
E-TENDERING SERVICES

EPPS – TROUBLESHOOTING TENDER PREPARATION TOOL ISSUES



VERSION 0.6 – 02/21



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Troubleshooting Tender Preparation Tool Issues

EPPS0902

Purpose

The Tender Preparation Tool is an environment utilised to rapidly prepare and encrypt your tender. The tool provides the necessary functionality for filling in all the questions defined by the Tender Coordinator (both mandatory and optional).

This document describes the most common issues faced by suppliers during tender submission process and provides detailed information in order to overcome these issues.

Troubleshooting guide

Tender Preparation Tool Prerequisites

IMPORTANT NOTE: You will need the following software in order to be in position to submit a tender:



- Use one of the following web browsers: Microsoft Edge (latest version), Mozilla Firefox (latest version), Google Chrome (latest version), Safari (latest version).
- Java Runtime Environment (version 1.8 or higher). Download latest Java version from [here](https://java.com/en/download/). (<https://java.com/en/download/>)
- Have a valid e-mail address
- Javascript enabled, Session Cookies enabled, Internet access through HTTP/HTTPS,

Note:



The Tender Preparation Tool must be opened in 1 browser and 1 tab only.

Use of Multiple tabs opened concurrently is not recommended.



List of Issues

Issue 1: The message “Tender submission is not currently allowed” is displayed upon accessing the “View Tenders” page.

The screenshot shows the 'View Tenders' page. At the top, there is a blue error message: "Tender submission is not currently allowed." Below this, there is a yellow warning message: "For Call for Tenders published before 01/09/2023 please select either 'Create your tender online' or 'Create your tender locally'. For Call for Tenders published after 01/09/2023 please select 'Create your tender online'." Below the warning message, there is a table titled "List of submitted Tenders (created online/offline)". The table has the following columns: #, Submitted By, Name, View Tender, Status, Tender Complete, Received on Time, T/P conformance, T/P receipt ID, T/P submission time, D/P match result, D/P receipt ID, D/P submission time. The table shows one entry with a green status icon and the text "All items submitted/Hash match". Below the table, there is a link "List of draft Tenders (created online)".

What caused this error?

The “Tender submission is not currently allowed” error is displayed when a user accesses the “View Tenders” page after the expiration of the tender submission deadline.

How to resolve:

Unfortunately nothing can be done in this particular case as submissions after the submissions deadline expiration are not allowed.

Issue 2: The “Create your Tender Online” button is not displayed when accessing the “View Tenders” page.

CFT: [REDACTED] Show CFT Menu

▲ For Call for Tenders published before 01/09/2020 please select either "Create your tender online" or "Create your tender locally". For Call for Tenders published after 01/09/2020 please select "Create your tender online".

Create your tender online allows you to work online, temporarily saving tender data on eTendersNI. Data is saved permanently only upon clicking "Submit", to trigger the official tender submission.

Create your tender locally requires installation of Java and an internet connection. Tender data is saved locally by the tender preparation tool (on user's PC) and is saved permanently only upon clicking "Pack and Submit tender", to trigger the official tender submission.

Cycle 1

List of submitted Tenders (created online/offline)

| Submitted # | By | Name | Tender | Status | Tender Complete | Received on Time | T/P conformance | T/P receipt ID | T/P submission time | D/P match result | D/P receipt ID | D/P submission time |
|---|----|------|--------|--------|-----------------|------------------|-----------------|----------------|---------------------|------------------|----------------|---------------------|
| REMOVE VIEW ONLINE TENDER | | | | | | | | | | | | |
| All items submitted/Hash match! Additional items will be needed Missing items/Hash mismatch/Late Submission | | | | | | | | | | | | |

▼ List of draft Tenders (created online)

| # | Created by | Creation date | Last edited |
|-------------|------------|---------------|-------------|
| EDIT REMOVE | | | |

How to resolve:

This is most probably some local network/ PC configuration issues, which block Javascript from running properly.

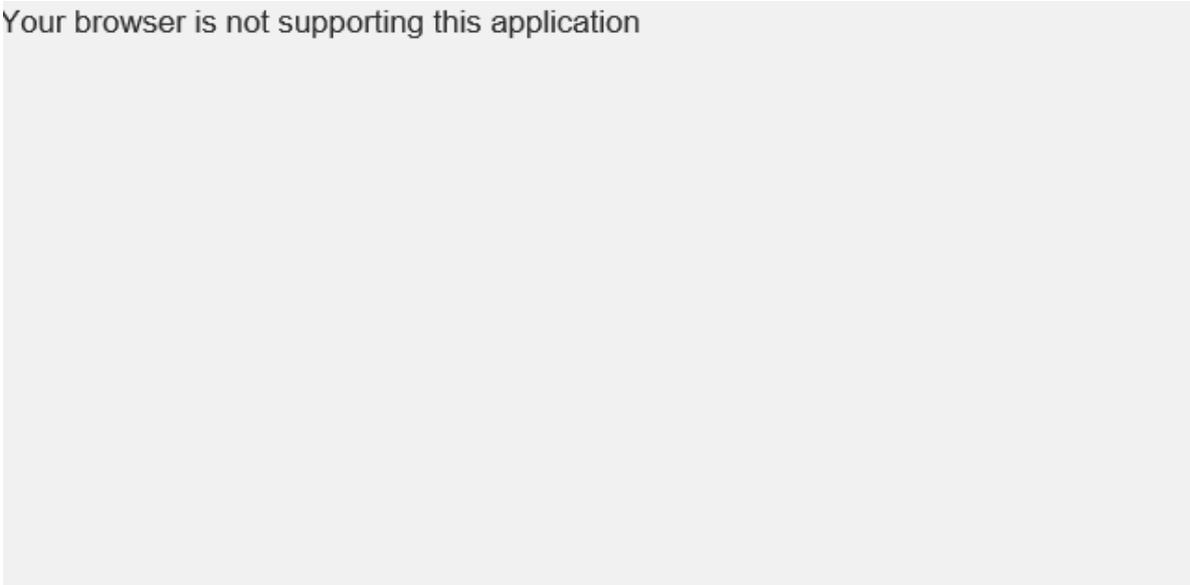
In order to check whether Javascript is enabled, please firstly follow the below link <https://www.java.com/js/deployJava.js>.

- In case you receive an error when following the above link then please check or address this error to your IT department for your browser, computer and network settings in order to make sure that Javascript is enabled. If issue persists you are kindly advised to contact with eTendersNI Helpdesk.
- In case you do not receive an error when following the above link then you are kindly advised to first contact with eTendersNI Helpdesk.



Issue 3: When following the “Create your Tender Online” button, the “Your browser is not supporting this application” error message is returned.

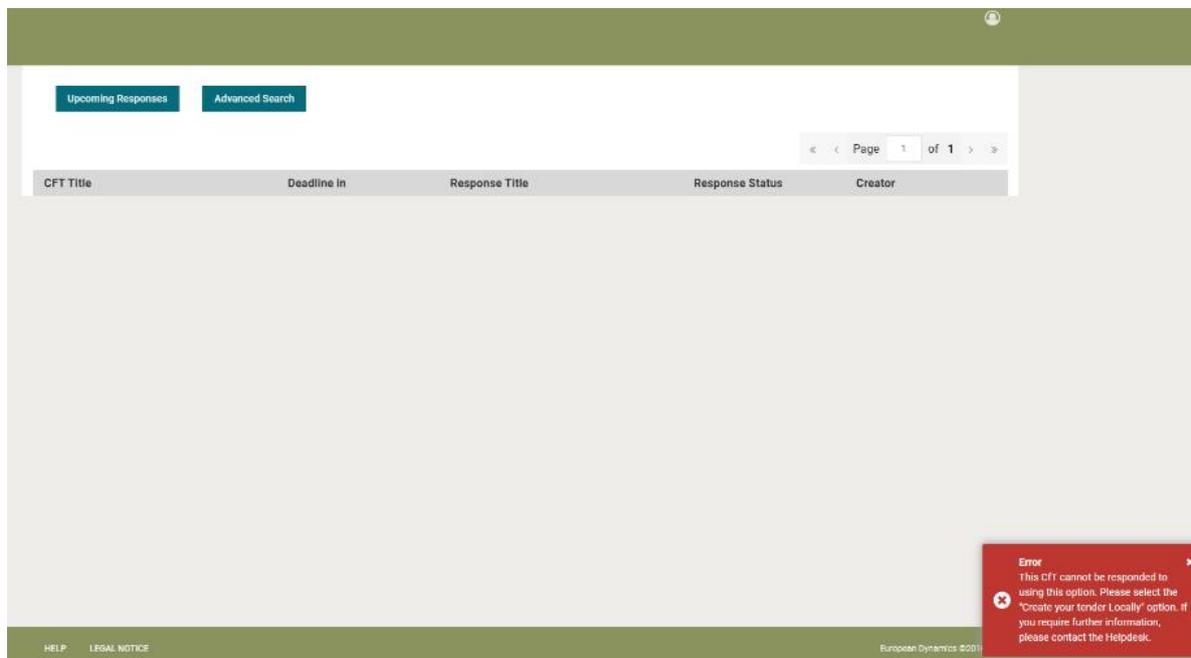
Your browser is not supporting this application

A screenshot of a light gray rectangular area containing the text "Your browser is not supporting this application". The rest of the area is empty, representing the rest of the browser window or page that was not supported.

How to resolve:

This error is returned most probably due to trying to access the online Tender Preparation Tool through an unsupported browser. Please close the existing browser and access the online tool through either Microsoft Edge (latest version) or Mozilla Firefox (latest version) or Google Chrome (latest version) or Safari (latest version).

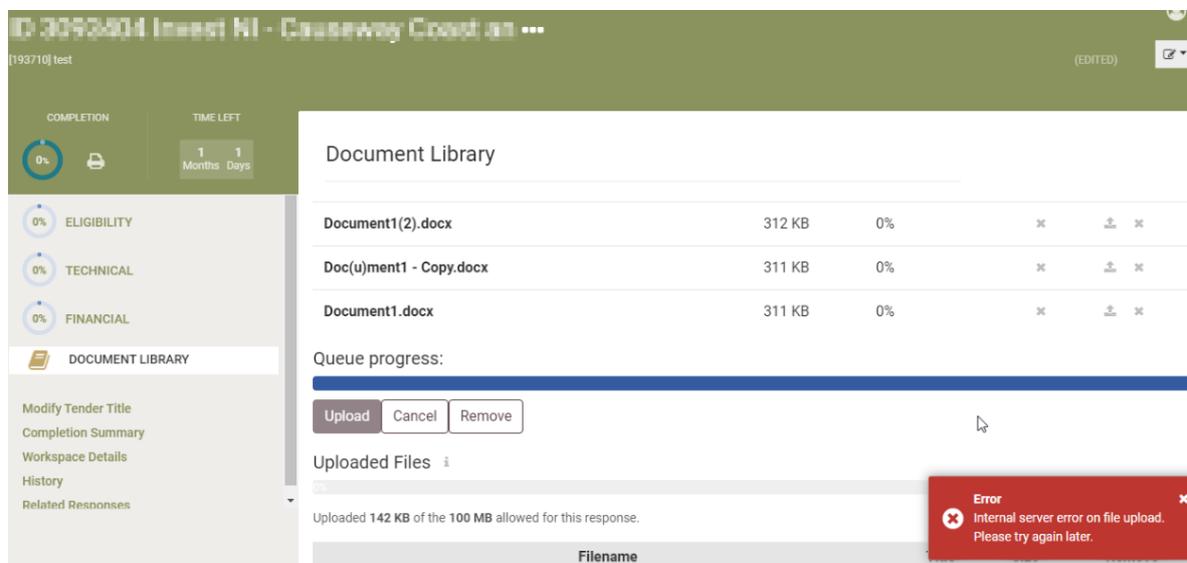
Issue 4: When following the “Create your Tender Online” button, the “This Cft cannot be responded to using this option” error message is returned.



How to resolve:

When you click on the “Create your tender online” button and the “This Cft cannot be responded to using this option. Please select the “Create your tender locally” option. If you require further information, please contact the Helpdesk” error message is returned, you are kindly advised to contact with eTendersNI Helpdesk.

Issue 5: When uploading a file on the online tender preparation tool and the “Internal server error on file upload. Please try again later” error message is returned



The screenshot shows the 'Document Library' section of the tender preparation tool. It lists three files: 'Document1(2).docx' (312 KB, 0%), 'Doc(u)ment1 - Copy.docx' (311 KB, 0%), and 'Document1.docx' (311 KB, 0%). Below the list is a 'Queue progress' bar and an 'Upload' button. A red error message box is displayed in the bottom right corner, indicating an 'Internal server error on file upload. Please try again later.'

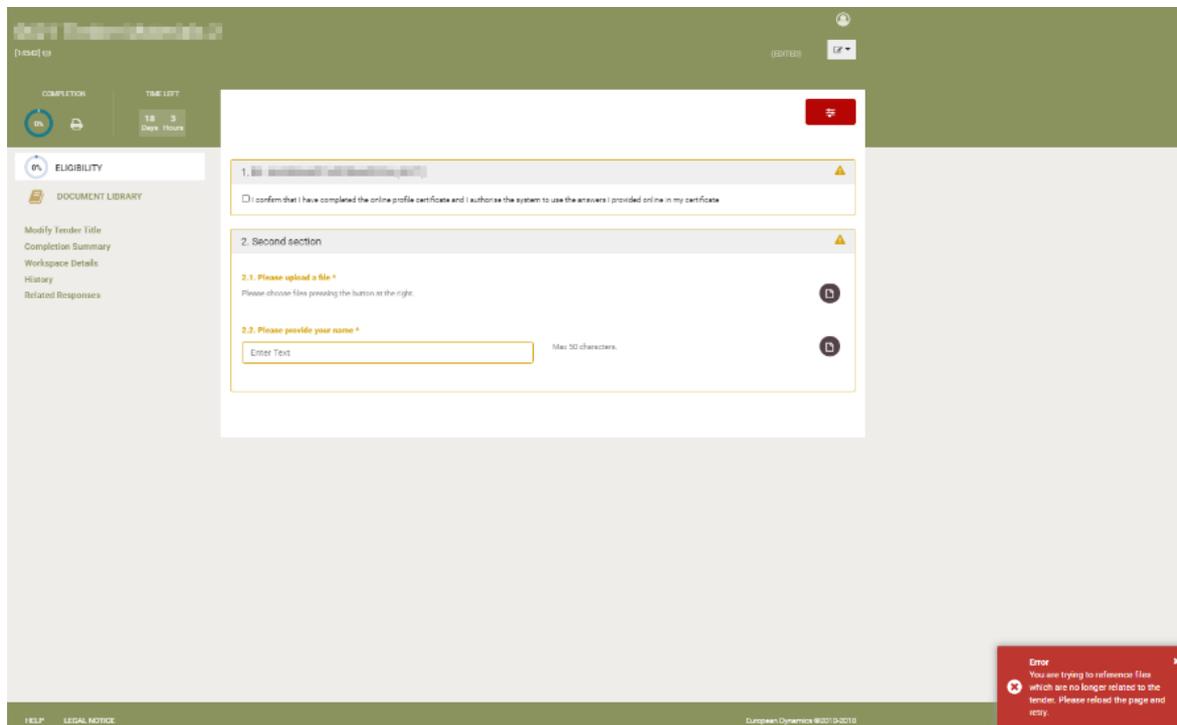
How to resolve:

When you upload one or more files on the online tender preparation tool and the “Internal server error on file upload. Please try again later” error message is returned, please follow the below steps:

1. Please locate the specific file that was not uploaded through the pending uploading file list indicated as 0%.
2. Click on the “Upload” button  in order to re-upload the file(s)
3. If the online tender preparation tool returns the same error, please remove the file and re-upload it again.

If issue persists you are kindly advised to contact with eTendersNI Helpdesk.

Issue 6: When selecting a file to associate it to a criterion, the “You are trying to reference files which are no longer related to the tender. Please reload the page and retry” error message is returned.



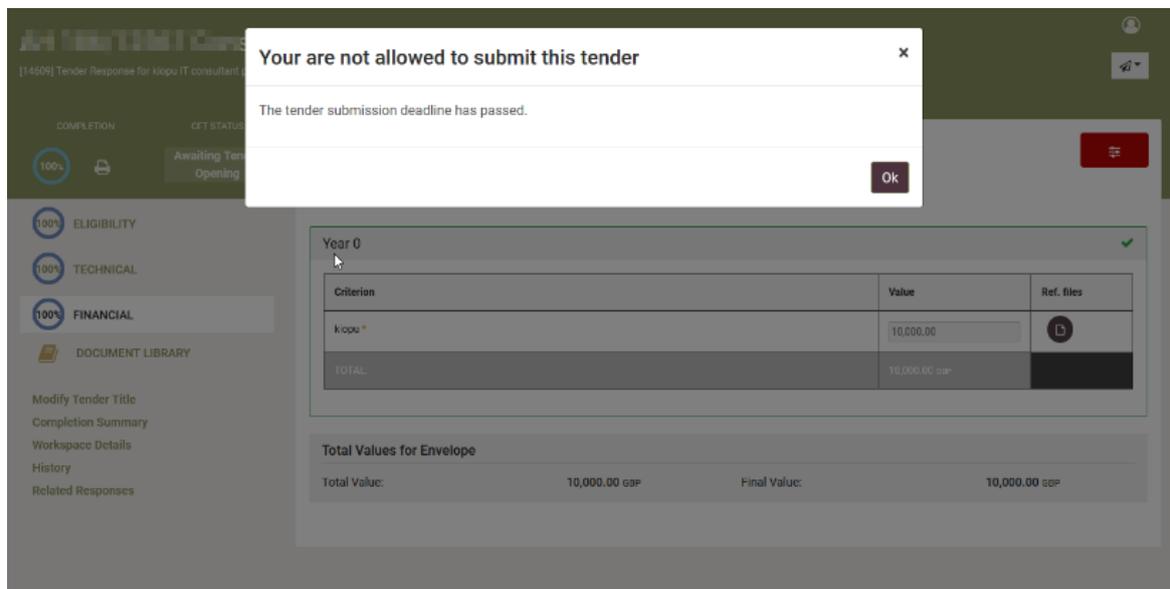
How to resolve:

When you select one or more file(s) from the uploaded files available in the “Document Library” section in order to associate it to a criterion but you receive the “” error message, then you should follow the below steps:

1. Re-load the current page and try again or
2. Navigate to another section, return to the previous criterion and try again.

If issue persists you are kindly advised to contact with eTendersNI Helpdesk.

Issue 7: The user receives the “You are not allowed to submit this tender” error message.



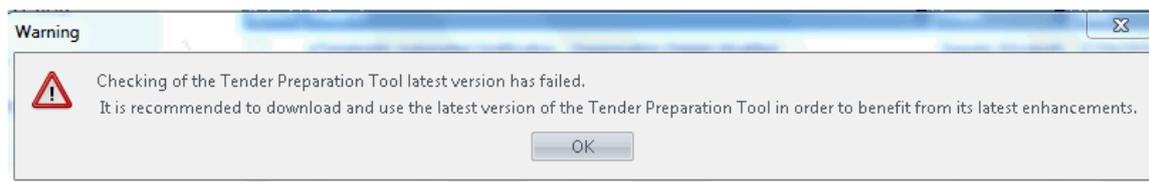
What caused this error?

This error occurs when user clicks on the “Submit” button after the closure of the tender deadline (the user probably started working on the online Tender Preparation Tool before the deadline). If the user selects “Submit” after the deadline, the “You are not allowed to submit this tender” error will appear.

How to resolve:

Unfortunately nothing can be done in this particular case as submissions after the submissions deadline expiration are not allowed.

Issue 8: The message “Checking of the Tender Preparation Tool latest version has failed. It is recommended to download and use the latest version of the Tender Preparation Tool in order to benefit from its latest enhancements.” is displayed when trying to access the offline TPT.

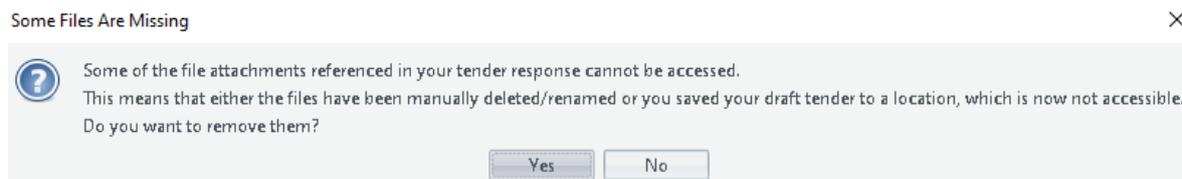


How to resolve:

This warning appears when you try to open an outdated version of the Offline Tender Preparation Tool.

To overcome this issue please download the latest version of the Tender Preparation Tool and then prepare and pack your tender response with the latest downloaded version of the Tender Preparation Tool. After creation of the Tender Package, please submit your tender using the Manual Tender Upload functionality.

Issue 9: When clicking on the “Pack” button, the offline Tender Preparation Tool returns “Some Files Are Missing” error message.



How to resolve:

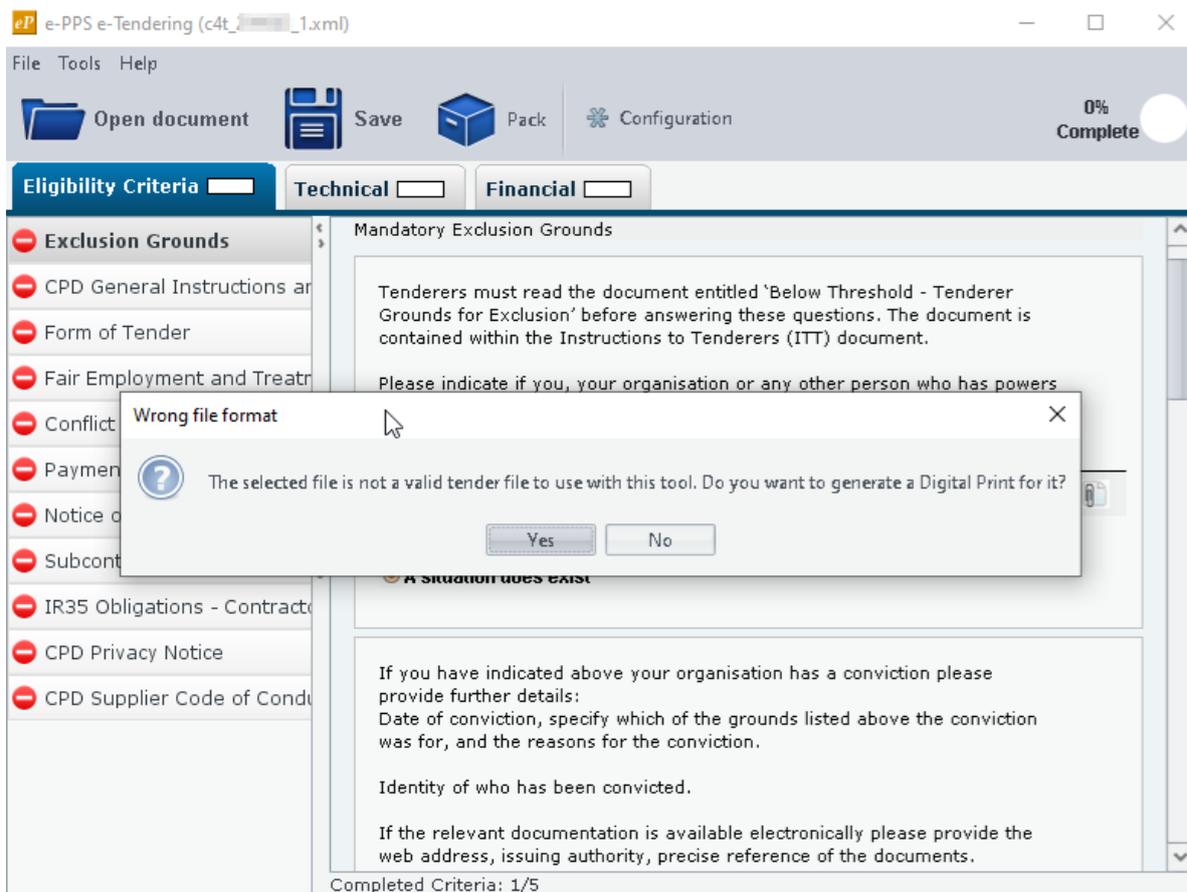
The error above appears when you attempt to pack a tender response when one of the following reasons occurs:

1. You have attached a file from a location which is no longer accessible by the offline Tender Preparation Tool. Please make sure that the location you chose to save your draft tender response is not a network location and that is accessible.
2. You have deleted/ moved or renamed a file that you have attached on the offline Tender Preparation Tool while the tool is open. Please remove the file attachment from the offline tool and then re-attach it.

3. You have opened a file that you have previously attached on the offline Tender Preparation Tool while the tool is open. Please close the opened file and if necessary remove the file attachment from the offline tool and then re-attach it.

If issue persists you are kindly advised to contact with eTendersNI Helpdesk.

Issue 10: The selected tender cannot be found on your system.



How to resolve:

The error above appears when you attempt to open a draft tender from another PC, than the PC used initially for creating the draft tender.

You have to open the tender from the same computer where the draft tender has been saved. Please make sure that you did not delete the saved tender files or did not move them into another folder.

Note:

The tender response prepared offline (including file attachments, responses to questions, etc.) is only saved on the PC used for creating the tender.

Thus the draft tender responses cannot be accessed from any other computer, even if they are displayed online in the list of draft tenders.

In case the above message is displayed but you are accessing the tender response from the same PC, probably the files referenced in the draft tender response have been moved into another folder or deleted (e.g. some PC configurations may automatically delete the content of certain folders, etc.).

If you know where the draft tender response files are stored on your PC, then you must use the **Offline** Tender Preparation Tool to continue with the preparation of your draft response, which you can then upload using the Manual Tender Upload functionality (uploading an “encrypted” tender package).

Issue 11: I cannot find a copy of a tender response submitted using the online/ offline Tender Preparation Tool

How to resolve:

The user should access the particular Call for Tender that they have submitted a tender response before and then follow the below steps:

1. Click on the “Show CfT Menu”
2. Select the “Tender” option
3. Check the submission record under the “List of submitted tenders

If the tender response is submitted through the Online Tender Preparation Tool:

- a. User may click on the tender pdf icon in order to download the tender submission report in pdf format
- b. User may select the tender submission and click on the ‘View Online Tender’ button
- c. User is then navigated to their tender submission and may download all the submitted documentation.

If the tender response is submitted through the Offline Tender Preparation Tool:

- a. User may click on the tender pdf icon in order to download the tender submission report in pdf format

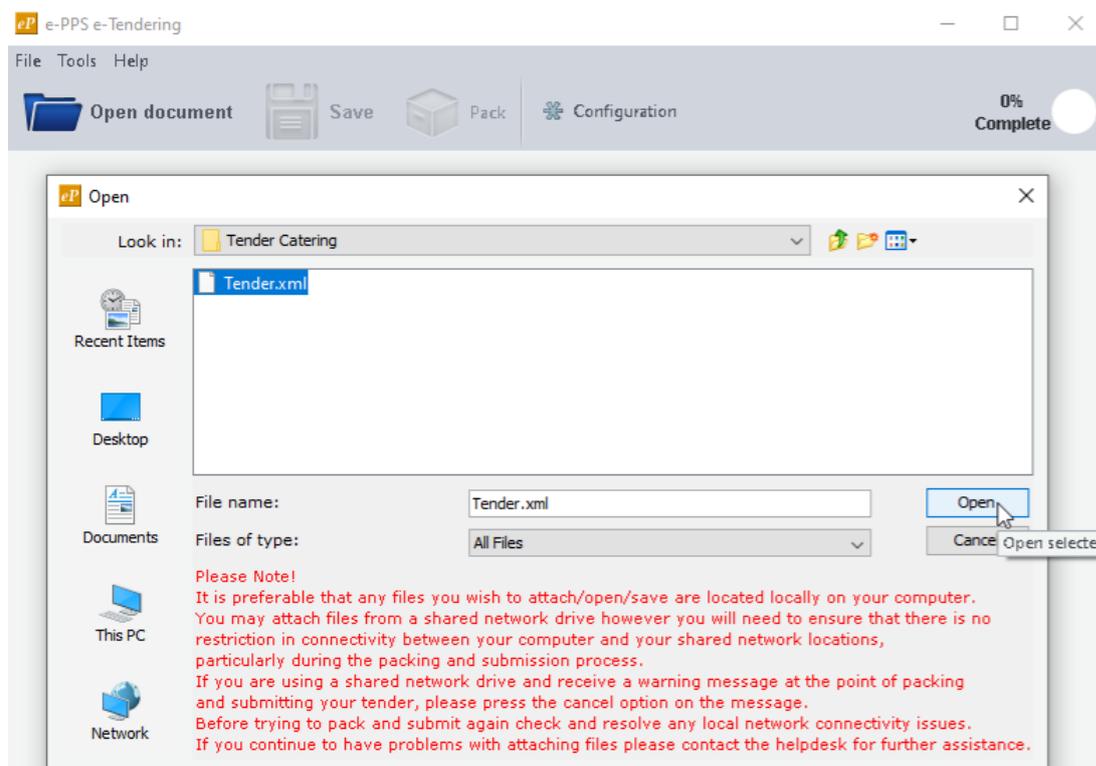
Issue 12: How to review a saved tender response after the expiration of the tender submission deadline.

If the tender response is created through the **Online Tender Preparation Tool**, the user should access the particular Call for Tender that they have created a tender response before and then follow the below steps:

1. Click on the “Show CfT Menu”
2. Select the “Tender” option
3. Expand the “List of draft tenders created online” list
4. Select the tender response and click on the “View” button

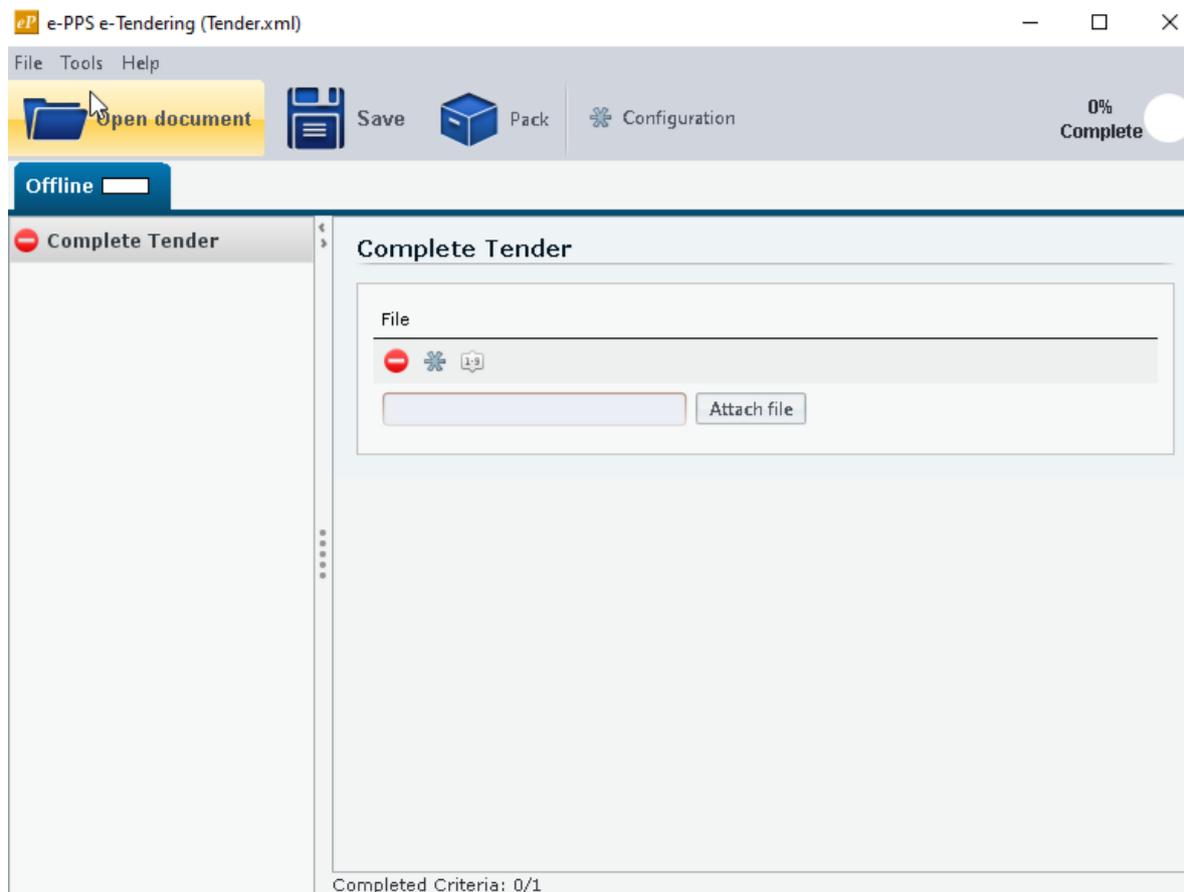
User will not be able to further edit the tender response but only to view and download any uploaded documentation.

If the tender response is created through the **Offline Tender Preparation Tool**, in order to open again a tender response saved locally, you need to open the tender XML file with the Offline Tender Preparation Tool. This will load the questionnaire and the answers saved in the Tender Preparation Tool. If you did not save your tender in a particular folder then check under your HOME folder (c:\Users\[User's name]), which is the default saving location.





Issue 13: Unable to attach documents using a Mac Computer through the Offline Tender Preparation Tool

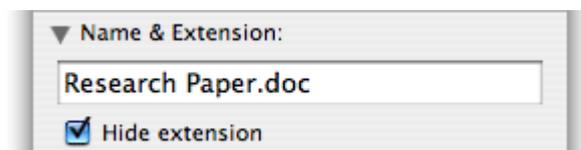


How to resolve:

If you are using a Mac Computer, you will need to enable the file extensions for all files on your computer.

Individual Files

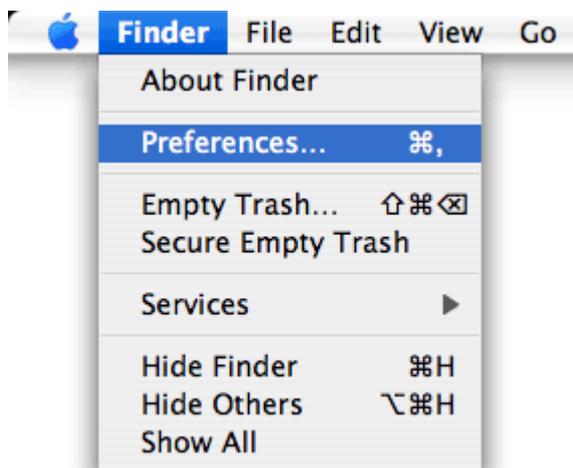
If you want to show the extension for a single file, please open the file's information window. You can do this by selecting the file and clicking "Get Info" from the file menu. Alternatively, you may right-click (Control-click) the file and select "Get Info" from the contextual menu that pops up.



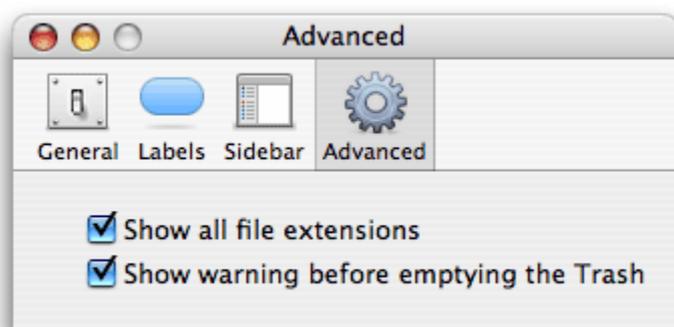
If the file's extension is hidden and you would like to show it, uncheck the "Hide extension" checkbox.

All Files

While Mac OS X hides file extensions by default, you can choose to show all file extensions, overriding the "Hide extension" setting in the "Get Info" window. To do this, please click on Finder and select "Preferences".



Then click on the "Advanced" tab in the Finder Preferences window.



Finally, check the "Show all file extensions" box. All file extensions will now be visible both on the desktop and in open windows.

For further information, please visit http://fileinfo.com/help/mac_show_extensions



Issue 14: Any other error during tender submission...

How to resolve:

To be in position to successfully submit a tender response, please always check that your system meets the minimum technical requirements displayed online and mentioned in previous sections of this document.

In case your PC configurations meet the minimum requirements, but you receive any other application error, please open a Ticket with our Support Team, by sending an email at ni-eproc-helpdesk@eurodyn.com.

Error reports should include at least the following information:

1. Error number displayed on the screen (if any)
2. Title of the Call for Tender (CfT)
3. Resource ID of the CfT
4. List of steps performed by the user before the error was displayed

Our technical team will analyse the data you provided and come back to you as soon as possible.

Thank you.

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