

# **UNDP eTendering System**

Presentation for suppliers

# Content and Agenda

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- What is eTendering?
- Main features of the system.
- How to Register in the system.
- How to find tenders, submit and manage bids.
- Important tips to remember.
- How to get support
- Questions and Answers.

# What is eTendering

- Online system used by UNDP for launching tenders, managing solicitation process, receiving bids, and conducting evaluation.
- As of September 1<sup>st</sup>, all UNDP International Competition Tenders valued above USD 150,000 are to be managed via eTendering system.
- Part of UNDP ERP system - PeopleSoft tool managed by Oracle.
- Secure and reliable system, meeting international standards on Information Security Management system through system supplier (Oracle) and internal UNDP global rules and procedures.

# eTendering Architecture Overview



## e Requisitions for: Chun Chen

Sort Requisitions

Name/ID: [ ] Show Status: All Requester: chun.chen

NDP1 Buyer [ ] Ship To [ ] Go

19/02/2004 Through Date 20/04/2006 PO [ ]

Edit Workflow Submit Cancel Re-Open Change Receive Return

| Requisition ID | Bus. Unit  | Date  | Status     | Total Budget | Req. Cyc | Edit Req. | Appr. Req. | Appr. Stat | Cancel | Re-Open |
|----------------|------------|-------|------------|--------------|----------|-----------|------------|------------|--------|---------|
| 5              | 0000001775 | UNDP1 | 22/03/2006 | Created      | 123.00   | Valid     |            |            |        |         |
| 4              | 0000001774 | UNDP1 | 22/03/2006 | Created      | 0.00     | Valid     |            |            |        |         |
| sting          | 0000001773 | UNDP1 | 22/03/2006 | Approved     | 0.00     | Valid     |            |            |        | X       |
| 2              | 0000001282 | UNDP1 | 05/04/2005 | Created      | 5,200.00 | Valid     |            |            |        |         |
| 9              | 0000000549 | UNDP1 | 14/07/2004 | Canceled     | 1.00     | Valid     |            |            |        |         |

Create Requisition

### Event Details

Business Unit: US001 Event ID: 0000000026 Round: 1 Version: 1 Event Format: Buy

Event Parameters

Event Type: RFx Status: Posted

Event Name: Computer Equipment Request for Quote

Description: This event is for the purchase of computer equipment. This is a request for quote, so all bidders should submit their best bid by the designated end date/time. Late bids will not be accepted. This event may be awarded to multiple bidders.

Preview Date: 10/24/2003 9:00AM PDT

Start Date: 10/27/2003 9:00AM PST

End Date: 10/31/2005 5:00PM PST

Copy From: Header Details Header Bid Factors Header Comments Invite Bidders GoTo: [ ]

Line Summary

Line Details Line Weighting

| Line | Item ID     | Description                               | Category | UOM | Qty       | Start Price | Est. Amount |
|------|-------------|-------------------------------------------|----------|-----|-----------|-------------|-------------|
| 1    | AP-001      | Desktop CPU 450Mhz, 128 Mb RAM, DVD Drive | HARDWARE | EA  | 1000.0000 | 2000.0000   | 2000000.00  |
| 2    | AP-MONITOR  | Monitor 17 Inch Color                     | HARDWARE | EA  | 1000.0000 | 900.0000    | 900000.00   |
| 3    | AP-WARRANTY | 5 Years Warranty Extension                | SERVICES | EA  | 1.0000    | 20000.0000  | 20000.00    |

Event Total: 2920000.0000 USD Line Weighting Total: 100% Remaining Weight: 0%

Post Last Updated By: Theresa Monroe 2003-11-11-13.08.15.0000000 PST

Save

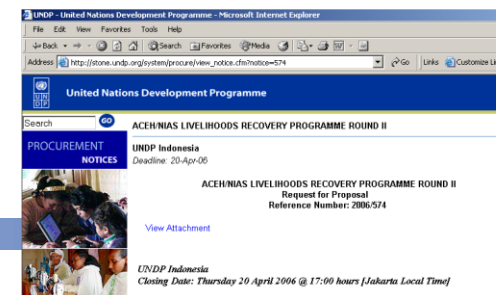
Create Event

### Invite Bidders

Business Unit: US001 Event ID: NEXT Round: 1 Version: 1 Event Format: Buy

☐ Public Event

Select Bidder ID Bidder Type Name Dispatch Method Invite Status



# Main features

- Self registration process online and self maintenance of the profile.
- Possible to download tender documents with a guest account. Need registration to submit offers.
- Submitting offers online, including uploading of supporting documentation.
- Withdraw or edit offers online with few steps.
- Automatic notifications such as: Amendments, updates to tenders subscribed, Bid receipt confirmation, tender status, non-award notification, etc.

## Main features – continued

- No late bids allows.
- Bid information secure and confidential. No one has access to bids before deadline.
- No changes allowed to bids information during evaluation.
- Automatic public bid opening report for ITBs.

Examples and screenshots from system:

# Bidder trying to submit bid after deadline

Welcome undpcompany two, Your Atlas Finance Last Login Datetime : 18.Oct.2017 17:18:03 GMT

## Event Details

Bidding Shortcuts: [View Your Bid Activity](#)

Event Name: email test  
 Event ID: UNDP1-0000001566  
 Event Format/Type: Request For Information  
 Event Round: 1  
 Event Version: 1  
 Event Start Date: 18/10/2017 11:00AM EDT  
 Event End Date: **RFI Completed**

### Event Description:

Contact: Dalal Abdulrazzaq  
 Phone:  
 Email: [dalal.abdulrazzaq@undp.org](mailto:dalal.abdulrazzaq@undp.org)  
 Online Discussion:  
 Live Chat Help:

Payment Terms: Net 30  
 My Bids: 0  
 Edits to Submitted Bids: Not Allowed  
 Multiple Bids: Not Allowed

[Return to Event Search](#)

## Event Details

Event Completed. You are not allowed to enter a bid after events completion.

[View Your Bid](#) [Save for Later](#) [Validate Entries](#)

Event Name: notifications  
 Event ID: UNDP1-0000001564  
 Event Format/Type: Sell Event RFX  
 Event Round: 1  
 Event Version: 1  
 Event Start Date: 18/10/2017 9:31AM EDT  
 Event End Date: 15/11/2017 09:31 AM EST

Bid ID: New  
 Bid Date:  
 Bid Currency: USD US Dollar

[View/Add General Comments and Attachments](#)

[Hide Additional Event Info](#)

### Description:

Contact: Roland Koxhaj  
 Phone:  
 Email: [roland.koxhaj@undp.org](mailto:roland.koxhaj@undp.org)  
 Online Discussion:

Payment Terms: Net 30  
 Billing Location: United Nations Development Pro  
 Event Currency: Dollar  
 Conversion Rate: 1.00000000  
 Edits to Submitted Bids: Allowed  
 Multiple Bids: Allowed

# Bids information not editable in the system

## Analyze Events

[Analyze Total](#) [Analyze Line](#) [Review Constraints](#) [Award Summary](#) [Award Details](#) [Public Bid Opening Notification](#)

Business Unit: UNDP1 Event ID: 0000001552 Round: 1 Version: 3 Event Name: 528224 - Test 9

Event Format: Buy Event Type: RFX Currency: USD End Date: 06/10/2017 5:15AM EDT Status: Pend Award Go To:

**Bid Analysis and Display Options**

Header Weighting:  Sort Bids By:  Total Event Score  Sort Order:  Descending  Analyze

Display Options:  View Factor Responses  ☐ Display Delta Responses ☒ Display Disqualified Bids ☒ Display Withdrawn Bidders

View Bid Actions: ☒ All Bid Actions ☐ Award ☐ Counter ☐ Disallow ☐ Reject ☐ <No Action>

| Analysis            | Test Co One                           | undocompanyfive                       | Test Co Three                         |
|---------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Bidder Name         | 1                                     | 1                                     | 1                                     |
| Event Version:      | 1                                     | 1                                     | 1                                     |
| Bid Number:         | 1                                     | 1                                     | 1                                     |
| Total Bid Amount:   | 930.0000                              | 990.0000                              | 990.0000                              |
| Total Bid Cost:     | 930.00                                | 990.00                                | 990.00                                |
| Total Event Score:  | 100.0000                              | 0.0000                                | 0.0000                                |
| Total Header Cost:  | 0.00                                  | 0.00                                  | 0.00                                  |
| Total Header Score: | 0.0000                                | 0.0000                                | 0.0000                                |
| Attachments:        | <a href="#">Download Bidder Files</a> | <a href="#">Download Bidder Files</a> | <a href="#">Download Bidder Files</a> |

Bid Action:  NA  NA  NA

Reject Reason Code:

Award by Percent:

| Factors                                                                                                 | Weighting | UOM | Ideal |
|---------------------------------------------------------------------------------------------------------|-----------|-----|-------|
| Provide k. Product range and security printing techniques the Bidder produces and has experienced with. | 0.00000   | Y   | Y     |

Recalculate  Add/Edit Factors  <<  <  >  >>

Save  Return to Search  Notify  Refresh

[Analyze Total](#) | [Analyze Line](#) | [Review Constraints](#) | [Award Summary](#) | [Award Details](#)

## Attachments

Business Unit: UNDP1 Event ID: 0000001534

| Attachments                                                | Personalize            | Find | First | 1-45 of 45 | Last |
|------------------------------------------------------------|------------------------|------|-------|------------|------|
| Attached File                                              | Attachment Description |      |       |            |      |
| Failed_to_upload_-_mp4_file_-198_393_KB_Webinar_3.PNG      | file 1                 |      |       |            |      |
| Resources_for_UNDP_Users.docx                              | file 2                 |      |       |            |      |
| How_to_Upload_Supporting_Documents_to_a_Bid.pdf            | file 3                 |      |       |            |      |
| Bid_Cancellation_Notice_-_Hyperlink_not_Working.PNG        | file 4                 |      |       |            |      |
| line_item_bidder.PNG                                       | file 5                 |      |       |            |      |
| eTendering_project_implementation_plan_and_activities.pptx | file 6                 |      |       |            |      |
| FAQ_for_bidders_Release_No_4_June_2016.pdf                 | file 7                 |      |       |            |      |
| Aug_2017_eTendering_Webinar_Series_Announcement.pdf        | file 8                 |      |       |            |      |
| OPEN_RFP_TEST.xml                                          | file 9                 |      |       |            |      |
| Test_CR_004336_Bidder_Comments.pdf                         | file 10                |      |       |            |      |
| View-add_attachments_link_missing.PNG                      | file 11                |      |       |            |      |

## Bid receipt confirmation email

- Your bid for "UNDP1-0000001558 528224 retest 6" has been received

Personer

- dafal.abdulrazzaq@undp.org

Til @

okt 6 kl. 5:18 PM

### Bid Confirmation

This is a confirmation of your bid placed on the UNDP Procurement event "UNDP1 - 0000001558 528224 retest 6" listed below. Please note that if you edit your posted bid and click on "Save for later", the system will automatically remove your originally posted bid. In order to re-post it, 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.

Ceci est une confirmation de votre offre placée sur la page des marchés UNDP Procurement event "UNDP1 - 0000001558 528224 retest 6" ci-dessous. S'il vous plaît noter que si vous modifiez votre offre postée et que vous cliquez sur Sauvegarder pour plus tard « Save for later », le 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 responsabilité de vous assurer que votre offre est affichée avec succès dans le système. S'il vous plaît lire le mode d'emploi pour plus de conseils.

Confirmamos que su Oferta ha sido recibida en nuestro sistema como UNDP Procurement event "UNDP1 - 0000001558 528224 retest 6", de acuerdo con los datos listados más abajo. Muy importante, por favor tenga en cuenta que si ahora Ud. procede a editar su Oferta una vez recibida 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 que sea considerada, una vez ha terminado los cambios. Es su entera responsabilidad asegurarse que su Oferta es debidamente introducida en el sistema. Por favor, refiérase a la guía de usuario para más información.

المرجوة أذنا: يرجى الملاحظة أنه إذا قمت بتعديل العطاء الخاص بكم و نقرت فوق "حفظ الى وقت لاحق"، أن النظام سيقوم تلقائياً بإزالة عطاءك الأصلي. من أجل إعادة تقديم عطاءك بعد ذلك، يجب النقر على "تقديم العطاء" مرة "UNDP1 - 0000001558 528224 retest 6" UNDP Procurement event تأكيد بأنه تم استلام عطاءكم للمناقصة الخاصة لبرنامج الأمم المتحدة الإنمائي 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 - 0000001558 528224 retest 6" 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 - 0000001558 528224 retest 6". 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 - 0000001558 Round 1 Version 2                                   |
| Event Name: 528224 retest 6                                                      |
| Bid ID: 2                                                                        |
| Date Posted: 06/10/17 11:02:47AM EDT                                             |
| Event URL                                                                        |
| <a href="#">You may review your bid for this event by clicking on this link.</a> |



Your\_Bid.pdf

PDF bid system generated file, one at the top showing total bid price and time bid was posted one with the list of attachments uploaded with the bid


UN Development Programme

## Event Details

### Procurement Notice

| Event ID                | Format                  | Type | Page |
|-------------------------|-------------------------|------|------|
| UNDP1-0000001558        | Sell                    | RF*  | 1    |
| Event Round             | Version                 |      |      |
| 1                       | 2                       |      |      |
| Event Name              |                         |      |      |
| 528224 retest 6         |                         |      |      |
| Start Time              | Finish Time             |      |      |
| 10/06/2017 16:21:00 CET | 10/23/2017 17:21:00 CET |      |      |

Event Currency: US Dollar

Bids allowed in other currency: N\*

Bid Number: 2  
 Bid Date: 10/06/2017 17:02:17 CET  
 Total Bid Amount: 420.00

**Bidder:** undpcompanytwo  
 UNDP COMPANY TWO  
 Tampa FL  
 United States

**Submit To:** UN Development Programme  
 UNDP Headquarters Office in New York  
 One United Nations Plaza  
 DC-1-1790  
 New York NY 10017  
 United States  
**Contact:** Dalal Abdulrazzaq

**Phone:**  
**Email:** dalal.abdulrazzaq@undp.org

### Event Description


UN Development Programme

### Event Details (cont.)

#### Procurement Notice

| Event ID                   | Format                  | Type | Page |
|----------------------------|-------------------------|------|------|
| UNDP1-0000001565           | Sell                    | RF*  | 2    |
| Event Round                | Version                 |      |      |
| 1                          | 1                       |      |      |
| Event Name                 |                         |      |      |
| Email notification for RFI |                         |      |      |
| Start Time                 | Finish Time             |      |      |
| 10/18/2017 16:38:00 CET    | 11/18/2017 16:50:00 CET |      |      |

Event Currency: US Dollar

Bids allowed in other currency: No

Bid Number: 1  
 Bid Date: 10/18/2017 16:54:49 CET  
 Total Bid Amount: 3,000.00

**Bidder:** Test Co One  
 Test Co One  
 Kabul  
 Afghanistan

**Submit To:** UN Development Programme  
 UNDP Headquarters Office in New York  
 One United Nations Plaza  
 DC-1-1790  
 New York NY 10017  
 United States  
**Contact:** Roland Koxhaj

**Phone:**  
**Email:** roland.koxhaj@undp.org

### Bidder Information

|                          |                   |              |
|--------------------------|-------------------|--------------|
| <b>Firm Name:</b>        |                   |              |
| <b>Name:</b>             | <b>Signature:</b> | <b>Date:</b> |
| <b>Phone #:</b>          | <b>Fax #:</b>     |              |
| <b>Street Address:</b>   |                   |              |
| <b>City &amp; State:</b> | <b>Zip Code:</b>  |              |
| <b>Email:</b>            |                   |              |

**Bid Attachments:** File Name :Screenshot\_from\_the\_system.docx, File Description :test document

## Public bid opening report process

Public Bid Opening Notification for 0000001552 UNDP1 Inbox x



noreply@undp.org

to

Oct 6 (12 days ago) ☆



### Public Bid Opening Notice

Dear Bidders,

Please find the Public Bid Opening report for the referred event in which you have participated.

Please note that this is simply information on bids received through the system and does not indicate any ranking, scoring, or winner for this event.

All the bids received will be evaluated in line with the advertised criteria and upon completion of the evaluation process, successful and unsuccessful bidders will be notified accordingly.

| Country Name  | Company         | Price | Bid Currency |
|---------------|-----------------|-------|--------------|
| United States | undpcompanyfive | 990   | USD          |
| Afghanistan   | Test Co One     | 930   | USD          |
| Afghanistan   | Test Co Three   | 990   | USD          |

# How to register in the system



[Video guide on how to register - ENGLISH](#)

[Video guide on how to register - FRENCH](#)

[Video guide on how to register - SPANISH](#)

[Video guide on how to register - RUSSIAN](#)

[Video guide on how to register - ENGLISH WITH ARABIC SUBTITLES](#)

# Important points related to registration

- ✓ Company name must be same as in legal registration documents. If not enough space, can be shortened to.
- ✓ If message appears that company name exists, do not create a new profile. Activate existing profile as suppliers should not have duplicate profiles. It is also in benefit of company to have only one profile for better management and control of profiles.
- ✓ Make sure you have full access and control to the email used for registration. **Profile is controlled via email address.** Advisable to use a specific email instead of emails linked directly to company employees, e.g. [UNDPbids.company@company.com](mailto:UNDPbids.company@company.com) This will allow to better control who has access to profile within company and how to auto-forward email notifications as well. This way company manager can control better who has access to eTendering profile, especially when employees leave company.

# Important points related to registration - continued



- ✓ Do not create more than one user. In all cases, at least one user must be associated with primary address.
- ✓ Save email with username and password in case you forget your username.
- ✓ Follow instructions on changing password: clear cache, close browser, type in password correctly and do not copy paste. Log in with temporary password first and then change password.
- ✓ Keep profile active. If you do not sign in for 3 months, your account becomes inactive and needs to be activated by UNDP.



# How to search for tenders and submit and manage offers in the system

[Video guide how to search for tenders and submit offers - ENGLISH](#)

[Video guide how to search for tenders and submit offers - FRENCH](#)

[Video guide how to search for tenders and submit offers - SPANISH](#)

[Video guide how to search for tenders and submit offers - RUSSIAN](#)

[Video guide how to search for tenders and submit offers - ENGLISH WITH ARABIC SUBTITLES](#)

# Important points related to submitting offers

- ✓ If you use advanced search, make sure you clear filter for future searches, otherwise you will not see other tenders.
- ✓ For Request for Proposals (RFP), remember to put price as 1 in the system and upload financial proposal as password protected file. Failure to comply may result in rejection of your offer.
- ✓ 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.
- ✓ Remember to save bid after each file upload to not lose progress in case you are timed out without saving.
- ✓ Group files into zip files so you have less individual files to upload.
- ✓ Start preparing bid response in advance. DO NOT LEAVE IT FOR LAST MOMENT. You can upload historical documents (registration documents, financial statements, and save progress).

# Important points related to submitting offers

- ✓ To update bid response, go to event hyperlink, navigate to saved bids link, and start editing bid response. Remember to submit bid once completed.
- ✓ Once bid is submitted, make sure to check and verify you have uploaded all attachments. Check files list in the email confirmation or directly in the system.
- ✓ When editing a bid response, remember to update information properly. For example, if you are updating/changing price, remember to reflect the change in eTendering system also. If you are replacing one of the attachments, remember to remove the old attachment, etc.

# How to get support

- ✓ Consult user guide and videos at UNDP website:  
<https://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/>
- ✓ Read section 6 of the user guide for FAQs.
- ✓ If support is still needed, contact procurement focal point for the tender you are interested to participate.
- ✓ Never share password or other confidential information when requesting support.

# Questions

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