Bidder Access Guide – How to Access RFx Events in UNIDO's New E-Procurement System

Requisites prior to accessing the system:

1. You have received an email from procurement@unido.org with your user account (e.g., bidder1042) and a default password.

Procedure:

1. After you have received your account information from UNIDO, please return to our landing page: UNIDO – SAP Portal: https://procurement.unido.org/. This landing page will also check whether your browser and browser-specific settings are compatible with our system – please ensure under "Browser Detection" and "Browser Settings" that there is no red text indicating that there is something incompatible with our system. If there are incompatible settings or the browser itself is incompatible, please move your cursor over to the relevant section and follow the on-screen instructions on what settings need to be changed from your side.
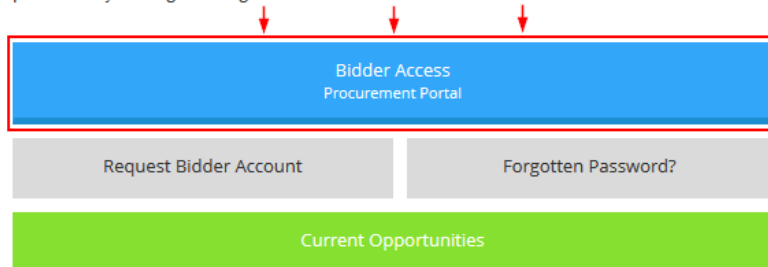
2. When you click on "Bidder Access Procurement Portal", enter your bidder ID number, password and click on "**Log on**":

3. The next screen that will be shown to you will be similar to the below screenshot, where you will be asked to change the default password provided to you by UNIDO.

1) In "**Current Password**", please enter Init1234.
2) In "**New Password**", please enter any password that is at least "**8 characters + 1 capital letter + 1 number**".
3) In "**Repeat Password**", enter the same password you have created in step 2.
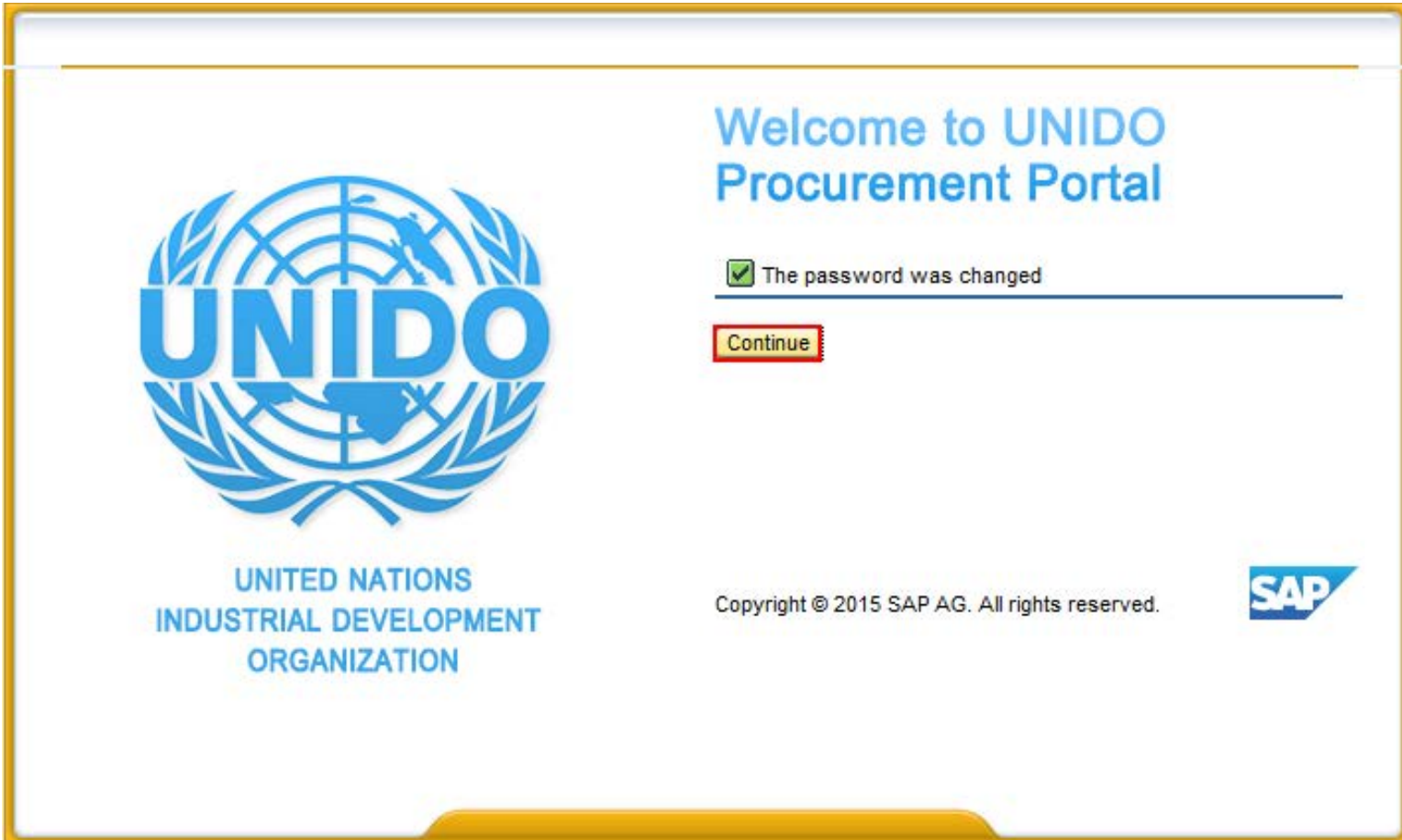
Click on "**Change**" to continue:

4. Click on "**Continue**" to proceed:

5. After logging in, click on "**RFx and Auctions**" to see the full list of currently open tenders:

6. Click on "**Refresh**" as highlighted in the below screenshot to ensure that you are shown the most up-to-date list of tenders. In the column "**Event Number**" you can look for your RFX Number. After you have found it, please click on the RFX number to open the RFX.
   Tips:
   → If you know your RFX number, please enter your number in the line "**Event Number**". Click on the yellow box "**Apply**" to continue. Please note that you will have to delete that filter and click on "**Apply**" to see the full list of RFx events again.

7. Click on the tab **"Notes and Attachments"** to download all relevant bidding documents which may include the following: Terms of Reference, model contract, bid proposal templates, etc.:

- Once you are in the **"Notes and Attachments"** tab, please click on the **"Description"** to download the document.

Tips:
→ There may be more than just the 5 attachments that are initially shown to you. Please check whether there is a scrollbar available on the right hand side (highlighted in red below) and scroll down to find other attachments that may or may not be there.

8. Once you have decided to participate in the tender, please do as follows:

1) Click on **"Register"**;
2) Click on **"Participate"**;
3) Click on **"Create Response"**;
4) A new window should open. See step 9.

Tips:

→ Please be mindful of the remaining time. If the tender has expired, the **"Create Response"** button would no longer be available.

9. The new window that opens will be called the **"Create Response"** window – this is what will be filled out by you and submitted to UNIDO. You will initially see some error messages with red flags, which indicate the fields in which you are required to enter information before submitting your proposal.

It is suggested that you first upload all of your attachments to the tab "**Notes and Attachments**". Click on **"Notes and Attachments"**.

10. Click on **"Add Attachment"** to attach your technical and/or financial proposal, product catalogues, and any other relevant information that UNIDO will need to evaluate.

11. Please click **"Browse"** and afterwards **"OK".**

   Tips:
   → Attachments can only be uploaded one at a time. This process may have to be repeated several times until all of your attachments have been uploaded.

12. The next step is to enter your prices in the system. Click on the tab **"Items".** Here you can enter your **"Price"** for the given item(s). Afterwards, click on **"Check"** to refresh the data – the system should calculate all of the prices you have entered in **"Total Value".**

Tips:

→ There may be more than just one line item shown in this tab. This is often the case for purchase of equipment.
In the same column, please enter only your net prices (not gross) per piece of equipment.

→ In most cases, there is no other information needed in this tab other than your prices.

→ In case you do not want to propose a price for a certain item, under **"Submitted"** quantity, please remove whatever is entered by default and leave it as "**0.00**". This field may not be editable, in which case this is not allowed and you are required to propose a price for all items (i.e., partial bids are not allowed by UNIDO in that particular case).

13. Click on the tab **"RFx Information"** → "**Questions**" sub-tab to answer the questions. The questions that are highlighted with a blue ✱ asterisk are required questions for which you must provide an answer.

14. After completing all required questions (at minimum), click on "**Check**" to verify if there are any other errors messages indicating other missing information.

Tips (on error messages):

→ If the error message has a red symbol, the bid cannot be submitted until the error is resolved.

Attribute Please confirm that you have read and agree to the is mandatory; maintain attribute value

→ If the error message has a yellow symbol, the bid can be submitted despite the warning message, but please read through the message carefully before submitting your proposal. For example, if you forget to enter a price under the tab "**Items**", the message below will appear after clicking on "**Check**" – this is to remind you to do this without accidentally offering an item for free.

Line : '0' in the price field means that you are offering the item for free

15. 1a) You may choose to submit your offer at this point by clicking on **"Submit"**, which is the final step in the process – proceed to step 16;

1b) Or click on "**Save**" in case you would like to first save your proposal and return to it later. See "Tips" section for step 16.

PLEASE REMEMBER TO CLICK ON "SUBMIT" BEFORE THE DEADLINE; OTHERWISE UNIDO CANNOT ACCEPT YOUR OFFER.

16. If you receive the below message in green, this means that your bid is successfully submitted and will be available to UNIDO for opening after the submission deadline. This is the only confirmation that you will receive from the system regarding your submission.

Tips:

→ In case you have saved your bid and would like to return to it, please log back in to the system and find your RFx in the "**RFx and Auctions**" page. On the row of your RFx event should be a number starting with 600000_ _ _ _ - this is your "**RFx Response**" number – click on it to open it.

→ **Please note that leaving your bid in "Saved" mode will mean that your bid is incomplete and therefore cannot be accepted by UNIDO. Please do not leave it in "Saved" status and remember to submit it before the deadline has expired, otherwise UNIDO cannot evaluate your tender.**

- Please click on "**Edit**" first in order to be able to make changes to your RFx Response.

Should you require any assistance while using the system, you can email us here or reach us by phone at +43 1 26026 4608. Our working hours are from Monday to Friday, between 09:00 - 12:30 and 14:00 - 17:30 Central European Time (CET).

UNIDO is fully committed to have an as user-friendly eProcurement portal as possible.

UNIDO Procurement Team (PSM/OSS/PRS)