AIZATRON

SENTECH
connecting You

SENTECH eTender Portal
User Manual for Bidders

Date	03-04-2023
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1. Introduction

The objective of the eTender portal is to create a platform for the publication, management and review of tenders that are being offered by SENTECH. The eTender portal caters to both open and nominated tenders.

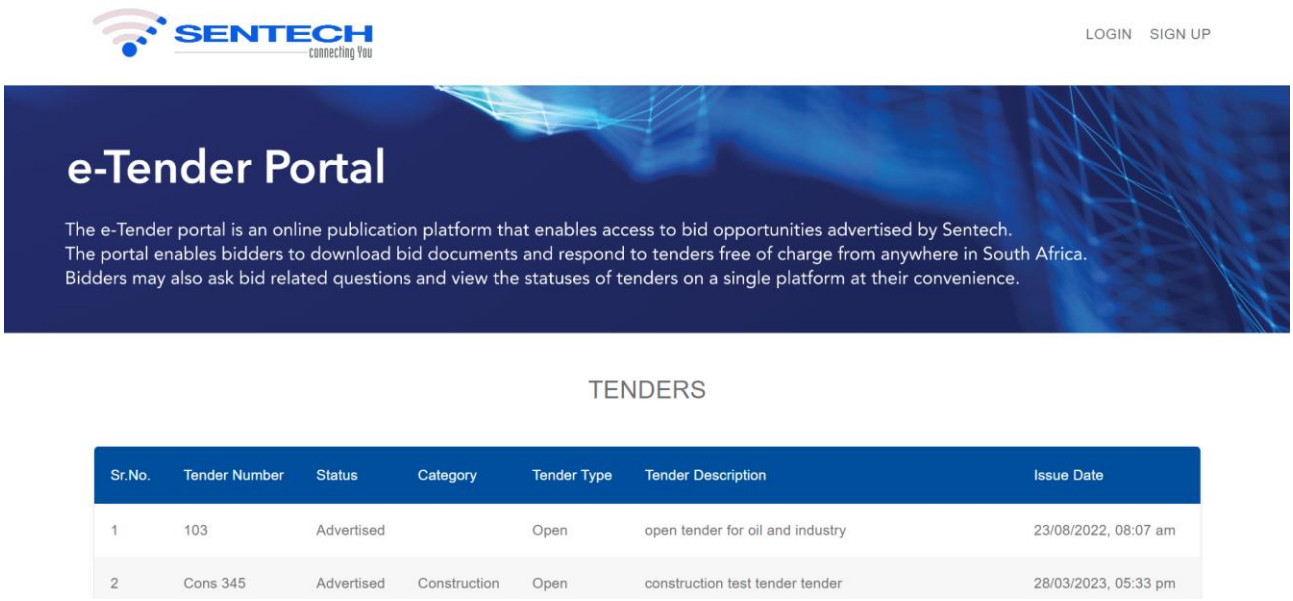
The aim of this portal is to simplify the process of advertising and responding to a tender, making the entire process online and hence providing as much transparency as possible.

The e-Tender portal is accessible by all bidders wanting to apply to the tenders advertised by SENTECH. On the landing page, all tenders that have been advertised by SENTECH will be visible to the Bidders.

2. Landing page

All tenders advertised by SENTECH are visible in a tabular format on the landing page of the e-Tender Portal. This landing page is easily accessible by anyone who has access to the SENTECH website.

All users can view the details of a tender and download any documentation providing additional information regarding the tender.



Sr.No.	Tender Number	Status	Category	Tender Type	Tender Description	Issue Date
1	103	Advertised		Open	open tender for oil and industry	23/08/2022, 08:07 am
2	Cons 345	Advertised	Construction	Open	construction test tender tender	28/03/2023, 05:33 pm

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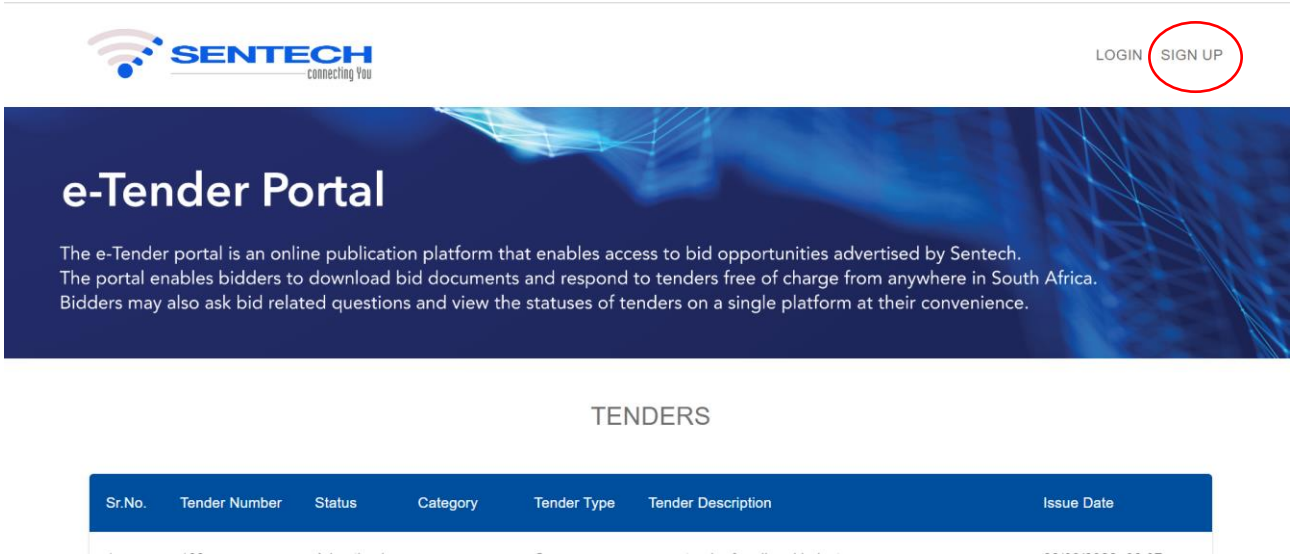
3. User Registration

3.1. Sign-up

A bidder needs to create an account on the e-Tender Portal in order for them to submit a response to a tender advertised by SENTECH.
The following steps are to be followed by a bidder to create their account:

1. Click on the sign-up link on the landing page



2. Enter the Bidder's details as per the fields mentioned. All fields are mandatory, except the Company CSD number.
    a. Name
    b. Surname
    c. Company name
    d. Company email – this will be the username to login to the portal in the future
    e. Company telephone – enter the company contact number with country code
    f. Company mobile phone – enter the mobile phone number with country code
    g. Company Registration Number
    h. Company CSD number (Optional) – Central Supplier Database number for all companies registered in South Africa

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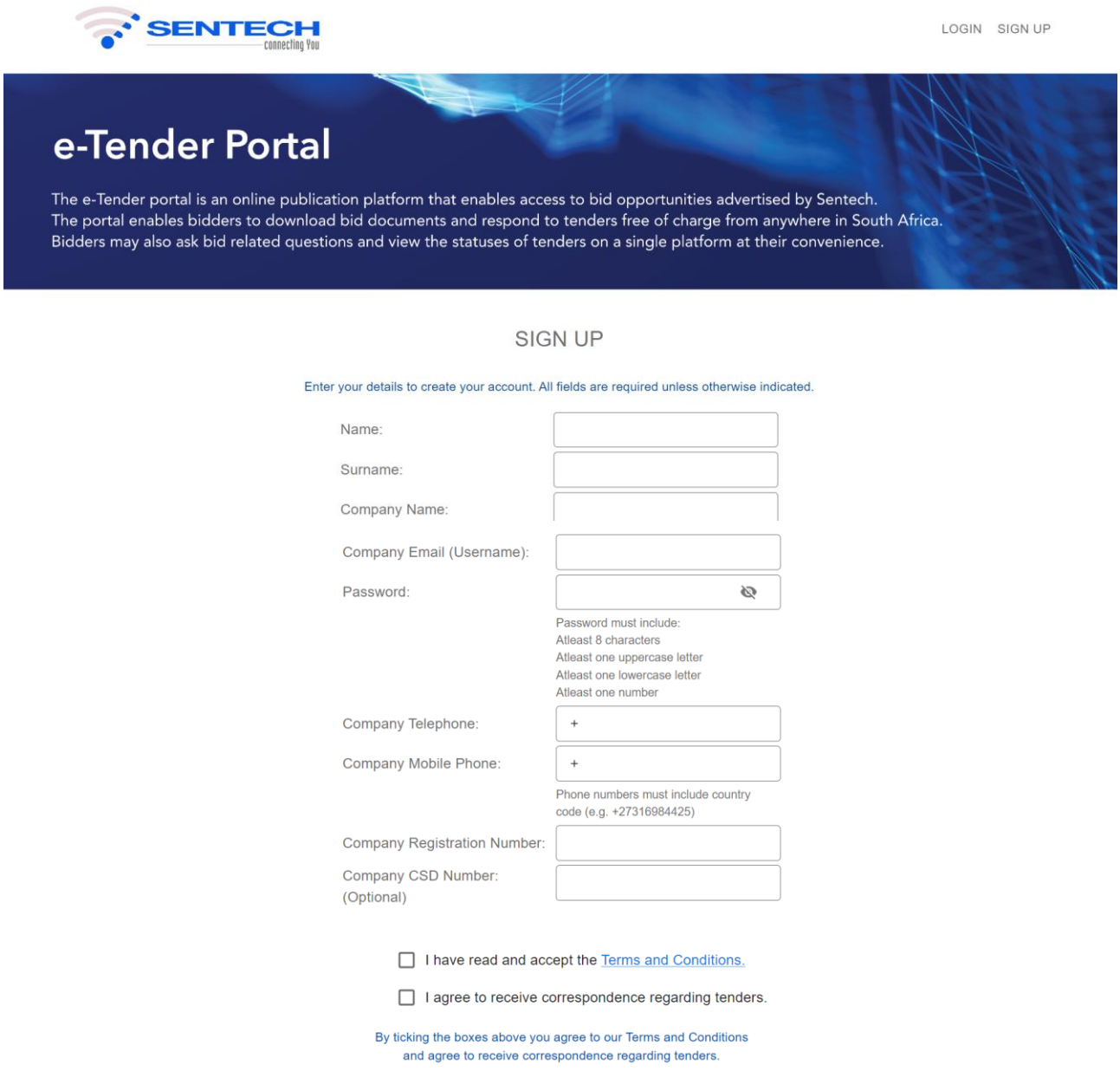
In order for the Sign Up button to activate, the Bidder must select the checkboxes which state that they have read and understand the Terms and Conditions of use and are also giving permission to be contacted in relation to the tenders advertised on the portal.



3. On successful sign-up, an OTP will be sent to the bidder's email address

Subject: Sentech e-Tender Portal Registration Confirmation

Welcome to the SENTECH e-Tender Portal.

Please use this code to complete your registration or reset password. The code will expire within 24 hours.

720197

Thank you,
SENTECH team.

This is an auto-generated email, please do not respond. If you did not request this, you may ignore this email.

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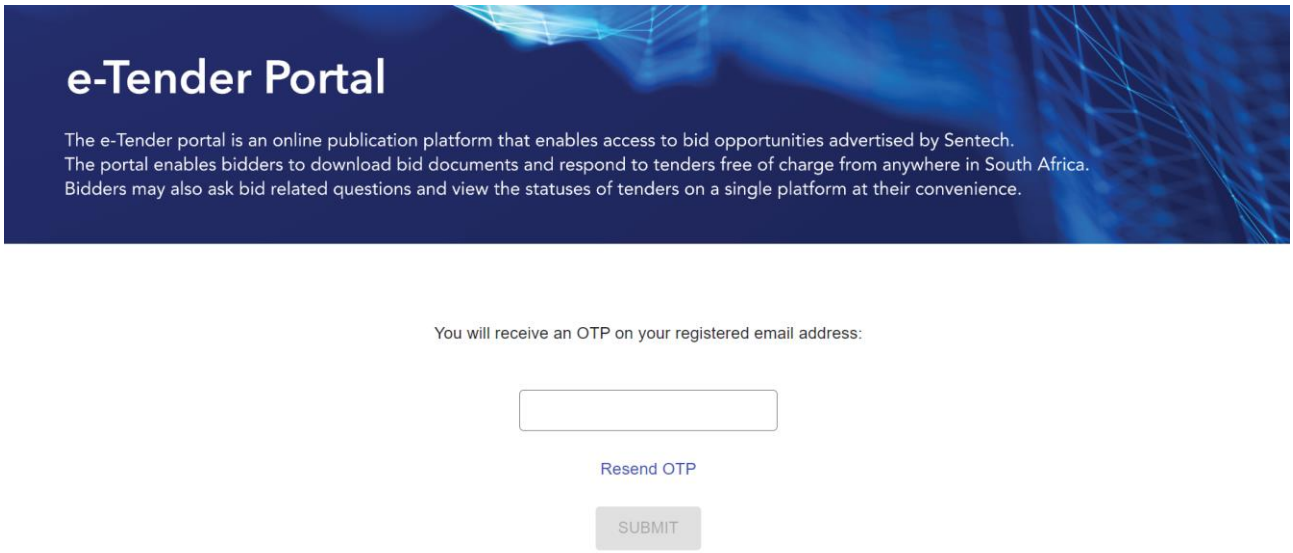
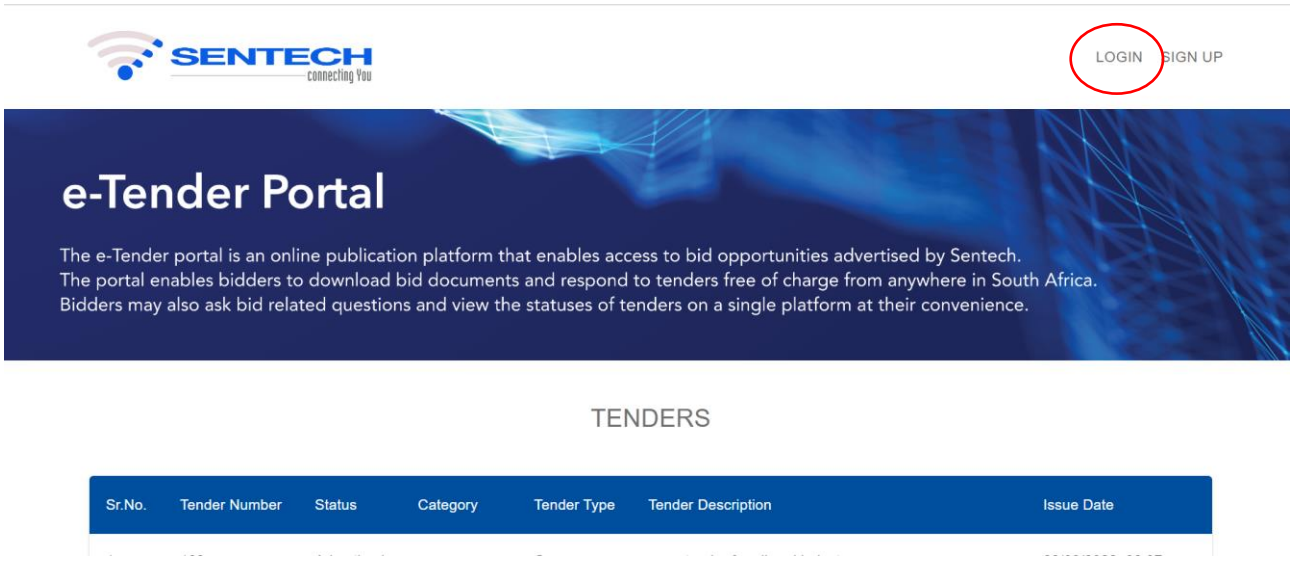
4. To confirm their account, the bidder must enter the OTP within 24 hours. If they misplace the OTP, or the OTP is invalid, they can request for a new OTP by selecting the “Resend OTP” link.



5. Once the account is successfully created, the Bidder must login to the e-Tender Portal with their username (email address) and password

3.2. Login

The Login Page can be accessed by selecting the “Login” link on the home page.



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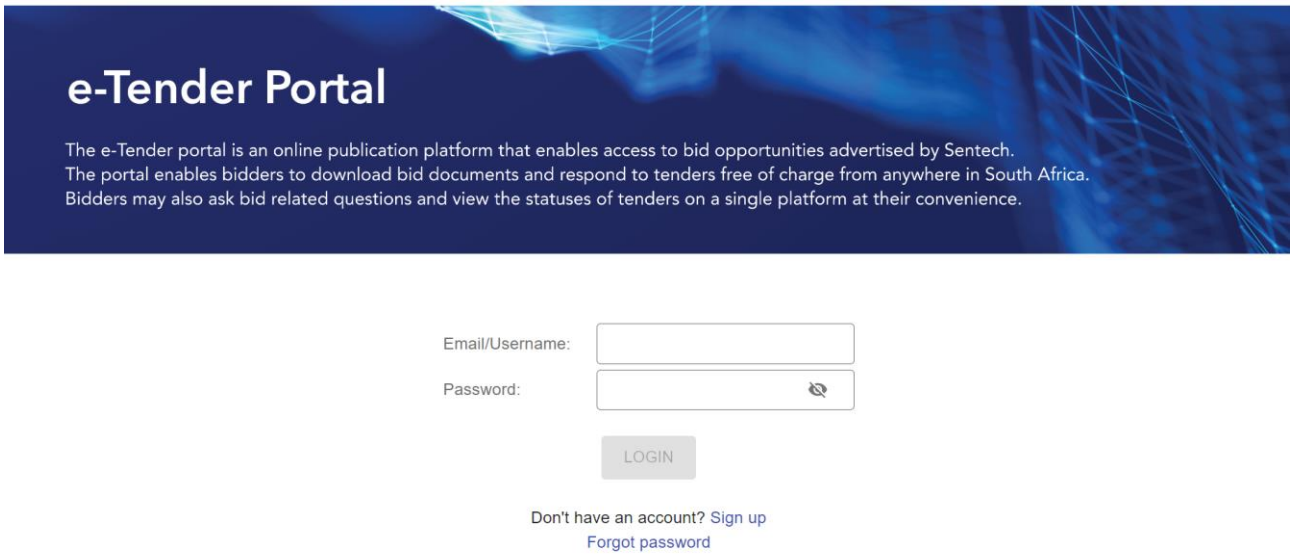
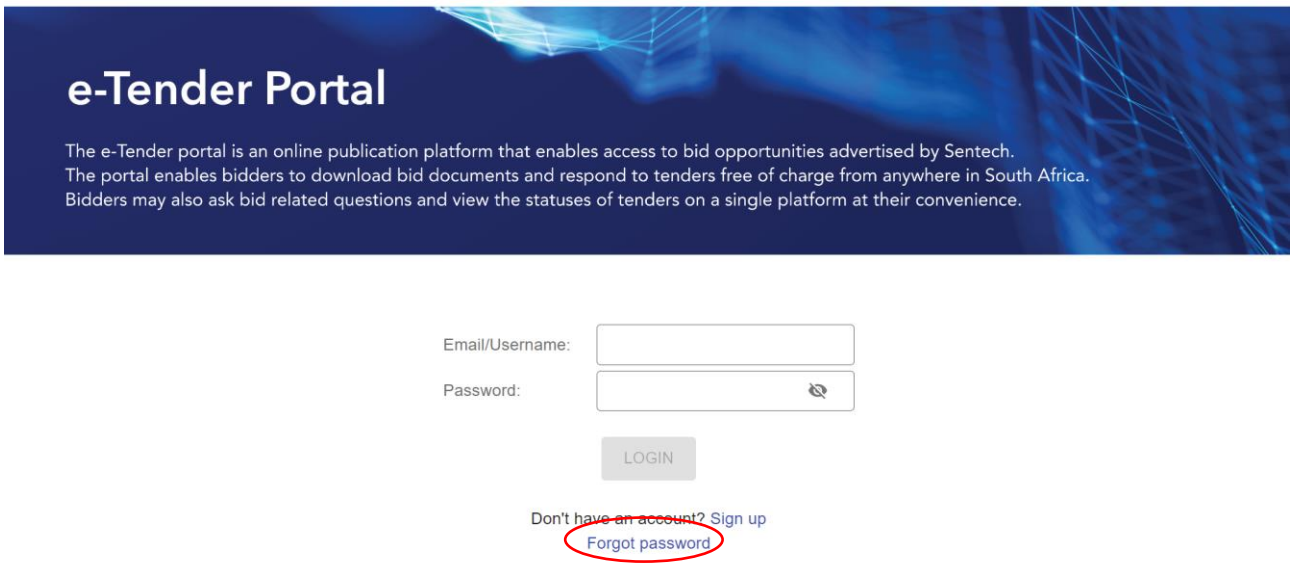
After a Bidder has registered on the e-Tender Portal, they can login to the portal using their username and password.



3.3. Forgot Password

In case a bidder has forgotten their password, they are able to reset their password by selecting the “Forgot Password” link on the Login page.



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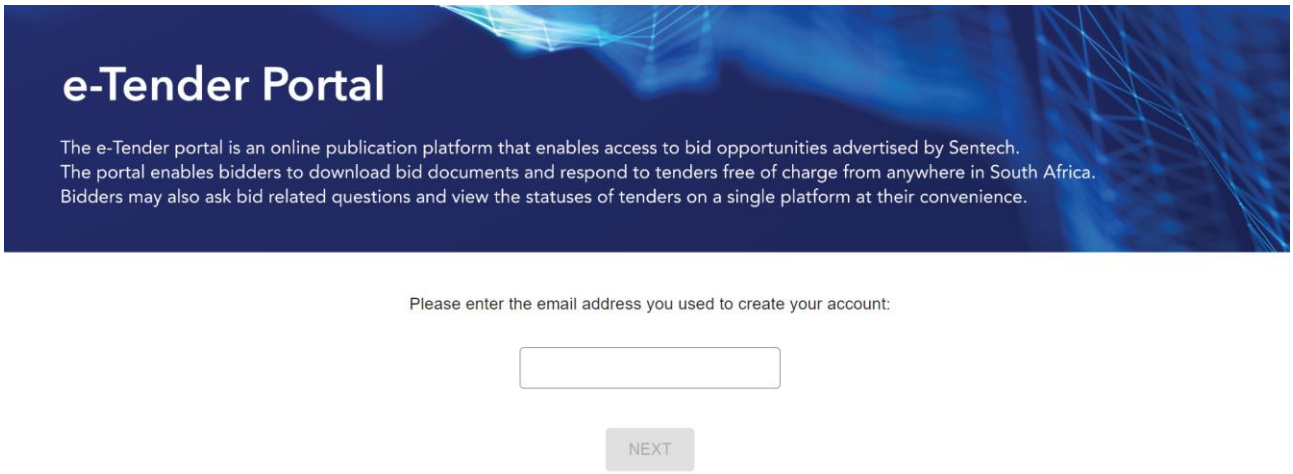
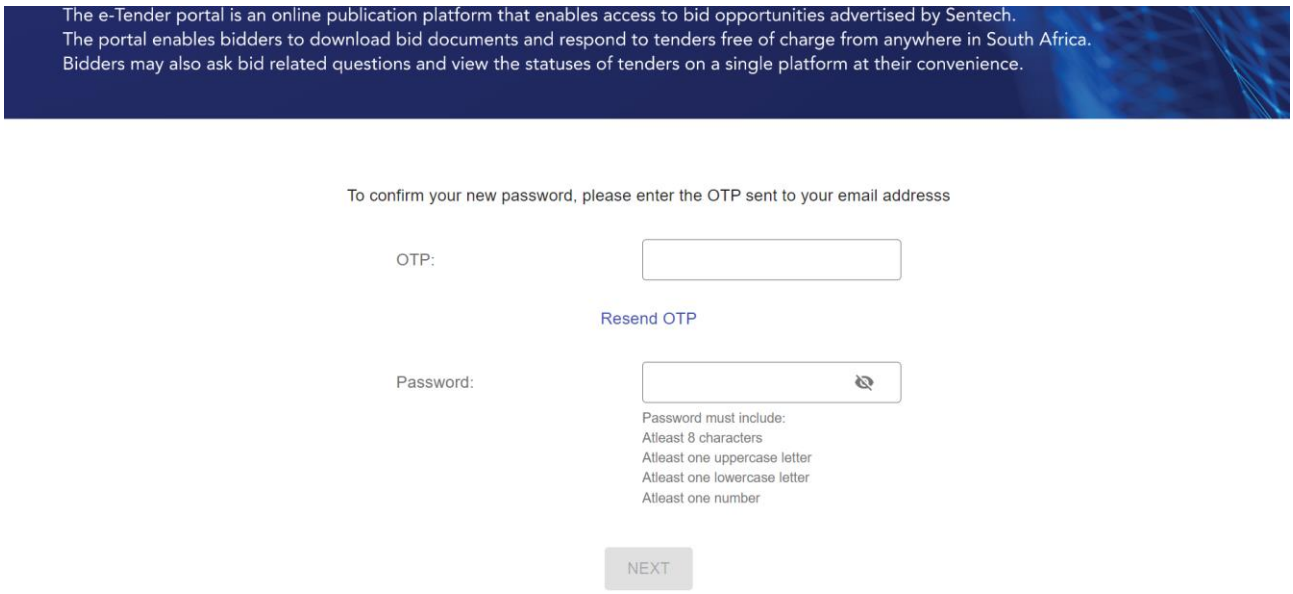
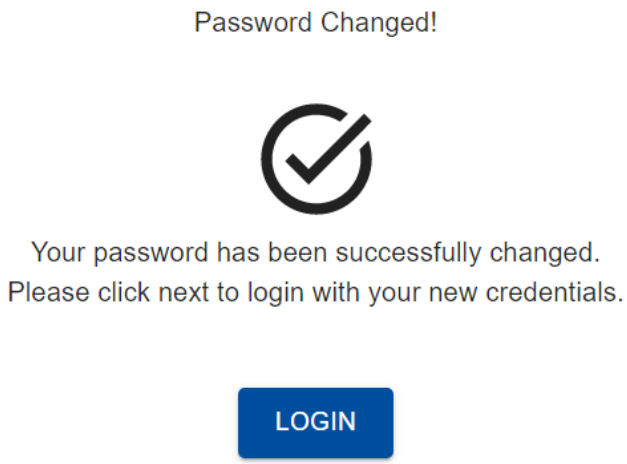
To reset their password, they need to enter the email address which they used to register on the portal and select Next.



An OTP will be sent to their registered email address. To reset the password, they enter the OTP and the new password and select Next.



The Bidder needs to login to the portal once their password has been reset.



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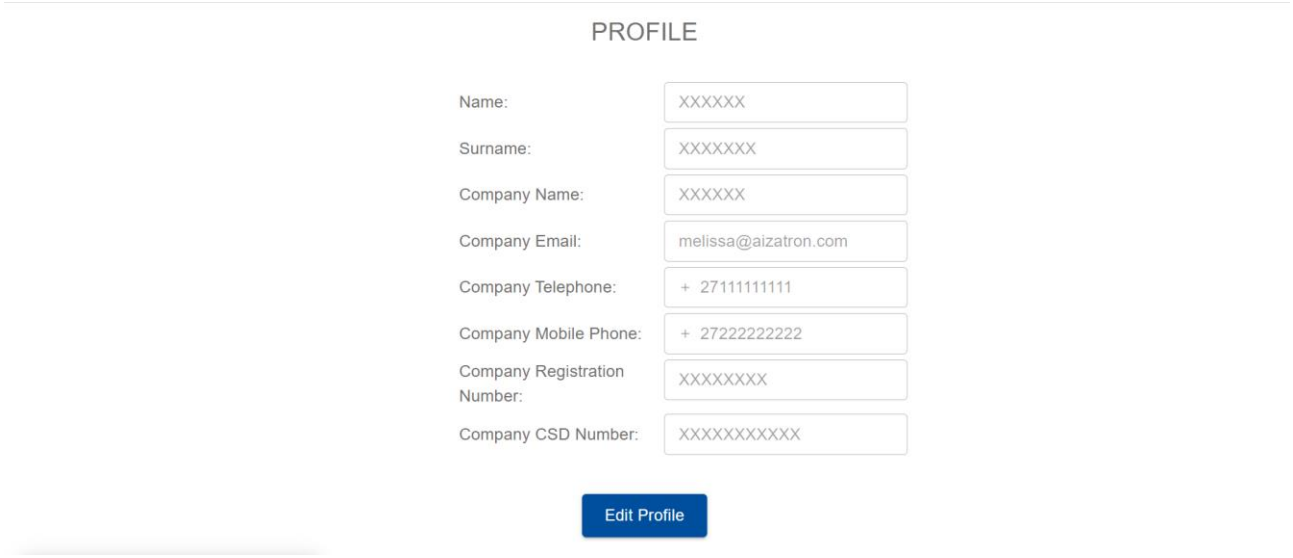
4. Bidder Profile

After logging in, the Bidder can access their profile by selecting the “My Profile” option from the navbar. They will then be directed to their profile page.

A bidder can edit their personal details and their company details by selecting “Edit Profile“.



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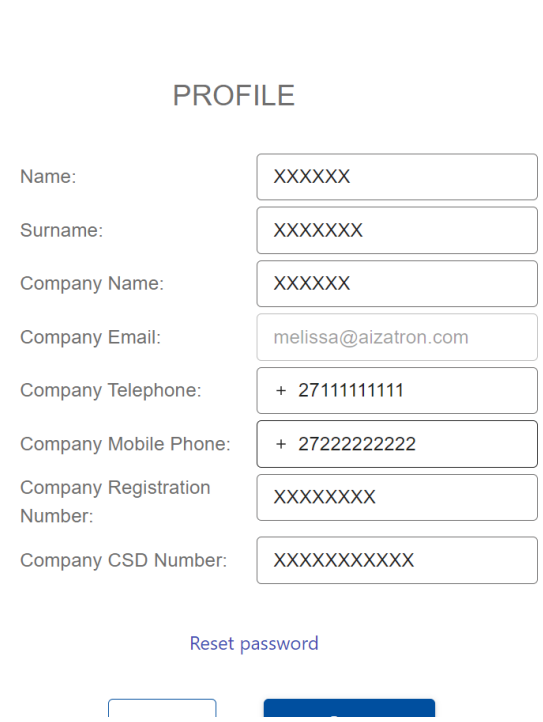
The bidder profile information is important as the bidder responds to tenders from account and the e-Tender Portal extracts company information from their profile. The bidder can also reset their password by selecting the “Reset Password” link on the Edit Profile page.

Note: A Bidder cannot edit or change their email address.



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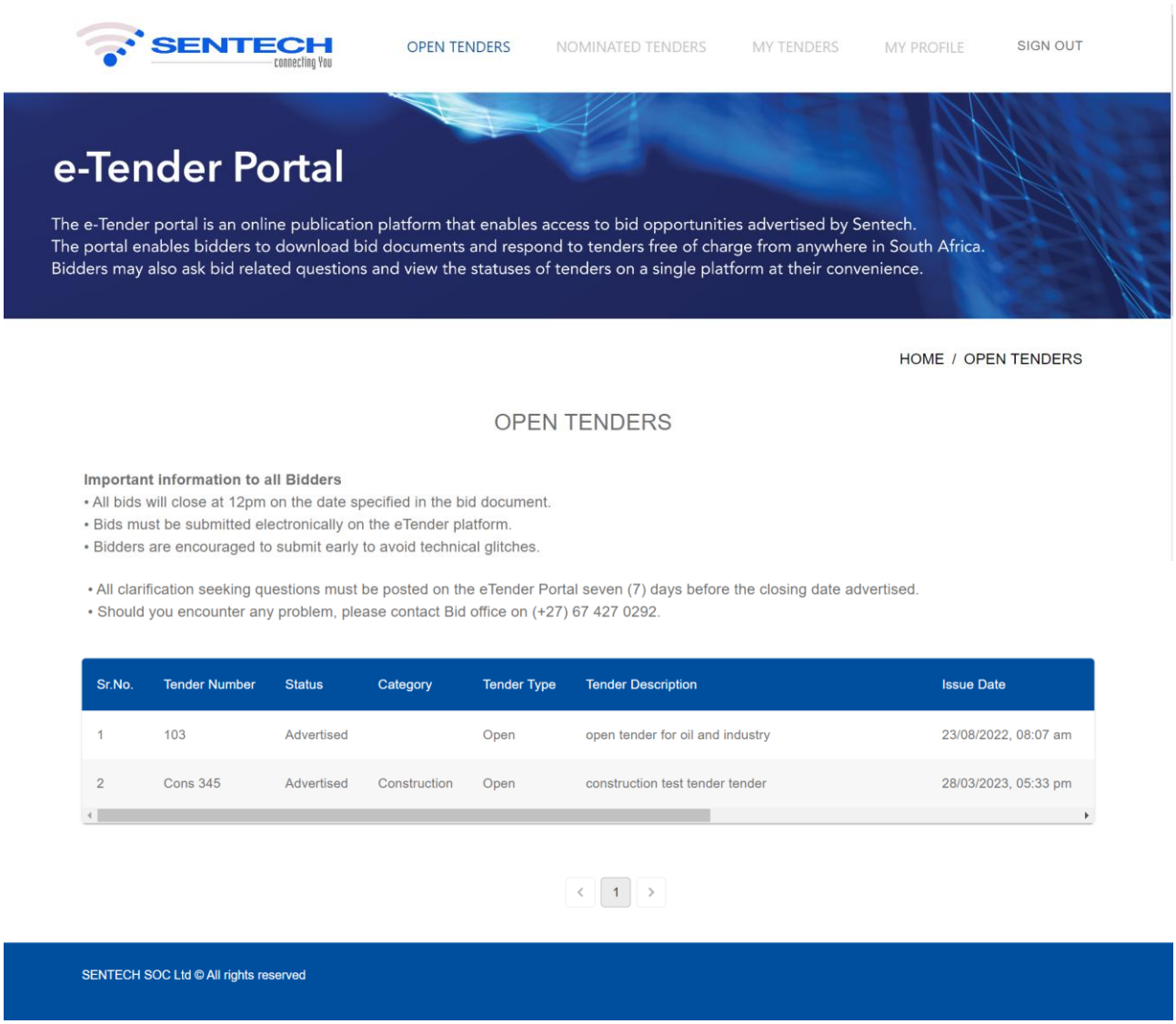
5. E-Tender Portal

After creating an account and logging in to the e-Tender Portal, a Bidder can now respond to any open tender advertised by SENTECH and also respond to any nominated tender that SENTECH may have invited them to respond to.

5.1. Open Tenders Page

The Tenders Page of the e-Tender Portal lists all available open tenders that the bidder can respond to in a tabular format.

The various columns of the table will provide details regarding the briefing session and submission deadline.



Any documents uploaded by SENTECH officials regarding the Tender can be viewed by selecting the "Download documents" link relating to the Tender.

A bidder can respond to a tender by selecting the "Respond to Tender" related to the Tender they are interested in.

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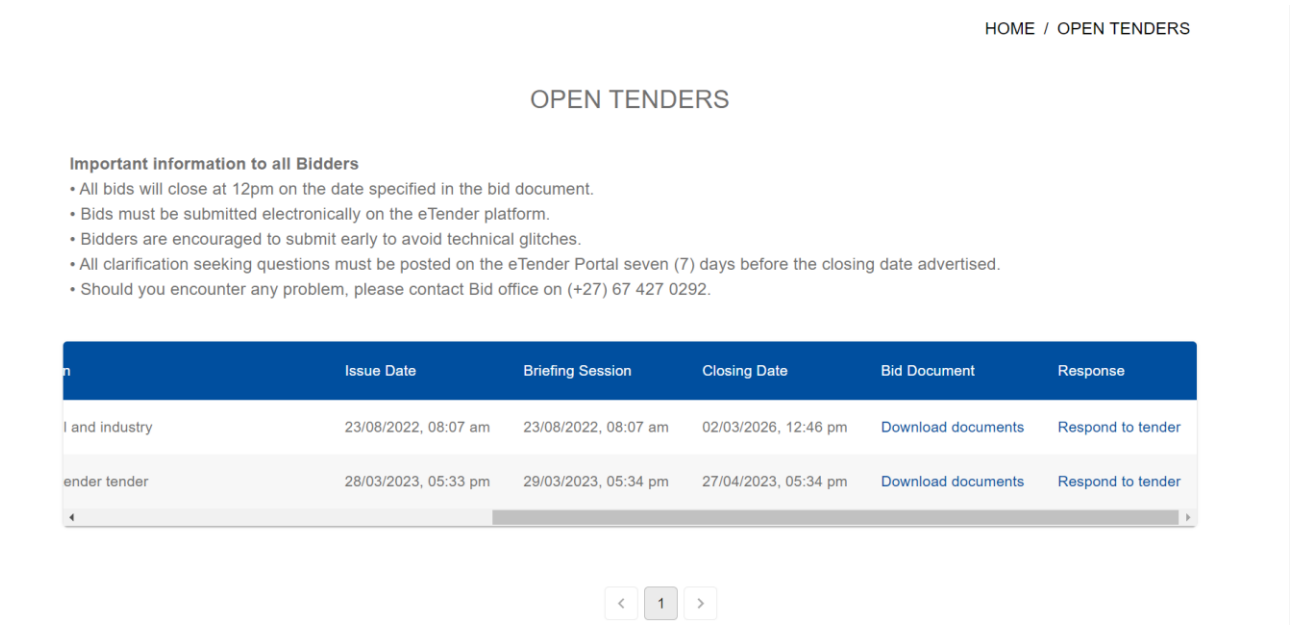
The “Download documents” and “Respond to Tender” links are accessible even if the bidder has not logged in to the portal. The bidder will be redirected to the Login Page when they select “Respond to Tender” in case they have not logged in to the Portal yet.

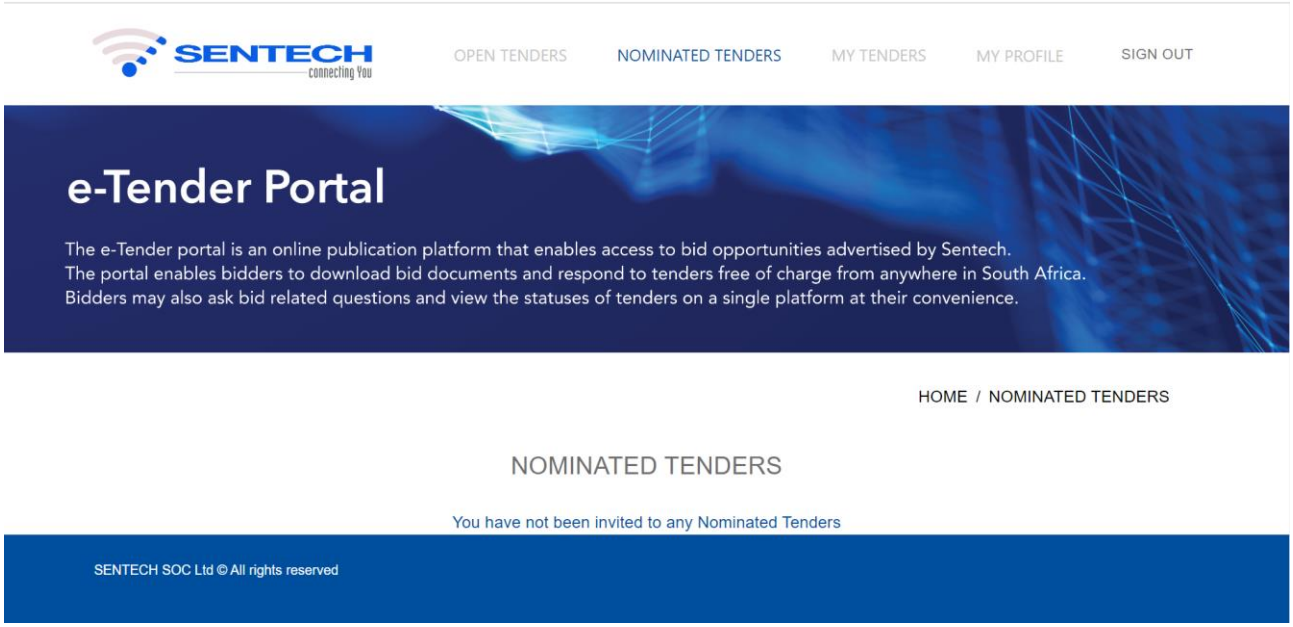


5.2. Nominated Tenders Page

The Nominated Tenders Page will list all tenders that a particular Bidder has been invited to respond to. In case a bidder is not invited to respond to a tender, the page will be blank.

If a Bidder choses to respond to a tender, and later deletes their response, they will have to contact the Sentech Tender Office to request to be invited to the tender again.

The Nominated tenders table is similar to the Open Tenders table, except the tender type is Nominated.



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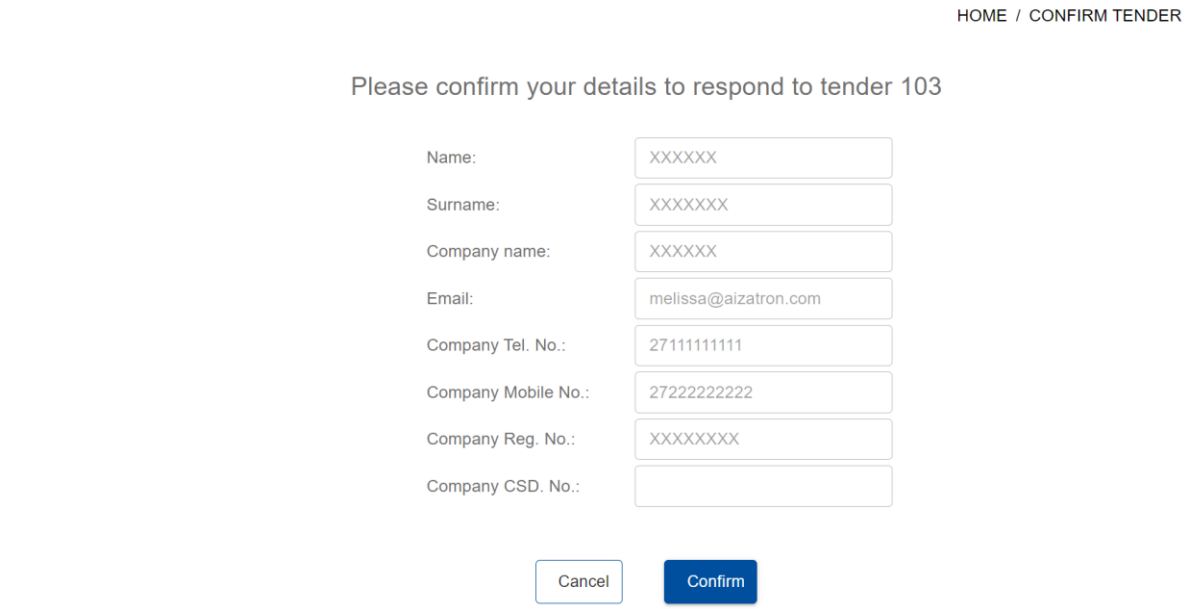
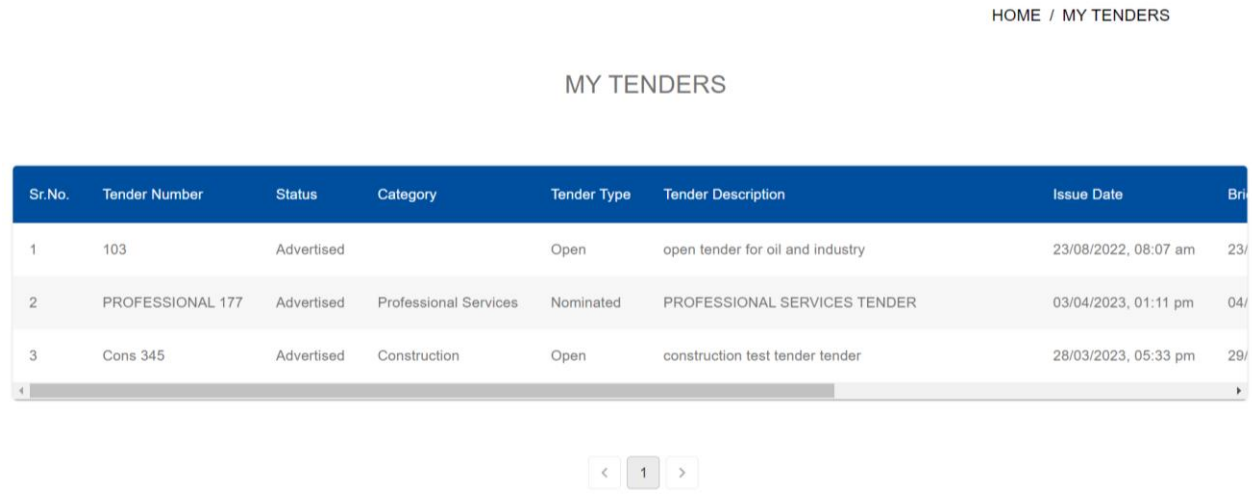
5.3. Confirming to respond to a tender / Adding a tender to “My Tenders” list

Once a bidder has selected “Respond to Tender” on the either the Open or Nominated Tenders Page, they will be prompted to confirm their details.

If the bidder wishes to edit any details pertaining to their profile, they can do so on their profile page.



Once the bidder selects “Confirm”, the tender is saved to their list of tenders, which can be viewed on the “My Tenders” page.



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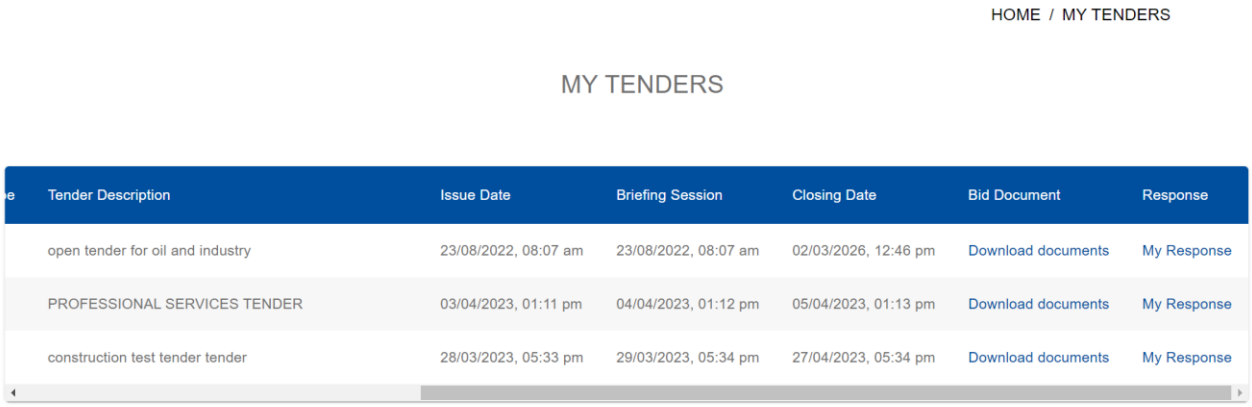
5.4. My Tenders

Once a bidder has confirmed that they would like to respond to a Tender, the Tender is saved as a list on their “My Tenders” page.

To view or update a particular Tender response, the Bidder can select the “My Response” link related to the Tender they are interested in.

They can also download the Tender Documents in case they wish, by selecting the “Download Documents” link.



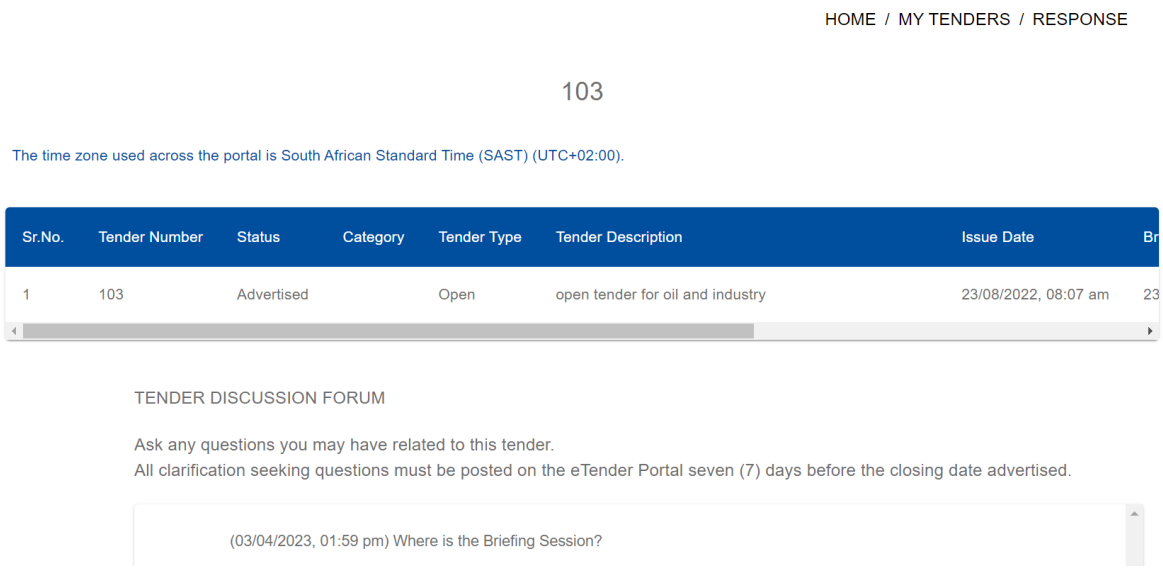
5.5. Responding to a Tender

When a Bidder selects the “My Response” link, they can either begin updating their response to the tender or view their previously saved response. A bidder can update and save their Tender response until they are ready to Submit it, only when the Tender Submission Deadline has not passed.

In case the bidder has already submitted their response and they wish to edit their documents, they can do so until the tender deadline has passed.

At the tender closing time, all responses will be submitted to Sentech Officials, regardless of their completion status.

No documents can be edited after the tender deadline has passed.



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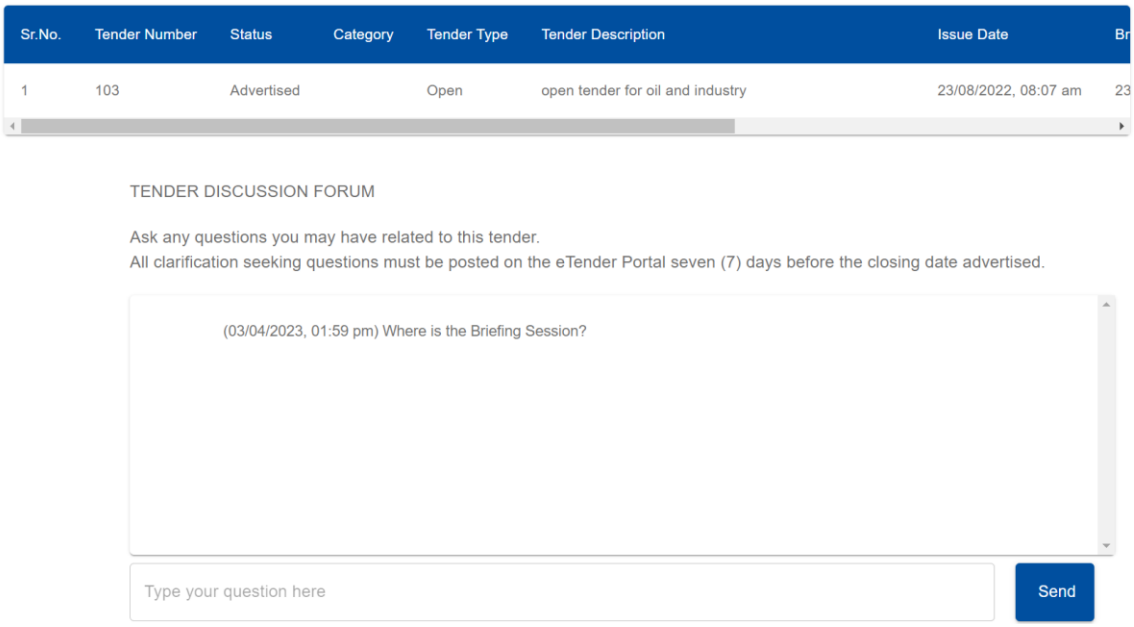
5.5.1. Tender Forum

In case any bidder has questions or doubts regarding a Tender they have chosen to respond to, they can use the Tender Forum to raise their questions to the SENTECH officials.

To raise a question, a bidder can type their question in the input box provided and select “Send”

Any questions raised by Bidders in the Tender Forum will be sent to the SENTECH officials anonymously and when the SENTECH official responds to the question, their answers will also be displayed on the Tender Forum anonymously.

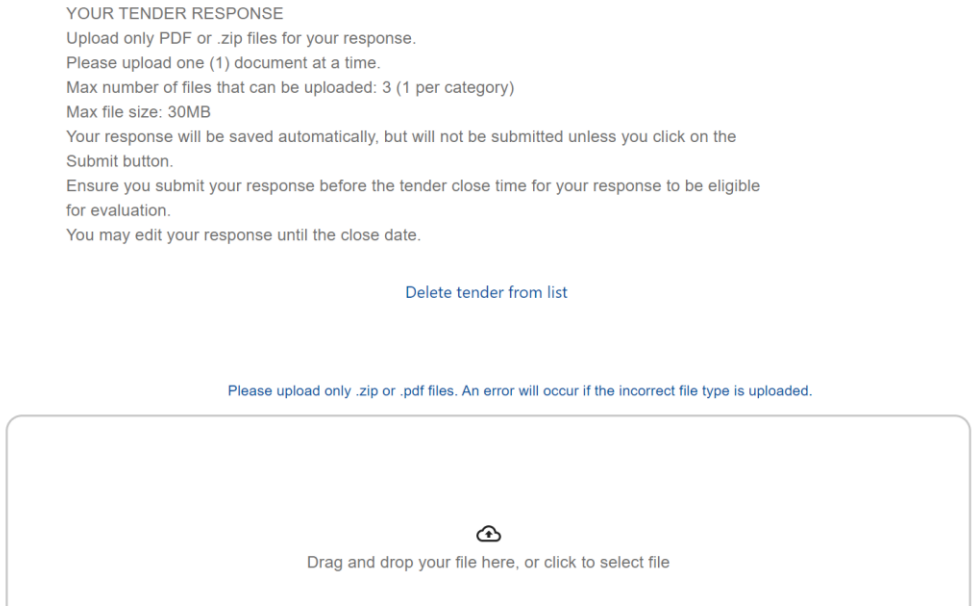


5.5.2. Uploading files

Only .pdf or .zip files can be uploaded to the Tender response and the maximum file size is 30MB.

To upload files, a bidder can either drag the files from their file browser and drop it in the file drop section or select the Upload link to open their file browser and select and upload the files.

All files that are uploaded must be in .pdf or.zip format and only .pdf files must be included in the .zip folder.



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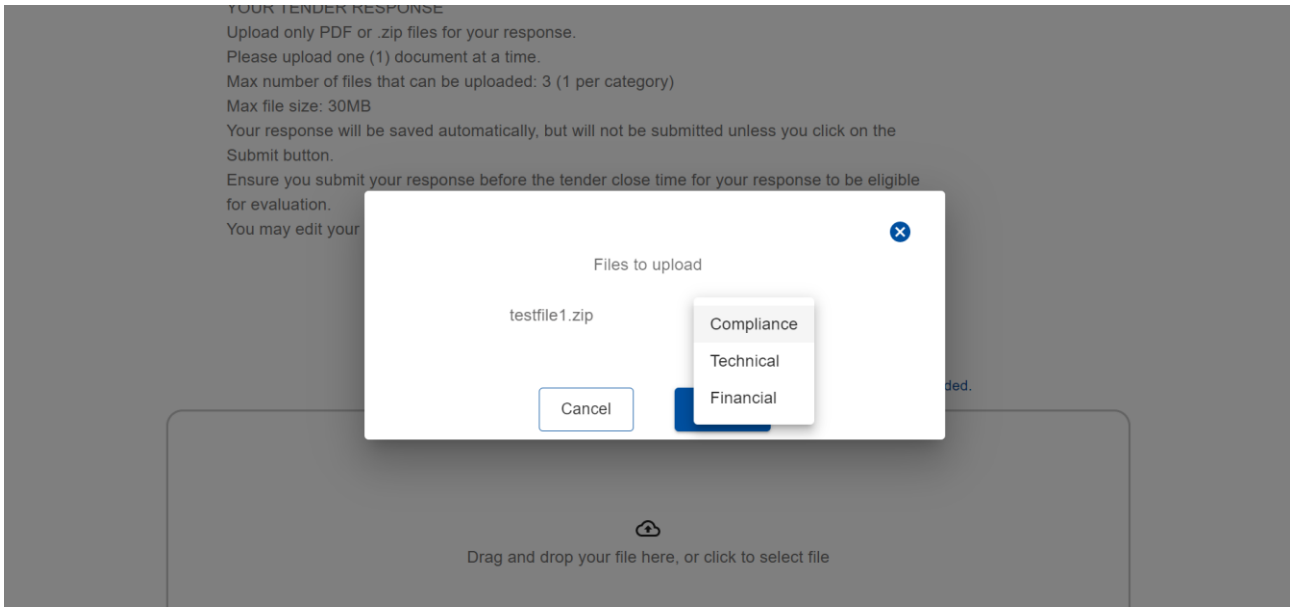
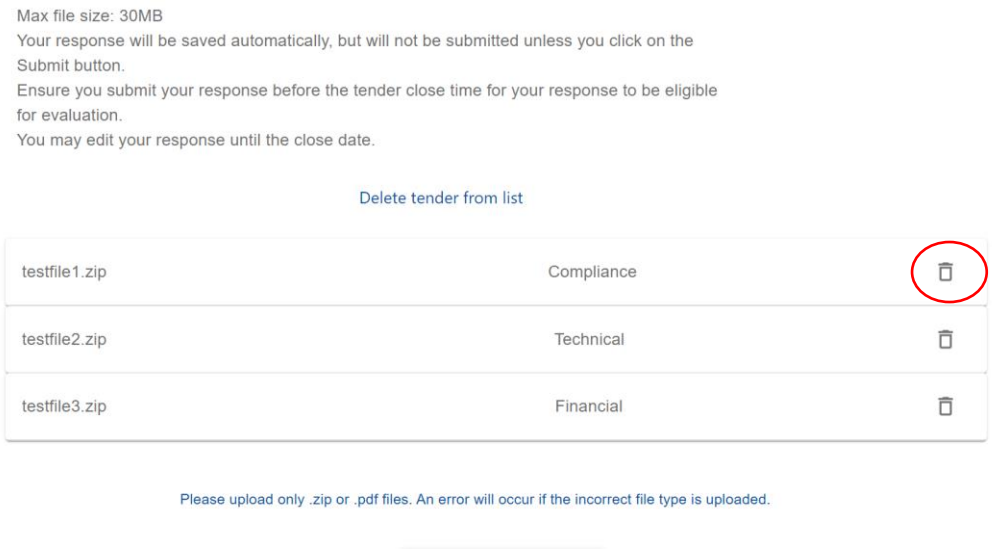
Only a single file can be uploaded at a time. The bidder must also select the file category. The 3 categories of files are: Compliance, Technical and Financial. There can only be one file uploaded per category.



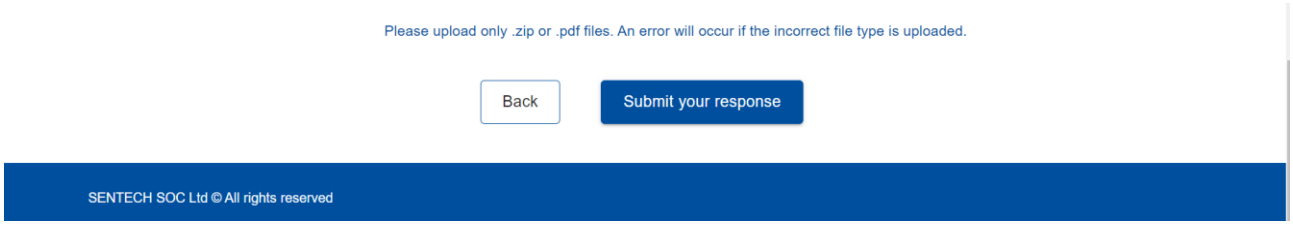
The e-Tender Portal is designed to handle .pdf and .zip files only and in case any other file type is uploaded, it may lead to unsuccessful submission.

In case a bidder has uploaded an incorrect file, they may delete the file by selecting the delete icon in line with the file which they wish to delete. They can then proceed to upload the correct file.



5.5.3. Submitting a response

When a bidder has completed their response and is ready to submit their response to the tender, they can do so by selecting the Submit button at the bottom of the Tender page.



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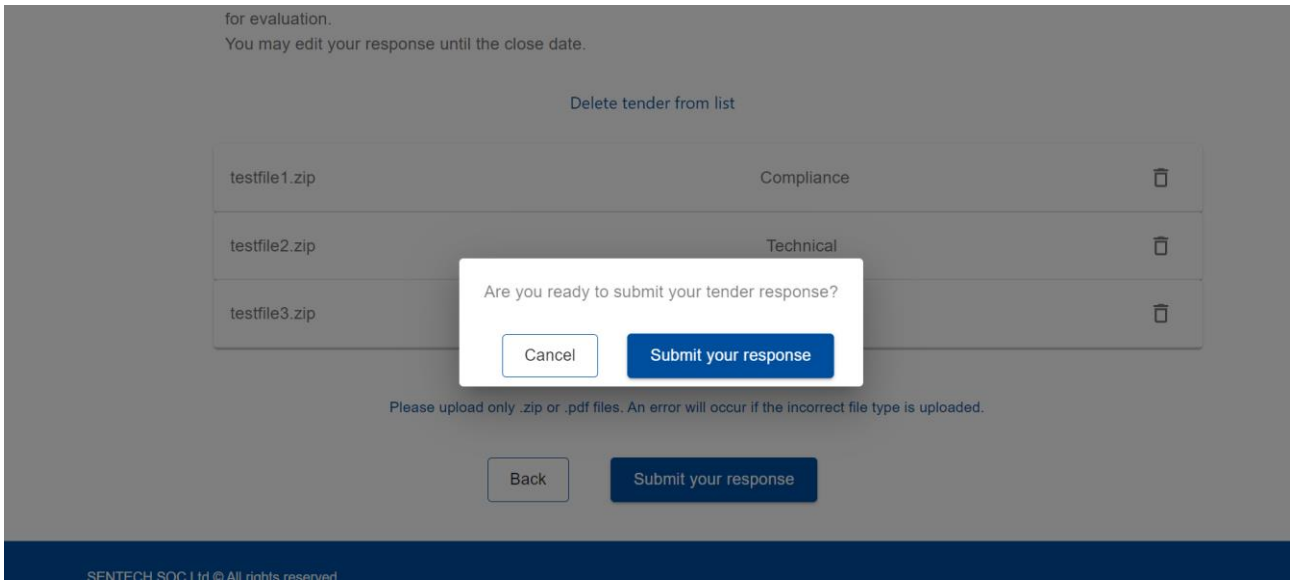
The bidder will be prompted to confirm if they are ready to Submit their response.

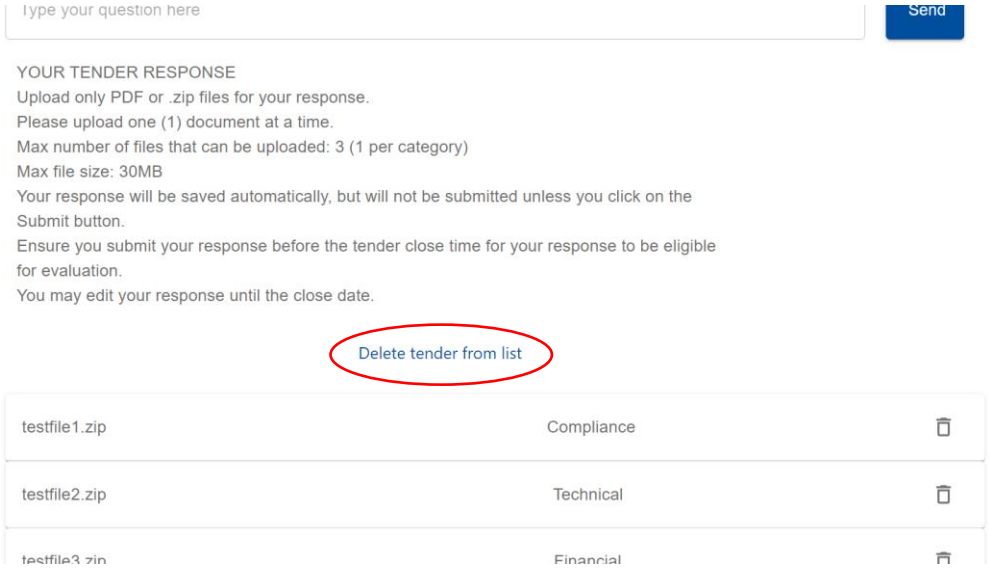
Once the bidder confirms, their response is submitted to SENTECH.



Note: No response to a tender can be submitted once the Tender Submission Deadline has passed. All details saved to a tender will be submitted automatically at the Tender Submission time, and any incomplete submissions will not be considered by SENTECH during the tender response review process.

5.6. Deleting a tender

In case a bidder wishes to no longer respond to a tender that they had previously saved to their "My Tenders" list, they can do so by selecting the "Delete tender from list" link on their tender response page. By doing so the Bidder will delete the Tender and their submission, if all information saved by the bidder specific to the deleted tender will be lost.



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5.7. Tender evaluation and announcement of bid

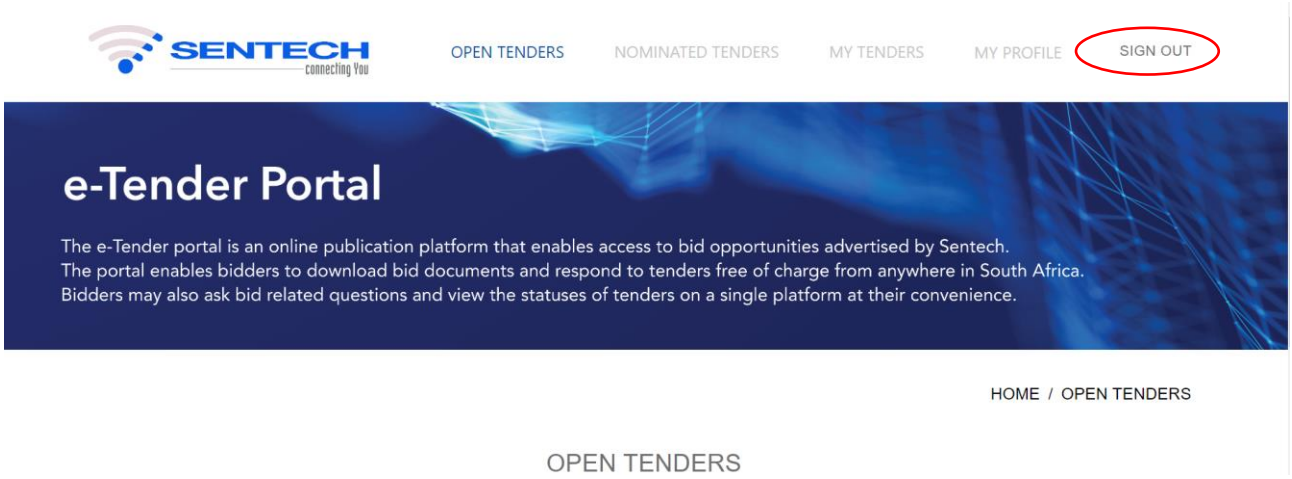
The Tender Evaluation process will be conducted by SENTECH, and the Bidders will be notified by SENTECH directly if their response has been successful.

The current phase of the e-Tender Portal does not cater to tender evaluation and hence this process will be carried out by SENTECH Officials.

All bids that a bidder responded to will be visible on the “My Tenders” page. The bidder can track the status of the tender and will also receive an email whenever any SENTECH Official updates the status of the tender.

6. Signing out

Bidders can sign out of the portal as per their requirement by selecting the Sign out option from the Navbar. Signing out does not delete any user related information nor does it delete any Tender related information.



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