



***east london idz***  
*business streamlined*

# ONLINE TENDER PORTAL

## *USER GUIDE*



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## Purpose

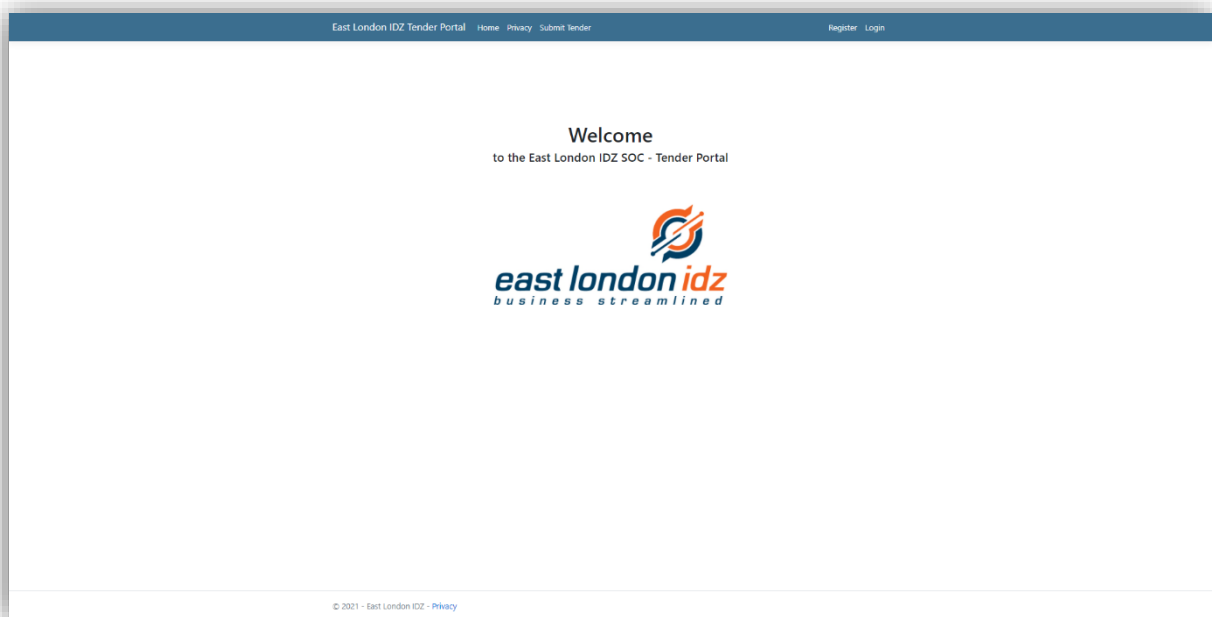
The purpose of this guide is to help service providers who intend to respond to online tenders of the East London Industrial Development Zone SOC (ELIDZ) through the registration process and tender submission process.

## Registration Process

To register on the Online Tender Portal (OTP) is a one-time process that any person representing a company / supplier will need to complete. Registration can be completed at any time, preferably not close to the tender closing time.

To start this process, open a web browser (Microsoft Edge, Firefox, Google Chrome) and navigate to: <https://tenderportal.elidz.co.za>

There you will be presented with the landing page similar to below (Image 1):



*Image 1*

On the navigation menu top right, you will find the link to “Register” and “Login” (Image 2)

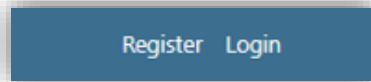


Image 2

For your first time click the “Register” link to navigate to the registration page.

You will be presented with a page that looks similar to below (Image 3) :

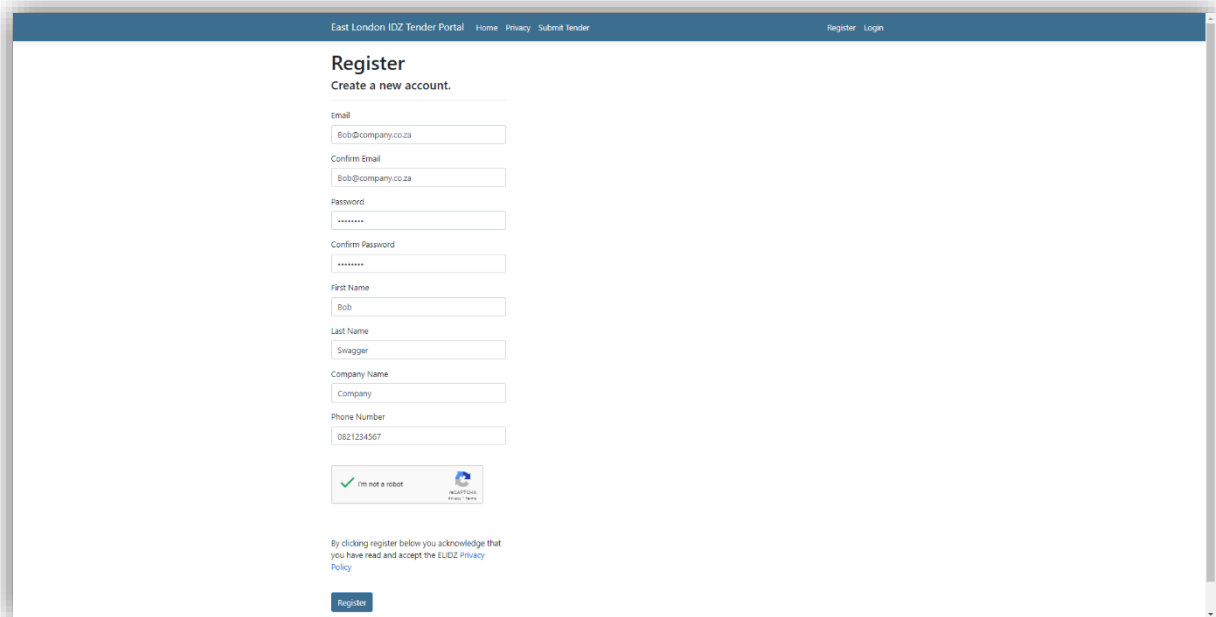


Image 3

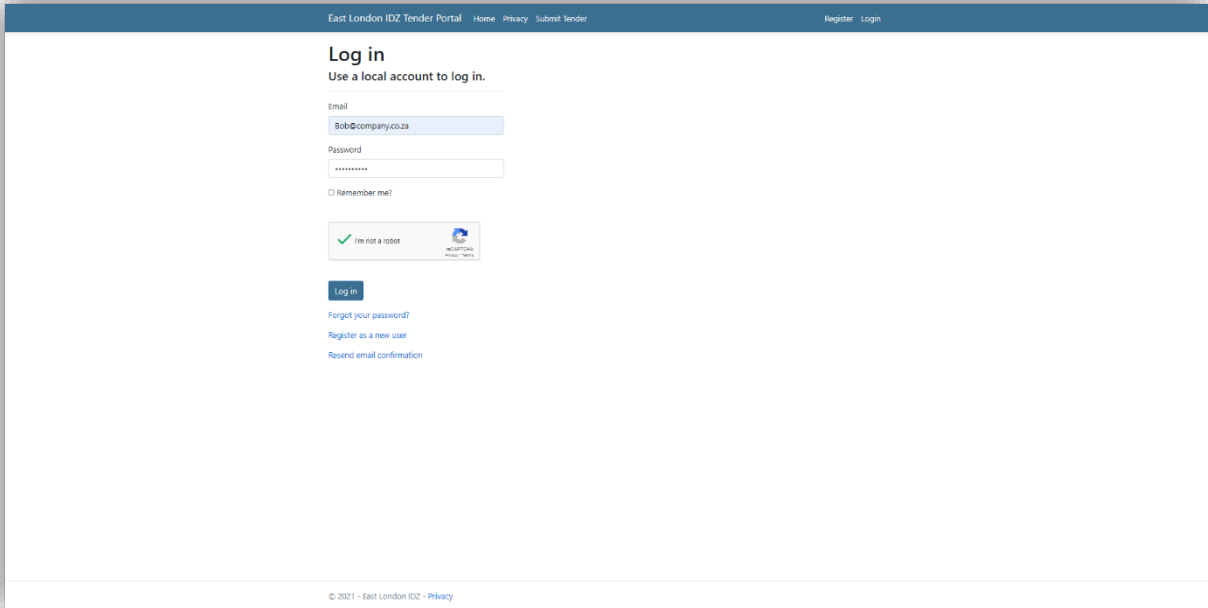
On the registration page please complete the following information:

- Email Address
- Confirm Email Address
- Password with Complexity,
- Confirm Password
- First Name
- Last Name
- Company Name
- Phone Number
- Check the “I’m not a robot” Button
- Review the ELIDZ Privacy Policy

If all your information is captured correctly then click the “Register” button to submit your application.

You will be sent an email confirmation link to verify your email address. Check your email and click the link to confirm and activate your account. This step must be completed before you are able to login. If you do not receive the email within 5-10 minutes check your “Junk Mail” or “Spam” folder.

Once you have activated the account you can navigate to the “Login” page similar to below (Image 4):

The image is a screenshot of a web browser displaying the 'Log in' page of the 'East London IDZ Tender Portal'. The page has a blue header bar with navigation links: 'Home', 'Privacy', 'Submit tender', 'Register', and 'Login'. The main content area is white and features a 'Log in' heading followed by the instruction 'Use a local account to log in.' Below this are two input fields: 'Email' (containing 'Bob@company.co.za') and 'Password' (masked with dots). A 'Remember me?' checkbox is present below the password field. A green checkmark icon and the text 'I'm not a robot' are visible, along with a reCAPTCHA logo. A blue 'Log in' button is positioned below the input fields. At the bottom of the form, there are three links: 'Forgot your password?', 'Register as a new user', and 'Resend email confirmation'. The footer of the page contains the copyright notice '© 2021 - East London IDZ - Privacy'.

*Image 4*

Complete the login form with your details from the registration step, click the “I’m not a robot” button and Login Button. Once logged in you will see your email address in the “Top Menu” bar.

The registration process is complete.

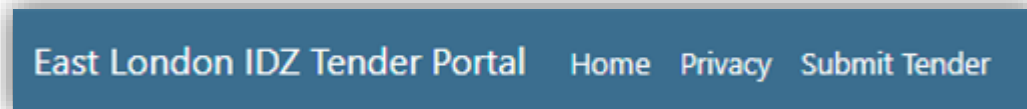


## Submission Process

To make a tender submission for an open tender you must have completed the registration process before and have an active login account.

Navigate to <https://tenderportal.elidz.co.za> and login with your credentials captured as part of the registration process.

Once logged in navigate to the “Submit Tender” link on the top menu as below (Image 5)



You will be presented with the tender submission page similar to below (Image 6 & 7):

A screenshot of a web application interface for tender submission. At the top, a dark blue header contains the site name and navigation links. Below the header, a message states "Please upload all your Tender Documents in PDF format." The main content area is divided into two sections: "Required Documents" and "Supporting Documents". The "Required Documents" section includes a dropdown menu to "Select the Correct Tender for your Submission" and a list of document types, each with a "Choose File" button and the status "No file chosen". The "Supporting Documents" section includes a "Company Profile" document type with a "Choose File" button and the status "No file chosen".

Image 6

The screenshot displays a web interface for document submission. At the top, there are two sections: 'CSD Registration Certificate' and 'Company Profile', each with a 'Choose File' button and the text 'No file chosen'. Below these is a blue header bar labeled 'Supporting Documents'. Under this header, a list of document types is shown, each with a 'Choose File' button and 'No file chosen' status: 'Valid Proof of Office Location', 'Skills Matrix and Curriculum Vitae's', 'Reference Letters', 'JV Participation Documentation (if applicable)', 'CIDB Registration', 'Workman's Compensation Registration', and 'Other Files'. A blue 'Upload' button is positioned at the bottom of the document list. The footer of the page reads '© 2021 - East London IDZ - Privacy'.

Image 7

Important items to note when making a submission:

- Under “Select the Correct Tender” combo box ensure you select the correct tender before making your submission.
- The ELIDZ will only allow the upload of PDF formatted files.
- Under the “Required Documents” section all required files must be uploaded to make a submission.
- Under the “Supporting Documents” section these documents are optional to make a submission, but dependant on the specific tender requirements, ensure you upload all the documents as specified by the tender you are responding to.
- Only one (1) file can be uploaded per document type, if you need to upload multiple documents for a single document type you will need to merge them in to one document and then upload.
- Ensure you make your submission before the Tender closing time; else you will not be able to make a submission.

Once all required files are uploaded click the “Upload” button to make your submission.

On a successful submission you will be directed to a page that will indicate the same.

## Submission Support

If for some reason you are experiencing challenges with making your submission or registration step, please contact the ELIDZ Supply Chain Officer that is administering the tender as per the tender documents.

They will provide you with support instructions.