

# Supplier Guidance Document

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## Accessing and Participating in RFX Events

for

EBRD's eProcurement System – SMART by GEP

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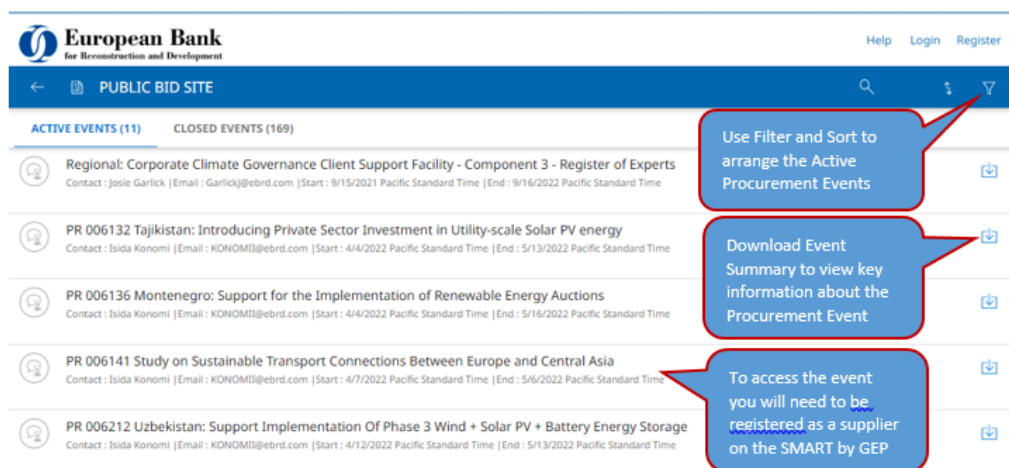
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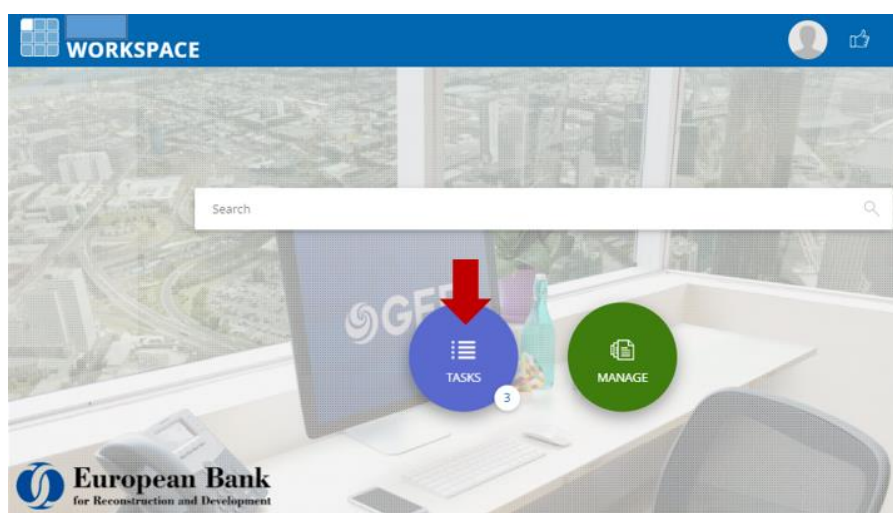
## Accessing Procurement Events

Procurement events published by EBRD can be viewed by following one of the routes explained below.

**Option A. Public Domain** – Click on the following link to access all the active public procurement events: [EBRD | Public Bid Site \(gep.com\)](https://www.ebrd.com/public-bid-site). You can download the RFX event summary from this portal as shown in the screenshot below. However, in order to view further details of the RFX or to participate in the RFX event, you must log into the EBRD's eProcurement system, SMART by GEP<sup>1</sup>.



**Option B. Invitation from EBRD** - In some cases, EBRD may decide to invite one or more contacts from your company to participate in a procurement event – when this happens you will receive an email from [support@gep.com](mailto:support@gep.com). Suppliers registered on EBRD's eProcurement system can access such events by clicking on TASKS<sup>2</sup> within their *individual WORKSPACE*<sup>3</sup> (as shown in the screenshot below).

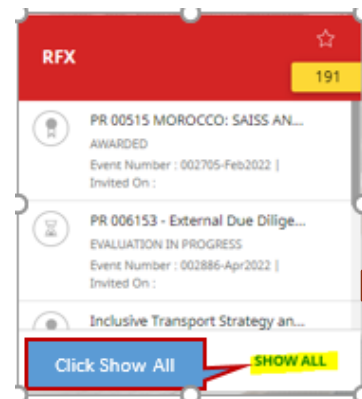
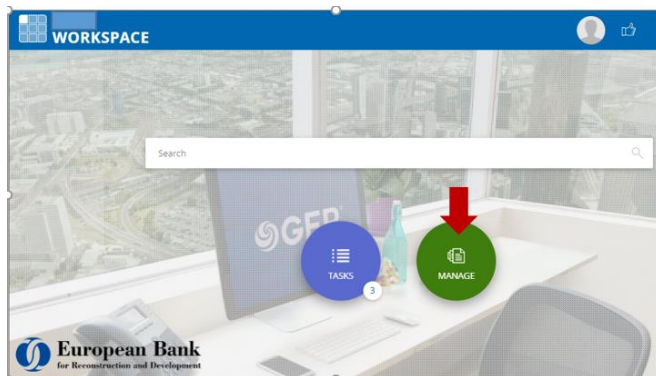


<sup>1</sup> Guidance for creating a supplier account on EBRD's eProcurement system can be found [here](#) on EBRD.com.

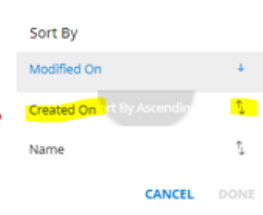
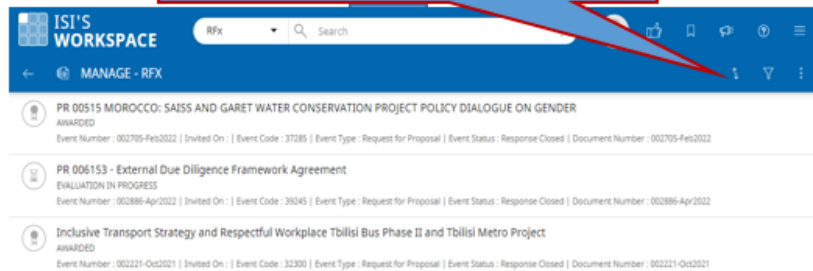
<sup>2</sup> The event will disappear from your Tasks section when you (i) submit a proposal to the RFX; (ii) the RFX event comes to an end; or (iii) you decline to participate in the event.

<sup>3</sup> Workspace is the landing page you see after logging into your SMART account.

**Option C.** Your account on EBRD's eProcurement system - You can access all publicly listed procurement events through your account on EBRD's eProcurement system (SMART by GEP<sup>4</sup>). Log into your account and then click the MANAGE button to access RFX events.



Use the Sort By Created On to list the procurements by the most recent published by EBRD



The RFXs that you can view will be based on the Category and Region that you have selected under your profile.

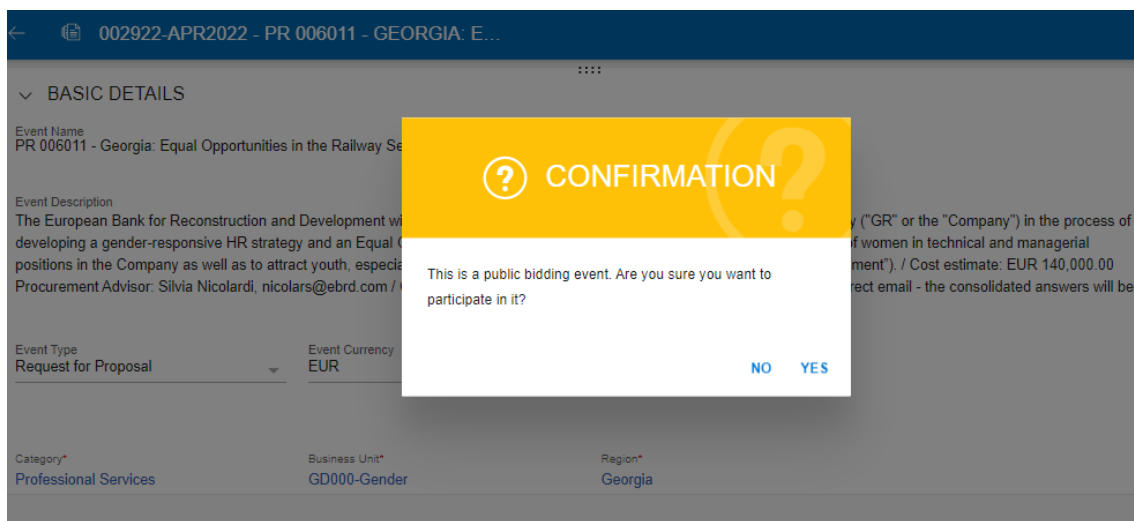
<sup>4</sup> SMART by GEP only supports Google Chrome and Microsoft Edge. Please ensure you use one of these internet browsers to access SMART.

## Accessing the details of an RFX

To access all the details of an RFX and to participate in the event, you need to log into your EBRD's eProcurement account. After logging into your account, you can browse through the available procurement events as described in the previous section (option B and option C).

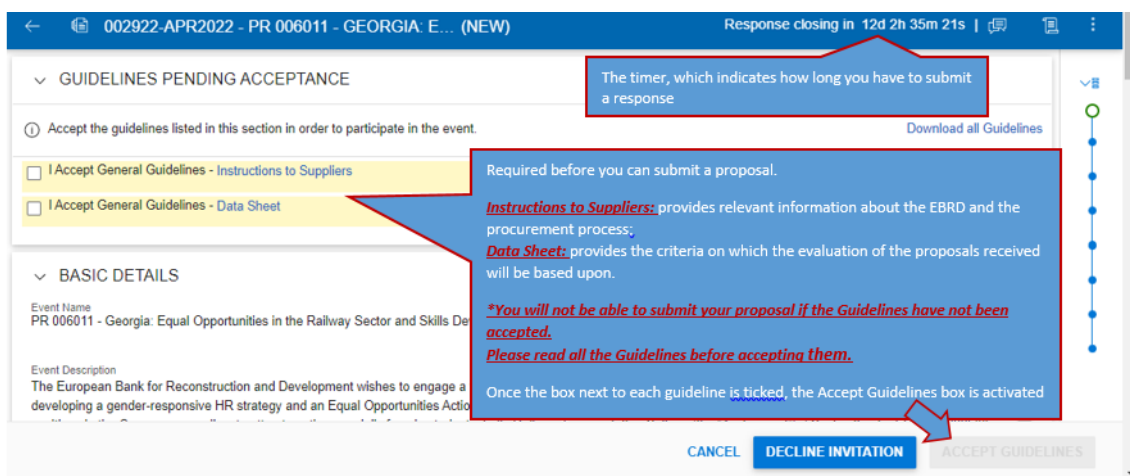
Once you have identified a procurement event of interest, click on the RFX to view the details.

You will be asked to confirm participation – Click Yes to continue:



### MANDATORY GUIDELINES

In order to proceed further, you will be asked to accept EBRD's mandatory guidelines as shown below.



## BASIC DETAILS

This section provides an overview including information on the procurement category and region; procurement advisor contact information; event description and cost estimate.

▼ BASIC DETAILS

Event Name  
PR 006011 - Georgia: Equal Opportunities in the Railway Sector and Skills Developm...

Event Description  
The European Bank for Reconstruction and Development wishes to engage a team of consultants to support the Georgian Railway ("GR" or the "Company") in the process of developing a gender-responsive HR strategy and an Equal Opportunities Action Plan ("EOAP") to ensure increased engagement of women in technical and managerial positions in the Company as well as to attract youth, especially female students, to its Railway Transportation College (the "Assignment").  
Procurement Advisor: Silvia Nicolardi, nicolars@ebrd.com | Clarification questions can be submitted via the discussion forum or direct email - the consolidated answers will be

Cost estimate: EUR 140,000.00

For all communication regarding this procurement, use the Event name in the subject of the emails addressed to the procurement advisor

Event Type  
Request for Proposal

Event Currency  
EUR

Event Overview  
PR 006011 - Event Summ...

Category\*  
Professional Services

Business Unit\*  
GD000-Gender

Region\*  
Georgia

## EVENT TIMELINES

▼ EVENT TIMELINES

Time Zone : GMT Standard Time (UTC+1:00)

Name	Start Date & Time	End Date & Time
Response Timeline	04/12/2022 9:30 AM	05/13/2022 5:00 PM
Clarification Questions	04/13/2022 9:00 AM	05/04/2022 4:00 PM

Indicates response timeline to submit proposals

Indicates clarification timeline for you to submit questions regarding this procurement

## BUYER CONTACT INFORMATION

▼ BUYER CONTACT INFORMATION (1)

Name	Designation	Email Address
Isida Konomi		KONOMII@ebrd.com

The Procurement Advisor (s) dealing with this procurement event and any other contact(s) dealing with clarification questions or queries on this procurement

## TEAM MEMBERS

This section shows the contacts within your organisation who can view or be given access rights to the event. To give access to other contacts within your organisation to view the event or submit a proposal click Manage Contacts:

TEAM MEMBERS (SUPPLIER CONTACTS)

Click Manage Contacts

Name	Viewer	Collaborator	Invitation Status
[Redacted]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Invited On 04/22/2022 4:59 PM

↓

Edit - Green Lanterns (testing profile - PODD)

Name & Contact	User's Role	Updated By	Email Sent On
[Redacted]	Primary Responder	Supplier	04/22/2022 4:59 PM
[Redacted]	Collaborator		
[Redacted]	Viewer		
[Redacted]	No Access		
[Redacted]	No Access		

Use the drop down along each contact to select or change their role

Both - Primary Responder and Collaborator - have rights to submit a proposal on behalf of their organisation.

Click DONE. The added contact will be automatically invited to the RFX event

CANCEL DONE

## GUIDELINES

This section shows all the important information for the procurement provided by EBRD including Instructions to Suppliers, Data Sheet – Evaluation Criteria, Scope of Work and Contract Template. Suppliers are required to accept the mandatory Guidelines.

002917-APR2022 - PR 006212 UZBEKISTAN... (GUIDELINES ACKNOWLEDGED) Response closing in 8d 1h 56m 43s

1

Guideline Name	Guideline Type	Accepted By	Accepted On
<input type="checkbox"/> Instructions to Suppliers	General Guidelines	[Redacted]	04/22/2022 5:01 PM
<input type="checkbox"/> Data Sheet	General Guidelines		
<input type="checkbox"/> Scope of the Assignment / Term...	General Guidelines		
<input type="checkbox"/> Contract Template	General Guidelines		

2

Once the Guidelines have been accepted, the following will happen:

1. The Header Status will change to say GUIDELINES ACKNOWLEDGED
2. Under the Guidelines section, it will show who accepted the guidelines and when.
3. The Option to Submit Response will be activated.

3

Questionnaire Name	Evaluation Type	Last Modified by	Last Modified On	Questions	Response Completion %
Technical Proposal	Technical	-	-	1	0.00%

CANCEL SUBMIT RESPONSE

## QUESTIONNAIRES

This section provides the forms/documents you are required to complete and submit in order for your proposal to be considered for evaluation. Please see section [Submitting Proposals](#).


### QUESTIONNAIRES (3)

Questionnaire Name	Evaluation Type	Last Modified by	Last Modified On	Questions	Response Completion %
Technical Proposal	Technical				0.00%
Financial Proposal	Commercial				0.00%
Qualification Questio...	Technical				0.00%

Questionnaire Name: Indicates the type of questionnaire

Evaluation Type: Indicates whether the proposal will be evaluated at the technical or commercial stage.

Response Completion: Indicates whether you have successfully uploaded the proposal under each questionnaire.

 used to access each questionnaire and upload proposals.

## ATTACHMENTS

This section will show any additional information that EBRD feels is relevant to this procurement including responses to clarifications.

### ATTACHMENTS (3)

**BUYER (3)** SUPPLIER (0)

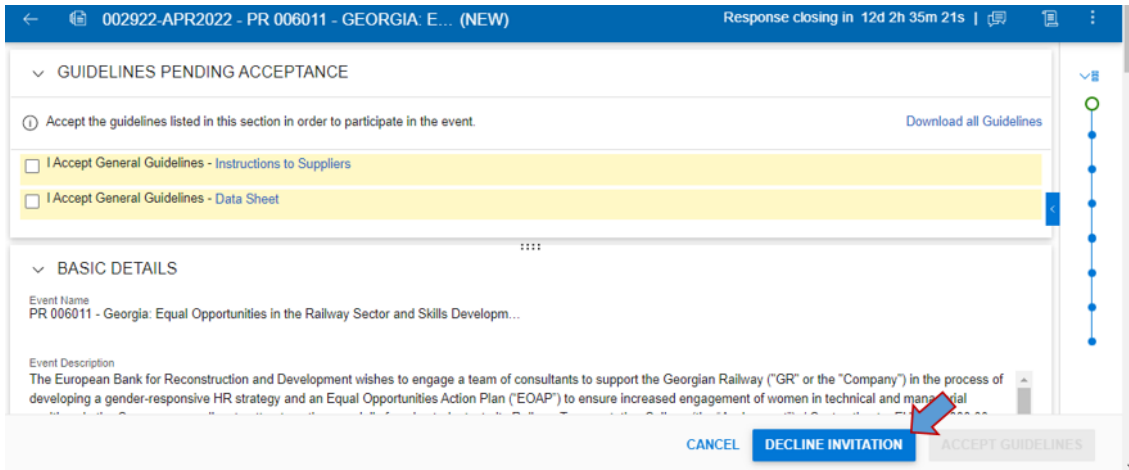
- Attachment Name ↕
- 1. Clarification Questions PR004464.pdf
- 2. Clarification Questions for PR 004464.pdf
- 3. Clarification Questions for PR 004464.pdf



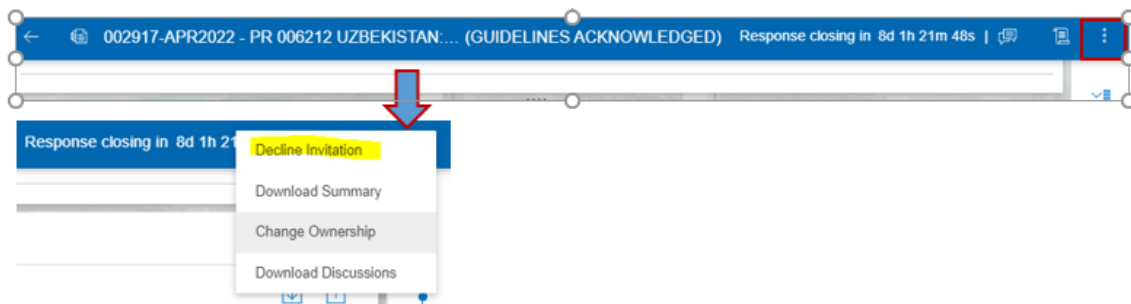
# Declining an Invitation/Participation

You can decline an Event if you are NOT interested in bidding. You can decline at different stages of the procurement event, as explained in the steps outlined below:

1. You can decline before the guidance has been accepted



2. If the Guidance has been accepted but you realise that you won't be able to bid, you can select "Decline Invitation" from the action menu (three dots)-



Both would require you to give a reason. If you select 'Other' you can add further comments. Please provide a reason when possible.

## DECLINE EVENT

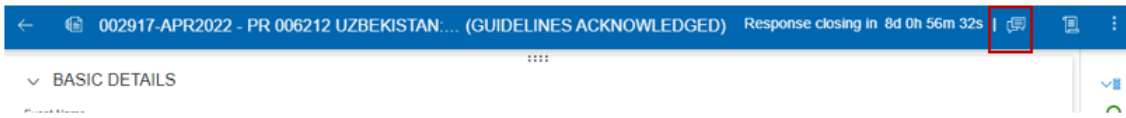
<p>My organization does not agree with the terms &amp; conditions/NDA/etc</p> <p>My organization does not supply the specified items.</p> <p>My organization does not deliver to the specified locations.</p> <p>My organization does not deal with the specified categories.</p> <p>Others</p>
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***\*Declining an event means that you will not be participating in the procurement event, hence, you will not receive any further notifications about the event.***

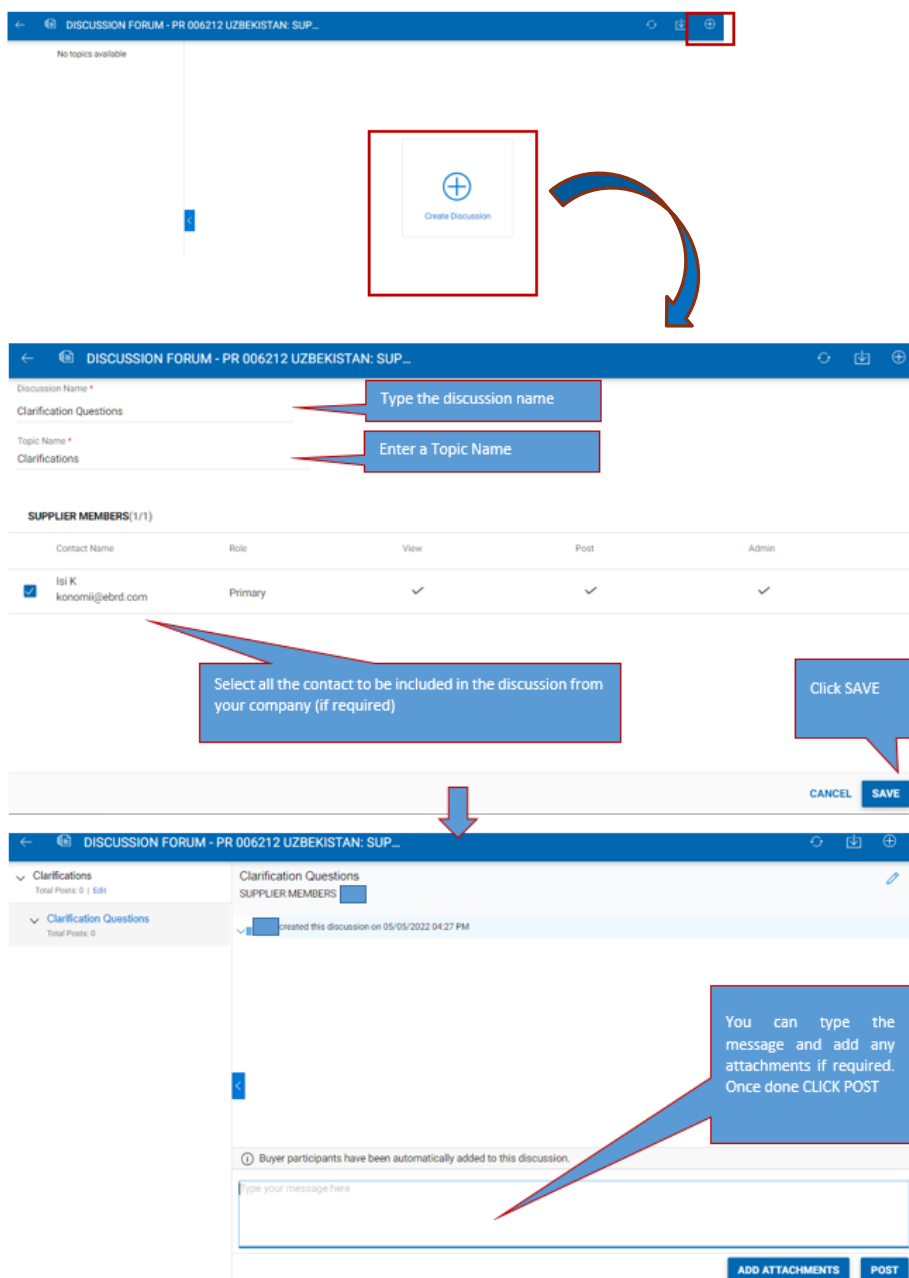
***We encourage you to decline any event where you would not be participating.***

# Discussion Forum

The discussion forum is used by EBRD for sending messages to the supplier(s), if required, and can also be used by the suppliers(s) to submit any clarification questions while participating in an RFX event. Clarification questions can also be submitted via email to the Procurement Advisor/Contact Person listed in the RFX. A link to the discussion forum is located on the top right hand side of the RFX event.



The discussion forum will open in a new tab. To start a new discussion click on 



**\*NOTE: you do not have to start a new discussion for each question. You can submit as many questions under the same discussion thread as required.**

# Submitting a Proposal

Click on each of the questionnaires to complete and upload the relevant documents. All questionnaires included in an RFX are mandatory and you will be asked to respond to one or more of the following

- A. **Qualification Questionnaire (QQ)** –upload the completed QQ. Failure to answer any of the questions may result in disqualification.
- B. **Technical Proposal** –upload the technical proposal as per the instructions (if any) provided by EBRD. **DO NOT** include your financial proposal or any reference to the financial proposal with your technical proposal. This will result in disqualification.
- C. **Financial Proposal** –provide your financial proposal.

When you access the Questionnaire Section, it will provide you with instructions (if applicable), a template (to be used as guidance), and the option to attach your proposal.

The screenshot shows the 'RESPOND - TECHNICAL PROPOSAL' interface. A callout box points to a triangle icon in the top navigation bar, stating: "Use the triangle to navigate through all Questionnaires". Another callout box points to the instructions section, stating: "Instructions will vary depending on the procurement." A third callout box points to the 'Add Attachment' button, stating: "Each Questionnaire will have an Attachment/Template to be downloaded and completed. The technical and financial documents are to be used as guidance. NOTE: Save your templates indicating the type of proposal followed by your company name/initials. E.g. Technical Proposal\_GreenLanterns. Once completed click Add Attachment". A final callout box points to the 'SAVE' and 'DONE' buttons, stating: "Click SAVE once each attachment has been added and once each questionnaire completed click DONE". The interface also shows a '0% RESPONSE COMPLETENESS' indicator and buttons for 'CANCEL', 'SAVE', and 'DONE'.

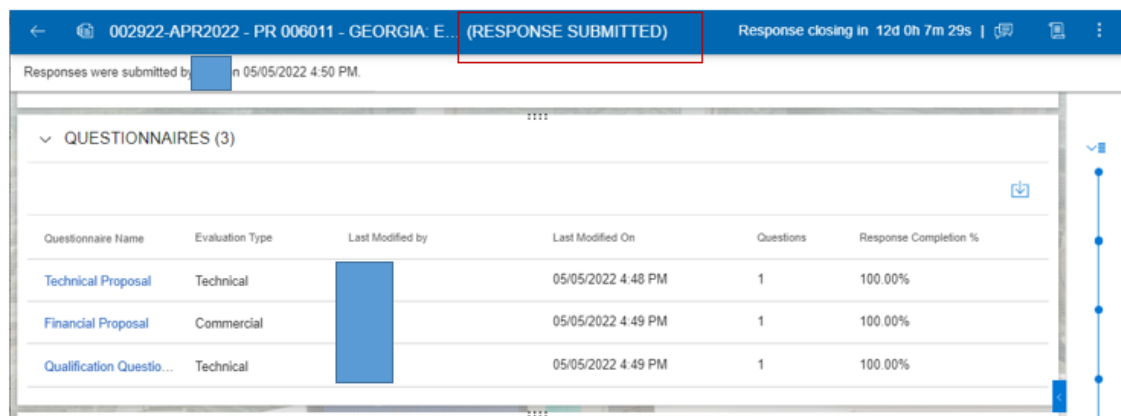
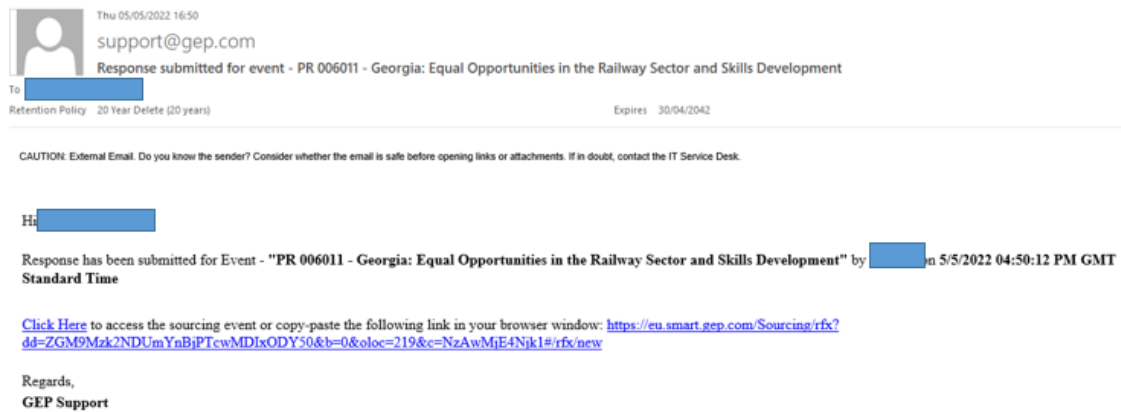
Once you have attached all relevant documents the system will show response completion as 100%. HOWEVER, you will need to click **SUBMIT RESPONSE** for the submission to be completed.

The screenshot shows the 'QUESTIONNAIRES (3)' section. It contains a table with the following data:

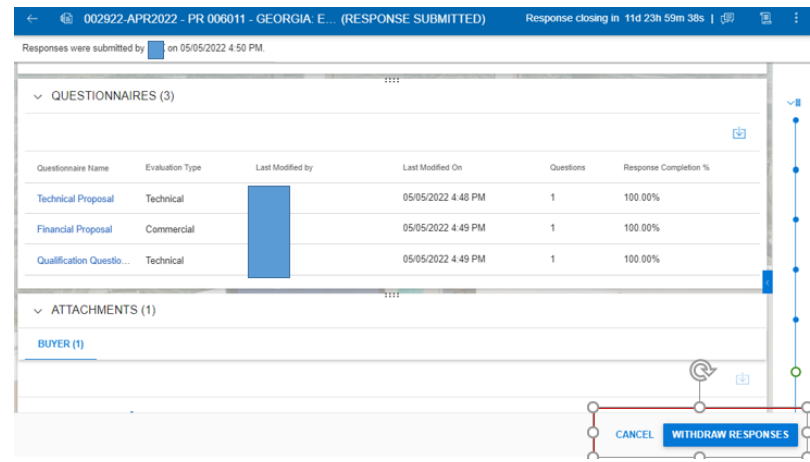
Questionnaire Name	Evaluation Type	Last Modified by	Last Modified On	Questions	Response Completion %
Qualification Questionnaire	Technical	Isi K	03/02/2022 4:09 PM	1	100.00%
Technical Proposal	Technical	Isi K	03/02/2022 4:09 PM	1	100.00%
Financial Proposal	Commercial	Isi K	03/02/2022 4:11 PM	1	100.00%

Below the table, there is a section for 'ATTACHMENTS (1)' and a checkbox for 'Highlight Missing Mandatory Fields'. At the bottom right, there are 'CANCEL' and 'SUBMIT RESPONSE' buttons.

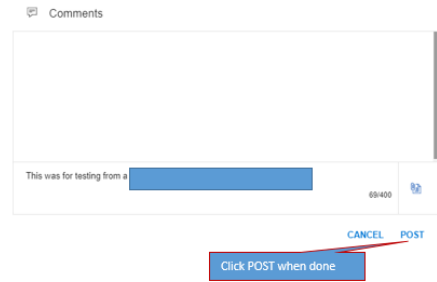
When the proposal is fully submitted you will get an email to confirm and the header status will change:



WITHDRAWING A PROPOSAL









You will be asked to enter a comment/reason for withdrawing:



## WHAT HAPPENS NEXT?

You will be able to view the status of an RFX through your workspace.

RFX		183
	PUR2109/37 Actuarial Services for EBR... <b>CLOSED</b> Event Number : 002664-Feb2022   Invited On :	
	PR 001234 Commercial Due Diligence -... <b>RESPONSE SUBMITTED</b> Event Number : 002784-Mar2022   Invited On : March 2, 2022 4:14 PM	
	PR 002830 - Sector Inclusive Skills Deve... <b>EVALUATION IN PROGRESS</b> Event Number : 002660-Feb2022   Invited On :	
	PR 004464 (Re-launch) Digitalisation in ... RESPONSE IN PROGRESS Event Number : 002676-Feb2022   Invited On :	
	Equal Opportunities In The Workplace ... <b>AWARDING</b> Event Number : 002487-Dec2021   Invited On :	
	PR 005339 National Bank of Tajikistan -... CLOSED Event Number : 002685-Feb2022   Invited On :	

Once a procurement event has completed and the successful supplier has been awarded the contract, the event will be marked as “**complete**” on the system. All suppliers that have accessed the RFX Event will receive the following notification.



CAUTION: External Email. Do you know the sender? Consider whether the email is safe before opening links or attachments. If in doubt, contact the IT Service Desk.

Dear

*Thank you for participating in this procurement event. The event has now been finalised and the contract has been awarded.*  
If you require any feedback on this procurement please contact

Kind Regards,  
**EBRD**

**Note:** if you have not been contacted by that point it will mean you have not been successful in the Procurement Event.

## FAQs

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### **I keep receiving notifications about an event that I am not participating in.**

*If you are not interested in the procurement event or do not feel your company can provide the services required, it is recommended you decline the event and provide a reason for doing so. Declining an event will ensure that you will not get further notifications on that event.*

### **I wish to submit a proposal but the system will not allow me to do so.**

*In the first instance, please check you have accepted EBRD's mandatory guidelines. You will not be able to submit proposals if you have not accepted the guidelines. If you are still not able to submit your proposal, you should contact the Procurement Advisor/Contact Person indicated in the RFX.*

### **I have attached all documents but when I click SAVE, the system shows the Response Completion is at 0%.**

*This is a technical issue. Please get in touch with the Procurement Advisor/Contact Person who can look into this. Technical assistance might be required from the system providers.*

### **I have received a notification from support@gep.com but I do not know whom to contact at the EBRD about a specific RFX.**

*Please refer to the Procurement Advisor/Contact Person indicated in the RFX for any queries on the RFX Event.*

### **I have accessed a procurement event, but I cannot see any of the documents relating to the RFX.**

*If all you can see is the Basic Details of the Event and are not able to accept or decline guidelines or view any documentation, it is most likely that someone from your company has accessed the event first. Please contact the Procurement Advisor/Contact Person so they can provide you with access to the event.*

### **Will I receive an automatic notification whenever the EBRD publishes a procurement event?**

*The system is not currently designed to send automatic notifications when an event is published. You will only receive a notification about a published event, if you have been invited by EBRD to participate in it.*

**I submitted a proposal but have not received an update.**

*You can view the status of an RFX in the system, however, you will not receive a notification from SMART until an event has been marked as complete. If you submitted a response some time ago and the event is not showing as complete, please contact the Procurement Advisor/ Contact Person for that event directly.*

**How can suppliers register on EBRD's eProcurement System (SMART by GEP)?**

*Please refer to "Supplier Guidance - Registration in SMART by GEP" on EBRD.com - Corporate Procurement and Consultancy Services – [SMART by GEP](#)*

**How can suppliers manage their profile on EBRD's eProcurement System (SMART by GEP)?**

*Please refer to "Suppliers – Managing Your SMART Profile" on EBRD.com - Corporate Procurement and Consultancy Services – [SMART by GEP](#)*

**I have a question that is not covered here, who should I contact?**

*If your query relates to a specific procurement event, please contact the Procurement Advisor/ Contact Person listed on that event. If your query relates to SMART registration, please contact [support@gep.com](mailto:support@gep.com).*