Guide for Registration in PAHO's e-Tendering portal

Please make sure that the main contact email is registered as the "Publish E-mail". This is the address to which all e-mail notifications will be sent including but not limited to the following:

1. Registration data and user name and password
2. Calls for Expression of Interest
3. Notifications of tender progress and publication of related tender documents
4. All project correspondence

The "Publish E-mail" could be amended easily and it is the Supplier's responsibility to keep this email updated at all times.

PAHO cannot be held responsible for entering or maintaining Suppliers' registration profiles including the "Publish E-mail". Failure to receive email notification from PAHO due to incorrect registration is the responsibility of the Supplier.

We recommend that several users be registered to receive PAHO's email notifications by ticking the box "Send a copy of all e-mails/correspondence to this contacts e-mail account" in your company registration profile.

Step-by-Step Supplier Guide to the PAHO "In-Tend" System

https://ungm.in-tend.co.uk/paho/

Introduction

We highly recommend that you read this Step-By-Step Guide before you register or make a Tender return on the In-Tend system as it takes you through important points to achieve a successful registration and tender response.

If you encounter difficulties with any aspect of or wish to convey any comments on the **In-Tend** system; please contact PAHO Procurement at 202-974-3433 or via email at PRO@PAHO.ORG

Contents & Short Explanations

- ✓ **Registration onto In-Tend**
  This section explains the registration process.

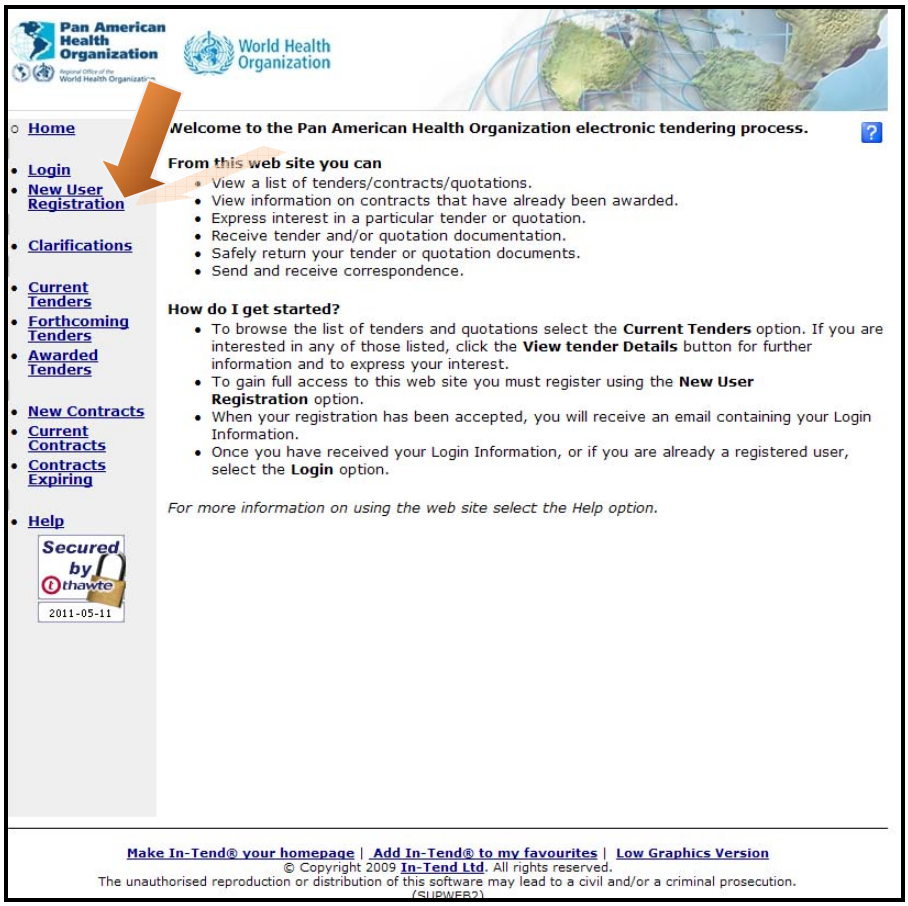
- ✓ **Basic Button Descriptions**
  A basic outline, description and functionality of items on the left hand side of the screen.

- ✓ **Downloading & Uploading Tender Documents**
  This section explains how to download and save tender documents and how to upload them before the tender return time.

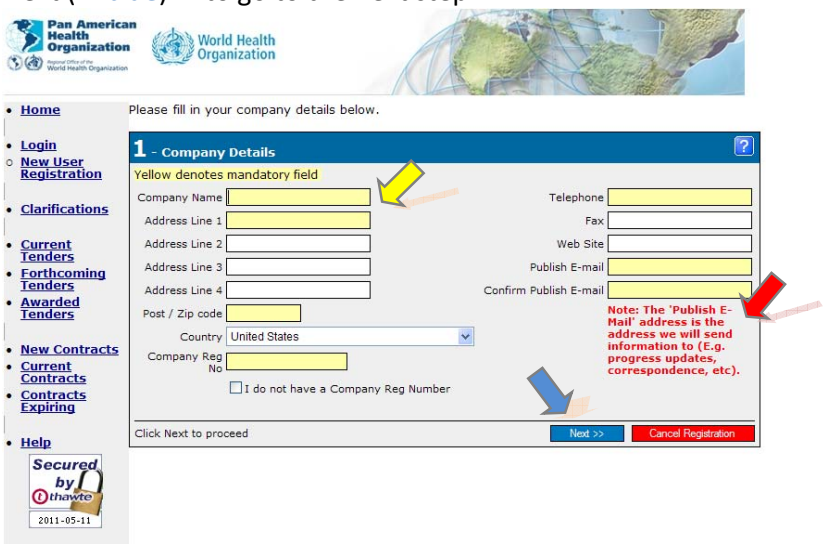
- ✓ **Additional Functionality**
  This section shows the different ways buyer and supplier can communicate.

Registration onto In-Tend

From the home page, click on the NEW USER REGISTRATION button:

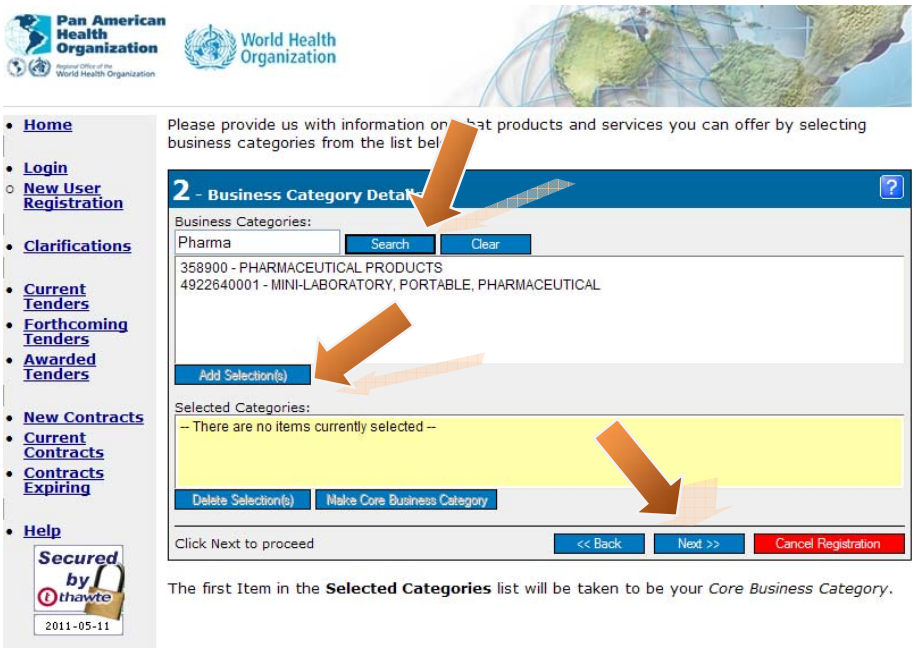


This screen will show the first page of the registration process **1 - COMPANY DETAILS:** Complete mandatory fields (in yellow) and note the guidance on the Publish E-mail (in red). Click Next (in blue)>> to go to the next step

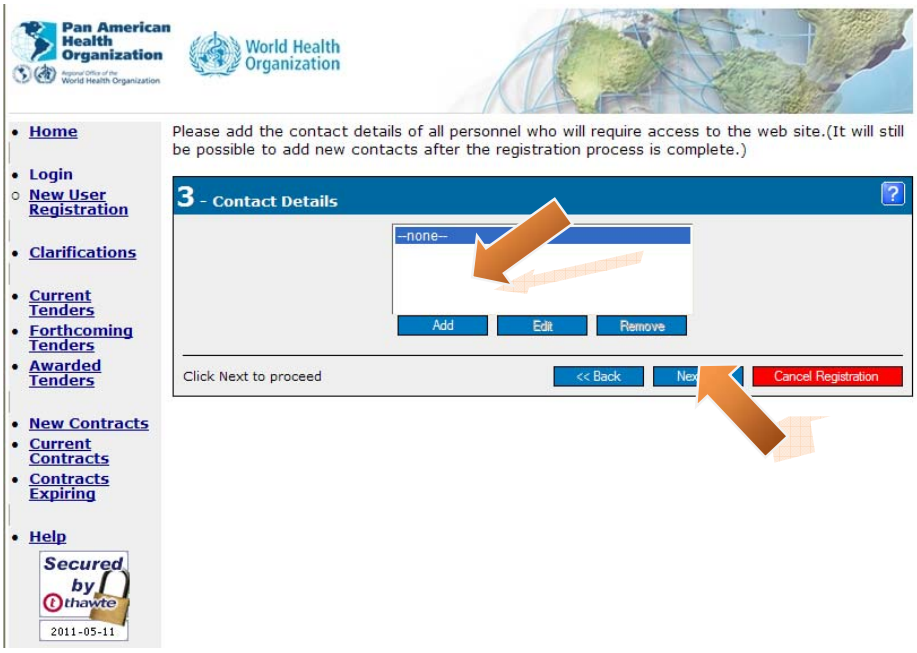


This screen will show the second page of the registration process: **2 - BUSINESS CATEGORY DETAILS**

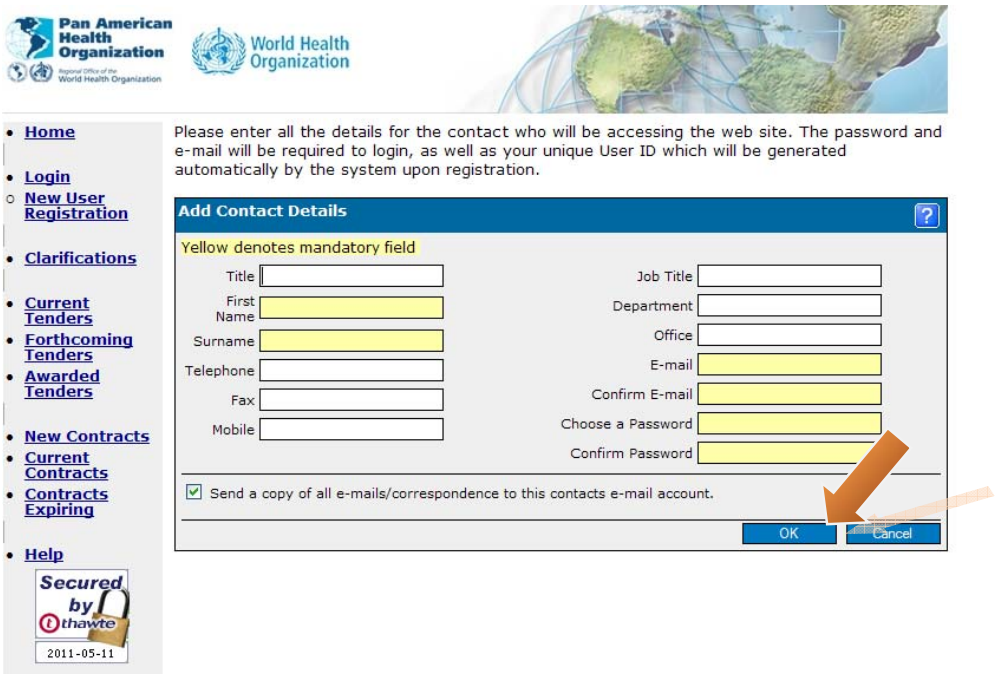
Enter a word describing your business category in the box provided and click the **Search Button**. To enter your selection in the registration process click on a code and click on Add **Selection(s) button**. Click **Next >>** when you have added your selections.



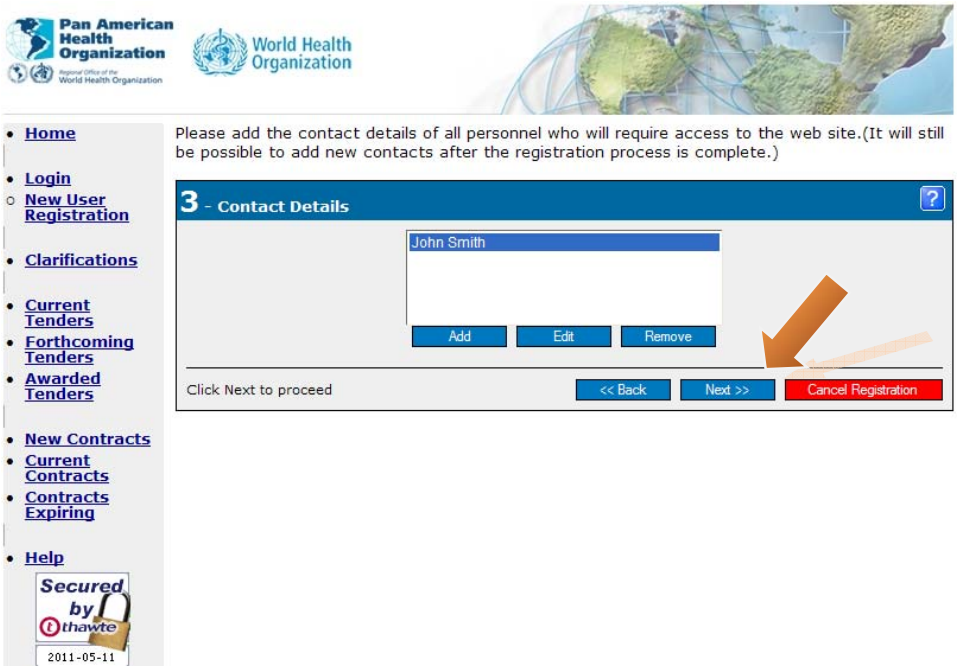
The third screen will show the next page of the registration process **3 - CONTACT DETAILS.** Click the Add button to add the contact details of the individuals you wish to gain access to the secure area of the web site. Click on the Add button.



Complete the required fields of information and click the **OK** button

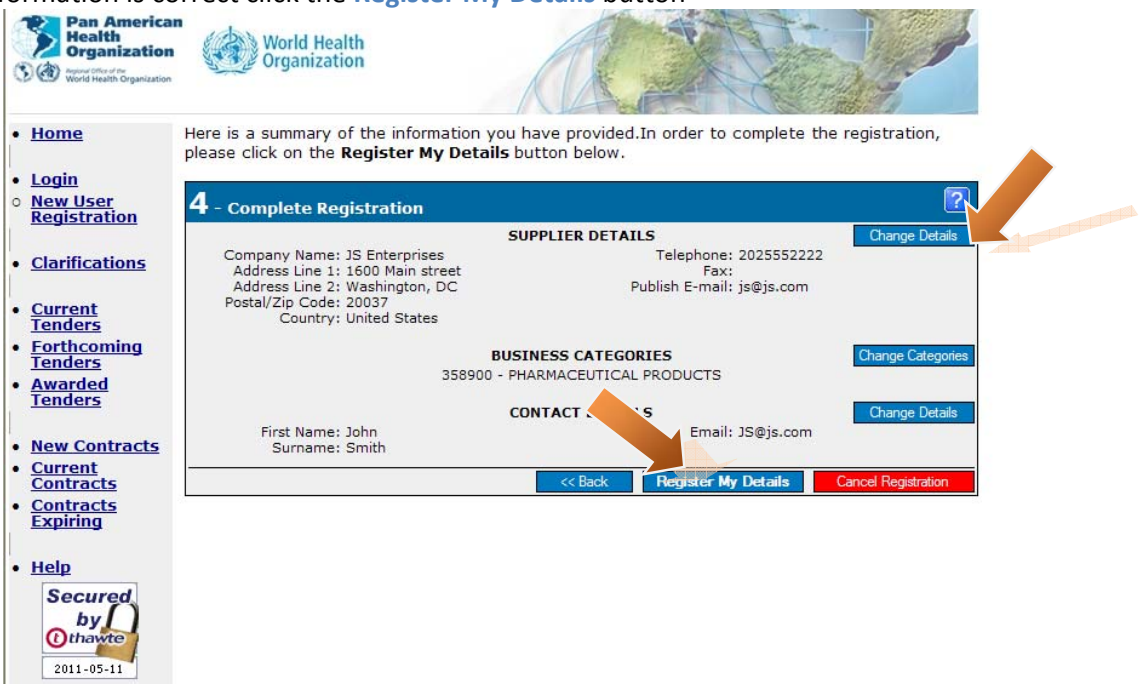


You can now add additional contacts by clicking the Add button again. Once all your contacts have been added click the **Next >>** button

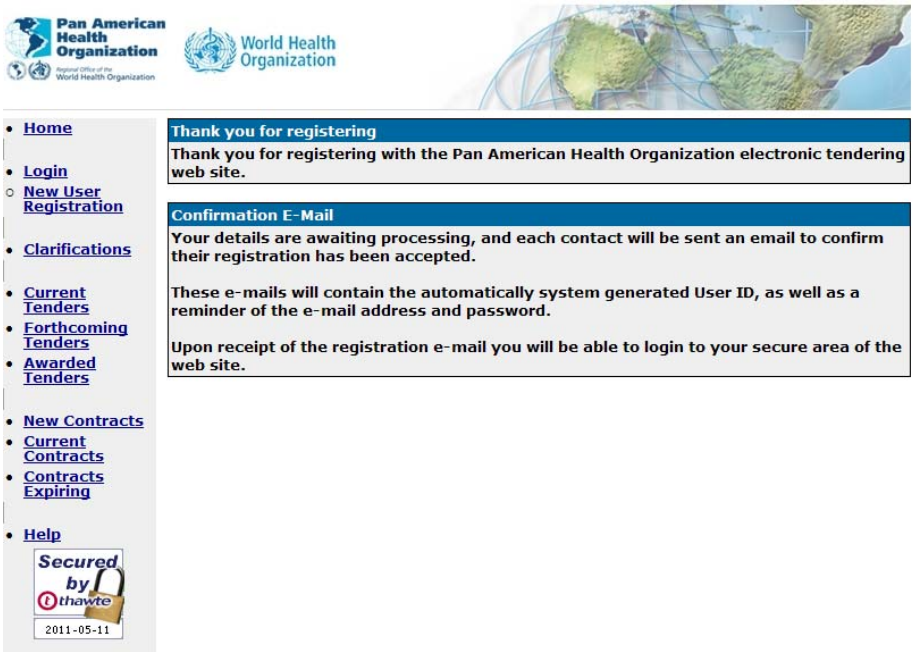


The next screen will show page 4 of the registration process **4 - Complete Registration** where you can review and verify the details you have entered before completing your registration.

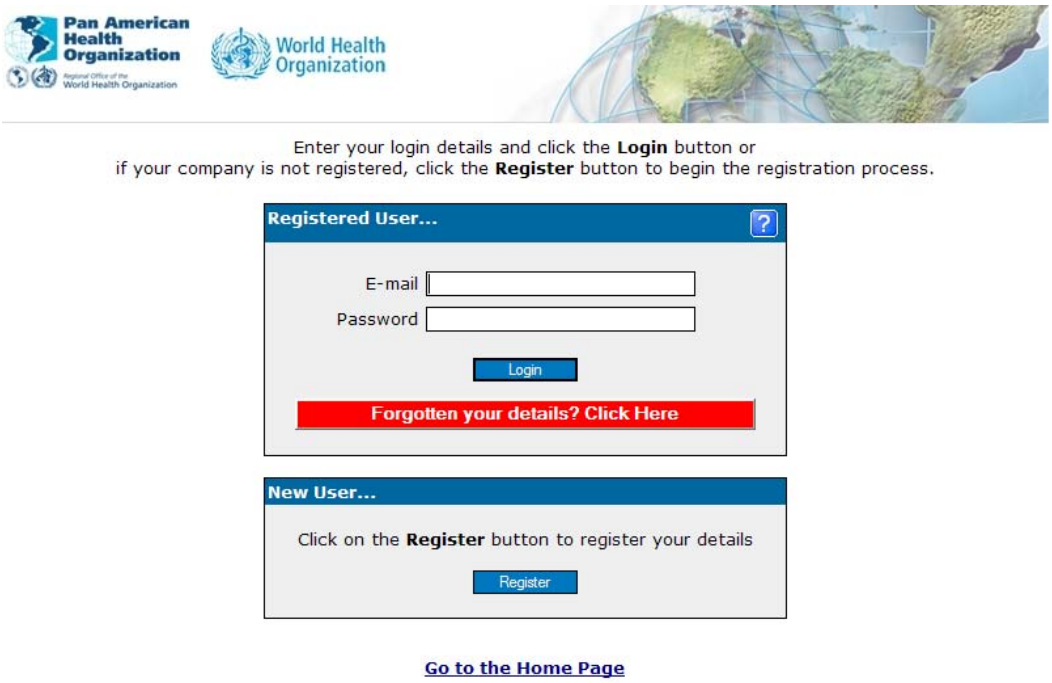
You can amend your details by clicking the **Change Details button.** When you are satisfied the information is correct click the **Register My Details** button



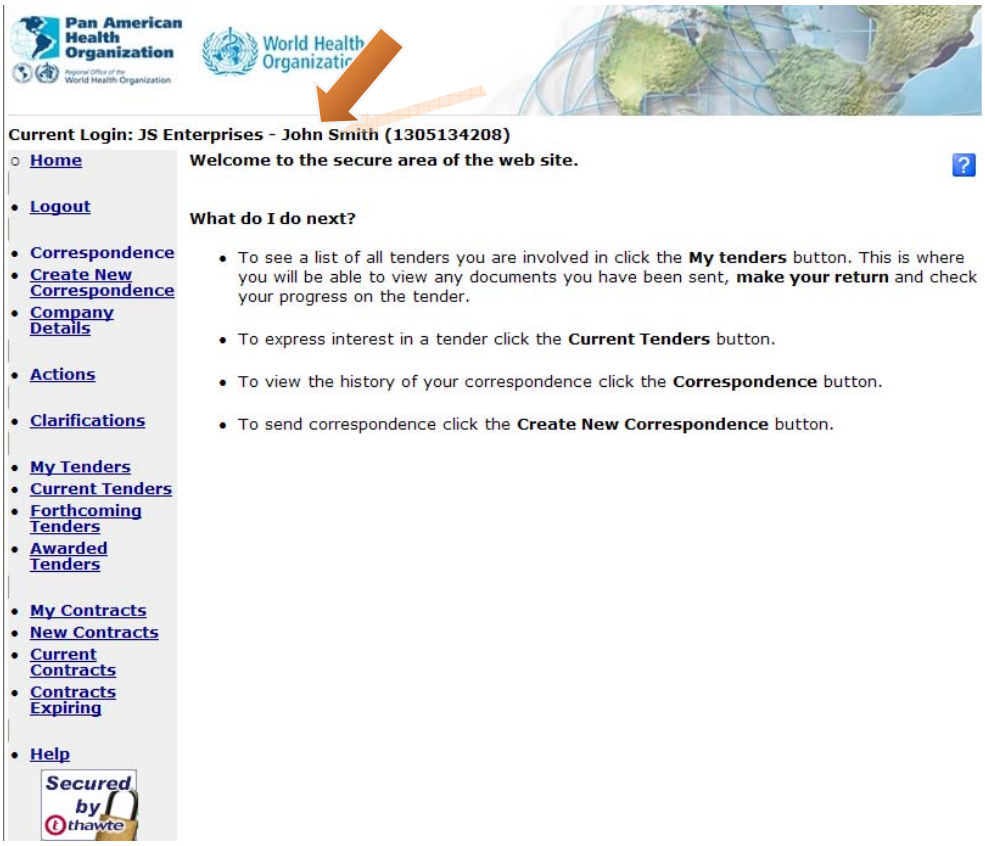
Once you have registered your company on the system, the following message will appear indicating that **your details are awaiting processing** and you will receive an automatic email confirming that you can now log in to your own secure area of the system.



In the next screen log in using your personal email address and the password you have created.



Once you log into your own secure area you will come to your Home Page with your and you company's name displayed at the top of the screen.

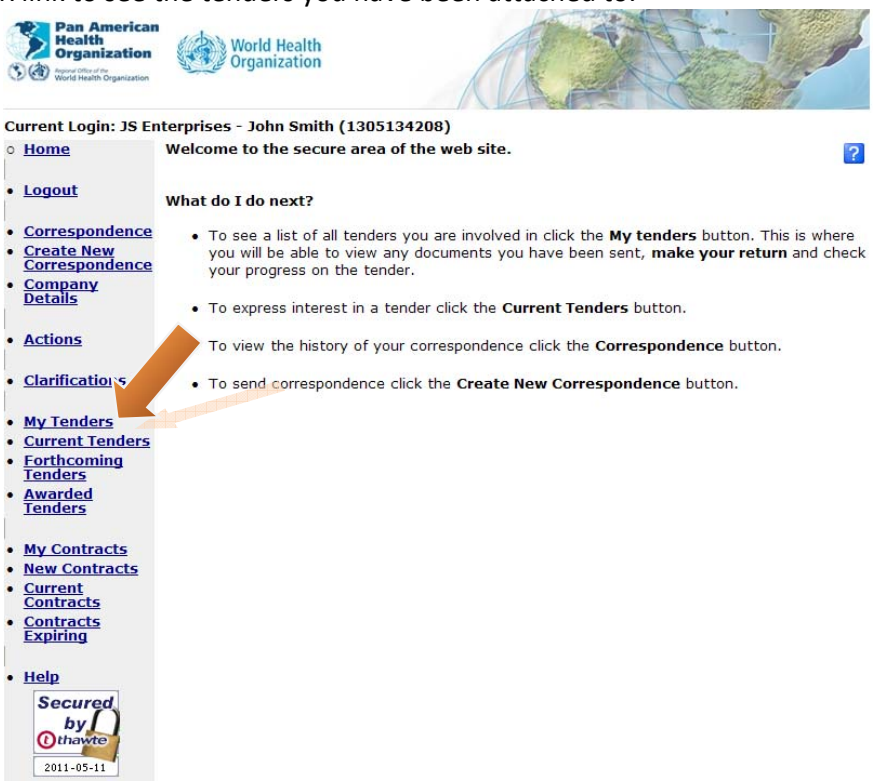


Basic Menu Descriptions

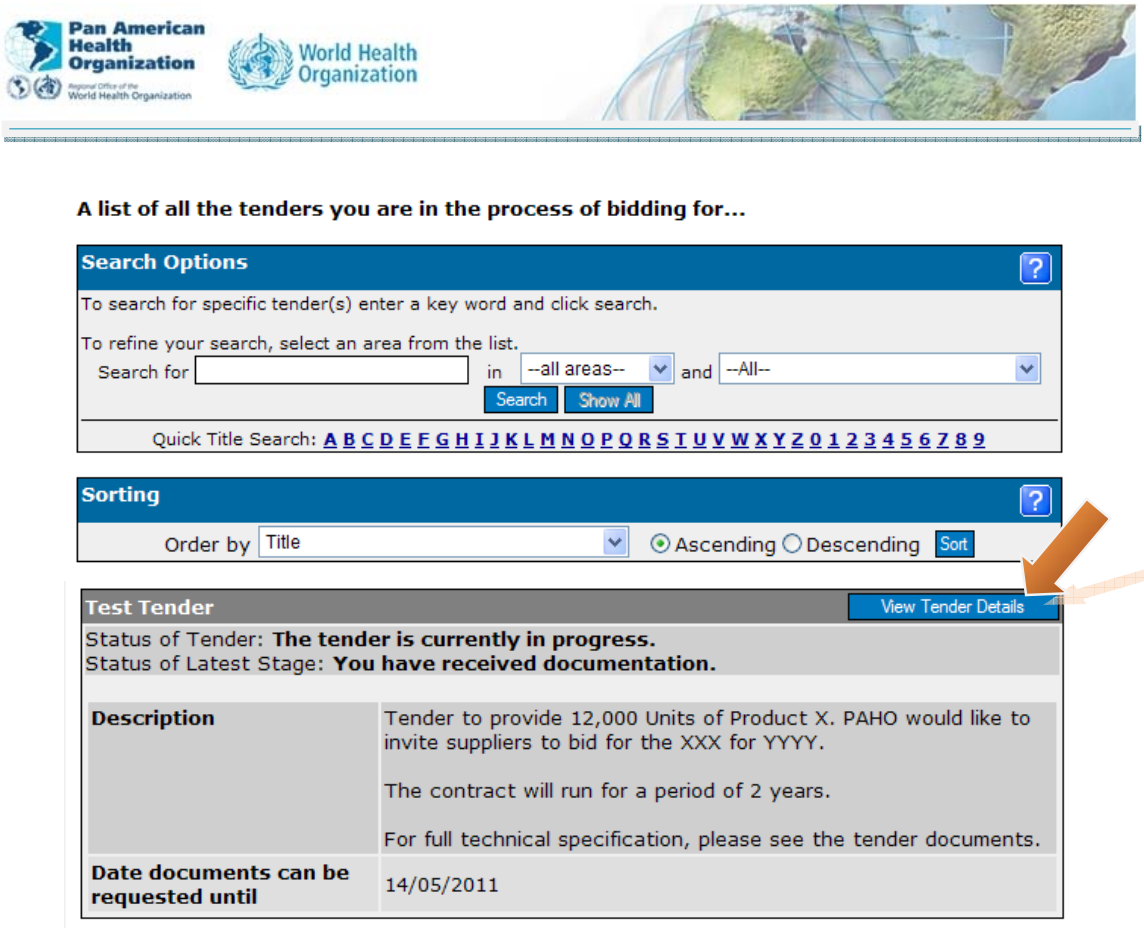
- ✓ **Home** = Will take you to the Home Screen explaining what you can do on the web site
- ✓ **Logout** = Will log you out of your secure area in the In-Tend System
- ✓ **Correspondence** = Lists all the Correspondence that the procurement department has sent to you. You will receive an email advising you that you have correspondence to view
- ✓ **Create new Correspondence** = Allows you to send Correspondence to the procurement department
- ✓ **Company Detail** = Where you can view all your company details and make changes if required
- ✓ **Actions** = The procurement team may send you an urgent task to complete by a certain date
- ✓ **Clarifications** = Gives explanations, changes or additional documents that may have taken place or been added to a tender process
- ✓ **My Tenders** = Lists the Tenders that your company is bidding for
- ✓ **Current Tenders** = Lists all open tenders that are available
- ✓ **Forthcoming Tenders** = Lists all forthcoming tender opportunities
- ✓ **Awarded Tenders** = Lists all tenders that have been awarded
- ✓ **Help** = Provides contact information, help documents and useful viewer downloads

Responding to a Tender

To access a tender you are responding to log in to your secure area and click on the MY TENDER link to see the tenders you have been attached to.



This will bring you to the page that displays the tenders you are attached to. CLICK on the **VIEW TENDER DETAILS** BUTTON



This will bring you to the page that displays the Stages of this particular tender
CLICK on the red **VIEW DOCUMENTS** button

View Tender History

To view tender documents click on the associated **View Documents** button.

Tender Stages (latest first)

Stage	Description	Options
Quote Documents		View Stage Details View Clarifications View Documents
Status of Stage: **You have received documentation.**		
Closing Date: **13/05/2011 20:59:00**		

Test Tender

View Clarifications
View Printable Details

Status of Tender: **The tender is currently in progress.**

Title	Test Tender
Reference	ABC123
Description	Tender to provide 12,000 Units of Product X. PAHO would like to invite suppliers to bid for the XXX for YYYY. The contract will run for a period of 2 years. For full technical specification, please see the tender documents.
Contact	Luis Velasquez
Date documents can be requested until	14/05/2011
Customer	ITS
Process	Non-OJEU
Directive	Works
Procedure	Unspecified

This will bring you to the page from which you can download and upload the tender documents. The top part of the page shows

- ✓ **the Current Server time** – the time being used for the action
  and
- ✓ **the time**, with a countdown counter, shows the time remaining to respond

Click on the **DOWNLOAD DOCUMENT** button in the Tender Documents Received section to save the documents to your desktop

Return to Tender Details | View Tender History

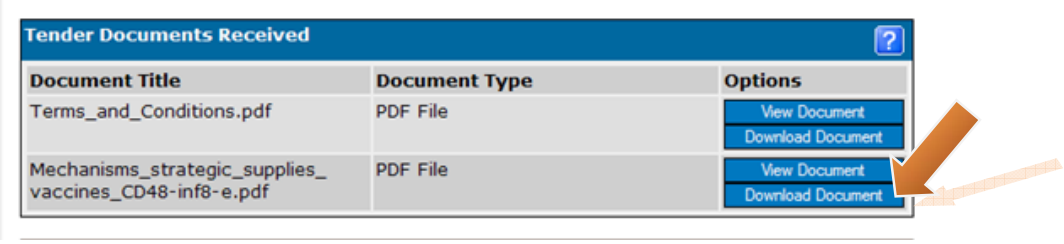
Server Time

Your final return for this stage must be submitted before '27/04/2011 23:51:00' (server time).
The time below is the current server time.

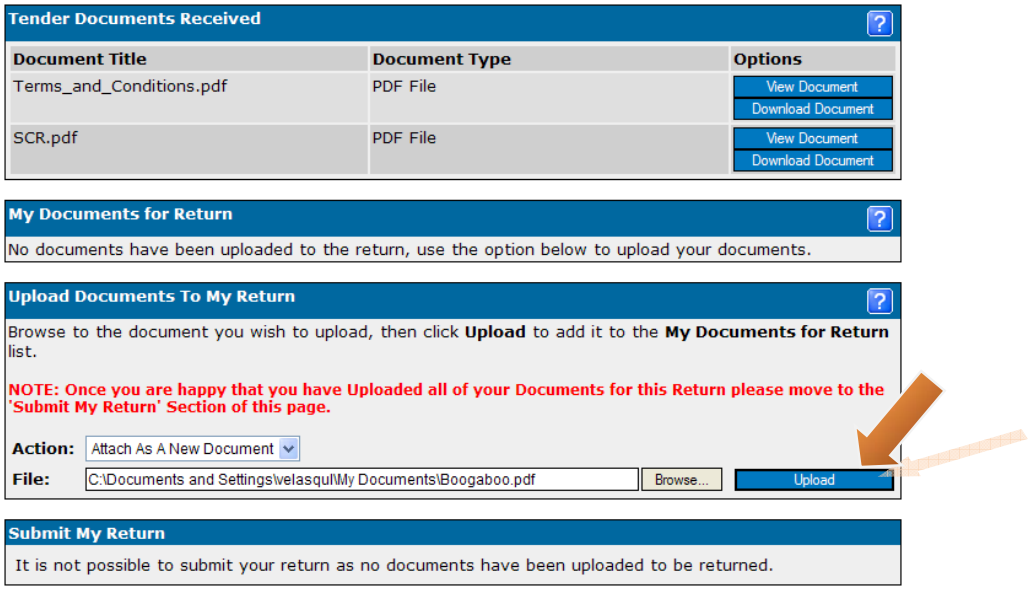
Server Time : 11/05/2011 18:58:31

Time Remaining : 1 Hrs 22 Mins 33 Secs

Note the time left before it closes

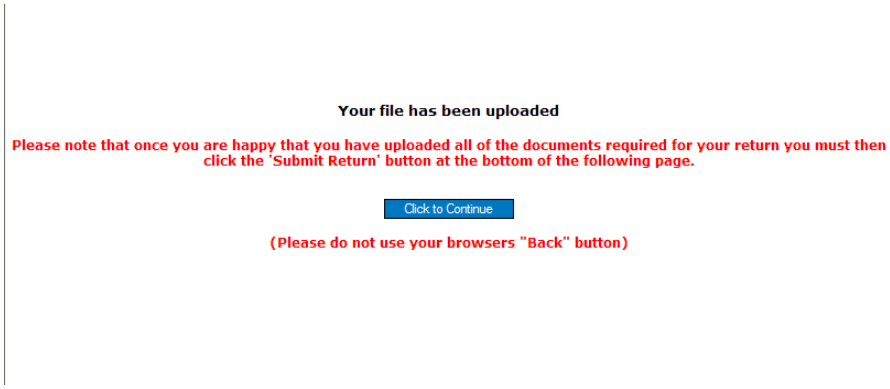


Further down this page you will find the section where you can upload documents for return to the procurement department. CLICK on the Browse button to search your network for the documents you wish place in the 'MY DOCUMENTS FOR RETURN'. Then click the UPLOAD **button.**



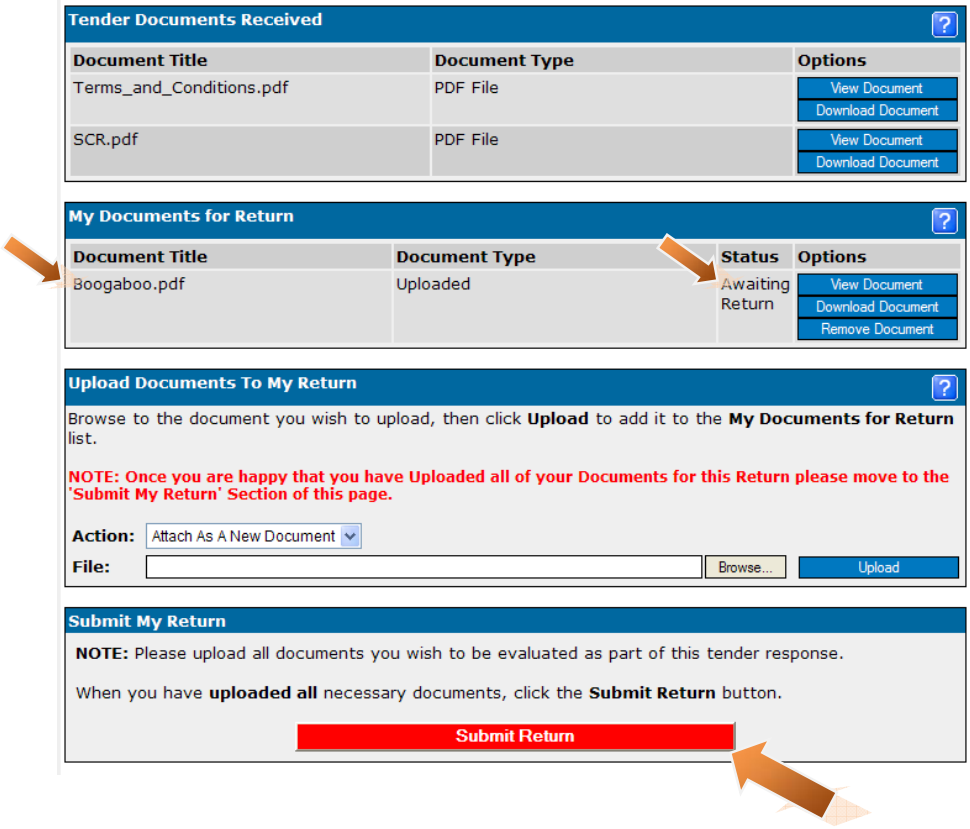
CAUTION: ALLOW PLENTY OF TIME TO UPLOAD YOUR DOCUMENTS DO NOT LEAVE IT TO THE LAST FEW MINUTES TO COMPLETE THIS PROCESS

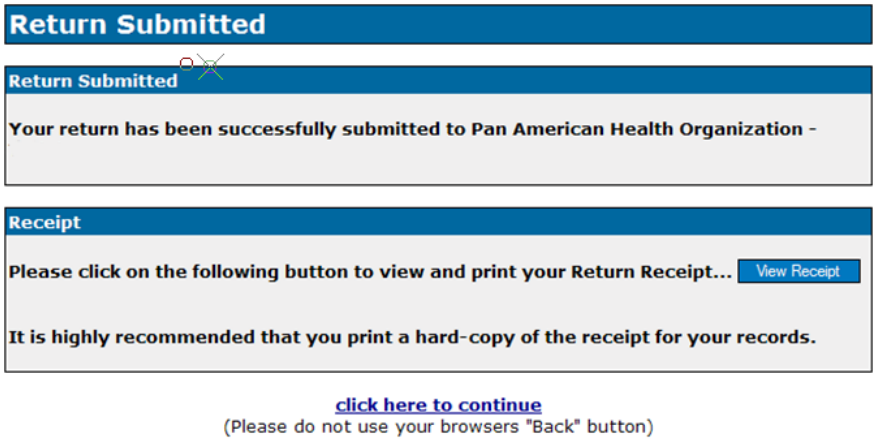
This will bring you to a page indicating that 'your file has been uploaded.' Click on the **CLICK TO CONTINUE** button to take you back to the page that shows the document you have uploaded.



The next page will show the **screens shown below** where document will be uploaded into the area called 'MY DOCUMENTS FOR RETURN.' Please verify the documents name and its status at this point.

Once you have uploaded all your tender documents for return click on the red **SUBMIT RETURN** button





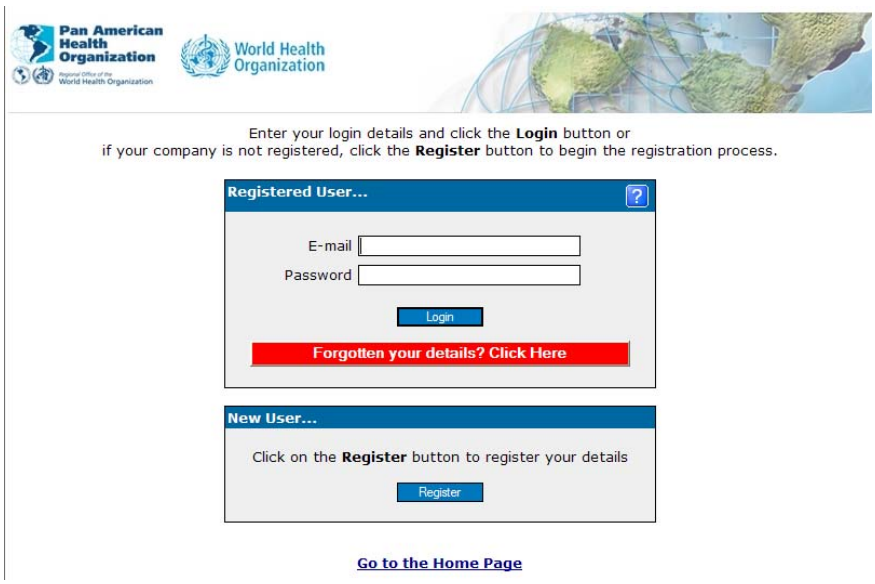
Additional Functionality

The Procurement team can also communicate with you by three other means:-

- ✓ Correspondence
- ✓ Clarifications
- ✓ Actions

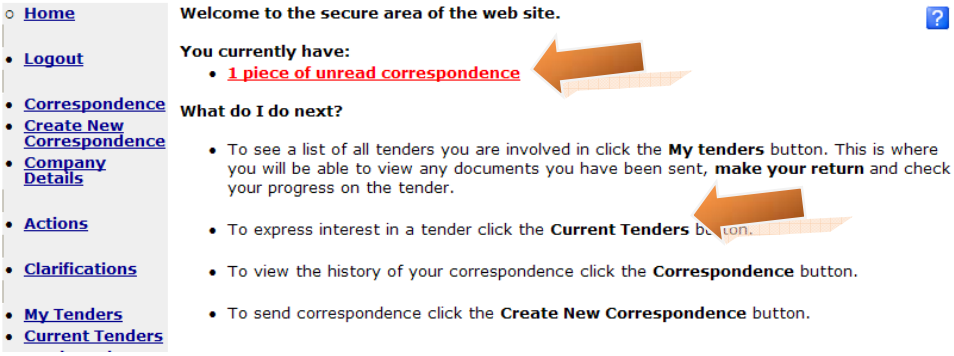
For each of these methods you will receive an email advising you to log in to this web site to view the information.

For Actions and Correspondence you will see a red link on your Home Page. Log in to your secure area using your personal email and password



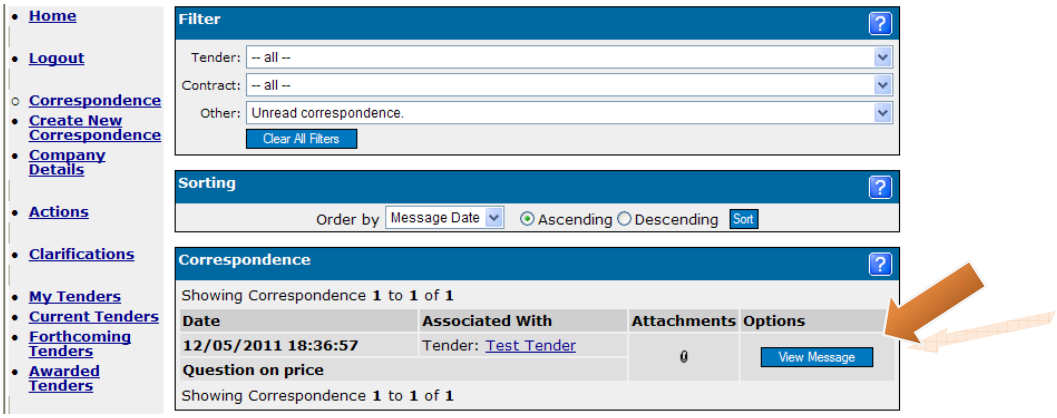
If you have ACTIONS and or CORRESPONDENCE to view you will see red hyperlinks on your Home Page

Click on the links to view and respond to any Actions or Correspondence. Once you have viewed an Action or Correspondence the link will disappear.



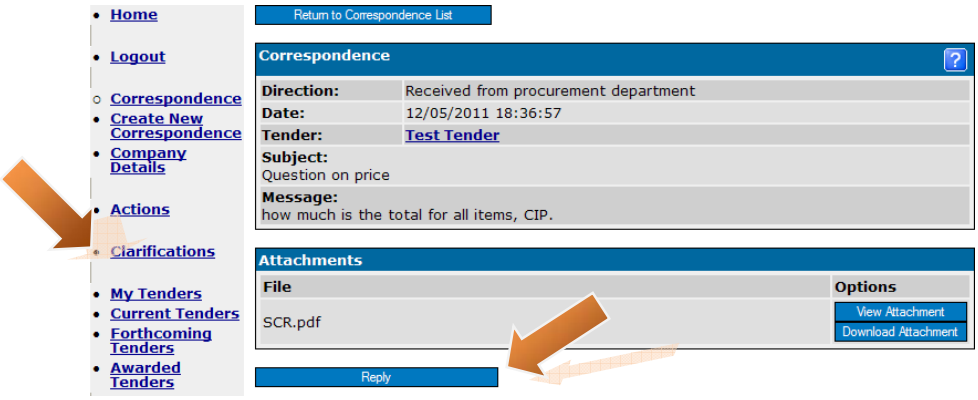
Click on the red link to go to the next screen, **then** click on the **VIEW MESSAGE**

button to view the message



On the next page you can view the message. You can reply, if required, by clicking on the **REPLY** button

If you receive an email advising that you have a CLARIFICATION click on the CLARIFICATION link in your Home page



This will take you to the CLARIFICATION page; if you are responding to more than one tender you can filter this view by a particular tender by clicking the drop down menu. To view the content of the Clarification and any attached documents click the **VIEW CLARIFICATION.**

Should you have any questions or concerns, please contact us via email at PRO@PAHO.org