eTenderBox

Supplier User Manual

1. Introduction

The eTenderBox is an online registration tool by which Suppliers can globally submit their applications to tenders published by UNHCR. The system offers an advanced solution for reviewing open tenders, submitting offers and managing uploaded documents.

The eTenderBox can be accessed via the following URL: http://etenderbox.unhcr.org

In case of technical query regarding the eTenderBox, please send an email to the following helpdesk email address: hqsmsbid@unhcr.org.

Welcome page

2. Registration

To submit an offer for a UNHCR published tender via the eTenderBox online tool, the Supplier needs to register in the system. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications.

The registration is done by providing the below information.

For registration, Suppliers need to have an active email account by which they will be identified in the system.

***Note*: One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. If you forget your password, you will not be able to use that account anymore. In this case new registration is required.**

Upon successful registration, a confirmation message will be sent to the given email address and the system will redirect the user to the login page where the Supplier can login with the given email address and password.

3. System Usage

3.1. Tender View Page

Once successfully registered and logged in, the Tender View page appears on which the following information are visible.

3.2. Offer Submission (File Upload)

Once clicked on the tender's 'Reference number', the system navigates to the Detailed Tender View page where the offer submission can be done.

The application for a tender is executed by submission (upload) of files which are categorized as either 'Technical' or 'Financial' depending on the category under which Suppliers upload their files. By this feature, Suppliers can upload their technical or financial offer and later they can complete their submission by uploading their files under the other category while the tender is still open.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip. .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd...etc.) should not be uploaded. The maximum size limit per file is **10MB**. The system can handle multiple uploads. Uploading speed depends on the size of the files. There should be at least one file uploaded under either 'Technical' or 'Financial' category before clicking on the 'Save & Submit' button. The system gives a warning message if no file is uploaded before submission or the selected file for upload is of other extension than the allowed ones.

For submission of a Technical or Financial offer, click on the 'Upload files' button of the given category to browse and select the file(s) to be uploaded.

***Note**: It is the Supplier's responsibility to upload only technical documentation under 'Technical' category and financial documentation under 'Financial' category.*

Once the files have been selected, they will appear in the given category's box with the option to download or delete them.

***Note**: Selecting the files for upload does not mean that they have already been uploaded. For this, the 'Save & Submit' button has to be clicked at the bottom of the page.*

Once all files have been selected for upload, the 'Save & Submit' button has to be clicked at the bottom of the page.

Upon successful upload, a 'Submission saved' message appears and the tender will go under 'My submissions' on the Suppliers' Tender View page so that later they can easily check for which tender they have already applied and proceed with further file uploads till the expiration of the tender deadline.

Also, the system will send an automated confirmation message to the email address the Supplier registered with, in which confirmation message a bid reference number will be provided which can be used for later tracking and correspondence.

***Note:* The official submission of the selected files for upload is done by clicking the 'Save & Submit' button, therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.**

3.3. Offer Modification (File Deletion)

Suppliers are able to delete any of their previously uploaded files, amend their offer and upload the revised files until the deadline expiration. For this, Suppliers should open the Tender View page and click on the reference number of the tender for which they have already applied. On the Detailed Tender View page, once the file to be deleted has been identified, the 'X' button next to it should be clicked and the appearing confirmation message for deletion should be verified by clicking on 'OK' after which the deletion will be immediate. In case of deletion, the 'Save & Submit' button does not have to be clicked. Once the deleted file is revised, it can be uploaded again till the expiration of the tender submission deadline.

Note: Since Suppliers can delete, amend and re-upload their previously uploaded files until the deadline of the tender, it is their responsibility to ensure that all files of their final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the eTenderBox automatically closes the tender, after which Suppliers can review their uploaded files but options for additional upload and deletion of previously uploaded files are not available anymore.