

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:

Deutsche Welthungerhilfe e. V.
Friedrich-Ebert-Strasse 1
53173 Bonn
Germany

DO YOU NEED TECHNICAL SUPPORT?
✉ E-Mail: desupport@eu-supply.com
☎ Phone: + 49 4185 5749000
Monday to Friday: from 08:30 to 17:00 CET (Local time in Germany)

🍪 Cookies
📅 [Planned downtimes](#)

Customer login:

1

2

3

4

5

6

7

8

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. At the top, there is a blue header with 'WELTHUNGERHILFE' and a 'Close' button. Below the header, the page title is 'Ongoing public tenders'. A red box labeled '1' highlights the 'Filters' section, which includes:

- RFT: Issued RFTs (dropdown), Local (dropdown)
- Text filter: with keyword (dropdown), Name (input field)
- Date Filter: From (07/03/2009), To (07/03/2019)
- Search within expired RFTs (checkbox)
- More options (link)
- Search and Reset buttons

Below the filters is a table titled 'Public RFTs'. A red arrow labeled '2' points to the 'Name' column header. The table contains the following data:

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

At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and a dropdown for 'items per page' set to 25, with a 'Display' button.

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 Nyamiel

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 Nyamiel.

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, you will be granted to all calls for tenders published in eu-supply's tender system, including calls for tenders published in eu-supply's tender system, including

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.

WELTHUNGERHILFE

3 RFT details

irst

welthungerhilfe

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

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 Nyamiel.

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, you will be granted to all 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:

WELTHUNGERHILFE

Supplier registration

Instructions

- 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.

If you are uncertain if your company is already registered or who is the current administrators, please contact the support on tendersupport@eu-supply.com

Company Contact Information
Company Contact Information must be supplied. 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
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

GENERAL COMPANY INFORMATION

Type of organisation *
-- Select Type of Organisation v

Company trading name *

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

Address * Post code *

City * Country *
No value selected v

Description of business Max 500 characters *

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

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

I have read the terms and accept them.

Save Cancel

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. Registration is 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 displays the supplier interface for tender RFT 205094. At the top, there is a navigation bar with 'WEL THUNGERHILFE' and user information. Below, the tender title is 'RFT 205094 - SSD-1058-SPR #: 658029 & 658032 - Tender for the Supply of Tools for Vegetable Garden in Nyamlel'. The 'Instructions' section provides submission guidelines and a 'Time left: 192:56:44' timer. A progress bar shows 8 steps: 1. My Response, 2. Messaging, 3. Audit trail, 4. Assign sections..., 5. Answer questions..., 6. Attach documents..., 7. View/Print response form, and 8. Cancel expression of interest. The 'Progress' section indicates that 'At least one requirement not met!' and lists specific issues: 'No document attached to question with mandatory document attachment' (4), 'Number of not answered mandatory requirements' (6), and 'Mandatory requirement(s) NOT met!' (6). A red arrow points to the 'Submit response' button, which is highlighted with a red box and the text 'Response not submitted'.

Some explanations:

- 1: The overview and current status of your response
- 2: Here you and submit messages to WHH
- 3: Your audit trail (you can see who dis 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' interface. At the top right, there are buttons for 'Print...', 'Save', 'Save and back', and 'Exit'. Below the title bar, it says 'Time left before session times out 59:56'. The main heading is 'Questionnaire, Tender for Hand Tools for Nyamlel, South Sudan'. A progress indicator shows '13 questions to answer' and '4 questions not answered'. Three red arrows point to specific elements: 1. The progress indicator, 2. A green checkmark icon next to question 1.1, and 3. A red folder icon next to question 1.2. The questions are: 1.1 'Do you have a valid business registration document of the country where it is established and is included in the offer submitted?', 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.', and 1.3 'Have you signed and included WHH Supplier Pre-qualification form?'. Each question has radio buttons for 'Yes' and 'No', and an 'Ask question' button.

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

13 questions to answer
0 questions not answered

1.1 Do you have a valid business registration document of the country where it is established and included in the offer submitted?

Yes ✓
 No

Ask question

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.

Yes ✓
 No

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:

WEL THUNGERHILFE Administration Moritz Help Log out

Home / My RFTs / RFT 205094 / Edit documents

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:

WEL THUNGERHILFE Administration - Moritz Help - Log out

Home / My RFTs / RFT 205094 / Attach documents / Upload files

RFT 205094 - SSD-1058-SPR #: 658029 & 658032 - Tender for the Supply of Tools for Vegetable Garden in Nyamlel

Project: South Sudan
Package: Tender for the Supply of Tools for Vegetable Garden in Nyamlel

Instructions

Click on 'Browse' to select the file you want to upload from you computer.

Enter a title for the file. If no title is entered, the name of the file will be used.

When finished, click on 'Upload' to commence uploading of your selected file.

System limitations

- One hour limit for upload.
- To upload more information, please use the scheduling of uploads.
- Maximum file size for one single file is 2.14 GB. Larger files than that must split it into several files.
- Maximum number of folders is 200.

Upload information

File

File title (optional)

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:

WEL THUNGERHILFE Administration - Moritz Help - Log out

Home / My RFTs / RFT 205094 / Attach documents

Attach external documents for suppliers to download

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
<input type="checkbox"/> Tools menu	<input type="checkbox"/> New version available
<input type="checkbox"/> Contains virus	
<input type="checkbox"/> Scan in progress	
<input type="checkbox"/> Signed	
<input type="checkbox"/> Archived	

Documents

RFQ folder	Name	Size	Updated (CET)
<input type="checkbox"/>	Sample offer for the WHH Portal.docx	0	07/03/2019 14:50

Do you need a viewer for displaying documents?

Some explanations:

- 1: The successful uploaded document
- 2: Here you can sort the uploaded documents
- 3: One 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”.

WEL THUNGERHILFE Administration Moritz Help Log out

Home / My RFTs / RFT 205094

RFT 205094 - SSD-1058-SPR #: 658029 & 658032 - Tender for the Supply of Tools for Vegetable Garden in Nyamlel

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

Response not submitted (Scroll down to submit)

Time left: 191:08:32

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 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...

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

Progress

Percent complete
100%

Totals

Response not submitted


Submit response

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.

Verification

 **User name**

Password



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 the 'eu-supply.com' interface. At the top, there's a navigation bar with 'Home | RADIO BOB!' and 'Tenders - Welthungerhilfe'. The main content area is titled 'Instructions' and contains a 'To submit response:' section with a green checkmark indicating 'Response submitted: 07/03/2019 15:47'. Below this, there's a 'Time left: 190:42:25' indicator. The interface is divided into several sections: 'My Response' (with tabs for Contracts, Messaging, Audit trail), 'RFT' (Request for Tender) details, 'My response' (for 'Tender for the Supply of Tools for Vegetable Garden in Nyamel'), and 'Progress' (showing a green progress bar at 100%). At the bottom, there are buttons for 'View/Print response form', 'Withdraw response', and 'Submit response'. The footer indicates 'Powered by eu-supply.com'.
