HOW TO UNLOCK TENDERS AND ACCESS TENDER SUBMISSIONS ON ETENDERS PLATFORM

December 2025



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Introduction

This guidance is designed to assist school leaders with unlocking a tender and accessing tender submissions on eTenders platform.

You can access eTenders at https://www.etenders.gov.ie/.

Further guidance documents and resources designed to help schools with procurement are also available on https://www.spu.ie/

If you have any questions, contact us at procurementsupport@spu.ie.

1. Unlock tenders

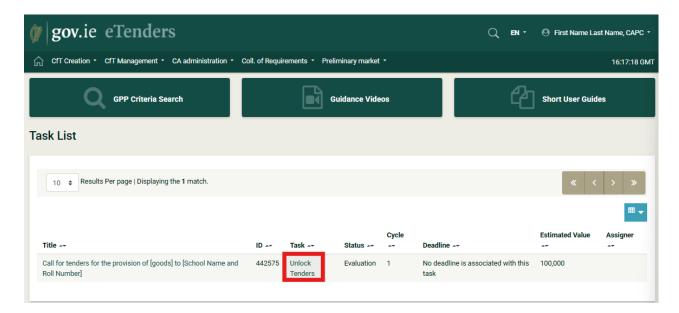
In order to review submitted documents, the tender first needs to be unlocked.

Note: tender can only be unlocked 30 min after the tender deadline has passed.

That means that if the tender deadline was set for 12th March at 15:00hrs, the tender will be available to unlock on 12th March at 15:30hrs.

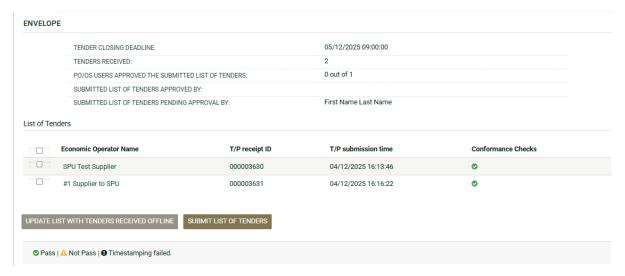
1.1. Log into eTenders

Log into eTenders account and on the "task list" locate your tender competition. Click on the task called "unlock tenders".



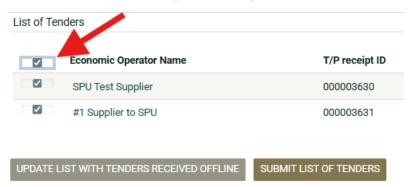
1.2. Tender opening space

This will open "tender opening space", with a list of submitted responses.



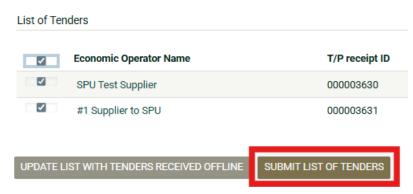
Note: If there were **no submissions made** and the list is empty, see paragraph "4.1 No tender submissions made" for further guidance.

Tick the box next to the "Economic Operator Name" heading to **select all submissions** on the list or select each entry individually.



Important! Make sure that all the boxes are selected before proceeding.

When all the tender submissions are selected, click on "submit list of tenders".



Note: It is important to have all the boxes ticked! If you have **not submitted a full list** of tenders, see paragraph "4.3. Incomplete list of tenderers submitted" for further guidance.

Once tenders are submitted, a notification will appear at the top of the page with information that the tenders are currently being unlocked.



Note: It can take a few or more than 15 minutes for the system to process all the submissions.

Note: If you have completed steps in this paragraph but your "task list" still shows "**unlock tenders**" after you have **waited more than 30 minutes**, see paragraph "**4.2. Two openers needed**" for further guidance.

2. Check conflict of interest

Go back to "task list" and click on the "check conflict of interest" task.

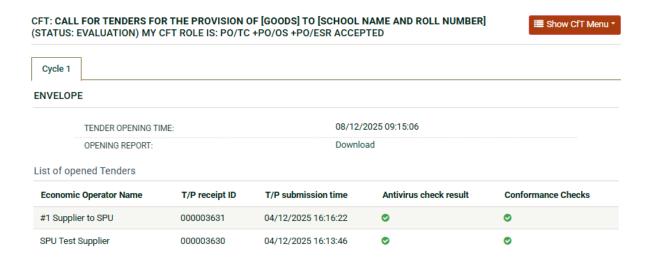


A page called "candidate evaluator" will open. Click on "view tenders" to see companies that submitted responses to your competition.

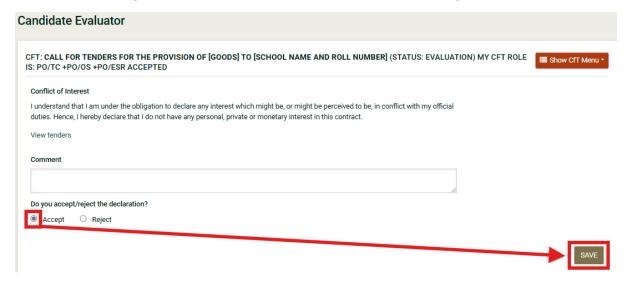
CFT: CALL FOR TENDERS FOR THE PROVISION OF [GOODS] TO [SCHOOL NAME AND ROLL NUMBER] (STATUS: EVALUATI IS: PO/TC +PO/OS +PO/ESR ACCEPTED

Conflict of Interest I understand that I am under the obligation to declare any interest which might be, or might be perceived to be, in conflict with my official duties. Hence, I hereby declare that I do not have any personal, private or monetary interest in this contract. View tenders

Review the list and determine whether there is any conflict of interest. When the list was reviewed, close that pop-up window and look back at "candidate evaluator" page.



If there is no conflict of interest, select "accept" and "save". The status of your evaluator will be changed to: "no conflict" and you will be able to proceed with reviewing submitted tenders. See paragraph "3. Access submitted tenders" for further guidance.



Important! If you determine that there is conflict of interest, see paragraph "4.4. Conflict of interest" for further guidance.

3. Access submitted tenders

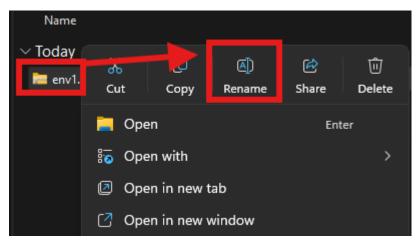
Go back to task list and click on the task called "Enter Offline Results".



A list of all companies that submitted a response to this tender competition will appear. In order to download the documents and proceed with the evaluation, click on each of the orange boxes under the heading "**original uploaded file**". That will allow you to download ZIP folders with each company's submission.



Note: downloaded ZIP folders will not have tenderer's name in the file name and instead will automatically save as "**env1.zip**". It is recommended to download first submission, rename the file name to that company's name, and then repeat the steps for the next submission.



When all the submissions are downloaded, proceed with the evaluation process as described in your tender documents.

Note: If you encounter any issues while unlocking your tender, see paragraph "4. **Most common issues**" or contact SPU at procurementsupport@spu.ie for assistance.

4. Most common issues

If you have followed the tasks above, but you were unable to download submissions, review the paragraphs below to see most common issues encountered while unlocking a tender.

4.1. No tender submissions made

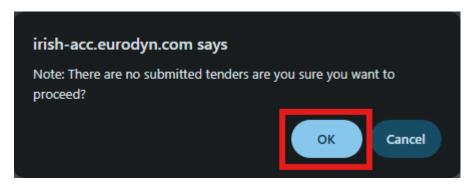
If there were no tender submissions made, proceed with unlocking of the tender as usual. First, click on "**unlock tenders**" on your "task list".



This will open "tender opening space". If there are no Economic Operators (i.e. suppliers) listed, click on "**submit list of tenders**".

Cycle 1							
ENVELOPE	E						
	TENDER CLOSING DEADLINE:		10/12/2025 09:00:00				
	TENDERS RECEIVED:		0				
	PO/OS USERS APPROVED THE SUBMITTED	LIST OF TENDERS:	0 out of 1				
	SUBMITTED LIST OF TENDERS APPROVED BY:						
	SUBMITTED LIST OF TENDERS PENDING APPROVAL BY:		First Name Last Name				
List of Tend	ders						
	Economic Operator Name	T/P receipt ID	T/P submission time	Conformance Checks			
UPDATE LIST WITH TENDERS RECEIVED OFFLINE SUBMIT LIST OF TENDERS							
Pass							

Then, click "ok" to proceed.



To properly close call for tenders where no submissions were made a **cancelation notice** must be created. See more guidance on our website: https://www.spu.ie/ or contact procurementsupport@spu.ie for assistance.

4.2. Two openers needed

If you have completed steps in paragraph "1. Unlock tenders", and your "task list" still shows "unlock tenders" click on the **tender's title** to open "CFT workspace".



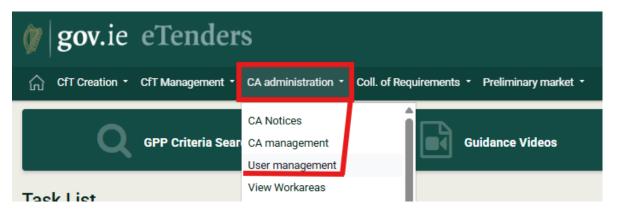
Scroll down to the bottom of the "**CFT workspace**" to see how many openers were selected. If it says "one" – give system more time to process your request or contact procurementsupport@spu.ie for assitance.

If you have **two openers** selected, as shown below, it means that you need to appoint another opener on the eTenders platform in order to access any of the tender submissions.



4.2.1. User management

First, check the list of user profiles created under the school's account by clicking on "CA administration" and then selecting "user management".



Review the list of users to see whether the new opener already has an account created.



If the new opener already has a profile, proceed with steps in paragraph "4.2.3 associate PO/ES and PO/OS user" below.

4.2.2. Add user

If the new opener **does not have a profile** on eTenders platform, you will first need to create one for them.

Click on "add user" at the bottom of the page.



Complete all the fields marked as mandatory. See table below for more information.

Add User Authority: St. Mary's Dublin Account Role CAPO

Recommended wording for schools
This field will be prepopulated with your school's name. No further action needed.
The role assigned depends on what you expect that user to do:
CAPC (Contracting Authority Procurement Coordinator) – account role allows for publishing call for tenders (CFTs) and contracts under the DPS, as well as creating new user profiles
CAPO (Contracting Authority Procurement Officer) – would be able to be the second opener for tenders (i.e. assigned a role of evaluator), but cannot create CFTs nor contracts under the DPS
CAPCA (Contracting Authority Procurement Coordinator Assistant) – roles same as CAPC, however without ability to create new user profiles
Insert user's first name
Insert user's last name
Insert username for the new account.
Note: only letters and numbers are allowed in that field. No special
characters can be inserted here.
Your password must be longer than 6 characters, and include:
- at least one lower-case letter
- at least one upper-case letter
- at least three digits
- at least one symbol of those supported: !, @, #, \$,
- no concurrent lettering in password matching that of the username.
Re-enter password. Make sure it matches with what was inserted in the
field above
Education
Enter email address of the new user
This field is not mandatory and can be left blank.
This field is not mandatory and can be left blank.
This field is not mandatory and can be left blank.
Ireland
Select relevant county
This field is not mandatory and can be left blank.
This field is not mandatory and can be left blank.
This field is not mandatory and can be left blank.
Select preferred language
THE COUNTY OF THE STATE

Once all the mandatory fields are completed, click "save" at the bottom of the page.



The email address provided for that user will now receive an automated email from eTenders with "**transaction number**". They must now follow the steps described in that email and insert "transaction number" when prompted to activate their account.

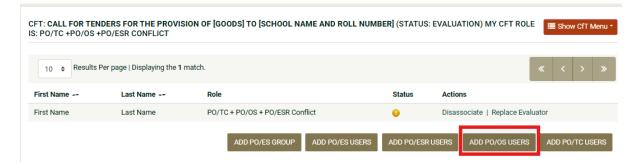
Once their account is activated, you can add them as a second opener on eTenders platform and proceed with the steps in paragraph "4.2.3 associate PO/ES and PO/OS user".

4.2.3. Associate PO/ES and PO/OS user

Once there is a user profile created for the second opener, go back to "task list" and click on "associate PO/OS and PO/ES" task.



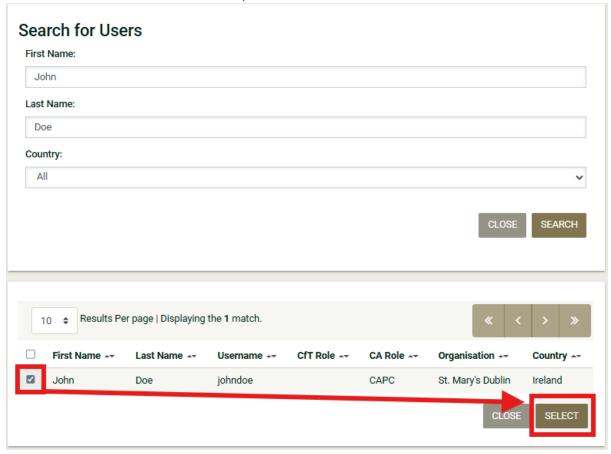
Next, click on "add PO/OS users".



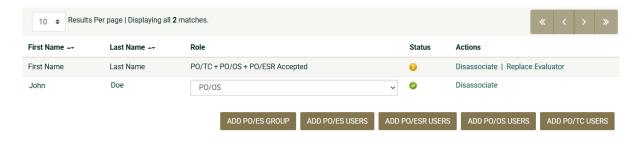
In the pop-up window, type in first and last name of the user you want to add to the tender and click "search". Make sure that the spelling is the same as in that person's account.



Tick the box next to the user's name, and then click "select".



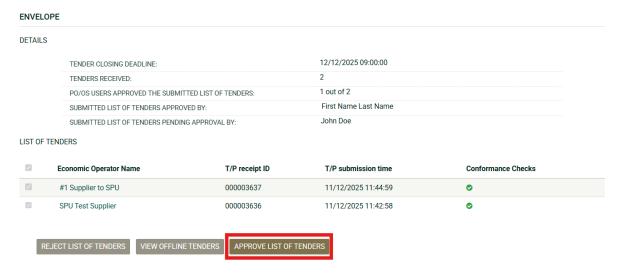
Once you click "select", the person will be added as a second opener as shown below.



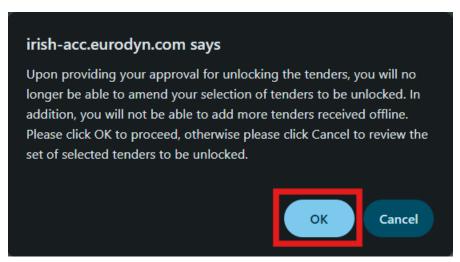
4.2.4. Second opener: unlock tenders

The second opener must now log into their account and click on "unlock tenders".

In the "tender opening space", click on "approve list of tenders".



Click "ok" to proceed.



Once done, the system will display a message "**Tenders are currently being unlocked**. **Please wait**"



Once the second opener unlocked tenders, the first opener must log back into their account and proceed with the next steps as described in paragraph "2. Check conflict of interest" onwards.

4.3. Incomplete list of tenderers submitted

If you have completed task "1. Unlock tenders", but do not see all the submissions you expected to see, there might have been an error as shown below, where not all boxes were ticked.

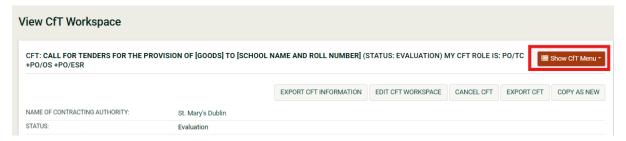


4.3.1. Check whether you have unlocked all the tenders

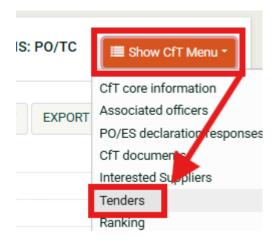
If you are unsure whether you have selected all the tenders, go back to task list and click on your **tender's title**.



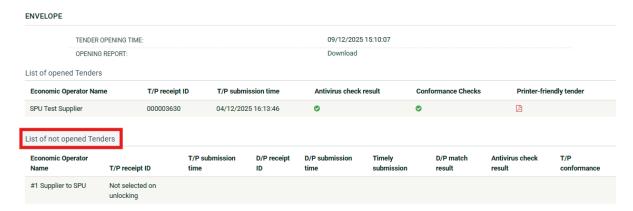
Next, click on "show CFT menu" on the right-hand side.



And then select "tenders" from the dropdown menu.



This will open an overview of all the submissions made. If there are any tenders under "**list of not opened tenders**", it means that not all the submissions were selected during the task "1. Unlock tenders". In order to allow system to open all the submissions, you need to request re-evaluation.



Note: in order to request "re-evaluation" and unlock the full list of tenders, you first need to add "mock" scores. Proceed with the steps below in order to do so. Those will **not be final** scores. Submissions should only be accessed when all the tenders are opened.

4.3.2. Re-evaluation request – enter offline results

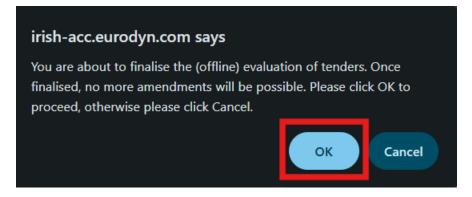
First, go back to "task list" and click on "enter offline results".



Insert 100 into the score field and then select "accept" for every supplier that is left on the list. When all the suppliers on the list have scores added, click on "save as final"

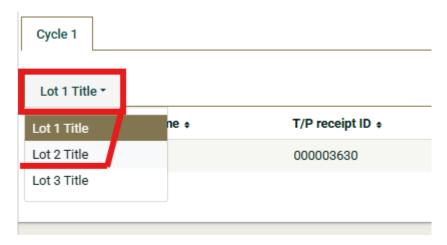


Click "ok" to proceed.



Important! If you have more than one Lot, make sure to repeat the steps above (paragraph "4.3.2. Enter offline results") for all the Lots separately!

You can select the next Lot by clicking on the **tab above the list of suppliers** with the Lot's title (in the example below: "Lot 1 title"). The Lot you have currently open will be highlighted in gold. Click on the next available Lot and repeat the steps above. Remember to "save as final" when all the scores are added.

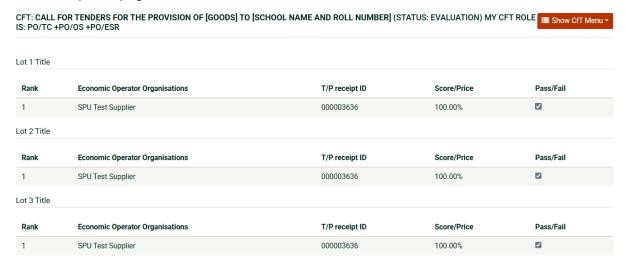


4.3.3. Re-evaluation request – pre-standstill ranking

Go back to "task list" and click on "pre-standstill ranking".

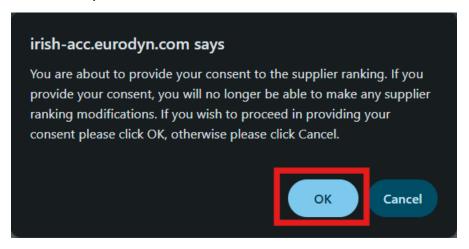


This will open a page with an overview of added scores. Click "save" at the bottom.





Click "ok" to proceed.

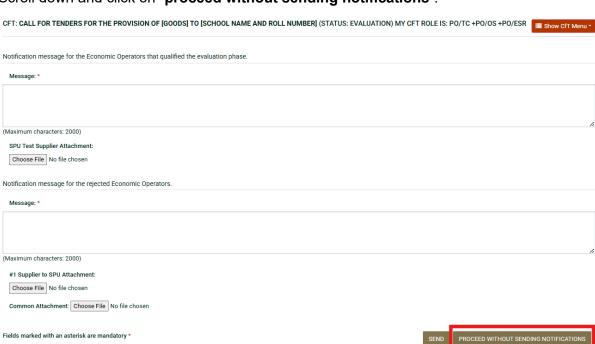


4.3.4. Re-evaluation request – announce evaluation results

Go back to "task list" and click on "announce evaluation results".



Scroll down and click on "proceed without sending notifications".

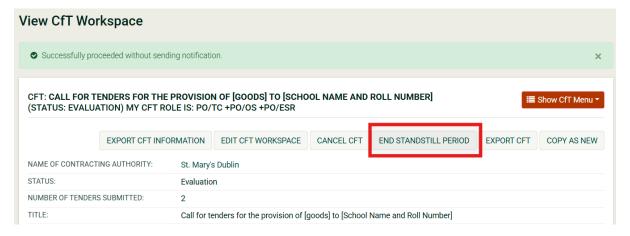


Click "ok" to proceed.



4.3.5. Re-evaluation request – end standstill period

Once the previous task is completed, the system will show "CFT workspace" and a message "successfully proceeded without sending notification". Without changing the page, click on "end standstill period".



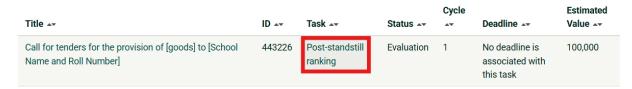
Click "ok" to proceed.



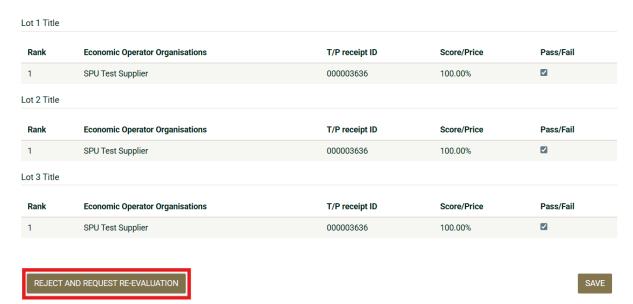
Note: if you have gone back to "task list" before ending the standstill period, cick on "CFT management" in the top menu and then "list of my CFTs" in order to locate your tender. Once you have, click on the tender's title and follow the steps above.

4.3.6. Re-evaluation request – post standstill ranking

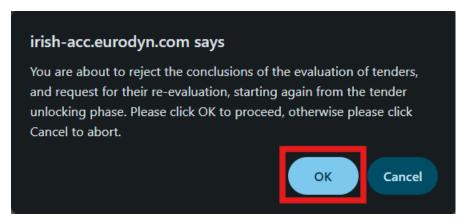
Go back to "task list" and click on "post-standstill ranking".



That will open the page with scores again. Click on "reject and request re-evaluation" at the bottom left.



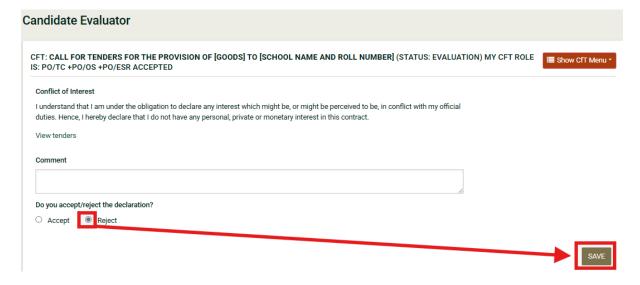
Click "ok" to proceed.



That will bring you back to the "task list" and you will see the task "unlock tenders" again. Proceed with the steps in paragraph "**1. Unlock tenders**" onwards.

4.4. Conflict of interest

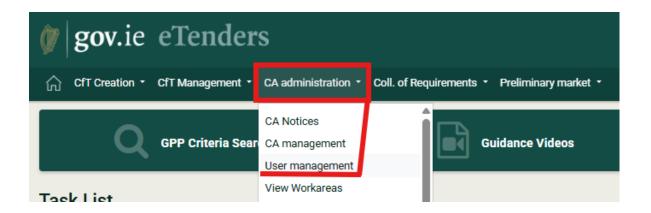
If you have identified a conflict of interest, type in the reasons into "**comment**" box, select "**reject**" and "**save**". You must immediately notify the rest of the evaluation team of the situation.



4.4.1. User management

In order to ensure that the evaluation and award process is conducted in a fair, transparent and impartial manner a new PO/OS and PO/ES user will need to be appointed.

First, check the list of user profiles created under the school's account by clicking on "CA administration" and then selecting "user management".



Review the list of users to see whether the new evaluator already has an account created.

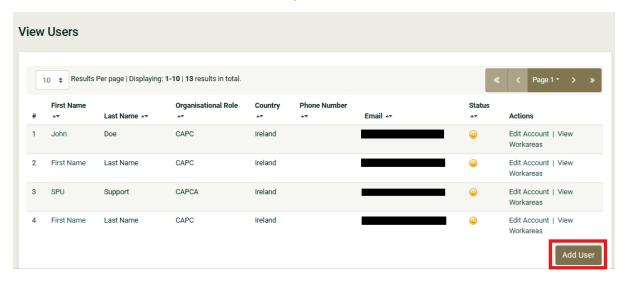


If the new evaluator **already has a profile**, proceed with steps in paragraph "**4.4.3** associate PO/ES and PO/OS user" below.

4.4.2. Add user

If the new evaluator **does not have a profile** on eTenders platform, you will first need to create one for them.

Click on "add user" at the bottom of the page.



Complete all the fields marked as mandatory. See table below for more information.

Add User Authority: St. Mary's Dublin Account Role CAPO

Field	Recommended wording for schools
Authority	This field will be prepopulated with your school's name. No further action
	needed.
Account role	The role assigned depends on what you expect that user to do:
	CAPC (Contracting Authority Procurement Coordinator) – account role allows for publishing call for tenders (CFTs) and contracts under the DPS, as well as creating new user profiles
	CAPO (Contracting Authority Procurement Officer) – would be able to be the second opener for tenders (i.e. assigned a role of evaluator), but cannot create CFTs nor contracts under the DPS
	CAPCA (Contracting Authority Procurement Coordinator Assistant) – roles same as CAPC, however without ability to create new user profiles
First name	Insert user's first name
Last name	Insert user's last name
Username	Insert username for the new account.
	Note: only letters and numbers are allowed in that field. No special
	characters can be inserted here.
Password	Your password must be longer than 6 characters, and include:
	- at least one lower-case letter
	- at least one upper-case letter
	- at least three digits
	- at least one symbol of those supported: !, @, #, \$,
	- no concurrent lettering in password matching that of the username.
Re-enter	Re-enter password. Make sure it matches with what was inserted in the
password	field above
Department	Education
Email	Enter email address of the new user
Address	This field is not mandatory and can be left blank.
Eircode /	This field is not mandatory and can be left blank.
Postal Code	
City	This field is not mandatory and can be left blank.
Country	Ireland
County	Select relevant county
Phone Number	This field is not mandatory and can be left blank.
Mobile phone	This field is not mandatory and can be left blank.
Fax	This field is not mandatory and can be left blank.
Preferred	Select preferred language
Language	

Once all the mandatory fields are completed, click "save" at the bottom of the page.



The email address provided for that user will now receive an automated email from eTenders with "**transaction number**". They must now follow the steps described in that email and insert "transaction number" when prompted to activate their account.

Once their account is activated, you can add them as an evaluator on eTenders platform and proceed with the steps in paragraph "4.4.3 associate PO/ES and PO/OS user".

4.4.3. Associate PO/OS and PO/ES user

Once there is a user profile created for the evaluator, go back to "task list" and click on "associate PO/OS and PO/ES" task.



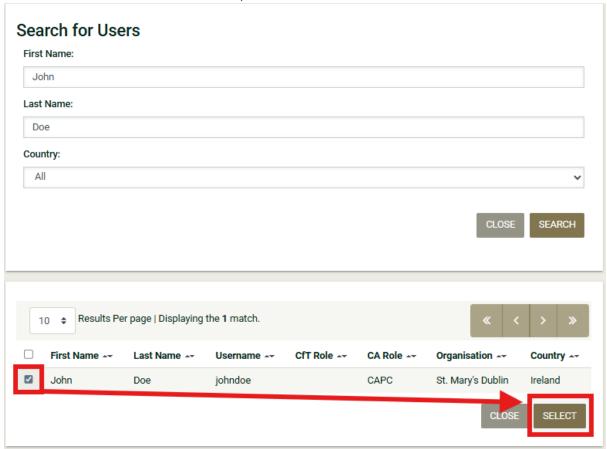
Next, click on "add PO/OS users".



In the pop-up window, type in first and last name of the user you want to add to the tender and click "**search**". Make sure that the spelling is the same as in that person's account.



Tick the box next to the user's name, and then click "select".

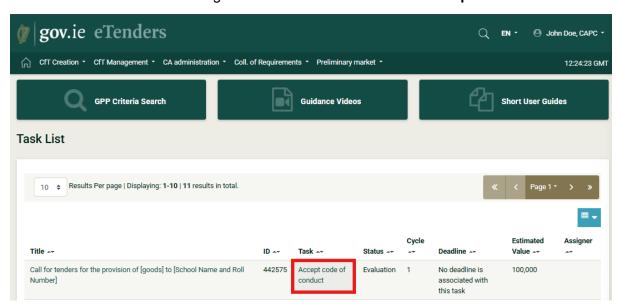


Click on the role next of the added user and select the last option "PO/TC + PO/OS + PO/ESR Candidate"

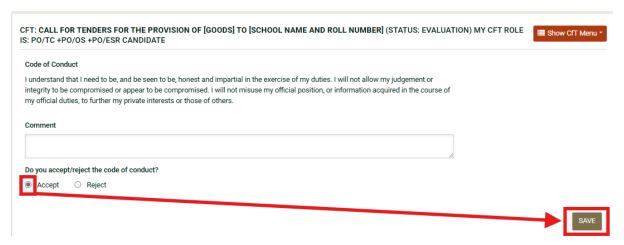


4.4.4. New evaluator: accept code of conduct

The new evaluator must now log into their account and click on "accept code of conduct".

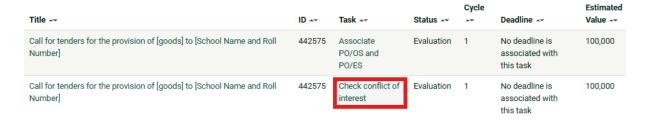


Review the code of conduct. When ready, click "accept" and "save".



4.4.5. New evaluator: check conflict of interest

Go back to "task list" and click on "check conflict of interest".



If there is no conflict of interest, click "accept" and "save".

CFT: CALL FOR TENDERS FOR THE PROVISION OF [GOODS] TO [SCHOOL NAME AND ROLL NUMBER] (STATUS: EVALUATION) MY CFT ROLE IS: PO/TC +PO/OS +PO/ESR ACCEPTED	I≣ Show CfT Menu ▼
Conflict of Interest	
I understand that I am under the obligation to declare any interest which might be, or might be perceived to be, in conflict with my official duties. Hence, I hereby declare that I do not have any personal, private or monetary interest in this contract.	
View tenders	
Comment	
Do you accept/reject the declaration?	
Accept O Reject	
	SAVE

If there was no conflict of interest identified, the new evaluator can proceed with the next steps – see paragraph "3. Access submitted tenders".

If the new evaluator upon reviewing the list of tenderers, expressed conflict of interest, go back to step "4.4. Conflict of interest".

If you experience any issues that this guide does not cover, contact procurementsupport@spu.ie for assistance.