



NORWEGIAN  
REFUGEE COUNCIL



# **e - tender box**

Instructions for bidders:

How to download tender package

Version 1.1 (updated 22.06.2022)

**Step 1:** Follow the link from Tender notice to download tender package

**Step 2:** You can choose one of the following languages: English, Arabic, Spanish and French



**Step 3:** Complete required information:

NRC MERO eTB NRC Norwegian Refugee Council English

DOWNLOADING TENDER PACKAGE

ITB For Tender : ITB Reference #

1 Country Of Registration : Select

2 Company Name : Company Name

3 Address : Address

4 Representative's Full Name : Representative's Full Name

5 Mobile Phone Number : Mobile Phone Number

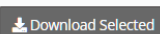
6 Email Address : Email Address

Download

- 1 – Select from the list country of company registration
- 2 – Enter company name as stated on the registration certificate
- 3 – Enter full company address
- 4 – Enter Company representative full name and last name (as on passport or ID)
- 5 – Enter contact mobile phone number
- 6 – Enter contact e-mail address

**Step 4:** Click  button (new download window will be opened)

**Step 5:** Download tender package

- Select files to be downloaded and click 
- or
- Click the file link to download file by file

	#	File
<input type="checkbox"/>	1	<a href="#">TestLink2/itb/0 LINK TO UPLOAD BID.pdf</a>
<input type="checkbox"/>	2	<a href="#">TestLink2/itb/3-22 Ethical Standards Declaration.docx</a>
<input type="checkbox"/>	3	<a href="#">TestLink2/itb/3-23 Innovative Procurement.docx</a>
<input type="checkbox"/>	4	<a href="#">TestLink2/itb/Procurement Annexes.zip</a>
<input type="checkbox"/>	5	<a href="#">TestLink2/itb/3-21 Waiver Registry.xlsx</a>
<input type="checkbox"/>	6	<a href="#">TestLink2/itb/3-19 Note to File.docx</a>
<input type="checkbox"/>	7	<a href="#">TestLink2/itb/3-20 Waiver.docx</a>

Showing 1 to 7 of 7 records

File **0\_LINK TO UPLOAD BID.pdf** contains the link where to upload your bid

*If you have slow internet then download files one by one.  
Check if you have all files downloaded before closing this window.*

**Deadline:** Accessing Tender package will not be possible after the deadline set in tender notice. If you believe there is a technical problem please contact Procurement department.





NORWEGIAN  
REFUGEE COUNCIL



# **e - tender box**

Instructions for bidders:

How to submit technical question

Version 1.0 (updated 27.09.2022)

**Step 1:** Follow the link for technical questions from downloaded file ***O\_LINK TO UPLOAD BID.pdf*** (part of the tender package)

Dear Bidder,

This is autogenerated link that you should use to submit your bid for tender Ref# TEST/22/255789:

<https://etenderbox.azurewebsites.net/ClientTrans/Upload?ID=DKvM8o7ILpY%3d>

Deadline to submit your bid is 27.09.2022 - 07:00.

If you have technical questions please use this link before deadline 27.09.2022

<https://etenderbox.azurewebsites.net/ClientTrans/QA?ID=DKvM8o7ILpY%3d>

Thank you for your interest.

TESTCountry Procurement Team



**Step 2:** You can choose one of the following languages: English, Arabic, Spanish and French



**Step 3:** Complete required information:

The screenshot shows a web form titled 'Questions' for tender 'TEST/22/255789'. The form is part of the 'eTB' (Electronic Tender Box) system for the Norwegian Refugee Council (NRC). It contains seven numbered fields:

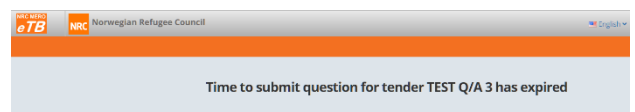
- Country Of Registration: A dropdown menu with 'Select' as the current value.
- Company Name: A text input field.
- Address: A text input field.
- Representative's Full Name: A text input field.
- Mobile Phone Number: A text input field.
- Email Address: A text input field.
- Question: A large text area for entering the question.

A red 'Submit' button is located at the bottom right of the form.

- 1 – Select from the list country of company registration
- 2 – Enter company name as stated on the registration certificate
- 3 – Enter full company address
- 4 – Enter Company representative full name and last name (as on passport or ID)
- 5 – Enter contact mobile phone number
- 6 – Enter contact e-mail address
- 7 – Write your question

**Step 4:** Click  button

**Deadline:** Accessing web site to submit your questions will not be possible after the deadline set in the tender package. If you believe there is a technical problem please contact Procurement department.



We wish you best of luck in future tenders.



NORWEGIAN  
REFUGEE COUNCIL



# e - tender box

Instructions for bidders:

How to submit your offer

Version 1.3 (updated 05.08.2024)

**Step 1:** Follow the link for bid submission from downloaded tender package (file [0\\_LINK TO UPLOAD BID.pdf](#))

**Step 2:** You can choose one of the following languages: English, Arabic, Spanish and French



**Step 3:** Complete required information:

NRC MERO eTB NRC Norwegian Refugee Council English

**UPLOADING BID**

ITB For Tender: **JO/2022/Another test**

- Country Of Registration : Select
- Company Name : Company Name
- Address : Address
- Representative's Full Name : Representative's Full Name
- Mobile Phone Number : Mobile Phone Number
- Email Address : Email Address

- 1 – Select from the list country of company registration
- 2 – Enter company name as stated on the registration certificate
- 3 – Enter full company address
- 4 – Enter Company representative full name and last name (as on passport or ID)
- 5 – Enter contact mobile phone number
- 6 – Enter contact e-mail address

**Step 4:** Upload your files:

- 1 envelope submission:

There will be only one field to drop all bid files (drag files with mouse or click the field to open browser and select your files)

- 2 envelopes submission:

There will be two fields and you need to drop files separately:

- Technical offer
- Financial offer

*Make sure that you do not mix technical and financial files or you will be disqualified.*

NRC MERO eTB NRC Norwegian Refugee Council English

**UPLOADING BID**

ITB For Tender: **JO/2022/Arabic**

Country Of Registration : Jordan ✓

Company Name : Company ✓

Address : Address ✓

Representative's Full Name : Name and last name ✓

Mobile Phone Number : 7654321 ✓

Email Address : email@address.com ✓

**Technical Bid**

Drop files to upload (or click)

**Financial Bid**

Drop files to upload (or click)

Submit

**Step 5:** Click  button

**Check if you uploaded all files before you SUBMIT your bid.**

*Please do not upload files with long file name to avoid technical problems.*

*Each file should have different file name, otherwise files cannot be uploaded.*

*You can upload as many files as it is required, but the single file size is limited to 10 MB each, and it is not allowed to upload zip, rar or 7z file.*

**Step 6:** After successful bid submission, you will receive an e-mail confirmation from the eTB system, with the list of submitted files. If you notice that some files have not been successfully uploaded (e.g. due to the internet interruption), please submit missing file(s) again and please put "MF" after the company name (example: ABC company MF).

If you need to submit a revised bid before the deadline, the Company name in the eTB system should be modified by adding "2" after the Company name and the latest submission will be considered as the final bid. (Example: ABC company 2)

If you do not receive an e-mail shortly after submission, please check your e-mail Inbox or Spam folder, and contact Procurement department if you believe there is a technical problem.

eTB system e-mail [no-reply@etbsystem.nrc.no](mailto:no-reply@etbsystem.nrc.no) is used only for sending confirmation e-mail to bidders and it is not monitored. Therefore, please do not reply to received message as there will be no reply.

**Deadline:** Accessing Bid submission web site will not be possible after the deadline set in tender package. If you believe there is a technical problem please contact Procurement department.



**Withdrawal:** If you wish to withdraw your offer please contact Procurement department by e-mail indicated in tender package.

Thank you for participating in future NRC tenders and please note that NRC maintains the highest standards during tender evaluation. We always conduct a fair and transparent tendering process, the comparison is always conducted by the Committee and it is the rule to always select the offer with the best technical and financial conditions!!!

We wish you best of luck in future tenders.