



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:

Welcome to the Pan American Health Organization electronic tendering process.

From this web site you can

- View a list of tenders/contracts/quotations.
- View information on contracts that have already been awarded.
- Express interest in a particular tender or quotation.
- Receive tender and/or quotation documentation.
- Safely return your tender or quotation documents.
- Send and receive correspondence.

How do I get started?

- To browse the list of tenders and quotations select the **Current Tenders** option. If you are interested in any of those listed, click the **View tender Details** button for further information and to express your interest.
- To gain full access to this web site you must register using the **New User Registration** option.
- When your registration has been accepted, you will receive an email containing your Login Information.
- Once you have received your Login Information, or if you are already a registered user, select the **Login** option.

For more information on using the web site select the **Help** option.

Make In-Tend® your homepage | Add In-Tend® to my favourites | Low Graphics Version

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The unauthorised reproduction or distribution of this software may lead to a civil and/or a criminal prosecution.
(SUPWEB2)

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

Please fill in your company details below.

1 - Company Details

Yellow denotes mandatory field

Company Name Telephone

Address Line 1 Fax

Address Line 2 Web Site

Address Line 3 Publish E-mail

Address Line 4 Confirm Publish E-mail

Post / Zip code Note: The 'Publish E-mail' address is the address we will send information to (E.g. progress updates, correspondence, etc).

Country United States

Company Reg No

☐ I do not have a Company Reg Number

Click Next to proceed

Next >> **Cancel Registration**



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.

Please provide us with information on what products and services you can offer by selecting business categories from the list below

2 - Business Category Details

Business Categories:

Pharma

358900 - PHARMACEUTICAL PRODUCTS
4922640001 - MINI-LABORATORY, PORTABLE; PHARMACEUTICAL

Selected Categories:

-- There are no items currently selected --

Click Next to proceed

The first Item in the **Selected Categories** list will be taken to be your **Core Business Category**.

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.

Please add the contact details of all personnel who will require access to the web site.(It will still be possible to add new contacts after the registration process is complete.)

3 - Contact Details

-none-

Click Next to proceed



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



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Please enter all the details for the contact who will be accessing the web site. The password and e-mail will be required to login, as well as your unique User ID which will be generated automatically by the system upon registration.

Add Contact Details ?

Yellow denotes mandatory field

Title	<input type="text"/>	Job Title	<input type="text"/>
First Name	<input type="text"/>	Department	<input type="text"/>
Surname	<input type="text"/>	Office	<input type="text"/>
Telephone	<input type="text"/>	E-mail	<input type="text"/>
Fax	<input type="text"/>	Confirm E-mail	<input type="text"/>
Mobile	<input type="text"/>	Choose a Password	<input type="text"/>
		Confirm Password	<input type="text"/>

☒ Send a copy of all e-mails/correspondence to this contacts e-mail account.

OK **Cancel**

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



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Please add the contact details of all personnel who will require access to the web site.(It will still be possible to add new contacts after the registration process is complete.)

3 - Contact Details ?

John Smith

Add **Edit** **Remove**

Click Next to proceed

<< Back **Next >>** **Cancel Registration**

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**

Here is a summary of the information you have provided. In order to complete the registration, please click on the **Register My Details** button below.

4 - Complete Registration

SUPPLIER DETAILS [Change Details](#)

Company Name: JS Enterprises Telephone: 2025552222
 Address Line 1: 1600 Main street Fax:
 Address Line 2: Washington, DC Publish E-mail: js@js.com
 Postal/Zip Code: 20037
 Country: United States

BUSINESS CATEGORIES [Change Categories](#)

358900 - PHARMACEUTICAL PRODUCTS

CONTACT DETAILS [Change Details](#)

First Name: John Email: JS@js.com
 Surname: Smith

[<< Back](#) [Register My Details](#) [Cancel Registration](#)

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2011-05-11

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.

Thank you for registering

Thank you for registering with the Pan American Health Organization electronic tendering web site.

Confirmation E-Mail

Your details are awaiting processing, and each contact will be sent an email to confirm their registration has been accepted.

These e-mails will contain the automatically system generated User ID, as well as a reminder of the e-mail address and password.

Upon receipt of the registration e-mail you will be able to login to your secure area of the web site.

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



Enter your login details and click the **Login** button or if your company is not registered, click the **Register** button to begin the registration process.

Registered User...

E-mail

Password

Login

Forgotten your details? Click Here

New User...

Click on the **Register** button to register your details

Register

[Go to the Home Page](#)

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

**Pan American
Health
Organization**
Regional Office of the
World Health Organization

**World Health
Organization**

Current Login: JS Enterprises - John Smith (1305134208)

Home

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thawte

Welcome to the secure area of the web site.

What do I do next?

- To see a list of all tenders you are involved in click the **My tenders** button. This is where you will be able to view any documents you have been sent, **make your return** and check your progress on the tender.
- To express interest in a tender click the **Current Tenders** button.
- To view the history of your correspondence click the **Correspondence** button.
- To send correspondence click the **Create New Correspondence** button.



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.

Current Login: JS Enterprises - John Smith (1305134208)

Home Welcome to the secure area of the web site. ?

Logout

What do I do next?

- To see a list of all tenders you are involved in click the **My tenders** button. This is where you will be able to view any documents you have been sent, **make your return** and check your progress on the tender.
- To express interest in a tender click the **Current Tenders** button.
- To view the history of your correspondence click the **Correspondence** button.
- To send correspondence click the **Create New Correspondence** button.

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Create New Correspondence

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



A list of all the tenders you are in the process of bidding for...

Search Options ?

To search for specific tender(s) enter a key word and click search.

To refine your search, select an area from the list.

Search for in and

Quick Title Search: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [0](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#)

Sorting ?

Order by ☒ Ascending ☐ Descending

Test Tender

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

Status of Latest Stage: **You have received documentation.**

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.
Date documents can be requested until	14/05/2011

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	<p>Tender to provide 12,000 Units of Product X. PAHO would like to invite suppliers to bid for the XXX for YYYY.</p> <p>The contract will run for a period of 2 years.</p> <p>For full technical specification, please see the tender documents.</p>	
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



Tender Documents Received		
Document Title	Document Type	Options
Terms_and_Conditions.pdf	PDF File	View Document Download Document
Mechanisms_strategic_supplies_vaccines_CD48-inf8-e.pdf	PDF File	View Document Download Document

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.

Tender Documents Received		
Document Title	Document Type	Options
Terms_and_Conditions.pdf	PDF File	View Document Download Document
SCR.pdf	PDF File	View Document Download Document

My Documents for Return
No documents have been uploaded to the return, use the option below to upload your documents.

Upload Documents To My Return
Browse to the document you wish to upload, then click Upload to add it to the My Documents for Return list. NOTE: Once you are happy that you have Uploaded all of your Documents for this Return please move to the 'Submit My Return' Section of this page.
Action: <input type="text" value="Attach As A New Document"/>
File: <input type="text" value="C:\Documents and Settings\velasqu\My Documents\Boogaboo.pdf"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>

Submit My Return
It is not possible to submit your return as no documents have been uploaded to be returned.

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.

<p align="center">Your file has been uploaded</p> <p>Please note that once you are happy that you have uploaded all of the documents required for your return you must then click the 'Submit Return' button at the bottom of the following page.</p> <p align="center"> <input type="button" value="Click to Continue"/> </p> <p align="center">(Please do not use your browsers "Back" button)</p>



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

Tender Documents Received ?

Document Title	Document Type	Options
Terms_and_Conditions.pdf	PDF File	View Document Download Document
SCR.pdf	PDF File	View Document Download Document

My Documents for Return ?

Document Title	Document Type	Status	Options
Boogaboo.pdf	Uploaded	Awaiting Return	View Document Download Document Remove Document

Upload Documents To My Return ?

Browse to the document you wish to upload, then click **Upload** to add it to the **My Documents for Return** list.

NOTE: Once you are happy that you have Uploaded all of your Documents for this Return please move to the 'Submit My Return' Section of this page.

Action: [Attach As A New Document](#)

File: [Browse...](#) [Upload](#)

Submit My Return

NOTE: Please upload all documents you wish to be evaluated as part of this tender response.

When you have **uploaded all** necessary documents, click the **Submit Return** button.

[Submit Return](#)

Return Submitted

Return Submitted

Your return has been successfully submitted to Pan American Health Organization -

Receipt

Please click on the following button to view and print your Return Receipt... [View Receipt](#)

It is highly recommended that you print a hard-copy of the receipt for your records.

[click here to continue](#)

(Please do not use your browsers "Back" 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

- [Home](#)
- [Logout](#)
- [Correspondence](#)
 - [Create New Correspondence](#)
 - [Company Details](#)
- [Actions](#)
- [Clarifications](#)
- [My Tenders](#)
- [Current Tenders](#)
- [Forthcoming Tenders](#)
- [Awarded Tenders](#)

Filter

Tender: -- all --

Contract: -- all --

Other: Unread correspondence.

[Clear All Filters](#)

Sorting

Order by: Message Date

☒ Ascending
 ☐ Descending
 [Sort](#)

Correspondence

Showing Correspondence 1 to 1 of 1

[?](#)

Date	Associated With	Attachments	Options
12/05/2011 18:36:57	Tender: Test Tender	0	View Message

Showing Correspondence 1 to 1 of 1

[?](#)

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

- [Home](#)
- [Logout](#)
- [Correspondence](#)
 - [Create New Correspondence](#)
 - [Company Details](#)
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- [Forthcoming Tenders](#)
- [Awarded Tenders](#)

[Return to Correspondence List](#)

Correspondence

Direction: Received from procurement department

[?](#)

Date: 12/05/2011 18:36:57
Tender: [Test Tender](#)
Subject: Question on price
Message: how much is the total for all items, CIP.

Attachments

File	Options
SCR.pdf	View Attachment Download Attachment

[Reply](#)

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