Quick User Guide:
gCommerce Sourcing Module
Supplier Portal-Business Opportunities

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Abbreviations and definitions

Abbreviations

SITA   State Information Technology Agency

Definitions

gCommerce   The gCommerce platform is a central sourcing platform where suppliers and practitioners can perform activities aimed at modernising, simplifying, standardising, and automating supply chain management functions across all spheres of government.

Overview

Purpose of the user guide

This user guide is intended for users of the gCommerce Supplier Portal module in providing step by step on how to electronically respond to the published business opportunities.

References

- SITA instructional processes and standards [0145-00048].
- Document layout, writing and typing standard [eITKM-00002].

NOTE

The latest revision of a document applies.

Typographical conventions

The typographical conventions used in this document are described in Table 1

Table 1 - Typographical conventions

Convention	Object or term	Example
Upper case	Report names	The PENDING DOCUMENT report will be generated.
Bold	Option to be selected from a menu (consecutive menu options are separated by a vertical line)	Select **Edit	Copy** from the main menu.
	Window, screen, or dialog box name	The **Notepad** window will be displayed.
	Field name as it is displayed in the window, dialog box or screen	Type the username in the **Username** field.
	Message as it is displayed on the window or screen	A message, **Click here to begin**, will be displayed.
	Button or option in a dialog box, toolbar, or window	Click on the **OK** button.
	Text to be entered in a field or selected from a list	Type **Y** in the **Indicator** field. Select **Calibri Light** in the **Font** list box.
	Key as it is displayed on the keyboard	Type the necessary information and press **Enter**.
	Keys separated by "**+**" are to be pressed simultaneously	Press **Alt**+**Tab** to switch between applications.

Convention	Object or term	Example
>	This symbol indicates consecutive menu options to be selected during a process	Select **Object > Ledger** from the CALMIS Main menu.
NOTE	Indication of a note	You can also display the …
EXAMPLE	Indication of an example	The following example illustrates …

 NOTE

When a window, screen, or dialog box name is stated in a caption, it will not be in bold. When field names are listed in the **Field** column of a table, it will not be in bold.

Chapter 1
Introduction

1. Introduction

The Supplier Portal offers the opportunity to suppliers who are registered on the Supplier Portal of a specific organisation to electronically respond to bids and quotations published by the organisation to the open market or the specific supplier. It includes that a supplier may select a specific business opportunity, accept Terms and conditions, view an attachment relevant to the selected business opportunity, Select and answer attached questionnaires relevant to the selected business opportunity, if applicable, respond to all or specific detail lines applicable to the selected business opportunity, attach a document to support responses and electronically submit the responses to the selected business opportunity. Throughout the process, the supplier has visibility of the remaining time before the close for responses to the selected business opportunity

The Supplier Portal Module marketed by SITA develops a two-way, direct electronic mutually beneficial relationship with strategic supply partners to deliver greater levels of innovation and competitive advantage that could be achieved by operating independently or through a traditional, transactional purchasing arrangement. Simultaneously this ensures that available monetary resources of both the hosting organisation and supplier are managed and applied responsibly.

The following aspects of the supplier portal are accommodated on the Supplier Portal:

Registration on the Supplier Portal
Manage my account.
Supplier Information.
Supplier Surveys.
Business Opportunities.
Sourcing Opportunities.
Catalogue.
Finalisation: Awarded Business.
Award Notifications.
Contracts Awarded.
Contracts Amendments and Contract Price Addendums.
Purchase Orders.
Dispatch Notes.

Invoices and Credit Notes.

Accessing the gCommerce System

Login credentials and passwords resets, please contact gCommerce Help Desk at:

Email: gcommerce@sita.co.za

Tel: 0800611201

Navigate to https://ww1.gcommerce.gov.za   in your browser. The Government Procurement Portal landing page will be displayed as illustrated in Figure 1.

 NOTE

It is recommended that you use Google Chrome browser when accessing the **gCommerce** portal.

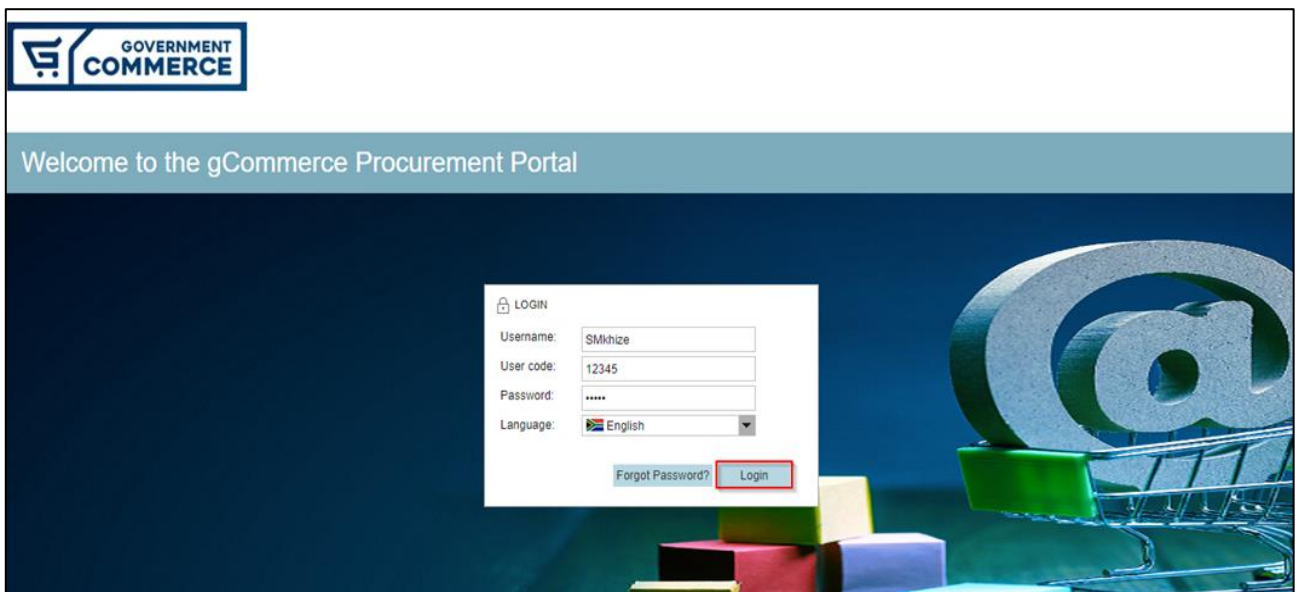Figure 1 - gCommerce procurement portal landing page

1.	Click on the **gCommerce** icon. The **gCommerce** landing page will be displayed as in figure 2.

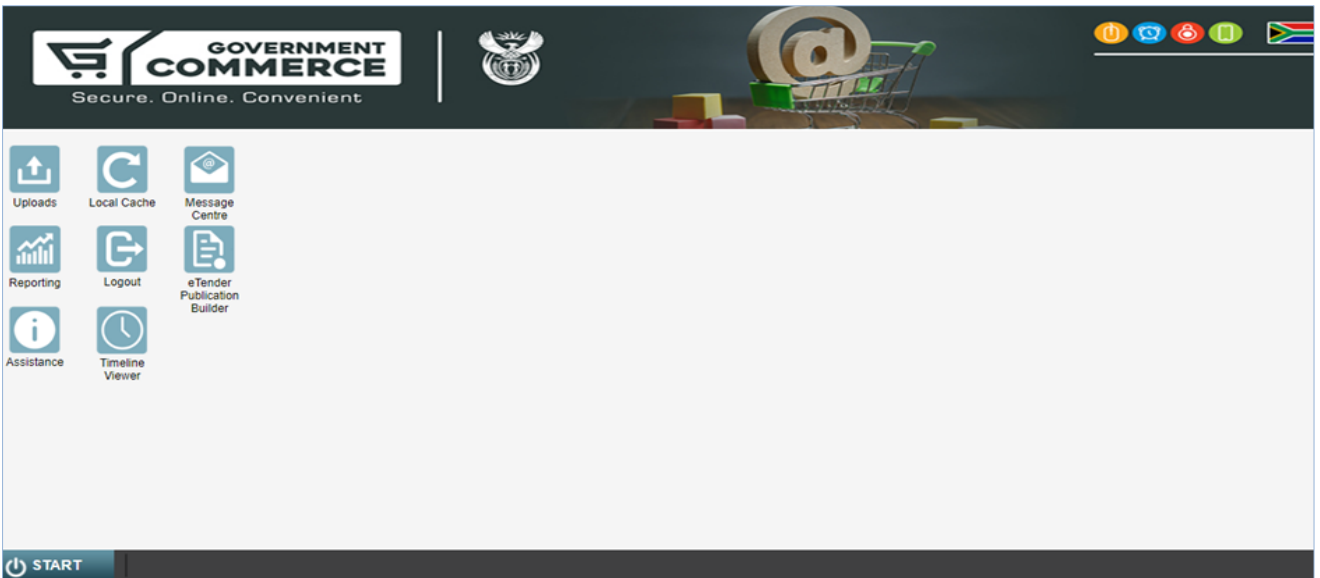Figure 2 - gCommerce landing page

2.	Click on the **Supplier** button. The **gCommerce Login** screen will be displayed as in figure 3.

Figure 3 - gCommerce Login screen

3.   Enter your username, user code and password and click on the **Login** button. The gCommerce portal will open as shown in figure 4.

Figure 4 gCommerce portal

Chapter 2
Business Opportunities

2.1 Business Opportunities Process Steps

Accessing the gCommerce Business Opportunities as a supplier, do the following:

1) Navigate to https://ww1.gcommerce.gov.za/iss/login.aspx , in your browser and the screen as shown in figure 5 below will display and enter the necessary details in:
   a. Username
   b. Usercode
   c. Password

Figure 5 - gCommerce login page

NOTE

Upon the successful login, the **Gcommerce Portal** will display and proceed to step 2.

2) Select **Sourcing Opportunities** under **Business Opportunities** frame box
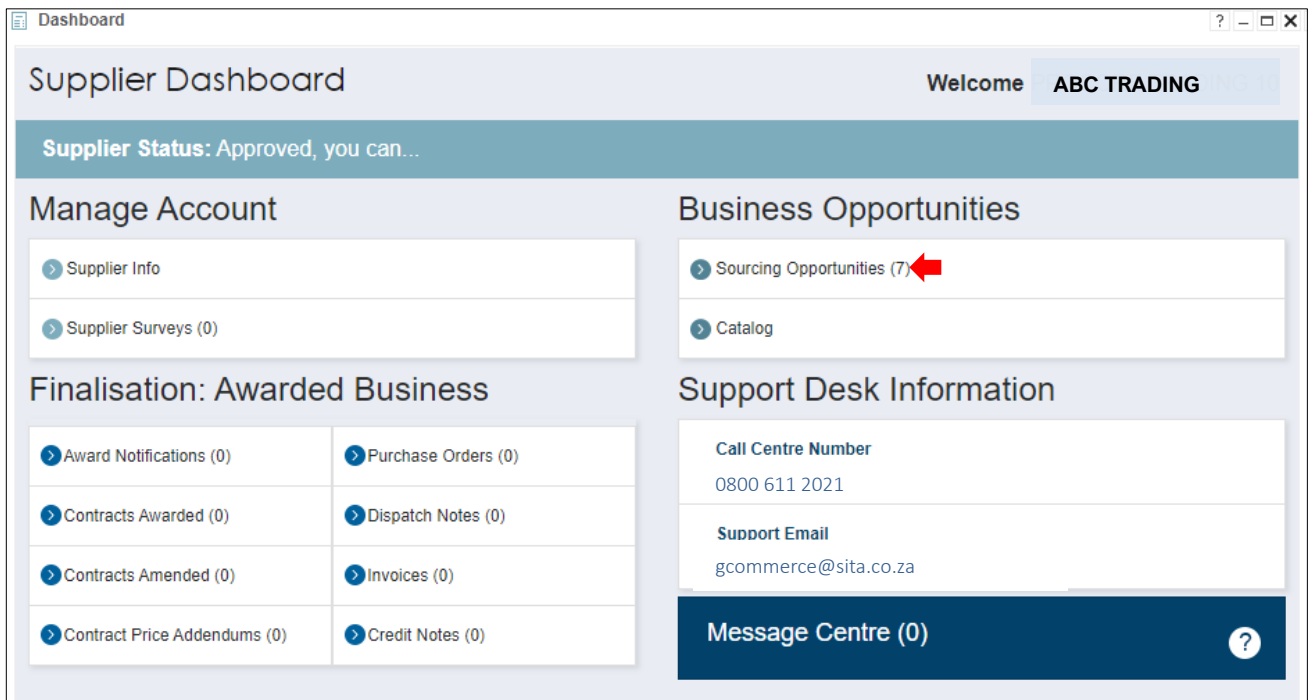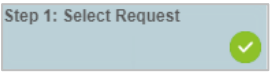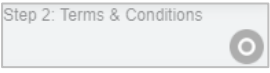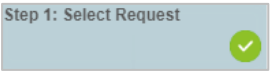
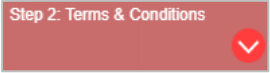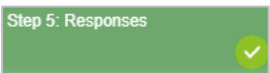Figure 6 - Supplier dashboard

Table 2 - Supplier progress guide

	The table below serves as a guide to the supplier of the progress with regards to the selected business opportunity. The system will not make the next step available in the **mandatory fields** of the previous step that were not completed.	
	Step 1: Select Request	The application will open on **Step 1**.
	Step 2: Terms & Conditions	This indicates that the step is not available.
	Step 1: Select Request	Indicates that the step is available and selected.
	Step 2: Terms & Conditions	Indicates that the step is available, **mandatory fields** are NOT completed for the step – Step NOT selected. Changes may still be made.
	Step 5: Responses	This indicates that the **mandatory fields** were completed for the step. The Step NOT selected. Changes may still be made.

3) **STEP 1: Select Request**

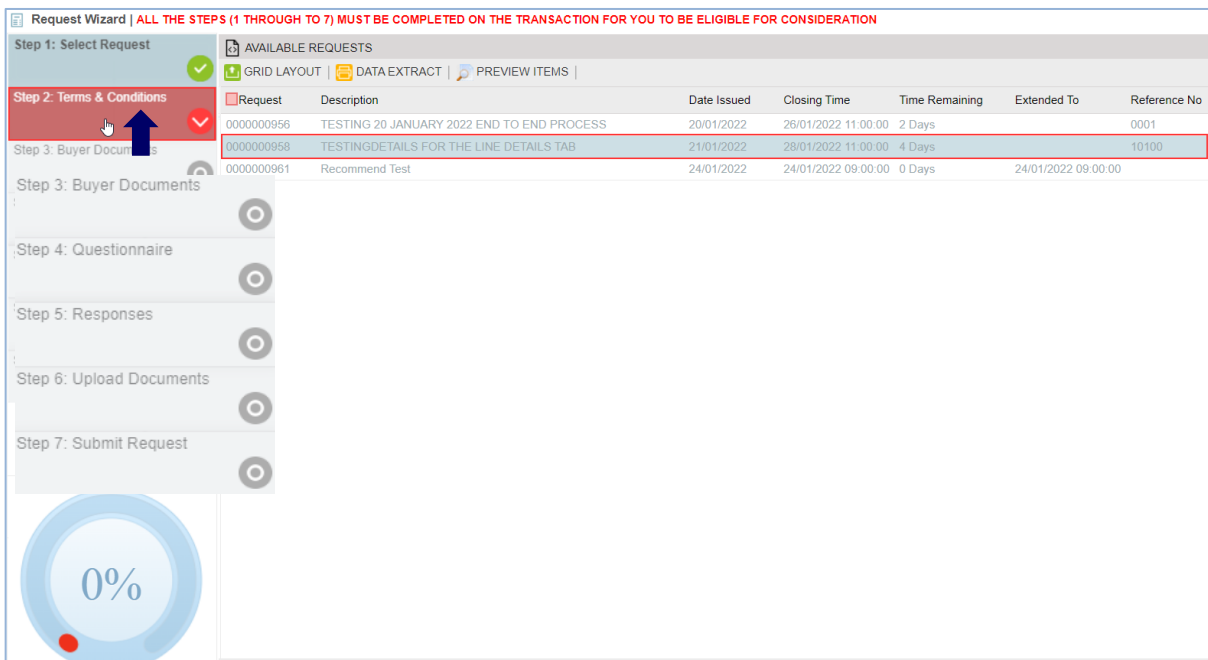Figure 7 - Request Wizard: Step 1 – Select request
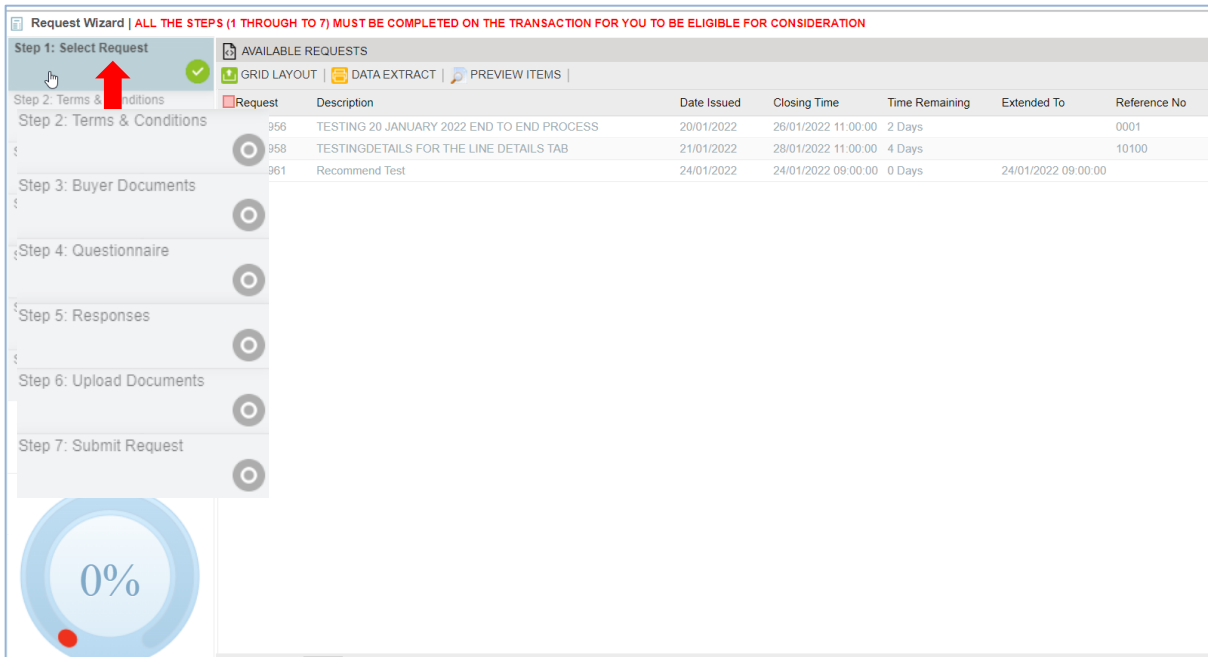
4) Select a RFx business opportunity from the available requests grid components.
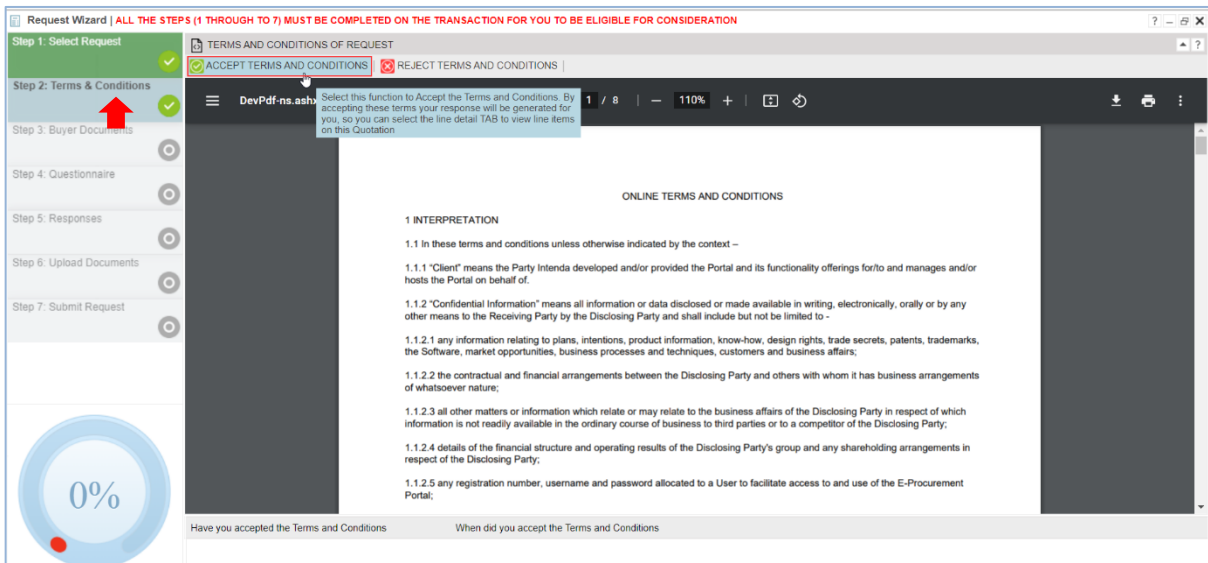
 NOTE

The closing time for all business opportunities is 11:00

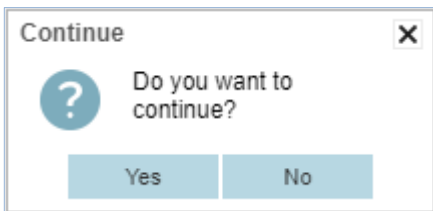Figure 8 - Request Wizard: Choosing RFx business opportunity

5) **STEP 2**: Select Step 2 Terms & Conditions and click **ACCEPT TERMS & CONDITIONS** button

Figure 9 - Request Wizard: Terms and Conditions Acceptance

6) Upon clicking the **ACCEPT TERMS & CONDITIONS** button, the confirmation message with two options will display:
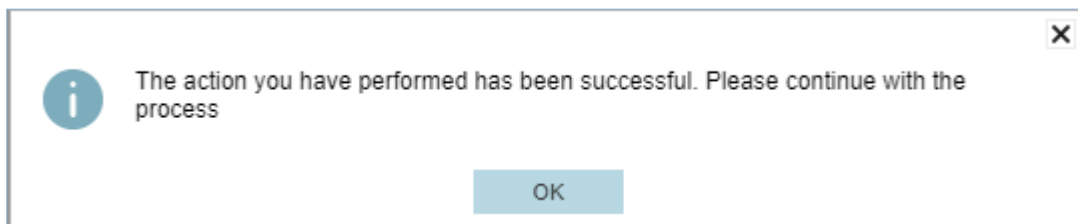
Figure 10 - Request Wizard: Confirmation message

7) Select the **YES** button.

8) A successful message displays.
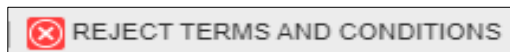
Figure 11 - Request Wizard: Success message

9) Select **OK** button.

 NOTE

If this function is selected the electronic response process ends immediately.

10) **STEP 3**: Select step 3 - **Buyer Documents**

Figure 12 - Request Wizard: Downloading of buyer documents
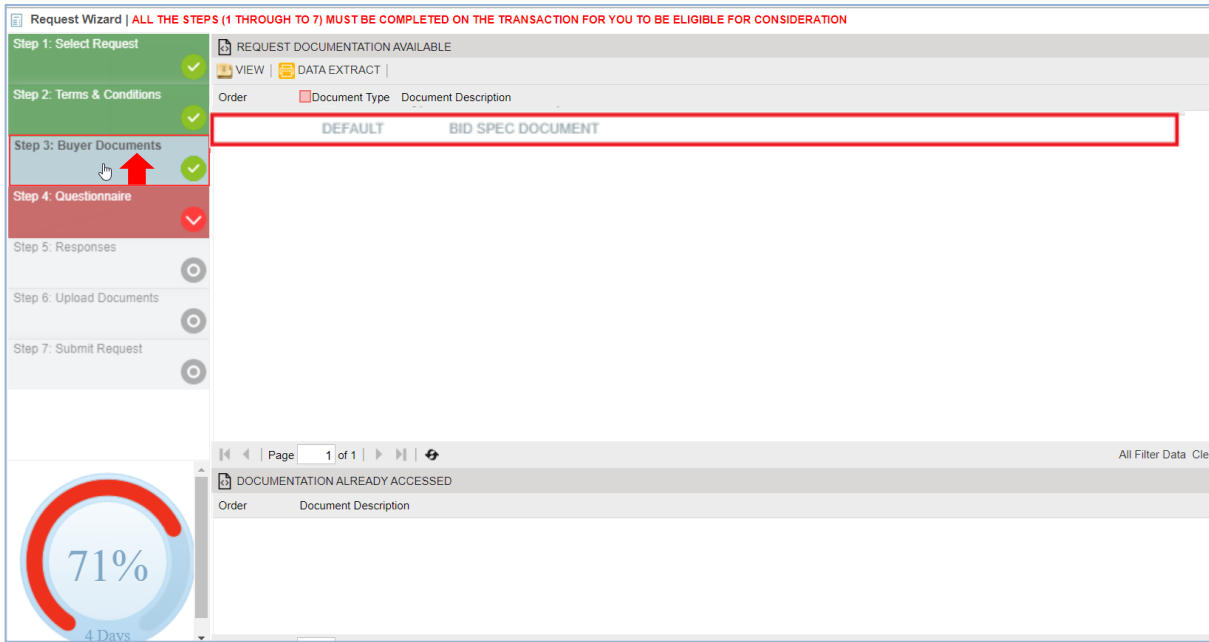
11) Select each buyer document (attachment) and click the **VIEW** button for downloading.

12) STEP 4: QUESTIONNAIRE

Select **Step 4: Questionnaire** and capture the necessary details per questionnaire type

Figure 13 - Request Wizard: Questionnaire

NOTE

All questionnaires on step 4 must be answered accordingly and it should be noted that failure to do so will block the user from accessing step 5.

13) **STEP 5: RESPONSES**

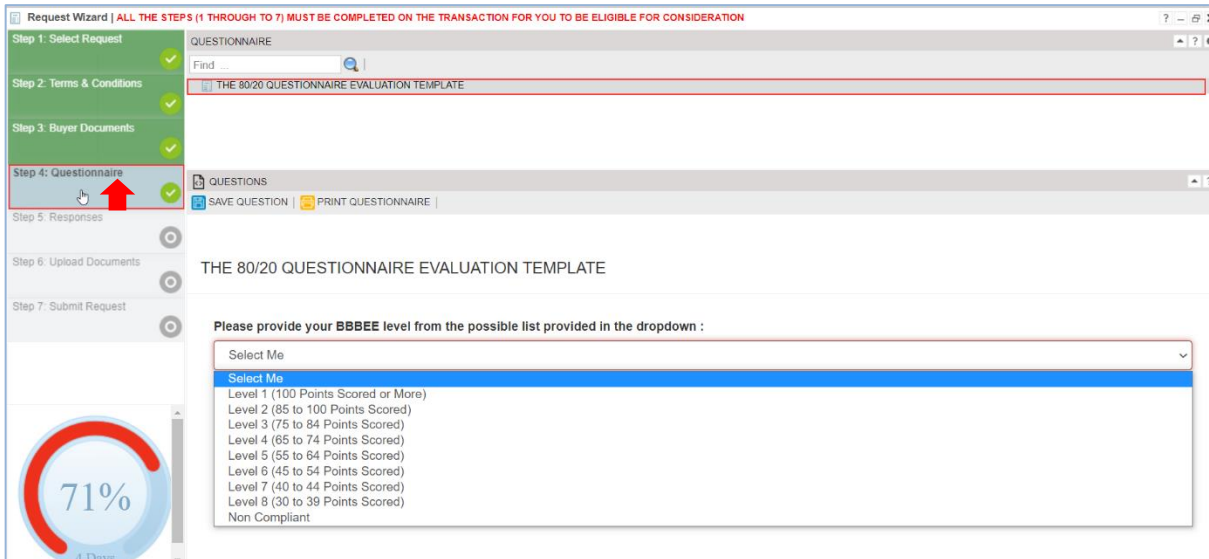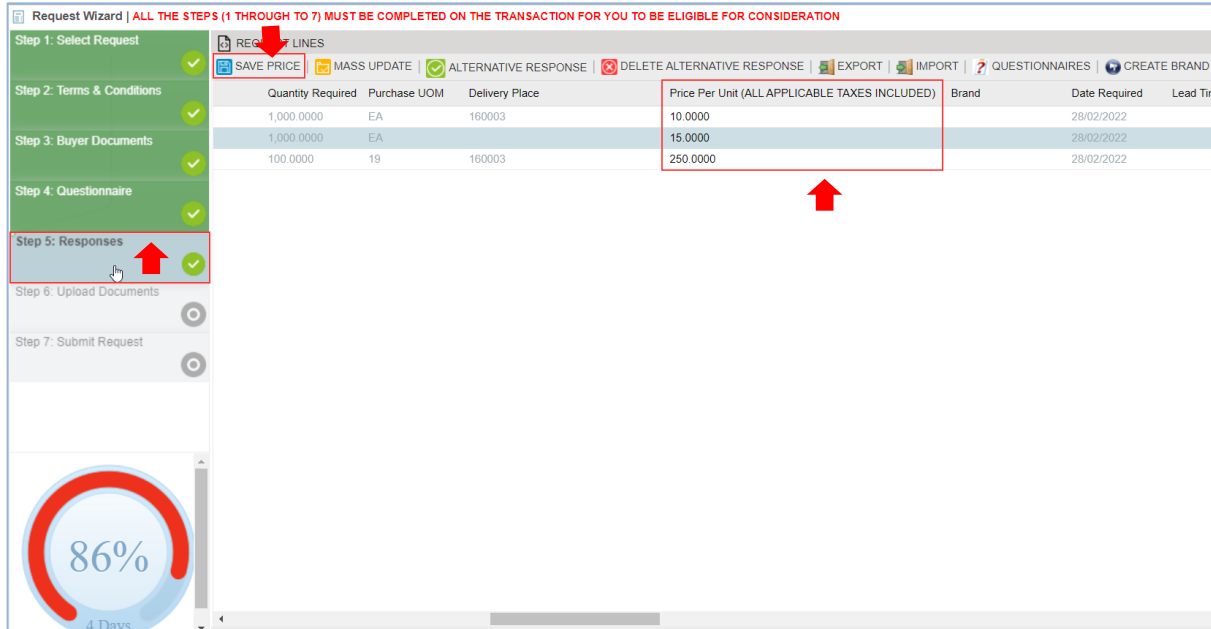Select step 5 and capture the required price in the **PRICE PER UNIT (ALL APPLICABLE TAXES INCLUDED)** for each item and click **SAVE PRICE** button.
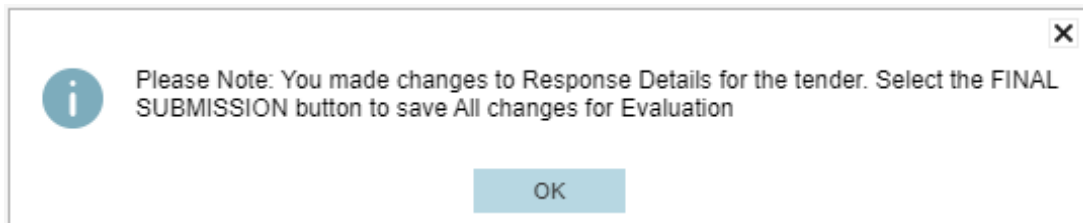
Figure 14 - Request Wizard: Responses

Process steps to completing Step 5

a) Select Step 5 from all 7 available steps as shown on Figure 14 above.

b) Select item from the **REQUEST LINES** grid component.

c) Scroll to the right for **PRICE PER UNIT (ALL APPLICABLE TAXES INCLUDED)** column.

d) Double-click in the field blank field under **PRICE PER UNIT (ALL APPLICABLE TAXES INCLUDED)**.

e) The cursor will start blinking in the blank field and capture the price.

f) Select **SAVE PRICE** button.

g) The following information message box will display.

Figure 15 - Request Wizard: Information message box

h) Select **OK** button.

i) Repeat steps **a)** to **f)** if there are multiple items on the **REQUEST LINES** grid component.

NOTE

If all prices for all items are the same, the capturing of prices should be done in the following manner:

a) Select Step 5 from all 7 available steps as shown on Figure 14.

b) Select item from the **REQUEST LINES** grid component.

c) Scroll to the right for **PRICE PER UNIT (ALL APPLICABLE TAXES INCLUDED)** column.

d) Select the drop-down arrow on **PRICE PER UNIT (ALL APPLICABLE TAXES INCLUDED)** field:
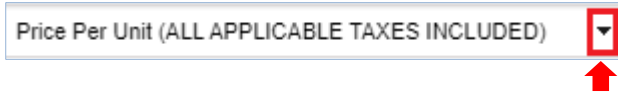
e) Hover over to first **UPDATE** option with a check box on the left side.

f) Hover over to the second **UPDATE** option with a dot on the left side.

g) Enter the applicable response value in the blank field displayed.

h) Select the check box adjacent to the update option

i) This column name *Price Per Unit (ALL APPLICABLE TAXES INCLUDED)* becomes red in colour denoting that there is mass data of the same values to be applied to several fields in **X** number of rows in the grid.

j) Select **MASS UPDATE** button.

k) A confirmation message with two options displays.

Figure 16 - Request Wizard: Question confirmation message box
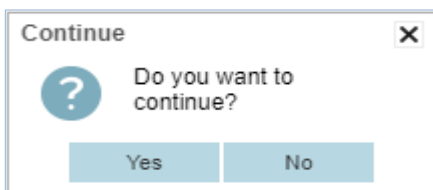
l) Select **YES** option.

m) The following message box will display.

Figure 17 - Request Wizard: Information message box
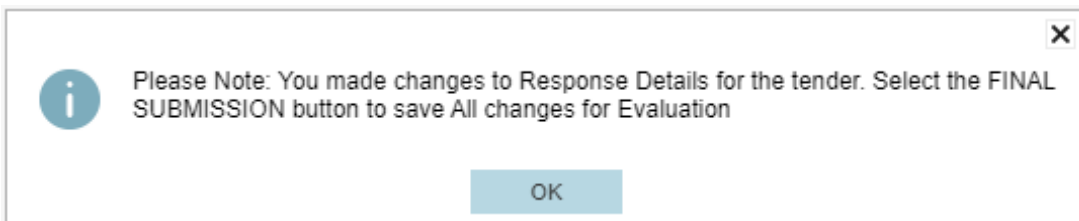
n) Select **OK** option.

NOTE

The **MASS UPDATE** technique may be used on any column that should have same values.
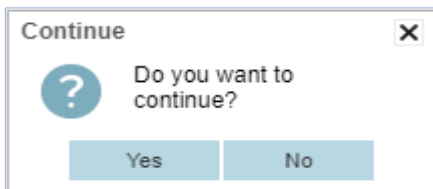
ALTERNATIVE OFFERS

Alternative offers apply when a different price is offered to the purchasing organisation due to specific circumstances i.e., bulk orders (minimum order quantity), locality (the delivery place is not in the range of normal delivery, etc). The information of the purchasing organisation remains the same.

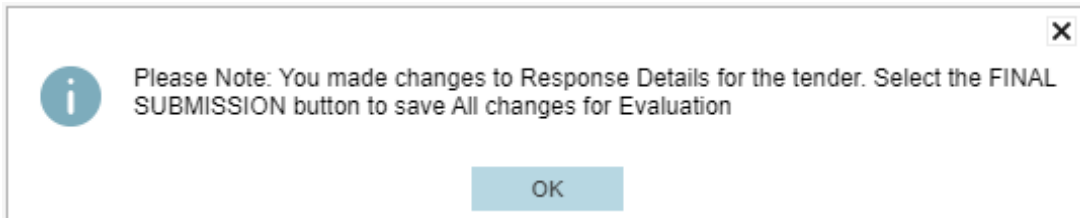### TO ADD AN ALTERNATIVE OFFER FOR A SINGLE LINE, DO THE FOLLOWING:

a) Select the relevant line from the Grid Component.

b) Select the **ALTERNATIVE RESPONSE** button.

c) Select the relevant response column from the Grid Component.

d) Enter the applicable response value or values for the alternative offer line.

e) Repeat steps **c)** and **d)** for all the columns where an alternative response applies to the selected line.

f) Select the **SUBMIT** button.

g) A confirmation message with two options displays.

Figure 18 - Request Wizard: Question confirmation message box

h) Select **YES** option.

i) The following message box will display.

Figure 19 - Request Wizard: Information message box

j) Select **OK** option.

### DELETING AN ALTERNATIVE OFFER FOR A SINGLE LINE, DO THE FOLLOWING:

a) Select the Alternative offer line.

b) Select the **DELETE ALTERNATIVE RESPONSE** button to remove the Alternative offer from the business opportunity.

VIEWING LINE-ITEM SPECIFICATIONS, DO THE FOLLOWING:

a) Select a line on the grid component of Step 5.

b) Select the **SPECIFICATION** button on the grid component of Step 5.

c) The window as show on Figure 20 displays:

Figure 20 - Request Wizard: Step 5: Line-Item specifications
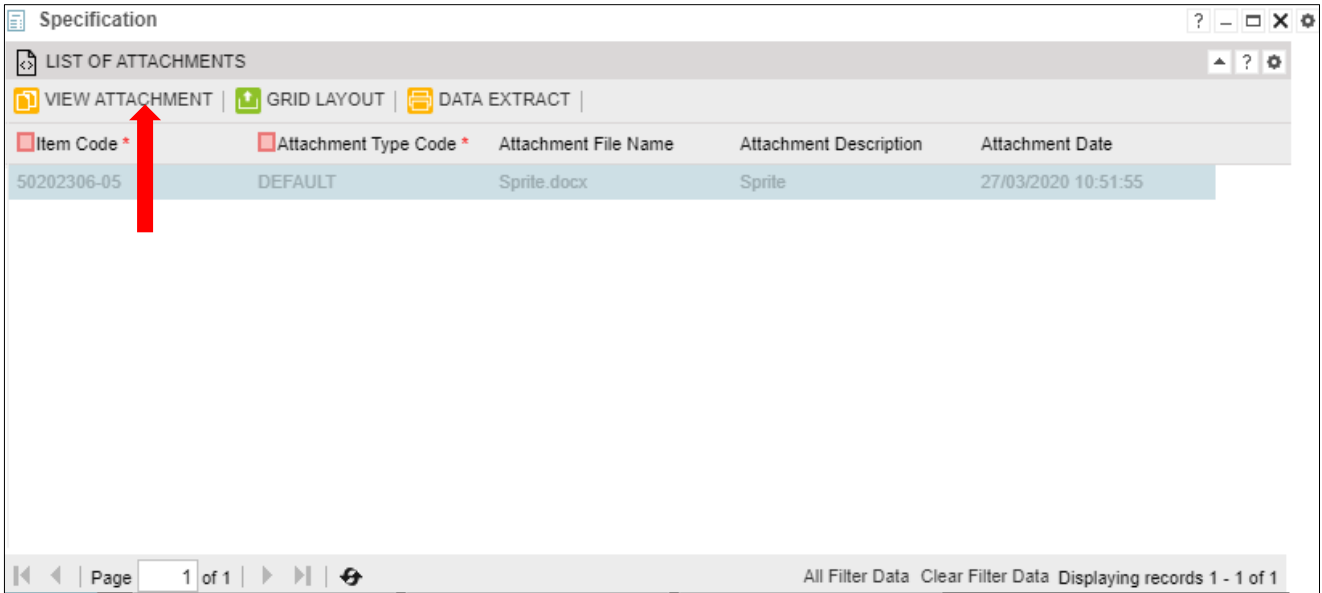
d) Select **VIEW ATTACHMENT** button

e) The document will then get downloaded to the bottom left corner of the window where it may be opened, viewed, and printed.

CREATING A NEW BRAND PER LINE, DO THE FOLLOWING:

The Brands form allows the supplier to capture a brand associated with the response price of a specific product on a business opportunity if the brand does not already exist in the provided lookup in the brand's column.

a) Select the **CREATE BRAND** button on the grid component of Step 5.

b) The create brand form appears as shown in Figure 21
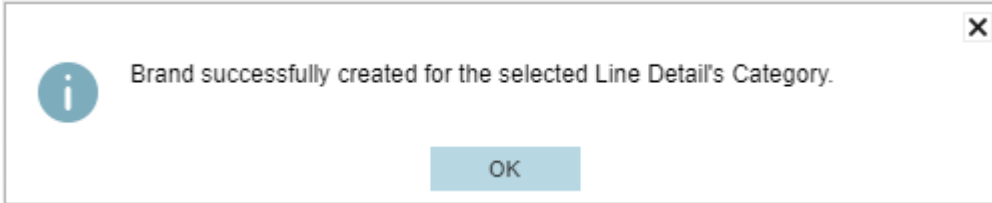
Figure 21 - Request Wizard: Step 5: Create brands
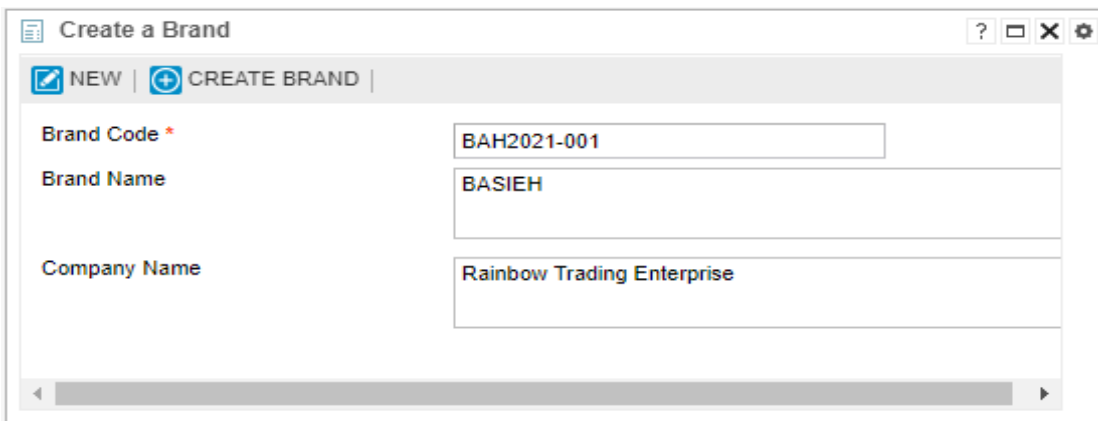
c) Enter the necessary information the following fields:

I.   Brand Code

II.   Brand Name

III.   Company Name

d)   Select the **CREATE BRAND** function key on the Create a Brand form.

e)   Confirmation message box displays:

Figure 22 - Request Wizard: Step 5: Information confirmation message

f)   Select **OK** option.

g)   Select the item-line to which the newly created brand is added to.

h)   Navigate to the right of the window until you see the Technology/Brand Name Column.

i)   Double-click in the blank field of the selected row as per instruction above.

j)   The field becomes a look-up field like this:

k)   Click on the drown-down arrow of the look-up field.

l)   The newly created brand together with the others will display. See the Figure 23 below:

Figure 23 - Request Wizard: Step 5: Select a brand
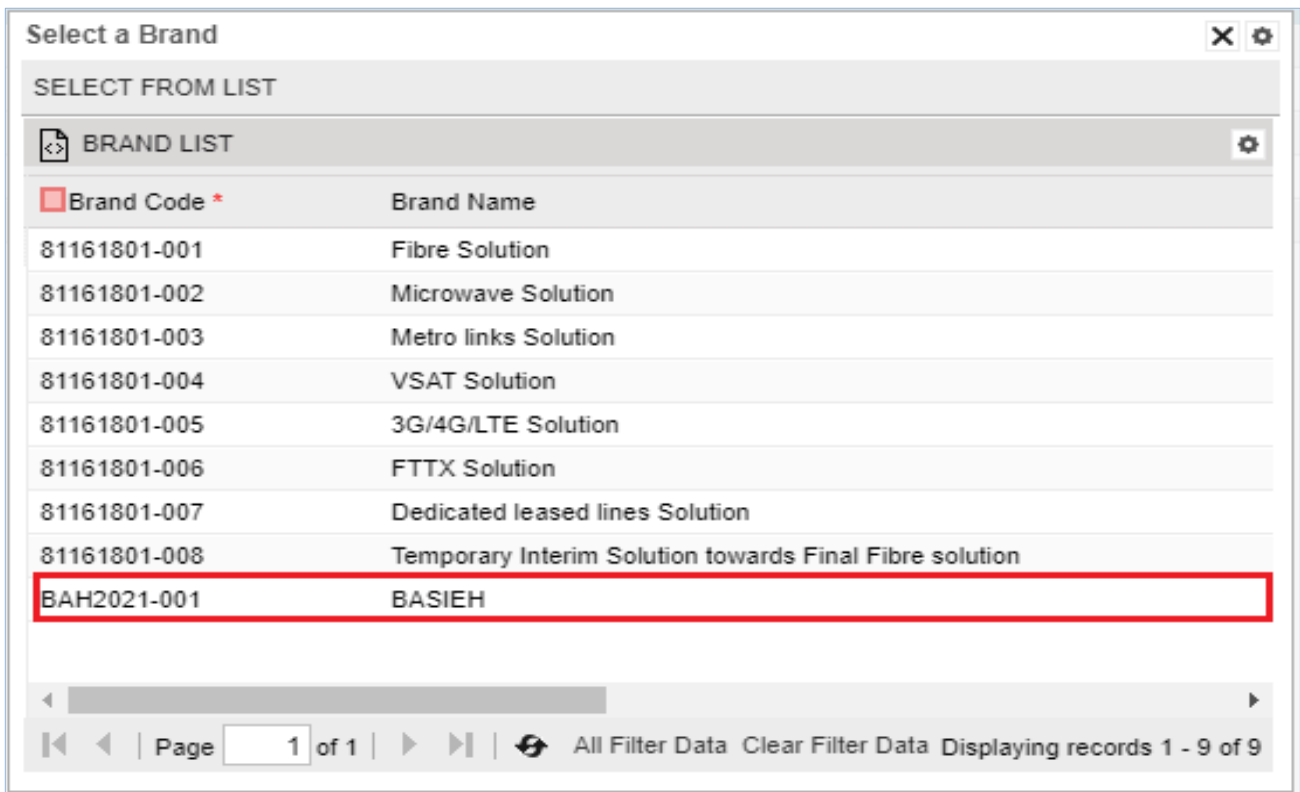
m)   Double click on the necessary brand or select the and click **SELECT FROM LIST** button.

n)   The selected brand will display in the brand field.

o) Select **SUBMIT** button.

p) The information message box below will display:

Figure 24 - Request Wizard: Step 5: Information message box
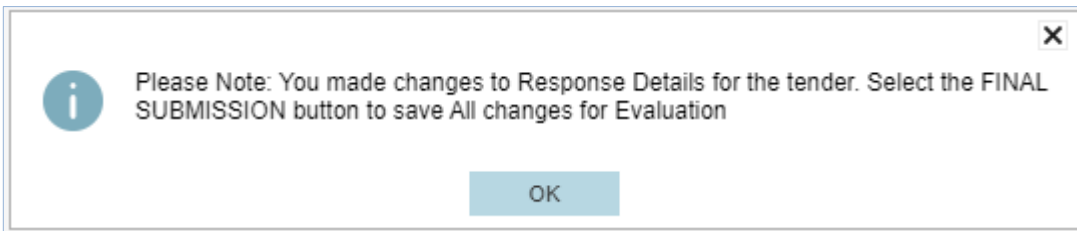

q) Select **OK** option.

USING LINE-ITEM QUESTIONNAIRE FUNCTIONALITY ON STEP 5

The **Line-Item Questionnaires** process allows the supplier to capture answers to a line-item questionnaire linked to one or more items on a business opportunity. The same questionnaire may be linked to selected (filtered) lines or all the lines on a business opportunity. Similarly, a different questionnaire may be linked to each line.

STEPS ON HOW TO RESPOND TO LINE-ITEM FUNCTIONALITY

a) Select the line on the grid component of Step 5.

b) Select the **QUESTIONNAIRES** button on the grid component of Step 5.

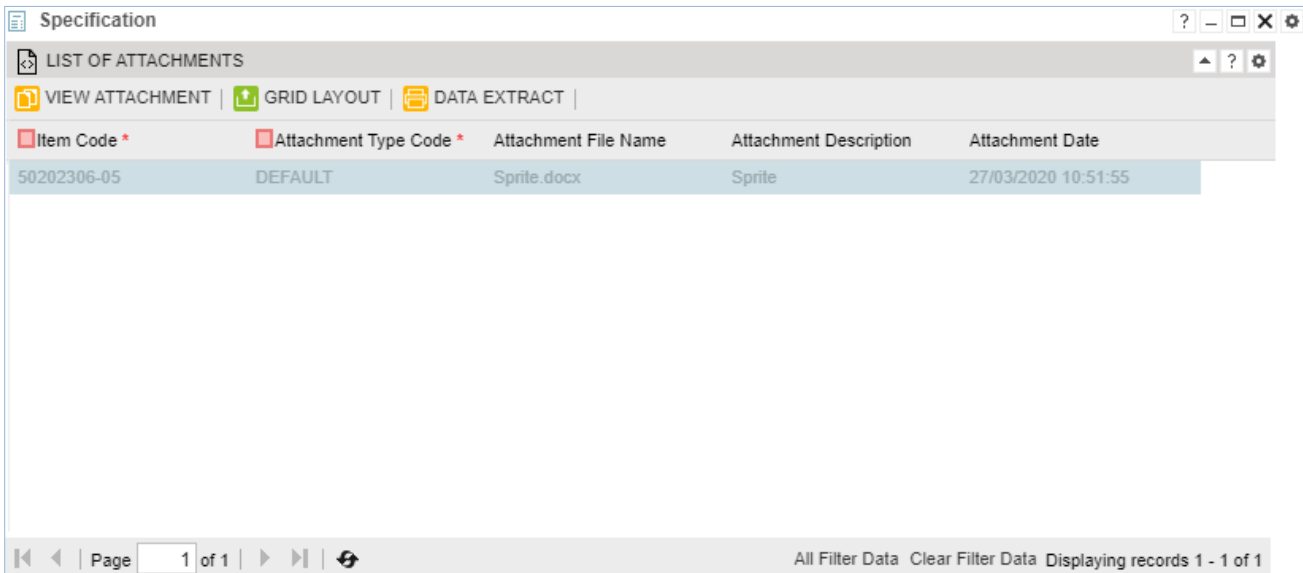Figure 25 - Request Wizard: Step 5: Line-Item questionnaires
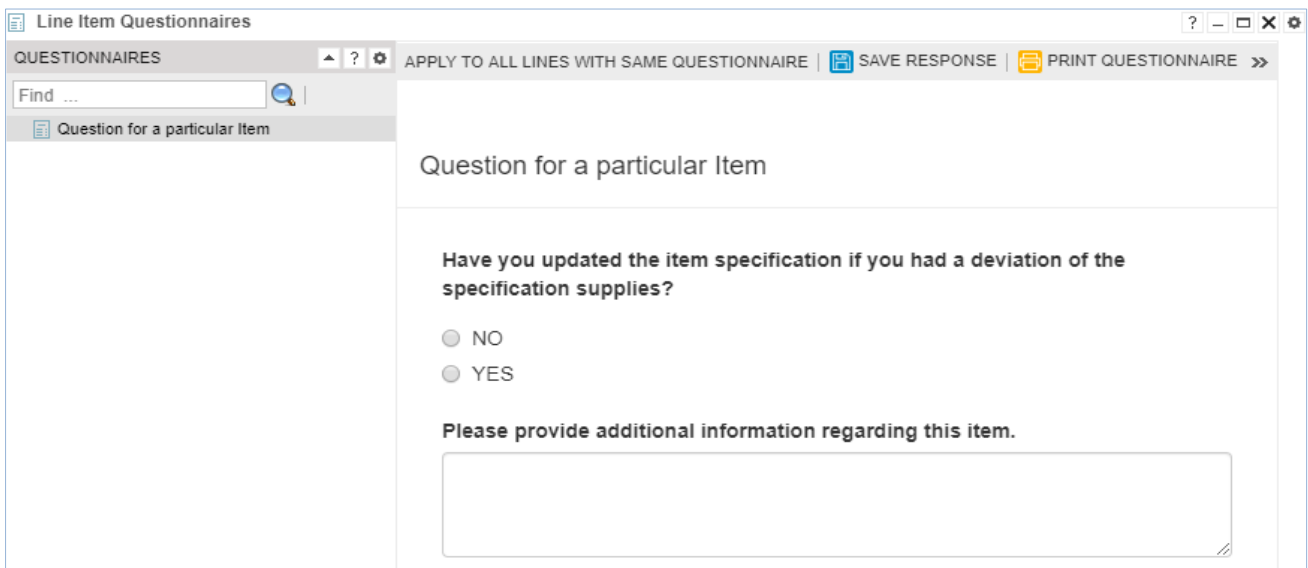
c) Select the questionnaire from the Questionnaires Tree view of the **Line-Item Questionnaires** Form.

d) Enter the answers to the questions in the adjacent **Questionnaire Component.**

e) Select the **SAVE RESPONSE** button, to save the questionnaire responses against the selected line.

f)   Repeat steps **a)** to **e)** to capture unique answers for the specific questionnaire linked to the selected line (item).

STEPS TO VIEW SPECIFICATIONS

a)   Select a line on the grid component of Step 5.
b)   Select the **SPECIFICATION** button on the grid component of Step 5.

Figure 26 - Request Wizard: Step 5: Specification

c)   Select the specification to be viewed and or printed.
d)   Select the **VIEW ATTACHMENT** button.
e)   The selected document is downloaded to the bottom of the window from where it may be opened, saved and or printed.

STEP 6: UPLOAD DOCUMENTS

The **Upload Documents** Step allows the supplier to add one or more attachments from an external location to the responses of a selected business opportunity. Attachments may include the latest Tax Certificate, Delivery policy, Payment policy, etc. Documents added by a supplier are available to the purchasing organisation for viewing.
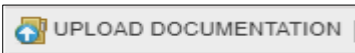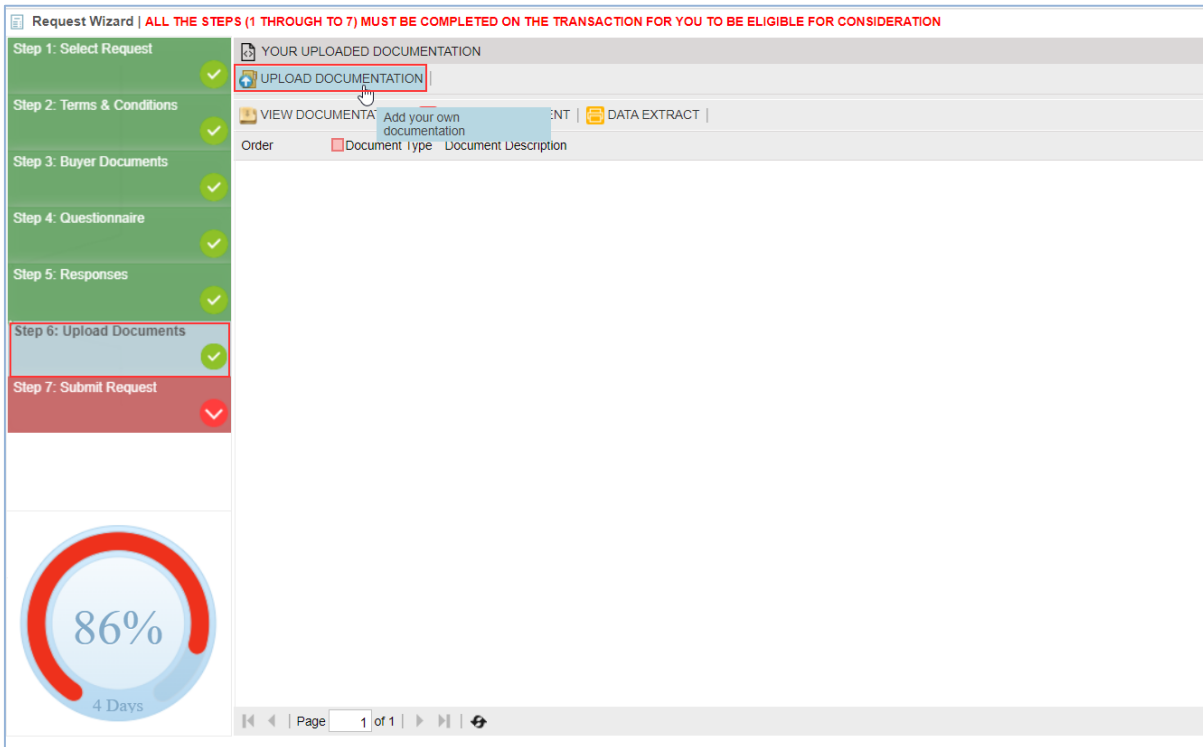
a) Click on the **Step 6: Upload Documents**.
b) Select   UPLOAD DOCUMENTATION   button.

Figure 27 - Request Wizard: Step 6: Uploading documentation

c) The **Attachment Administration** form opens. The **Attachment Administration** process allows the supplier to search for and select the relevant file from a location external to the system (on a local network or personal computer) and add the file to the responses of a selected business opportunity

1. Click on the **Upload** button on the **Attachment Administration** screen.

2. Click on the **Browse** button on the **Attachment** dialog box.

3. Navigate to and select the file to be submitted.

4. Click on the **Open** button in the directory.

5. Click on the **Save** button in the **Attachment** dialog box.

6. Click on the **OK** button in the **Save Successful** dialog box.

7. Complete the content fields in the **Attachment Administration** screen and click on the **Update** button as shown in Figure 28.

Figure 28 - Update button

NOTE

To upload another document, click on the **NEW** button and repeat steps 1 to 7. If you upload multiple documents, you can change the document order if required by entering a desired document number in the **Order** field.

1. Close the **Attachment Administration** screen to return to the **Upload documentation** screen, which will display the uploaded documents.
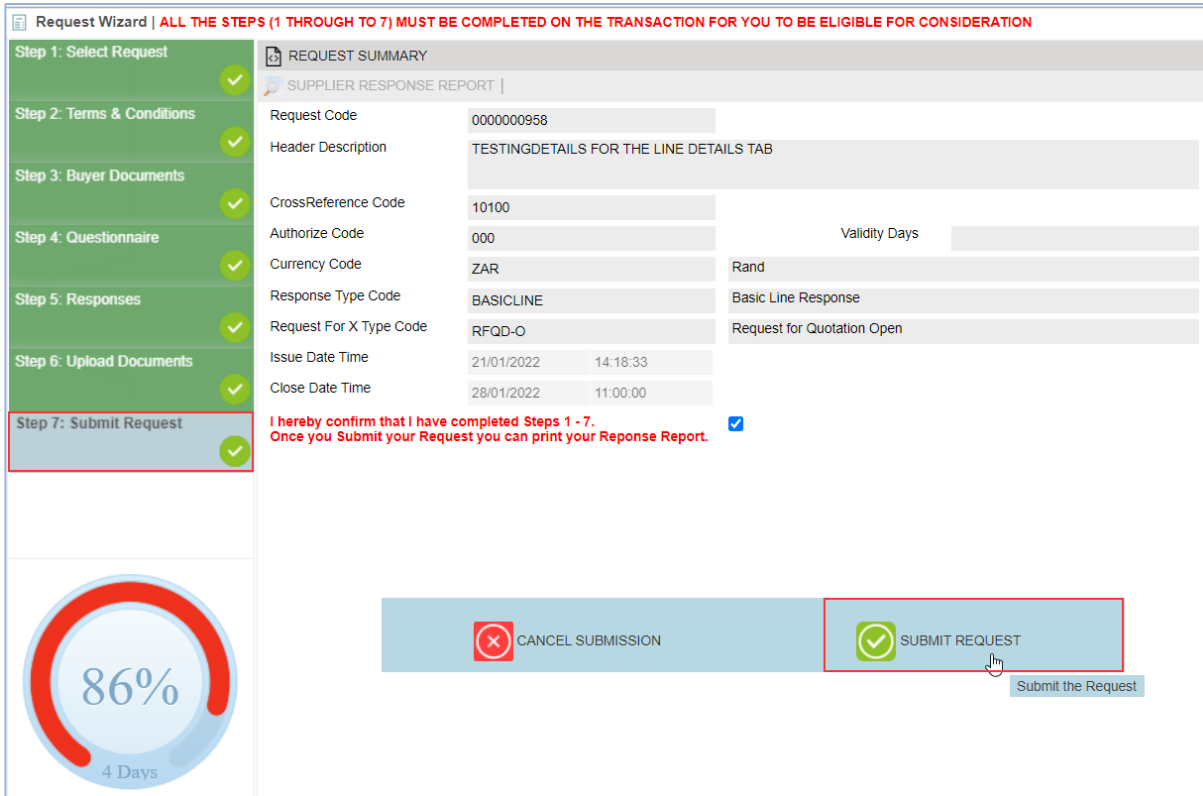
STEP 7: SUBMIT REQUEST

The **Submit Request** Step allows the supplier to submit the responses captured for a selected business opportunity to the purchasing organisation.

TO SUBMIT CAPTURED RESPONSES, DO THE FOLLOWING

a) Select the relevant Business Opportunity in Step 1.

b) Navigate to **Step 7: Submit Request**.

Figure 29 - Request Wizard: Step 7: Submit request

c) Select the I hereby acknowledge that I have Printed the Submission Report indicator.

d) Select the **SUBMIT REQUEST** button.

e) The confirmation message box with two option displays:

Figure 30 - Request Wizard: Step 7: Question confirmation message
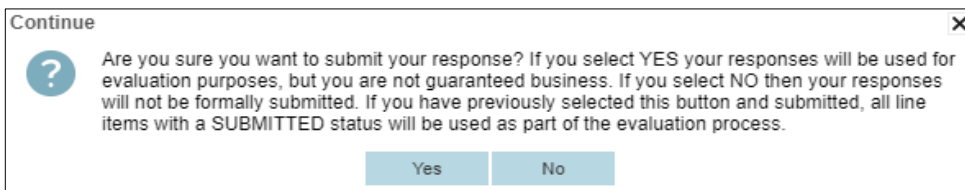
f) Select **NO** option for responses NOT to be included in the evaluation process.

OR

g) **YES** option for responses to be included in the evaluation process.

 NOTE

If the check box for "I hereby acknowledge that I have Printed the Submission Report" indicator has not been ticked when submitting responses, the following error message will display:

Figure 31 - Request Wizard: Step 7: Submission report error message
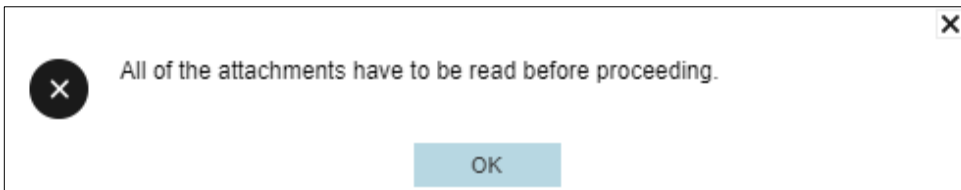

h) Select **OK** option.

 NOTE

If all attachment has not been read on **STEP 3 BUYER DOCUMENTS**, the following error message will occur:

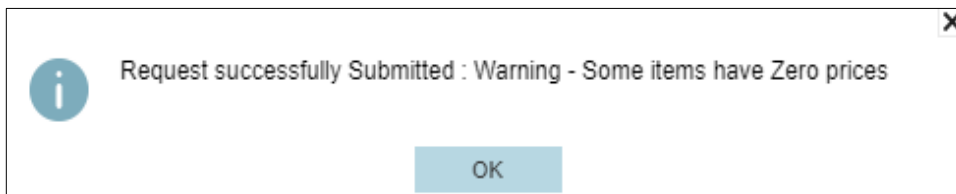Figure 32 - Request Wizard: Step 7: Attachment error message

i) Select **OK** option

 NOTE

If some items on **STEP 5 RESPONSES**, have not been captured the following error message will occur:

Figure 33 - Request Wizard: Step 7: Warning message

j) Select **OK** option.

Supplier Response Report

a) The Supplier Response Report will only be available once the request has been submitted as displayed below:

Figure 34 - Supplier response report button

b) Click on the **SUPPLIER RESPONSE REPORT** to open the report
c) The report will open as displayed in Figure 35:
d) Select the Save Report option at the top of the Supplier Submission Report and follow the instructions to save the report

Figure 35 - Supplier response report

TO CANCEL SUBMITTED RESPONSES, DO THE FOLLOWING:

a) Select the relevant Business Opportunity in Step 1.

b) Navigate to **Step 7: Submit Request**.

c) Select the **SUPPLIER SUBMISSION REPORT** button to view the captured information.

d) If satisfied that the request must be withdrawn from the evaluation process of the purchasing organisation.

e) Select the **CANCEL SUBMISSION** button.

f) A cancellation confirmation message box with two options displays:

Figure 36 - Request Wizard: Step 7: Cancellation question message box
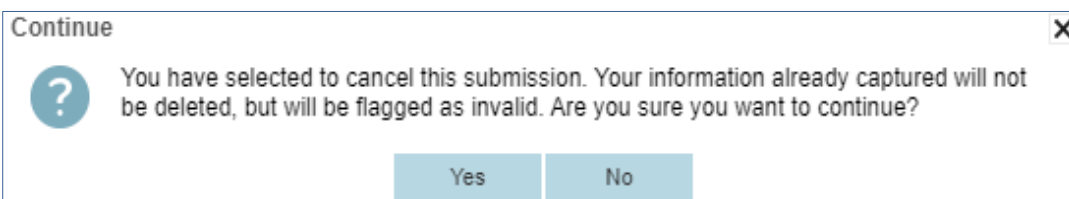
g) Select the **NO** button to abort the cancellation of the submission.

OR

h)   Select the **YES** button to confirm that the cancellation of the submitted responses must be cancelled.

i)   The information message box below will display and click **OK** button.

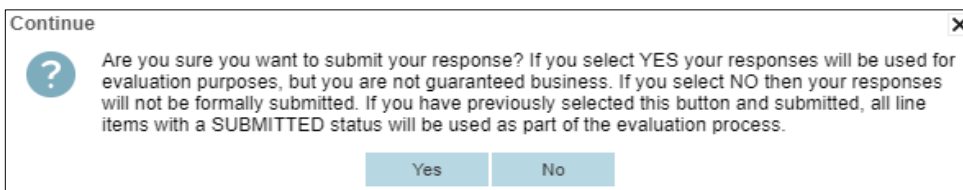Figure 37 - Request Wizard: Step 7: Information confirmation message box
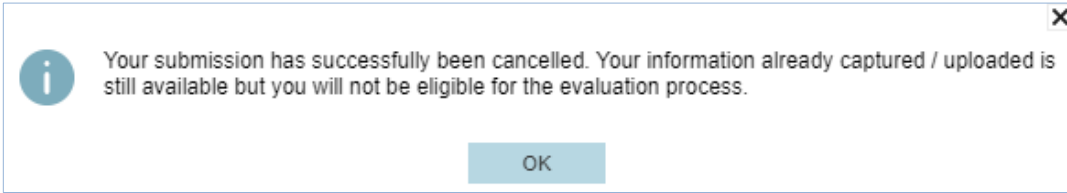
NOTE

The responses which were already submitted will still be visible but will NOT BE INCLUDED in the evaluation process of the purchasing organisation.

RESUBMITTING CHANGES MADE TO RESPONSES MADE TO ANY STEP, DO THE FOLLOWING:

a)   Navigate to **STEP 7: SUBMIT REQUEST**

b)   Select **SUBMIT RESPONSE** button

c)   The question confirmation message box with two options displays:

Figure 38 - Request Wizard: Step 7: Question confirmation message box

d)   Select the **YES** option

e)   A confirmation message box displays:

Figure 39 - Request Wizard: Step 7: Confirmation message box