



# **CONFIDENTIAL**

## **eTendering System**

### **Suppliers Help Manual**

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Date: *28 August 2023*

Revision Issue: 3.0

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## 1 Background

eTendering system is a web-based system that allows suppliers bidding for various tenders advertised on Tender Bulletin system to “upload” their tender documents. Currently the tenderers or suppliers submit tender documents at various Eskom tender offices. eTendering system replaces the manual or physical submission of tender documents at various Eskom tender offices. eTendering system in a nutshell is an electronic box where tender documents can be “dropped” or “uploaded”. Suppliers will be required to register their details before they can be granted access to the eTendering system. An OTP (one time pin) will be sent to both their cell phone and email address.

**Quick and direct access is also available by using the following links:**

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

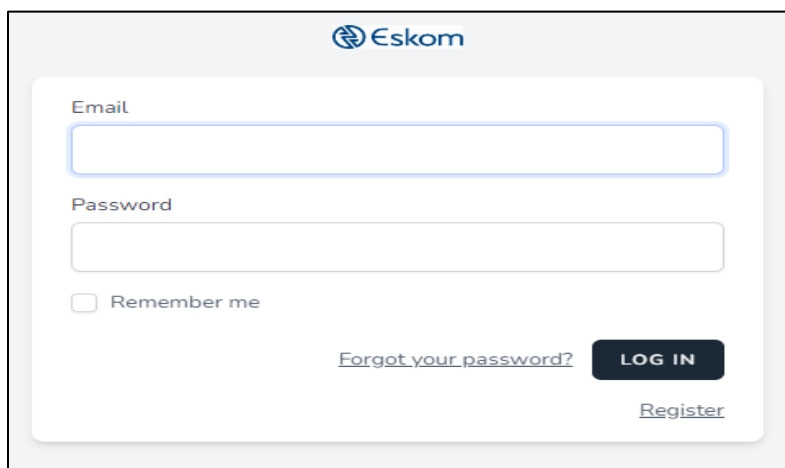


Fig 1

Registration Form	Steps to follow
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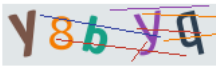


<div> <div>Name</div> <div>Keely Alston</div> </div> <div> <div>Email</div> <div>hobyqaby@mailinator.com</div> </div> <div> <div>Organization</div> <div>Tran and McIntosh LLC</div> </div> <div> <div>Csd number</div> <div>80</div> </div> <div> <div>Phone No</div> <div>+1 (132) 316-4302</div> </div> <div> <div>Agree to Eskom T &amp; C and POPIA</div> <div> <a href="#">Terms and Conditions</a>  <a href="#">Protection of Personal Information Act (POPIA)</a> </div> <div><input checked="" type="checkbox"/></div> </div> <div> <div>Password</div> <div>.....</div> </div> <div> <div>Confirm Password</div> <div>.....</div> </div> <div> <div></div> <div></div> <div>Captcha</div> <div></div> </div> <div> <div><a href="#">Already registered?</a></div> <div>REGISTER</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> <li>•</li> </ul>
--	--

Fig1.1



Thanks for signing up! Before getting started, could you verify your email address by clicking on the link we just emailed to you? If you didn't receive the email, we will gladly send you another.

RESEND VERIFICATION EMAIL

[Log Out](#)

Fig2a.

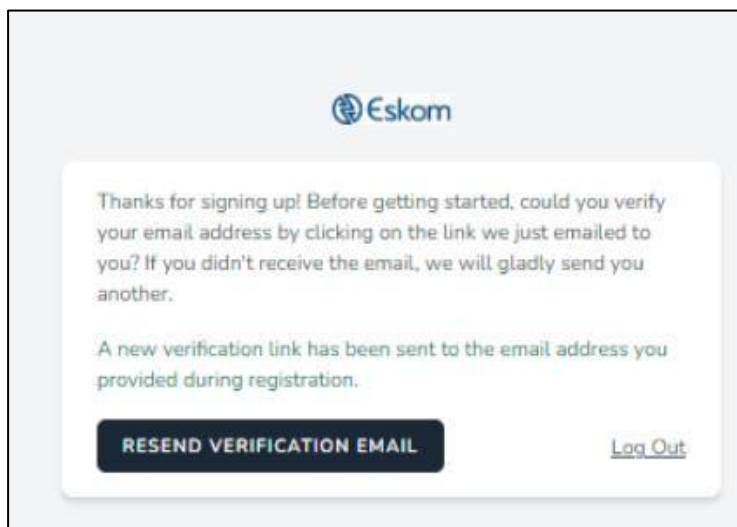
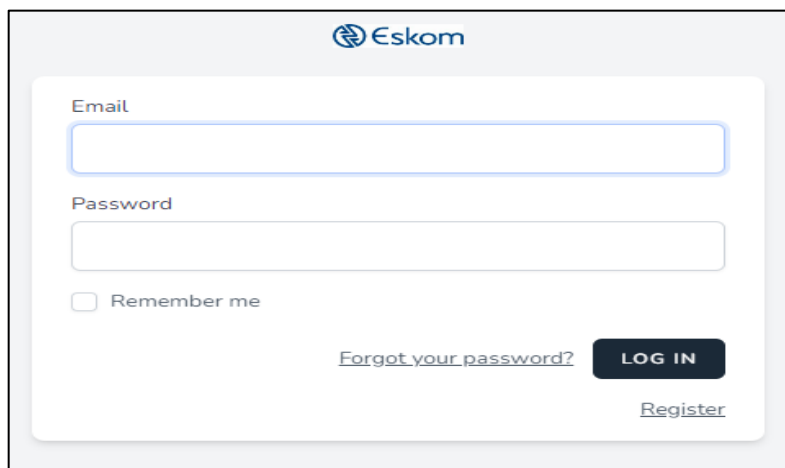


Fig2b.

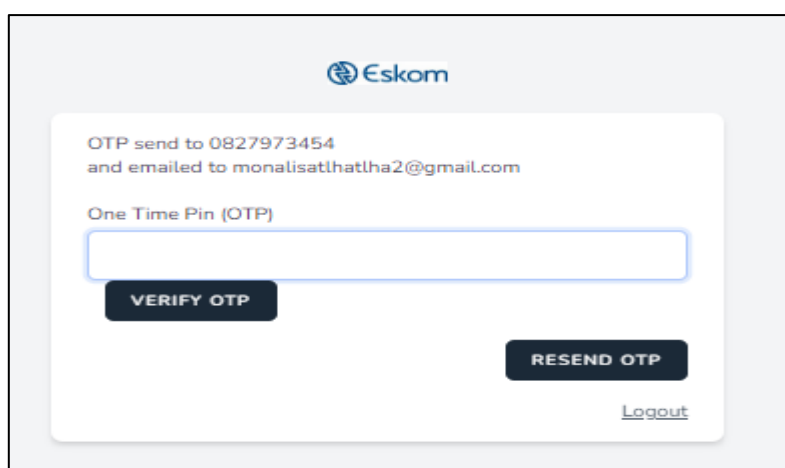


Fig3.

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

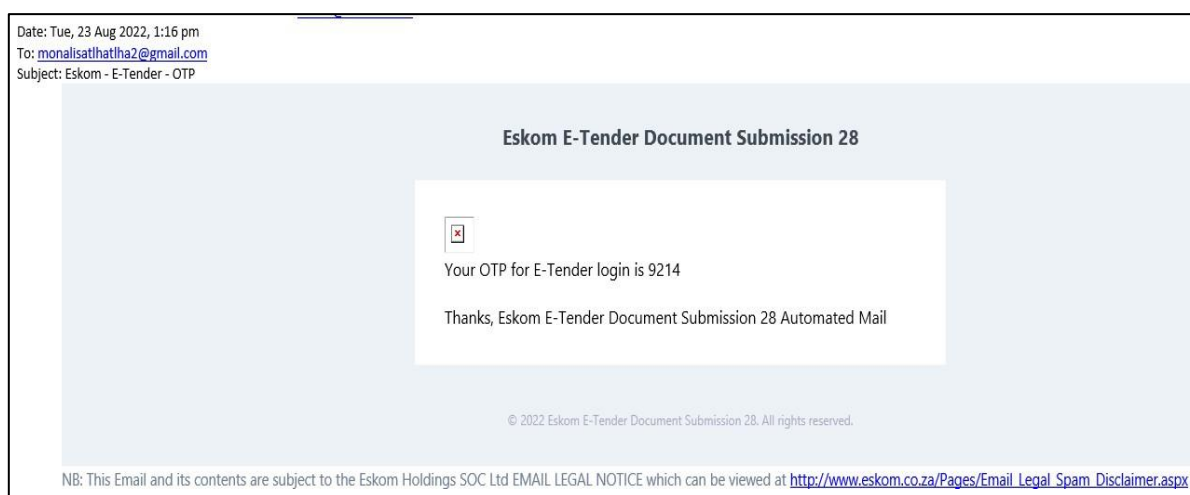


The login form features the Eskom logo at the top. Below it are two input fields: 'Email' and 'Password'. A 'Remember me' checkbox is positioned below the password field. To the right of the password field is a 'LOG IN' button. Below the 'LOG IN' button is a 'Register' link. To the left of the 'LOG IN'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



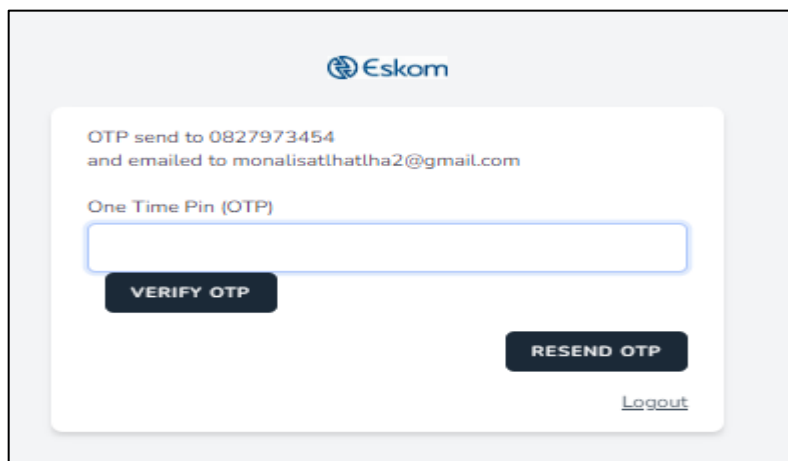
The OTP verification form displays the Eskom logo at the top. It shows a message: 'OTP send to 0827973454 and emailed to monalisatthatlha2@gmail.com'. Below this is a 'One Time Pin (OTP)' label and an input field. To the left of the input field is a 'VERIFY OTP' button. To the right of the input field is a 'RESEND OTP' button. At the bottom right is a 'Logout' link.

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



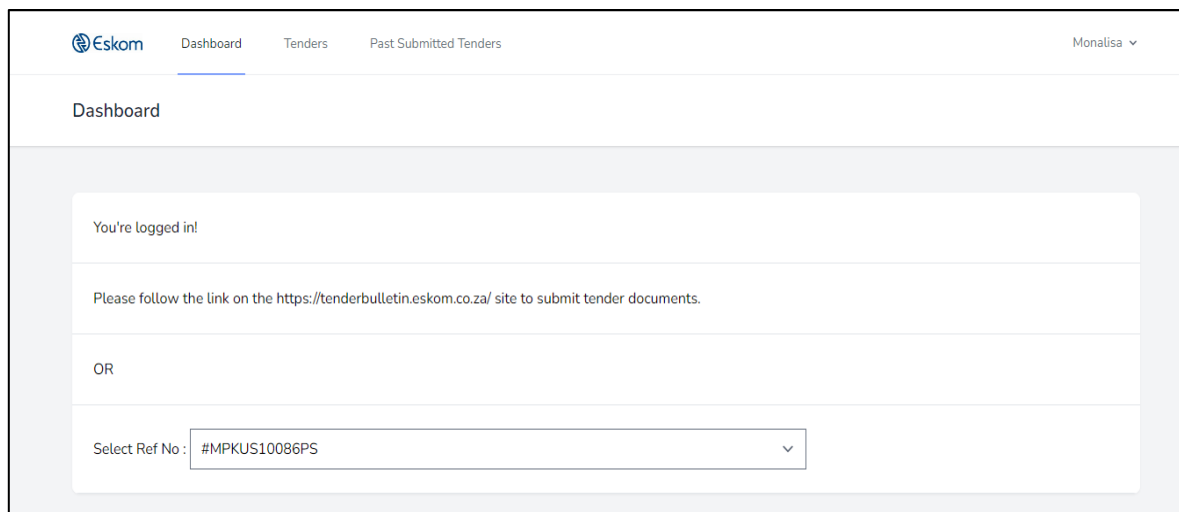
The email header shows the date 'Tue, 23 Aug 2022, 1:16 pm', the recipient 'To: monalisatthatlha2@gmail.com', and the subject 'Subject: Eskom - E-Tender - OTP'. The main body of the email has a light blue background and contains the title 'Eskom E-Tender Document Submission 28'. Below the title is a white box with a red 'x' icon, 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 note 'NB: This Email and its contents are subject to the Eskom Holdings SOC Ltd EMAIL LEGAL NOTICE which can be viewed at [http://www.eskom.co.za/Pages/Email\\_Legal\\_Spam\\_Disclaimer.aspx](http://www.eskom.co.za/Pages/Email_Legal_Spam_Disclaimer.aspx)'.

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". A label "One Time Pin (OTP)" is positioned above a text input field. Below the input field are two buttons: "VERIFY OTP" and "RESEND OTP". A "Logout" link is located at the bottom right of the form area.

## 7. Landing page once OTP is verified



The screenshot displays 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 the following elements: a confirmation message "You're logged in!", a instruction "Please follow the link on the https://tenderbulletin.eskom.co.za/ site to submit tender documents.", the word "OR", and a "Select Ref No:" dropdown menu currently showing "#MPKUS10086PS".


## 8. Select the preferred "Ref No"



This image is a close-up of the "Select Ref No:" dropdown menu from the dashboard. The selected value is "#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

tthatlm@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.

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


Sumbitted 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

Sumbitted 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	
357	Test9.pdf	testing	33140	Commercial	2022-10-26 14:05:34	<div>Delete</div>
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	TIME	
357	Test9.pdf	testing	2022-10-26 14:05:34	Delete
358	Test3.pdf	testing1	2022-10-26 14:12:32	Delete
362	Test16.pdf	test6	2022-10-26 15:09:57	Delete
Total			0.09 MB	

Add File

Finalize Submission

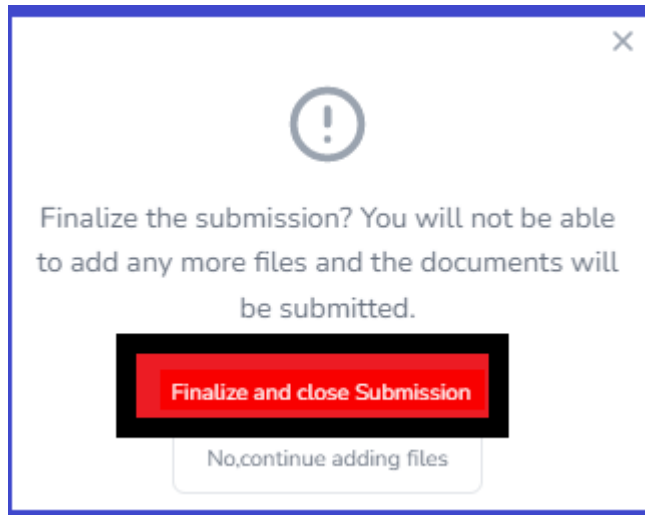
Finalize the submission? You will not be able to add any more files and the documents will be submitted.

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 need be.

-----Originalmessage-----

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.

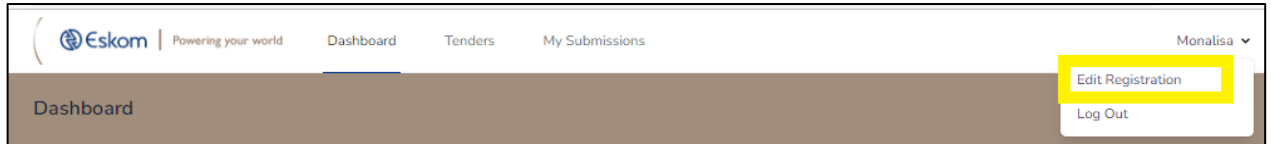
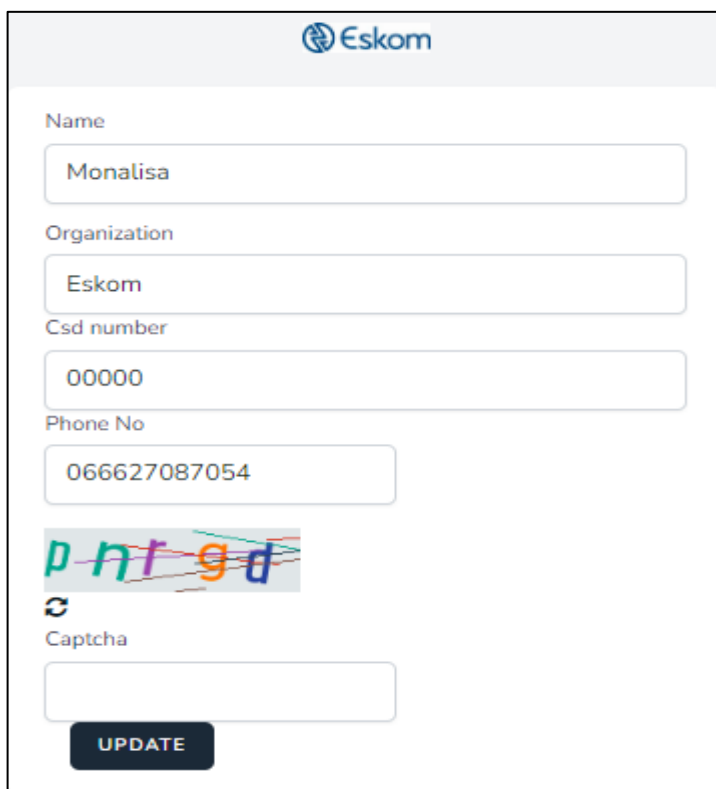


Fig1.



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', 'n', 't', 'g', 'd' in various colors and orientations, with a refresh icon below it.
- UPDATE button:** A dark blue button with the word 'UPDATE' in white capital letters.

Fig2.

## 6 Log off Button

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

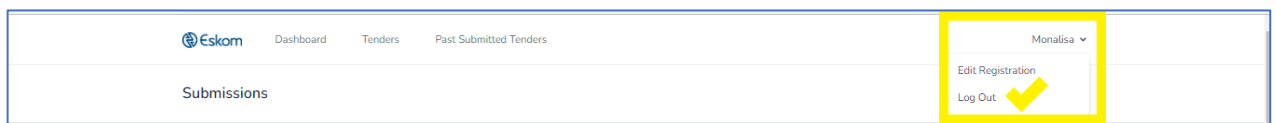
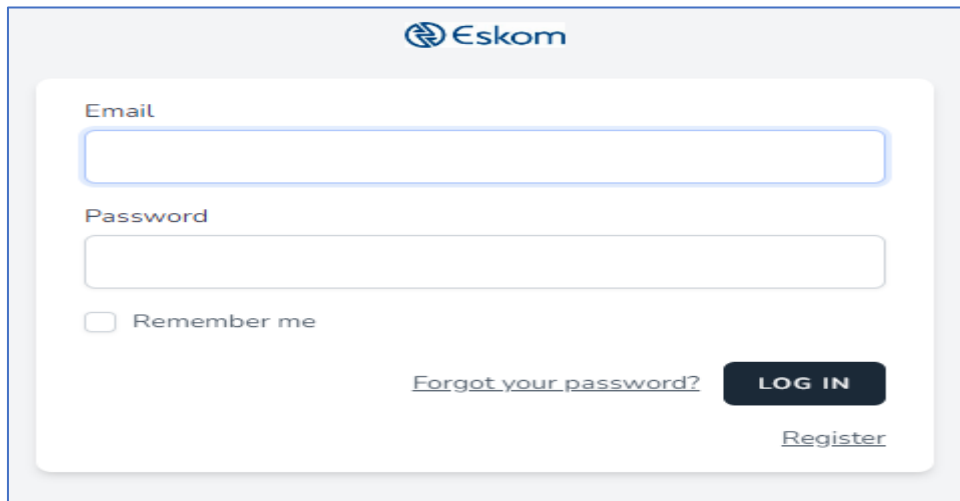


Fig1.



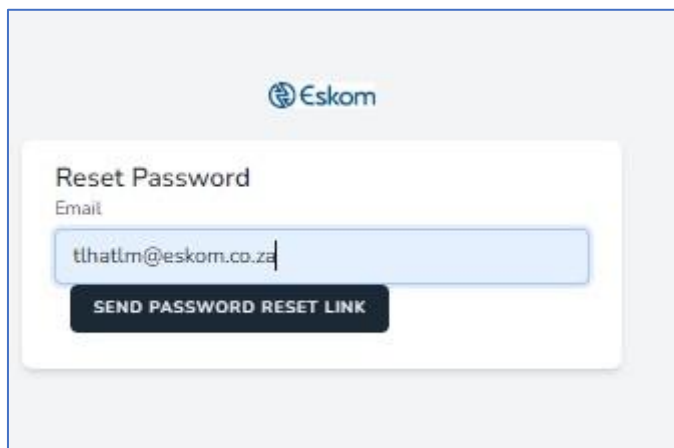
## 7 Password reset

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 dark blue button labeled 'LOG IN'. At the bottom right, there is a link 'Register'.

Fig1.



The 'Reset Password' screen displays the Eskom logo at the top. Below the title, there is an 'Email' label and an input field containing the email address 'tthatlm@eskom.co.za'. A dark blue button labeled 'SEND PASSWORD RESET LINK' is located below the input field.

Fig2.



The confirmation screen shows the Eskom logo at the top. Below the title 'Reset Password', there is a message 'We have emailed your password reset link!'. Below this message, there is an 'Email' label and an empty input field. A dark blue button labeled 'SEND PASSWORD RESET LINK' is positioned below the input field.

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.

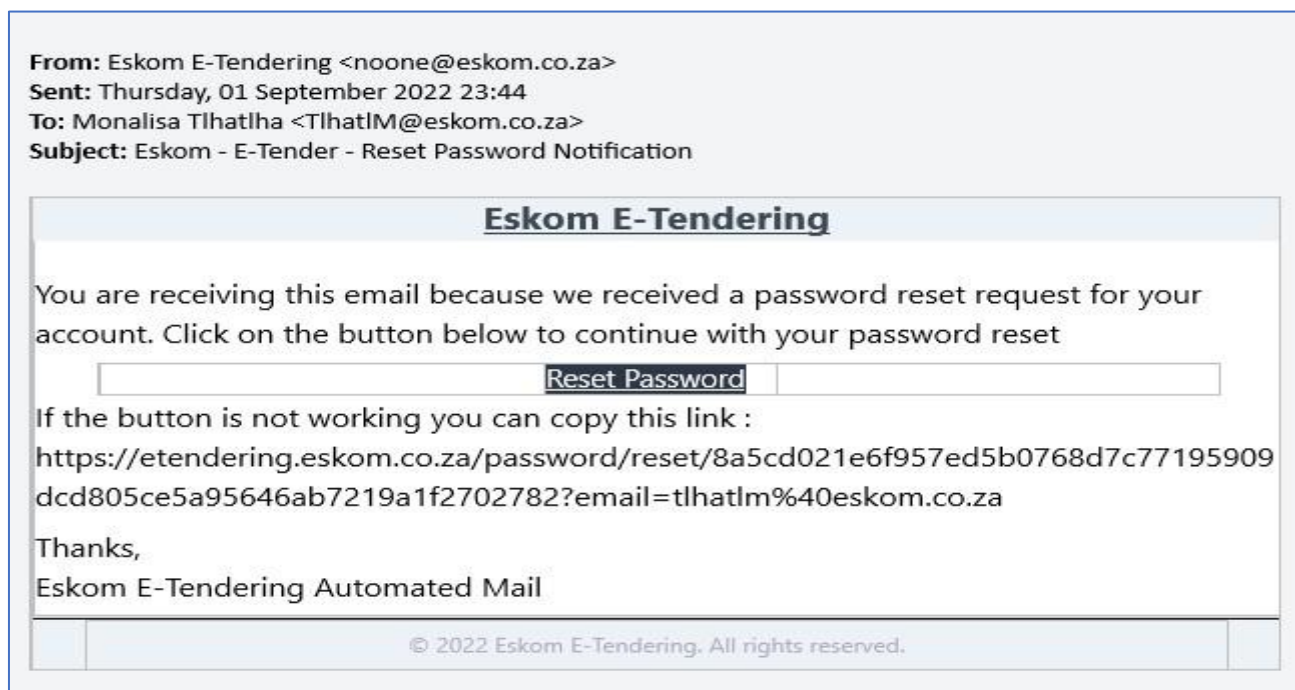
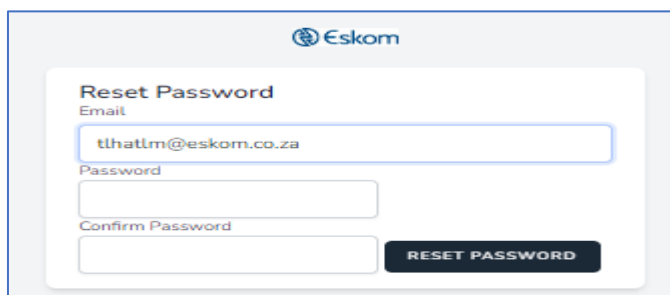


Fig4.

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**.



The screenshot shows a web form titled "Reset Password" with the Eskom logo at the top. The form includes the following fields and buttons:

- Email:** A text input field containing "tlhatlm@eskom.co.za".
- Password:** A text input field.
- Confirm Password:** A text input field.
- RESET PASSWORD:** A dark blue button.

Fig5.

OTP window will pop up, type in the OTP sent to either the cell phone or email address.

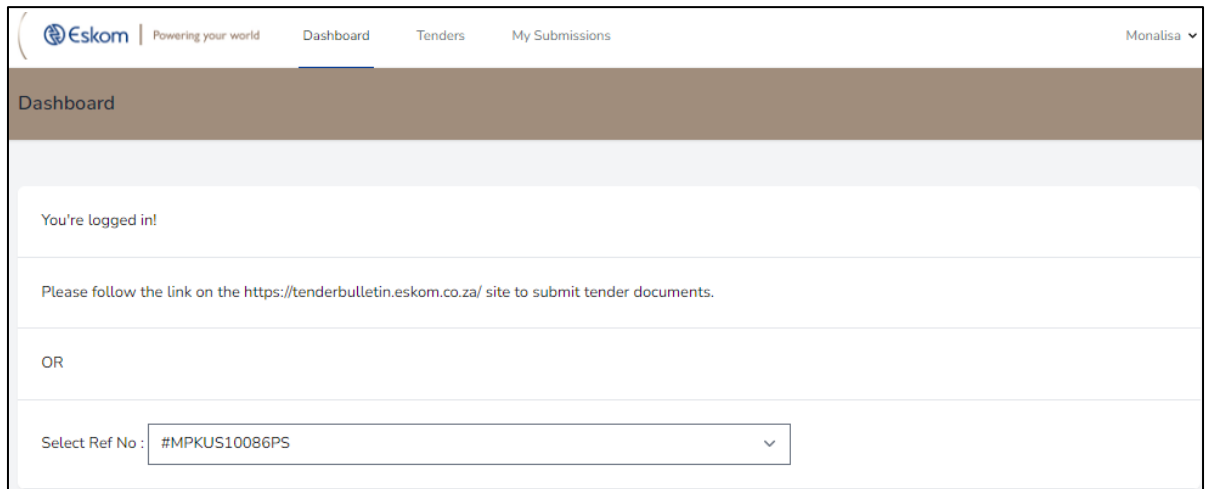


The screenshot shows a web form titled "Verify OTP" with the Eskom logo at the top. The form includes the following fields and buttons:

- OTP sent to:** A text area containing "0827973454 and emailed to tlhatlm@eskom.co.za".
- One Time Pin (OTP):** A text input field.
- VERIFY OTP:** A dark blue button.
- RESEND OTP:** A dark blue button.
- Logout:** A link.

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