United Nations Development Programme



eTendering Bidder Training Guide

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1 Introduction

Welcome to the updated Bidder User Guider for the UNDP eTendering system. This guide is intended to provide help to bidders that wishes to participate in UNDP bidding events through eTendering. This section will provide a short introduction to the guide and how to use it.

For first-time users of eTendering, it is recommended to read through the complete guide. Thereafter, the guide can be used as a reference to look up specific sections that the bidder is experiencing difficulties with or is uncertain on the process. Please refer to the *TABLE OF CONTENTS*: to find the correct section in the guide, or click on the hyperlinks found in the document marked by *underlined italics*.

The first section in the guide consists of a description of the UNDP Business Process together with a flowchart to illustrate the workflow. This is followed by sections 3-5, in which it is described how to find, view, submit and manage bids in eTendering.

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. Information regarding this process is found in section <u>6 Creating and managing a bidder profile in eTendering</u> of this document.

Thereafter, a quick overview of the different processes covered in this guide is found in section <u>7 eTendering Process simplified screenshot guide</u>. As this section only contains the most important steps, it is recommended to use the full document as the main reference to ensure that the correct steps are followed.

There are three appendixes found at the back of the guide: common definitions used in the guide, a full list of all UNDP country codes which will be useful when searching for an event in eTendering, and a guide only to be used when there are changes to bid factors and line items to an event after a bid has been posted from your side.

If you have questions about eTendering that are not answered in this user guide, please refer to the separate document eTendering Frequently Asked Questions Release No. 4 that is uploaded in any of the eTendering events. If you still have questions, please direct them to the UNDP procurement focal point for the procurement case you are interested in.

2 Business Process

The eTendering module is designed to facilitate collaboration between buyers and suppliers of goods and services. Through the functionalities offered in the module, UNDP procurement personnel can manage bidding events, monitor participation and evaluate offers, and thus streamline the complete bidding process.

The eTendering system targets many of the 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 disallow any bids that are not submitted within the deadline, hence increasing fairness of bidders.
- **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 that anyone alters, deletes, or adds anything to the bid after the deadline of submission.
- Streamlines the bidding process and gathers all relevant information at one place: Bidders can retrieve all information and solicitation documents through the system, and there is a possibility to be notified directly in case any changes are made to the solicitation documents prior to the deadline to bid. Bidders may also submit their bid online, edit it directly in the system, and receives 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.

When creating a bid event in eTendering, UNDP users have the option of inviting individual suppliers/vendors or to make the event public. Any eventual invitation is automatically sent to all invitees once the event is posted. **In order to participate in an event, suppliers must first register as a Bidder via the bidder's portal** and then enter bids for the events that they are invited to. Features such as bid factors, allows users to assign weightings and ideal answers for evaluation purposes.

The system offers the suppliers the possibility to register themselves in the system, search and view solicitation documents, and participate in a tender by submitting and also editing their bid online. The system provides automatic notifications on certain stages of the procurement process to participating bidders.

Suppliers must consult this document and other available resource materials in order to familiarize themselves with the system. It is the responsibility of suppliers to use the system properly according to the instructions provided by UNDP.

If a bidder faces any problems or have any questions, kindly address them to the procurement focal point assigned to the specific event.

2.1 eTendering Business Flow Supplier **UNDP Procurement Personnel** Create requisition Create event Supplies Selfregistration Publish procurement notice Invite bidders Analyze bids Review Event and Place Offer Internal reviews and approvals Create vendor **Award Notification** Award contract record Create PO

3 Finding and viewing Bid Events

This section contains instructions on how to search for and view bid events, including how to find and view solicitation documents for a particular tender.

3.1 Searching for a Bid Event in the system

The eTendering system does not send automatic notifications to potential bidders when an event is posted. UNDP publishes procurement notices in the <u>UNDP Procurement</u> <u>Notices</u> website, <u>UNGM</u>, and other media as relevant. In the procurement notices, UNDP offices who are using the eTendering system to receive bids will make reference to the eTendering system and the concerned Event ID.

If a bidder is invited directly through eTendering to participate in a Bid Event, they will receive an email notification containing information about the bid as well as the attachments and a direct link to the event page in eTendering.

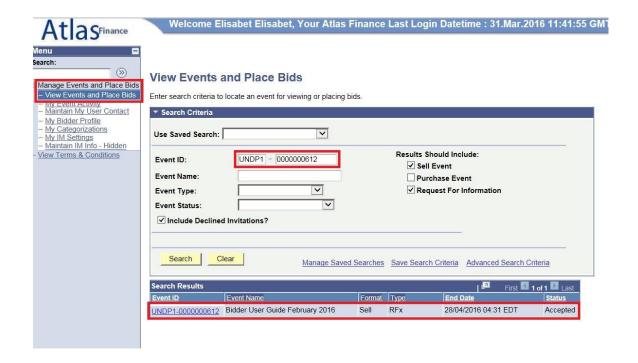
When the bidder log into <u>eTendering</u>, the below page will appear. Ongoing events will be shown in the middle section of the page.



To find an event in eTendering, bidders can use the search functions within the system. When entering eTendering, go to *Manage Events and Place Bids* → *View Events and Place Bids*.



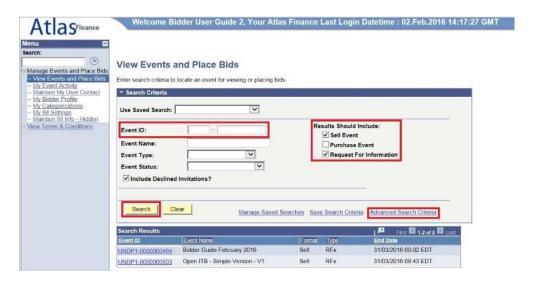
If you know the event you are looking for, search by entering the Event ID and click on *Search*. The event ID is consistent of the country code (please refer to 9 Appendix II: List of country codes for the full list) and the Event Number.



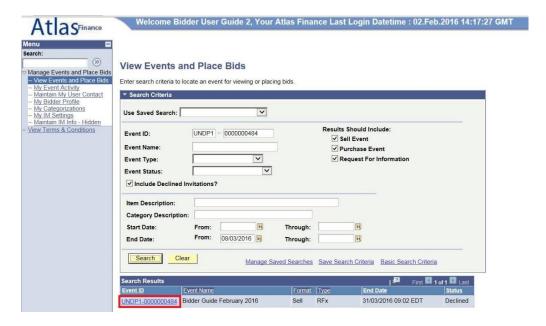
Please note that the tick-boxes under the header *Results Should Include:* should remain as per the screenshot.

If you do not know the event you are looking for, you can expand the search options by clicking on *Advanced Search Options*. In the advanced search, you can enter *Item Description* and *Category Description*.

Kindly note that this function includes search fields that have to match the descriptions exactly as per the tender. Therefore, it is recommended to use UNGM and UNDP Procurement Notices as the primary source of ongoing tenders.



When you have located the event you are looking for, click on the Event ID link to go to the bid page.



3.2 Viewing Bid Events

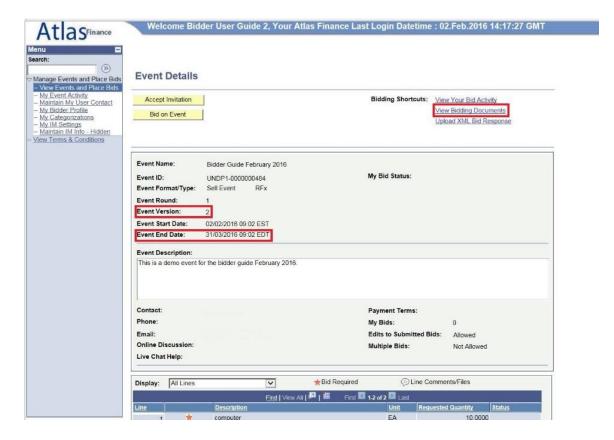
This section contains instructions on how to view the solicitation documents, express interest to participate and subscribe to the event.

3.2.1 Viewing bid event and solicitation documents

When you have clicked on the specific bid event, the below screen with basic information of the Bid will appear. Please take particular note of:

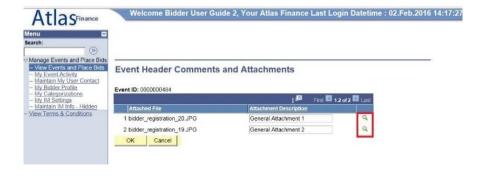
- **Event Version:** If the event has been changed, the event version will no longer be version "1". Please note that the bidder is responsible for making sure that they submit their bid in accordance to the latest event version.
- **Event End Date**: the deadline for submission of bids.

To view the solicitation documents attached to the event, click on *View Bidding Documents*.



Clicking on *View Bidding Documents* will lead to the screen below, where all documents attached to the event will be visible. To view each document, click on the magnifying glass.

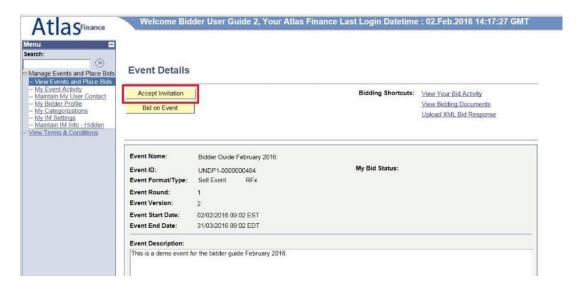
Please note that the browser must allow pop up-windows to download the attachments!



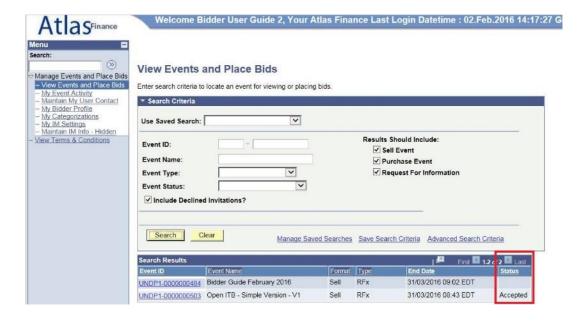
3.2.1 Accept Invitation – Express interest to participate in bid

If you are interested to participate in the event, click on *Accept Invitation*. This will enable automatic notification if any changes are made to the event. If you are interested to participate, it is highly recommended to accept the invitation.

Accepting invitation does not bind bidders to submit a bid.



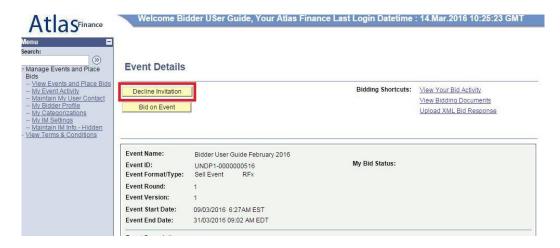
Accepted events will be marked with status "Accepted" on the eTendering main page after login. If you click on *Status* the column will display all accepted events first in the list.



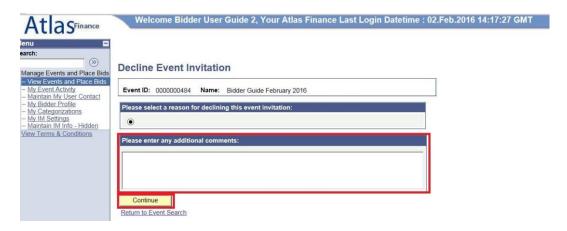
3.2.2 Decline Invitation

If you have accepted an invitation to a bid and regret your decision, you can decline invitation. This will disable all automatic notification in the event of changes to the bid.

Click on Decline Invitation.



Provide a reason for the declined invitation in the comments box, and press Continue.

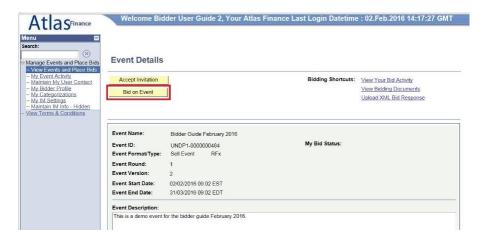


3.3 Key Points to Remember

- Search for events by going to *Manage Events and Place Bids* → *View Events and Place Bids*.
- Allow pop-up windows when downloading solicitation documents.
- Accept Invitation to express interest to participate in the event and to receive automatic email notifications if any changes are made to the event.
- Accepting an invitation does not bind the bidder to submit a bid to a particular event.

4 Submitting a bid

To start the bid submission process, go to the event mainpage and press Bid on Event.

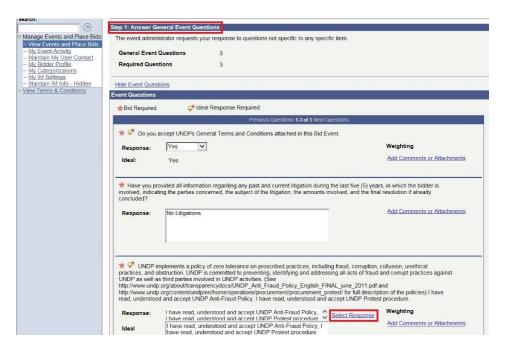


This will open the bid submission page which generally has three main components for the bidders to focus on:

- Answers to Bid Factors included in the bid event
- Inserting Line items quantity and unit prices
- Uploading supporting documents and other attachments as requested in the solicitation documents.

4.1 Answer to bid factors

The first step in the bid submission process is to respond to the general requirements of the bid event. All requirements, or questions, are called *Bid Factors* and are found on the bid submission front page under the section *Step 1: Answer General Event Questions*.



Some questions have pre-selected answers, such as Yes/No, numbers, or a comments box where the answer is typed. For questions where multiple answers can be selected, press *Select Response* as per the above screenshot to view and click all appropriate tick-boxes.

Event questions can be marked with two kinds of symbols:

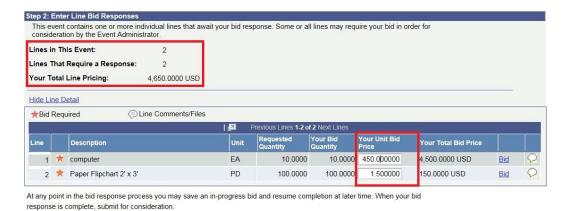
- **Bid required**: it is required to answer the question to submit a qualified bid. If this question is not answered, the system will not allow the bidder to submit the bid.
- **Ideal response required**: It is required to answer the question as per the ideal response. In the example below, the bidder has to confirm that they accept UNDPs General Terms and Conditions attached to the Bid Event by choosing *Yes* from the dropdown list. The system will not allow the bidder to submit the bid if they do not choose the ideal response. Please note that the ideal response is visible to the bidder under the box where the response is to be provided.



4.2 Inserting line items and prices

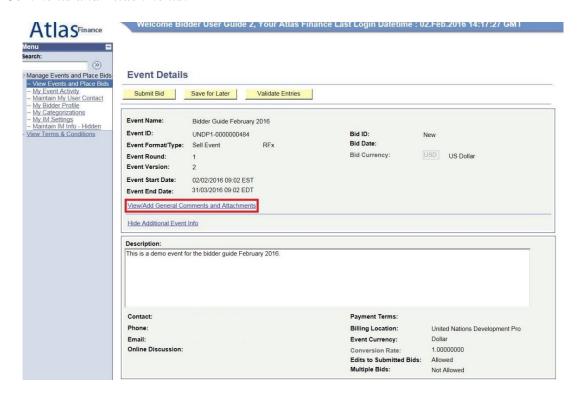
Step two is to insert the bid quantity and prices under *Step 2: Enter Line Bid Responses*. At the top of this section you can see how many items that are included in the event, and how many of them the bidder is required to submit a price offer for. It also shows the total value of your bid price after you have entered it in the lines below.

Enter the unit price for each item in the boxes under You Unit Bid Price.

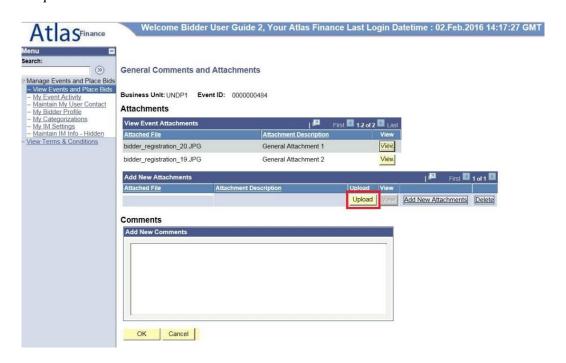


4.3 Upload Attachments to bid

To upload your documents that are part of your bid, click on *View/Add General Comments and Attachments*.



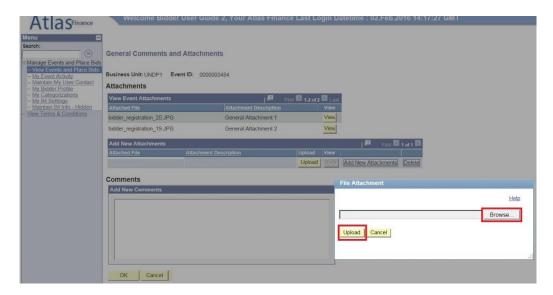
Press Upload.



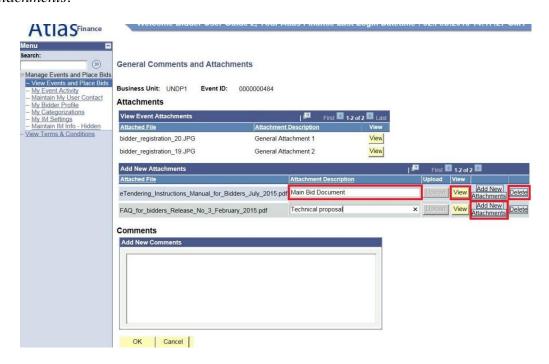
Press *Browse* and select the file that you would like to upload as a bid attachment. Thereafter, press *Upload*.

Please note that:

- It is only possible to upload attachments with a maximum 60 characters in the file name!
- Please use the latin alphabet for naming the file. Do not use letters or special characters from other alphabets and keyboards.



Enter the *Attachment Description*. Press *View* to download the attachment, or *Delete* if you want to remove an attachment. To add several attachments, press *Add New Attachments*.



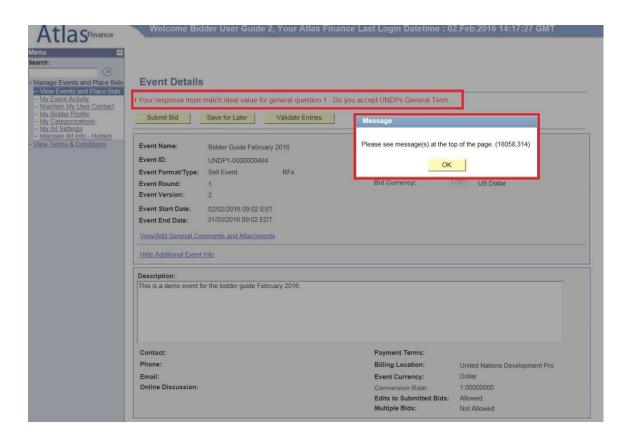
4.4 Validate entries and submit bid

4.4.1 Validate entries

Once you have filled out all the information and uploaded all documents as required, you can press *Validate Entries* to make sure that all fields are filled accurately.



If any answers are wrong, the system will generate an error message. It will also inform which parts of the bid are not correct. For the example below, the system informs that the answer to bid question 1 is not as per the ideal response required.

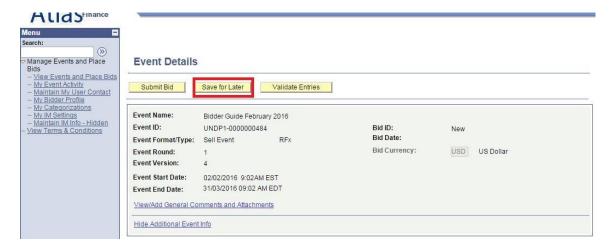


Please note that the system only checks if the answers are provided to the minimum requirements. It does not check that the bidder have provided accurate information or if any attachments are uploaded. It is the responsibility of the bidder to make sure that all information required for a qualified bid is included!

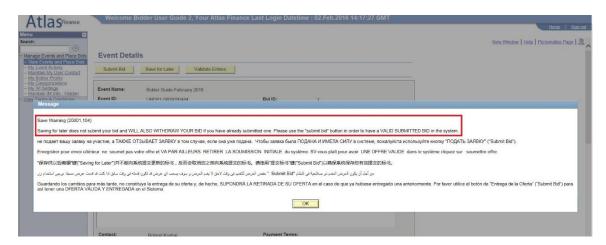
4.4.2 Save bid for later

Once the entries are validated and the bidder has checked that all information is accurate and all attachments are uploaded, it is possible to either save the bid for later submission or to submit the bid.

To save the bid for later, press *Save for Later*.



Please note the below error message. **Please note that** *Save for Later* **does NOT SUBMIT your bid.** A Bid is successfully submitted only when you click on *Submit Bid* and when you have received an email confirmation with an attached copy of your submitted bid.



When you save your bid for later, your bid is not posted in the system. To effectively post a bid, you must click on *Submit Bid*.

4.4.3 Submit bid

To submit your bid, press Submit Bid.



The following confirmation will appear:



You will also receive an email confirmation with the following automated message together with an attachment that contains a summary of your bid. If you do not receive this message, your bid has not been submitted.



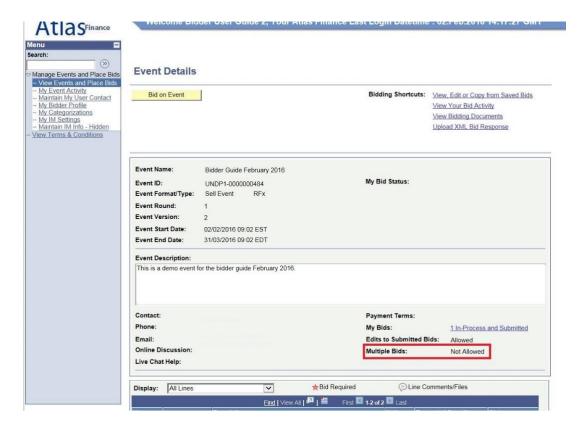
Open the attachment, and look for the below screenshot. All attachments that you have uploaded to your bid will be mentioned on this page. Please verify that the list corresponds to your attachments. If any attachments are missing from the list, kindly review your submission in eTendering and control that all attachments are uploaded. If the problem persists, contact the local UNDP focal point for the relevant tender process.

Bidder Information Firm Name: Name: Signature: Date: Phone #: Fax #: Street Address: City & State: Zip Code: Email: Bid Attachments File Name: eTendering Instructions_Manual for_Bidders_July_2015.pdf, File Description: Main Bid Documents File Name: FAQ_for_bidders_Release_No_3_February_2015.pdf, File Description: Technical proposal

4.5 Submitting Alternate Bids

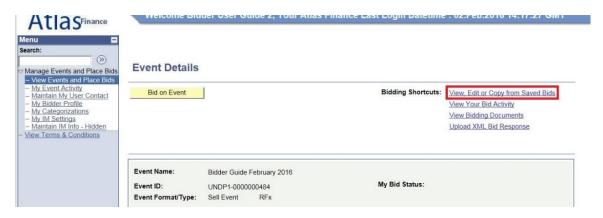
In some cases, UNDP accepts alternate bids. This means that the bidder can submit more than one bid in the system, in which case one of the bids is the primary bid and the other(s) are alternate bids.

You can view whether multiple bids are allowed on the main event page:

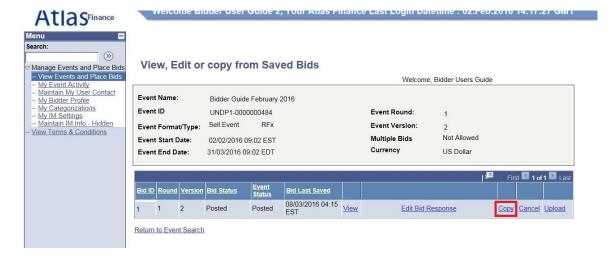


There are two ways to submit alternate bids. Either, you simply follow the steps starting in section <u>4 Submitting a bid</u> from the beginning. Or, you can copy details from the previous bid and make amendments as needed for the new bid. For the second option, please use the following steps.

Press View, Edit or Copy from Saved Bids.



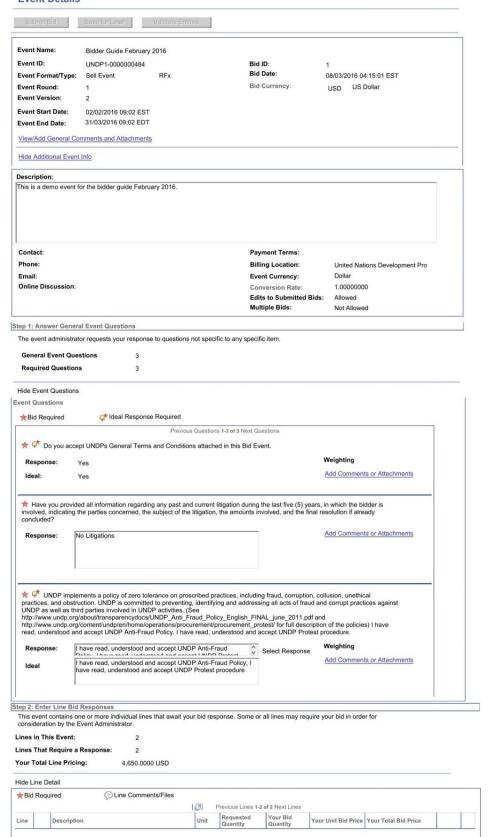
Press Copy.



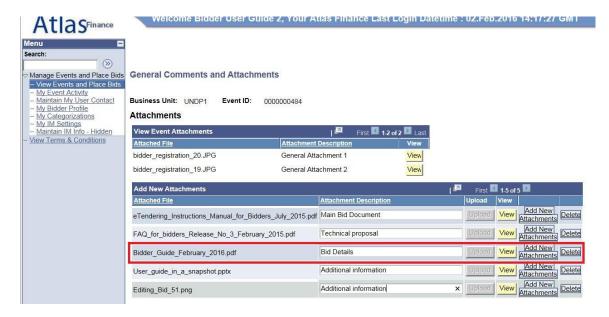
The complete previous bid that you copied from, including all answers to bid factors, price information and attachments, will be automatically populated in a new bid. Make changes as necessary and upload any new attachments as needed.

Please make sure that the bid you are trying to copy from corresponds to the latest version of the Bid event!

Event Details



Please note the system generated attachment that you received in the initial email confirmation after submitting the initial bid will be added to the attachments. The file name will be as per the bid event. **Do not delete this attachment.**



4.6 Submitting bids through .xml-files

It is possible to prepare the bid responses offline and upload into eTendering when ready, using .xml-files.

To submit bids using this method, go to the bid attachments and open the .xml-file. Please note that if your browser has blocked pop up-windows, you have to allow them before you will be able to download the file.

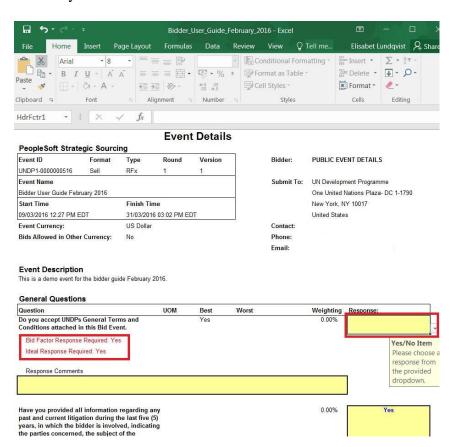


The file will be displayed as per the below screenshot. Download the file to your computer by saving it as an .xml-file.

```
This XML file does not appear to have any style information associated with it. The document tree is shown
▼<Workbook xmlns="urn:schemas-microsoft-com:office:spreadsheet" xmlns:html="http://www.w3.org/TR/REC-
 html40" xmlns:o="urn:schemas-microsoft-com:office:office" xmlns:ss="urn:schemas-microsoft-
 com:office:spreadsheet" xmlns:x="urn:schemas-microsoft-com:office:excel">
 At the top of your browser go to File->Save As and select where you would like to save this file.
    Once the file is saved, there are two ways to open it in Excel:
    1. Open Microsoft Excel. At the top, do a File->Open. Navigate to this file, click on it, and s
    2. Right click on this file and select "Open With". Then, select Microsoft Excel as the applicat
  ▼ <Styles>
   ▼<Style ss:ID="s1">
      <ss:Font ss:Bold="1" ss:Size="14" x:Family="Swiss"/>
     </Style>
   ▼<Style ss:ID="s2">
      <ss:Font ss:Bold="1" ss:Size="10" x:Family="Swiss"/>
     </Style>
    ▼<Style ss:ID="s3">
     ▼ <ss:Borders>
        <ss:Border ss:LineStyle="Continuous" ss:Position="Left" ss:Weight="1"/>
<ss:Border ss:LineStyle="Continuous" ss:Position="Top" ss:Weight="1"/>
      </ss:Borders>
```

Open the .xml-file in Excel by clicking on $Excel \rightarrow File \rightarrow Open$ and select the downloaded .xml-file.

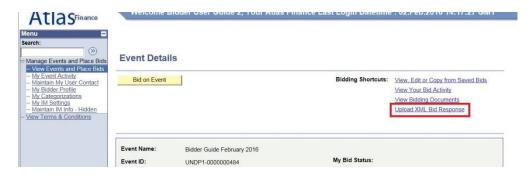
The bid will be visible in the Excel file. Answer to all bid factors and line items and save the document when you are finished.



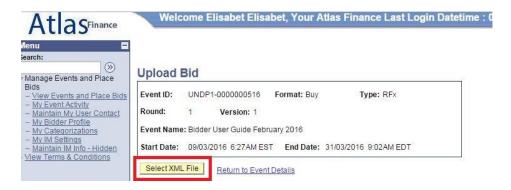
Please look at all tabs and make sure that you have answered all required fields.



When you have completed all fields, save the document and go back to the event page in eTendering to upload your bid. Click on *Upload XML Bid Response*.



Press Select XML File and choose your saved file.



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

Please note that you can only upload your bid using .xml once. Once a bid has been posted, the .xml-file cannot override the bid information in the system. The only exception is when "Alternate Bids" are allowed. In this case, uploading your bid using .xml-file will create a new bid in the system.

4.7 Key points to remember

- Make sure that all bid factors, line quantities and prices are answered and that all documents are uploaded before submitting the bid.
- The length of file names cannot be longer than 60 characters and must be in latin alphabet.
- Submit the bid once it is complete.
- Be careful when using the "Save for Later" function. It does not submit your bid, and in addition, it will remove the bid that you have submitted previously.
- You can use the .xml upload function only once to upload your initial bid. If you need to make changes, you must make them online. You cannot attach documents through the .xml file, they have to be uploaded directly into eTendering.

5 Managing Submitted Bids

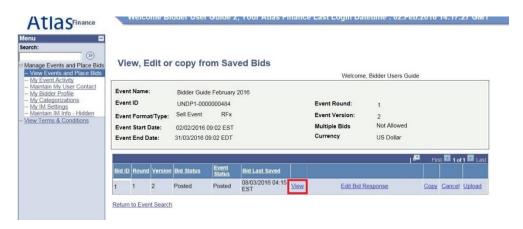
This section contains instructions on how to view, edit, or cancel a bid that has already been submitted.

5.1 View Bid

It is highly recommended that you view your submitted bid to ensure that you have provided all the required information. To do so, go to *Manage Events and Place Bids* → *View Events and Place* Bids → find the relevant Event ID. Click on *View, Edit or Copy from Saved Bids*.



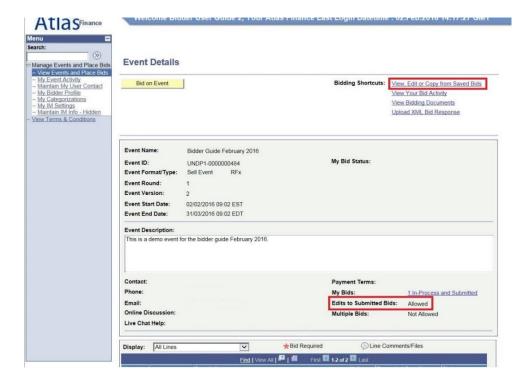
Click on View.



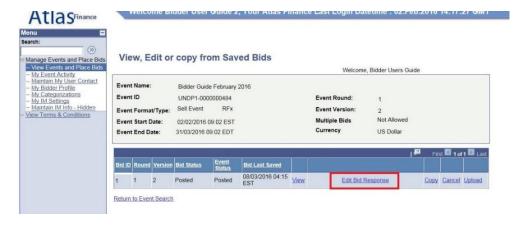
Check all the responses provided and attachments uploaded to ensure all required information has been provided with your bid. Once you have viewed, exit the bid page.

5.2 Edit Bid

You can view whether editing of submitted bids is allowed on the event front page. If edits are allowed, press *View, Edit or Copy from Saved Bids*. Please note that it is only possible to make edits to a submitted bid up until the deadline for submission of bids.

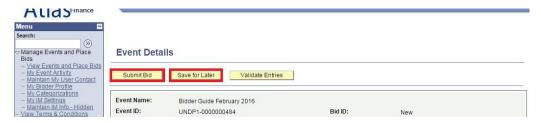


Press Edit Bid Response.



When you have done the necessary changes, press *Submit Bid*. If you press *Save for Later*, please be aware that this action will withdraw your previously submitted bid and you will not have a bid posted until you have submitted the edited bid.

If you make any changes to your bid you have to press Submit Bid again, otherwise you no longer have a valid bid in the system.

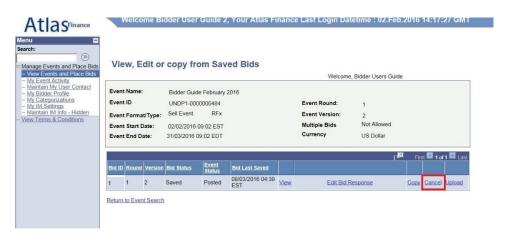


5.3 Cancel Bid

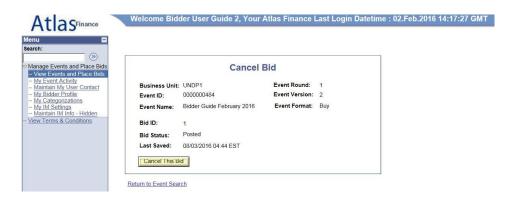
To cancel a bid go to View, Edit or Copy from Saved bids.



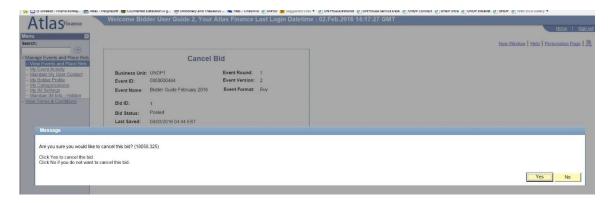
Click on Cancel for the bid that you wish to cancel.



The following screen will appear, press Cancel This Bid.



The system will once again ask you whether you would like to cancel your bid. To cancel the bid, press *Yes*.



When the bid is cancelled in the system, you will receive an automated email confirmation of the cancellation.



5.4 Amending your bid when bid event is amended

If UNDP amends the bid event and its requirements, an automatic email notification will be sent by the system to all bidders who fall into one of the below categories:

- 3.2.1 Accept Invitation Express interest to participate in bid
- Been invited directly by UNDP
- Already submited a bid on the original version of the Bid Event.

The amendments may consist of various aspects and how the bidder can modify his bid accordingly depends on what changes have been made in the bid event. If changes consist in deadlines, new attachments, amended specifications or TORs, etc., but no changes made to the line items or bid factors, the system will automatically attach your bid to the previous version against the new version. You do not necessarily need to submit it again. However, please make sure that your original bid still responds to all the revised requirements and make necessary amendments to your bid by editing your existing bid. Please review the section 5.2 Edit Bid.

If changes have been made to the line items or bid factors, the system will not attach the original bid to the newer version, but instead will disqualify it. The bidder **have** to submit a new bid that meets the new requirements of the new version. Detailed instructions on how to submit a new bid when changes are made to line items or bid factors can be found in <u>10 Appendix III: In case of event changes in line items or bid factors</u>. Failure to do so may result in your bid being disqualified and not considered for evaluation.

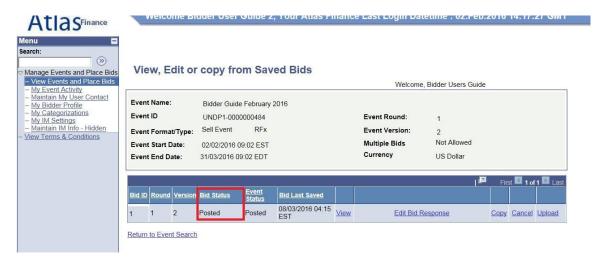
Do not edit or copy from previous bid when you are resubmitting your bid after changes to the event that affect line items or bid factors! Cancel your previous bid and create a new bid.

5.5 Ensuring there is a valid bid submitted in the system

It is the bidders responsibility to ensure that there is a valid bid submitted in the system before the event deadline.

To view the status of your bid, please enter the main page of the concerned event and press *View*, *Edit or Copy from Saved Bids*.

If the bid status states *Posted*, it means that you have submitted a bid in eTendering. If any other status shows, you do not have a posted bid in the system. **To be considered in the evaluation**, the bid status must be *Posted* at the bidding deadline!



5.6 Key Points to Remember

- You can only edit, cancel and submit new bids up until the bidding deadline.
- If you edit a bid, you must resubmit it again. Otherwise, your previous bid will be withdrawn and you will no longer have an active bid in the system.
- If a bid factor or line item is changed and you have previously submitted a bid, you must cancel the previously posted bid and submit a new one from scratch. Do not copy from your old bid when creating a new bid!

6 Creating and managing a bidder profile in eTendering

This section explains how a bidder account is registered and managed in eTendering. Please note that the registration is a one-time process and each bidding entity should only have one account in eTendering.

6.1 Bidder Registration

This section describes the steps that bidders must follow in order to register in the eTendering system. It is a one-time self-registration where bidders must provide pertinent information about them such as name, email, address, and any organization information.

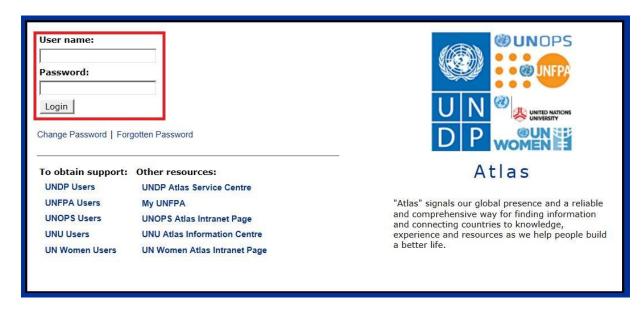
Once the registration is completed, bidders can sign into the eTendering system using their own username and password.

IMPORTANT! If you are already registered in the system but do not remember the password, do not register again. Use the "Forgotten Password" link or contact UNDP for support.

First time registrants need to access the site through a generic login. Please use the below details to log into the website and complete the registration process that will grant the bidders their own profile in the system.

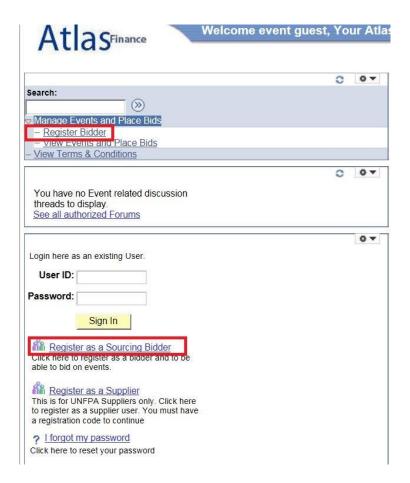
- Website: https://etendering.partneragencies.org

Username: event.guestPassword: why2change



Once the bidder has logged into the site using the above mentioned details, please go to $Manage\ Events\ and\ Place\ Bids\ o Register\ Bidder$ to initiate the bidder registration process.

Please note that the event guest login details are for the sole purpose of registering new bidders. For submitting bids, the bidder must use their individual profile once registered.

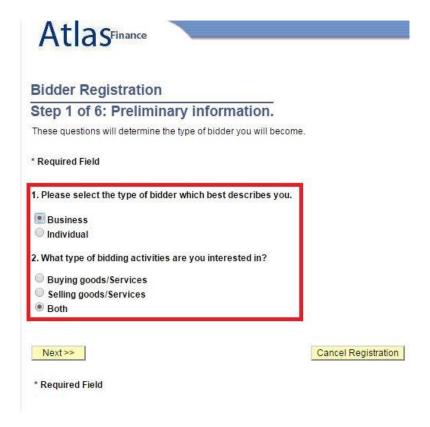


6.1.1 Registration Process

The registration process consists of six steps. Some of the information entered during the registration process cannot be modified at a later stage once the profile is set up, therefore it is important that you ensure correct information is provided for the beginning.

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

Please note that, for the second question, it is recommended to choose "Both" as it will enable the bidder to see all ongoing tenders.



The second step in the self-registration process is to provide necessary information of the users connected to the bidder profile. Please fill out as detailed information as possible.

All fields marked with * must be filled, please take the following into consideration:

- **Company Name**: must correspond to the name recognized and registered in relevant registration office.
- **First and last name**: should be the 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 addressed to this address. It is possible to change the email address after registration (please see section <u>6.2.2</u> <u>Update Bidder Profile</u>), but the registration cannot be completed without a valid email address.
- **User ID**: It is strongly recommended to create a username with two parts separated by a dot. For example: firstname.lastname

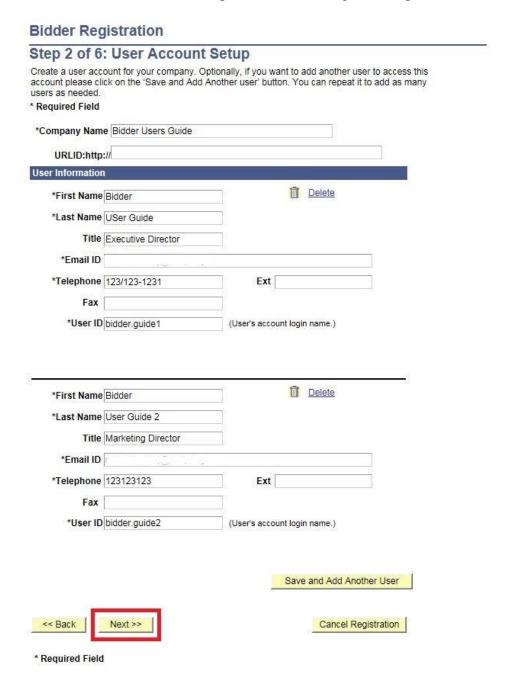


It is possible to add several users to the same bidder profile, which will enable several people from the same company or organization to access the eTendering site to view and submit bids associated to the bidder profile. Each user will have its own User ID and password. It is highly recommended that you create at least 2 users.

To add an additional user, fill out the information for the first user as per above, then click *Save and Add Another User*.



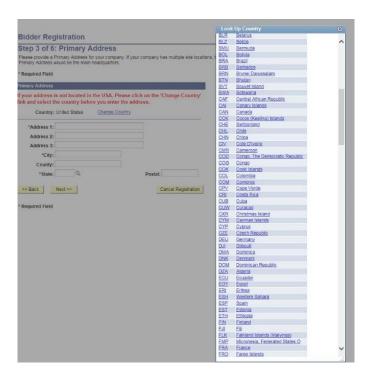
Fill out the necessary information for the additional user. Once all intended users are created, click on *Next* to continue to step 3 in the bidder registration process.



In step three, the address of the bidder is indicated. While filling out this information, 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 *Change Country*.

Bidder Registration	
Step 3 of 6: Primary Addr	ress
Please provide a Primary Address for you Primary Address would be the main head	ur company. If your company has multiple site locations, th dquarters.
Required Field	
rimary Address	
	USA, Please click on the 'Change Country'
f your address is not located in the	
ink and select the country before yo	
your address is not located in the ink and select the country before yo	ou enter the address.
your address is not located in the nk and select the country before you Country: United States	ou enter the address.
your address is not located in the ink and select the country before you Country: United States C! *Address 1:	ou enter the address.
your address is not located in the nk and select the country before you country: United States CI *Address 1: Address 2:	ou enter the address.
f your address is not located in the ink and select the country before you Country: United States ©! *Address 1: Address 2: Address 3:	ou enter the address.

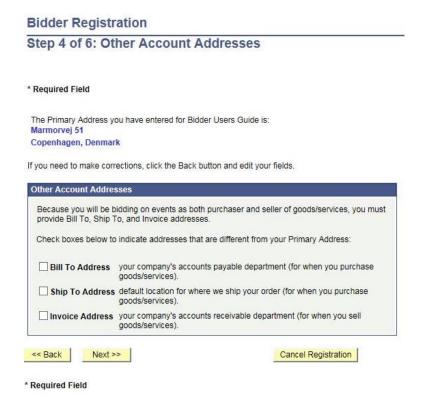
A list of all countries will appear. Please select the appropriate country by clicking on the name.



Once the correct country is selected, please continue to fill out the remaining address information and click on *Next*.



Step four is optional. If you do not have alternative addresses for your company, skip this step by clicking on *Next* to go to step five.

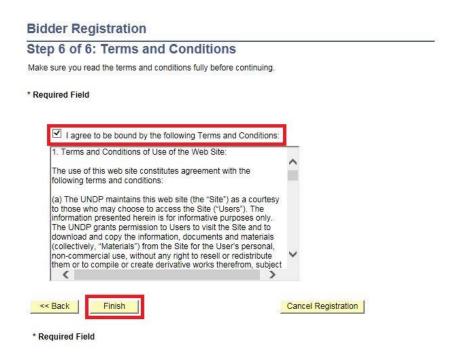


In step five, the bidder is prompted to designate addresses for each of the users. Please note that this is only applicable to the bidders who have added additional addresses to their registration. For bidders who only have one address, only the Primary Address can be chosen. Please make sure that each user has been assigned one address.

When you have assigned an address to each user, click on *Next* to go to the next step in the registration process.



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, press *Cancel Registration*.

Upon the successful registration of the bidder, you will receive the following message:

Bidder Registration

Bidder registration for Bidder Users Guide was successful.

You will receive a confirmation email with your username and password. Please note there may be delay in granting the necessary access to you. Therefore, please close this browser completely and wait for 15 minutes and use the url provided in the email



Press OK.

You will receive an automated message from the eTendering system confirming the bidder registration and sending an automated password, please see an example below. Please note that the automated password can only be used once.



Before using the new password, please make sure to clear the internet history, cookies and temporary internet files and close the browser. If these actions are not taken, there might be problems to use the temporary password as the browser might default to the generic password *why2change* automatically.

Once the browser history is cleared, please close and reopen the browser and revisit https://etendering.partneragencies.org. This time, sign in by using the chosen username and temporary password provided in the automated email from the system. It is recommended to type the temporary password manually to avoid any errors by copy/paste.



When you log into eTendering for the first time with the temporary password, you will be prompted to change the password to a password of your choice. Once it has been changed, you will be logged into the system and will be able to view bidding processes and submit bids.

When entering the details provided in the automated email, the below screen will appear. Please re-enter the automated password, and thereafter enter a new password. After reconfirming the new password, press *Change Password*.

Please remember to use a password that is secure, it is recommended to use both UPPERCASE and lowercase letters as well as numbers [123].

Password Change Request



If you have typed the new password and reconfirmed it correctly, the below screen will appear. Press *Continue*.

Password Change Information

bidder.guide1 your new password has been set.

Use this new password the next time you log into your account.

CONTINUE

The system will now prompt you to choose a security hint and answer that will be used to identify the user in case the password is forgotten. Please choose the security hint you would like to use from the dropdown list and type your answer in the box. Please note that the answer is sensitive to the capital letters.

Once you have chosen your security hint and answer, press Submit.



You have now successfully registered as a bidder in the eTendering system, and the following screen will appear:

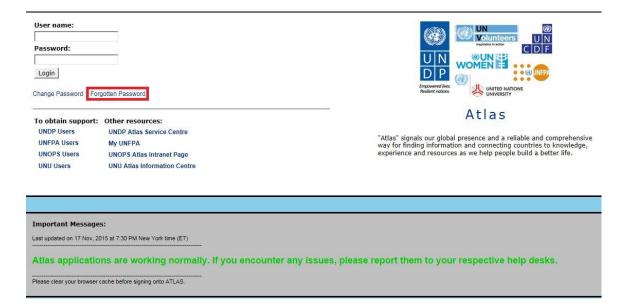


Please log into eTendering at least every 45 days to ensure you will keep your account active.

6.1.2 Forgotten password

If you forget your password, please follow the below steps to restore it.

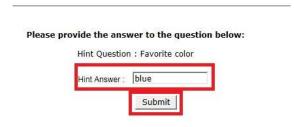
Go to the front page https://etendering.partneragencies.org and press Forgotten Password.



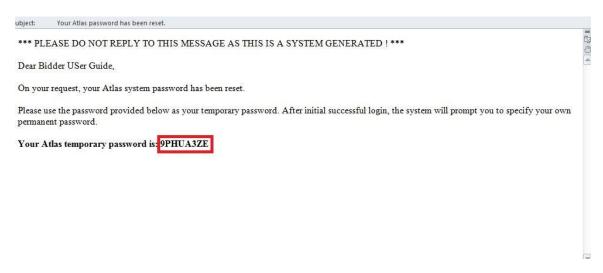
Enter your Atlas ID, which is the user name you selected during the registration process, as well as the associated email address and press *Submit*.



The security hint that you selected during the registration process will appear. Enter the correct answer and press *Submit*. Please note that the answer is sensitive to capital letters. Kindly type the answer exactly as it was typed during the bidder registration.



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.



6.1.3 Key Points to Remember when registering as a bidder

- The "event.guest" account is only to start the registration process. It does not allow any rights to submit bids.
- The information provided during the registration process (company name, user name, etc.), must be accurate and legitimate.
- Only create one bidder registration per each bidder company or individual. If you already have a profile but have forgot the password, please use the "forgotten password" link to create a new password.
- If a company is registering, it is recommended to create more than one user within the bidder profile.
- Enter a valid email address.
- When signing in with the temporary password, make sure to clear the browser history, close the browser, and to type the password correctly as per the automated email.

6.2 Managing Your Account

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

6.2.1 View Bidding Activity

The system record bidder activities. To view your bidding activities, click on *View Events* and *Place Bids* \rightarrow *My Event Activity* \rightarrow *Event Bids On*. All your bidding events that you have participated in will show.



To view the complete information of a specific bid, follow the instructions in section $\underline{5.5}$ *Ensuring there is a valid bid submitted in the system.*

6.2.2 Update Bidder Profile

To update the bidder profile, go to *Manage Events and Place Bids* \rightarrow *My Bidder Profile*. Click on each tab to change any information:

- Main: company website can be changed. The name of the company cannot be changed.
- **Addresses**: Add new or amend existing addresses.

Please note that the username and company name cannot be changed.

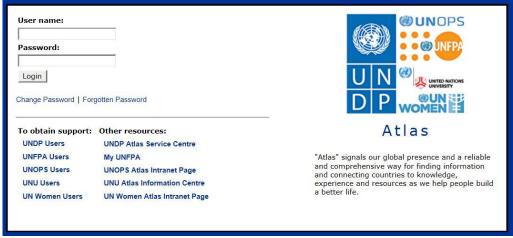
Press Save when you have finalized your changes.



7 eTendering Process simplified screenshot guide

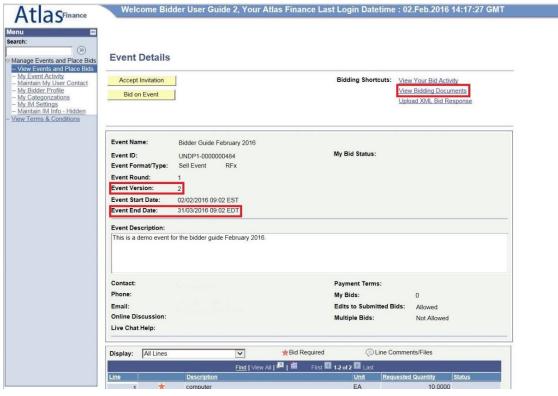
1. Register bidder

Username: event.guest; Password: why2change

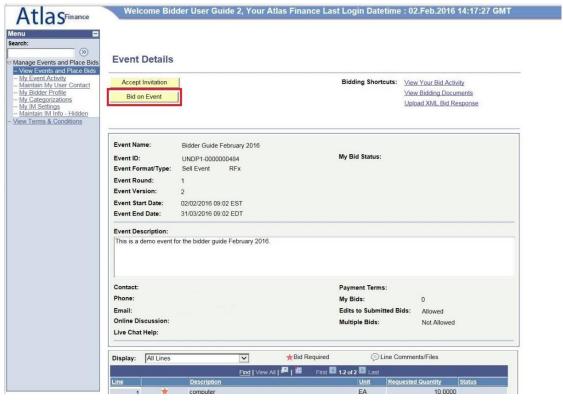




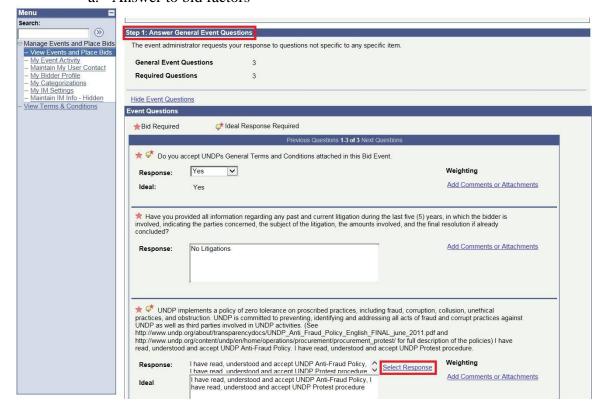
2. View bids and attachments



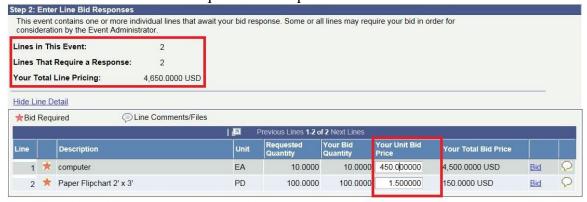
3. Submit bid



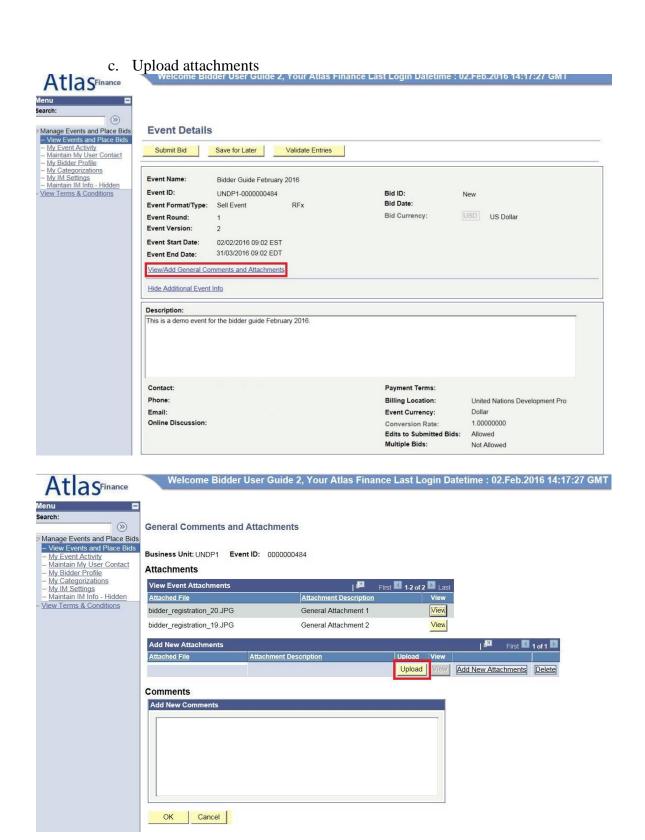
a. Answer to bid factors



b. Insert line item quantities and prices



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.

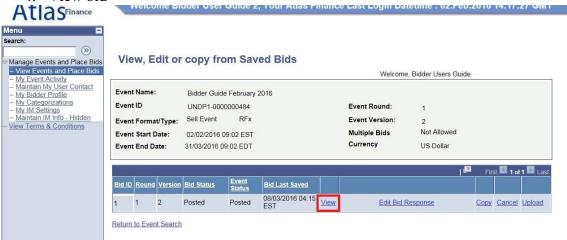


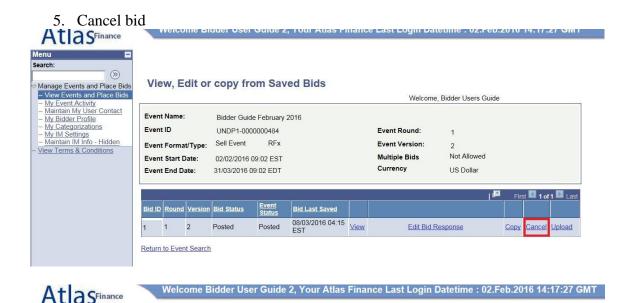


e. Submit bid

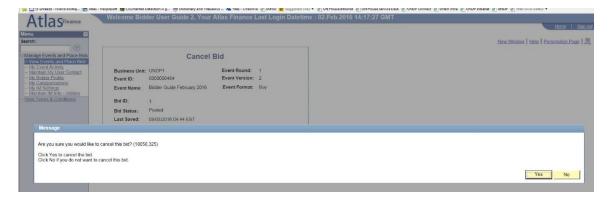


4. View bid









8 Appendix I: Common Definitions

Bid A submission of an offer on an event.

Bid Factor Bid requirements and evaluation criteria, that may or may not be cost-related, which

factors into the award of an event. Bid factors can be of pass or fail or can be

assigned weightings and used to determine the best qualified bid.

Examples of bid factors include price, product warranties, service level agreements,

and defect ratings.

Bidder Anyone registered to place a bid on an event. The term bidder applies whether it is a

sell event (i.e. when UNDP is selling goods) or a buy event (i.e. when UNDP is the

buyer).

Business An identification code that represents a high-level organization of business

Unit information usually representing an UNDP Country Office or HQ department.

Buy Event In a buy event, UNDP wants to buy goods or services. In addition to price, the creator may specify other bid factors and assign weightings, which factors into the award decision. Bidders must submit their bids, including responses to the bid factors, by a specified End Date after which time the bids are evaluated and the event is awarded. In PeopleSoft Strategic Sourcing, there are two types of buy

events:

Auction: Also known as a reverse auction. All bids are visible to all bidders. Bidders

can enter multiple bids, to beat the current highest-scoring bid.

Sealed RFx: Similar to a RFx event, yet also restricts the event creator from viewing the bids until after the event has ended. It is used by UNDP for Invitation to Bid (ITB)

and request for Proposals (RFP) type of processes.

End Date The date and time the event closes meaning that bids are no longer accepted.

Event Creator The originator of the event in the system.

Factor Type

The type of information being requested on the bid factor, such as monetary,

numeric, date, text, yes/no, or list.

Preview Date

The time available before an event's start date. During preview, bidders may view the event, and may enter bid data into the system but will not be able to submit their bid.

Having a preview time for an event is optional.

Public Event

An event on which any person or organization may bid.

RFx

A request for information or request for quote event in which each bidder bids once;

bidders cannot see each other's' bids and scores.

Sell Event Most familiarly known as an auction. In a sell event, the event creator offers a good or service for sale. In addition to price, the creator may specify other bid factors which helps determine the award decision. Bidders must submit their bids, including responses to the bid factors, by a specified end date at which time the bids are evaluated and the winners are declared. In PeopleSoft Strategic Sourcing, there are

two types of sell events:

Auction: All bids and scores are visible to all bidders. Bidders can enter multiple bids,

to beat the current highest-scoring bid.

RFx: Each bidder submits one bid by the specified end date, at which time the event

creators evaluate bids and awards the event. Bidders never see others' bids but the event creator can see all bids throughout the event.

SetID An identification code that represents a set of control table information or tablesets. A

tableset is a group of tables (records) necessary to define your organization's

structure and processing options.

Start Date The date and time at which the event becomes open for bidding.

User ID The system identifier for the individual who generates a transaction.

Weighting Both bid factors and line items are weighted to reflect their level of importance.

Weighting is used to analyze and score bids.

9 Appendix II: List of country codes

Country	Code	Country	Code
Afghanistan	AFG10	Ecuador	ECU10
Albania	ALB10	Egypt	EGY10
Algeria	DZA10	El Salvador	SLV10
Angola	AGO10	Equatorial Guinea	GNQ10
Argentina	ARG10	Eritrea	ERI10
Armenia	ARM10	Ethiopia	ETH10
Azerbaijan	AZE10	Fiji	FJI10
Bahrain	BHR10	Gabon	GAB10
Bangladesh	BGD10	Gambia	GMB10
Bangkok Regional Office	BRC10	Geneva	H2410
Barbados	BRB10	Georgia	GEO10
Belarus	BLR10	Ghana	GHA10
Benin	BEN10	Guatemala	GTM10
Bhutan	BTN10	Guinea	GIN10
Bolivia	BOL10	Guinea-Bissau	GNB10
Bosnia & Herzegovina	BIH10	Guyana	GUY10
Botswana	BWA10	Haiti	HTI10
Brazil	BRA10	Honduras	HND10
Brussels	H2710	India	IND10
Bulgaria	BGR10	Indonesia	IDN10
Burkina Faso	BFA10	Iran	IRN10
Burundi	BDI10	Iraq	IRQ10
Cairo Regional Centre	R4410	Jamaica	JAM10
Cambodia	KHM10	Jordan	JOR10
Cameroon	CMR10	Kazakhstan	KAZ10
Cape Verde	CPV10	Kenya	KEN10
Central African Republic	CAF10	Kosovo	KOS10
Chad	TCD10	Kuwait	KWT10
Chile	CHL10	Kyrgyzstan	KGZ10
China	CHN10	Laos	LAO10
Colombia	COL10	Lebanon	LBN10
Comoros	COM10	Lesotho	LSO10
Congo	COG10	Liberia	LBR10
Congo, DRC	COD10	Libyan Arab Jamahiriya	LBY10
Copenhagen	H2810	Macedonia	MKD10
Costa Rice	CRI10	Madagascar	MDG10
Cote d'Ivoire	CIV10	Malawi	MWI10
Croatia	HRV10	Malaysia	MYS10
Cuba	CUB10	Maldives	MDV10
Cyprus	CYP10	Mali	MLI10
Dem. Rep. Korea	PRK10	Mauritania	MRT10
Djibouti	DJI10	Mauritius	MUS10
Dominican Republic	DOM10	Mexico	MEX10

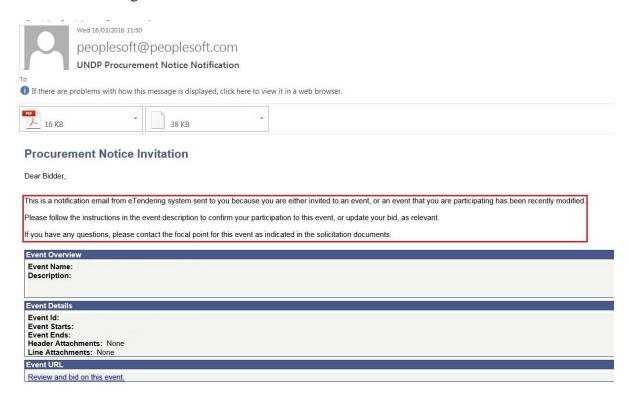
Country	Code	Country	Code
Moldova	MDA10	South Africa	ZAF10
Mongolia	MNG10	Sri Lanka	LKA10
Montenegro	MNE10	Sudan	SDN10
Morocco	MAR10	Sudan South (Juba)	SSD10
Mozambique	MOZ10	Suriname	SUR10
Myanmar	MMR10	Swaziland	SWZ10
Namibia	NAM10	Syria	SYR10
Nepal	NPL10	Tajikistan	TJK10
Nicaragua	NIC10	Tanzania	TZA10
Niger	NER10	Thailand	THA10
Nigeria	NGA10	Timor Leste	TLS10
Pakistan	PAK10	Togo	TGO10
Palestine	PAL10	Tokyo	H2510
Panama	PAN10	Trinidad & Tobago	TTO10
Panama Regional Centre	R4610	Tunisia	TUN10
Papua New Guinea	PNG10	Turkey	TUR10
Paraguay	PRY10	Turkmenistan	TKM10
Peru	PER10	Uganda	UGA10
Philippines	PHL10	Ukraine	UKR10
Romania	ROU10	UN Volunteers	UNV10
Russian Federation	RUS10	UNDP1	UNDP1
Rwanda	RWA10	United Arab Emirates	ARE10
Samoa	WSM10	Uruguay	URY10
Sao Tome & Principe	STP10	Uzbekistan	UZB10
Saudi Arabia	SAU10	Venezuela	VEN10
Senegal	SEN10	Vietnam	VNM10
Serbia	SRB10	Washington	H2610
Sierra Leone	SLE10	Yemen	YEM10
Slovak Republic	SVK10	Zambia	ZMB10
Somalia	SOM10	Zimbabwe	ZWE10

10 Appendix III: In case of event changes in line items or bid factors

If UNDP amends the bid event, an automatic email notification will be sent by eTendering to all bidders who fall into one of the below categories:

- 3.2.1 Accept Invitation Express interest to participate in bid
- Been invited directly by UNDP
- Already submited a bid on the original version of the Bid Event.

Please refer to the below screenshot for an example of an automatic notification in the case of event changes:



The amendments may consist of various aspects, for example extended deadline for submission of bid, changes in terms and conditions, specifications, additional documentation, or changes in various requirements.

This annex applies to actions the bidder has to take if changes have been made to bid factors or line items in the event, if the bidder has already posted or saved a bid for later on the previous event version.

If changes have been made to the line items or bid factors, the bidder have to cancel their previous bid and submit a new bid. If the bidder does not take any action after changes to the bid factors or line items, their old bid will no longer comply to the event requirements and it will be disqualified by the system and may not be considered for evaluation!

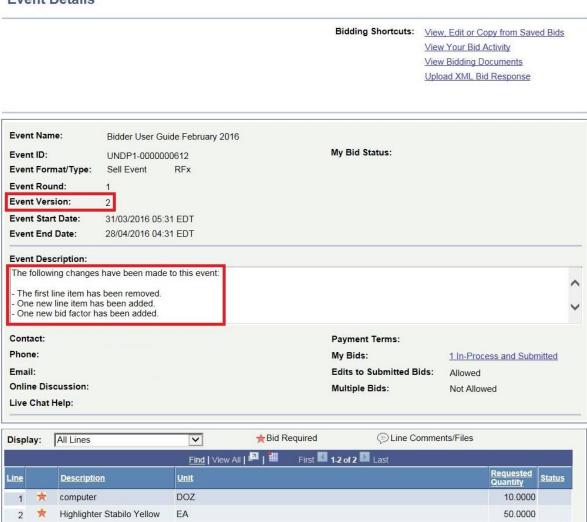
After the bid has been amended, the bidder must view the bidding event and all attachments in eTendering to make sure they have taken note of all changes.

To view the event, go to *Manage Events and Place Bids* → *View Events and Place Bids* → and search for the relevant Event ID. When entering the event main page, please look at all information and attachments to review the amendments.

In this example three changes have been made to the event, which have all been entered in the description field on the event main page:

- One line item has been removed.
- One new line item has been added.
- One new bid factor has been added.

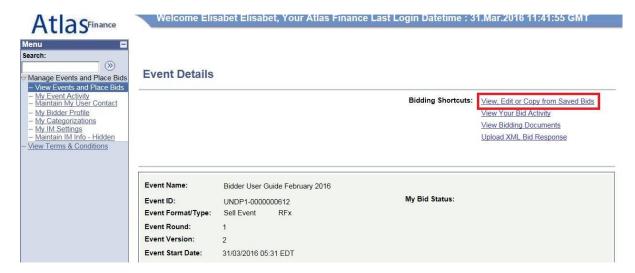
Event Details



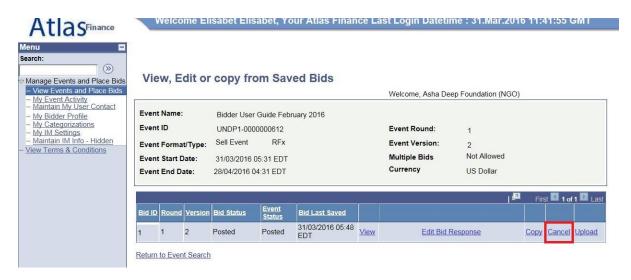
If you wish to bid on the new event, **you must first cancel your previous bid in the system**. If you leave your old bid in the system, it will be disqualified by the system and

may not be considered for evaluation stage as it no longer fulfils the new minimum criteria.

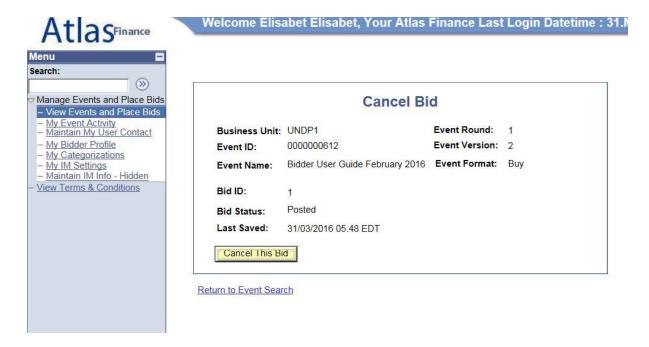
To cancel your previous bid, click on View, Edit or Copy from Saved Bids.



Press Cancel. Do not press on edit when you want to resubmit a new bid after changes to the event! Cancel your previous bid and create a new bid, otherwise the system will default to the old bid event and you bid will still not comply to the new requirements.



Confirm the cancellation by clicking on Cancel This Bid.



The below message will appear. Reconfirm the cancellation again by clicking on Yes.



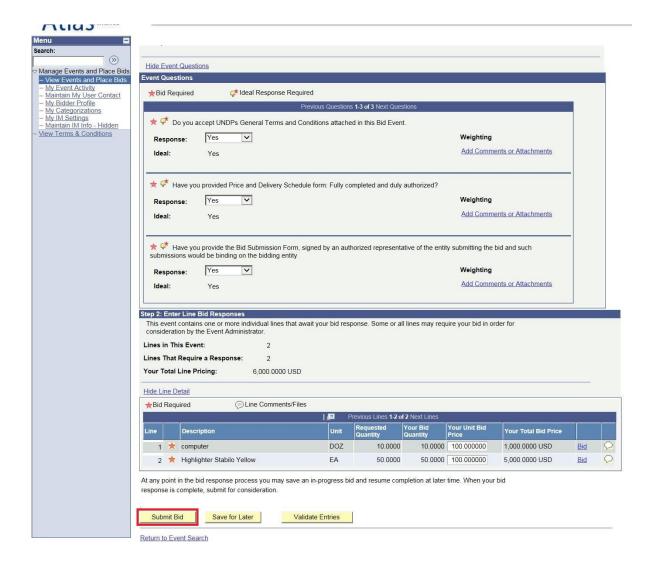
Your bid will now be cancelled, and you can resubmit a new bid in the system. To submit a new bid, follow the normal steps for bid submission from the beginning, as briefly described below.

Do not copy from previous bid, as the system will default to the old bid event and you bid will not comply to the new requirements. It is the bidders' responsibility to ensure that they have a valid, submitted bid in the system corresponding to the latest event version at the closing deadline.

To submit a new bid, you must first enter the main page of the event by going to *Manage Events and Place Bids* \rightarrow *View Events and Place Bids* \rightarrow and search for the relevant Event ID. When entering the bid event, press on *Submit Bid*.

Fill out all answers to the bid factors and prices for the line items. Please remember to upload all attachments, as they will not be saved from the previous bid that is now cancelled.

When you are ready, press Submit Bid.



You will now receive an email notification confirming that your new bid is posted.

10.1 Key Points to Remember

- Do not edit or copy from previous bid when resubmitting your bid after changes to the event!
- Cancel your previous bid and create a new bid from scratch.
- Remember to review the event carefully to make sure your bid is valid according to the changes.
- If the bidder has posted a bid to an old version of an event, and not submits a new one after changes to bid factors and line items, the event will not be
- If no changes have been made to bid factors or line items, it is possible to edit the bid without cancelling the previous bid.