



# **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:**

- **TenderBulletin Public website:**  
<https://tenderbulletin.eskom.co.za> or <https://tenderbulletin.ntcsa.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

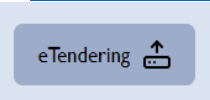
A channel of communication has been created in case users of the system experiences a problem with the system. In a case users come across some difficulties in using Tender bulletin, eTendering and OpenText systems they need to contact the buyer responsible for the published tender.

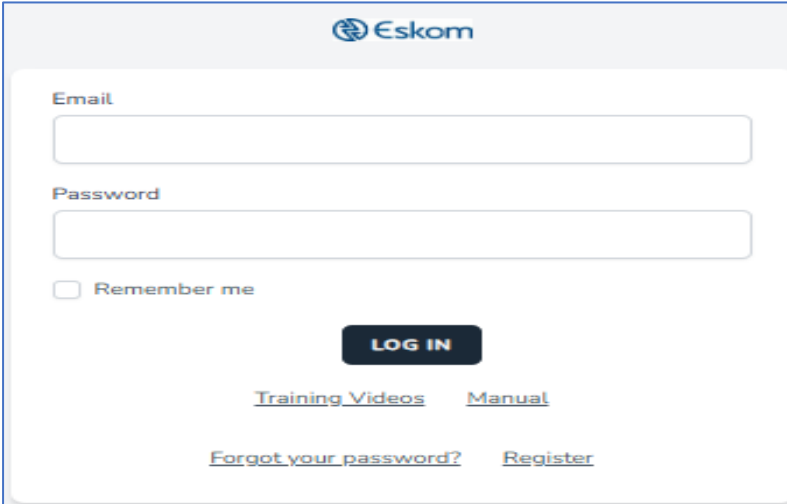
## 3 What's New

A new functionality of submitting tender documents via an ebox or online application called eTendering instead of a physical submission.

## 4 Getting Started

To gain access to eTendering portal

1. Open your web browser.
2. Type [Eskom Tender Bulletin](#) or [Eskom Tender Bulletin \(ntcsa.co.za\)](#) 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 are two input fields labeled 'Email' and 'Password'. A 'Remember me' checkbox is positioned below the password field. A dark blue 'LOG IN' button is centered below the inputs. At the bottom, there are four links: 'Training Videos', 'Manual', 'Forgot your password?', and 'Register'.

Fig 1



| Registration Form  | Steps to follow  |
|--|--|
| <div data-bbox="212 277 836 1413"> <div data-bbox="252 331 309 353">Name</div> <div data-bbox="256 365 794 423">Keely Alston</div> <div data-bbox="252 441 306 463">Email</div> <div data-bbox="256 474 794 528">hobyqaby@mailinator.com</div> <div data-bbox="252 528 365 551">Organization</div> <div data-bbox="256 562 794 616">Tran and McIntosh LLC</div> <div data-bbox="252 616 360 638">Csd number</div> <div data-bbox="256 649 794 703">80</div> <div data-bbox="252 703 341 725">Phone No</div> <div data-bbox="256 736 541 790">+1 (132) 316-4302</div> <div data-bbox="252 813 541 835">Agree to Eskom T &amp; C and POPIA</div> <div data-bbox="252 842 474 866"><a href="#">Terms and Conditions</a></div> <div data-bbox="252 873 729 898"><a href="#">Protection of Personal Information Act (POPIA)</a></div> <div data-bbox="252 904 280 929"><input checked="" type="checkbox"/></div> <div data-bbox="252 952 341 974">Password</div> <div data-bbox="256 983 794 1039">.....</div> <div data-bbox="252 1061 411 1084">Confirm Password</div> <div data-bbox="256 1093 794 1149">.....</div> <div data-bbox="252 1167 470 1232"></div> <div data-bbox="252 1232 280 1256"></div> <div data-bbox="252 1261 325 1285">Captcha</div> <div data-bbox="256 1294 541 1350"></div> <div data-bbox="466 1379 638 1404"><a href="#">Already registered?</a></div> <div data-bbox="659 1373 794 1413"><b>REGISTER</b></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

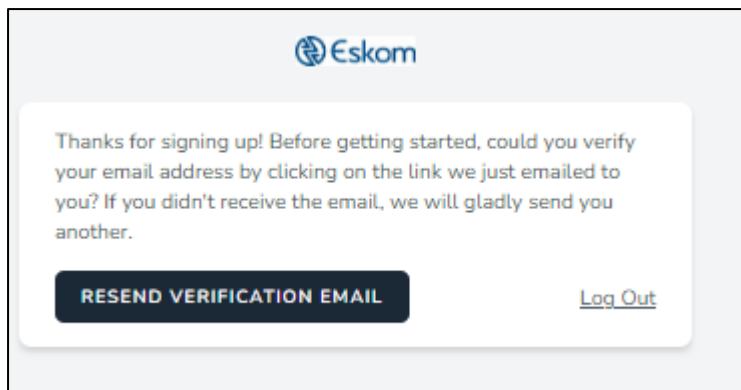


Fig2a.

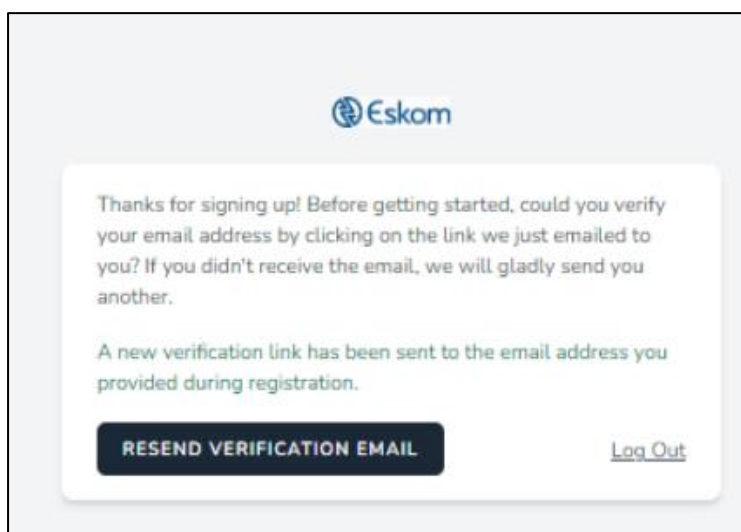
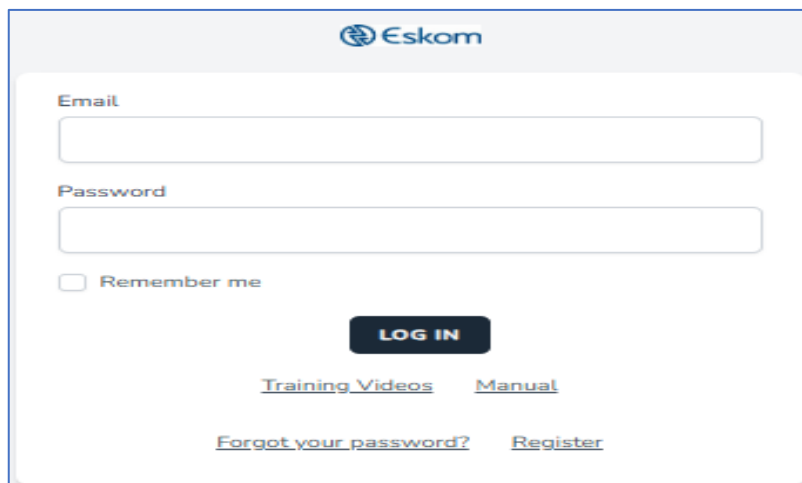


Fig2b.

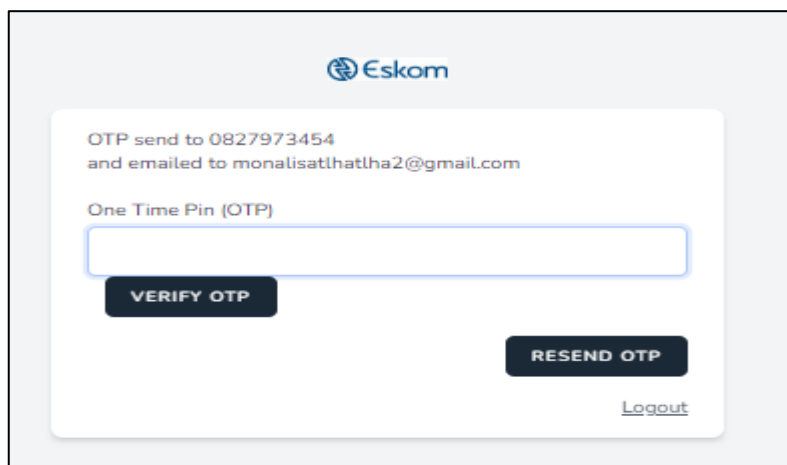


Fig3.

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

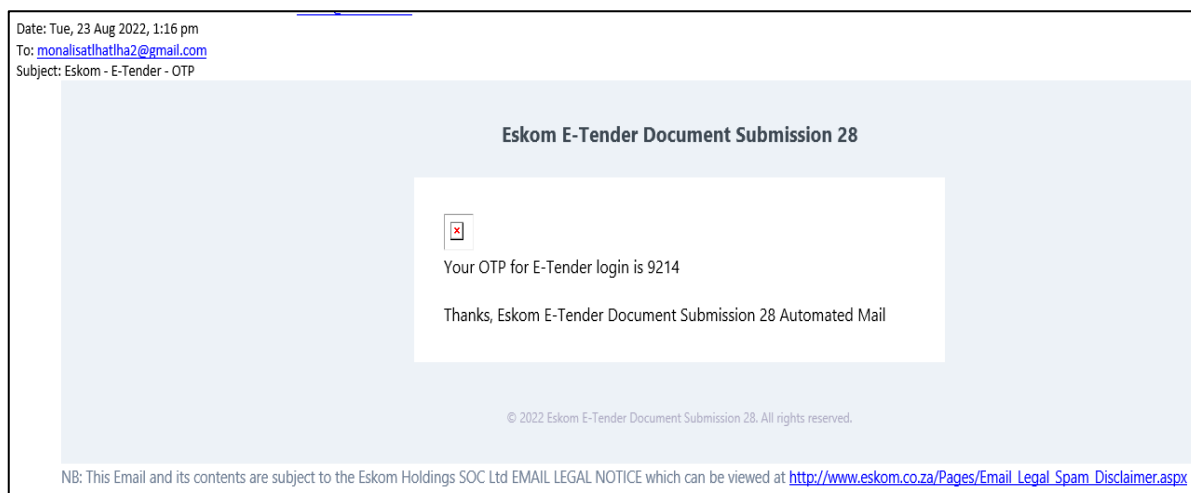


The login page features the Eskom logo at the top. Below it, there are two input fields labeled 'Email' and 'Password'. A checkbox labeled 'Remember me' is positioned below the password field. A dark blue 'LOG IN' button is centered below the inputs. At the bottom, there are four links: 'Training Videos', 'Manual', 'Forgot your password?', and 'Register'.



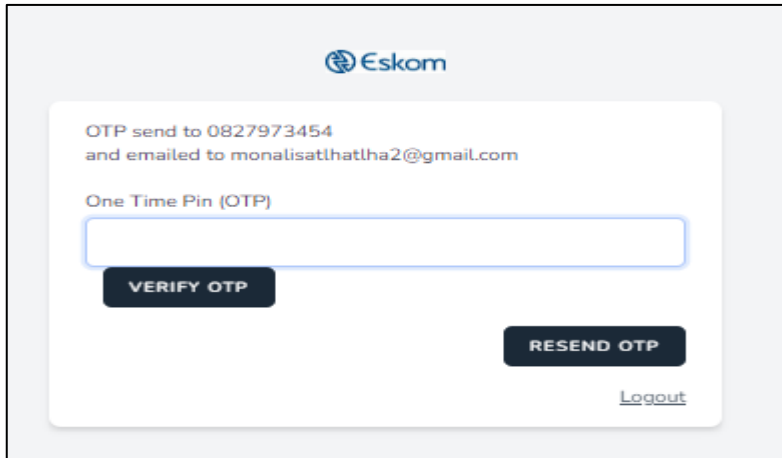
The OTP verification page displays the Eskom logo. It shows a message: 'OTP send to 0827973454 and emailed to monalisatthattha2@gmail.com'. Below this is a label 'One Time Pin (OTP)' and an input field. Two buttons, 'VERIFY OTP' and 'RESEND OTP', are located below the input field. A 'Logout' link is at the bottom right.

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



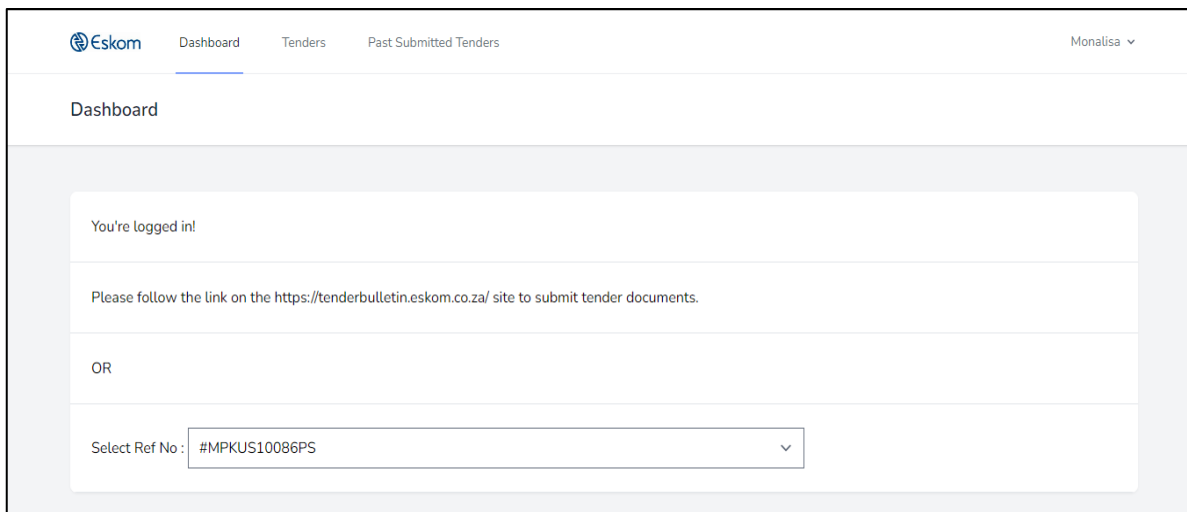
The email header shows the date 'Tue, 23 Aug 2022, 1:16 pm', the recipient 'To: monalisatthattha2@gmail.com', and the subject 'Subject: Eskom - E-Tender - OTP'. The main body has a title 'Eskom E-Tender Document Submission 28'. Below the title is a small icon of a document with a red 'X'. The text reads: '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 note: '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)'.

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



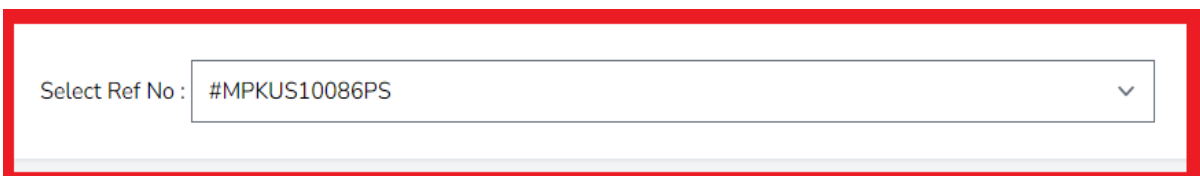
The screenshot shows the OTP verification interface. At the top is the Eskom logo. Below it, a message states: "OTP send to 0827973454 and emailed to monalisatthatlha2@gmail.com". Underneath, there is a label "One Time Pin (OTP)" followed by a text input field. Below the input field are two buttons: "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 OTP verification. The top navigation bar includes the Eskom logo, "Dashboard" (active), "Tenders", and "Past Submitted Tenders", along with a user profile "Monalisa". 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 currently showing "#MPKUS10086PS".

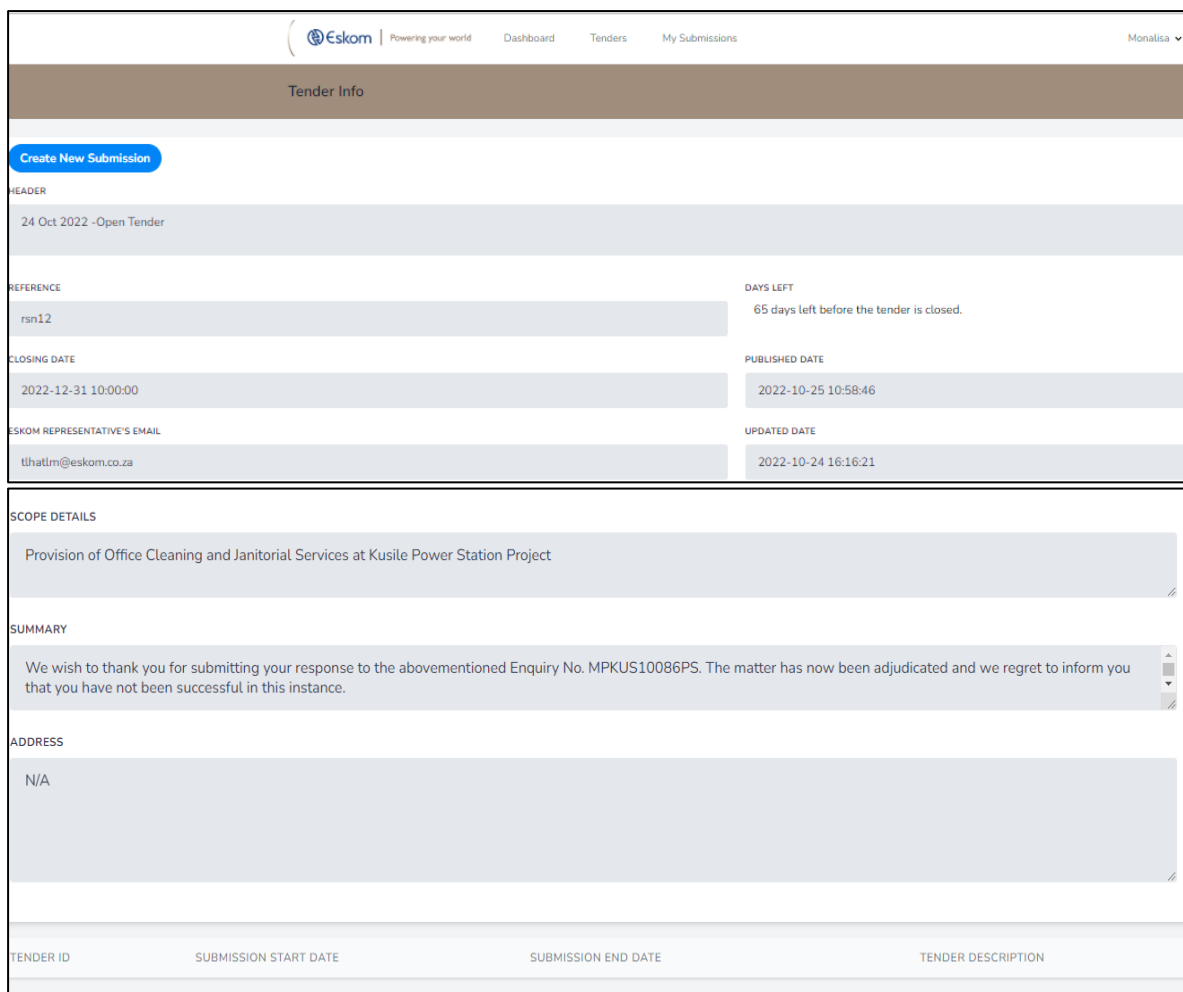
9. Select the preferred “Ref No”



This is a close-up of the "Select Ref No:" dropdown menu from the dashboard. The dropdown is highlighted with a red border. It shows the selected value as "#MPKUS10086PS" and a downward arrow icon on the right side of the selection box.

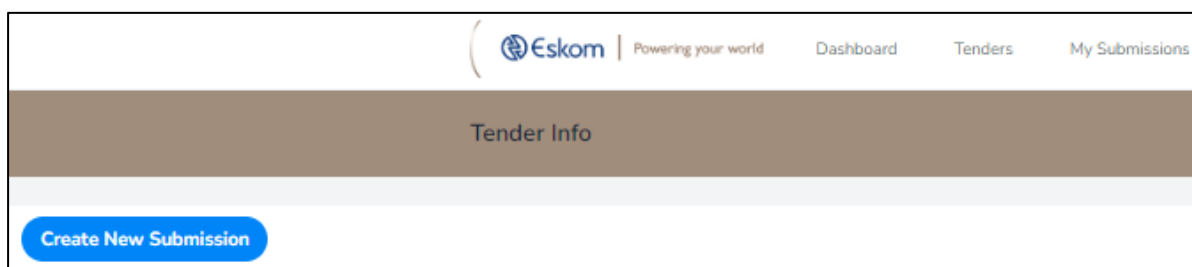


10. A page with the preferred Tender information is displayed before tender documentation can be submitted.

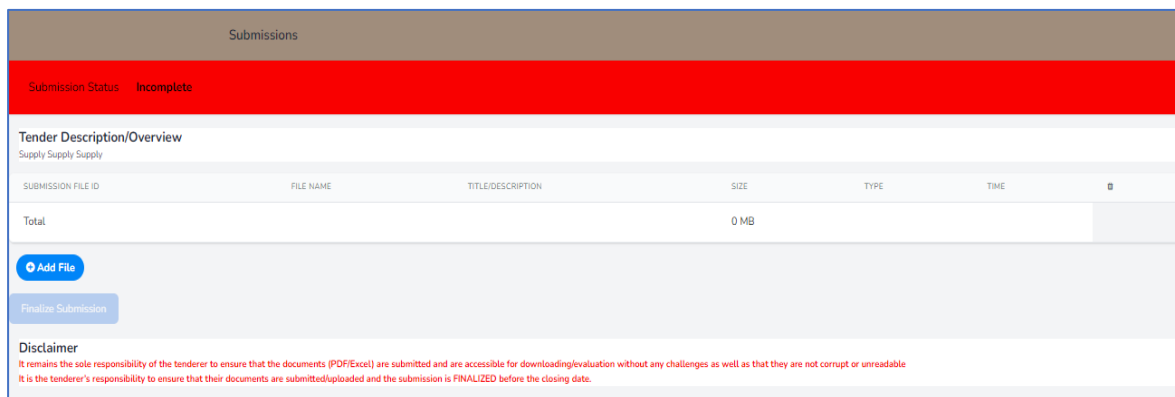


| TENDER ID | SUBMISSION START DATE | SUBMISSION END DATE | TENDER DESCRIPTION |
|-----------|-----------------------|---------------------|--------------------|
|           |                       |                     |                    |

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



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

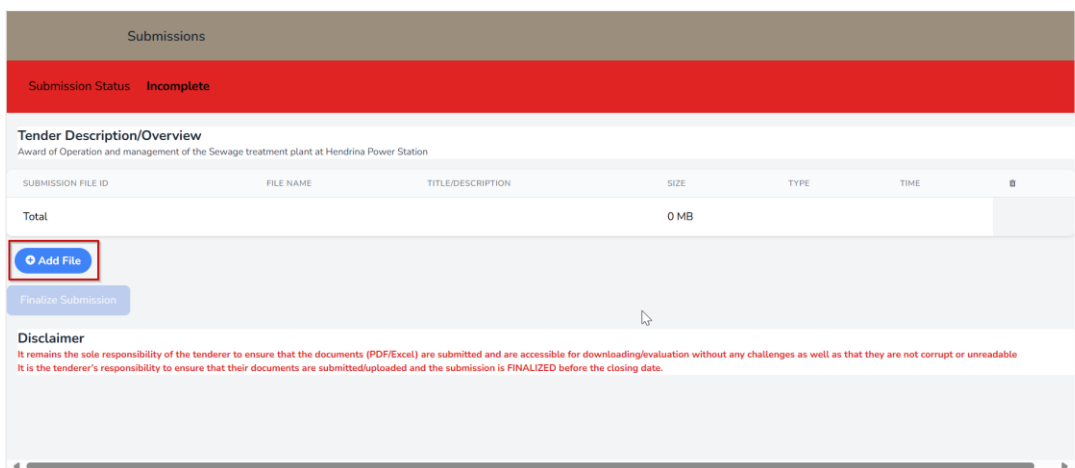
| SUBMISSION FILE ID | FILE NAME | TITLE/DESCRIPTION | SIZE | TYPE | TIME |  |
|--------------------|-----------|-------------------|------|------|------|--|
| Total              |           |                   | 0 MB |      |      |  |

[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: **Incomplete**

**Tender Description/Overview**  
Award of Operation and management of the Sewage treatment plant at Hendrina Power Station

| 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.

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

File title / description

File Type  
Technical

Upload Files MAX 500Mb Each  
 No file chosen

Submitted Files

Fig4.

File Upload

File title / description

File Type  
Technical

Upload Files MAX 500Mb Each  
 Application ...Y26\_ (002).pdf  
1.55MB

Submitted Files

Tender Description/Overview  
Award of Operation and management of the Sewage treatment plant at Hendrina Power Station

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 | 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

16. Click on **“Finalize Submission”** button. A file size cannot exceed 500MB and a total size of all uploaded files should not exceed 4GB.

Submissions

Submission StatusNot Finalized

Tender Description/Overview

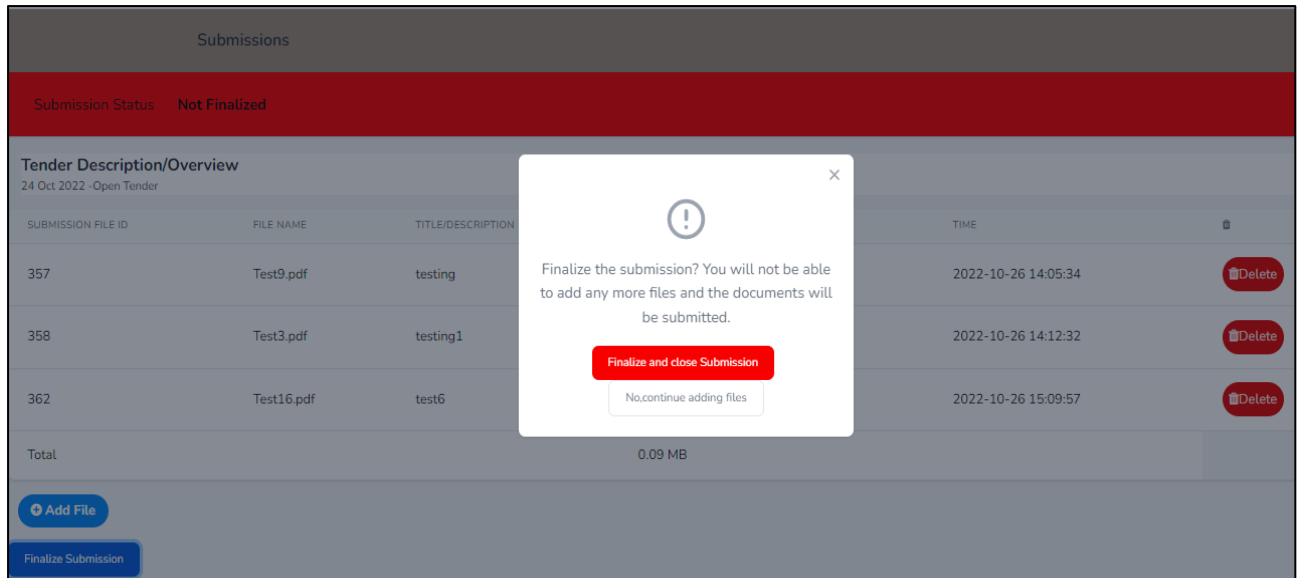
24 Oct 2022 - Open Tender

| 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

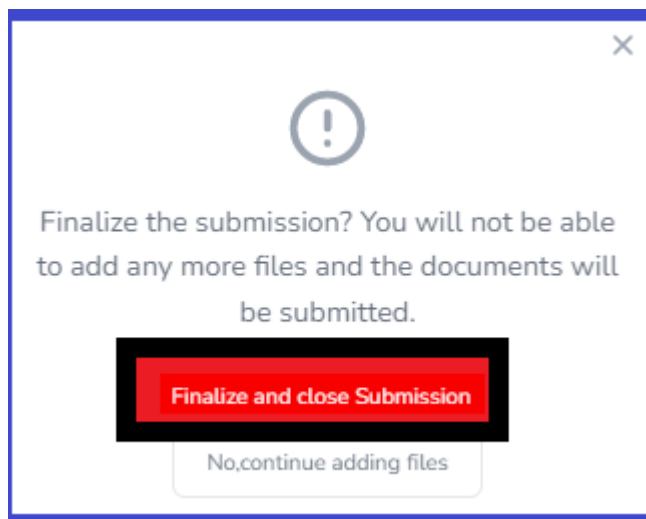
Finalize Submission

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



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,23Aug2022,3:42pm

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)

## 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.

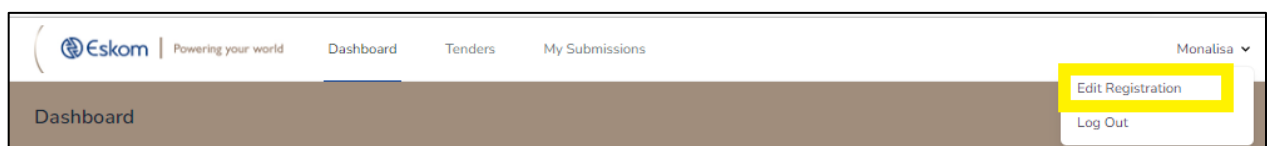
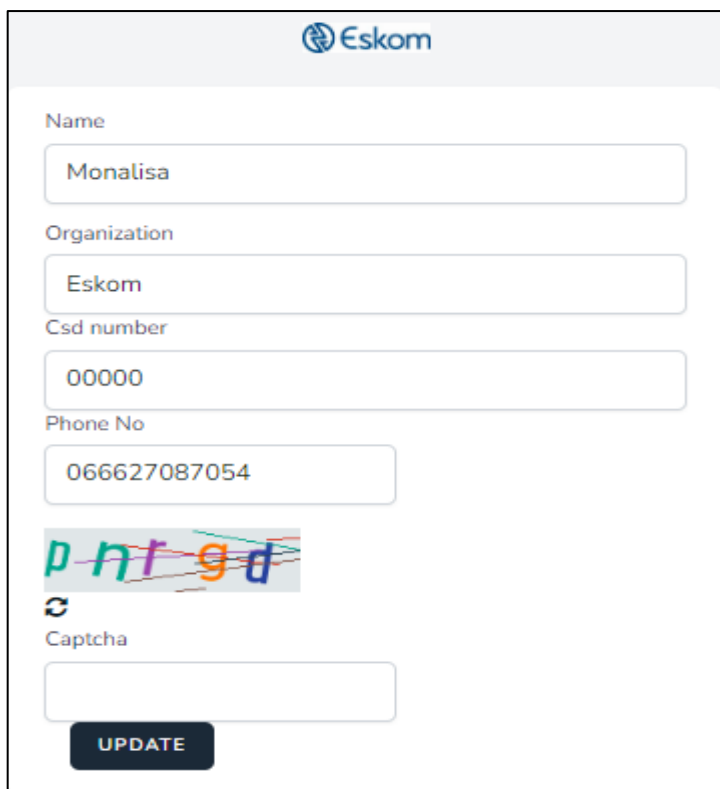


Fig1.



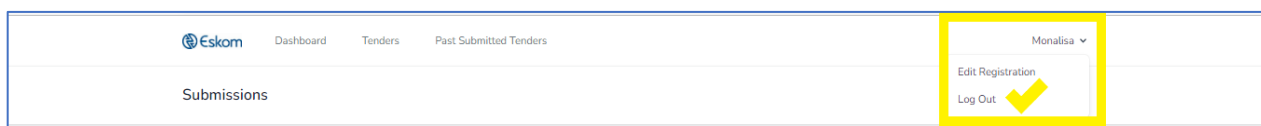
The screenshot shows a registration form with the Eskom logo at the top. The form contains the following fields and values:

- Name:** Monalisa
- Organization:** Eskom
- Csd number:** 00000
- Phone No:** 066627087054
- Captcha:** A captcha image showing the letters 'p', 'h', 't', 's', 'd' in various colors and orientations.
- Button:** A dark blue button labeled 'UPDATE'.

Fig2.

## 6 Log off Button

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



The screenshot shows a user profile dropdown menu. The menu is open, displaying the following options:

- Edit Registration
- Log Out

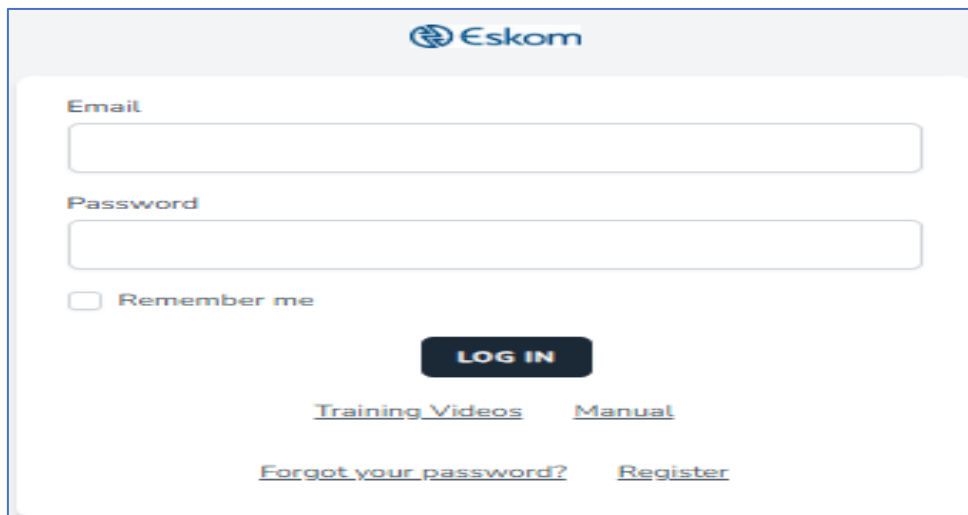
The 'Log Out' option is highlighted with a yellow checkmark. The dropdown is triggered by the user's name 'Monalisa' in the top right corner.

Fig1.

## 7 Password reset

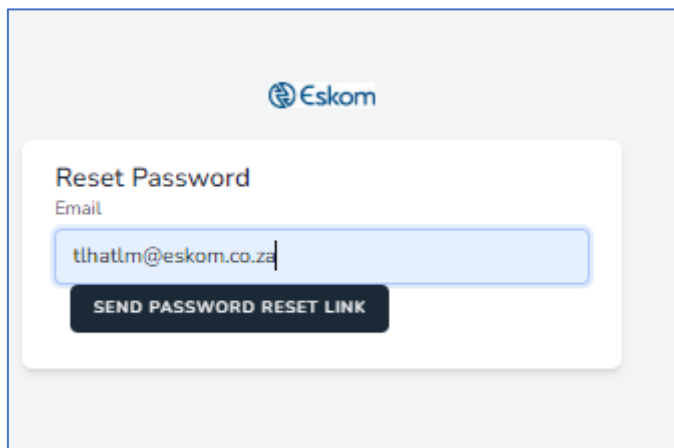
To reset a forgotten password, click “**Forgot your password**” **Fig1.** and a new screen will pop up to enter an alternative email where the new password will be sent **Fig2.** Confirmation message will be sent to the user, **Fig3.**





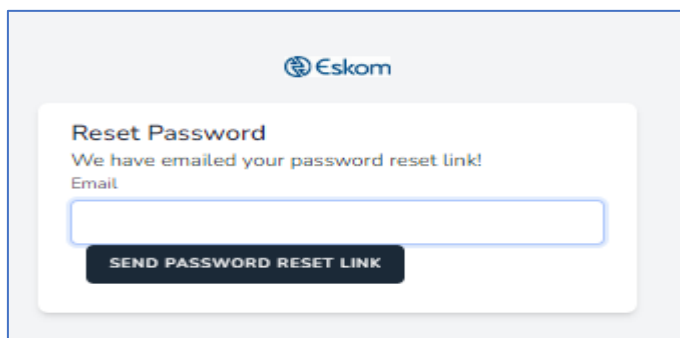
The login form features the Eskom logo at the top. Below it are two input fields labeled "Email" and "Password". A checkbox labeled "Remember me" is positioned below the password field. A dark blue "LOG IN" button is centered below the inputs. At the bottom, there are four links: "Training Videos", "Manual", "Forgot your password?", and "Register".

Fig1.



This form is titled "Reset Password" and includes the Eskom logo. It has an "Email" label above a text input field containing "tthatlm@eskom.co.za". Below the input field is a dark blue button labeled "SEND PASSWORD RESET LINK".

Fig2.



This form is titled "Reset Password" and includes the Eskom logo. It displays a confirmation message: "We have emailed your password reset link!". Below this message is an "Email" label above an empty text input field. A dark blue button labeled "SEND PASSWORD RESET LINK" is located at the bottom.

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.

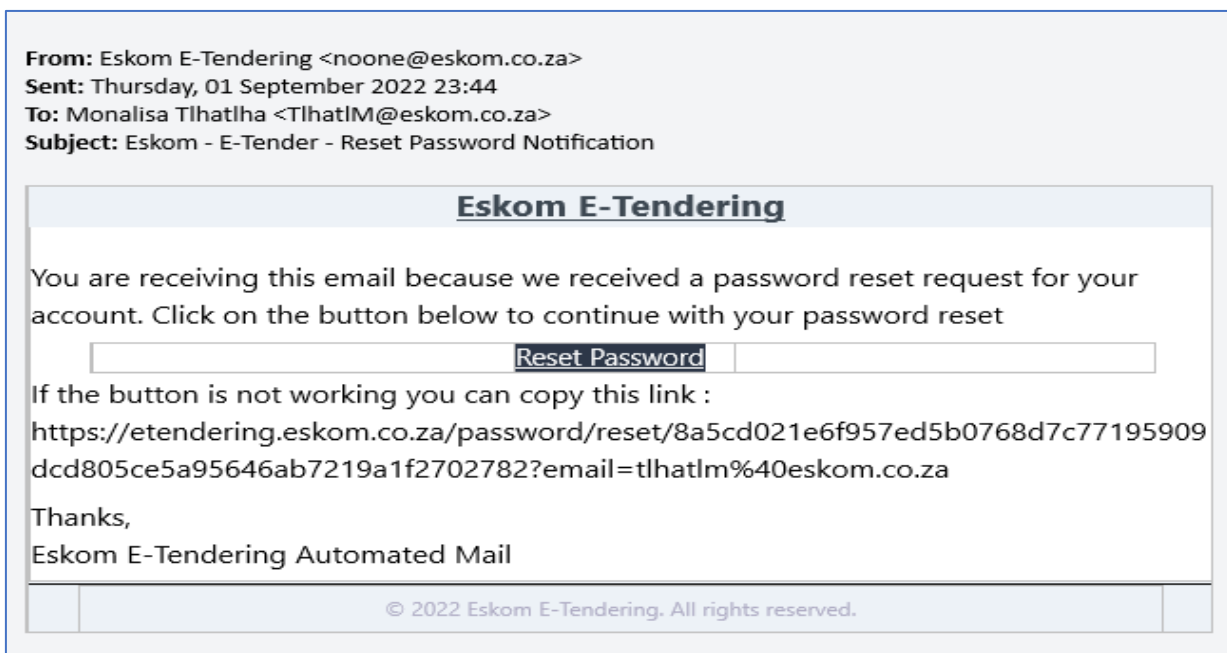
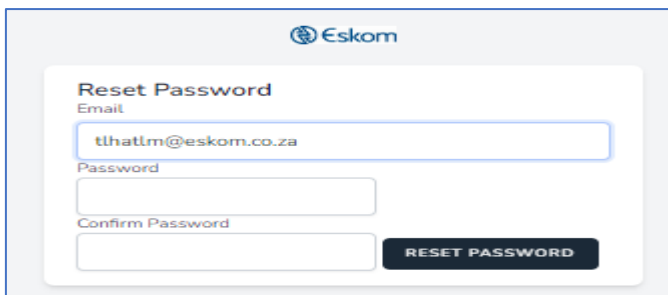



Fig4.

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)

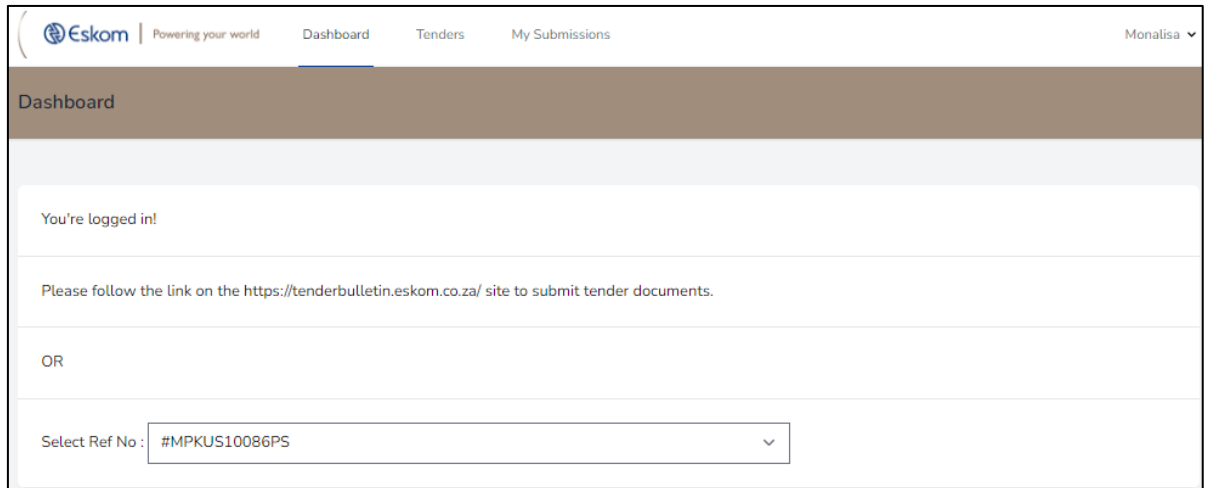
**VERIFY OTP**

**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 three main menu items: "Dashboard", "Tenders", and "My Submissions". The "Dashboard" item is currently selected. In the top right corner, the user's name "Monalisa" is displayed with a dropdown arrow. Below the navigation bar, the word "Dashboard" is written in a large, bold font. The main content area of the dashboard includes a message "You're logged in!", a link to the tender bulletin site (<https://tenderbulletin.eskom.co.za/>) for submitting tender documents, and a section labeled "OR" for selecting a reference number. A dropdown menu for "Select Ref No :" is shown with the value "#MPKUS10086PS" selected.

Fig7.

## 8 General

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

**The end.**