

Instruction for Supplier about work on the site ALLTENDERS.COM.UA

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1. Company account replenishment.

To be able to submit tenders, a user registered on the site as a Supplier must have in his account a sufficient amount of funds to pay for services on the site.

To verify the balance you should go to personal account - click the link with user's data and go to the menu item «**User's profile**».

There will be information about available money on company's balance on the tab «**OPTIONS**».

If you need to replenish the account, you should send a request with information about supplier and payment's amount on the e-mail info@alltenders.com.ua.

2. Data filtering and searching.

To search data in the functional sections you should use the  «**Search**» button in the tab «**PURCHASES**» and «**PLANS**».

The list of possible filters will vary depending on the section, but the principle of finding information is the same for all sections.

You can use fast and advanced data searching in the form.

You can use the feature «**Saved filters**» to save the filters that you frequently use. To save the installed filters, you need to click the «**Add**» button and set the filter name.

The saved filter will be available for future use.

Work in the sections of purchases

You can use the fast data searching by procurement's number or name, company's name or EDRPOU.

After filling in the form, you need to click the button «**Search**».

You can use the advanced data searching - click the button «**Filtering Options**» and choose one or several filters. You can search a procurement by the status, code DK 021:2015, cost, publication date and customer. After choosing parameters click the button «**Search**».

After applying the search you will see information about a procurement - status of purchases, budget, customer, type of procurement, publication date and purchase ID.

To open a procurement click the link with purchase ID. Next, you can see details of the procurement - main information, customer's data, customer's contact person, lots and nomenclatures of the purchases, documents.

In the purchase, the following steps will be available depending on the type and period of purchase:

-  - create claim / complaint of purchase,
-  - create offer to the purchase,
-  - create question,
-  - download documents to purchase / lot / nomenclature.

Work in the sections of plans

You can use the fast data searching by procurement's number or name, company's name or EDRPOU. After filling in the form, you need to click the button «**Search**».

You can use the advanced data searching - click the button «**Filtering Options**» and choose one or several filters. You can search a procurement by the code DK 021:2015, cost, publication date and customer. After choosing parameters click the button «**Search**».

After applying the search you'll see information about a plan - publication date, budget, customer, plan ID etc.

To open a plan you need to click the link with plan ID. Next, you can see details of the plan - main information, budget, customer's data, customer's contact person, type of procurement, nomenclatures of the plan.

3. Create a question of a procurement.

You can create a question of a procurement (in the whole purchase, lot, nomenclature) during the period of specification.

To create a question you need to click the button  «**Create question**» and fill the form, entering name and question.

After filling in the form click the button «**Send**».

Your question will be displayed on the tab «**QUESTIONS**».

After customer's answer you'll receive a message about available answer on the e-mail and on the site.

4. Create a claim of a procurement.

You can create a claim of a procurement in the whole purchase, lot or nomenclature.

To create a claim you need to click the button  «**Create claim / complaint**» and fill the form, entering name and description of a claim.

After filling in the form, click the button «**Create**».

After sending the form, you need to go to the tab «**CLAIMS / COMPLAINTS**», download a file of the claim (if any) and activate the claim, clicking the button  «**Activate claim**».

After customer's answer, you'll receive a message about available answer on the e-mail and on the site.

Information about the claim will be displayed with a glance customer's decision.

If you accept the customer's decision to the claim, click the button  «Accept decision».

If you don't accept the customer's decision to the claim, click the button  «Unsatisfactory answer» (for below threshold procurements).

To cancel the claim you should click the button  «Cancel».

Depending on your decision, the claim will be transferred to the appropriate status - «Resolved», «Canceled».

5. Placing an offer.

To create the tender's offer you need to click the button  «Make offer» and fill in draft's form.

The offer's form depends on purchase's procedure.

Below threshold procurement

In offer's draft, you need to enter bid's amount and non-price indicators for each lot.

If you make bids in the procurement with lots, all lots will be included to the offer. To turn off the lot from the offer you need to click the switch at the lot's amount field.

After filling in the data, click the button «Save as draft».

After saving the draft, you need to download documents and activate the offer.

You can download the files on the offer / lot / nomenclature. Click the button  «Download documents» and fill in the form.

If you need to delete the upload file, click on the button  «Delete file».

If you need to update the upload file, click on the button  «Refresh file».

To activate the offer you need to click the button  «Activate offer» and confirm this action.

After the activation, a notice of the actions will come to the site and to the email address.

Next, you need to sign the offer with electronic digital sign (EDS).

6. Sign an offer.

To sign an offer, click the button  «Sign with EDS» and fill in the form:

- choose the center of accreditation;
- download the key;
- enter the password and click the «Sign» button.

This action should be done after documents download and activation of the offer.

7. Changes and cancellation of an offer.

You can make changes to an offer within the suggestions period.

To change an offer you need to do the following:

- find a procurement in the tab «PARTICIPATE»;
- go to the tab «OFFERS» in the open tender;
- enter the offer's amount or download documents;
- click the button  «Save changes».

To cancel an offer you need to do the following:

- find a procurement in the tab «**PARTICIPATE**»;
- go to the tab «**OFFERS**» in the open tender;
- click the button «**Delete**» and confirm the action.

A notice of the actions will come to the site and to the email address.

8. Auction.

The auction takes place if there are two or more price offers.

Procurement's status is changed to «**Auction**» before the auction starts.

The link to the auction will be available on procurement's and offer's tab. If tender has several lots, the auction will be fulfilled to the each of lot.

To go to the auction click the button  «**Link to auction**». You will have some time before auction starts.

There will be information about the procurement and opening rates without company's name on the auction's page.

The auction takes place in three rounds, during this period participants make their bids.

After the end of auction:

- the names of companies will be shown,
- procurement's status will be changed to «**Qualification**».

9. Qualification and completion of the procurement.

During qualification, a customer considers offers of a procurement and determinates the winner. If you are dissatisfied with the customer's decision, you can apply a claim or complaint on the decision during the period of appeal.

Next, the customer makes activation of agreement and completion of the procurement.