

# GUIDE DOCUMENT: HOW TO SUBMIT A RESPONSE ON ETENDERS PORTAL

## 1. Introduction

This guide provides step-by-step instructions for suppliers on how to prepare and submit an electronic tender (e-Submission) through the **National Treasury eTenders Portal** ([www.etenders.gov.za](http://www.etenders.gov.za)). Information is based on the official **E-Submission User Manual for Suppliers**.

## 2. Accessing the eTenders Portal

### 2.1 Log In

1. Visit **<https://www.etenders.gov.za>**
2. Click **Login** → **Supplier Login**
3. Enter your **CSD-registered email address** and **CSD password**
4. Complete the **CAPTCHA**
5. Click **Log in**

## 3. Finding a Tender Opportunity

### 3.1 Browse Opportunities

1. From the main dashboard, click **Browse Opportunities**
2. Select **Currently Advertised**
3. Look for the tender you want to apply for
4. Click the **“+” icon** to expand details

### 3.2 Access Tender Details

- Expanded view will show full tender information and documents
- Click **Start eSubmission Process** to begin your application

## 4. Starting the e-Submission Process

### 4.1 Select Supplier Profile

1. Under **Select Supplier**, choose the correct supplier number (from your CSD registrations)
2. Click **Start Response**

## 5. Uploading Required Documents

### 5.1 Follow the Submission Checklist

A **Submission Checklist** will appear on the right side. Every item must be fully uploaded and marked before submission.

### 5.2 Uploading Files

1. Click **Select Files** or **Drag & Drop** documents into their respective boxes
2. Upload each required document according to its heading (e.g., SBD forms, pricing schedule, technical proposal)
3. Click **Confirm & Proceed** once all files are uploaded
4. **Important: Only one file per item is allowed — uploading another replaces the previous one.**

## 6. Submitting the Tender Response

### 6.1 Confirm Completion

- Ensure all checklist items are **ticked**
- If any remain blank, your submission will stay in **Pending** status

### 6.2 Final Submission

1. Click **Submit Now**
2. A confirmation popup will appear showing **successful submission**
3. Your status will change to **Submitted**

## 7. Common Issues & Troubleshooting

### 7.1 Checklist Not Completed

- One or more mandatory documents were not uploaded
- Return to the checklist and upload missing files

## 7.2 Upload Errors

- Ensure individual documents are not too large
- Upload attachments one at a time as required

## 7.3 Cannot Log In

- Use your **CSD account details**
- Contact the eTenders helpdesk if the reset process fails

## 8. Best Practices for a Successful Submission

- **Read all tender documents thoroughly** before preparing your bid
- Download all attachments from the tender details section
- Ensure all SBD forms are fully completed and signed
- Use the correct supplier number linked to your CSD registration
- Submit well **before the closing date** to avoid last-minute issues

## 9. Support & Contact Details

For portal issues or login problems, contact:

### eTenders Contact Centre

 012 406 9222 / 012 406 9229 / 012 312 5000

 [etenders@treasury.gov.za](mailto:etenders@treasury.gov.za)