

## Supplier FAQs

### General

*Q: What is the new eTenders webpage called?*

A: It remains [www.etenders.gov.ie](http://www.etenders.gov.ie)

*Q: Where is the URL link to the old eTenders platform?*

A: It is available on the landing page of the new platform under 'Relevant Links', or you can access it [here](#).

*Q: I have a technical issue with the new platform, whom do I contact?*

A: Please email your issue to: [irish-eproc-helpdesk@eurodyn.com](mailto:irish-eproc-helpdesk@eurodyn.com) or go to 'Contact Us' on the new landing page

*Q: All competitions currently live on the old platform or published up to 15th May will run through in full on the old platform. All tenders published from 22nd May onwards will be on the new platform only, is this correct?*

A: Yes.

*Q: Where can I find further guidance on platform functionality and usage?*

A: Guides are available available by clicking 'Help' at the bottom of the eTenders home page [here](#). Videos, including a recording of a supplier training webinar are available from the 'Interactive Walkthroughs' section.

### Registration

*Q: My username is not recognised when trying to activate my account*

A: Follow the instructions in the First Login in guide - ensure the username is identical in all respects to your old eTenders username e.g. capitalisation, spacing, special characters etc. Note that you must have registered on the old platform prior to 14 March 2023 to be migrated to the new platform; otherwise, you will have to create a new registration.

*Q: I've forgotten my old username*

A: You will need to contact the old eTenders platform: <https://irl.eu-supply.com/login.asp> and go to 'Reset/Forgotten Password'. You will need to have the email address that you used in your registration of your old eTenders account available.

*Q: Does the EO Administrator have to be an individual or can a company email address be used?*

A: A company email can be used and you can use the same email for multiple users.

*Q: We have an account with multiple users attached to it and I am the admin. When we setting up in the new platform is it advisable for me to activate my account first before any user updates their information?*

A: Yes, it would be advisable to ensure your organisation details are correct prior to other users activating their accounts.

*Q: When the administrator activates their account on the new platform, will they be able to see a list of all their users in the company?*

A: An admin will be able see all their users but in deactivated status if prior their first login

*Q: Is it possible to remove a user i.e. if they have left the company?*

A: You can deactivate a user; users cannot be deleted to protect the integrity of the audit trail.

*Q: Can more than one person have admin access*

A: You can have as many EO admin users as you wish

*Q: Does a deactivated user get a notification?*

A: The user gets a notification about the deactivation stage and then System Admin in the OGP must be contacted in order to reactivate this account

*Q: If you select a main CPV category will it include all the sub categories?*

A: Yes, alerts will be sent for all subcategories under the main CPV category

*Q: Once we have set up the CPV codes for potential tenders, will we receive notifications via email going forward?*

A: Yes, you will get a notification email at the end of the day with all newly published tenders of the day related to those CPV codes

## Tendering process

*Q: Can we view tender documents before expressing an interest?*

A: Yes, if the Contracting Authority has published them.

*Q: Is it possible to remove an expression of interest from a tender after registering an interest?*

A: You can withdraw your interest from a tender at any point

*Q: So if a tender is submitted and you need change something or add something you have forgotten you need to resubmit all over again?*

A: Yes, the advice is to keep everything in draft until you are ready to submit.

*Q: If you are part of a Framework, will mini-competitions still automatically be emailed to the framework members?*

A: Yes, once your account has been fully activated; also CAs must fully activate their arrangements before they are available for framework members to access.

*Q: Will we still get email alerts for contract awards, as well as it appearing on the platform?*

A: Yes, if you had expressed an interest in the competition associated with the notice.

*Q: Do you have to express an interest in a tender before you can send a message?*

A: Yes, you have to be associated with a tender in order to get the notifications and messages

*Q: When responding to a tender, will the new system accept ZIP files?*

A: Yes, all files types are supported.

*Q: What if sub-contractors are not registered with eTenders? Can we send them an ESPD to fill out and then upload ourselves?*

A: Yes, but it is advisable to request their ESPD response and add them to your tender as additional document

*Q: Tender Response Documents - I assume these will be uploaded by the CA and we will be able to fill these out and save as a PDF and upload etc.?*

A: Yes.

*Q: Can you upload documents directly to the tender submission or do you have to use the document library?*

A: Both can be done.

## Migration

*Q: I cannot see the framework/DPS/ Qualification System of which I am a member, when I have activated my registration.*

A: It is possible that the contracting authority has not yet activated their arrangements on the new platform to date

*Q: Will all previous tenders be accessible via the new platform (i.e. old tenders/contract awards etc.)?*

A: No, it will only be available on the old platform, only new competition data will be on the new platform. Frameworks, DPS and QS previously established on the old platform will be migrated to the new platform from where new mini competitions, DPS/QS tenders will be issued.

*Q: What happens to my old data?*

A: The current platform will be available until May 2024; suppliers are advised to start downloading any of their data well in advance of the May 2024 deadline.

*Q: Are existing CPV codes going to be the same on the new system? Are my business alerts migrated?*

A: There is no change in CPV codes; you will need to set them up in your profile in the new platform to continue to receive business opportunities as they are not migrated.

*Q: Does any existing information go across to the new platform?*

A: Only priority information such as registration information and framework/DPS arrangements, no documentation has been migrated.

*Q: Will ESPD information be migrated?*

A: ESPD information will not be migrated.