NORWEGIAN
REFUGEE COUNCIL

NRC MENA eTB

e - tender box

Instructions for bidders:

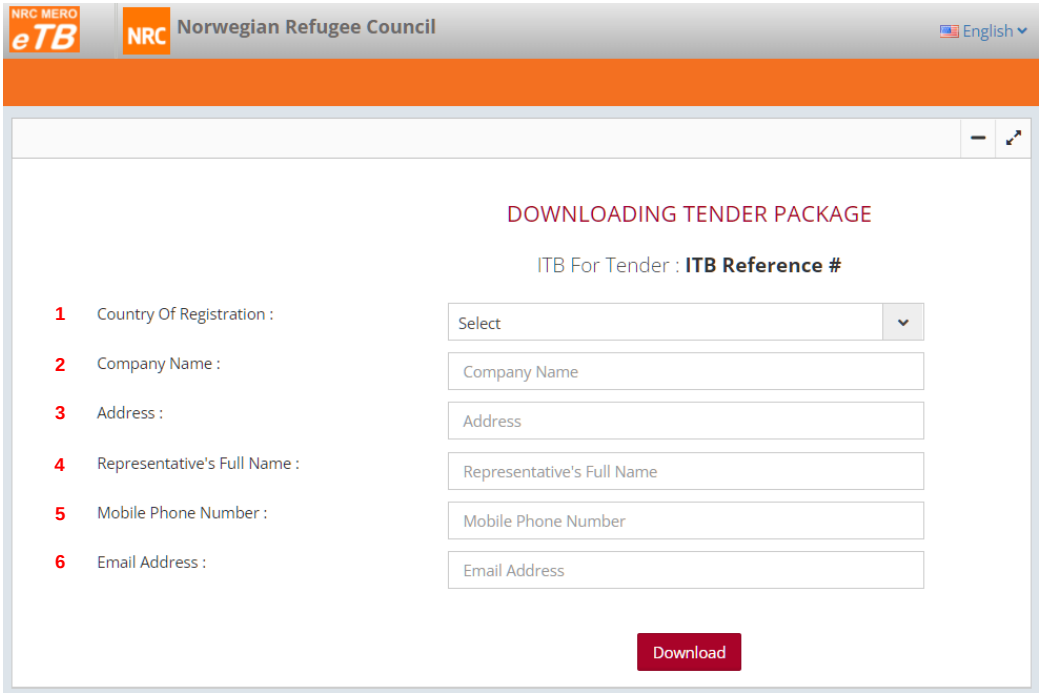
How to download tender package

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:

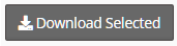


1 – Select from the list country of company registration
2 – Enter company name as stated on the registration certificate
3 – Enter full company address
4 – Enter Company representative full name and last name (as on passport or ID)
5 – Enter contact mobile phone number
6 – Enter contact e-mail address

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 ***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.

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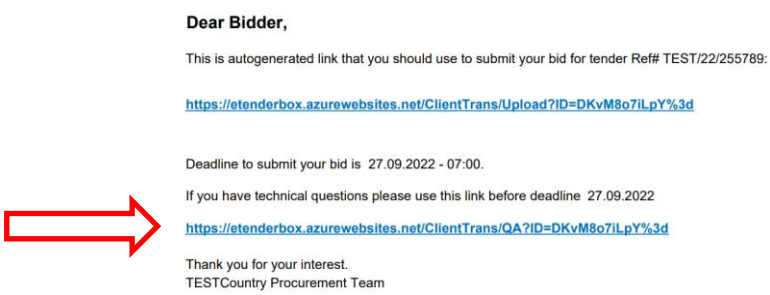
Instructions for bidders:

How to submit technical question

Version 1.0 (updated 27.09.2022)

Step 1: Follow the link for technical questions from downloaded file ***0_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.

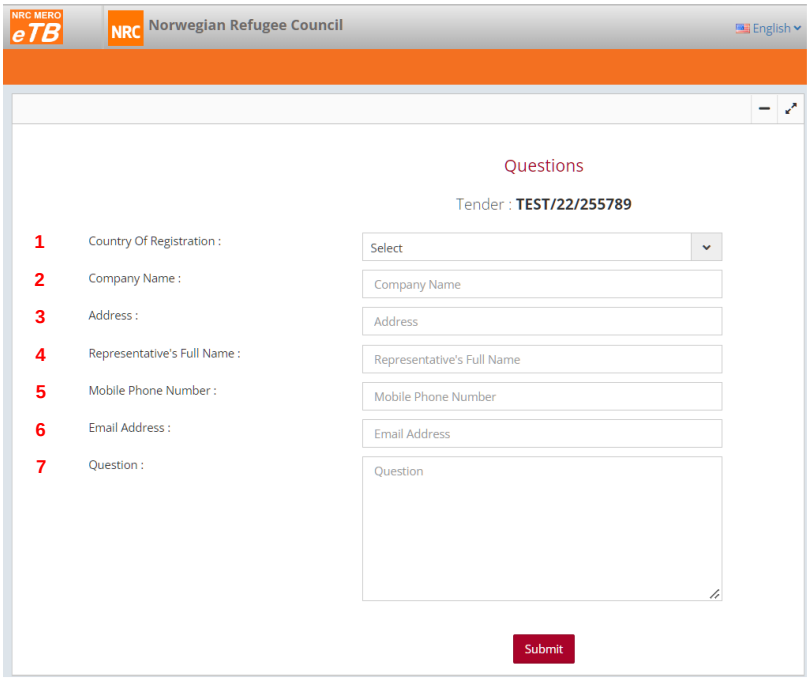
If you have technical questions please use this link before deadline 27.09.2022

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

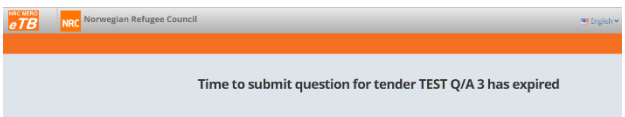
Step 3: Complete required information:



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 Submit 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.

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Instructions for bidders:

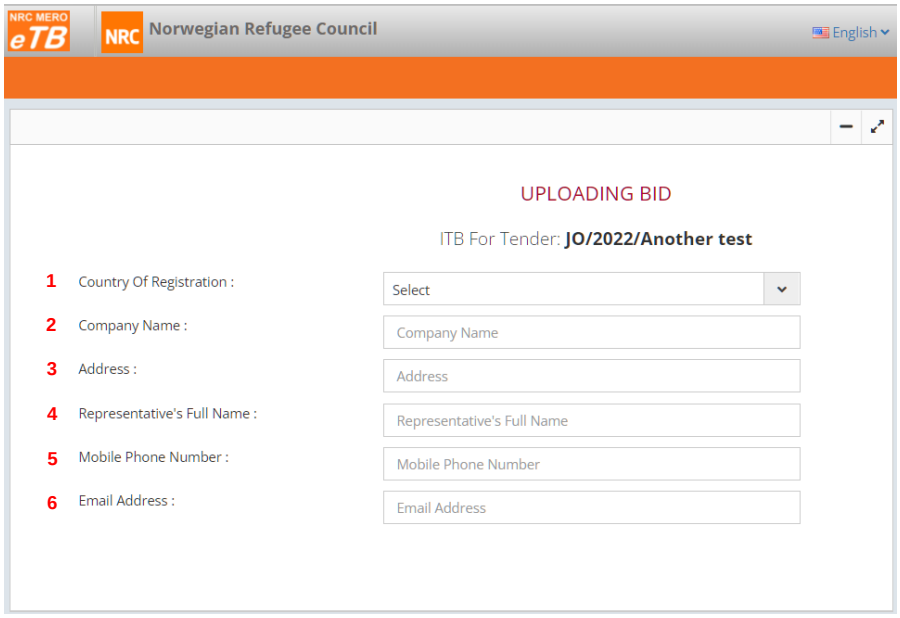
How to submit your offer

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:



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:

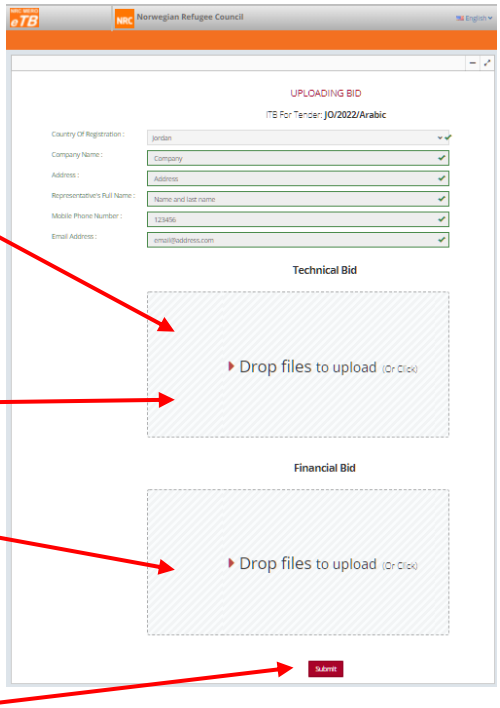
- <u>1 envelope</u> submission:

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

- <u>2 envelopes</u> submission:

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

  - Technical offer
  - Financial offer



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

Step 5: Click Submit button

<u>Check if you uploaded all files before you SUBMIT your bid</u>.

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.

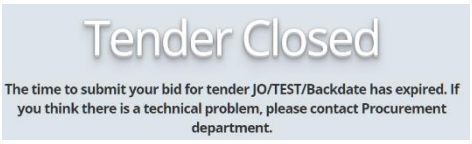
Step 6: After successful bid submission, you will receive an e-mail confirmation from the eTB system, with the list of submitted files. If you notice that some files have not been successfully uploaded (e.g. due to the internet interruption), please submit missing file(s) again and please put "MF" after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