



# **CONFIDENTIAL**

## **eTendering System**

### **Suppliers Help Manual**

Prepared by: *Group IT Application Operations*

Date: *28 August 2023*

Revision Issue: *3.0*

## Table of Contents

<b>1</b>	<b>Background.....</b>	<b>3</b>
<b>2</b>	<b>Problems .....</b>	<b>3</b>
<b>3</b>	<b>What's New.....</b>	<b>3</b>
<b>4</b>	<b>Getting Started.....</b>	<b>4</b>
<b>5</b>	<b>Edit Registration .....</b>	<b>16</b>
<b>6</b>	<b>Log off Button .....</b>	<b>16</b>
<b>7</b>	<b>Password reset .....</b>	<b>17</b>
<b>8</b>	<b>General .....</b>	<b>19</b>

## 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.
- **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.

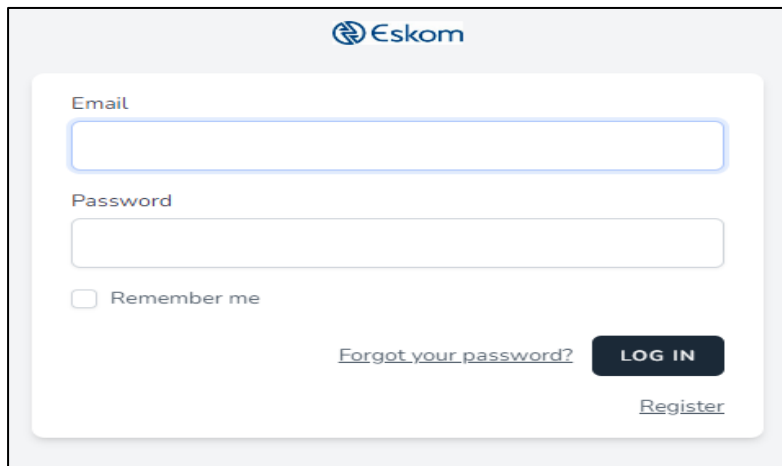
## 3 What's New

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 \(eskom.co.za\)](https://TenderBulletin.eskom.co.za) or <https://eTendering.eskom.co.za>
3. eTendering system login page will be displayed:



The screenshot shows the Eskom eTendering System login page. At the top, the Eskom logo is displayed. Below it, there is a login form with the following elements:

- An "Email" label above a text input field.
- A "Password" label above a text input field.
- A checkbox labeled "Remember me".
- A link labeled "Forgot your password?".
- A dark blue button labeled "LOG IN".
- A link labeled "Register" at the bottom right.

Fig 1

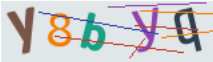
Registration Form	Steps to follow
<div data-bbox="209 277 831 1413"> <div> Name <div>Keely Alston</div> </div> <div> Email <div>hobyqaby@mailinator.com</div> </div> <div> Organization <div>Tran and McIntosh LLC</div> </div> <div> Csd number <div>80</div> </div> <div> Phone No <div>+1 (132) 316-4302</div> </div> <div> 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"/> </div> <div> Password <div>.....</div> </div> <div> Confirm Password <div>.....</div> </div> <div>    <input type="text"/> </div> <div> <div>Already registered?</div> <div>REGISTER</div> </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 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> </ul>

Fig1.1

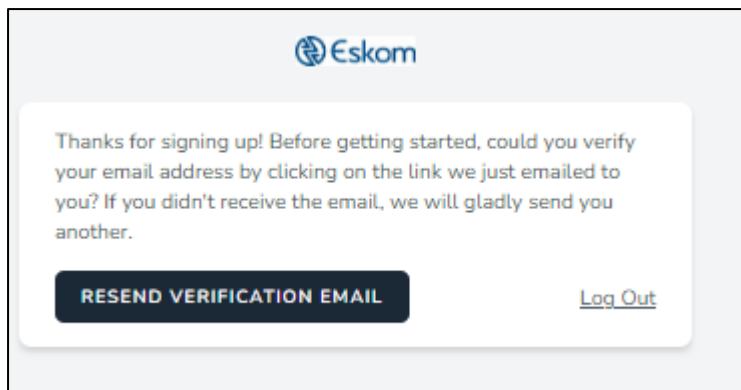


Fig2a.

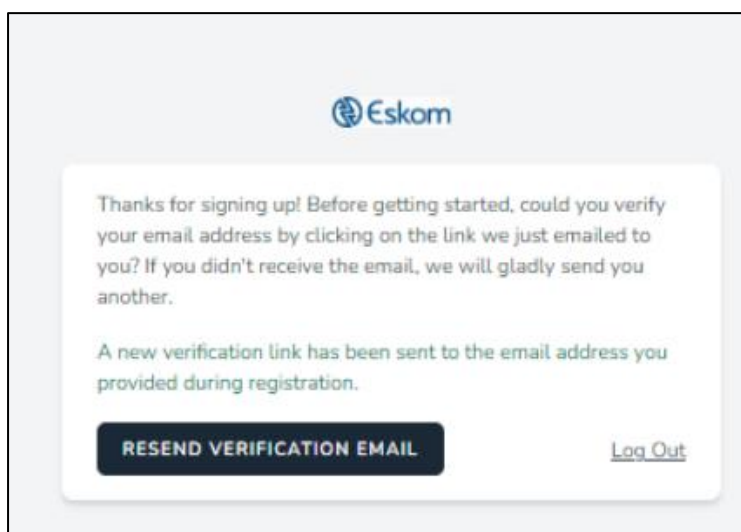
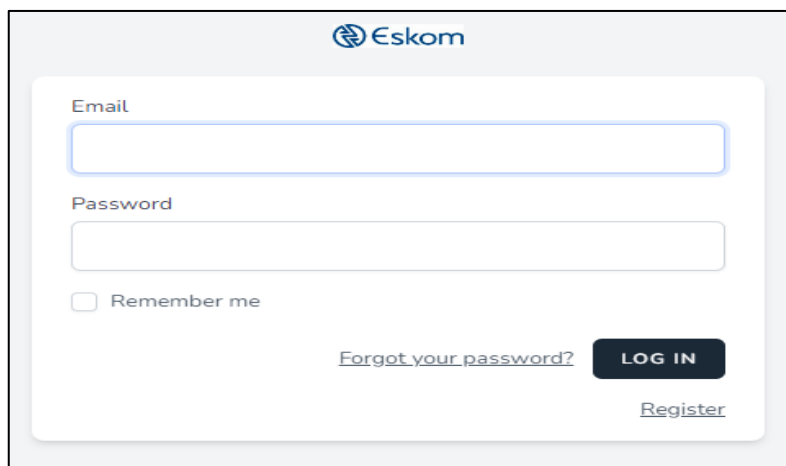


Fig2b.

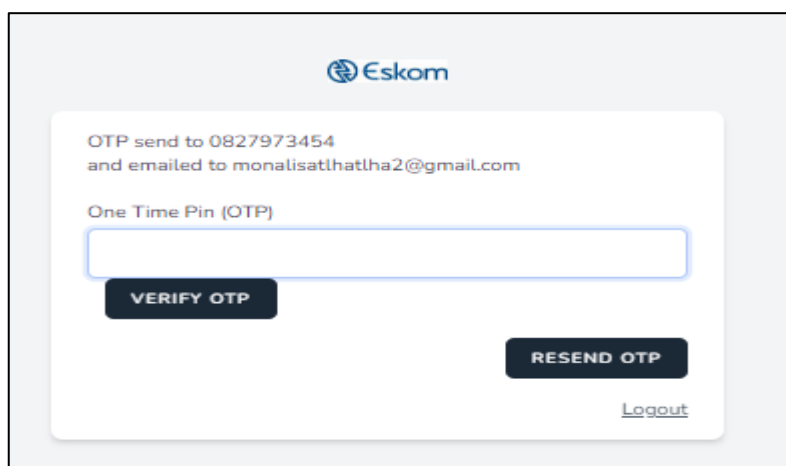


Fig3.

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

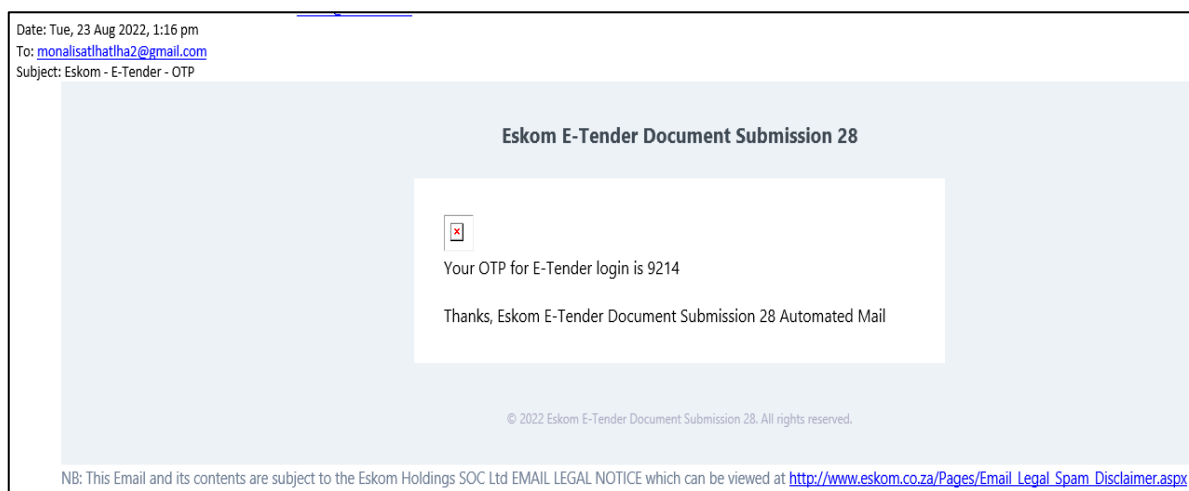


The login form features the Eskom logo at the top. It contains two input fields: 'Email' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. To the right of the inputs are two links: 'Forgot your password?' and 'Register'. A dark blue 'LOG IN' button is positioned to the right of the 'Forgot your password?' link.



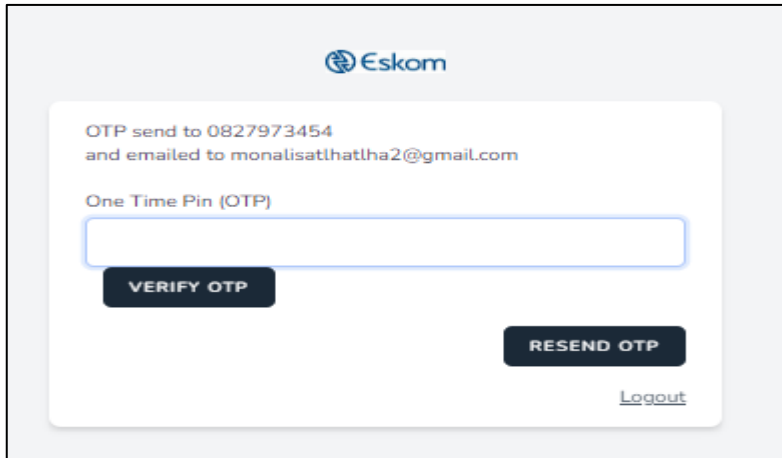
The OTP verification form displays the Eskom logo and a message: 'OTP send to 0827973454 and emailed to monalisathattha2@gmail.com'. Below this is a label 'One Time Pin (OTP)' and an input field. To the left of the input field is a dark blue 'VERIFY OTP' button. To the right is a dark blue 'RESEND OTP'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

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



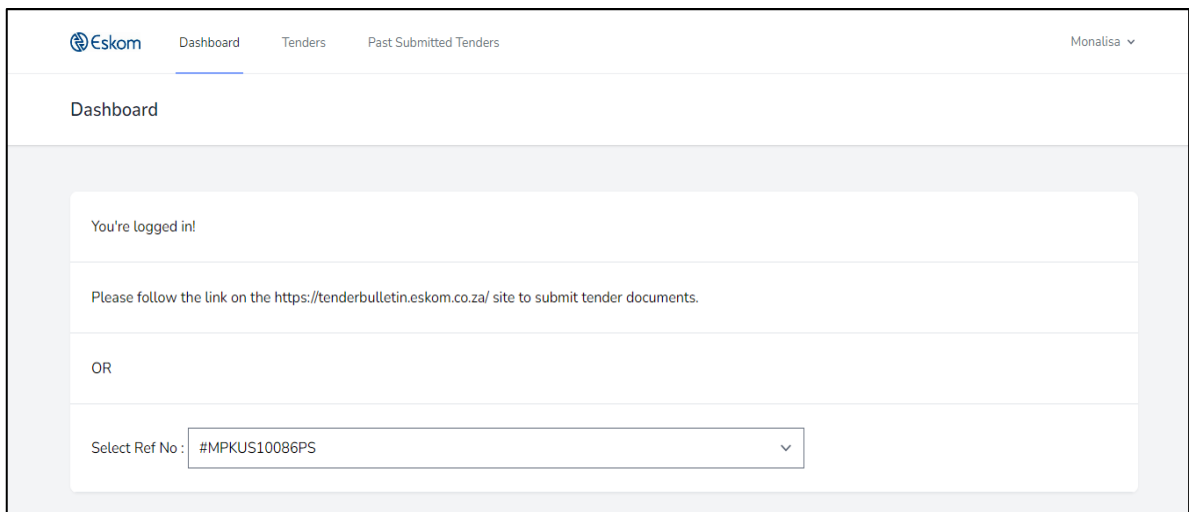
The email template shows the header information: 'Date: Tue, 23 Aug 2022, 1:16 pm', 'To: monalisathattha2@gmail.com', and 'Subject: Eskom - E-Tender - OTP'. The main body has a light blue background with the title 'Eskom E-Tender Document Submission 28'. Below the title is a white box containing a small icon of a document with a red 'X', 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'.

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". 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.

7. 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 showing "#MPKUS10086PS".


8. 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.



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


Powering your world
Dashboard
Tenders
My Submissions
Monalisa

Tender Info

Create New Submission

HEADER

24 Oct 2022 -Open Tender

REFERENCE

rsn12

DAYS 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

tlhatlm@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


Powering your world
Dashboard
Tenders
My Submissions

Tender Info

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	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.

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.



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	
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

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

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	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

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	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

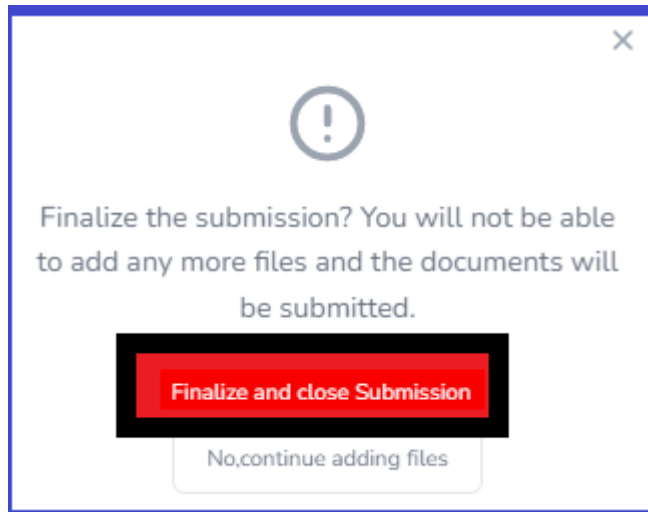
Finalize the submission? You will not be able to add any more files and the documents will be submitted.

Finalize and close Submission

No, continue adding files

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	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
<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

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 needed.

-----Original message-----

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.

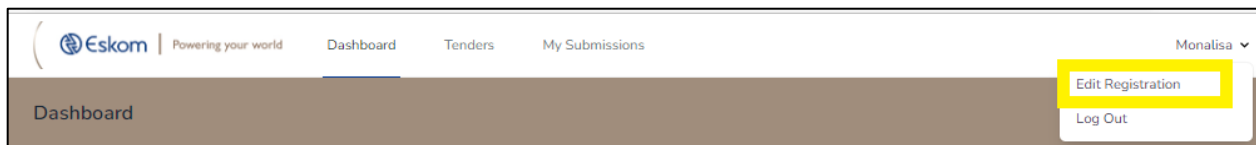
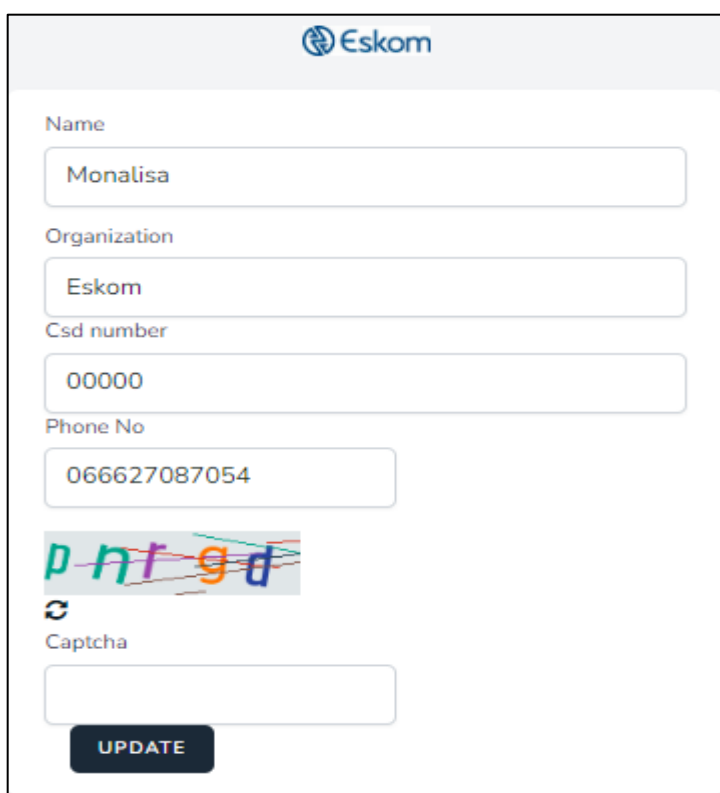


Fig1.



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', 'h', 't', 'g', 'd' in various colors and orientations, with a refresh icon below it.
- UPDATE:** A dark blue button with white text at the bottom of the form.

Fig2.

## 6 Log off Button

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

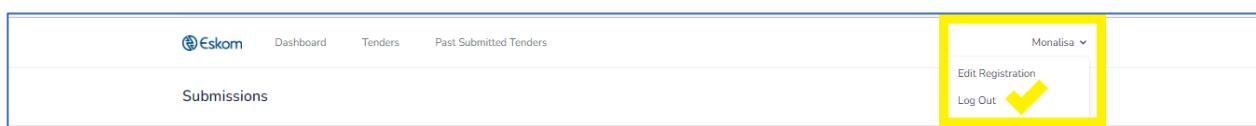
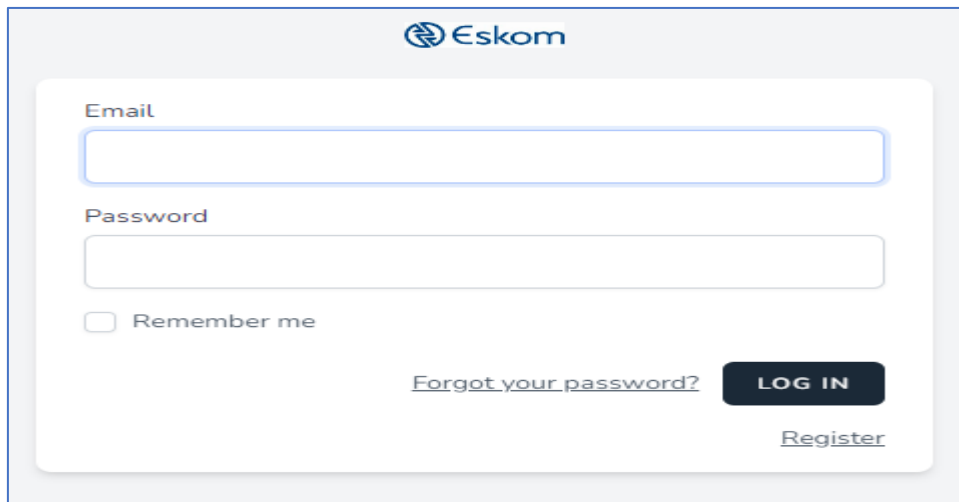


Fig1.



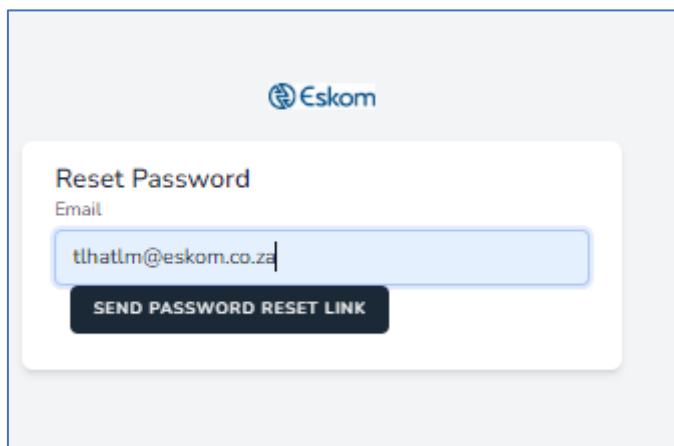
## 7 Password reset

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.



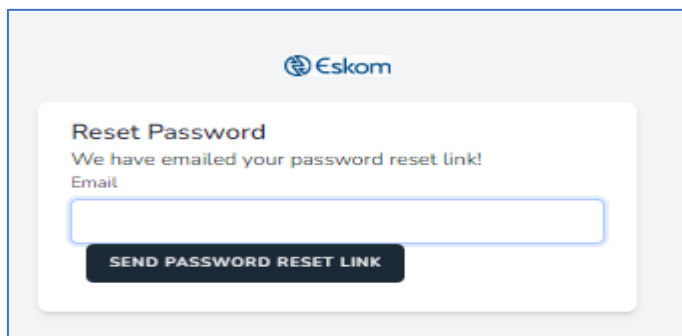
The login screen features the Eskom logo at the top. Below it, there are two input fields: 'Email' and 'Password'. A checkbox labeled 'Remember me' is positioned below the password field. To the right of the input fields, there is a link 'Forgot your password?' and a 'LOG IN' button. At the bottom right, there is a 'Register' link.

Fig1.



The 'Reset Password' screen displays the Eskom logo at the top. Below it, the title 'Reset Password' is followed by the label 'Email'. An input field contains the email address 'tthatlm@eskom.co.za'. Below the input field is a 'SEND PASSWORD RESET LINK' button.

Fig2.



The confirmation screen shows the Eskom logo at the top. Below it, the title 'Reset Password' is followed by the message 'We have emailed your password reset link!'. Below this message is the label 'Email' and an empty input field. At the bottom, there is a 'SEND PASSWORD RESET LINK' button.

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.

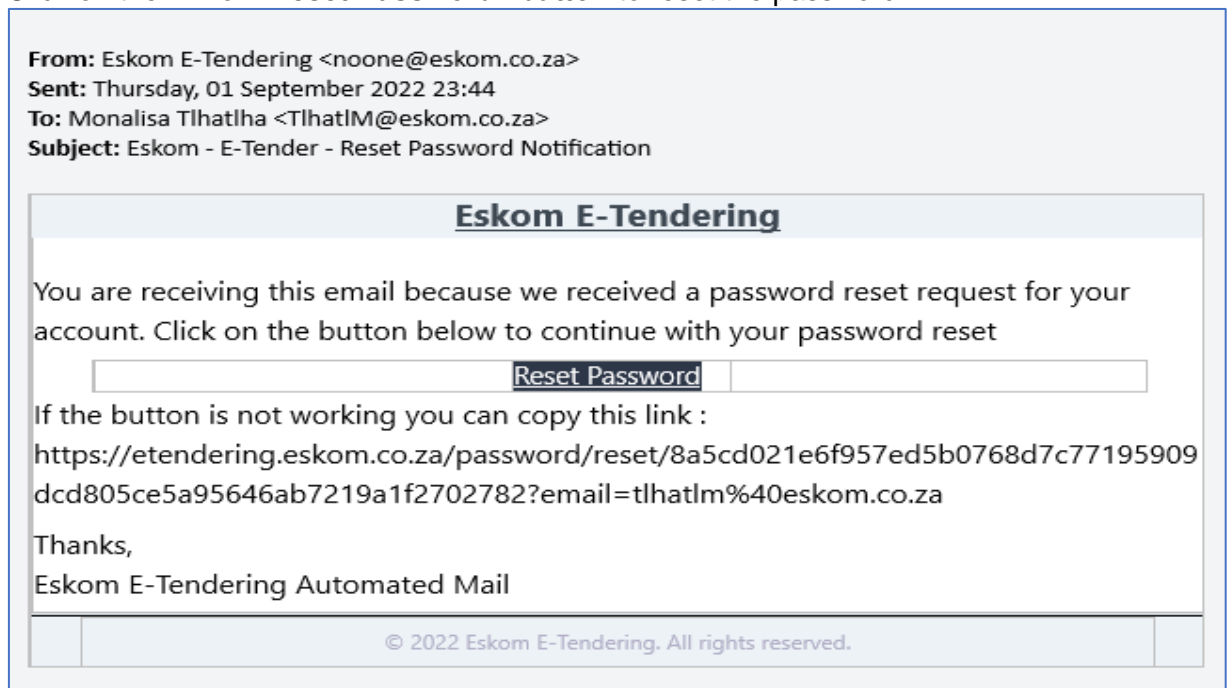


Fig4.

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**.

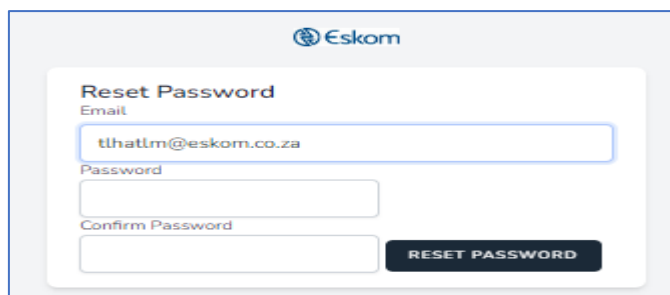


Fig5.

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, a light blue box contains the message "You're logged in!". A white box below that contains the instruction: "Please follow the link on the <https://tenderbulletin.eskom.co.za/> site to submit tender documents." Below this is a white box with the text "OR". At the bottom, there is a white box with the 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.**