POLYUS

Supplier Instructions

Document submission for Polyus tenders

2022

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GENERAL INFORMATION

Polyus only accepts tender bids via the website designed for uploading technical and commercial proposals. Applications sent in any other way (e.g., via email) will not be considered. The web page where you can upload technical and commercial proposals is presented below:

To submit a tender bid, click the link in the email you received or go to the tender section on the corporate website. There is a single cycle for uploading technical and commercial proposals, which includes the following mandatory stages:

1. Enter your company main details (the data can be filled in automatically).
2. Attach documents to the current data container.
   - You can still modify the set of documents at this stage.
3. Confirmation of document submission.
   - Complete the CAPTCHA test.
   - Documents are sent to the main data storage.
   - An email is sent notifying you that the upload was successful.

Note: The upload cycle can be repeated if necessary; however, files that were already sent cannot be deleted.

The cycle for uploading technical and commercial proposals is considered complete when it has gone through all its stages. You will be sent an email confirming the successful upload, which is the only evidence that the upload was successful. If you repeat the upload cycle, you will receive another email, i.e., one email for each cycle. The email subject will contain a numeric code (token) that allows you to verify that the email was sent/received.

Web browser requirements

- We recommend using Internet Explorer 11 or later.
- You can also use other up-to-date browsers.
- If you use an outdated browser, a warning message will appear.

1. Maximum file size is 200 MB.
2. ZIP archive format;
3. An uploaded archive must contain no other archive attached;
4. No executable files (*.exe, *.com, etc.) in an uploaded file;
5. The proposal must be drawn up on a corporate letterhead and signed by an authorized person, and it must comply with all requirements listed in the documentation.

1 SUPPLIER'S MAIN DETAILS

To submit your proposal, please provide your company details: Company name, Tax Identification Number and email address in the Email Address section. This email address will be used for feedback, automatic reply when the proposal is uploaded, etc.

When you upload a technical and commercial proposal using a unique link from an invitation email, all the boxes for the main company details will usually be filled in. If the pre-filled information does not match your company details, please contact our IT support by emailing **crm_support@polyus.com.**

2 HOW TO DOWNLOAD SUPPORT DOCUMENTS

To download support documents for a procurement procedure, check the *File name* box to obtain all documents or check any of the boxes below to obtain the documents you are interested in, then click *Download archive*.

3 HOW TO ATTACH DOCUMENTS

To send a set of documents for review, please add them to the temporary file storage. You can attach documents in one of two ways: either via the file selection dialog box or by drag-and-drop.
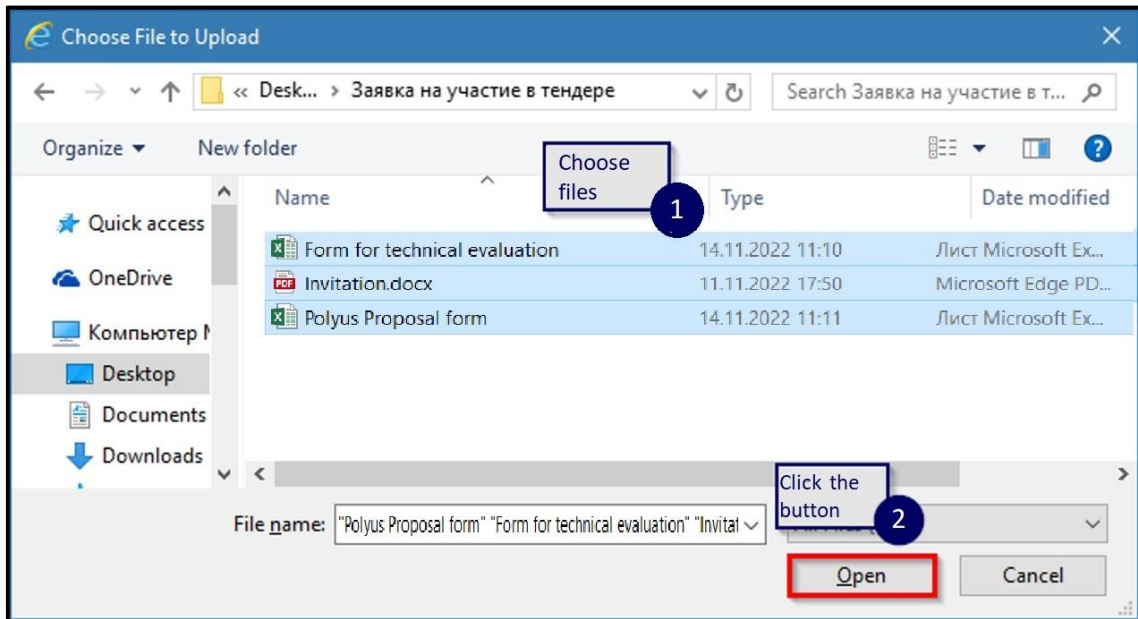
3.1 Browser dialog box

Using this method, you can upload files one by one or all together.
Click *Choose files to upload* to attach documents.

A standard dialog box will pop up where you choose which documents to submit – click *Open*. The appearance of the dialog box is shown below (the appearance may vary depending on the operating system and browser used).

Once you confirm the selected files, they will be sent to a temporary file storage. A pop-up window appears with the words *Processing... Please wait*. All files are submitted simultaneously, independently from one another, and you can see the progress status for each file. Once the last selected file is accepted in the temporary files storage, the progress status changes to *Processing completed*.

You can add new documents for uploading at any time by repeating the steps described in this section.

If something goes wrong when uploading any of the documents and the operation fails, the progress bar for that document will turn red. You can try again later by clicking the corresponding button on the right of the progress bar.
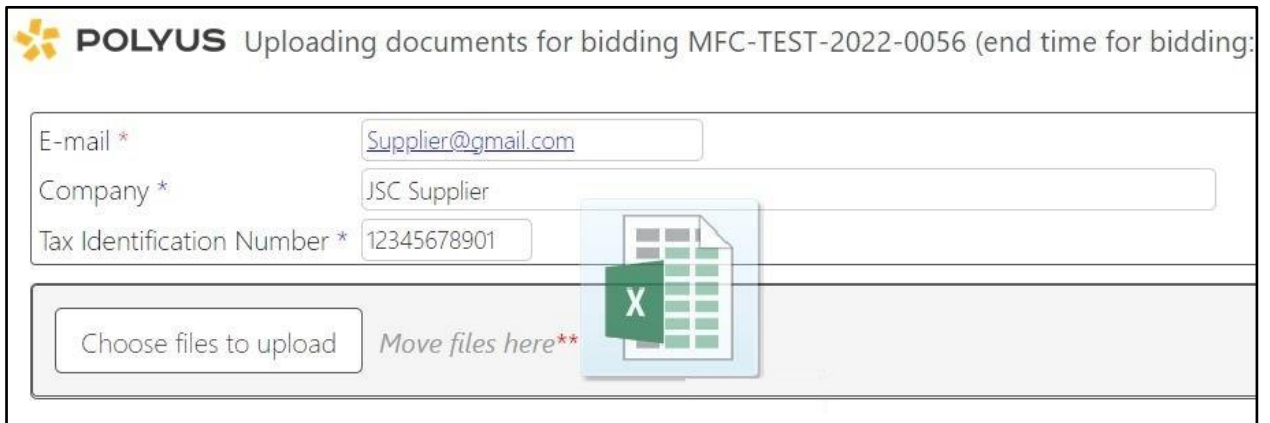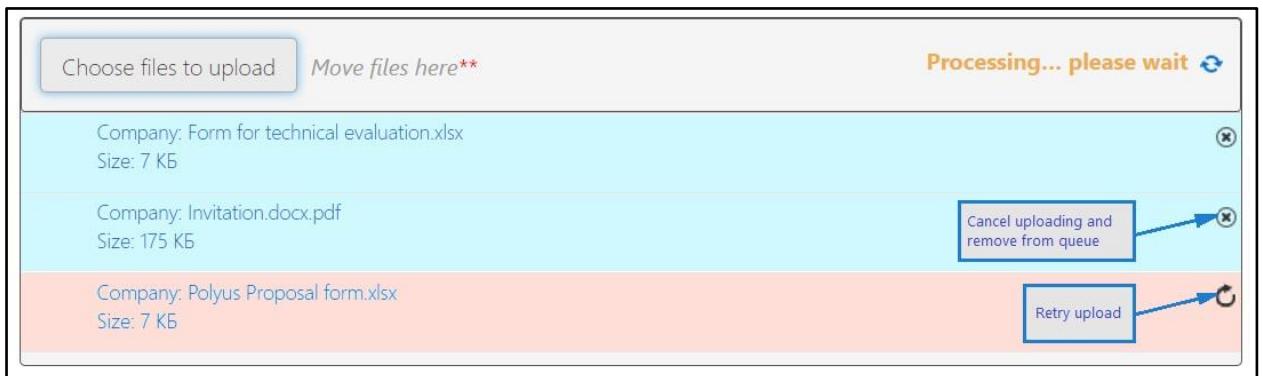
3.2 Drag-and-drop option

As in the previous option, you can upload files one by one or all together. To upload all files, select them from your operating system's file browser (e.g., Windows Explorer), then drag and drop them into the *Move files here* red box, as shown in the screenshot below.
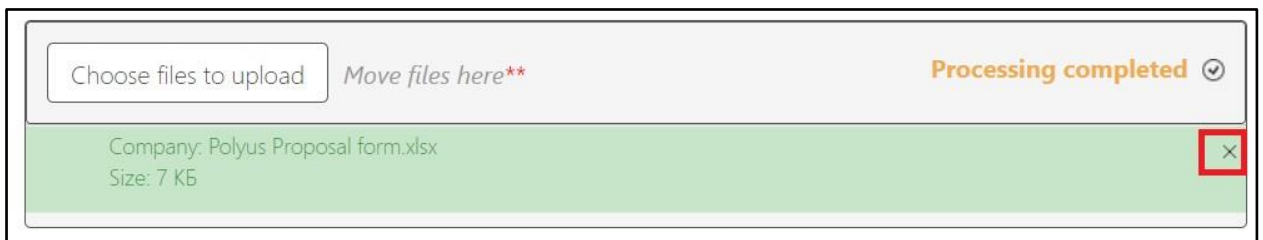

Once the files are there, the process for uploading them to a temporary server container will begin. This and other accompanying processes are described in the previous section. To upload new documents, repeat the steps described above.

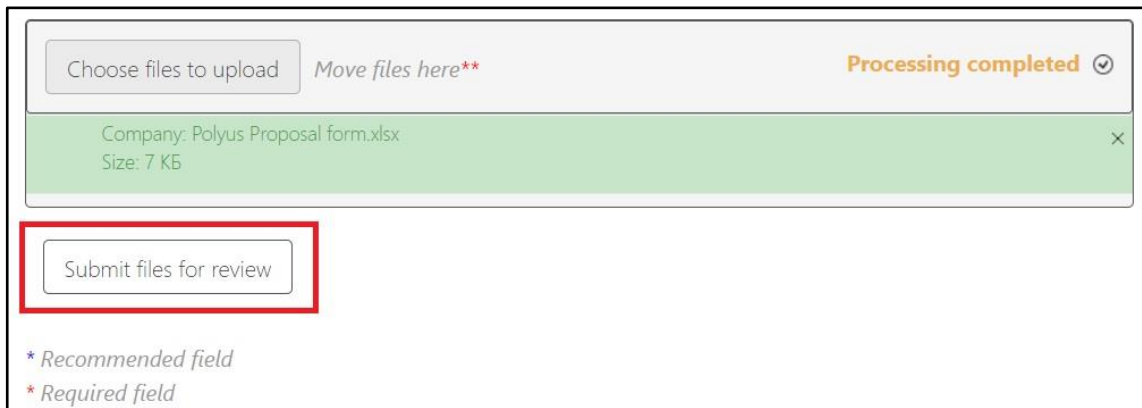## 3.3 How to delete files from the temporary file storage

If you upload some files by mistake, you can delete them from the temporary file storage. To delete files, click *"X"* to the right of the document.
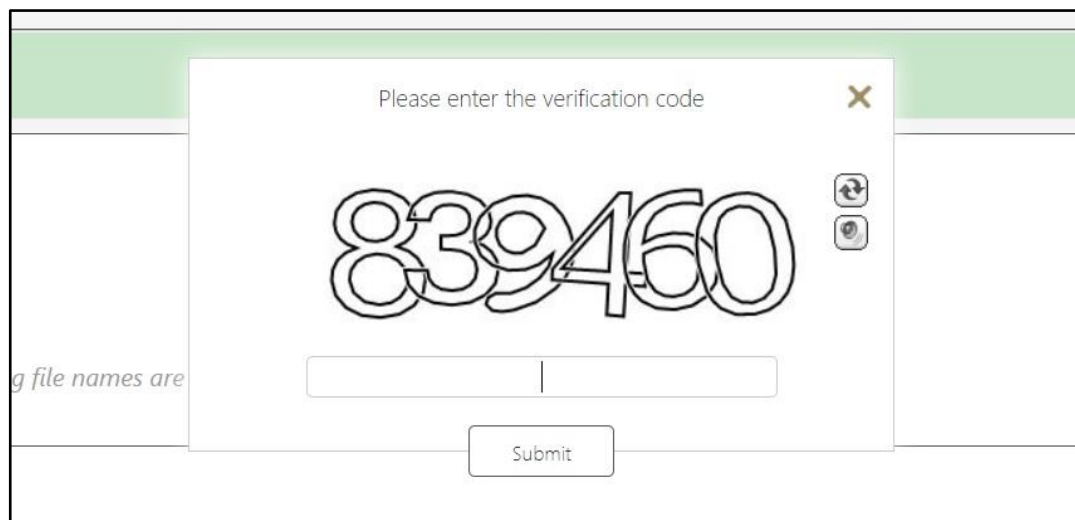
4 HOW TO SEND FILES

When all required documents have been uploaded to the temporary file storage and the stage status has changed to *Processing completed*, you can start submitting documents. To launch submission, click *Submit files for review*.

To prevent the automatic submission of documents, pass the simple CAPTCHA test. To confirm you want to submit the uploaded documents, enter the verification code from the image and click *Submit*.

If you pass the test, the process for saving the uploaded files to the main document storage will begin and you will see a *Please wait...* message confirming that the process is in progress.

When your documents have been successfully submitted, you will see a *Thank you!* message. At the same time, an automatic reply confirming the documents were received is sent to the email address specified in the company main details section. If you do not receive an automatic reply, let us know by emailing **crm_support@polyus.com** (please provide the procedure number, company name, Tax Identification Number, the email address you entered when submitting your proposal, and the date and approximate time you submitted the proposal).
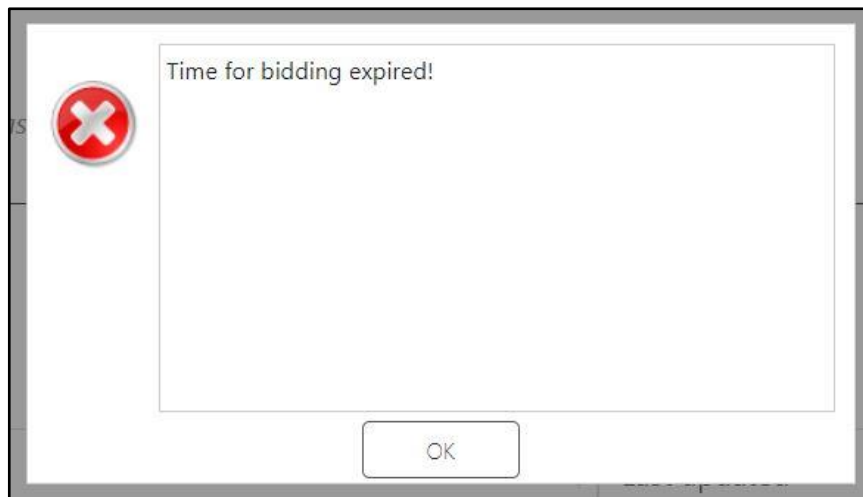

POSSIBLE ERRORS

1. If the email address is incorrect, i.e., it does not match the commonly accepted email address format, an error message will appear when you submit files for review. If this happens, you will not be able to submit documents, as a correct email address is required to receive a reply.
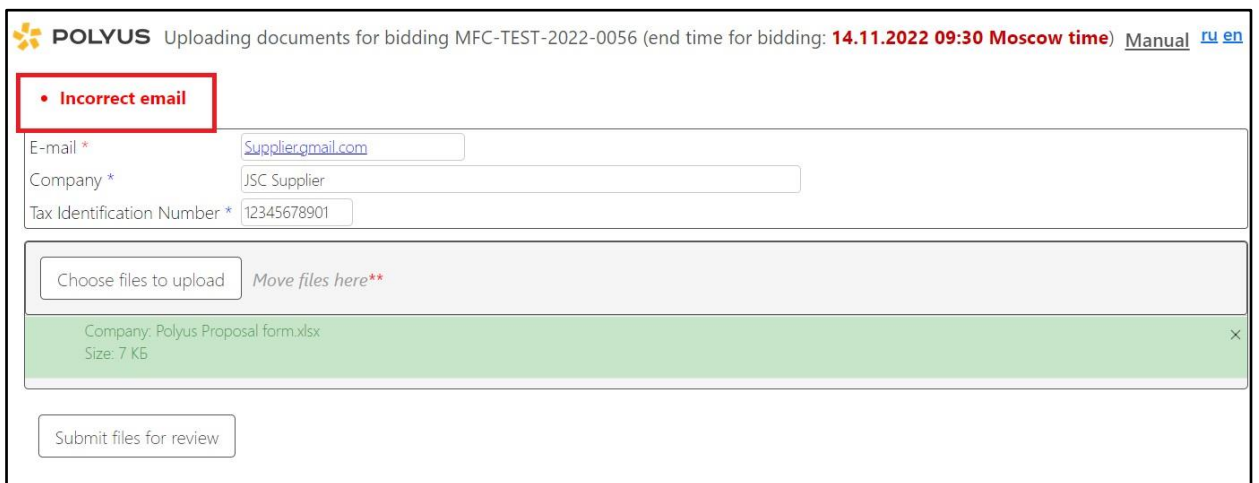

2. If at least one of the attached files exceeds the size limit (200 MB) or has an invalid extension, an error message will indicate which files are causing the problem. These files will be excluded, while the remaining files will start uploading to the temporary file storage in line with the standard upload algorithm.
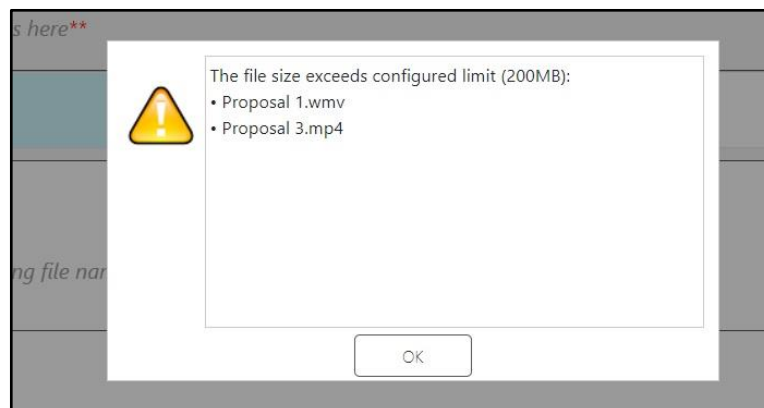
3. If you miss the proposal deadline, a corresponding message will appear. In this case, you cannot submit documents.

Time for bidding expired!

OK

4. If a procurer needs to modify the content of the procurement after the procedure has started, it can be withdrawn for amendment. This will trigger an error message, and it will be impossible to upload the proposal.

Bids cannot be accepted at this stage of bidding.

OK

Last updated
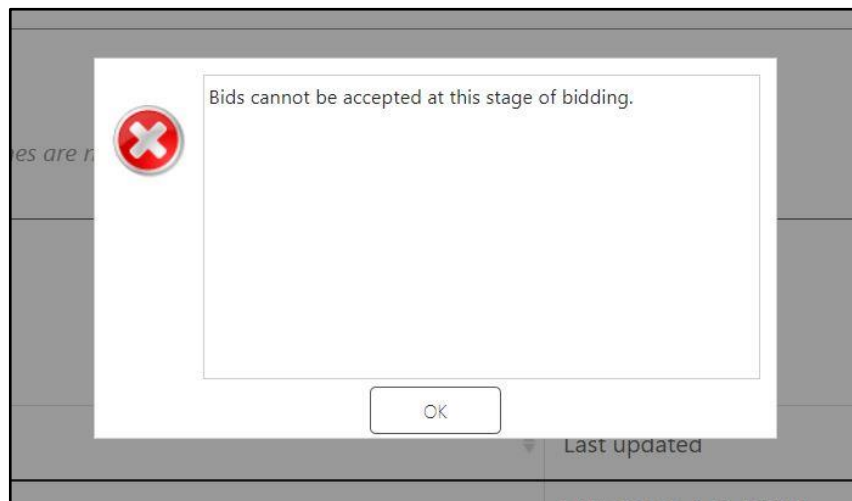
5. If an archive upload fails, upload unarchived files one by one.