your internet temporary files, cookies and history and log onto https://etendering.partneragencies.org. Sign in with your username and the temporary password provided in this email, and change the password to the one of your choosing.
Please make sure that your chosen password meets the criteria below:
Is at least 8 characters long. Is maximum 16 characters long. Contains at least one capital letter, one small letter, and one number. Is not one of your last two passwords used for this account.
NOTE: Please make sure that you type in the correct temporary password provided in the email. Preferably type it manually and do not copy/paste the whole password.

尊敬的投標人，

您在 UNDP 在線招標系統的註冊現在已經完成。作為最後一步，請清除您的互聯網臨時文件、cookies 和歷史記錄，並登錄到 https://etendering.partneragencies.org。使用您的用戶名和此電子郵件中提供的臨時密碼登錄，並將密碼更改為您選擇的密碼。
請確保您選擇的密碼符合以下條件：
長度至少為 8 個字符。最多 16 個字符。包含至少一個大寫字母、一個小寫字母和一個數字。不是用於此帳戶的最後兩個密碼。
注意：請確保輸入電子郵件中提供的正確臨時密碼。最好是手動鍵入，不要復制/粘貼整個密碼。

User ID and Password
User ID: eTendering.Bidder
Password: SHMY78K3

URL
Login to eTendering System.

⚠ **IMPORTANT**
- You can only use your temporary password once.
- You must generate a new password to login to your account and view events.

Action 4: Confirm Registration & Create New Password

1) When you log into eTendering for the first time, you will be prompted to create a new password of your choice. Enter your User ID and the temporary password you received in the registration confirmation email (**see previous slide**). Click on "***Login***". **Do not click on *"Change Password".***

⚠️ **IMPORTANT**

Before logging in with your temporary password, please do the following:
- Clear your internet browser history and close browser
- Re-open the browser and go to: http://etendering.partneragencies.org
- Type in User ID and password – do not copy and paste

2) Create your new password by first entering your temporary password and then entering a password of choice following the criteria below. Then click on "***Change Password***".

Your new password should meet the following criteria:

- ✓ Have a minimum of 8 characters.
- ✓ Contain at least one UPPERCASE LETTER.
- ✓ Contain at least one lowercase letter.
- ✓ Contain at least one number

User name:
etendering.bidder
Password:
●●●●●●●●●
Login
Change Password | Forgotten Password

To obtain support: **Other resources:**
UNDP Users   UNDP Atlas Service Centre
UNFPA Users   My UNFPA
UNU Users   UNU Atlas Information Centre
UN Women Users   UN Women Atlas Intranet Page

Atlas

"Atlas" signals our global presence and a reliable and comprehensive way for finding information and connecting countries to knowledge, experience and resources as we help people build a better life.

Atlas Agencies:

Password Change Request

etendering.seconduser please change your current password before continuing.

Old Password*   ●●●●●●●●●●●
New Password*   ●●●●●●●●●●●●
Confirm New Password* ●●●●●●●●●●●●
Change Password   Clear this form

Click to return to
**Register Profile
Main Page**

5.0 Manage Bidder Profile

This section describes some additional eTendering features that enable the bidders to view their bidding activity and update the information in their bidder profile.

- ➢ 5.1 View bidding activity
- ➢ 5.2 Update bidder profiles
- ➢ 5.3 Manage user access

5.1 View Bidding Activity

To view your bidding activities, click on "**View Events and Place Bids**" → "**My Event Activity**" → "**Event Bids On**".

All your bidding events that you have participated in will be displayed.

5.2 Update Bidder Profiles

To update your bidder profile, go to "***Manage Events and Place Bids***" → "***My Bidder Profile***" and update information as needed.

- Please note that the username cannot be changed.

- Update User information such as email addresses or phone number as needed. If you have more than one User and would like to update their profile, click on the top right hand arrow to navigate to the next user profile as shown below.

Click on "***Save***" when you have finished.

5.3 Manage User Access

If a registered user has left your company and you would like to re-assign their username to another employee, login to your account, go to the "*My Bidder Profile*" tab, and update the registered email address, names and telephone as required.

Click on the arrow on the top right corner to navigate to the next registered User Profile.

Once you update an email address, use the forgotten password feature to reset the password. A new Password will be sent to the new email address. Follow steps to change password.

Click on "*Save*" when you have finished.

6.0 Helpdesk Support

This section provides details on who to contact for technical assistance, how to address some commonly asked questions and where to find additional resources on eTendering.

➢ 6.1 Technical assistance

➢ 6.2 Additional resources for bidders

➢ 6.3 Frequently asked questions

➢ 6.4 Forgotten password

6.1 Technical Assistance

If you experience technical issues with the bid submission process, please contact the focal point of the procurement office as indicated in the solicitation document of the tender you wish to bid on.

To ensure your case is resolved as quickly as possible, when requesting helpdesk support, it is always recommended to share the following details:

- Your User ID and Company name
- The Event ID you are participating in (if applicable)
- Screenshots of any error or warning messages
- A brief description of the steps you took before encountering any errors or issues

Please always prepare and submit your bid well in advance of the deadline of the event so that any issues can be addressed in time.

6.2 Additional Resources

To view additional resources on eTendering, including video user guides and translated versions of this user guide (French, Spanish, Chinese, Arabic and Russian), go to the UNDP Procurement Notice Page http://procurement-notices.undp.org/ and click on *"More Information for Bidders"* at the bottom left hand side of the page.

6.3 Frequently Asked Questions

During Registration:

I just logged in to event.guest to begin registration but the system is very slow and does not seem to be loading properly.

It can take up to 3-4 minutes for the system to load after you click on "**Register Bidder".** Please wait and do not click on any other links. You may also try refreshing your browser if it is taking longer than 4 minutes to load. If the problem persists please contact your procurement focal point for further assistance.

The company name I want to use to register my Bidder Profile has already been taken. What do I do?

If your company has never registered for eTendering before and you receive an error message that this company name is already taken, please modify the company name slightly, noting that special characters are not allowed. For more information please click **here.**

If you have already registered for a Bidder account before, but cannot remember your credentials, please do not register for a new account. Instead, go to the section on **Forgotten Passwords**.

The User Name I want to use to register my Bidder Profile has already been taken. What do I do?

If you have never registered as a User on eTendering before and you receive an error message that the user name is already taken, please select a different user name. For more information please click **here.**

If you have already registered for a Bidder account, but cannot remember your credentials, please do not register for a new account. Instead, go to the section on **Forgotten Passwords**.

6.3 Frequently Asked Questions

I have received the temporary password after registering, but when I try to log in to activate my account, I receive an error message.

Please refer to the instructions on **creating a new password**. If you still receive an error message after multiple attempts, please contact **helpdesk support.**

Log In Issues:

I cannot remember my password.

To reset your password, please go to the section on **Forgotten Passwords**.

I cannot remember my user name.

If you cannot remember your user name please contact the focal point of the procurement office as indicated in the solicitation document of the tender you wish to bid on.

During Bid submission

I cannot download tender documents.
Please ensure that your internet browser has enabled pop-ups. For more information on how to view and download solicitation documents, please go **here.**

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6.3 Frequently Asked Questions

Why do I get an error message when I try to upload a document into the system?
When uploading files please note the following restrictions:
- The file name can only contain 60 characters.
- If you are uploading a large number of files (ex. 15 or more), please zip the files into a ZIP folder and upload the folder instead of each file individually. You can upload several ZIP folders, but if you do this, please note that the total size of each ZIP folder uploaded cannot exceed 45MB.
- Individual file sizes cannot exceed 45MB in size.

For more information on uploading files, please go **here**.

I submitted my bid but did not receive a bid confirmation email.
If you do not receive a confirmation email, you can confirm the status of your bid and check if it has been posted directly on the system. Please click **here** for further information on viewing your bid

Managing your Account

Can I update the contact details in my bidder profile?
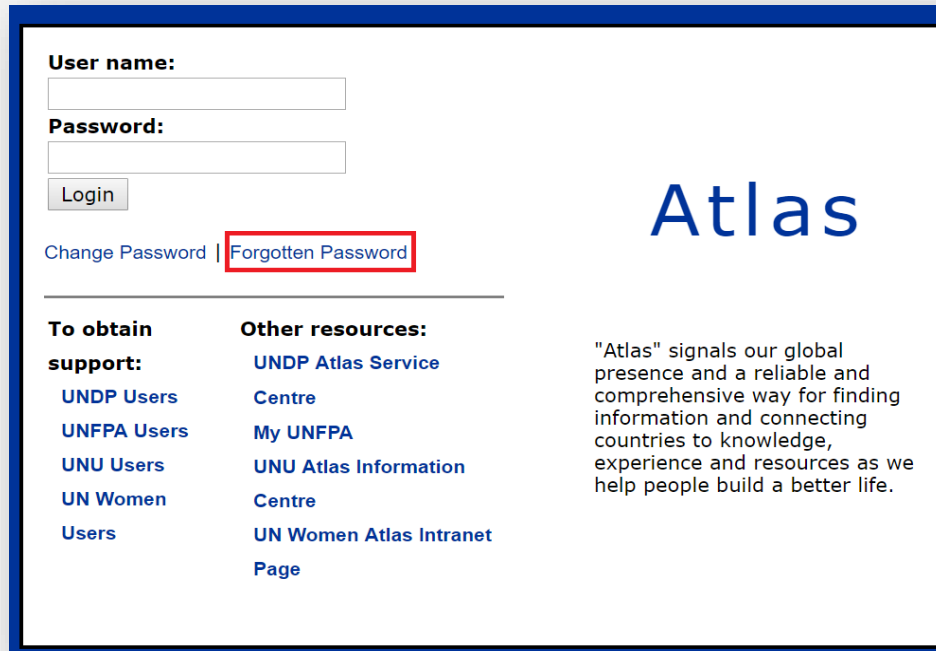
Yes. To update your bidder profile and other users registered under your profile, go to "***Manage Events and Place Bids***" → "***My Bidder Profile***" and update information as needed. See **Section 5.0 Manage Bidder Profile** for more information.

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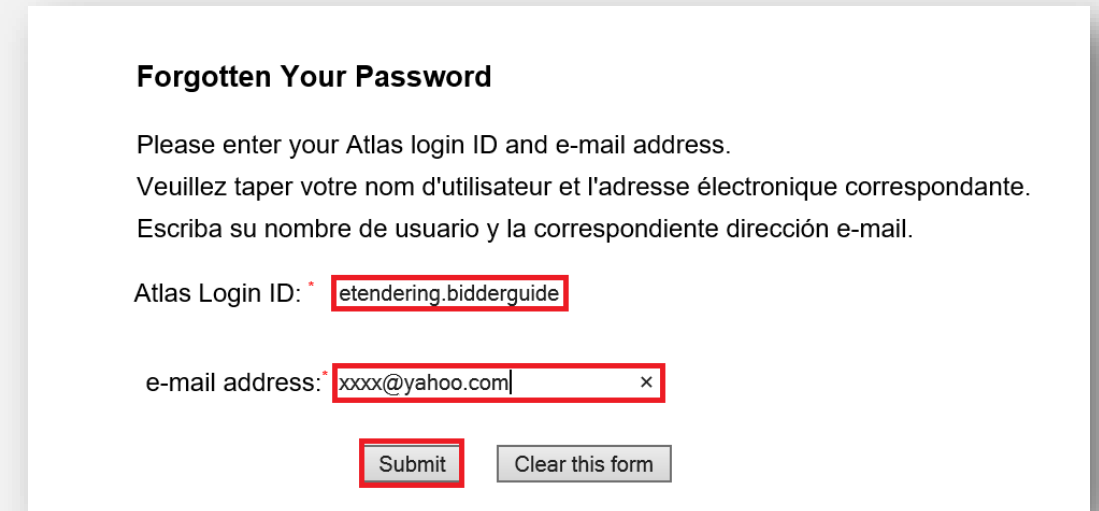
6.4 Forgotten Password

If you have forgotten your password, please take the following steps:

1 Go to www.etendering.partneragencies.org and click on the **Forgotten password** link.
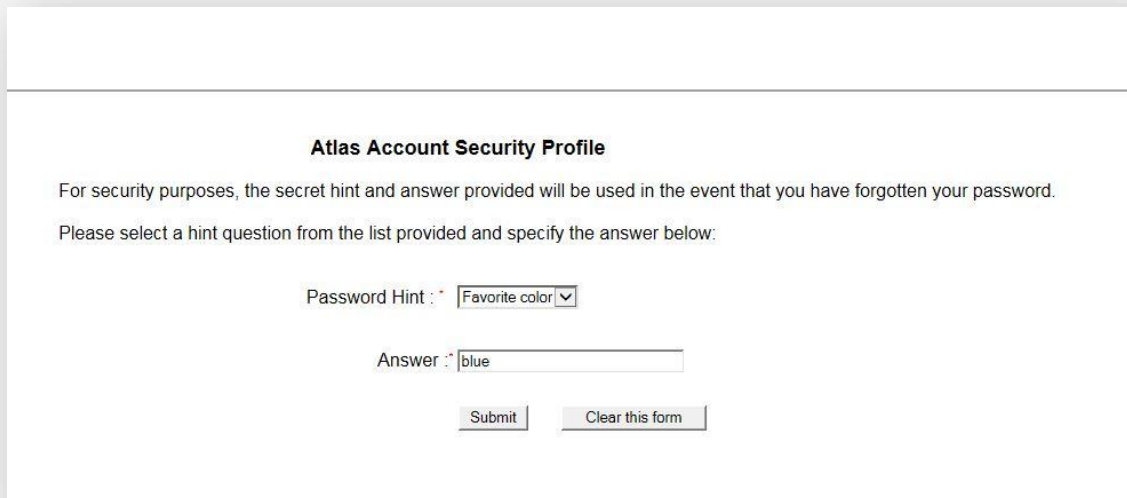
2 You will be prompted to enter your Atlas ID, which is the User ID you selected during registration and the associated email address. Click on *Submit*.

User name:

Password:

Login

Change Password | Forgotten Password

To obtain support:

UNDP Users

UNFPA Users

UNU Users

UN Women Users

Other resources:

UNDP Atlas Service Centre

My UNFPA

UNU Atlas Information Centre

UN Women Atlas Intranet Page

Atlas

"Atlas" signals our global presence and a reliable and comprehensive way for finding information and connecting countries to knowledge, experience and resources as we help people build a better life.

Forgotten Your Password

Please enter your Atlas login ID and e-mail address.
Veuillez taper votre nom d'utilisateur et l'adresse électronique correspondante.
Escriba su nombre de usuario y la correspondiente dirección e-mail.

Atlas Login ID: * etendering.bidderguide

e-mail address:* xxxx@yahoo.com   ×

Submit   Clear this form

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6.4 Forgotten Password

3 The security hint that you selected during the registration process will appear. Enter the correct answer and click on *Submit.*

Atlas Account Security Profile

For security purposes, the secret hint and answer provided will be used in the event that you have forgotten your password.

Please select a hint question from the list provided and specify the answer below:

Password Hint : * [Favorite color ▾]

Answer :* [blue]

[Submit] [Clear this form]

💡 **Tip**

Please note that the security answer is sensitive to capital letters. Be sure to type the answer exactly as it was typed during the bidder registration.

4 An automated email will be sent to the email address for the concerned user. Use the password provided in the email to log into eTendering. After the first login, the system will prompt the user to change the password.
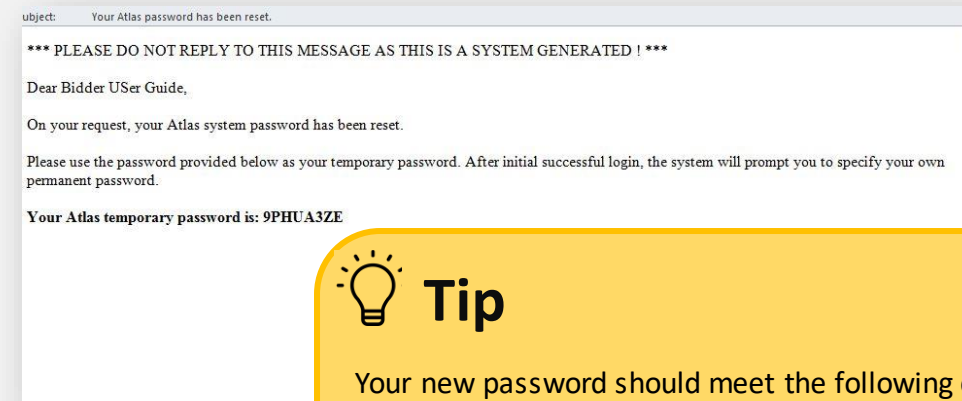
ubject: Your Atlas password has been reset.

*** PLEASE DO NOT REPLY TO THIS MESSAGE AS THIS IS A SYSTEM GENERATED ! ***

Dear Bidder USer Guide,

On your request, your Atlas system password has been reset.

Please use the password provided below as your temporary password. After initial successful login, the system will prompt you to specify your own permanent password.

Your Atlas temporary password is: 9PHUA3ZE

💡 **Tip**

Your new password should meet the following criteria:
- Have a minimum of 8 characters.
- Contain at least one UPPERCASE LETTER.
- Contain at least one lowercase letter.
- Contain at least one number

⚠️ **IMPORTANT**

Before logging in with your temporary password, please do the following:
- Clear your internet browser history and close browser
- Re-open the browser and go to: **http://etendering.partneragencies.org**
- Manually type in User ID and **password – do not copy and paste**

Thank you for using UNDP eTendering!

To view additional resources such as instructional videos for bidders and this user guide in other languages, please click here.