

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



The screenshot shows the NRC (Norwegian Refugee Council) login page. At the top, there are flags of various countries and the NRC logo. Below the logo, the text "NORWEGIAN REFUGEE COUNCIL" is displayed. The main heading is "Customer log in" with a sub-heading "Please enter your username and password to log in to the marketplace". There are two input fields for "Username" and "Password", and a "Log In" button. To the right of the input fields, there are four links: "Forgot password?", "Current public tenders", "Register online", and "How To" (with "Access" below it). A blue callout box with an arrow points to the "Register online" link, containing the text "Please click on 'Register online' to register your company in CTM". At the bottom left, there is contact information for the Norwegian Refugee Council. At the bottom right, there is a "Cookies" link.

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 Organisation ▾

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 *

ADMINISTRATOR INFORMATION

First name * Last name *

Company Role/Work Area

Phone type * Phone (+353 1 7654321) *
 Default ▾

Email *

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

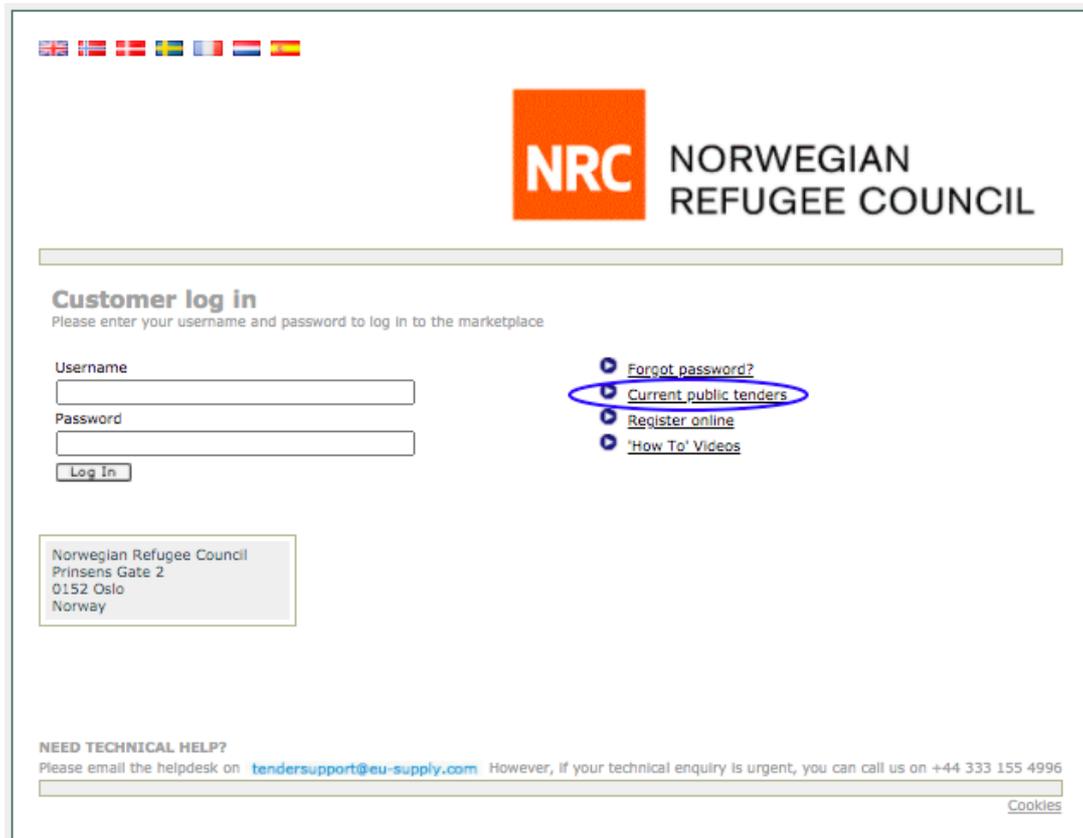
📢 Alert emails Please enter the email addresses for company users who you wish to receive email alerts regarding tenders relevant to your business.

[Terms & Conditions](#)
[Privacy Notice](#)

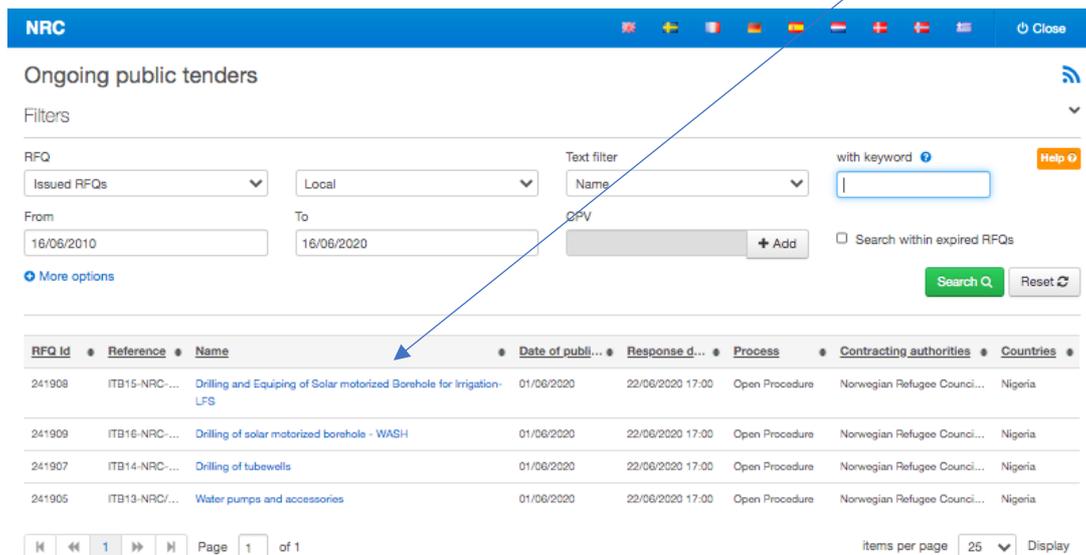
I have read the terms and accept them.

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

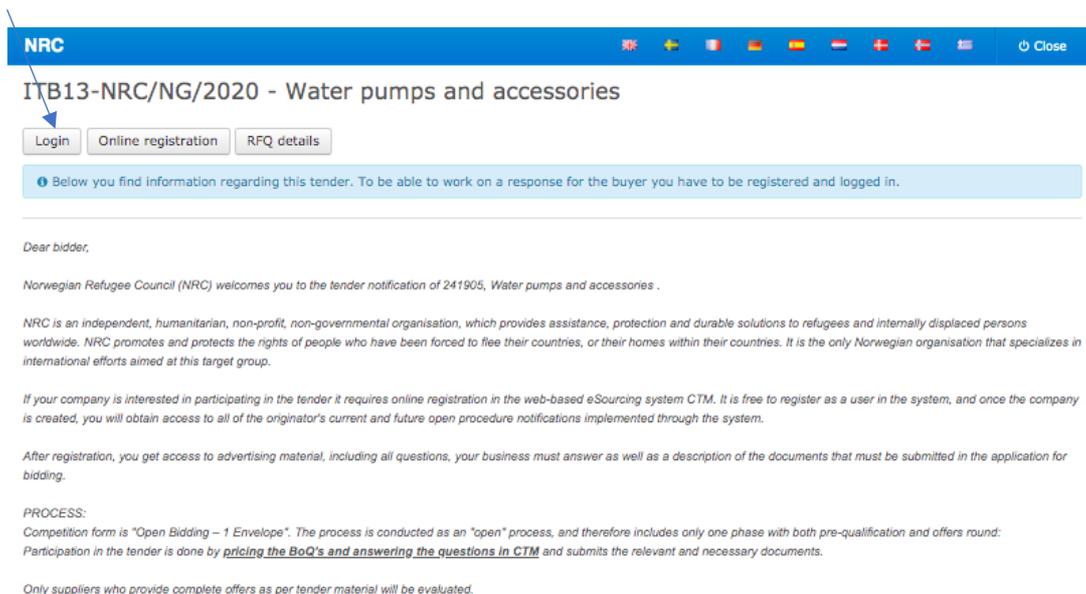
In order to find new business opportunities, click [Current public tenders](#)



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](#)

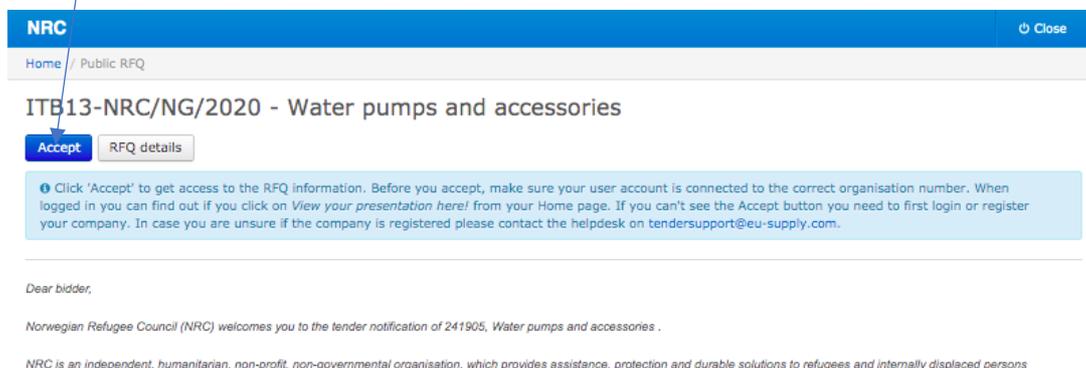


Enter the user name and password and click [Log in](#)

Username

Password

Now you can access the tender details and start submitting your company's bid by clicking [Accept](#)



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.

NRC Administration Michael Help Log out

Home / My RFQs / RFQ 52473

RFQ 52473 - PR07062020-2 - Tarpaulins 3x4m Project: NORAD

Instructions

To submit response:

Please allow some time for sending of your response.
We recommend testing submission before the deadline.
After clicking "Submit response" you will be required to verify yourself by enter your user name and password.
Evaluate the risk of potential interference (Internet connection speed, Internet connection failure, power failure, change of computerized workplace settings, etc.).

Detailed instructions

My Response Contracts Messaging Audit trail

RFQ

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

Dates (CET)
Publication of notice 05/06/2020 19:10
Tarpaulins 3x4m
Response deadline 05/06/2020 23:30

My response

Tarpaulins 3x4m

Envelope 1 - Technical Documents
Additional response documents
1 document(s) attached in this section
Attach documents...

Envelope 2 - Quotation Documents
Additional response documents
1 document(s) attached in this section
Attach documents...

Additional response documents
2 of 2 required document(s) attached in this section

Progress

Percent complete
100%

Response submitted: 05/06/2020 19:26
View/Print response form Submit response

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.

NRC Administration Michael Help Log out

Welcome Michael Hasselstroem

Services

- Public RFQs
- My Request for Quotations
0 New Invitations, 1 Ongoing, 5 Closed
- Documents
Manage company and personal documents
- My tasks
My sent and incoming tasks
- Reports
[report_text]
- Account administration
View your presentation here!
Add users or update profile
Manage Business alerts
- Do you need technical support?
Create a ticket
or email: tendersupport@eu-supply.com
phone: +44 333 155 4996
- User guides (pdf)
Supplier tender management
ESPD Online

To find a list of current RFQ opportunities or to express an interest in a specific RFQ, please click on the Public RFQs link on the left hand side.

Messages
No unread messages All messages

System notifications
No unread system notifications

My Request for Quotations

No	Description	Times (CET)	Buyer
241905	Water pumps and accessories ITB13-NRC/NG/2020 - Water pumps and accessories	End time: 22/06/2020 17:00	Norwegian Refugee Council - Nigeria