

Greenville guidance for service providers for registering on eTenders and submitting a Questionnaire

Disclaimer

This guidance document aims to support and encourage service providers to respond to the NMI's Invitation for Panel Membership for Tour Guiding and Facilitation Services for Tours and Public Programme Events at the National Museum of Ireland (2025-2028), published via the www.etenders.gov.ie website.

This guidance document includes only instruction for registering on eTenders and applying for Panel membership.

It has been made available for service providers who are not yet registered on eTenders and need support with the registration.

The Qualification Questionnaire documentation is available on the above mentioned eTenders website upon registration and will not be shared via email or by other means.

The NMI takes no responsibility for the accuracy of this content. It is merely developed in an effort to support interested service providers responding to the invitation for panel membership and addresses how to upload and respond to the Qualification Questionnaire. This guidance document does not in any way refer to how tenderers should complete the required qualification documentation to be submitted.

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1. Registering on eTenders

If you want to respond to calls for competition via eTenders you must register your business on the platform. There are different processes for registering on the new platform depending on whether it is your first time to register or whether you were previously registered on the previous eTenders platform.

The Office of Government Procurement (OGP) published instructions for logging into the platform for the first time¹. They are copied here for your convenience:

Logging into the platform for the first time

You will be able to access the platform at the existing website address, etenders.gov.ie. However, you will have to input that address fully the first time you login, and not use any short cuts that you may have in place (i.e. through browser favourites or history) as those links will be not work for the changeover.

Please note: If you already had an account on the previous system, you do not need to register again on the new system. You can simply log in and follow the steps outlined in the first login guide, attached below. (The 'login' button is available on etenders.gov.ie at the top right-hand corner of the screen.)

A step-by-step guide on logging into the new system for the first time is available below. There is a guide available for general users, and a guide available for administrators.



First login guide - suppliers (general users)

Download the file [Download](#)

[View](#)



First login guide - suppliers (administrators)

Download the file [Download](#)

[View](#)

¹ [gov](http://gov.ie) - eTenders has changed - updates for businesses (www.gov.ie)

The OGP also made available on their website a manual for suppliers for the new platform, which is also linked here for your convenience:

How do I use the new system?

Please find the user manual for suppliers for the new platform below.



User Manual for economic operators (suppliers)

Download the file [Download](#)

[View](#)

Note:

Company Registration Number



VAT number



D-U-N-S number



Where companies don't have any of the above numbers, registration may be an issue. The inclusion of the relevant PPS (i.e. Personal Public Service (PPS) Number in the Company Registration Number box appears to solve the registration issue.

2. eTenders Helpdesk

Any queries on how to access the eTenders platform or other technical issues should be addressed to the eTenders Helpdesk:

- Email: irish-eproc-helpdesk@eurodyn.com
- Phone: +353 (0) 818001459

Phone and online support are available between 9.00 am and 5.00 pm Monday to Friday.

3. eTenders' relevant terminology

The current eTenders platform (which was launched in May 2023) operates in a different manner to the old system. Below we outline some key terminology relevant to the platform.

Term	Meaning
DPS	Dynamic Purchasing System – please note that this competition is not related to a Dynamic Purchasing System, but it is related to a Panel. eTenders does not offer a facility for a Panel specifically, so the DPS functionality is used here.
CfT	Call for Tenders – relates to the creation of a new competitive process whether advertised, quotation or mini-tender
Associate	This is similar to Express an Interest in the old eTenders system – suppliers must be associated with a competition to actually be able to participate in it – this is accessed by logging-in to the platform
Resource ID	System generated unique ID for each CfT – a key number to use to find specific competitions

4. Accessing Competitions of Interest – you must associate

There are multiple ways to find the competitions you are interested in, however:

IT IS A MANDATORY REQUIREMENT TO LOG-IN AND ENSURE YOU ASSOCIATE YOUR COMPANY WITH THE COMPETITION IN ORDER TO BE ABLE TO....

- Raise and receive clarifications
- Submit your application

If you access the qualification documents without logging in, i.e., if you download without association, you will not be able to raise questions, receive queries or submit your application.

Do not download by clicking on PROCEED WITHOUT ASSOCIATION.

DOWNLOAD CONTRACT DOCUMENTS

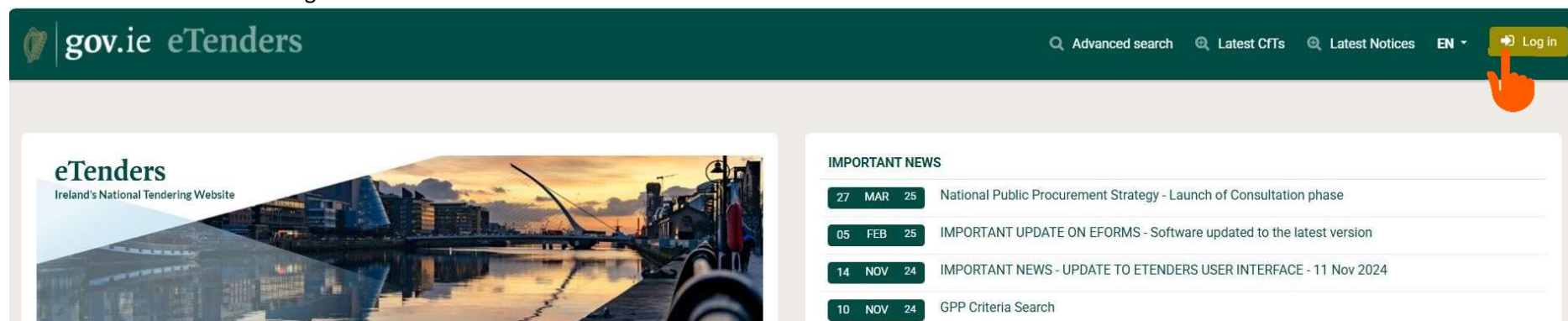
Currently you are not logged in, therefore the system cannot associate you with the CFT so that it can inform you automatically in case new addendums, corrigendas or clarifications are published. To be associated with the competition, you need to first log in

CANCEL DOWNLOAD

PROCEED WITHOUT ASSOCIATION

5. How to Associate your Organisation with the Competition

Go to the home screen and log-in.



Once logged in click on search button.

Here you can search by Calls for Tenders, Organisations or Contract. However, you can't associate via this search. Instead, we recommend using the 'Advanced Search' function to get more details and to associate with the competition.

Öffig um Shvokáthar Riáltais
Office of Government Procurement

EN • Economic Operator Admin •

CFT Management • EQ administration • Preliminary market consultations • 13:49:44 IST

Task List

No results found

Latest CFTs
Public procurement legislation
Interactive walkthroughs
Statistics
Calendar

Electronic public procurement
News
Relevant links
FAQ
Legislation on Threshold

Help
About
Contact us

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Contract

Select

- Calls for Tenders
- Organisation
- Contract

Advanced search

Latest CFTs

Advanced search

CFT
Organisation

CFT Resource ID ⓘ

CFT CA Unique ID ⓘ

Description ⓘ

Maximum characters: 50000.
Procurement Type ⓘ
-Select Procurement Type-
Publication date ⓘ
From: To:
CPV codes ⓘ

Estimated value (EUR) ⓘ
Min: Max:

Title ⓘ

Name of Contracting Authority ⓘ

Workspace Status ⓘ
-Select Workspace Status-
Procedure ⓘ
-Select Procedure-
Deadline for tender submission ⓘ
From: To:
NUTS codes ⓘ

Tenders Opening Date ⓘ
From: To:

CANCEL CLEAR SEARCH

Use any of these fields to search for the competition, the most relevant being:

- Enter a key word in Title and competitions containing that key word will appear
- Name of Contracting Authority – e.g. National Museum of Ireland
- CFT Resource ID – this is the unique competition reference number (this is the 7-digit code relevant to the competition A list of competition opportunities will appear at the bottom of the search screen. **An example is provided below.** Click on the hyperlink of the title of the chosen competition.

SEARCH RESULTS

10 Results Per page | Displaying the 1 match.

#	Title	Resource ID	CA	Info	Date published	Tenders Submission Deadline	Procedure	Status	Notice PDF	Award date	Estimated value	Cycle
1	Establishment of Panel for	30			12/02/2024 16:53:01		Dynamic Purchasing System	Established			100,000.00	1

10 Results Per page | Displaying the 1 match.

You are now in the DPS Workspace. The DPS Workspace provides an overview of the Panel competition.

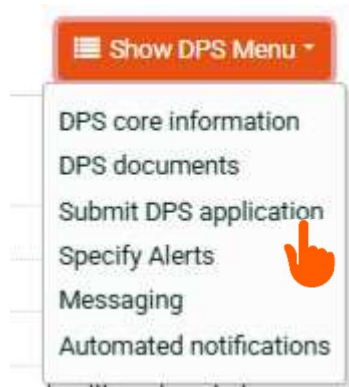
View DPS Workspace

DPS: ESTABLISHMENT OF PANEL FOR OCCUPATIONAL MEDICAL ADVISORY SERVICES TO THE HEALTH AND SAFETY AUTHORITY		Show DPS Menu
NAME OF CONTRACTING AUTHORITY:		
TITLE:	Establishment of Panel for	
DPS CA UNIQUE ID:		
EVALUATION MECHANISM:	Most Economically Advantageous Tender (MEAT)	
DESCRIPTION:	Service providers will be required to provide	
PROCUREMENT TYPE:	Services	
DIRECTIVE:	2014/24/EU (Classic)	
CPC CATEGORY:		
CPV CODES:		
NUTS CODES:	IE IE0	
ESTIMATED VALUE (EUR):	100,000	
AWARDED (CAN) VALUE:	100,000	
ABOVE OR BELOW THRESHOLD:	Below	
CONTRACT AWARDED IN LOTS:	No	
EU FUNDING:	No	
LANGUAGE OF PUBLICATION:	EN	
DPS EXPIRY DATE AND TIME:	06/03/2030 12:00	



On the right hand side of the screen:

This drop-down menu presents you with a list of actions. Click on “Submit DPS application”:



View Tenders

DPS: ESTABLISHMENT OF PANEL FOR OCCUPATIONAL MEDICAL ADVISORY SERVICES TO THE HEALTH AND SAFETY AUTHORITY

Show DPS Menu

1. Type of association

☒ 1. Associate all users of my Economic Operator with this CFT

☐ 2. Associate only myself with this CFT

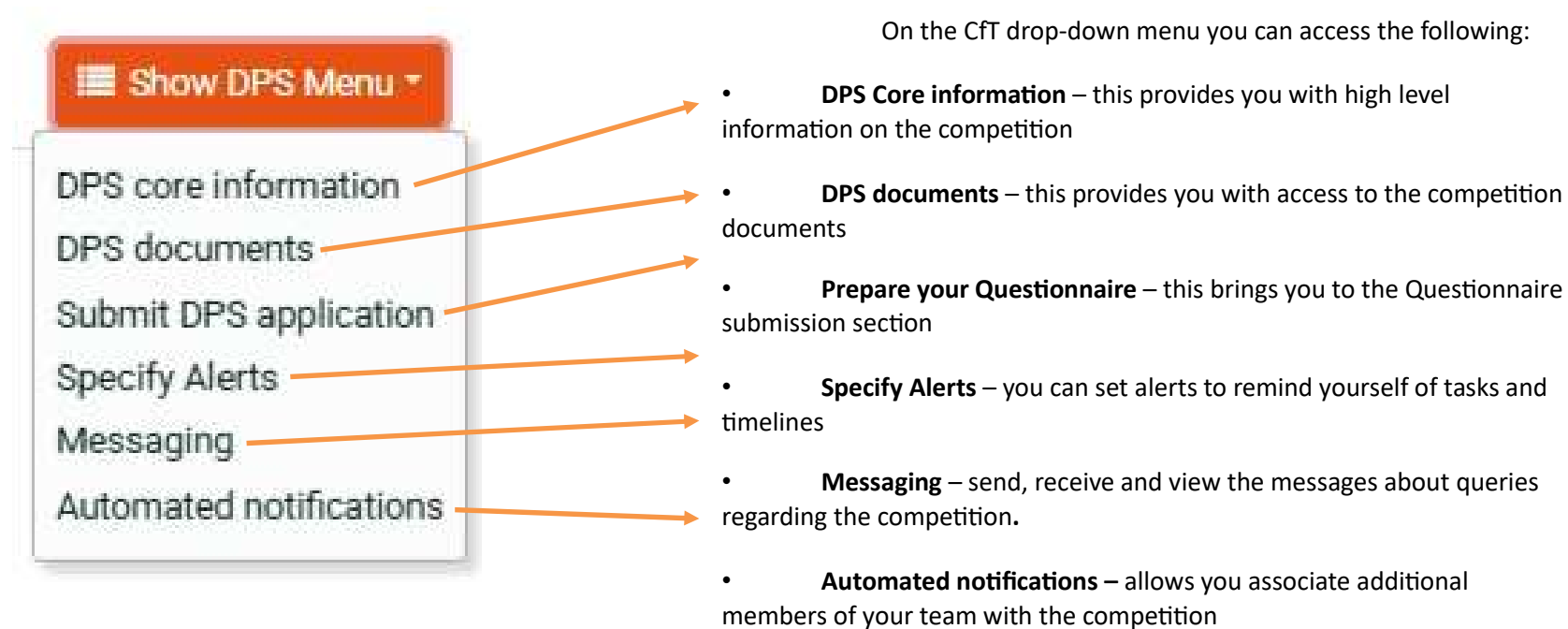
2. Confirm the validity of your user details

Name	Last Name	Username

ACCEPT & CONFIRM ALL OF THE ABOVE CANCEL

It is advisable to click on Option 1 - Associate all users of my Economic Operator with this CFT. This way all communications will be received by all registered users within your organisation.

6. Functionality for Supplier Associated with a Competition



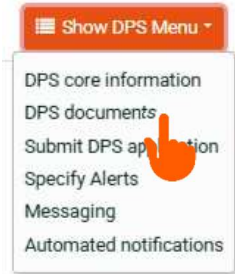
The diagram illustrates the 'Show DPS Menu' dropdown and its items. The menu is shown as a white box with a red header 'Show DPS Menu' and a list of items. Orange arrows point from each item to its description on the right.

On the CfT drop-down menu you can access the following:

- **DPS Core information** – this provides you with high level information on the competition
- **DPS documents** – this provides you with access to the competition documents
- **Prepare your Questionnaire** – this brings you to the Questionnaire submission section
- **Specify Alerts** – you can set alerts to remind yourself of tasks and timelines
- **Messaging** – send, receive and view the messages about queries regarding the competition.
- **Automated notifications** – allows you associate additional members of your team with the competition

7. Accessing The Tender Documents

Select 'DPS documents' on the Show DPS Menu:



Click on the Tab “Tender Documents”. Here you can download the documents individually or using the Download Zip File

Notice & Tender Documents

DPS: ESTABLISHMENT OF PANEL FOR [REDACTED] Show DPS Menu

Notices **Tender Documents**

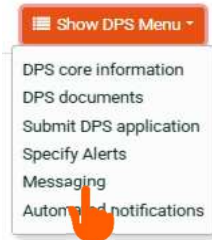
10 Results Per page | Displaying all 10 matches.

Addendum ID	Title	File	Description	Lang.	Document Versions	Actions
N/A	Appendix 1 - Questionnaire Response Document	Appendix 1 - Questionnaire Response Document.docx		EN		
3	Appendix 1 - Questionnaire Response Document_updated	Appendix 1 - Questionnaire Response Document_updated.docx		EN		
N/A	Appendix 2 - Contract Terms and Conditions	Appendix 2 - Contract Terms and Conditions.pdf		EN		
N/A	Appendix 3 - Personal Data Processing Agreement	Appendix 3 - Personal Data Processing Agreement.docx		EN		
N/A	Appendix 4 - Guidance for registering on eTenders and submitting application	Appendix 4 - Guidance for registering on eTenders and submitting application.pdf		EN		
1	Clarification #1	Clarification #1.pdf		EN		
2	Clarification #2	Clarification #2.pdf		EN		
N/A	Panel Questionnaire - [REDACTED]	Panel Questionnaire - [REDACTED]		EN		
4	Panel Questionnaire - [REDACTED]	Panel Questionnaire - [REDACTED]		EN		
N/A	Tender Structure XML - Cycle 1	c4t_3084925_1.xml	N/A	EN		

DOWNLOAD ZIP FILE

8. Messaging

If you wish to contact NMI for any questions on the Questionnaire before the deadline for submitting queries, Log onto eTenders, then select 'Messaging' on the Show Cft Menu:



Always use relevant/logical reference in the SUBJECT box when raising queries. In the Body write your query. Attach any documents relevant to the question

THIS IS NOT THE APPLICATION SUBMISSION AREA.

You may mark your question as Confidential – this does not necessarily mean the answers will not be shared with all the tenderers. You will receive emails when messages are published – to access go to Messaging Tab (above)

A screenshot of a 'CREATE MESSAGE' form. The form has a 'Subject' field and a larger 'Body' text area. Below these are two attachment fields, each with a 'Choose File' button and the text 'No file chosen'. At the bottom, there is a 'Confidential' section with radio buttons for 'Yes' and 'No'. At the very bottom right, there are three buttons: 'BACK', 'SAVE AS DRAFT', and 'SEND'.

9. Completing the Questionnaire Response Document

9.1 Section A1: Candidate Summary

Minimum requirement to remain eligible in the competition: Candidates must complete this section indicating contact details.

Please insert name of the contact person for this application, their position/title within the company, as well as other details like address, phone number, emails and VAT registration number where applicable.

9.2 Section A2: Skills / Topic Selection

For a candidate proposing more than one team member, this Section A2 must be completed for each team member.

Minimum requirement to remain eligible in the competition: NMI has identified a variety of skills / topics which may arise over the life of the panel. Candidates must complete at least three of the categories below marking as appropriate their skills/topics. For time onsite, please refer to section 1.9 of the panel document.

Regarding the table on Preferred location, please indicate your order of preference for each location (rating each location from 1 to 4, with '1' being the most preferred location and '4' the least preferred). Please insert the time required for you to arrive on site. For time onsite, please refer to section 1.9 of the panel document.

Regarding the following tables, please check all boxes that are relevant. In the section on languages, if you have other languages to mention, add them to the list.

9.3 Section A3: Tax clearance declared by self-declaration

Pass requirement: Candidates must complete the table below providing information regarding their tax compliance. Please note rules on tax compliance. *Please note that a declaration of tax compliance is requested and applying for a tax certificate from the Irish Revenue Commissioners is required. Candidates have three options:*

- a) To confirm and declare having a current and valid Tax Clearance Certificate in place and that tax affairs are in order (please provide tax details required for online verification purposes so that the NMI can verify your tax compliance online);*
- b) To confirm holding a valid paper tax clearance certificate;*
- c) To confirm having applied for a Tax Clearance Certificate details of which will be made available as soon as available. Details are available from <https://www.revenue.ie/en/starting-a-business/tax-clearance/apply-for-tax-clearance-certificate/index.aspx>. Please note that there are no costs involved in this application process.*

If you are non-resident in Ireland and possess a local tax certificate based on your country of operation this will be considered, however, you must commit to apply and have access to a tax clearance verification from the Irish Revenue Commissioners prior to award decision.

9.4 Section A4: Insurances declared by self-declaration

Pass requirement: Candidates should complete the table below providing information regarding the insurances in place and are asked to note that the following levels may be required for individuals being awarded contracts under the Panel.

Complete the table with information on your insurance levels in place (level, details of excess and expiry dates).

If you do not have the required levels in place, you can declare that you “will be in a position to put the required forms and levels of insurances required in place promptly when requested”.

Please note, if you are a sole trader, Employer’s liability is not required; public liability is only required if you have offices open to the public.

Please sign at the bottom including filling in the required info (position and date).

Please note that the NMI will seek to verify self-declarations regarding insurance.

9.5 Section A5: Declaration of bona fides

Pass requirement: Candidates must complete, sign and date this Declaration. the Contracting Authority reserves the right at its discretion to exclude a non-compliant Applicant under each heading. This must be completed by each group member.

Please indicate ‘yes’ or ‘no’ as appropriate by checking the relevant box, based on your situation.

Sign at the end including required details (position and date).

9.6 Weighted criterion B1: Relevant Experience

Requirement: Candidates must provide three (3) examples clearly supporting their choice of skills/topics by means of a precise response demonstrating their competence to be considered qualified for inclusion on the panel under their skill/topic selection. A range of 200-500 words is required in narrating the relevant experience with specific reference to each skill/topic of choice.

For a candidate proposing more than one team member, this Section B1 must be completed for each team member.

Please describe in 200-500 words 3 previous experiences in which you applied the relevant skills/topics.

9.7 Weighted criterion B2: Candidate's CV(s)

Requirement: Candidates must clearly support their choice of skills/topics by means of submitting a detailed a CV, detailing experience and any relevant education/ qualifications. This may be provided below or appended separately.

For a candidate proposing more than one team member, this Section B2 must be completed for each team member.

You may attach CV(s) to your response or include details detailing experience and any relevant education/ qualifications directly in the Response Document.

10. Checking before you Upload

Once all your documents are ready ensure you:

- Check all documents for completeness – ensure you have completed all relevant sections.
- Ensure file names are logical.
- Check that you followed the font size / page limits (if applicable) and other instructions.
- Make sure you took account of all Queries/Answers provided by the Contracting Authority.
- You are now ready to submit a response.
- **You are required to upload as a zip file to protect the integrity of file names.**
- It is advisable to give yourself plenty of time. We recommend this is the day before the closing date.

NOTE: No late applications will be considered.

You must complete the full upload prior to the submission deadline.

11. The Process for Submitting the Questionnaire

11.1 Associate Users with the Competition

Select either the individual or organisation group to associate with the competition. If you select ALL USERS, then other users can access the competition. Then click on Accept and Confirm All of the Above.

DPS: Title of the DPS Show DPS Menu ▾

1. Type of association
☐ 1. Associate all users of my Economic Operator with this CfT
☒ 2. Associate only myself with this CfT

2. Confirm the validity of your user details

Name	Last Name	Username
wonderful	tenderer	wonderfultenderer

ACCEPT & CONFIRM ALL OF THE ABOVE CANCEL

11.2 Activate the Tender Online task

Click on the Green Button to start the response creation tasks.

DPS: ESTABLISHMENT OF PANEL FOR

Show DPS Menu

Create Tender Online

Cycle 1

List of submitted Tenders

#	Submitted By	Name	View Tender	D/P receipt ID	D/P submission time	T/P receipt ID	T/P submission time	T/P conformance	Status	D/P match result	Received on Time
---	--------------	------	-------------	----------------	---------------------	----------------	---------------------	-----------------	--------	------------------	------------------

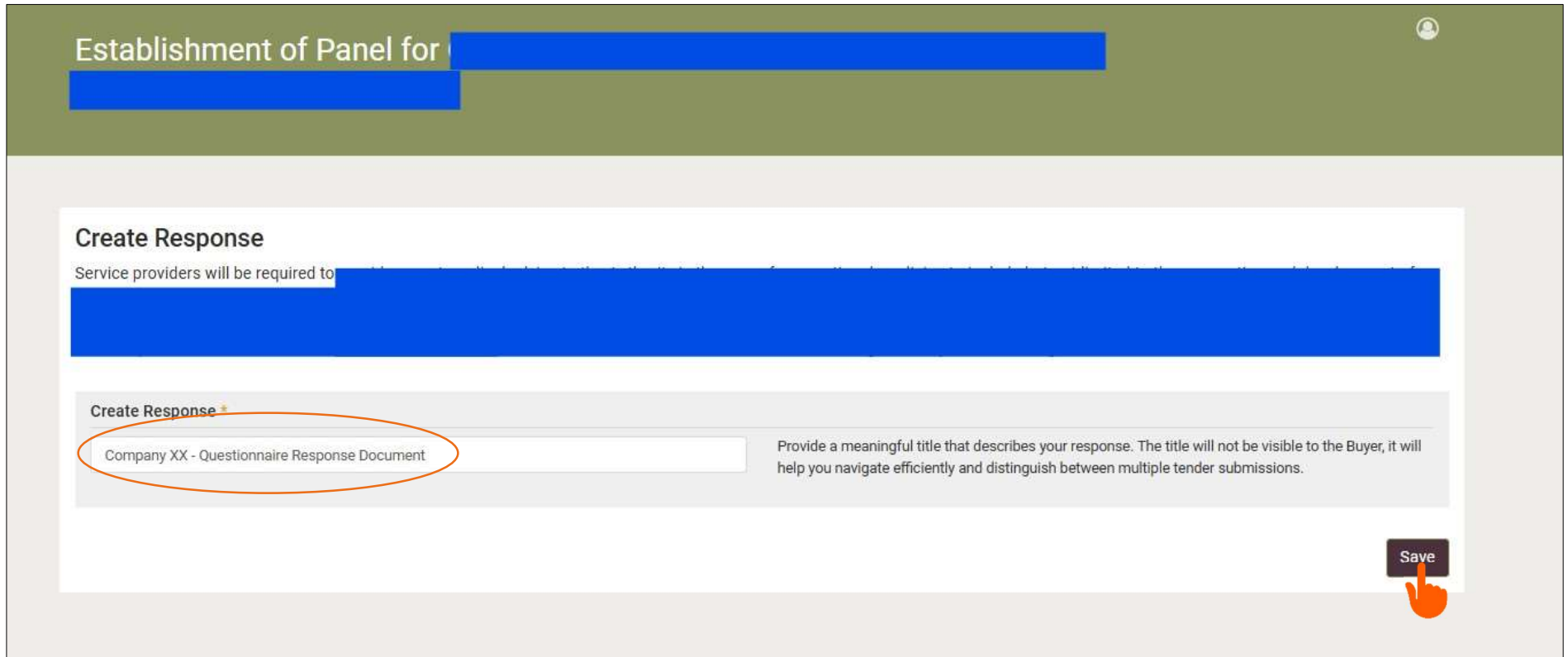
VIEW

All items submitted/Hash match | Additional items will be needed | Missing items/Hash mismatch/Late Submission

List of draft Tenders

11.3 Create Response

Insert a Response title in the relevant box, then click 'Save':



The screenshot shows a web interface for creating a response. At the top, a green header bar contains the text "Establishment of Panel for" followed by a redacted area. Below this, a white box titled "Create Response" contains the text "Service providers will be required to" followed by another redacted area. Inside this box, there is a section titled "Create Response" with a text input field containing "Company XX - Questionnaire Response Document". To the right of the input field, there is a note: "Provide a meaningful title that describes your response. The title will not be visible to the Buyer, it will help you navigate efficiently and distinguish between multiple tender submissions." At the bottom right of the white box, there is a "Save" button with a red hand cursor icon pointing to it.

Establishment of Panel for [Redacted]

Create Response

Service providers will be required to [Redacted]

Create Response

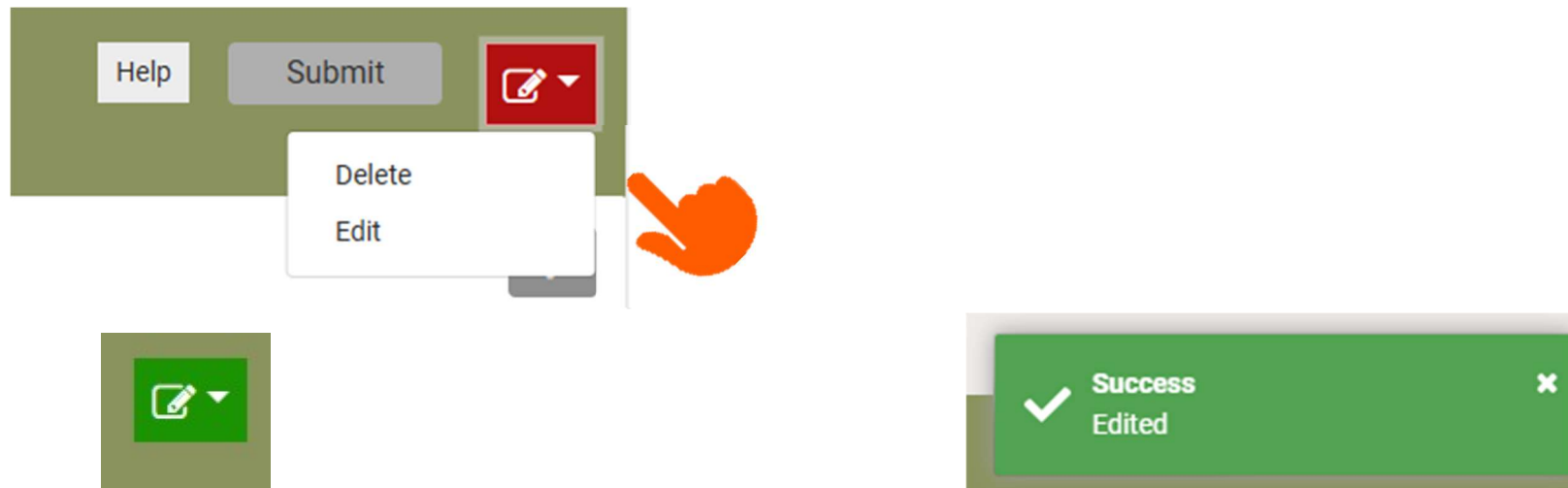
Company XX - Questionnaire Response Document

Provide a meaningful title that describes your response. The title will not be visible to the Buyer, it will help you navigate efficiently and distinguish between multiple tender submissions.

Save

11.4 Enable Edit button

Click on the Red Button to get the Edit button. Click on edit and the box will turn green and you get a confirmation that edit is enabled.



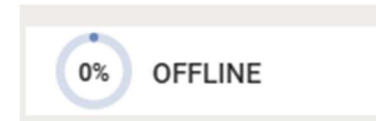
11.5 Add Documents

To add a file, click the Icon with the Document on the right:

NOTE: The box entitled Eligibility Criteria might just say Offline



OR



A screenshot of a web application interface titled "Establishment of Panel for [redacted]". The interface has a green header bar with a user profile icon, a "(EDITED)" status, and "Help" and "Submit" buttons. Below the header, there is a "COMPLETION" section with a 0% progress indicator and a printer icon. A sidebar on the left contains a "DOCUMENT LIBRARY" section with a list of items: "Modify Tender Title", "Completion Summary", "Workspace Details", "History", and "Related Responses". The main content area is titled "1. Selection criteria" and contains a sub-section "1.1. Questionnaire *". Below this sub-section, the text "Please choose files pressing the button at the right." is displayed. A red hand icon is pointing to a document upload icon (a circle with a document symbol) located in the bottom right corner of the "1.1. Questionnaire *" section.

Choose files by clicking 'Choose files' or
drag & drop the Zip file

Click 'Upload'

Make sure your zip file is received ('100%'),
then click 'Back'

Upload Files

Only files associated with one or more criteria will be submitted.
If you see "OFFLINE" at the left of the page instead of "Eligibility/Technical/Financial", then please upload a single zip file, with all your tender documents.

Upload Files ⓘ
File size Limit: 250.00 MB | Total space per response 500.00 MB

Choose Files Choose Files or drag & drop here

Upload queue ⓘ
Queue length: 0

Name	Size	Progress	Status	Actions
------	------	----------	--------	---------

Queue progress:

Upload Cancel Remove

Back

Upload Files

Only files associated with one or more criteria will be submitted.
If you see "OFFLINE" at the left of the page instead of "Eligibility/Technical/Financial", then please upload a single zip file, with all your tender documents.

Upload Files ⓘ
File size Limit: 250.00 MB | Total space per response 500.00 MB

Choose Files Choose Files or drag & drop here

Upload queue ⓘ
Queue length: 1

Name	Size	Progress	Status	Actions
Company XX Questionnaire Response Document.zip	31.55 KB	0%		

Queue progress:

Upload Cancel Remove

Back

Upload Files

Upload Files ⓘ
File size Limit: 250.00 MB | Total space per response 500.00 MB

Choose Files Choose Files or drag & drop here

Upload queue ⓘ
Queue length: 1

Name	Size	Progress	Status	Actions
Company XX - Questionnaire Response Document.zip	10.22 KB	100%		

Queue progress:

Upload Cancel Remove

Back

Now select the file by checking the box, then click 'Save':

Select Reference Files For

Only files associated with one or more criteria will be submitted.
If you see "OFFLINE" at the left of the page instead of "Eligibility/Technical/Financial", then please upload a single zip file, with all your tender documents.

Questionnaire

	Filename	Title	Comment
☐			
☒	Company XX - Questionnaire Response Document.zip	N/A	Enter comment/s

Upload a new file

Cancel Save

You are now 100% complete and you can click 'Submit':

Establishment of Panel for [redacted]

[1858182] Company XX - Questionnaire Response Document

(EDITED) **Submit** [icon]

COMPLETION

100% [icon]

100% ELIGIBILITY CRITERIA

DOCUMENT LIBRARY

Modify Tender Title

Completion Summary

Workspace Details

History

Related Responses

1. Selection criteria ✓

1.1. Questionnaire *

Please choose files pressing the button at the right. [icon]

REFERENCED FILES:

Company XX - Questionnaire Response Document.zip

Only when 'Submitted' appears have you actually submitted:

COMPLETION

100% [icon]

STATUS

Submitted

You will receive an email telling you that you have submitted a response. **IF YOU DO NOT RECEIVE THE EMAIL, YOU HAVE NOT SUBMITTED.**