

## 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](mailto: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.

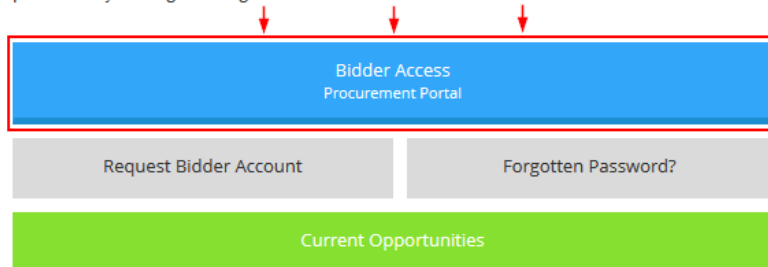


### Welcome to UNIDO Procurement Portal

Registered bidders can access the Tender Details by clicking on the “Bidder Access” link

If you are not a registered bidder, please register now by clicking on the “Request Bidder Account” link.

If you are a registered bidder and have forgotten your password, you may request for a new password by clicking the “forgotten Password” link.



For information on how to access the e-portal, please view [A Bidder's Guide to the Procurement e-portal](#).

### Browser Detection



You are using Firefox 40.0

### Browser Plugin Detection

Pop-up Blocker: Disabled

Adobe Reader: installed, please set Adobe Reader as default PDF viewer.

JAVA: Installed & enabled

2. When you click on “Bidder Access Procurement Portal”, enter your bidder ID number, password and click on “Log on”:

**Welcome to UNIDO Procurement Portal**

User: \*  Enter your user ID here

Password: \*  Enter "Init1234"

[Change Password](#)

UNIDO SAP SRM 7.0 Enhancement Package 3  
Production SYSTEM PM1

Clients:  
001: Production

=====

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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:

**Welcome to UNIDO Procurement Portal**

**UNIDO**  
UNITED NATIONS  
INDUSTRIAL DEVELOPMENT  
ORGANIZATION

**!** Password is not long enough (minimum length: 8 characters)

User: BIDDER1042

Current Password: \*  Enter "Init1234" again

New Password: \*  Enter any password that is at least 8 characters + 1 capital letter + 1 number.

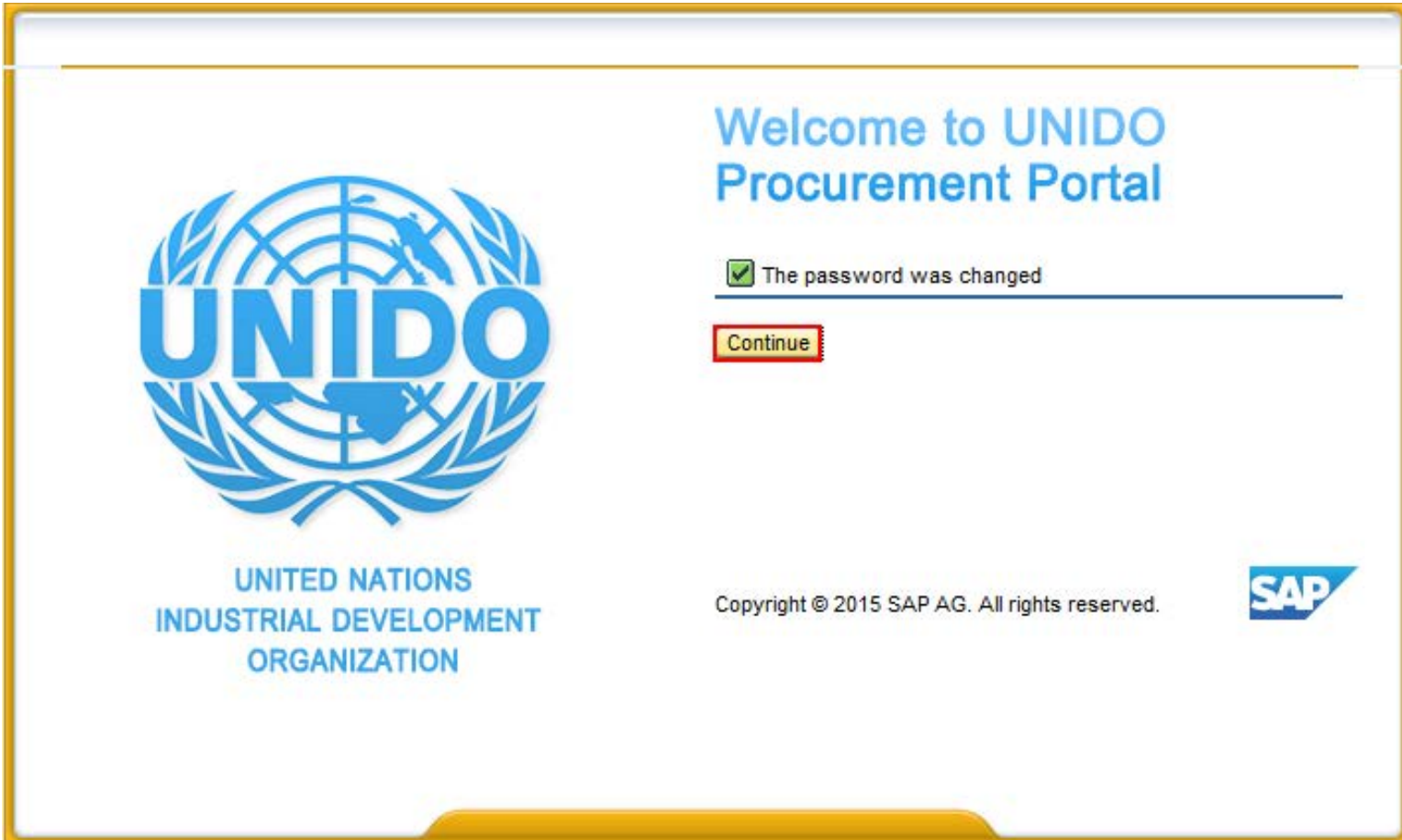
Repeat Password: \*  Please enter twice.

UNIDO SAP SRM 7.0 Enhancement Package 3  
Production SYSTEM PM1

Clients:  
 001: Production

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4. Click on **“Continue”** to proceed:




Welcome to UNIDO  
Procurement Portal

The password was changed

Continue

UNITED NATIONS  
INDUSTRIAL DEVELOPMENT  
ORGANIZATION

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5. After logging in, click on “RFX and Auctions” to see the full list of currently open tenders:

The screenshot displays the 'Supplier Relationship Management' interface. On the left, a navigation menu includes 'RFX and Auctions' (highlighted with a red box) and 'Personalization'. The main content area features a header with 'Work Items (0)', 'Alerts (0)', and 'Notifications (1)'. Below this is a 'Hide Quick Criteria Maintenance' button. The filter section includes: '\* Show:' with a dropdown menu set to 'Completed Work Items'; 'Status:' with a dropdown menu; 'High Priority:' with an unchecked checkbox; 'Sent Date:' with a dropdown menu; 'Timeframe:' with a dropdown menu; and 'Subject:' with a text input field. At the bottom of the filter section are 'Apply' and 'Clear' buttons.

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.

The screenshot shows the 'Supplier Relationship Management' interface. On the left, there is a navigation menu with 'RFX and Auctions' selected. The main area is titled 'Active Queries' and shows 'eRFxs All (52)' and 'Without Category Assignment New Query (25)'. Below this, there is a section for 'eRFxs - All' with a 'Hide Quick Criteria Maintenance' button. A search filter section contains several fields: 'Event Number' (with a diamond icon and a text input), 'Event Status' (a dropdown), 'Creation Date' (with a diamond icon and a date picker), 'Deadline Date Flag' (a dropdown), 'Status' (a dropdown), 'Response Timeframe' (a dropdown), and 'Smart Number' (a text input). Below these fields are 'Apply' and 'Clear' buttons. At the bottom, there is a toolbar with 'View: [Standard View]', 'Create Response', 'Display Event', 'Display Response', 'Refresh' (highlighted with a red box and a red '1' above it), and 'Export'. Below the toolbar is a table with the following data:

Event Number	Event Description	Event Status	Start Date	End Date	Response Number	Response Status
2 7000001263	Prep. of geothermal policy law - Uganda	Published		14.10.2015		No Bid Created
7000001262	Filling Equipment - LEB	Published		01.10.2015		No Bid Created

- 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.:

**Display RFX :**

RFX Number 7000001269    Smart Number Video production Services - CTCN    RFX Status Published    RFX Start Date

**RFX Information**    Items    **Notes and Attachments**

RFX Parameters    Questions    Note and Attachments

Time Zone: CET    :

Start Date:    00:00:00

\* Submission Deadline: 09.10.2015    17:00:00

Currency: USD

- 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.

▼ Attachments

[Filter Settings](#)

Assigned To	Category	Description	File Name	Version	Processor	Checked Out	Type	Size (KB)	Changed on
Document Header	Standard Attachment	<b>PROPOSER FINANCIAL STATEMENT</b>	PROPOSER FINANCIAL STATEMENT.pdf	1		<input type="checkbox"/>	pdf	8	28.09.2015
Document Header	Standard Attachment	BREAKDOWN OF THE PROPOSED PRICE	BREAKDOWN OF THE PROPOSED PRICE.pdf	1		<input type="checkbox"/>	pdf	14	28.09.2015
Document Header	Standard Attachment	CONTRACT SERVICES	CONTRACT SERVICES.pdf	1		<input type="checkbox"/>	pdf	57	28.09.2015
Document Header	Standard Attachment	ANNEX C_INSTRUCTIONS TO SEND REPORTS	ANNEX_C_INSTRUCTIONS TO SEND REPORTS.pdf	1		<input type="checkbox"/>	pdf	7	28.09.2015
Document Header	Standard Attachment	ANNEX B_PRIVILEGES	ANNEX_B_PRIVILEGES.pdf	1		<input type="checkbox"/>	pdf	7	28.09.2015

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.

Display RFX : 1

Close Participate Do Not Participate Tentative Create Response Questions and Answers ( 0 ) Export System Information Create Memory Snapshot

✔ You are registered to the RFX and will be informed of changes

RFX Number 7000001263 Smart Nur Message Number BBP\_BID 251 |aw - Uganda RFX Status Published RFX Start Date Submission Deadline 14.10.2015 17:00:00 CET Remaining Time 16 Days 02:12:51

RFX Information Items Notes and Attachments

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”**.

### Create RFX Response

Submit Read Only Check Close Save Export Import Questions and Answers ( 0 ) System Information Create Memory Snapshot

❗ Attribute Please confirm that you have included a short comp is mandatory; maintain attribute value

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

❗ Attribute Please confirm that: a) you are registered as a le is mandatory; maintain attribute value

❗ Attribute Please confirm your company/organization's ability is mandatory; maintain attribute value

RFX Response Number 6000004743 RFX Number 7000001263 Status In Process Submission Deadline 14.10.2015 17:00:00 CET

Ext. RFX Version Number 1

RFX Information Items Notes and Attachments Summary Tracking

Basic Data Questions 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.

**Create RFX Response**

Submit | Read Only | Check | Close | Save | Export | Import | Questions and Answers (0) | System Information | Create Memory Snapshot

! Attribute Please confirm that you have included a short comp is mandatory; maintain attribute value  
! Attribute Please confirm that you have read and agree to the is mandatory; maintain attribute value  
! Attribute Please confirm that: a) you are registered as a le is mandatory; maintain attribute value  
! Attribute Please confirm your company/organization's ability is mandatory; maintain attribute value

RFX Response Number 6000004743   RFX Number 7000001263   Status In Process   Submission Deadline 14.10.2015 17:00:00 CET   Remaining Time 16 Days 02:10:19  
Ext. RFX Version Number 1

RFX Information   Items   **Notes and Attachments**   Summary   Tracking

▼ Notes

Add | Clear

Assigned To	Category	Text Preview
Document ...	RFX/Auction Text	FORMULATION OF GEOTHEMAL ENERGY POLICY, LEGAL, AND REGUL...

▼ Attachments

Add Attachment | Edit Description | Versioning | Delete | Create Qualification Profile

Assigned To	Category	Description	File Name	Version	Processor	Checked Out
The table does not contain any data						

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.

**Add Attachment** [Close] [X]

Here you can upload an attachment. You have to assign it to either the document general data or to an item

1 File: **Browse...** No file selected.

Description:

\* Assign To: **General Data** [v]  
assign header or item data

2 **OK** Cancel

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).

**Create RFx Response**

Submit | Read Only | **Check** | Close | Save | Export | Import | Questions and Answers (0) | System Information | Create Memory Snapshot

RFx Response Number 6000004743    RFx Number 7000001263    Status In Process    Submission Deadline 14.10.2015 17:00:00 CET    Remaining Time 16 Days 01:53:16    **Total Value 0.00 USD**

Ext. RFx Version Number 1

RFx Information | **Items** | Notes and Attachments | Summary | Tracking

▼ Item Overview

Details | Add New | Copy | Paste | Delete | Calculate Value

Line Number	Item Type	Product ID	Product Category	Product Category Description	Required Quantity	Submitted Quantity	Unit	Price	Currency	Price Per	Delivery Date	Total Value	RFx / F
1	Service	80101509	Government affairs a		1.00	1.00	AU	<b>0.00</b>	USD	1	From 31.12.2015	0.00	1/

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.

**Create RFx Response**

Submit | Read Only | Check | Close | Save | Export | Import | Questions and Answers (0) | System Information | Create Memory Snapshot

RFx Response Number 6000004743    RFx Number 7000001263    Status In Process    Submission Deadline 14.10.2015 17:00:00 CET    Remaining Time 16 Days 01:53:16    Total Value 0.00 USD    RFx Response Version Number Active Version

Ext. RFx Version Number 1

**RFx Information** | Items | Notes and Attachments | Summary | Tracking

Basic Data | **Questions** | Notes and Attachments

Question	Reply	Comment
*Please confirm that you have read and agree to the UNIDO Model Contract including its General Conditions of Contract:	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
*Please confirm that you have included a short company description if available, the organizational structure:	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
*Please confirm that: a) you are registered as a legal entity in accordance with the laws of your country b) You have attached the Certificate to the offer:	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
*Please confirm your company/organization's ability and readiness to execute an eventual PO in accordance with this tender requirement. Any deviation shall be clearly expressed in your offer.	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>


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

The screenshot shows the 'Create RFX Response' interface. At the top, there is a navigation bar with buttons: Submit, Read Only, Check (highlighted with a red box), Close, Save, Export, Import, Questions and Answers (0), System Information, and Create Memory Snapshot. Below the navigation bar, a green checkmark icon is followed by the text 'RFX response is complete and contains no errors', which is also enclosed in a red box. Below this, a summary bar displays: RFX Response Number 6000004743, Ext. RFX Version Number 1, RFX Number 7000001263, Status In Process, Submission Deadline 14.10.2015 17:00:00 CET, Remaining Time 16 Days 01:39:27, Total Value 5.00 USD, and RFX Response Version Number Active Version. Below the summary bar, there are tabs for 'RFX Information', 'Items', 'Notes and Attachments', 'Summary', and 'Tracking'. Under 'RFX Information', there are sub-tabs for 'Basic Data', 'Questions', and 'Notes and Attachments'. The 'Questions' tab is active, showing a table with columns 'Question', 'Reply', and 'Comment'. The table contains four rows of questions, each with a 'Yes' radio button selected and a 'No' radio button unselected, and a text input field for the comment.


Question	Reply	Comment
*Please confirm that you have read and agree to the UNIDO Model Contract including its General Conditions of Contract	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
*Please confirm that you have included a short company description if available, the organizational structure.:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
*Please confirm that: a) you are registered as a legal entity in accordance with the laws of your country b) You have attached the Certificate to the offer:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
*Please confirm your company/organization's ability and readiness to execute an eventual PO in accordance with this tender requirement. Any deviation shall be clearly expressed in your offer:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="text"/>

#### 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.**

### Create RFX Response

**Submit** <sup>1a</sup> **Save** <sup>1b</sup> | [Read Only](#) | [Check](#) | [Close](#) | [Export](#) | [Import](#) | [Questions and Answers \( 0 \)](#) | [System Information](#) | [Create Memory Snapshot](#)

✔ RFX response is complete and contains no errors

RFX Response Number	6000004746	RFX Number	7000001263	Status	In Process	Submission Deadline	14.10.2015 17:00:00 CET	Rem
Ext. RFX Version Number	1							

[RFX Information](#) | **Items** | [Notes and Attachments](#) | [Summary](#) | [Tracking](#)

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.

### Display RFX Response:

[Edit](#) | [Refresh](#) | [Close](#) | [Withdraw](#) | [Export](#) | [Questions and Answers \( 0 \)](#) | [System Information](#) | [Create Memory Snapshot](#)

✔ RFX response 6000004746 submitted

RFX Response Number	6000004746	RFX Number	7000001263	<b>Status</b>	<b>Submitted</b>	Submission Deadline	14.10.2015 17:00:00 CET
Ext. RFX Version Number	1						

**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.**

Active Queries

eRFxs All (48)  
Without Category Assignment New Query (25)

eRFxs - All

Hide Quick Criteria Maintenance

Event Number:  To

Event Status:

Creation Date:  To

Deadline Date Flag:

Status:

Response Timeframe:

Smart Number:

Apply Clear

View: [Standard View] Create Response Display Event Display Response Refresh Export

Event Number	Event Description	Event Status	Start Date	End Date	Response Number	Response Status
7000001263	Prep. of geothermal policy law - Uganda	Published		14.10.2015	6000004746	Saved
7000001262	Filling Equipment - LEB	Published		08.10.2015		No Bid Created

- Please click on “**Edit**” first in order to be able to make changes to your RFX Response.

**Display RFX Response:**

[Edit](#) | [Check](#) | [Close](#) | [Export](#) | [Questions and Answers \( 0 \)](#) | [System Information](#) | [Create Memory Snapshot](#)

RFX Response Number 6000004746 RFX Number 7000001263 Status Saved Submission Deadline 14.10.2015 17:00:00 CET

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)**