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eTendering

Frequently Asked Questions

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1. **I cannot log into eTendering using the event.guest account, it says the user name or password is not recognised.**

Clear cache of your browser and try again. If the problem persists, contact the focal point listed in the procurement event.

2. **I have received the registration confirmation email but failed to log in the system. It says username or password is not recognised.**

Please try the following options:

- Wait for about 1 hour from the moment you received the confirmation email and try again.
- Clear cache from your browser and retry.
- Please make sure you are using https://etendering.partneragencies.org. Do not click on the link included in the confirmation email.
- Type in the password manually. Do not copy and paste.

If the problem persists, contact the focal point listed in the procurement event.

3. **I have created a bidder profile for UNFPA eTendering, can I use it to access UNDP tenders?**

No, you have to create a separate bidder profile to access UNDP tenders. You will only be able to see tenders for the agency through which you have logged in.

4. **Where can I download the eTendering Bidder Training Guide?**

You can download the instructions manual for bidders in any of the sources below:

- In the eTendering system. The instructions manual is uploaded in the bid event and can be accessed by clicking on *View Bidding Documents*.
- Procurement notice published in UNDP website for any of the tenders conducted in eTendering system.
- At the UNDP Procurement Notice website, together with general information of the system and video guides.

5. **I have logged in the system but I do not see any bid event.**

Make sure that *Sell Event* and *Request For Information* are selected at the search criteria section and search again. Refer to section 4.1 of the Bidder Training Guide.

6. **How can I search for tenders issued by a specific country?**

In the search criteria section, under Event ID tab, insert the country code in the first box. If you are not sure what the code is for the specific country you are searching, refer to section 9, Appendix II in the Bidder Training Guide.

7. **What can I put as User ID during the registration?**

The User ID should be composed in the following format: firstname.lastname. It is highly recommended that the user ID represents the company rather than an individual.

8. **Can I change the bidder address in my profile in the system?**

Yes. You can change the address by going to *Manage Events and Place Bids* → *My Bidder Profile* and click on the tab called *Addresses*. Refer to section 7.2 of the Bidder Training Guide for more information.

9. **Can I change the details of the contacts in my profile?**

Yes. You can change the contact details by going to *My Bidder Profile* to *Manage Events and Place Bids* → *My Bidder Profile* and click on the tab called *Contacts*. Here you can change the contact information details such as name, email address, telephone numbers, etc. for all contacts registered under your profile. Refer to section 7.2 of the Bidder Training Guide for more information.

10. **I am not sure if I am interested to submit a bid. I would like to view the bid requirements first. How can I do that?**

Click on *View Bidding Documents* in the start page of the bid event. It will show a list of attachments. The attachment called *Event Details* is a consolidated document of the tender requirements in PDF format. Other attachments included in the tender are available as well. Refer to section 4.2 in the Bidder Training Guide for more information.

11. **I cannot download a file from the bid event, what should I do?**

Make sure that you have allowed pop up-windows in the browser. If the problem persists, contact the UNDP focal point for the bid event for assistance.

12. **I declined the invitation in the system but now I am interested to participate. Can I still do it?**

Yes. You can still submit a bid provided that the deadline for the event has not passed.

13. **I have accepted the invitation but now I am not interested to submit a bid anymore. Can I cancel my participation?**

Yes. If you have not submitted a bid, simply do not submit one. If you have submitted a bid already, cancel it from the system. Accepting the invitation does not bind the bidder to submit a bid. Please note though that if you decline invitation, you will not receive alerts from the system for the respective event.

14. **Can I save a bid for later completion and submission?**

Yes, but **be aware that a saved bid is not submitted until you have clicked on *Submit Bid.*** It is the bidder responsibility to ensure that they have a bid with status *Posted* in the system before the deadline of the event.

15. **Can I complete my bid offline?**

Yes. You first have to download the bid document as an .xml file and complete your bid in Excel. Then you can upload the Excel document to your bid in the system. However, the attachments must be uploaded directly online in the system. Refer to section 5.6 of the Bidder Training Guide for more information.

16. **I submitted a bid. How can I be sure that the bid is received?**

An email confirmation is sent to the email address associated to your account in the system with a copy of your bid. Look at the attachment and make sure all answers are correct and that all attachments are visible.

To be completely sure that you have successfully submitted a bid, you must log into eTendering and view the bids submitted and recorded in the system to make sure that they have the status *Posted* in the corresponding bid event. Refer to section 6.1 of the Bidder Training Guide for more information.

17. **Will I receive automatic email notifications if there is a change in the bid event?**

Only bidders who have 1) accepted the bid invitation in the system, 2) been directly invited by UNDP, or 3) submitted a bid on the original version will receive automatic notification on changes. Others will be able to see the changes made in the system for a particular bid event but will not receive email notifications. Please refer to section 6.4 in the Bidder Training Guide for more information.

18. **I have a question related to a specific Tender launched in eTendering system. Whom should I contact from UNDP?**

The focal point for each tender in eTendering is displayed in the corresponding Bid Event in the system. In addition, the focal contact point is mentioned in the attachment called *Event Details* in the Bid Event and alternatively also included in the solicitation document.

19. **I have heard that UNDP has launched a tender but I cannot find it in the eTendering system.**

If a tender has been launched by UNDP and you cannot find it in the system, it may be because:

- The tendering process is not conducted in the eTendering system.

- The tender is not based on an Open ITB process, meaning that the solicitation documents are only sent to shortlisted suppliers.

Contact the corresponding UNDP office to get more information.

20. I cannot upload a document. It gives an error message that I don't understand.

Make sure that the file name is only of the Latin alphabet and consists of maximum 60 characters. If the problem persists, contact the UNDP focal point for the event.

21. The system is slow and not responding very well. What can I do?

Try to sign out and then sign in again and clear browsing history. In addition, try to use a different browser.

22. How do I upload documents related to my bid?

Upload documents in the *View/Add General Comments and Attachments* tab at the header level of the bid event. Refer to section 5.3 in the Bidder Training Guide for more information.

23. I have answered all Bid Factors and Line Items, but the system doesn't allow me to submit my bid. What can I do?

Make sure that you have answered correctly to all bid factors marked with *Ideal Response Required*. If not, the system will not allow the bid to be submitted. Press *Validate Entries* and read the error messages that appear on top of the page. If there are no error messages, try to submit the bid again. Refer to section 5.1 and 5.4 in the Bidder Training Guide for more information.

24. How can I edit my bid?

To edit your bid, click on *View, Edit and Copy from Saved Bids* on the main event page. Press *Edit*. If you have clicked on *Edit*, it is important that you click on *Submit Bid* to ensure that you have a bid posted in the system. **If you edit your bid and click on "Save for Later" you will also be withdrawing your original bid**. Refer to section 6.2 of the Bidder Training Guide for more information.

25. I have submitted a bid but no longer wants to participate. What do I do?

You can cancel your bid by going to *View, Edit and Copy from Saved Bids* from the event main page, and then press *Cancel*. Refer to section 6.3 of the Bidder Training Guide for more information.

26. I have submitted a bid and received email confirmation but I want to make sure I have provided all information required and my bid is complete. How do I do that?

To view your bid, click on *View, Edit and Copy from Saved Bids* on the main event page. Press *View*. You can look into all responses you have provided including the prices and attachments.