BIDDER RFX USER GUIDE

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WELCOME TO E-TENDER!

This manual is intended to provide straightforward, detailed guidance on the process to be followed when responding to tenders on the e-Tender platform. It is designed to be simple to use and understood, by breaking the tendering process down into a series of individual procedures with step-by-step instructions.

SCOPE:

This Training Guide is intended to provide standard procedures and step-by-step instructions on how to navigate the application and participate in tender events.

CONSTRAINTS:

e-Tender is fully compatible with a wide range of leading web browsers. We recommend the following browsers that support the application's robust security protocols:

- Google Chrome
- Mozilla Firefox
- Safari

REGISTERING ON E-TENDER

Registering on E-Tender is quick and easy!

To begin logging on using the E-Tender portal link, type in the company's website address in your preferred recommended browser.

The following page will appear on your screen. Select, 'Create an account' as shown below:

		Co-Tender Software As A Service
	Log In to your account	
	Üsername	
	Password	
	Forgot your password? Log in	
	Not a registered St. re? Create an account	
	VIEW OUR FAQs	
	ISTT @ 2015 https://demo.etenderworld.tt/	
/////////		

You will be directed to the 'Register your Organization' page.

On the 'Register your Organization' page, ensure that you read and accept the website's Terms and Conditions. Upon completion, click 'Select to Accept'. You will not be allowed to continue registering if you do not accept the website's Terms and Conditions:

erms and Conditions	Company Information	Account Information	Security Questions	Confirmation	
	bsite of the Demo Company (Dem s, inter alia, upcoming, current ar				nities at
Terms and Conditions					
					-
TERMS AND CONDITIO	NS				
1. Indoduction					
	use of Telecommunications Servi e Vendor is governed by the Tern			ww.etender.tstt.co.tt ("the	
(b) These Terms ar	nd Conditions when accepted by t	he Vendor shall constitute an Ag	reement between the Vendor an	d TSTT.	
(c) The procureme	nt process may include an Invitat	ion to Tender ("ITT"), a Request f	or Proposal ("RFP") or a Request	for Quotation ("RFQ").	
(d) All ITTS, RFPs ar	nd RFQs published by TSTT on the	Website are invitations to treat.			•

After accepting the Terms and Conditions, you will be directed to the 'Company Information' tab on your screen. Here, you will be required to input basic company information in the blank fields provided as shown below:

Terms	and Conditions Comp	any Information	Account Information	Security Questions	Confirmation
	-				-
	Organization Name				
	Organization Type	Select Type			
	Contact Number				
	Organization Address				
				4	

Once you have finished inputting your basic company data on this screen, select the 'Account Information' tab, to begin entering your User account information as shown below:

rms and Conditions Compan	y Information Account Information	Security Questions	Confirmation
Full Name	Full Name		
E-mail	johndoe@email.com		
Username	username		
Password			
Confirm Password			
Upload Company Logo	Choose Files No file chosen		
Previous			Nex

- Username must not contain any Capital Letters, Special Characters or Spaces.
- Password must contain: 1 Upper Case, 1 Lower Case, 1 Special character, 1 Number and must be a minimum of 8 Characters in length

PLEASE NOTE THAT THE USERNAME AND PASSWORD YOU ENTER IN THIS SECTION IS CASE SENSITIVE AND WILL BE REQUIRED TO AUTHENTICATE YOUR ACCOUNT AFTER REGISTRATION FOR FUTURE ENTRY INTO THE SYSTEM.

It is imperative that you secure this information so that no one else can have access to your account. Also, when creating your Username, you are not to include special characters and you are to be mindful of including extra spaces or creating hyphenated usernames. Next, answer 2 of the 5 security questions listed.

erms and Conditions	Company Information	Account Information	Security Questions	Confirmation
lease answer two questions	below:		U	0
What is the name of th you grev				
What is your mother's	maiden name?			
Where did you go school/	o to high college?			
What city were you	born in?			
What was the name of y	our first pet?			

Once you are comfortable with the information submitted, proceed to the 'Confirmation' tab. Here, select, 'Register E-Tender Account' to complete the process.

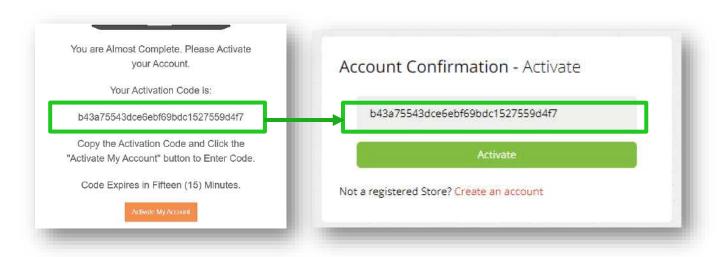
erms and Conditions	Company Information	Account Information	Security Questions	Confirmation
)	-0		0	0
	1 H			
u have successfully entered	all required information needed	for the creation of an etender ac	count. If you like to adjust any da	ata, you may so do by returning to any
				ata, you may so do by returning to any
				ata, you may so do by returning to any oosing the eTender Online Application
o. If you are sure current inf			our databases. Thank you for ch	oosing the eTender Online Application
				cosing the eTender Online Application
o. If you are sure current inf			our databases. Thank you for ch	oosing the eTender Online Application
). If you are sure current inf		: the button below to register on	our databases. Thank you for ch	oosing the eTender Online Application

Once your registration is successful, you will receive the following confirmation:

	Contender Software As A Service
Success! Successful Registration. A confirmation email was submitted to your email address. Please review to activate account.	
Log In to your account	
Usemame	
Password	
Forgot your password? Log in	
Not a registered Store? Create an account	
VIEW OUR FAQS	

Proceed to your email account and verify that you have received the confirmation email. If you do not activate your newly created E-Tender account, you will not be able to access E-Tender. **BE SURE TO CHECK YOUR 'JUNK MAIL' AND 'SPAM' FOLDERS IF YOU HAVE NOT RECEIVED YOUR EMAIL.**

When you get the email, copy the activation code, and click 'Activate Account'. You will be directed to a screen prompting you to enter your activation code. Once it is entered correctly, you will be prompted to log in using the credentials you entered when creating the account.



CONGRATULATIONS! YOU'VE SUCCESSFULLY CREATED AN ACCOUNT ON E-TENDER!

UPDATING COMPANY DETAILS

At some point, you may need to update your company's business details on E-Tender. These details may include:

- Full Name
- CompanyName
- Contact Number
- Company Address
- Company Logo

To begin editing/updating these details, select as 👔

shown below:

-lender	Home a	Dashboard									
jCvendor4			TOTAL RFXS 2022-03-10 1	۲	Ð	History LAST LOGIN		٠		40 pm	۲
JCvendor4	9		000			March 1, 2022, 1:06 pm			0	4	#
		List of All	DEVe								
RFx Options	•	LIST OF AIT	REAS								000
2 Tender Options	• 5	how 10	entries							Search:	
Questions		ID .	REF	Tender		Date	Issued 1	Expiration	Status 1	RFx Category	
		445	EDIT722002232022	Security Services		2022	-02-20	2022-04-13	OPEN	Fabrication	
h Registration Portal	*	453	EMERSE220203484114	PictureTest 2.03.2022		2022	-03-02	2022-03-25	OPEN	Supplier Pre-Qualific	ation
Contract Portal	~	459	TST220903100811	Two box		2022	03-09	2022-03-25	OPEN	Systems Furniture	
		279	TST210107193014	Rate Base Test 1.07.2021.		2021	-07-01	2021-07-01	CLOSED	Consultancy	
		280	TST210107544315	Test Rate Base		2021	-07-01	2021-07-22	CLOSED	Agency Services	
	3	281	TST210207343412	Test Forward Rate Based	Tender	2021	-07-02	2021-07-09	CLOSED	Scrap Sale	
		282	TST210907423911	Fate Base Reverse Auction	n Test 9.07.20	2021	-07-09	2021-07-12	CLOSED	Consultancy	
		283	TST210902134614	Test Fixed Rate Reverse A	uction 9,07.20	21 2021	-07-09	2021-07-22	CLOSED	Consultancy	
		285	QA211307071808	max bid value		2021	-07-13	2021-07-31	CLOSED	Consultancy	

On your business profile, select, 'Edit Business' to begin the process of editing your company details. You will be directed to the page shown below. Proceed to enter your updated company details.

You can also upload and update your Company logo on this page as well. On the same page entitled 'Business Details', upload and update your logo by selecting 'Choose File'. When you are finished, select, 'Send':

C-Tender	
Business Details	
Currendor Curre	Edit Ducinees Details Indernation Vernation Vernation </th
	Company Address Address ± Logo Upload Select Logo as les quicades to profile Choose File No file chosen

SELECTING COMPANY PREFERENCES

Selecting Preferences is an important step in completing your Company profile. Preferences are general categories of work of interest to your Company. In order to receive email notifications of public tenders on these preferences, select, 'Preferences' on the 'Business Details' screen as shown below:

⊙ Prefe	rences						
JCvendor4 JCvendor4	TOTAL INACTIVE 2022-03-10	۲		۲	6	:54 pm	۲
uppler Nevgenori	0		March 1, 2022, 1:06 pm		Θ	4	雦
안] RFx Options ~	Cvendoro	List of My	Preferences				
伦 Tender Options ~	JCvendors JCvendors	B Paraters 6 1	Data Collection				
🖬 Questions 🗸 🔛				wices			
역1 Registration Portal ~	Tenders Questions	Edit Prefe	rences				
🖌 Contract Portal 🗸 🗸	-	Select Your	Preferences				
I Po	ferences 🗿	List of	My Preferences				
		• Hesez	arch & Data Collection & Agency Services & insura	nce Services			
🕨 Ed	t Password						
		Edit Pr	references				
			t Your				
			rrences search & Data Collection, Agency Services, insurance	Services -			
				und	ate Preferences		
				Cita			

Select the drop-down arrow and all available preferences will appear. Feel free to select multiple preferences of goods and/or services that your Company may be interested in and would like to receive notifications for.

Contract Portal 🗸 🗸		Select Your Preferences	
	Profile Hame Proferences	List of My Preferences	
	Edit Business	Research & Data Collection Agency Services Indurance Services	
	Edit Password		
		Edit Preferences	
		Salart Wair	
		Preferences Research & Data Collection, Agency Services, Insurance Services	
		Update Professors	

Cuendor Cuendor Cuendor	ences		Equipment Purchase Equipment Disposal Sale Evaluation Services	Ĵ.			
) JCvendor4 🕞	TOTAL ACTIVE 2022-03-10	۲	Supply Chain Services)	7	02 pm	۲
olier Navigation	4		Security Services	-	0	макев 10,2022	m
RFx Options ~	Cyllowedors	List of	Divil Works				
Tender Options v Questions v	jCvendor4	• Resear	Fabrication				
	A Questions	Edit Pr	Systems Furniture Scrap Sale				
Contract Portal v			Research & Data Collection	×			
Prefe		Lis	Agency Services	*			
o edit B		•	Advertising Services				
Edit P	assword	Ed	Maintenance Works Supplier Pre-Qualification	-			
			Professional Billing Services				
			Equipment Lease Research & Data Collection, Agency Services, Insurance Services	-			
					date Preferences		

When you are finished selecting your preferences, select, 'Update Preferences' to save your preference selection.

CHANGING YOUR PASSWORD

At some point, you may need to update your password details on E-Tender. To do this, select is and select, 'Edit Password':

Circvendors O Acco	ount Password							
Chendor4	TOTAL RFXS 2022-03-10	۲	Ð	History	۲		7 10 pm	n O
plier Navgation			0	March 1, 2022, 1:06 pm		Ø	*	m
RFx Options ~								
Tender Options 🗸	JCvendora JCvendora Jovendora		ASSWORD	ase ensure password is complex end	ough.			
Questions ~	A Tenders	Old Password						
Registration Portal	(Questions	Old Passwo New Passwo						
Contract Portal v		New Passwo						
	Profile Home	Confirm Pass	word					
	Preferences	Confirm Ne	w Password					
	dit Rucinest							Soud
🖿 e	dit Password	2						- Salar

Enter your old password and your updated password details in the fields as shown below. Upon completion, select 'Send'. It is important that you remember your new password failure to remember your new password will result in your inability to successfully access to E-Tender.

Old Password				
Old Password				
New Password				
New Password				
Confirm Password				
Confirm New Password				

SUBMITTING QUERIES FOR LIVE TENDERS

If there are any queries or concerns regarding a live/open tender on e-Tender, there is a message portal available for this purpose.

To submit a query regarding a live tender, select 'Questions' and select 'Compose New Query' as shown below. Proceed to fill out the respective fields and once complete, select 'Send Message'.

-Tender Home & Active			
Compose New Query			
JCvendor4 Cr COMPOSE	1 Delete Draft		🐷 Sond Mexage
Her Newseen	RFx:	Nothing polected	
RFx Options v Quiread	Cotegory:	Nothing selected	•
Tender Options 🗸 🖌 Sent	From:		α
	CC	odd amail	
Questions ^	Subject:	Enter Question Subject	
ompose New Query	Attachments:	Choose File No file chosen	
box	B / U	Ø ⊕ 12+ <mark>A</mark> * ≣ Ξ K* T1*	
nt.			
Registration Portal 🗸			
Contract Portal V			
			0 😁
	自 Delete Draft	t .	🐱 Send Message

Please note, the following must be observed when using the query portal:

- no personal information
- no tables in free text field
- no upload of documents with special characters
- no special characters in text field and message subject

To view responses to queries submitted after being notified via email, select 'Questions' and select 'Inbox' as shown below:

JCvendor4 S COMPOSE	Show 10 entries		Seerch:	
ple/Nexpetion	⊒ Inbox			1
RFx Options 🔷 🕒 Unread 💿	AVG210405305010	General - Response Test	2021-05-27 11:45:2	20
Tender Options 🗸 🍼 🗲 Sent	Q4210605051515	94	2021-05-20 22:17:0	12
Questions •	Q4213007264310	Deadline Date - Test	2021-08-03 16:03:0	29
	QA210605051515	General - vendor Query	2021-12-06 12:19:0	29
ompose New Query	QA210605051515	Deadline Date - Extend this Tender Please	2021-12-05 12:24:1	12
NON .	QA211512111410	General-	2022-02-17 09:58:1	14
ert	Showing 1 to 5 of 6 entrie	2	Presous 3 Next	ŧ

Select the question for which you would like to view the Administrator's response.

-Tende	er 💻	+ Active								
C Vendor)		Sent								
and the second second	•		TOTAL ACTIVE	۲		tory DGIN	۲		5:40 am	1 🔿
			4		March 2,	2022, 4:28 pm		0	4	m
2 RFx Options					-					
2] Tender Options		is c	OMPOSE	Admin Re	sponse On 27 Aug 2021, 10	::43 am				
Questions	4	🖴 Inbox 🔝		Ternorrow						
2) Registration Portal		🛱 Unread 🚺		то :	6	DensiComp	iny devo@exemierword.tt			
 Contract Portal 	~	✓ Sent			JECT :	When is this 20 Aug 2021.				
				Good Man When is th	ning vis event scheduled to close?					

PARTICIPATING IN A TENDER

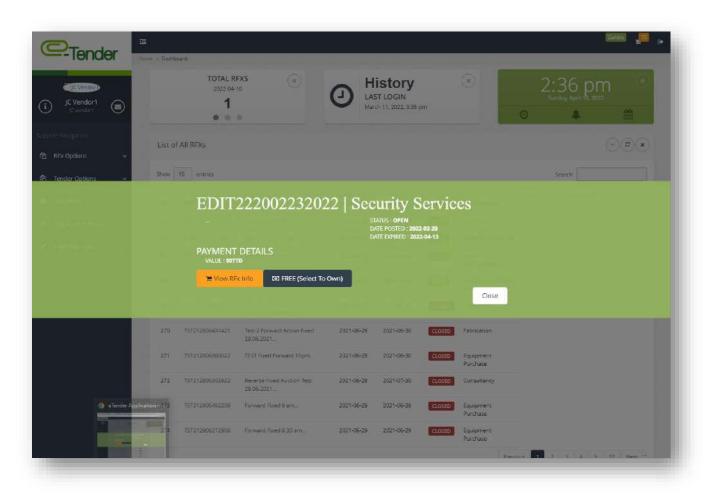
You will receive an email notifying you that you have been selected to submit a bid for a specific tender, or when a tender within your preferred good of service category is posted. The email will look like the one below. Use the unique Ref# to find the tender in E-Tender.

Selective Tender - Requesting Proposal 💓 I	10.5		÷	12
#Tender deline - Tender Management, einige ware prototo in In ten #		(11124-1 second day) - Qr		ŧ.
	C-Tender			
	PLEASE BE ADVISED THAT YOU HAVE BEEN SELECTED TO BID FOR SOP191294401612			
	Please log into your account to participate.			
	TSTT Internal Set4			

When you have successfully logged on to e-Tender, all tenders, both open and closed tenders will be visible on your home screen. If not, feel free to search for the tender using the search box.

C Vendor			TOTAL RFXS 2022-03-11	۲		N	۲		8:24 am	۲
() JC vendori	9				March 11, 202	2, 6:40 am		o	4	111
		List of Al	li RFXs							(-)(2)(x)
2 RFx Options	4									
2 Tender Options	9	Show 10	entries						Search:	
Questions	φ.	ID .	REF	Tender		Date Issued	Expiration	Status	I RFx Category	11
		445	ED(1222002232022	Socienty Services		2022-02-20	2022-04-13	OPEN	Fabrication	
 Registration Portal 	×	453	EMERSE220203484114	PictureTest 2.03.2022		2022-03-02	2022-03-25	OPEN-	Supplier Pre-Qualification	ion.
Contract Portal	*	458	EMER5E220303334814	reverse auction		2022-03-03	2022-03-31	OFIN	Maintenance Works	
		459	151220903100811	Two box		2022-03-09	2022-03-25	OPEN	Systems Furniture	
		269	157212806475016	NIDCO Forward Auction S	mulation 29.06.2021	2021-06-28	2021-06-29	CLOSED	Fabrication	
		270	757212805451421	Test 2 Forward Action Fixe		2021-06-28	2021-06-30	CLOSED	Fabrication	

When you have located/selected the tender for which you have been invited or wish to participate in, select it. You will see a screen as shown below. This screen gives you preliminary information on the tender. To view additional details about the tender, select 'View RFP info'. If there is a cost to purchase the tender, it will be displayed here, and you would be required to purchase the tender in order to have access to any additional information/the tender package:



To begin, if there is a cost, you must select 'Purchase RFP (Credit Card)'. If there is no cost, select 'FREE (Select to Own)'. If you have to purchase this tender, the following screen will appear which will prompt you to enter your credit card details:

00 22 0	REF	
Date: Card Genatio	Andreas 🚺 anticas	
	and an and a second sec	
	iature a	
	A STATE OF A STAT	
and the second second	fatternile	
Erew Silling information		
	New Work of the Company of the Compa	
	and the second se	
1.00	and the first of Protocol of Control of Cont	
	And Annual Contraction (1997)	
	Verified by MasterCard VISA SecureCode	
	Address Accuracy	
manufactor proceeding of the	and to an an approximate provident provident and the second second provident provident provident and the second provident	

Once your credit card payment is successful, or you select the 'free to own' option, you will be directed to the following page, confirming successful purchase:

	Hame > Active						
C Vendor	⊖ Success						
JC Vendor1		AL RFXS (x)		۲	1	0:38 am	۲
Navganian		0.0	March 11, 2022, 8:25 am		Ø		6
Fx Options 🗸 🗸	f						1 1
ender Options 🗸 🗸	SuccessI RFx Purchase	was successful. A confirmation er	mail was sent to your account's email.	Please review for link to o	nline receipt		×
	List of All My Purcha	ased RFXS					
uestions 👻						(.)@(x)
egistration Portal 🛛 👻	Show 10 entries						
ontract Portal 🗸 🗸						Search:	
ontract Portal 🔍	REF	Tonder	C Date Issued	Expiration	Status	Search:	10
ontract Portal 👻		Tender IC Rev Auc	Date Issued 2022-03-01	2022-03-01 13:14:00	Closed		ę.
ontract Portal 🗸 🗸	REF					. Туре	12
ontract Portal 🔍	REF MARK220103590513	IC Rev Auc	2022-03-01	2022-03-01 13:14:00	Closed	Type Equipment Lease	14
ontract Portal v	REF MARK220103550513 EMERSE2220024613	IC Rev Auc Test GG	2022-03-01 2022-02-22	2022-03-01 13:14:00 2022-02-22 14:00:00	Closed	Equipment Lease Systems Furniture	
ontract Portal v	REF MARK220103590513 EMERSE222202024613 Q4220802102609	JC Rev Auc Test GS Test 8.02.2022	2022-03-01 2022-02-02 2022-02-03	2022-03-01 13:14:00 2022-02-02 14:00:00 2022-02-09 09:24:00	Closed Closed Closed	Equipment Lease Systems Furniture Supply Chein Services	R
untract Portal 🗸 🗸	REF. MARK220103590513 EMERSE22202024613 Q4220802103609 MARK222701375113	IC Rev Auc Test GS Test 8 02 2022 Provision of Commercial Equipment	2022-03-01 2022-02-22 2022-02-28 2022-01-27	2022-03-01 13:14:00 2022-02-02-02-02-02 2022-02-02-02-04-04:00:00 2022-02-02-02-02-04:00:00	Closed Closed Closed Closed	Type Equipment Lease Systems Furniture Supply Chein Sendces Equipment Purchase	8
untract Portal 🗸	RE MARC220103590513 EMERSE22202024413 Q4220803160609 MARC222701325113 MIG222501352213	JC Rev Aus Test GG Twis 8 62 2022 Provision of Commercial Equipment Reverse auction Test GG 25:01:2021	2022-03-01 2022-02-22 2022-02-28 2022-01-27 2022-01-27 2022-01-23	2022-03-01 13:14:00 2022-02-20 14:00:00 2022-02-20 14:00:00 2022-01-27 14:00:00 2022-01-27 14:00:00 2022-01-25 13:35:500	Closed Closed Closed Closed Closed	Type Equipment Lease Systems Furniture Supply Chein Sendeec Equipment Purchase Consultancy	8
untract Portal 🔍	REF MARK2220103590513 EMERSE222202024613 Q4220803160509 MARK222701125113 MARK222701125113 MARK22250135213 EMERSE22401152100	JC Rev Aus Test GG Twis 8 82 2022 Provision of Commercial Equipment Reverse auction Test GG 25-01-2021 Tass	2022-03-01 2022-02-22 2032-02-28 2032-01-27 2022-01-27 2022-01-23 2022-01-24	2022-03-01 13:14:00 2022-03-21 14:01:00 2022-03-29 09:24:00 2022-01-27 14:01:00 2022-01-27 14:01:00 2022-01-25 13:35:50 2022-01-25 13:35:50	Closed Closed Closed Closed Closed Closed	Type Equipment Loss Systems Furniture Subply Chain Sendeec Equipment Furchase Consultancy Adventising Sendees	8

To find your purchased tender, click RFX Options in the navigation pane to the left of the page and click My Purchased RFXs.

	•	My Pur	chased RFxs							
A CONTRACTOR OF THE OWNER	3		TOTAL RFXS 2022-03-11	۲	9		۲		:39 am	۲
			1		e	March 11, 2022, 8:25 am		0	ay, March 11, 2022	m
쉽는 RFx Options 옙 Tender Options	•	List of My	y RFXs						C	x (0)
Questions	*	Show 10	entriez						Search:	
(2) Registration Portal		ID .	REF	Tender		Date Issued	Expiration	Status	Resend Invoice	4
 Contract Portal 		453	EMERSE220203484114	PictureTest 2.03.20	22	2022-03-02	2022-03-25	OPUN	0	
		450	MARK220103590513	JC Rex Aut		2022-03-01	2022-03-01	CLOSED	3	
		446	EMERSE222202024613	Test GG		2022-02-22	2022-02-22	CLOSED	o	
		441	QA220802102609	Test 8.02.2022		2022-02-08	2022-02-09	CLOSED	0	
		433	MARK222701375113	Provision of Comm	iercial Equipmen	2022-01-27	2022-01-27	CLOSED	ø	
		426	WG222501352213	Reverse auction Te	st GG 25/01 2021	2022-01-25	2022-01-25	CLOSED	o	
		425	EMERSE222401152109	Test		2022-01-24	2022-01-24	CLOSED	ø	

The following screen would appear.

-Tender	4		LAST LOGIN				Sunday April 1 2022	
			April 10, 2022, 2-1	3 pm		0	4	*
) JC Vendor1	List of My RFXs							
de l'espire	Show 10 entries						Saarche	
RFx Options 🛛 🛩	ID REF	Tender	Date Issued	Expiration	Status	4 Resend Invoice	Showing 1 to 10 of 71 entries	
Tender Options 🗸 🗸	445 ED0222002232022	Security Services	2022-02-20	2022-04-13	and the second	~		
			DATE P 20 DATE E	: OPEN 151111 : 2022-02: OPECT: : 2022-04:				
	RFx S Webs		DATE P 20	057770 2022-02-				
	RFx S କାସ & ଧ		DATE P 20 DATE E	057770 2022-02-		19 20 20		
	RFx S କାସ & ଧ	- SOTTO pload Tender Te View RFx Info	DATE P 20 DATE E	057770 2022-02-		Close		
	RFx S With & U	HOTTE pload Tender nd Invoice	ратер 20 рате 13	057770 2022-02-		Close		

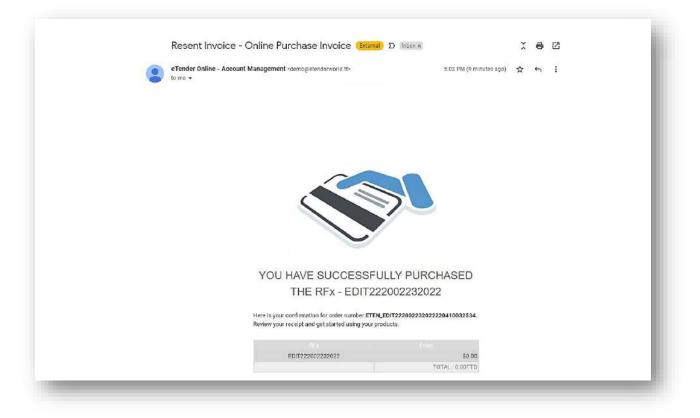
From here you can:

- 1. Resend your invoice to the email address associated with your email account
- 2. View RFP details to access the description, download documents or view your receipt
- 3. Upload your tender response
- 1. To resend the invoice, click on the Resend Invoice button

The following pop-up will appear on screen

Invoice was resent	×.
	ОК

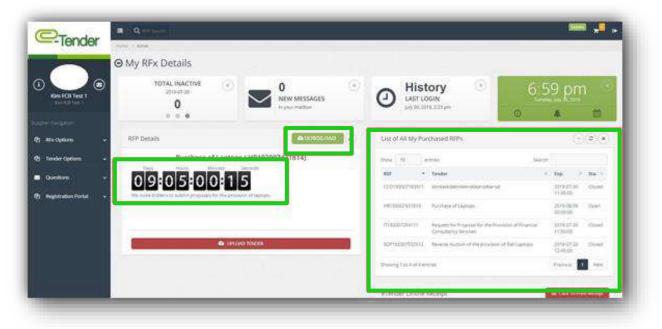
You will then receive another email confirming purchase of tender

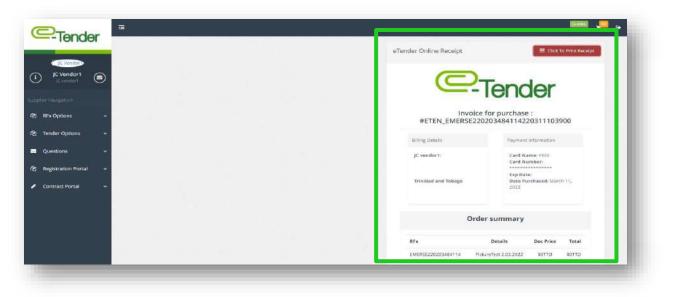


2. To see the details of this tender and to download tender documents/package, click the, 'View RFP Info' button

On this screen you will see the following:

- The 'Download' button- This contains all pertinent documents related to the tender which you should download and review before submitting your bid
- A countdown timer which lets you know how much time (days and hours) there is left before the tender closes
- A list of all your previously purchased RFx's
- Online receipt to the bottom right of the page



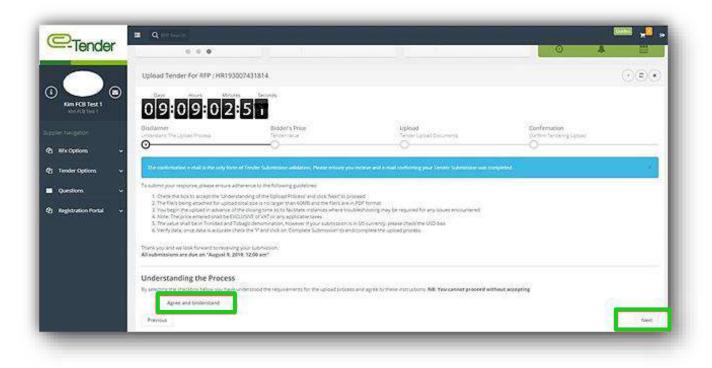


3. Once you have downloaded all required documents, select 'Upload Tender' as shown below or from the pop-up banner

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		RFx STORE DETAILS	STATU PATT 20 DATT 1 13	15 : OPEN POSTED : 2022-02-		Close		

The following page will appear. Here, you must accept the that you agree and understand the posted disclaimer in order to participate in the tender. If you do not accept, you would not be able to move further in the process and participate in the tender. Once you have selected the disclaimer as shown below, select, 'Next'.



You will be directed to the following page as shown below: Proceed to enter your price in figures. Once you are finished, select 'Next'.

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You will then be required to upload all required documents, in PDF format ONLY, as specified in the RFP Documents or Instructions to Bidders. To upload documents, select the field as shown below:

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You must upload required documents to this section. If you do not upload the documents as requested by the organization, you will not be able to complete the bid submission process. A successful document upload looks like this:



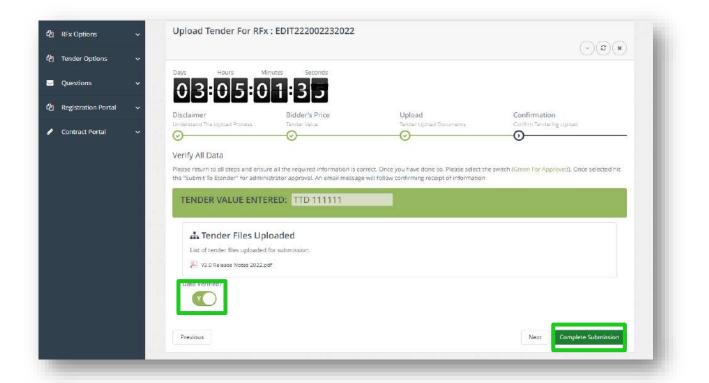
Once you are finished, select, 'Next':

Please note, that when uploading a submission, kindly ensure:

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- The size of the total files is no larger than the displayed maximum size threshold
- The files are in PDF format only
- You begin the upload in advance of the closing time so to facilitate troubleshooting if you experience any issues
- There are no special characters in the document names

Once you have finished uploading your bid submission, you will be directed to the following final page:



You will be instructed to verify that all the information submitted and uploaded to your bid submission is complete and correct. To do so you can select the 'Previous' tab to navigate back through each section. Once you are comfortable with the information:

- Select the 'Data Verified' tab so that it turns Green
- Select 'Complete Submission'

If a document is not uploaded or the data verification toggle is not changed to 'Y' (yes), the application will not allow you to submit the tender response.

After completing submission, you will receive an on-screen message and an automatic email confirming the submission was uploaded successfully.

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CONGRATULATIONS! YOU'VE SUCCESSFULLY SUBMITTED A TENDER RESPONSE!

ACCESSING AN EDITED OR UPDATED TENDER

From time to time, the Organization may edit/update live or existing tenders with new information such as addendums, closing date and time extensions or include additional documents as part of the tender package.

If a live tender in which you have participated in has been updated/edited, you will receive the following email:



To access the edited tender to view the new/additional documents added to the tender log in to your E-Tender account and under 'RFx Options' select 'My Purchased RFx's' as shown below. Select the tender that was edited as outlined by the email.

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ist of All RFxs	109	Fin200405124616		Testing 04/05/2020		2020-05-04	2020-06-06	OPEN
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	93	MARK203103375715		Testing KMC 31.03.2020 TE		2020-03-31	2020-03-31	CLOSED
i Questions 🗸 🗸	94	SAN203103580016		Testing KMC 31.03.2020 OE		2020-03-31	2020-03-31	CLOSED
Registration Portal 🗸 🗸	95	SAN203103352016		TESTING NEW NEW KMC OE		2020-03-31	2020-03-31	CLOSED
	96	MARK203103082516		TESTING NEW NEW KMC TE		2020-03-31	2020-03-31	CLOSED

The following page will appear. Select 'View RFP Info' as shown below:

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You will be directed to the following page:

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D English We			3	09190309042120	Testing Testing 123	2019- 09-03 20:25:00	Gosed
				and an operation of the second	The state of the state	2010	Process 1

Select the 'Download' tab as shown below and you will be able to access and re-download any additional documents posted by the organization. Also, if there are any new updates posted on the tender it will be posted under the 'RFP Details' field highlighted below:

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—	UPLOAD TENDER.		1719300

You are free to edit your bid submission as many times as you want before the closing date and time of the tender. Please note that the price and all documents need to be resubmitted as the current submission replaces the previous one.

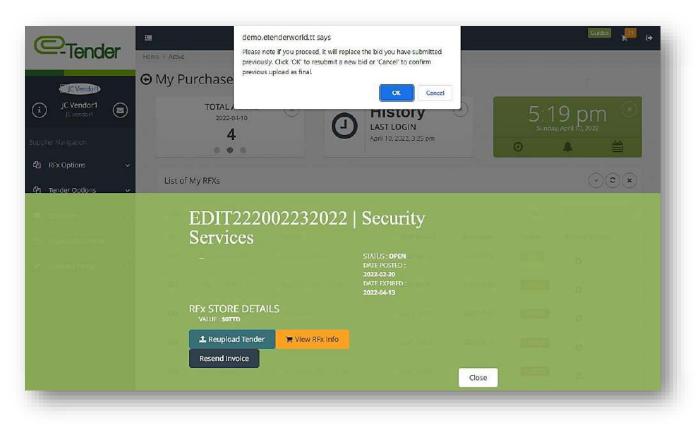
To edit your bid submission, select 'RFx Options', then select 'My Purchased RFx's' as shown below:

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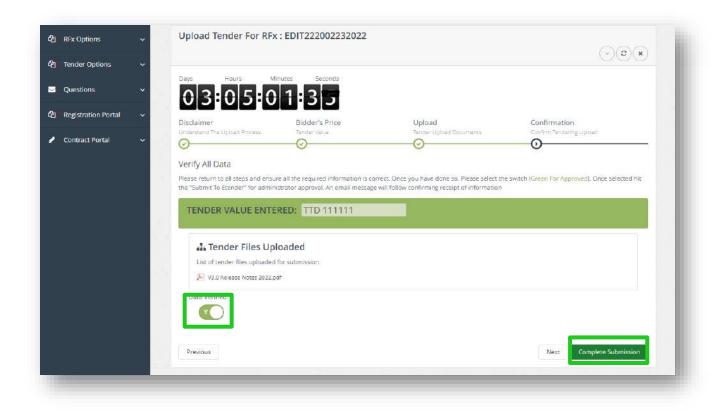
You will be directed to the following screen. This page displays all RFx's your would have purchased as well as their status. Remember, you can only edit those RFx's/tenders that are open. To edit an open RFx/tender, select the tender reference number as shown below:

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The following page will appear. Select 'Re-Upload Tender'. A pop up message will appear on screen, notifying you that if you proceed with the resubmission, it will replace the bid submitted previously. You must complete the submission.

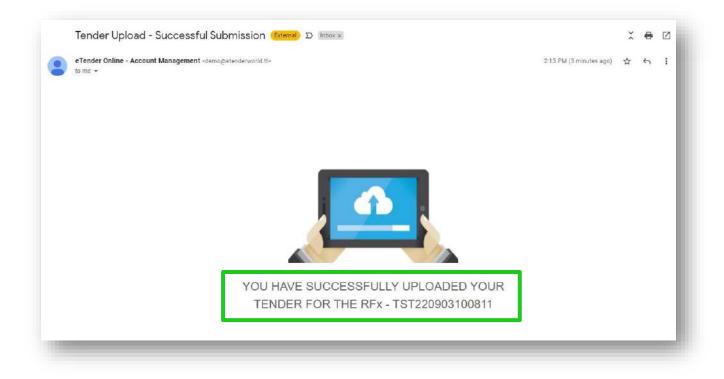


Proceed to re-upload your tender as you would have done initially. It is important to note that once you proceed to edit your bid submission by re-entering the tender i.e clicking the 'Re-Upload Tender' button as shown above, you MUST re-enter the price as well as your bid submission. You must also ensure that you select the 'Data Verified' tab so that it turns Green as well as the 'Complete Submission' tab as shown below:



To verify that your re- upload was successful, ensure that you receive the following confirmation as well as email as shown below:

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VIEWING AWARDED & CANCELLED TENDERS

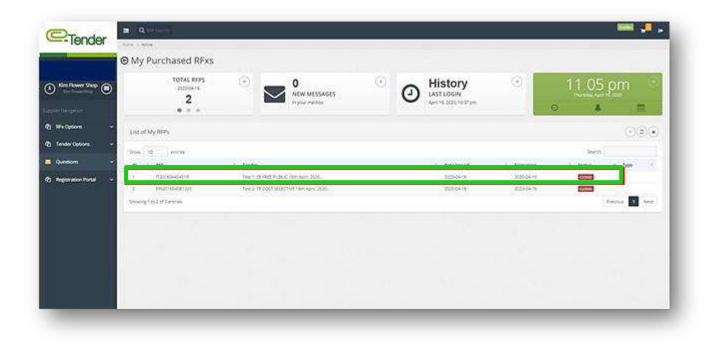
You will receive an email when the tender for which you have applied has been awarded or cancelled. Samples of this email are shown below: -



To view these details, log in to your e-Tender account and select 'RFx Options' and then select 'My Purchased RFx's'

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You will be directed to the following page. Select the tender you would like to view the award details of by selecting the unique reference number as shown below:



The following page will appear. Select 'View RFP info' as shown below:

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For tenders which have been awarded the following page will appear. The area highlighted below will display the Vendor to whom the tender was awarded:

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The Tender Standing Graph is also available for viewing as shown below:

	Company	Bid Value	Commer		@-Tende	er	
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For tenders that are not awarded the following page will appear and the reason for non-award of the tender indicated as seen below:

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KEY THINGS TO NOTE

Usernames and Passwords on E-Tender are case sensitive. It is important that you take note of this when creating your account and entering your account information upon log in. Additionally, to log in, you require your Username and Password, NOT your email address. Also, please do not include special characters in your Username.

The Bidder is responsible for resetting his/her own password. This feature is available on your log in page as shown below:



Only when you have exceeded your log in attempts and are instructed to contact the Administrator are you to send an email to the Procurement representative of the Company, requesting a password reset.

With regard to bid submissions, it is important to give yourself ample time to upload your bid. If the tender closes at 10:00 am, it is ill-advised to start uploading your tender at 9:50 am. If you are uploading your bid submission and the closing time for the tender has passed, the system will not allow you to upload your bid submission even though you have already begun the process. To confirm if your bid submission was uploaded/received, check to see if you would have received an email.

Additionally, to check the status of your bid submission in E-Tender, you can do the following:

Select, 'Tender Options' in your Supplier Navigation Pane and then select, 'Uploaded Tenders':

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The status of all of your tenders would be on display as shown below:

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	TINDERS	48190007431814	2019/07/30 19:56/48	82,000,000.00 TTD	mismplete	

- 'Complete' means that your bid submission was successfully submitted.
- 'Incomplete' (if the tender is still open) means that no final submission was done i.e. you started the process but did not select 'Complete Submission'.
- 'Incomplete' (if the tender is closed) means that the submission received is incomplete i.e. you were unable to complete your bid submission.
- 'Not Uploaded' means that no submission was done for that specific tender.

IF YOU HAVE ANY QUERIES OR CONCERNS, PLEASE FEEL FREE TO REACH OUT THE PROCUREMENT DEPARTMENT OR THE HELPDESK.

COMMON CHALLENGES

CHALLENGE #1: SUSPICIOUS ACTIVITY RECORDED

This challenge is experienced during the registration process when Vendors take too long to complete the registration process. This is an enhanced security feature that protects the system from malicious bots and intrusion.

If you do experience this challenge, you have the following options available to you to complete the registration process:-

- 1. Try another browser for registration
- 2. Clear your browser's Cache
- 3. Try again later
- 4. Try another laptop/desktop
- 5. Complete the registration in a timely manner

If the above aforementioned options do not result in successful registration, please email the Procurement Helpdesk for further details.



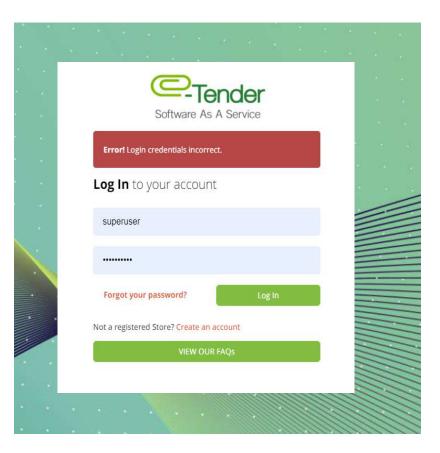
CHALLENGE #2: LOGIN CREDENTIALS INCORRECT

This challenge is experienced when Vendors do not enter the correct username and password required to successfully login to the system.

It is important to note that your username is NOT your email address.

If you cannot remember your password, select the 'Forgot Password' tab as shown below and proceed to following the instructions.

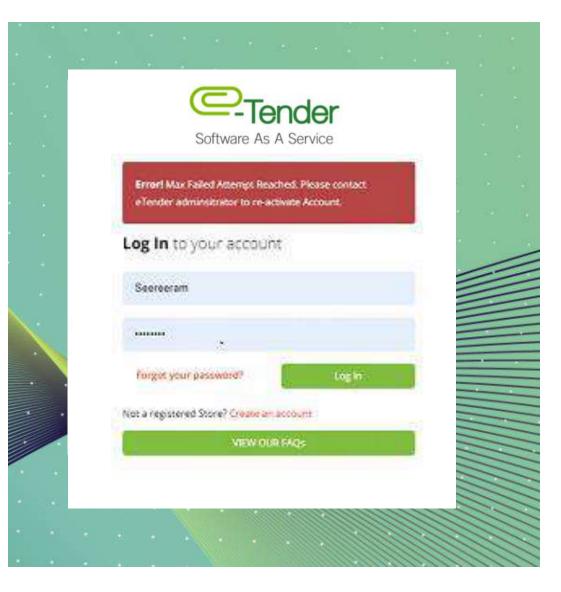
If you cannot remember your Username, request your username on the application or please email the Procurement Helpdesk for further details.



CHALLENGE #3: ERROR MAX FAILED ATTEMPTS REACHED

This challenge is experienced when Vendors enter their incorrect password too many times and as a result, are locked out of the system.

If you experience this challenge, please email the Procurement Helpdesk to unlock your account and reset your password.



CHALLENGE #4: ACCOUNT ALREADY IN USE

This challenge is experienced when Vendors do not actively and properly log out of the application by selecting the log out tab as shown below:



If you do experience this challenge, simply follow the instruction on the orange tab and proceed to enter your credentials again.

To prevent this challenge from occurring, please actively and properly log out of the application using the log out tab as shown above.

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CHALLENGE #5: ACCOUNT ACTIVATION

Log in challenges are often experienced when vendors do not activate their account before attempting to log in to the application.

After creating your account, check the inbox or spam/junk folder of the email address used to locate your confirmation email.

Copy the activation code before clicking on the 'Activate My Account' button. After clicking the button, paste the code into the empty Account Confirmation field. When done, click the 'Activate' button to complete activation.

If you experience challenges receiving the activation email, please email the Procurement Helpdesk for assistance.

b43a75543dce6ebf69bdc1527559d4f7	
Activate	

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*			
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You are Almost Complete. Please Activate your Account.

Your Activation Code is:

b43a75543dce6ebf69bdc1527559d4f7

Copy the Activation Code and Click the "Activate My Account" button to Enter Code.

Code Expires in Fifteen (15) Minutes.

Activate My Account