



# **CONFIDENTIAL**

## **eTendering System**

### **Suppliers Help Manual**

Prepared by: *Group IT Application Operations*

Date: *28 August 2023*

Revision Issue: 3.0

## Table of Contents

<b>1</b>	<b>Background.....</b>	<b>3</b>
<b>2</b>	<b>Problems .....</b>	<b>3</b>
<b>3</b>	<b>What's New.....</b>	<b>3</b>
<b>4</b>	<b>Getting Started.....</b>	<b>4</b>
<b>5</b>	<b>Edit Registration .....</b>	<b>14</b>
<b>6</b>	<b>Log off Button .....</b>	<b>15</b>
<b>7</b>	<b>Password reset .....</b>	<b>15</b>
<b>8</b>	<b>General .....</b>	<b>18</b>

## 1 Background

eTendering system is a web-based system that allows suppliers bidding for various tenders advertised on Tender Bulletin system to “upload” their tender documents. Currently the tenderers or suppliers submit tender documents at various Eskom tender offices. eTendering system replaces the manual or physical submission of tender documents at various Eskom tender offices. eTendering system in a nutshell is an electronic box where tender documents can be “dropped” or “uploaded”. Suppliers will be required to register their details before they can be granted access to the eTendering system. An OTP (one time pin) will be sent to both their cell phone and email address.

**Quick and direct access is also available by using the following links:**

- **TenderBulletin Public website:** <https://tenderbulletin.eskom.co.za> - this is used by members of the public, to view and access Eskom published tenders. eTendering hyperlink will be found on this site. Members of the public may follow prompt instructions once they have clicked on the eTendering link (<https://eTendering.eskom.co.za>). This link will allow them to upload the required tender documentation.
- **eTendering website Public website:** <https://eTendering.eskom.co.za> - this is used by members of the public, to view information about published tenders and submit their tender documents.
- **N.B: Members of the public would need to have a CSD number to gain access to eTendering system.**

## 2 Problems

A channel of communication has been created in case users of the system experiences a problem with the system. In a case users come across some difficulties in using Tender bulletin, eTendering and OpenText systems they need to contact the buyer responsible for the published tender.

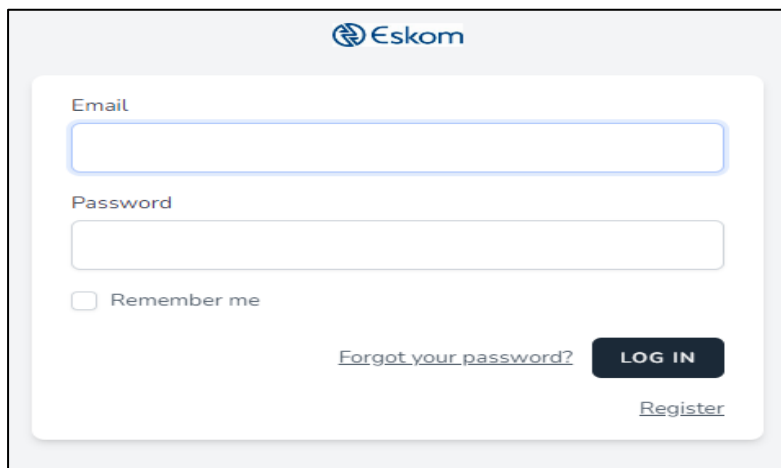
## 3 What's New

A new functionality to “add closed tenders”. Closed tenders refers to the tenders which are not listed on Tenderbulletin as normal tenders, but are tenders sent directly to the relevant and potential suppliers who meet the selection and evaluation criteria to offer what the buyer needs. These suppliers will be sent a link via email to bid privately.

## 4 Getting Started

To gain access to eTendering portal

1. Open your web browser
2. Type [TenderBulletin \(eskom.co.za\)](https://tenderbulletin.eskom.co.za) or <https://eTendering.eskom.co.za>
3. eTendering system login page will be displayed:



The image shows the login page of the Eskom eTendering System. At the top, the Eskom logo is displayed. Below it, there is a white login box with a light blue border. Inside the box, there are two input fields: 'Email' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me'. To the right of the 'Remember me' checkbox is a link that says 'Forgot your password?'. To the right of the 'Forgot your password?' link is a dark blue button with the text 'LOG IN' in white. Below the 'LOG IN' button is a link that says 'Register'.

Fig 1



Registration Form	Steps to follow
<div> <div>Name</div> <div>Keely Alston</div> <div>Email</div> <div>hobyqaby@mailinator.com</div> <div>Organization</div> <div>Tran and McIntosh LLC</div> <div>Csd number</div> <div>80</div> <div>Phone No</div> <div>+1 (132) 316-4302</div> <div>           Agree to Eskom T &amp; C and POPIA  <a href="#">Terms and Conditions</a>  <a href="#">Protection of Personal Information Act (POPIA)</a>  <input checked="" type="checkbox"/> </div> <div>Password</div> <div>.....</div> <div>Confirm Password</div> <div>.....</div> <div>   <input type="text"/> </div> <div> <a href="#">Already registered?</a> <input type="button" value="REGISTER"/> </div> </div>	<ul style="list-style-type: none"> <li>Complete all the fields</li> <li>Contact number must start with a Plus prefix e.g +27</li> <li>Ensure that you also fill in the capture picture to validate that you are not a robot.</li> <li>Once all columns have been filled click on register button</li> <li>Pop-up message will be displayed asking the registerer to verify the email sent to the provided email address.</li> <li>If the email does not come through, click on "Resend Verification Email" button</li> <li>email to be resent,</li> <li>Once you have received the email click on <a href="#">Verify Email</a> link provided on the email.</li> <li>Then you will be directed back to etendering site with a login screen displayed, now complete the login with your verified email address and password</li> <li></li> </ul>

Fig1.1



Thanks for signing up! Before getting started, could you verify your email address by clicking on the link we just emailed to you? If you didn't receive the email, we will gladly send you another.

[Log Out](#)

Fig2a.

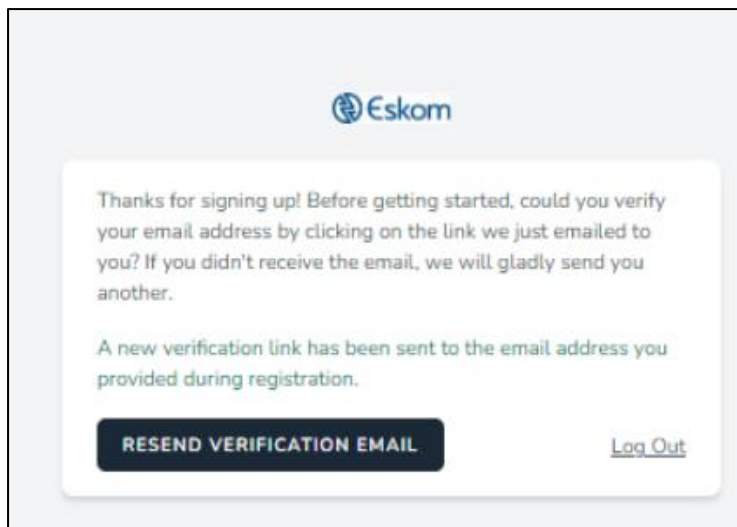
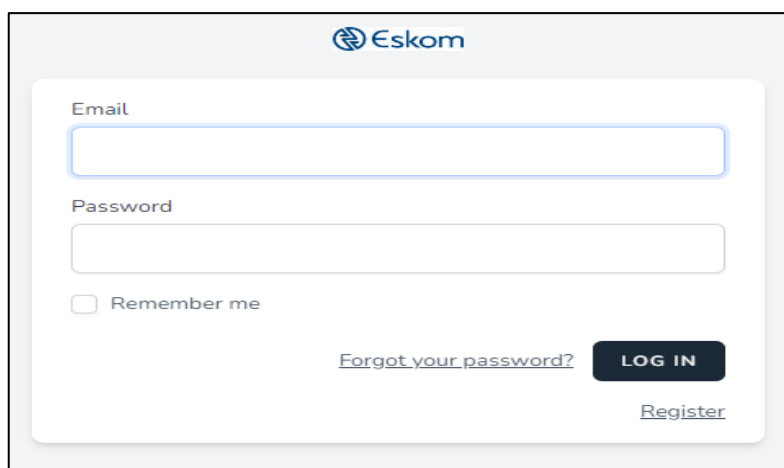


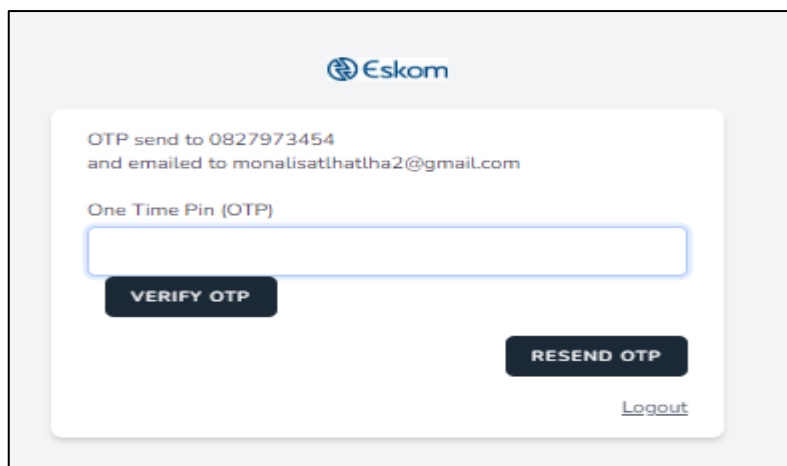
Fig2b.



Fig3.

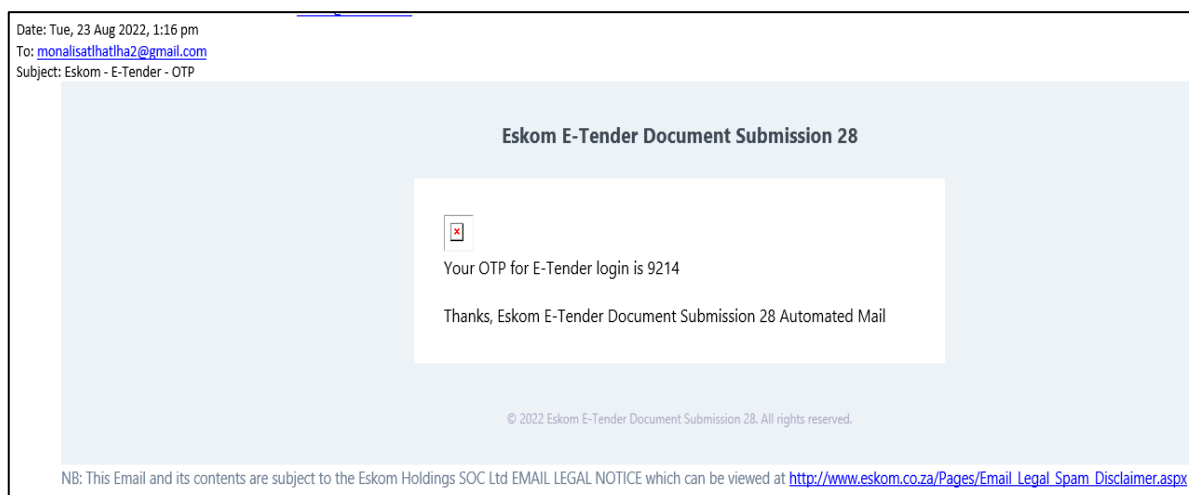
4. Once the email is verified, login using your registered email address and password then the OTP page will be displayed





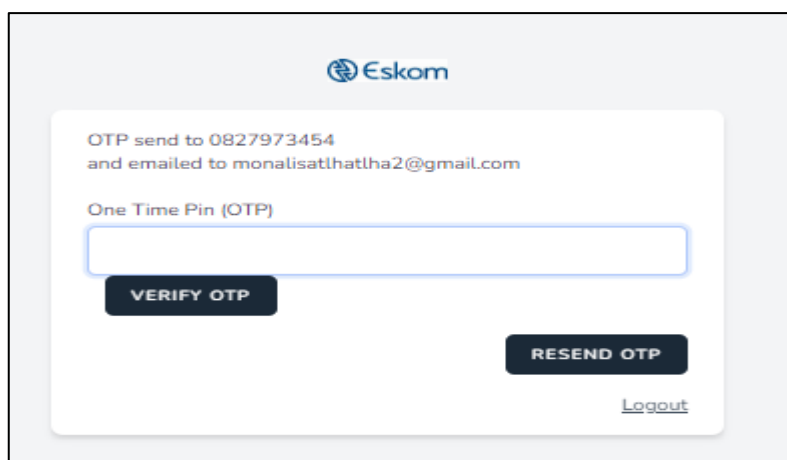
The screenshot shows the Eskom eTendering System's OTP verification interface. At the top is the Eskom logo. Below it, a message states: "OTP send to 0827973454 and emailed to monalisatthatlha2@gmail.com". Underneath, the text "One Time Pin (OTP)" is followed by a text input field. Below the input field are two buttons: "VERIFY OTP" and "RESEND OTP". At the bottom right, there is a "Logout" link.

5. OTP sent to the registered cellphone number and email address



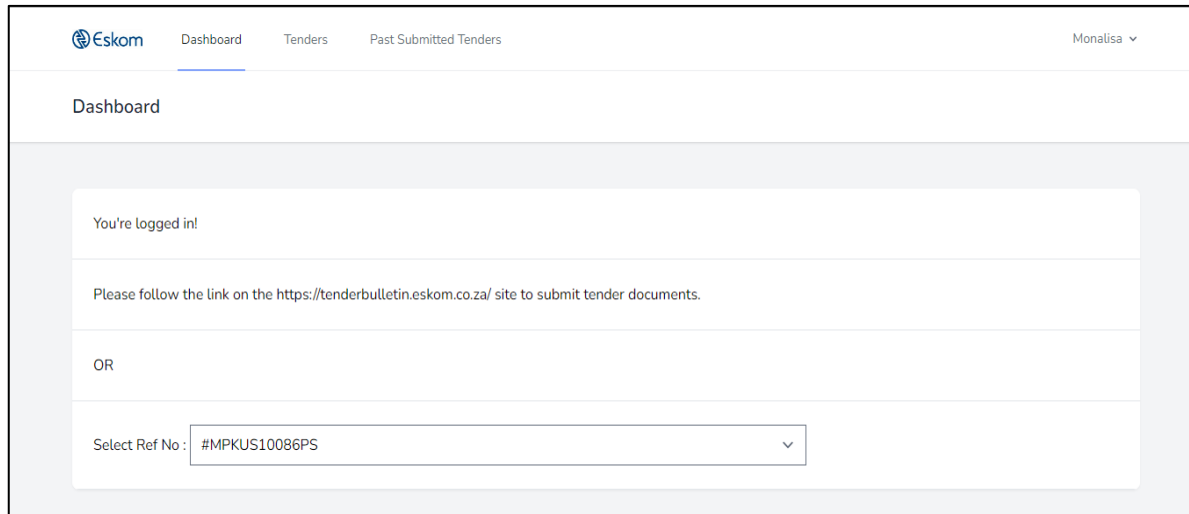
The screenshot shows an email from Eskom E-Tender Document Submission 28. The header includes the date "Tue, 23 Aug 2022, 1:16 pm", the recipient "To: monalisatthatlha2@gmail.com", and the subject "Subject: Eskom - E-Tender - OTP". The main body of the email has a light blue background and contains a white box with a red 'X' icon, the text "Your OTP for E-Tender login is 9214", and "Thanks, Eskom E-Tender Document Submission 28 Automated Mail". Below this box is the copyright notice "© 2022 Eskom E-Tender Document Submission 28. All rights reserved." At the bottom, a note states: "NB: This Email and its contents are subject to the Eskom Holdings SOC Ltd EMAIL LEGAL NOTICE which can be viewed at [http://www.eskom.co.za/Pages/Email\\_Legal\\_Spam\\_Disclaimer.aspx](http://www.eskom.co.za/Pages/Email_Legal_Spam_Disclaimer.aspx)".

6. Insert the otp number then click **“Verify OTP” button**, to resend OTP click on **“Resend OTP” button**



This screenshot is identical to the one in step 5, showing the Eskom OTP verification interface with the input field, "VERIFY OTP", "RESEND OTP", and "Logout" buttons.

## 7. Landing page once OTP is verified



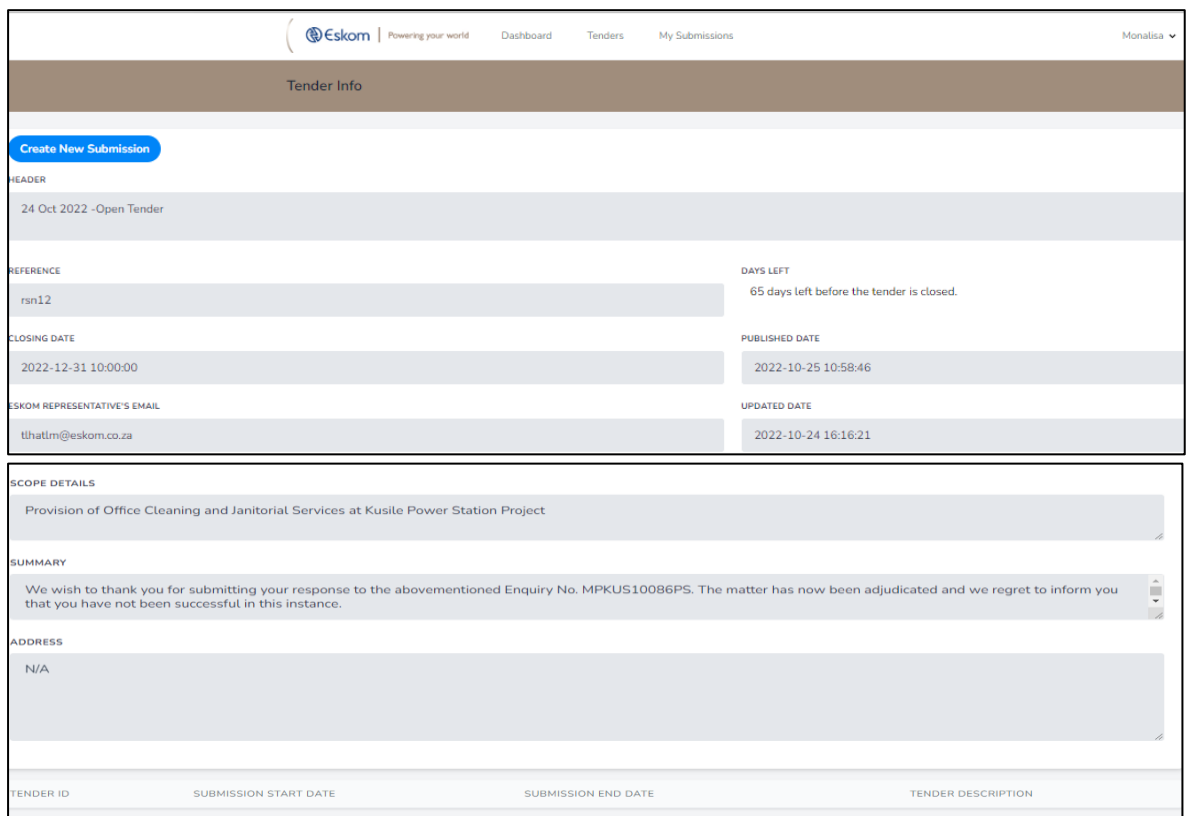
The screenshot shows the Eskom Dashboard. The top navigation bar includes the Eskom logo, 'Dashboard' (active), 'Tenders', and 'Past Submitted Tenders'. The user 'Monalisa' is logged in. The main content area is titled 'Dashboard' and contains a message: 'You're logged in!'. Below this, it says 'Please follow the link on the https://tenderbulletin.eskom.co.za/ site to submit tender documents.' followed by 'OR'. At the bottom, there is a 'Select Ref No' dropdown menu with the value '#MPKUS10086PS' selected.

## 8. Select the preferred "Ref No"



A close-up of the 'Select Ref No' dropdown menu. The dropdown is open, showing the selected value '#MPKUS10086PS' and a downward arrow icon.

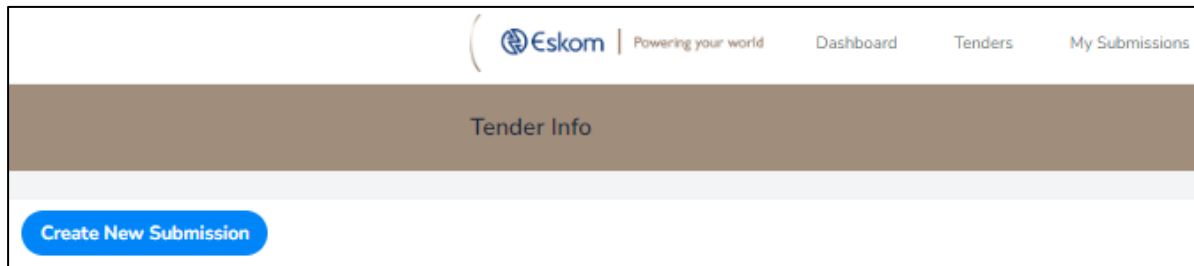
## 9. A page with the preferred Tender information is displayed before tender documentation can be submitted.



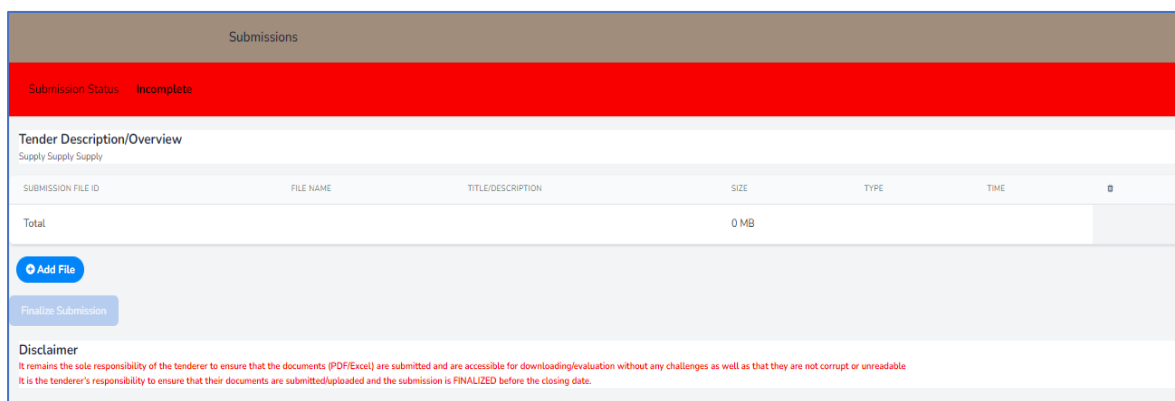
The screenshot shows the 'Tender Info' page. The top navigation bar includes the Eskom logo, 'Powering your world', 'Dashboard', 'Tenders', and 'My Submissions'. The user 'Monalisa' is logged in. The page title is 'Tender Info'. Below the title is a 'Create New Submission' button. The main content area is divided into several sections: 'HEADER' (24 Oct 2022 - Open Tender), 'REFERENCE' (rsn12), 'DAYS LEFT' (65 days left before the tender is closed), 'CLOSING DATE' (2022-12-31 10:00:00), 'PUBLISHED DATE' (2022-10-25 10:58:46), 'ESKOM REPRESENTATIVE'S EMAIL' (tthatlm@eskom.co.za), and 'UPDATED DATE' (2022-10-24 16:16:21). Below these is the 'SCOPE DETAILS' section, which contains the text: 'Provision of Office Cleaning and Janitorial Services at Kusile Power Station Project'. The 'SUMMARY' section contains the text: 'We wish to thank you for submitting your response to the abovementioned Enquiry No. MPKUS10086PS. The matter has now been adjudicated and we regret to inform you that you have not been successful in this instance.' The 'ADDRESS' section contains the text: 'N/A'. At the bottom, there is a table with the following columns: 'TENDER ID', 'SUBMISSION START DATE', 'SUBMISSION END DATE', and 'TENDER DESCRIPTION'.



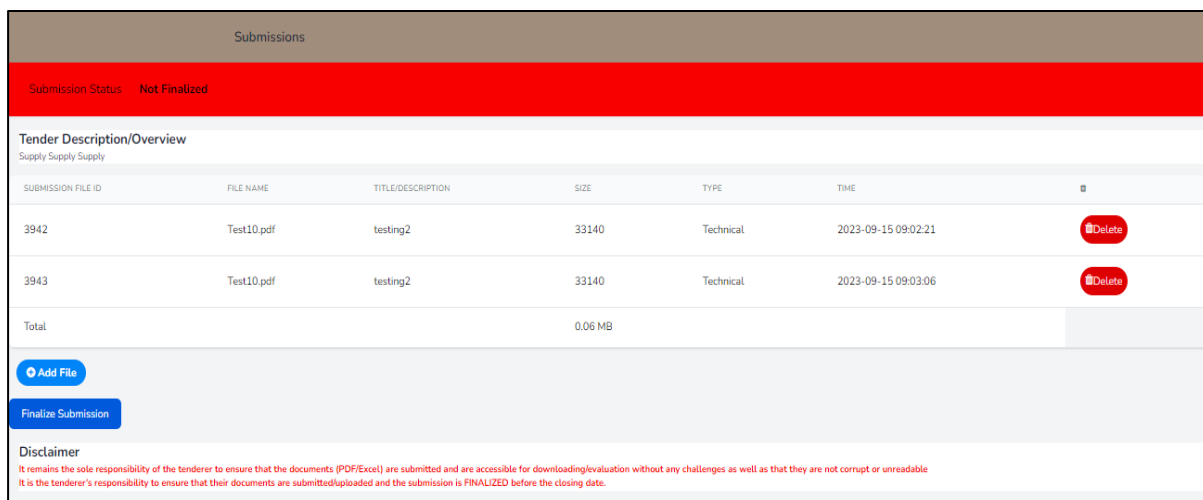
10. Click on **“Create New Submission” button** to submit required Tender documents



11. Landing page once clicked on **“Create New Submission” button**. Take note of the mentioned disclaimers.




12. To submit tender documents, click on **“Add file” button**



13. Upload required tender documents by:

1. Giving the file a name
2. Select the listed file type e.g.: Technical, commercial, finance and etc
3. Choose the file you need to upload
4. Then click on **“Upload” button**, Fig5.

File Upload



File title / description

File Type  

Technical

Upload Files MAX 50Mb Each  

Choose File
No file chosen

UPLOAD


Back to submission

Sumbitted Files

Tender Description/Overview  
Award for Provision of Office Cleaning and Janitorial Services at Kusile Power Station Project

Fig4.

File Upload



File title / description

File Type  

Technical

Upload Files MAX 50Mb Each  

Choose File
Test1.pdf

UPLOAD

Back to submission

Sumbitted Files

Tender Description/Overview  
Award for Provision of Office Cleaning and Janitorial Services at Kusile Power Station Project

Fig5.

14. Once clicked on **“Upload” button**, this page will be displayed with the submitted document(s). Continue to submit all the required documents under the correct category ,i.e: Technical should be selected if technical documentation is uploaded and etc. Verify all required documents are uploaded before making ‘Final Submission’ by clicking on ‘Finalize Submission’ button.

Submissions

Submission Status: Incomplete

Tender Description/Overview

24 Oct 2022 -Open Tender

Submission File ID	File Name	Title/Description	Size	Type	Time	
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34	Delete
Total			0.03 MB			

Add File

Submissions

Submission Status: Incomplete

Tender Description/Overview

24 Oct 2022 -Open Tender

SUBMISSION FILE ID	FILE NAME	TITLE/DESCRIPTION	SIZE	TYPE	TIME	
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34	Delete
358	Test3.pdf	testing1	33140	Technical	2022-10-26 14:12:32	Delete
Total			0.06 MB			

Add File

Submissions

Submission StatusNot Finalized

Tender Description/Overview

24 Oct 2022 -Open Tender

SUBMISSION FILE ID	FILE NAME	TITLE/DESCRIPTION	SIZE	TYPE	TIME	
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34	Delete
358	Test3.pdf	testing1	33140	Technical	2022-10-26 14:12:32	Delete
359	Test3.pdf	test1	33140	Finance	2022-10-26 14:16:06	Delete
Total			0.09 MB			

Add File

Finalize Submission

15. Click on **“Finalize Submission”** button. A file size cannot exceed 50MB and a total size of all uploaded files should not exceed 900MB.

Submissions

Submission Status

Not Finalized

Tender Description/Overview

24 Oct 2022 - Open Tender

SUBMISSION FILE ID	FILE NAME	TITLE/DESCRIPTION	SIZE	TYPE	TIME	
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34	<div>Delete</div>
358	Test3.pdf	testing1	33140	Technical	2022-10-26 14:12:32	<div>Delete</div>
362	Test16.pdf	test6	33141	Finance	2022-10-26 15:09:57	<div>Delete</div>
Total			0.09 MB			

+ Add File

Finalize Submission

16. Once “Finalize Submission” button is clicked the pop-up message confirming the submission will pop-up

Submissions

Submission StatusNot Finalized

Tender Description/Overview

24 Oct 2022 - Open Tender

SUBMISSION FILE ID	FILE NAME	TITLE/DESCRIPTION	SIZE	TYPE	TIME	
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34	Delete
358	Test3.pdf	testing1	33140	Technical	2022-10-26 14:12:32	Delete
362	Test16.pdf	test6	33141	Finance	2022-10-26 15:09:57	Delete
Total			0.09 MB			

Add File

Finalize Submission

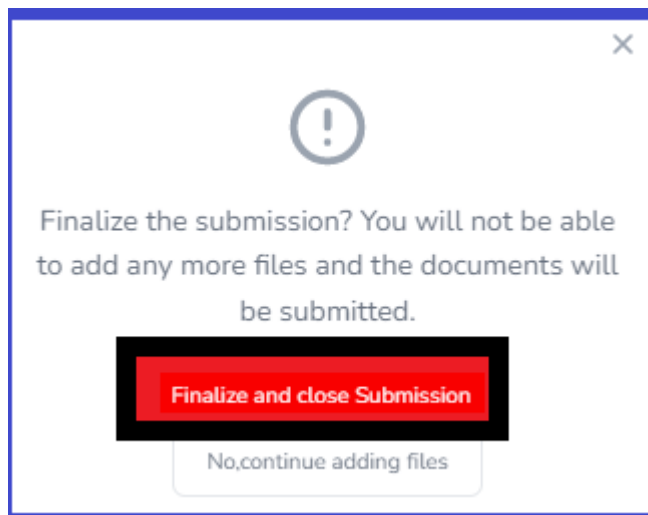
Finalize the submission? You will not be able to add any more files and the documents will be submitted.

Finalize and close Submission

No,continue adding files

17. Click on **“Finalise and Close Submission”** button to finalize the submission of documents.

If not all documents were submitted or still wish to add or submit more documents, click on **“No, continue adding files”** button.



18. Once the submission is finalised the page with all submitted documents will display with the submission and closed time and date timestamp at the bottom.

Submissions

Submission Status

Submitted

Tender Description/Overview

24 Oct 2022 - Open Tender

SUBMISSION FILE ID	FILE NAME	TITLE/DESCRIPTION	SIZE	TYPE	TIME
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34
358	Test3.pdf	testing1	33140	Technical	2022-10-26 14:12:32
362	Test16.pdf	test6	33141	Finance	2022-10-26 15:09:57
Total			0.09 MB		

Submission started at 2022-10-26 13:16:33 and closed at 2022-10-26 15:15:39

19. To view submitted tenders, click on “My Submissions” menu option. All your individually submitted tenders will be displayed.

If you want to view or verify the submitted documents, click on “**View Submission**” button

My Submissions				
TENDER ID	SUBMISSION START DATE	SUBMISSION END DATE		TENDER DESCRIPTION
<a href="#">71385</a>	2022-10-26 13:12:34	65 days left before the tender is closed.	<a href="#">Add files / Close Submission</a>	24 Oct 2022 - Open Tender
<a href="#">71385</a>	2022-10-26 13:16:33	2022-10-26 15:15:39	<a href="#">View Submission</a>	24 Oct 2022 - Open Tender

20. Once the submission process is complete an email will be sent to the submitter with all submitted documents on email, Fig6. This is the final step for the submitter or tenderer.

It is vital to save the email with the **submission ID** for future enquiry if need be.

-----Original message-----

From: Eskom E-Tender Document Submission 28 <noone@eskom.co.za>

Date: Tue, 23 Aug 2022, 3:42pm

To: monalisatthatlha2@gmail.com

Subject: Response To Submitter

Eskom E-Tender Document Submission 28

Hi Monalisa

You have finalized a new submission with **submission id:14** on tender #MPKUS10086PS closing date : 2022-11-30 10:00:00.

Have started the submission from 2022-08-23 14:28:33 and finalized at 2022-08-23 15:42:28

Tender Description:

Award for Provision of Office Cleaning and Janitorial Services at Kusile Power Station Project

Files Submitted:

ID	Original Name	Title	Size	Type
38	Test7.pdf	testingCom	33141	Commercial
40	Test1.pdf	testingTech	33502	Technical
41	Test15.pdf	testingFin	33141	Finance

Thanks,

Eskom E-Tender Document Submission 28 Automated Mail

© 2022 Eskom E-Tender Document Submission 28. All rights reserved.

NB: This Email and its contents are subject to the Eskom Holdings SOC Ltd EMAIL LEGAL NOTICE which can be viewed at [http://www.eskom.co.za/Pages/Email\\_Legal\\_Spam\\_Disclaimer.aspx](http://www.eskom.co.za/Pages/Email_Legal_Spam_Disclaimer.aspx)

Fig6.

## 5 Edit Registration

To edit already registered information such as Name, Organization, CSD and cell phone number select "Edit Registration" on the drop down, Fig1. New window with information that needs to be updated pop ups, Fig2. Click on "**Update**" button to update registration details.

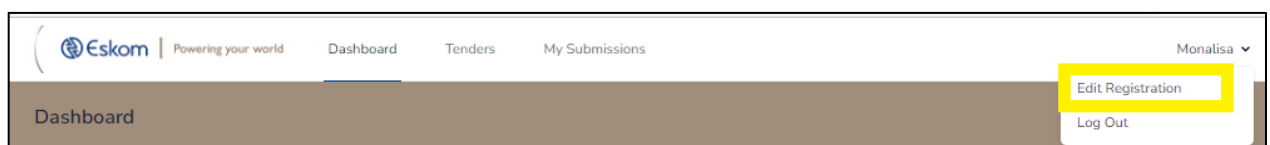
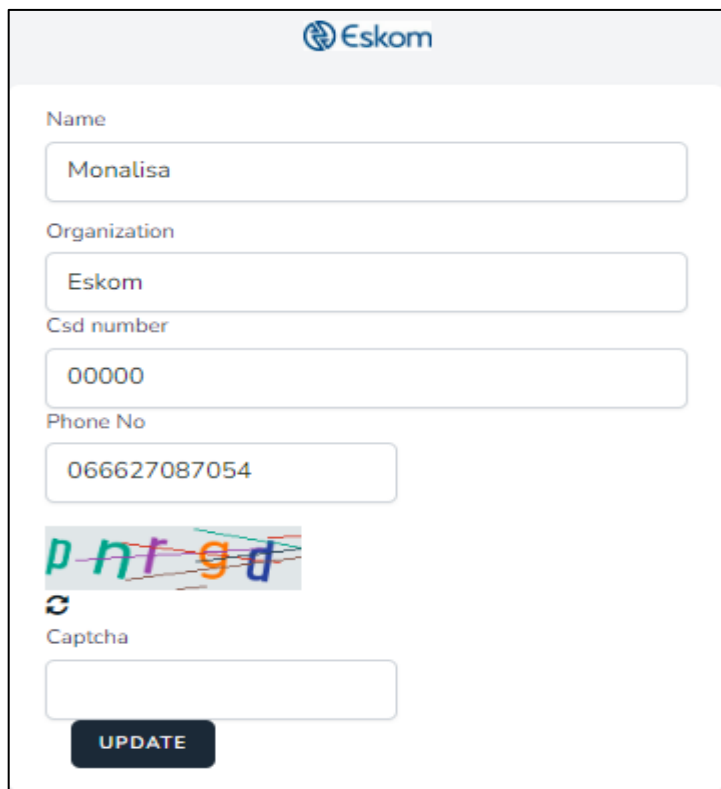


Fig1.



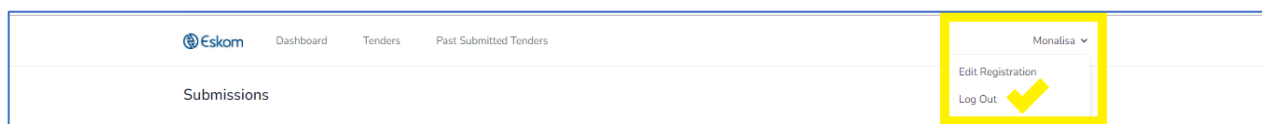
Registration form fields:

- Name: Monalisa
- Organization: Eskom
- Csd number: 00000
- Phone No: 066627087054
- Captcha: [Image with text 'p n t g d']
- UPDATE button

Fig2.

## 6 Log off Button

To logout, click “Log out” on the dropdown next to your name



Header navigation: Eskom, Dashboard, Tenders, Past Submitted Tenders, Submissions

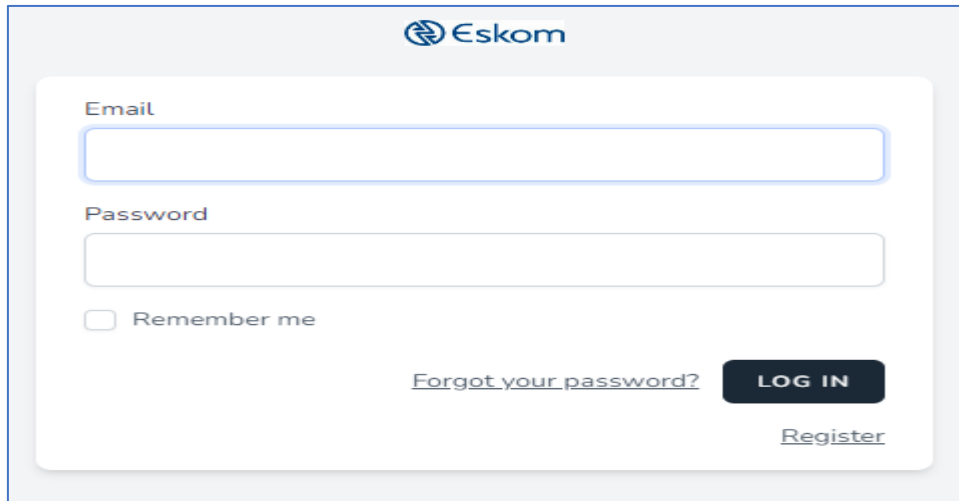
User profile dropdown (Monalisa):

- Edit Registration
- Log Out (highlighted with a yellow checkmark)

Fig1.

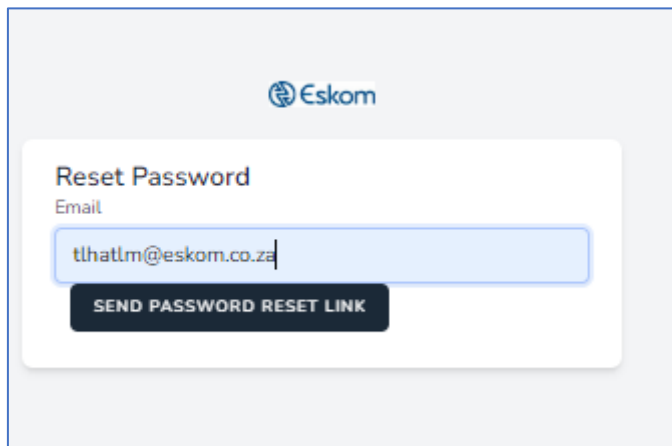
## 7 Password reset

To reset a forgotten password, click “**Forgot your password**” **Fig1.** and a new screen will pop up to enter an alternative email where the new password will be sent **Fig2.** Confirmation message will be sent to the user, **Fig3.**



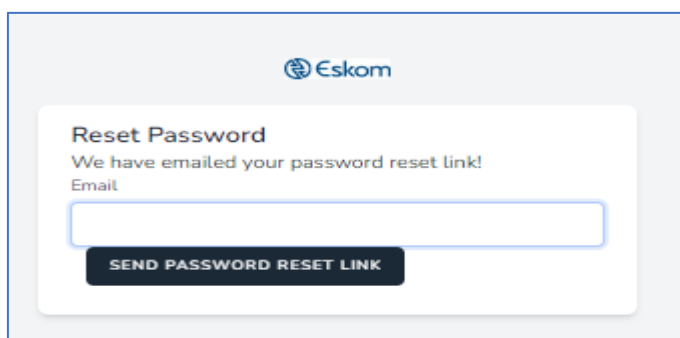
The login form features the Eskom logo at the top. Below it, there are two input fields: 'Email' and 'Password'. A 'Remember me' checkbox is located below the password field. To the right of the password field, there is a link for 'Forgot your password?' and a dark blue 'LOG IN' button. At the bottom right, there is a 'Register' link.

Fig1.



This form is titled 'Reset Password' and features the Eskom logo. It contains an 'Email' input field with the text 'tthatlm@eskom.co.za' entered. Below the input field is a dark blue button labeled 'SEND PASSWORD RESET LINK'.

Fig2.



This form is titled 'Reset Password' and features the Eskom logo. It displays a confirmation message: 'We have emailed your password reset link!'. Below this message is an 'Email' input field and a dark blue button labeled 'SEND PASSWORD RESET LINK'.

Fig3.

An email confirming password reset will be sent to the email provided. Click on the link or **“Reset Password” button** to reset the password.



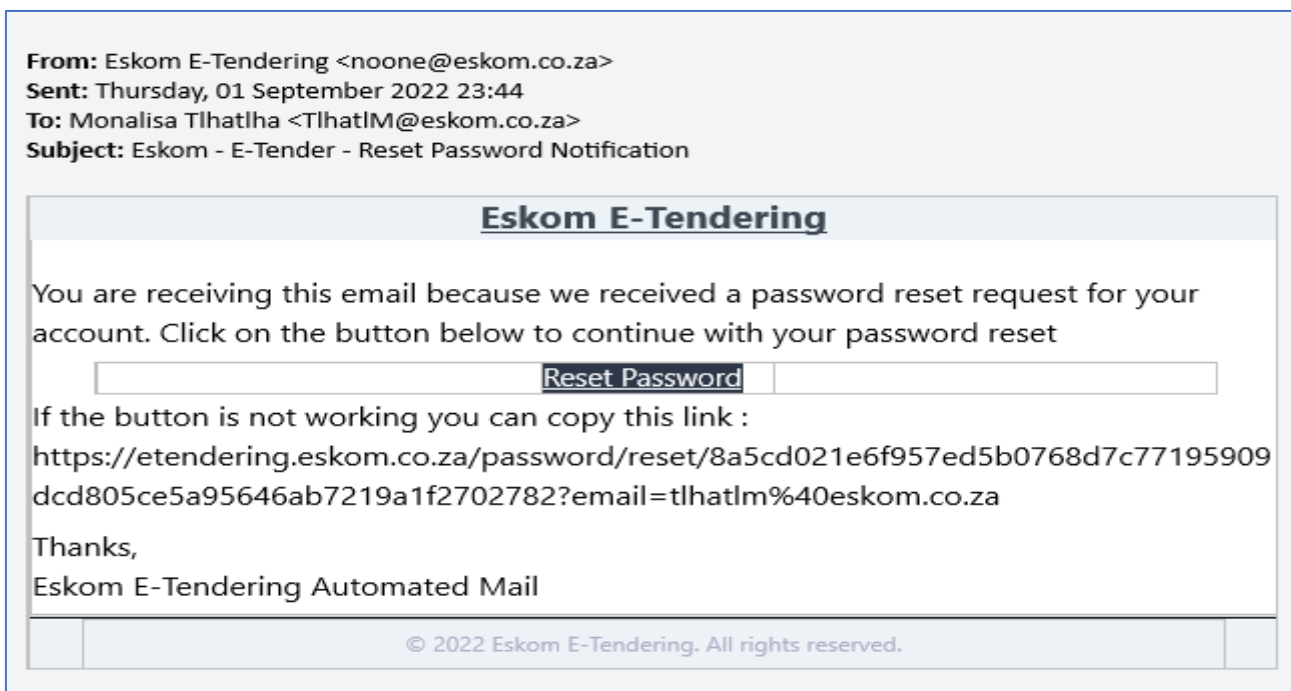
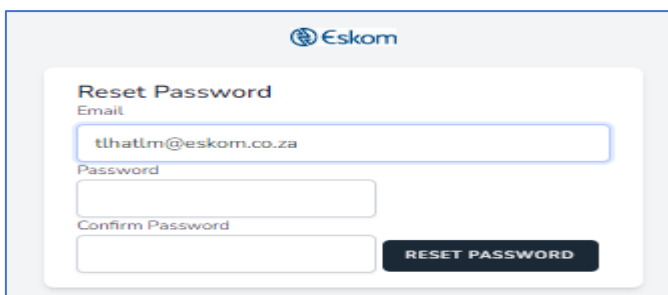



Fig4.

A new window will pop up to reset and confirm the new password, Fig5. Enter new password and confirm then click on “**Reset Password**” button.





**Reset Password**

Email

Password

Confirm Password

**RESET PASSWORD**

Fig5.

OTP window will pop up, type in the OTP sent to either the cell phone or email address.





OTP send to 0827973454  
and emailed to tlhatlM@eskom.co.za

One Time Pin (OTP)

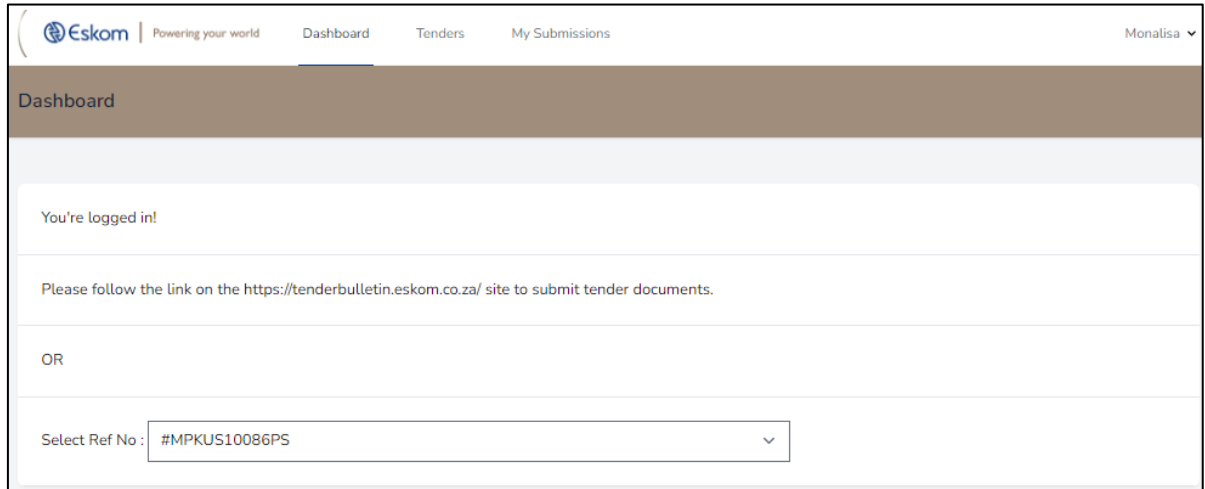
**VERIFY OTP**

**RESEND OTP**

[Logout](#)

Fig6.

OTP successfully goes through and lands on the below screen, password is successfully reset.



The screenshot shows the Eskom eTendering System dashboard. At the top, there is a navigation bar with the Eskom logo, the tagline "Powering your world", and links to "Dashboard", "Tenders", and "My Submissions". The user's name "Monalisa" is displayed in the top right corner. Below the navigation bar, the word "Dashboard" is prominently displayed. The main content area contains the following elements: a message "You're logged in!", a instruction "Please follow the link on the <https://tenderbulletin.eskom.co.za/> site to submit tender documents.", the word "OR", and a dropdown menu labeled "Select Ref No:" with the value "#MPKUS10086PS" selected.

Fig7.

## 8 General

This system is compatible to most web browsers however we recommend Ms Edge.

**The end.**