Global eSourcing Quick Guide
SUPPLIER BID GUIDE

Welcome to NRC's online procurement system, Complete Tender Management (CTM) system.

CTM can only be accessed if your company is registered as a user in the system. It is free of charge to register as a supplier in CTM. If your company is not already registered, you can register through NRC's login page: https://eu.eu-supply.com/login.asp?B=NRC

Fig. 1

Note:
Upon registration of your company, the first registered person will automatically become the "administrator" of the company, who will then have the opportunity to create further company users with administrator rights.
There is no limit for how many users or administrators that can be created.

Please fill below registration form online by following the instruction and click save to submit.

Kindly ensure to fill all areas highlighted with an *

Supplier registration

GENERAL COMPANY INFORMATION

Type of organisation *
-- Select Type of Organisatio ⌄

Company trading name * ❓
[   ]

Organisation no (or VAT or Charity/Professional membership Number) If not applicable, write N/A * ❓
[   ]

DUNS Code ❓   Is SME ❓
[   ]   ☐

Address * ❓   Post code ❓
[   ]   [   ]

City *   Country *
[   ]   No value selected   ⌄

Description of business *Max 500 characters* *
[   ]

COMPANY CONTACT INFORMATION

Point of contact * ❓
[   ]

Phone type *   Phone (+353 1 7654321) *
Default   ⌄   [   ]

Email *
[   ]   [Test]

ADMINISTRATOR INFORMATION

[📋 Copy from above]

First name *   Last name *
[   ]   [   ]

Company Role/Work Area
[   ]

Phone type *   Phone (+353 1 7654321) *
Default   ⌄   [   ]

Email *
[   ]   [Test]

Preferred language *
No value selected   ⌄

ADMINISTRATOR CREDENTIALS

Username *
[   ]

Password *
[   ]

Confirm password *
[   ]

⚠ **Passwords policy**
- Password can contain only alphabets a-z, A-Z and numbers 0-9
- Password must be at least 6 characters long.
- Password must contain at least one letter
- Password must contain at least one number.

EMAIL ADDRESSES FOR ALERTS

[Add email]

ℹ **Alert emails** Please enter the email addresses for company users who you wish to receive email alerts regarding tenders relevant to your business.

Terms & Conditions
Privacy Notice
☐ I have read the terms and accept them.

[Save] [Cancel]

Read the Terms & Conditions and Privacy Policy and tick 'I have read terms and accept them.
Click Save to finalize and submit your company's registration.
Business Opportunities – Identifying tender notices

In order to find new business opportunities, click Current public tenders

Proceed to identify the tender your company is interested in and click on the link to access the tender notification.
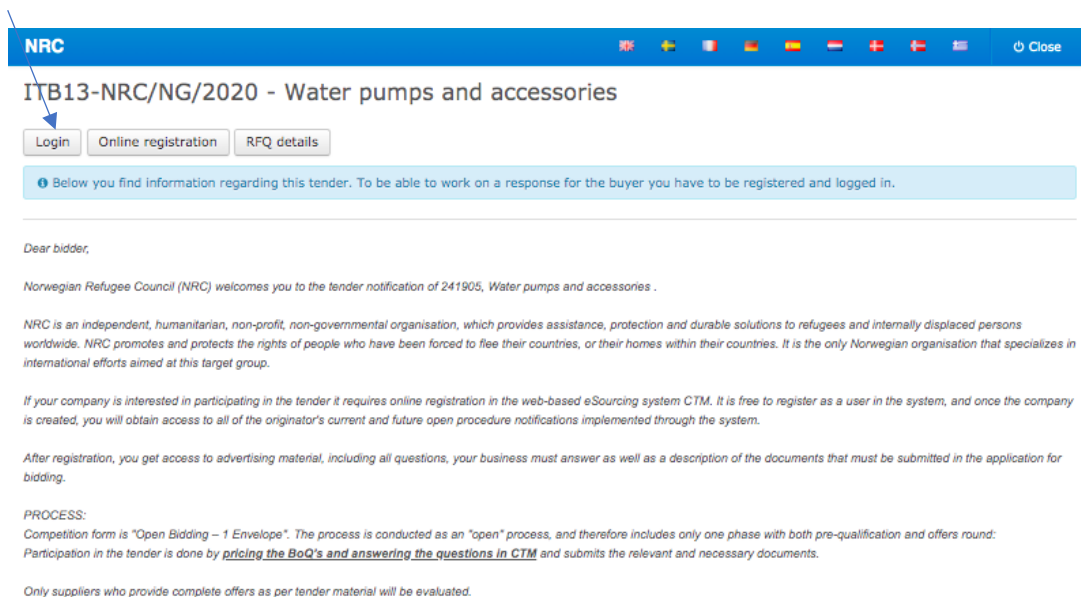

Read the tender notice and if your company is interested to attend the competition, click login

NRC

ITB13-NRC/NG/2020 - Water pumps and accessories

Login | Online registration | RFQ details

ℹ Below you find information regarding this tender. To be able to work on a response for the buyer you have to be registered and logged in.

Dear bidder,

Norwegian Refugee Council (NRC) welcomes you to the tender notification of 241905, Water pumps and accessories .

NRC is an independent, humanitarian, non-profit, non-governmental organisation, which provides assistance, protection and durable solutions to refugees and internally displaced persons worldwide. NRC promotes and protects the rights of people who have been forced to flee their countries, or their homes within their countries. It is the only Norwegian organisation that specializes in international efforts aimed at this target group.

If your company is interested in participating in the tender it requires online registration in the web-based eSourcing system CTM. It is free to register as a user in the system, and once the company is created, you will obtain access to all of the originator's current and future open procedure notifications implemented through the system.

After registration, you get access to advertising material, including all questions, your business must answer as well as a description of the documents that must be submitted in the application for bidding.

PROCESS:
Competition form is "Open Bidding – 1 Envelope". The process is conducted as an "open" process, and therefore includes only one phase with both pre-qualification and offers round:
Participation in the tender is done by _pricing the BoQ's and answering the questions in CTM_ and submits the relevant and necessary documents.

Only suppliers who provide complete offers as per tender material will be evaluated.
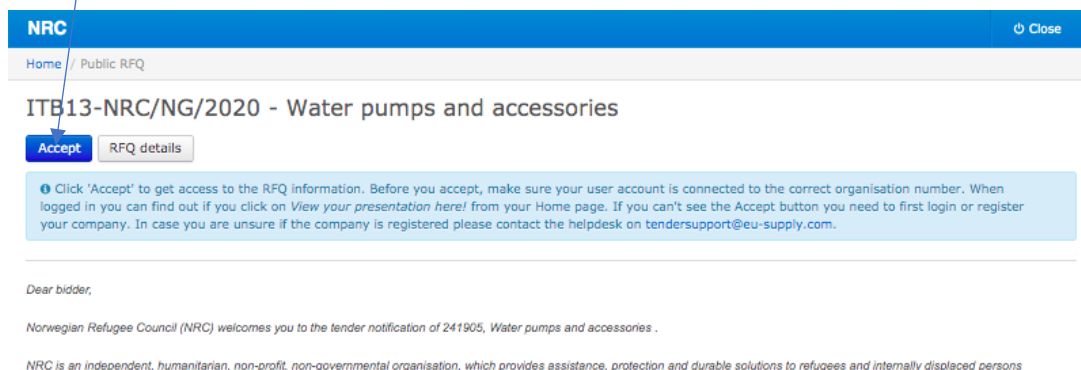
Enter the user name and password and click Log in

Username
[   ]
Password
[   ]
[Log In]

Now you can access the tender details and start submitting your company's bid
by clicking Accept

NRC

Home / Public RFQ

ITB13-NRC/NG/2020 - Water pumps and accessories

Accept | RFQ details

ℹ Click 'Accept' to get access to the RFQ 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.

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The CTM eSourcing system will open on the specific tenders 1 page responds page.

The respond page holds all the information and actions required to submit your bid.

See Explanation to the most important "buttons on the supplier response web page" below.
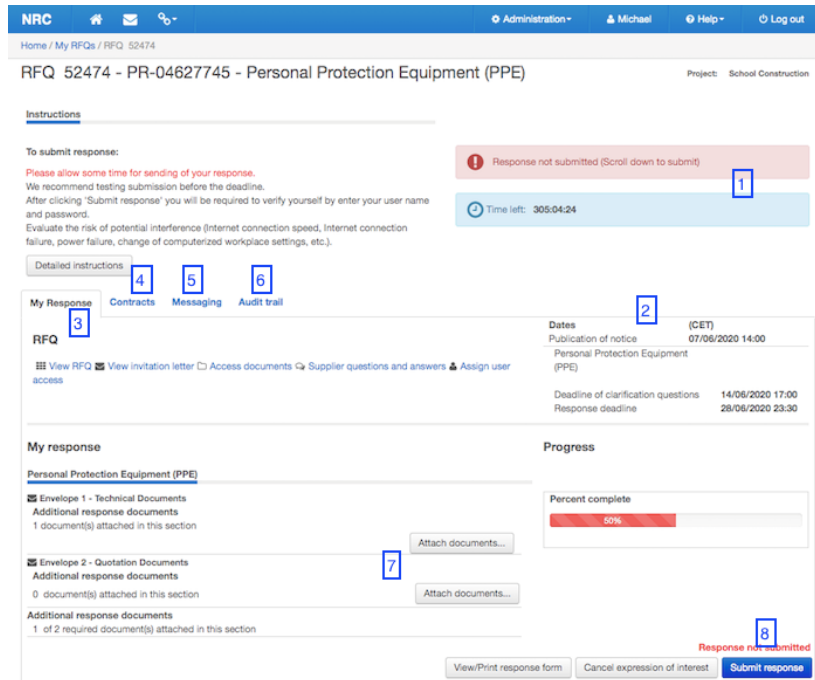
1. Response not submitted/Time left:
The remaining time to the system closes for submission of responses.
Here you can see if you have sent your response. Red means that it is not send; it turns green
when you have submitted your response.
2. Tender Response important deadlines/dates
The progress bar will show completed tasks progress
3. My response:
Here you can see the main information of the Tender. From her you have access to everything that
regards this specific RFQ.
- Invitation letter
- Access documents: From here you can view all documents and information that the buyer has
  attached to this Tender. You can download them to your own computer.
- Q&A: From here you can directly ask the buyer questions about the tender
4. Contracts:
Here you can get an overview of any contracts; you may be assigned through CTM
management system. (This only if the authority uses this part of the system).
5. Messaging:
Here you can send and receive messages to/from the buyer. Any questions regarding the
RFQ is required to be send to the buyer using the messaging tool.
6. Audit trail:
Here you can view your own and the buyer's activities in the system. Note that all activities
are audited.
7. Attach documents:
As part of your response, you are required to attach technical, financial and supporting documents, etc.
which will be available to the buyer only after response deadline when the Tender Box is opened.
8. Submit response:
Here you can send your response to the buyer. Note that your response is not send before
you have click on the "submit response" button. When you click on submit response, a popup
window will show up, you must type in your password and username, in order to send your response.

The "submit response" will have changes from red to green as will the box in the top right corner where it will now state that your response has been sent.

Note! The buyer will not be able to see your response, if you have not submitted your response and the buyer will not be able to see your submitted response before the passing of the deadline for the tender and after the opening of the encrypted electronic tender box.

You can of course always find public tenders or see your invitations to bid or go directly to tender responses you are working on directly from your homepage after you have accessed the system via log in.