

eTender portal

Quick guidance for Suppliers



Version: 1.1

July 2020

A – The starting page of the portal

Direct invitations from the portal to suppliers are only possible for those suppliers, which are registered. But all ongoing tenders can be viewed by any supplier.

For all ongoing tenders simply check the WHH-Website:

<https://www.welthungerhilfe.org/tenders/>

For all ongoing tenders, which are administered in the WHH portal go to the following website:
<https://eu.eu-supply.com/login.asp?B=Welthungerhilfe>

By using the latter link, you will reach the starting page of the WHH tender platform:

The screenshot shows the homepage of the WHH tender platform. At the top right is a language selection bar with four flags and a red circle containing the number 1. Below it is a 'Customer login' form with fields for 'Username' and 'Password' and a 'Log in' button. A red box surrounds this form, with the number 2 in a red circle at its bottom right corner. To the right of the login form is a sidebar with several links: 'Current tender opportunities' (3), 'New supplier registration' (4), 'Quick Start' (5), 'How to' Videos (6), and 'Login for WHH staff' (7). Below the sidebar is a red box containing a 'DO YOU NEED TECHNICAL SUPPORT?' section with contact information: E-Mail: desupport@eu-supply.com, Phone: +49 4185 5749000, and operating hours: Monday to Friday: from 08:30 to 17:00 CET (Local time in Germany). A red circle with the number 8 is at the bottom right corner of this support box. At the very bottom left are links for 'Cookies' and 'Planned downtimes'.

Some explanations:

- 1: You can change the language of the website
- 2: The login (after successful registration you enter here your username and password)
- 3: Link to the ongoing tenders of WHH
- 4: If not registered yet, here you can start the registration
- 5: This document
- 6: YouTube-Video which explains the use of the portal
- 7: Login for WHH staff only
- 8: In case of a technical question, you can contact the technical support during opening hours

B – How to view ongoing tenders of WHH

By clicking the “*Current tender opportunities*” on the starting page you will reach the following page:

The screenshot shows the 'Ongoing public tenders' page of the WELTHUNGERHILFE website. At the top, there is a blue header bar with the 'WELTHUNGERHILFE' logo and a 'Close' button. Below the header, the URL 'Home / Ongoing public tenders' is visible. A red circle labeled '1' is positioned above the 'Filters' section. The 'Filters' section contains dropdown menus for 'Issued RFTs' (set to 'Local') and 'Text filter' (with 'Name' selected), a date range from '07/03/2009' to '07/03/2019', and checkboxes for 'Search within expired RFTs' and 'More options'. At the bottom of the filters are 'Search' and 'Reset' buttons. A red box surrounds the entire filters section. Below the filters is a table titled 'Public RFTs' with a red circle labeled '2' above the first row. The table has columns: RFT Id, Reference, Name, Date of publication, Response deadline (CET), Process, Contracting authorities, and Countries. The first row is highlighted with a red box and a red arrow points to the 'Name' column value 'Tender for the Supply of Tools for Vegetable Garden in Nyamlel'. The table also includes navigation buttons at the bottom left and a 'Display' dropdown at the bottom right.

RFT Id	Reference	Name	Date of publication	Response deadline (CET)	Process	Contracting authorities	Countries
205094	SSD-1058-SPR #: 658029 & 658032	Tender for the Supply of Tools for Vegetable Garden in Nyamlel	27/02/2019	15/03/2019 14:30	Open National Tender Procedure (€50.000 - 209.000 (incl. VAT))	Welthungerhilfe	South Sudan
205171	11960 BDI 1046	Fortification Equipment	26/02/2019	17/03/2019 23:30	Open National Tender Procedure (€50.000 - 209.000 (incl. VAT))	Welthungerhilfe	Burundi
204973	11950 PER	Ausschreibung für eine bundesweite repräsentative Umfrage	20/02/2019	14/03/2019 10:00	Open National Tender Procedure (€50.000 - 209.000 (incl. VAT))	Deutsche Welthungerhilfe e. V.	Germany

Some explanations:

1: Here you can filter the tenders (in case too many are displayed)

2: By clicking on the text of the column “*Name*” you will be forwarded to the information page of the specific tender from which you can review the tender documents and other information

The information page of a tender:

WELTHUNGERHILFE

1 Log in 2 Online registration...

Click on Accept to get access to the RFT information. Before you accept, make sure your user account is connected to the correct organisation number. When logged in you can find out if you click on View your presentation here! from your Home page. If you can't see the accept button you need to first login or register your company. In case you are unsure if the company is registered please contact the helpdesk on tendersupport@eu-supply.com.

Contract ID no. 205094, Tender for the Supply of Tools for Vegetable Garden in Nyamlel

Dear Tenderer

The Welthungerhilfe hereby invites your business to participate in this call for tenders 205094, Tender for the Supply of Tools for Vegetable Garden in Nyamlel.

If your business is interested in participating in the tender procedure, you must register online in eu-supply's internet-based eSourcing system. Registration as a user in the system is free of charge, and once the business is registered, a login will be granted to all calls for tenders published in eu-supply's tender system, including future calls for tenders.

PROCEDURE

All tenders are conducted as an open procedure and therefore only comprises one phase including both selection and bidding round.

Participation in the bidding round takes place by responding to the questions in the system and submitting the relevant and required documents.

Only compliant tenders will be evaluated.

PARTICIPATION

As a tenderer, you must log in to eu-supply's internet-based eSourcing system. If you do not have a login, you must first register online. You will then be able to see the call for tenders at issue and all the questions to be answered by you, plus the related documents to be submitted in order to submit the bid.

Follow the guide below when your business is participating in a call for tender.

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1 RFT details

Contract ID no. 205094, Tender for the Supply of Tools for Vegetable Garden in Nyamlel

Dear Tenderer

The Welthungerhilfe hereby invites your business to participate in this call for tenders 205094, Tender for the Supply of Tools for Vegetable Garden in Nyamlel.

As a tenderer, you must log in to eu-supply's internet-based eSourcing system. If you do not have a login, you must first register online. You will then be able to see the call for tenders at issue and all the questions to be answered by you, plus the related documents to be submitted in order to submit the bid.

Follow the guide below when your business is participating in a call for tender.

calls for tenders published in eu-supply's tender system, including

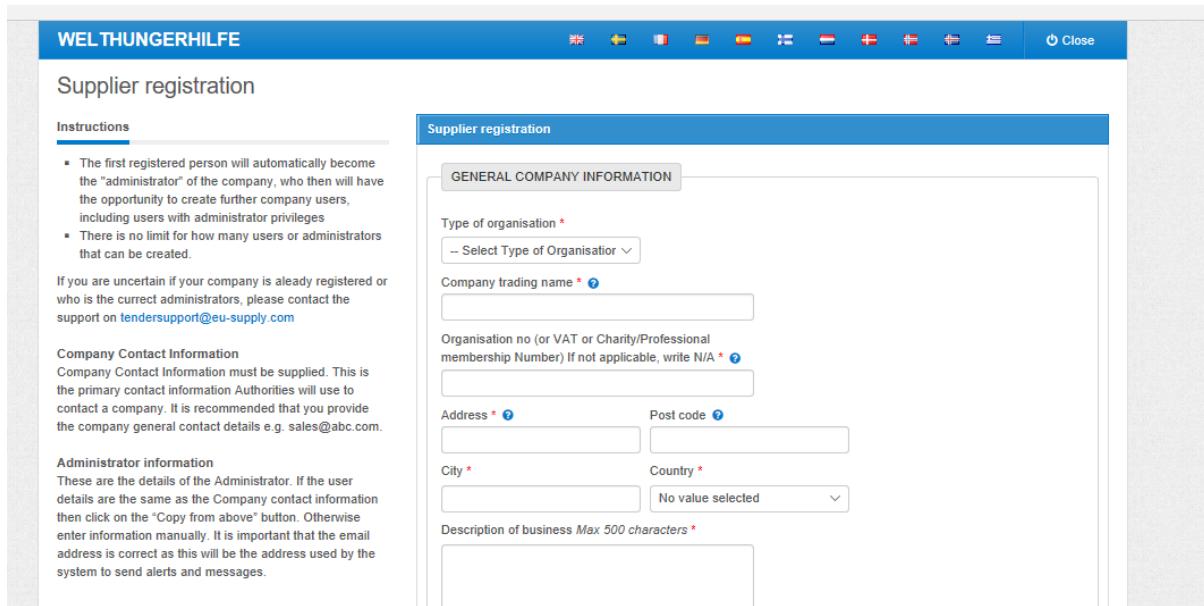
Some explanations:

- 1: You log on with your credentials and express your interest to participate**
- 2: In case you are not registered, you can click on this button to register online**
- 3: Here you can review the details of this ongoing tender**

C – How to register your company

Either you click on the starting page on the button “*New Supplier Registration*” (refer to page 1 of this document) or you press on the button “*Online registration*” of the page of the tender announcement (refer above).

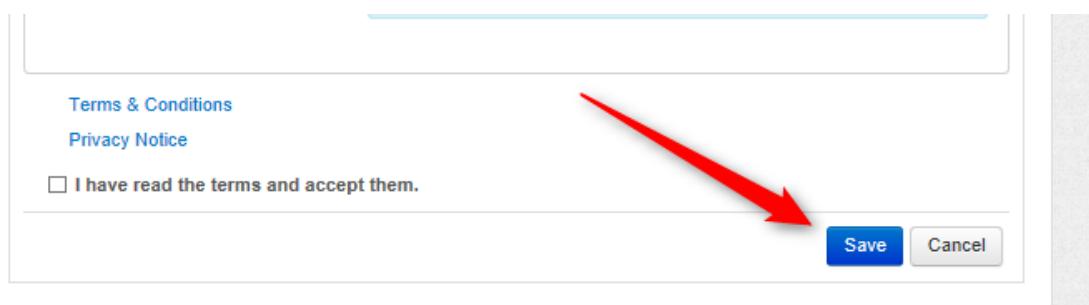
Both options will forward you to following registration page:



The screenshot shows the 'Supplier registration' page for 'WELTHUNGERHILFE'. The top navigation bar includes language selection (English, German, French, Spanish, Dutch, etc.) and a 'Close' button. The main content area is titled 'Supplier registration' and contains several sections:

- Instructions:** A list of bullet points:
 - The first registered person will automatically become the "administrator" of the company, who then will have the opportunity to create further company users, including users with administrator privileges.
 - There is no limit for how many users or administrators that can be created.
- Company Contact Information:** A note stating that Company Contact Information must be supplied. It specifies that this is the primary contact information Authorities will use to contact a company. It is recommended that you provide the company general contact details e.g. sales@abc.com.
- Administrator information:** A note stating that these are the details of the Administrator. If the user details are the same as the Company contact information then click on the "Copy from above" button. Otherwise enter information manually. It is important that the email address is correct as this will be the address used by the system to send alerts and messages.
- Supplier registration:** This section is titled 'GENERAL COMPANY INFORMATION'. It includes fields for:
 - Type of organisation *: A dropdown menu labeled '-- Select Type of Organisation --'.
 - Company trading name *: An input field with a blue question mark icon.
 - Organisation no (or VAT or Charity/Professional membership Number) If not applicable, write N/A *: An input field with a blue question mark icon.
 - Address *: An input field with a blue question mark icon.
 - Post code *: An input field with a blue question mark icon.
 - City *: An input field with a blue question mark icon.
 - Country *: A dropdown menu showing 'No value selected'.
 - Description of business Max 500 characters *: A text area with a blue question mark icon.

Please fill in all required data of your company. Please do not share your credentials for the portal with any third party. After all date is entered, please press “**Save**”! Your company is now registered.



This screenshot shows the final step of the supplier registration process. At the bottom left, there are links for 'Terms & Conditions' and 'Privacy Notice'. Below them is a checkbox labeled 'I have read the terms and accept them.' A large red arrow points from the right side of the screen towards the 'Save' button at the bottom right. The 'Save' button is highlighted with a blue background, while the 'Cancel' button is in a greyed-out state.

D – How to participate to an ongoing tender

You need to be registered as supplier in the WHH portal to be in the position to participate to a tender, thus successfully upload a bid. Means, unregistered suppliers cannot participate in the tender process and cannot upload any documents.

Those registered must express their interest for the participation to that specific tender first. This is possible by selecting the specific tender you would like to join¹.

Once the correct tender is selected, the view of the information page of the specific tender appears slightly different for registered and logged-in suppliers (refer to page 3 of this document). The buttons “Log in” and “Online registration” are exchanged with the button “Accept”.

WELTHUNGERHILFE

Accept

Click on Accept to get access to the RFT information. Before you accept, make sure your user account is connected to the correct organisation number. When logged in you can't see the Accept button you need to first login or register your company. In case you are unsure if the company is registered please contact the helpdesk on tenders@

Contract ID no. 205094, Tender for the Supply of Tools for Vegetable Garden in Nyamlel

Dear Tenderer

The Welthungerhilfe hereby invites your business to participate in this call for tenders 205094, Tender for the Supply of Tools for Vegetable Garden in Nyamlel. If your business is interested in participating in the tender procedure, you must register online in eu-supply's internet-based eSourcing system. Registrations are published in eu-supply's tender system, including future calls for tenders.

PROCEDURE

The call for tenders is conducted as an open procedure and therefore only comprises one phase including both selection and bidding round.

Please click on “Accept” if you would like to participate. You will be forwarded to the Supplier main page of this specific tender.

¹ Refer to page 2 of this document, how to select the tender.

This is your Supplier main page for the specific tender:

The screenshot shows the supplier's main page for RFT 205094. At the top, there are navigation links for Administration, Help, and Log out. Below that, the tender title is "RFT 205094 - SSD-1058-SPR #: 658029 & 658032 - Tender for the Supply of Tools for Vegetable Garden in Nyamlel". A message indicates "Response not submitted (Scroll down to submit)". A timer shows "Time left: 192:56:44". The tender details include publication date (27/02/2019 09:00), deadline for clarifications (11/03/2019 14:30), response deadline (15/03/2019 14:30), and validity of tender (15/04/2019 14:30). The "My Response" tab is selected, showing 0 of 13 questions answered. The "Progress" section highlights that at least one requirement is not met. A red arrow points to the "Submit response" button, which is highlighted with a red border.

Some explanations:

- 1: The overview and current status of your response
- 2: Here you can submit messages to WHH
- 3: Your audit trail (you can see who did what and when)
- 4: You can assign sections of the qualification questions to specific people (not mandatory)
- 5: Here you can view the questionnaire and answer the questions
- 6: Here you can upload your documents (those requested by WHH) and your offer
- 7: You can view/print your response (for your files)
- 8: For cancelling (in case you don't want to participate anymore)
- 9: **Most important:** If all documents are uploaded and all questions answered you must submit your response!!!

Some explanations:

- 1a:** To view the tender of WHH
- 1b:** To view the invitation letter of WHH
- 1c:** to view the documents of WHH
- 1d:** To ask questions and view answers of WHH
- 1e:** To assign more users which act on behalf of your company in the portal

E – How to answer a questionnaire

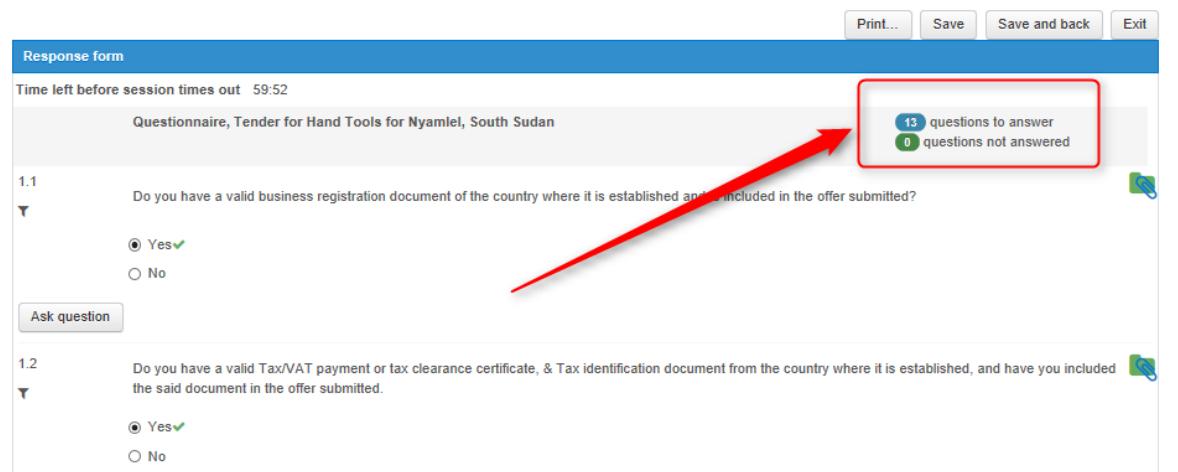
For some tenders the answering of a questionnaire is a mandatory step for the participation in the tender. To answer these questions simply click on the clicking the button “Answer questions” of the Supplier main page of the tender. Then you will reach page:

The screenshot shows a 'Response form' for a questionnaire titled 'Questionnaire, Tender for Hand Tools for Nyamlel, South Sudan'. At the top right are buttons for 'Print...', 'Save', 'Save and back', and 'Exit'. A red arrow labeled '1' points to a box containing '13 questions to answer' and '4 questions not answered'. Another red arrow labeled '2' points to a green checkmark icon next to a file upload field. A third red arrow labeled '3' points to a red folder icon next to another file upload field.

Some explanations:

- 1:** Here you can see how many questions are to be answered and how many are still unanswered or incomplete. Remark: If documents are required to answer the question, these documents must be uploaded. Otherwise the question remains in the status "not answered".
- 2:** Symbol for the successful upload of the required document (business registration).
- 3:** Symbol which shows no document (tax clearance certificate) has been uploaded yet. Here you need to upload the requested document to change the status of this question into answered. Please confirm uploaded documents by clicking the “Save” button which can be found on the bottom of the questionnaire.

The offer can only be submitted if all questions have the status "answered".



Response form
Time left before session times out 59:52
Questionnaire, Tender for Hand Tools for Nyamlel, South Sudan

1.1 Do you have a valid business registration document of the country where it is established and included in the offer submitted?
T
① Yes✓
② No

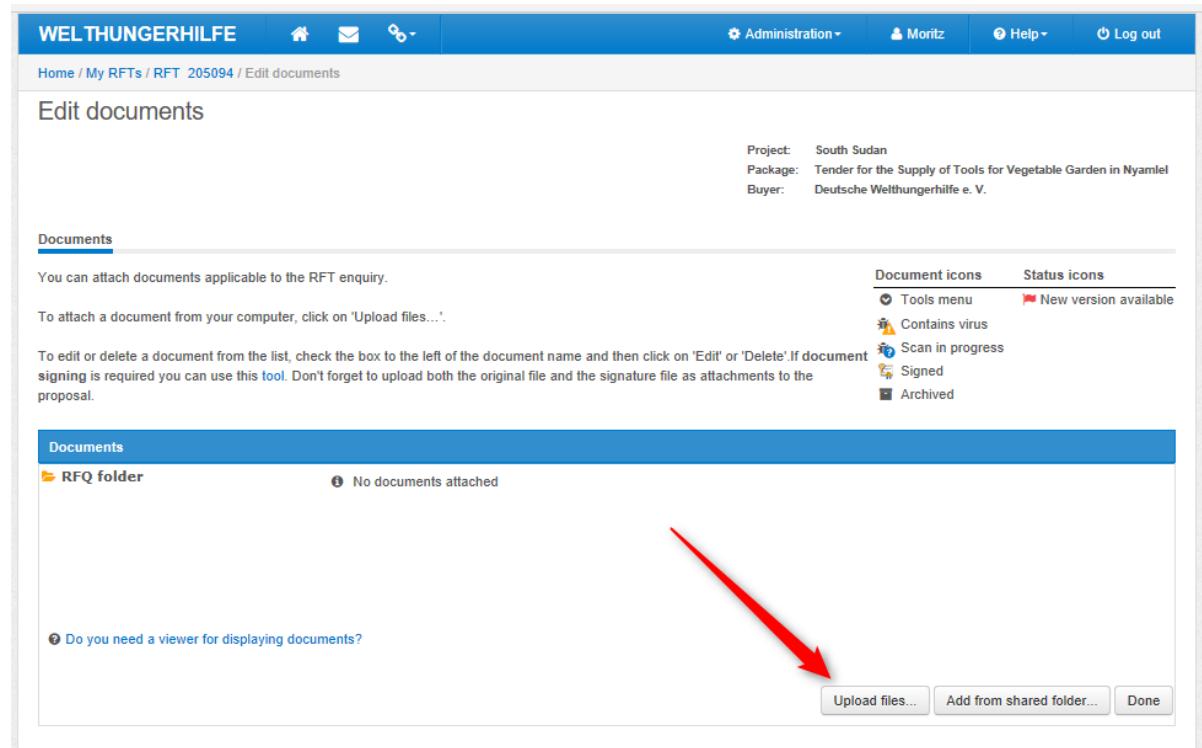
1.2 Do you have a valid Tax/VAT payment or tax clearance certificate, & Tax identification document from the country where it is established, and have you included the said document in the offer submitted?
T
① Yes✓
② No

Print... Save Save and back Exit

13 questions to answer
0 questions not answered

F – How to upload your bid

For the upload of documents please go to the Supplier main page for the specific tender. By clicking the button “*Attach Documents*”, you will reach the following page:



WELTHUNGERHILFE Home / My RFTs / RFT 205094 / Edit documents

Administration Moritz Help Log out

Edit documents

Project: South Sudan
Package: Tender for the Supply of Tools for Vegetable Garden in Nyamlel
Buyer: Deutsche Welthungerhilfe e. V.

Documents

You can attach documents applicable to the RFT enquiry.
To attach a document from your computer, click on 'Upload files...'.
To edit or delete a document from the list, check the box to the left of the document name and then click on 'Edit' or 'Delete'. If document signing is required you can use this tool. Don't forget to upload both the original file and the signature file as attachments to the proposal.

Document icons	Status icons
Tools menu	New version available
Contains virus	
Scan in progress	
Signed	
Archived	

RFQ folder No documents attached

Do you need a viewer for displaying documents?

Upload files... Add from shared folder... Done

For the upload of documents (your offer, supporting documents such as BoQ, technical leaflets, VAT registration form, Reference list, etc.) simply click on the button “*Upload files*”.

By clicking the button “Upload files”. you will reach the following page:

The screenshot shows a web interface for uploading files. At the top, there's a navigation bar with 'WELTHUNGERHILFE' and various icons. Below it, the URL is 'Home / My RFTs / RFT 205094 / Attach documents / Upload files'. The main title is 'RFT 205094 - SSD-1058-SPR #: 658029 & 658032 - Tender for the Supply of Tools for Vegetable Garden in Nyamlel'. On the left, there's an 'Instructions' section with tips for file selection and upload. On the right, there's a 'Upload information' form with fields for 'File' (with a 'Browse...' button), 'File title (optional)', and a 'Cancel' button. A red arrow points to the 'Browse...' button.

Simply follow the instructions on the right side of this page. By clicking on “Browse” you can select the file from your computer.

Once the selected file has been uploaded it will appear in the document overview:

The screenshot shows the 'Attach external documents for suppliers to download' page. It includes project details: 'Project: South Sudan', 'Package: Tender for the Supply of Tools for Vegetable Garden in Nyamlel', and 'Buyer: Deutsche Welthungerhilfe e. V.'. On the left, there's a 'Documents' section with instructions for attaching files. On the right, there's a table for managing documents with columns for 'Document icons' and 'Status icons'. The table lists one document: 'Sample offer for the WHH Portal.docx'. A red box highlights this document, and a red arrow points to it with the number '1'. Below the table, there are buttons for 'Upload files...', 'Add from shared folder...', 'Sort', 'Delete', and 'Done'. Red numbers '2' and '3' are placed above the 'Sort' and 'Done' buttons respectively.

Some explanations:

- 1: The successful uploaded document
- 2: Here you can sort the uploaded documents
- 3: Once all documents are uploaded press on “Done”

F – How to submit your bid

Once all requirements of the tender are fulfilled, means, all questions are answered, all supporting documents are uploaded to the respective answers, all other documents have been uploaded as well, you can now submit your bid.

Again, you start on the Supplier main page of the specific tender. Here you can see on the progress bar, that the requirement of the tender is fulfilled (100%). Means, you can now submit your bid by clicking on the button “*Submit response*”.

The screenshot shows the WELTHUNGERHILFE supplier main page for RFT 205094. The top navigation bar includes links for Administration, Moritz, Help, and Log out. The page title is "RFT 205094 - SSD-1058-SPR #: 658029 & 658032 - Tender for the Supply of Tools for Vegetable Garden in Nyamlel". A project note indicates "Project: South Sudan".

Instructions

To submit response:
Please allow some time for sending of your response.
After clicking 'Submit response' you will be required to verify yourself by entering your user name and password before sending. If you can't see the pop up window when submitting your response it could be minimized. Check among your minimized windows or log out and close your browsers and try again.

Detailed instructions

RFT

[View RFT](#) [View invitation letter](#) [Access documents](#) [Supplier questions and answers](#) [Assign user access](#)

My response

Tender for the Supply of Tools for Vegetable Garden in Nyamlel

Qualification questions
13 of 13 question(s) answered [Assign sections...](#) [Answer questions...](#)

Additional response documents
1 document(s) attached in this section [Attach documents...](#)

Progress

Dates (CET)
Publication of notice 27/02/2019 09:00
Deadline of clarification questions 11/03/2019 14:30
Response deadline 15/03/2019 14:30
Validity of tender 15/04/2019 14:30

Percent complete 100%

Totals

Response not submitted

[View response](#) [Cancel response](#) [Submit response](#)

A red arrow points from the "Progress" section to the "Percent complete" bar, which is highlighted with a red border. Another red arrow points to the "Submit response" button at the bottom right of the progress bar.

You need to verify yourself before submission. Please enter your credentials.

Submit response

You are submitting on behalf of this supplier: Welthungerhilfe Test (N/A)
In order to submit a response you need to enter your user name and password.

The screenshot shows a 'Verification' dialog box with two input fields: 'User name' and 'Password'. Below the dialog is a note about response submission and a progress bar at the bottom right.

Verification

User name
Password

Note: Each time you submit your response it will be sent to the Contracting authority. However, access for the Contracting authority to the final response is restricted and depends on legal requirement regarding response deadline/opening procedure.

Send **Cancel**

Your response has been successfully submitted to WHH. The progress bar turned from red into green!
Congratulations!!!

The screenshot shows a confirmation message: 'Response submitted: 07/03/2019 15:47'. It also displays the tender details and a progress bar indicating 100% completion.

Instructions

To submit response:
Please allow some time for sending of your response.
After clicking 'Submit response' you will be required to verify yourself by entering your user name and password before sending. If you can't see the pop up window when submitting your response it could be minimized. Check among your minimized windows or log out and close your browsers and try again.

Detailed instructions

My Response **Contracts** **Messaging** **Audit trail**

RFT
View RFT View invitation letter Access documents Supplier questions and answers Assign user access

My response
Tender for the Supply of Tools for Vegetable Garden in Nyamal

Progress
Percent complete: 100%

Dates
(CET)
Publication of notice: 27/02/2019 09:00
Deadline of clarification questions: 11/03/2019 14:30
Response deadline: 16/03/2019 14:30
Validity of tender: 16/04/2019 14:30

Response submitted: 07/03/2019 15:47
View/Print response form Withdraw response Submit response

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