



# **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.

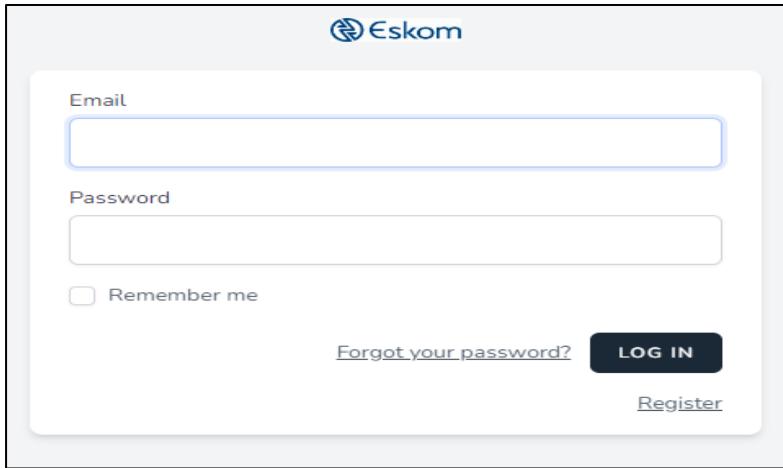
## 3 What's New

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 for the Eskom eTendering System. The page has a light gray background with a white central form. At the top center is the Eskom logo. Below it is a field labeled 'Email' with a blue placeholder box. Underneath is a field labeled 'Password' with a blue placeholder box. Below these fields is a 'Remember me' checkbox. At the bottom of the form are three buttons: 'Forgot your password?' (in blue), a dark blue 'LOG IN' button, and a blue 'Register' button.

Fig 1

Registration Form	Steps to follow
-------------------	-----------------

- Complete all the fields
- Contact number must start with a Plus prefix e.g +27
- Ensure that you also fill in the capture picture to validate that you are not a robot.
- Once all columns have been filled click on register button
- Pop-up message will be displayed asking the registerer to verify the email sent to the provided email address.
- If the email does not come through, click on "Resend Verification Email" button
- email to be resent,
- Once you have received the email click on **Verify Email** link provided on the email.
- 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
-

Fig1.1

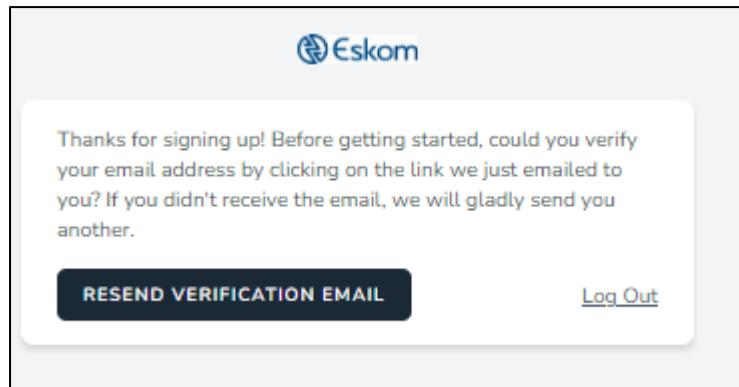


Fig2a.

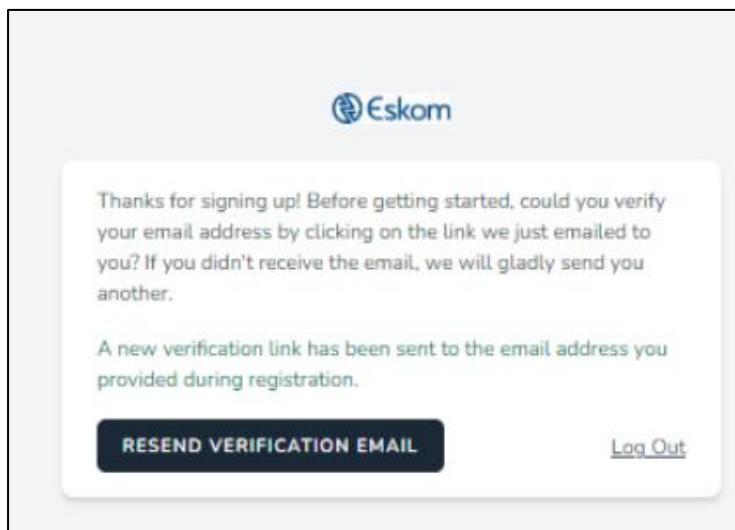
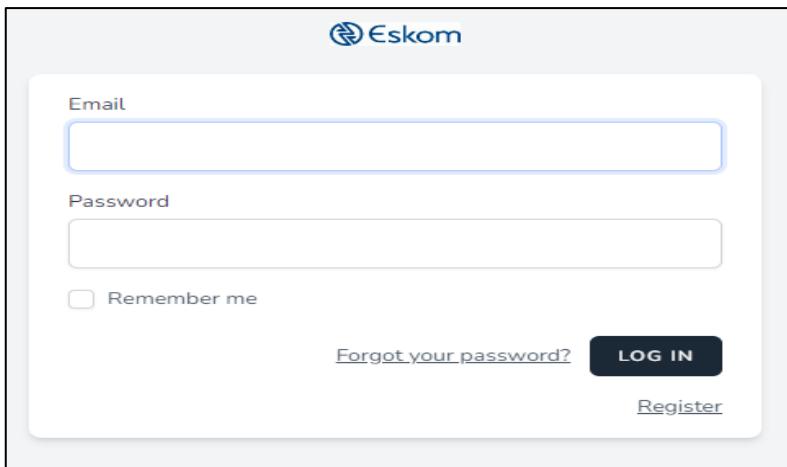


Fig2b.

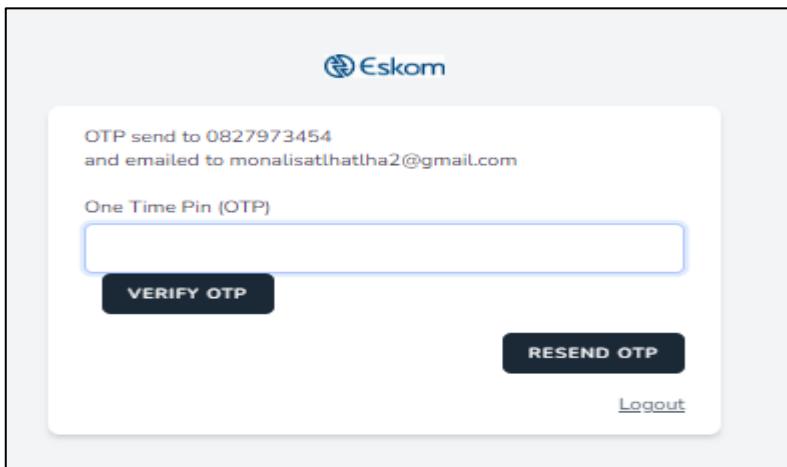


Fig3.

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

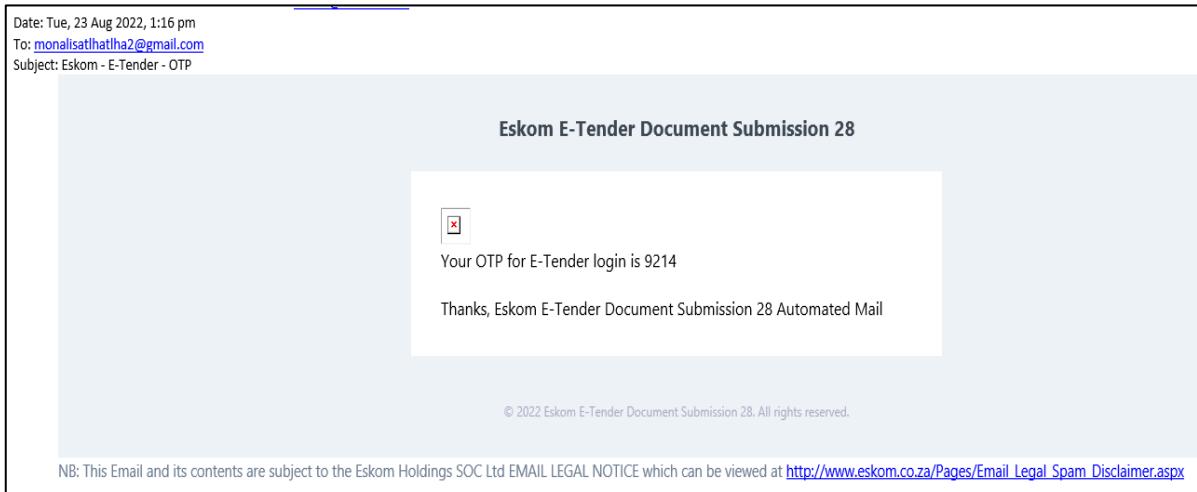


The image shows the Eskom eTendering System login page. It features a light gray header with the Eskom logo. Below the header is a white login form. The form includes fields for 'Email' and 'Password', both with blue placeholder text. There is a 'Remember me' checkbox, a 'Forgot your password?' link, a dark blue 'LOG IN' button, and a 'Register' link at the bottom.



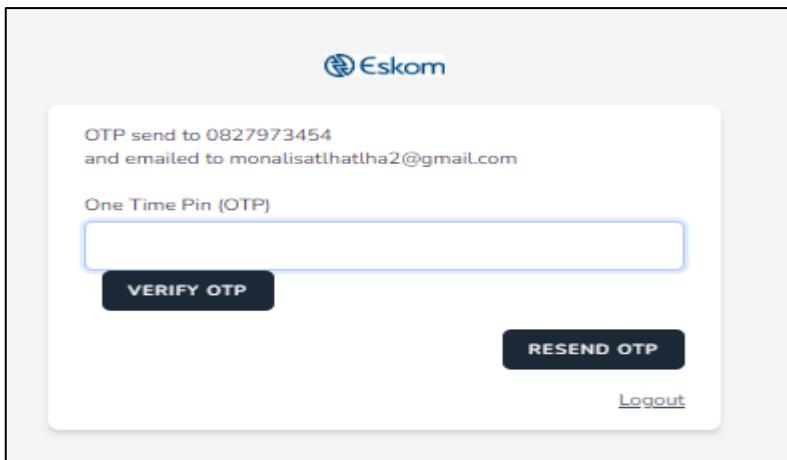
The image shows the OTP verification page. It features a light gray header with the Eskom logo. Below the header is a white form. It displays a message: 'OTP send to 0827973454 and emailed to monalisathath2@gmail.com'. It has a field for 'One Time Pin (OTP)' with blue placeholder text, a 'VERIFY OTP' button, a 'RESEND OTP' button, and a 'Logout' link at the bottom.

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



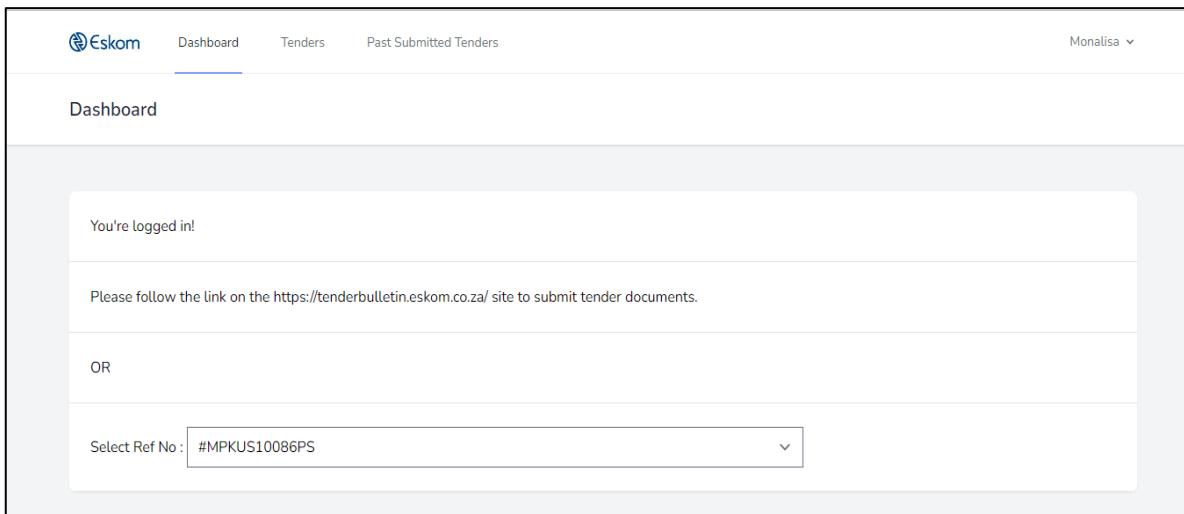
The image shows an email confirmation page. The header contains the recipient's details: Date: Tue, 23 Aug 2022, 1:16 pm, To: [monalisathath2@gmail.com](mailto:monalisathath2@gmail.com), and Subject: Eskom - E-Tender - OTP. The main content is titled 'Eskom E-Tender Document Submission 28'. It includes a red 'X' icon in a box, the message 'Your OTP for E-Tender login is 9214', and the text 'Thanks, Eskom E-Tender Document Submission 28 Automated Mail'. The footer contains the copyright notice '© 2022 Eskom E-Tender Document Submission 28. All rights reserved.' and a note about legal notices.

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



The image shows a screenshot of an OTP verification page. At the top, the Eskom logo is displayed. Below it, a message states: "OTP send to 0827973454 and emailed to monalisa@hatlha2@gmail.com". A text input field is labeled "One Time Pin (OTP)" and contains a placeholder "Enter OTP". Below the input field are two buttons: "VERIFY OTP" and "RESEND OTP". At the bottom right of the form is a "Logout" link.

7. Landing page once OTP is verified



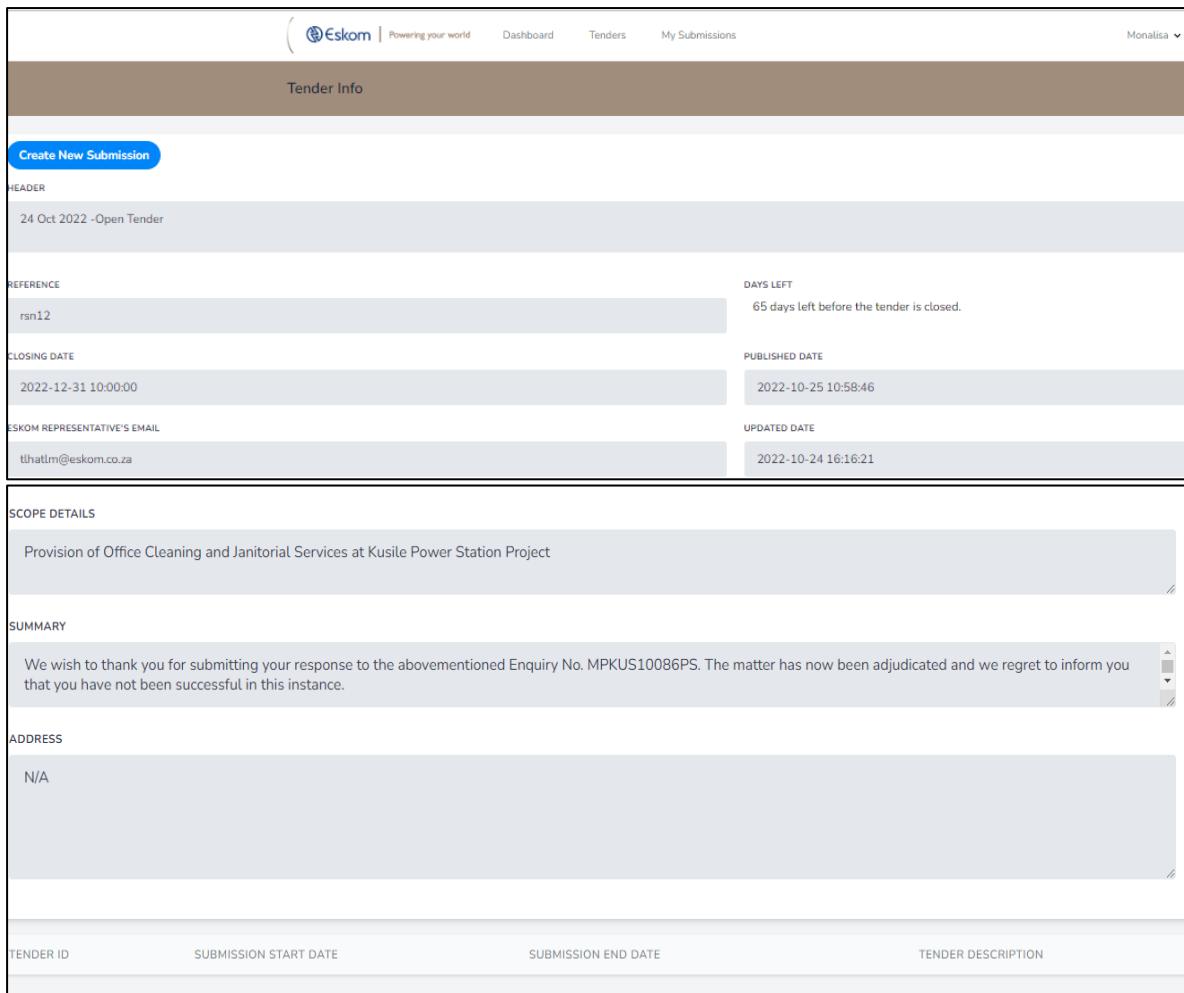
The image shows a screenshot of the Eskom eTendering System dashboard. The top navigation bar includes the Eskom logo, a "Dashboard" tab (which is active and highlighted in blue), "Tenders", "Past Submitted Tenders", and a user profile "Monalisa". The main content area is titled "Dashboard" and contains the following text: "You're logged in! Please follow the link on the <https://tenderbulletin.eskom.co.za/> site to submit tender documents." Below this, there is a section labeled "OR" with a dropdown menu labeled "Select Ref No : #MPKUS10086PS".

8. Select the preferred “Ref No”



The image shows a screenshot of a dropdown menu for selecting a reference number. The menu is enclosed in a red rectangular border. The visible text in the dropdown is "Select Ref No : #MPKUS10086PS".

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



**Create New Submission**

**HEADER**  
24 Oct 2022 -Open Tender

**REFERENCE**  
rsn12 **DAY'S 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**  
twhatim@eskom.co.za **UPDATED DATE**  
2022-10-24 16:16:21

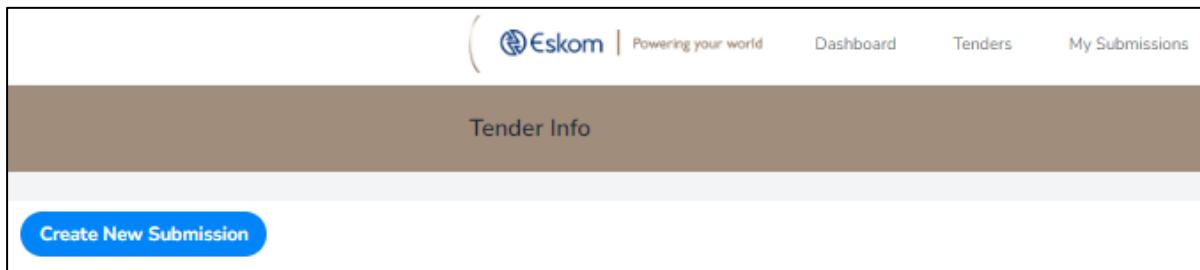
**SCOPE DETAILS**  
Provision of Office Cleaning and Janitorial Services at Kusile Power Station Project

**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**

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



**Create New Submission**

11. 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.

**12. 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	
3943	Test10.pdf	testing2	33140	Technical	2023-09-15 09:03:06	
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.

**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

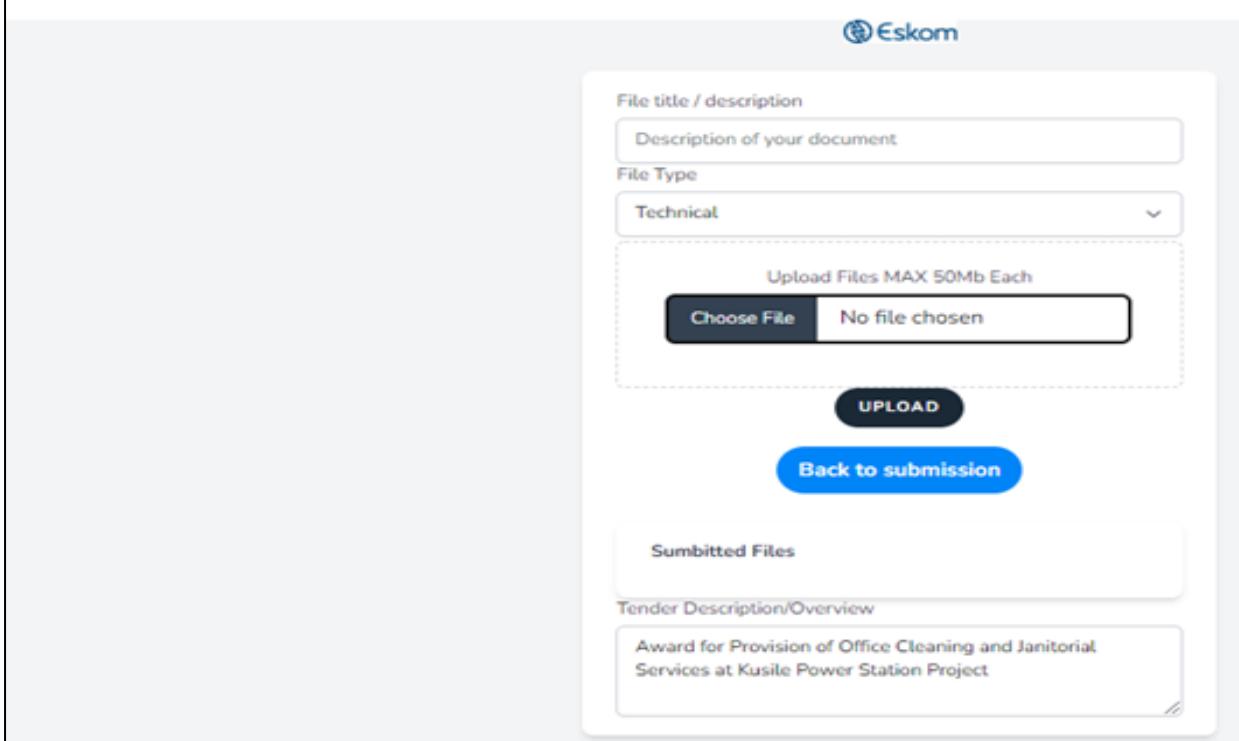


Fig4.

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

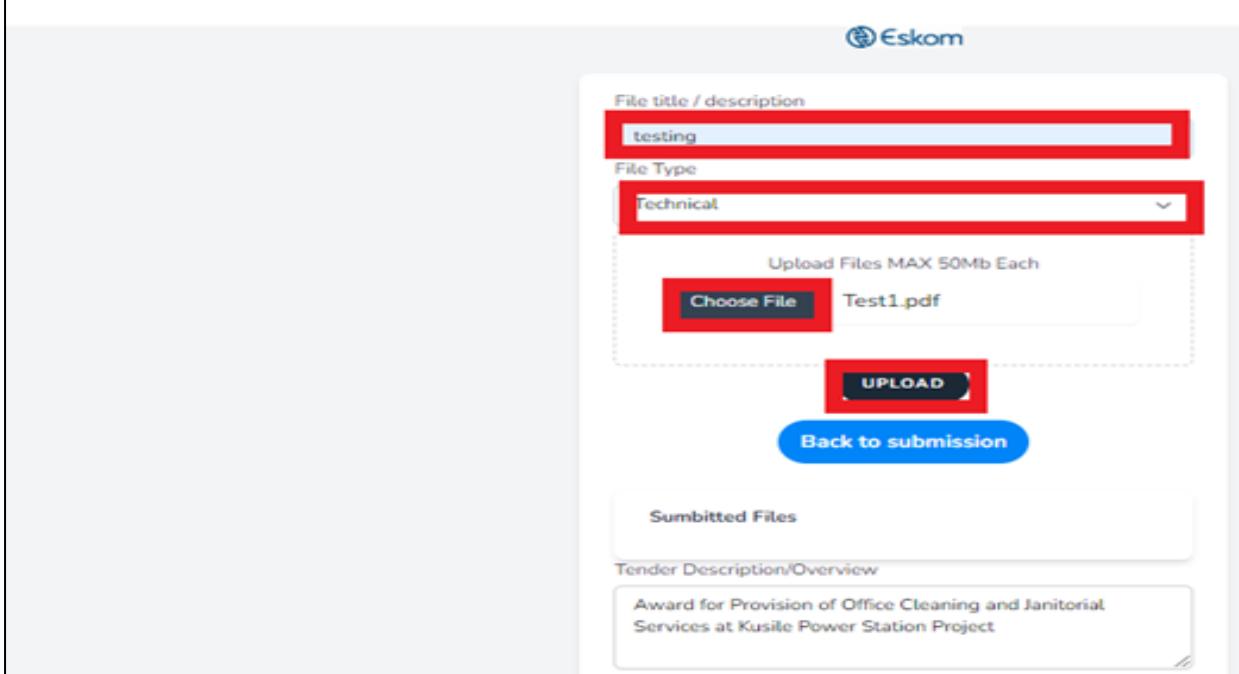


Fig5.

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 Submission’ button.

Submissions

Submission Status: Incomplete

Tender Description/Overview  
24 Oct 2022 -Open Tender

Submission File ID	File Name	Title/Description	Size	Type	Time	Actions
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34	
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	Actions
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34	
358	Test3.pdf	testing1	33140	Technical	2022-10-26 14:12:32	
Total			0.06 MB			

Add File

Submissions

Submission Status: Not Finalized

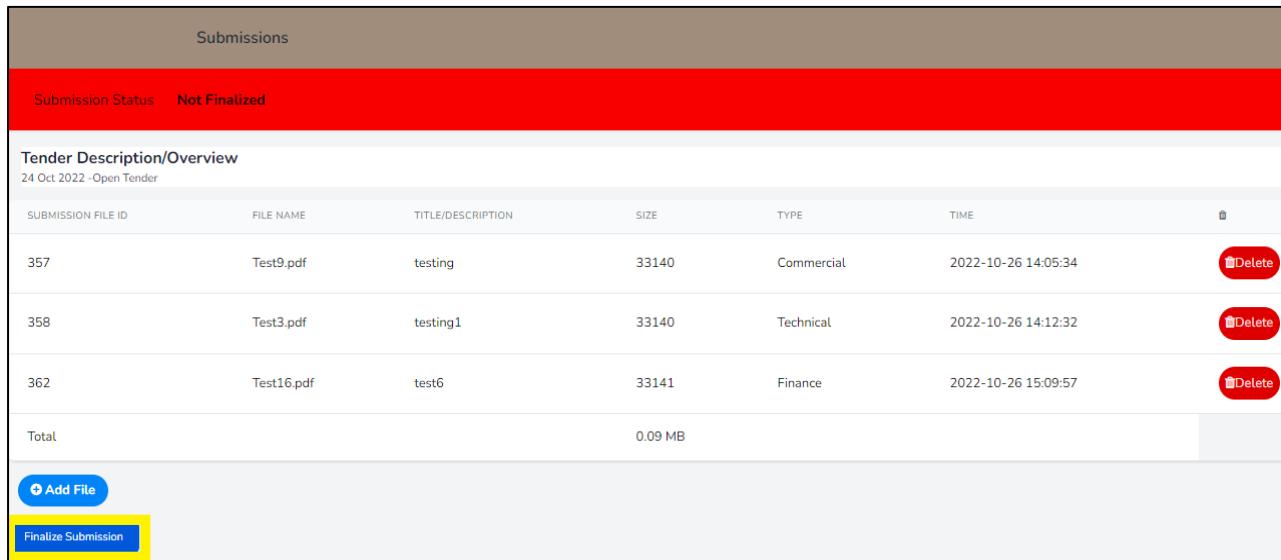
Tender Description/Overview  
24 Oct 2022 -Open Tender

Submission File ID	File Name	Title/Description	Size	Type	Time	Actions
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34	
358	Test3.pdf	testing1	33140	Technical	2022-10-26 14:12:32	
359	Test3.pdf	test1	33140	Finance	2022-10-26 14:16:06	
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

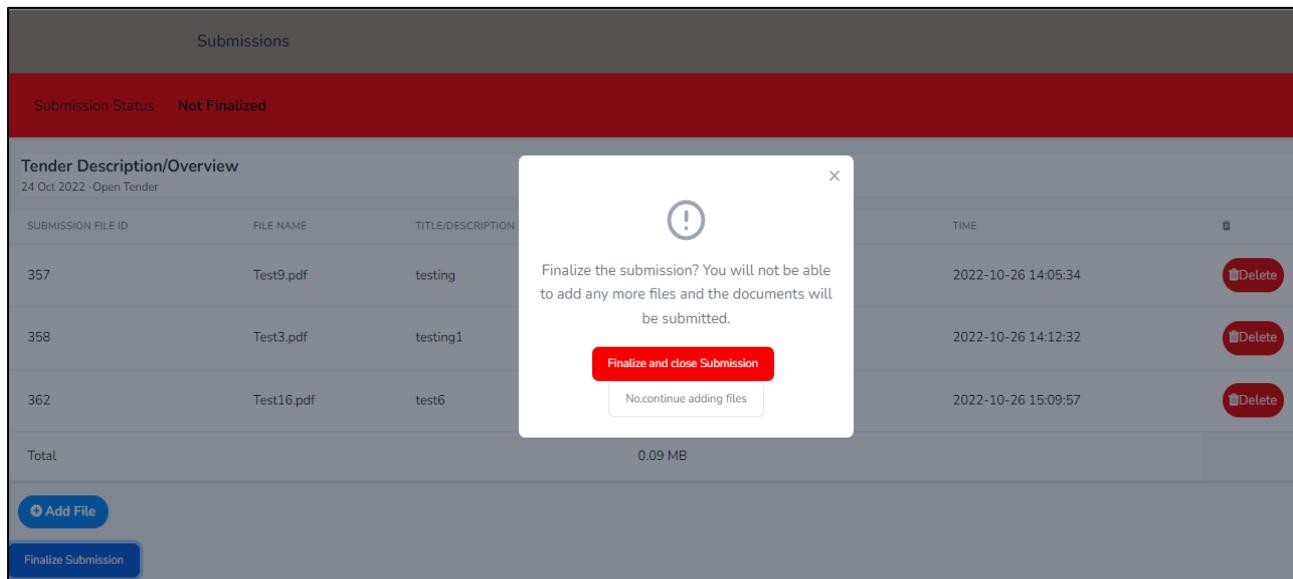
Tender Description/Overview  
24 Oct 2022 -Open Tender

SUBMISSION FILE ID	FILE NAME	TITLE/DESCRIPTION	SIZE	TYPE	TIME	Actions
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			

Add File

**Finalize Submission**

16. 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	TIME	Actions
357	Test9.pdf	testing	2022-10-26 14:05:34	
358	Test3.pdf	testing1	2022-10-26 14:12:32	
362	Test16.pdf	test6	2022-10-26 15:09:57	
Total			0.09 MB	

Add File

**Finalize Submission**

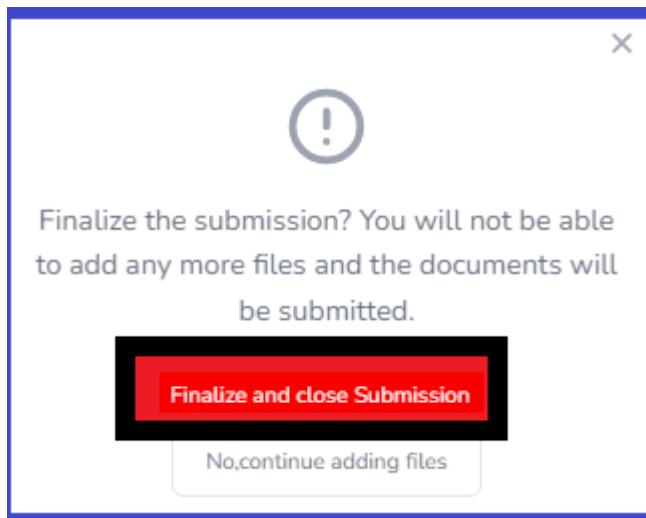
Finalize the submission? You will not be able to add any more files and the documents will be submitted.

**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 <b>Submitted</b>					
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	
71385	2022-10-26 13:12:34	65 days left before the tender is closed.	Add files / Close Submission	24 Oct 2022 - Open Tender
71385	2022-10-26 13:16:33	2022-10-26 15:15:39	View Submission	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: 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

© 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)

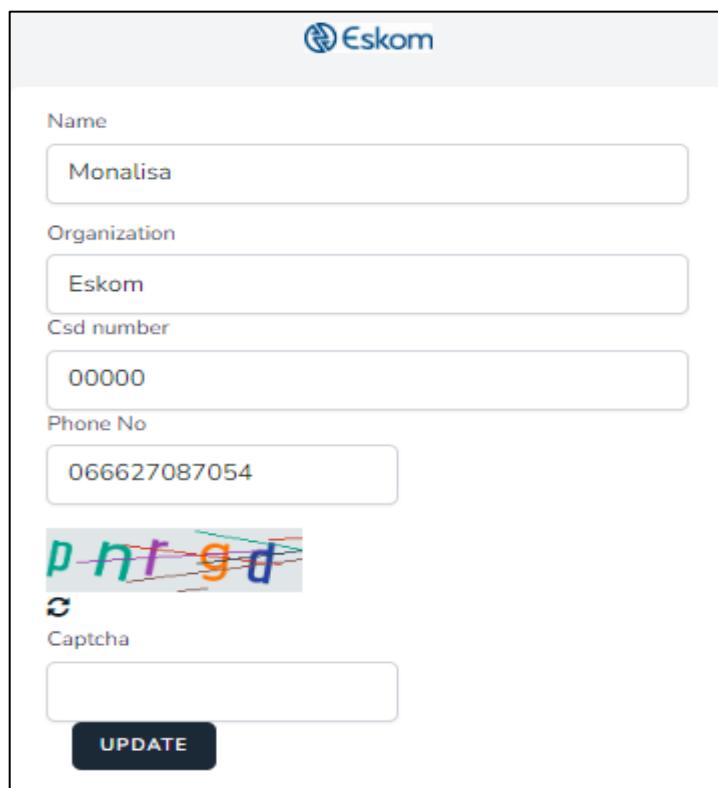
Fig6.

## 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.



Name  
Monalisa

Organization  
Eskom

Csd number  
00000

Phone No  
066627087054

Captcha  
p n t g d  
↻

UPDATE

Fig2.

## 6 Log off Button

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

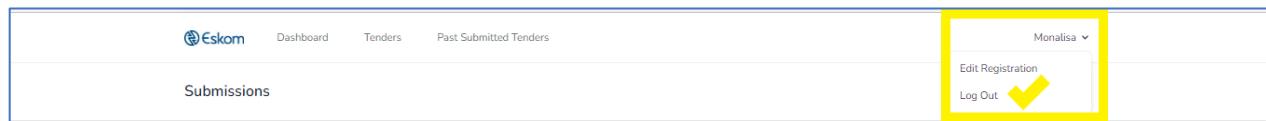
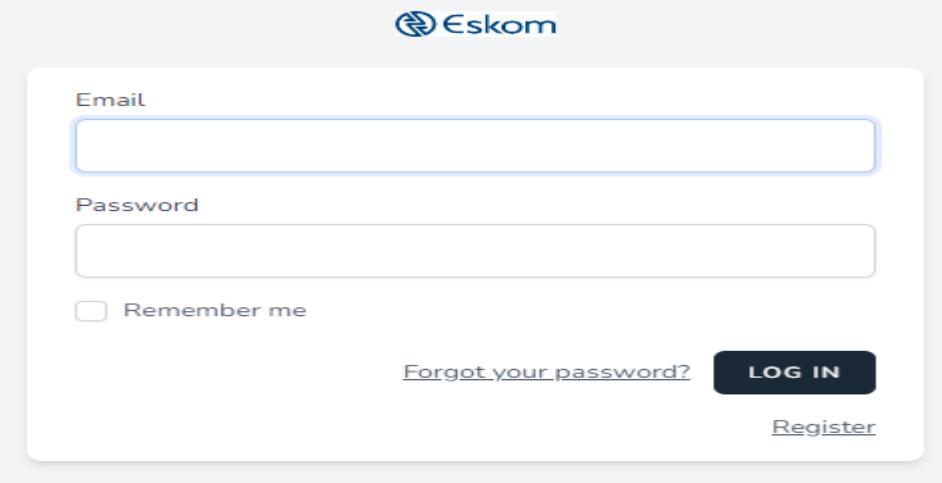


Fig1.

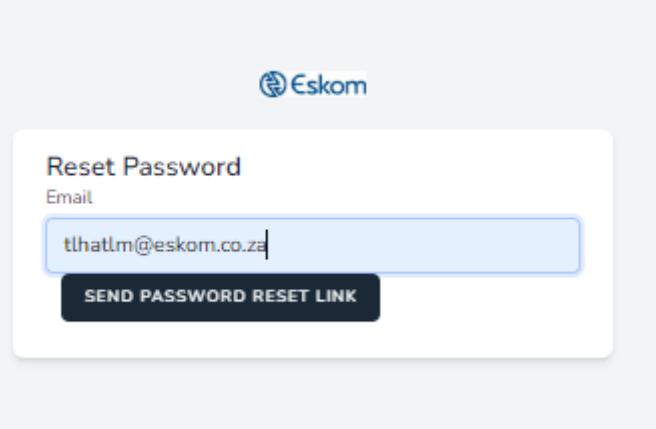
## 7 Password reset

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.



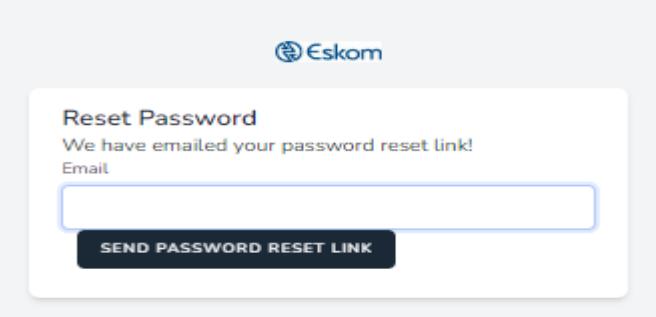
The screenshot shows the login interface of the Eskom eTendering System. At the top is the Eskom logo. Below it are two input fields: 'Email' and 'Password'. Underneath the 'Email' field is a 'Remember me' checkbox. At the bottom of the form are three links: 'Forgot your password?', 'LOG IN' (in a dark button), and 'Register'.

Fig1.



The screenshot shows the 'Reset Password' page. It features the Eskom logo at the top. Below it is a heading 'Reset Password'. There is an 'Email' input field containing the text 'tlthatlm@eskom.co.za'. At the bottom is a dark button labeled 'SEND PASSWORD RESET LINK'.

Fig2.



The screenshot shows a confirmation message: 'We have emailed your password reset link!'. Below this message is an 'Email' input field. At the bottom is 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.

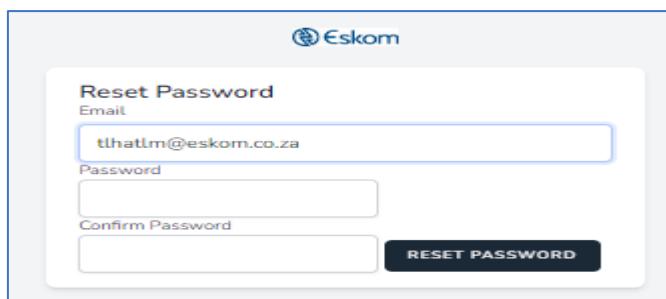


Fig5.

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.

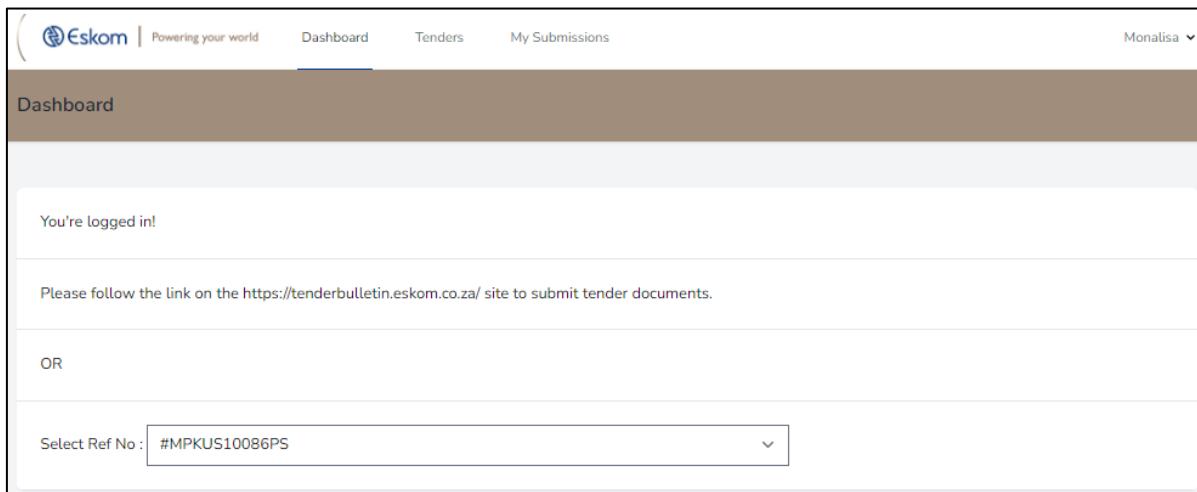


Fig7.

## 8 General

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

**The end.**