



# **CONFIDENTIAL**

## **eTendering System**

### **Suppliers Help Manual**

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## 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:**

- **Tender Bulletin Public website:** <https://tenderbulletin.ntcsa.co.za> - this is used by members of the public, to view and access NTCSA 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.

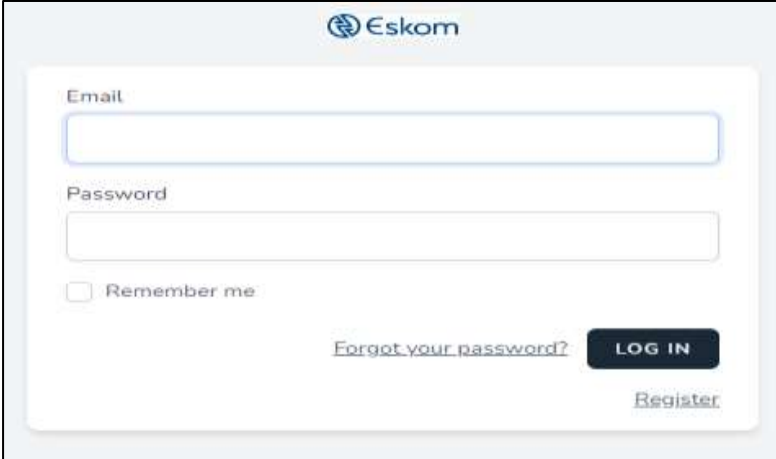
## 3 What's New

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 \(eskom.co.za\)](http://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, there is the Eskom logo. Below it, there are two input fields: 'Email' and 'Password'. Under the 'Password' field, there is a checkbox labeled 'Remember me'. To the right of the input fields, there is a link that says 'Forgot your password?'. Below the input fields, there is a dark blue button labeled 'LOG IN'. At the bottom right, there is a link that says 'Register'.

Fig 1

Registration Form	Steps to follow
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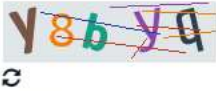
<div> <p>Name</p> <input type="text" value="Keely Alston"/> </div> <div> <p>Email</p> <input type="text" value="hobyqaby@mailinator.com"/> </div> <div> <p>Organization</p> <input type="text" value="Tran and McIntosh LLC"/> </div> <div> <p>Csd number</p> <input type="text" value="80"/> </div> <div> <p>Phone No</p> <input type="text" value="+1 (132) 316-4302"/> </div> <div> <p>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"/> </p> </div> <div> <p>Password</p> <input type="password" value="....."/> </div> <div> <p>Confirm Password</p> <input type="password" value="....."/> </div> <div>  <p>Captcha</p> <input type="text"/> </div> <div style="text-align: right; margin-top: 10px;"> <a href="#">Already registered?</a> <input type="button" value="REGISTER"/> </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 <b>Verify Email</b> 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>
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Fig1.1

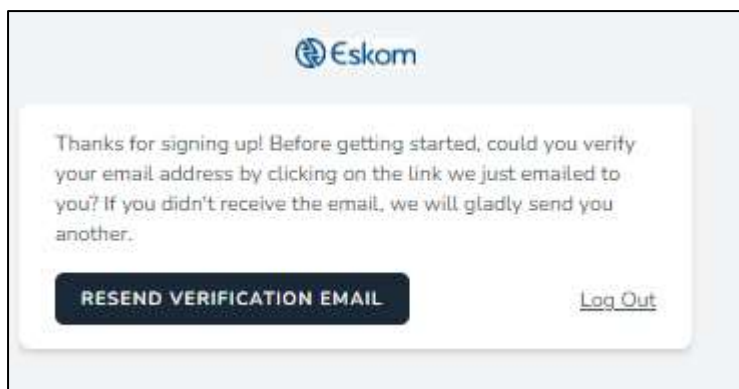


Fig2a.

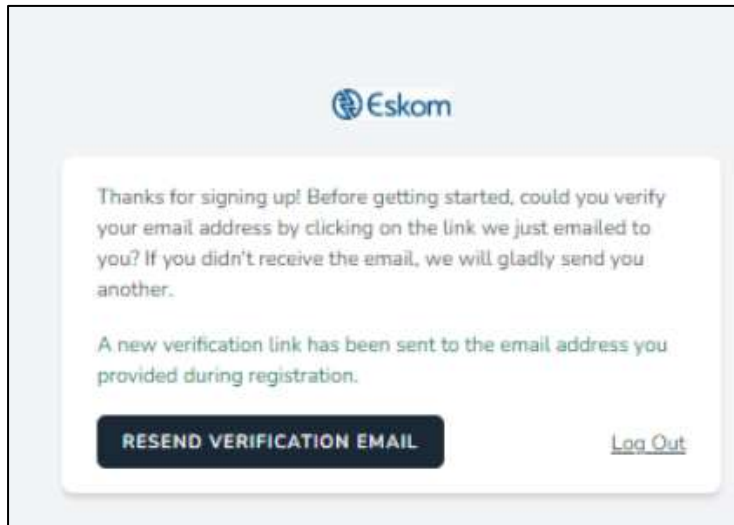
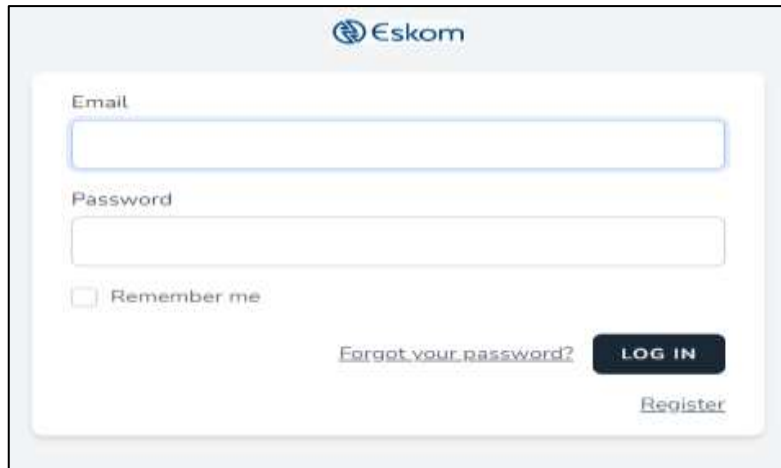


Fig2b.

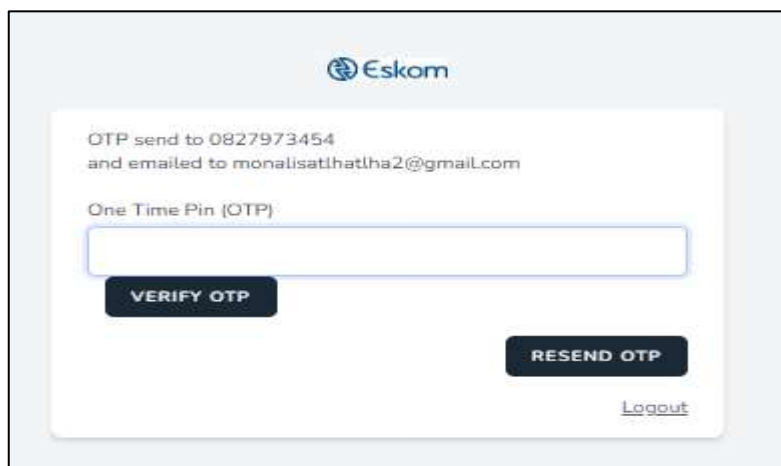


Fig3.

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

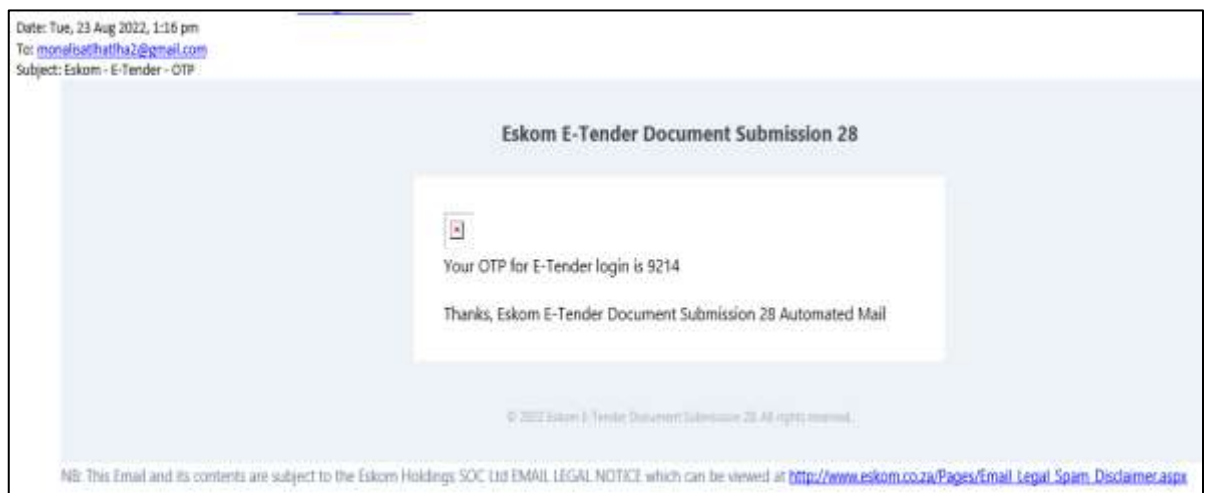


The login form features the Eskom logo at the top. It contains two input fields for 'Email' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. To the right of the password field is a 'LOG IN' button. Below the 'LOG IN' button is a 'Forgot your password?' link and a 'Register' link.

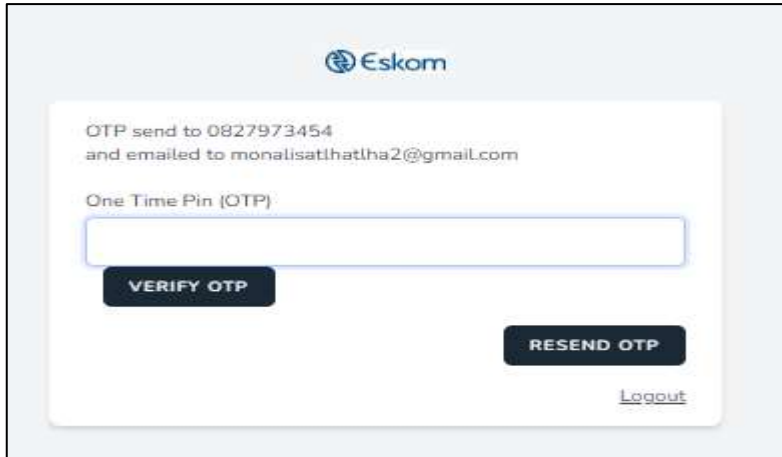


The OTP verification form features the Eskom logo at the top. It displays a message: 'OTP send to 0827973454 and emailed to monalisathattha2@gmail.com'. Below this is a 'One Time Pin (OTP)' input field. To the left of the input field is a 'VERIFY OTP' button. To the right of the input field is a 'RESEND OTP' button. At the bottom right is a 'Logout' link.

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

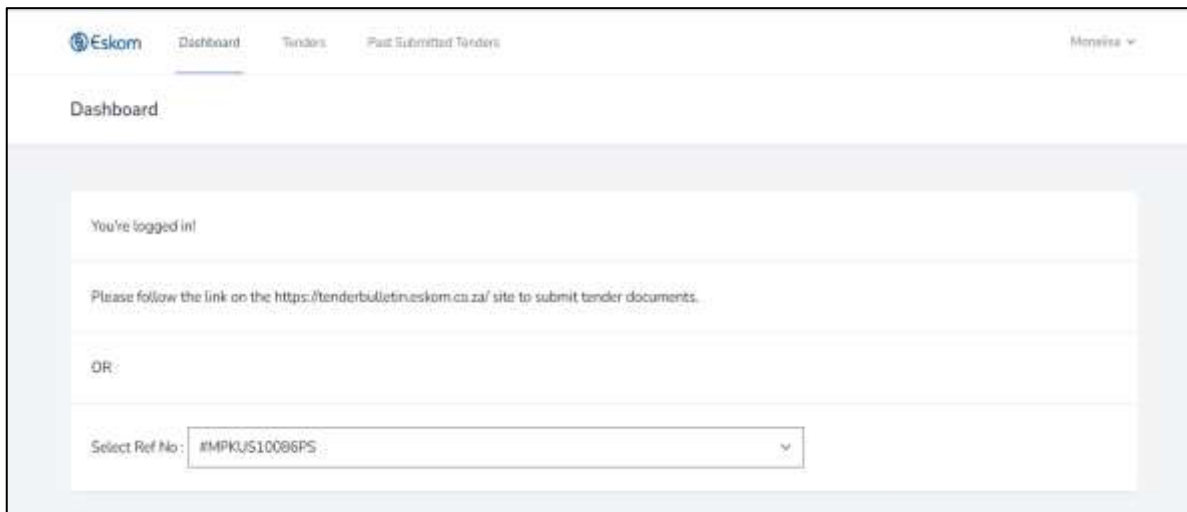


6. Insert the otp number then click **“Verify OTP”** button, to resend OTP click on **“Resend OTP”** button



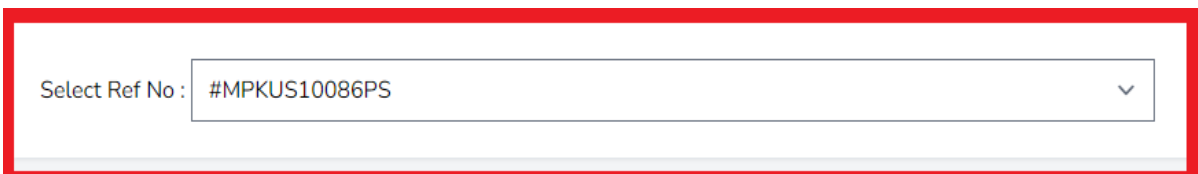
The screenshot shows the OTP verification interface. At the top is the Eskom logo. Below it, a message states: "OTP send to 0827973454 and emailed to monalisatthatlha2@gmail.com". A label "One Time Pin (OTP)" is positioned above a text input field. Below the input field is a dark button labeled "VERIFY OTP". To the right of the input field is another dark button labeled "RESEND OTP". At the bottom right, there is a "Logout" link.

7. Landing page once OTP is verified



The screenshot displays the user's dashboard after successful login. The top navigation bar includes the Eskom logo, "Dashboard" (active), "Tenders", and "Past Submitted Tenders", along with a "My Profile" dropdown. The main content area is titled "Dashboard" and contains a message: "You're logged in!". Below this, it instructs the user: "Please follow the link on the https://tenderbulletineskom.co.za/ site to submit tender documents." An "OR:" separator is shown. At the bottom, there is a "Select Ref No:" label followed by a dropdown menu currently displaying "#MPKUS10086PS".

8. Select the preferred "Ref No"



This image is a close-up of the "Select Ref No:" dropdown menu from the dashboard. The dropdown is highlighted with a red rectangular border. The selected option, "#MPKUS10086PS", is visible within the dropdown box, and a downward arrow icon is located at the right end of the box.

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



Tender Info			
<a href="#">Create New Submission</a>			
24 Oct 2022 - Open Tender			
REFERENCE	DAYS LEFT		
10012	65 days left before the tender is closed		
CLOSING DATE	PUBLISHED DATE		
2022-12-31 10:00:00	2022-10-25 10:59:46		
ESKOM REPRESENTATIVE'S EMAIL	UPDATED DATE		
thutl@eskom.co.za	2022-10-24 18:18:21		
SCOPE DETAILS			
Provision of Office Cleaning and Janitorial Services at Kusile Power Station Project			
SUMMARY			
We wish to thank you for submitting your response to the abovementioned Enquiry No. MPKU510086PS. The matter has now been adjudicated and we regret to inform you that you have not been successful in this instance.			
ADDRESS			
N/A			
TENDER ID	SUBMISSION START DATE	SUBMISSION END DATE	TENDER DESCRIPTION

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

Tender Info	
<a href="#">Create New Submission</a>	

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

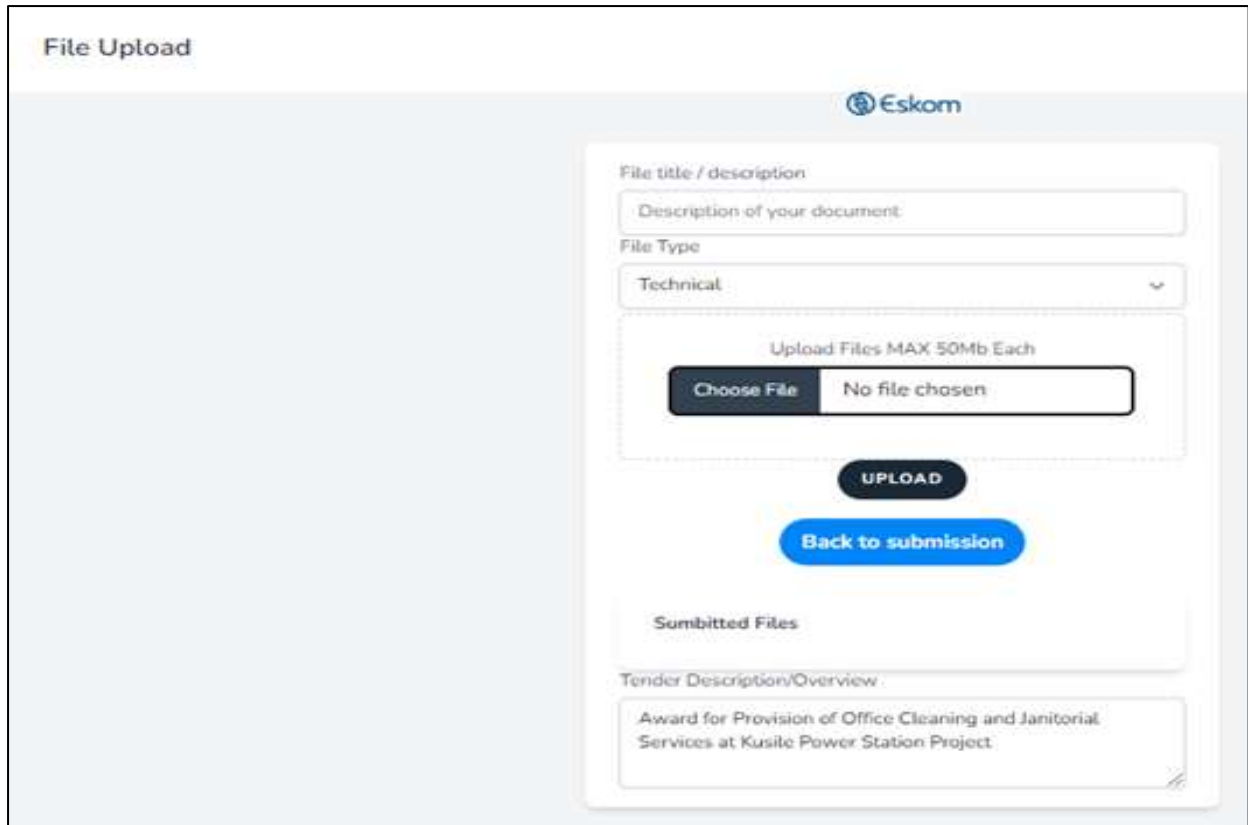
The screenshot shows the 'Submissions' page with a red header bar containing 'Submissions Status' and 'Not Finalized'. Below the header is a 'Tender Description/Overview' section for 'Supply Supply Supply'. A table lists submissions with columns: Submission File ID, File Name, File Description, Size, Type, Date, and a status icon. The 'Total' row shows 0 MB. A blue 'Add File' button is visible below the table. A 'Finalize Submissions' button is at the bottom left. A disclaimer is at the bottom right.

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


The screenshot shows the 'Submissions' page with the same red header bar. The 'Tender Description/Overview' section for 'Supply Supply Supply' now shows two uploaded files in the table. The 'Total' row shows 0.06 MB. The 'Add File' button is still present. The 'Finalize Submissions' button is at the bottom left. The disclaimer is at the bottom right.

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  
Description of your document

File Type  
Technical

Upload Files MAX 50Mb Each

Choose File No file chosen

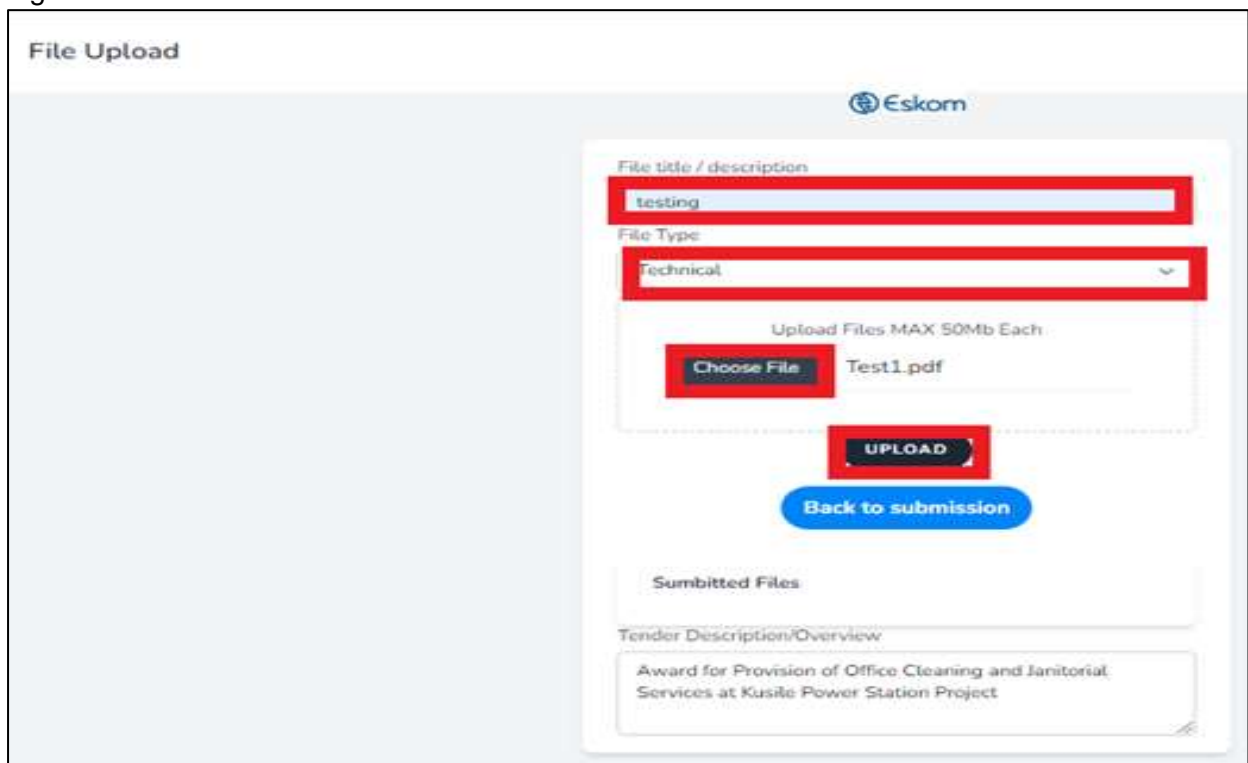
UPLOAD

Back to submission


Submitted Files

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

Fig4.



**File Upload**



File title / description  
testing

File Type  
Technical

Upload Files MAX 50Mb Each

Choose File Test1.pdf

UPLOAD

Back to submission

Submitted 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

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

utton.

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			

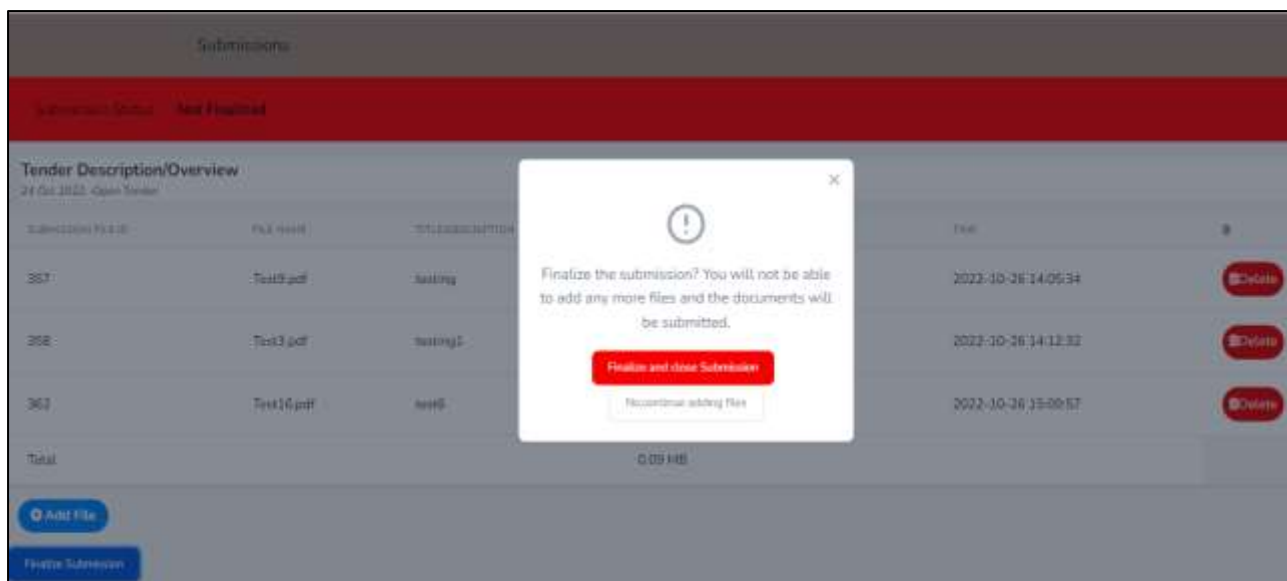
Add File

Submissions						
Submission 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	Delete
358	Test3.pdf	testing3	33140	Technical	2022-10-26 14:12:32	Delete
359	Test1.pdf	test1	33140	Finance	2022-10-26 14:18:06	Delete
Total			0.09 MB			
<a href="#">Add File</a> <a href="#">Finalize Submission</a>						

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

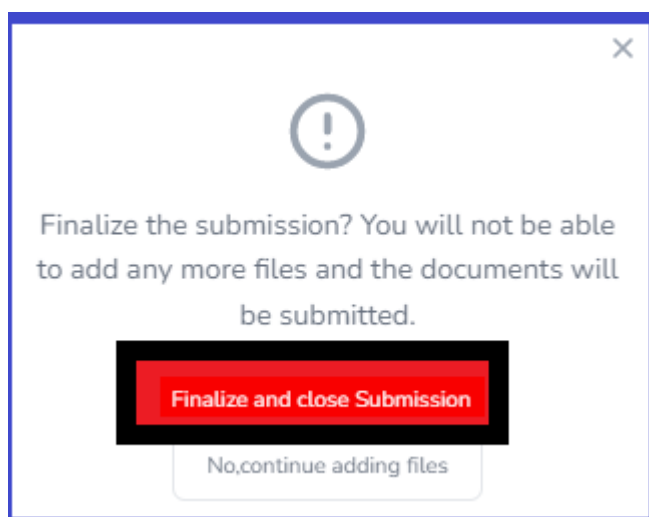
Submissions						
Submission Status: Not Finalized						
Tender Description/Overview						
24 Oct 2022 - Open Tender						
SUBMISSION FILE ID	FILE NAME	TITLE/DESCRIPTION	SIZE	TYPE	TIME	
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34	Delete
358	Test3.pdf	testing3	33140	Technical	2022-10-26 14:12:32	Delete
362	Test16.pdf	test6	33141	Finance	2022-10-26 15:09:57	Delete
Total			0.09 MB			
<a href="#">Add File</a> <a href="#">Finalize Submission</a>						

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



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	FILE SIZE/SECTION	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="#">71388</a>	2022-10-26 13:12:34	65 days left before the tender is closed	24 Oct 2022 - Open Tender
		<a href="#">Add files / Close Submission</a>	
<a href="#">71385</a>	2022-10-26 13:16:33	2022-10-26 15:15:39	24 Oct 2022 - Open Tender
		<a href="#">View Submission</a>	

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.

-----Originalmessage-----

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

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

To: monalisatlhathla2@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

Fig6.

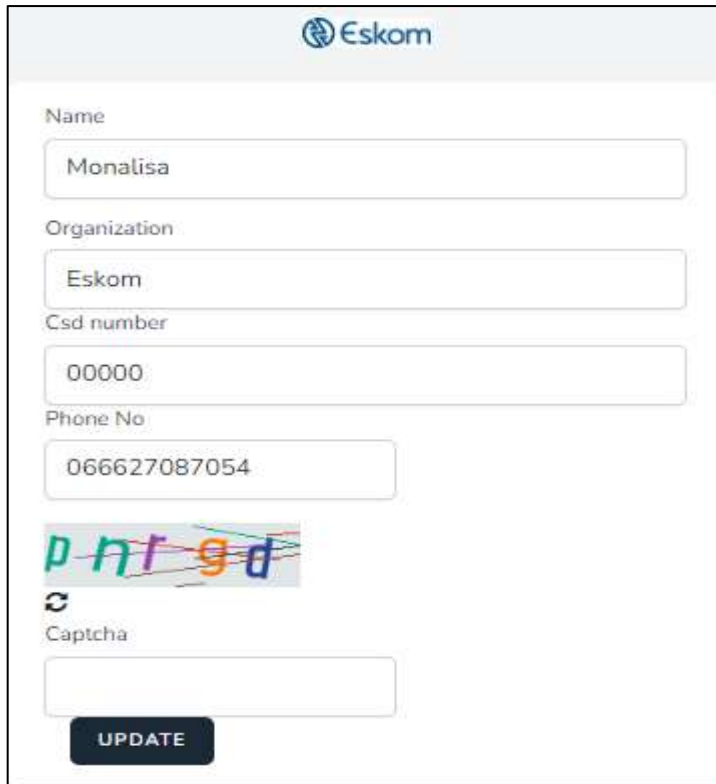
## 5 Edit Registration

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.





The image shows a user profile update form. At the top is the Eskom logo. Below it are several input fields: 'Name' with the value 'Monalisa', 'Organization' with 'Eskom', 'Csd number' with '00000', and 'Phone No' with '066627087054'. Below these is a CAPTCHA image showing the letters 'p n t s d' in a colorful, stylized font. Under the CAPTCHA is a 'Captcha' label and an empty input field. At the bottom of the form is a dark blue button labeled 'UPDATE'.

Fig2.

## 6 Log off Button

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

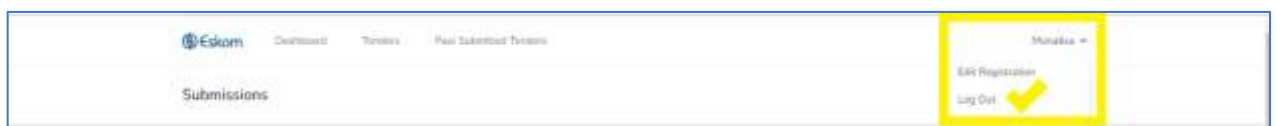


Fig1.

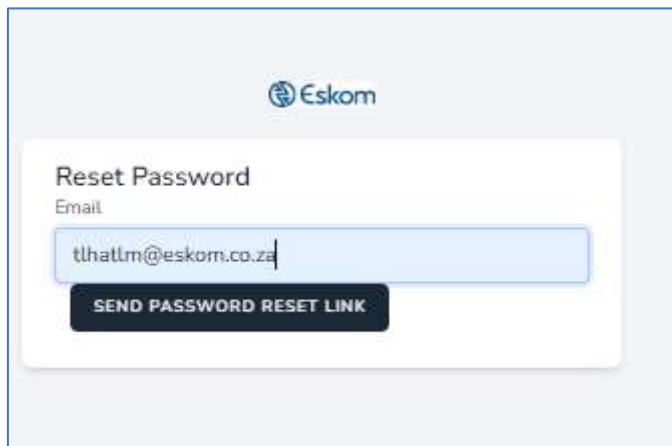
## 7 Password reset

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 checkbox labeled 'Remember me' is positioned below the password field. To the right of the 'Remember me' checkbox is a link that says 'Forgot your password?'. Further right is a dark blue button with the text 'LOG IN' in white. At the bottom right of the form is a link that says 'Register'.

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 with the text 'SEND PASSWORD RESET LINK' in white.

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. At the bottom of the form is a dark blue button with the text 'SEND PASSWORD RESET LINK' in white.

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

Fig5.

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





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

One Time Pin (OTP)

[Logout](#)

Fig6.

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

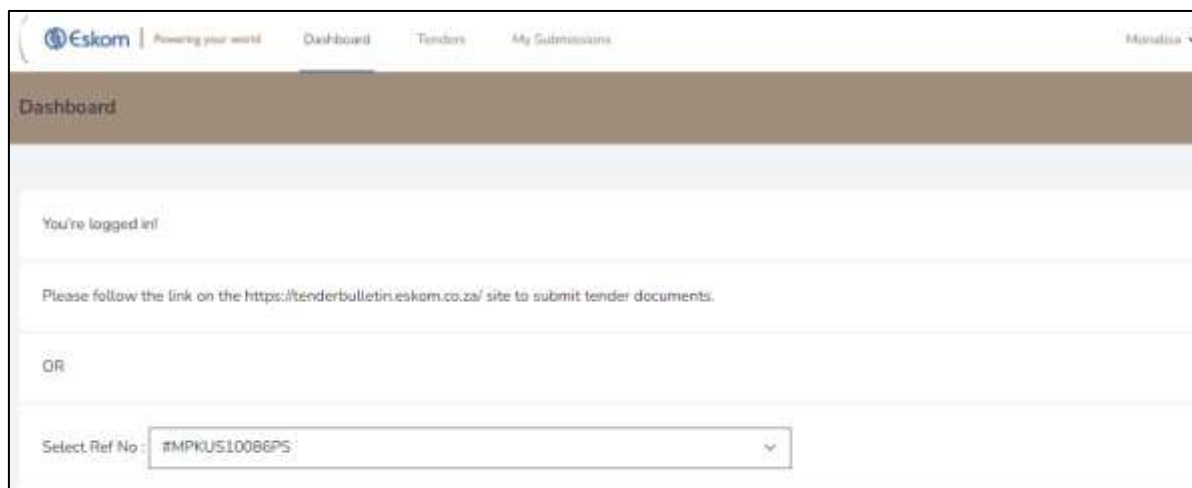


Fig7.

## 8 General

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

**The end.**