

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: hqmsbid@unhcr.org

Welcome page

The screenshot shows the eTenderBox (V4.1) welcome page. At the top, it says "Welcome to UNHCR's online application to upload offers to open tenders." Below this are two buttons: "Login" and "Registration".

Annotations with arrows point to specific features:

- "For already registered Suppliers." points to the "Login" button.
- "For unregistered Suppliers." points to the "Registration" button.
- "Currently open tenders." points to the "Tenders (2)" section.
- "With the arrows in the header of each column, the order can be set to ascending or descending." points to the small up/down arrows in the column headers of the table.

The "Tenders (2)" section contains a table with the following data:

Reference number	Subject	Buyer	Status	Deadline (user time zone)
RFP/2018/559	Tender for Resourcing	MACARAS	Ongoing	04-04-2018 23:59
ITB/2018/1065	Tender for Provision of Audit Services	MACARAS	Ongoing	16-05-2018 23:59

Below the table are navigation controls: "< < > >" and "View all". At the bottom of the page is the UNHCR logo and the text "The UN Refugee Agency".

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.

The image shows a screenshot of the eTenderBox 1.0.411 Registration form. The form is titled "Registration" and includes the following fields and elements:

- Full supplier name:** A text input field. An annotation points to this field stating: "Supplier will be indicated by this name on official offer registration document."
- Short supplier name (max 10 characters):** A text input field. An annotation points to this field stating: "Suppliers will be identified in the system by this username (email address). Also used for login to eTenderBox."
- Username (email address):** A text input field. An annotation points to this field stating: "Suppliers will be identified in the system by this username (email address). Also used for login to eTenderBox."
- Username (email address) again:** A text input field. An annotation points to this field stating: "Username verification."
- Password:** A text input field. An annotation points to this field stating: "Password of free choice."
- Password again:** A text input field. An annotation points to this field stating: "Password verification."
- I'm not a robot:** A checkbox. An annotation points to this checkbox stating: "Certification checkbox to avoid automatic bot registration."
- Sign Up:** A button. An annotation points to this button stating: "Once all the required information are provided and the certification box is checked, click here to finish registration."
- Cancel:** A button. An annotation points to this button stating: "'Cancel' button will navigate to Welcome page."

At the bottom of the form is the UNHCR logo with the text "The UN Refugee Agency".

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.

The screenshot shows the eTenderBox interface. On the left is a dark sidebar with a 'Tenders' link. The main content area is divided into two sections: 'Tenders (2)' and 'My submissions (0)'. The 'Tenders (2)' section contains a table with two rows of tender information. The 'My submissions (0)' section is currently empty. Annotations with arrows point to various UI elements: the 'Tenders' link, search fields, a specific reference number, a user manual link, a dropdown menu, and the table headers.

Clicking on this, the system will navigate to Tender View page.

Free text fields for search function dedicated to each list.

Click on the 'Reference number' of the given tender to check its details and submit an offer.

User dropdown menu for logout.

Option to open the User Manual.

Arrows to set the order of the given column ascending or descending.

List of currently open tenders for which the user has not submitted any offers yet.

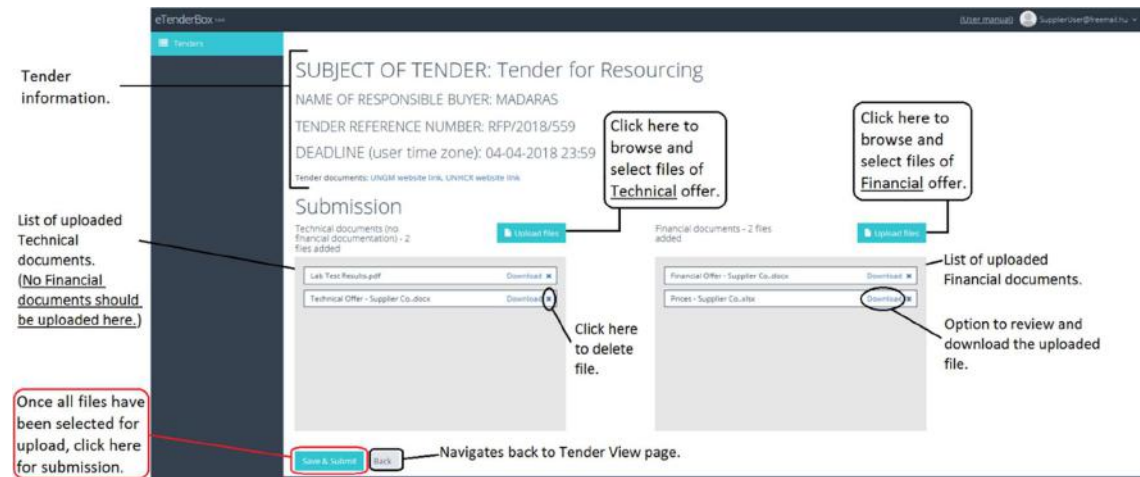
List of tenders for which the user has already submitted an offer.

Reference number	Subject	Status	Deadline (user time zone)
RF/2018/559	Tender for Resourcing	Ongoing	04-04-2018 23:59
ITB/2018/1065	Tender for Provision of Audit Services	Ongoing	16-05-2018 23:59

Reference number	Subject	Status	Deadline (user time zone)	Buyer's name
There is no item in the list				

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.*

IMPORTANT: *The tender deadline displayed on eTenderBox is always in the user's local time zone. Therefore, no further time difference calculation is needed in order to define the deadline of the tender. Please always consider the above before submitting your offer.*

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 and submitted 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.