Instructions Guide on Bidder's Profile Management on UNDP eTendering Portal

This document is a short document guide that contains only few important aspects and tips for bidders. For detailed instructions, bidders are requested to refer to **Bidder Manual Guides and Videos** available on UNDP Website. If needed further support on eTendering Portal, kindly contact the Country's **UNDP Procurement Focal Point** for the tender you are trying to participate with your Registered Company name and user id.

First Time Registration

1. Make sure you do not have a **profile already created**. If you get a message from the system that your company already exist, activate your account by using **"Forgotten Password,"** or contact your country's UNDP Procurement Focal Point for support to reactivate your account with details of the registered company name.
2. When creating a new profile, ensure, the company name used during registration matches with the Company's Legal Registration name.
3. Create only one user associated with your company profile. In step 5 during the registration, **do not change the Primary Address**. Its optional and can be skipped. Click on 'Next' to go to next step.
4. Use a dedicated email for UNDP tenders, instead of the individual employee email. This way, the Company Manager can always keep control of the account by controlling who has access to that email account and also to control notifications are routed accordingly within the Company.
5. Most of the time, clearing your browser cache, deleting cookies and clearing temporary passwords does help in profile login without issues.

Maintaining and managing profile in the system

1. It is the responsibility of the company to maintain accurate information in the eTendering Bidder's profile and manage and control access to the account.
2. Keep the account active by signing in regularly. An account will be inactivated by the system if no activity in 3 months period. If your account becomes inactivated, contact your country's UNDP Procurement Focal Point for support to reactivate your account with details of the registered company.
3. If a company employee with access to eTendering profile leaves the company, make sure you revoke access to the system. If account was linked to the individual's email addresses, then change the email address associated in the profile. If the profile is linked with a general company email address, then make sure that individual does not have access to that email anymore. Follow these steps: Login to eTendering Portal > Under *Manage Events and Place Bids* > *My Bidder Profile* > Contacts *Tab*: Change the email id in the Email ID Field and **save.**
4. If you do not have access to the account and cannot change the password by yourself, then request support to UNDP to make necessary changes. UNDP will make such changes only upon provision of documentation and proof of identity of the requester and role as manager/legal representative of the company.

Tips on submitting bid responses in the system

1. Start uploading available documents (company registration, financial reports, etc.) in advance and use the "Save for later" function. Do NOT leave bid submission for the last moment.
2. Make sure you have submitted a bid in the system. Be aware that a saved bid is not submitted until you click on "Submit bid" and receive bid confirmation email. Check bid status to be sure, follow user guide for instructions.
3. When amending a bid response in the system, remember to update information properly. For example, if you are amending your offer, remember to reflect the change in eTendering system also. If you are amending any of the supporting documents, remember to remove the attachment uploaded earlier that is not relevant anymore.
4. For Request for Proposals (RFPs) where financial proposal is requested in a password protected document, remember also to enter the price only as 1 in the system and upload financial proposal as password protected file. Keep record of the password so you can make it available to UNDP if requested. Failure to comply may result in rejection of your offer.
5. Make sure you follow the right steps for uploading documents: upload>browse>open>upload. Then to upload another file: Add new attachment, then again upload>browse>open>upload.
6. Remember to save bid after each file upload to not loose progress in case you are timed out without saving.
7. Group files into zip files of maximum 45 MB so you have less individual files to upload.

For a quick resolution to your problem, kindly write to your country's Procurement Focal Point with details and a "screenshot" of the problem you are facing. Don't forget to give us details of your registered company name and associated User ID.

How to request support

1. Always consult user guides available in the UNDP website: https://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/
2. Read section 6 of the user guide for FAQs.
3. If support is still needed, contact procurement focal point for the tender you are interested to participate. Provide as much details as possible, including reference to the tender, explanation of the issue, description of the steps where issue occurs and screenshots, etc.
4. Never share password or other confidential information when requesting support.