

# 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>

*Should you have any technical queries/issues regarding eTenderBox, please check the **FAQ section** of this manual as it may provide the answer/solution to your query. In case you did not find the answer you were looking for, please contact the dedicated helpdesk email address indicated in the official tender cover letter, describe the experienced issue and if possible, attach a screenshot of the received error message.*

## Welcome page

The screenshot shows the eTenderBox welcome page. At the top, it says "eTenderBox 1641" and "Welcome to UNHCR's online application to upload offers to open tenders." Below this are two buttons: "Login" and "Registration". The "Login" button is annotated with "For already registered Suppliers." and the "Registration" button is annotated with "For unregistered Suppliers." Below the buttons is a section titled "Tenders (2)" containing a table of currently open tenders. The table has columns for Reference number, Subject, Buyer, Status, and Deadline (user time zone). The first row is RFP/2018/559, Tender for Resourcing, MADARAS, Ongoing, 04-04-2018 23:59. The second row is ITB/2018/1005, Tender for Provision of Audit Services, MADARAS, Ongoing, 16-05-2018 23:59. Below the table are navigation arrows and a "View all" link. The "View all" link is annotated with "Currently open tenders." To the right of the table, there are small arrows in the column headers, annotated with "With the arrows in the header of each column, the order can be set to ascending or descending." At the bottom of the page is the UNHCR logo and the text "UNHCR The UN Refugee Agency".

Reference number	Subject	Buyer	Status	Deadline (user time zone)
RFP/2018/559	Tender for Resourcing	MADARAS	Ongoing	04-04-2018 23:59
ITB/2018/1005	Tender for Provision of Audit Services	MADARAS	Ongoing	16-05-2018 23:59

## 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 registration form. The form is titled "Registration" and is set against a blue background. At the top, it says "eTenderBox 1.0.41". Below that, a message reads: "By registering to eTender Box, you will be able to participate in tenders published by UNHCR online. (For guidance on registration click here)". The form fields are as follows:

- Full supplier name (two input fields)
- Short supplier name (max: 10 characters) (two input fields)
- Username (email address) (two input fields)
- Password (two input fields)
- A checkbox labeled "I'm not a robot" with a CAPTCHA image.
- Buttons: "SIGN UP" (highlighted in red) and "Cancel".

Annotations with arrows point to various parts of the form:

- "Supplier will be indicated by this name on official offer registration document." points to the "Full supplier name" fields.
- "Suppliers will be identified in the system by this username (email address). Also used for login to eTenderBox." points to the "Username (email address)" fields.
- "Certification checkbox to avoid automatic bot registration." points to the "I'm not a robot" checkbox.
- "To open registration guide." points to the "(For guidance on registration click here)" link.
- "For internal use within the system." points to the "Short supplier name" fields.
- "Username verification." points to the second "Username (email address)" field.
- "Password of free choice." points to the first "Password" field.
- "Password verification." points to the second "Password" field.
- "Once all the required information are provided and the certification box is checked, click here to finish registration." points to the "SIGN UP" button.
- "'Cancel' button will navigate to Welcome page." points to the "Cancel" button.

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 with two main sections: 'Tenders (2)' and 'My submissions (0)'. The 'Tenders' section contains a table with columns for Reference number, Subject, Status, and Deadline. The 'My submissions' section is currently empty. Annotations provide instructions on how to use the search fields, navigation buttons, and dropdown menus.

Annotations:

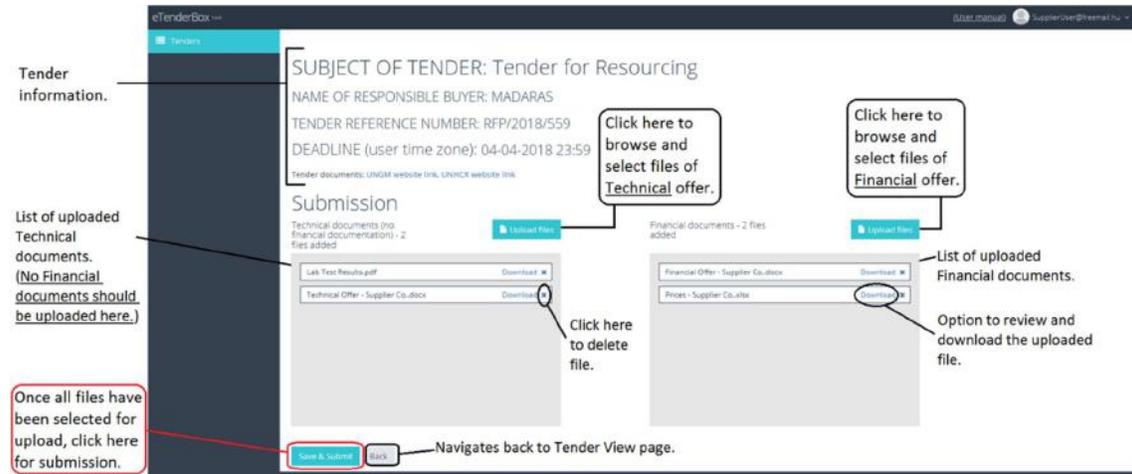
- Clicking on this, the system will navigate to Tender View page. (Points to the 'Tenders' menu item)
- Free text fields for search function dedicated to each list. (Points to search boxes in both sections)
- Click on the 'Reference number' of the given tender to check its details and submit an offer. (Points to the 'RFP/2018/559' reference number)
- User dropdown menu for logout. (Points to the user profile dropdown)
- Option to open the User Manual. (Points to the 'User manual' link)
- Arrows to set the order of the given column ascending or descending. (Points to the sort arrows in the 'Tenders' table)
- List of currently open tenders for which the user has not submitted any offers yet. (Points to the 'Tenders' table)
- List of tenders for which the user has already submitted an offer. (Points to the 'My submissions' table)

Reference number	Subject	Status	Deadline (user time zone)
RFP/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.

## 4. Frequently Asked Questions (FAQ)

✓ **What is eTenderBox?**

The eTenderBox is an online registration tool by which suppliers can globally submit their applications to tenders published by UNHCR. eTenderBox is available at the below website:

<https://etenderbox.unhcr.org/>

✓ **Does eTenderBox require download and installation?**

No. eTenderBox is an online application with no download/installation required.

✓ **How do I get access to eTenderBox?**

Suppliers have to register to eTenderBox at the website (<https://etenderbox.unhcr.org/>). For registration, Suppliers need to have an active email account by which they will be identified in the system. 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. Upon successful registration, confirmation email will be sent to the provided email address. Registration Guide is available directly at the eTenderBox website.

✓ **Is there an automatic vendor profile feed from UNGM?**

No. Suppliers have to register to eTenderBox even if they have a registered vendor profile at UNGM. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications.

✓ **Is there a connection between eTenderBox and any other UNHCR application?**

No. eTenderBox is a standalone online application without any feed from/to other UNHCR applications/databases (e.g. UNGM).

✓ **Is there a password reset option for eTenderBox?**

No. There is no password reset option for a registered account in eTenderBox.

✓ **What should I do in case any of my login credentials is lost/forgotten?**

In case the login credentials (ID/password) of the previously registered account cannot be retrieved, that account cannot be used anymore, and new registration is required with another email address and a slightly different indication in the full and short company names (e.g. adding an additional digit at the end). The exact entity of the bidding company will be clarified by the information provided in the vendor registration form submitted as part of the offer. Once successfully registered, login credentials are to be secured in order to avoid the need for further re-registration.

✓ **I forgot my login ID/password. Can I retrieve them by contacting UNHCR?**

No. UNHCR does not have access to any supplier login credentials, they are known only to the registered user.

✓ **Supplier name already exists at first registration. How do I register?**

In case the system indicates at first registration that the Supplier company name already exists, it is possible that another colleague from that company (especially in case it has more branches, globally) already registered with this company name previously to eTenderBox. It may also be possible that the short company name was used by another company when registering. In this case, please re-try registering with a slightly different indication in the company names (full and short), e.g. adding an additional digit at the end. The exact entity of the bidding company will be clarified by the information provided in the vendor registration form submitted as part of the offer.

✓ **When trying to register, I receive a 'CAPTCHA error' message. What shall I do?**

When receiving the message 'CAPTCHA error' at registration, the source of the problem may be an ad-blocker issue. To resolve the problem, please try registering on another PC or in case the issue still persists, another possible solution may be filling the registration form over mobile net as there may be some misconfigured vpn settings or banned IP range behind the problem. Further information on resolving this issue can be found here:

<https://appuals.com/fix-recaptcha-not-working-in-chrome/>

✓ **I cannot find the tender on eTenderBox which I am looking for.**

Please check the official deadline of the tender as expired tenders to which you have not submitted any file will automatically disappear from the list of open tenders in the application. In case the deadline has not expired yet, please contact the responsible UNHCR colleague indicated in the official tender cover letter.

✓ **I would like to register with a new email address but with the same company name.**

Registered supplier information (company name, email address, password) cannot be changed in eTenderBox. Therefore, in this case you will need to register again to eTenderBox with the new email address and a slightly different indication in the full and short company names (e.g. adding an additional digit at the end). The exact entity of the bidding company will be clarified by the information provided in the vendor registration form submitted as part of the offer. Also, please keep the login credentials (email address and password) of your previous user account as your previous submissions can be checked in eTenderBox only with these login information in the future. For new submissions, please use your newly registered account.

✓ **The name of my company has changed. Can I update it in my registered eTenderBox account?**

Registered supplier information (company name, email address, password) cannot be changed in eTenderBox. Therefore, in this case you will need to register again to eTenderBox with the new company name and a new email address. Also, please keep the login credentials (email address and password) of your previous user account as your previous submissions can be checked in eTenderBox only with these login information in the future. For new submissions, please use your newly registered account.

✓ **I cannot upload a file to eTenderBox. It is indicating 100% but the 'Save & Submit' button does not react.**

The above file upload issue may occur when the file sending device cannot fully connect to the eTenderBox server. This connection issue is likely to be local and ad hoc. In this case, please try again uploading the file. For the upload, please use LAN cabled network connection with high bandwidth speed for better data transfer. Also, you may select and upload each file one by one (with maximum size limit of 10MB), by selecting them from your local hard disk and click on the 'Save & Submit' button after each file is selected. The 'Save & Submit' button becomes active only once all newly selected files are fully prepared for the final upload which process may take some time depending on the size and number of the selected files. Also, you may zip the files and upload the compressed zip file with the maximum limit of 10MB. In case the 'Save & Submit' button is inactive, kindly repeat the process with the current file. There is no limitation for the number of uploads. Also, please clear the cache and temporary files on your computer and close all other browsers and tabs when uploading files to eTenderBox as they may hinder successful file upload. You may also try uploading the files from another computer or laptop. Once the 'Save & Submit' button is clicked and the uploaded files appear under the given category (technical/financial) when returning to the file upload page, it is confirmed that the upload was successful.