



# **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:**

- **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.
- For any IT or technology-related issues, please contact the **ITCARE** support team at the toll-free number **0860 724 365**.
- For any issues related to tender submissions, suppliers are kindly requested to contact the designated buyer for assistance.
- **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.

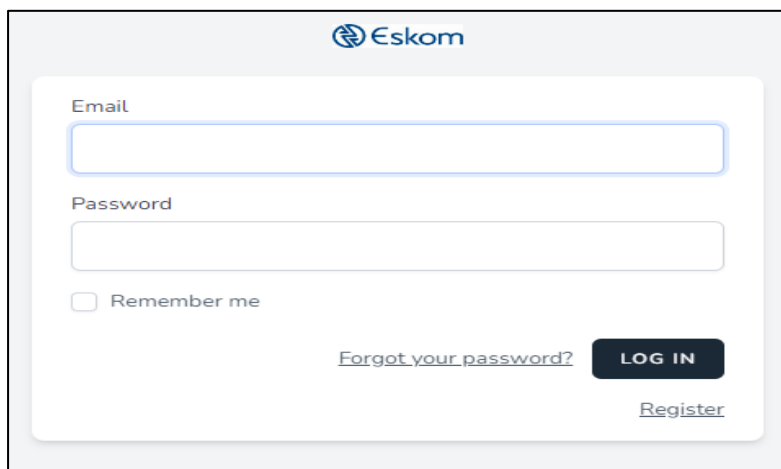
## 4 Getting Started

To gain access to eTendering portal

1. Open your web browser.
2. Type [Eskom Tender Bulletin](#) or [Eskom E-Tendering](#)

3. Click on the eTendering icon “”

4. eTendering system login page will be displayed:



The login page 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 is a 'LOG IN' button. Below the 'LOG IN' button is a 'Register' link. To the left of the 'LOG IN' button is a 'Forgot your password?' link.

Fig 1

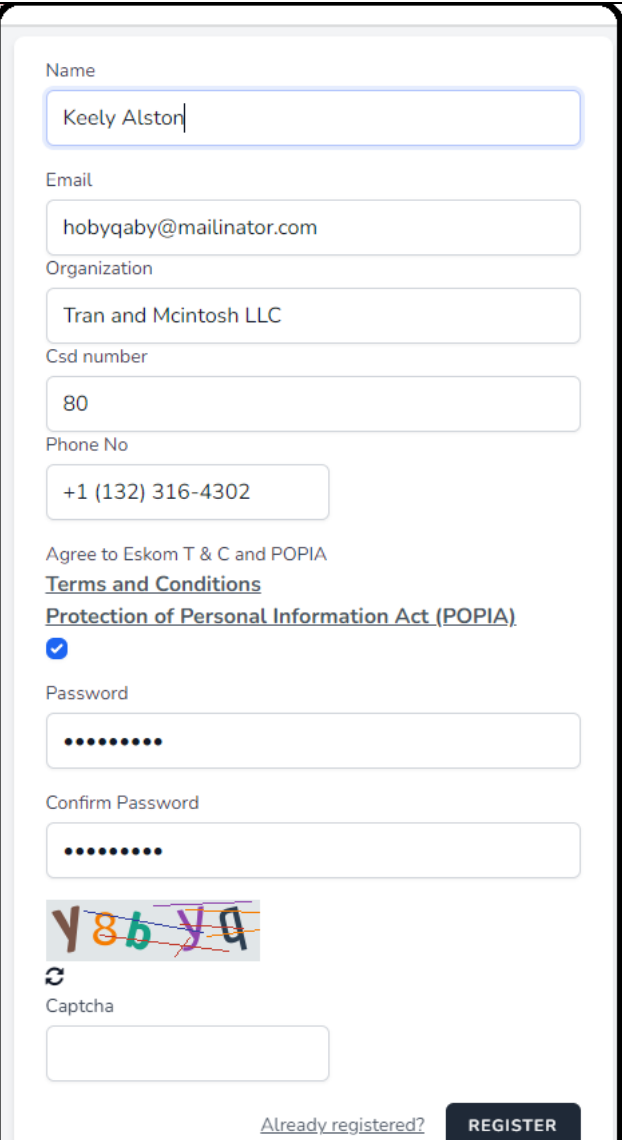

Registration Form	Steps to follow
<div data-bbox="209 277 831 1413"> <div data-bbox="252 331 309 356">Name</div> <div data-bbox="256 365 794 423"><input type="text" value="Keely Alston"/></div> <div data-bbox="252 441 306 465">Email</div> <div data-bbox="256 474 794 530"><input type="text" value="hobyqaby@mailinator.com"/></div> <div data-bbox="252 528 365 555">Organization</div> <div data-bbox="256 564 794 618"><input type="text" value="Tran and McIntosh LLC"/></div> <div data-bbox="252 616 362 642">Csd number</div> <div data-bbox="256 651 794 705"><input type="text" value="80"/></div> <div data-bbox="252 703 341 730">Phone No</div> <div data-bbox="256 739 541 792"><input type="text" value="+1 (132) 316-4302"/></div> <div data-bbox="252 813 541 840">Agree to Eskom T &amp; C and POPIA</div> <div data-bbox="252 840 474 869"><a href="#">Terms and Conditions</a></div> <div data-bbox="252 871 729 900"><a href="#">Protection of Personal Information Act (POPIA)</a></div> <div data-bbox="252 902 280 934"><input checked="" type="checkbox"/></div> <div data-bbox="252 949 341 976">Password</div> <div data-bbox="256 983 794 1039"><input type="password" value="....."/></div> <div data-bbox="252 1059 411 1086">Confirm Password</div> <div data-bbox="256 1093 794 1149"><input type="password" value="....."/></div> <div data-bbox="252 1167 470 1232"></div> <div data-bbox="252 1234 280 1261"></div> <div data-bbox="252 1261 328 1288">Captcha</div> <div data-bbox="256 1294 541 1350"><input type="text"/></div> <div data-bbox="464 1379 638 1406"><a href="#">Already registered?</a></div> <div data-bbox="657 1370 794 1413"><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 captcha 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>

Fig1.1

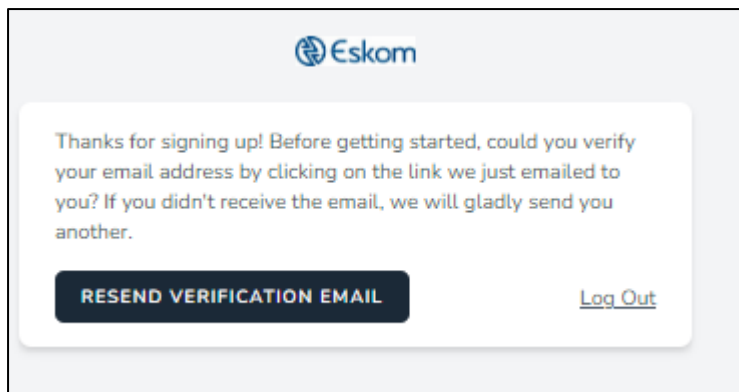


Fig2a.

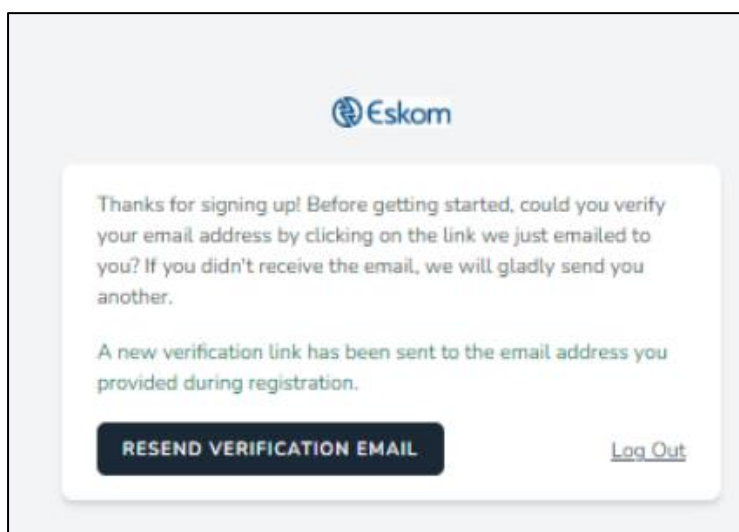


Fig2b.

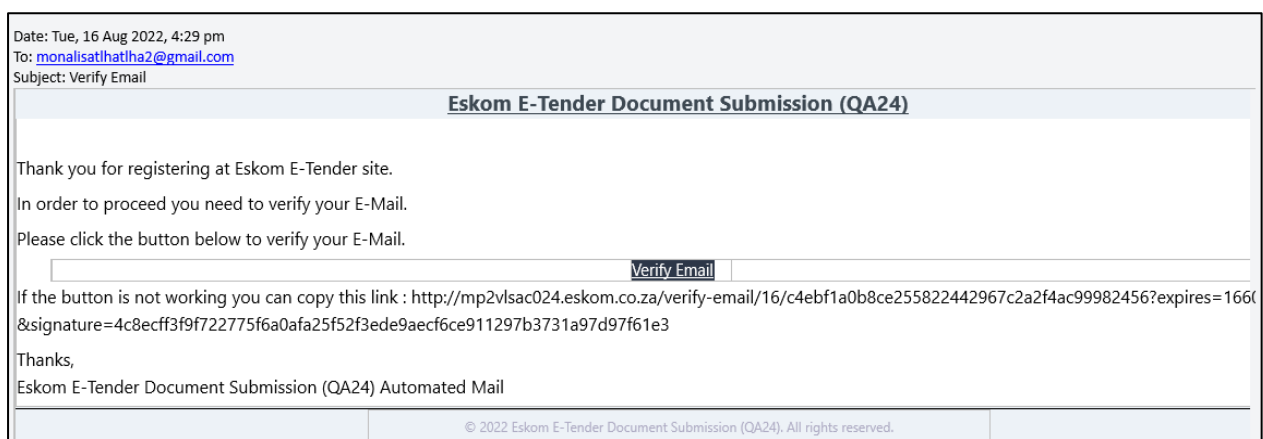
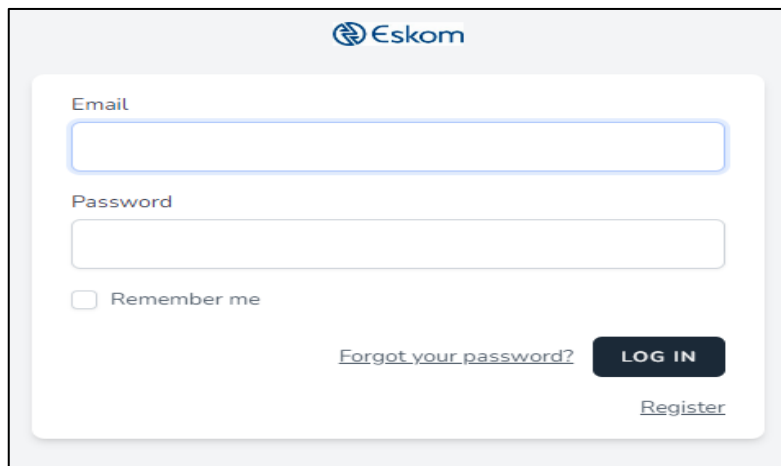
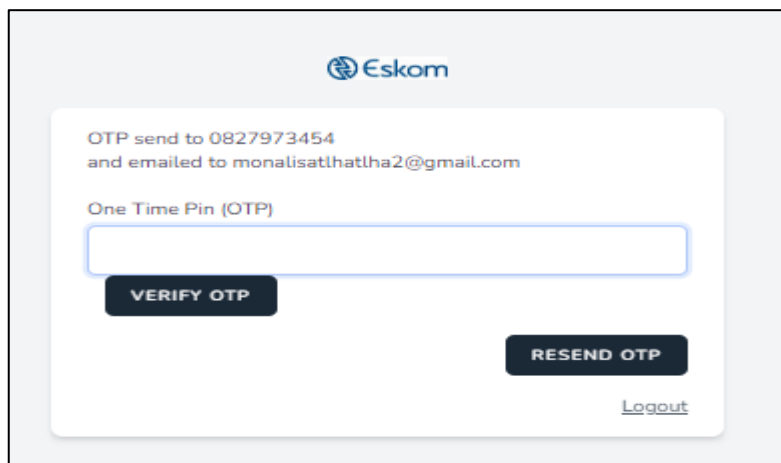


Fig3.

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

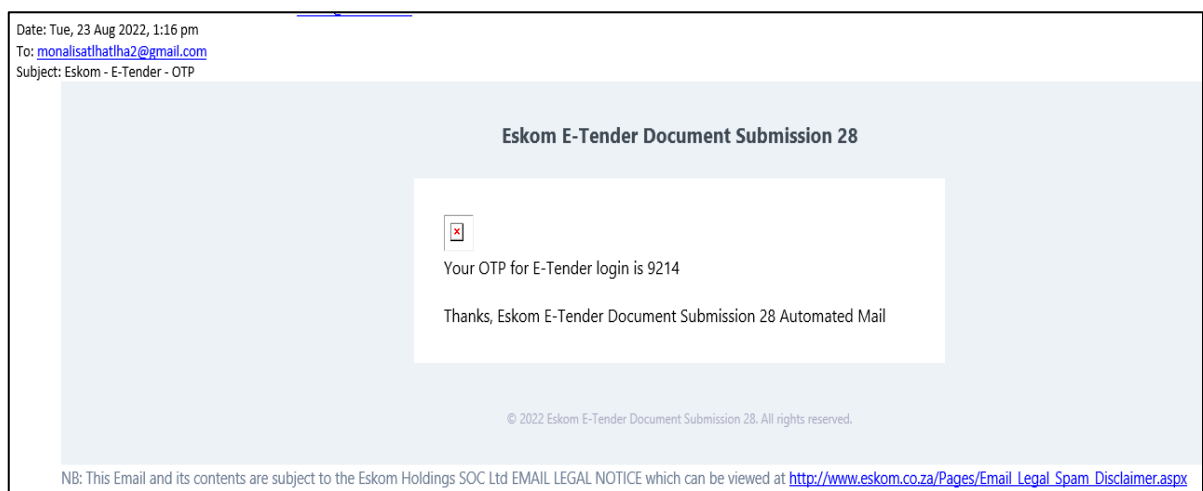


The login form features the Eskom logo at the top. It includes input fields for 'Email' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. To the right of the password field is a 'LOG IN' button. Below the 'LOG IN' button is a 'Register' link. To the left of the 'LOG IN' button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



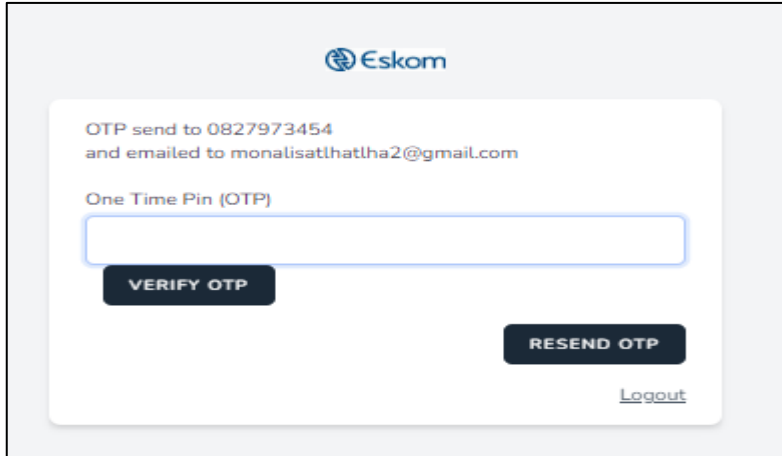
The OTP verification form features the Eskom logo at the top. It displays a message: 'OTP send to 0827973454 and emailed to monalisatthattha2@gmail.com'. Below this is a label 'One Time Pin (OTP)' and an input field. To the left of the input field is a 'VERIFY OTP' button. To the right of the input field is a 'RESEND OTP' button. At the bottom right is a 'Logout' link.

- OTP sent to the registered cell phone number and email address.



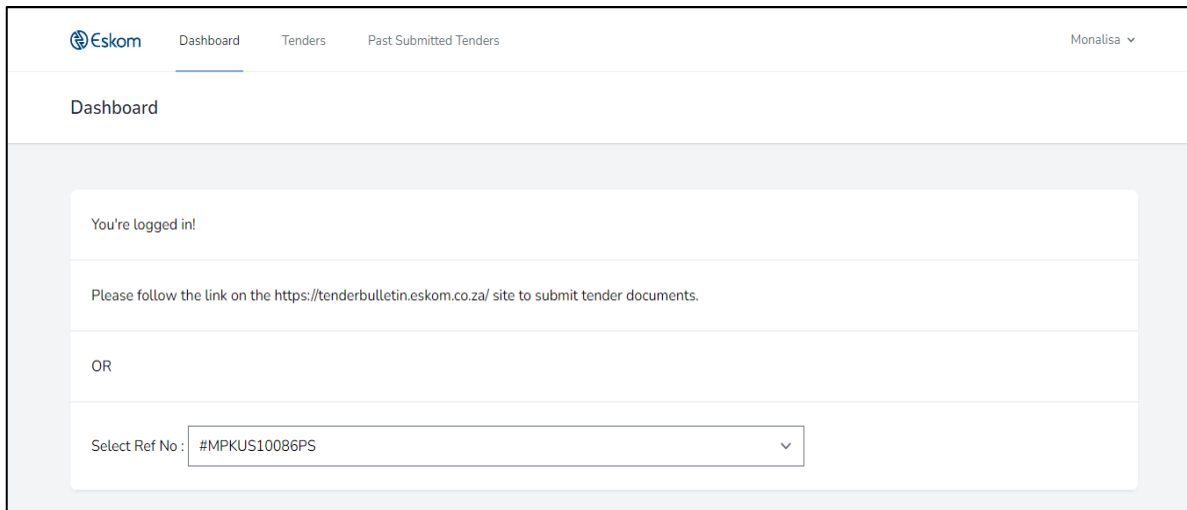
The email header shows the date 'Tue, 23 Aug 2022, 1:16 pm', the recipient 'To: monalisatthattha2@gmail.com', and the subject 'Subject: Eskom - E-Tender - OTP'. The main body of the email has a light blue background and contains the title 'Eskom E-Tender Document Submission 28'. Below the title is a 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'. At the bottom, there is a copyright notice '© 2022 Eskom E-Tender Document Submission 28. All rights reserved.' and a disclaimer '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'.

7. 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". Underneath, there is a label "One Time Pin (OTP)" 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.

8. Landing page once OTP is verified.



The screenshot shows the user's dashboard after successful login. The top navigation bar includes the Eskom logo, "Dashboard" (active), "Tenders", and "Past Submitted Tenders". The user's name "Monalisa" is in the top right corner. 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:" label and a dropdown menu showing "#MPKUS10086PS".


9. Select the preferred “Ref No”



The screenshot shows a close-up of the "Select Ref No:" dropdown menu. The dropdown is open, showing the selected value "#MPKUS10086PS". The entire dropdown area is highlighted with a red rectangular border.

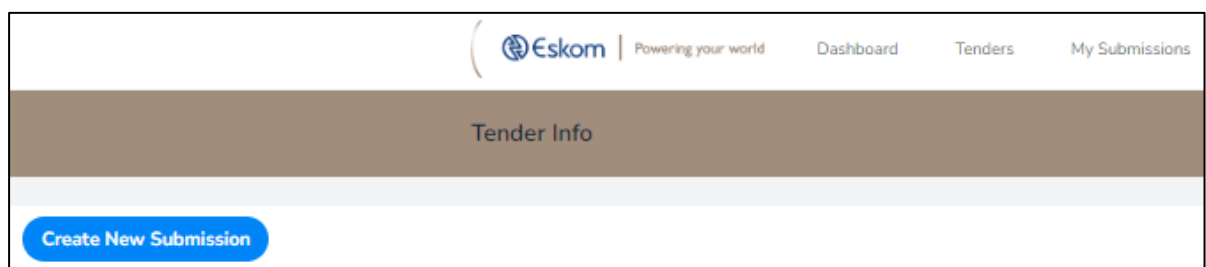


10. A page with the preferred Tender information is displayed before tender documentation can be submitted.



Tender Info			
<a href="#">Create New Submission</a>			
HEADER			
24 Oct 2022 -Open Tender			
REFERENCE	DAYS LEFT		
rsn12	65 days left before the tender is closed.		
CLOSING DATE	PUBLISHED DATE		
2022-12-31 10:00:00	2022-10-25 10:58:46		
ESKOM REPRESENTATIVE'S EMAIL	UPDATED DATE		
tihatlm@eskom.co.za	2022-10-24 16:16:21		
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. MPKUS10086PS. 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

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



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

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

Submissions

Submission Status **Incomplete**

Tender Description/Overview

Supply Supply Supply

SUBMISSION FILE ID	FILE NAME	TITLE/DESCRIPTION	SIZE	TYPE	TIME	
Total			0 MB			

Add File

Finalize Submission

Disclaimer

It remains the sole responsibility of the tenderer to ensure that the documents (PDF/Excel) are submitted and are accessible for downloading/evaluation without any challenges as well as that they are not corrupt or unreadable  
It is the tenderer's responsibility to ensure that their documents are submitted/uploaded and the submission is FINALIZED before the closing date.

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

Submissions

Submission Status **Not Finalized**

Tender Description/Overview

Supply Supply Supply

SUBMISSION FILE ID	FILE NAME	TITLE/DESCRIPTION	SIZE	TYPE	TIME	
3942	Test10.pdf	testing2	33140	Technical	2023-09-15 09:02:21	Delete
3943	Test10.pdf	testing2	33140	Technical	2023-09-15 09:03:06	Delete
Total			0.06 MB			

Add File

Finalize Submission

Disclaimer

It remains the sole responsibility of the tenderer to ensure that the documents (PDF/Excel) are submitted and are accessible for downloading/evaluation without any challenges as well as that they are not corrupt or unreadable  
It is the tenderer's responsibility to ensure that their documents are submitted/uploaded and the submission is FINALIZED before the closing date.

14. 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

Eskom

File title / description

Description of your document

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

Eskom

File title / description

testing

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.

15. 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	<div>Delete</div>
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

- 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

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

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	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

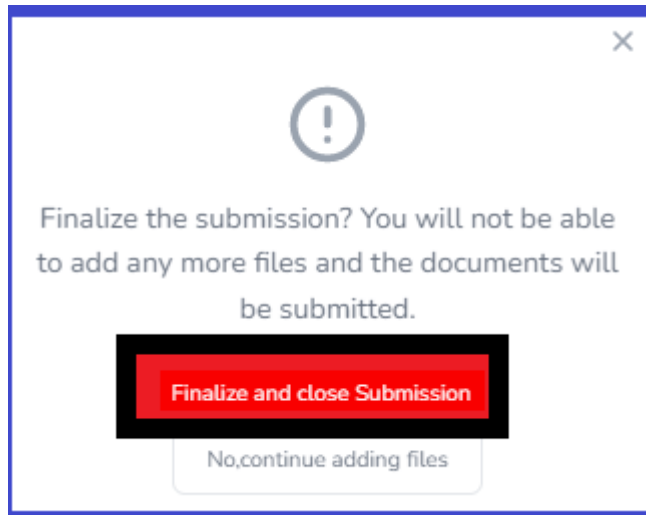
Finalize the submission? You will not be able to add any more files and the documents will be submitted.

Finalize and close Submission

No, continue adding files

18. 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.



19. 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					

20. 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

21. 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: 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.

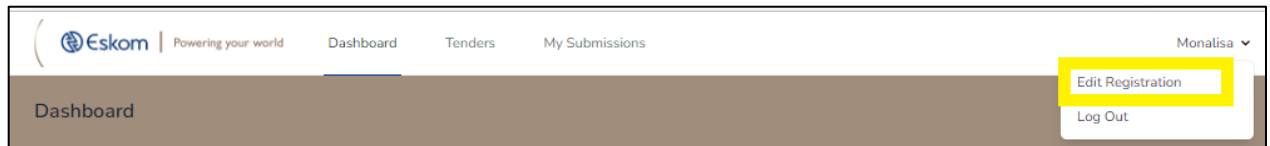
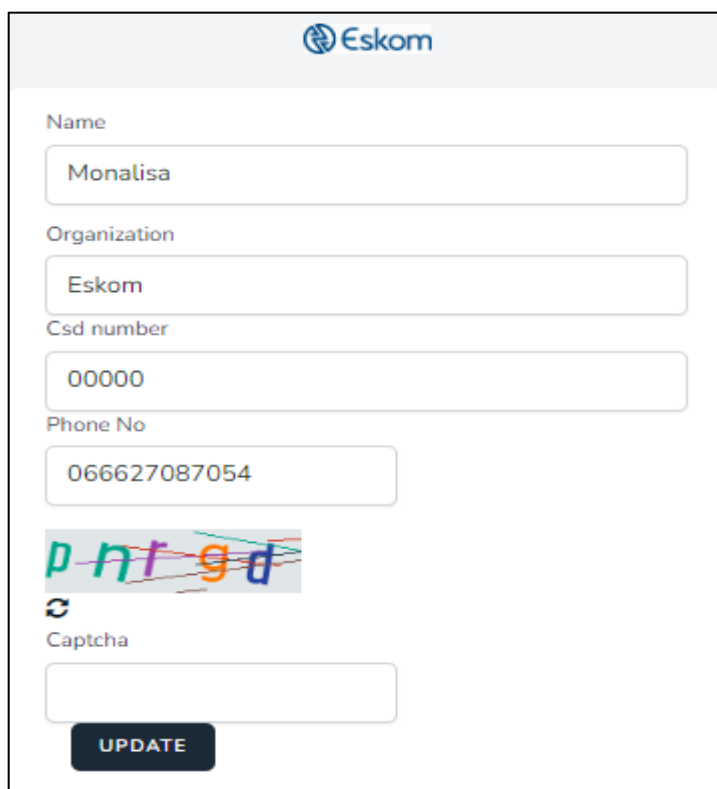


Fig1.



The screenshot shows the 'Edit Registration' form. It contains the following fields and elements:

- Name:** A text input field containing 'Monalisa'.
- Organization:** A text input field containing 'Eskom'.
- Csd number:** A text input field containing '00000'.
- Phone No:** A text input field containing '066627087054'.
- Captcha:** A visual captcha showing the letters 'p', 'n', 't', 'g', 'd' in various colors and orientations, with a refresh icon below it.
- UPDATE Button:** A dark blue button with the word 'UPDATE' in white capital letters.

Fig2.

## 6 Log off Button

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

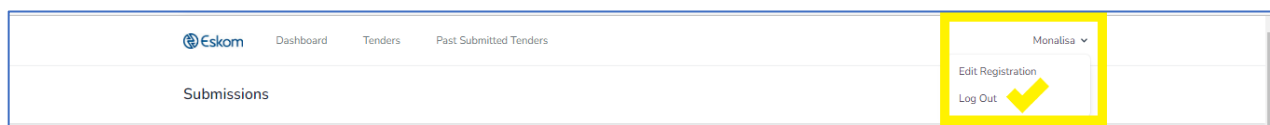
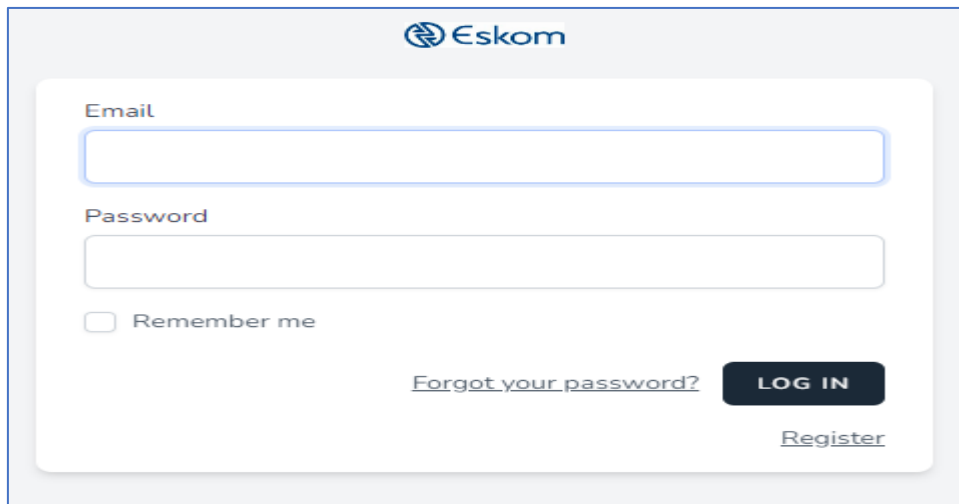


Fig1.



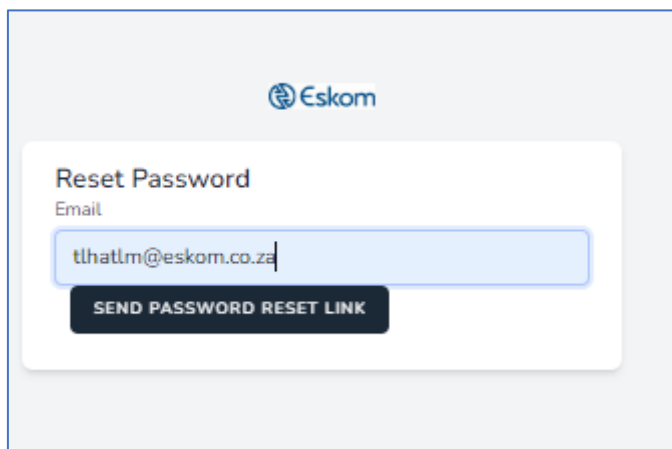
## 7 Password reset

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.



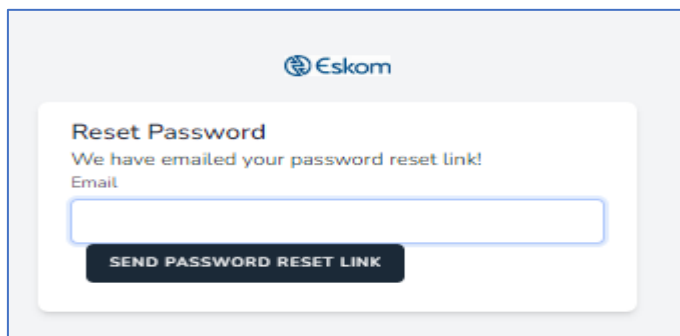
The login form features the Eskom logo at the top. It includes an 'Email' input field, a 'Password' input field, and a 'Remember me' checkbox. A link labeled 'Forgot your password?' is positioned to the left of a dark 'LOG IN' button. A 'Register' link is located at the bottom right of the form.

Fig1.



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

Fig2.



The confirmation form shows the Eskom logo and the title 'Reset Password'. It includes a message: 'We have emailed your password reset link!'. Below this is an 'Email' input field and a dark 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.

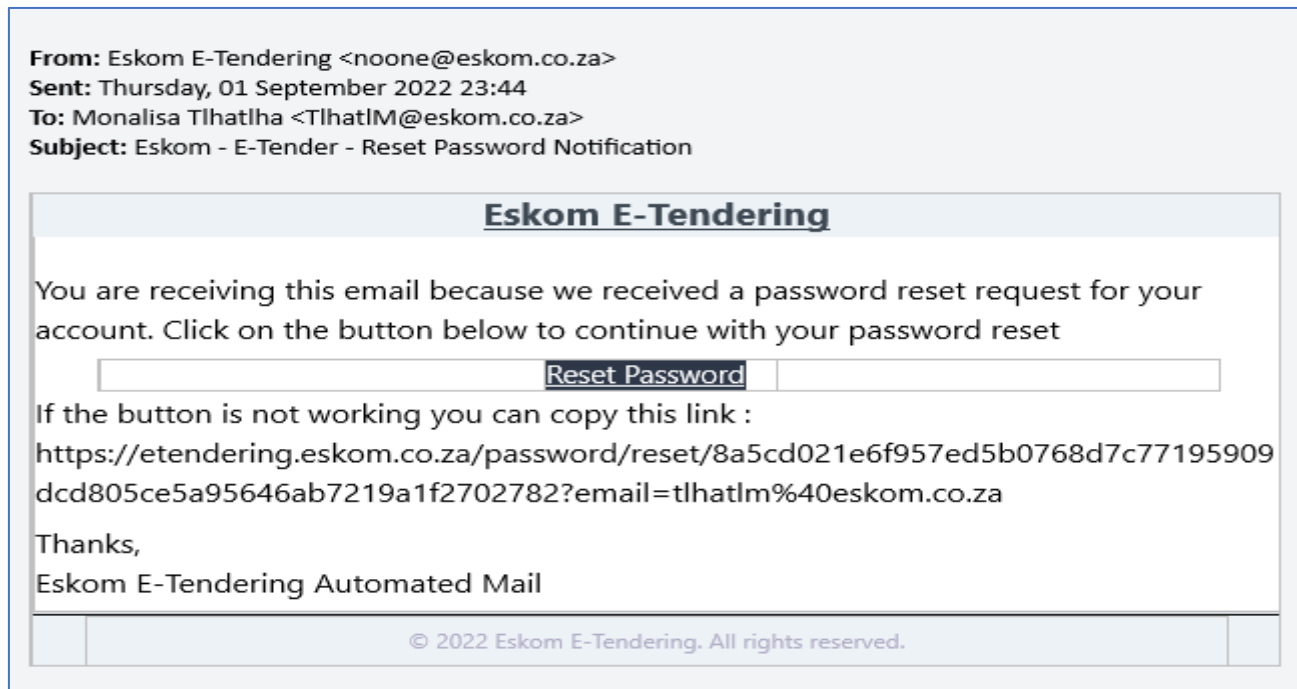


Fig4.

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**.

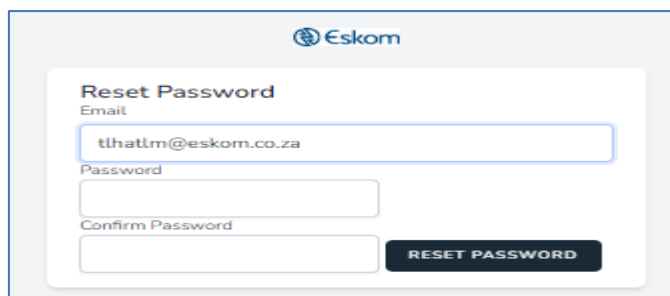


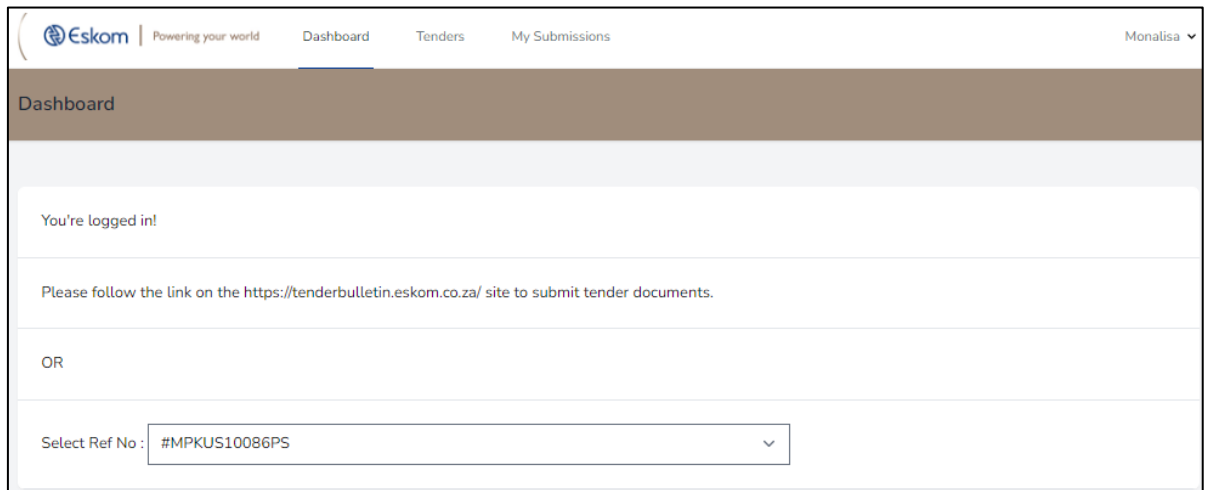
Fig5.

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



Fig6.

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



The screenshot shows the Eskom eTendering System dashboard. The top navigation bar includes 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. The main content area has a brown header with the word "Dashboard". Below this, there is a light blue section with the message "You're logged in!". This is followed by a white section with the instruction "Please follow the link on the <https://tenderbulletin.eskom.co.za/> site to submit tender documents." Below this is a white section with the text "OR". At the bottom, there is a white section with a label "Select Ref No :" and a dropdown menu showing the value "#MPKUS10086PS".

Fig7.

## 8 General

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

**The end.**