



# **The Eskom eAuction System**

## **User Guide for Prospective Bidders**

Last updated: 2019\05\15

## Introduction

The Eskom eAuction site is a service in which external users and companies bid for products or services via the Internet. Eskom eAuction facilitate a competitive process between buyers and sellers in different locations or geographical areas.

Online auctions mirror traditional auctions and usually involve multiple bidder participation. In both scenarios, bidders and sellers buy and sell tangible and intangible products and services. Starting bids are at the Eskom reserve value but increase at steady rates to meet market demand and item popularity. The time span of an online auction ranges from one to 10 days for items.

Online auctions have become a widely accepted business model for the following reasons:

- No fixed time constraint
- Flexible time limits
- No geographical limitations
- Offers a highly competitive environment

Online auctions include business to business (B2B), business to consumer (B2C), and consumer to consumer (C2C) auctions.

The Eskom eAuction site enables Closed auction for both Eskom sales and Eskom purchases with Business Partners as well as open Auctions to the public where anyone can bid on an even basis for products.

Companies participating in Eskom eAuctions will be required to maintain their BBBEE score rating as Auctions are awarded on a point-based system that considers both Price and BBBEE rating.

## User Access

All users of the eAuction system must have their own login username and password. Users may not share this information as a shared username is more difficult to verify who made the bids.

### Unique Company Code

Before a user can register they must be in possession of an email indicating their unique company code, the email will look as follows.

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Hi Rudolf

Your company has been registered on the Eskom eAuction Site. Please register on the site and use your custom Company security code when registering.

Please note that you are responsible for your company security code. Eskom cannot be held liable if an unauthorised person registers using your code.

The Eskom eAuction site is available at: <https://eauction.eskom.co.za>

Your Company Security Code is: **8d20a9c0-1340-4e71-9d00-efc895ed5e72**

Thanks

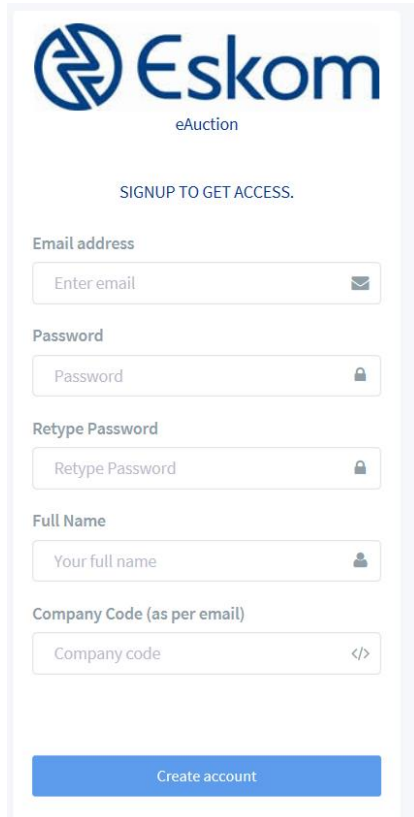
The Eskom eAuction Site

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The highlighted company code is required as part of the registration process.

***Note that the Company Code is only sent to the primary user as indicated in the RFP response. This user is responsible for the code and Eskom takes no accountability if this code is shared to users that may not bid on behalf of the company.***

## Registration Form



The registration form for Eskom eAuction is displayed within a light blue border. At the top is the Eskom logo and the text 'eAuction'. Below this is the instruction 'SIGNUP TO GET ACCESS.' The form contains five input fields: 'Email address' with a placeholder 'Enter email' and an envelope icon; 'Password' with a placeholder 'Password' and a lock icon; 'Retype Password' with a placeholder 'Retype Password' and a lock icon; 'Full Name' with a placeholder 'Your full name' and a person icon; and 'Company Code (as per email)' with a placeholder 'Company code' and a code icon. A blue 'Create account' button is at the bottom.

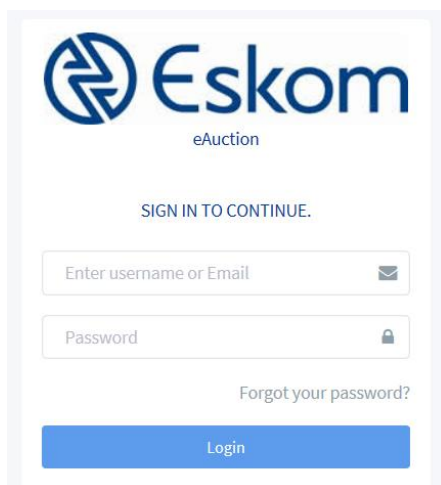
To register a user must enter their Email address and create a password of their choice.

*Passwords must be longer than 8 characters, have a mix of letters numbers and special characters, and include at least 1 capital letter and one lower case letter.*

The Company code field must be populated with the code as per the email to link the user to the company they may bid on behalf of. All users of the same company use the same company code to link their bids together.

*All bids in the system are linked to the user that made them as well as to the company the user is bidding on behalf of. The audit trail allows the system administrator to identify the user and the date and time the bid was made.*

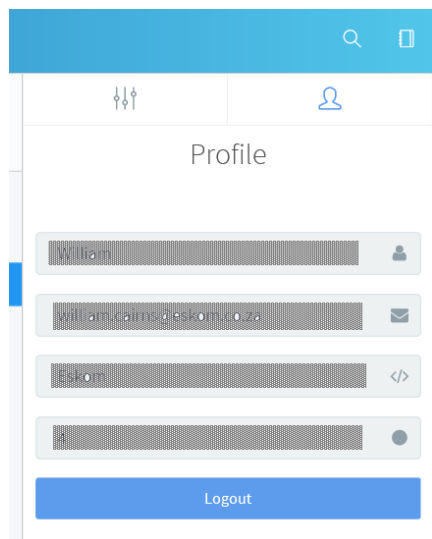
## User Login



The user login form for Eskom eAuction is displayed within a light blue border. At the top is the Eskom logo and the text 'eAuction'. Below this is the instruction 'SIGN IN TO CONTINUE.' The form contains two input fields: 'Enter username or Email' with a placeholder 'Enter username or Email' and an envelope icon; and 'Password' with a placeholder 'Password' and a lock icon. A link 'Forgot your password?' is located below the password field. A blue 'Login' button is at the bottom.

Once a user has registered they can login to the system. The user enters this username and password onto the form and clicks the login button.

## User Logout



When a user is finished with their actions on the system they should logout. This is a security feature to ensure that no one else with access on the computer may make unauthorized bid on behalf of the user. The logout button is available on the User Profile screen.

## Auctions

The main screen of the system gives users access to all auction they may bid on, as well as all auctions that the user had access to that have closed.

### Auction Process

#### Standard and Reverse Auctions

The eAuction system supports:

- Open Auctions (Eskom is selling a product to the public);
- Standard Auctions (Eskom is selling a product) and
- Reverse Auctions (Eskom is Buying a product or service).

In the case of a standard auction Eskom is selling a product and therefore each bid is required to be higher than the last bid. In a reverse auction where Eskom is buying a service or product each bid is required to be lower than the previous bid.

On the bidding screen the current auction type is displayed

**Eskom is trying to obtain the highest price for this sale.**

### Next Bid

The eAuction system indicates what the next bid is required to be. This value is based on the currently winning bid and a fixed bid increment that is applied. In a standard auction this is the lowest bid that can be made next, bids of a lower amount will be rejected, however bids of a higher amount can be made (The opposite applies in a Reverse Auction).

This has been implemented to prevent very small bid increments that have no material difference in the final price obtained.

### End time of an Auction

The End Time of an auction is the earliest time the auction can close. However, bids made close to the end time will extend the end time of the auction to give other bidders an opportunity to react to any bids made.

This has been implemented to ensure that all bidders have a fair opportunity to make the winning bid.

An example:

*eAuction for the sale of 10000 tons of Ash from Lethabo Power Station had an End Time of 10:00 in the morning. Bidder A makes a bid at 09:58, the Auction is therefore extended by 10 minutes to 10:08. At 10:04, Bidder B makes a new best bid and the auction gets extended to 10:14 to allow Bidder A an opportunity to react to Bidder B's bid. Bidder A makes a new bid at 10:05 and the auction gets extended to 10:15. Bidder B decides that the new bid by A cannot be beaten and does not make any further other bids. The auction then closes at 10:15 when no new bids have been received for the 10 minutes. (10 minutes is an example only and each auction can have their set to a different increment extension value).*

### Winning an Auction

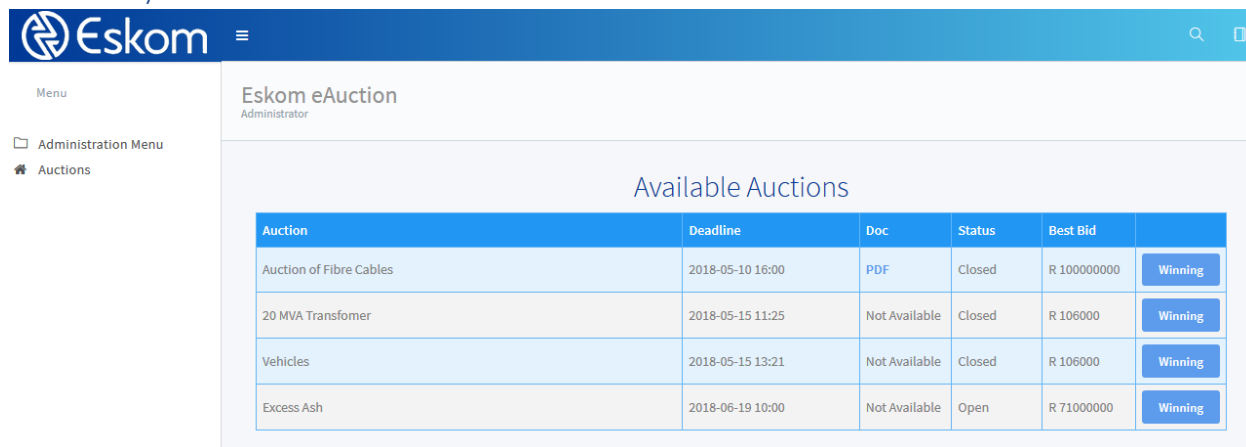
Bids made on an Auction are a financial commitment to deliver the product/services as expected at the price offered. It is a financially binding commitment. Please read the End user Agreement for more details on the legal aspects of making a bid.

The final bids are still subject to Eskom review as the final awarding of a contract is also influenced by other requirements such as BBBEE rating etc. To find out more about the impact of these ratings on the final awarding of the contract please speak to the procurement officer to get the details.

When an Auction closes all bidders will receive an email from the Eskom eAuction site indicating that the Auction has closed. Once the auction is closed no more bids can be entered and no opportunity is available to change your final bid.


The procurement officer will contact the winning bidder directly and finalise the contract.

### Screen Layout



The screenshot displays the Eskom eAuction Administrator interface. The header features the Eskom logo and a search icon. A left sidebar contains a 'Menu' section with 'Administration Menu' and 'Auctions'. The main content area is titled 'Available Auctions' and contains a table with the following data:

Auction	Deadline	Doc	Status	Best Bid	
Auction of Fibre Cables	2018-05-10 16:00	PDF	Closed	R 100000000	Winning
20 MVA Transformer	2018-05-15 11:25	Not Available	Closed	R 106000	Winning
Vehicles	2018-05-15 13:21	Not Available	Closed	R 106000	Winning
Excess Ash	2018-06-19 10:00	Not Available	Open	R 71000000	Winning

The screen is divided into three parts, the top is the header section containing the Eskom Logo and the user profile button . The left section has the menu area allowing quick access to the main auction screen from any other screen. The central portion of the screen contains the information about available auctions.

### Auction Details

#### Available Auctions

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Information about auctions is displayed in a tabular format. Note that the button on the right hand side indicates if the currently logged on bidder is winning the auction or not. (If not currently the best bid the button will read “Bid”).

Clicking on the button will take the user to the screen where bids can be made. (See the next section)

Only auctions open to the company of the logged in user will be displayed. Note that the screen also displays auctions that are closed.

Open auctions will always be displayed for all users.

### Making a bid

#### Auction Bidding

##### Auction Details

Auction: Excess Ash

End Date: 2018-06-19 10:00

Specification:

Eskom is trying to obtain the highest price for this sale.

##### New Bid

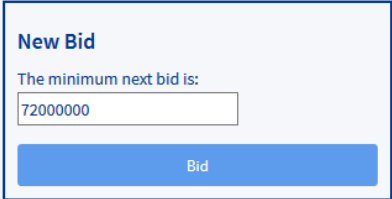
The minimum next bid is:

Bid

#### Current Bids

Bid Date	Amount	Action
2018-04-09 14:05	R 71000000	Your bid
2018-04-06 13:39	R 66000000	
2018-04-06 13:39	R 64000000	

When the user enters an auction to view the bids the best unique bids from all bidders is displayed on the screen. The current company bid is marked as “Your Bid” to allow the logged in user to compare their current bid to the other bidders.



The New Bid box shows the next possible bid that can be made. This bid, if made, will make the current user the holder of the best bid (*Note that other bidders see the same screen and it is possible that they make this bid before you, in this case the screen will update with the new best bid and an error will be returned*).

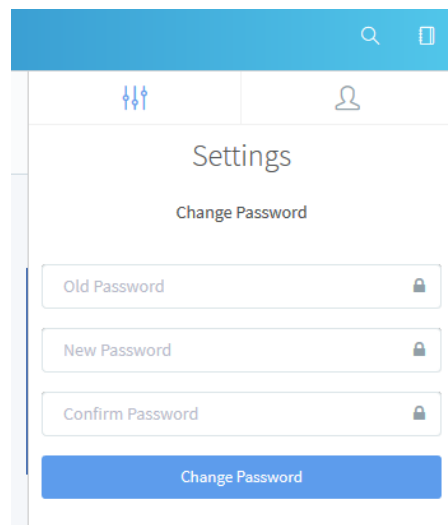
When a new bid is made the bid screen will update with the new information. It is suggested that if you are the winning bid that you refresh the screen on a regular basis to see if another bidder has made a bid.

If you are outbid on an auction your company will receive an email indicating that you have been outbid.

## User Profile

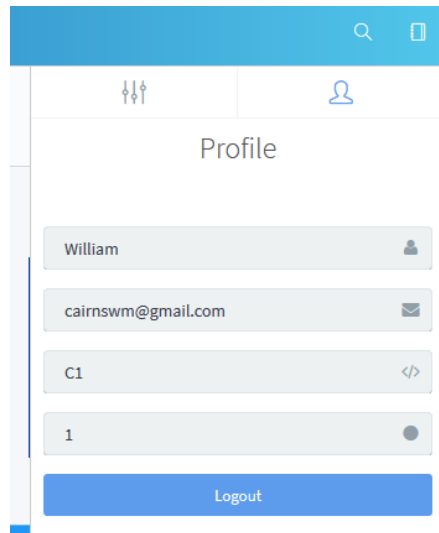


By clicking on the user profile button the user profile screen will be displayed. The user profile screen has two sections, the Change password Screen and the user profile screen.



To change your password, enter your current password and the new password you require.





The user profile screen displays your current settings. This includes the company code that was entered when you first registered.

Users that are inactive get disabled and must re-enter their Company code to get access to their company bids again.