

**Digital Procurement System - Supplier User Guide Norwegian Refugee
Council - East Africa & Yemen (EAY)**

September 2022

The NRC East Africa and Yemen (NRC EAY) Digital Procurement system will automate the procurement process from advertisement to sending and receiving of bids / tenders. This will be used for tenders and RFQs. It is the responsibility of the supplier to register, to enable access to the system and ease the tendering / procurement process.

How to register for an account in the system

The system can be accessed from this link - <https://eaydps.nrc.no/>. To access the system, a supplier will first be required to register for an account by following the below process:

- 1) Access the link via a browser and click on the **Register as a Supplier** link as shown in **Figure 1**.

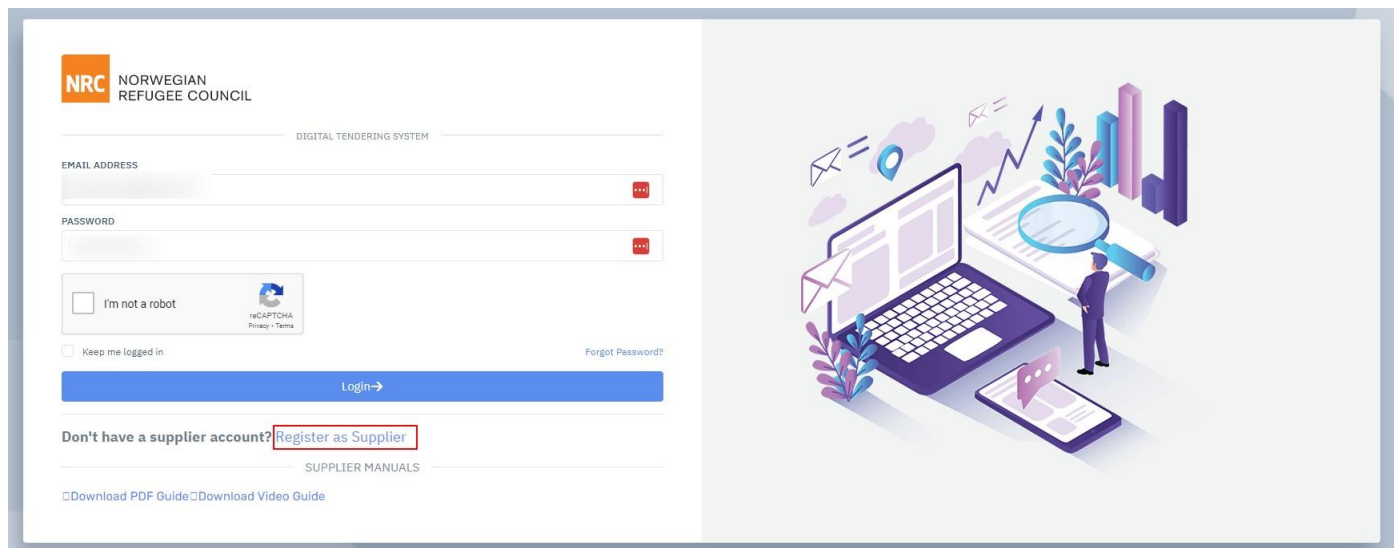


Figure 1

- 2) Fill in user account information as shown in *Figure 2*

Please note that you have to provide a valid email and a valid phone number starting with your country code.

Password strength should contain at least one capital letter, one number and one special character. The length of the password is 15 characters and should not be a commonly used password.

- 3) Read the **Data Protection Policy** and the **Privacy Policy** then click on the checkbox as shown in *Figure 2*. Proceed to click the **REGISTER** button.

NRC NORWEGIAN
REFUGEE COUNCIL

DIGITAL TENDERING SYSTEM

FULL NAME: *
ICT Distributors

EMAIL ADDRESS: *
ict.distributors@gmail.com
Should be a valid supplier email address with the capability of receiving emails

PHONE NUMBER: *
25478109538
should be a valid phone number with the capability of receiving SMS

PASSWORD: *
.....
should contain letters, numbers and special characters

CONFIRM PASSWORD: *
.....

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.
 I'm not a robot
 reCAPTCHA
Privacy - Terms

By creating a supplier account you agree to NRC's [Data Protection Policy](#) and [Privacy Policy](#)

Register →

Have your registered before? [Supplier Login](#)

Figure 2

Once your registration is successful, a verification link will be sent to your email. Check your **Inbox**, **Promotions** or **Junk** for the verification link. In case you have not received the verification link, you can request for another link or change your email if you provided the incorrect email. See *Figure 3*.

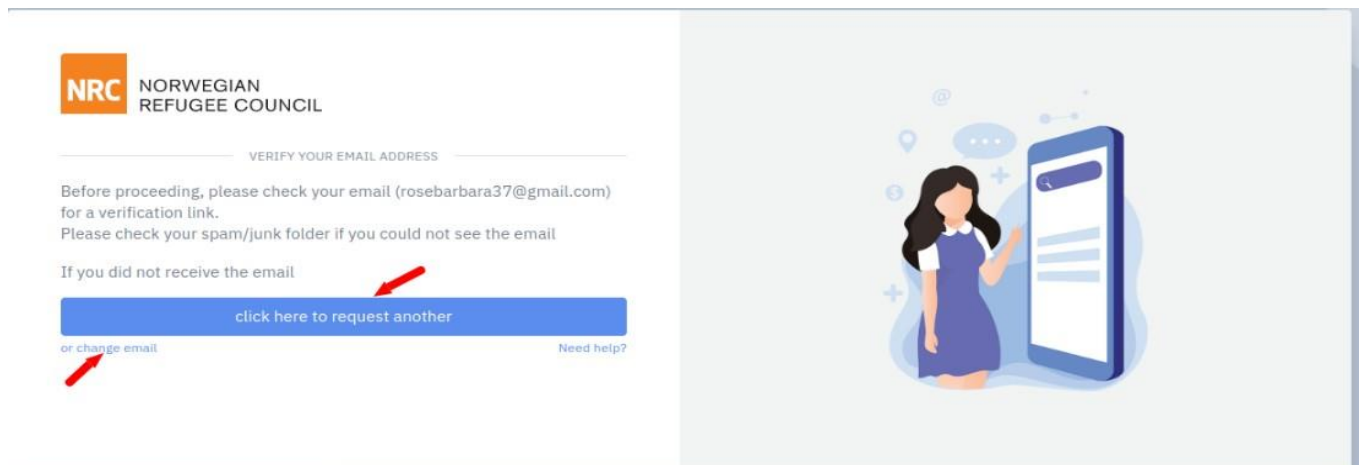


Figure 3

- 4) Click the verification link and proceed to complete your profile by filling in your business details as shown in *Figure 4*. After registering your business, ensure you have read the **Terms and Conditions**, check the box and click the **REGISTER** button. Please note that you cannot apply for tenders before creating your supplier account.

i Please submit your company information below. You can always complete this when submitting for a tender.

Type of Organization: *
Select Organization Type

Company Trading Name: *
Enter Legal Registered Name of Company

VAT Number / Organization Number: *
Type N/A if not applicable

Company Email: *
Email should be able to receive emails

Company Phone: *
Company Phone Number

Physical Location: *
Company physical location

Country: *
Select Country

City: *
Main city/town

Postal Address: *
Postal address i.e. P.O. BOX

Business Speciality: *
Brief business description (max 500 words)

By creating a supplier account you agree to have read NRC's [Terms and Conditions](#) and [Privacy Policy](#)

REGISTER

Figure 4

- 5) Provide contact person information and upload mandatory Tax compliance certificate on the next page as shown in *Figure 5* below. You can also copy the details you entered previously by clicking the [Copy My Details](#) button. You can upload any other supporting documents here. Click on **COMPLETE** after you are okay with the details supplied.

ICT Distributors Limited Home / Supplier

i You need to complete your supplier/vendor profile, please upload only the necessary documents.

Contact Person Information

[COPY MY DETAILS](#)

Contact Person Name: *
Business main contact

Contact Person Email: *
Email should be a working email

Contact Person Phone: *
Email should be a working email

Business Role/Title: *
e.g Director

Business Documents

Tax Compliance Certificate: *
Choose File No file chosen

VAT Certificate: (optional)
Choose File No file chosen

Optional File Uploads: (Any other files e.g Certificate of registration, certification by regulatory bodies)
No file selected **Browse ...**

By completing the supplier/vendor profile you agree to have read NRC's [Data Protection Policy](#) and [Privacy Policy](#)

COMPLETE →

Figure 5

How to Login into the System

1. Access the link to the system (<https://eaydps.nrc.no>). Input your email address and password and click on the Login button as shown in *Figure 6*.

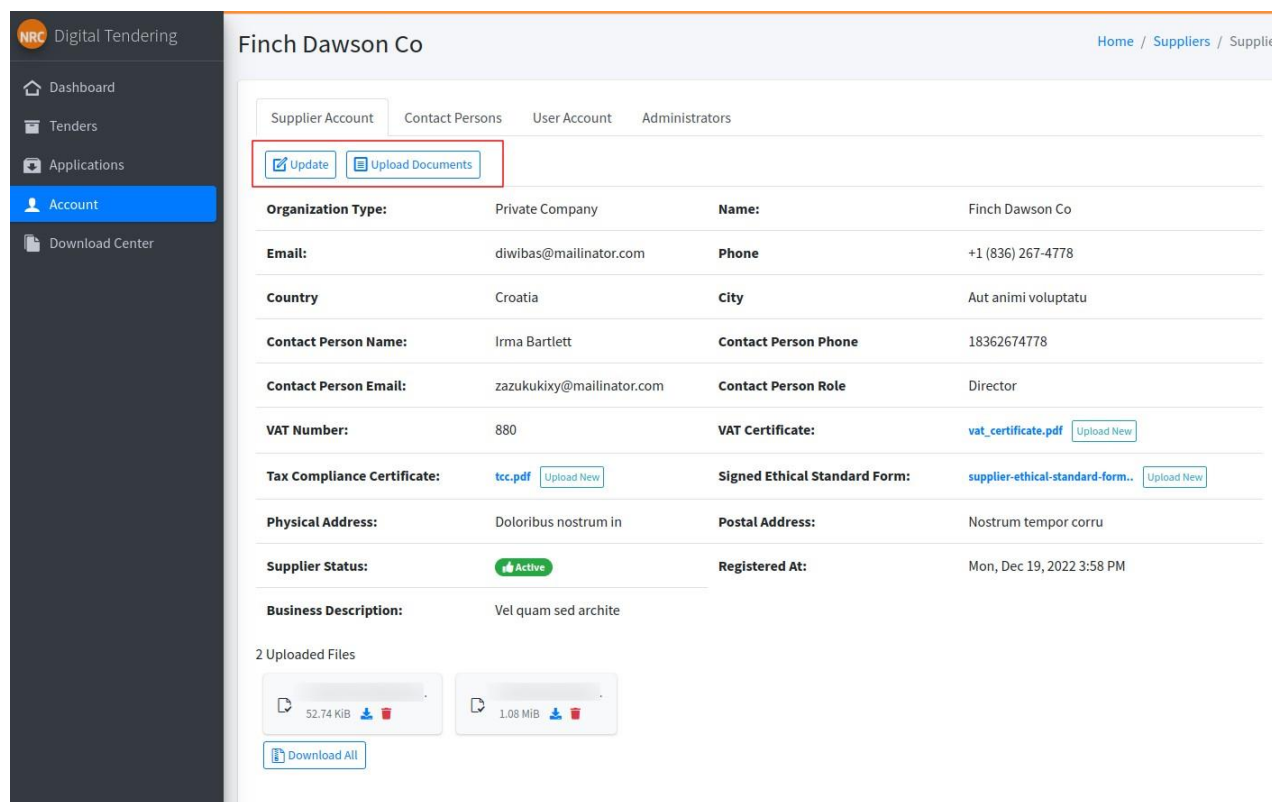
Figure 6

2. After the system verifies that the details are correct, you will receive a verification code to your registered email address as shown in *Figure 7*. The same verification code will be messaged to your phone number if you are within **KENYA**. Please check your **junk** and **promotions** folder if you do not get any code. Otherwise, resend the code. When you successfully log in you will be redirected to your supplier account.

Figure 7

How To Update Your Account Details

To Update your account details, click on the **Account** Menu on the left-hand side of the screen. This will open a window with four tabs: Supplier Account, Contact Person, User Account and Administrators. In the Supplier Account tab, you can view and update your information, upload documents or request for account deactivation as shown in **Figure 8**. To request for deactivation, send an email to eyro.logistics@nrc.no. You can also upload new documents to replace existing documents.



The screenshot shows the 'Supplier Account' tab for 'Finch Dawson Co'. The left sidebar contains navigation options: Dashboard, Tenders, Applications, Account (highlighted), and Download Center. The main content area has tabs for 'Supplier Account', 'Contact Persons', 'User Account', and 'Administrators'. Below the tabs are two buttons: 'Update' and 'Upload Documents', both highlighted with a red box. The account details are as follows:

Organization Type:	Private Company	Name:	Finch Dawson Co
Email:	diwibas@mailinator.com	Phone	+1 (836) 267-4778
Country	Croatia	City	Aut animi voluptatu
Contact Person Name:	Irma Bartlett	Contact Person Phone	18362674778
Contact Person Email:	zazukukixy@mailinator.com	Contact Person Role	Director
VAT Number:	880	VAT Certificate:	vat_certificate.pdf Upload New
Tax Compliance Certificate:	tcc.pdf Upload New	Signed Ethical Standard Form:	supplier-ethical-standard-form.. Upload New
Physical Address:	Doloribus nostrum in	Postal Address:	Nostrum tempor corrui
Supplier Status:	Active	Registered At:	Mon, Dec 19, 2022 3:58 PM
Business Description:	Vel quam sed archite		

Below the details, there is a section for '2 Uploaded Files':

- File 1: 52.74 KiB, [Download](#), [Delete](#)
- File 2: 1.08 MiB, [Download](#), [Delete](#)

A [Download All](#) button is located below the file list.

Figure 8

The supplier account can have multiple contact persons and multiple users. In the Contact Person tab, you can view the contact person details for your account, edit and delete the details as needed. You can also add another contact person if required. See **Figure 9**.

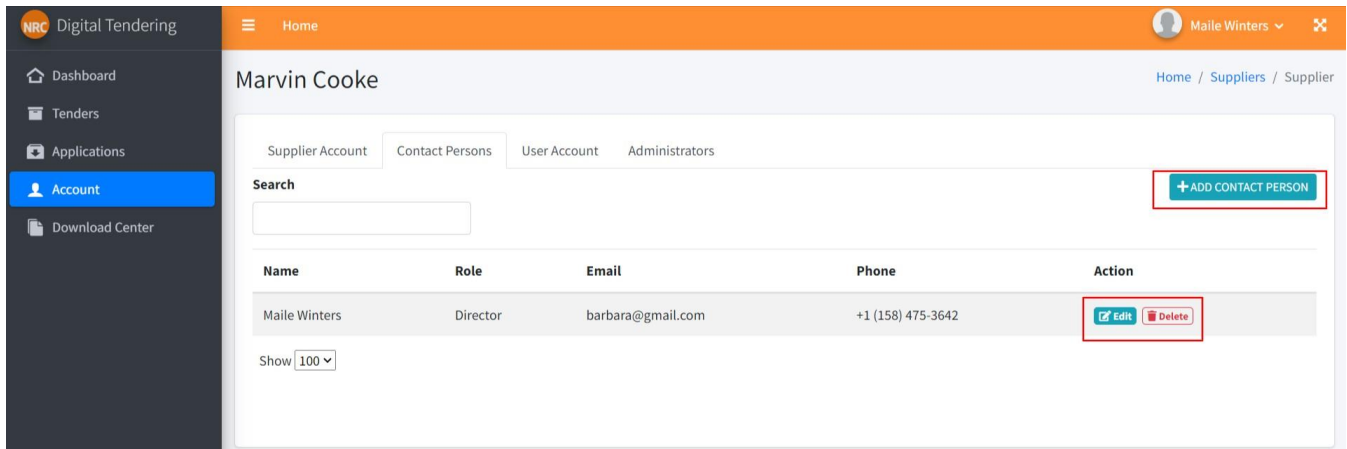


Figure 9

In the User Account tab, you can view and edit your profile and change password as needed. In the **Administrators tab**, you can view users and add users as needed. See **Figure 10**.

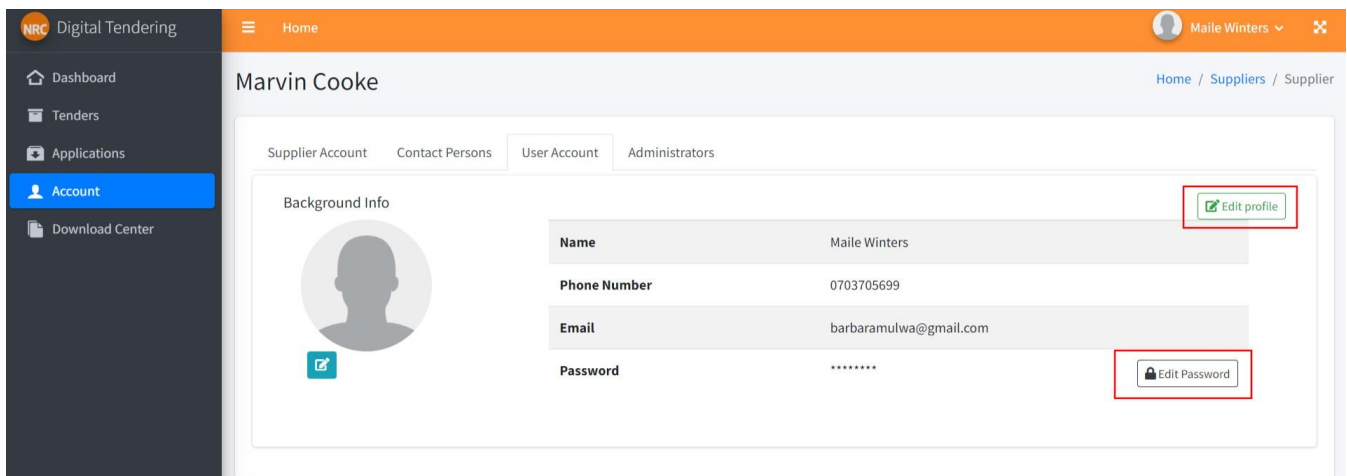


Figure 10

When you click on download center, you will find standard documents applicable to all suppliers that you can download such as terms and conditions. See **Figure 11**.

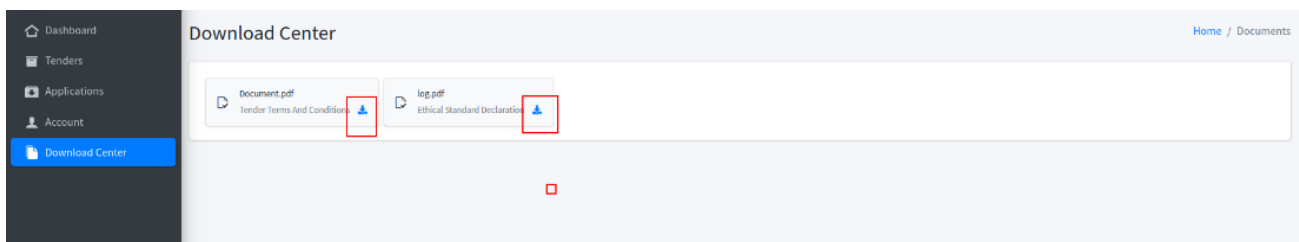


Figure 11

How to Apply for Tenders

To apply for a Tender, login to the system using your email address and password and click on the **Tenders** button. This will show all the open tenders, which include national tenders for your country and international tenders. Various details of the open tender including the tender name, starting date, closing date, opening date, type, country, office and action can be seen under the different tabs as shown in **Figure 12** below. You can also search for specific tenders in the search box. Click on **VIEW** to view further details of a particular tender.

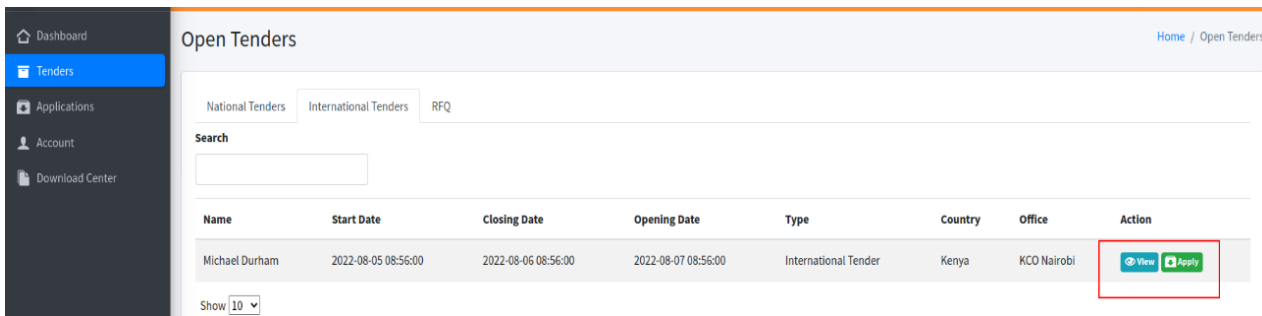


Figure 12

To Apply for a Tender, click on the Apply Button (See **Figure 12**). Download the ITB documents and fill them. Once a supplier has filled, they can then go ahead and upload the necessary documents including filled tender document, signed tender terms and conditions, and other tender-specific documents in the respective fields as shown in **Figure 13** below. After uploading the documents, proceed to submit your application.

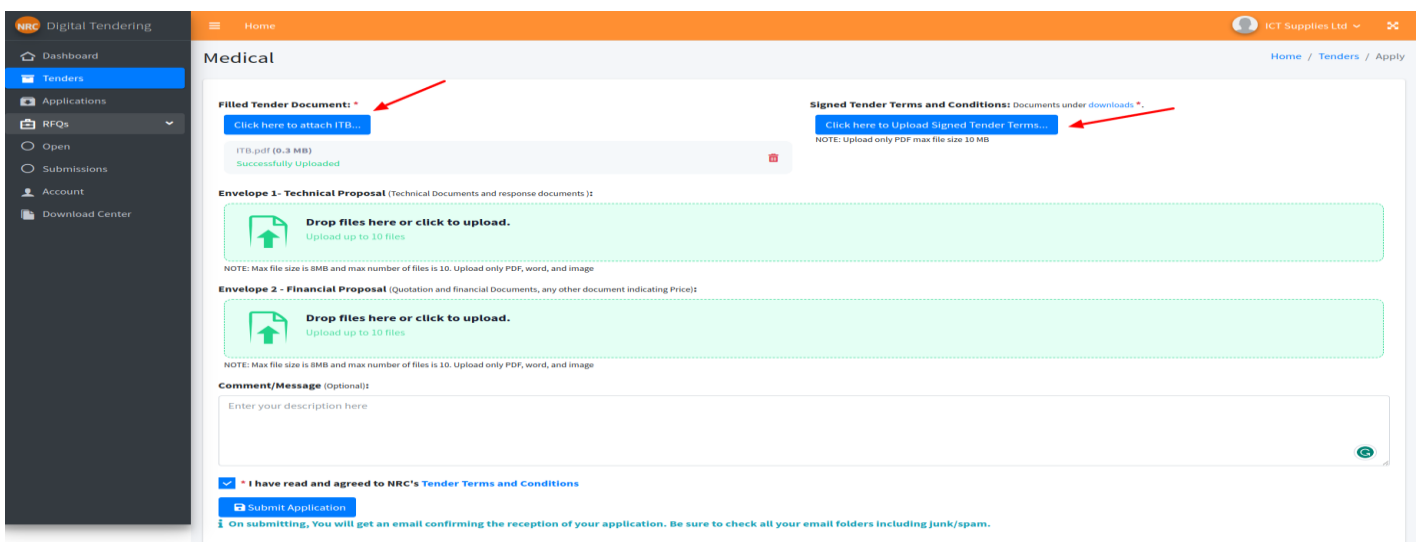


Figure 13

After submitting your tender application, you will be redirected to a page where you can view the applications details and tender details as shown in *Figure 14* below. You can update your application, add documents or even withdraw the application.

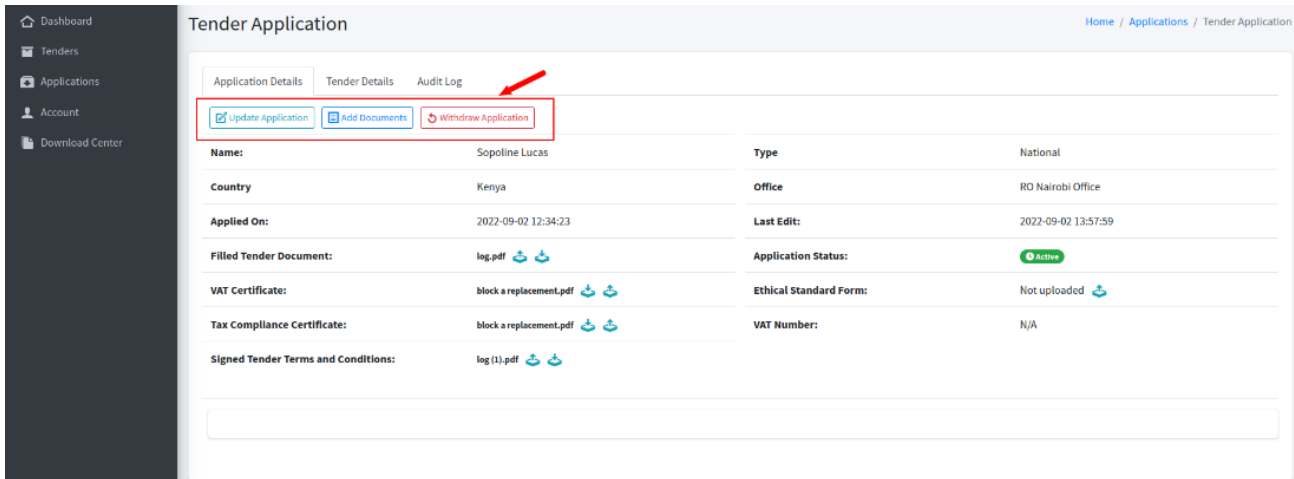


Figure 14

To view a list of all Tender Applications done by a supplier, click on the **Applications** Menu shown on the left-hand side of the screen. These include all tender applications that are active, won, lost and withdrawn tenders. Click on any of the tabs to view as shown in *Figure 15* below.

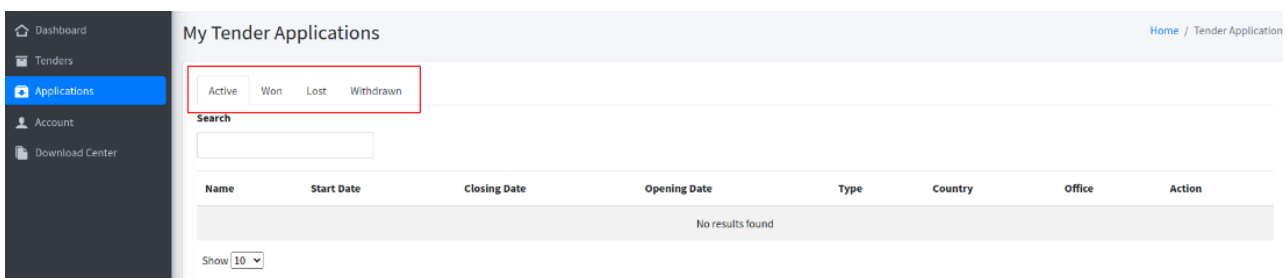


Figure 15

How to Apply for RFQs

If you are invited to apply for RFQ, you will receive an email with a link to the RFQ. Click on the **View and Submit RFQ** button as shown in *Figure 16* below.

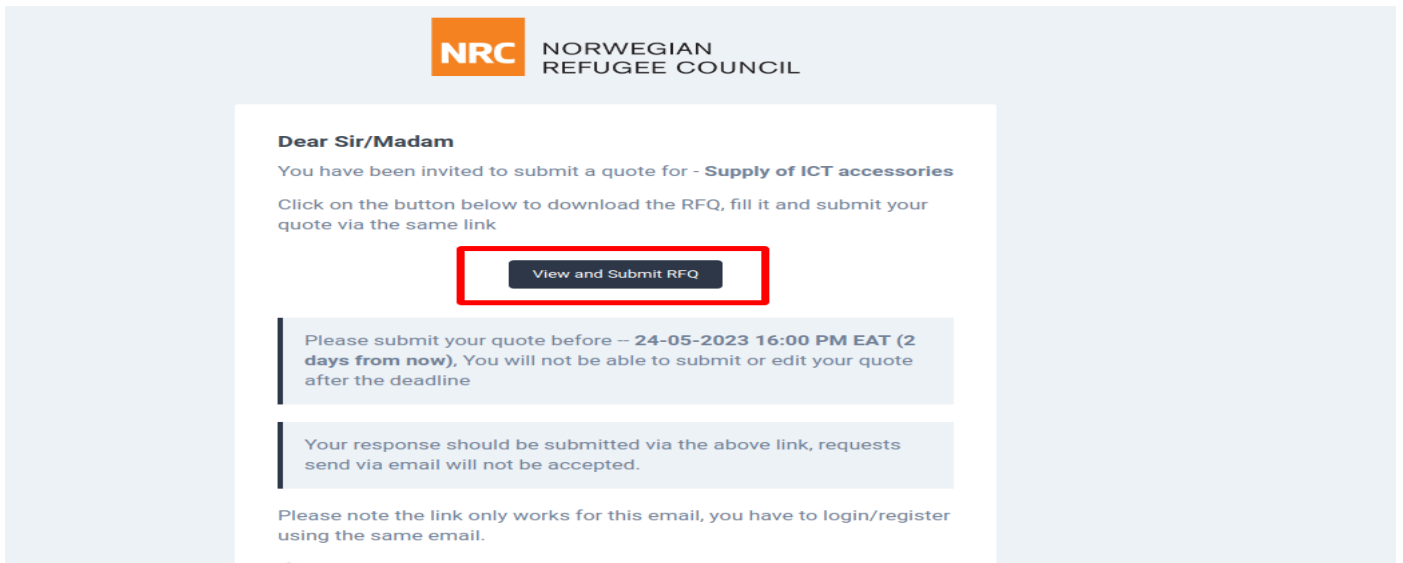


Figure 16

After clicking the button, the page in *Figure 17* below will appear. Click the **Register/Login** button to login if you already have a supplier account or register if you do not have a supplier.



Figure 17

Once you have logged into the system, click on RFQ menu on the left-side of the screen as shown in *Figure 18*. Click on **Open** to view open RFQs. Proceed to click on the **View RFQ** button at the bottom as shown in *Figure 18*.

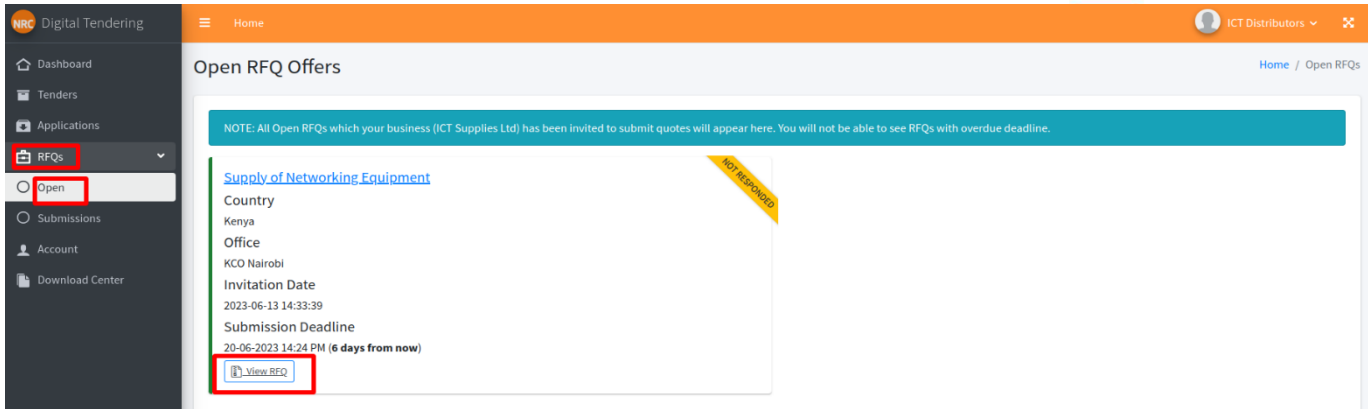


Figure 18

You can download the RFQ document by clicking on the [download icon](#) next to the RFQ document as shown in *Figure 19* below. Click on the **Submit Application** button to proceed with the application.

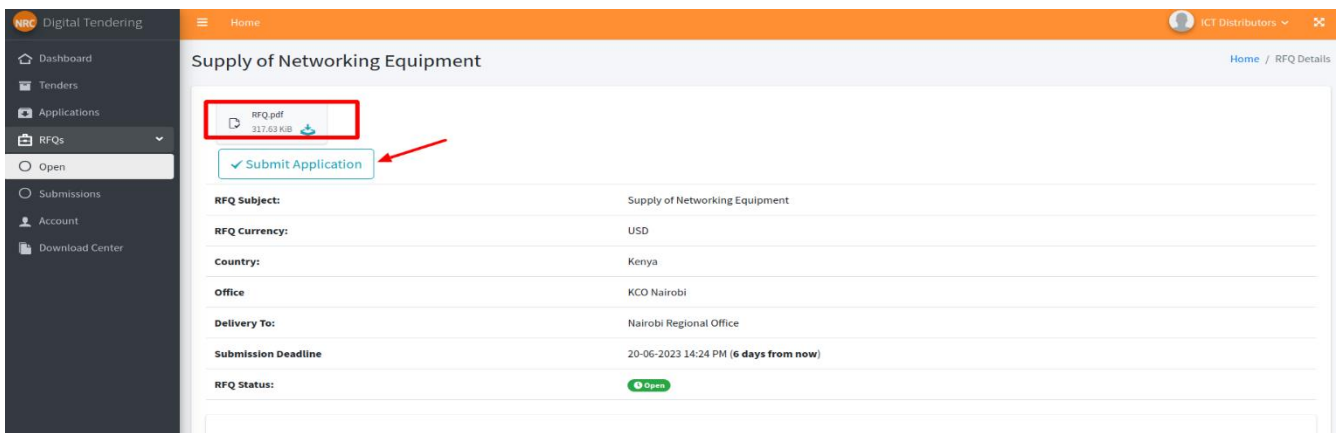


Figure 19

Upload the filled RFQ document and other documents in the indicated fields then click on **Submit Application** button at the bottom as shown in *Figure 20* below.

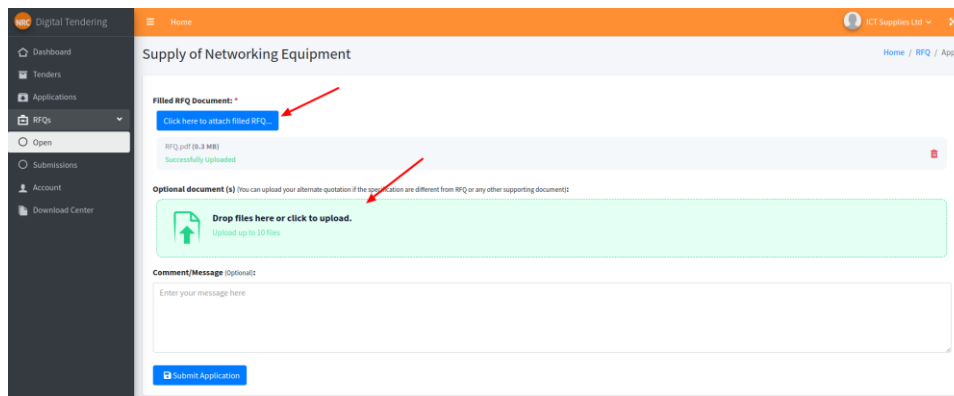


Figure 20

Once you have successfully submitted the application, you will receive an email confirming that your

application was successful. The page shown in **Figure 21** below will also appear. You can re-upload a new filled RFQ document, update your application or withdraw your application using the buttons shown in **Figure 21**. You can also view the RFQ status and your application status.

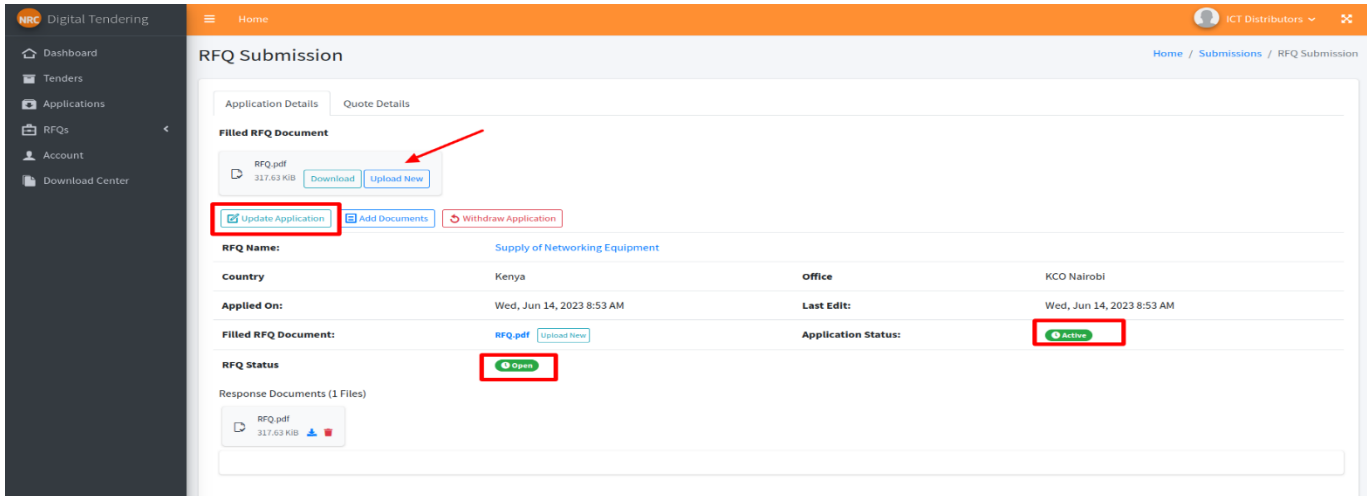


Figure 21

To add a quotation, click on the Quote Details tab as shown in **Figure 22**. Proceed to click on the **ADD APPLICATION QUOTE** button to quote prices and then click the **Submit Quote** button.

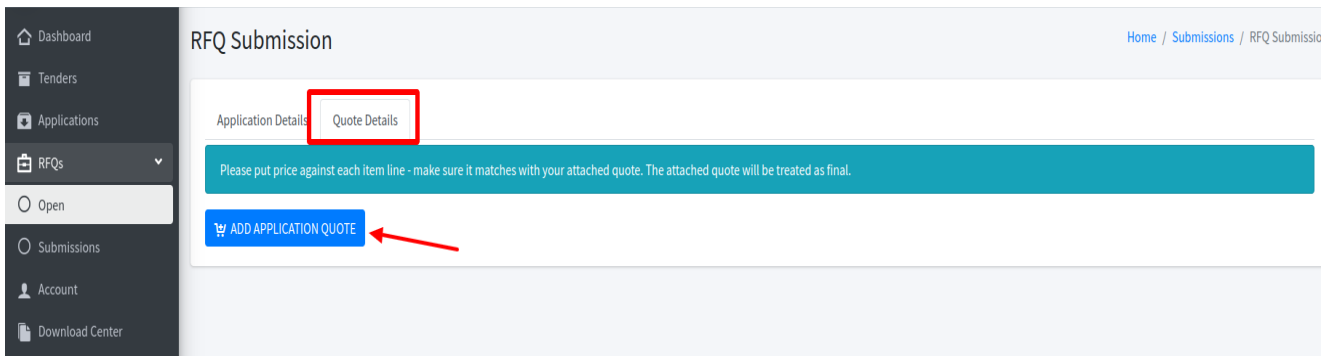


Figure 22