e-Tender

Software As A Service

Bidder RFx User Guide

Desk Instructions

Table of Contents

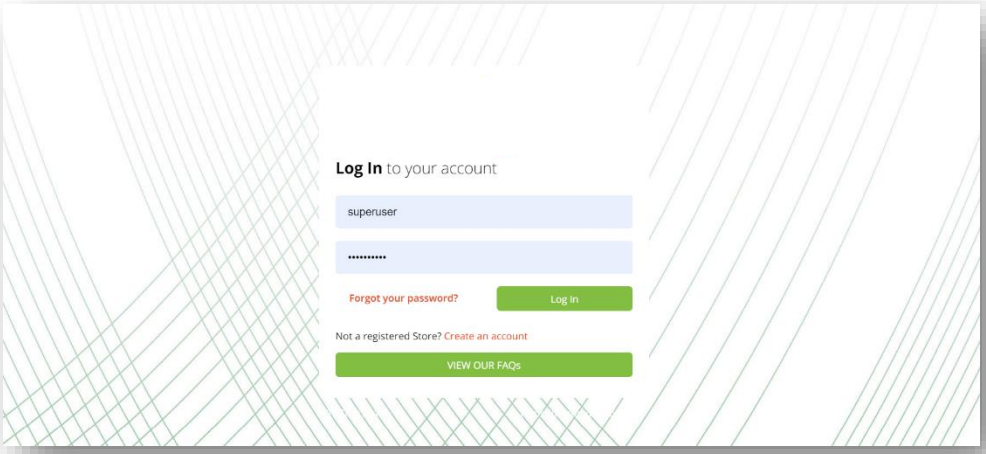
1. Registering on *E-Tender* 3
2. Updating Company Details 8
3. Selecting Company Preferences 11
4. Changing your Password 13
5. Using the Message Portal 15
6. Submitting Queries regarding Live Tenders 16
7. Participating in a Tender 19
8. Accessing/Editing Updated Tenders 28
9. Editing your Bid Submission 31
10. Viewing Awarded Tenders 34
11. Key Things to Note 37

1. Registering on *E-Tender*

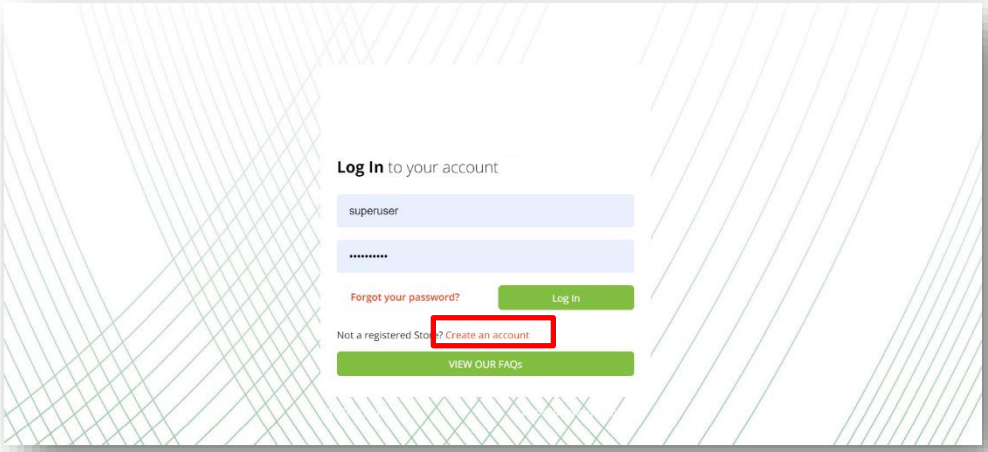
Registering on E-Tender is quick and easy!

To begin logging on using the E-Tender portal link, type in the company's website address in your preferred browser.

The following page will appear on your screen:

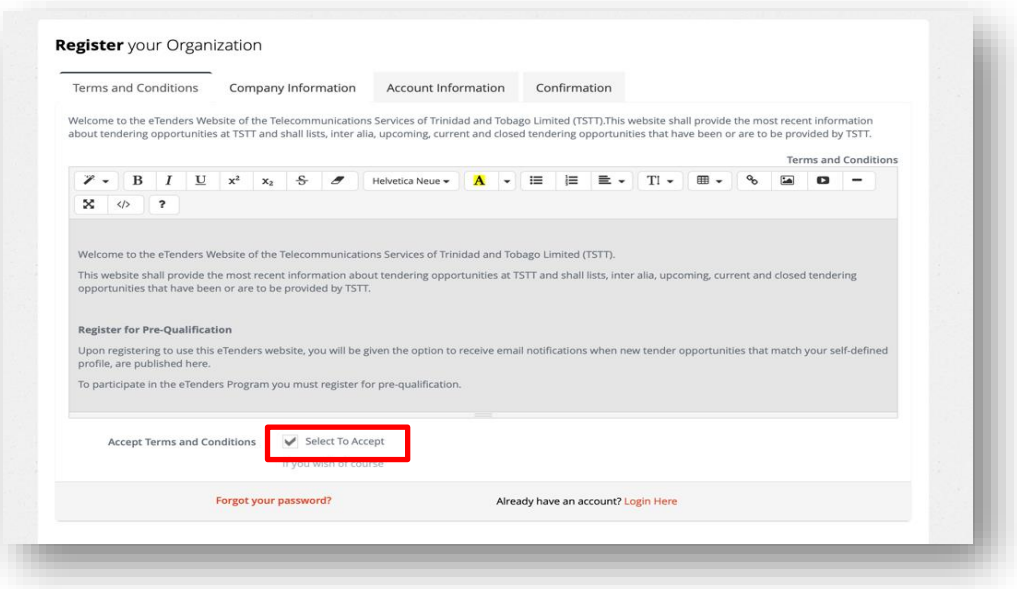


Select, **'Create an account'** as shown below:



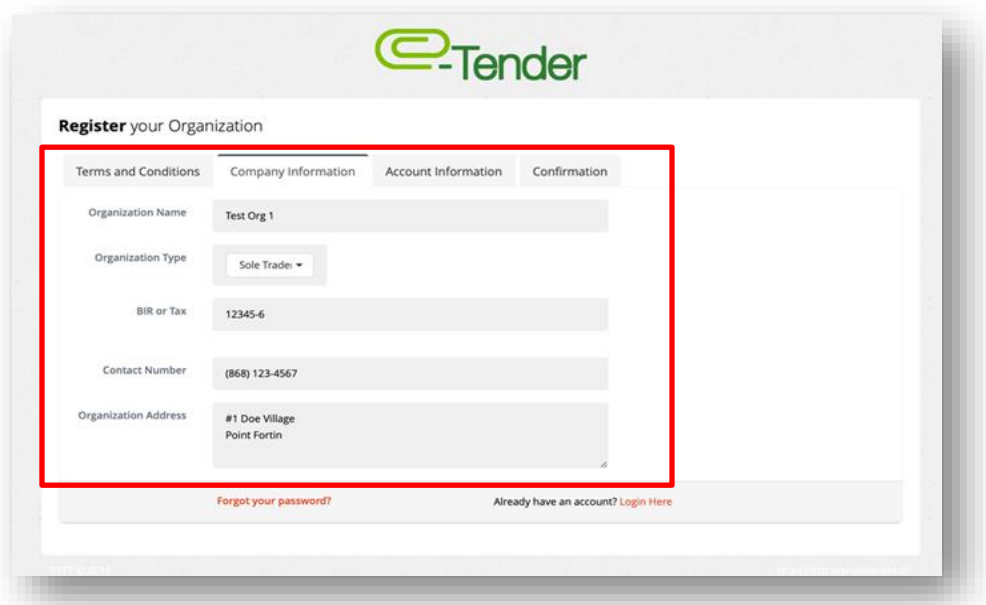
You will be directed to the **'Register your Organization'** page.

On this page, ensure that you read thoroughly the website's Terms and Conditions. Upon completion, click **'Select to Accept'**. You will not be allowed to continue registering if you do not accept the website's Terms and Conditions:

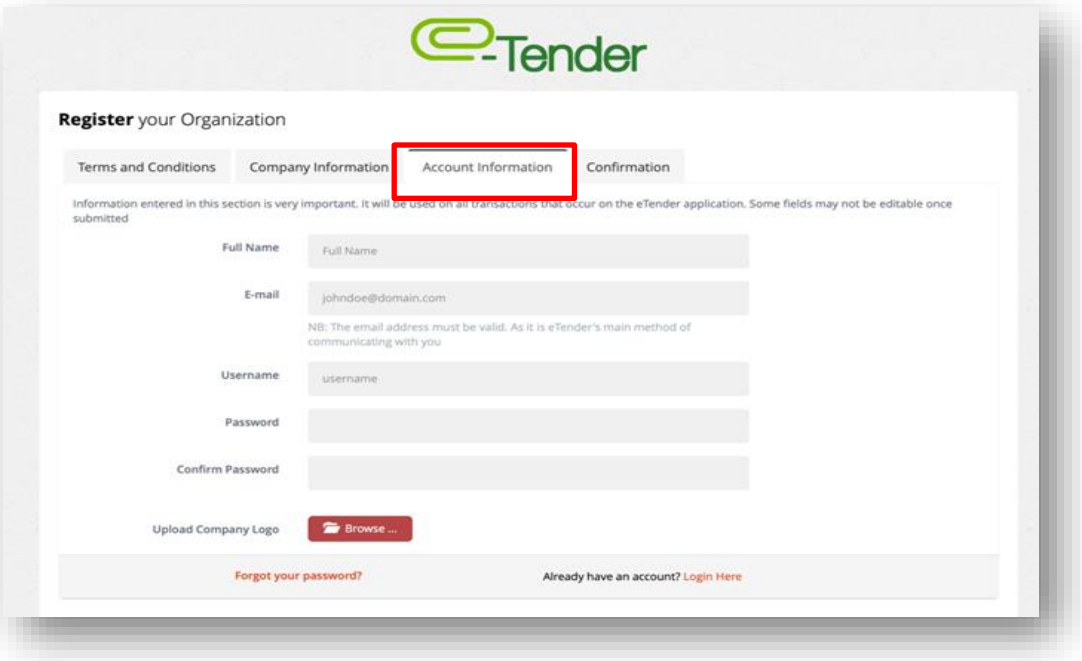


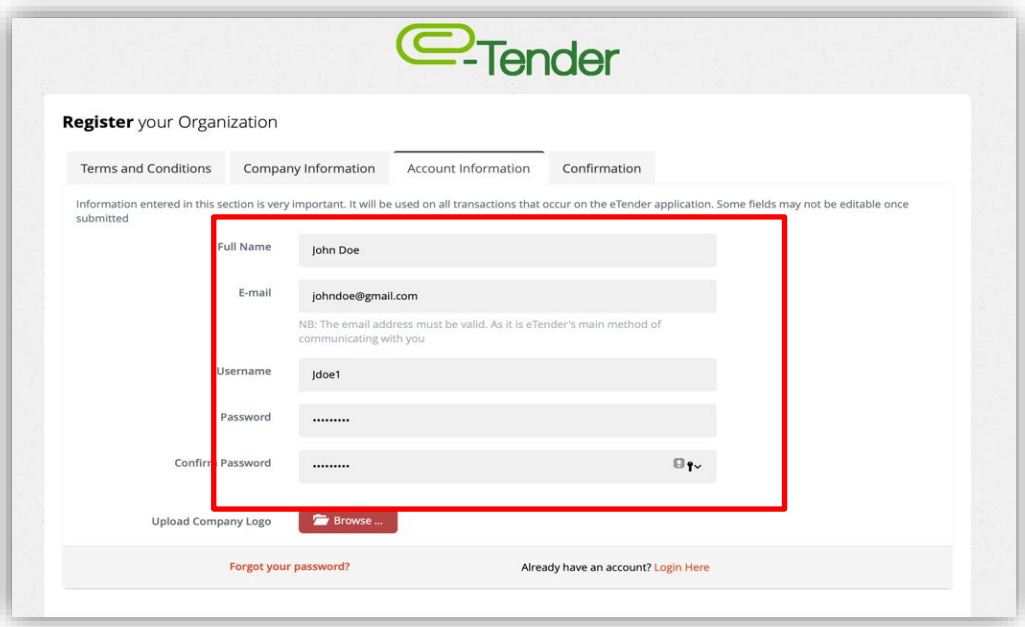
After accepting the Terms and Conditions, you will be directed to the **'Company Information'** tab on your screen.

Here, you will be required to input basic company information in the blank fields provided as shown below:



Once you have finished inputting your basic company data on this screen, select the **'Account Information'** tab, to begin entering your User account information as shown below:

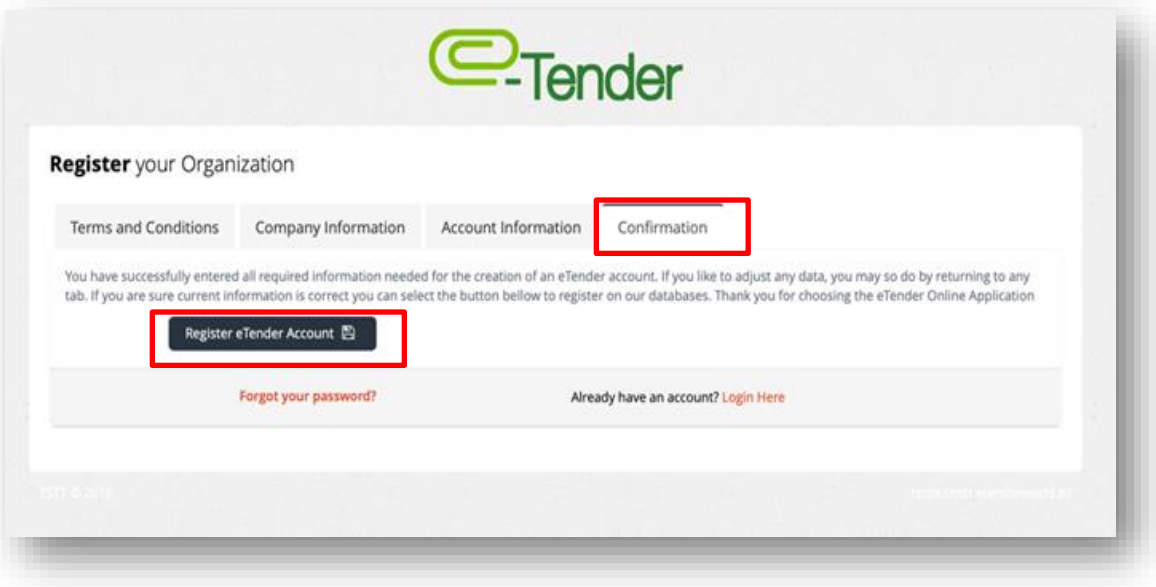




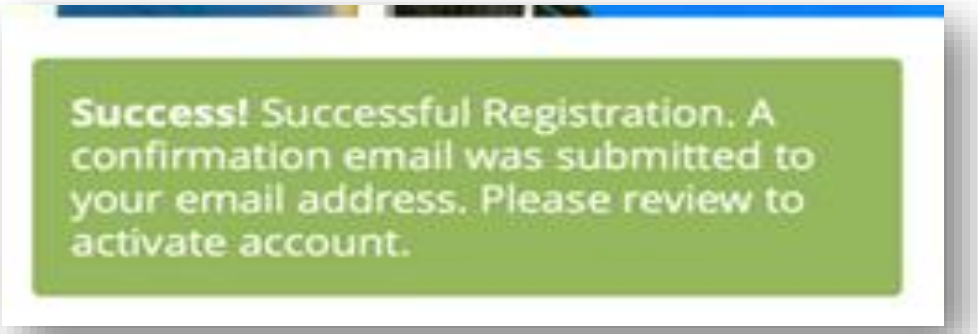
Please note that the Username and Password you enter in this section is case sensitive and will be required to authenticate your account after registration for future entry into the system.

It is imperative that you secure this information so that no one else can have access to your account. Also, when creating your Username, you are **not to include special characters** and you are to be mindful of including extra spaces or creating hyphenated usernames.

Once you are comfortable with the information submitted in the **'Account Information'** section, proceed to the **'Confirmation'** tab. Here, select, **'Register E-Tender Account'** to complete the process.



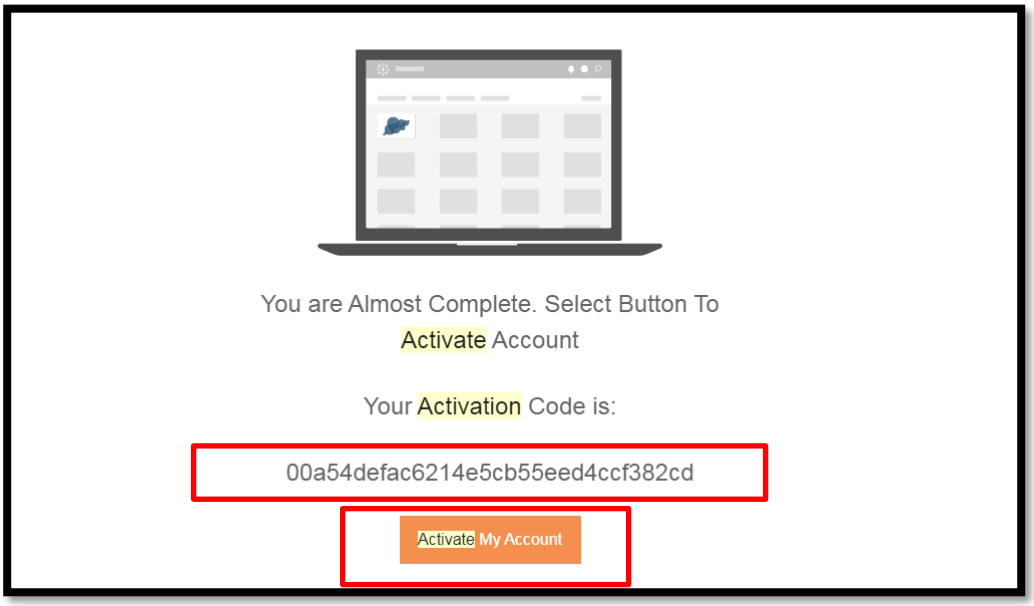
Once your registration is successful, you will receive the following confirmation:



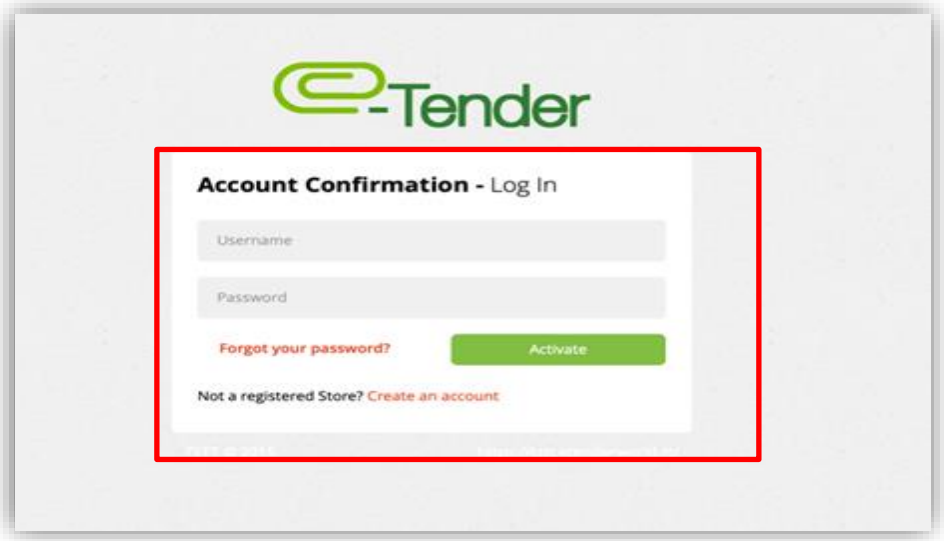
Proceed to your email account and verify that you have received the confirmation email. This step is important because if you do not activate your newly created E-Tender account, you will not be

able to access E-Tender. Be sure to check your 'Junk Mail' and 'Spam' folders if you have not received your email.

When you get the email, select, copy the activation code and select **'Activate Account'**:



You will be directed to a screen prompting you to enter your activation code. Once it is entered correctly, you will be prompted to log in using the credentials you entered when creating the account.



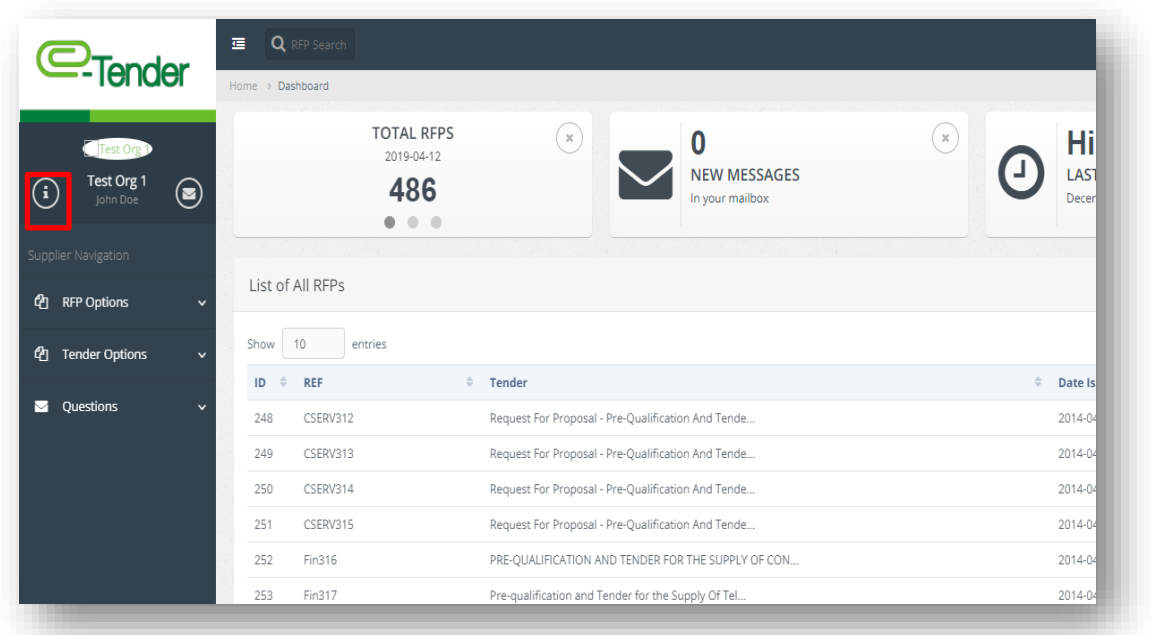
Congratulations! You are now registered to conduct business on ***E-Tender*!**

2. Updating Company Details

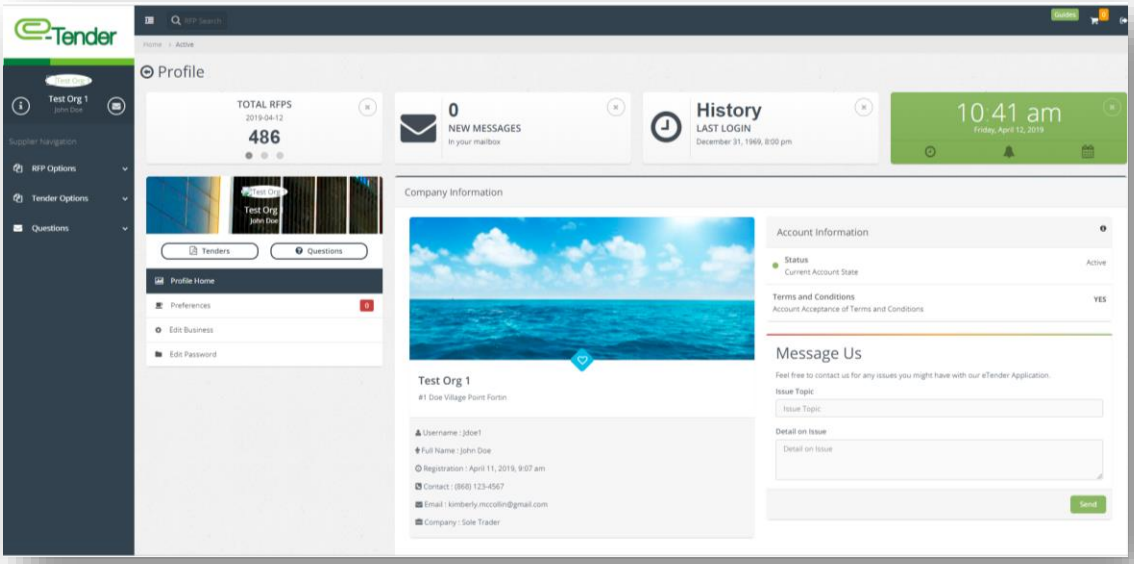
At some point, you may need to update your company's business details on *E-Tender*. These details may include:

- Full Name
- Company Name
- Contact Information
- Company Address
- Company Logo

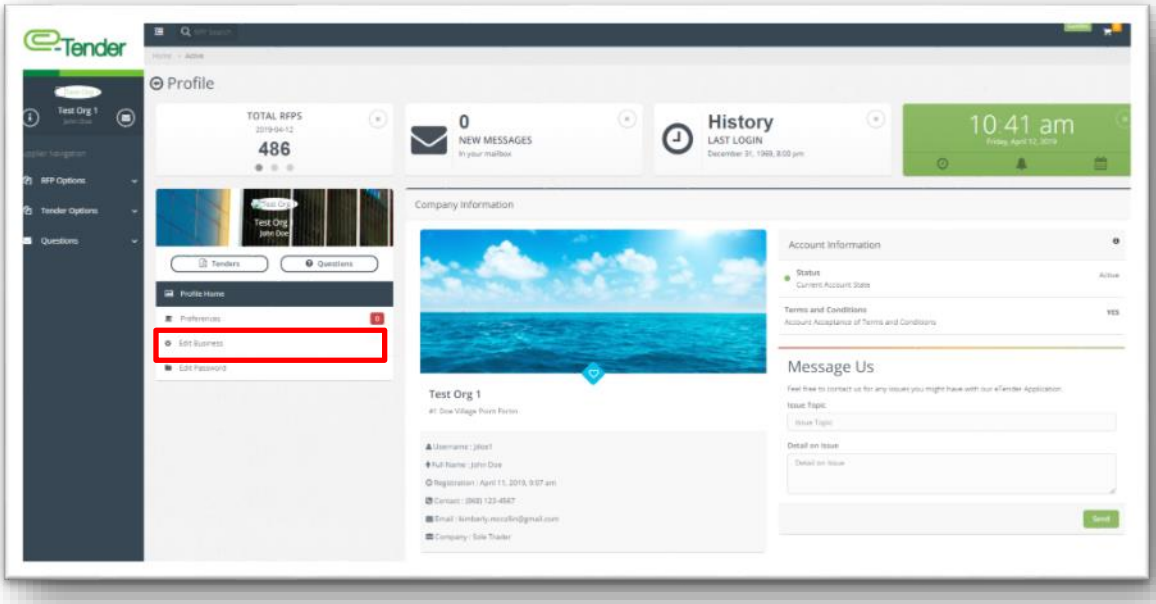
To begin editing/updating these details, select as shown below:



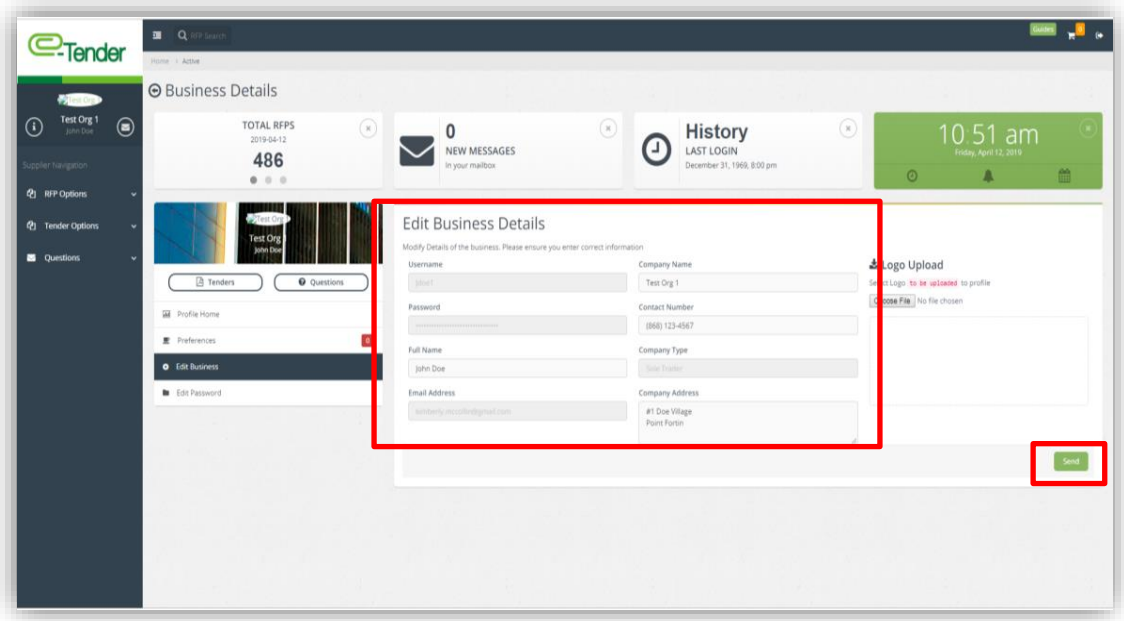
You will be directed to the following screen:



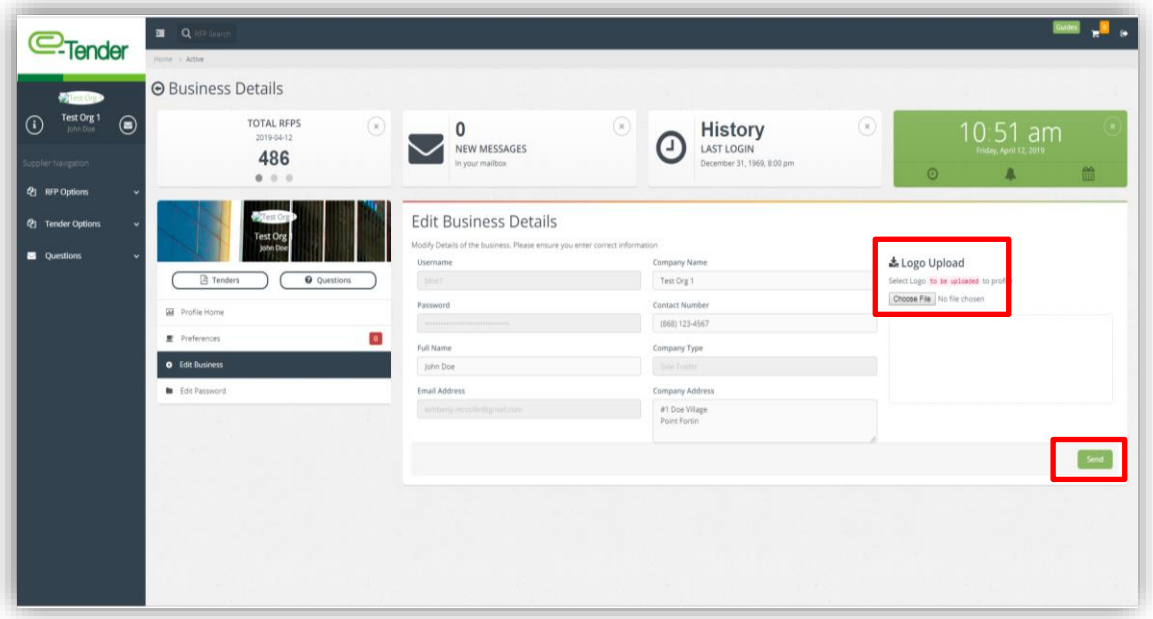
Select, **'Edit Business'** to begin the process of editing your company details:



You will be directed to the page shown below. Proceed to enter your updated company details. When you are finished, select **'Send'**:



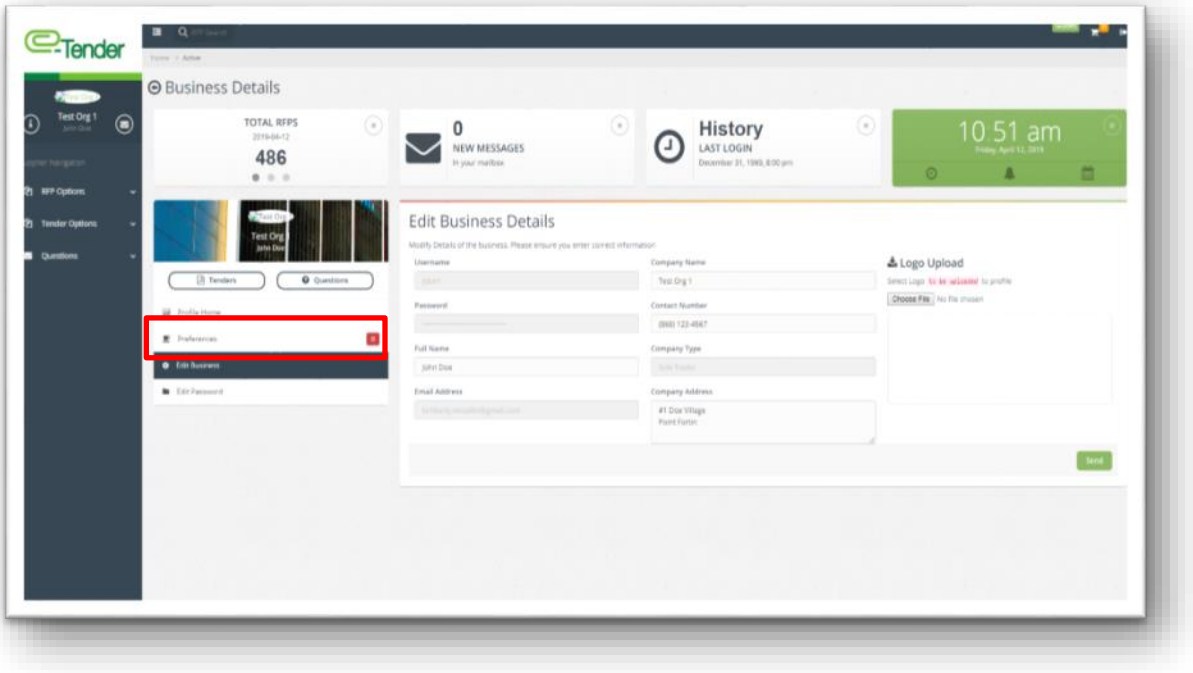
You can also upload and update your Company logo on this page as well. On the same page entitled **'Business Details',** upload and update your logo by selecting **'Choose File'**. When you are finished, select, **'Send'**:



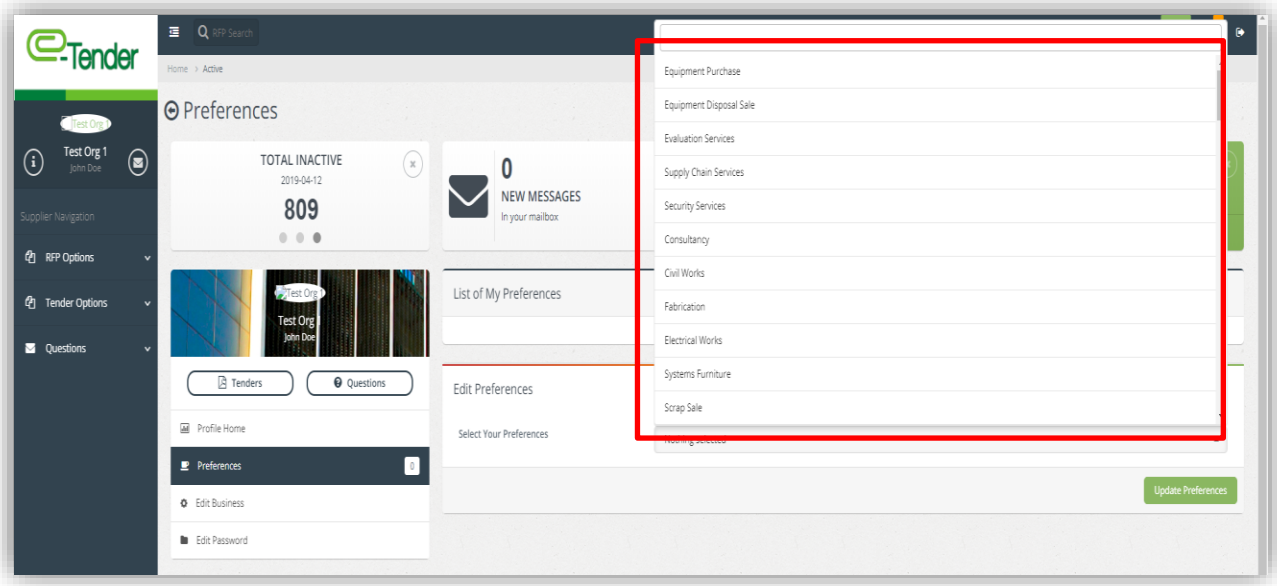
3. Selecting Company Preferences

Selecting Preferences are an important step in completing your Company profile.

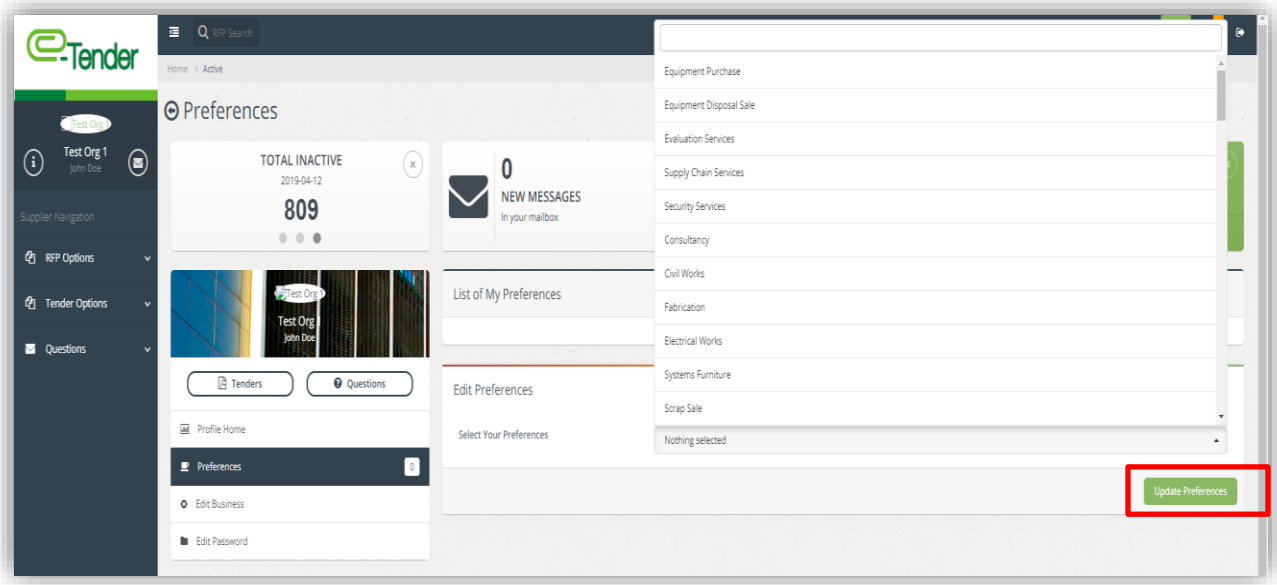
Preferences are general categories of work of interest to your Company. In order to receive email notifications of public tenders on these preferences, select, **'Preferences'** on the **'Business Details'** screen as shown below:



You will be directed to the screen shown below. Select the drop down arrow and all available preferences will appear. Feel free to select multiple preferences of goods and/or services that your Company may be interested in and would like to receive notifications for.

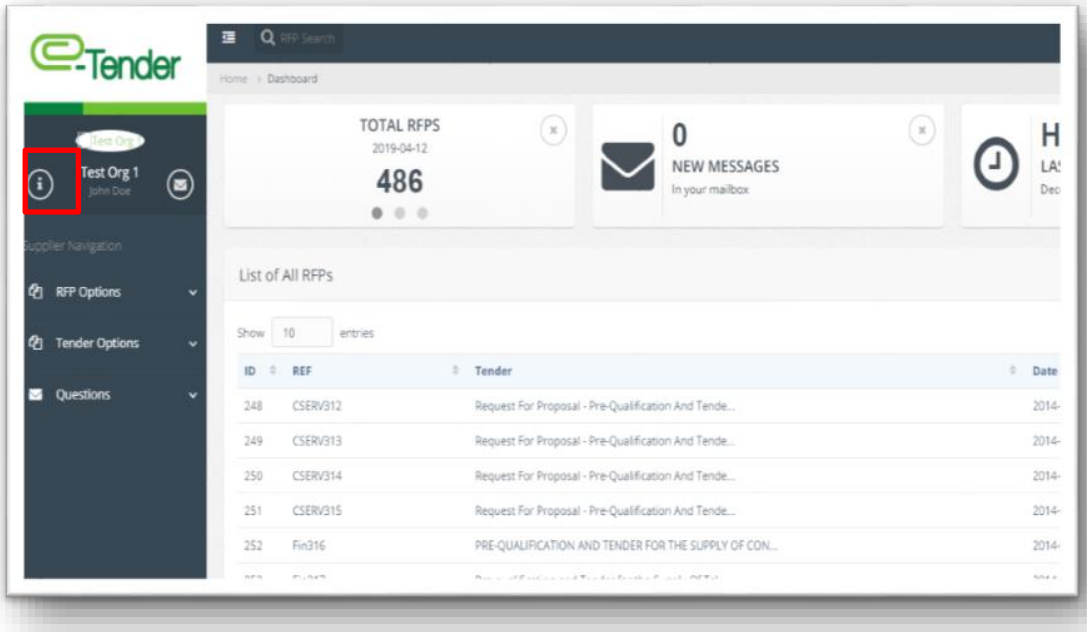


When you are finished selecting your preferences, select, **'Update Preferences'** as shown below:

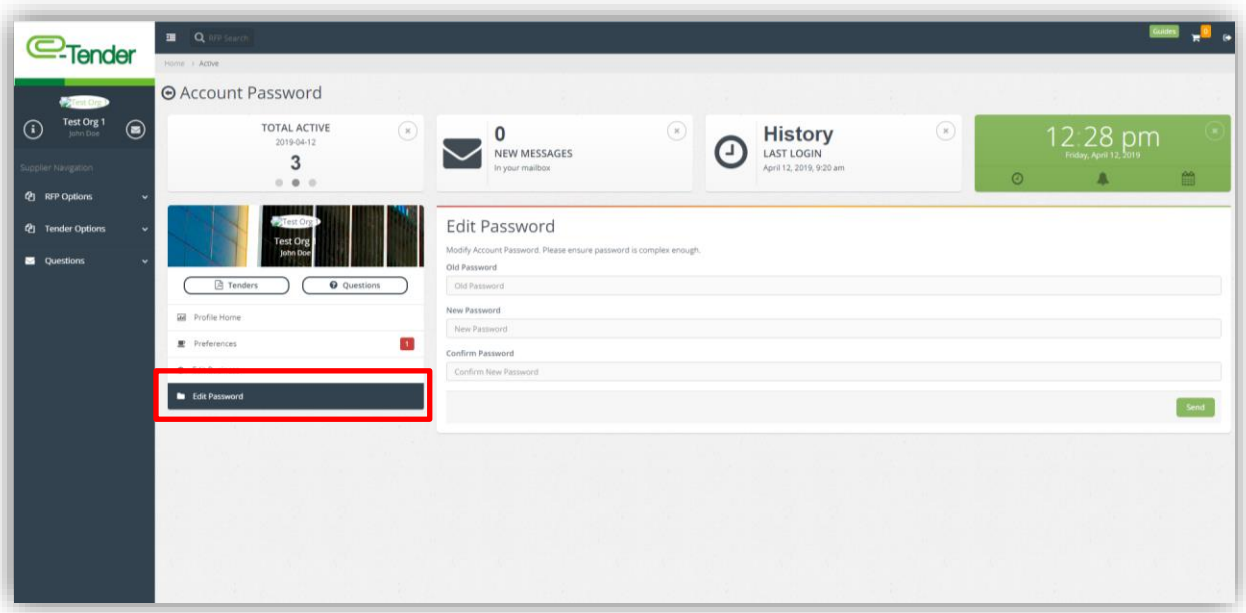


4. Changing your Password

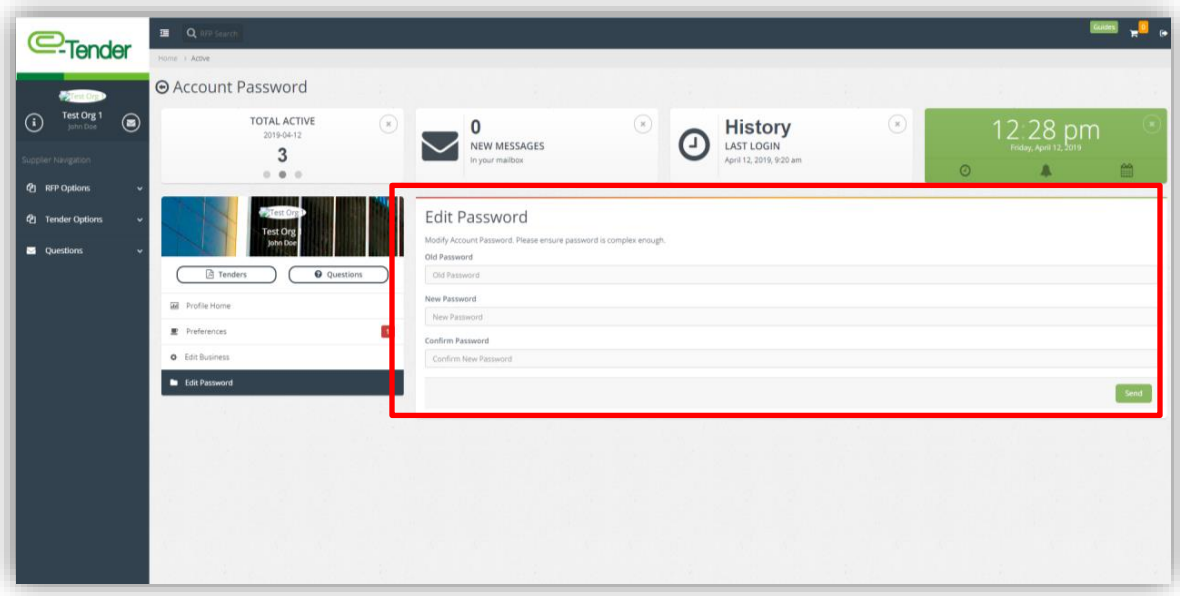
At some point, you may need to update your password details on E-Tender. To do this, select as shown below:



Select, **'Edit Password'**:



Enter your old password and your updated password details in the fields as shown below. Upon completion, select **'Send'**.

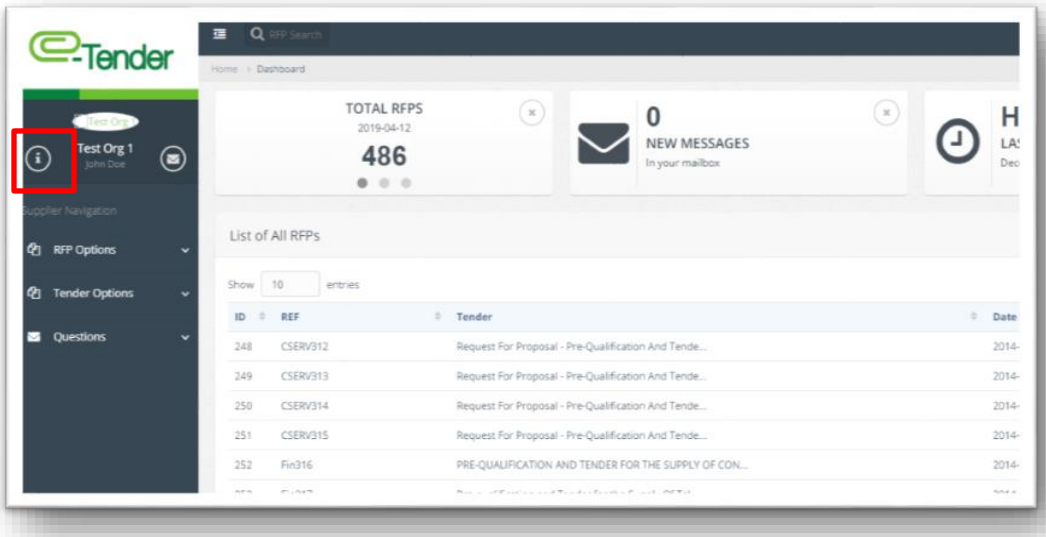


It is important that you remember your new password and that it is case sensitive. Failure to remember your new password will result in your inability to successfully access to *E-Tender*.

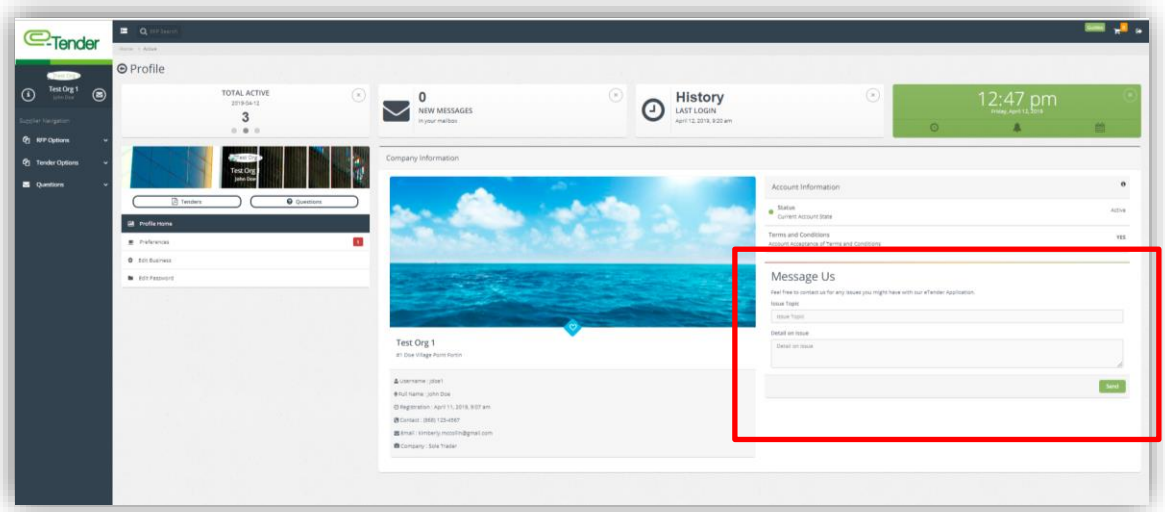
5. Using the Message Portal

If there are any queries or concerns regarding the use of ***E-Tender***, there is a message portal available for your use.

To send a message via the message portal, select as shown below:



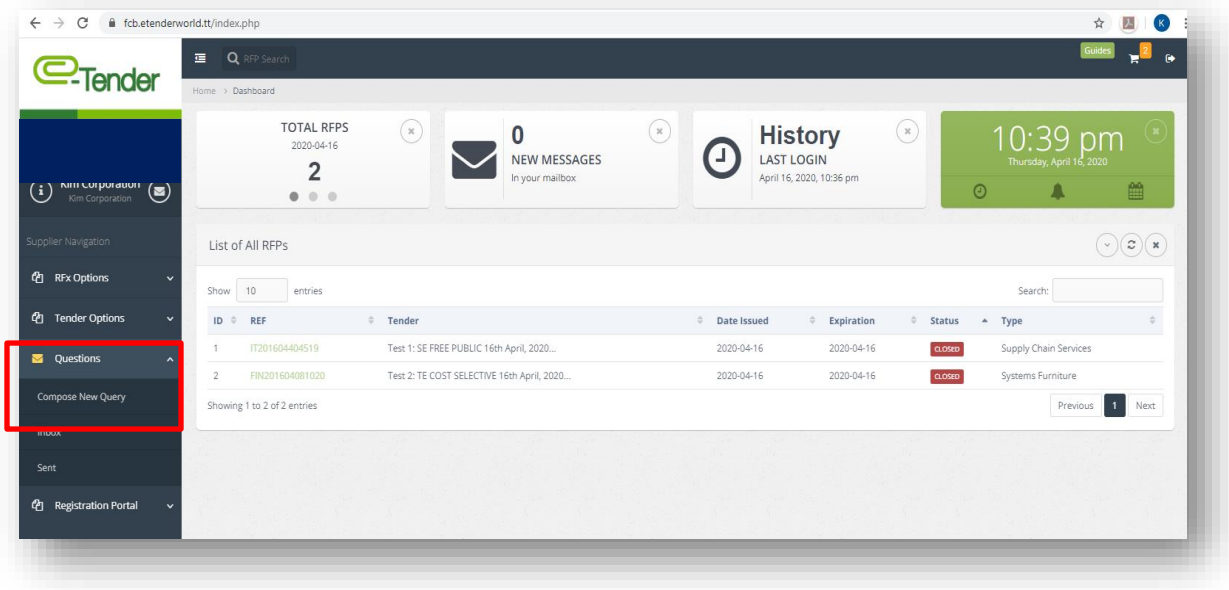
You will be directed to the **'Profile'** page as shown below. Use the available fields under **'Message Us'** to write and submit your message. When you are finished entering your query/question, select **'Send':**



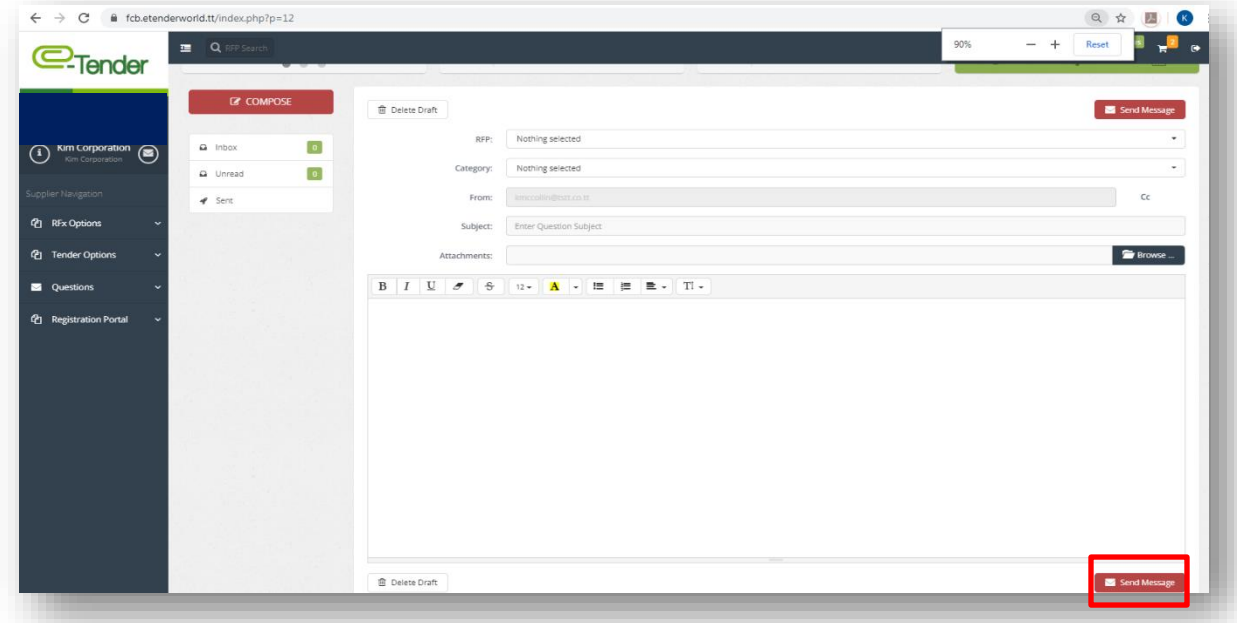
6. Submitting Queries regarding Live Tenders

If there are any queries or concerns regarding a live/open tender on ***e-Tender***, there is a message portal available for this purpose.

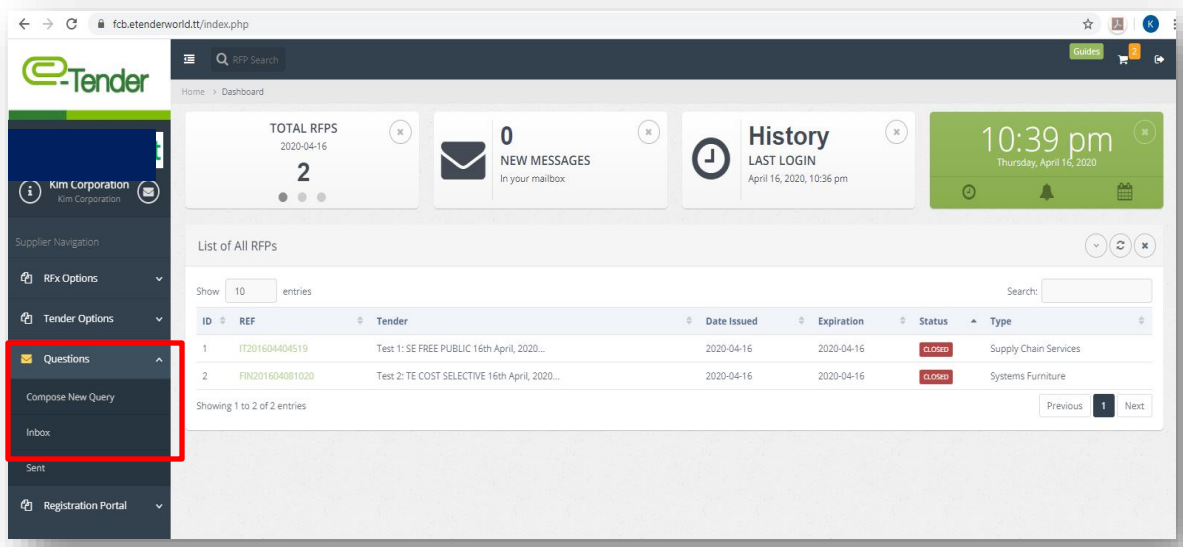
To submit a query regarding a live tender, select **'Questions'** and select **'Compose New Query'** as shown below:



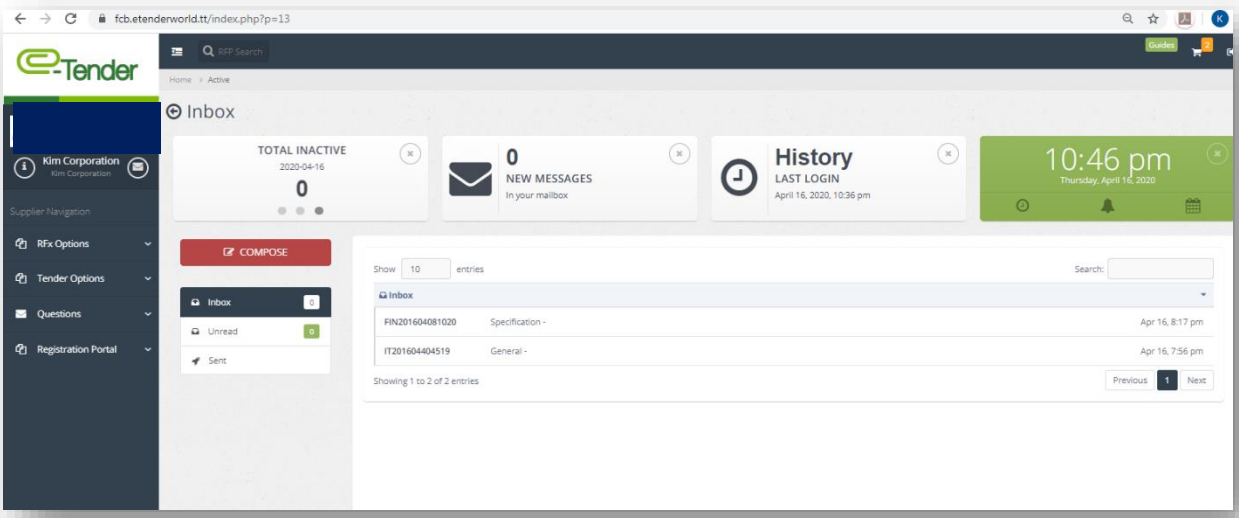
The following page will appear. Proceed to fill out the respective fields and once complete, select **'Send Message'** as shown below:



To view responses to queries submitted after being notified via email, select **'Questions'** and select **'Inbox'** as shown below:

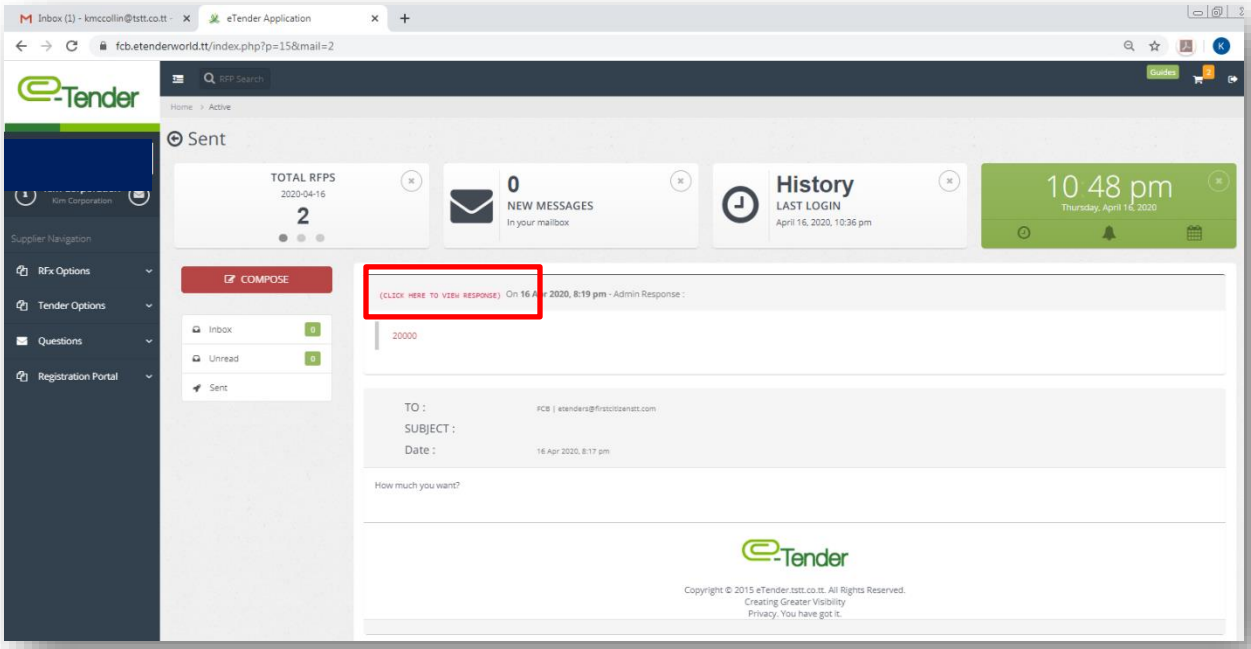


You will be directed to the following page:

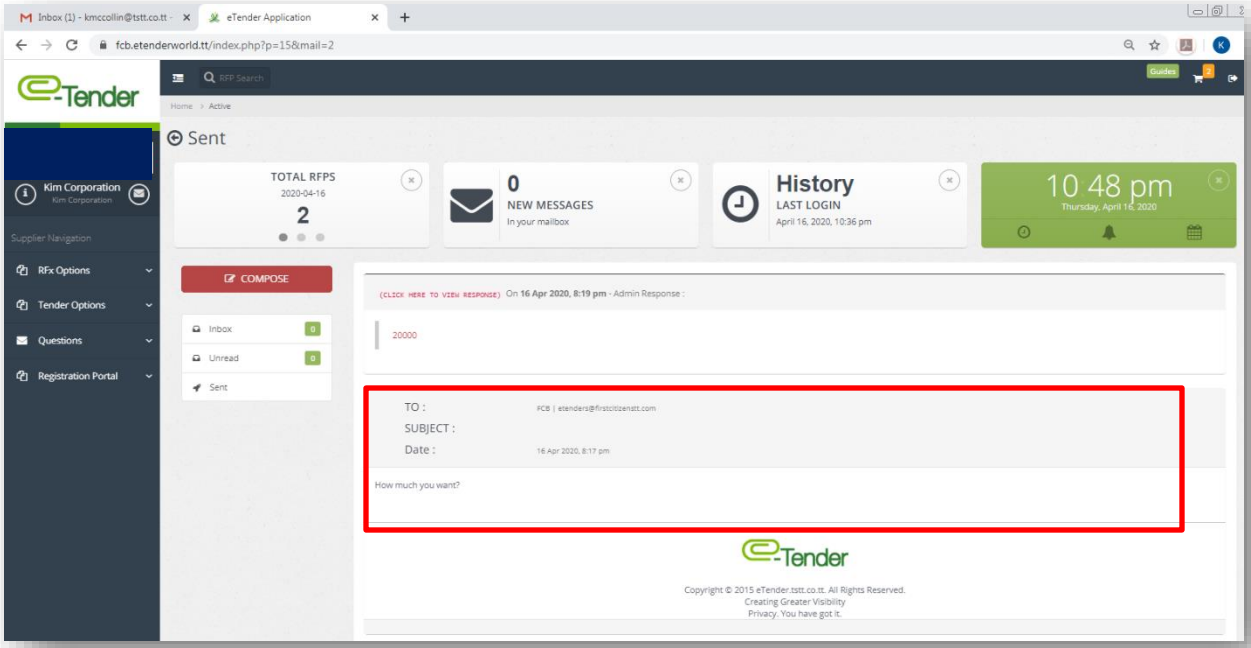


Select the response to the respective tender you would like to view and then select **'Click Here To View Admin Response'** as shown blow:

:

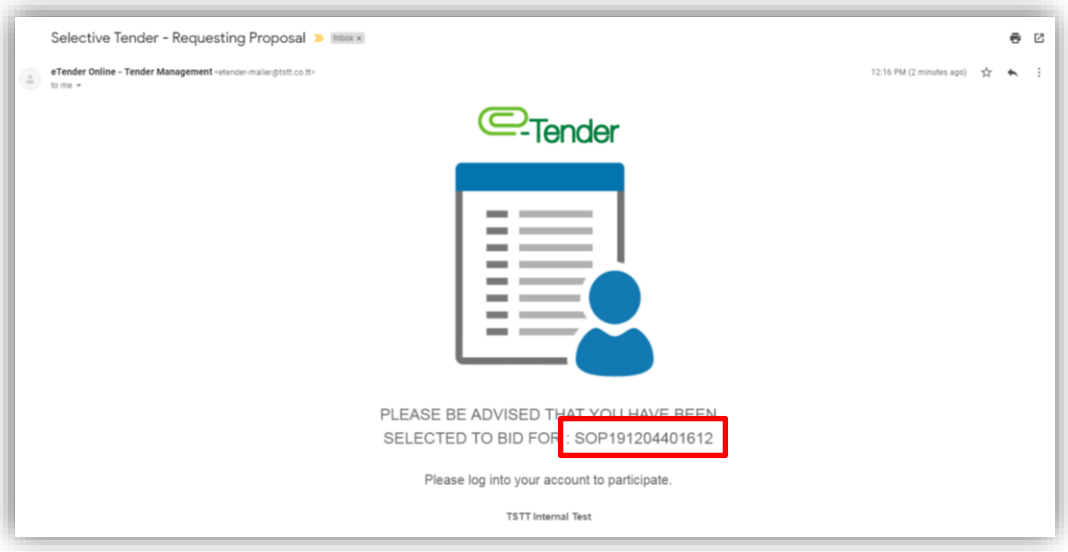


Please not that below you will be able to see the original query posted:

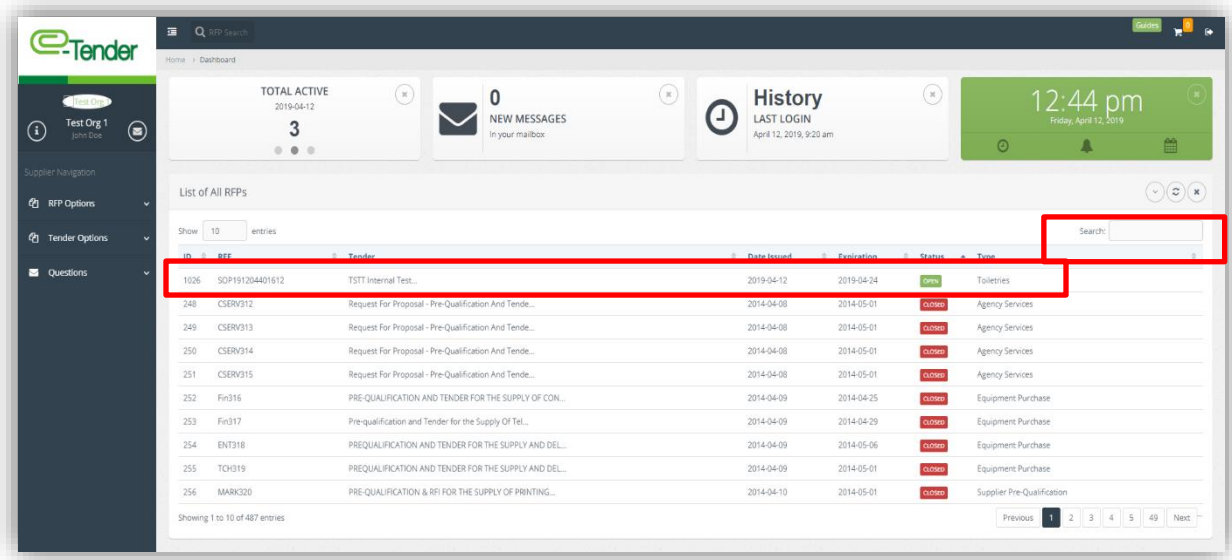


7. Participating in a Tender

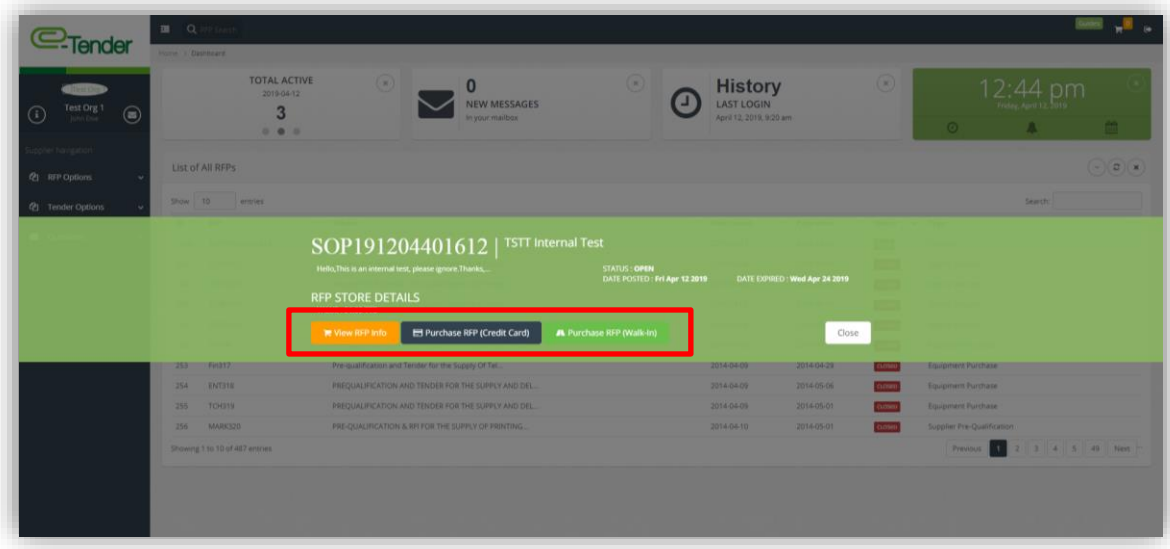
You will receive an email notifying you that you have been selected to submit a bid for a specific tender, or when a tender within your prefered good of service catagory is posted. The email will look like the one below. Use the unique Ref# to find the tender in *E-Tender* and to begin the bid submission process:



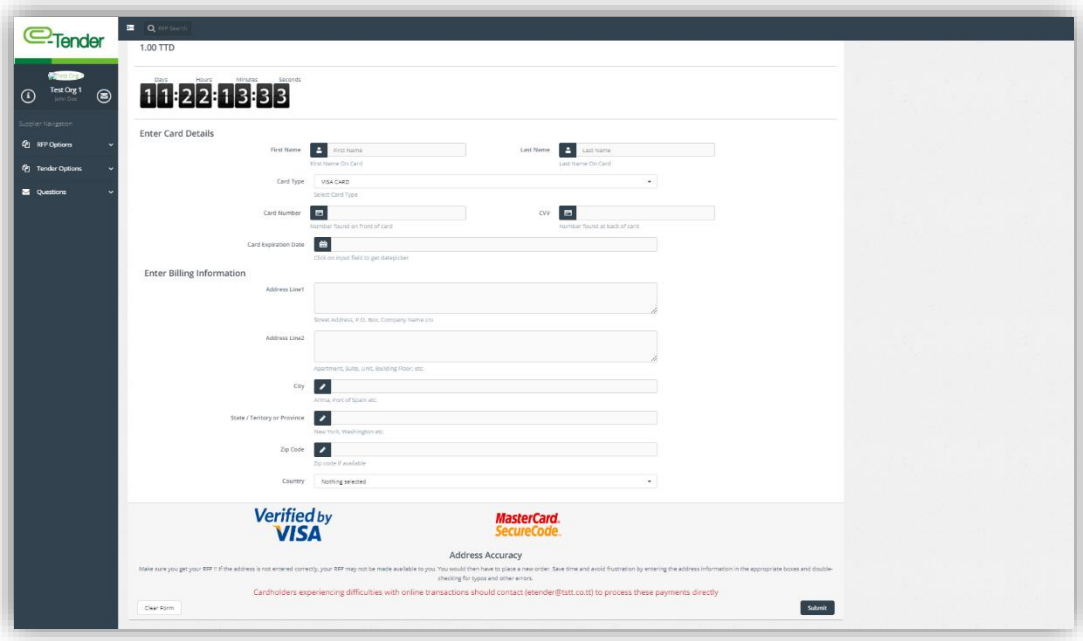
When you have successfully logged on to *E-Tender*, all tenders, both open and closed will be posted on your home screen. If not, feel free to search for the tender using the search box as shown below:



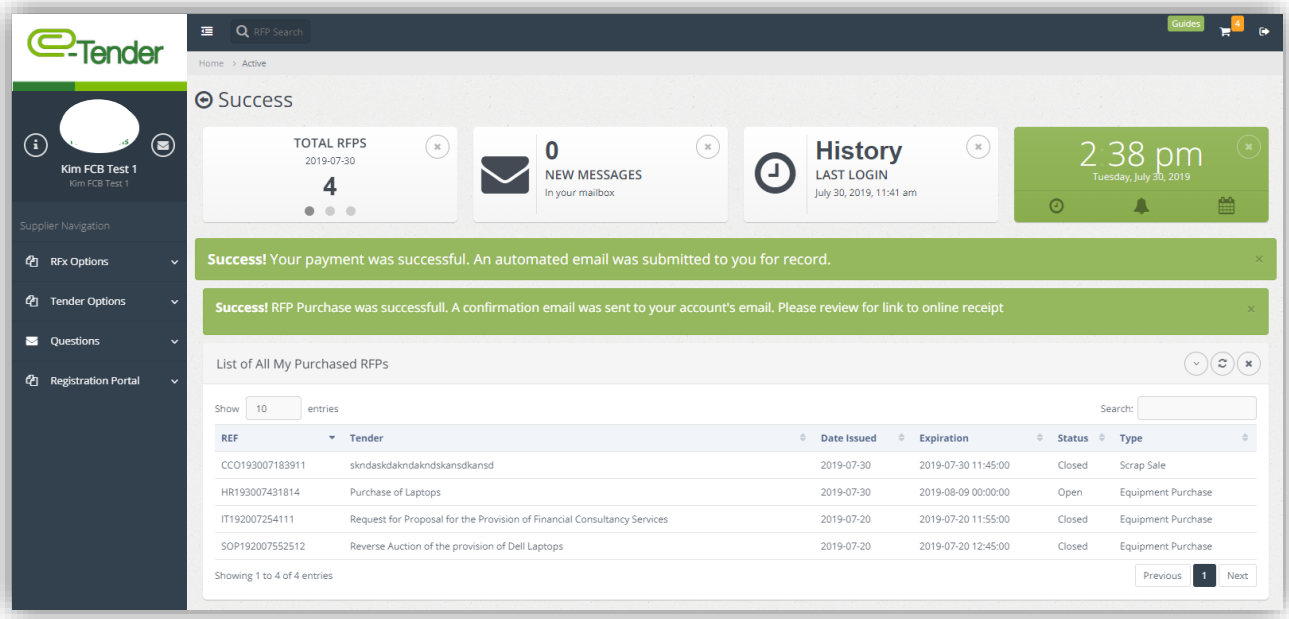
When you have located/selected the tender for which you have been invited or wish to participate in, select it. You will see a screen as shown below. This screen gives you preliminary information on the tender. To view additional details about the tender, select **'View RFP info'**. If there is a cost to purchase the tender, it will be displayed here and you would be required to purchase the tender in order to have access to any additional information/the tender package:



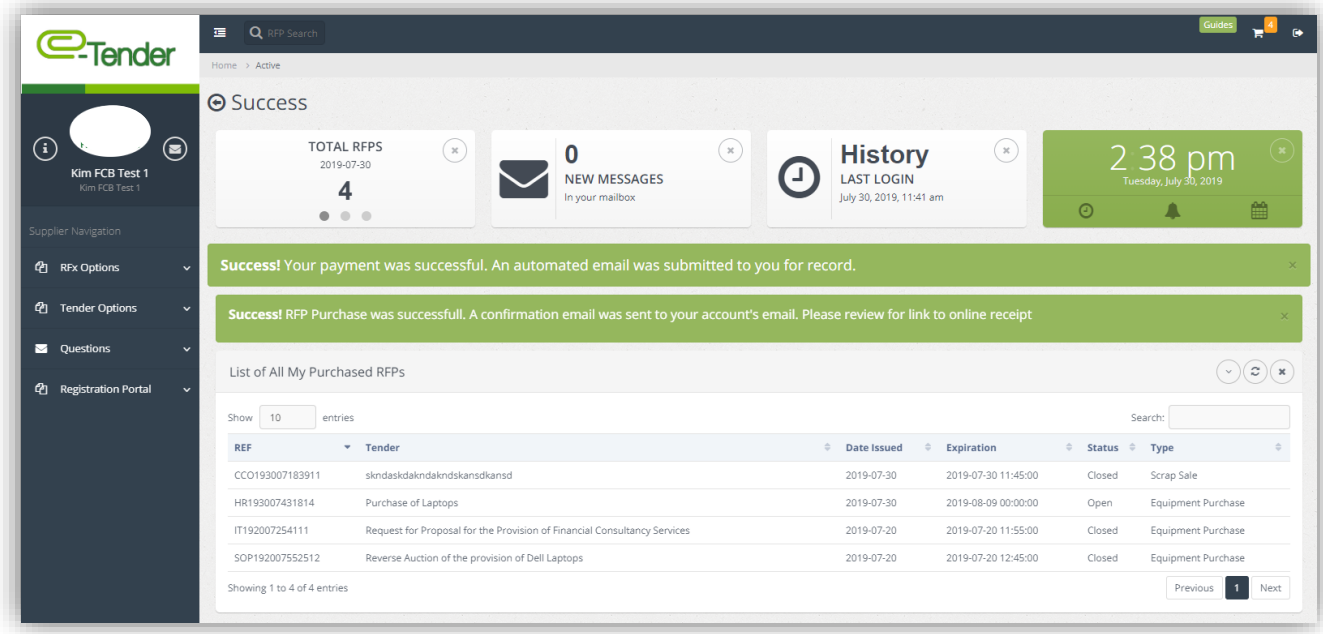
To begin, if there is a cost, you must select **'Purchase RFP (Credit Card)'**. If there is no cost, select **'FREE (Select to Own)'.** If you have to purchase this tender, the following screen will appear which will prompt you to enter your credit card details:



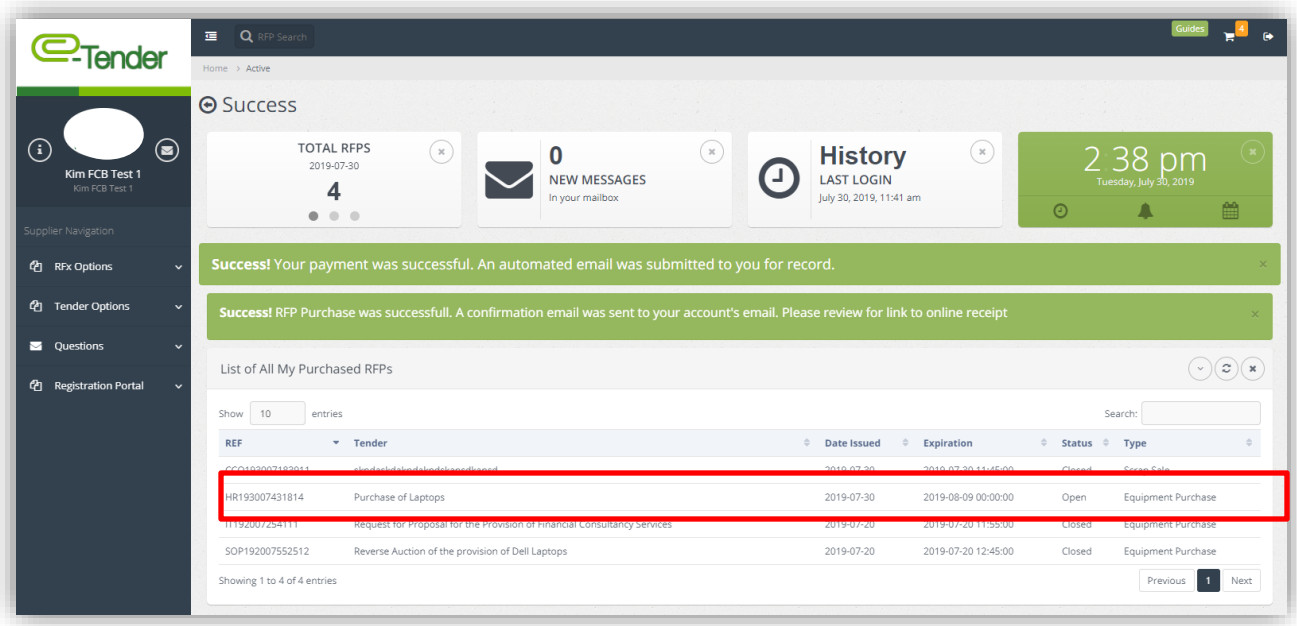
Once your credit card payment is successful, you will be directed to the following page:



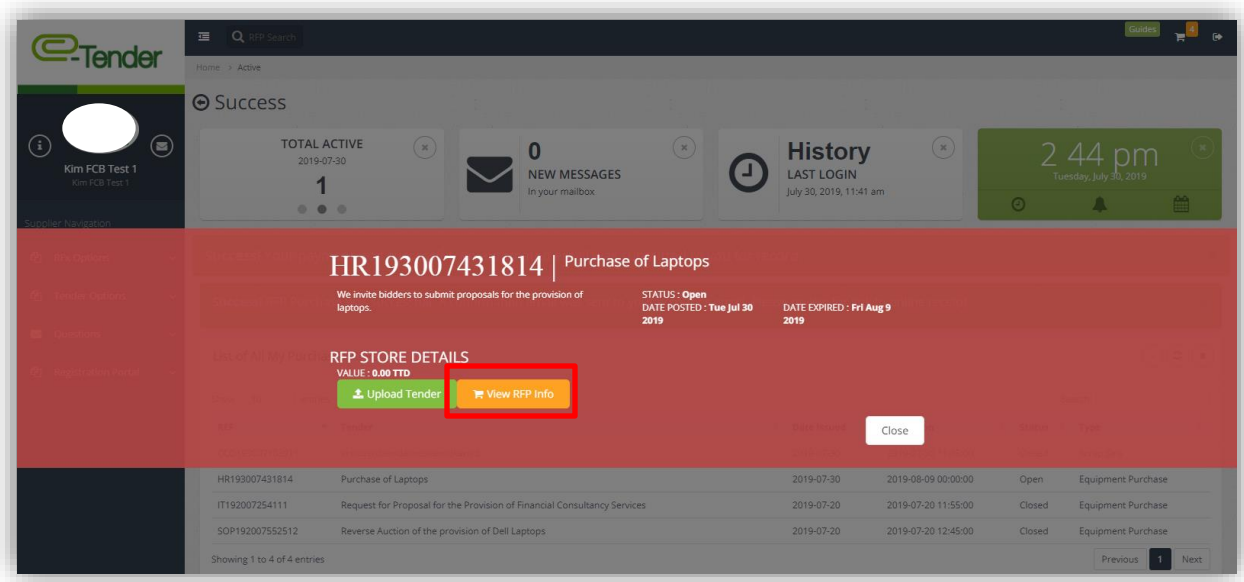
If there is no cost attached to the tender, and you select **'FREE (Select To Own)'** you will be directed to the following page as well:



On this page, select the specific tender for which you are applying:

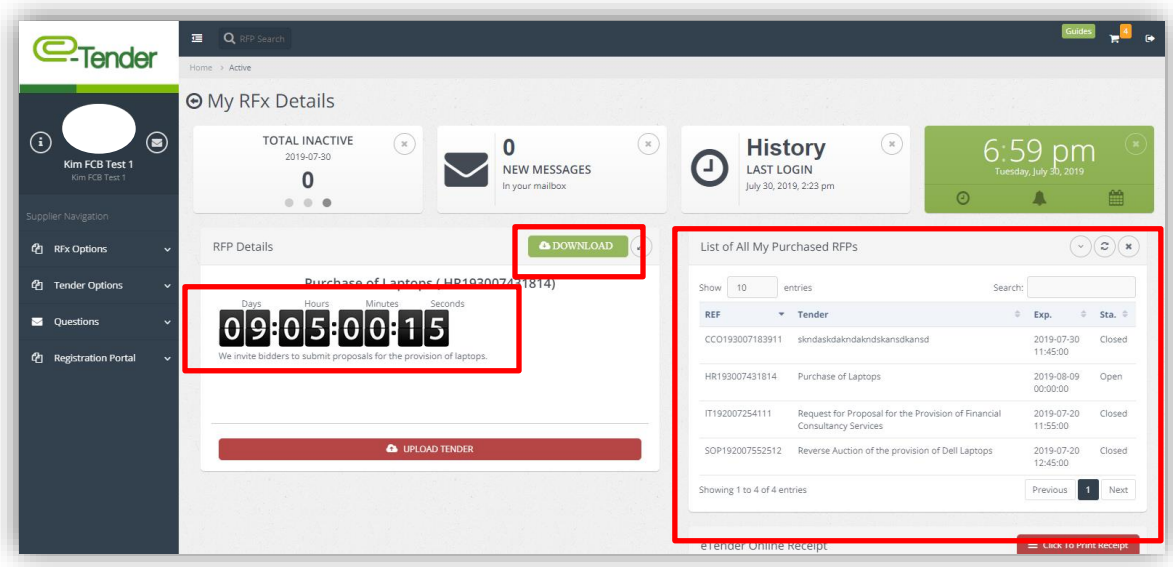


The following screen would appear. Select, **'View RFP Info'** to see the details of this tender and to download tender documents/pachage:

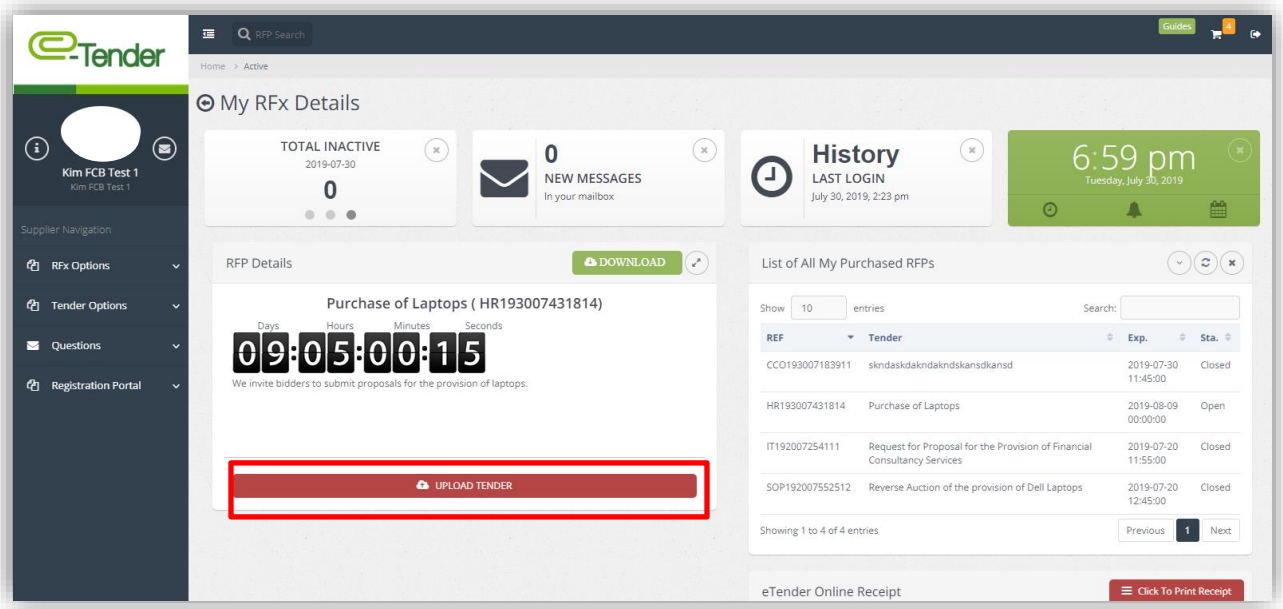


On this screen you will see the following:-

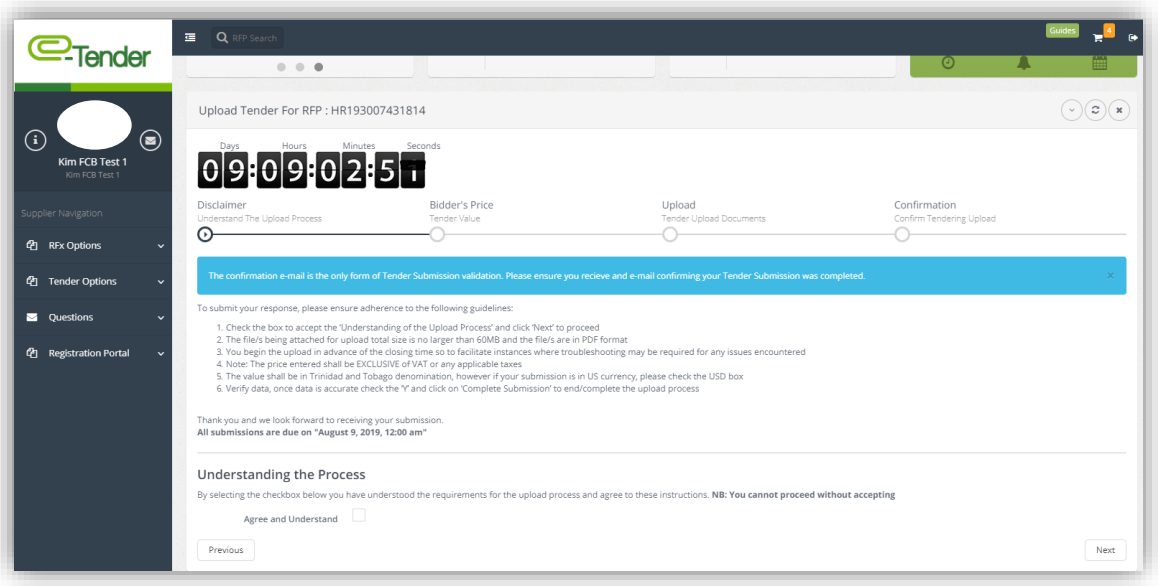
1. The **'Documents'** tab- This contains **<u>all pertinent documents related to the tender</u>** which you should download and review before submitting your bid. These documents can include but are not limited to: - Invitation to Bids, RFP Packages etc.
2. A countdown timer which lets you know how much time (days and hours) there is left before the tender closes
3. A list of all your previously purchased RFx's



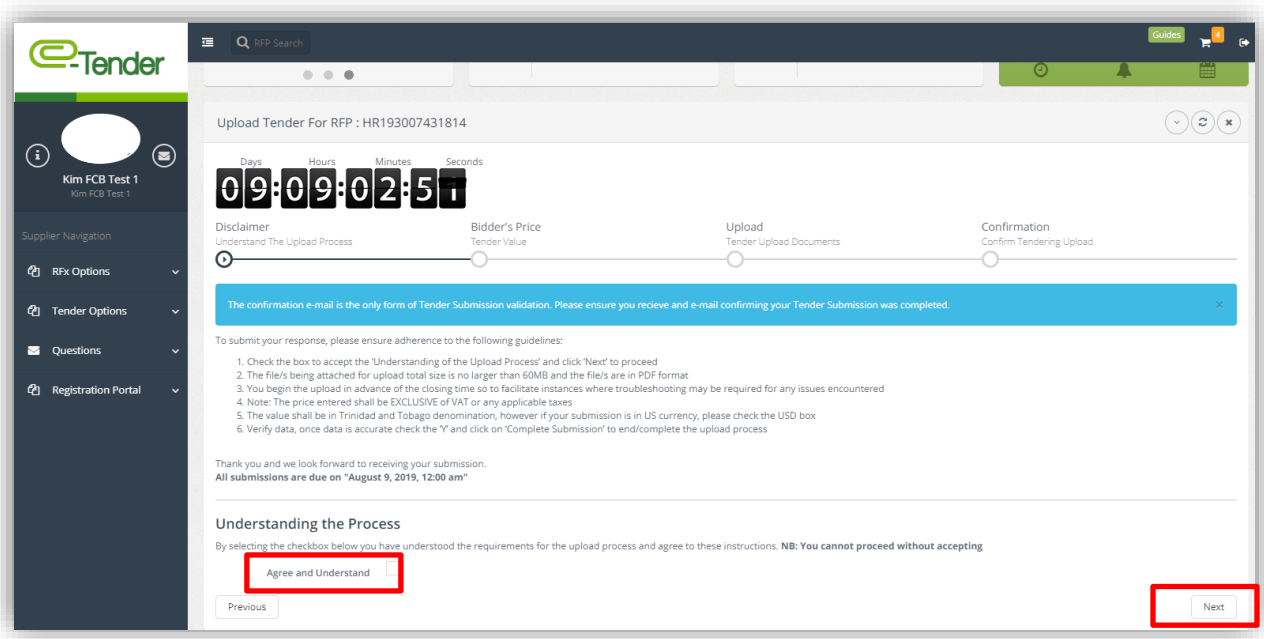
Once you have downloaded all required documents, select **'Upload Tender'** as shown below:



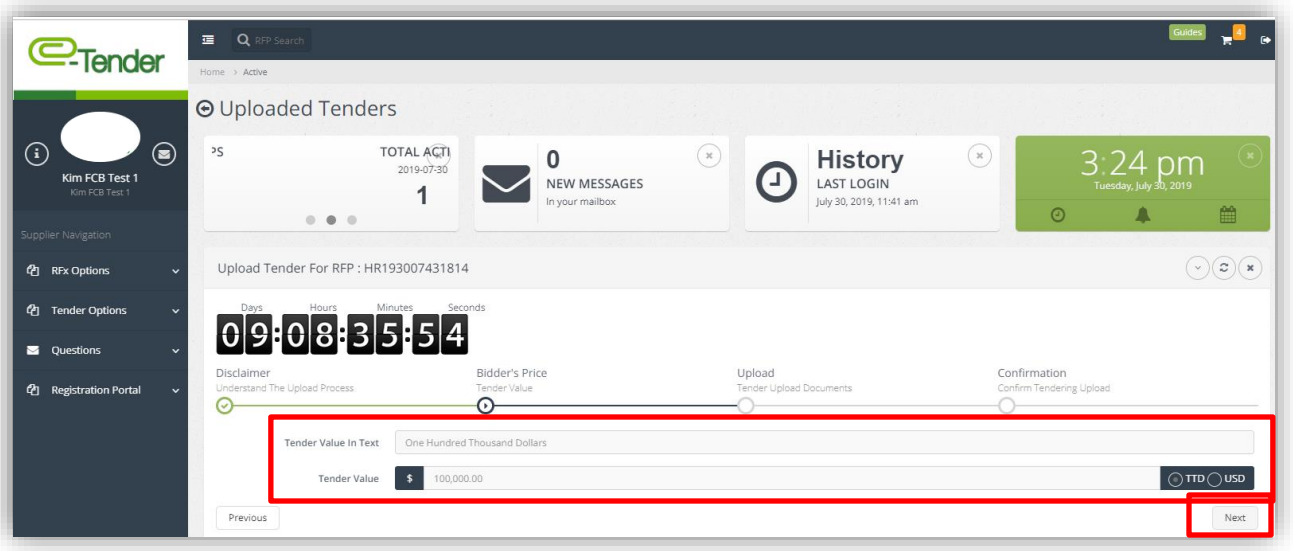
The following page will appear:



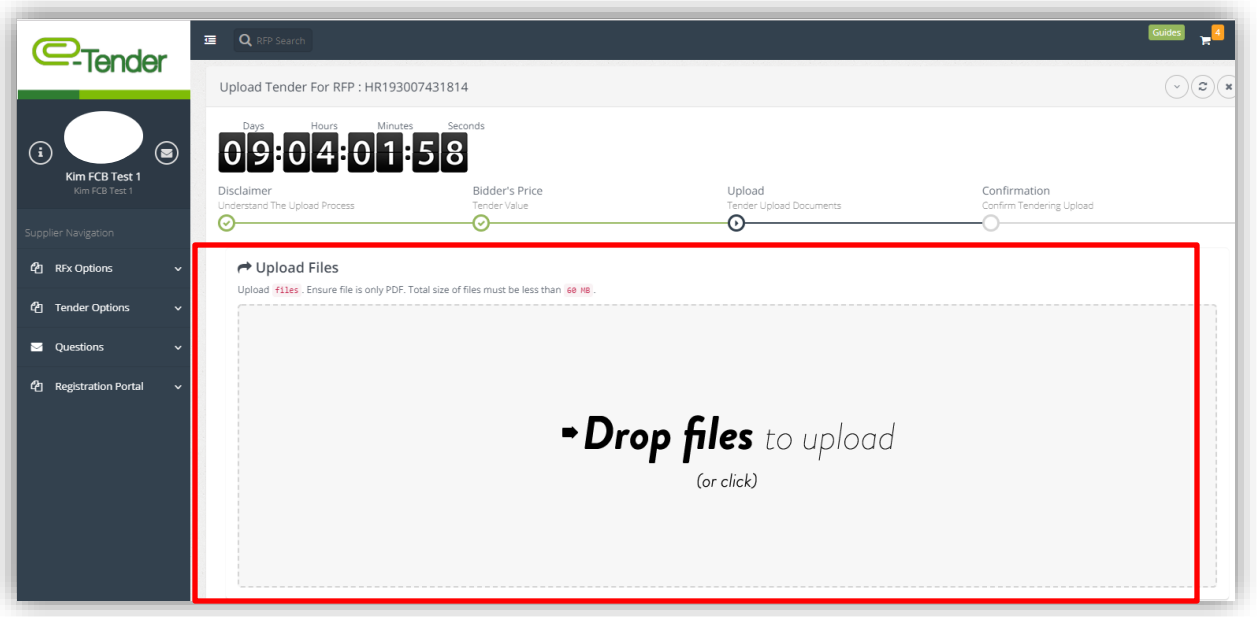
Here, you must accept the that you agree and understand the posted disclaimer in order to particiate in the tender. If you do not accept, you would not be able to move furthur in the process and particiapte in the tender. Once you have selected the disclaimer as shown below, select, **'Next':**



You will be directed to the following page as shown below: Proceed to enter your price in figures . Once you are finished, select **'Next':**

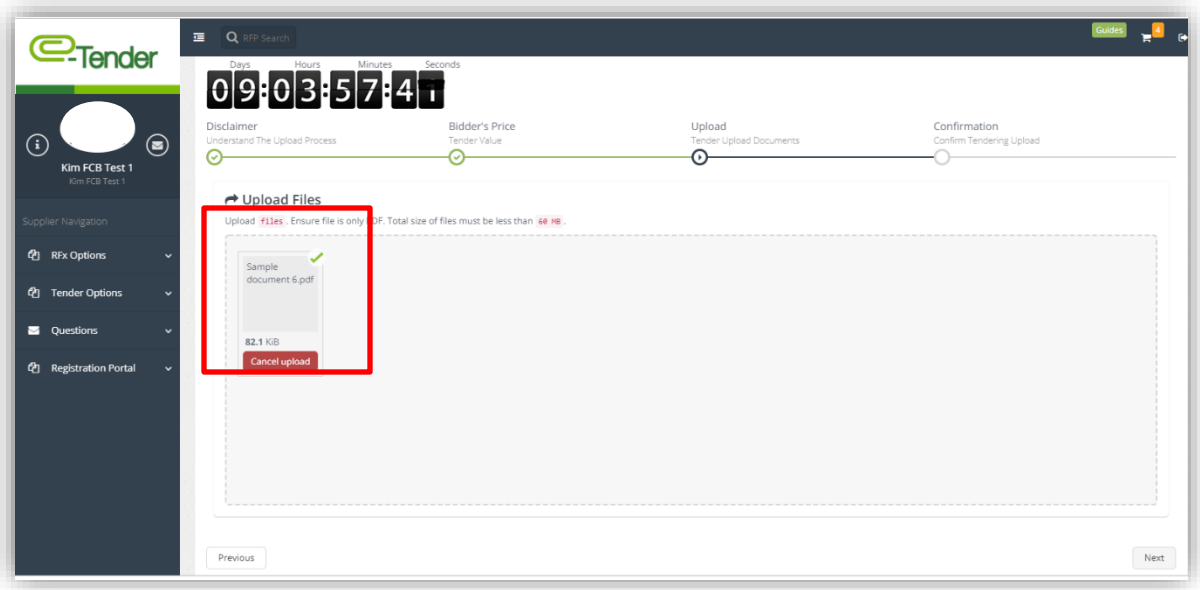


You will then be required to upload all required documents, in **PDF format**, as specified in the RFP Documents or Instructions to Bidders which were downloaded previously. To upload documents, select the field as shown below:

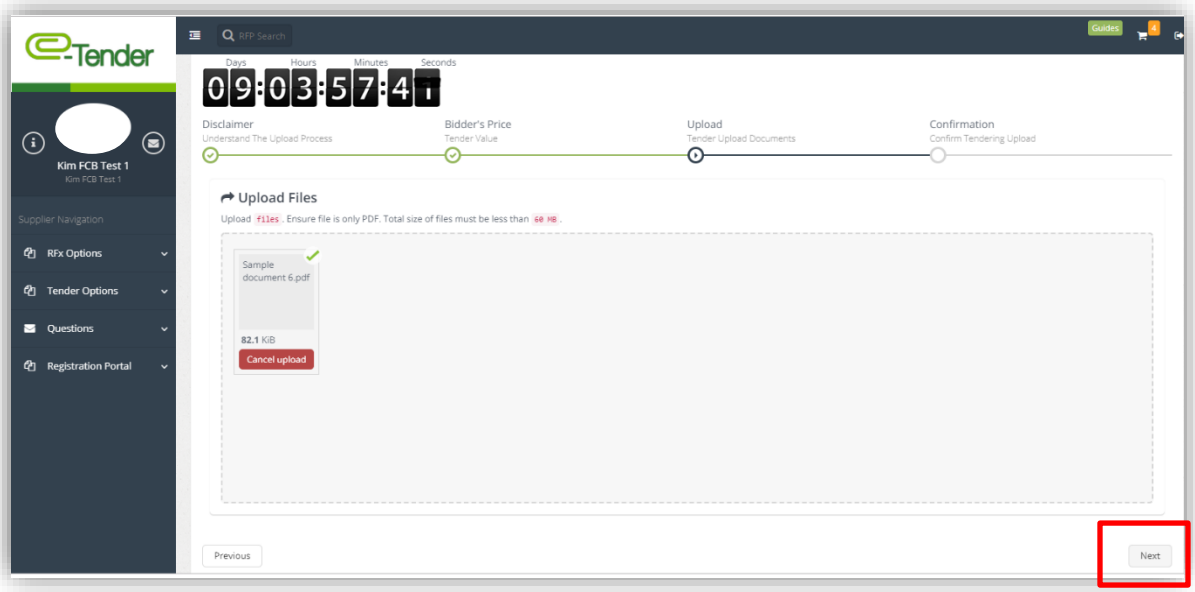


You must upload required documents to this section. If you do not upload the documents as requsted by the organization, you will not be able to move forward in the bid submission process.

A successful document upload looks like this:



Once you are finished, select, **'Next':**

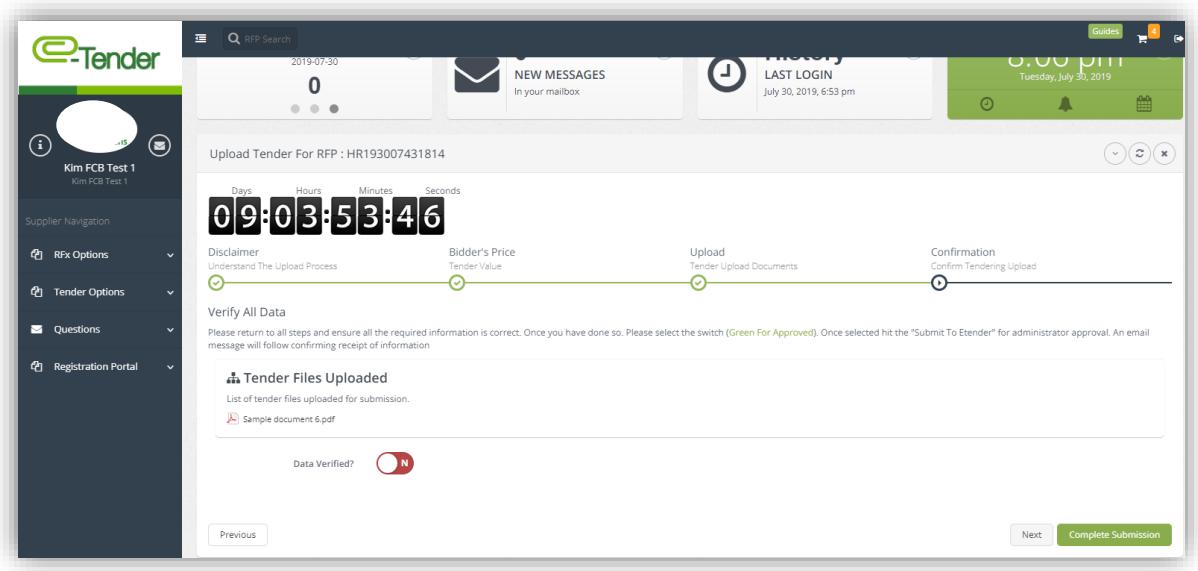


Please note, that when uploading a submission, kindly ensure;

1. The size of the total files is no larger than 60 MB
2. The files are in PDF format
3. You begin the upload in advance of the closing time so to facilitate instances where troubleshoot may be required.

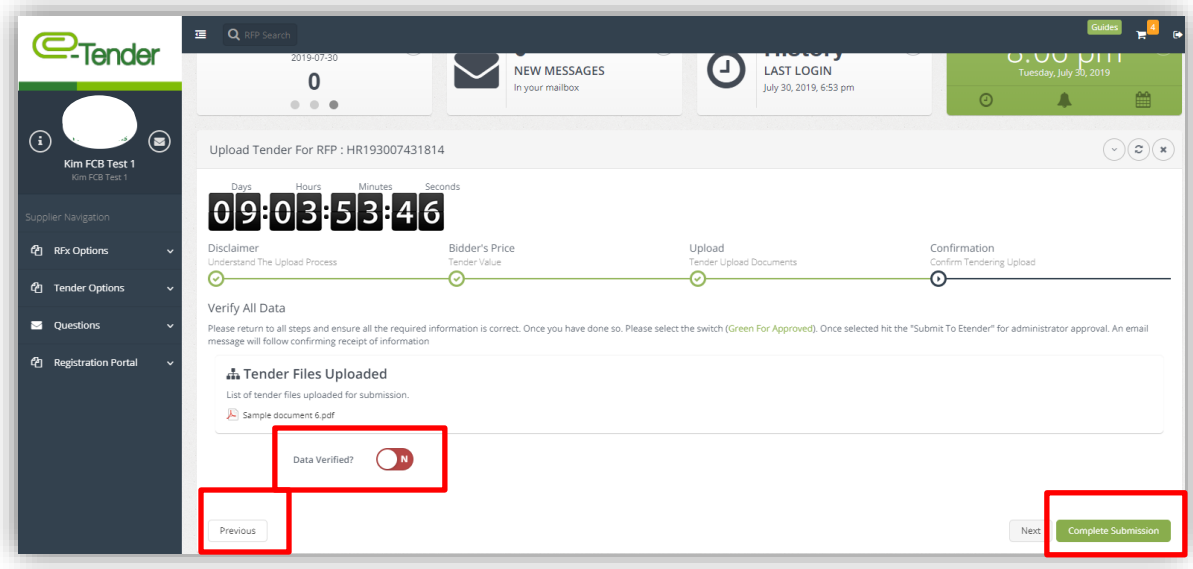
4. There are no special characters in the name of the document

Once you have finished uploading your bid submission, you will be directed to the following final page:



You will be instructed to verfiy that all the information submitted and uploaded to your bid submission is complete and correct. To do so you can select the **'Previous'** tab to navigate back through each section. Once you are comfortable with the information:-

1. Select the **'Data Verified'** tab so that it turns Green
2. Select **'Complete Submission'**

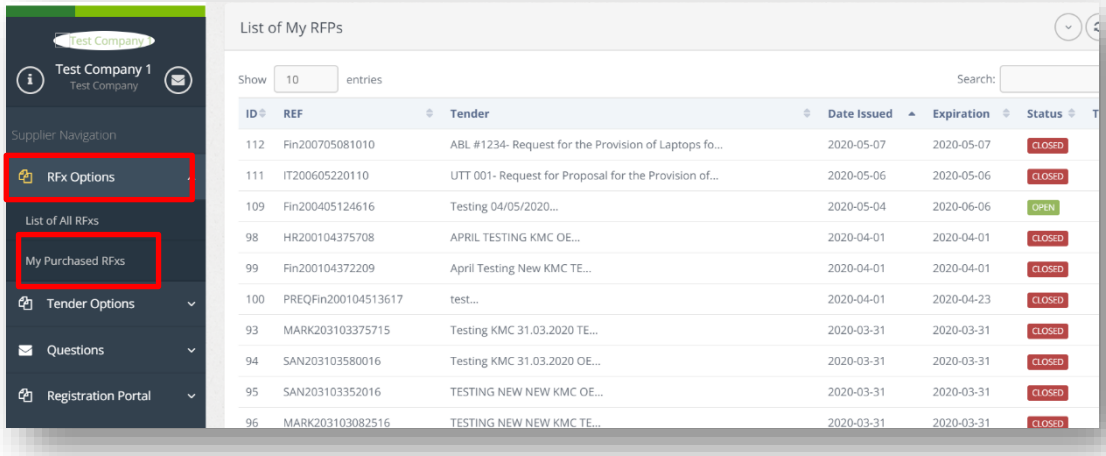


8. Accessing/Editing Updated Tenders

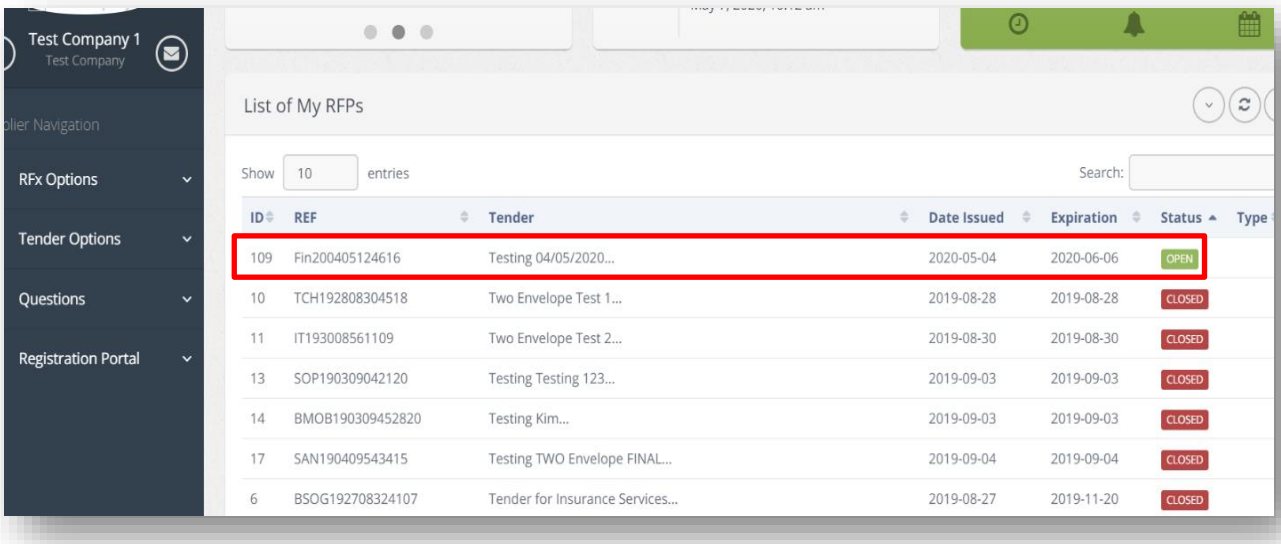
From time to time, FC may edit/update live or existing tenders with new information such as addendums, closing date and time extensions or include additional documents as part of the tender package.

If a live tender in which you have participated in has been updated/edited, you will receive the following email:

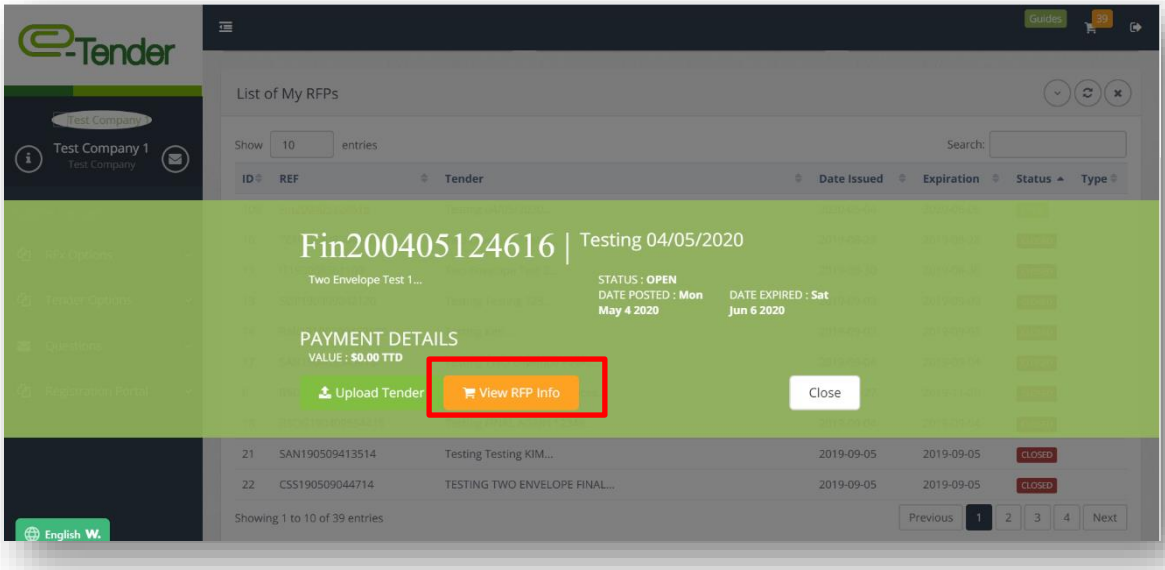
To access the edited tender to view the new/additional documents added to the tender log in to your ***E-Tender*** account and under **'RFx Options'** select **'My Purchased RFx's** as shown below: -



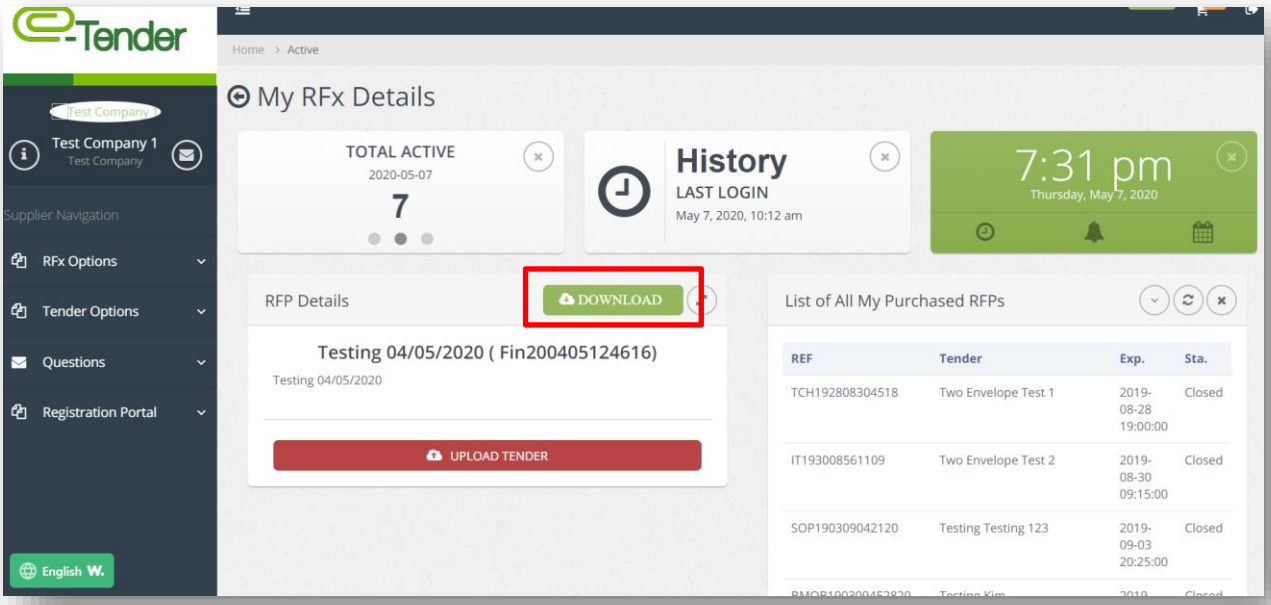
Select the tender that was edited as outlined by the email:



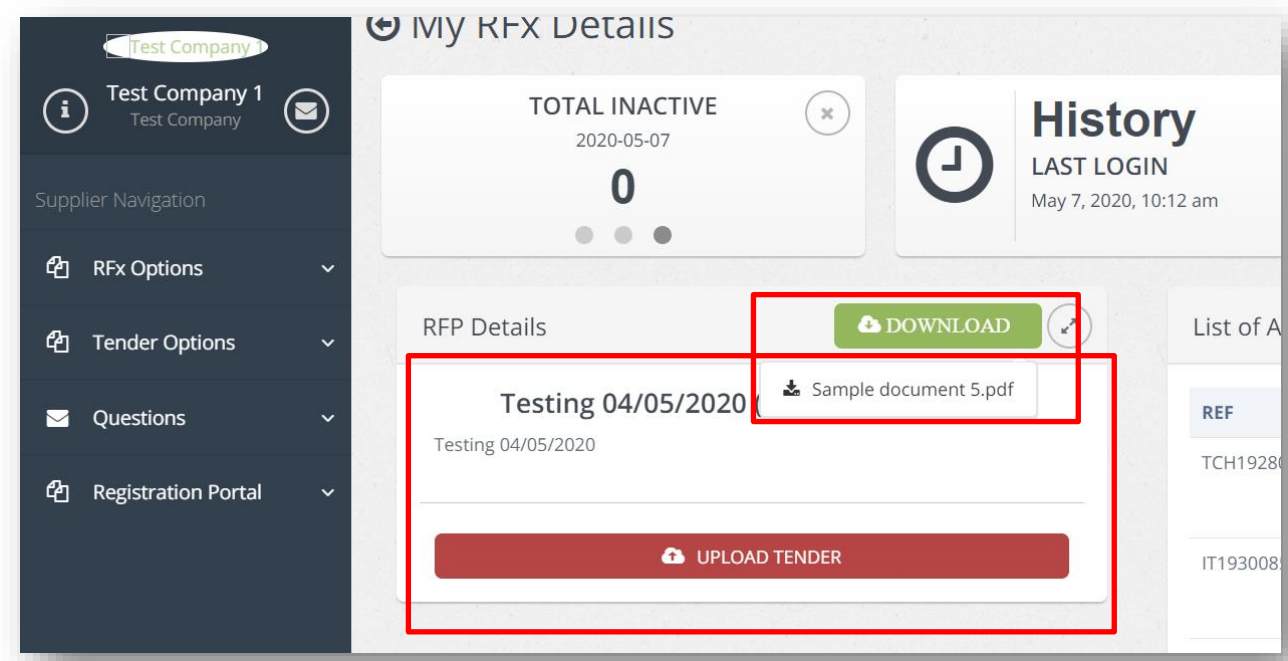
The following page will appear. Select **'View RFP Info'** as shown below:



You will be directed to the following page:

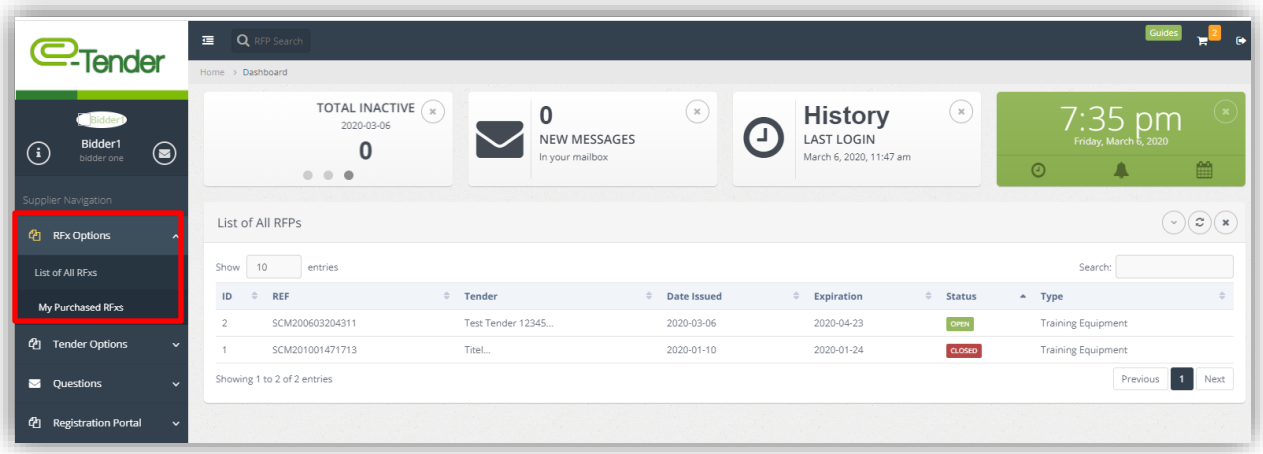


Select the **'Download'** tab as shown below and you will be able to access and re-download any additional documents posted by the organization. Also, if there are any new updates posted on the tender it will be posted under the **'RFP Details'** field highlighted below:

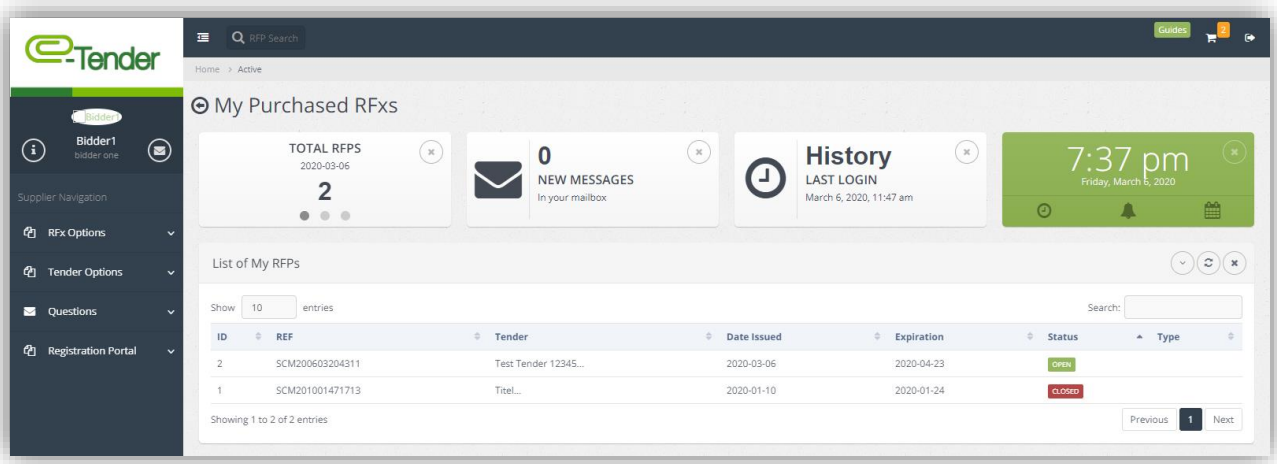


9. Editing your Bid Submission

You are free to edit your bid submission before the closing date and time of the tender. To edit your bid submission, select **'RFx Options'**, then select **'My Purchased RFx's'** as shown below:-

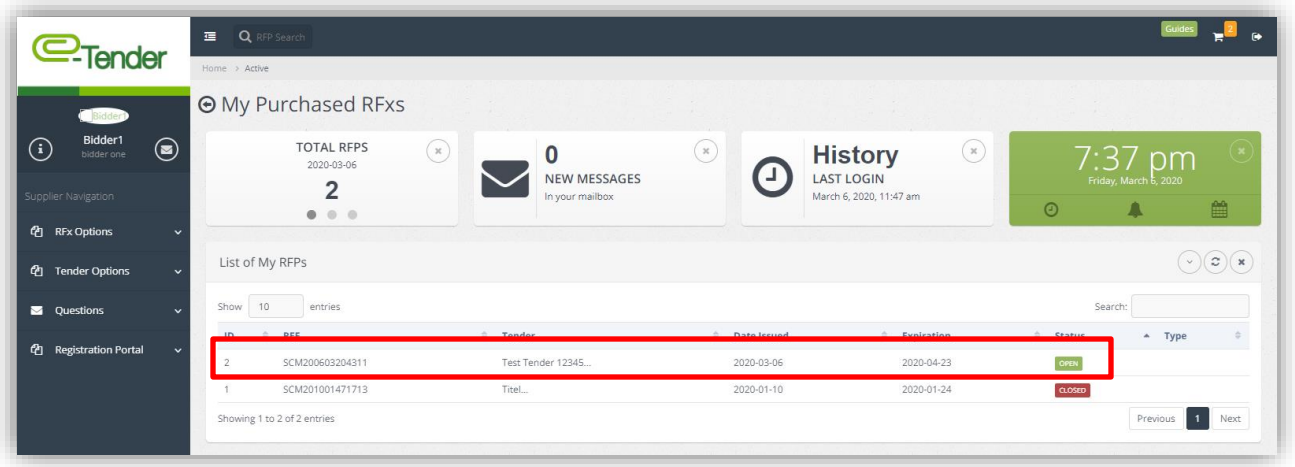


You will be directed to the following screen:

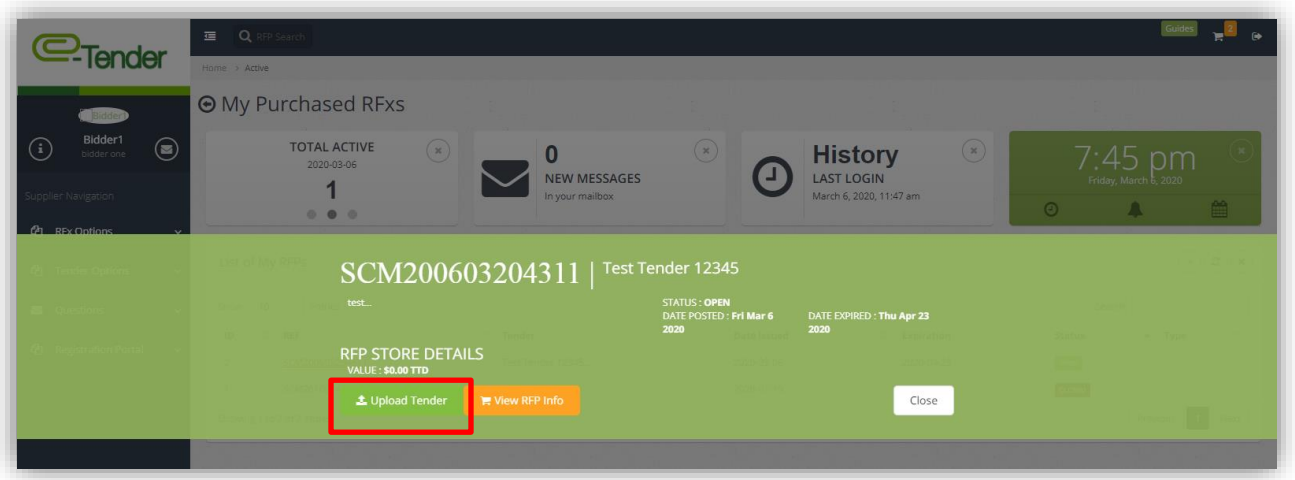


This page displays all RFx's your would have purchased as well as their status. Remember, you can only edit those RFx's/tenders that are open.

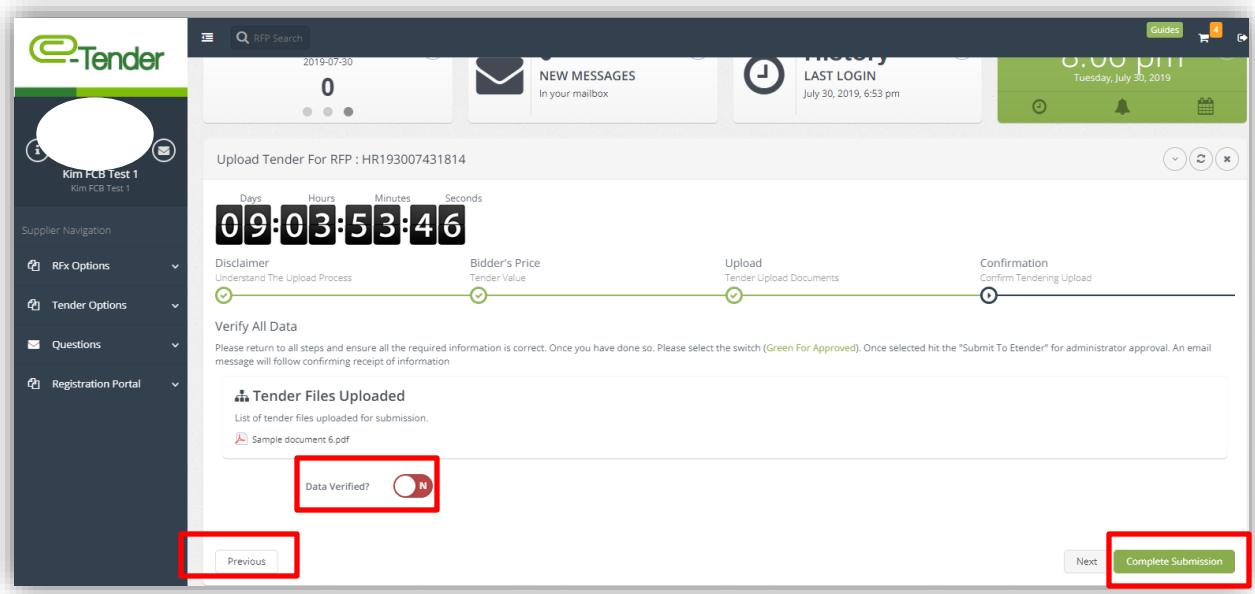
To edit an open RFx/tender, select the tender reference number as shown below:-



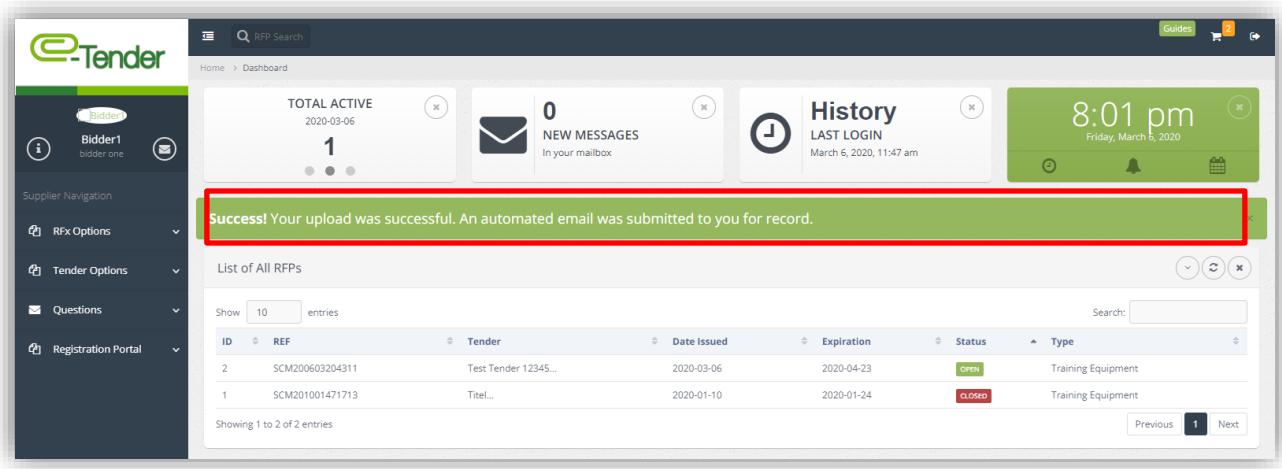
The following page will appear. Select **'Upload Tender'**:



Proceed to re-upload your tender as you would have done initially. It is important to note that once you proceed to edit your bid submission by re-entering the tender i.e clicking the **'Upload Tender'** button as shown above, you **MUST** re-enter the price as well as your bid submission. You must also ensure that you select the **'Data Verified'** tab so that it turns Green as well as the **'Complete Submission'** tab as shown below:

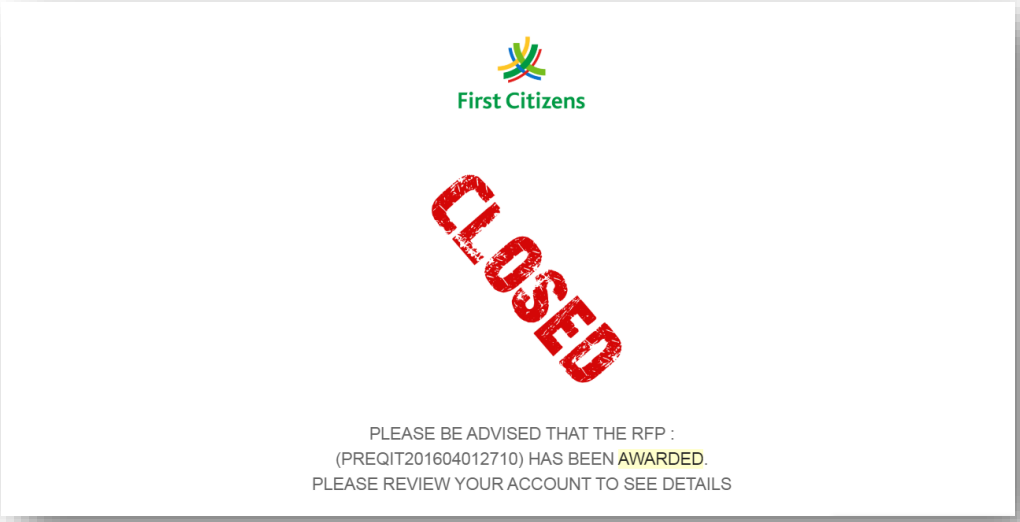


If you intend to edit your bid submission but fail to re-enter both your price as well as re-upload your bid submission, the status of your submission would be **'Incomplete'**. To verify that your re-upload was succcessful, ensure that you receive the following confirmation as well as email as shown below:

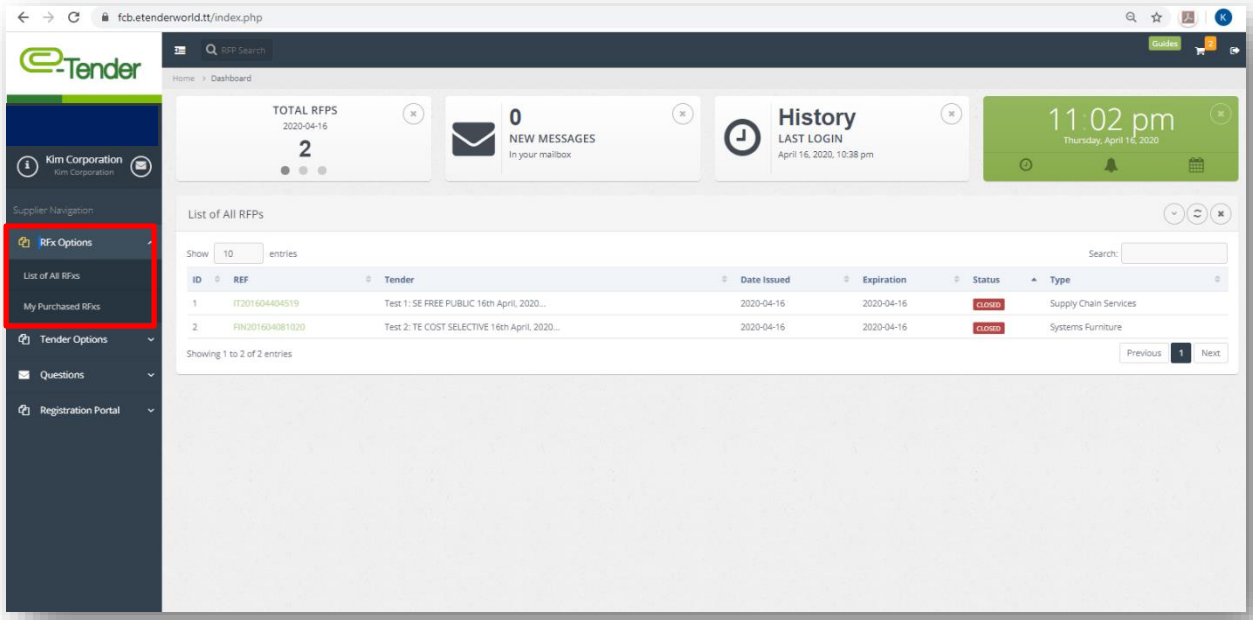


10. Viewing Awarded Tenders

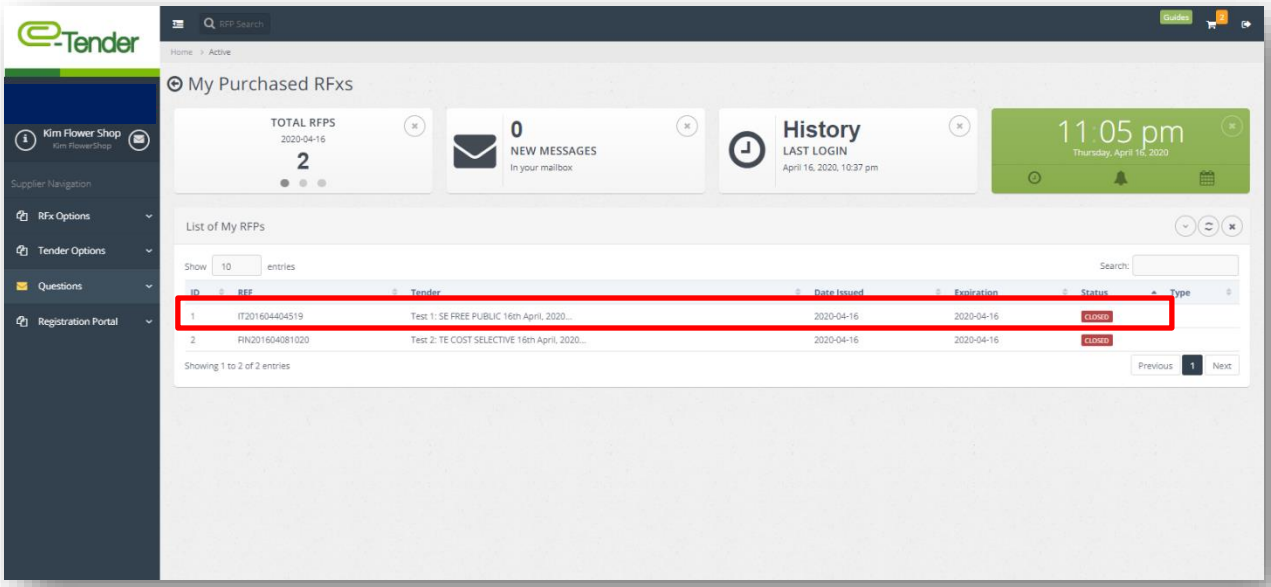
You will receive an email when the tender for which you have applied has been awarded. A sample of this email is shown below:-



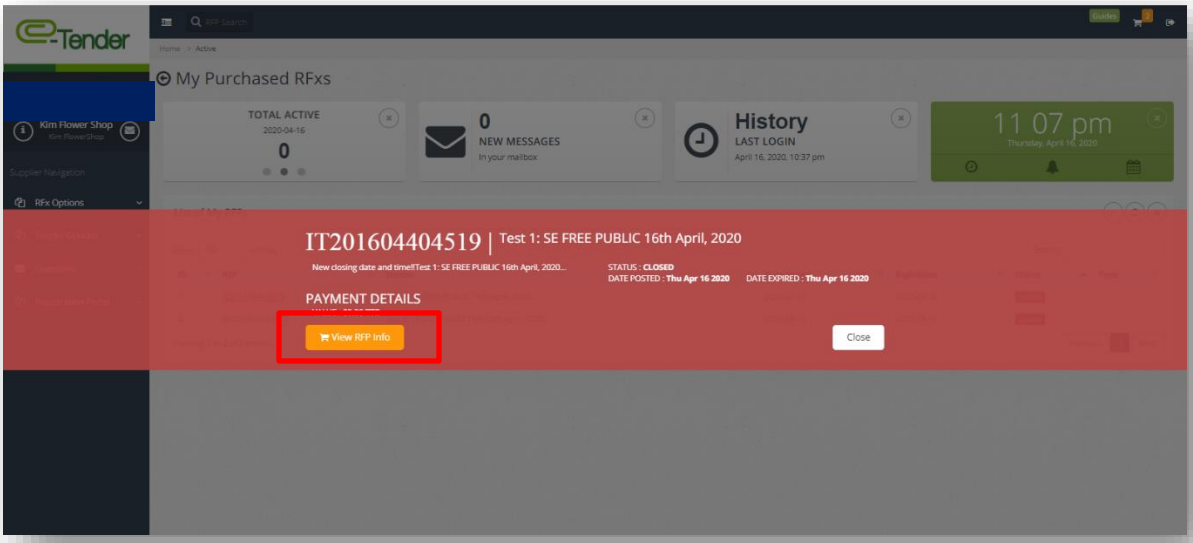
To view these details, log in to your *E-Tender* account and select **'RFx Options'** and then select **'My Purchased RFx's'**



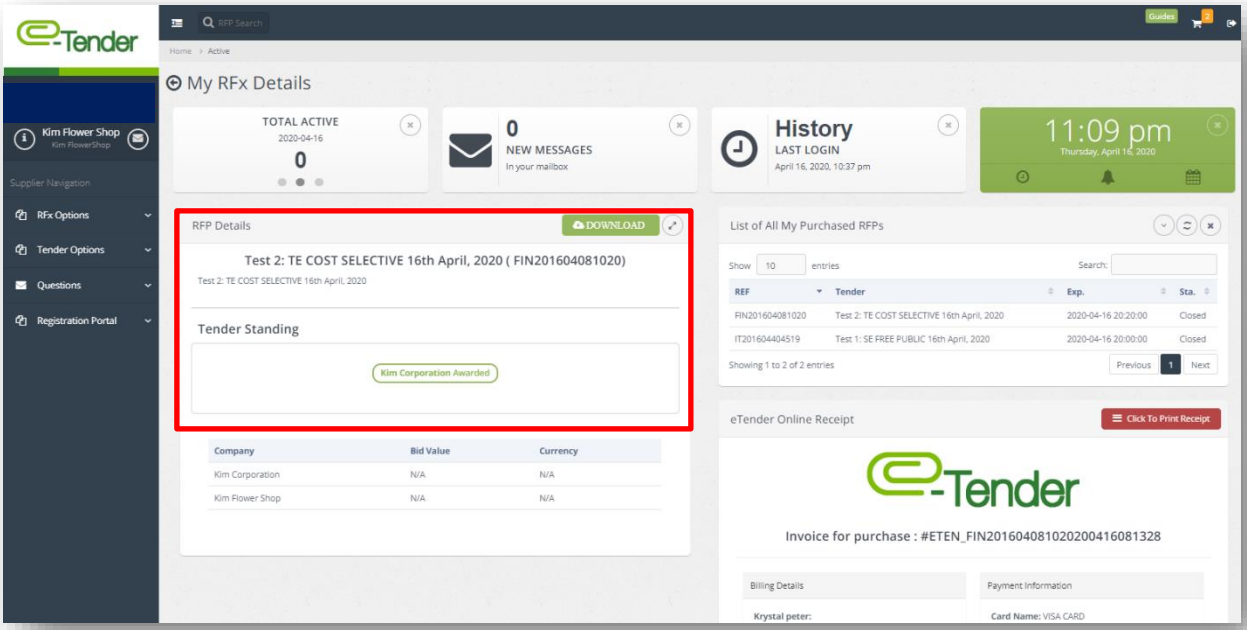
You will be directed to the following page, select the tender you would like to view the award details of by selecting the unique reference number as shown below:



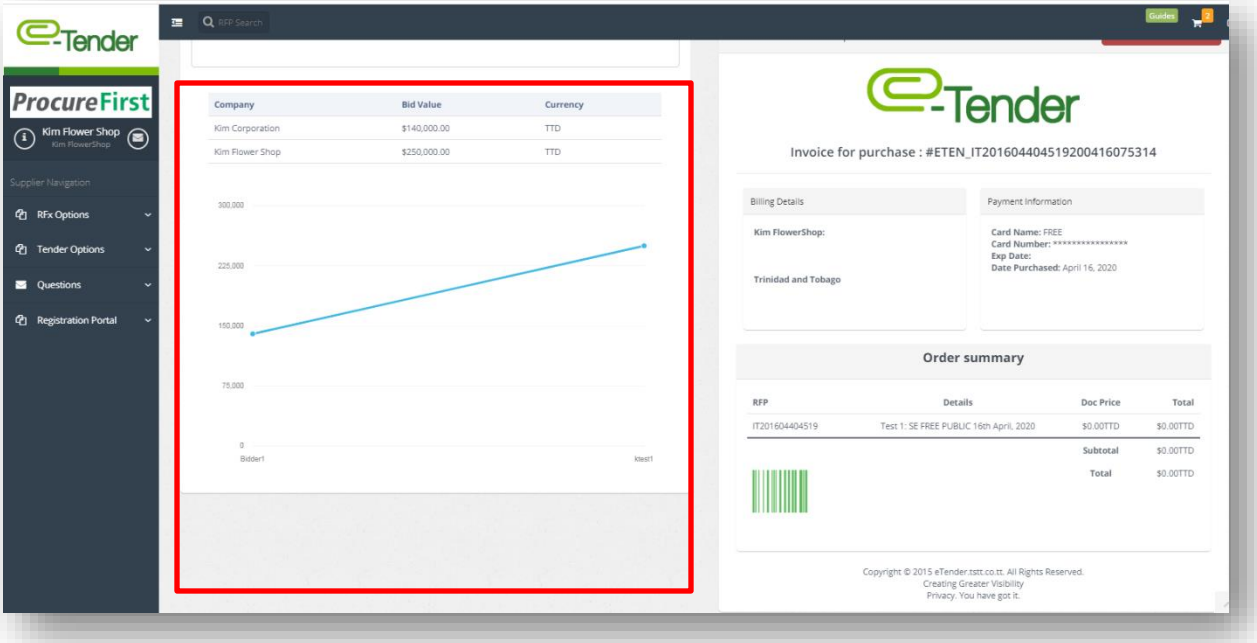
The following page will appear. Select **'View RFP info'** as shown below:



The following page will appear. The area highlighted below will display the Vendor to whom the tender was awarded:



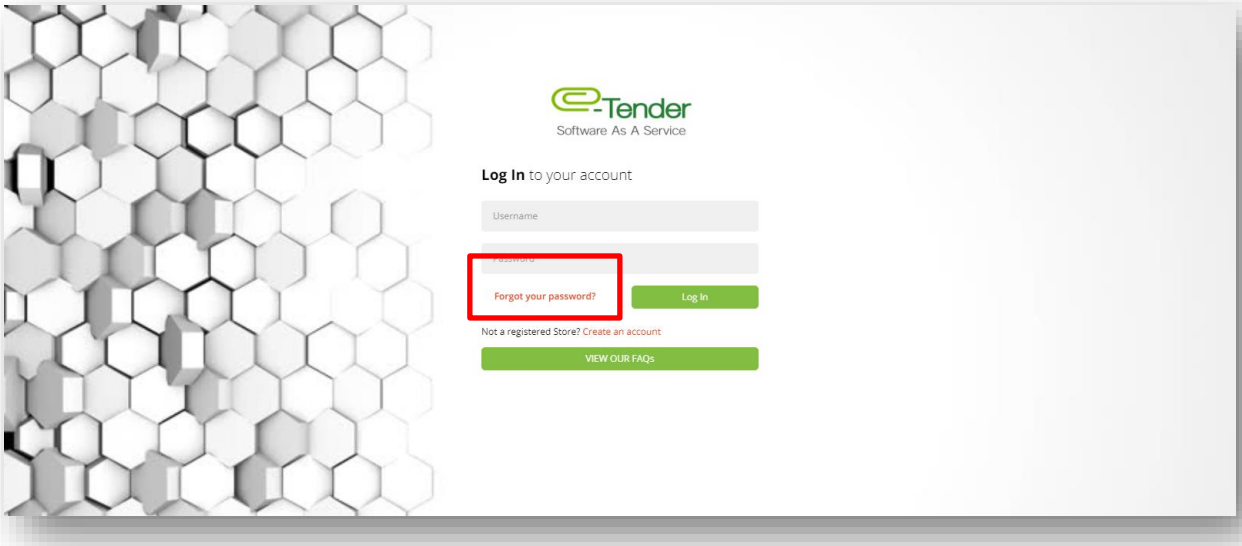
The Tender Standing Graph is also available for viewing as shown below:



11. Key Things to Note

Usernames and Passwords on E-Tender are case sensitive. It is important that you take note of this when creating your account and entering your account information upon log in. Additionally, to log in, you require your Username and Password, **NOT** your email address. Also, please **do not include** special characters in your Username.

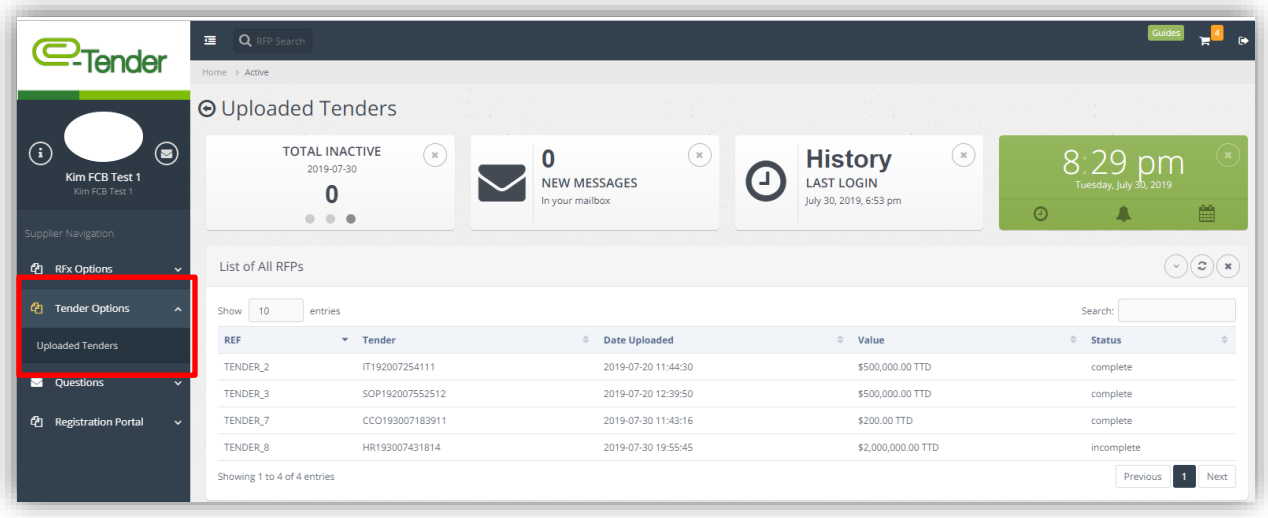
The Bidder is responsible for resetting his/her own password. This feature is available on your log in page as shown below:



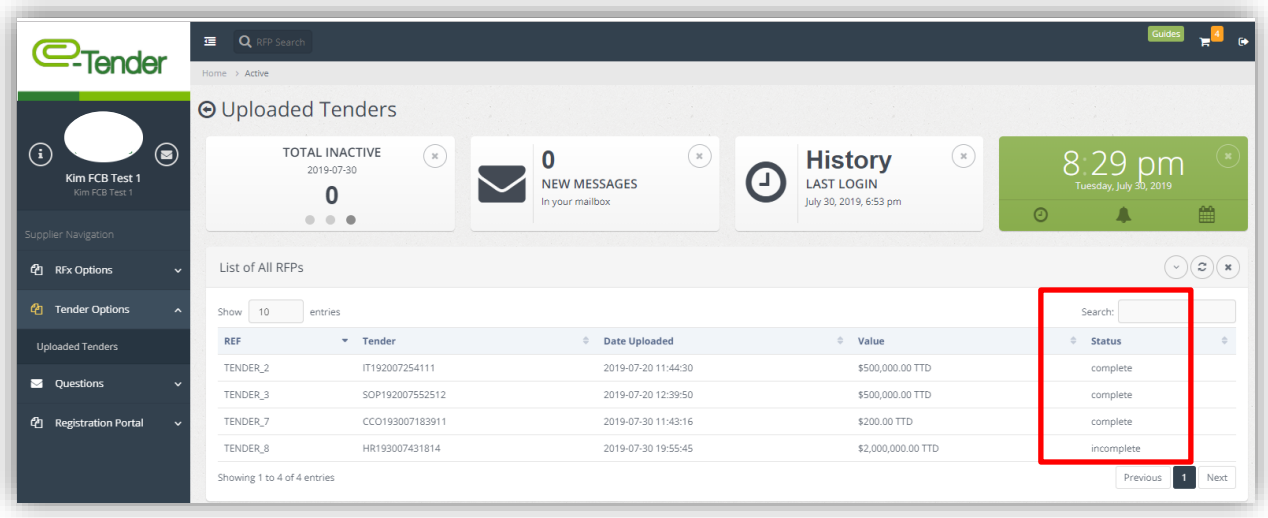
Only when you have exceeded your log in attempts and are instructed to contact the Administrator are you to send an email to the Procurement representative of the Company, requesting a password reset.

With regard to bid submissions, it is important to give yourself ample time to upload your bid. If the tender closes at 10:00 am, it is ill-advised to start uploading your tender at 9:50 am. If you are uploading your bid submission and the closing time for the tender has passed, the system will **not** allow you to upload your bid submission even though you have already begun the process. To confirm if your bid submission was uploaded/received, check to see if you would have received an email. Additionally, to check the status of your bid submission in E-Tender, you can do the following:

Select, **'Tender Options'** in your Supplier Navigation Pane and then select, **'Uploaded Tenders'**:



The status of the all of your tenders would be on display as shown below:



- **'Complete'** means that your bid submission was successfully submitted.
- **'Incomplete'** (if the tender is still open) means that no final submission was done i.e. you started the process but did not select **'Complete Submission'.**
- **'Incomplete'** (if the tender is closed) means that the submission received is incomplete i.e. you were unable to complete your bid submission.
- **'Not Uploaded'** means that no submission was done for that specific tender.

If you have any queries or concerns, please feel free to reach out the Procurement Department.