Guide for UNDP suppliers using Oracle Supplier Portal for online eTendering

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Introduction

Several of United Nations (UN) Agencies including United Nations Development Programme (UNDP), United Nations Entity for Gender Equality and Empowerment of Women (UN Women), United Nations Capital Development Fund (UNCDF), United Nations Volunteers (UNV), have partnered together to use a unified new ERP system from Oracle Cloud that includes a supplier portal that will manage interaction with suppliers for solicitation process and contract management. This document is intended for any supplier who wishes to do business with any of the aforementioned UN Agencies (Partner Agencies) and to serve as a guide on how to use the online portal system.

In the initial phase during 2021, the new portal will function in parallel with existing systems of Partner Agencies and will be utilized only for specific tender processes from select Offices. Therefore, suppliers need to register and use Oracle Portal only for the specific tender opportunities which are managed via the Oracle portal. During this initial period, the Partner Agencies will continue using existing online tendering systems, such as ATLAS eTendering, InTend, etc. Suppliers need to use profiles of those systems (or register one if needed) to participate in tenders managed in the other platforms.
Quick References to the Guide

The Supplier Portal guide is intended for individuals or companies who wish to participate in a tenders managed through this portal or register as an authorized supplier to acknowledge and manage contract agreements via the portal.

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 supplier in the portal, please refer to the section on how to Register a Supplier Profile.
• To search for Tenders and download tender documents with a registered user account please click here.
• If you already have an account and wish to participate in a tender, please refer to the section on How to Submit a Bid
• If you have an 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.
1.1 How to use the Guide

This guide is organized in several sections that correspond to different functions of the Supplier Portal such as registration, submitting bids, maintaining profile, etc.

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 hyperlinks:

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

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

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

The Supplier Portal module is designed to facilitate Supplier interactions during tender process and later for contract management. The system aims to enhance the integrity and transparency of the procurement process and enables the streamlining of the processes: Suppliers can use online portal to view solicitation documents, submit their bids, communicate with procurement office, etc.

The Supplier Portal system addresses UN’s fundamental procurement values, such as fairness, integrity, transparency and accountability.

Some of the main benefits of the system are:

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

✓ **Electronic sealed bids:** The 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 suppliers and prevents anyone from altering, deleting, or adding anything to the bid after the deadline for submission.

✓ **Streamlines the bidding process:** Suppliers can register in the system, retrieve all information and solicitation documents, 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 Supplier Portal system records all activity in the system, it keeps an audit trail for increased accountability and transparency.
2.0 Register Supplier Profile

Suppliers using Supplier Portal for the first time must register for a Supplier User Account before participating in any online tender. This section provides a brief overview of the supplier registration process, how to log in to begin registration, and how to register your Supplier profile.

- Overview of the Supplier Registration
- Step 1: Enter the company details
- Step 2: Enter the contact (user) details
- Step 3: Enter the company address
- Step 4: Select the Business classifications
- Step 5: Select the Products & Services
- Step 6: Complete the questionnaire and finish the registration
- Set the password and login to the system

You should register for an account only once. If you do not remember username or password, use "forgot password" feature to reset it.
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.

**Overview of registration process**

Action 1
Compile the required information needed for the registration

Action 2
Click the link for Supplier registration

Action 3
Register Supplier Profile Details

Action 4
Create password and login the system

**Mandatory:**
- D-U-N-S number (if you have one) and taxpayer ID or Tax registration number.
- Company name as legally registered.
- Contact details for maintain the account. Read more details in the guide.
- Legal address of the company.
- Documentation required if your company falls under one of the categories as explained in the guide.
- Document about women ownership status of the company if relevant.

**Recommended:**
- Brief description of the company profile.
- Copies for company registration documents.
- Copies of following documents if you possess them:
  - ISO 9001, ISO 14001, ISO 14064, or equivalent;
  - Internal company policy documents relevant to these quality requirements;
Action 2: Click on the link for Supplier Registration

To start the registration of your supplier profile please click here.

Alternatively, you may open any of the open procurement notices published on the UNDP Procurement Notices website and click on the Supplier Registration link.

IMPORTANT

If you are already registered in the system but do not remember your password please do not register again.

Please click here to login the system with your User ID (email address) and the password. If you have forgotten your password, you need to click on the Forgotten Password link and create a new password.
In the first step of registration, the supplier must enter/select the following Company Details (all fields marked with * must be filled):

- **Company (name)**
  ✓ Must correspond to the name recognized and registered in relevant registration office.
  ✓ Special characters are not permitted for names.
  ✓ If the company name you are trying to enter in the system already exist you will receive an error message. Check Helpdesk section for instructions on how to proceed.

- **Tax Organization Type** Select one of the options from the dropdown menu.

- **Supplier Type** Select one of the options from the dropdown menu. Companies should select the option Supplier. Individuals should select the option Individual – Contractor.

**Optional:**
- Enter the link for **Corporate Web Site**.
- Add relevant documents (if any) in the **Attachments**.
Step 1 (continued): Enter the Company Details

Enter a value for at least one of these fields:

- **D-U-N-S Number** (it should contain 9 or 12 digits)
- **Taxpayer ID**
- **Tax Registration Number**

The Taxpayer ID and the Tax Registration Number are greyed out by default. Please select the **Tax Country** first and the other fields will open for completion.
Step 1 (continued): Enter the company details

Country of Origin: Select a country from the dropdown menu.

First/Last name: Name of the person authorized by your company to use the system and represent the company.

Email address: Must be a valid email address for your company. Please note that this e-mail address will be used as User ID to login the system and all future communication from the system will be sent to this address.

IMPORTANT
To avoid issues and keep control of your supplier profile in case the employee working on the bids submission leaves the company, please use a generic e-mail address that multiple employees of your company have access to.

UNGM Vendor ID: If you are already registered on the UNGM Website, enter your UNGM Vendor ID.

Once all the info is entered, click "Next" or "Contacts" to go to the next step.
Step 2: Review the Contact(s)

On Step 1, you entered the contact details (first, last name and the e-mail address). On this page you can add more contacts, however we advise you to initially keep one contact only. More explanation is provided in the Maintain supplier profile section (insert hyperlink). To go to the next step, please click "Next" or "Addresses".

Tip

The system times out after a certain time of inactivity and any unsaved changes will be lost. To save the data entered at any moment prior to completing the registration and to be able to continue working on the registration later, please click the "Save for Later" button.

The system will send an e-mail to the e-mail address entered at Step 1 of the registration, containing a link that you should click to continue the registration.
Action 3: Register Supplier Profile Details

Step 3: Enter Company address

In Step 3, click Create to enter the supplier address. **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 **Search** in the **Country** dropdown menu. Then, search and select the correct country from the drop down menu.
Action 3: Register Supplier Profile Details

Step 3: Enter Company address - continued

Enter the info for all fields marked with *.

Enter the Address Name (e.g. Main, HQ. etc).

Check the box "RFQ or Bidding".

Once you complete the required info, click OK. To go to the next step click "Next" or "Business Classifications".
**Action 3: Register Supplier Profile Details**

**Step 4: Select the Business classifications**

Click the + button to add a Business Classification. Then, select one of the options from the dropdown menu in the "Classification" field.

If you cannot identify any option in the list which describes the classification of your company’s business, select the row and click the X icon. Then, check the box "None of these apply".

Once you have completed this section, click on "Products and services" or "Next".
Step 5: Select Products and services

Click on "Select and Add" icon. You can select a whole category by checking the box for the category you wish to add.

You can expand each Product/Service category and see all the sub-categories by clicking the Expand icon. Then, you can select a more specific sub-category that best describes the product/service that your company offers by checking the appropriate box.

You can select multiple choices (categories and/or subcategories). Then click OK. To remove a selected category/subcategory from the list, select it in the list and click the "X-Remove" icon.

To move to the next step, click "Next" or "Questionnaire".
There are multiple sections with questions in the Questionnaire. Some of the questions require selecting one option or multiple options from a list of answers. Other questions require a textual answer. Please provide as much a possible a comprehensive answer to these questions. Most of them will be included in specific tenders and when you will prepare your bid response the answers provided at the registration will automatically appear (you will not need to answer them again).

Some of the question that you will answer with the option "Yes" will require to upload a scan of the supporting document. Please follow the steps explained on the next page.

To move from one section to another, click on the corresponding section listed under Sections or the "Next Section"/"Previous Section" at the bottom of the page.
**Action 3: Register Supplier Profile Details**

**Step 6: Complete the Questionnaire, review the data and finalize the registration - continued**

Click on the + below the response "Yes" to add the required attachment.

Click again on the + and then the button "Choose File". Select the file you wish to attach, enter the description in the "Description" field and click OK.

Repeat the same process for each question required a supporting document to be attached.

To move from one section to another, click on the corresponding section listed under **Sections** or the "Next Section"/"Previous Section" at the bottom of the page.
Action 3: Register Supplier Profile Details

Step 6: Complete the Questionnaire, review the data and finalize the registration - continued

To review the data entered at all registration steps, click on "Review".

To finish the registration click the "Register" button. A confirmation message will pop-up on your screen confirming that the registration was submitted.
Action 4: Create password and login to the system

After completing the registration, you should receive three automatically generated e-mails. If the emails are not in the Inbox, verify the Spam/Junk mailbox of your email address.

The first e-mail confirms that the Supplier registration was recorded in the system. This does not mean that the profile was successfully created.

If the Supplier profile was successfully created, you should receive a second e-mail generated from the system. This e-mail contains a link to Activate Your Account, set your password and login the system. Click on Activate Your Account button or copy/paste the URL from the email into the address bar of your browser.

IMPORTANT

Verify both the Inbox and the Spam/Junk mailbox of your email address. If you did not receive the second and the third e-mail with the link to reset the password and login the system, the registration of your Supplier profile was not successful. The reason could be one of the following:

- a Supplier Profile is already registered in the system with the same company name;
- a Supplier profile is already registered in the system with the same user/contact e-mail address.

For assistance, please contact the procurement focal point managing the tender you are interested to participate.

If the Supplier profile was successfully created, you should receive a second e-mail generated from the system. This e-mail contains a link to Activate Your Account, set your password and login the system. Click on Activate Your Account button or copy/paste the URL from the email into the address bar of your browser.
Action 4: Create password and login to the system (continued)

The Password Setup page will open. Enter your password. Retype/Confirm your password. Click the button “Reset Password”. If the setting up password was successful, a confirmation message will popup on your screen and a confirmation email will be sent to your email address.

Click on Continue to Sign In to go to the Quantum Login page. Alternatively, one of the emails that you received contains a link to login to the system. Click on Access the application, enter your login credentials (your e-mail address as a User ID and the password you set) and click the "Sign In" button.
Action 4: Create password and login to the system (continued)

Enter your User Name (the email addressed registered with your profile) and the Password. Click on Sign In.

The Quantum system contains a secure verification and gives you another layer of security for your Supplier Profile.

Click on Enable Secure Verification.
Action 4: Create password and login to the system (continued)

At this moment, the Quantum system offers the Secure Verification Method using the email address that you entered at the registration. Click on Email.

You will receive shortly an email to the email address registered with your profile a one-time passcode for your UN Quantum Supplier account. The passcode is valid for 30 minutes. Enter the code and click on Verify Email Address.
A confirmation message will pop-up on your screen. Click on Done.
You are now logged in to the Quantum Supplier Portal with your Supplier profile.
3.0 Submit a Bid

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

3.1 Search for Tenders

- Log in and Search for Active Negotiations
- Download Tender Documents

3.2 Participate in Tender

- Subscribe to a tender/Accept invitation
- Bid on negotiation
- Provide responses to the Requirements/Upload Supporting Documents
- Insert Line Items, Quantity and Unit Prices
- Save Bid for Later

3.3 Submit Bid

- Validate Responses
- Submit Bid
- Review Bid Confirmation

3.4 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
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/Subscribe to a tender/Create Response
3. Provide responses in the Requirements section
4. Upload documents
5. Insert price(s)
3.1 Search for Tenders – Log in the system

To start participating in a tender through the Oracle Cloud system, use the URL http://supplier.quantum.partneragencies.org and log in using your registered user ID (e-mail address) and password. Complete the steps for the MFA verification process.

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, use the option Need help signing in? Click here and compete the steps required for Forgot Password option.
3.1 Search for Tenders – Go to Search Page

Once you are logged in to your Supplier profile account, click on "Supplier Portal".

Then, click the "View Active Negotiations" link.

Negotiation is a term used for a tender in the Oracle Cloud system.
3.1 Search for Tender – Use search filters

All ongoing public tenders (negotiations) will be listed. You can use the search engine to filter and view ongoing tenders by Negotiation (ID), Title, Negotiation Open/Close dates or Invitation Received.

- Negotiation - The ID of the tender is indicated in the related procurement notice.
- Title – It is also indicated in the related procurement notice.
- Negotiation publishing dates and closure deadlines.
- Invitation Received – If you select no, the system will list all open public tenders. If you were invited to a closed competition, you should select the option "Yes" and the system will list all Open (ongoing) closed competitions to which you are invited.

Example

To filter and view public tenders launched by UNDP in a specific Country, e.g. Iraq, type UNDP-IQ in the "Negotiation" field and select the option "No" in the field "Invitation Received".

Click on “Search”. All results for ongoing tenders from Iraq will be displayed on the screen.
3.1 Search for Tenders - View negotiation/Download attachments

Each negotiation in the system has multiple sections. To view each section click on the corresponding link in the Table of Contents.

Once you open the Overview section, click on Expand All to see all the details.

IMPORTANT
On each page the Open and Close date is presented. These dates are indicating the beginning of the solicitation period and the deadline for the bid submission.

To view PDF version of the Negotiation, select the View PDF option.

To download the files attached to the Negotiation, click on the Actions button. Then select View > View Attachments.
3.1 Search for Tenders - View negotiation/Download attachments

All files attached to the negotiation are listed on the Attachments page. To download all attachments click the Actions button and then select the option Download All. The attachments will be downloaded in a zip folder, which may contain several sub-folder with attachments. Open the zip folder with an appropriate application and unzip (unpack) the folder(s).
3.2 Accept invitation for a closed competition negotiation

It is very important to subscribe to an ongoing negotiation that you are interested to participate. This is the only way to receive automatic e-mail notifications with the information on any changes related to that tender.

If you were invited to participate to a negotiation for a closed competition, you will receive the invitation e-mail to the e-mail address associated with your Supplier profile. After you login the system, there are two ways to accept the invitation:

1) On the Search page, select the option Yes in the Invitation Received field and click the Search button. Identify/Select the Negotiation for the tender in question and click the button Acknowledge Participation.

2) Click the Notifications icon, identify the corresponding notification, click on the Actions button and select the option "Accept Invitation" from the dropdown menu.

To decline the invitation select the option "Decline Invitation" in the same dropdown menu.
It is very important to subscribe to an ongoing negotiation that you are interested to participate. This is the only way to receive automatic e-mail notifications with the information on any changes related to that tender.

To subscribe to a negotiation, please click on "Create Response" button. Then, click the button "Save" and the draft bid response will be created/saved. You can continue working on the draft response at any moment during the solicitation period.
3.2 Participate in Tender – Key Components of an online Bid

In order to submit a bid in the supplier portal, suppliers are usually required to complete the following 3 key processes:

➢ Answer the questions in the Requirements section and upload supporting documents
➢ Insert unit prices for the items required.
➢ Validate and submit the bid response

Follow the instructions in the guide to complete your bid.

Use the Save/Save and close function to save the progress of your bid response. After some time of inactivity, the system times out and you may lose any unsaved changes to your bid. Therefore, use frequently the Save function.
3.2 Prepare Bid Response – Provide responses in the Requirements Section

Suppliers will be prompted to answer negotiation questions (Requirements) that will be used in the final evaluation and awarding of the tender. The questions may vary by the type of response that is required. Some will require a “yes/no” response, others may require typed/textual answers, or numerical input. Please read each question carefully before submitting your response.

Response Required: When a question is marked by a star, it means that answering the question is mandatory to submit a bid response.

Some questions may already be answered. These questions were part of the registration process and the answers that you provided automatically appear in your bid response. You have to revise your answer if necessary to update the information.
3.2 Prepare Bid Response – Upload supporting documents

For some of the questions in the Requirements Section you may be asked to upload supporting documents in addition to your response. To upload the files, click on the + icon.

Click the + button to add an attachment. Then, click the "Choose File" button and select the file on your computer that you wish to upload/attach. Once the file is uploaded, enter the description.

To add more attachments click the + button and repeat the same process for each file.

To delete an uploaded file, first select the file by clicking on the appropriate row. The selected row becomes highlighted (in light blue). Then, click the X icon.

To go back to the previous screen click OK.
3.2 Prepare Bid Response – Save for later

You can save your bid response and come back later to add additional information. Click on “Save or Save and close”.

Section 1. Technical

1. Capacity to deliver the articles under the DAP Incoterm in 45 days, complying with all technical requirements.

   100

   Response Attachments: test document.docx (1 more…)

   Comments

2. Quality of the Items to be delivered (Compliance with manufacturing standards)

   test test test

   Response Attachments

   Comments
3.2 Prepare Bid Response – Save for later

To open a saved draft bid response and continue with the completion of the bid, click on *Manage Responses.*

**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.
3.2 Prepare Bid Response – Save for later

Select the option **Draft** in the field "**Response status**" and click the button **Search**. All bid responses which are saved but not submitted will be listed. In the column **Negotiation** the ID of the negotiation is displayed. This will help you to identify the tender/draft bid response that you wish to complete.
3.2 Prepare Bid Response – Save for later

Identify the bid response that you wish to continue to work on and select it. Click *Actions*.

To continue working on your draft bid response and complete it, click the option *Revise*.

To delete the draft response and create new draft bid response from scratch, click the option *Delete Draft*.
3.2 Prepare Bid Response – Insert price(s)

To enter your price offer on the Line Item(s), click on the Lines step of the bid response.

Enter your price offer in the "Response Price" field for each Line Item that you wish to bid.

You can add attachments on the Line Item level. Select the Line Item (it should become highlighted in light blue) and click the Edit icon.
3.2 Prepare Bid Response – Insert price(s)

To add attachments on the Line Items level click the + icon on the Attachment field.

Click the + button to add an attachment. Then, click the "Choose File" button and select the file on your computer that you wish to upload/attach. Once the file is uploaded, enter the description. To add more attachments, click the + button and repeat the same process for each file. To delete an uploaded file, first select the file by clicking on the appropriate row. The selected row becomes highlighted (in light blue). Then, click the X icon.

To go back to the previous screen, click OK.
3.3 Submit Bid – Validate the bid response

You can validate the bid response prior to the submission. Click the "Actions" button and select the option Validate from the dropdown list. The system will perform a validation of the bid response. If no errors are identified, you can proceed with the submission.

If the validation process identified an issue with the bid response (e.g., missing mandatory data), an error message will pop up and inform you what exactly is not correct on the bid response (e.g., which data is missing).
3.3 Submit Bid – Review and Submit Bid Response

You can review your bid response by clicking "Review". Then click on different Sections to view the entered info. Once your bid is complete and your responses have been validated, click on “Submit” to post it in the system.
3.3 Submit Bid – Submit Bid Response

A confirmation message will pop up on your screen informing you that the bid response was submitted.

You will also receive an automatically generated e-mail notification confirming that the bid response was submitted.
3.4 Prepare a Bid Submission Offline – Submit Bid in .XML

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

The .XML file negotiation package will contain all the questions from the Requirements Section and the Line items that must be completed by the suppliers before submitting their bid online.

To do this, the Supplier must download the .XML file, save it as an excel file to their computer, complete required fields, and then upload their bid response to the negotiation in the system.

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.
3.4 Prepare Bid Response Offline – Export/Download XML file

To begin preparing your bid response offline, you must first export/download the .XML file to your computer. To export the .XML file, open the negotiation in question, click the "Create Response" button and click "Save". Then, click the button "Response by Spreadsheet" and from the dropdown list select the option "Export".
3.4 Prepare Bid Response Offline – Download XML file and open in Excel

Select the options "Requirements and lines" and "Rich style spreadsheet" and click OK. The system will export and download the .XML file in a ZIP folder on your computer. Use an appropriate application to extract the file .XML file from the ZIP folder.

Open the saved .xml-file in Excel by going to the “Excel” application, clicking on “Open” ➤ “Browse” and then browsing the file location.

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.
3.4 Prepare Bid Response Offline – Complete bid responses in Excel

Once you have opened the file in Excel, complete all the required info/data on each sheet tab of the .XML document.

⚠️ IMPORTANT
Please make sure not to change any details of other cells than the ones in which you should enter the required answers and price offers.

⚠️ IMPORTANT
Please check all the sheet tabs at the bottom of the excel file and make sure that you have answered all required fields.
3.4 Prepare Bid Response Offline – Complete bid responses in Excel

Follow the instructions next to the cells that should be completed.

If the instruction says "Target: Yes" it means you can answer that question only with "Yes", thus type "Yes" in the answer cell.

In the "Comments" cells you can type any textual comment related to the answer that you provided in the answer cell.

If the instruction says "Numeric value only", type only a number in the answer cell.
Enter the price offer in the "Response Price" field for each line item that you wish to bid. If the tender requires bidding for all line items, enter the price offer in the "Response Price" field for each line item listed.

If you have any note/comments related to the line items, type them in the field "Note to Buyer" of the corresponding line item.
3.4 Prepare Bid Response Offline – Upload responses and submit

When you have completed all fields, save the document as an XML Spreadsheet. Login to the system, click on the "Supplier Portal" icon and click the link “Manage Responses”.

Select the draft response that you created for the negotiation in question and click the "Revise" button. You can also click the "Action" icon and select the "Revise" option. Your draft bid response will open.
3.4 Prepare Bid Response Offline – Upload responses and submit

To upload the completed .XML file in the negotiation, click the button "Respond by Spreadsheet" and select the option "Import".

Click on "Choose File" button and select the completed .XML file on your computer. Click "OK". When the .xml-file is imported/uploaded, your answers will be automatically populated in each section of the Negotiation. Please review the answers to make sure everything is correct and add any attachments before validating your entries and submitting your Negotiation.
3.4 Prepare Bid Response Offline – Validate bid response and submit

You can validate the bid response prior to the submission. Click the "Actions" button and select the option Validate from the dropdown list. The system will perform a validation of the bid response. If no errors are identified, you can proceed with the submission.

If the validation process identified an issue with the bid response (e.g., missing mandatory data), an error message will pop up and inform you what exactly is not correct on the bid response (e.g., which data is missing).
3.4 Prepare Bid Response Offline – Review bid response and submit

You can review your bid response by clicking "Review". Then click on different Sections to view the entered info. Once your bid is complete and your responses have been validated, click on “Submit” to post it in the system.
A confirmation message will pop up on your screen informing you that the bid response was submitted.

You will also receive an automatically generated e-mail notification confirming that the bid response was submitted.
4.0 Manage Bids

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

- 4.1 View bid responses
- 4.2 Revise/Edit a bid response
- 4.3 Manage a bid after negotiation is amended
- 4.4 Withdraw submitted bid response
4.1 Manage Bids – View Bid Response(s)

To view your bid responses for the negotiations that you participated, login to your Supplier profile and go to “Supplier Portal”. Click on “Manage Bid Responses”.

You can use different Search criteria. If you know the ID of the negotiation, enter it in the "Negotiation" field and click the Search button. Your bid response for that negotiation will be displayed in the Search Results.

You can also search your bid responses by selecting one of the values in the dropdown list for the "Response Status":

- **Active** – to see bid responses submitted for ongoing negotiations;
- **Active or draft** – to see both the submitted and draft responses for ongoing negotiations;
- **Awarded** – to see your awarded bid responses;
- **Disqualified** – to see your bid responses which were disqualified during the evaluation process;
- **Draft** – to see the bid responses which were saved as draft (not submitted);
- **Pending Award** – to see your bid responses which are awaiting an award decision;
- **Rejected** – to see your bid responses that were not awarded;
- **Resubmission required** – to see your bid responses which have to be resubmitted because the negotiations were amended.

Click the button "Search" and all bid responses with that status will be listed.
4.1 Manage Bids – View Bid Response(s) for ongoing negotiations

To view your bid response(s) for the on-going (Active) negotiations, login to the system, click on the Supplier Portal icon and then View Active Negotiations link. All on-going negotiations will be listed.

The negotiations for which you have not created a bid response will have value 0 in the column Your Responses. The negotiations for which you created a draft or submitted a bid response will have the value 1 in the column Your Responses. To open the bid response, click the number 1.
4.2 Manage Bids – View and Edit/Revise your Bid Responses

In the column “Response Status” you will see the status of your bid. For a bid to be successfully submitted, the status must show as “Active”. Then, click on the number displayed in the column “Response” and the system will open your submitted bid.

Click on different Sections to view the entered info. To revise the bid response, click the Revise button. The bid response will be open for editing.
You can also edit a bid response by clicking on **Actions** and then **Revise**.
4.2 Manage Bids – View and Edit/Revise Your Bid Responses (3)

To view and edit the data entered in different sections of your bid response (Overview, Requirements or Lines), click on the appropriate step of the response. Once you implemented the changes, click the **Submit** button to post your revised bid response.

![Image of response interface]

**IMPORTANT**

Make sure that you submit your bid after you edit/revise it.
If the negotiation for which you submitted a bid response is amended, your bid response will not be valid anymore and its status will change for Active to Resubmission Required. You will receive a notification e-mail generated by the system with this information. You can also find a notification in your Supplier profile once you login to the system.
4.3 Manage Bids – Manage a bid after negotiation is amended

You have to acknowledge the amendment first and then you will be able to resubmit your bid response. Click on the Supplier Portal icon and then click on Manage Responses.

In the Search Criteria, select the option Resubmission required in the field Response Status. Your bid responses that have to be resubmitted for amended negotiations will be listed in the Search Results. Click the negotiation for which you wish to acknowledge the amendment and resubmit your bid response.
4.3 Manage Bids – Manage a bid after negotiation is amended

The amended negotiation will open. Click the button Actions, then select the option Respond and click on Acknowledge Amendments.

A short description of the changes in the amended negotiation will be displayed in the Amendment Description part. Scroll up and down to see more details of the amended negotiation.

To acknowledge the amendment, check the box in front of the text "I have reviewed the changes and I acknowledge amendment 1 for negotiation XXXXX" and click the button Submit.
4.3 Manage Bids – Manage a bid after negotiation is amended

A warning message informing you that you acknowledged the amended version of the negotiation and new bid response will be created will popup. Select the option **No**, as you are not going to create new bid response but revise the existing one.

Click the option **Actions** and select the option **Revise**.
4.3 Manage Bids – Manage a bid after negotiation is amended

All answers submitted in the bid response for the previous version of the negotiation will be displayed and all the fields will be open for editing. Click on each section of the bid response and you will be able to edit the info/data. Once your revised bid response is complete, click the Submit button.

A confirmation message that your bid response is submitted will be displayed on your screen.
4.4 Withdraw your bid response

For instructions on how to withdraw your submitted bid response, please contact the procurement focal point managing the tender/negotiation.
5.0 Manage Supplier Profile

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

- 5.1 Setting your Regional and Language preferences
- 5.2 Update supplier profiles
- 5.3 Manage Contacts (user access)
3.1 Setting your profile preferences

The system gives the possibility each supplier to set the preferences of their own supplier profile. This relates only to system interface and not tender documents.

Once you login the system, click on the Setting and Actions Menu icon in the right upper corner of your screen and select the option Set Preferences.
3.1 Setting your profile preferences - Regional Preferences

To set your Regional preferences, click the option *Regional*. Then you can set several different preferences:

**Territory:** Select your country.

**Date and time format:** Select the format in which you wish the date/time to be presented.

**Time Zone:** Select the time zone in which you operate. This will convert the tender deadline to the exact time as per your chosen setting.
3.1 Setting your profile preferences – Language Preferences

The default language of the system is English. To set the language preferences, click the option **Language**.

**Default**: Select the default system language for your profile.

**Current Session**: Select the system language for the current session. The system language will go back to the default one at the next login.
3.1 Setting your profile preferences – Language Preferences

After selecting the preferred language, the system will display the menu as per your chosen setting.
3.2 Update/Edit Supplier Profiles

To update your bidder profile, login to the system and click the *Supplier Portal* icon.

To view or manage/edit the data/info of your supplier profile, click the link "Manage Profile".
3.3 Update/Edit Supplier Profiles

Click on each tab to see different info of your Supplier profile. To open the profile for editing, click the "Edit" button and then Yes.

Click to add text
3.3 Update/Edit Supplier Profiles

Enter the short description of the implemented change in the "Change Description" field.

Click on different sections of your supplier profile to update the required details.

To modify, add or remove contact(s) - user(s) from your company with access to login the system - click the Contacts section.
Click the **Contacts** page of your supplier profile details. Select the contact that you wish to edit by clicking on the corresponding row (the row will become highlighted). Then click **Actions** and select the "Edit" option.
3.3 Manage Contacts (User Access) - Edit existing contact

You can modify different info of an existing contact, including the e-mail address. If you change the e-mail address, the automatically generated system notifications will be delivered to the new e-mail address.

IMPORTANT: To login the system after the change, you will still need to enter your initially registered e-mail address as a User ID.
To add new contact to your supplier profile, click **Actions** and select the option "Create".
3.3 Manage Contacts (User Access) - Create new contact

Complete the required contact details. The field marked with * are mandatory.

Once the required contact details are entered, check the box "Administrative contact". This will give full access to the new contact and the person will be able to prepare/submit bid responses and to manage the supplier profile, including add/remove contacts.

Check the box "Request user account" and click OK at the bottom of the screen,

The entered e-mail address will be used as a User ID at the login page for the new contact.
3.3 Manage Contacts (User Access) - Create new contact

Enter short summary of the implemented changes in the Change Description text box.

To save the changes, click on "Save and Close".
3.3 Manage Contacts (User Access) - Create new contact

Click **OK** on the confirmation message. To complete the supplier profile change, click the button "**Done**."
6.0 Helpdesk Support

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

- 6.1 Technical assistance
- 6.2 Additional resources for bidders
- 6.3 Frequently asked questions
- 6.4 Forgotten password
6.1 Technical Assistance

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

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

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

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

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

During Registration:

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

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

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

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

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

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

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

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

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

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

Log In Issues:

I cannot remember my password.

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

I cannot remember my user name.

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

During Bid submission

I cannot download tender documents.

Please ensure that your internet browser has enabled pop-ups. For more information on how to view and download solicitation documents, please go here.
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.
6.4 Forgot Password

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

1. To reset your password click on Need help signing in? Click Here.

2. You will be prompted to enter your e-mail address, which is the User ID you entered during registration and click Next.
6.4 Forgot Password (continued)

3. A password reset notification email was sent to the email address associated with your Supplier Profile. Click Close and verify your Inbox/Spam (Junk) mailbox.

4. Verify the Inbox and/or the Spam/Junk mailbox of your email address and identify the email with the Password Reset link. Click on Password Reset or copy/paste the URL from the email into the address bar of your browser.
6.4 Forgot Password (continued)

5. Enter the new password. Confirm the new password. Click on *Reset Password*.

6. A message will pop-up on your screen and confirming that you that your password has been reset. Click on *Continue to Sign In* to go to the Login Page. You will also receive an email confirming that your password has been changed.
6.4 Forgot Password

Enter your User Name (the email address) and the Password, click on *Sign In* and complete the steps for the MFA email verification.
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.