UNDP eTendering: User Guide for Bidders

January 2018

UNDP

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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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1.0 Introduction

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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?

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1.1 How to use the Guide

Click to return to TOC

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.

Click to return to **Introduction** Main Page

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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.

Click to return to
Introduction
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2.0 Submit a Bid

Click to return to TOC

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 "***bid 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.

Click to return to **Submit Bid** Main Page

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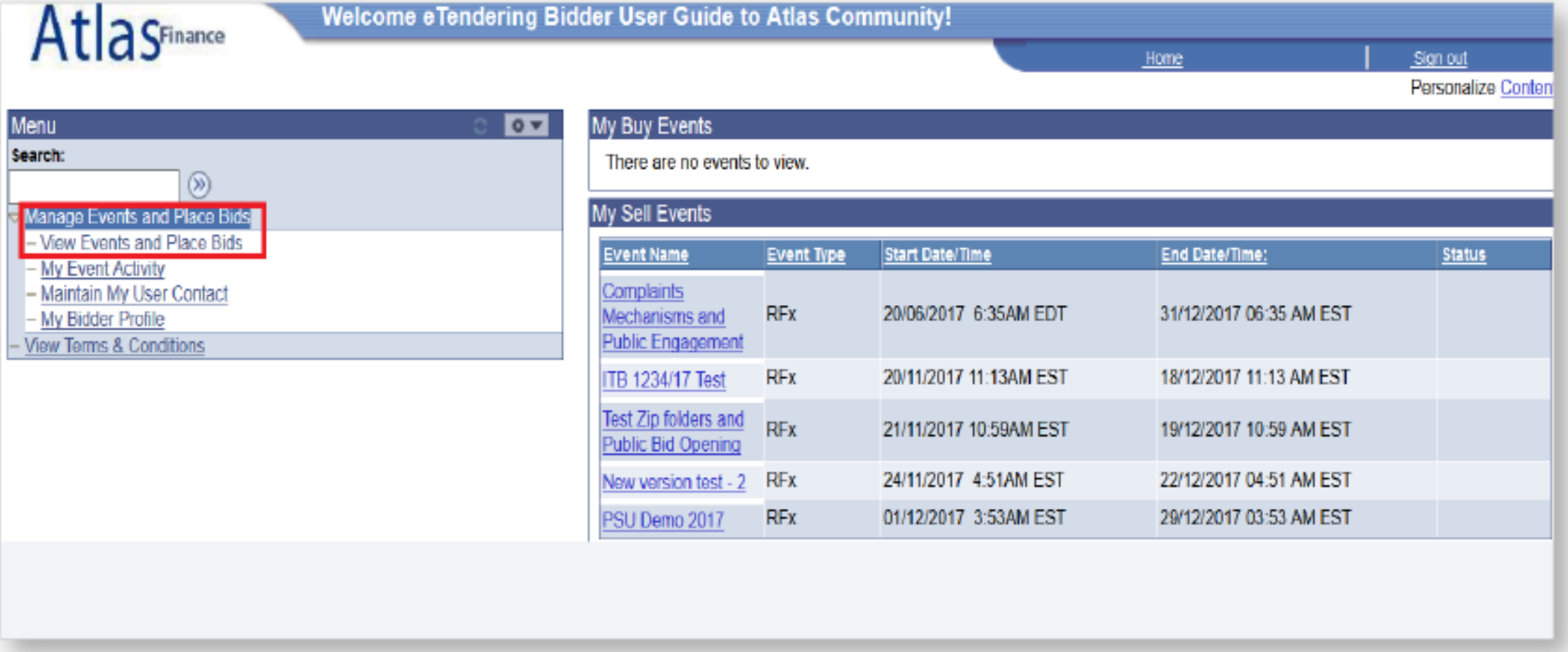
2.1 Search for Tenders – Go to Search Page

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"***



Click to return to **Submit Bid** Main Page

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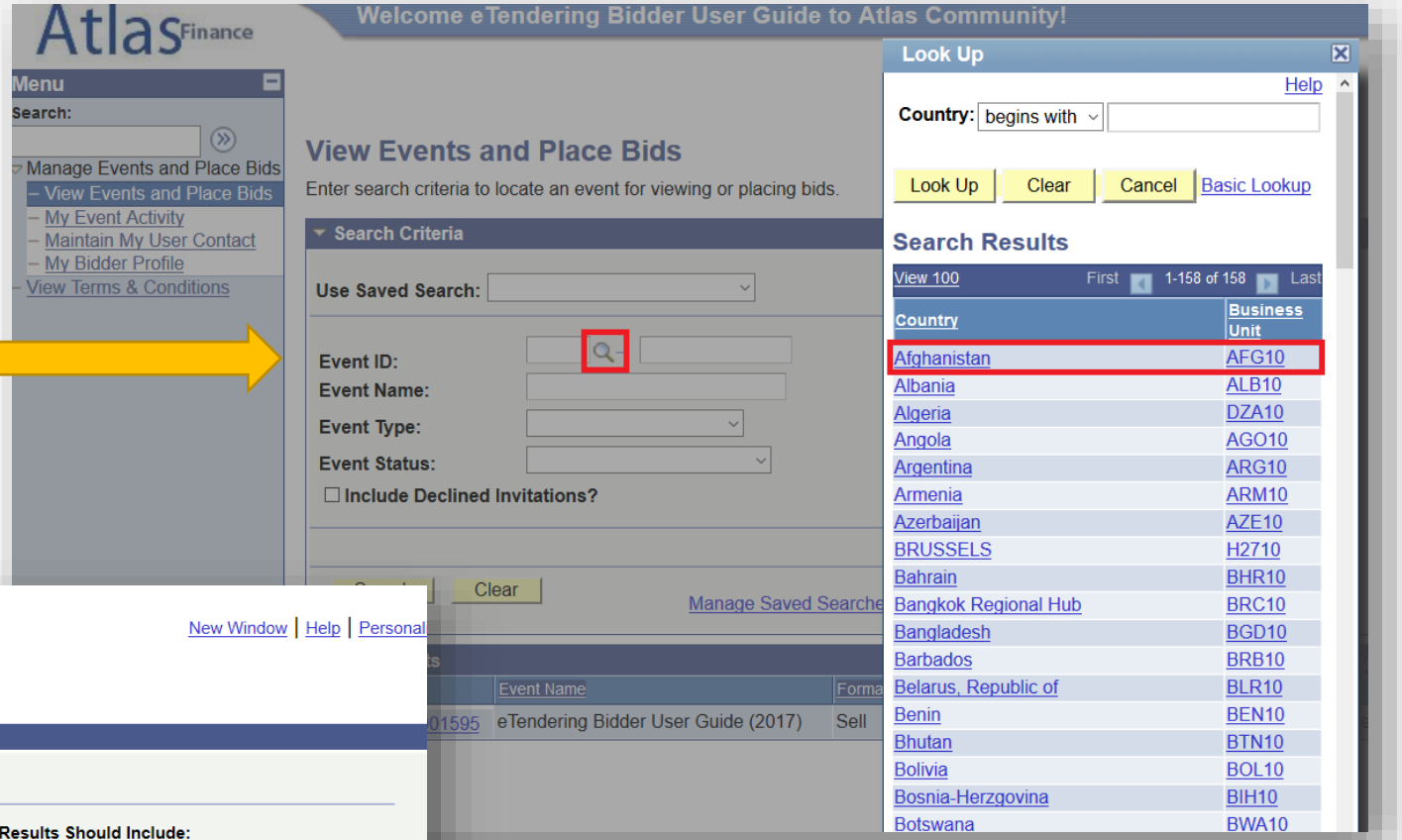
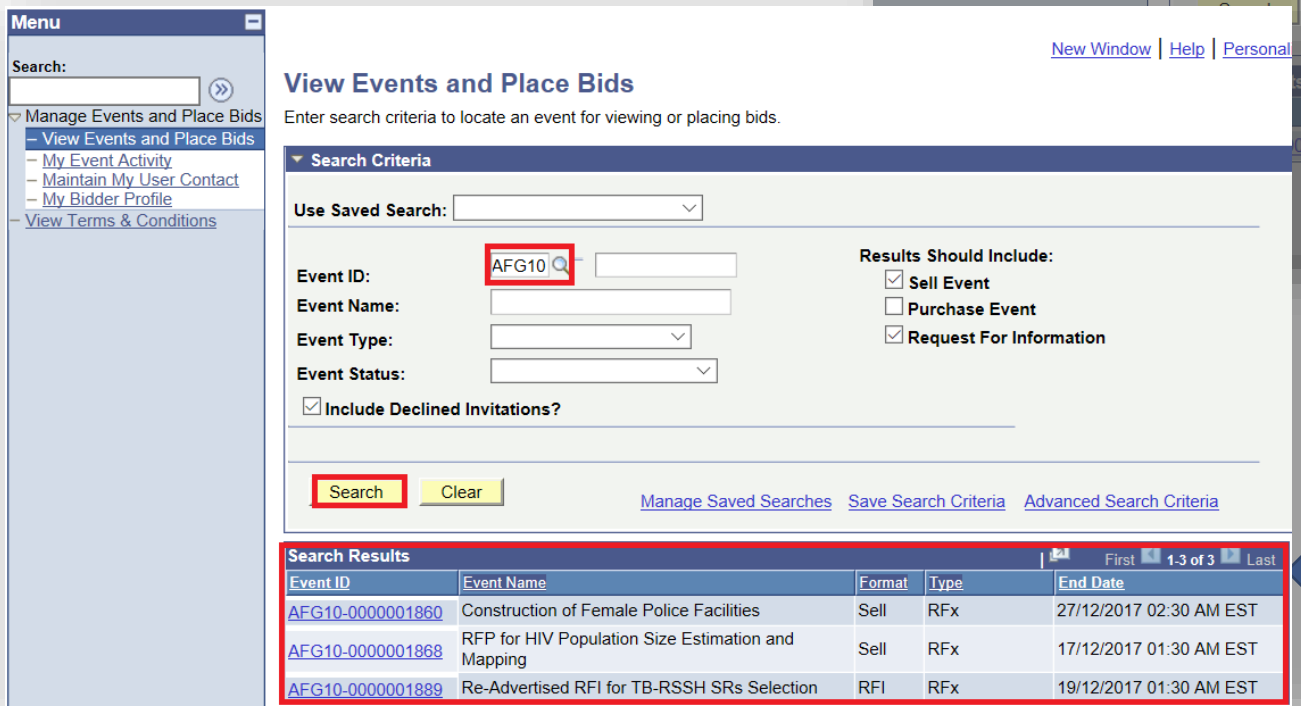
2.1 Search for Tender – Use basic search filters

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.

Click to return to **Submit Bid** Main Page

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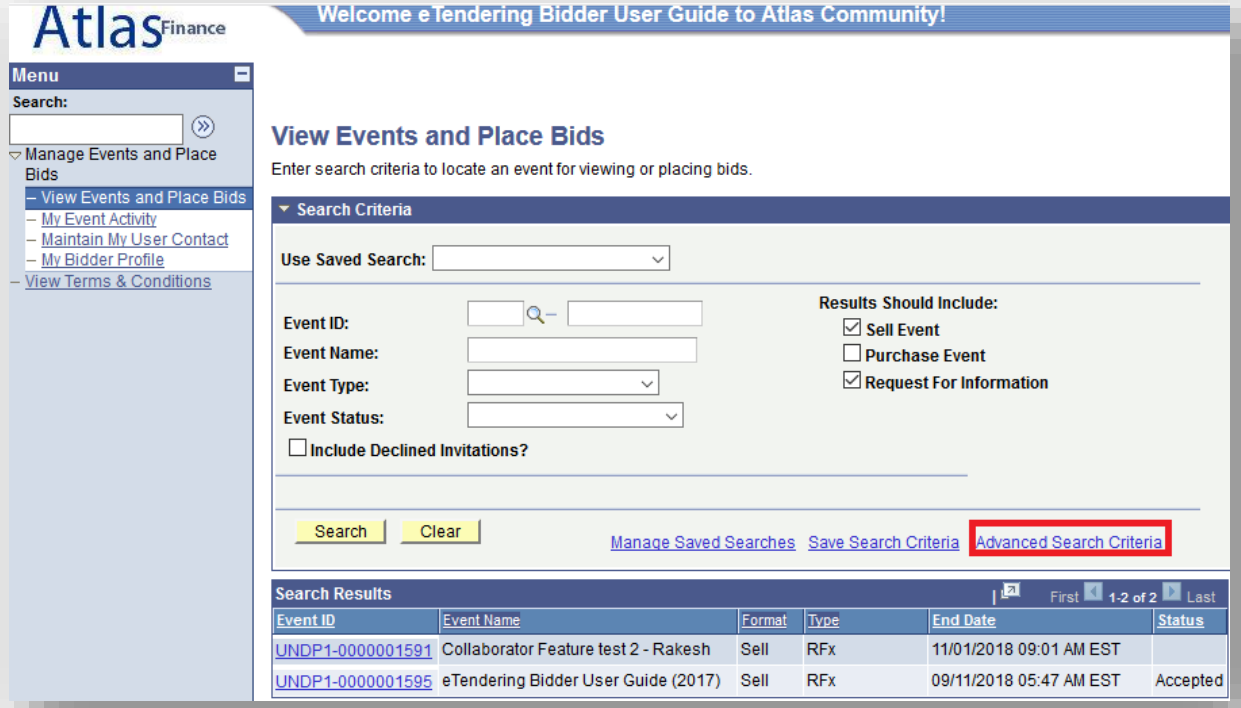
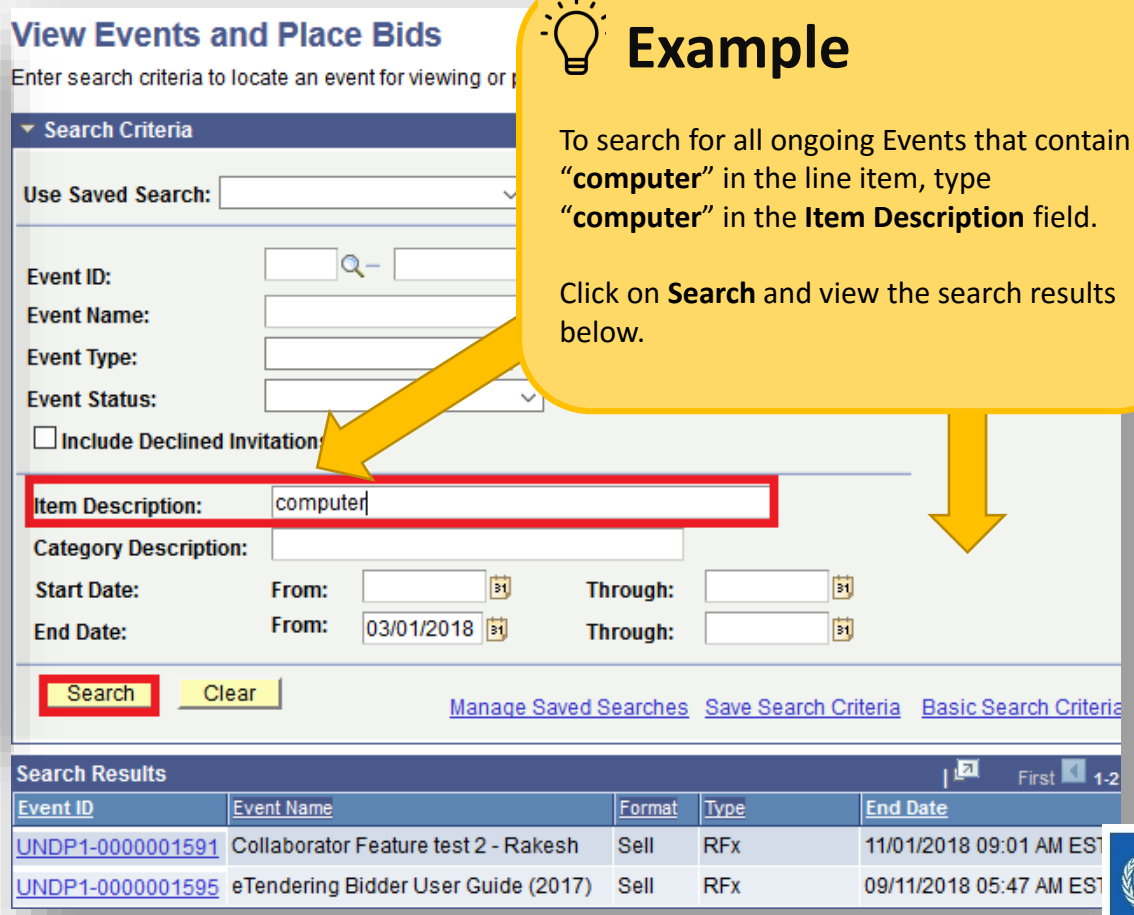
2.1 Search for Tenders – Advanced Search

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.

Click to return to **Submit Bid** Main Page

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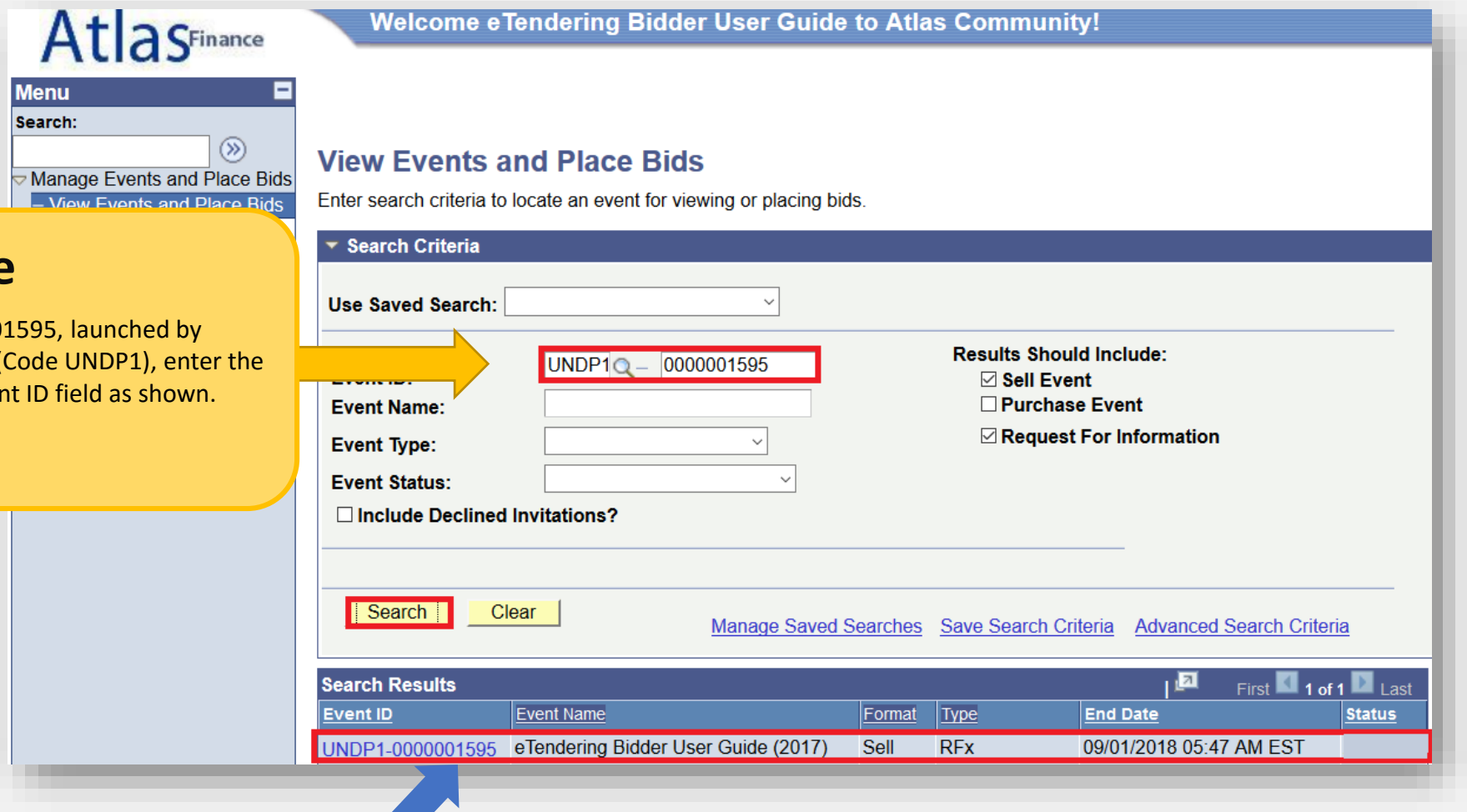
2.1 Search for Tenders – Download Tender Documents

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.



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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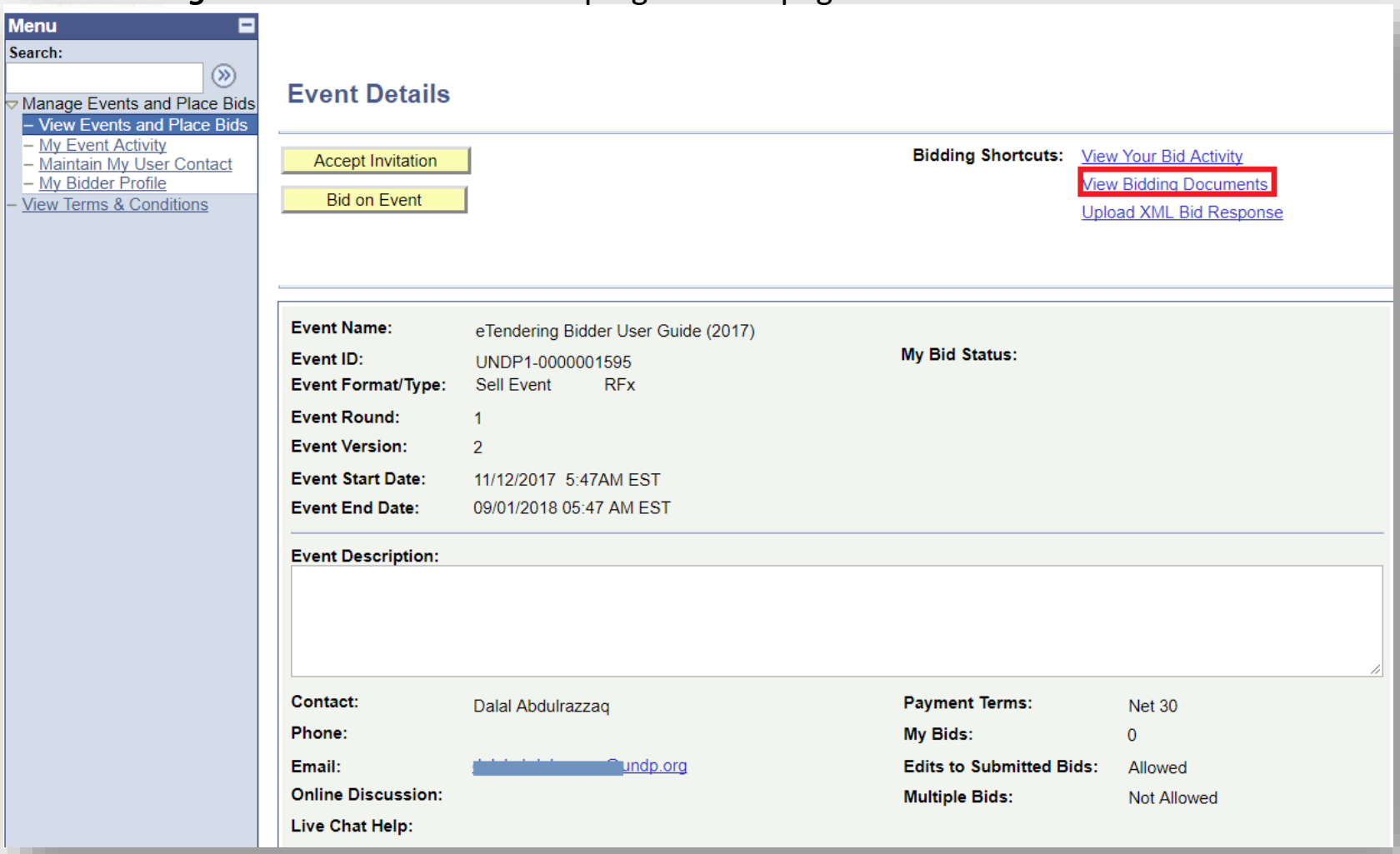
2.1 Search for Tenders – Download Tender Documents

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.



Click to return to **Submit Bid** Main Page

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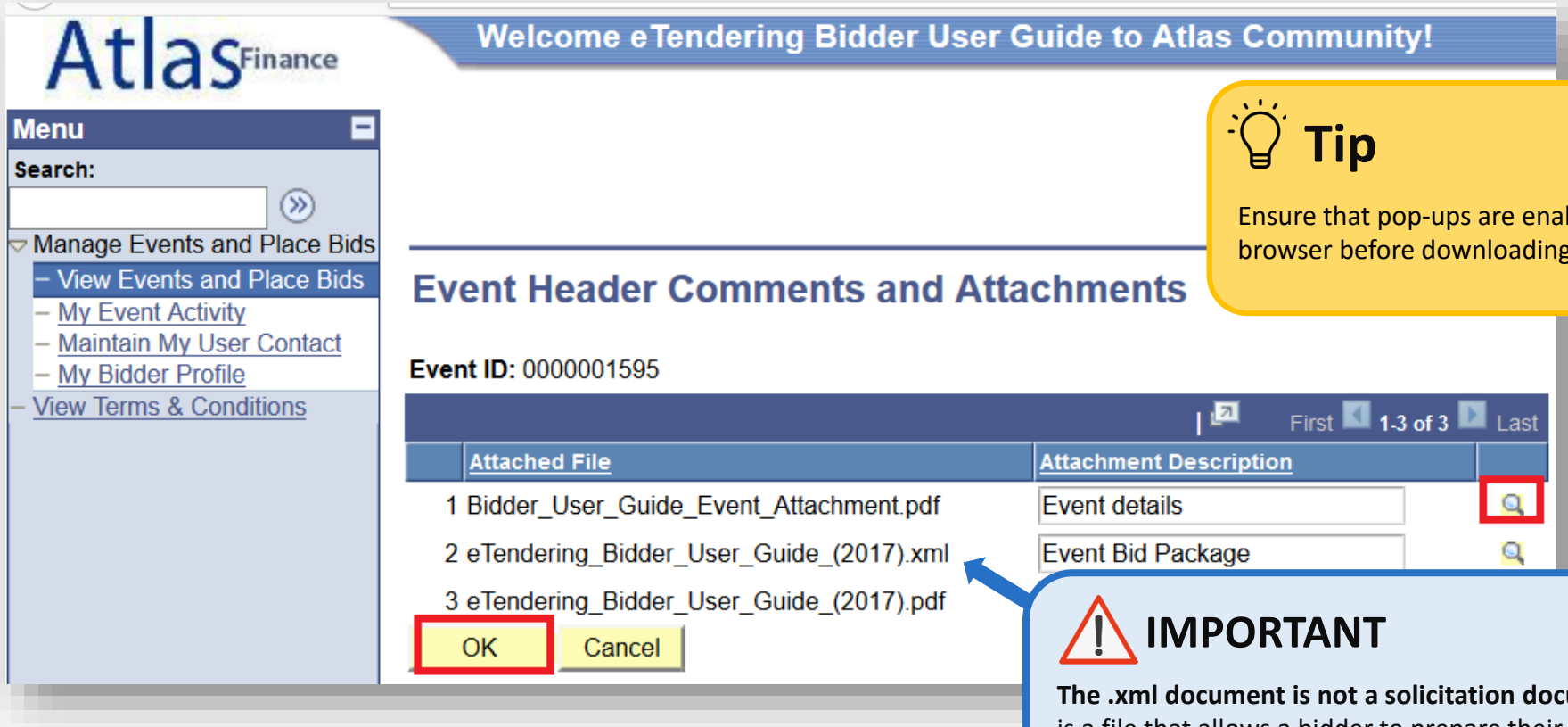
2.1 Search for Tenders – Download Tender Documents

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".***



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**.

Click to return to **Submit Bid** Main Page

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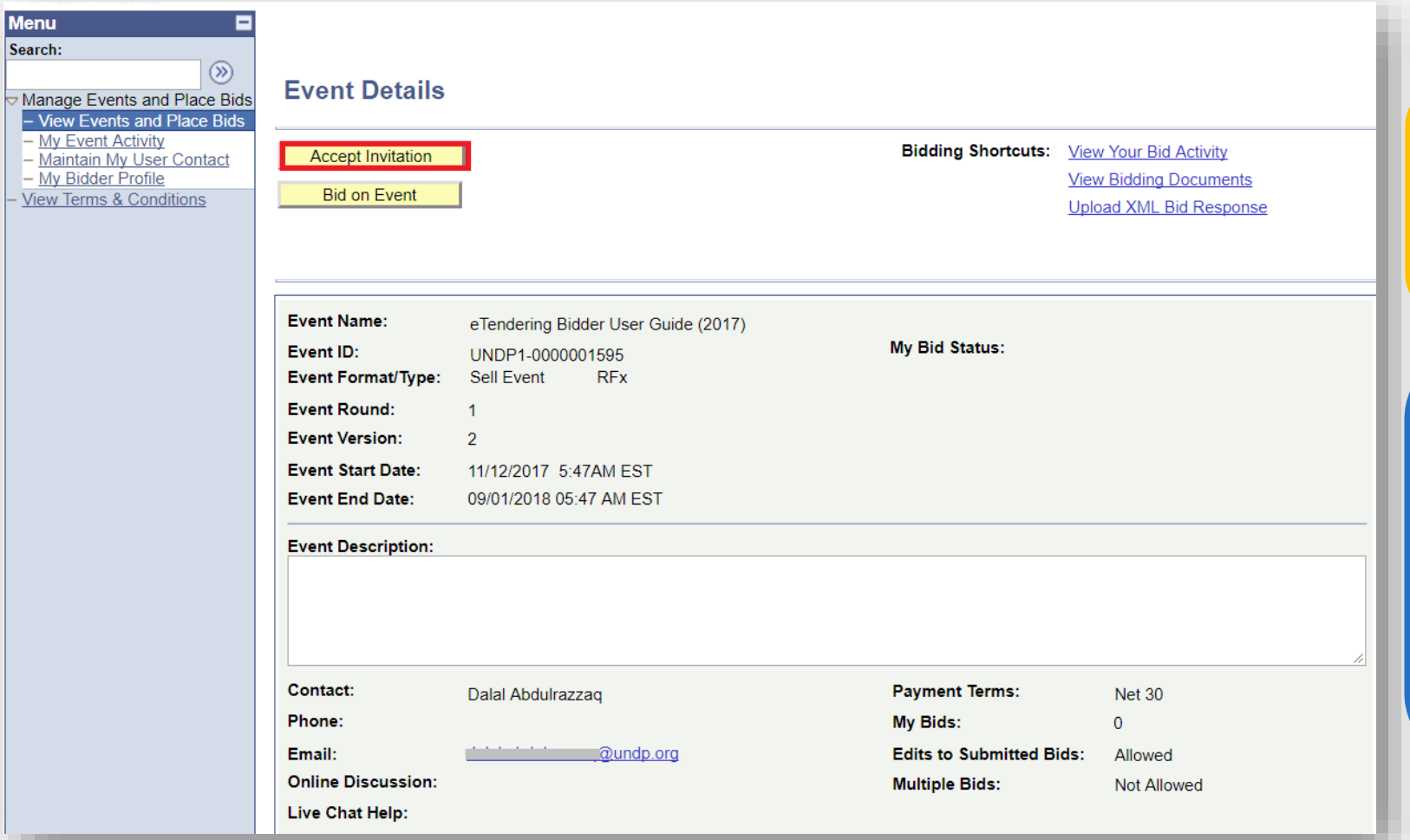
2.2 Participate in Tender – Accept Invitation to Subscribe

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



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.

Click to return to **Submit Bid** Main Page

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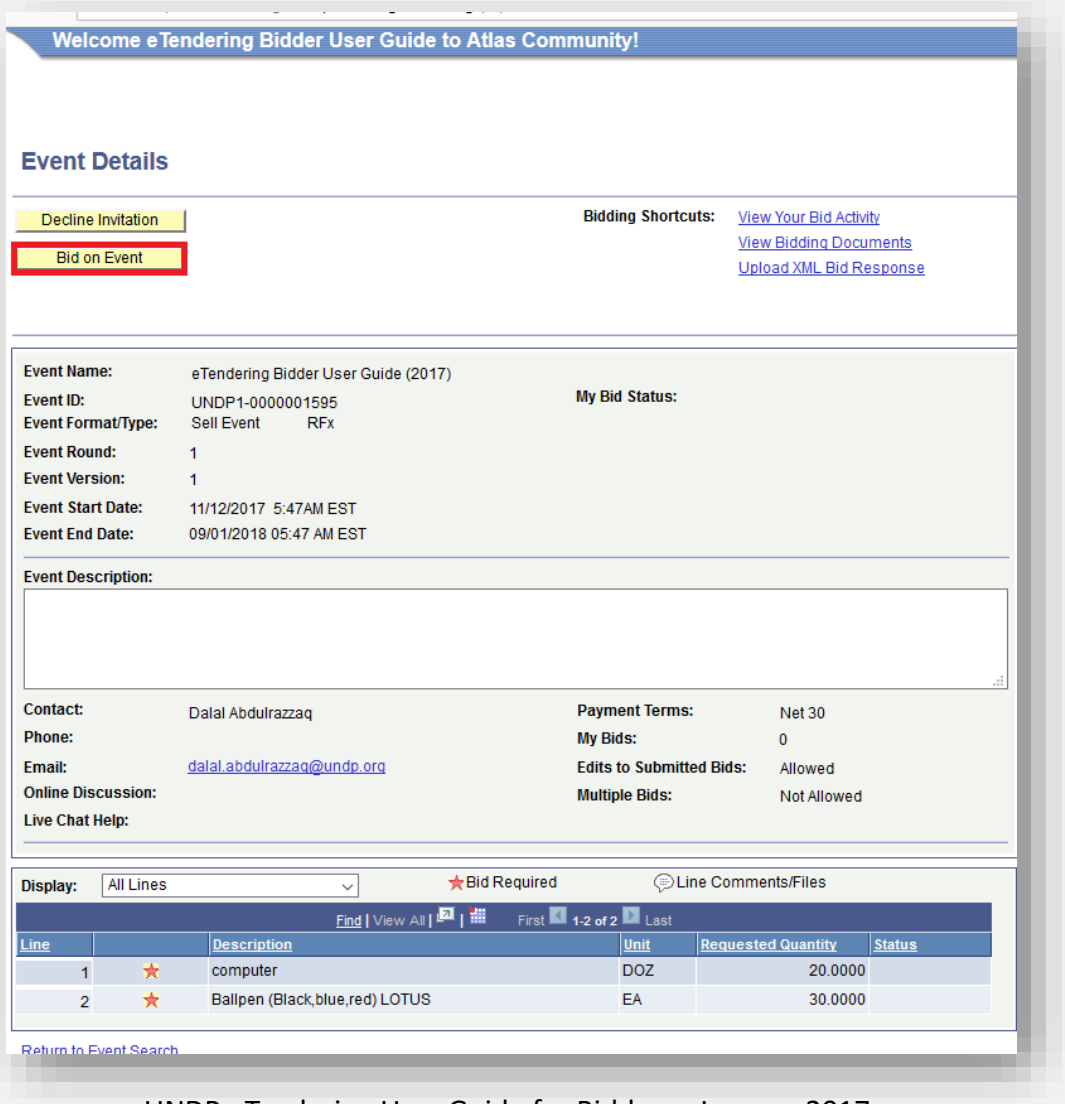
2.2 Participate in Tender – Start creating a bid response

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



Click to return to **Submit Bid** Main Page

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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.

Click to return to **Submit Bid** Main Page

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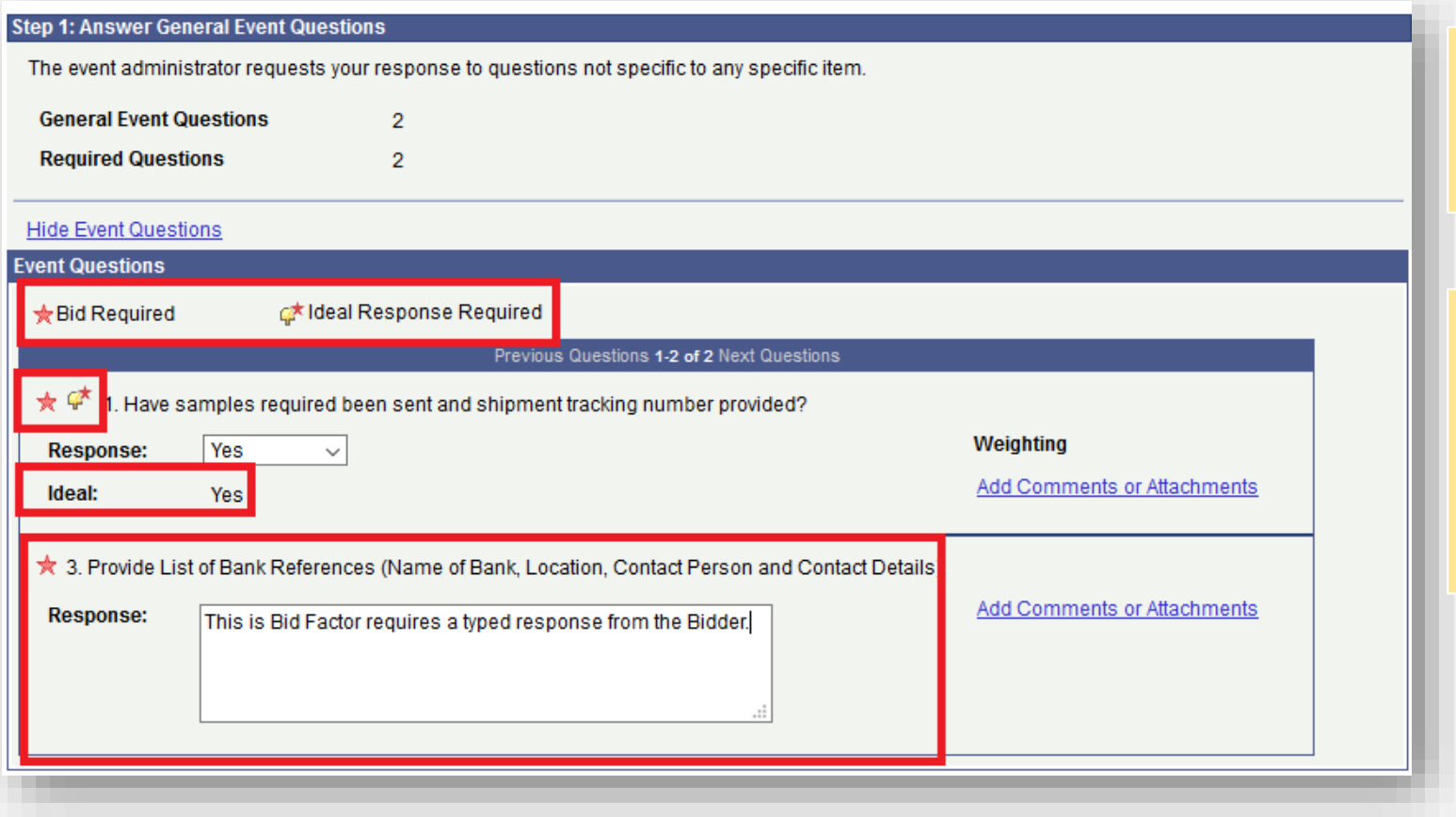
2.2 Prepare Bid Response – Answer Bid Factors

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.

Click to return to **Submit Bid** Main Page

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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

Click to return to **Submit Bid** Main Page

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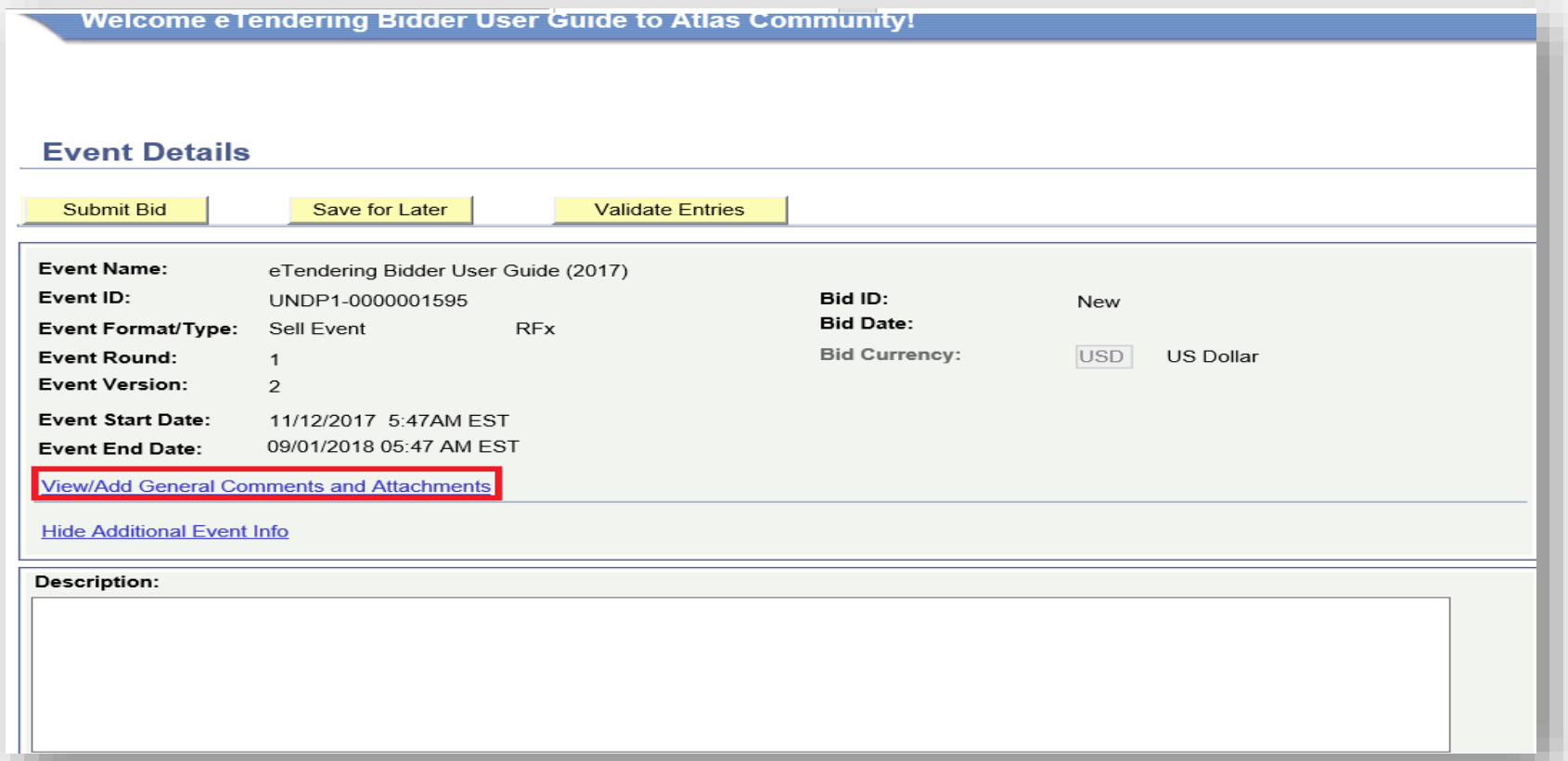
2.2 Prepare Bid Response – Upload Supporting Documents

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



Click to return to **Submit Bid** Main Page

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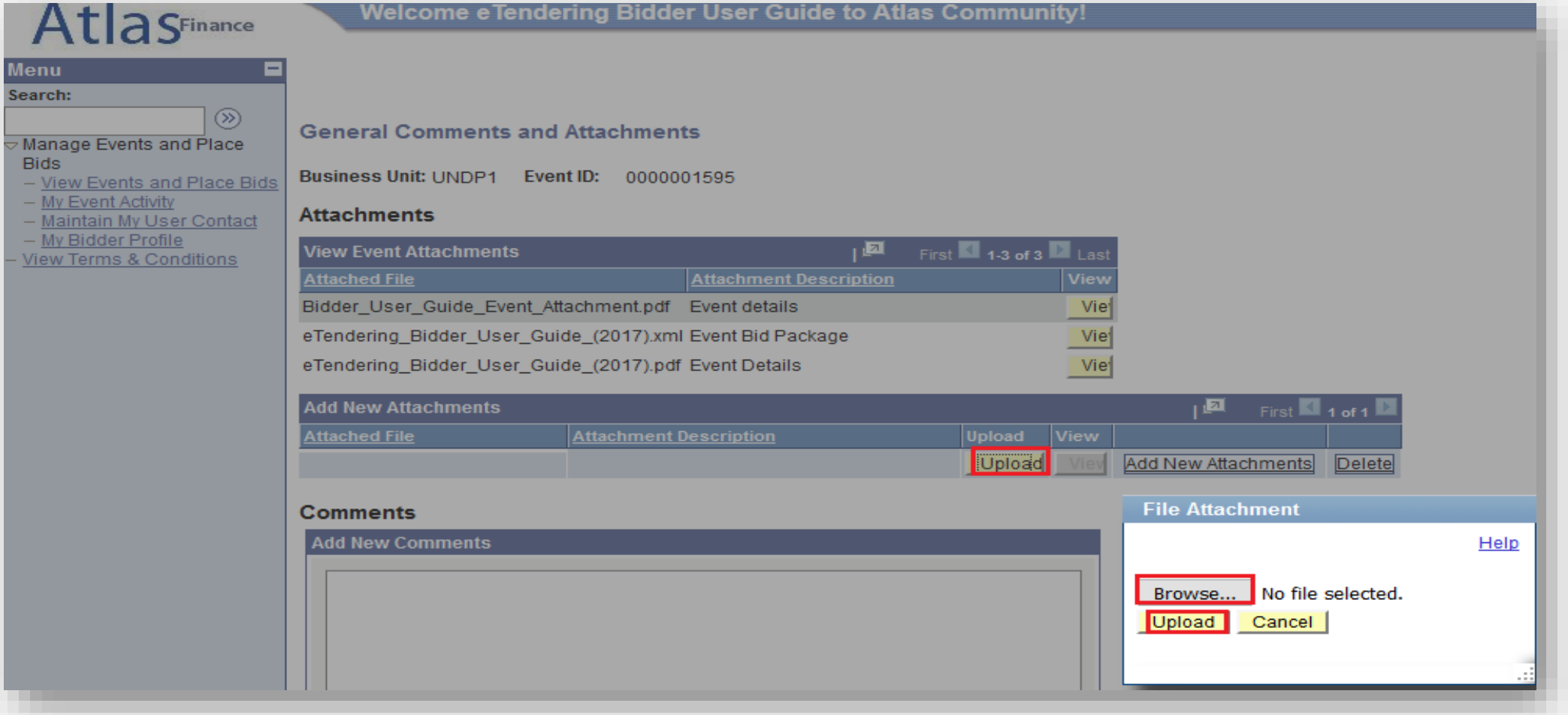
2.2 Prepare Bid Response – Upload Supporting Documents

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.



Click to return to **Submit Bid** Main Page

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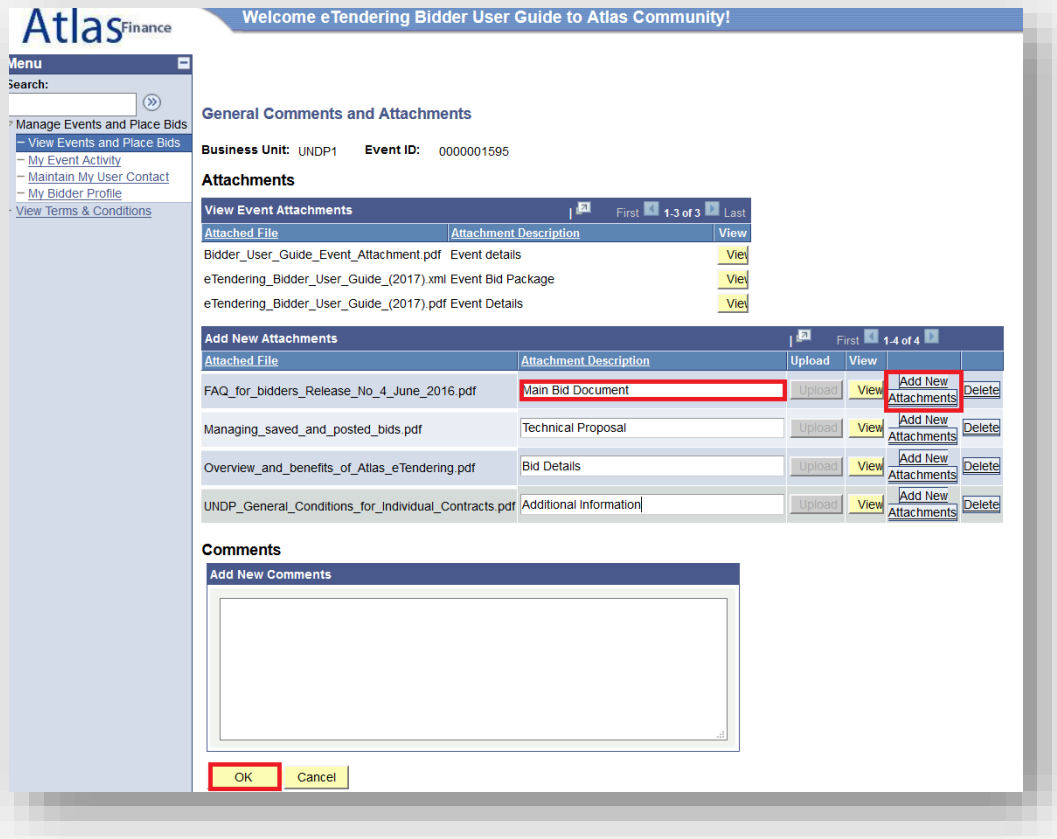
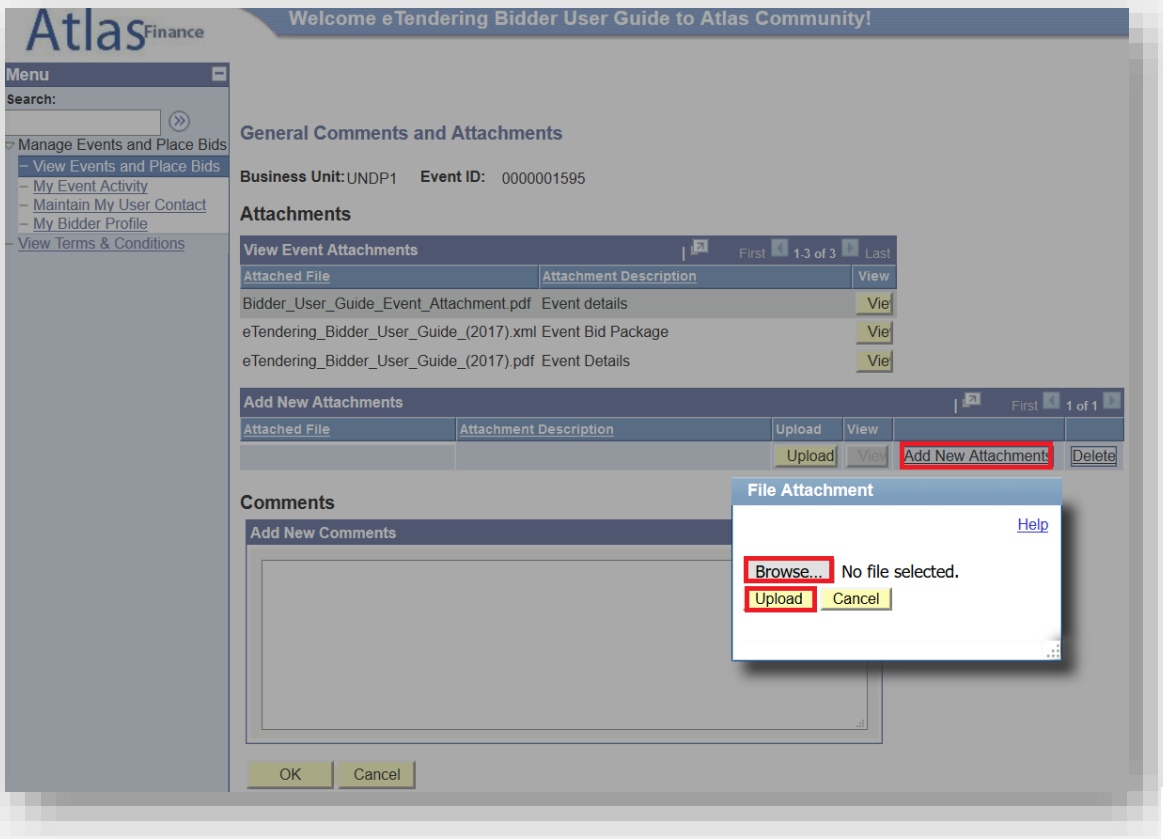
2.2 Prepare Bid Response – Upload Supporting Documents

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.





Click to return to **Submit Bid** Main Page

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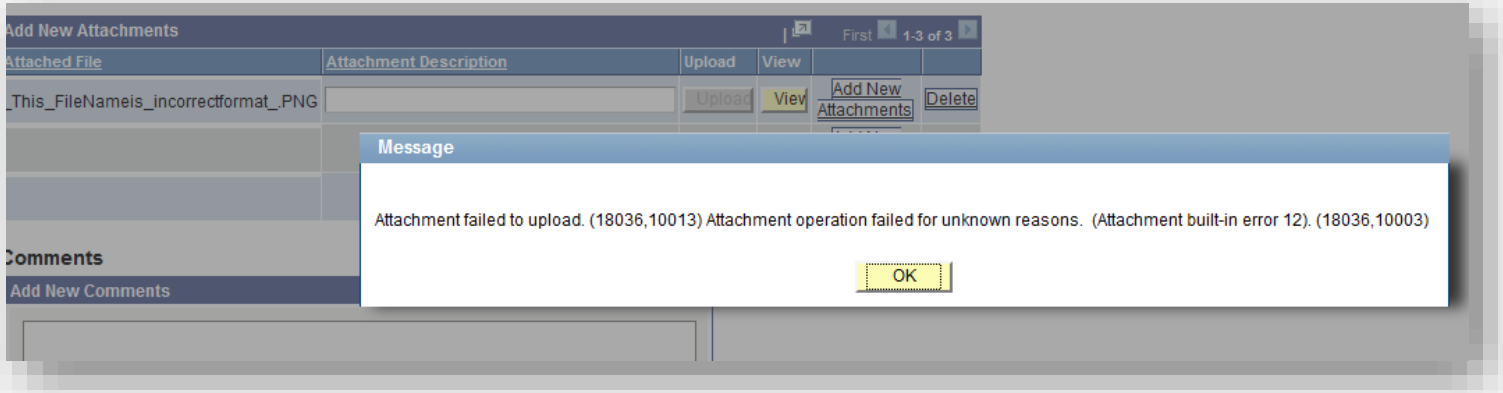
2.2 Prepare Bid Response – Upload Supporting Documents

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.**

Click to return to **Submit Bid** Main Page

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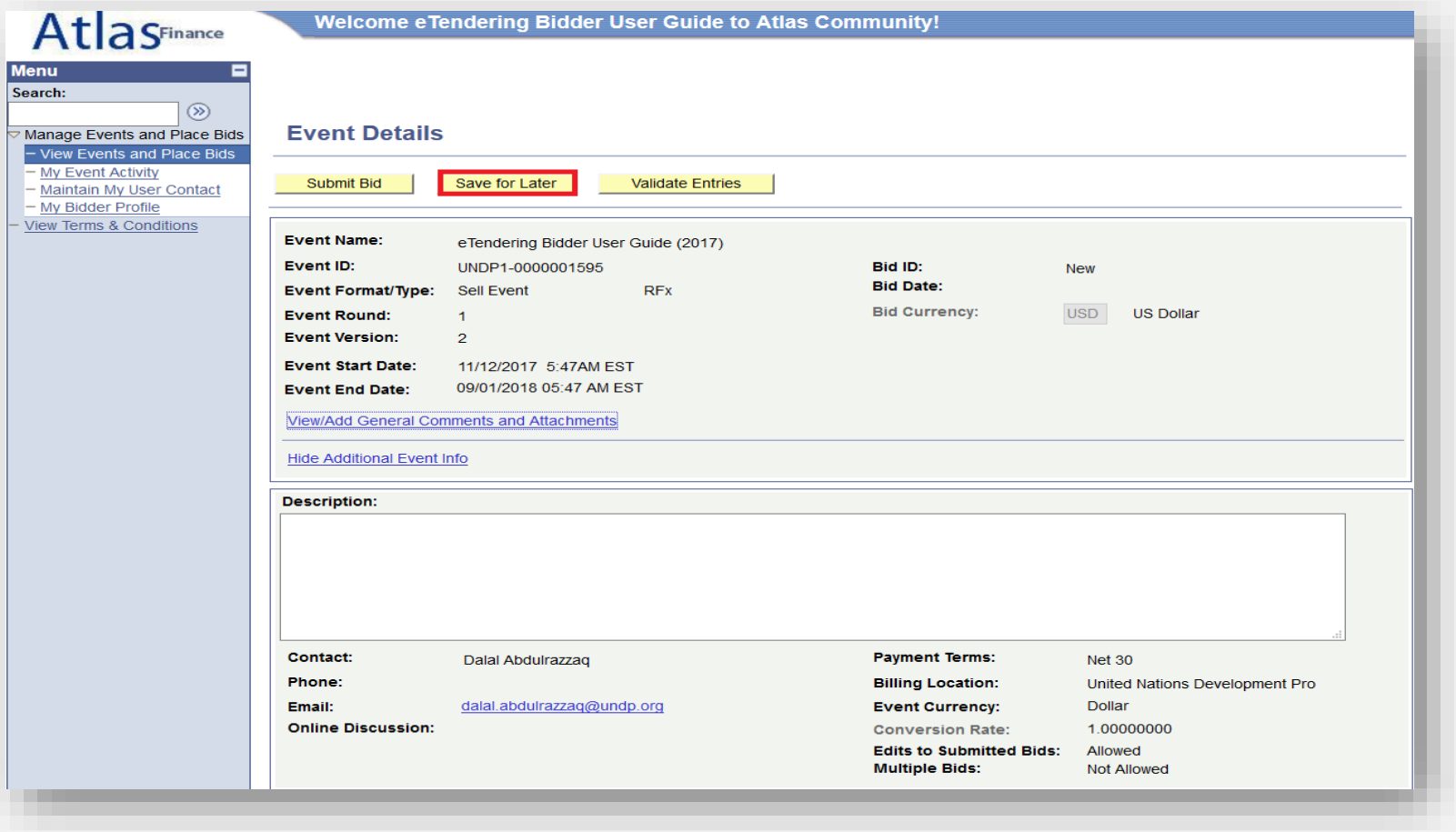
2.2 Prepare Bid Response – Save for later

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



Click to return to **Submit Bid** Main Page

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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.

Click to return to **Submit Bid** Main Page

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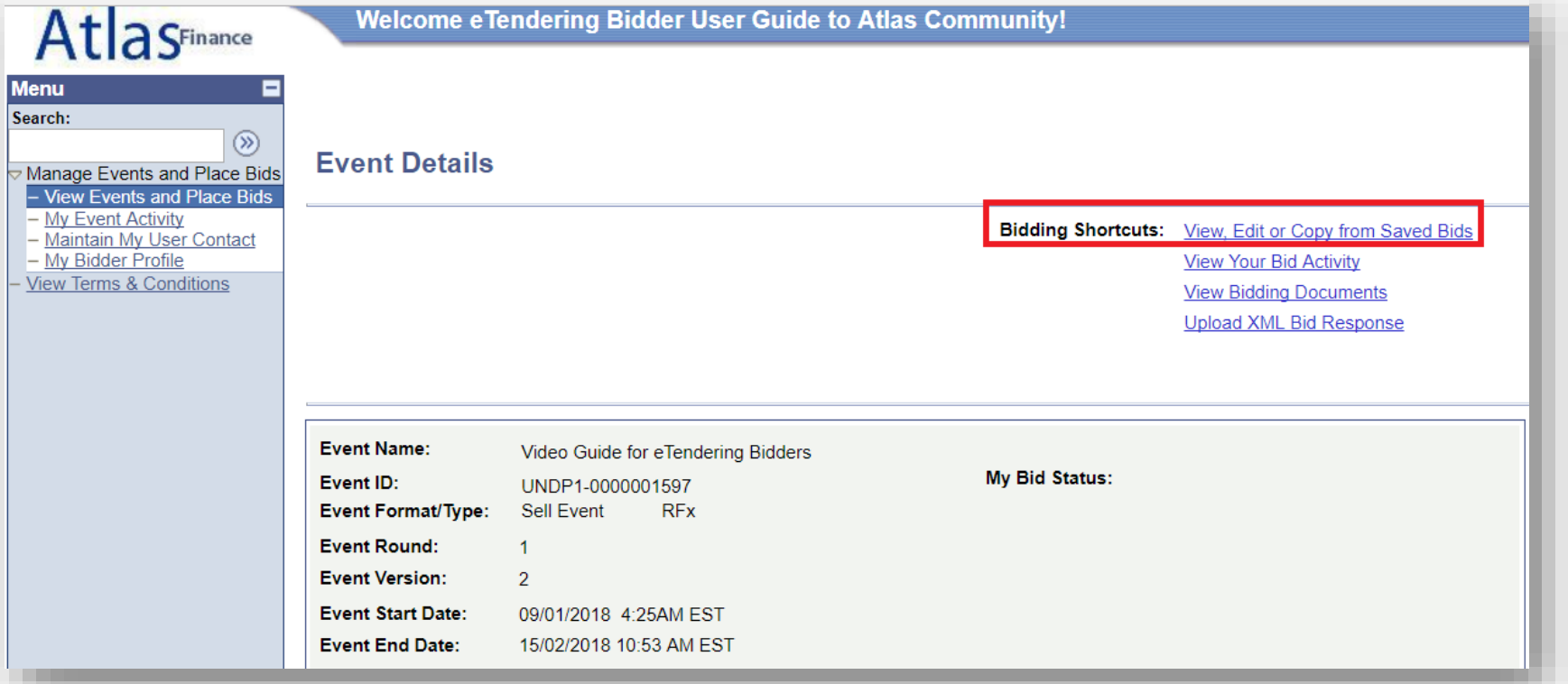
2.2 Prepare Bid Response – Save for later

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***".



Click to return to **Submit Bid** Main Page

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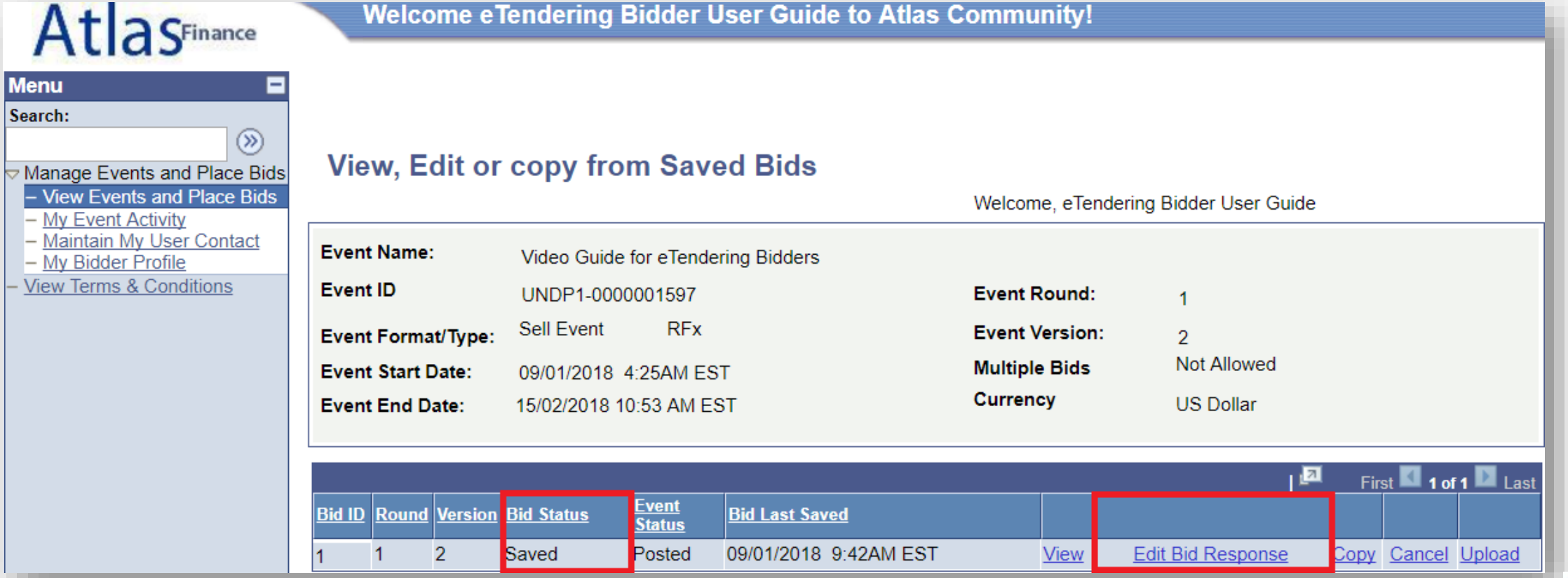
2.2 Prepare Bid Response – Save for later

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.



Click to return to **Submit Bid** Main Page

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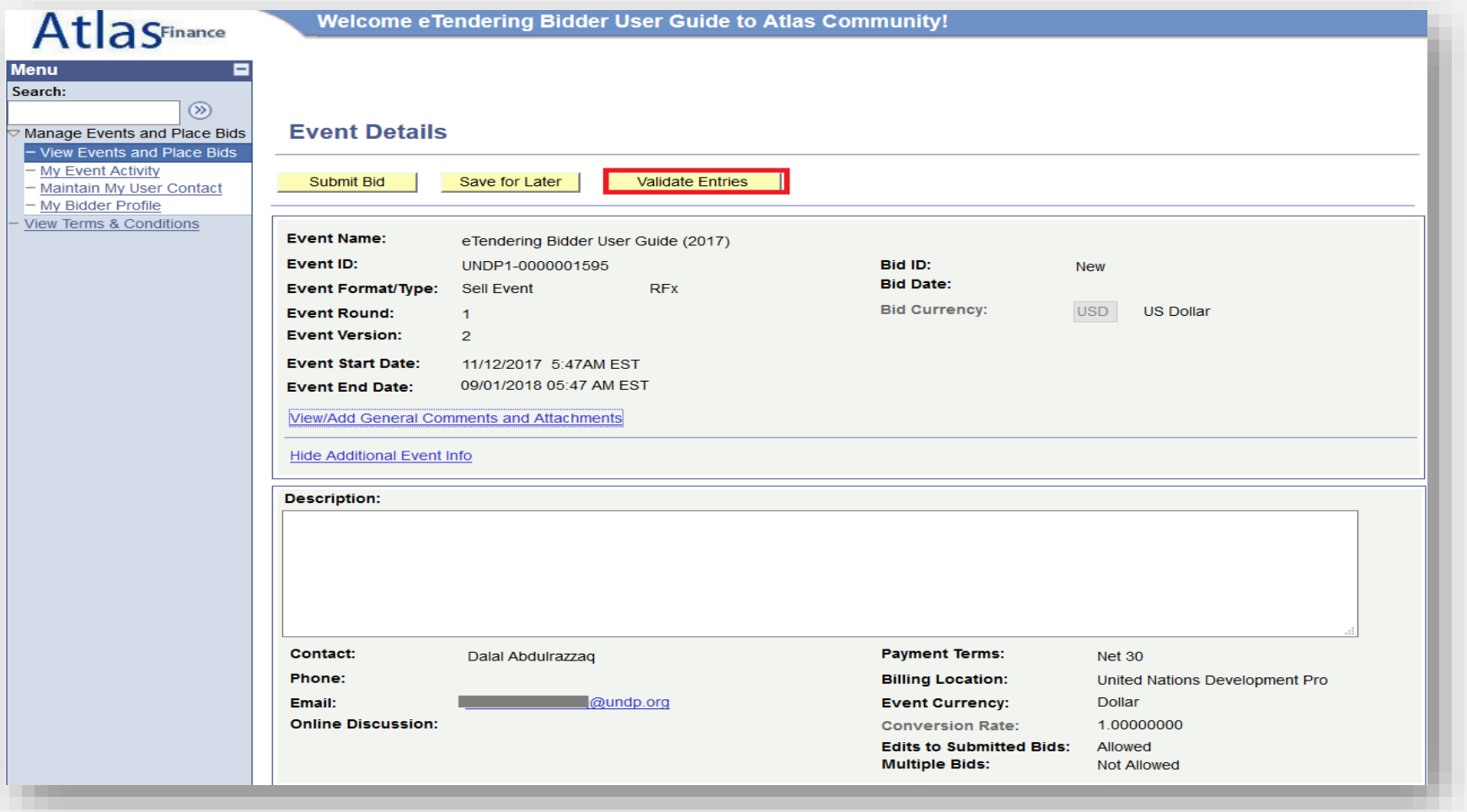
2.3 Submit Bid – Check Responses

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.



Click to return to **Submit Bid** Main Page

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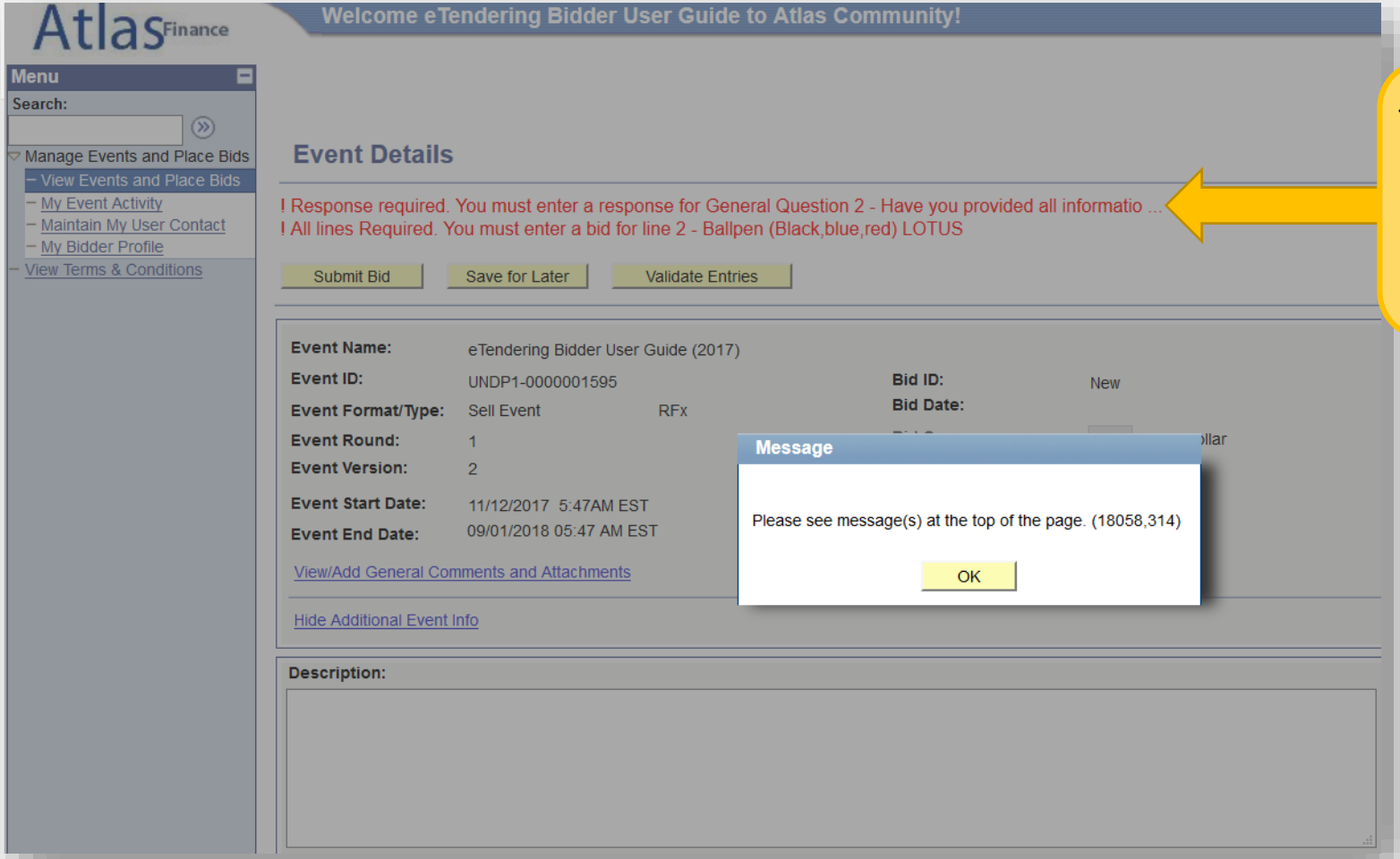
2.3 Submit Bid – Check Responses

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.

Click to return to **Submit Bid** Main Page

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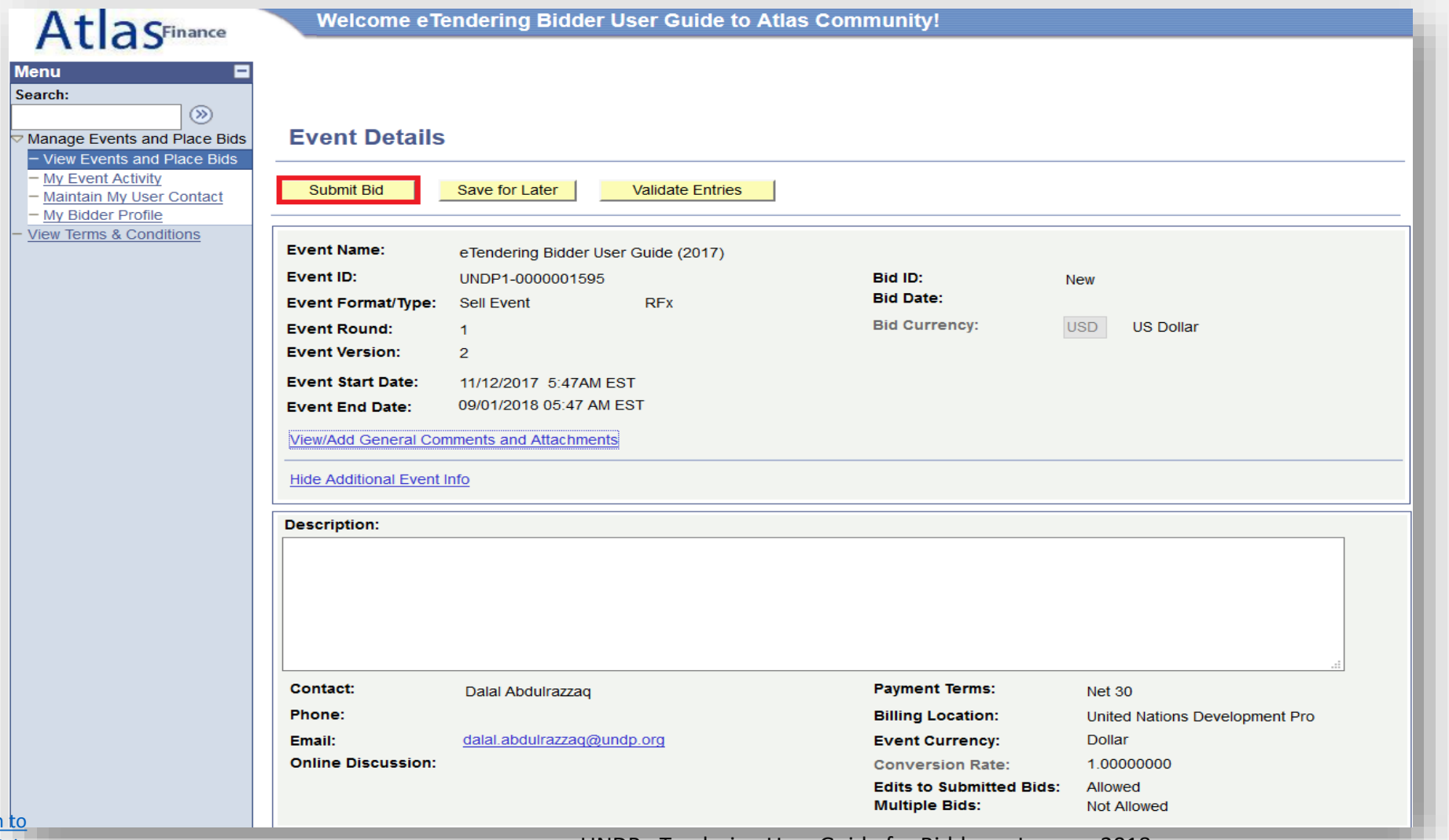
2.3 Submit Bid – Submit Bid Response

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

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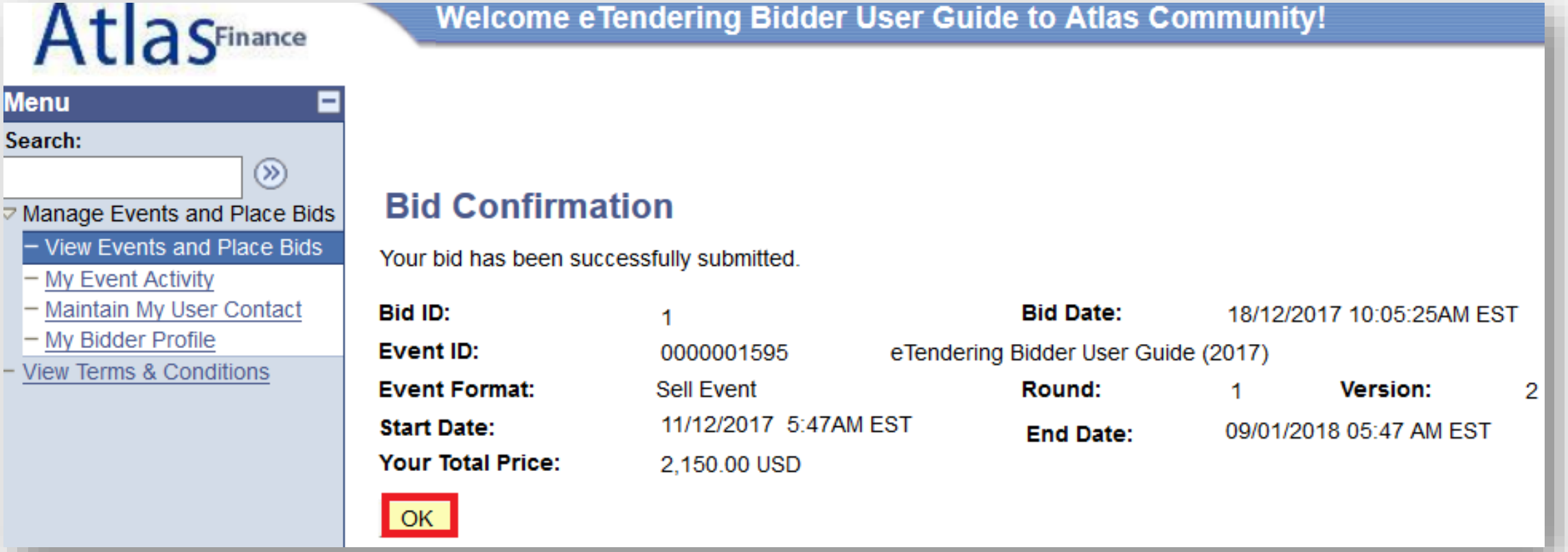
2.3 Submit Bid – Post Bid Response

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



Click to return to **Submit Bid** Main Page

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2.3 Submit Bid - Bid Confirmation Email

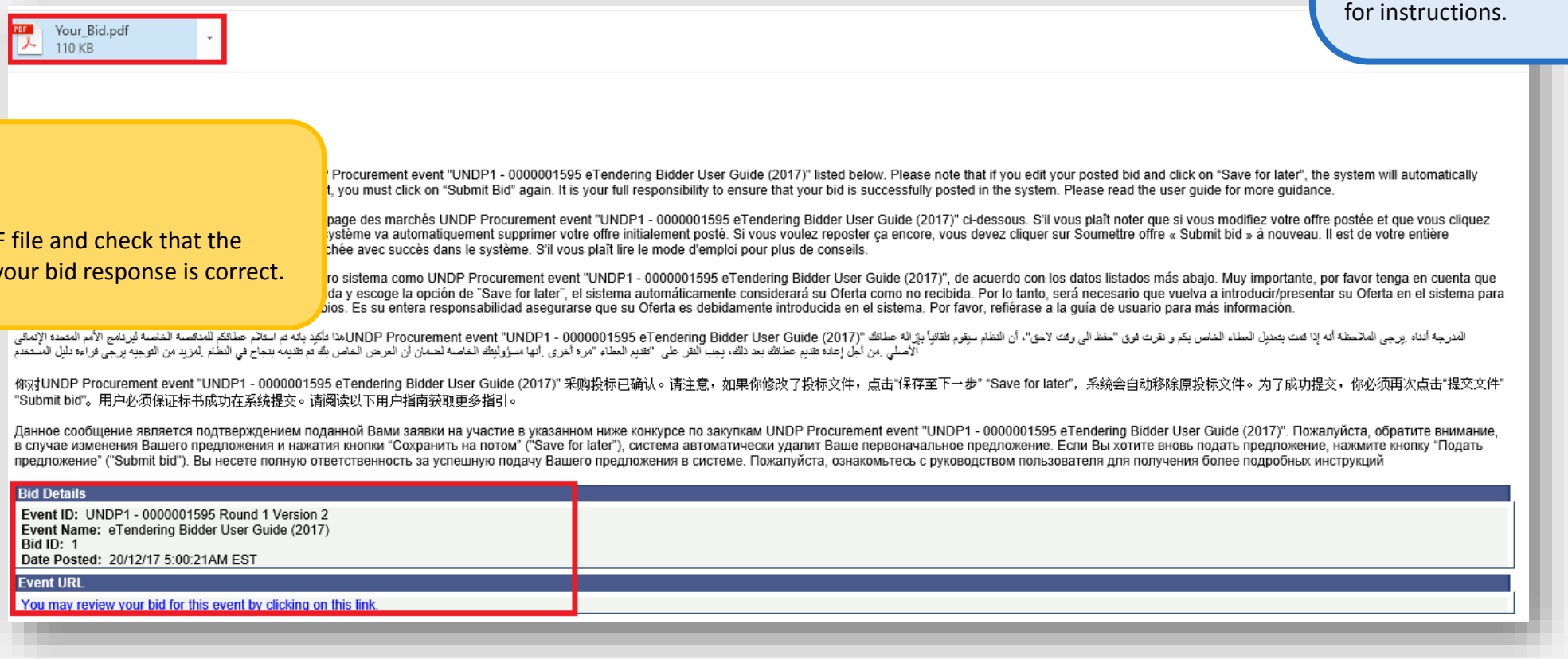
Once your bid is posted, you should receive a bid confirmation email in your registered email address. The email will include a PDF file which is a summary of your bid that is generated by the system.

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.

Tip

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



Click to return to **Submit Bid** Main Page

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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 Des
File Name :Overview_and_benefits_of_Atlas_eTendering.pd
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.

Click to return to **Submit Bid** Main Page

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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.

Click to return to **Submit Bid** Main Page

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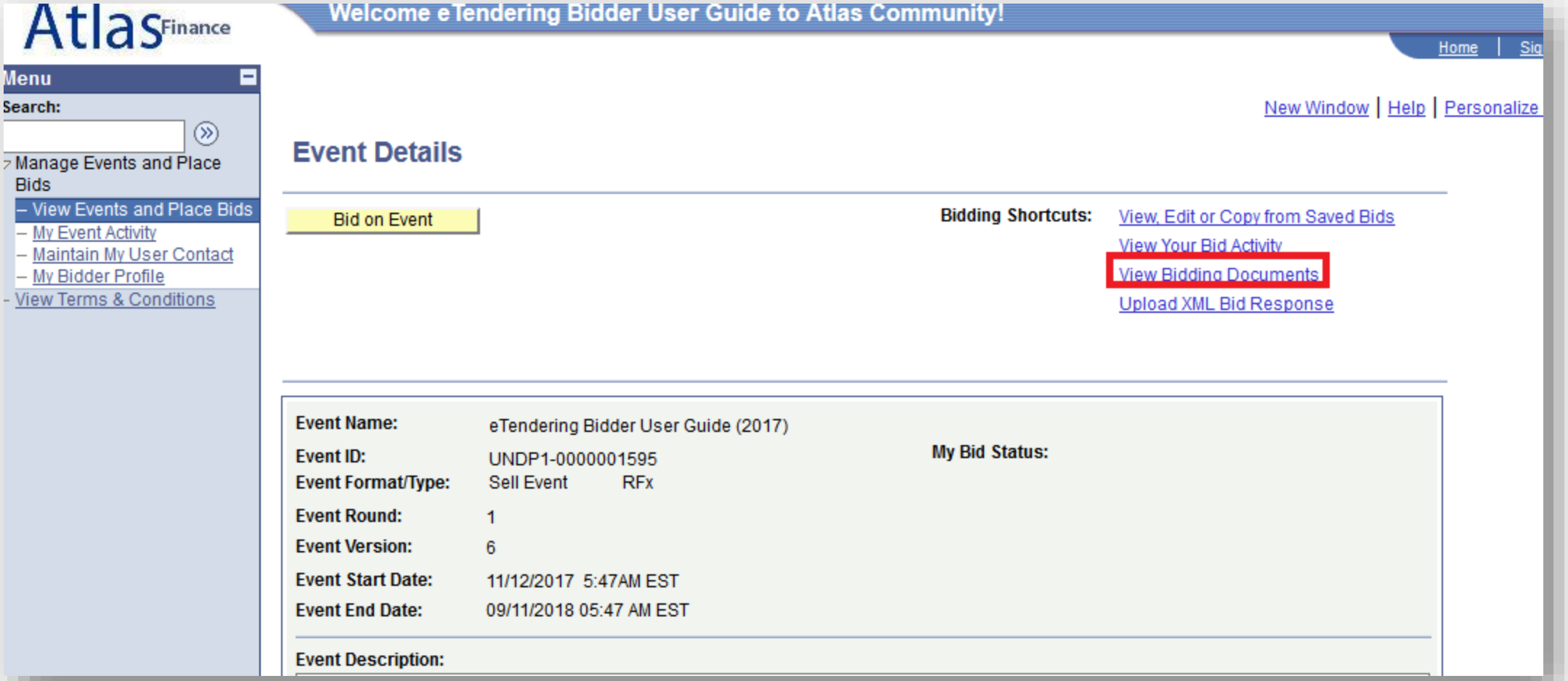
2.4 Prepare Bid Response Offline – Download XML file

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***".



Click to return to **Submit Bid** Main Page

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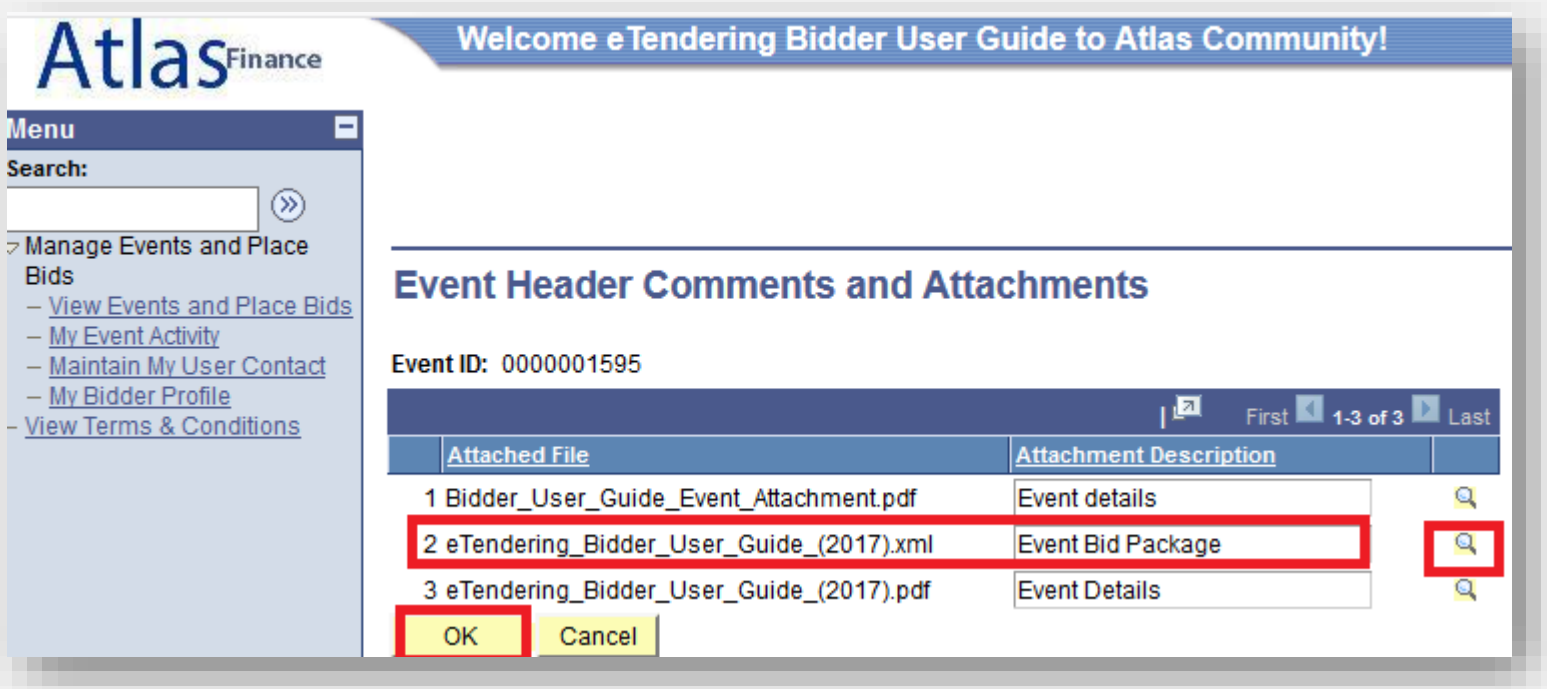
2.4 Prepare Bid Response Offline – Download XML file

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.

Click to return to **Submit Bid** Main Page

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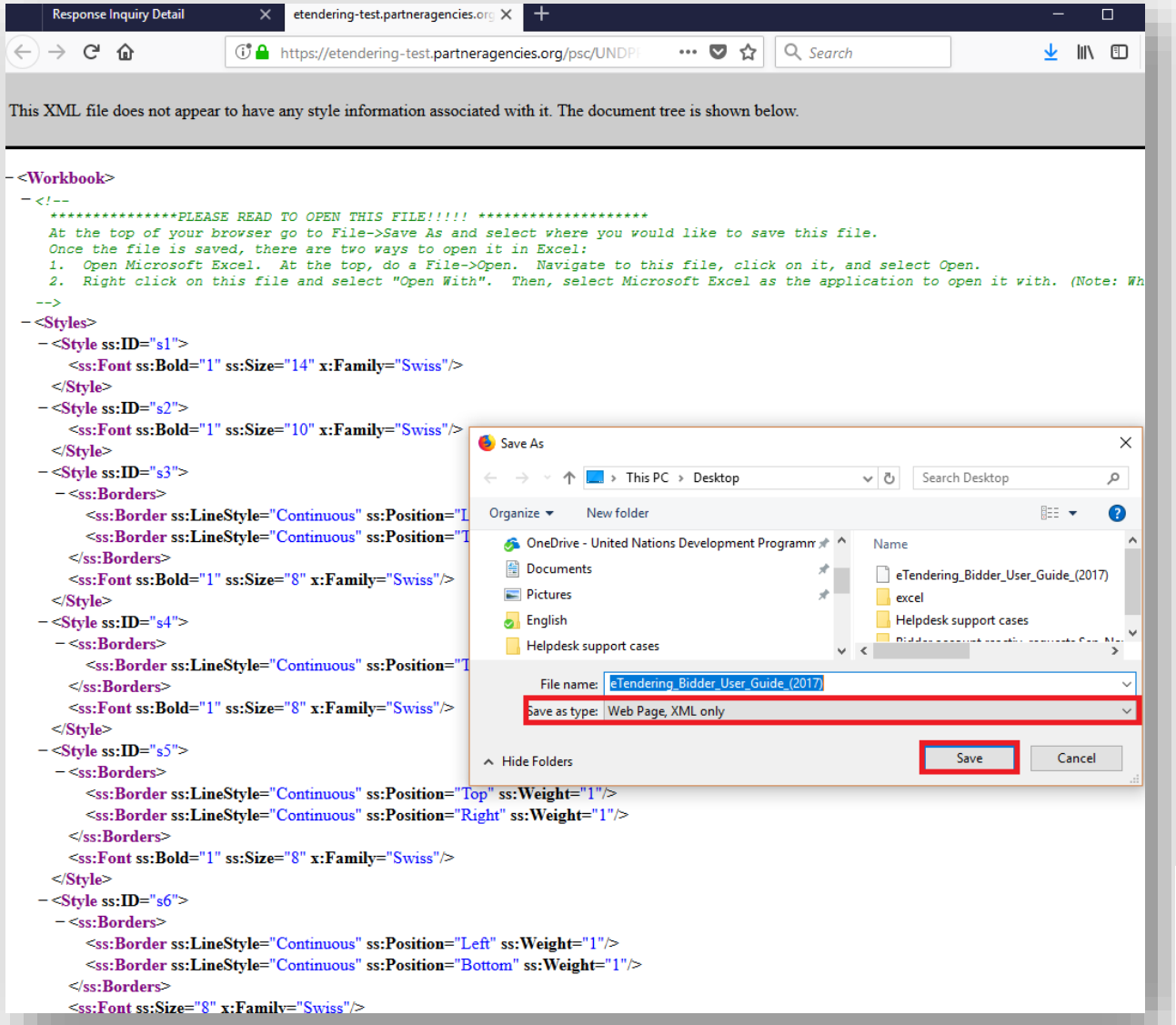
2.4 Prepare Bid Response Offline – Download XML file

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.

Click to return to **Submit Bid** Main Page

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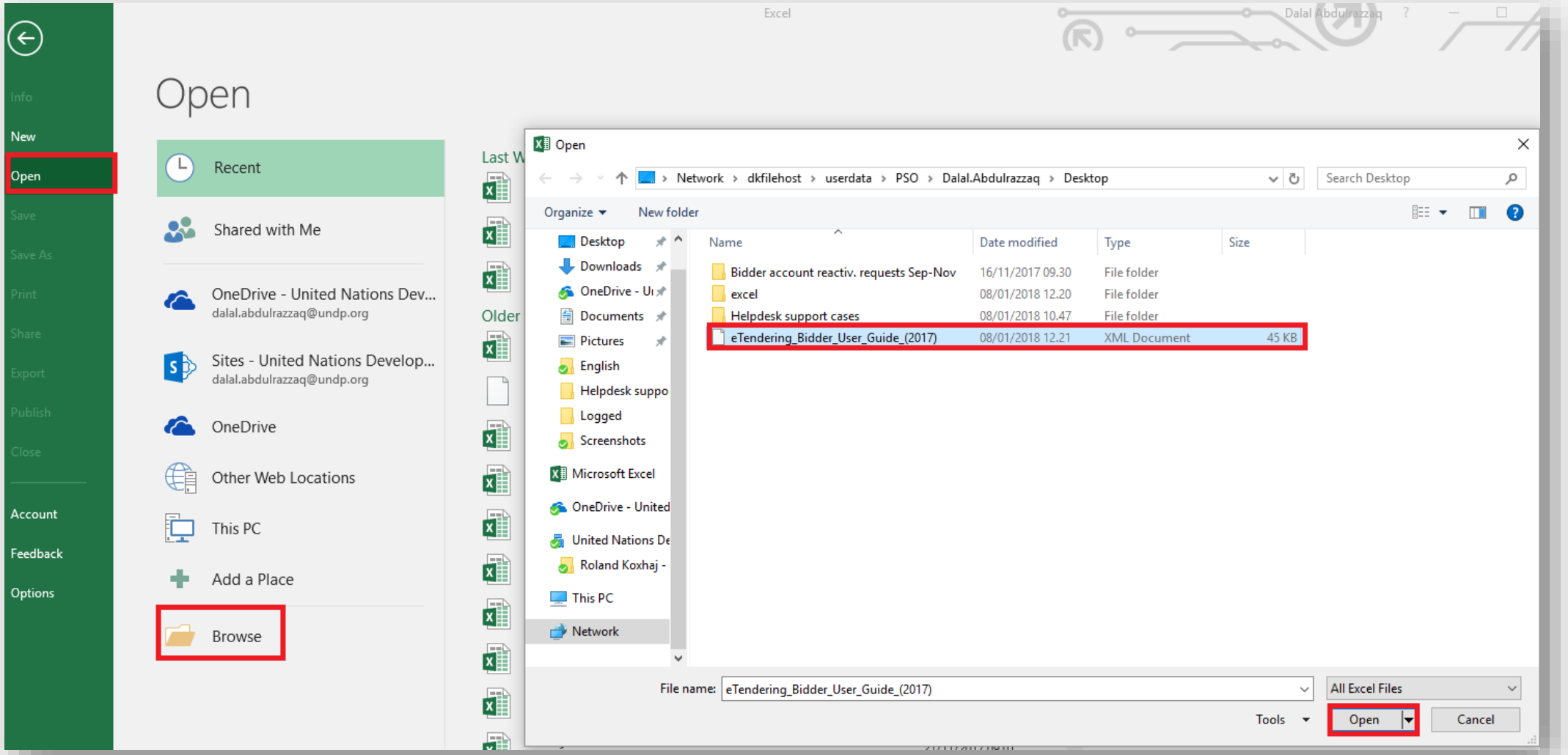
2.4 Prepare Bid Response Offline – Open XML file in Excel

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.



Click to return to **Submit Bid** Main Page

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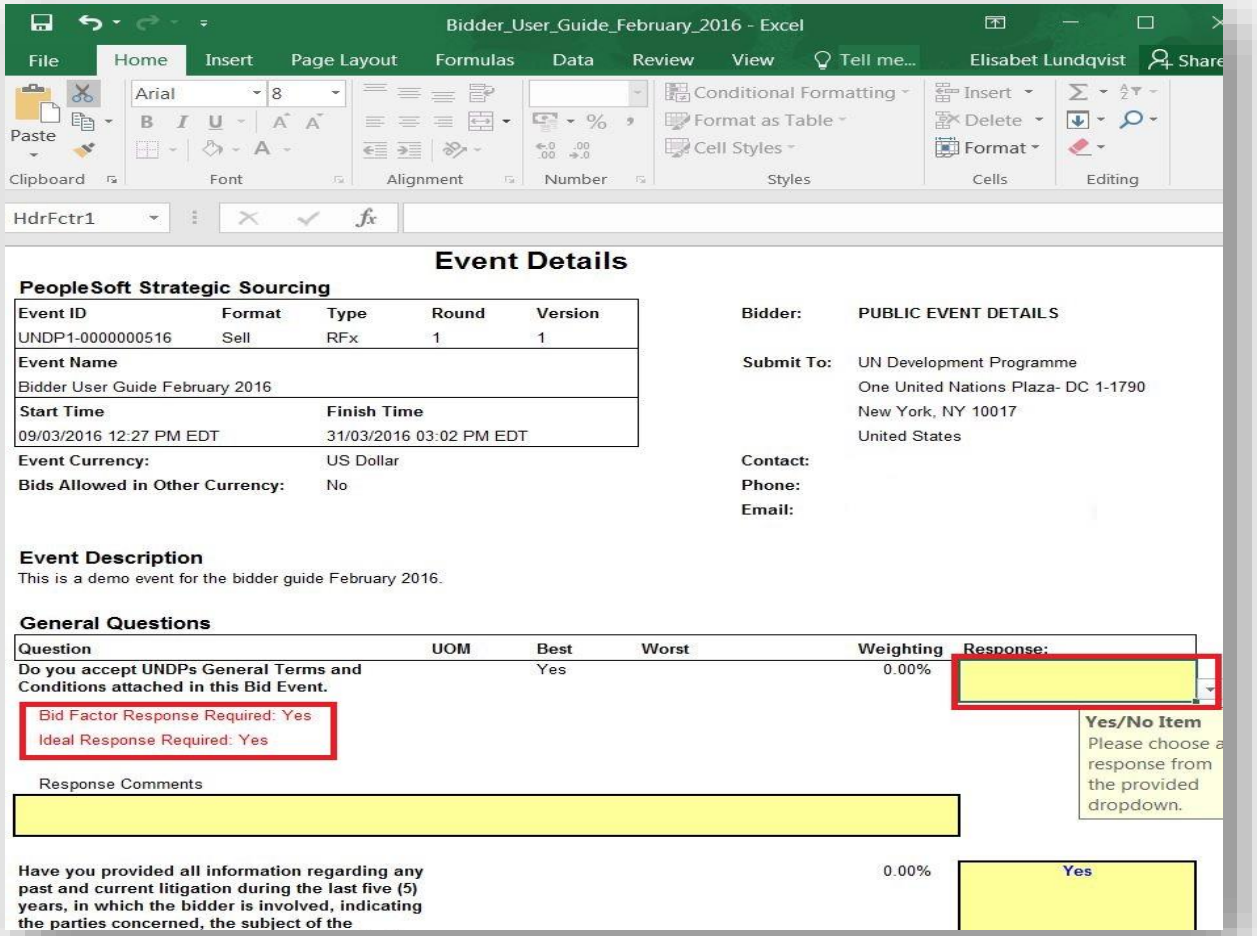
2.4 Prepare Bid Response Offline – Complete bid responses in Excel

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.

Click to return to **Submit Bid** Main Page

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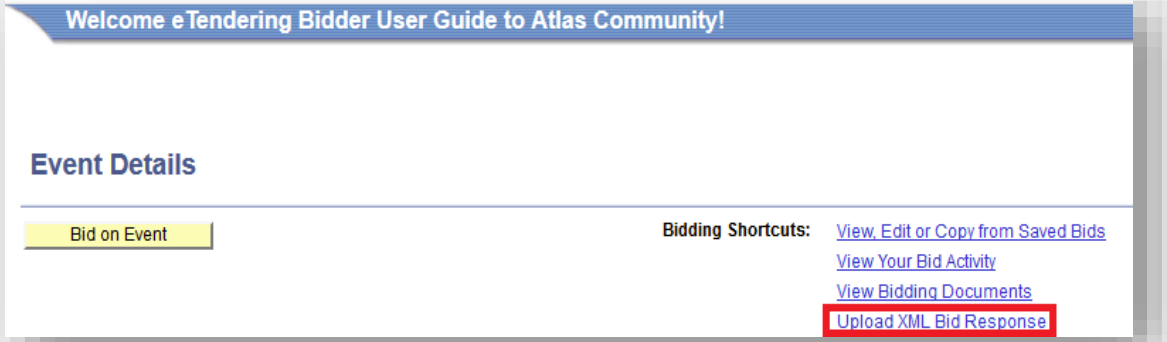
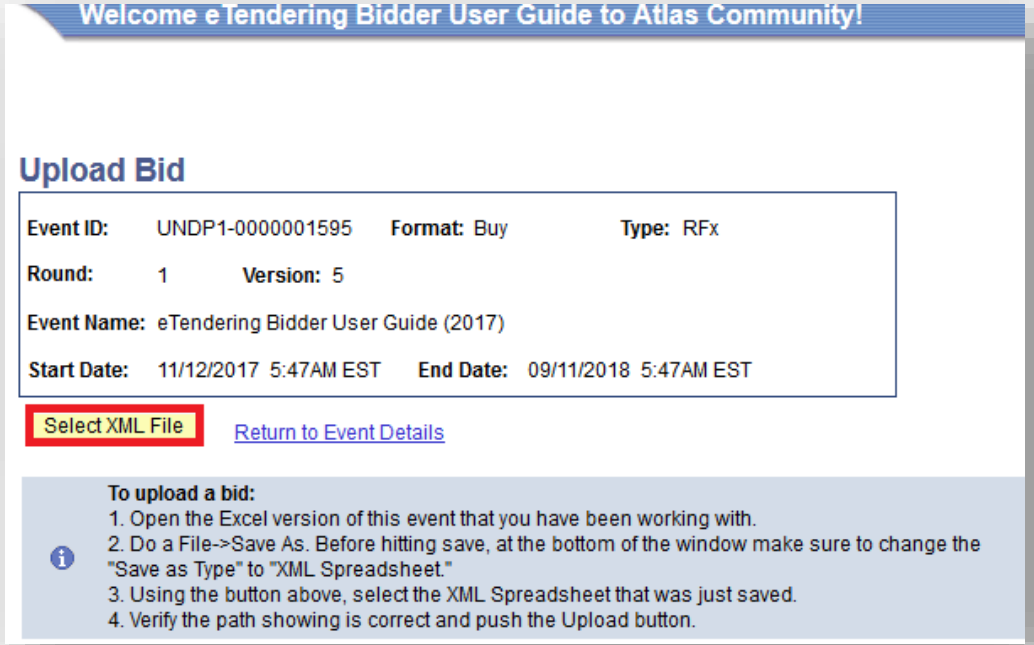
2.4 Prepare Bid Response Offline – Upload responses and submit

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.



Click to return to **Submit Bid** Main Page

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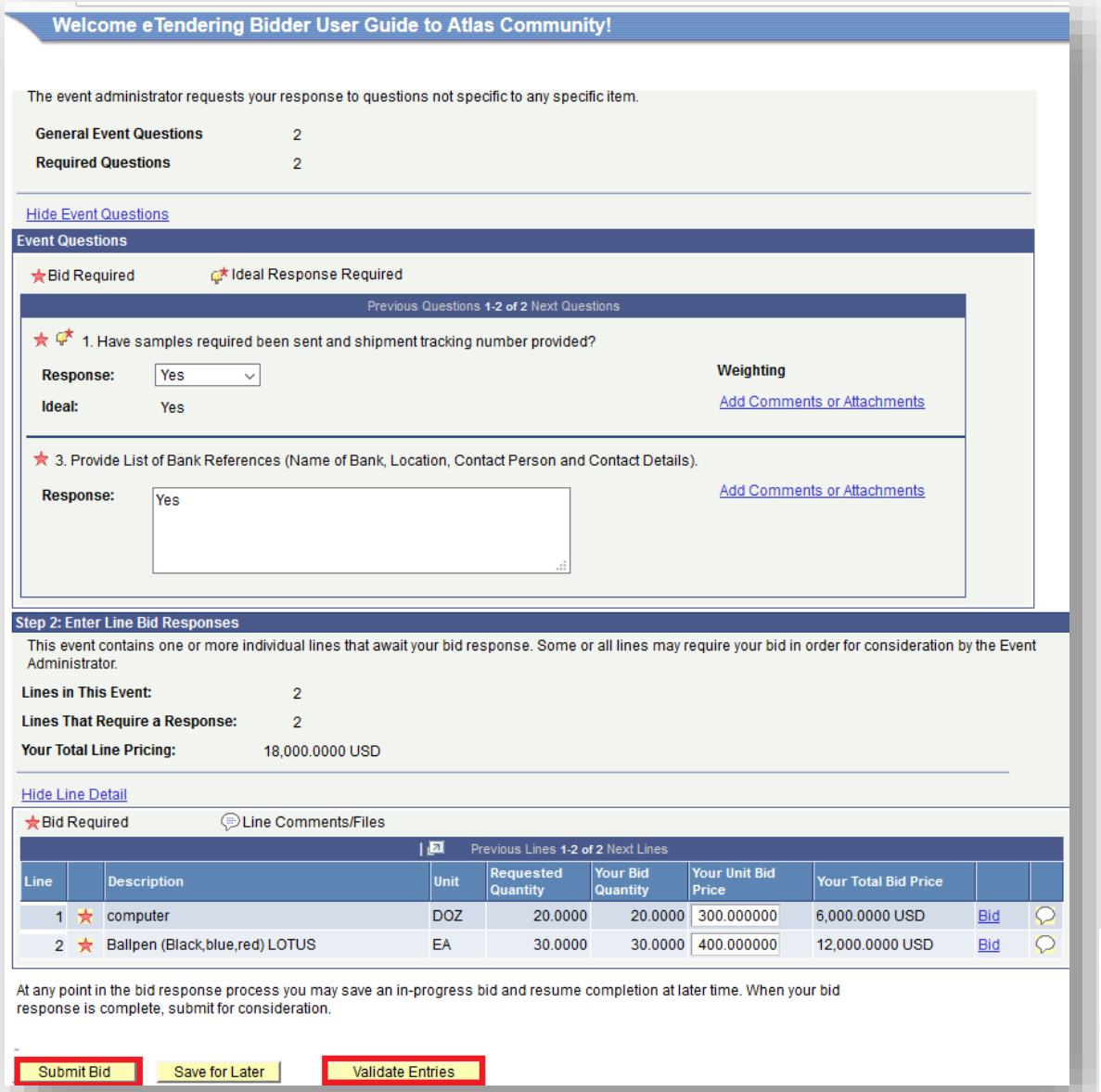
2.4 Prepare Bid Response Offline – Upload responses and submit

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.

Click to return to **Submit Bid** Main Page

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3.0 Manage Bids

Click to return to TOC

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 View bid status and bid responses
- 3.2 Edit a bid response
- 3.3 Submit an alternate bid
- 3.4 Cancel a bid
- 3.5 Manage a bid after event is amended
- 3.5.1 Resubmit bid when bid is cancelled

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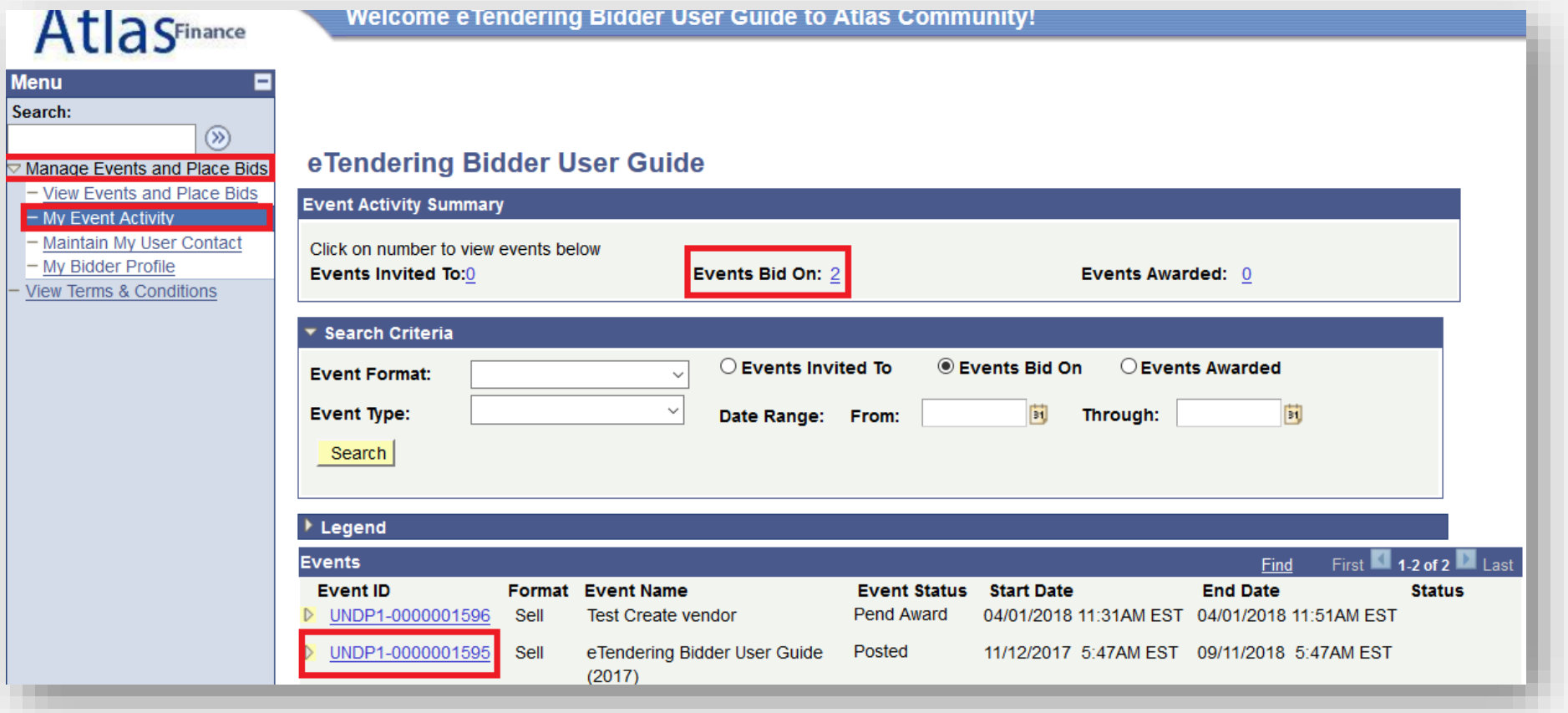
3.1 Manage Bids – View Status and Responses of a Bid

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.



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

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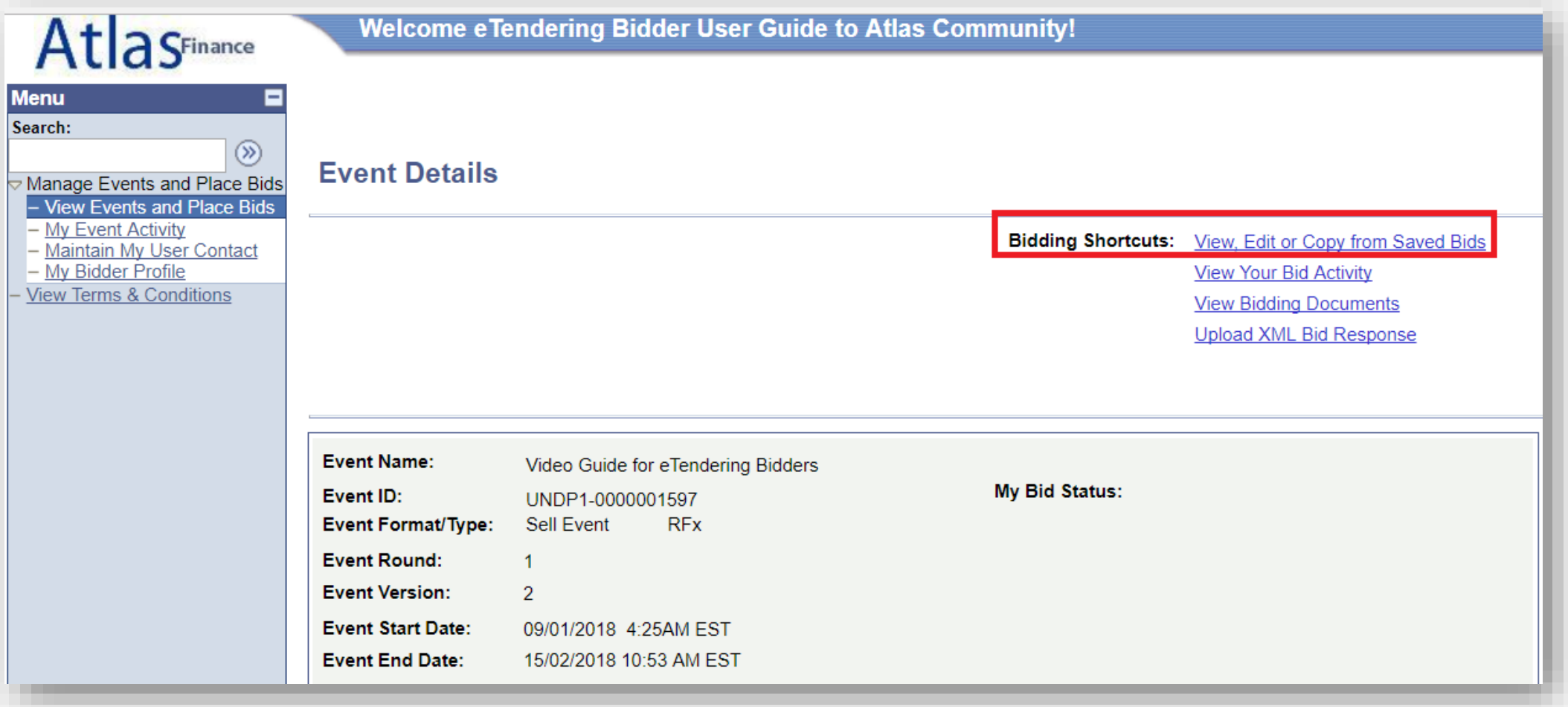
3.1 Manage Bids – View Status and Responses of a Bid

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



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

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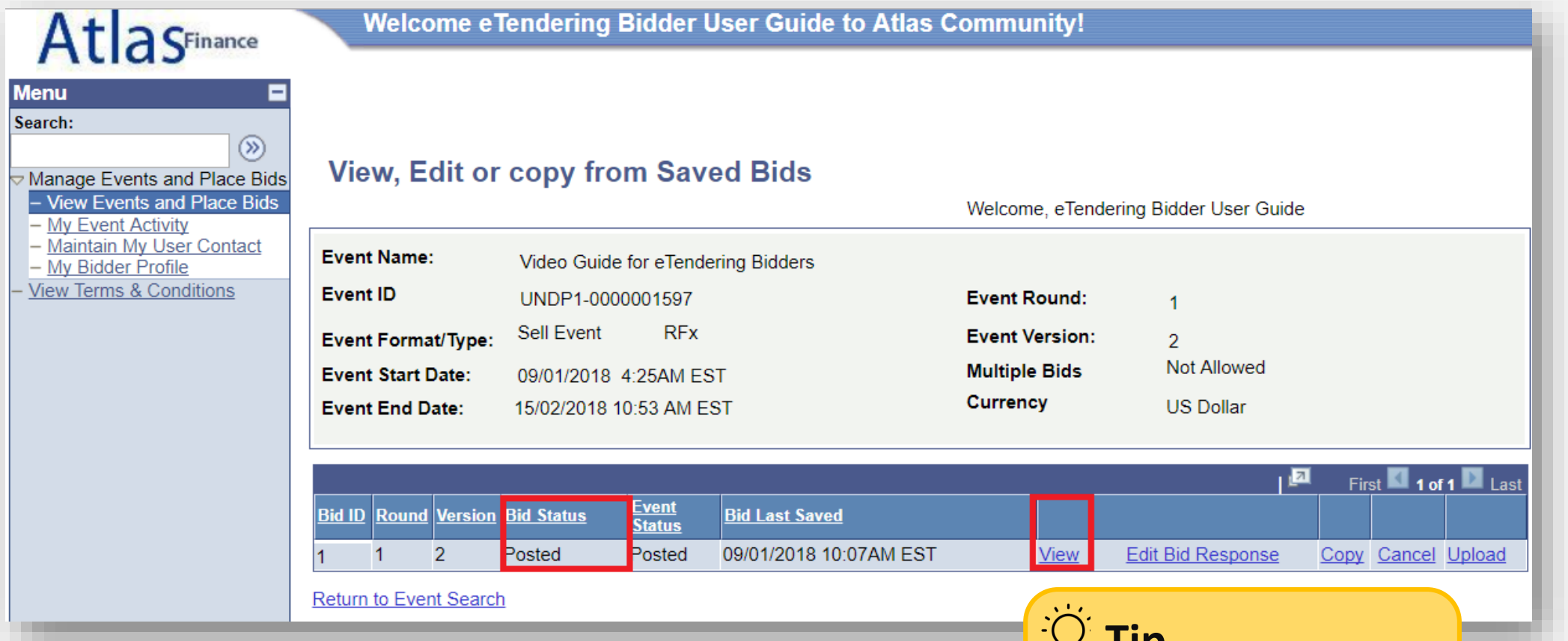
3.1 Manage Bids – View Status and Responses of a Bid

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.

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

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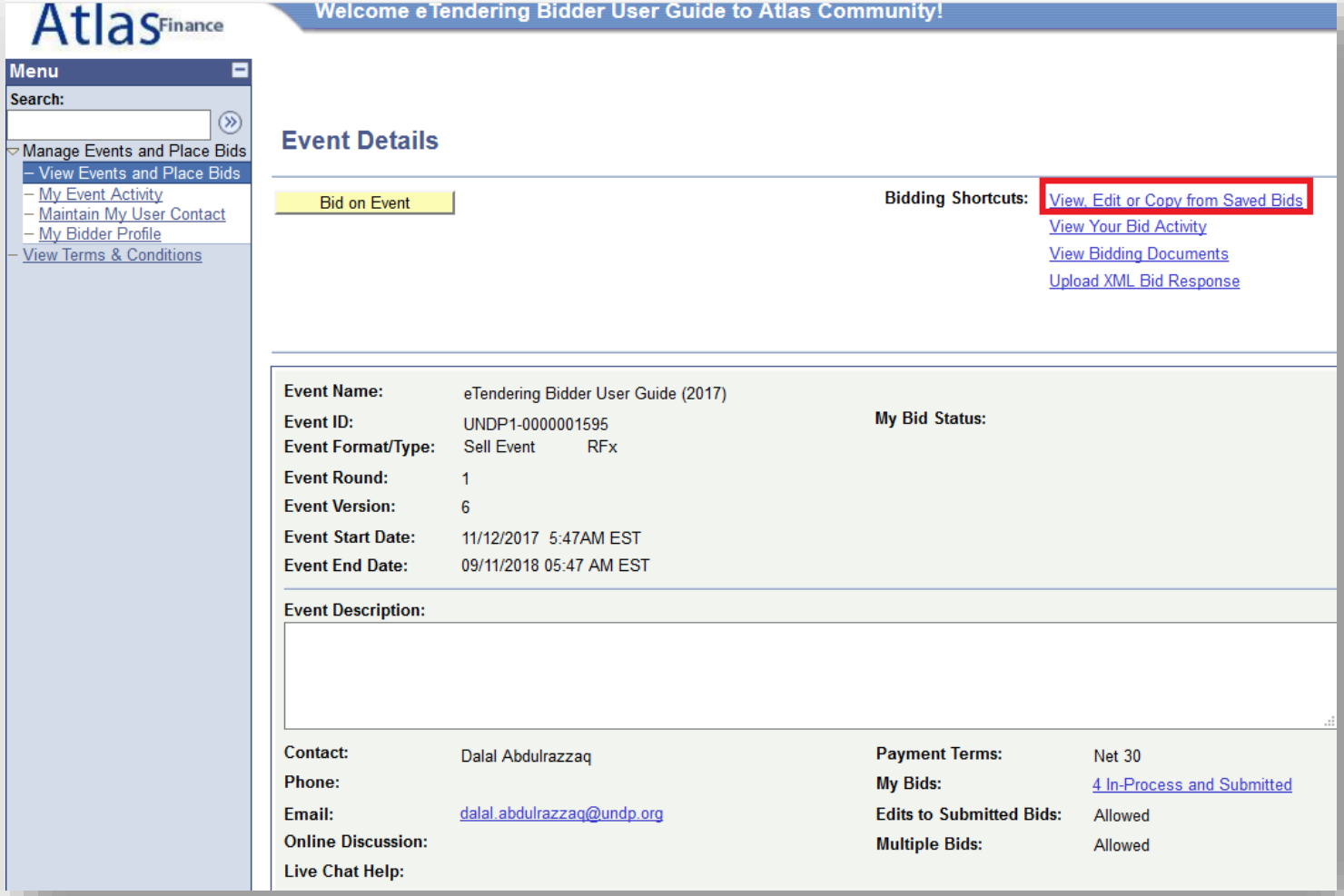
3.2 Manage Bids – Edit Bid

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"***.



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

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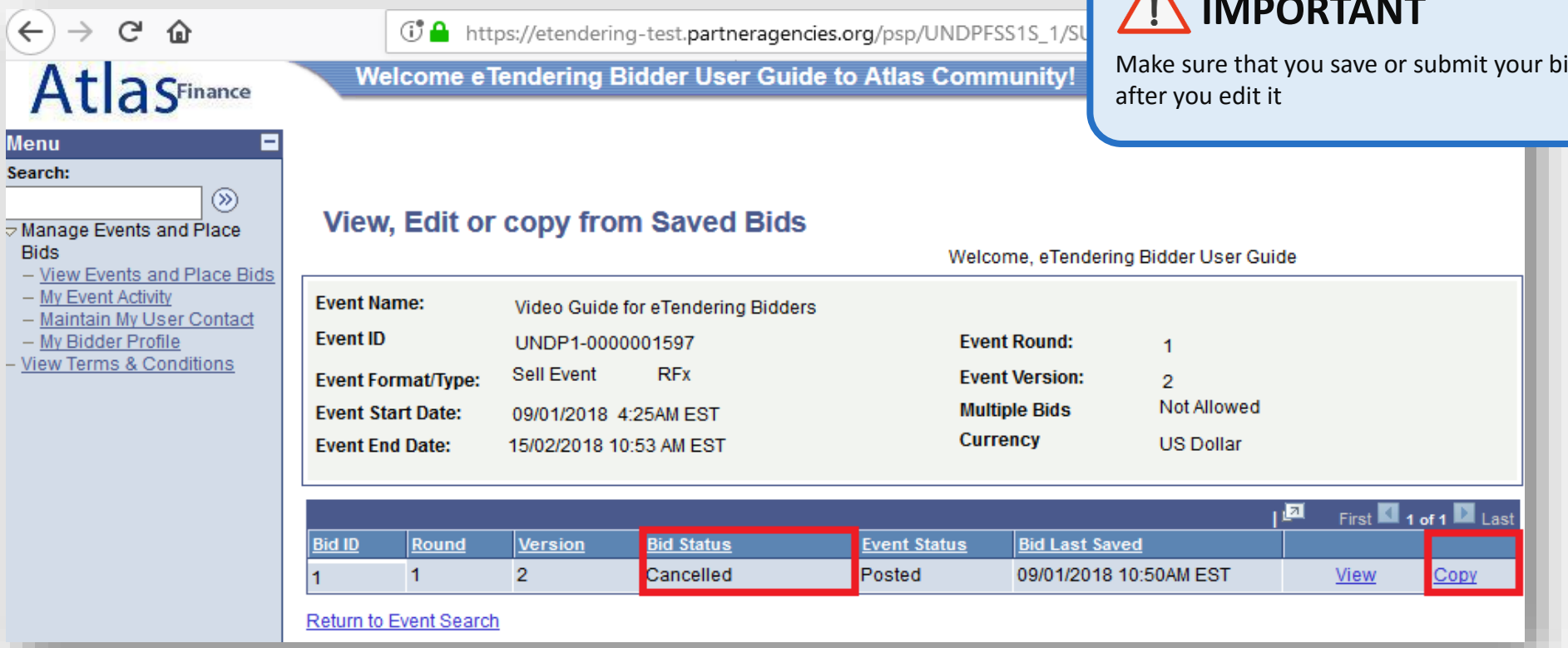
3.2 Manage Bids – Edit Bid if direct editing is not allowed

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

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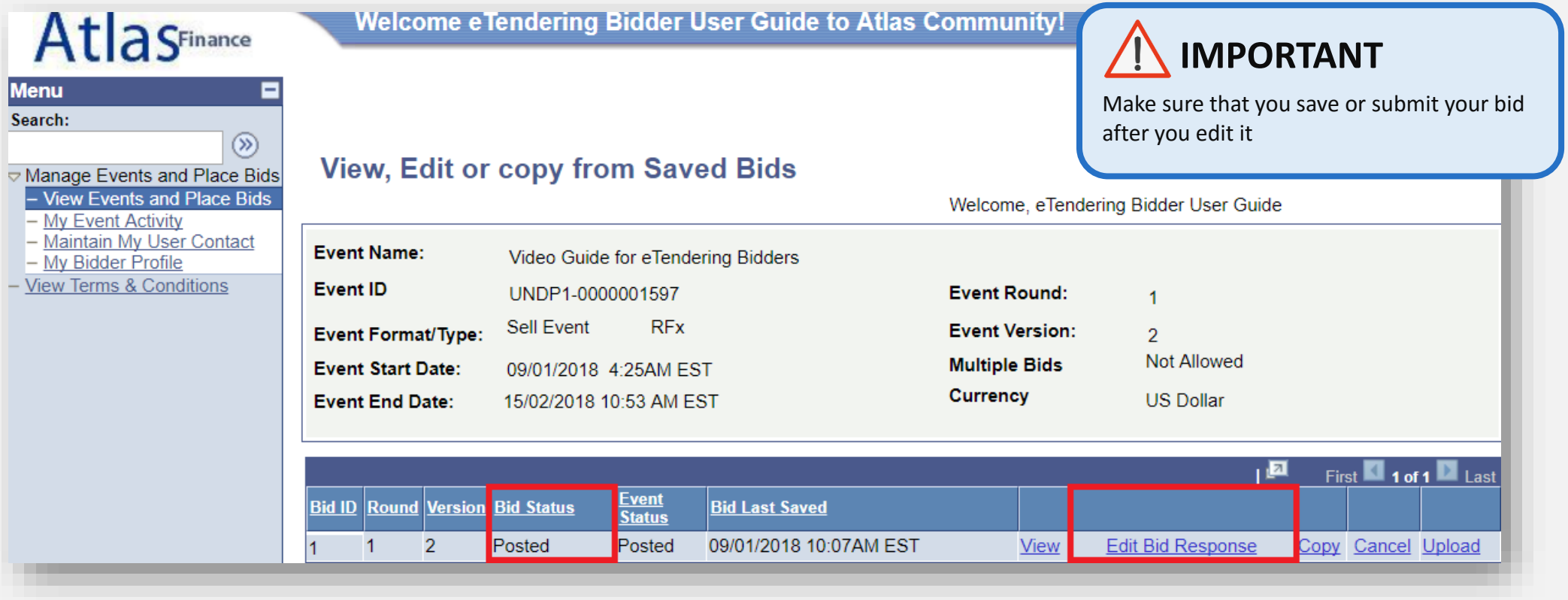
3.2 Manage Bids – Edit Bid when direct editing is allowed

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

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

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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.

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.

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

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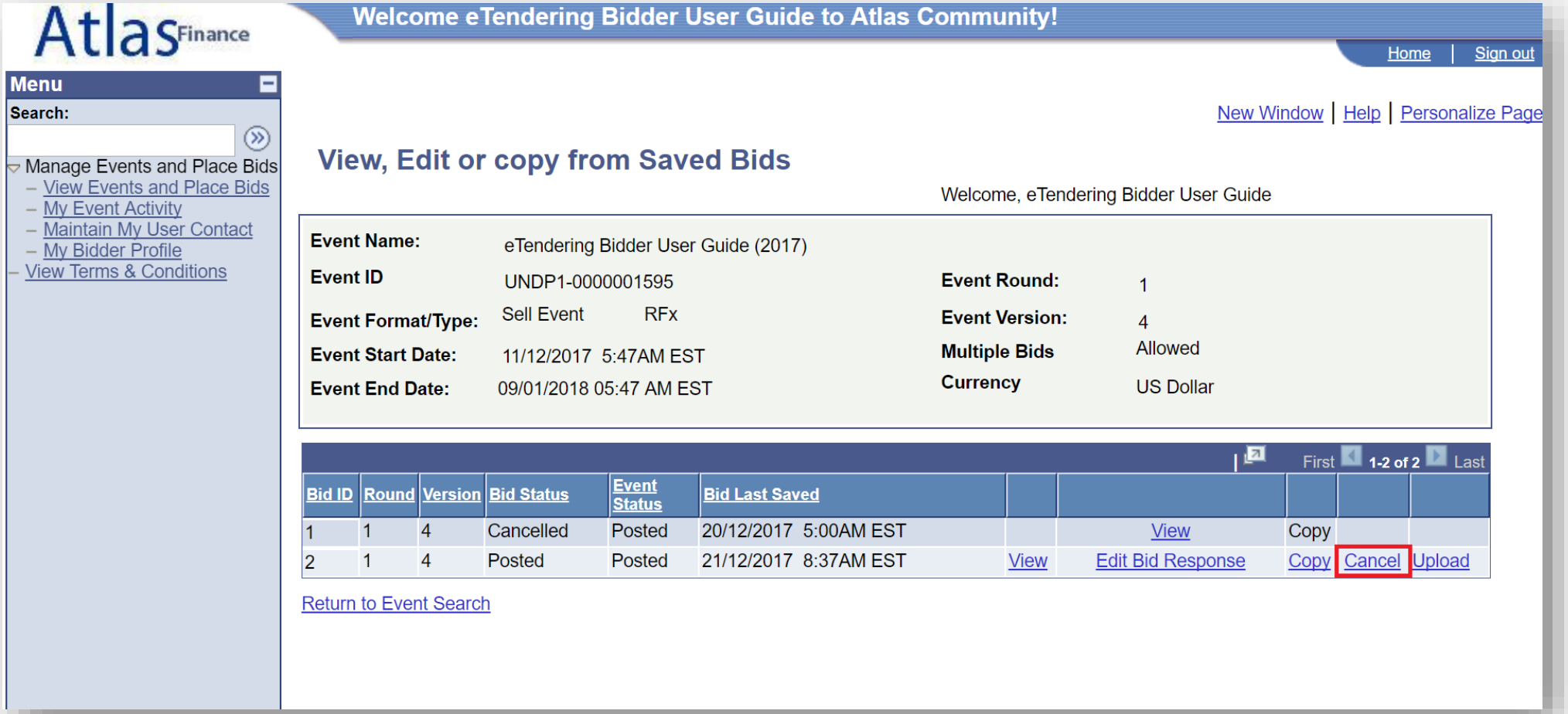
3.4 Manage Bids – Cancel a Bid

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



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

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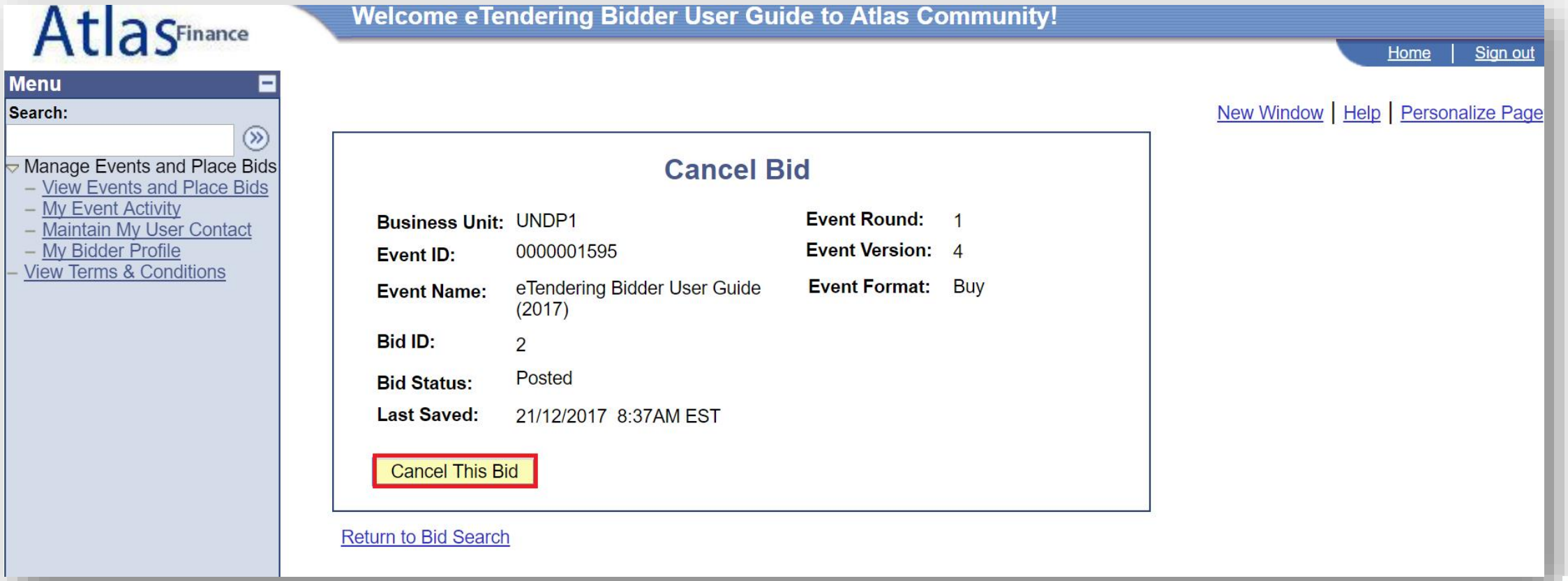
3.4 Manage Bids – Cancel a Bid

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



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

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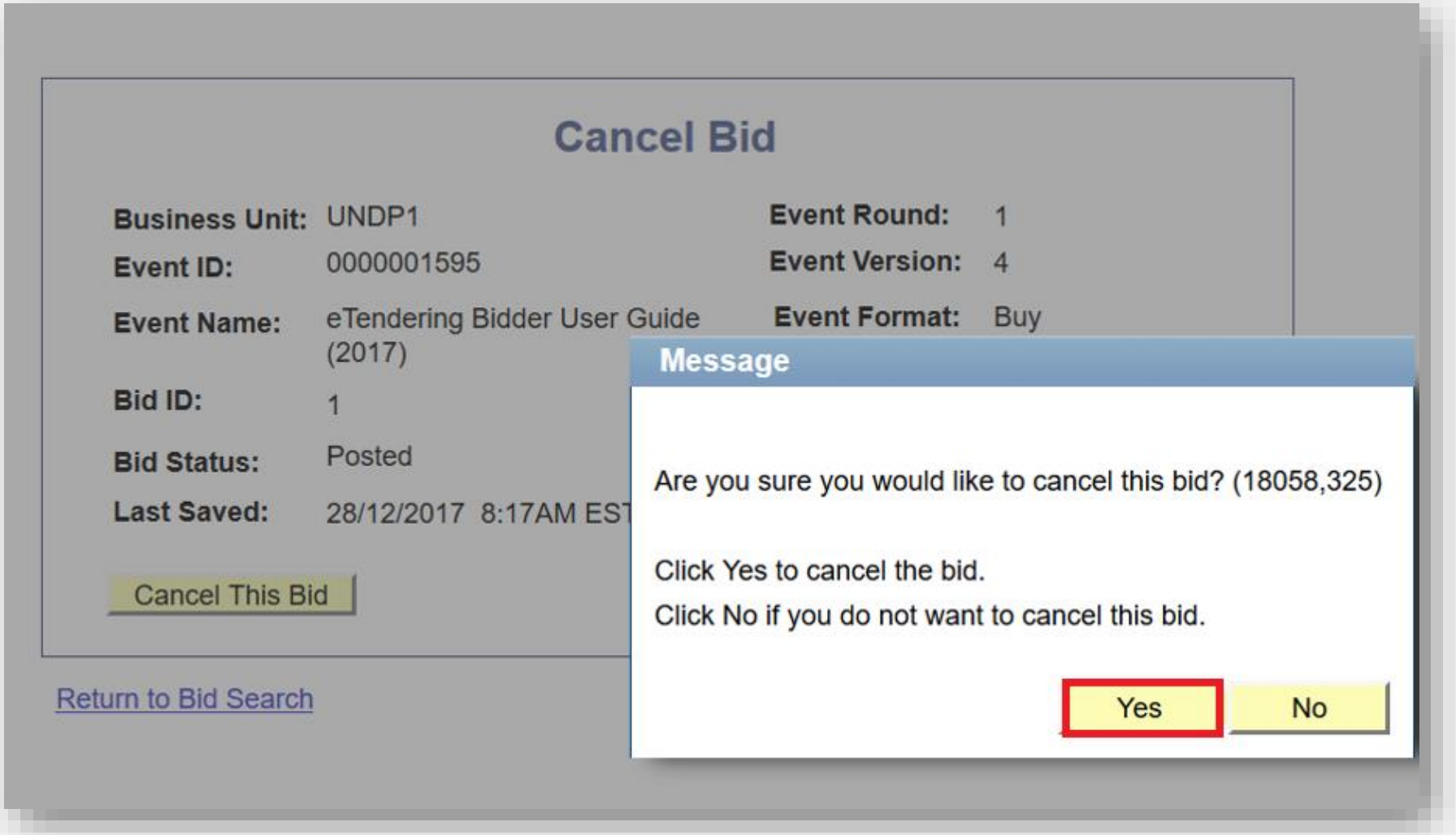
3.4 Manage Bids – Cancel a Bid

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



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

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3.4 Manage Bids – Cancel a Bid

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

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

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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。该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.

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

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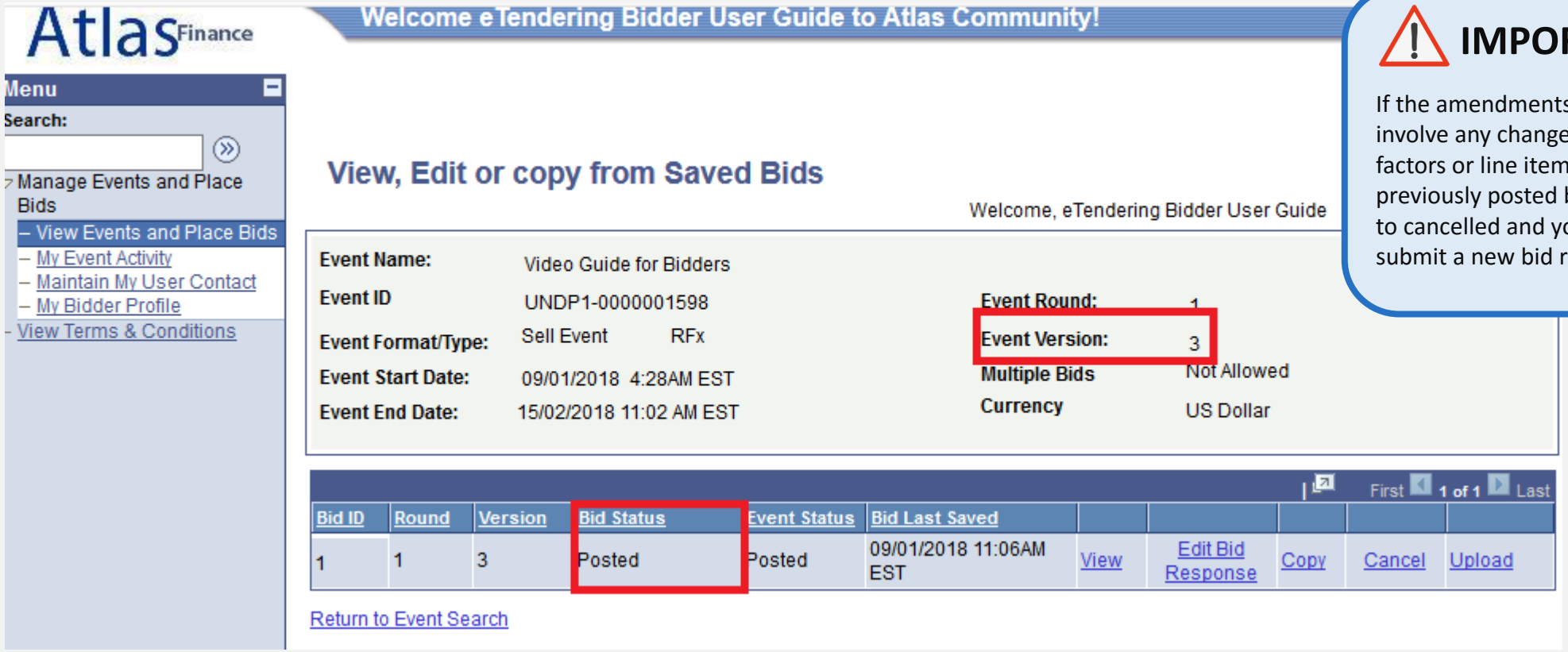
3.5 Manage Bids – Managing a Bid After Tender Amendments

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.

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

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

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.

Reply Reply All Forward IM

N noreply@undp.org 0

Bid Cancellation Notification for 0000001595 - UNDP1

If there are problems with how this message is displayed, click here to view it in a web browser.

Bid Cancellation

Dear Bidder,

Please note that the bid you had either saved or posted against the referred event ID 0000001595 and version 3 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 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 responsibility of Bidders to ensure they have a valid and posted bid in the system.

Veuillez noter que l'offre que vous avez enregistrée ou postée pour cet événement et pour le numéro 0000001595 de version 3 mentionnés a été annulée. Elle a peut-être été annulée par vous directement, ou par le système automatiquement en raison des modifications apportées à l'appel d'offres, impliquant des modifications obligatoires pour les articles et les facteurs d'offre. Si vous avez l'intention de soumettre une nouvelle offre pour cet appel, veuillez publier une nouvelle offre directement dans le système. Il incombe aux soumissionnaires de s'assurer qu'ils ont une offre valide et publiée dans le système.

Por favor, tenga presente que la oferta que ha enviado o guardado para esta licitación con número 0000001595 de versión 3 ha sido cancelada. Puede que haya sido cancelada por usted directamente o de forma automática por el sistema como consecuencia de cambios realizados en ítems obligatorios y en factores de la oferta que conllevarían la modificación de la licitación. Si tiene la intención de presentar una oferta para esta licitación, debe introducirla nuevamente en nuestro sistema de eTendering. Les recordamos que es responsabilidad de los licitadores asegurarse de que han presentado la oferta de forma correcta.¨

Уважаемый участник, Обращаем Ваше внимание, что поданная Вами заявка на участие в указанном конкурсе event ID and version 3 была удалена. Заявка могла быть отменена Вами или система автоматически удалила ее в результате внесенных изменений в указанный тендер, включая изменения обязательных позиций и условий предложения. Если Вы хотите вновь подать заявку на участие в данном конкурсе, пожалуйста, подайте новое предложение в системе. Вы несете полную ответственность за успешную подачу Вашего предложения и ее принятие системой.

请注意，您已保存或发布的涉及事件ID 0000001595和版本3的投标已被取消。 它可能已经被您直接取消，或者由于变更及修改投标而导致系统自动取消。变更及修改包括必备性项目和报价因素的变更及修改。 如果您打算为本次招标提交新报价，请直接在系统中发布新的报价。 投标人需要为其在系统中报价的有效性负责

عزيزي المناقص يرجى ملاحظة أنه قد تم إلغاء عرض السعر الذي حفظته أو نشرته مقابل الحدث المشار إليه تحت 3 قد يكون العرض قد ألغي من قبلك مباشرة، أو قد يكون الإصدار رقم النظام الإلكتروني ألغاه تلقائيا بسبب تعديلات أدخلتها على المناقصة)عرض السعر (و التي تنطوي عليه تغييرات في بنود إلزامية للمناقصة إذا كنت تنوي التقدم بعرض جديد لهذه المناقصة، يرجى إضافة العرض الجديد مباشرة في النظام الإلكتروني و تقع على عاتق مقدمي العروض)المناقصين (مسؤلية التأكد من أن لديهم عطاءات صالحة و مرس عبر النظام الإلكتروني.

Event Details

Event ID: UNDP1 - 0000001595
Round: 1
Version: 3

Event URL

Review and bid on this event.

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

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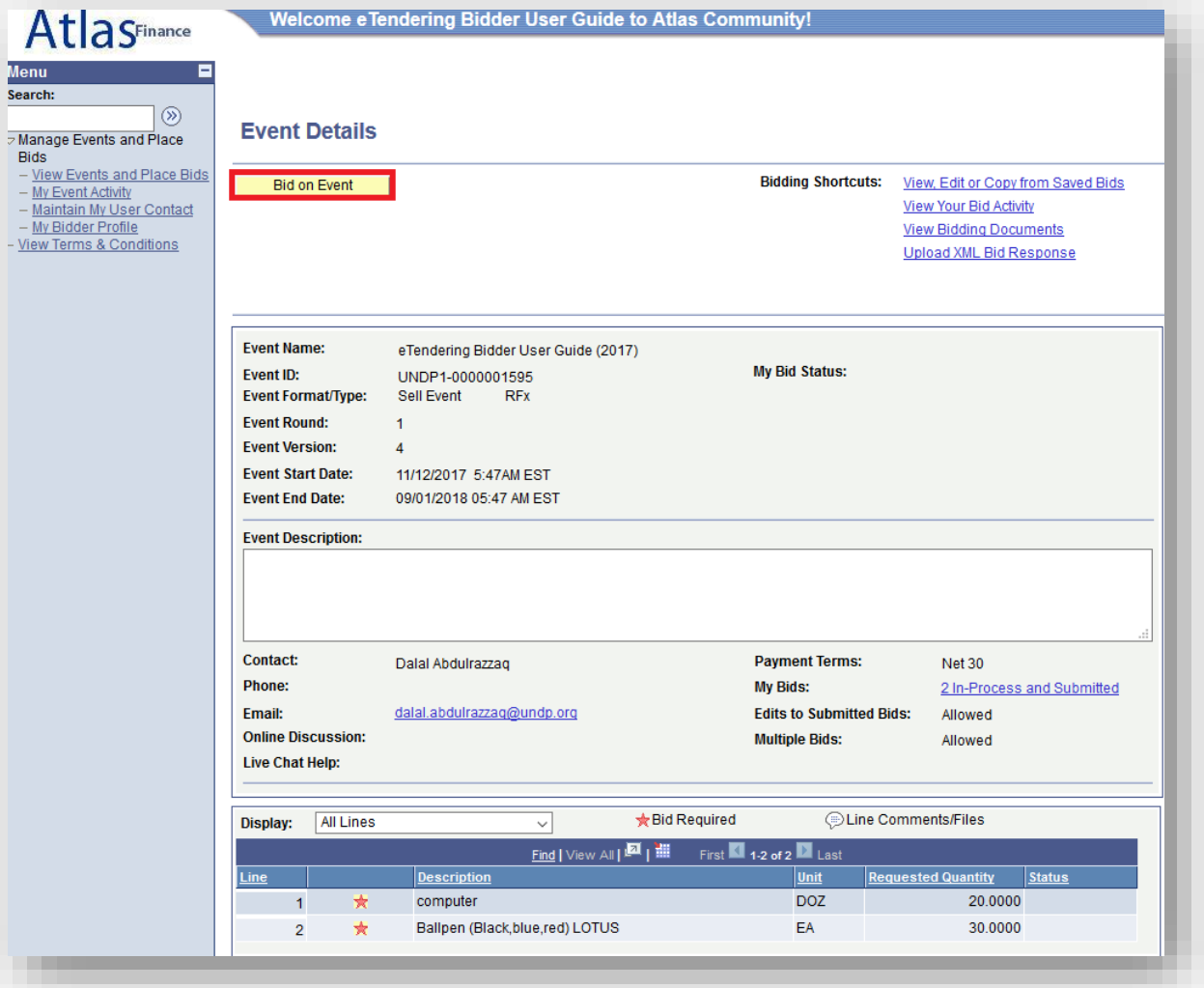
3.5.1 Manage Bids – When a Bid is cancelled after event is amended

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**.



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

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4.0 Register Bidder Profile

Click to return to TOC

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

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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

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

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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

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.

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

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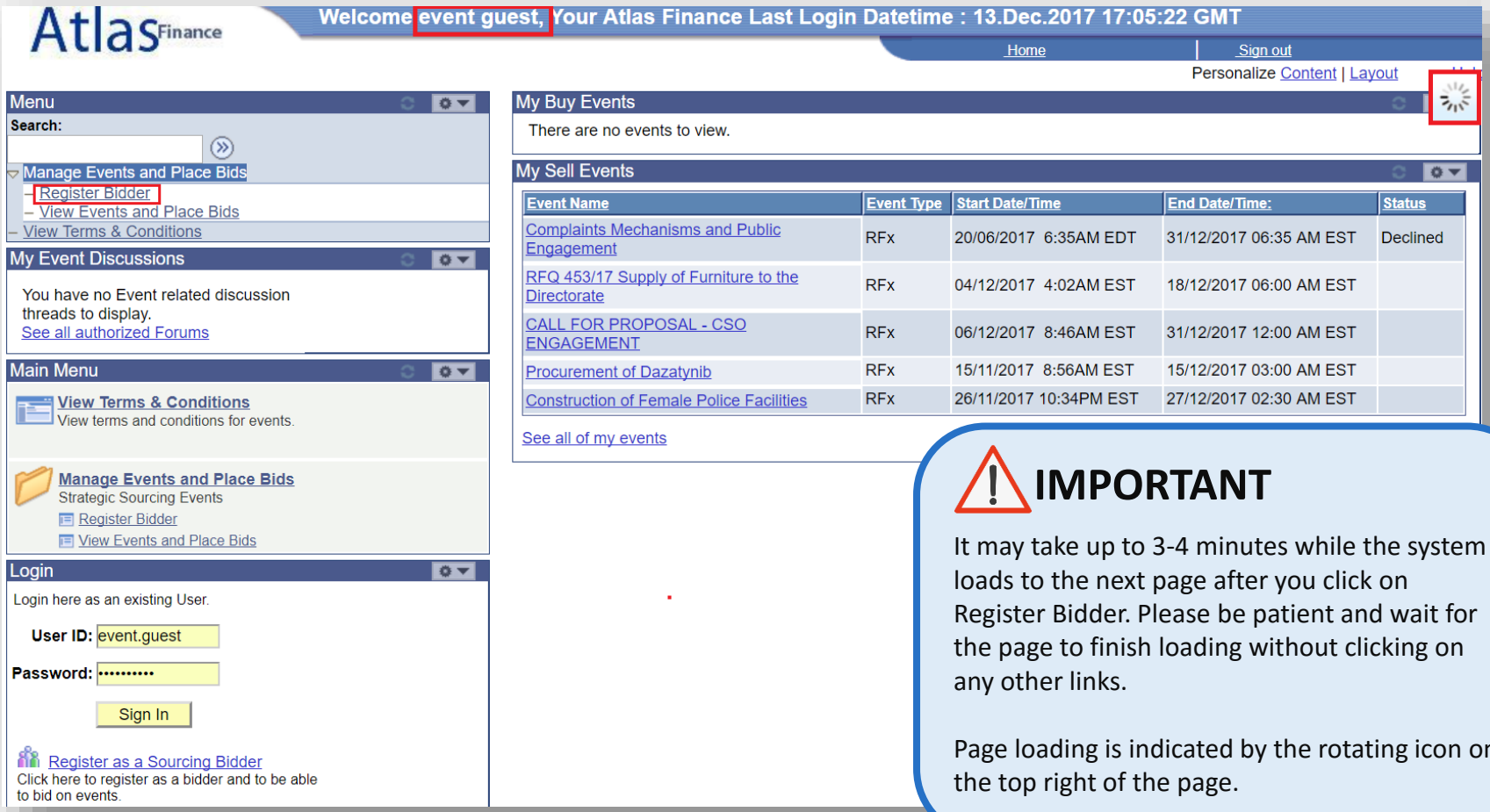
Action 2: Click on Register Bidder

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

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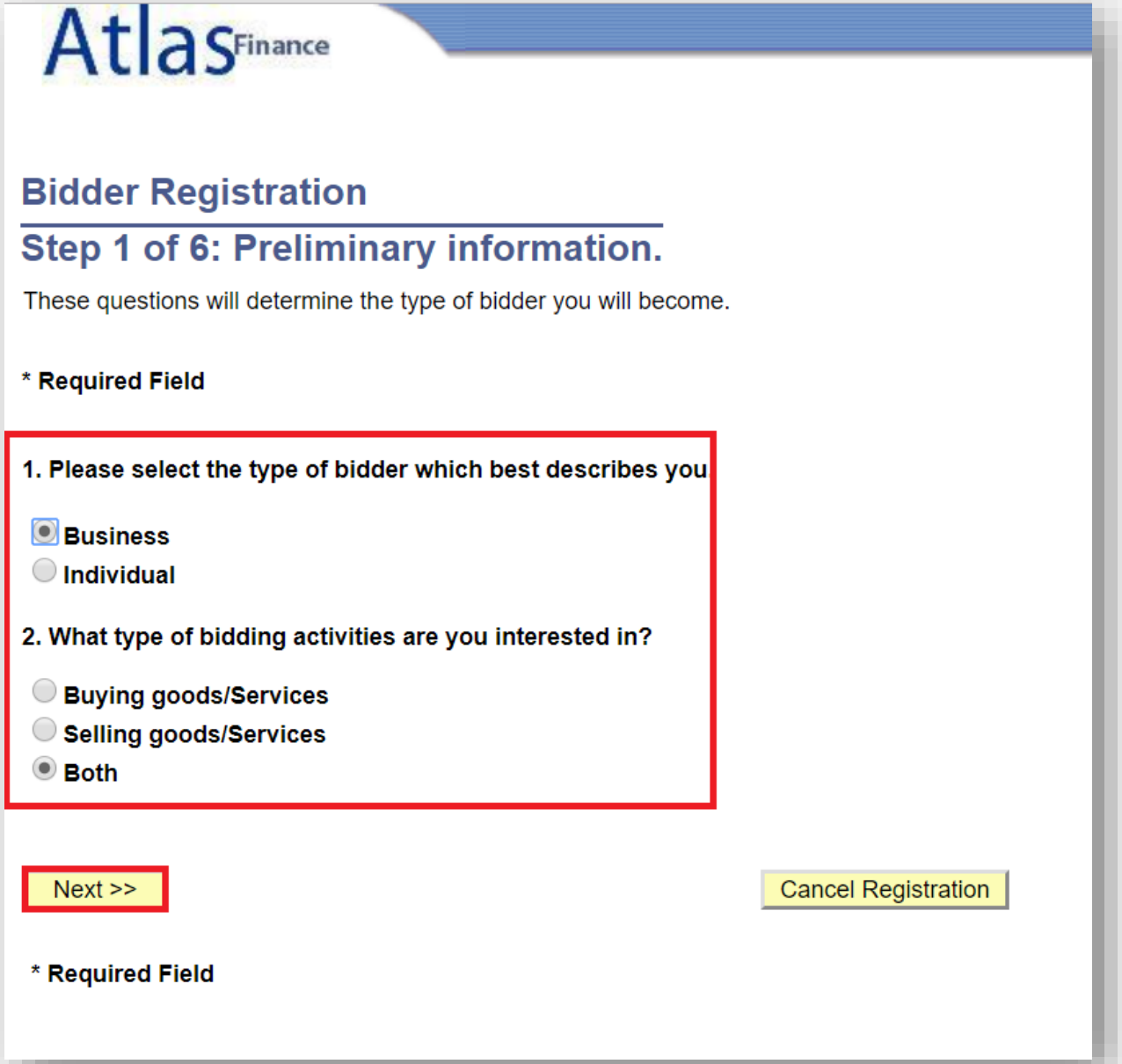
Action 3: Register Bidder Profile Details

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

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

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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:**

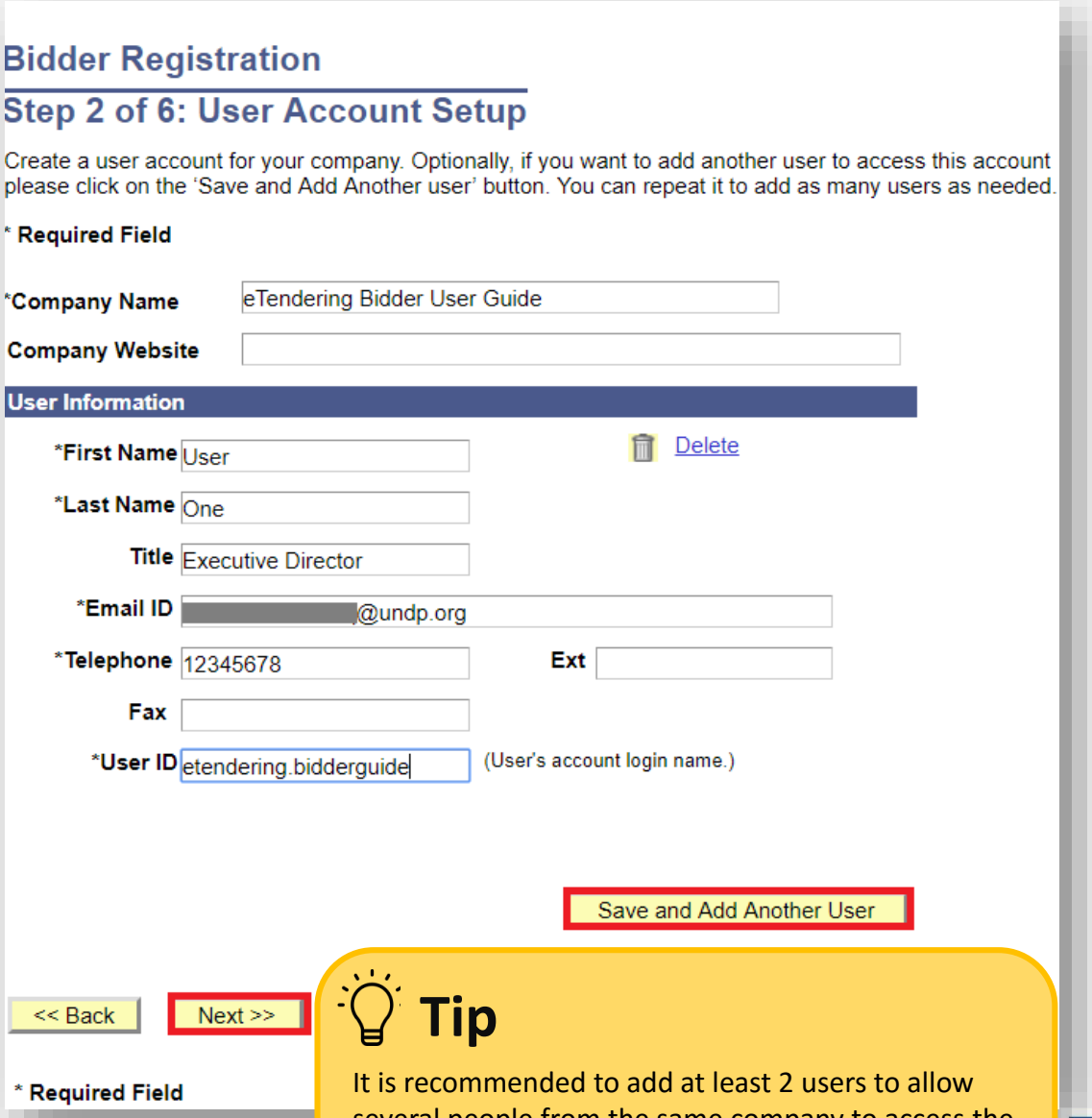
- ✓ Name of the person authorized by your company to use the system and represent the company.

***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.



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 ***Nex***t to proceed to step 3.

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

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Action 3: Register Bidder Profile Details

Step 2 (continued): Add more users

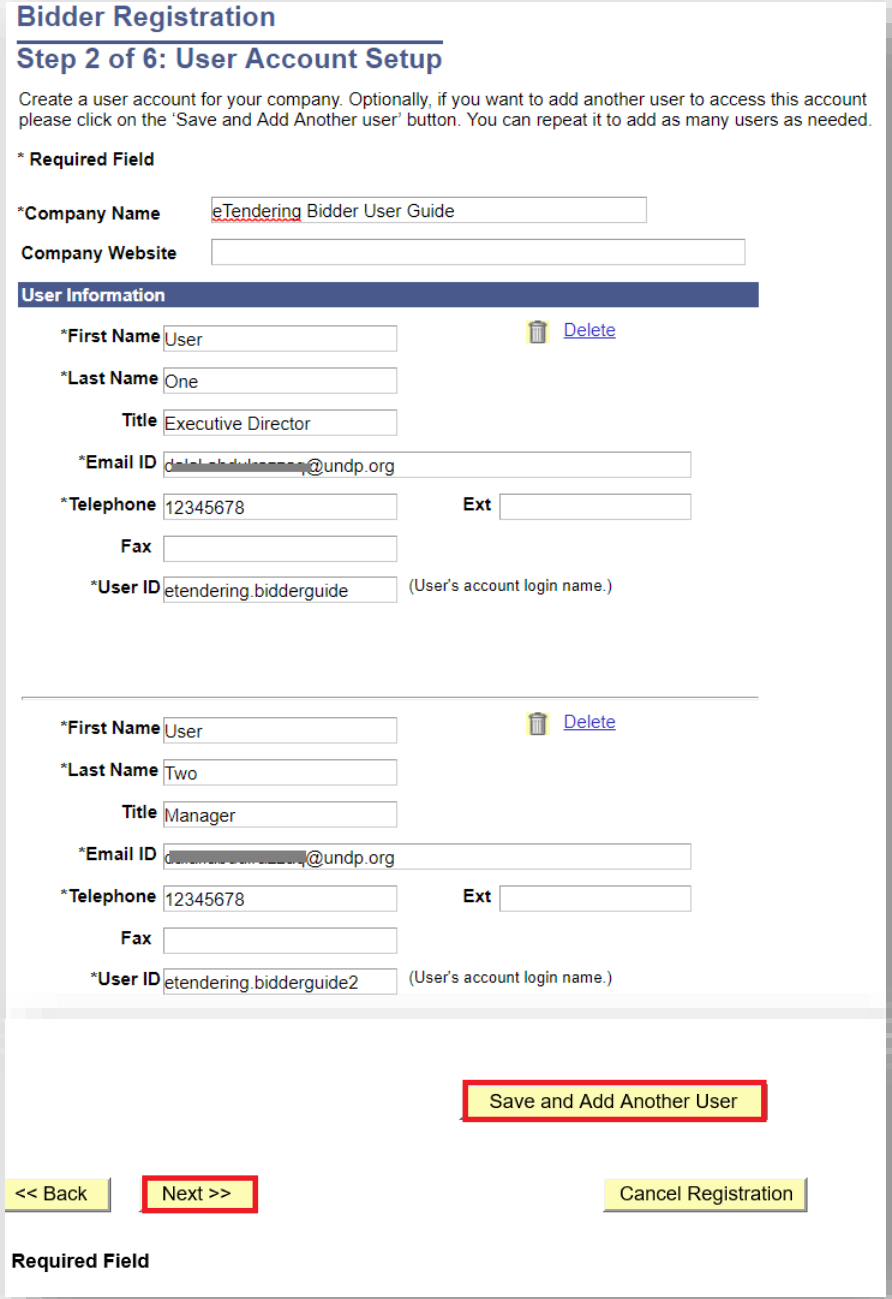
If you clicked on "***Add Another User***", you will be prompted to enter additional information.

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* .



Click to return to
Register Profile
Main Page

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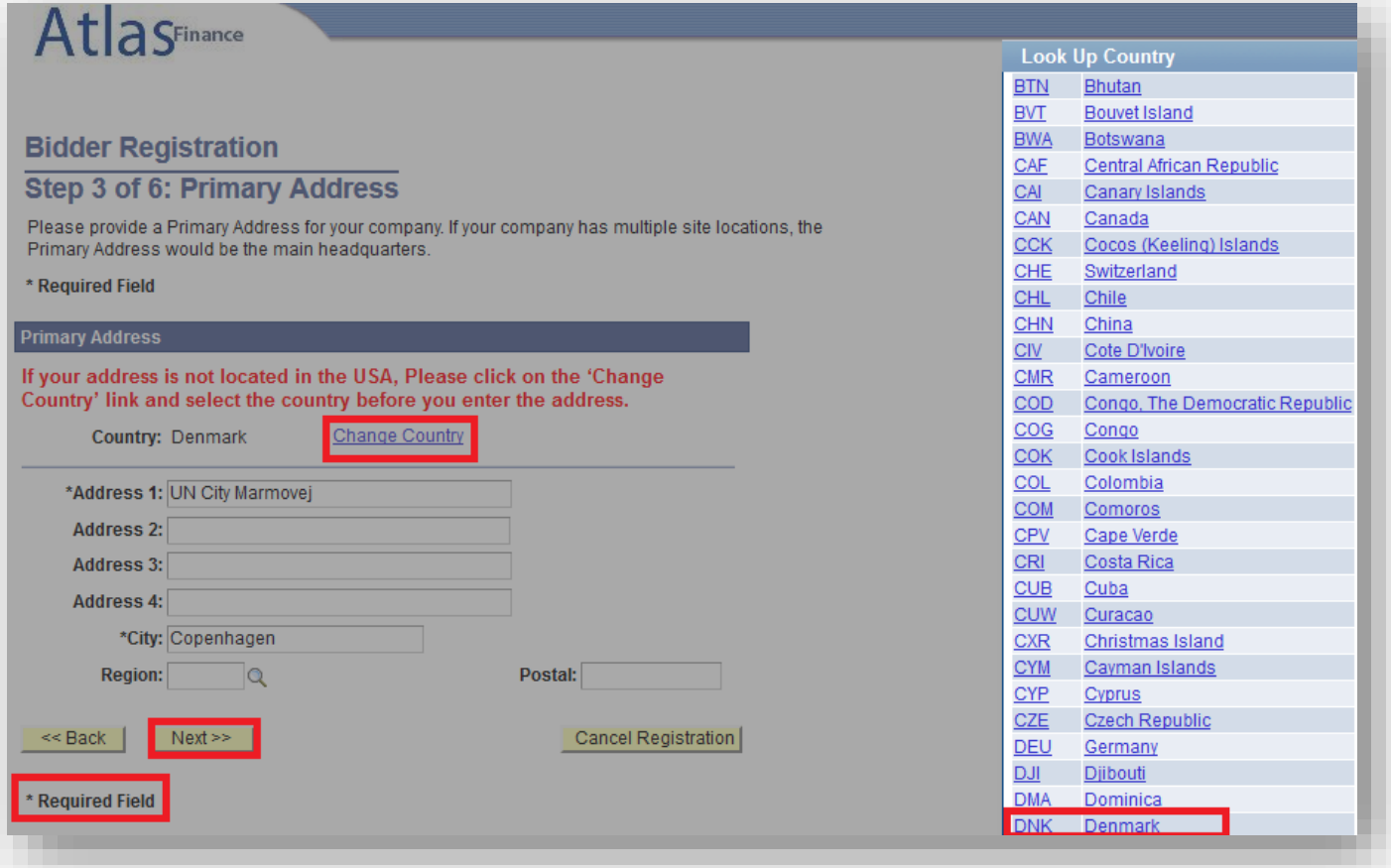
Action 3: Register Bidder Profile Details

Step 3: Enter Company address

In Step 3, the address of the bidder is required. **Please pay special attention to the selected country**. 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".***



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

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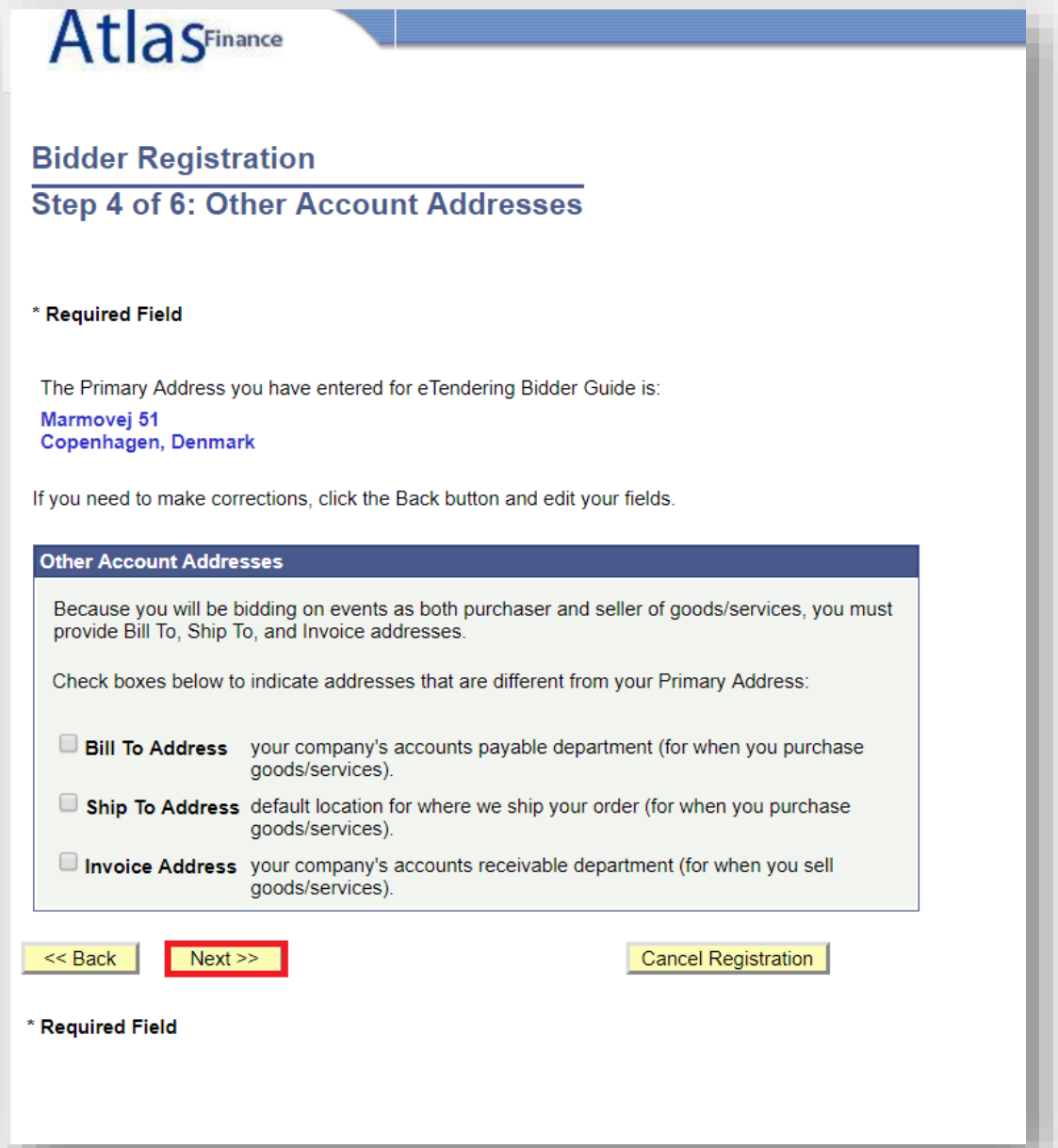
Action 3: Register Bidder Profile Details

Step 4: Add other company addresses

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



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

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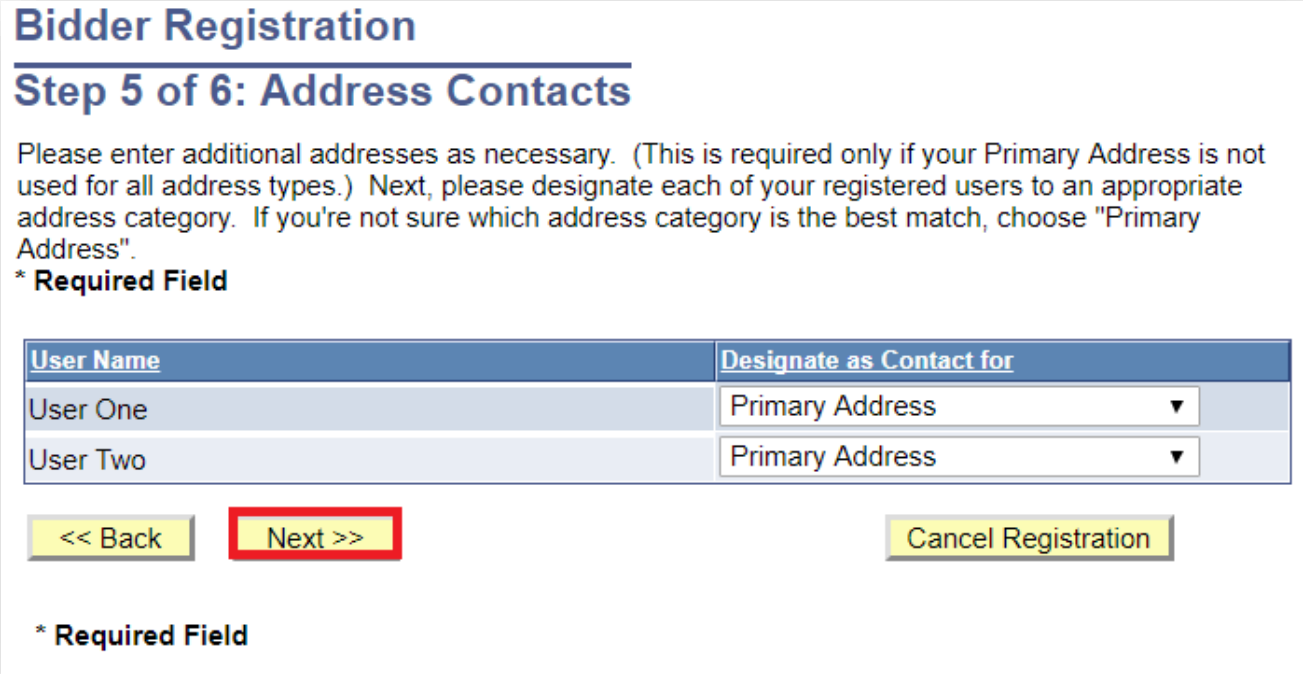
Action 3: Register Bidder Profile Details

Step 5: Designate addresses for additional users

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



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

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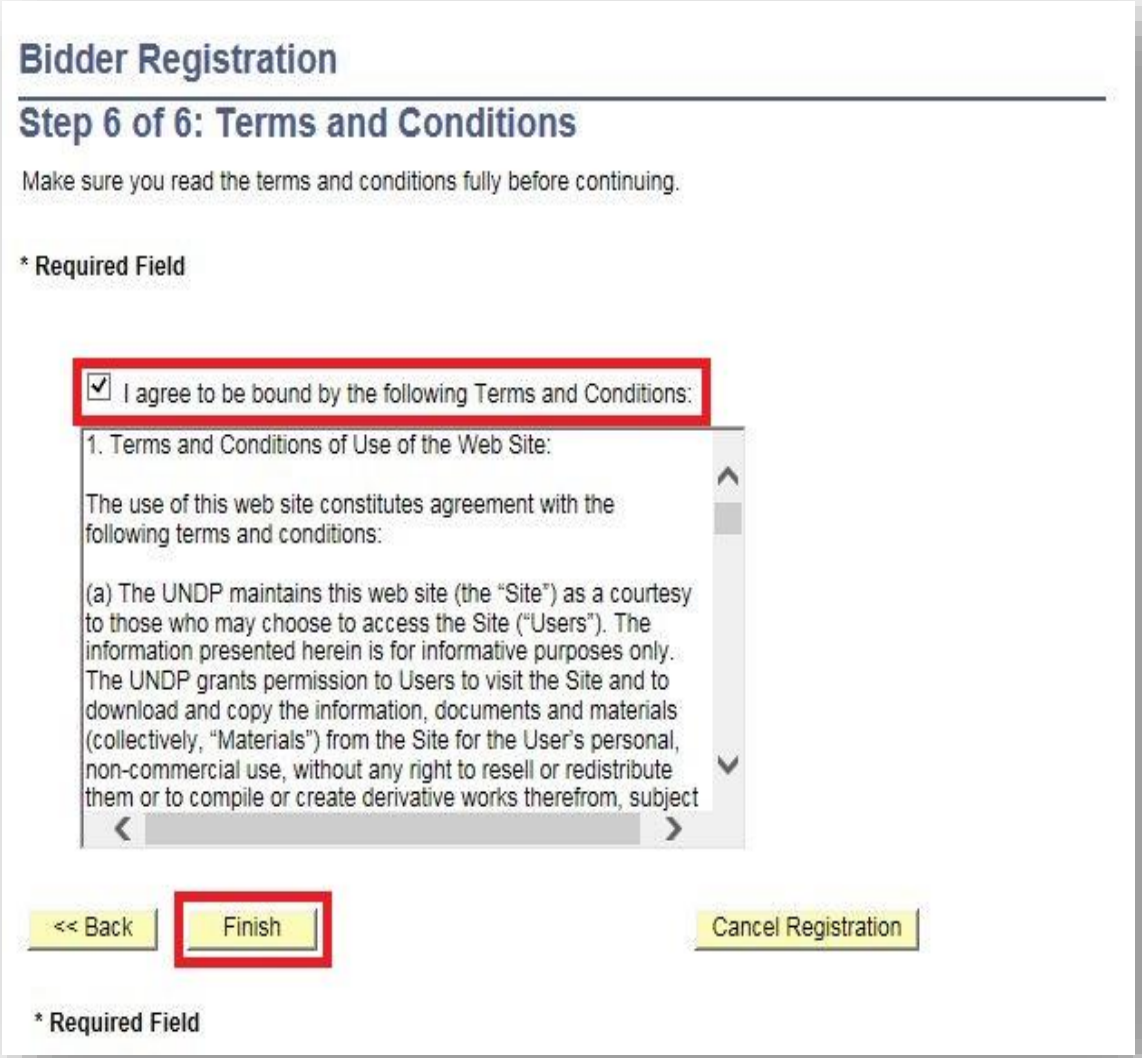
Action 3: Register Bidder Profile Details

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"***.



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

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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.

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

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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。

عزيزي مقدم العطاء،
اكتمل الآن تسجيلك في نظام المزايده الإلكترونية لدى برنامج الأمم المتحده الإنمائي (UNDP). الرجاء مسح ملفات الإنترنت المؤقتة وملفات تعريف الارتباط والمحفوظات وتسجيل الدخول إلى
حصلت عليهما في هذه الرسالة الإلكترونية واحرص على تغيير كلمة المرور تلك إلى كلمة مرور تختارها أنت بنفسك.
الرجاء التأكد أنك اخترت كلمة مرور تستوفي المعايير الوارده أدناه:
ا عن 8 رموز. لا يزيد طولها عن 16 رمزًا. تشتمل على الأقل على حرف واحد كبير باللغة الإنجليزية وحرف واحد صغير ورقم واحد. ألا تكون هي واحده من آخر كلمتي مرور لهذا الحساب
ملاحظة: الرجاء التأكد أنك كتبت كلمة المرور التي حصلت عليها في الرسالة الإلكترونية بشكل صحيح. يُفضل كتابتها يدويًا وعدم نسخ/لصق كلمة المرور بأكملها.

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.

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

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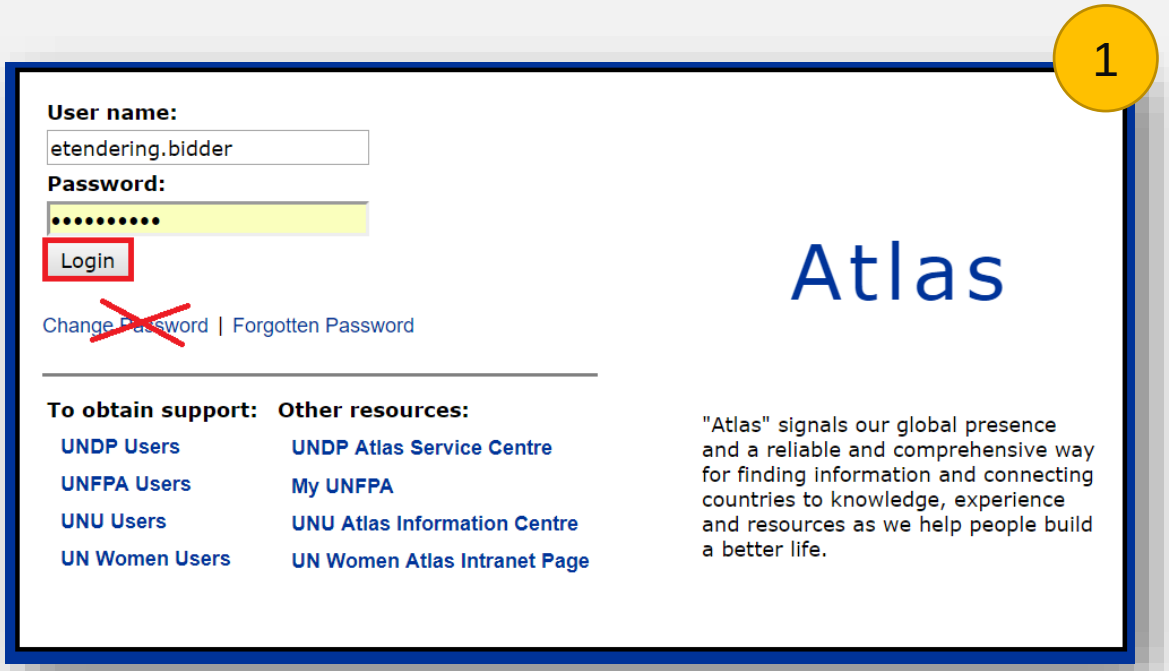
Action 4: Confirm Registration & Create New Password

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".***

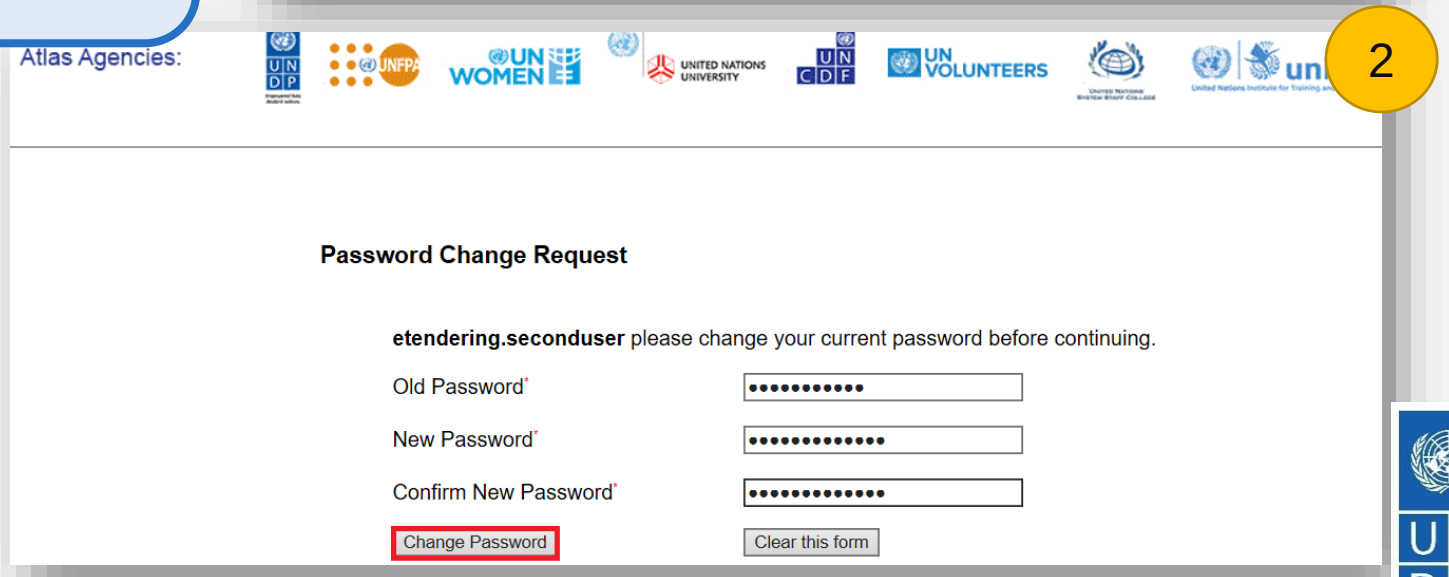


IMPORTANT

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

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

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5.0 Manage Bidder Profile

Click to return to TOC

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

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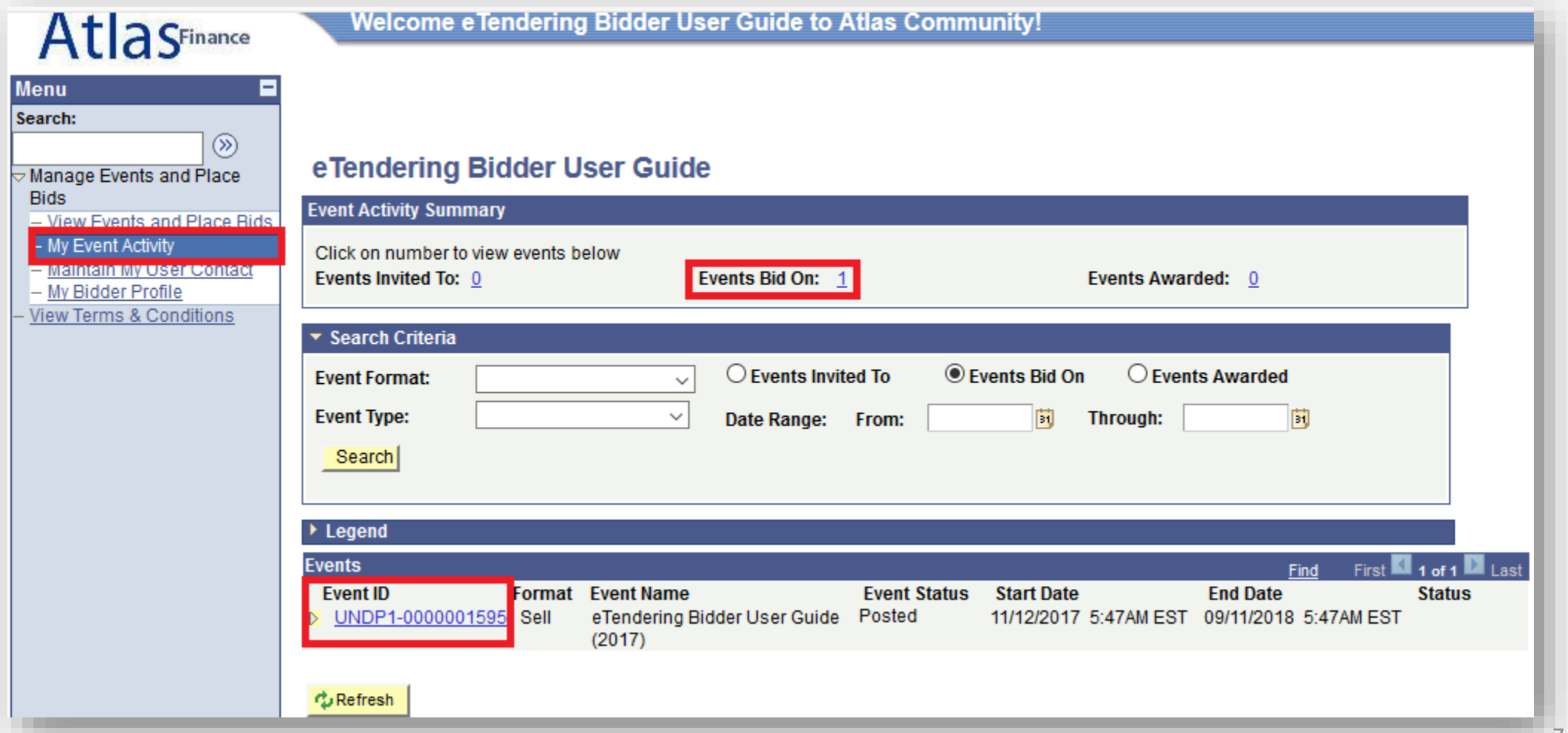
5.1 View Bidding Activity

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.



Click to return to **Manage Profile** Main Page

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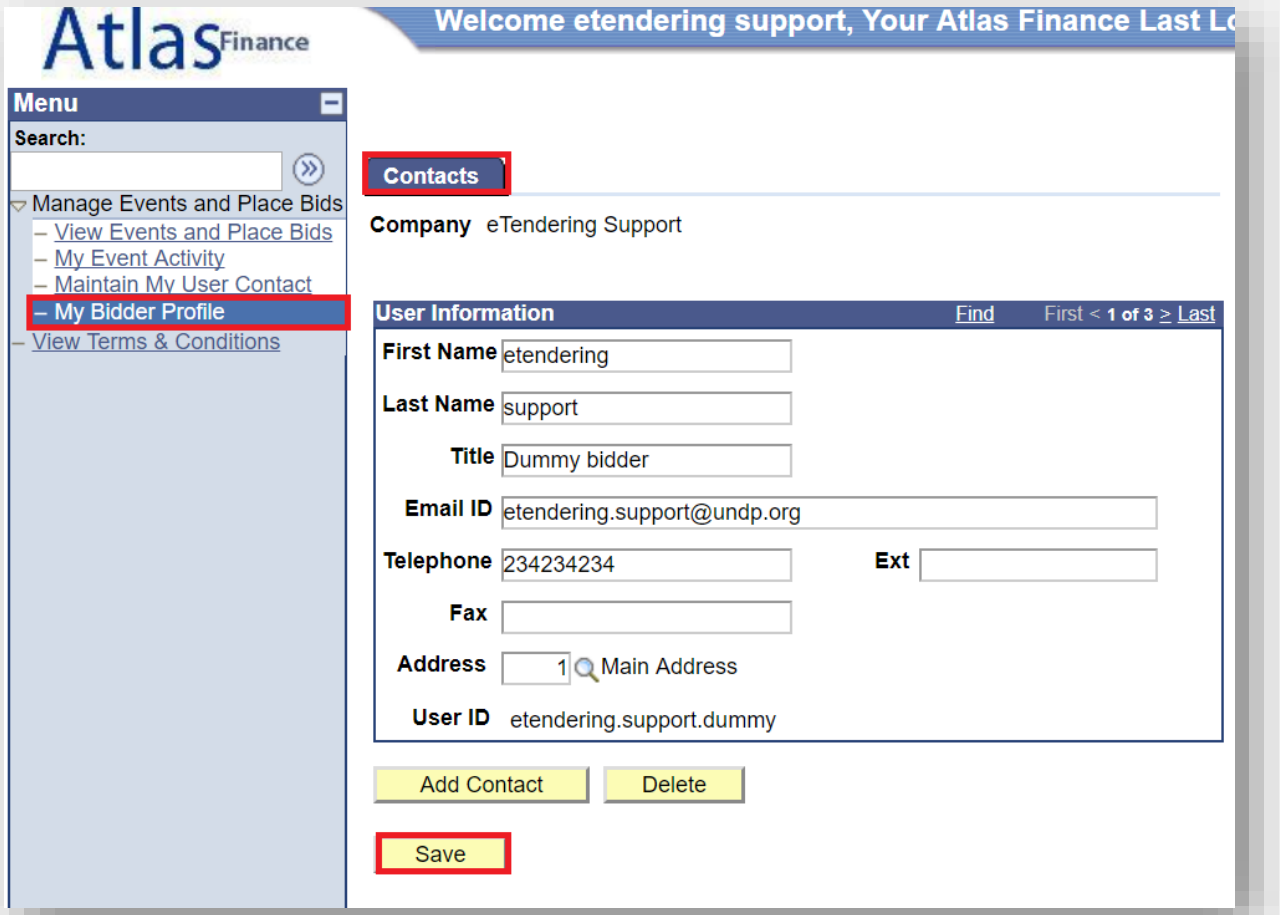
5.2 Update Bidder Profiles

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.



Click to return to
Manage Profile
Main Page

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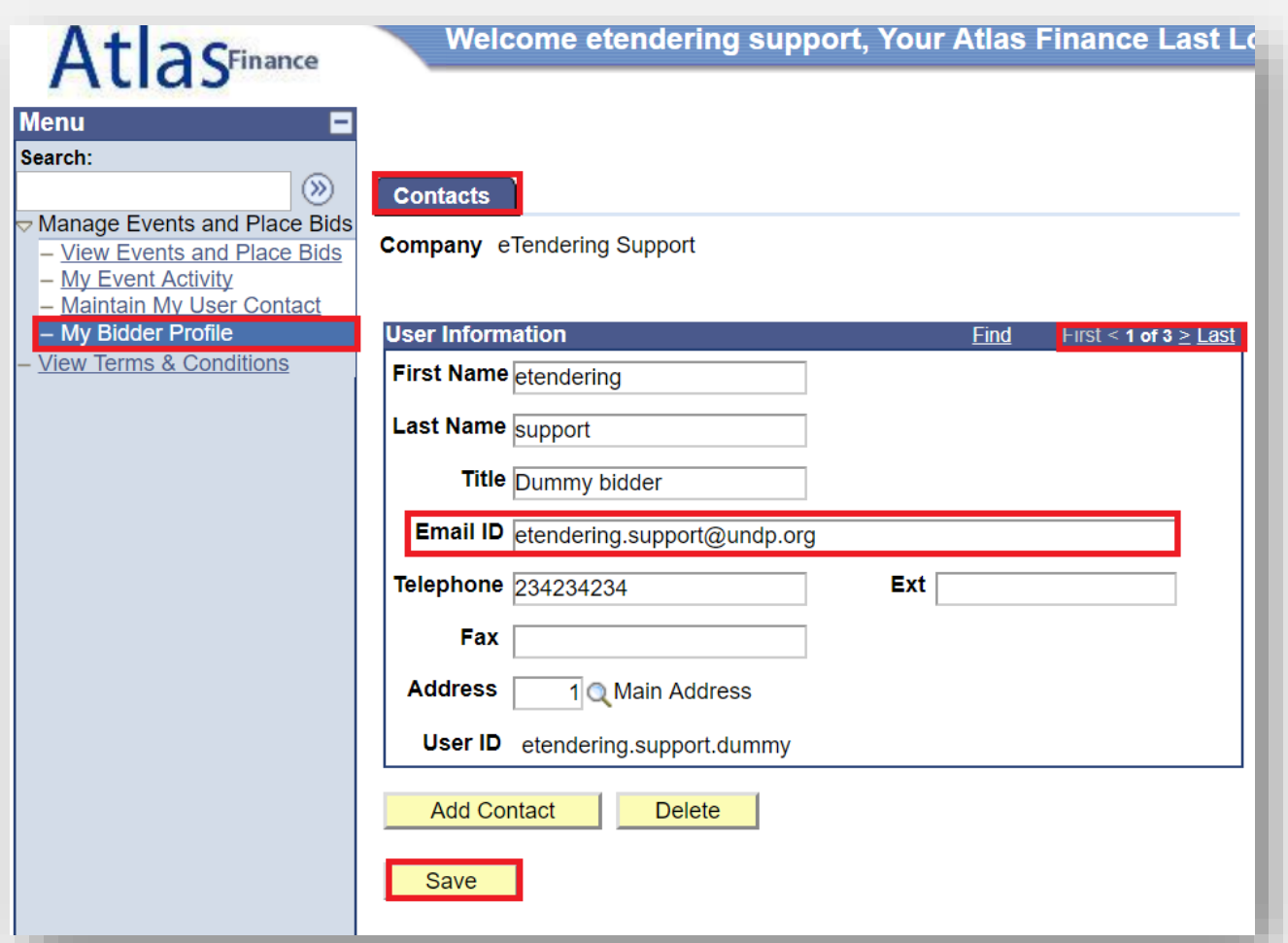
5.3 Manage User Access

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.



Click to return to
Manage Profile
Main Page

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6.0 Helpdesk Support

Click to return to TOC

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

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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.

Click to return to
Helpdesk Support
Main Page

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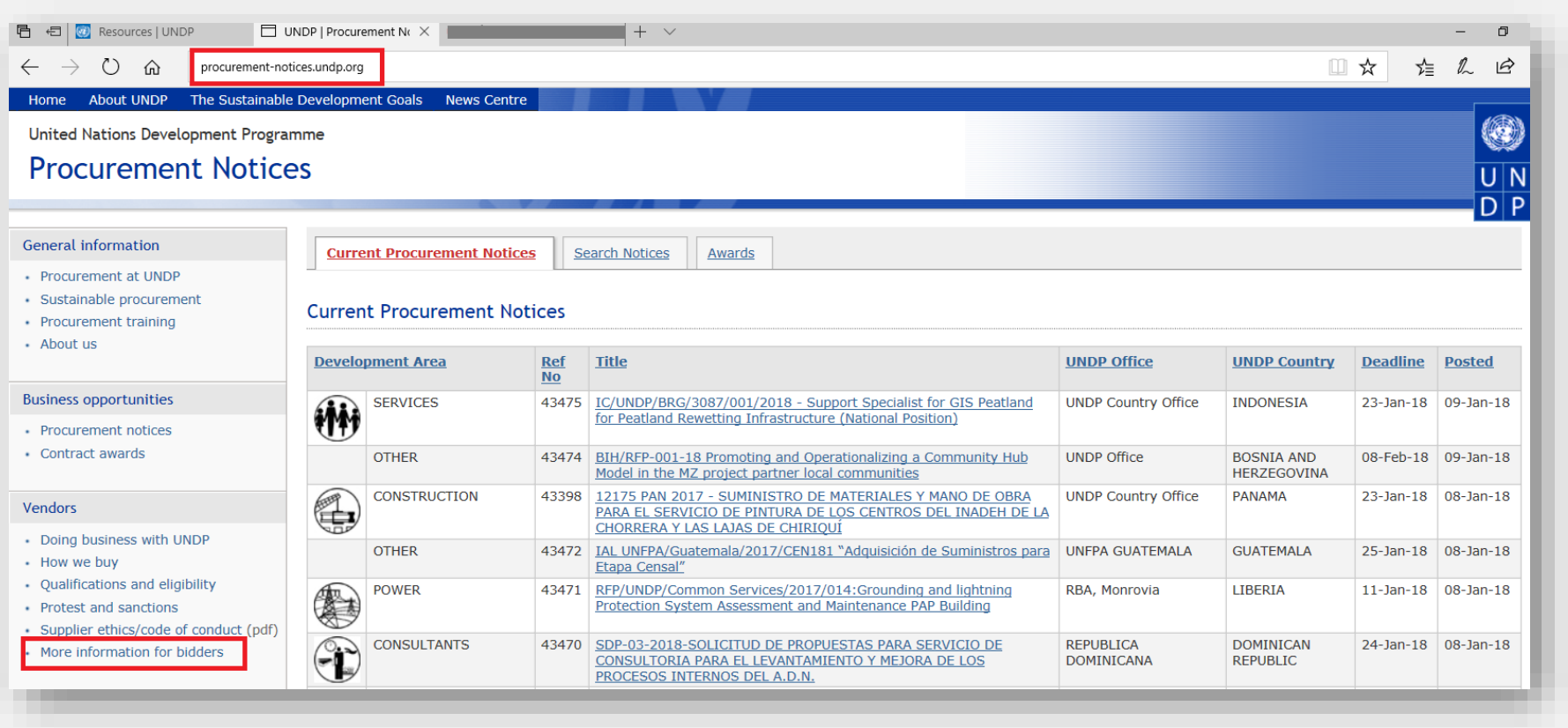
6.2 Additional Resources

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.



Click to return to **Helpdesk Support** Main Page

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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**.

Click to return to
Helpdesk Support
Main Page

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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.**

Click to return to
Helpdesk Support
Main Page

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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.

Click to return to
Helpdesk Support
Main Page

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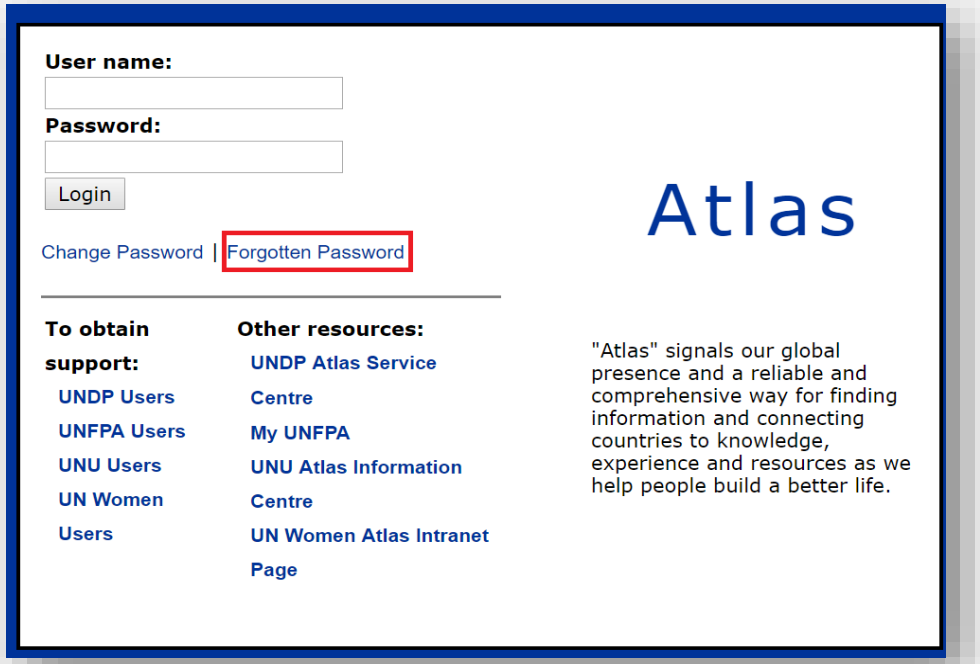
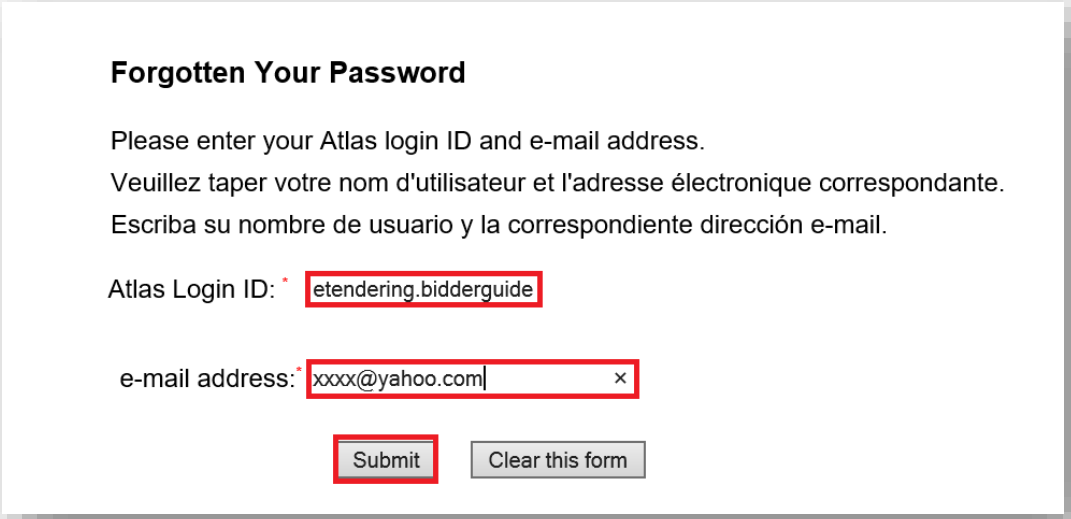
6.4 Forgotten Password

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*.



Click to return to **Helpdesk Support** Main Page

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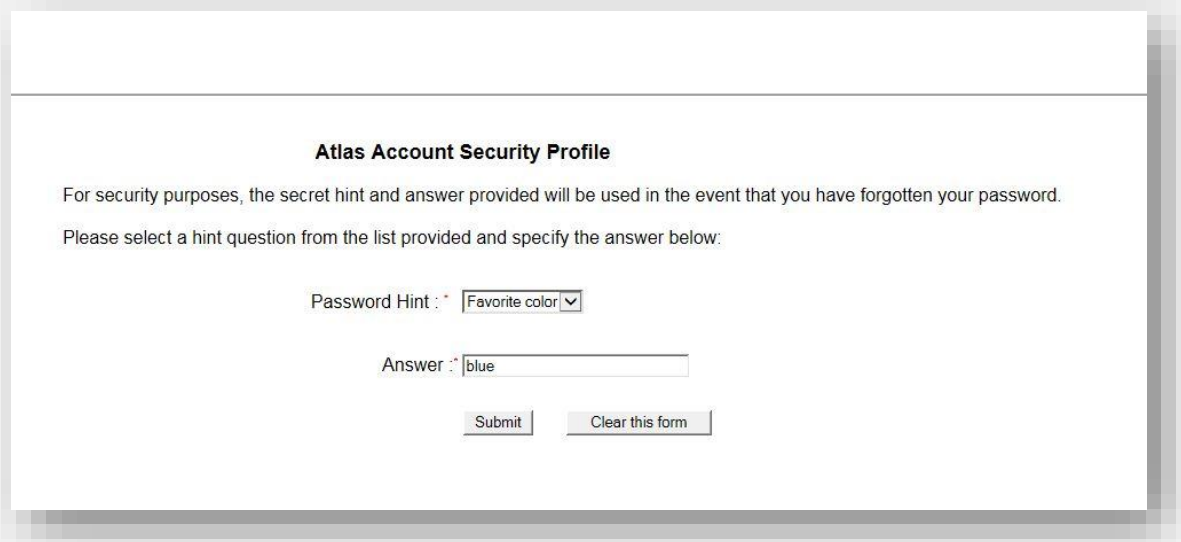
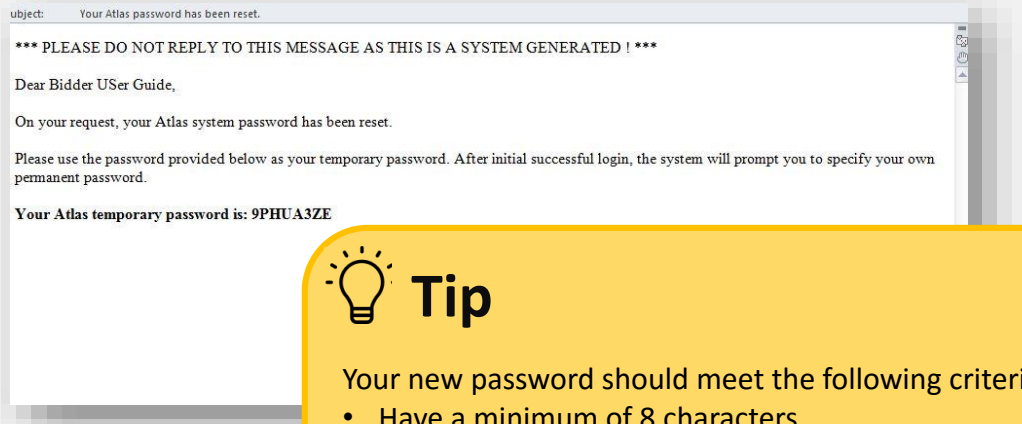
6.4 Forgotten Password

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



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.



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

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.

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**

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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.

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