

**GUIDANCE FOR SUPPLIERS  
RESPONDING TO TENDERS  
VIA  
WWW.ETENDERS.GOV.IE**

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## Introduction

Public Bodies, known as Contracting Authorities, operating in Ireland are subject to national and EU rules on the award of contracts for supplies, works and services.

They are obliged to publicly tender all requirements on the Irish Government website [www.etenders.gov.ie](http://www.etenders.gov.ie) over certain thresholds, in addition to advertising in the Official Journal of the European Union (OJEU) for larger value contracts.

The etenders website is the national system operated in Ireland. It is a fully electronic confidential tool supporting the advertising and tender transactions for all Irish Public Bodies as well as those in receipt of public funding.

There are essentially 5 categories of procurement methods:

- Quotations – where the Contracting Authority has discretion over who to invite to submit a quotation.
- National Tenders – where the Contracting Authority must advertise its requirements on the Irish Government website [www.etenders.gov.ie](http://www.etenders.gov.ie) and comply with strict rules and protocols on tendering.
- EU Tenders – where the Contracting Authority must advertise its requirements in the European Journal in addition to [www.etenders.gov.ie](http://www.etenders.gov.ie). The notice will also appear on the OJEU making it accessible to all EU Member States in addition to other countries signatory to various EU trade deals such as the European Economic Area and the Government Procurement Agreement of the World Trade Organisation. The official OJEU website is [www.ted.europa.eu](http://www.ted.europa.eu). The rules of EU tendering are defined by EU legislation, namely Directive 2014/24/EU as transposed into Irish law by Statutory Instrument 284 of 2016.

In addition to the 3 methods outlined above, Contracting Authorities may also

- Award contracts via mini-competitions under Framework Agreements established by Central Purchasing Bodies such as the Office of Government Procurement or collaborative groups of organisations such as a number of Local Authorities operating together.
- They may also use framework agreements set up by their own organisations.

In the case of mini-competitions, these are not publicly visible, however the establishing framework would have been advertised on [www.etenders.gov.ie](http://www.etenders.gov.ie) / OJEU.

The final method may involve the establishment of panels or Dynamic Purchasing Systems (DPS) – these are lists of qualified economic operators. They are constantly open for access for economic operators to apply. The establishment is subject to public advertising; however, the contracts being awarded under the Panels/DPSs are not.

The thresholds and obligations can be summarized as follows:

Mechanism	Supplies	Services	Works
Quotations	Less than €25,000 (excl. VAT)	Less than €25,000 (excl. VAT)	Less than €50,000 (excl. VAT)
<b>National Tenders</b> – Central Government	Between €25,000 and €144,000	Between €25,000 and €144,000	Between €50,000 and €5,548,000
<b>National Tenders</b> – Local Authorities / Bodies Governed by Public Law	Between €25,000 and €221,000	Between €25,000 and €221,000	Between €50,000 and €5,548,000
<b>EU Tenders</b> – Central Government	Greater than €144,000	Greater than €144,000	Greater than €5,548,000
<b>EU Tenders</b> – Local Authorities / Bodies Governed by Public Law	Greater than €221,000	Greater than €221,000	Greater than €5,548,000
EU Tenders TITLE III Services*	n/a	Greater than €750,000	n/a
<b>EU Tenders</b> Concessions**	n/a	Greater than €5,548,000	Greater than €5,548,000


\*Title III Services as defined in the Directives include training and education, social and related services, catering and hotel services, security services, etc.



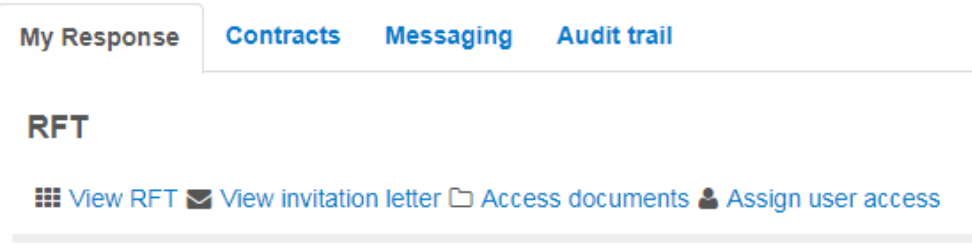
\*\*Concession Contracts are contracts based upon two fundamental aspects – remuneration and risk. The remuneration is paid for by those using the service / work and the risk (being a significant element of the risk involved) must be taken by the concessionaire. A typical service concession is a bank ATM machine or a coffee shop at a public building/facility. A typical works concession is a toll road.

This Guidance Document aims to explain the process involved for economic operators responding to quotations, tenders or mini-competitions via the [www.etenders.gov.ie](http://www.etenders.gov.ie) website.

## Guidance on Accessing eTenders

Log on to [www.etenders.gov.ie](http://www.etenders.gov.ie)

STEP	ACTION														
<b>TO GET THE DOCUMENTS FROM WWW.ETENDERS.GOV.IE</b>															
<b>Step 1</b>	locate the competition under System ID number if known, or via email link from etenders or by searching by the Contracting Authority														
	<table border="1"> <thead> <tr> <th><u>System Id</u></th> <th><u>Tender reference</u></th> <th><u>Tender name</u></th> <th><u>Publication date</u></th> <th><u>Response deadline (Irish time)</u></th> <th><u>Procedure</u></th> <th><u>Authority</u></th> </tr> </thead> <tbody> <tr> <td>117536</td> <td>TD 57</td> <td><a href="#">Tender for the Provision of Services to Protect our Water (POW) &amp; Related ICT Systems for local authorities</a></td> <td>02/05/2017</td> <td>19/05/2017 17:00</td> <td>1. Open Procedure (NON OJEU)</td> <td>Local Government Management Agency</td> </tr> </tbody> </table>	<u>System Id</u>	<u>Tender reference</u>	<u>Tender name</u>	<u>Publication date</u>	<u>Response deadline (Irish time)</u>	<u>Procedure</u>	<u>Authority</u>	117536	TD 57	<a href="#">Tender for the Provision of Services to Protect our Water (POW) &amp; Related ICT Systems for local authorities</a>	02/05/2017	19/05/2017 17:00	1. Open Procedure (NON OJEU)	Local Government Management Agency
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	This is accessed via the website Notice Search function														
	 <p>The screenshot shows the eTenders.gov.ie website. At the top, there is a logo for 'Oifig um Sholáthar Rialtais / Office of Government Procurement' and a search bar. A navigation menu on the left includes links for HOME, ABOUT US, NOTICE SEARCH, CONTRACTS, SUPPLIER COMPANY REGISTRATION, LOGIN, BUYER SEARCH, and SUPPLIER SEARCH. The main content area features a 'Welcome to the eTenders procurement website' heading, followed by a sub-heading 'Launch of new Public Procurement Guidelines - July 2017'. Below this, there is a paragraph explaining the guidelines and a section titled 'Revision of Public Procurement Directives' thresholds with effect from 1 January 2016', which includes a brief explanation of the EU Commission's revision and a link for more details.</p>														
<b>Step 2</b>	Click on the hyperlink under the Tender Name – <a href="#">in the blue text</a>														
	<p><a href="#">Tender for the Provision of Services to Protect our Water (POW) &amp; Related ICT Systems for local authorities</a></p>														

<b>Step 3</b>	Check the  button on the top left
<b>Step 4</b>	Enter the username and password
<b>Step 5</b>	Click the  button on the top left
<b>Step 6</b>	Click on the Access Documents Section 
<b>Step 7</b>	Download all the documents – read carefully and ensure you comply with rules for tender submissions.

**Guidance on using Messaging / Question and Answer Facility**

**Note #1:** Please note that in public tenders, where questions are asked by tenderers, the answers, anonymised are issued to all interested parties.

STEP	ACTION
<b>TO ASK QUESTIONS ON WWW.ETENDERS.GOV.IE</b>	
<b>Step 1</b>	Click on the Messaging Tab
	
<b>Step 2</b>	Click on the New Message button 
<b>Step 3</b>	Complete the message including subject, content and press Send.

## Guidance on Submitting the Formal Response

STEP	ACTION
<b>TO SUBMIT A TENDER RESPONSE ON WWW.ETENDERS.GOV.IE</b>	
<b>Step 1</b>	LOGIN
<b>Step 2</b>	On the <b>HOME</b> screen under My Request for Tenders, click on the Tender Competition using the blue hyperlinked text.
<b>Step 3</b>	Step 3 Go to the <b>My Response Section</b> and respond to the sections as follows:
<b>Step 4</b>	<p>My Response</p> <p>If it asks for Additional Response Documents – just upload the response documents ensuring they are properly named under the <b>Attach Documents button</b>.</p> <div style="text-align: center; border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 10px auto;"> <span style="background-color: #e0e0e0; border: 1px solid #ccc; padding: 2px 10px;">Attach documents...</span> </div> <p>Make sure the documents are:</p> <ul style="list-style-type: none"> <li>Named with easily identifiable titles including organisation name;</li> <li>Indexed;</li> <li>Page numbered;</li> </ul>
<b>Step 5</b>	The Percent Complete will turn green when documents are uploaded.
<b>Step 6</b>	<p>When you are ready to submit, press the blue Submit response button:</p> <div style="text-align: center; border: 1px solid #ccc; padding: 10px; width: fit-content; margin: 10px auto;"> <p style="color: red; margin: 0;"><b>Response not submitted</b></p> <div style="background-color: #0056b3; color: white; padding: 5px 15px; display: inline-block; border-radius: 3px;">Submit response</div> </div>
<b>Step 7</b>	A request is made for the username and password again – this must be completed to fulfil the submission obligation.

**Note #1:** Please note that once uploaded it is possible to cancel the submission and re-upload if required, once the closing date and time has not passed.

**Note #2:** The maximum file size is 2.14Gb. There is no limit on the number of documents which can be uploaded in a tender response, unless limited by the instructions from the buyers.



**Note #3:** It is recommended to minimise the number of documents submitted where possible. Please ensure all documents are named correctly and logically so that the Contracting Authority can easily determine what the file contains.

**Note #4:** Please leave sufficient time to upload the documents taking account of the size / number of files to be uploaded, and the broadband speed and capacity in the local area.

It is possible to log in and practice uploading in advance.

- Don't press submit if practicing;
- Make sure to delete any test documents.

**Note#5:** Please note the system will time out after 1 hour, so if it is taking longer, save and exit and start again.

**Note#6:** If you run into difficulty, please contact the eTenders Helpdesk at 021 2439277 or email them at [etenders@eu-supply.com](mailto:etenders@eu-supply.com).