

**The Government of the Republic of Zambia
Implementation of the e-Government Procurement
System**

D15 End-user Supplier Manual
Issue 01
Version 1.0

EUROPEAN DYNAMICS S.A.





Modification History

Date	Version	Author	Comments
14/04/2016	1.0	ED	Initial version

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Acronyms / Abbreviations

Acronym / Abbreviations	Meaning
APP	Annual Procurement Plan
PE	Procuring Entity
PEHP	Procuring Entity Head of Procurement
PEPCO	Procuring Entity Chief Procurement Officer
PEPO	Procuring Entity Procurement Officer
CfT	Call for Tender
DB	Direct Bidding
ED	European Dynamics SA
EOI	Expression of Interest
e-PPS	European Dynamics electronic Public Procurement System
CPMS	European Dynamics Contract Performance Management System
FA	Framework Agreement
FBS	Fixed Budget Selection
ITB	Invitation to Bid
LBI	Limited Bidding International
LBN	Limited Bidding National
LCS	Least Cost Selection
LSI	Limited Selection International
LSN	Limited Selection National
MT	Mini Tender
OBI	Open Bidding International
OBN	Open Bidding National
OSI	Open Selection International
OSN	Open Selection National
PO/ES	Procurement Officer / Evaluation Staff (member of the evaluation committee)
PO/ESR	Procurement Officer / Evaluation Staff Responsible (leader of the evaluation committee)
PO/OS	Procurement Officer / Opening Staff (member of the tender opening committee)
PO/TC	Procurement Officer / Tender Coordinator (member of the coordination committee)
QBS	Quality Based Selection
QCBS	Quality-Cost Based Selection
RFP	Request for Proposal
RFQ	Request for Quotation
SA	System Administrator
SB	Simplified Bidding
SO	Supplier Organisation
TPIN	Tax Payers' Identification Number
UNSPSC	United Nations Standard Products and Services Code
XLS	Microsoft 2003 Excel Spreadsheet
ZMW	Zambian Kwacha
ZPPA	Zambian Public Procurement Authority

1 Minimum and Recommended System Requirements

Minimum requirements:

Relatively recent Operating System (e.g. Windows XP or 7, or equivalent)
Office tools (e.g. MS Office support MS Word, MS Excel, or equivalent)
Email client (e.g. MS Outlook, or equivalent) with access to the end-user's mailbox
Browser: Internet Explorer (11 or higher), or Firefox (40 or higher), or Opera / Chrome / Safari (latest)
Session Cookies: enabled
Window Resolution: 1024 x 768
PDF viewer (e.g. Adobe PDF Reader, or equivalent)
Compression/decompression software (e.g. 7zip, winrar, or equivalent)
JavaScript enabled, for full end-user experience
Access to the Internet through HTTP/HTTPS
A valid e-mail address
Pop-up blockers disabled



Recommended requirements:

Windows 7, or above
MS Office 2003, or above
Email client (e.g. MS Outlook, or equivalent) with access to the end-user's mailbox
Browser: Internet Explorer (11 or higher), or Firefox (45.0.1 or higher)
Session Cookies: enabled
Window Resolution: 1024 x 768
PDF viewer (e.g. Adobe PDF Reader, or equivalent)
JavaScript enabled, for full end-user experience
Compression/decompression software (e.g. 7zip, winrar, or equivalent)
Access to the Internet through HTTP/HTTPS
A valid e-mail address
Pop-up blockers disabled

2 General Functionality

The procurement modules provide the following common behaviour/functionality for all its end-users.

2.1 General Usage Guidelines

The procurement modules of the e-GP system will provide the following common navigation behaviour/functionality:

Tabular display. Any data displayed in tabular format will have the following header which helps the user to navigate:

#	Title	PE	Info	Bids Submission Deadline	Procedure	Status	Notice PDF	Award Date	Estimated Total Contract Value	
---	-------	----	------	--------------------------	-----------	--------	------------	------------	--------------------------------	--

Figure 1: Example of a table header

The arrows are used for shorting (in ascending/descending order) the results by the corresponding field. The button is used to hide/ show a number of fields in the table. Any search query or list, with more than a page of results, will include the following navigation buttons:

Table 1: Pagination options

	First Page
	Last Page
	Previous Page
	Next Page

The following buttons are also widely used within the e-GP:

Table 2: Additional options

	Calendar Button. Selecting this button opens a calendar enabling the user to select a date
	Search Button. Selecting this button opens a searching window enabling the user to search for various codes (e.g. UNSPSC codes)
	Clear Button. This button clears the selection of the user

2.2 The Tender Menu Functionality

The data uploaded or produced by the system within the context of a Tender is categorised depending on context (e.g. bids, evaluation reports, associated users, etc). The Tender Menu contains all available options for accessing these various categories of a Tender, depending on the user role. It comprises the main navigational tool of a Tender. The Tender Menu is collapsed by default:



Figure 2: The Tender Menu (collapsed)

If the user selects the Tender Menu, it will be expanded to show all available functionalities. The user can select any of the provided functionalities:

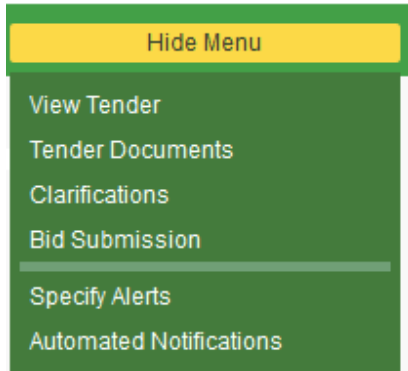


Figure 3: The Tender Menu (expanded)

Selecting the Tender Menu, again, will collapse it (Figure 2).

2.3 Main Page



Figure 4: Main page

The main page of the e-GP system consists of the following elements:

- **Left column**, which contains the Login panel, General Information Panel, and Calendar Panel.
- **Central column**, which contains general information regarding the system, the Suppliers and the users of procuring entities. Furthermore, it lists any uploaded news and also statistical information about the system usage.
- **Constant functionality at the top** of the main page which contains functionalities which are available within all pages of e-GP.
- **Constant functionality at the bottom** of the main page which contains functionalities which are available within all pages of e-GP.

The following are the most important sections within the main page.

2.3.1 Login Section

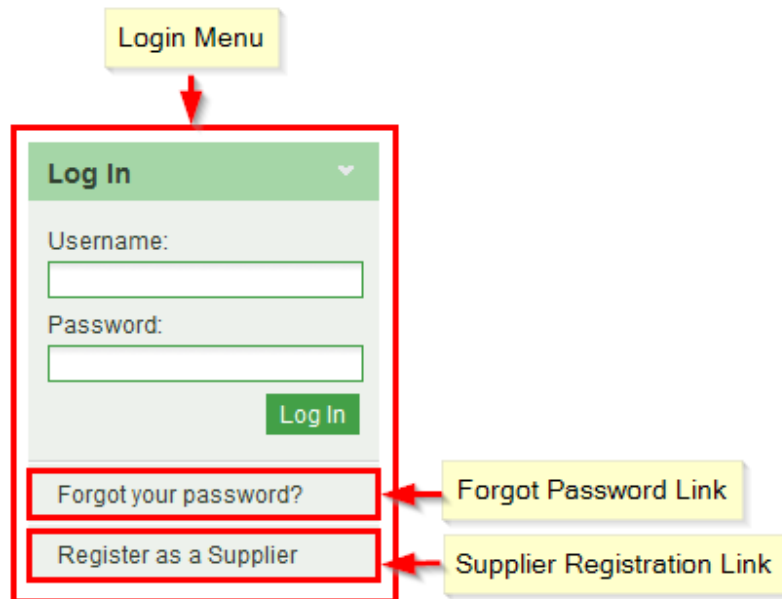


Figure 5: Login panel

In this section, functionality is provided to enable all users (Procuring Entities, Supplier Organisations, Administrators, Appeal Panellists and Auditors) to authenticate in the system providing that they use correct credentials (username and password). Furthermore, functionality to recover user's password is included. Finally, functionality for the registration of Suppliers within the system is provided.

2.3.2 Search Section

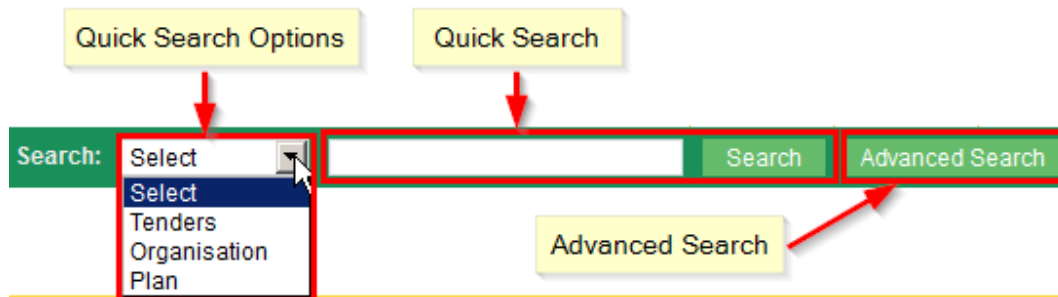


Figure 6: Search panel

The users can use this section to search for Tenders, Organisations and Annual Procurement Plan entries. Advanced searching functionality, (by selecting the button **Advanced Search**) is also provided (Figure 6).

2.4 Login to the System

All users of the e-GP module should have an appropriate user name and password. In order for a user to login to the system, he must provide his credentials in the login section of the main page.

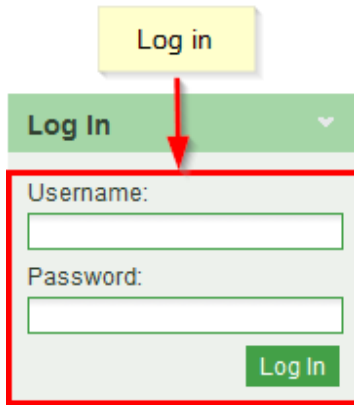


Figure 7: User login

If the user provides incorrect credentials (either user name or password) an error message will be displayed.

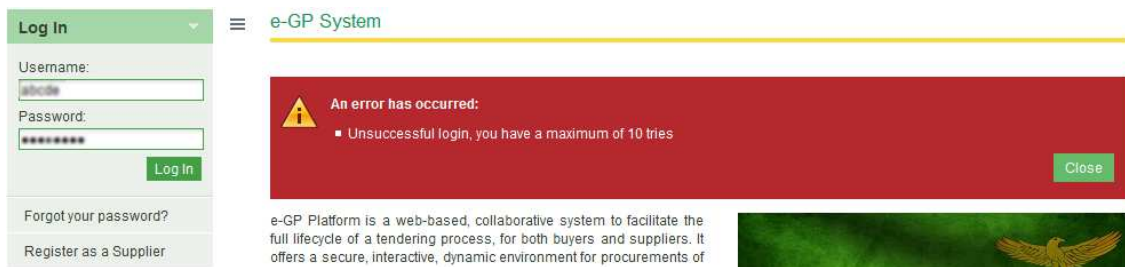


Figure 8: Wrong credentials

If the user provides an incorrect password for a username more than 9 times, the user account will automatically get de-activated. In this case, the user should contact the system administrator to re-activate the account.

2.5 Login to the System for the First Time

The following steps are available, when the user logs in to access the e-GP services for the first time.

As a first step, the user will have to provide the transaction number (which is received by email after his successful registration on the system).

You have successfully completed the Registration process on the e-GP Platform.
A document confirming your registration details is attached.

Please ensure that you also keep a separate note of your e-GP password.

Once your Registration has been approved, you will receive another email telling you that the Registration Process has been successfully completed.

When you receive that email, please log in to the e-GP Platform from the link below to verify your account.
You will require the username and transaction number shown below, along with your password.

Your username is: [redacted]
Your registration transaction number is: 1571956235

You can directly access the confirmation page by following this link: [redacted]

Instructions for using the e-GP Platform can be found by clicking on the 'User Guides' link at the top of the homepage.
Please ensure you read these instructions before downloading any tender documentation or submitting a bid.

If you require further assistance at any stage, click on the 'Contact Us' link at the top of the homepage.

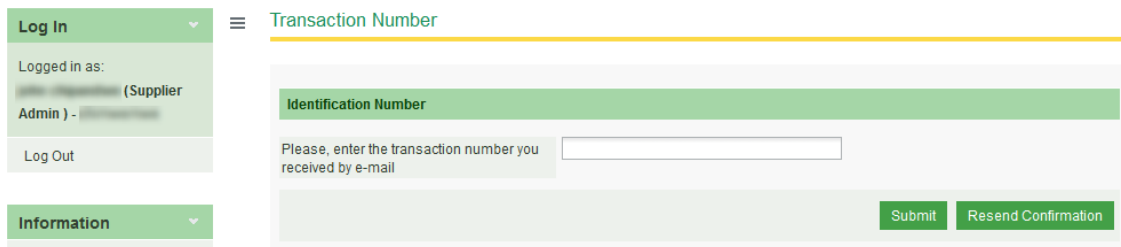
DO NOT DELETE THIS

IMPORTANT: All actions within the e-GP Platform will be recorded for auditing purposes.
This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the e-GP manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

Please do not reply to this mail.

Figure 9: Confirmation email received during registration.

After providing his user credentials the user is requested to provide the transaction number received during the registration.



The screenshot shows a web interface with a sidebar on the left containing 'Log In' and 'Information' menus. The main content area is titled 'Transaction Number' and features a green header 'Identification Number'. Below this, there is a text prompt: 'Please, enter the transaction number you received by e-mail' followed by an input field. At the bottom right of the form area, there are two buttons: 'Submit' and 'Resend Confirmation'.

Figure 10: The transaction number

If the user has misplaced the e-mail with the transaction number, it can be resent to the registered e-mail address by clicking on the **Resend Confirmation** button.

Finally, the user is prompted to read and accept the following System User Agreement.

Accept Agreement

Please read below User Agreement ("license") carefully before using the system.

By using the system, you are agreeing to be bound by the terms of this license.

If you do not agree to the terms of this license, do not use the software. If you do not agree to the terms of the license, please decline the agreement.

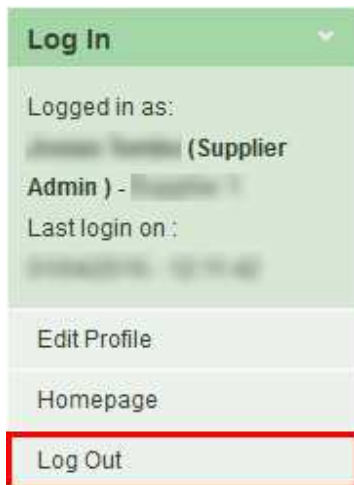
[ZPPA Terms of Use doc](#)

Accept Reject

Figure 11: Confirmation of the user agreement

2.6 Logout from the System

The user can exit the e-GP services by selecting the "Logout" functionality.



The image shows a user profile dropdown menu. At the top is a green header with the text "Log In" and a downward arrow. Below this, the menu lists the following information: "Logged in as:", "Admin (Supplier Admin) - [redacted]", and "Last login on: [redacted]". Below the information are three menu items: "Edit Profile", "Homepage", and "Log Out". The "Log Out" item is highlighted with a red rectangular border.

Figure 12: Logout functionality

2.7 Password Recovery

The user can recover his password from the “**Forgot your password**” functionality (Figure 5) available from the home page.

Forgot your password?

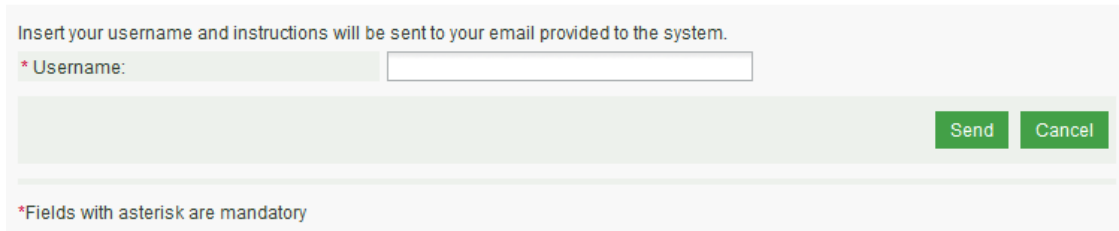


Figure 13: Password recovery/change

If the provided details are valid, the system sends an email to the associated address, containing a transaction number and a unique generated access link.

```
e-GP Platform - Password Reset Instructions
New password for user: [redacted], with full name [redacted].
Go to the following link and insert new password with transaction number.
You can access the new password section through the following link:
[redacted] /prepareResetPassword.do?
Your registration transaction number is: 1214235806
If you require further assistance, refer to the User Guides link or click on the Contact Us link at the top of the homepage
*****
IMPORTANT: All actions within the e-GP Platform will be recorded for auditing purposes.
This email and any files transmitted with it are confidential and intended solely for the use
of the individual or entity to whom they are addressed. If you have received this email in error
please notify the e-GP manager. This message contains confidential information and is intended
only for the individual named. If you are not the named addressee you should not disseminate,
distribute or copy this e-mail. If you have received this e-mail by mistake delete this
e-mail from your system. If you are not the intended recipient you are notified that disclosing,
copying, distributing or taking any action in reliance on the contents of this information
is strictly prohibited.
Please do not reply to this mail.
*****
```

Figure 14: Email containing a registration transaction and unique access link

In order to reset the password, the user accesses the displayed link. To trigger the password reset functionality, the system requires the user to provide:

- Username
- New password
- Password confirmation
- Transaction number
- Secret question response

Reset password

* Password: [Password Rules](#)

* Re-enter Password:

* Please, enter the transaction number you received by e-mail: [Resend Confirmation](#)

* Secret Question:

* Secret Answer:

[Finish](#) [Reset](#)

*Fields with asterisk are mandatory

Figure 15: Resetting the password

2.8 Maintenance of User's Profile

After successful authentication the user can edit their profile by selecting the “Edit Profile” functionality (accessible in the left column menu). The user can update the information fields and then select the button “Save” to store the performed modifications. In case any of the mandatory information is missing the system will prompt the user with an error message.

Log In ≡ **Edit Account**

Logged in as:
Admin (Supplier Admin) - [Logout](#)

Last login on:
[View Profile](#)

Edit Profile

Homepage

Log Out

Tender Management

List of my Tenders

Supplier Administration

Supplier Management

User Management

Auditing Reports

Information

Annual Procurement Plan Publication

Current Tenders

Bidding Advertisements

Onenred Bid Details

Username:

* Account Role:

* First Name:

* Last Name:

Password: [Password Rules](#)

Re-enter Password:

National ID:

*Email:

Address:

Postal Code:

City:

Country:

Phone Number:

Mobile Phone Number:

Fax:

* Secret Question:

*Secret Answer:

Status:

Enable Login Notifications:

[Save](#) [Cancel](#)

* Fields with asterisk are mandatory

[Download latest Java version from here](#)

Figure 16: Edit User's Profile

The password should follow a specific configuration. To view the password rules the user should click on the link “**Password Rules**” (Figure 17). The password configuration rules consist of:

- Letters (upper case/lower case) allowed to be used
- Numbers allowed to be used
- Characters allowed to be used
- Allowed login failures
- Password lifetime
- Password length (min/ max)
- Password history

Upper case letters	<input type="checkbox"/> Select All	Lower case letters	<input type="checkbox"/> Select All
A	<input checked="" type="checkbox"/>	a	<input checked="" type="checkbox"/>
B	<input checked="" type="checkbox"/>	b	<input checked="" type="checkbox"/>
C	<input checked="" type="checkbox"/>	c	<input checked="" type="checkbox"/>
D	<input checked="" type="checkbox"/>	d	<input checked="" type="checkbox"/>
E	<input checked="" type="checkbox"/>	e	<input checked="" type="checkbox"/>
F	<input checked="" type="checkbox"/>	f	<input checked="" type="checkbox"/>
G	<input checked="" type="checkbox"/>	g	<input checked="" type="checkbox"/>
H	<input checked="" type="checkbox"/>	h	<input checked="" type="checkbox"/>
I	<input checked="" type="checkbox"/>	i	<input checked="" type="checkbox"/>
J	<input checked="" type="checkbox"/>	j	<input checked="" type="checkbox"/>
K	<input checked="" type="checkbox"/>	k	<input checked="" type="checkbox"/>
L	<input checked="" type="checkbox"/>	l	<input checked="" type="checkbox"/>
M	<input checked="" type="checkbox"/>	m	<input checked="" type="checkbox"/>
N	<input checked="" type="checkbox"/>	n	<input checked="" type="checkbox"/>
O	<input checked="" type="checkbox"/>	o	<input checked="" type="checkbox"/>
P	<input checked="" type="checkbox"/>	p	<input checked="" type="checkbox"/>
Q	<input checked="" type="checkbox"/>	q	<input checked="" type="checkbox"/>
R	<input checked="" type="checkbox"/>	r	<input checked="" type="checkbox"/>
S	<input checked="" type="checkbox"/>	s	<input checked="" type="checkbox"/>
T	<input checked="" type="checkbox"/>	t	<input checked="" type="checkbox"/>
U	<input checked="" type="checkbox"/>	u	<input checked="" type="checkbox"/>
V	<input checked="" type="checkbox"/>	v	<input checked="" type="checkbox"/>
W	<input checked="" type="checkbox"/>	w	<input checked="" type="checkbox"/>
X	<input checked="" type="checkbox"/>	x	<input checked="" type="checkbox"/>
Y	<input checked="" type="checkbox"/>	y	<input checked="" type="checkbox"/>
Z	<input checked="" type="checkbox"/>	z	<input checked="" type="checkbox"/>

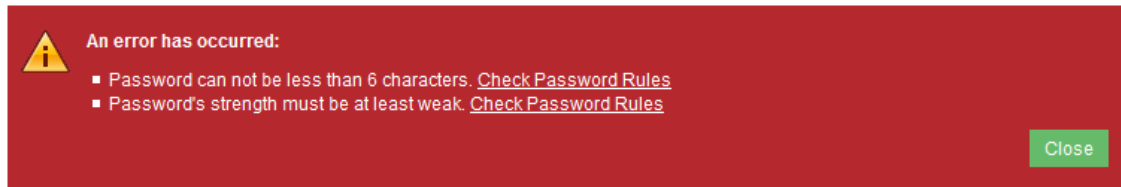
Numbers	<input type="checkbox"/> Select All
0	<input checked="" type="checkbox"/>
1	<input checked="" type="checkbox"/>
2	<input checked="" type="checkbox"/>
3	<input checked="" type="checkbox"/>
4	<input checked="" type="checkbox"/>
5	<input checked="" type="checkbox"/>
6	<input checked="" type="checkbox"/>
7	<input checked="" type="checkbox"/>
8	<input checked="" type="checkbox"/>
9	<input checked="" type="checkbox"/>

Other characters	<input type="checkbox"/> Select All
!	<input checked="" type="checkbox"/>
@	<input checked="" type="checkbox"/>
#	<input checked="" type="checkbox"/>
\$	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>

Allowed login failures	<input type="text" value="10"/>
Password lifetime (in months)	<input type="text" value="Never"/>
Password Min length	<input type="text" value="6"/>
Password Max length	<input type="text" value="20"/>
Password history	<input checked="" type="radio"/> Activate <input type="radio"/> Deactivate
Password strength	<input type="text" value="weak"/>


Figure 17: Password Configuration Rules

In case the password does not follow the password configuration the following message appears.



2.9 XLS File Format Support

All XLS files uploaded to the e-GP system must abide to the Microsoft Office Excel 2003 format.



All XLS files must abide to the Microsoft Office Excel 2003 format.

Users that have later versions should save their files in 2003 format (Save as type and select the option "Excel 97-2003 Workbook").

3 Registration of Supplier

All Suppliers are able to self-register to use the e-GP system.

3.1 Online Supplier Registration

In order for a Supplier to register in the system, the user should select the option “Register as Supplier” from the “Login Panel” of the main page (Figure 18).

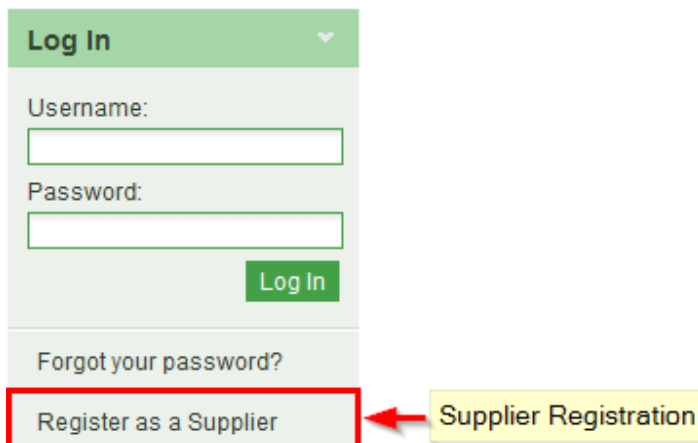


Figure 18: Register as Supplier

In the first phase of the registration procedure the user registers his organisation by providing the following information (Figure 19):

Company Registration Number
Tax Payer’s Identification Number (TPIN)

The user can then click on [Retrieve Company Data from OSSIS.](#) to retrieve company information registered with the corresponding authorities in Zambia (PACRA and Zambia Revenue Authority). This ensures that the e-GP system contains the same data as that provided during registration of the business.

If the organisation is not found on the OSSIS system, which is expected for foreign suppliers that have not registered with the relevant authorities in Zambia, the user can proceed with the registration process manually by providing the following information:

- Organisation Name
- Company type
- Country
- Address
- Postal Code
- City
- Phone Number
- Country of Registration
- Shareholders
- CEEC Category
- Attachment (multiple documents should be added to a ZIP archive)
- Captcha code

Register Supplier

Step 1: Organisation Details

Company Registration Number:

Tax Payer's Identification Number (TPIN):

*Organisation Name :

*Company Type:

If you selected "Sole Trader" from Company type above then please enter any information if applicable to you to assist us in identifying you. If you have selected any other Company Type then as a minimum requirement you must complete at least one of the following to register:

*Address:

Postal Code:

*City:

*Country:

*Phone Number:

*Country of Registration:

Shareholders:

CEEC category:



Attachment Field: No file selected.

*Please type the code shown below:

*Fields with asterisk are mandatory

Figure 19: Registration of organisation

In order to proceed to the next phase, the user should have also typed, in the provided text field, the visual CAPTCHA code displayed by the system on the screen. Selecting the "Refresh" button updates the code (Figure 19). Finally, the user should select the button "Validate & Continue" to continue the registration process.

The next step (optional) is the association of UNSPSC codes of interest with the organisation (Figure 20). The user can associate UNSPSC codes by the use of the  button. The button  is used to delete a selected UNSPSC code.

Register UNSPSC Codes

i The United Nations Standard Products and Services Code (UNSPSC), managed by GS1 US for the UN Development Programme (UNDP), is an open, global, multi-sector standard for efficient, accurate classification of products and services. Encompassing a five level hierarchical classification codeset, UNSPSC enables expenditure analysis at grouping levels relevant to your needs. You can drill down or up to the codeset to see more or less detail as is necessary for business analysis. The UNSPSC codes of interest are optional for the registration of a Supplier. When an open public procurement competition is published, the system will automatically notify via email all Suppliers whose UNSPSC codes of interest match the UNSPSC codes of the competition itself.

Close

Step 2: Register UNSPSC Codes

Line of Business:

Next **Back** **Cancel**

Figure 20: Registration of UNSPSC codes

After clicking on the button, the user is presented with a pop-up window to select UNSPSC codes (Figure 21). Up to 5 codes can be selected to be linked to the supplier profile.

Figure 21: UNSPSC code selection

In order to continue, the user should select the “Next” button. The “Back” button returns the user to the previous phase (Figure 19).

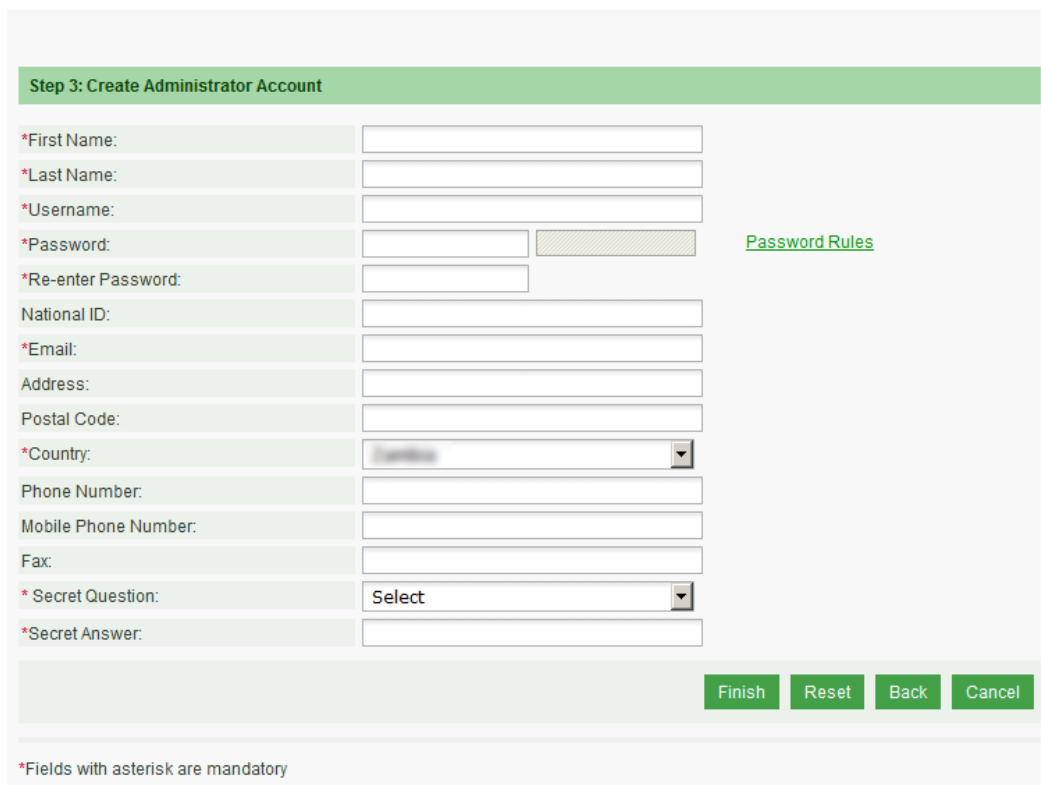
In the final step the user registers the administrator of the Supplier (Supplier Admin). The following details are mandatory (Figure 22):

- First Name
- Last Name
- Username
- Password
- Email
- Country
- Secret Question
- Secret Answer

Furthermore, the following details are optional (Figure 22):

- National ID
- Address
- Postal Code
- City
- Phone Number
- Mobile Phone Number
- Fax

Register Administrator



Step 3: Create Administrator Account

*First Name:

*Last Name:

*Username:

*Password: [Password Rules](#)

*Re-enter Password:

National ID:

*Email:

Address:

Postal Code:

*Country:

Phone Number:

Mobile Phone Number:

Fax:

* Secret Question:

*Secret Answer:

*Fields with asterisk are mandatory

Figure 22: Registration of Supplier admin

In order to finalise the registration process the user selects the “**Finish**” button. A message confirming the successful registration of the Supplier will be displayed.



Figure 23: Confirmation of successful registration of the Supplier

The system will send an email to the user containing details of how to access the system. Section 2.5 contains instructions on how to access the system for the first time.

The registration of a Supplier needs to be validated by the System Administrator. Until then, the following message appears when the Supplier accesses the system:

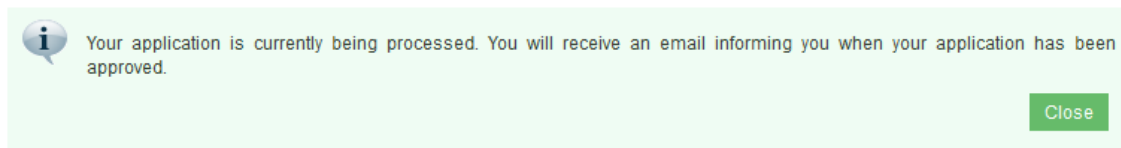


Figure 24: Pending validation by the System Administration

However, before the System Administrator can validate the supplier registration, the registration fee needs to be paid by the supplier. After logging in for the first time, the user must view the supplier profile as per section 4.1 and must complete the payment of the required fee as per section 3.2.


If the warning message continues to occur after the registration fee has been paid, please contact the System Administrator, in order to activate the organisation account.

3.2 Payment of Fees

The e-GP system supports online payments through a debit/credit card or manual payments by Internet transfer or cash deposit at any Zanaco Bank branch. When the supplier registration fee (or annual registration renewal fee) is due for payment, the user will be presented with a warning as well as the banking details that can be used for an Internet transfer. A pre-printed deposit slip can also be downloaded and printed to take to the nearest Zanaco Bank branch to complete the payment (Figure 25).

The third option involves paying online via a debit/credit card by clicking on the "Online Payment" button.

View Organisation

 Your organisation hasn't completed the corresponding registration payment. For manual payment please use the account data below or download the pre-populated deposit form.

[Close](#)

Supplier Registration Payment	
Payment Kind:	Supplier Registration
Timestamp:	2016-04-14 10:23:00
Beneficiary name:	Zambia Public Procurement Agency
Bank Name:	Zanaco Bank
Branch Code:	0000
Account Number:	0000
Account Type:	Cheque Account
Payment Reference:	0000
Payment Amount (ZMW):	0000

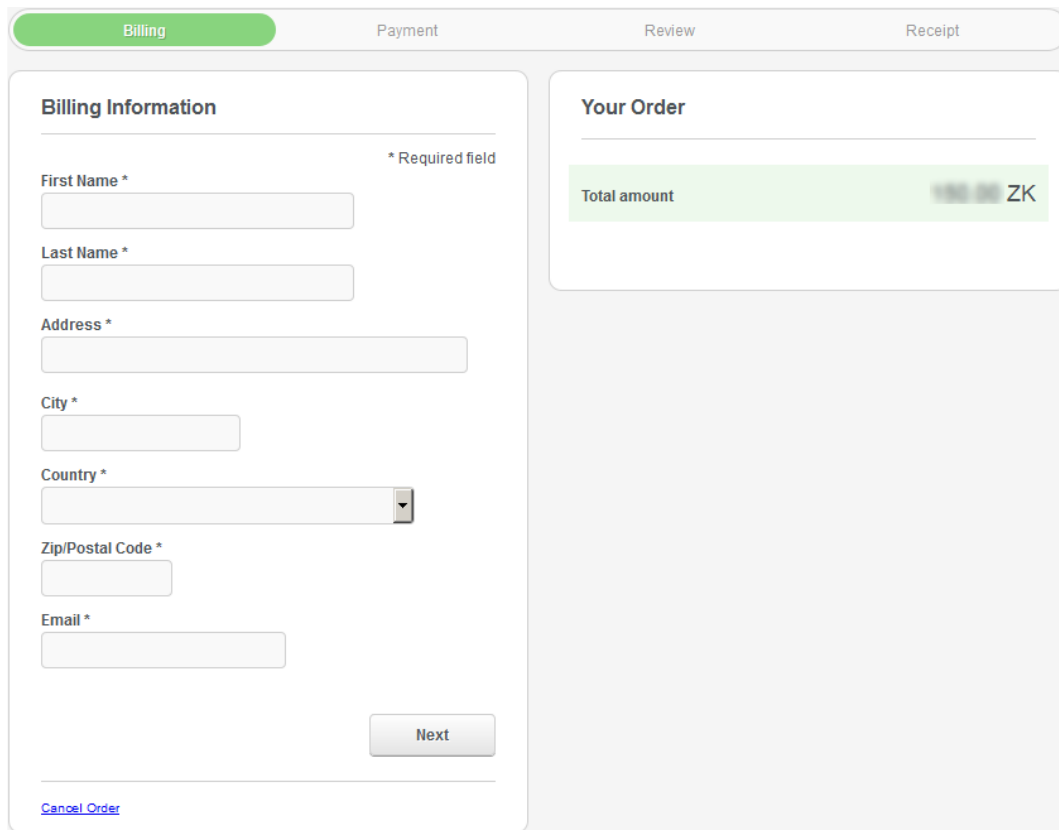
[Online Payment](#) [Download Deposit Form](#)

Figure 25: Supplier registration fee

The online payment option is the quickest and simplest way to pay the fees in the e-GP system. After clicking on the "Online Payment" button to initiate the process, the user is presented with warning that they will be re-directed to the banking providers' system to process the payment. A new pop-up window opens when this message is acknowledged.

In the first screen the details of the card holder need to be provided. The following fields are mandatory:

- First Name
- Last Name
- Address
- City
- Country
- Postal Code
- Email



The screenshot shows a web interface with a navigation bar at the top containing 'Billing', 'Payment', 'Review', and 'Receipt'. The 'Billing' tab is active. Below the navigation bar, there are two main sections: 'Billing Information' and 'Your Order'. The 'Billing Information' section contains several input fields, each with an asterisk and a '* Required field' label: 'First Name *', 'Last Name *', 'Address *', 'City *', 'Country *' (a dropdown menu), 'Zip/Postal Code *', and 'Email *'. A 'Next' button is located at the bottom right of this section. A link for 'Cancel Order' is at the bottom left. The 'Your Order' section shows a 'Total amount' of 1,950.00 ZK.

Figure 26: Card holder details

After clicking “Next” on the card holder details screen, the user needs to provide the details of the credit/debit card to be used for the payment. The amount to be paid cannot be edited.

Figure 27: Debit/Credit card details

The final step in the payment process presents the details entered in the previous steps to the user for final confirmation before the click on the “Pay” button.

Figure 28: Payment details confirmation

The user will be re-directed back to the e-GP system and a payment confirmation screen will be displayed. If the payment is not successful, verify that the card details are correct and that sufficient funds are available for the amount due. The user should contact the helpdesk (section 8) if they continue to experience problems while trying to process a payment.

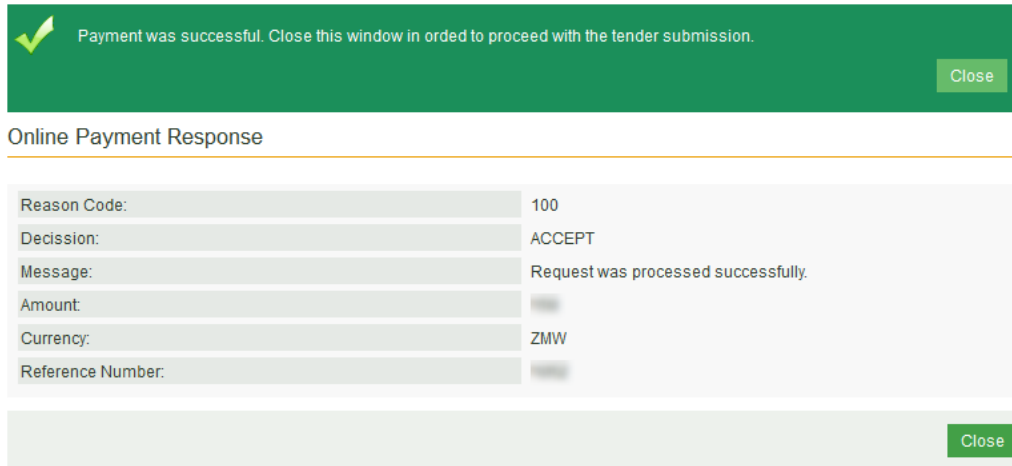


Figure 29: Payment confirmation

4 Supplier Management

The Users with a role of Supplier Organisation Administrator can perform the following activities for the management of their organisation:

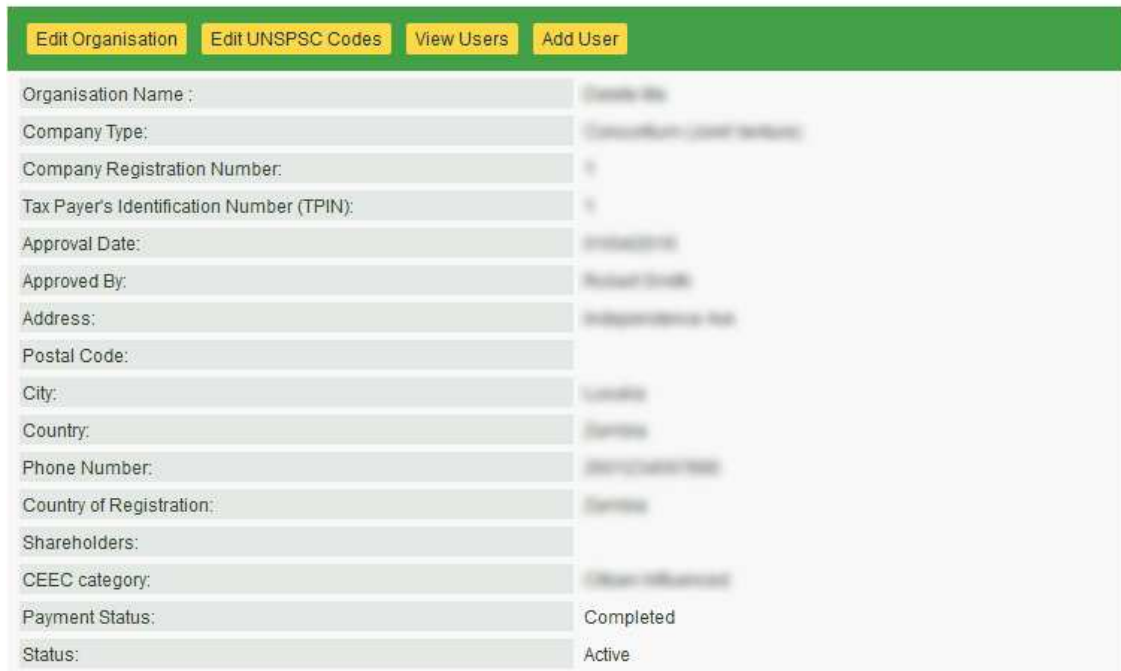
- Edit organisation details
- View the users registered within the Supplier organisation
- Edit the UNSPSC codes registered for the Supplier
- Add new users to the Supplier organisation
- Edit user's details

This management functionality is provided through the “**Supplier Management**” option of the “**Supplier Administration**” menu.



Figure 30: Supplier menu

View Organisation



Buttons: Edit Organisation, Edit UNSPSC Codes, View Users, Add User

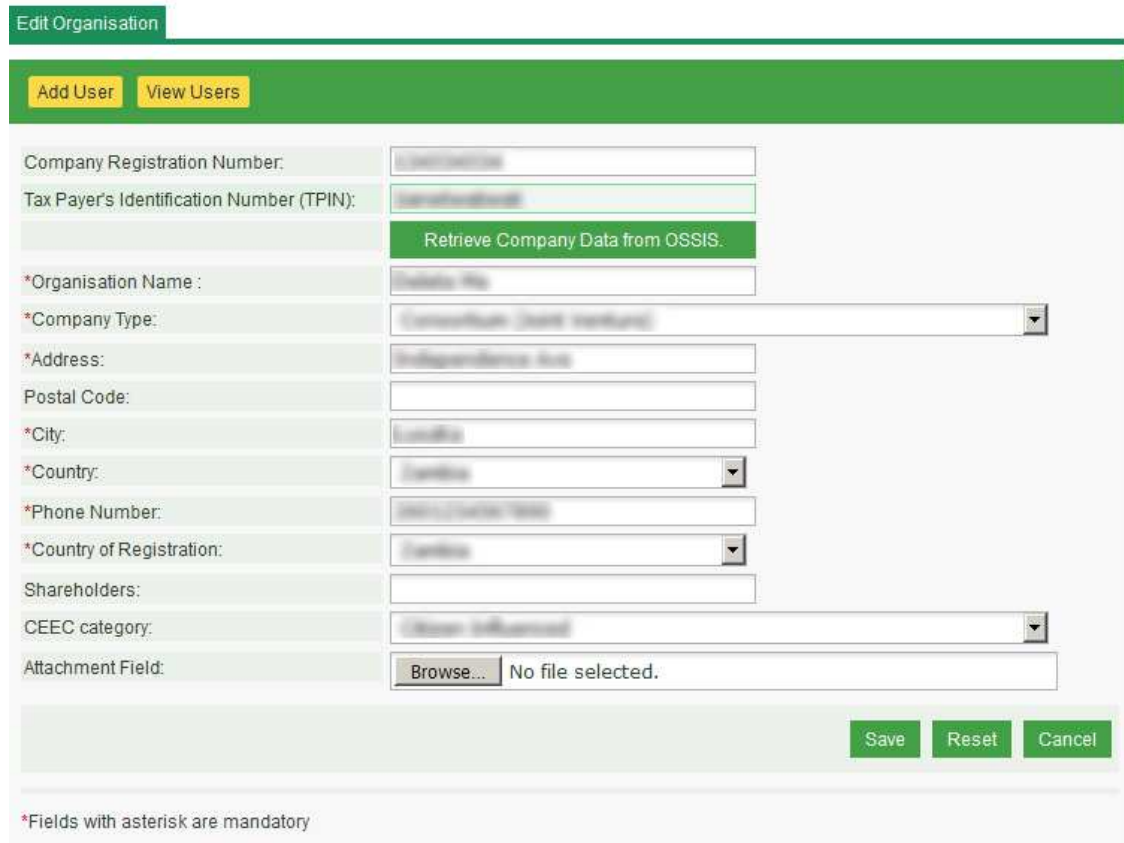
Organisation Name :	Company No.
Company Type:	Company Type
Company Registration Number:	1
Tax Payer's Identification Number (TPIN):	1
Approval Date:	Approval Date
Approved By:	Approved By
Address:	Address
Postal Code:	
City:	City
Country:	Country
Phone Number:	Phone Number
Country of Registration:	Country
Shareholders:	Shareholders
CEEC category:	CEEC category
Payment Status:	Completed
Status:	Active

Figure 31: Supplier Management functionality

4.1 Edit Organisation Details

Selecting the option “**Edit Organisation**” allows the user to edit the organisation’s details.

Edit Organisation Profile



Edit Organisation

[Add User](#) [View Users](#)

Company Registration Number:

Tax Payer's Identification Number (TPIN):

[Retrieve Company Data from OSSIS](#)

*Organisation Name :

*Company Type:

*Address:

Postal Code:

*City:

*Country:

*Phone Number:

*Country of Registration:

Shareholders:

CEEC category:

Attachment Field: [Browse...](#) No file selected.

[Save](#) [Reset](#) [Cancel](#)

*Fields with asterisk are mandatory

Figure 32: Editing Supplier details

Selecting the button “**Save**” will store the performed modifications, while the “**Reset**” button will reset the performed modifications.

View Organisation

✓
The organisation was updated successfully.
Close

Edit Organisation
Edit UNSPSC Codes
View Users
Add User

Organisation Name :	Example Ltd
Company Type:	Example (not defined)
Company Registration Number:	123456789
Tax Payer's Identification Number (TPIN):	123456789
Approval Date:	
Approved By:	
Address:	Example Street
Postal Code:	
City:	Example
Country:	Zambia
Phone Number:	0000000000
Country of Registration:	Zambia
Shareholders:	
CEEC category:	Other (undefined)
Payment Status:	Completed
Status:	Active

Figure 33: Organisation details were successfully updated

4.2 View the Users Belonging to the Supplier

Selecting the option “View Users” displays all the users registered within the selected Supplier organisation.

View Users

#	First Name	Last Name	Organisational Role	Country	Status	Actions
1	Example	Example	Supplier Admin	Zambia	Active	Edit Account

Displaying the 1 match. Page 1 of 1

Add User

Figure 34: Display of users belonging to the Supplier.

In the above screen, the first name, last name and the role of each user are displayed. Furthermore, the current status of the each user account is also displayed.

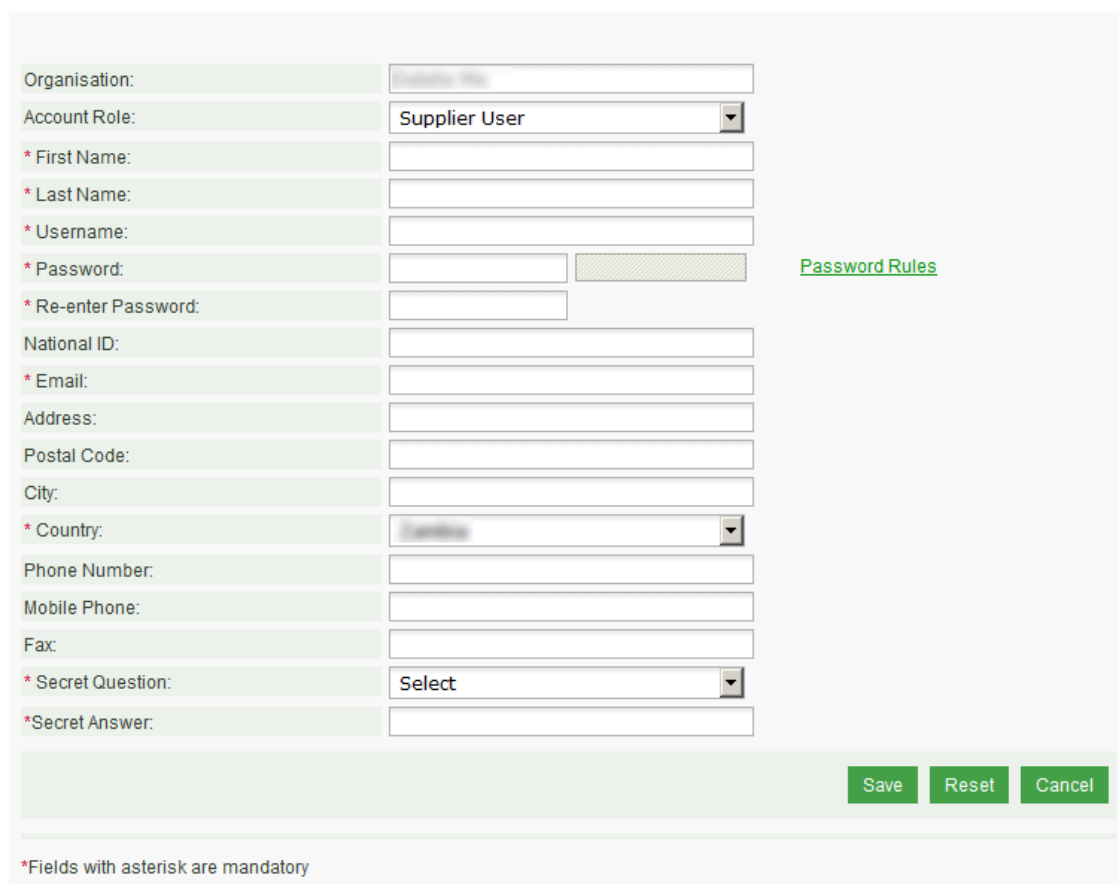
The following user roles are supported:

- Supplier Administrator (**Supplier Admin**). Users with this type of role are authorised to manage the users and update the details of their organisation.
- Supplier users (**Supplier Users**). Users with this type of role are not authorised to manage the details and the users of their organisation.

4.3 Add New User to the Supplier Organisation

In order to insert new users into the organisation, the user needs to select the option “Add user”. The mandatory information below must be provided.

Add User



Organisation:

Account Role:

* First Name:

* Last Name:

* Username:

* Password:

* Re-enter Password:

National ID:

* Email:

Address:

Postal Code:

City:

* Country:

Phone Number:

Mobile Phone:

Fax:

* Secret Question:

* Secret Answer:

[Password Rules](#)

*Fields with asterisk are mandatory

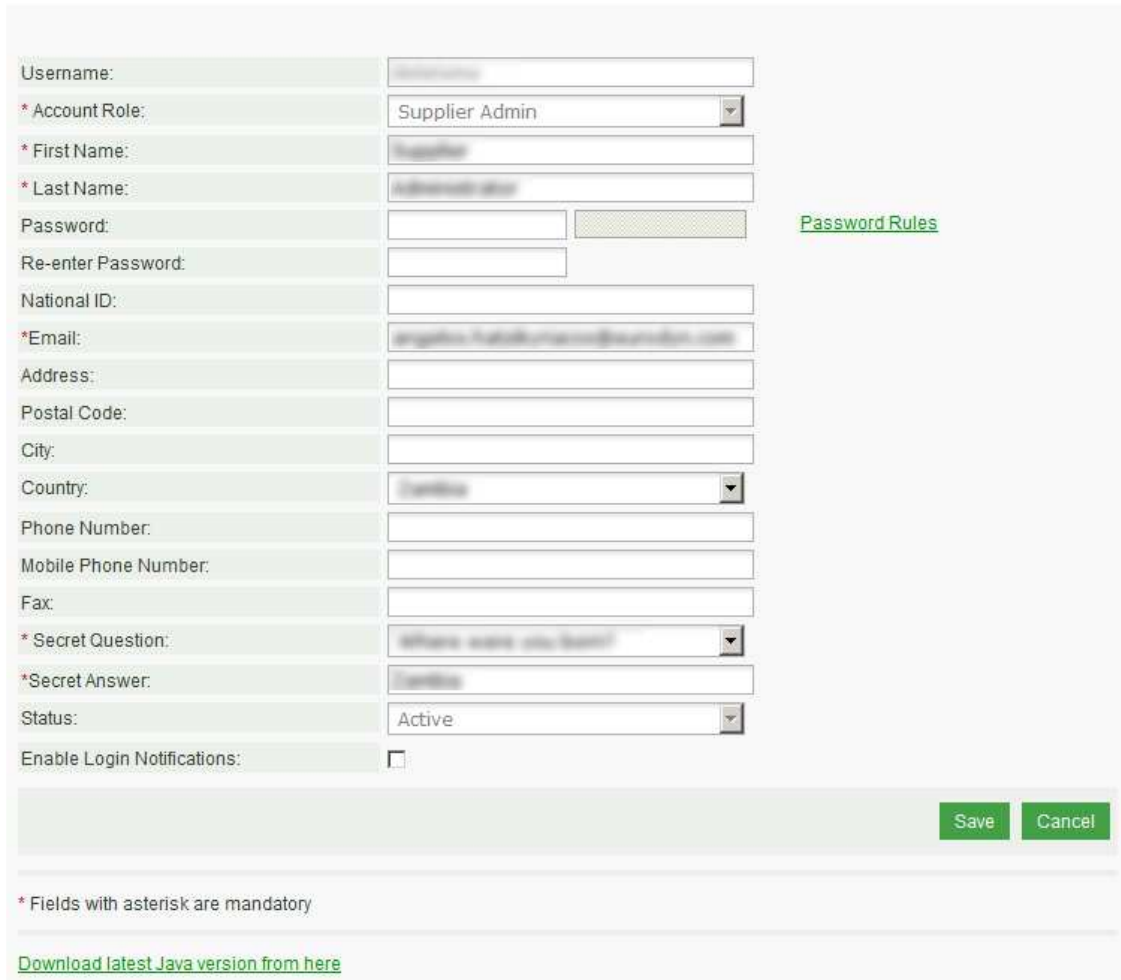
Figure 35: Insert a new user in the organisation

Initially, the account of the new user will be Inactive. The system will send an email to the new user confirming the successful registration. The email will contain the relevant transaction number. In order to activate his account the user must provide this number during his first login. Thereafter, the status of the account will be set to active.

4.4 Edit User's Details

The user can select the option “**Edit Account**” to edit the details of a specific user. The system will display all user details allowing their modification (Figure 34).

Edit Account



The screenshot shows a web form titled "Edit Account" with a yellow header bar. The form contains the following fields:

- Username:** Text input field.
- * Account Role:** Dropdown menu with "Supplier Admin" selected.
- * First Name:** Text input field.
- * Last Name:** Text input field.
- Password:** Two text input fields for password and re-enter password.
- Re-enter Password:** Text input field.
- National ID:** Text input field.
- *Email:** Text input field with a pre-filled email address.
- Address:** Text input field.
- Postal Code:** Text input field.
- City:** Text input field.
- Country:** Dropdown menu with "Zambia" selected.
- Phone Number:** Text input field.
- Mobile Phone Number:** Text input field.
- Fax:** Text input field.
- * Secret Question:** Dropdown menu with "Where were you born?" selected.
- *Secret Answer:** Text input field with "Zambia" pre-filled.
- Status:** Dropdown menu with "Active" selected.
- Enable Login Notifications:** A checkbox that is currently unchecked.

At the bottom right of the form are two green buttons: "Save" and "Cancel". To the right of the password fields is a link labeled "Password Rules". Below the form, there is a note: "* Fields with asterisk are mandatory" and a link: "Download latest Java version from here".

Figure 36: Editing user details

Selecting the button “**Save**” will update the user’s details (Figure 36).

4.5 Login Notifications

A user can choose to be notified by e-mail whenever their credentials are used to login to the e-GP system. This is accomplished on the Edit Profile page by selecting the checkbox to enable login notifications.

Edit Account

Username:	<input type="text"/>	
* Account Role:	Supplier Admin	<input type="button" value="v"/>
* First Name:	<input type="text"/>	
* Last Name:	<input type="text"/>	
Password:	<input type="password"/>	<input type="button" value="x"/> Password Rules
Re-enter Password:	<input type="password"/>	
National ID:	<input type="text"/>	
*Email:	<input type="text"/>	
Address:	<input type="text"/>	
Postal Code:	<input type="text"/>	
City:	<input type="text"/>	
Country:	Zambia	<input type="button" value="v"/>
Phone Number:	<input type="text"/>	
Mobile Phone Number:	<input type="text"/>	
Fax:	<input type="text"/>	
* Secret Question:	Where were you born?	<input type="button" value="v"/>
*Secret Answer:	<input type="text"/>	
Status:	Active	<input type="button" value="v"/>
Enable Login Notifications:	<input type="checkbox"/>	

* Fields with asterisk are mandatory

[Download latest Java version from here](#)

Figure 37: Login notifications

If the login notifications are enabled/disabled by an administrative user and not by the individual user, the user receives an e-mail notification that their profile has been modified.

Your account on the e-GP Platform has been modified by the administrator to enable/disable logon notifications.

You can view your profile by clicking on the link below:

If you require further assistance, click on the "Contact Us" link at the top of the homepage.

 IMPORTANT: All actions within the e-GP Platform will be recorded for auditing purposes. This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the e-GP manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

Please do not reply to this mail.

Figure 38: Login notifications administrator action confirmation e-mail

When login notifications are activated, each time the user’s credentials are used to login to e-GP, an e-mail notification is sent to the registered e-mail address of the user.

Your username () and password have been used to logon to the Zambia e-GP system on 02 February 2016 09:45:00. If you did not perform this action, you should reset your password using the link below as soon as possible and notify your system administrator of the unauthorised logon: [/forgotPassword.do](#)

If you don’t know who your system administrator is or if you require further assistance, click on the “Contact Us” link at the top of the homepage.

We have sent this notification because you have subscribed to receive notifications whenever a logon is processed for your account. If you wish to disable future notifications, you can modify your profile by clicking on the link below:

IMPORTANT: All actions within the e-GP Platform will be recorded for auditing purposes. This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the e-GP manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

Please do not reply to this mail.

Figure 39: Login notification e-mail



4.6 Edit UNSPSC Codes

In order to edit the UNSPSC codes associated with the Supplier the user selects the “Edit UNSPSC Codes” option in Supplier Organisation management page (Figure 31). The system displays the UNSPSC codes which are currently associated with the Supplier (if any).

Edit UNSPSC Codes



Figure 40: Edit UNSPSC codes

The user can add new UNSPSC codes by the use of the  button. The  button is used to delete a selected UNSPSC code.

After modifying the associated UNSPSC codes (Figure 40), the user can select the “Finish” button to store the changes.

5 Searching Functionality

The e-GP system provides both Simple and Advanced search mechanisms. Both functionalities allow searching for Tenders, Organisations and Annual Procurement Plan entries.

5.1 Simple Search

The simple search functionality covers searching for available Tenders, registered Organisations and published Annual Procurement Plan entries.

Simple search queries are performed by:

- Selecting the type of searching (Tenders, Organisations or Plan) from the selection list.
- Providing the full name of the required record or part of it using the "*" wildcard.
- Selecting the button "Search".

The results, if any, are then presented in a tabular form.

Search:

Simple search

Search Results

#	Title	PE	Info	Bids Submission Deadline	Procedure	Status	Estimated Total Contract Value
1	[Title]	[PE]	[Info]	04/04/2016 12:00:00	Open Selection International	Evaluation	[Value]
2	[Title]	[PE]	[Info]	31/03/2016 00:00:00	Open Bidding National	Evaluation	[Value]
3	[Title]	[PE]	[Info]	11/03/2016 00:00:00	Simplified Bidding	Evaluation	[Value]
4	[Title]	[PE]	[Info]	29/02/2016 00:00:00	Simplified Bidding	Evaluation	[Value]
5	[Title]	[PE]	[Info]	04/04/2016 12:00:00	Open Selection International	Cancelled	[Value]
6	[Title]	[PE]	[Info]	04/04/2016 12:00:00	Open Selection International	Cancelled	[Value]
7	[Title]	[PE]	[Info]	04/04/2016 12:00:00	Open Selection International	Evaluation	[Value]
8	[Title]	[PE]	[Info]	04/04/2016 12:00:00	Open Selection International	Cancelled	[Value]
9	[Title]	[PE]	[Info]	26/02/2016 12:00:00	Simplified Bidding	Cancelled	[Value]
10	[Title]	[PE]	[Info]	26/02/2016 12:00:00	Simplified Bidding	Awarded	[Value]

92 results in total. Displaying: 1-10
Page 1 of 10

Figure 41: Simple search for tender

5.2 Advanced Search

The advanced search functionality enables searching for Tenders, Organisations and Annual Procurement Plan entries. In order to perform an advanced search query, the user should:

- Select the type of the search by using the appropriate button
- Provide information in one or more fields (use of * wildcard is also enabled).
- Select the button "Search"

For further information on each criterion select the respective info icon .

The results, if any, will be presented in a tabular form.

Advanced Search

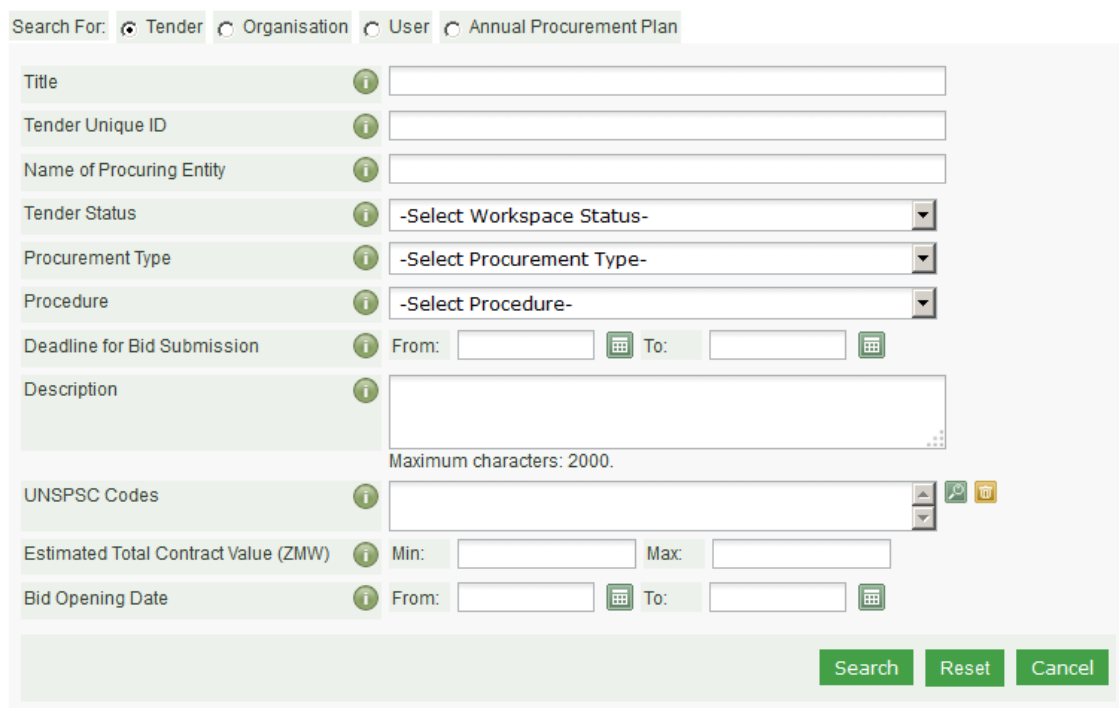


Figure 42: Advanced search for a tender

A Supplier user can only search for procuring entities when searching for Organisations and cannot search for other Supplier organisations. Figure 43 provides an example of a search query for Procuring Entities.

Advanced Search

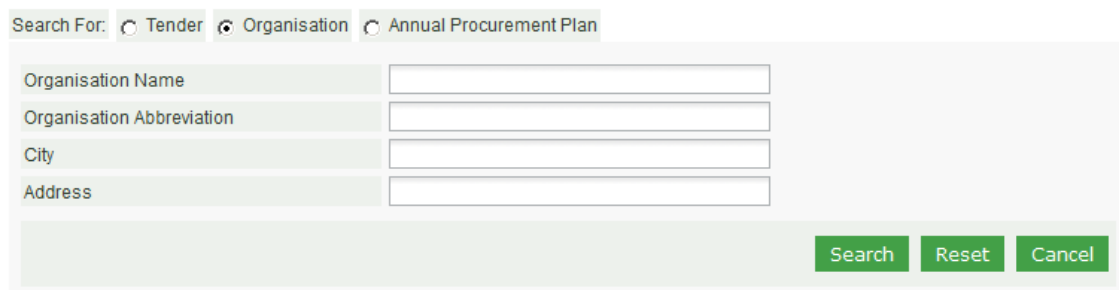




Figure 43: Advanced search for a Procuring Entity

Annual procurement plan entries can be filtered by any combination of the publication date, the procurement type, the procurement method, the UNSPSC code or the procuring entity.

Search for Procurement Plan



Search For: Tender Organisation User Annual Procurement Plan

From Publication Date:  hh: mm:

To Publication Date:  hh: mm:

Procurement Type:

Procurement Method:

UNSPSC Codes:  



Procuring Entity:  

Figure 44: Advanced search for an annual procurement plan entry

5.3 Latest Tender Search

In order to view the latest Tenders published within the service, the user can click on the "Current Tenders", as depicted in Figure 45. This will present automatically the list of the latest Tenders that are available to the user (depending on his/her access rights).

Search:

Figure 45: Latest Tender search

6 Tender Workspace

6.1 View Tender Workspace

In order for the user to preview the details of the Tender he needs to select the option “**View Tender**” from the **Tender Menu** (Figure 46).

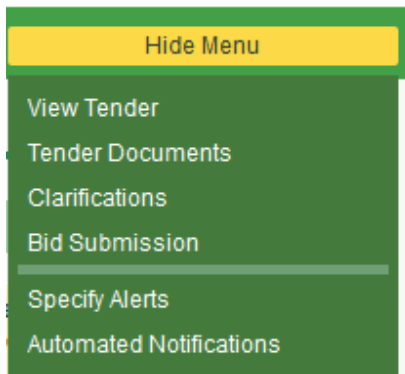


Figure 46: Tender Menu

The system will display all details (Figure 47) of the particular Tender (e.g. Title, information regarding associated deadlines, etc).

6.3 Clarifications

In order to create a clarification request and to preview a clarification response, the user needs to select the option “Clarifications” from the “Tender Menu” (Figure 50). This option is available in the “Tender Menu”, during the clarification period.

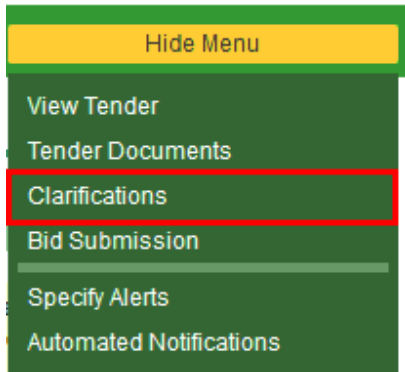
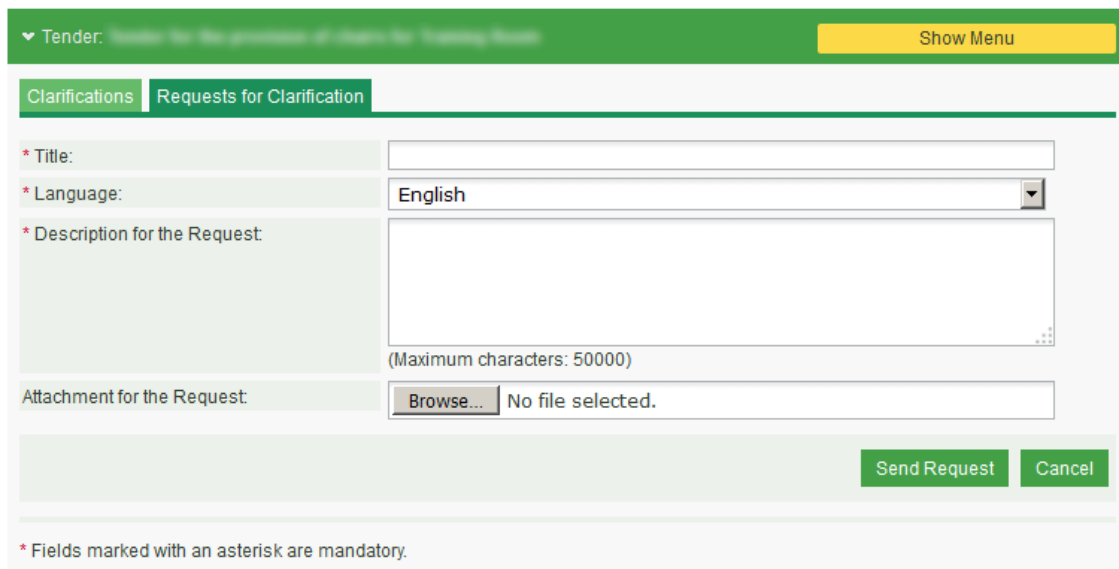


Figure 50: Tender Menu, option “Clarifications”

6.3.1 Create a Clarification Request

In order to create a clarification request, the user selects the “Requests for Clarification” tab from the main Clarifications page (Figure 51).

Clarifications



The screenshot shows a web interface for creating a clarification request. At the top, there's a green header with a dropdown menu for 'Tender' and a yellow 'Show Menu' button. Below this, there are two tabs: 'Clarifications' and 'Requests for Clarification' (which is active). The form contains several fields:

- * Title: A text input field.
- * Language: A dropdown menu currently set to 'English'.
- * Description for the Request: A large text area with a character count '(Maximum characters: 50000)' below it.
- Attachment for the Request: A 'Browse...' button followed by the text 'No file selected.'

 At the bottom right of the form are two green buttons: 'Send Request' and 'Cancel'. A note at the bottom left states: '* Fields marked with an asterisk are mandatory.'

Figure 51: Tender Clarifications

The user completes the request for clarification by providing the following information:

- Title
- Language
- Description for the request

- A file attachment for the request (optional and applies only if this has been allowed by the Buying organisation)

Selecting the button “**Send Request**” sends the request to the tender coordinator.

6.3.2 View a Clarification Response

The user can view a clarification response only after it is published by the Procurement Officer. A list of all clarification responses is displayed in the “**Clarifications**” tab of the main Clarifications page.

In order to preview the content of the response, the user selects the displayed title. Then, the system expands the details of the response (Figure 52):

- Description for the request
- Procurement Officer’s clarification response
- Attachment (if exists)

Clarifications

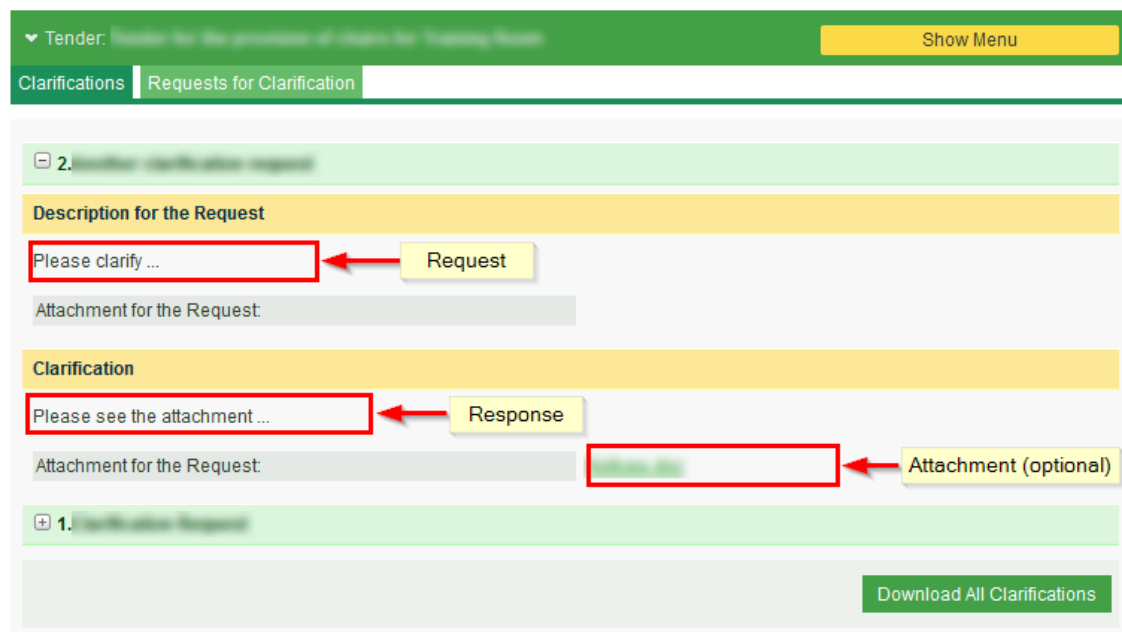


Figure 52: Response to a clarification request

Selecting the button “**Download All Clarifications**” enables the user to download an archive file with the details of all clarification requests submitted and their associated responses.

6.4 Evaluation Clarifications

Evaluation clarifications are requests submitted by the Procuring Entity in the context of a specific Tender during the evaluation phase. To preview any evaluation clarification request the user needs to select the “**Clarifications**” option found under the Tender menu (Figure 50). By selecting the “**Evaluation Clarifications**” tab, a list of all the evaluation clarifications is displayed (Figure 53).

Clarifications

▼ Tender: [View the details of the tender](#)
Show Menu

Clarifications
Evaluation Clarifications

Select	Clarification ID	Title of Request	Question Attachment	Description	Date and Time	Status
<input type="radio"/>	N/A	Evaluation clarification request	View Attachment	Please clarify what are the...	2016/04/14 14:28:30	■ Unanswered

1 results in total. Displaying: 1-1
Page 1 of 1 << < > >>

View Clarification
Answer Clarification Request

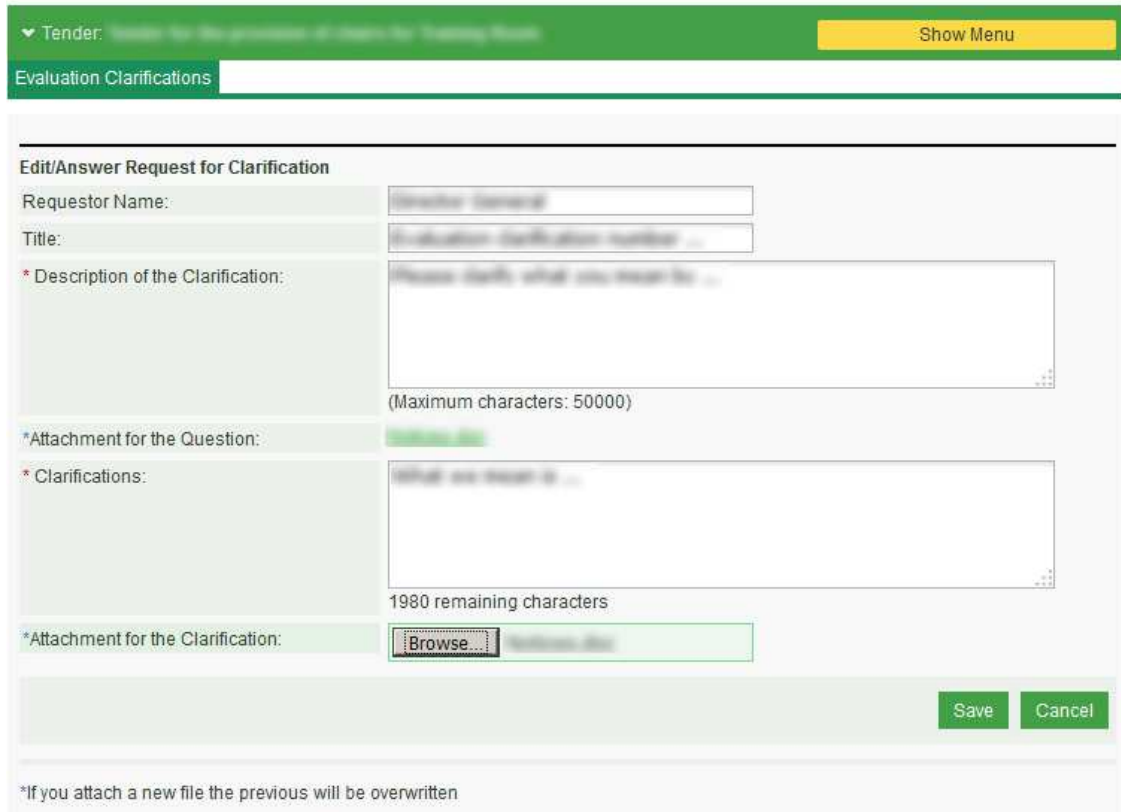
*The clarification was received offline.

■ Answered | ■ Unanswered

Figure 53: List of evaluation clarification requests

The user can answer to the clarification request by selecting “Answer Clarification Request”. The user completes the clarification by providing his response in the “Clarifications” text area.

Clarifications



▼ Tender: [View the Procurement Details by Tender Name](#) [Show Menu](#)

Evaluation Clarifications

Edit/Answer Request for Clarification

Requestor Name:

Title:

* Description of the Clarification:
(Maximum characters: 50000)

* Attachment for the Question:

* Clarifications:
1980 remaining characters

* Attachment for the Clarification:

[Save](#) [Cancel](#)

*If you attach a new file the previous will be overwritten

Figure 54: Evaluation clarification response

7 Creation of a Bid

The bid is created by the Supplier following a sequence of steps described below that enable the user to prepare, encrypt and securely upload the bid to the e-GP system. A Supplier may submit a bid via online means, or send it offline to the Procuring Entity. The latter approach, however, is highly discouraged if the benefits of the e-GP system are to be fully exploited.

7.1 Participation Fee

If the procuring entity has configured a bid participation fee in the tender structure, the supplier is able to download all the tender documentation to conduct an assessment of the tender requirements at no cost. However, before being able to submit a bid the required bid fee must be paid. The payment process is identical to that followed for supplier registration (see section 3.2).

7.2 Prepare Online Bid

Once a Contract Notice is published by a procuring entity regarding a specific Tender, the supplier user that intends to submit a bid may proceed to create a valid bid for the e-GP system in two manners. Either create an online bid or create an offline one. This section describes the process for creating an online bid, through the steps in the following paragraphs.

7.2.1 Online Bid Preparation Tool

Click on the “Bid submission” option of the Tender Menu (Figure 55).

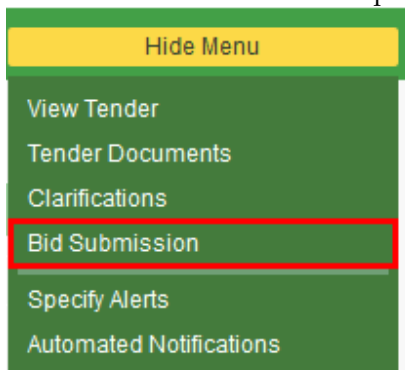


Figure 55: Bid submission option of Tender menu

The first time the bid submission section is accessed, the user has to accept the Supplier Declaration and to confirm that their details are correct by clicking on the “Accept & Confirm all of the above” button (Figure 56).

View Bids

▼ Tender: [View Bid for the purchase of 10000kg of Training Books](#) Show Menu

1. Accept Agreement for this Tender

[View Supplier Declaration.doc](#)

2. Confirm the validity of your user details

Name	Last Name	Username
<input type="text"/>	<input type="text"/>	<input type="text"/>

Accept & Confirm all of the above Cancel

Figure 56: Supplier declaration acceptance

After paying the bid participation fee, if applicable, the user will see the bid preparation tool in their browser (Figure 57). The browser downloads the bid preparation tool, which may require the downloading of the Java Runtime Environment (or an update) depending on the end-user PC configuration.

View Bids

i **Tender submission is now open.**
Please wait a few seconds for the Tender Preparation Tool to appear beneath this dialog and then complete all sections listed below, saving as draft quite often. After completing all sections, submit your tender. Your tender should then be listed in the list of submitted tenders below.

[Close](#)

▼ Tender: Call for quotes for the supply of mobiles
Show Menu

File Tools Help

Save
 Pack and Submit tender

0% Complete

Offline

- Complete Bid

Criterion I) Complete Bid

Criterion I.1) File

-
✖
1-2

Completed Criteria: 0/1

Cycle 1

List of Submitted Bids

# Submitted By	Name	D/P Receipt ID	D/P Submission Time	T/P Receipt ID	T/P Submission Time	Tender Conformance	Status	D/P Match Result	Received on Time
Remove									

✔ All items submitted/Contents Verified |
 ✖ Partially Pass
- Missing items/UnVerified Content/Late Submission

+ List of Draft Bids (created online)

Offline tender preparation and submission:

Prepare this response offline

Manual upload of tender package

Figure 57: Online bid creation

7.2.2 Supplier Responses to Bid Questions

After selecting the appropriate “Envelope” tab to access its sections, sub-sections and criteria, a screen similar to the following should be presented (Figure 58). The sections, sub-sections and criteria will differ depending on the tender structure defined by the procuring entity.

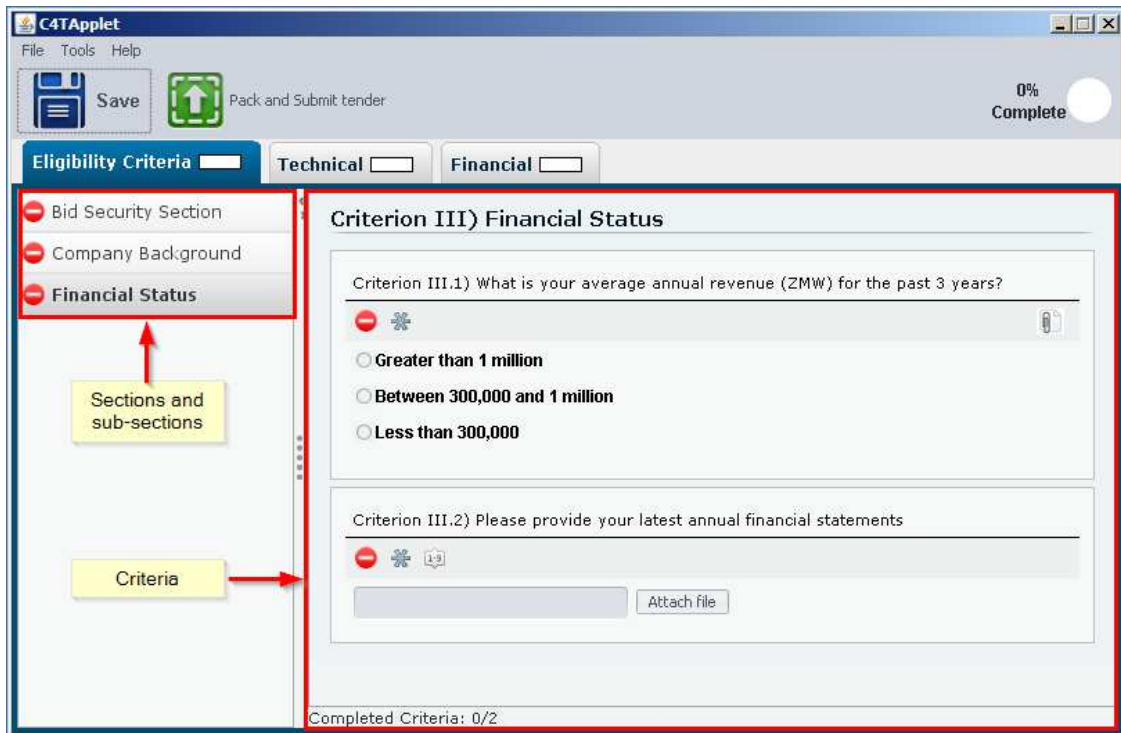



Figure 58: Expanded “Envelope” section

In this example, the user should select one of the three options of the first criterion and may optionally attach a file using the  button. The user must attach a file regarding the second criterion. The “% Complete” indicator will be adjusted as the user proceeds with answering the questions.

The user should proceed to complete all criteria included in the Eligibility, Technical and Financial envelopes.

7.2.3 Save a Bid

Once the above is done or in order not to lose current work, the user should save the bid using the “Save” or “Save As” options (Figure 59). The bid should be saved in a local directory of the user’s PC, since at this stage the bid is not encrypted (i.e. only encrypted bids are uploaded onto e-GP). In order to resume working on this response after the Tender Preparation Tool has been closed, the user must connect to e-GP with the same computer and the same browser.

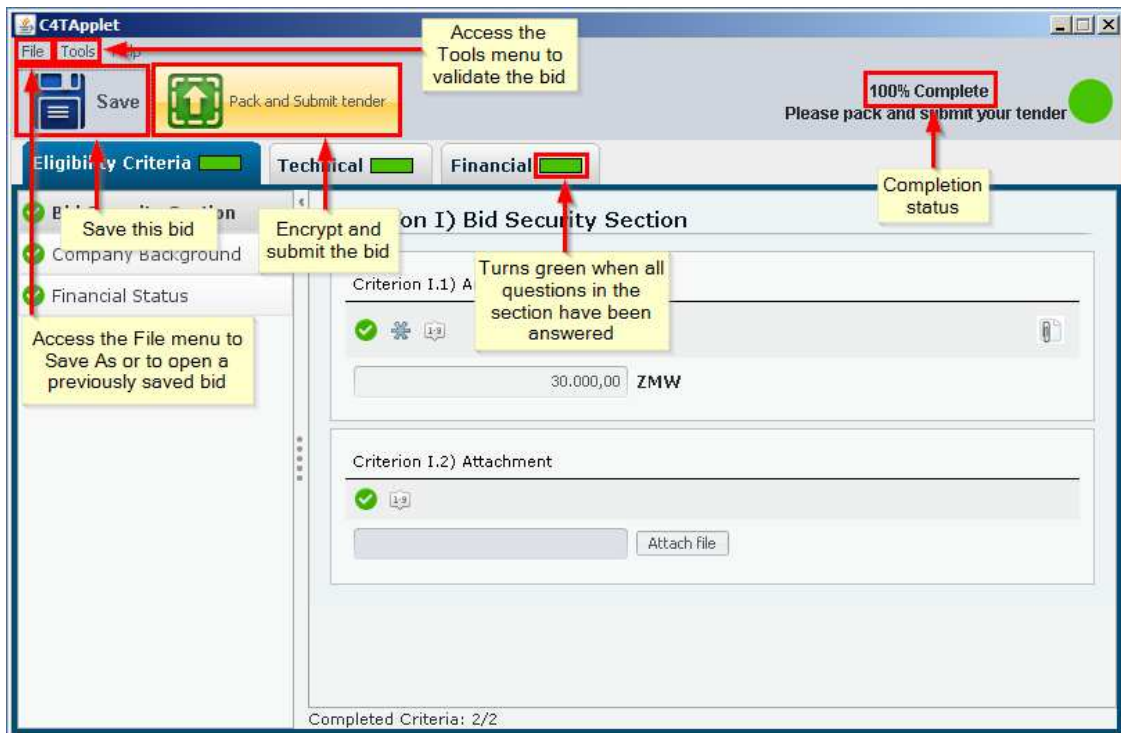


Figure 59: Bid preparation tool options

Upon a successful saving action, the system will report “Tender saved successfully”. At this stage the user may validate the bid, or at a future date “open” an already saved bid for further processing.

7.2.4 Pack and Submit a Bid

Once the user has completed its bid to its totality, the user should click the option to “Pack and Submit tender” (Figure 59). Through the above option, the bid will be encrypted and saved under a new name post-fixed with the text “_TENDER”. This file cannot be unlocked and/or viewed by anyone. It will be unlocked only when the Opening staff (PO/OS) authorise the unlocking of all bids after the end of the bid submission period.

The downloaded file is a zip file (named TPTandC4TXML.zip by default) containing both the Tender Preparation Tool (in a zip archive) as well as the tender questions in an XML file. The initial zip file must be de-compressed into a local folder on the end-user PC. The Preparation Tool is a zip file that the user should also de-compress into a local directory. After de-compression, the tool should be started using the file named "TenderPreparationTool.exe". Once the tool is started, the user should click on the "open" option and open the XML file forming the Evaluation Criteria of the Tender. All the rest of the steps for bid preparation are identical to the online part.

Once all questions have been answered and the bid has been saved, the bid should be encrypted using the "Pack" button (Figure 61).

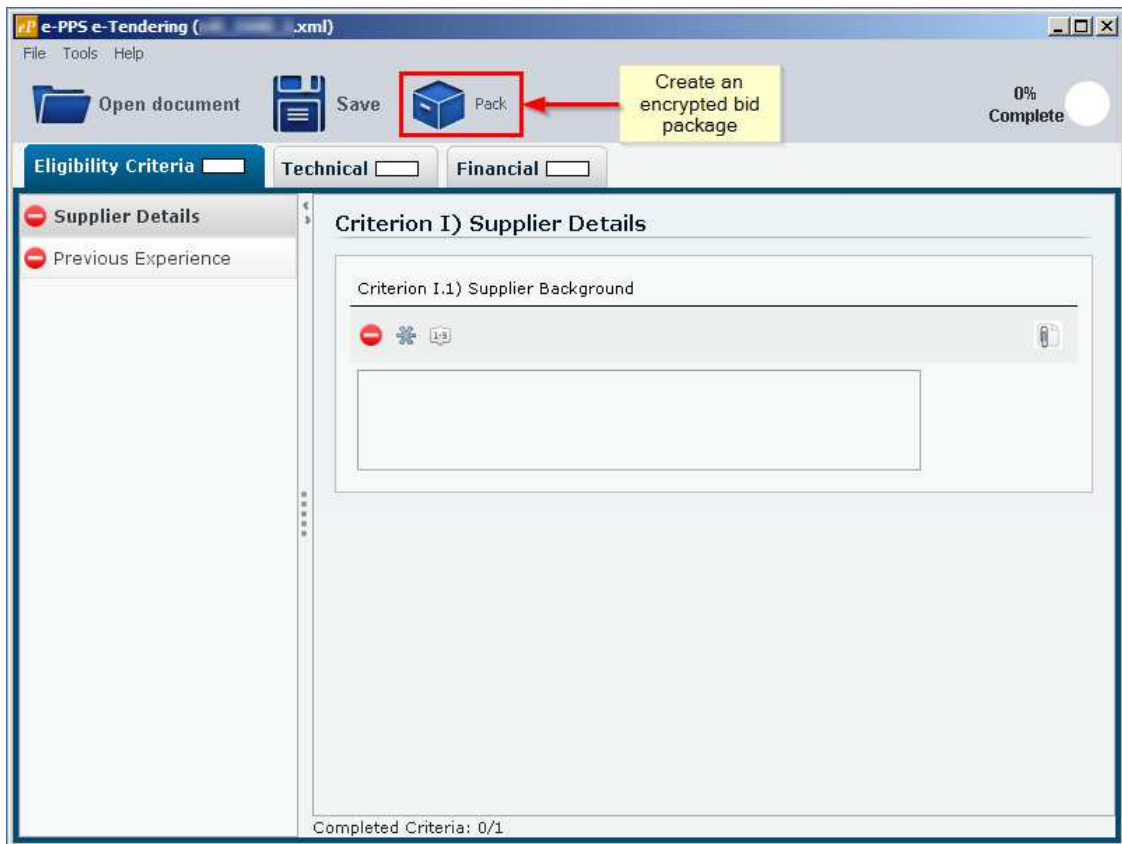
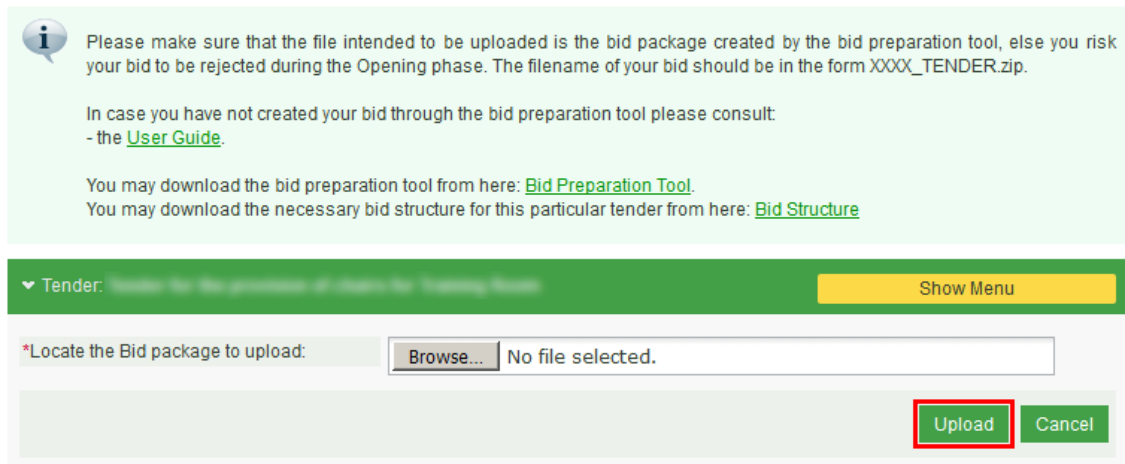


Figure 61: Offline bid preparation tool

The user then needs to return to the e-GP system to submit the bid created offline by clicking on the “Manual upload of tender package” button (Figure 60). The user will be prompted to locate and select the packed archive ending in “_TENDER.zip” for uploading. The process is completed by clicking the “Upload button” (Figure 62).

Upload Bid Package



i Please make sure that the file intended to be uploaded is the bid package created by the bid preparation tool, else you risk your bid to be rejected during the Opening phase. The filename of your bid should be in the form XXXX_TENDER.zip.

In case you have not created your bid through the bid preparation tool please consult - the [User Guide](#).

You may download the bid preparation tool from here: [Bid Preparation Tool](#).
You may download the necessary bid structure for this particular tender from here: [Bid Structure](#)

▼ Tender: Show Menu

*Locate the Bid package to upload: Browse... No file selected.

Figure 62: Upload offline bid package

8 Feedback

After the announcement of the evaluation results, a standstill period is in effect allowing suppliers to request clarification regarding the outcome of the evaluation. This feedback is requested by selecting the “Feedback” option in the Tender Menu (Figure 63).

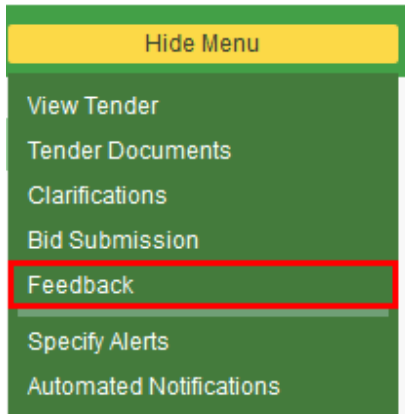


Figure 63: Feedback selection in the tender menu

The supplier user completes the form and sends the request to the procuring entity.

Provide your Feedback

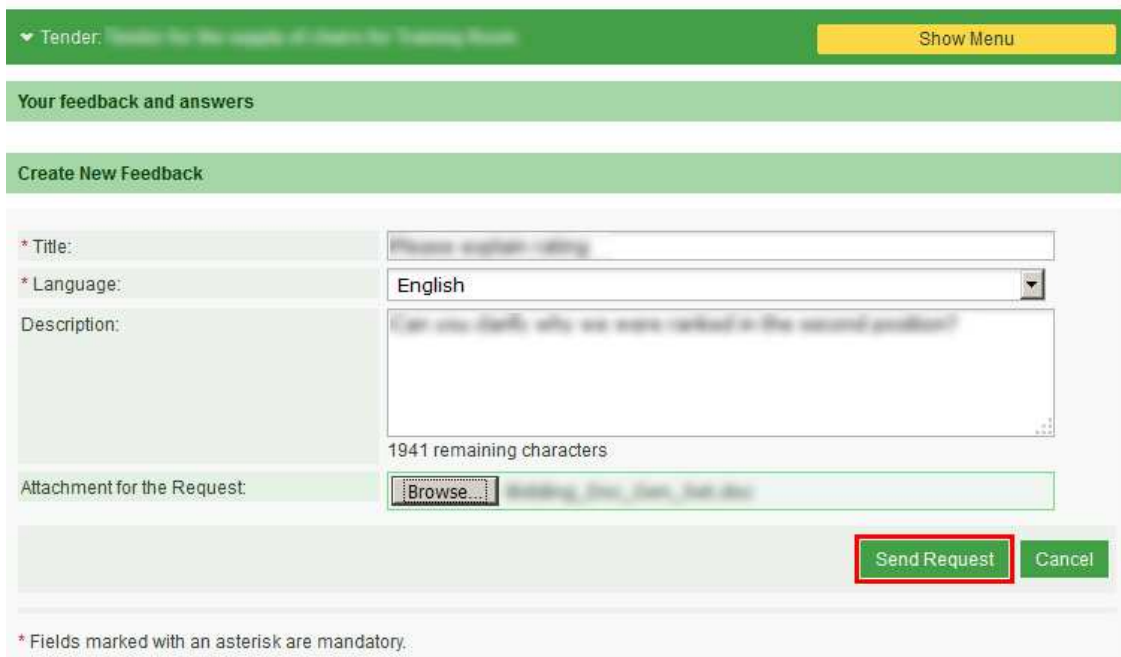
A screenshot of a web form titled 'Provide your Feedback'. At the top, there is a green header bar with a dropdown menu for 'Tender:' and a yellow 'Show Menu' button. Below the header is a green bar with the text 'Your feedback and answers'. The main section is titled 'Create New Feedback' and contains several input fields: '* Title:' with a text box containing 'Please explain why...'; '* Language:' with a dropdown menu set to 'English'; 'Description:' with a large text area containing the text '(Can you clarify why we were ranked in the second position?)' and a character count of '1941 remaining characters'; and 'Attachment for the Request:' with a 'Browse...' button. At the bottom right of the form are two buttons: 'Send Request' (highlighted with a red border) and 'Cancel'. A note at the bottom left states '* Fields marked with an asterisk are mandatory.'

Figure 64: Submit feedback request

After the procuring entity has responded to the request, the supplier user can view the response provided by accessing the “Feedback” menu in the Tender Menu.

Provide your Feedback



The screenshot shows a web interface for providing feedback. At the top, there is a green navigation bar with a dropdown menu labeled 'Tender' and a yellow 'Show Menu' button. Below this is a section titled 'Your feedback and answers' in a light green header. The first item is '1. Provide supplier rating'. Underneath, there is a yellow header for 'Description of your Feedback' with a sub-header 'Can you clarify why you were selected in the second round?'. Below this is a grey input field for 'Attachment for the Feedback:' with a green 'Upload File' button. The next section is 'Answer' with a sub-header 'The scoring was based on cost and another criteria was lower than our offer'. Below this is a grey input field for 'Attachment for the Answer:' with the text 'No attachment'.

Figure 65: View feedback response

9 Appeals

A supplier who has submitted a request for feedback and is not satisfied with the response received from the procuring entity can lodge an appeal against the tender. The appeal can only be lodged during the standstill period, but as soon as an appeal is lodged the tender status changes to Suspended. The tender workflow cannot be resumed until all appeals have been finalised. The supplier user must select the “Appeals” menu item in the tender’s menu to navigate to the respective page.

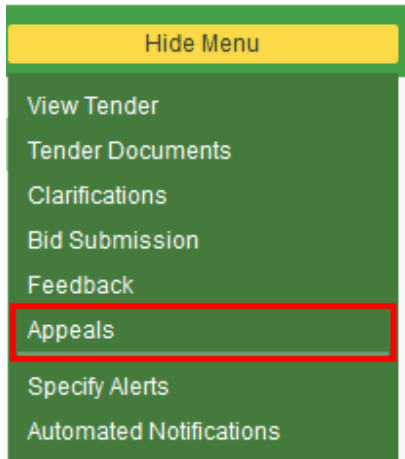
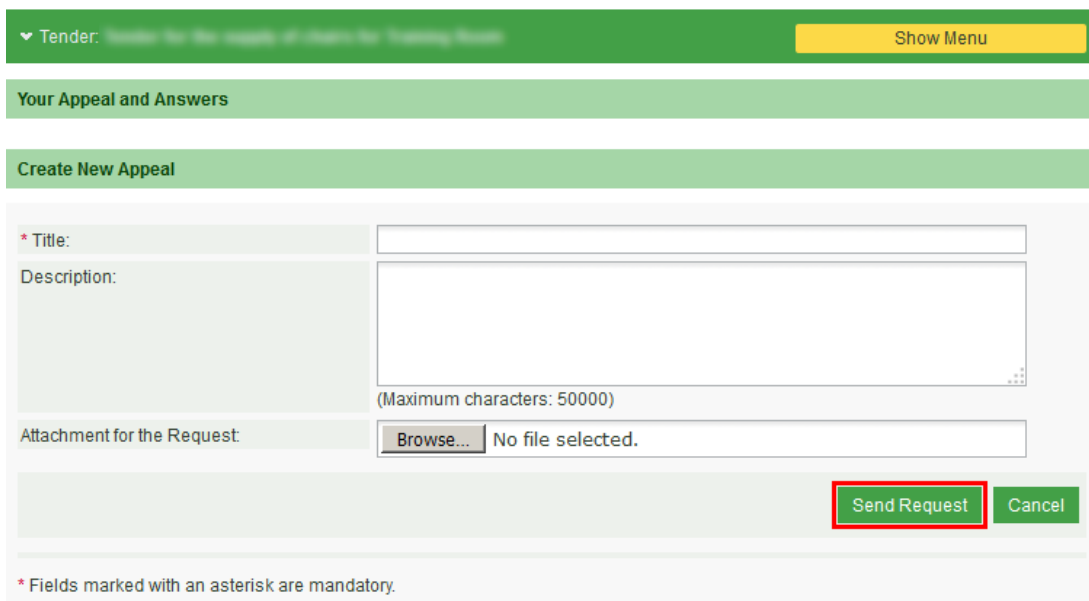


Figure 66: Appeals menu selection

Before lodging the appeal, an appeal fee may need to be paid. The user must follow the instructions in section 3.2 to complete the payment. Once the payment has been successfully completed, the user is shown the screen to submit the appeal (Figure 67).

Provide your Appeal



The screenshot shows a web form titled 'Provide your Appeal'. At the top, there is a green bar with a dropdown menu for 'Tender' and a yellow 'Show Menu' button. Below this is a section titled 'Your Appeal and Answers' and another titled 'Create New Appeal'. The form contains the following fields:

- * Title: A text input field.
- Description: A large text area with a character limit of 50,000.
- Attachment for the Request: A file upload field with a 'Browse...' button and the text 'No file selected.'

At the bottom right of the form, there are two buttons: 'Send Request' (highlighted with a red border) and 'Cancel'. A note at the bottom states: '* Fields marked with an asterisk are mandatory.'

Figure 67: Submit an appeal

The response to the appeal is available for the supplier user to view once the process is completed and the result is captured in the e-GP system. Another appeal can only be lodged if the standstill period of the tender has not elapsed. The appeal fee needs to be paid again in order to lodge a new appeal.

Provide your Appeal

▼ Tender: [View the details of the tender](#)
Show Menu

Your Appeal and Answers

1. **This is my appeal**

Description of your Appeal

Appeal on the following grounds:

Attachment for the Appeal: No attachment

Outcome

Reject

Suggested Action

Proceed to Awarding

Answer

Answer provided

10 Postqualifications

Postqualifications are requests submitted by the Procuring Entity in the context of a specific Tender at the end of the evaluation phase. They are very similar to Evaluation Clarifications, except that they are targeted at the bidder who was ranked in first position. To preview any postqualification request the user needs to select the “Postqualifications” option found under the Tender menu (Figure 68).

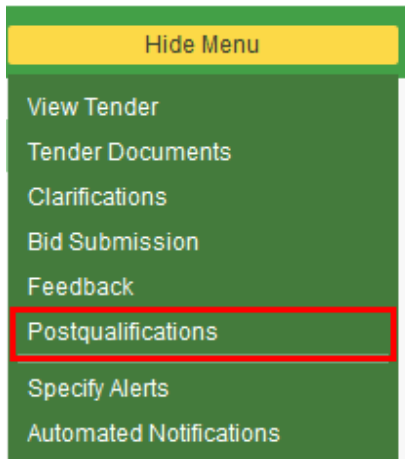


Figure 68: Postqualifications menu selection

A list of all the postqualification requests is displayed (Figure 69). The supplier user must respond to all the postqualification requests by selecting the radio button and clicking on the “Answer Postqualification Request” button.

Postqualifications

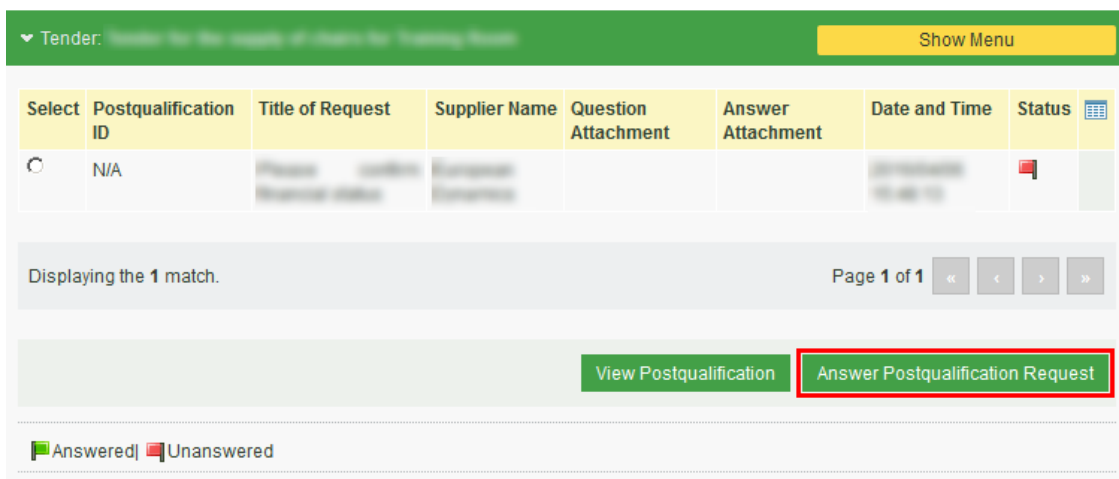
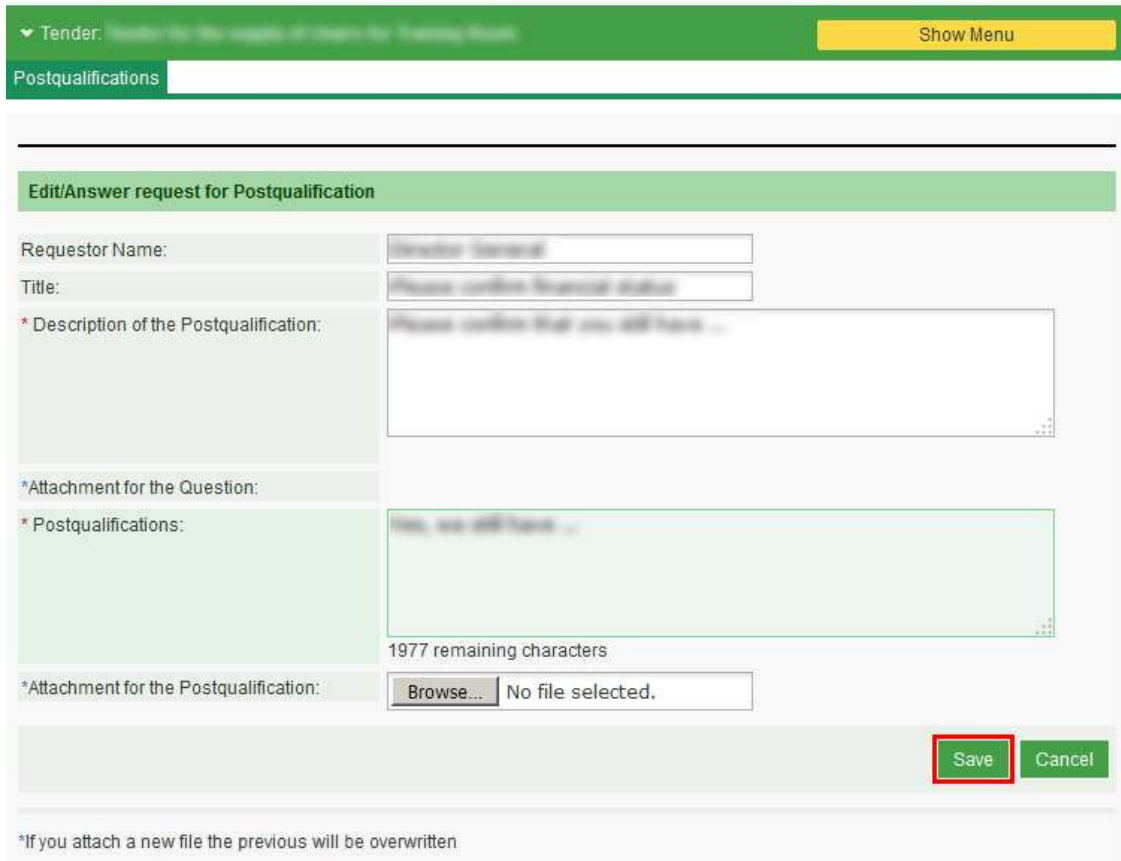


Figure 69: List of postqualification requests

The user completes the postclarification by providing his response in the “Postqualifications” text area (). Supporting documentation can be attached. Where multiple documents need to be provided, these should be combined in a zip file.

Postqualifications



The screenshot shows a web interface for responding to a postqualification request. At the top, there is a green navigation bar with a 'Tender' dropdown and a 'Show Menu' button. Below this is a breadcrumb trail: 'Postqualifications'. The main content area is titled 'Edit/Answer request for Postqualification'. It contains several form fields: 'Requestor Name' (with a dropdown menu), 'Title' (with a dropdown menu), 'Description of the Postqualification:' (a large text area), '*Attachment for the Question:' (a dropdown menu), '* Postqualifications:' (a large text area with a '1977 remaining characters' indicator), and '*Attachment for the Postqualification:' (with a 'Browse...' button and 'No file selected.' text). At the bottom right, there are 'Save' and 'Cancel' buttons. A note at the bottom states: '*If you attach a new file the previous will be overwritten.'

Figure 70: Respond to postqualification

11 Helpdesk contact details

To contact the e-GP helpdesk you may visit the “Contact Us” link.



Figure 71: Contact us link

The user may either select to fill in an online form and send it through the system, or directly contact the helpdesk team via phone or email.

Contact Us

For technical support on the e-GP system you may contact us through email or phone.

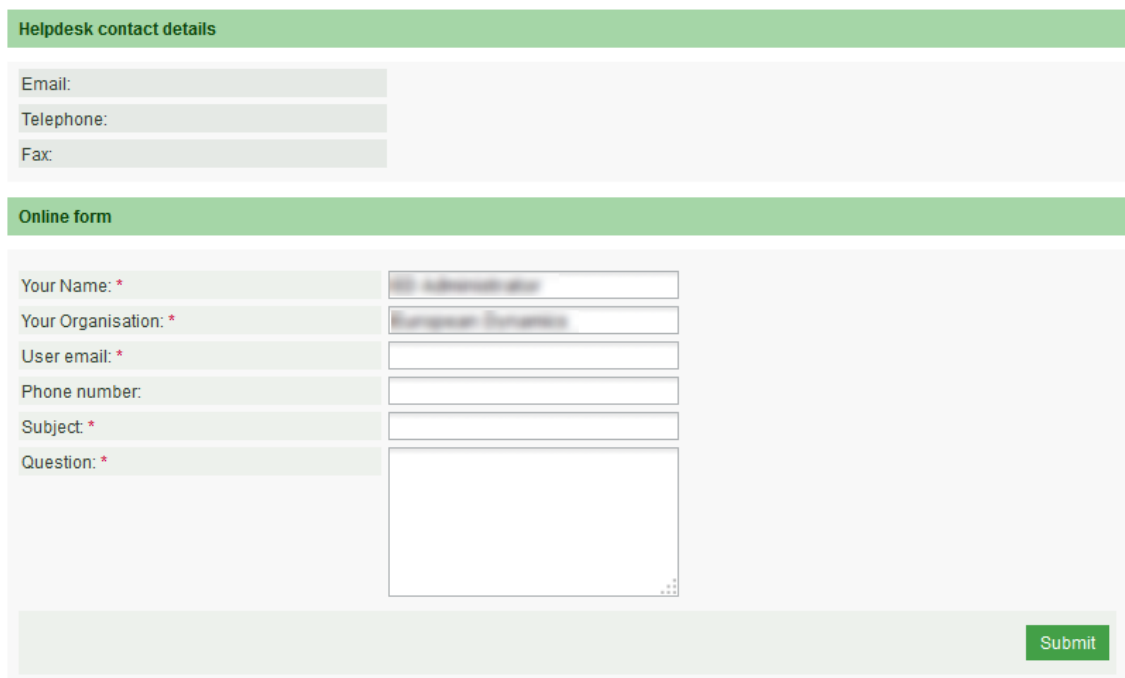


Figure 72: Contact us form