HOW TO UNLOCK TENDERS AND ACCESS TENDER SUBMISSIONS ON eTENDERS PLATFORM

June 2026

SPU

Schools Procurement Unit

Contents

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**".

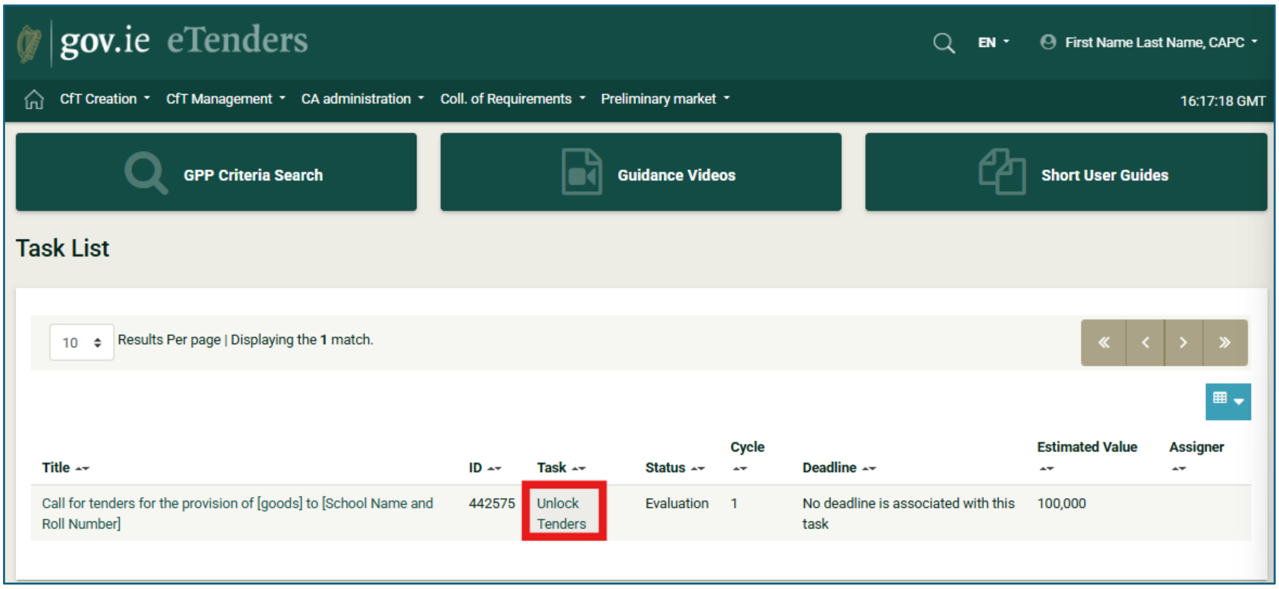


Figure 1

1.2. Tender opening space

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

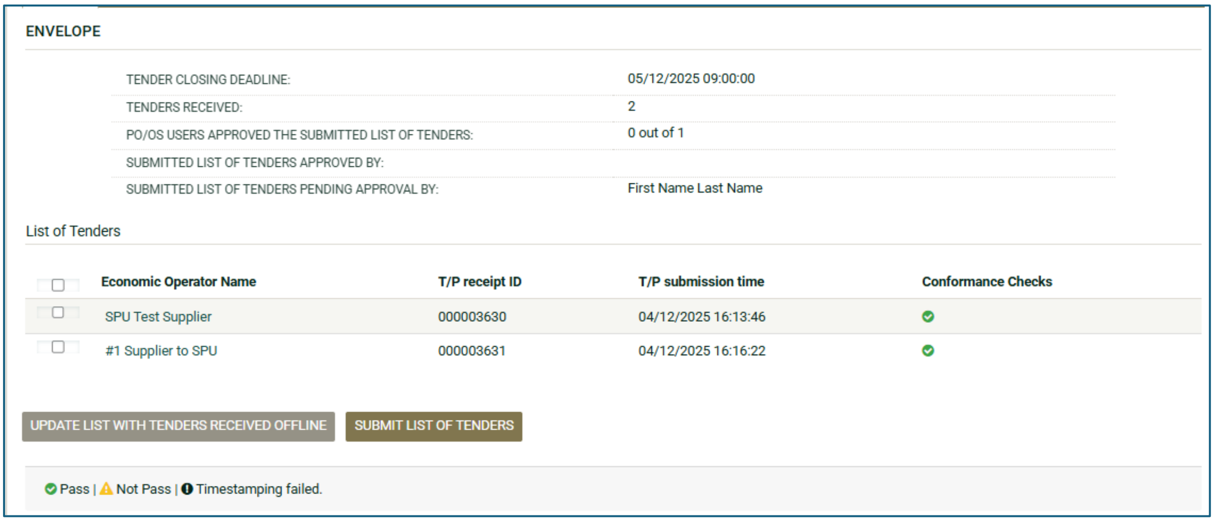


Figure 2

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.

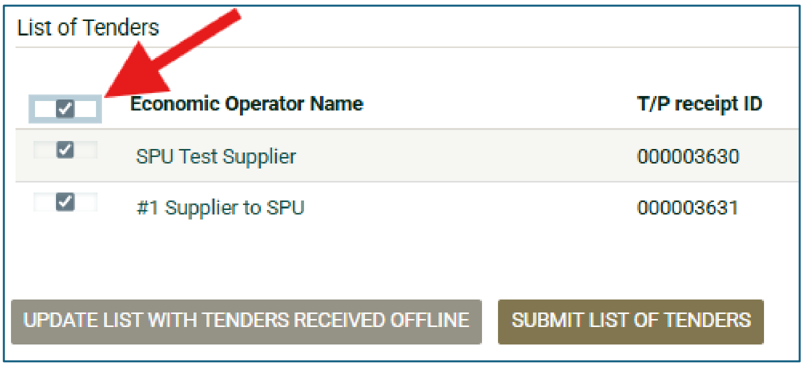


Figure 3

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

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

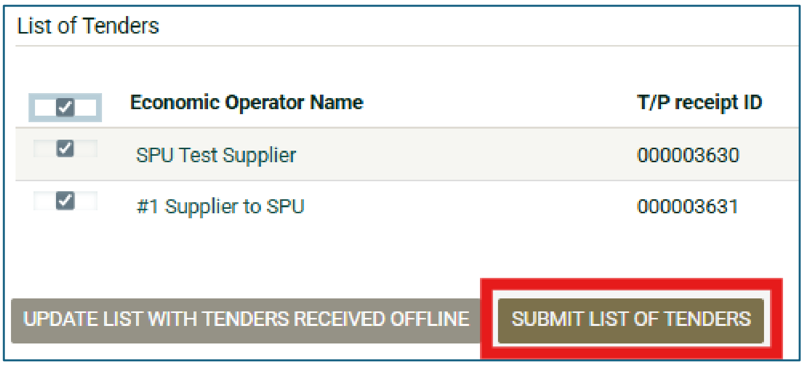


Figure 4

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.

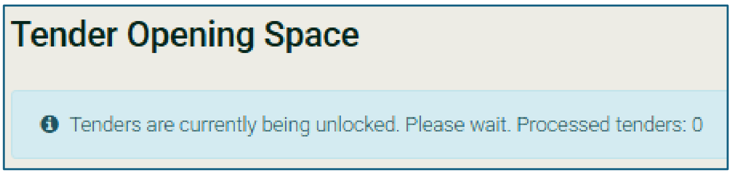


Figure 5

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.

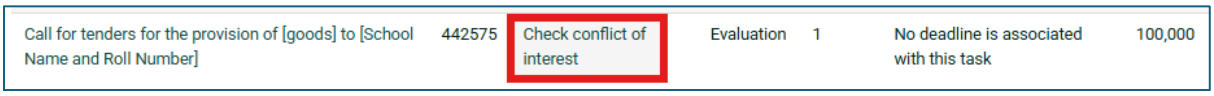


Figure 6

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

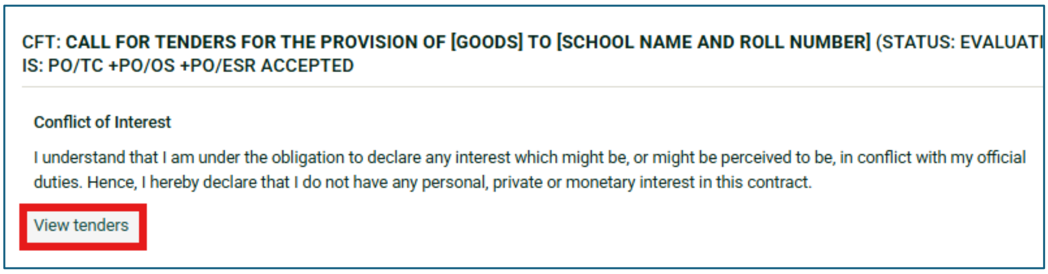
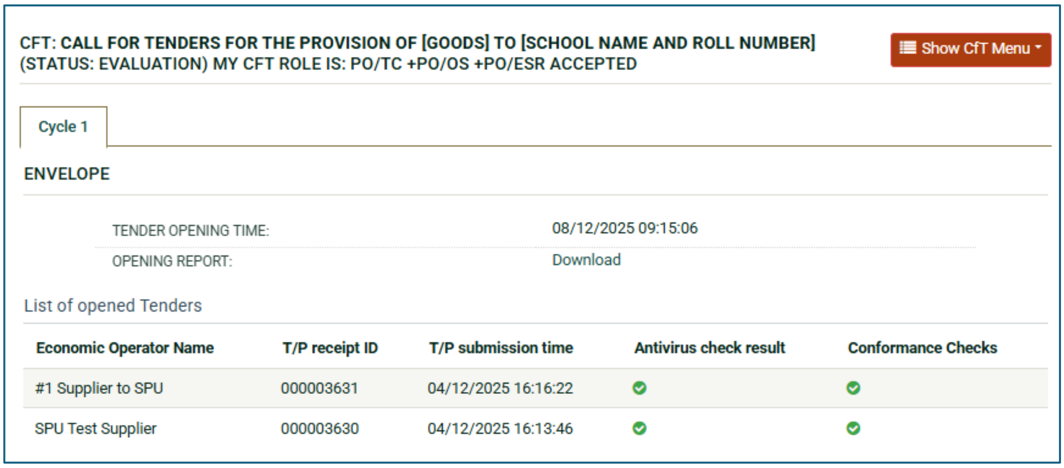


Figure 7

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.



Economic Operator Name	T/P receipt ID	T/P submission time	Antivirus check result	Conformance Checks
#1 Supplier to SPU	000003631	04/12/2025 16:16:22	✔	✔
SPU Test Supplier	000003630	04/12/2025 16:13:46	✔	✔

Figure 8

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.

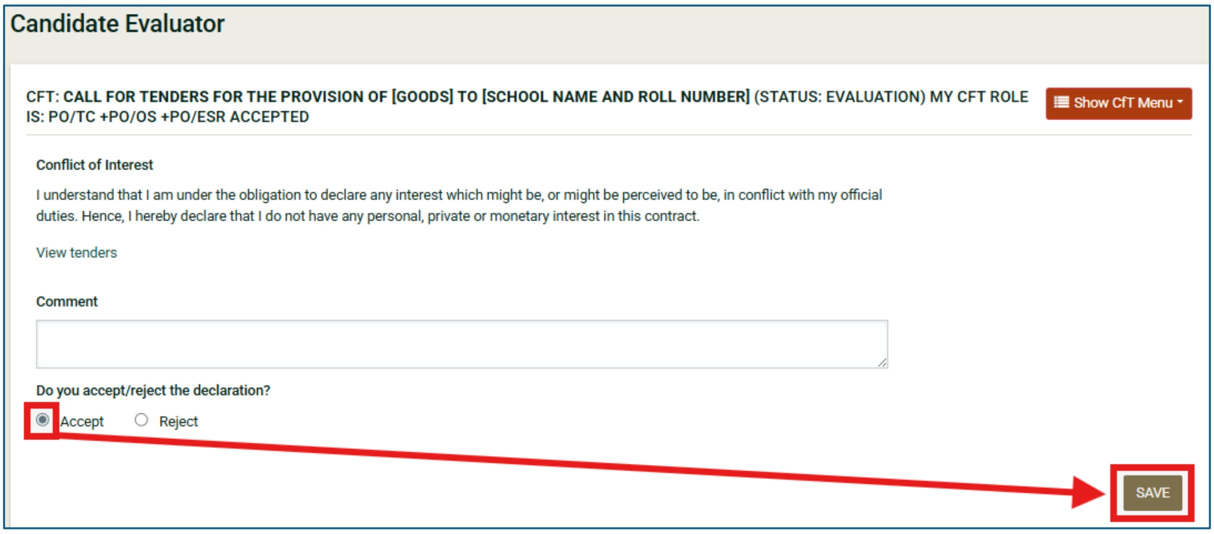


Figure 9

Important! If you determine that there is conflict of interest, see paragraph “4.4. The opener has expressed conflict of interest” for further guidance.

3. Access submitted tenders

Go back to task list and click on the task called “**Enter Offline Results**”.

Title	ID	Task	Status	Cycle	Deadline	Estimated Value
Call for tenders for the provision of [goods] to [School Name and Roll Number]	442575	Enter Offline Results	Evaluation	1	No deadline is associated with this task	100,000

Figure 10

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.

Lot 1 Title

Economic Operator Name	T/P receipt ID	Original uploaded file	Printer-friendly tender
#1 Supplier to SPU	000003631		
SPU Test Supplier	000003630		

Figure 11

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.

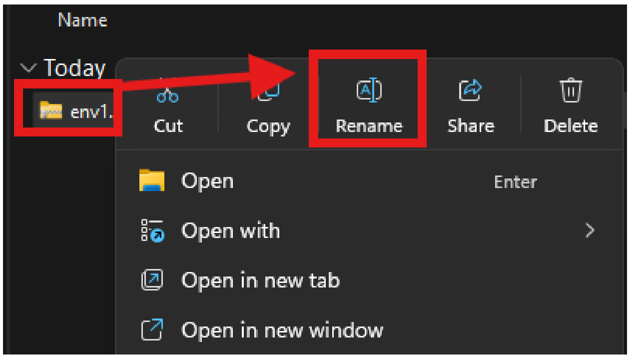


Figure 12

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” below 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”.

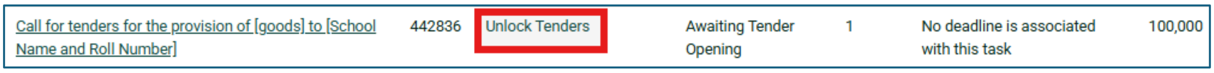


Figure 13

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

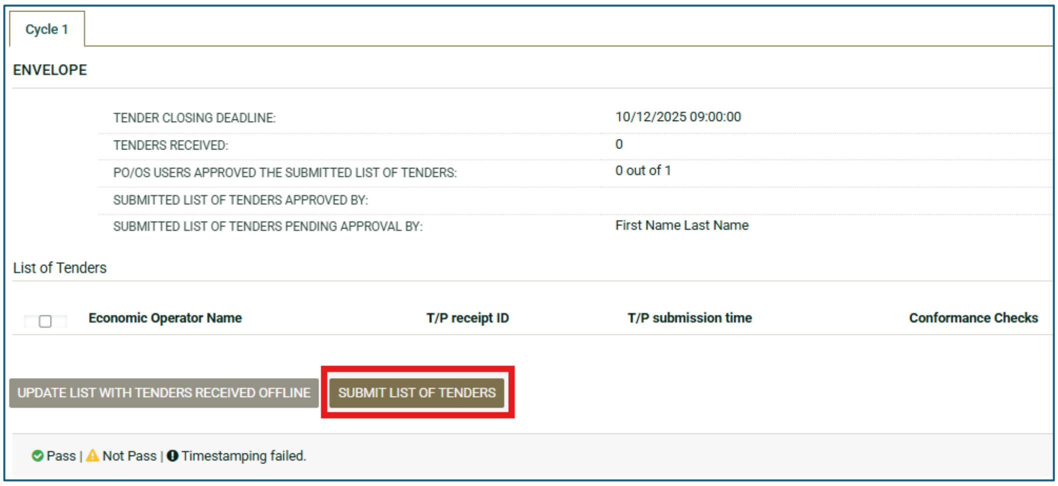


Figure 14

Then, click “ok” to proceed.

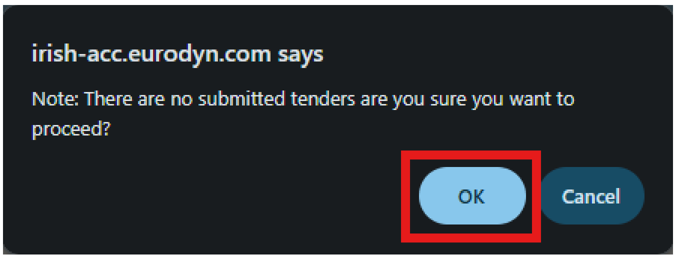


Figure 15

To properly close call for tenders where no submissions were made a **cancelation notice** must be created (unless this was a competition created within a Dynamic Purchasing System). See more guidance on SPU 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".

Title	ID	Task	Status	Cycle	Deadline	Estimated Value
Call for tenders for the provision of [goods] to [School Name and Roll Number]	443226	Unlock Tenders	Awaiting Tender Opening	1	No deadline is associated with this task	100,000

Figure 16

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 assistance.

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.

DATE OF AWARDING:	
LANGUAGE OF PUBLICATION:	EN
NUMBER OF OPENERS:	Two

Figure 17

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**".

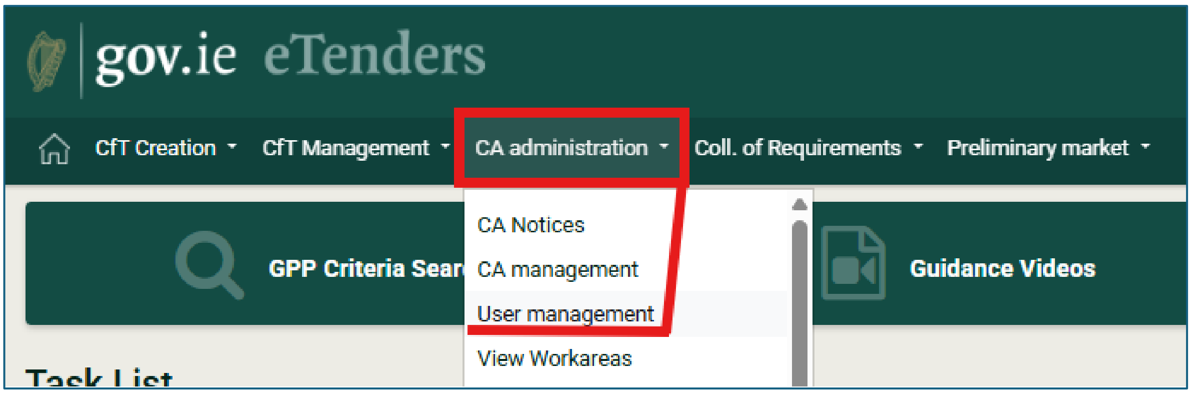


Figure 18

Review the list of users to see whether the new opener already has a profile created.

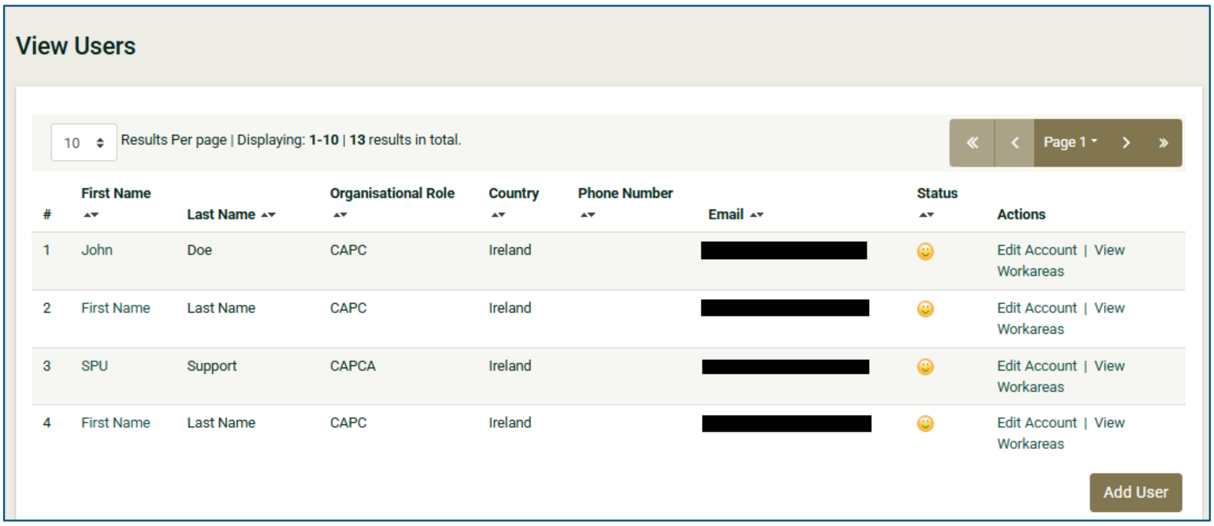


Figure 19

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.

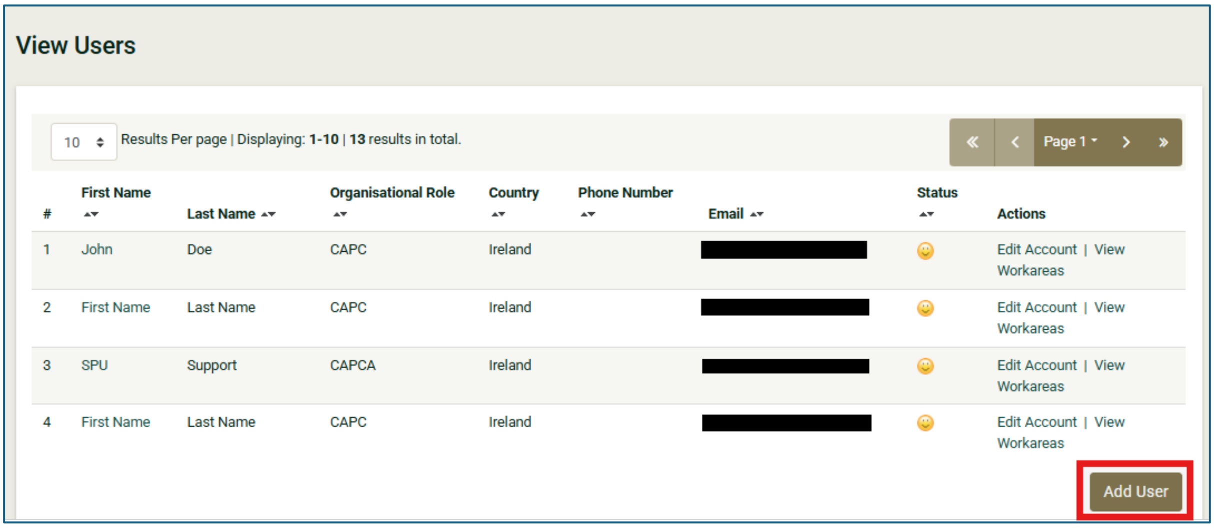


Figure 20

Complete all the fields marked as mandatory.

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 **CAPO 2** (Contracting Authority Procurement Officer 2) allows access rights that CAPO users currently have, with the addition of being able to create their own CFT/DPS/QS and manual CFT/DPS/QS. **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 password	Re-enter password. Make sure it matches with what was inserted in the field above
Department	Education
Email	Enter email address of the new user
Address	This field is not mandatory and can be left blank.
Eircode / Postal Code	This field is not mandatory and can be left blank.
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 Language	Select preferred language

Once all the mandatory fields are completed, click “**save**” at the bottom of the page.

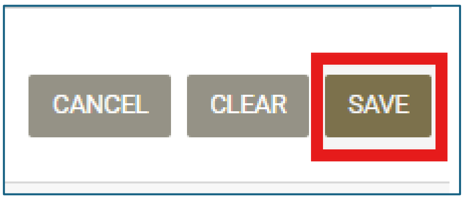


Figure 21

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 the title of your tender.

Title	ID	Task	Status	Cycle	Deadline	Estimated Value
Call for tenders for the provision of [goods] to [School Name and Roll Number]	443226	Unlock Tenders	Awaiting Tender Opening	1	No deadline is associated with this task	100,000

Figure 22

This will open CFT Workspace with details of your competition. Click on “**Show CFT menu**” on the right-hand side and then select “**associated officers**” from the dropdown menu.

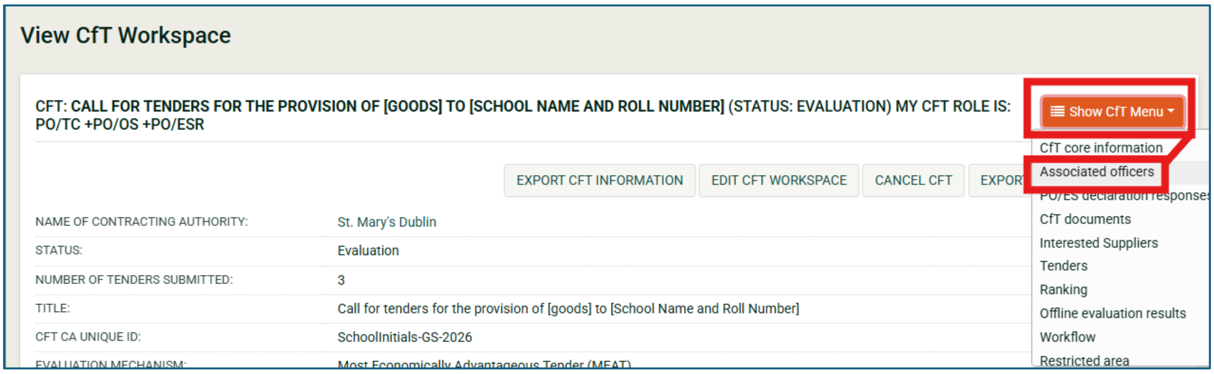


Figure 23

Next, click on “**add PO/OS users**”.

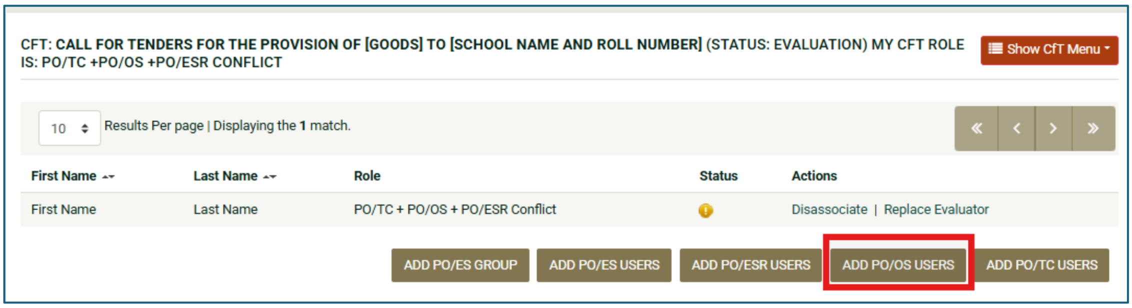


Figure 24

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.

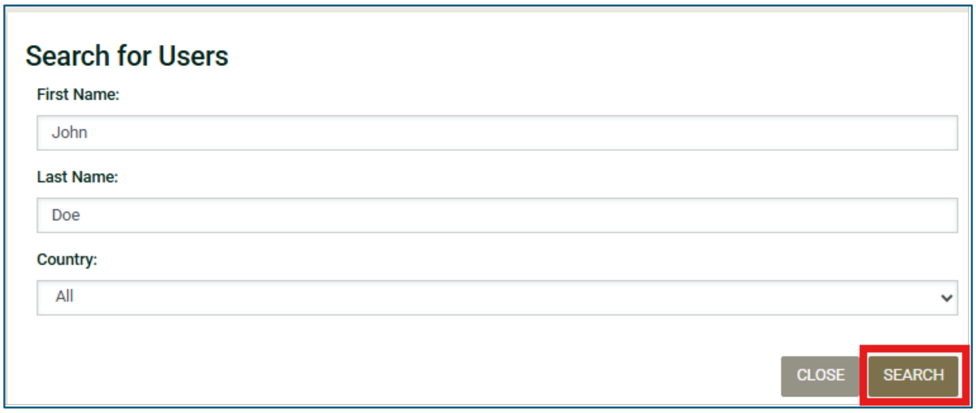


Figure 25

Tick the box next to the user’s name, and then click “**select**”.

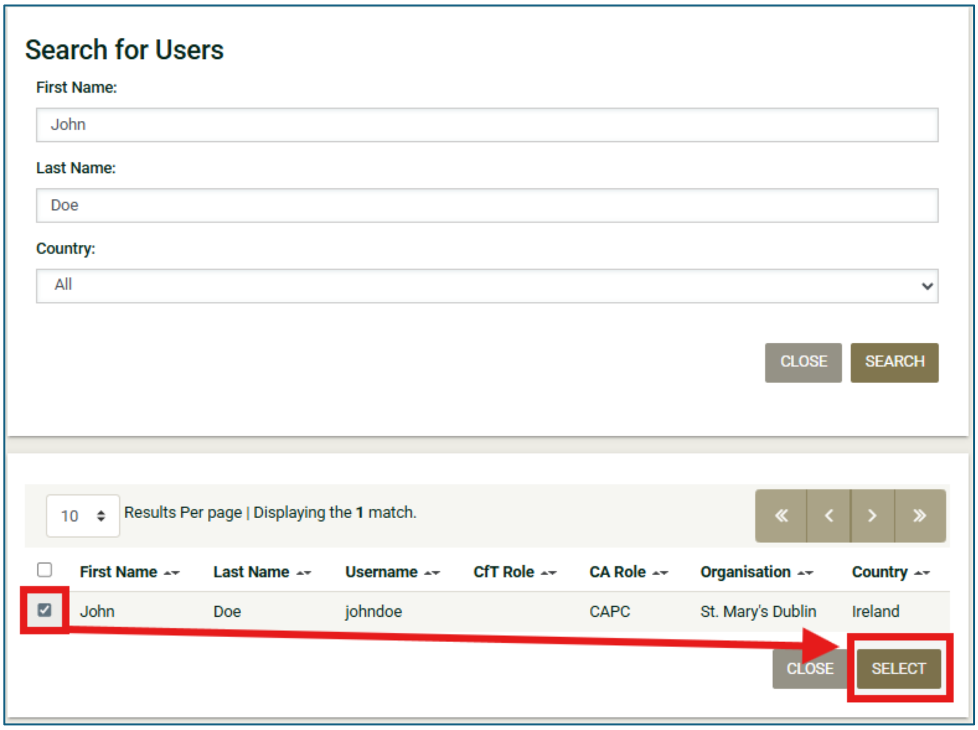


Figure 26

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

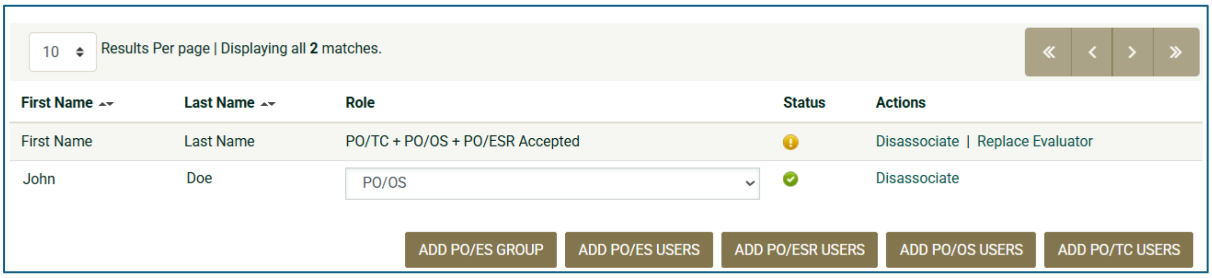


Figure 27

4.2.4. Second opener: unlock tenders

The **second opener must now log into their account** and click on “**unlock tenders**”.

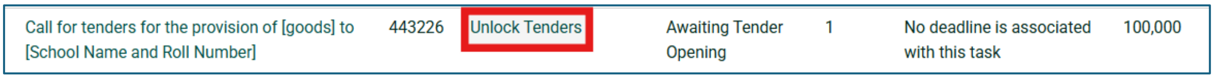


Figure 28

In the “tender opening space”, click on “**approve list of tenders**”.

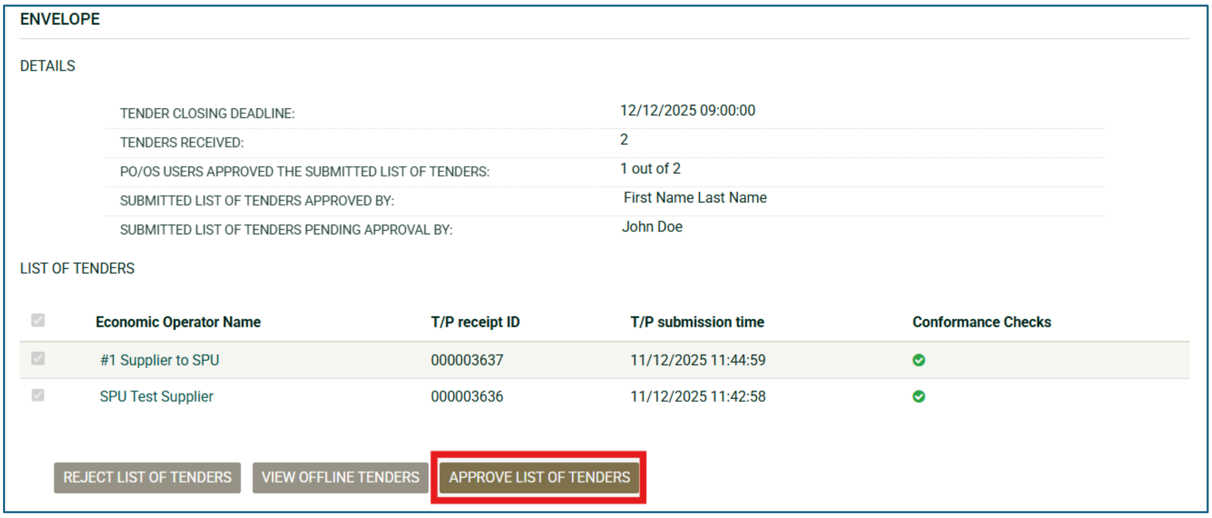


Figure 29

Click “**ok**” to proceed.

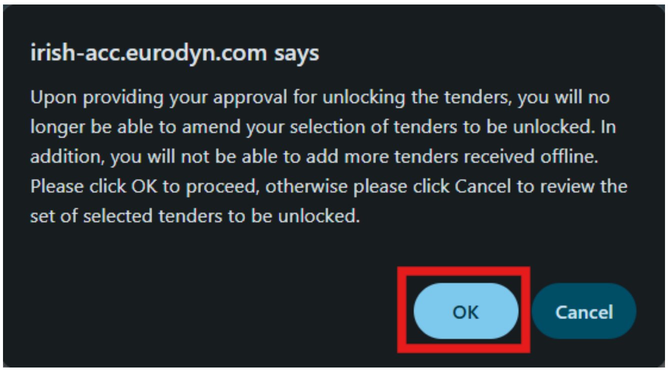


Figure 30

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

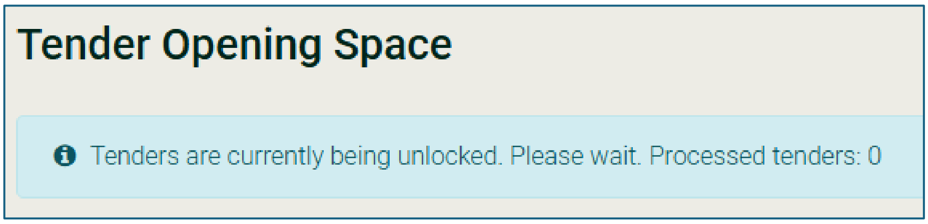


Figure 31

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.

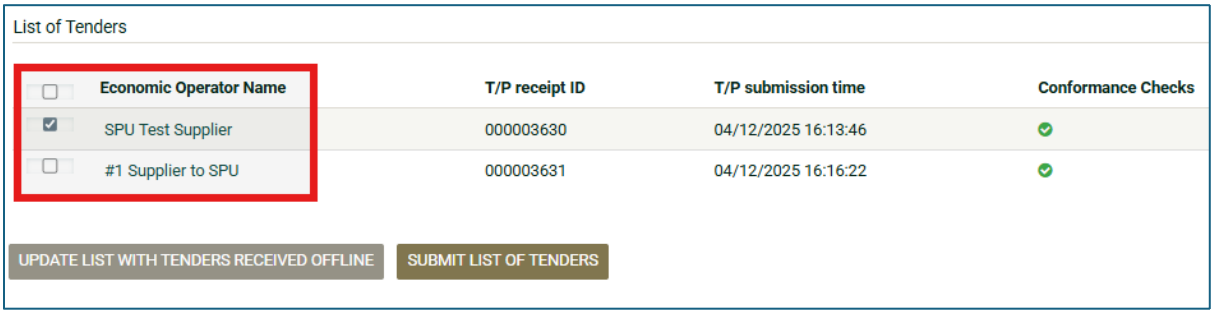


Figure 32

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**.

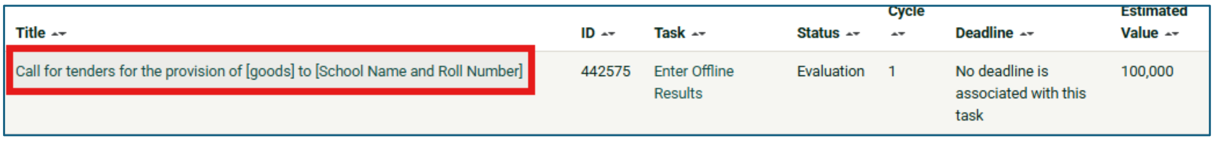


Figure 33

Next, click on “**show CFT menu**” on the right-hand side.

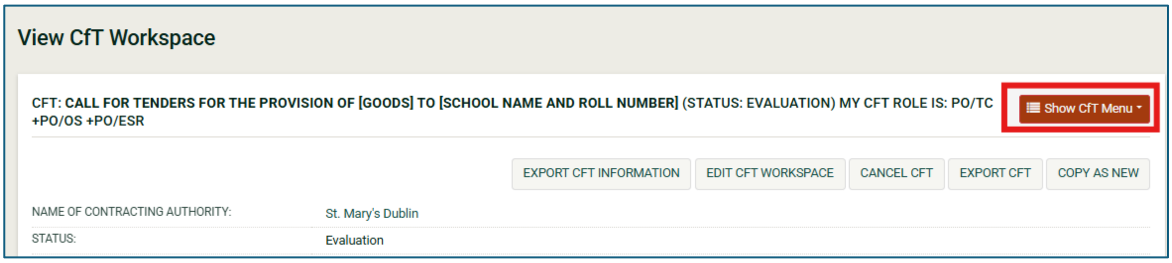


Figure 34

And then select “**tenders**” from the dropdown menu.

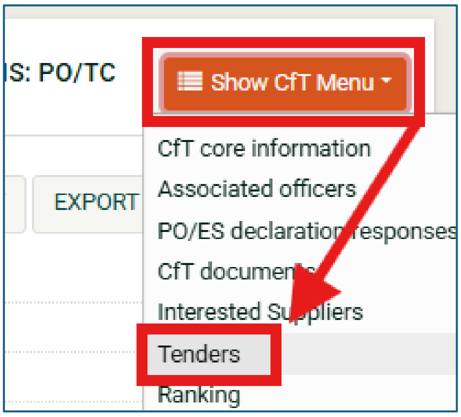


Figure 35

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.

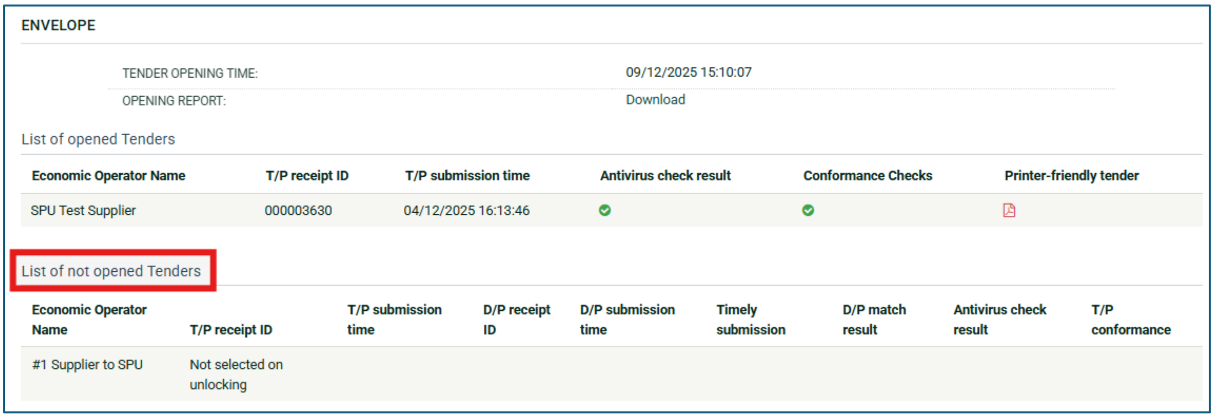


Figure 36

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**”.

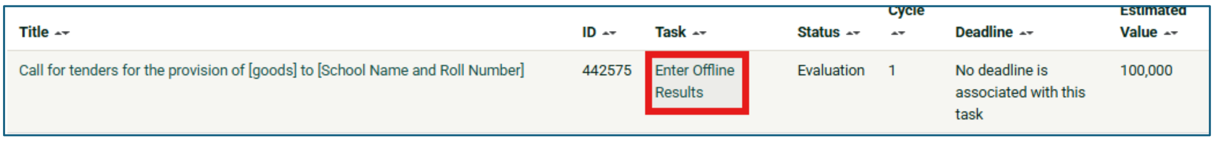


Figure 37

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**”

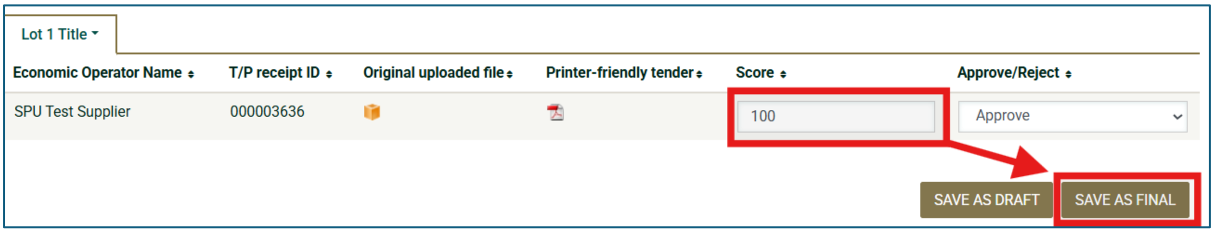


Figure 38

Click “ok” to proceed.

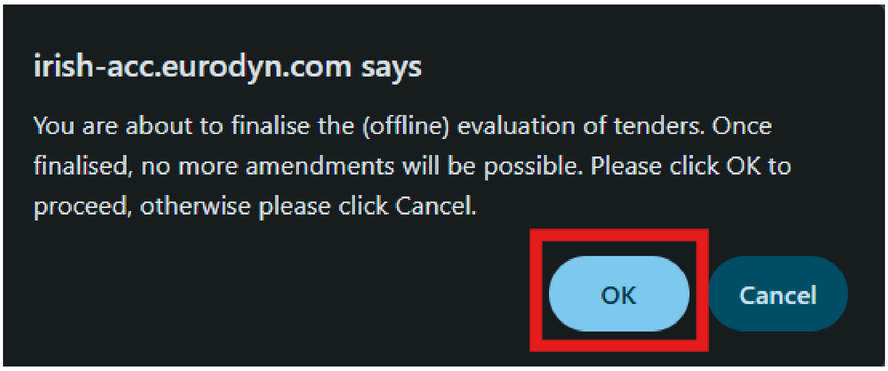


Figure 39

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.

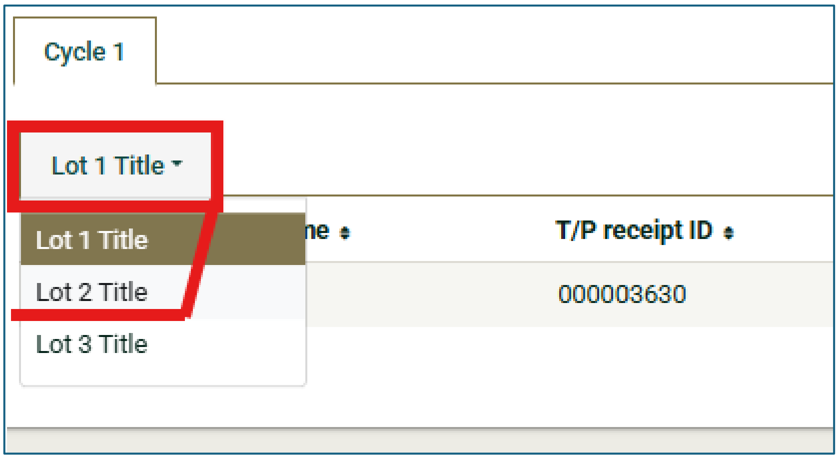


Figure 40

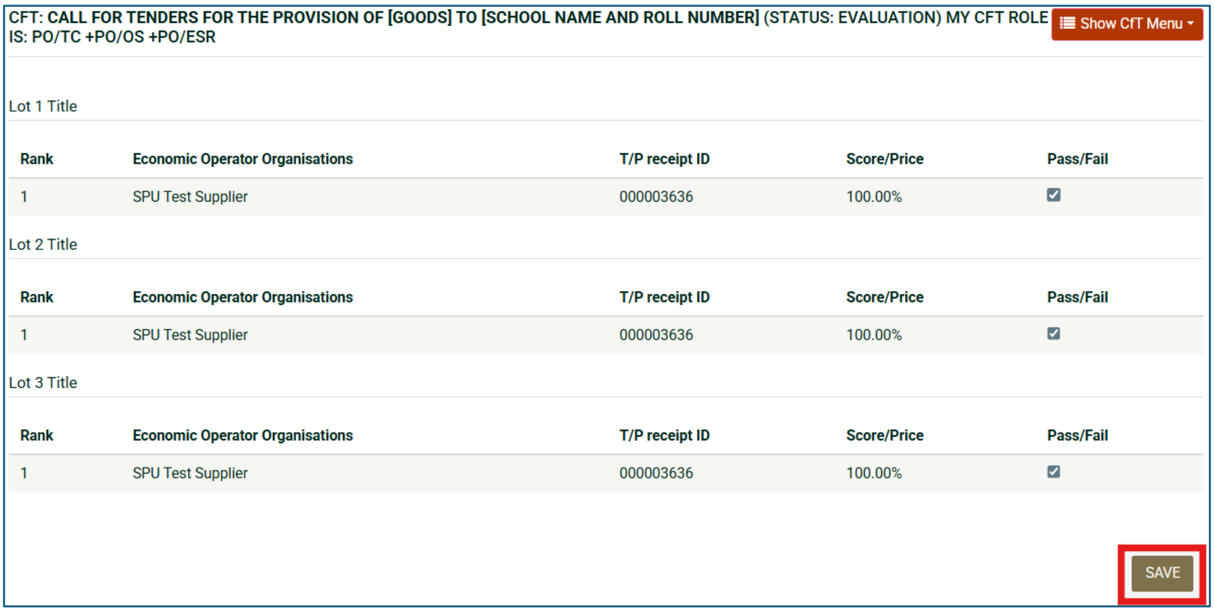
4.3.3. Re-evaluation request: pre-standstill ranking

Go back to “task list” and click on “**pre-standstill ranking**”.

Title	ID	Task	Status	Cycle	Deadline	Estimated Value
Call for tenders for the provision of [goods] to [School Name and Roll Number]	443226	Pre-standstill ranking	Evaluation	1	No deadline is associated with this task	100,000

Figure 41

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


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

Show CfT Menu

Lot 1 Title

Rank	Economic Operator Organisations	T/P receipt ID	Score/Price	Pass/Fail
1	SPU Test Supplier	000003636	100.00%	☑

Lot 2 Title

Rank	Economic Operator Organisations	T/P receipt ID	Score/Price	Pass/Fail
1	SPU Test Supplier	000003636	100.00%	☑

Lot 3 Title

Rank	Economic Operator Organisations	T/P receipt ID	Score/Price	Pass/Fail
1	SPU Test Supplier	000003636	100.00%	☑

SAVE

Figure 42

Click “ok” to proceed.

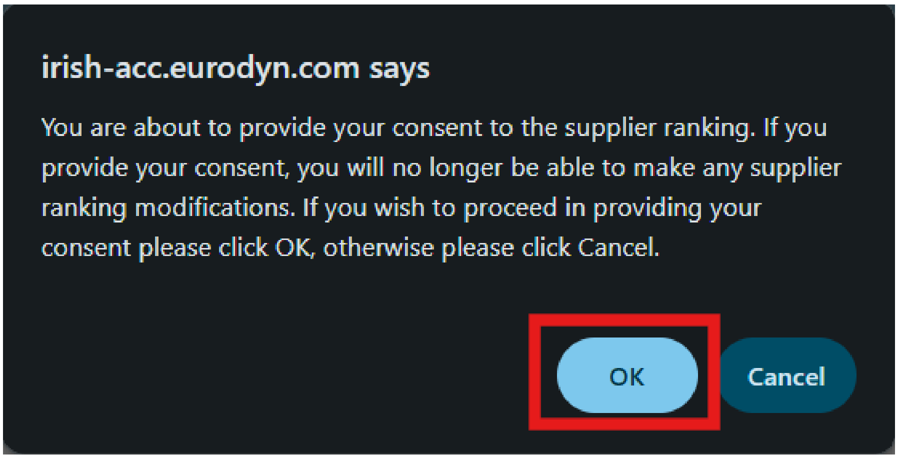
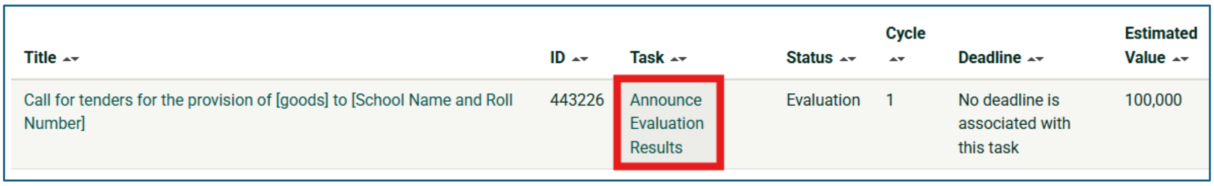


Figure 43

4.3.4. Re-evaluation request: announce evaluation results

Go back to “task list” and click on “**announce evaluation results**”.



Title	ID	Task	Status	Cycle	Deadline	Estimated Value
Call for tenders for the provision of [goods] to [School Name and Roll Number]	443226	Announce Evaluation Results	Evaluation	1	No deadline is associated with this task	100,000

Figure 44

Scroll down and click on “**proceed without sending notifications**”.

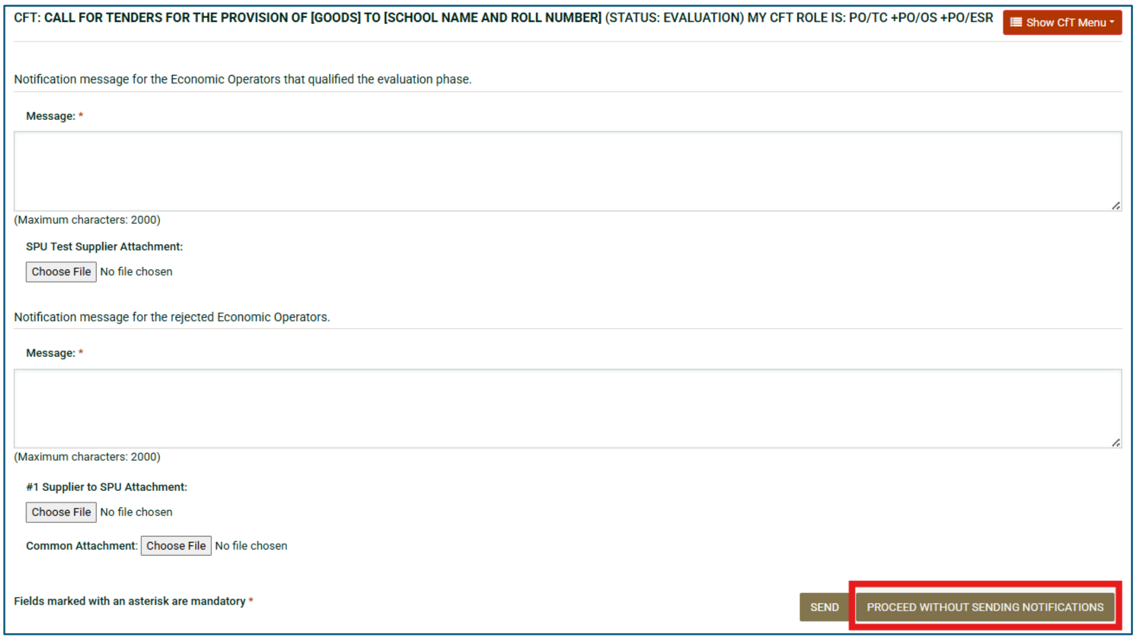


Figure 45

Click “ok” to proceed.

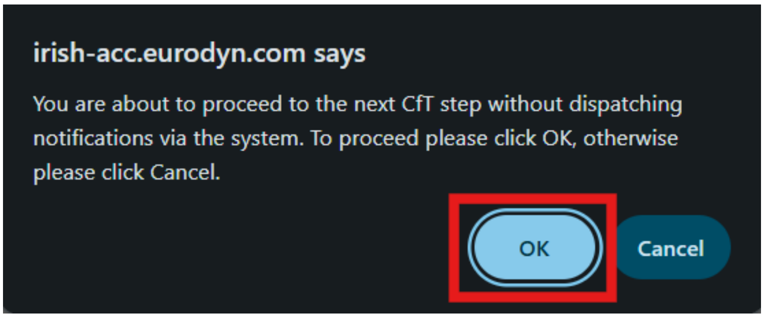


Figure 46

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**”.

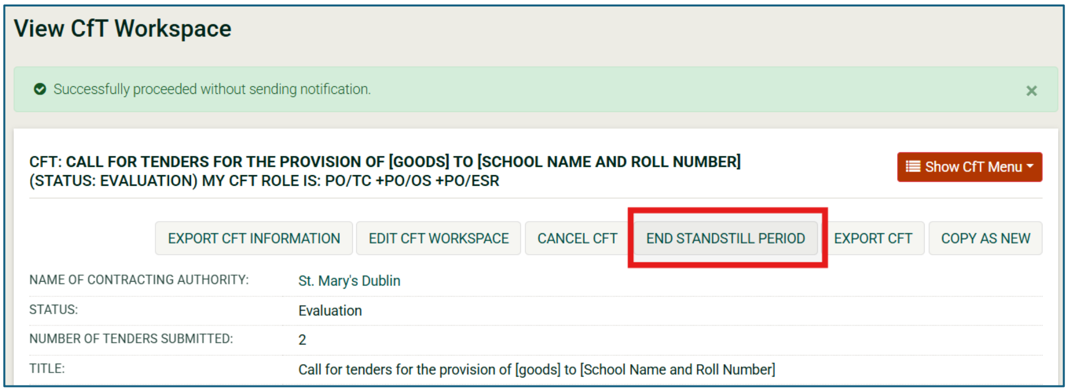


Figure 47

Click “**ok**” to proceed.

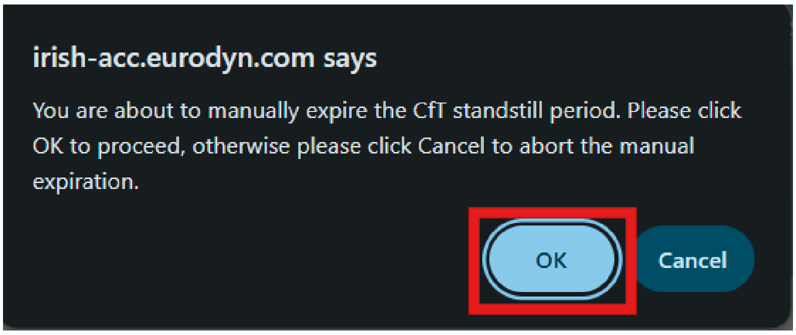


Figure 48

Note: if you have gone back to “task list” before ending the standstill period, click 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**”.

Title	ID	Task	Status	Cycle	Deadline	Estimated Value
Call for tenders for the provision of [goods] to [School Name and Roll Number]	443226	Post-standstill ranking	Evaluation	1	No deadline is associated with this task	100,000

Figure 49

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

Lot 1 Title

Rank	Economic Operator Organisations	T/P receipt ID	Score/Price	Pass/Fail
1	SPU Test Supplier	000003636	100.00%	☑

Lot 2 Title

Rank	Economic Operator Organisations	T/P receipt ID	Score/Price	Pass/Fail
1	SPU Test Supplier	000003636	100.00%	☑

Lot 3 Title

Rank	Economic Operator Organisations	T/P receipt ID	Score/Price	Pass/Fail
1	SPU Test Supplier	000003636	100.00%	☑

REJECT AND REQUEST RE-EVALUATION   SAVE

Figure 50

Click “ok” to proceed.

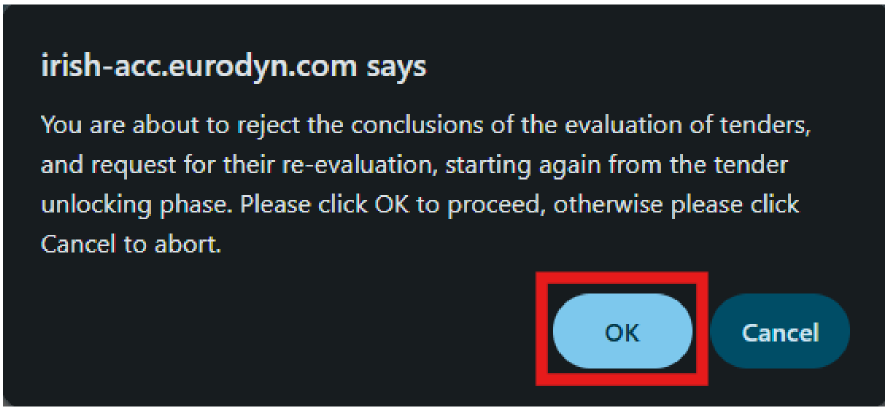


Figure 51

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. The opener has expressed 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.

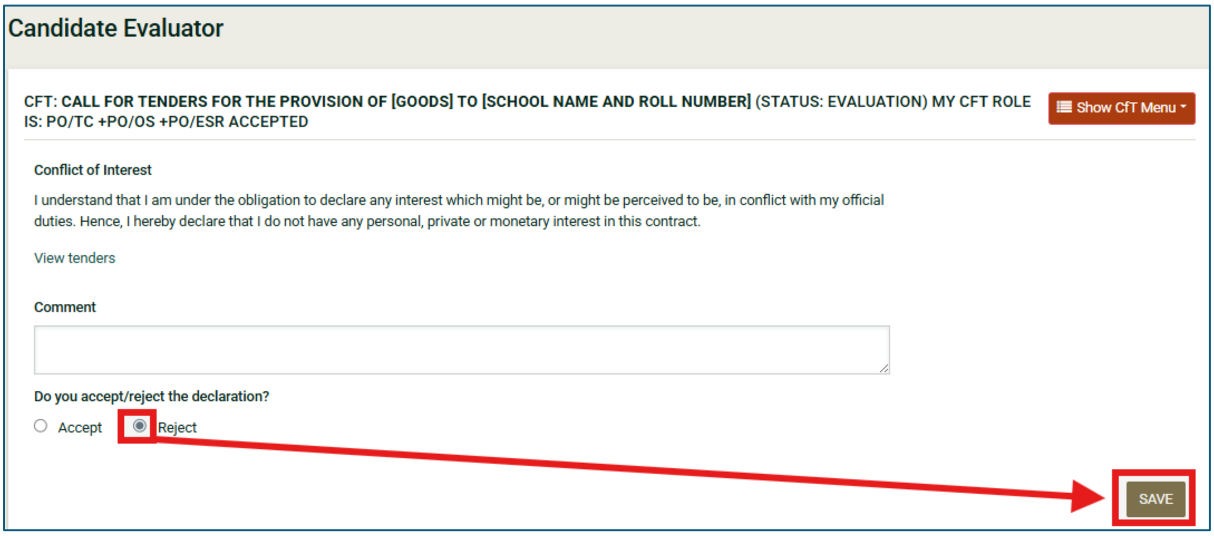


Figure 52

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**".

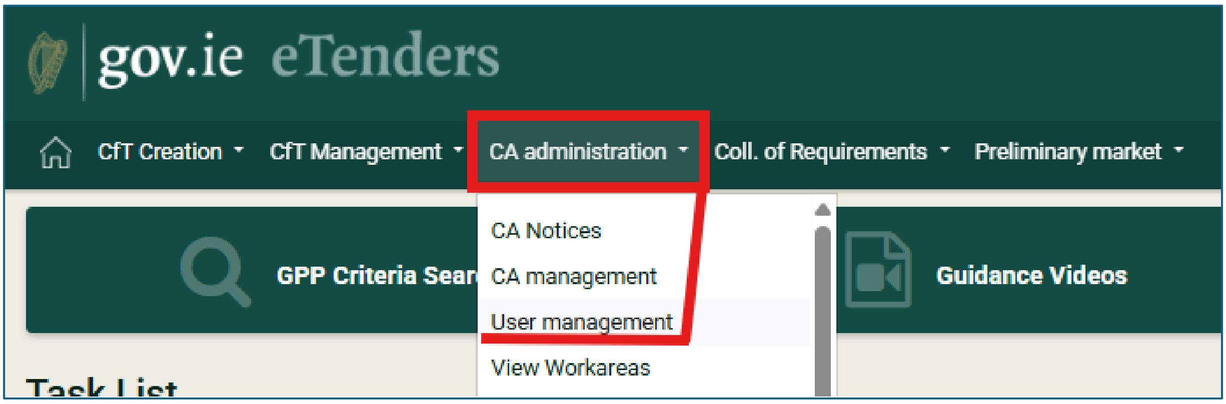


Figure 53

Review the list of users to see whether the new evaluator already has a profile created.

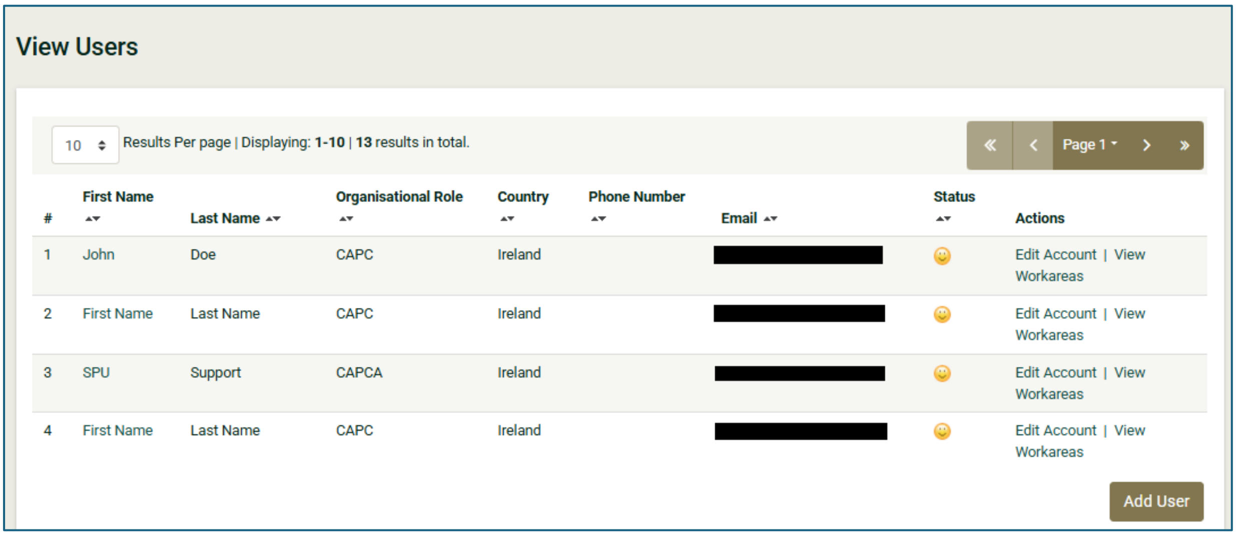


Figure 54

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.

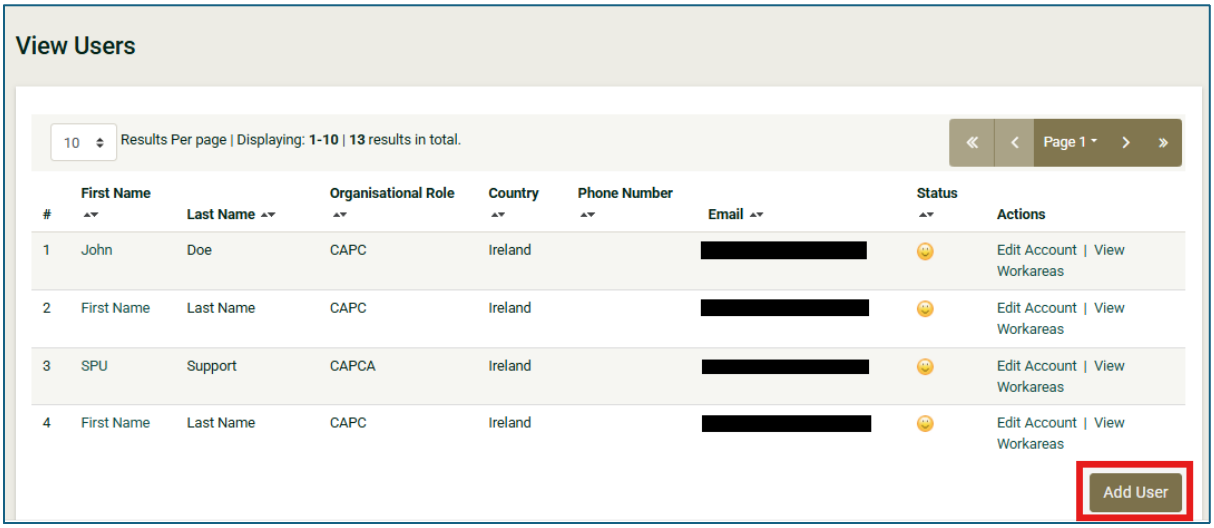


Figure 55

Complete all the fields marked as mandatory.

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 **CAPO 2** (Contracting Authority Procurement Officer 2) allows access rights that CAPO users currently have, with the addition of being able to create their own CFT/DPS/QS and manual CFT/DPS/QS. **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 password	Re-enter password. Make sure it matches with what was inserted in the field above
Department	Education
Email	Enter email address of the new user
Address	This field is not mandatory and can be left blank.
Eircode / Postal Code	This field is not mandatory and can be left blank.
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 Language	Select preferred language

Once all the mandatory fields are completed, click “**save**” at the bottom of the page.

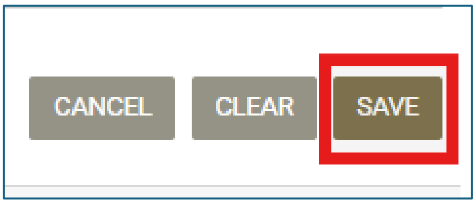


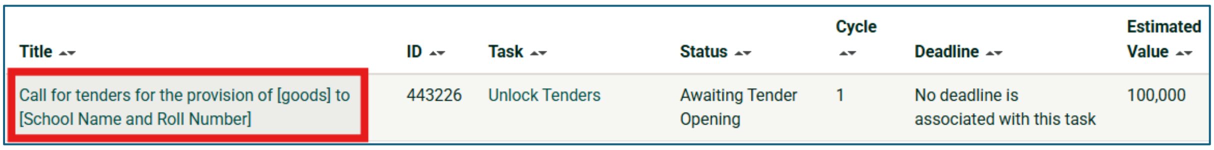
Figure 56

> 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 second opener, go back to “**task list**” and click on the title of your tender.



Title	ID	Task	Status	Cycle	Deadline	Estimated Value
Call for tenders for the provision of [goods] to [School Name and Roll Number]	443226	Unlock Tenders	Awaiting Tender Opening	1	No deadline is associated with this task	100,000

Figure 57

This will open CFT Workspace with details of your competition. Click on “**Show CFT menu**” on the right-hand side and then select “**associated officers**” from the dropdown menu.

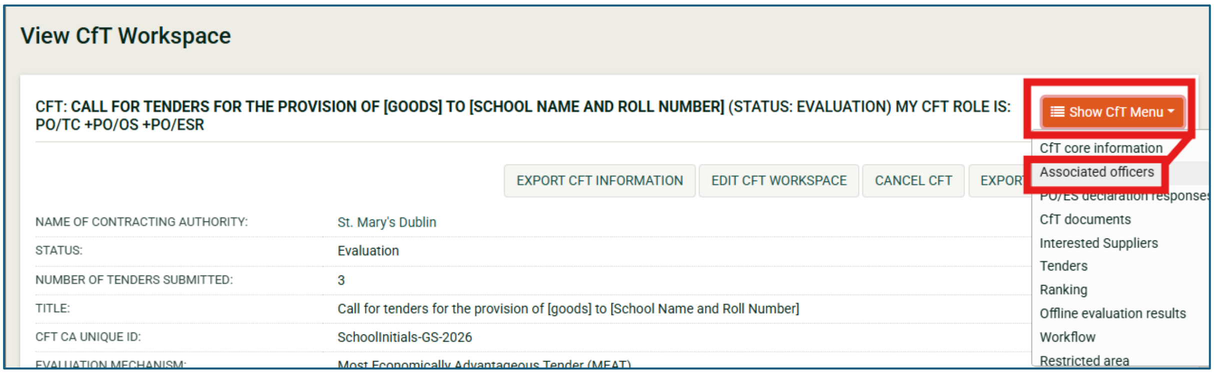


Figure 58

Next, click on “**add PO/OS users**”.

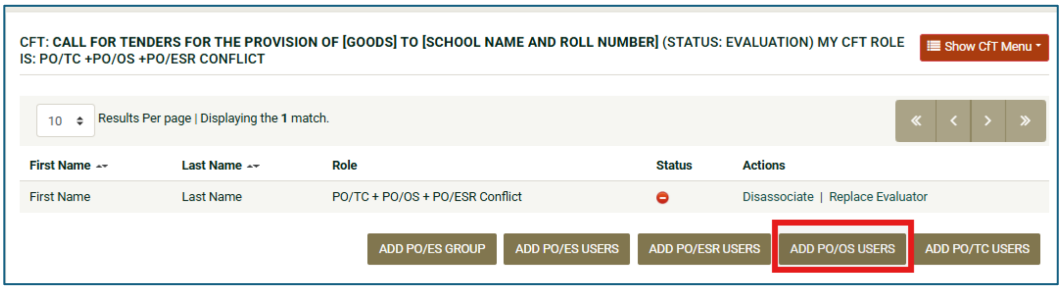


Figure 59

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.

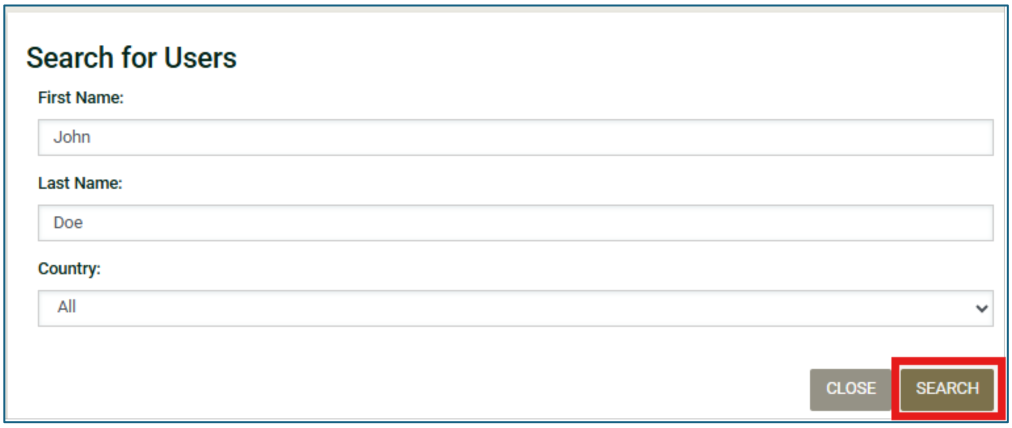


Figure 60

Tick the box next to the user’s name, and then click “**select**”.

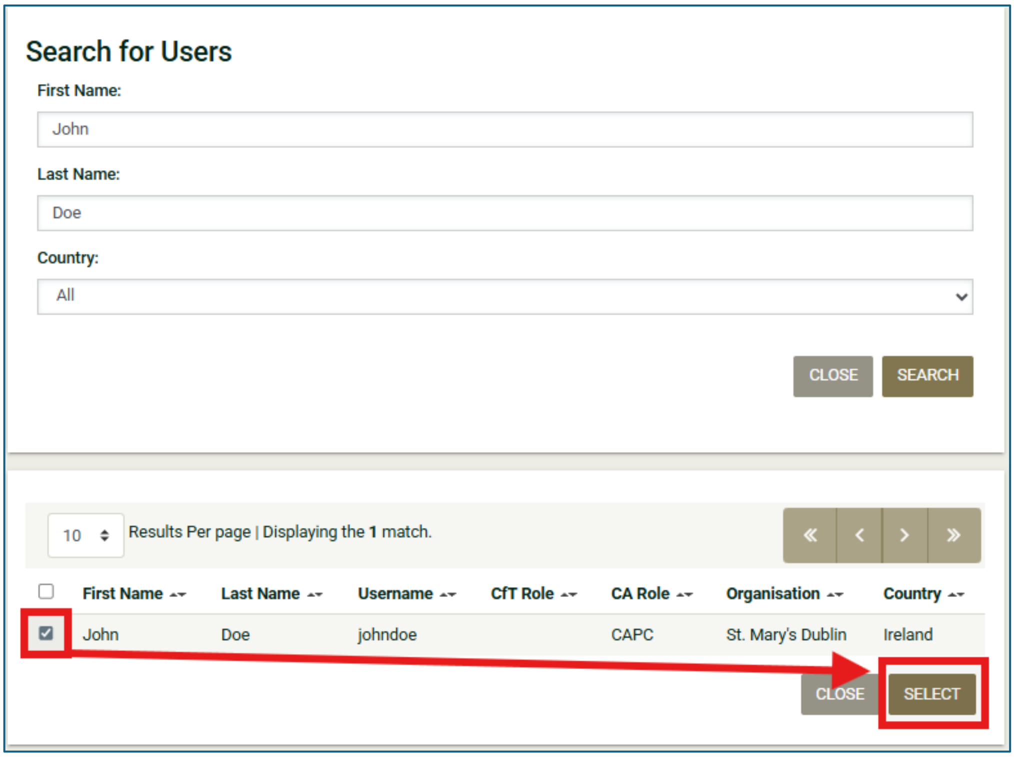


Figure 61

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

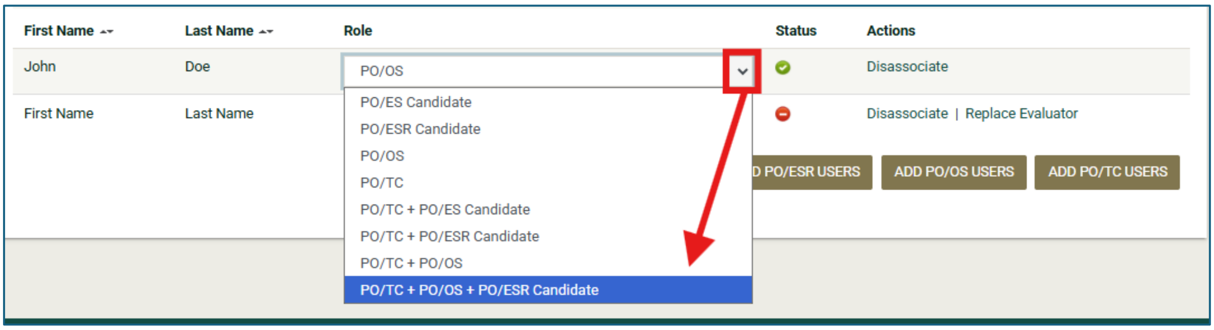


Figure 62

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**”.

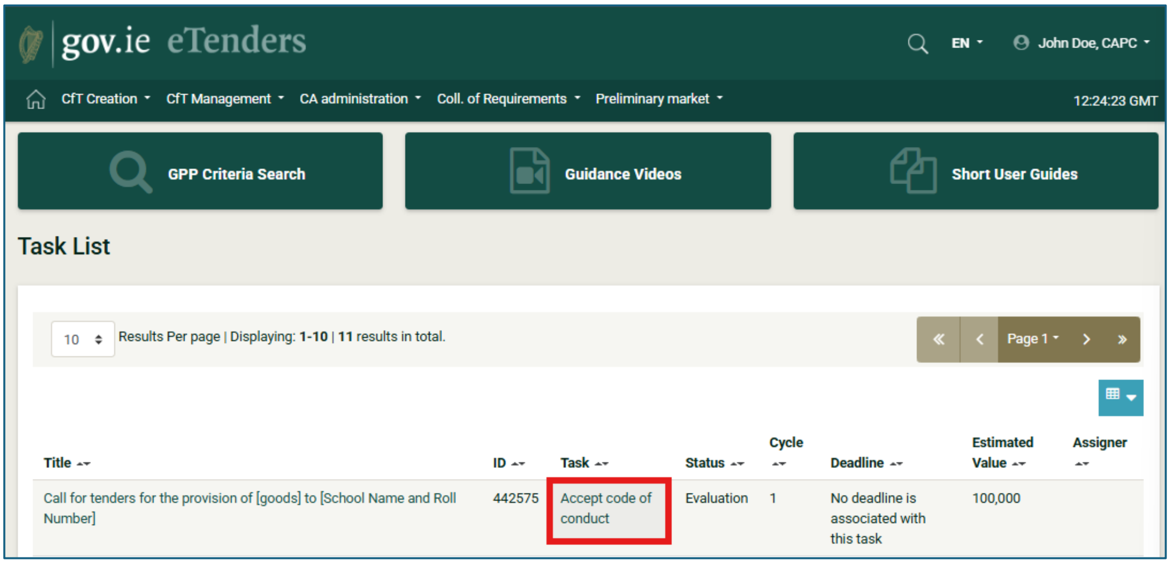


Figure 63

Review the code of conduct. When ready, click “**accept**” and “**save**”.

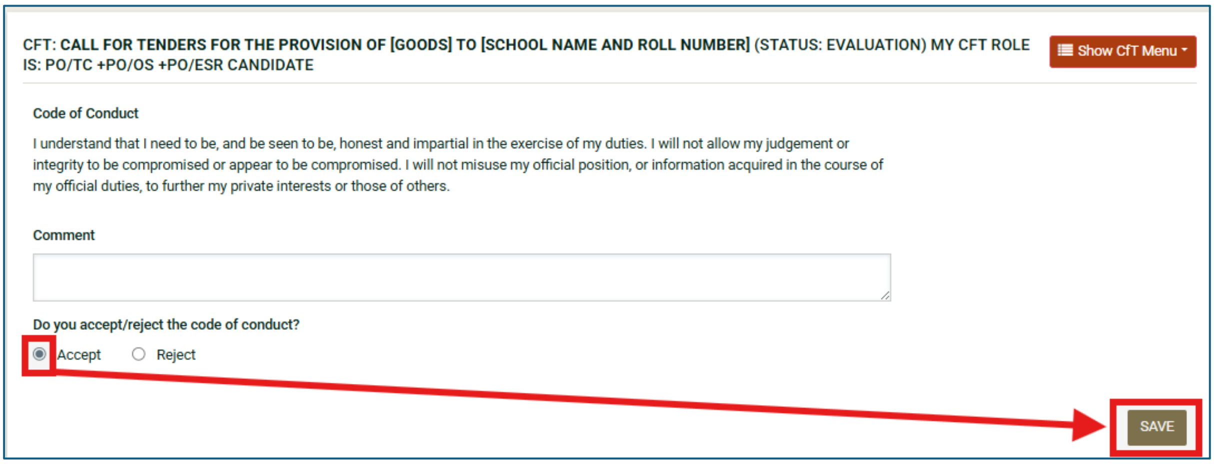


Figure 64

4.4.5. New evaluator: check conflict of interest

Go back to “task list” and click on “**check conflict of interest**”.

Title	ID	Task	Status	Cycle	Deadline	Estimated Value
Call for tenders for the provision of [goods] to [School Name and Roll Number]	442575	Associate PO/OS and PO/ES	Evaluation	1	No deadline is associated with this task	100,000
Call for tenders for the provision of [goods] to [School Name and Roll Number]	442575	Check conflict of interest	Evaluation	1	No deadline is associated with this task	100,000

Figure 65

If there is no conflict of interest, click “**accept**” and “**save**”.

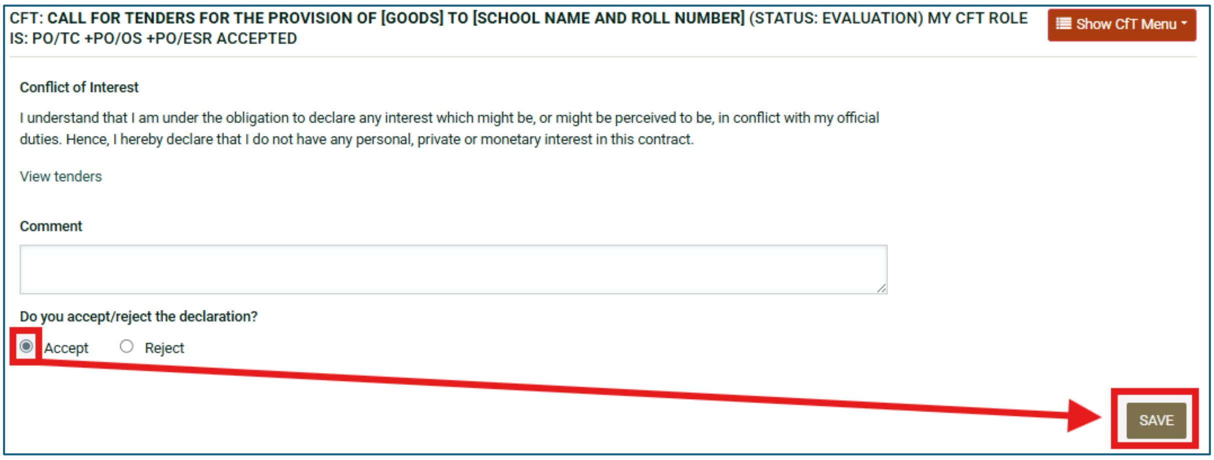


Figure 66

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, **expresses conflict of interest**, go back to step **“4.4. The opener has expressed conflict of interest”**.

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