User Guide: Supplier Response Wizard

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Version	Date	Change proposal	Change comment
1.0	2018-06-22	New document	First release

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Abbreviations and definitions

Abbreviations

CSD	Central Supplier Database
RFB	Request for bid
RFQ	Request for quotation
RFX	Request for quotations or bids
SCM	Supply Chain Management
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

1. Purpose of the user guide

This user guide is intended to be used by suppliers responding to RFXs (requests for quotes and/or bids) on the SITA gCommerce portal.

2. References

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

NOTE

The latest revision of a document applies.

3. Typographical conventions

The typographical conventions used in this document are described in **Error! Reference source not found.**.

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	Type **Y** in the **Indicator** field.

Convention	Object or term	Example
	selected from a list	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.
>	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

gCommerce is a government-owned, managed and supported source-to-pay solution that is aligned to the Supply Chain Management (SCM) legislative prescripts, in support of the government-wide SCM reform initiative aimed at modernising, simplifying, standardising and automating SCM functions across all spheres of government. This includes the simplification of responding to RFXs by enabling suppliers to respond online.

The purpose of the user manual is to assist suppliers in utilising the Supplier Response Wizard when responding to RFXs on the gCommerce portal.

2. User access

The following procedure must be followed to access and complete RFXs online on the gCommerce portal:

1. All potential bidders must be registered on the Central Supplier Database (CSD) at www.csd.gov.za.
2. After registration on the CSD, potential bidders must request gCommerce logon details by sending their CSD number to gcommerce@sita.co.za or contacting the gCommerce service centre on 0800 611 2011.

Upon registration you will be supplied with a user name, user code and password to log into the Supplier Response Wizard module.

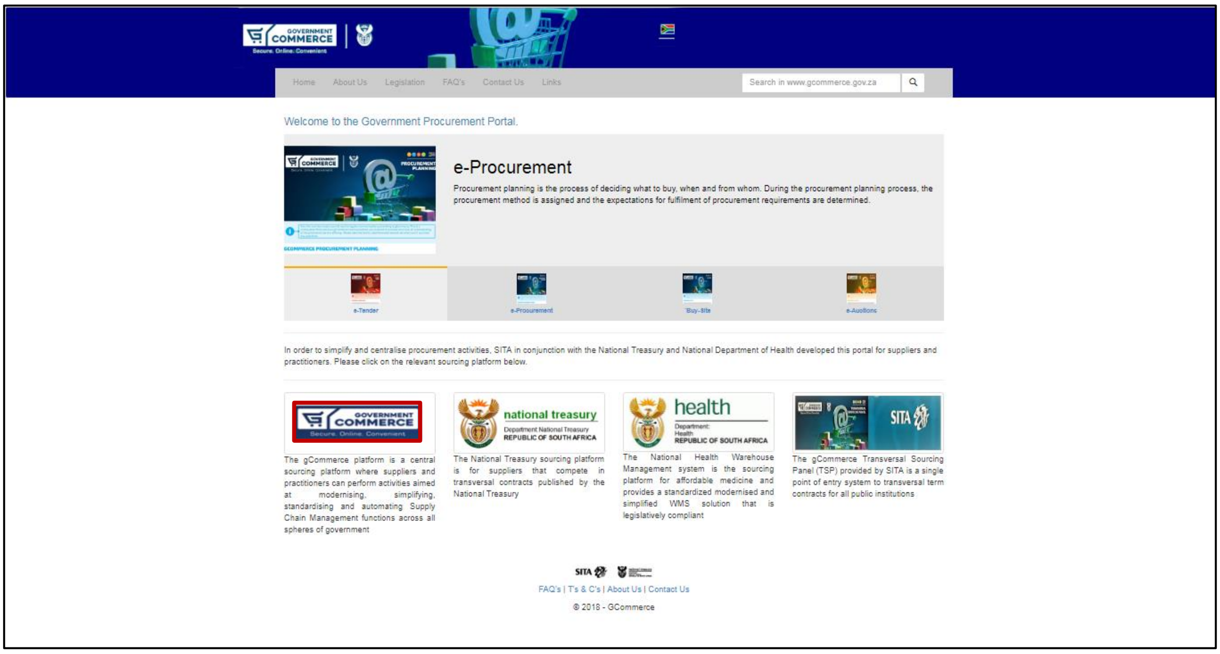
3. Accessing the Supplier Response Wizard

1. Navigate to www.gcommerce.gov.za in your browser. The **Government Procurement Portal** landing page will be displayed as illustrated in Figure 1 .

NOTE

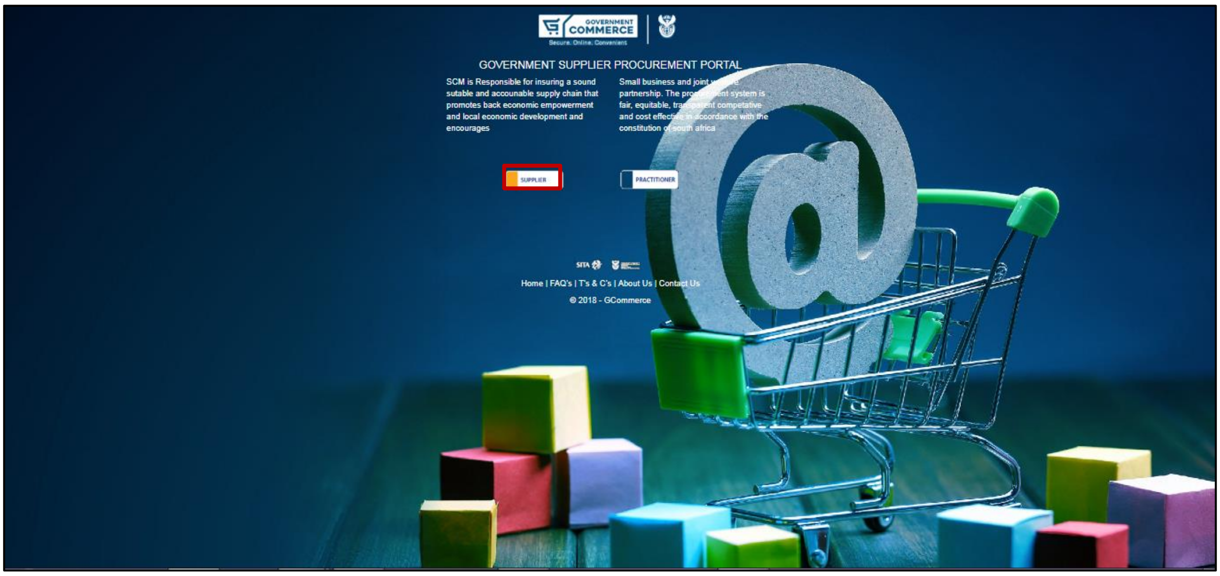
It is recommended that you use Google Chrome browser when accessing the **gCommerce** portal.

Figure 1 - gGovernment Procurement Portal landing page



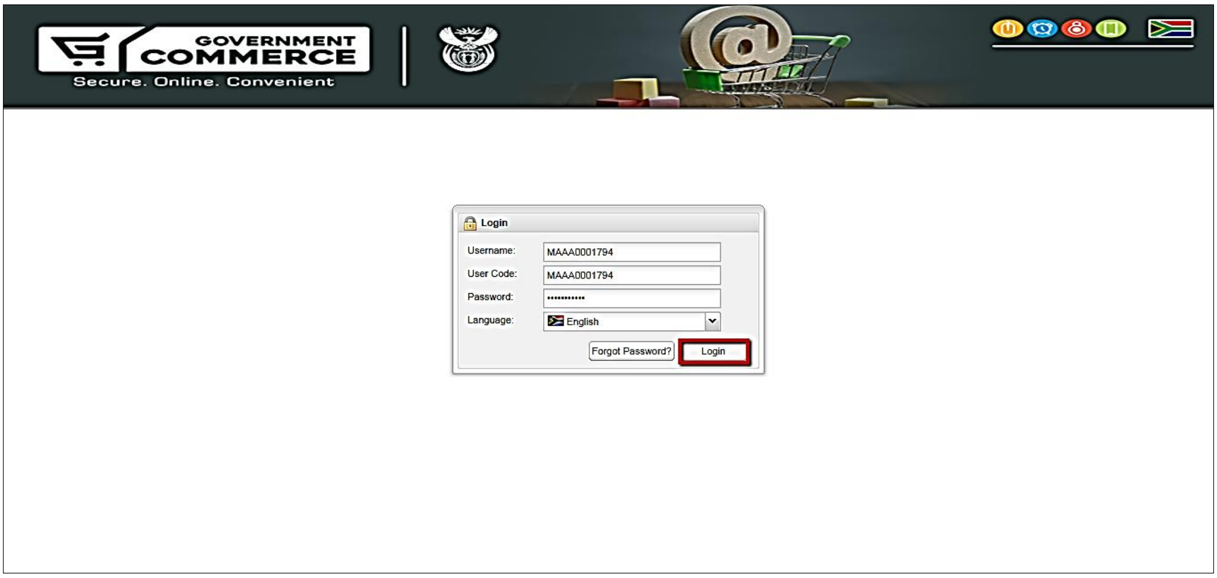
2. Click on the **gCommerce** icon. The **gCommerce landing page** will be displayed as in Figure 2.

Figure 2 - gCommerce landing page



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

Figure 3- gCommerce Login screen



4. Enter your user name, user code and password and click on the **Logon** button. The **gCommerce** portal will open as shown in Figure 4.

Figure 4 - gCommerce portal

5. Click on the **Response Wizard** icon. The **Response Wizard** screen will be displayed as shown in Figure 5.

4. Response Wizard screen layout and components

The layout and components of the **Response Wizard** screen is illustrated in Figure 5 below. Refer to **Error! Reference source not found.** for a description of the screen components.

Figure 5 - Response Wizard layout and components

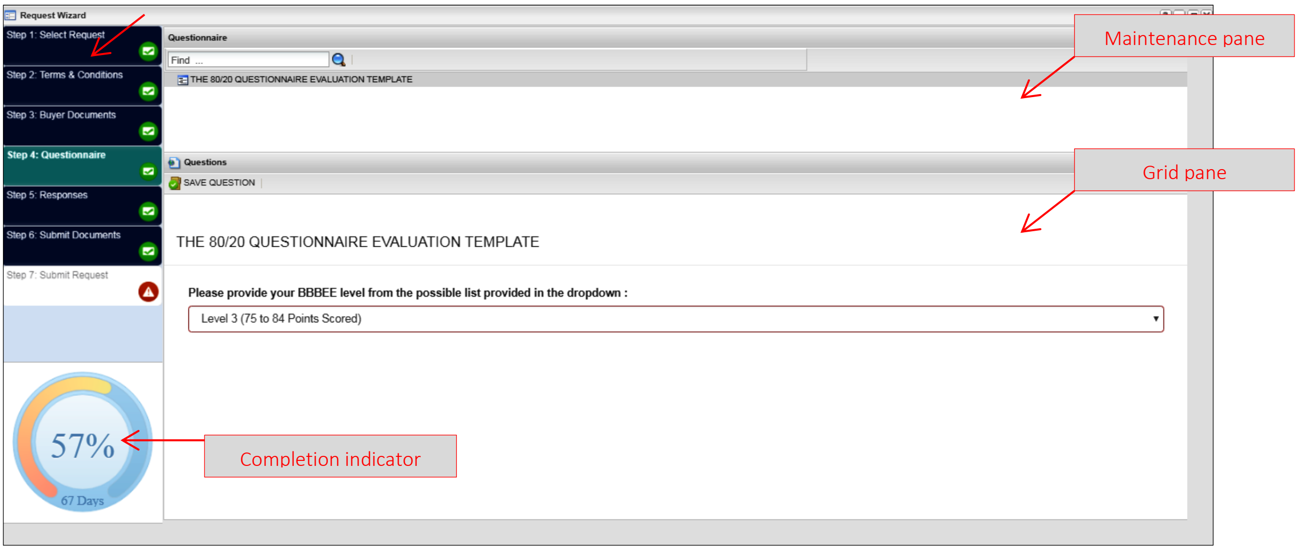
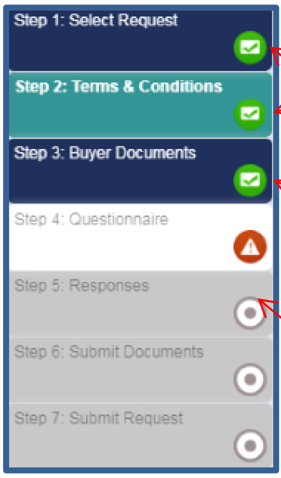


Table 2 - Response Wizard screen components

Component	Description
Maintenance pane	The maintenance pane is located on the right of the screen and displays the current step in the bid process as you progress. This pane displays available bid information as well as forms and fields you are required to complete in response to the bid.
Grid pane	The grid pane displays fields for information input and recording.
Navigation pane 	The navigation pane on the left of the screen lists the steps to be completed: • The current step is highlighted in green with a green-and-white check icon. Clicking on the next step tab will change the colour of the current step to green, and the completed step to blue. • When you supplied all the compulsory information, the next steps become available. This is indicated by a red exclamation icon. However, when you get to step 3, the icon will become green immediately. The reason is that step 3 provides the standard bidding documents applicable to the current request for download and does not require any critical action from the bidder. Steps that are greyed out are not yet available.
Completion indicator	The completion Indicator displays the completion status of the bid to which you are responding. The percentage complete will increase as each step is completed.

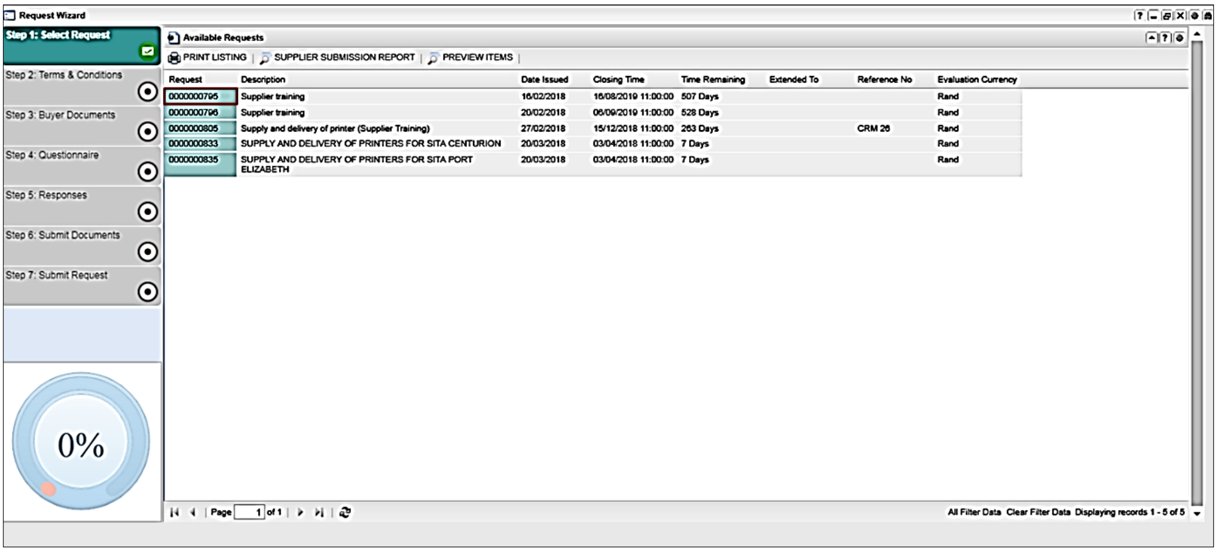
Chapter 2- Responding to RFXs

1. Step 1: Select request

Follow the process indicated below to complete **Step 1: Select Request**.

1. Click on the relevant request in the **Available Requests** list as shown in Figure 6.

Figure 6 – Select request



NOTE

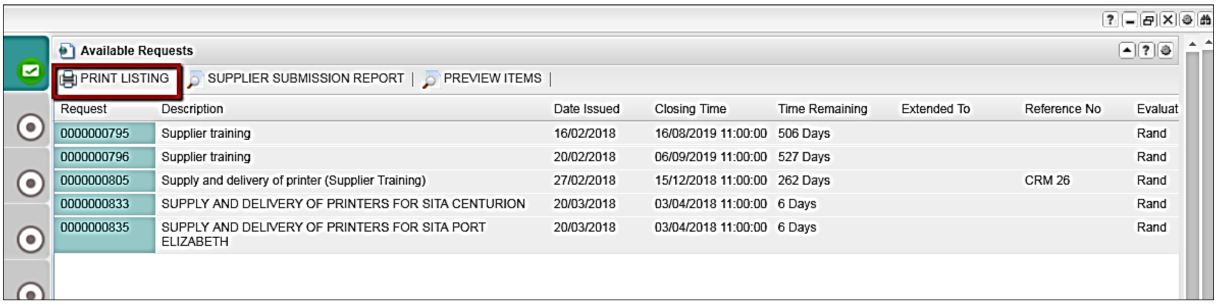
The percentage complete indicator is at 0%.

The following additional functionality is available on the **Step 5: Responses** tab.

1.1 Print listing

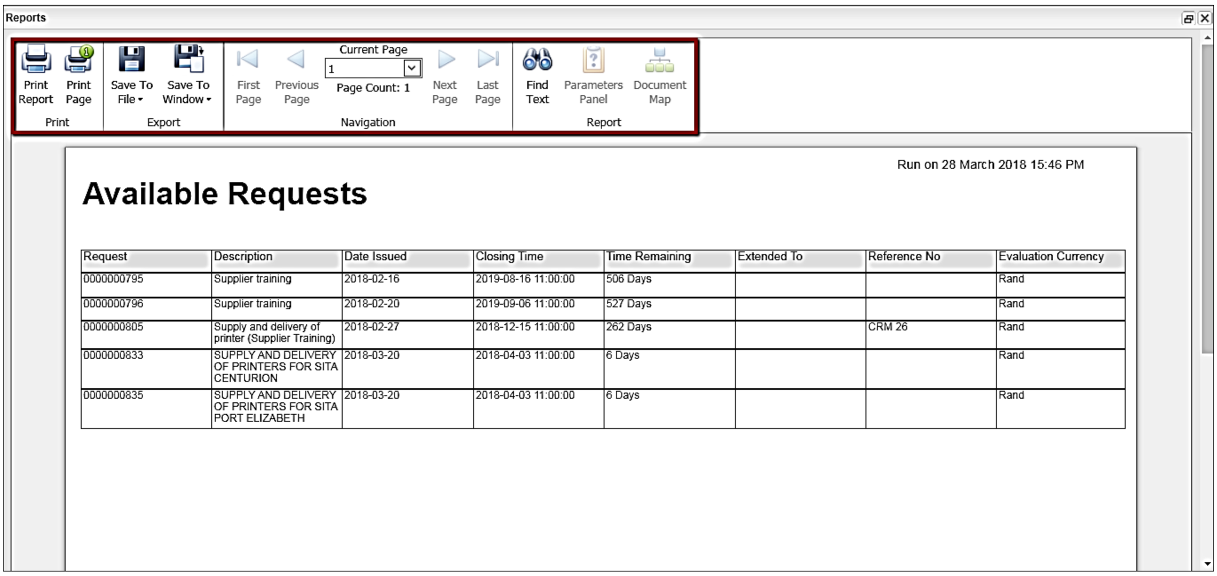
1. Click on the **Print Listing** button on the **Available Requests** screen as shown in Figure 7.

Figure 7 - Print Listing button



A list of all available requests will be displayed in the **Reports** screen. You have options to save and/or print the document and also to find specific text in the document, as shown in Figure 8. You can also save the list to a different file format, e.g. Excel or CSV, using the **Save To File** button.

Figure 8 - Print Listing report



Request	Description	Date Issued	Closing Time	Time Remaining	Extended To	Reference No	Evaluation Currency
0000000795	Supplier training	2018-02-16	2019-08-16 11:00:00	506 Days			Rand
0000000796	Supplier training	2018-02-20	2019-09-06 11:00:00	527 Days			Rand
0000000805	Supply and delivery of printer (Supplier Training)	2018-02-27	2018-12-15 11:00:00	262 Days		CRM 26	Rand
0000000833	SUPPLY AND DELIVERY OF PRINTERS FOR SITA CENTURION	2018-03-20	2018-04-03 11:00:00	6 Days			Rand
0000000835	SUPPLY AND DELIVERY OF PRINTERS FOR SITA PORT ELIZABETH	2018-03-20	2018-04-03 11:00:00	6 Days			Rand

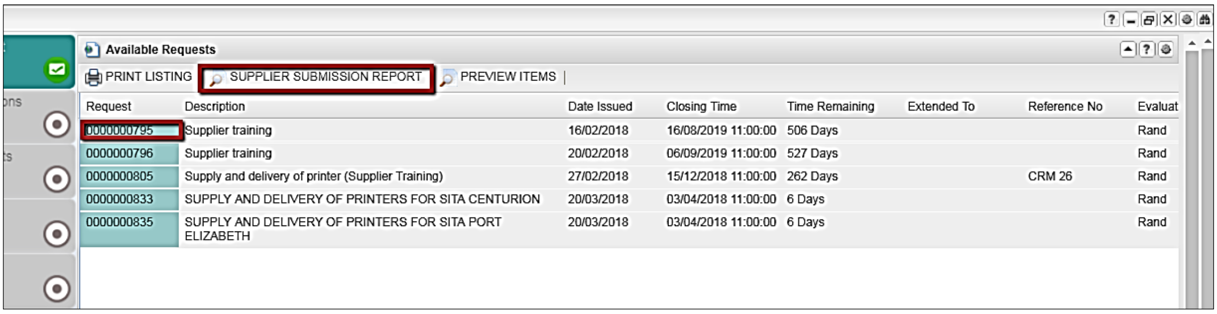
NOTE

The **Print Listing** functionality is available throughout the entire **Supplier Response Wizard** process and can be used during any of the steps to generate a list of available requests.

1.2 Supplier submission report

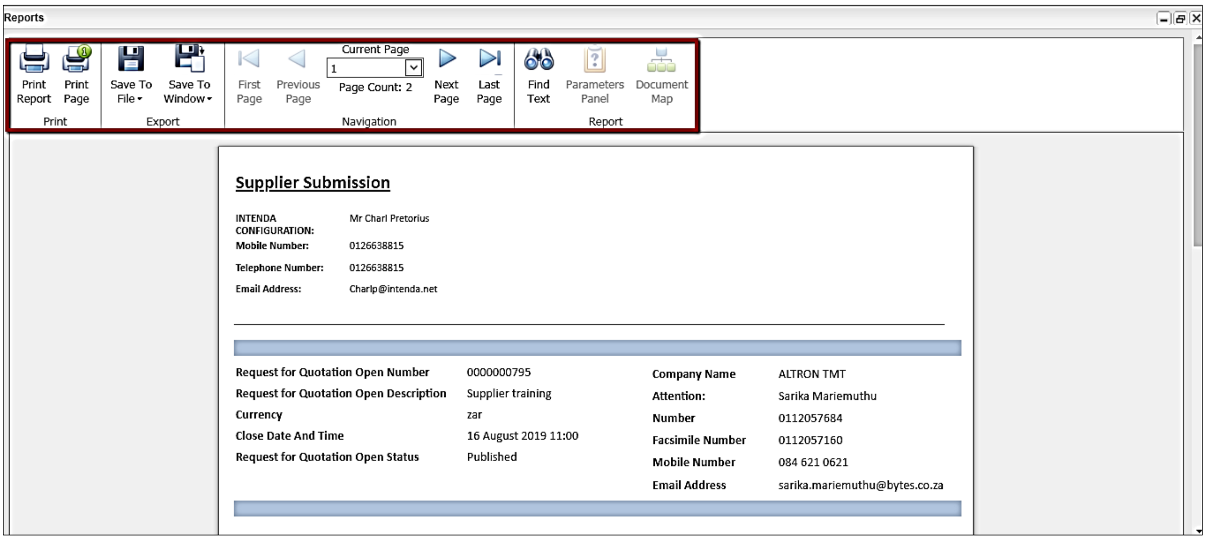
1. Select the applicable request.
2. Click on the **Supplier Submission Report** button as shown in Figure 9.

Figure 9 - Supplier Submission Report button



A report detailing your response to the current request will be displayed in the **Reports** screen. You have options to save and/or print the document and also to find specific text in the document, as shown in Figure 10.

Figure 10 - Supplier Submission report



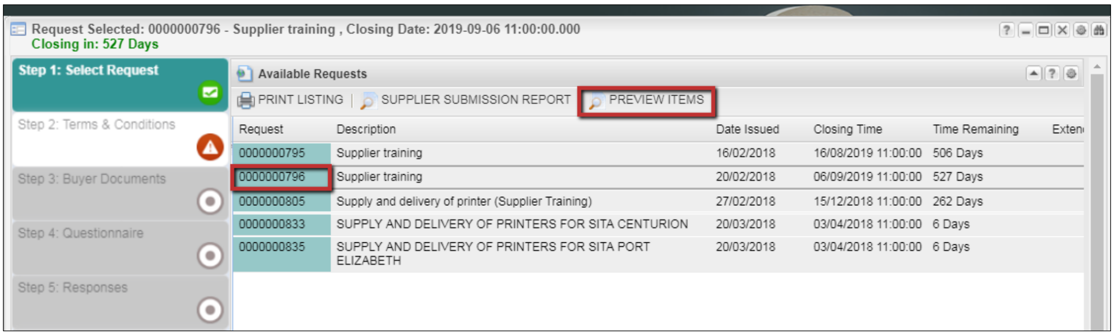
NOTE

The SUPPLIER SUBMISSION report will usually be generated after completion of **Step 7: Submit Request**. However, you can also generate this report when you need to verify or review your response to a bid. It is advisable that you save the report for your records.

1.3 Preview items

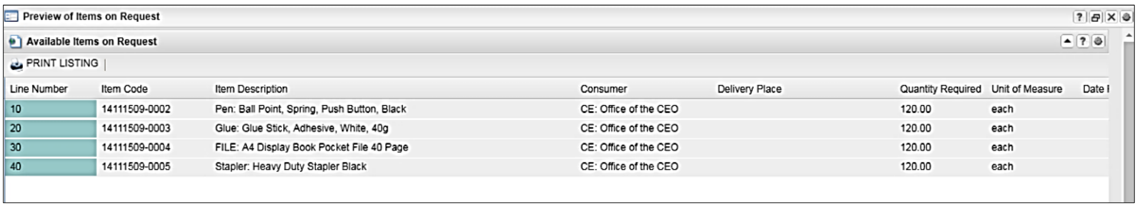
1. Click to select a request and click on the **Preview Items** button as shown in Figure 11.

Figure 11 - Preview Items button



The **Preview Items on Request** screen is shown, providing details on the individual items in the request as shown in Figure 12.

Figure 12 - Preview Items on Request screen


Preview of Items on Request

Available Items on Request

PRINT LISTING

Line Number	Item Code	Item Description	Consumer	Delivery Place	Quantity Required	Unit of Measure
10	14111509-0002	Pen: Ball Point, Spring, Push Button, Black	CE: Office of the CEO		120.00	each
20	14111509-0003	Glue: Glue Stick, Adhesive, White, 40g	CE: Office of the CEO		120.00	each
30	14111509-0004	FILE: A4 Display Book Pocket File 40 Page	CE: Office of the CEO		120.00	each
40	14111509-0005	Stapler: Heavy Duty Stapler Black	CE: Office of the CEO		120.00	each

2. Step 2: Terms and conditions

Follow the process indicated below to complete **Step 2: Terms and Conditions**.

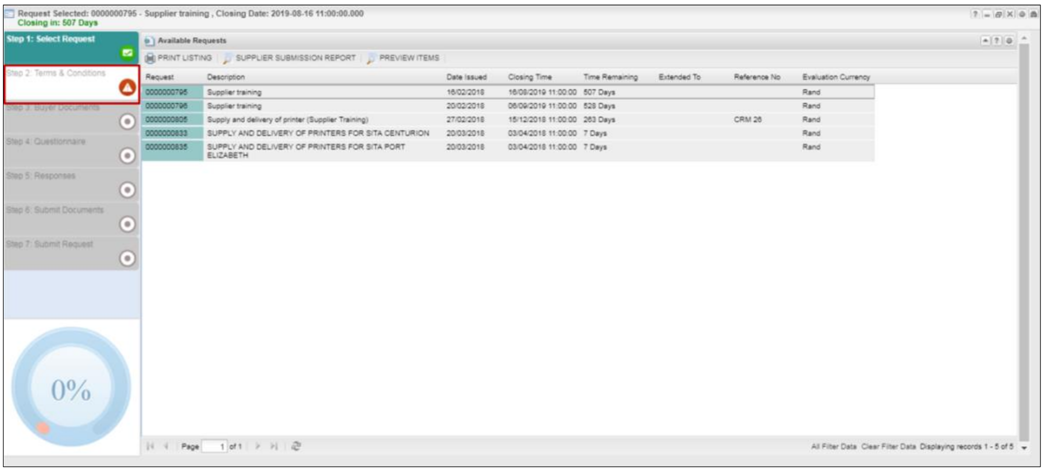
2.1 Accept the terms and conditions


NOTE

The terms and conditions referred to in this step are applicable to the online bidding process and not to the RFX.

1. Click on the **Step 2: Terms & Conditions** tab in the navigation pane as shown in Figure 13.

Figure 13 - Step 2: Terms & Conditions



2. The terms and conditions will be displayed in a PDF document. Read the terms and conditions. Click on the **Accept Terms and Conditions** button to accept.
3. Click on the **Yes** button in the **Continue** confirmation message
4. Click on the **OK** button in the **Action Performed Successful** confirmation message.

NOTE

If you click on the **Reject Terms and Conditions** button you will not be able to respond to the bid.

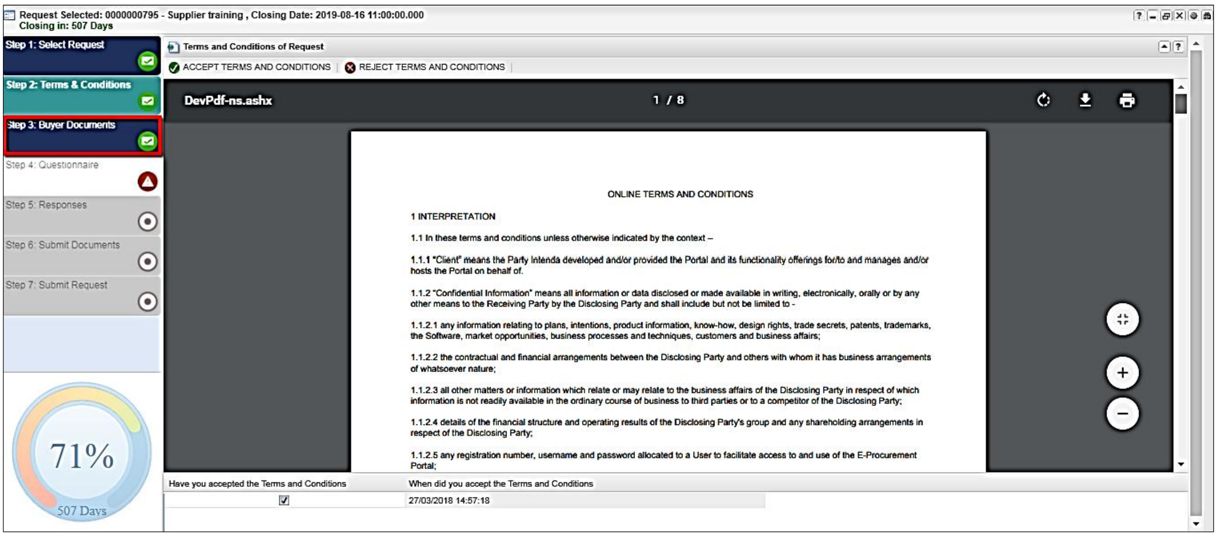
3. Step 3: Buyer documents

Follow the process indicated below to complete **Step 3: Buyer Documents**.

3.1 View buyer documents

1. Click on **Step 3: Buyers Documents** tab in the navigation pane as shown in Figure 14.

Figure 14 - Step 3: View Buyer Documents

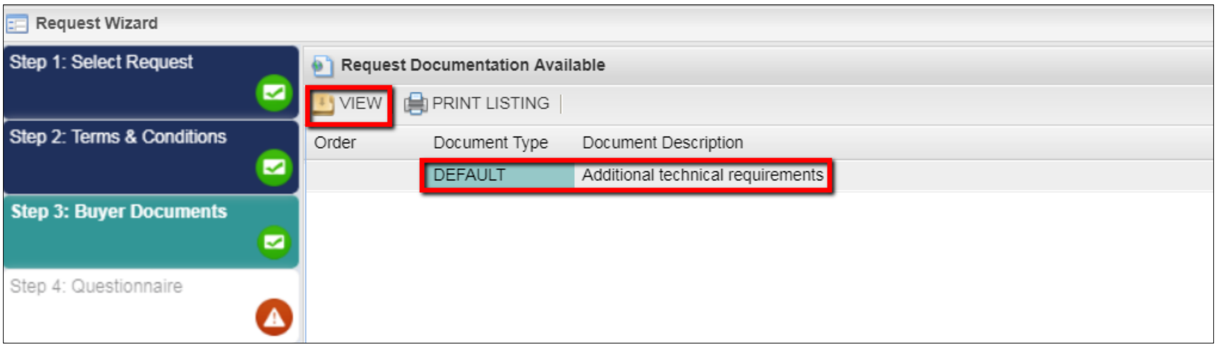


NOTE

The percentage complete indicator has changed to reflect your progress.

2. A list of relevant buyer documents will be displayed in the **Request Documentation Available** screen. Click to select the document to be viewed then click on the **View** button as shown in Figure 15.

Figure 15 - View button



3. The selected document will download to your computer. Click on the **MS Word** icon to open the document.

NOTE

The standard bidding documents must be signed and uploaded when you are completing **Step 6: Submit Documents.**

3.2 Print buyer document listing

This function allows you to generate a list of all the buyer documents attached to the current request.

1. Click on the **Print Listing** button on the **Request Documentation Available** screen as shown in Figure 16 below.

Figure 16 - Print Listing button

All the buyers' documents relevant to the current request will be listed in the **Request Documents Available Report** screen with options to save and/or print the document and also to find specific text in the document.

4. Step 4: Questionnaire

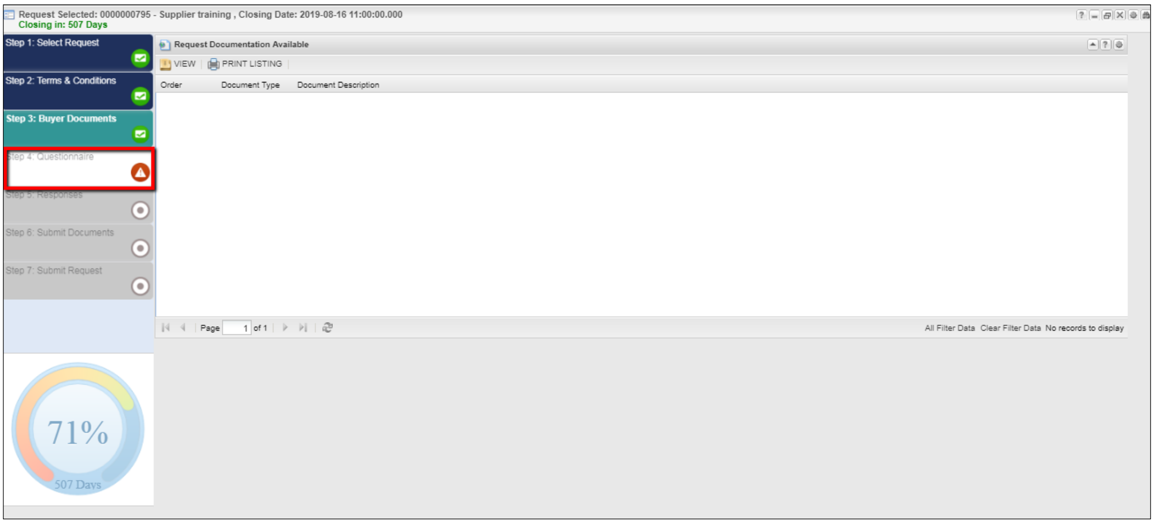
Follow the process indicated below to complete **Step 4: Questionnaire**.

4.1 Complete questionnaire

This step requires the completion of compulsory questions.

1. Click on the **Step 4: Questionnaire** tab in the navigation pane as shown in Figure 17.

Figure 17 - Step 4: Questionnaire

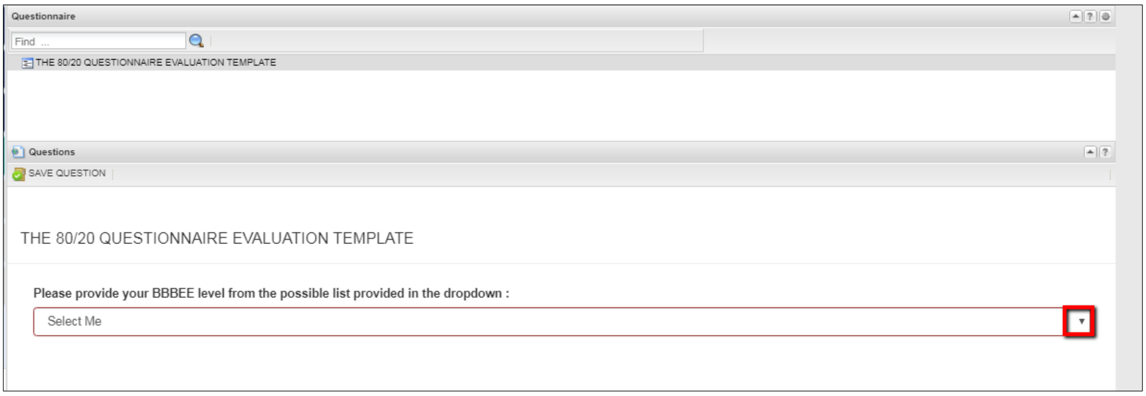


2. A list of the questionnaires that are compulsory for the current request is shown. Click to select the questionnaire to be completed as shown in Figure 18.

Figure 18 - Questionnaires

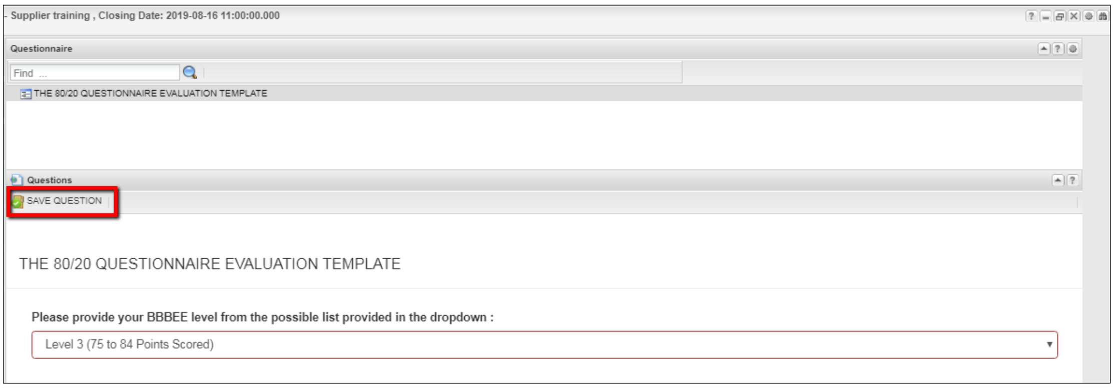
3. The questions to be answered will be displayed in the grid pane below the questionnaire. Click on the drop-down arrow below the question to see the response options as shown in Figure 19.

Figure 19 - Question drop-down arrow



4. Select the applicable response.
5. Click on the **Save Question** button to save your response as shown in Figure 20.

Figure 20 - Save Question



6. Click on the **OK** button in the **Save Successful** confirmation message.

5. Step 5: Responses

Follow the process indicated below to complete **Step 5: Responses**.


NOTE

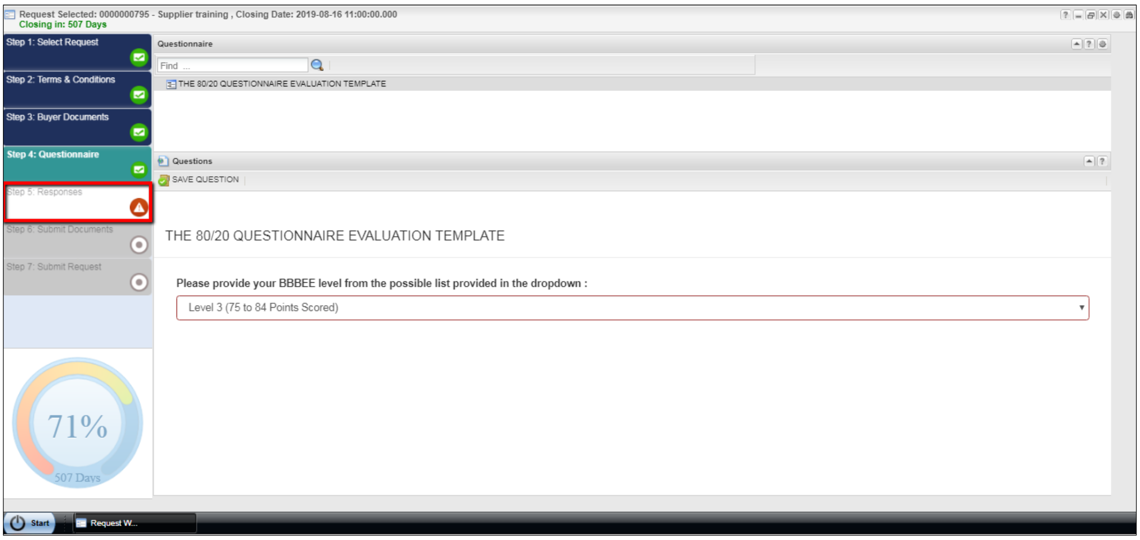
Your responses can be completed online, or offline by downloading the **Response** template to your computer. Both processes are explained here, starting with completing the response online.

5.1 Complete response online

This step requires the completion of compulsory questions.

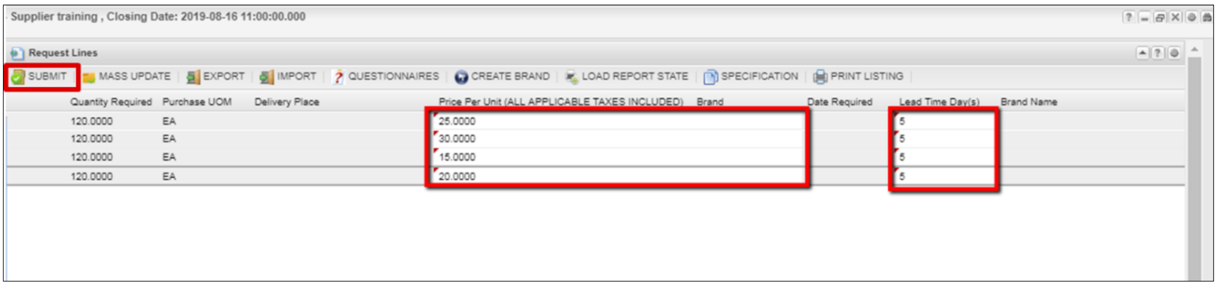
1. Click on the **Step 5: Response** tab in the navigation pane as shown in Figure 21.

Figure 21 - Step 4: Questionnaire



2. The **Request Lines** screen shows the line items of the current request. Complete the request line fields with the required information. Please refer to table 3 (page 26) for a description of the line fields.
3. Click on the **Submit** button to submit your responses as shown in Figure 22.

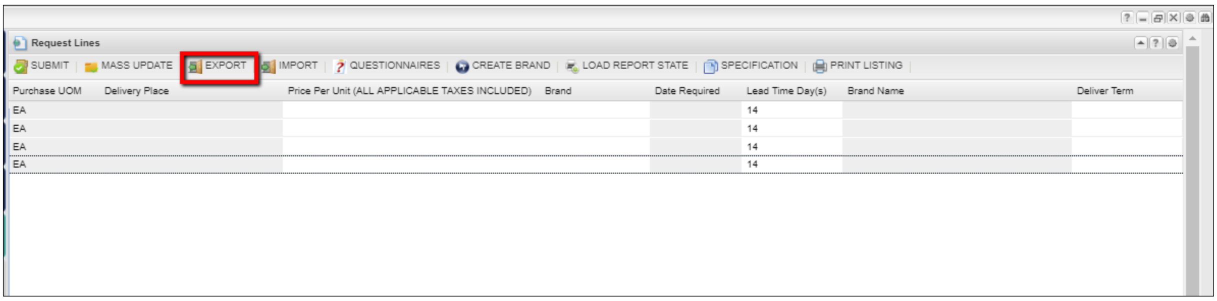
Figure 22 - Submit Response



5.2 Complete response offline

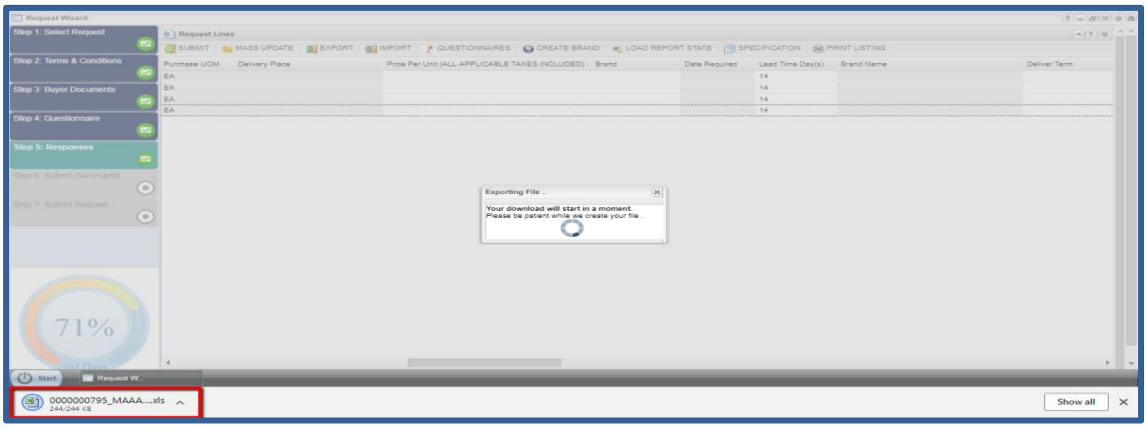
1. Click on the **Step 5: Responses** tab in the navigation pane.
2. Click on the **Export** button as shown in Figure 23.

Figure 23 - Export button



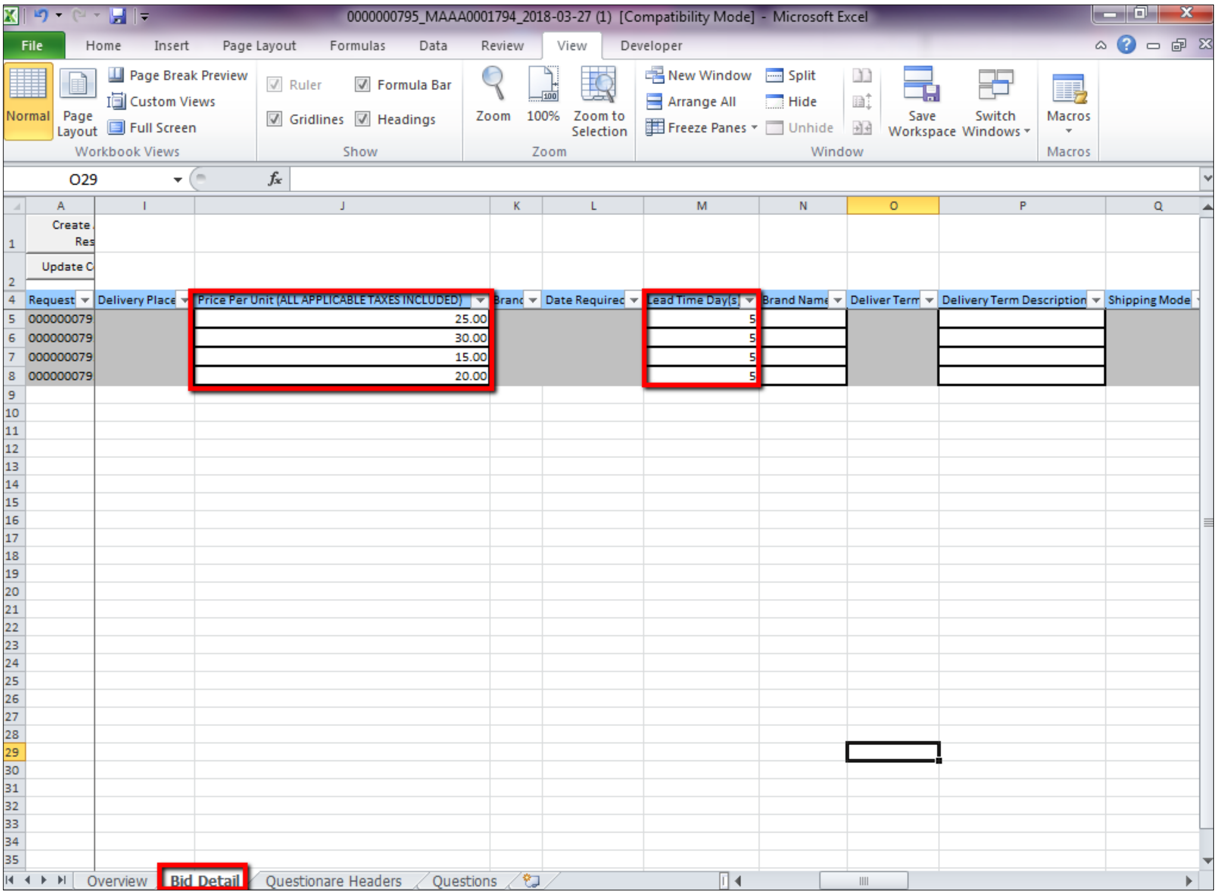
3. The **Response** template will download to your computer in MS-Excel format. Click on the Excel document icon to open as shown in Figure 24.

Figure 24 - Save Question



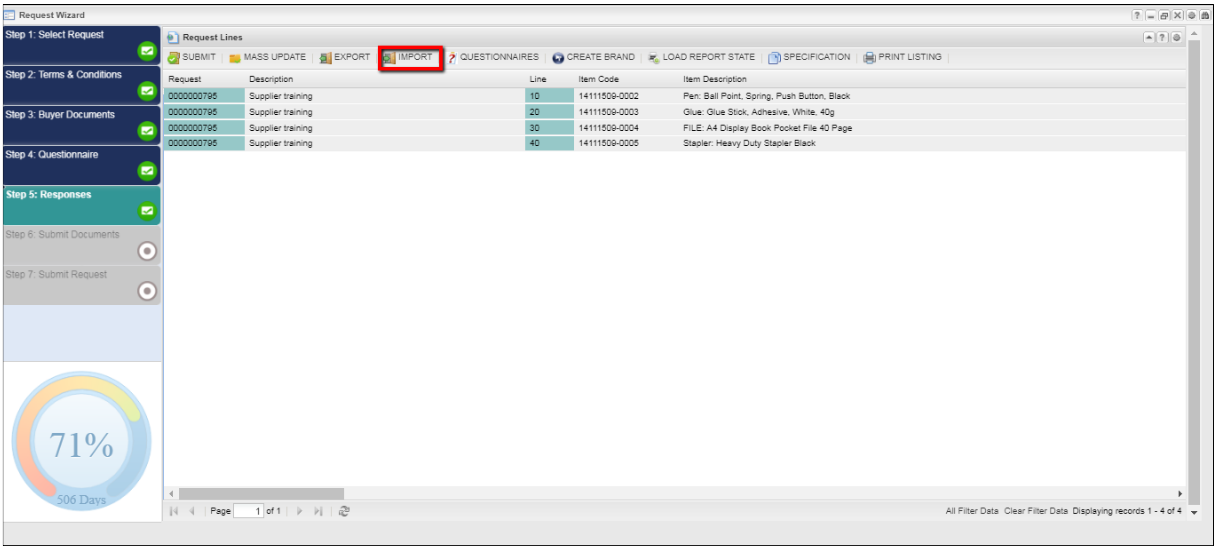
4. Enter your gCommerce logon password and click on the **OK** button to open the document.
5. Click the **Enable Editing** button.
6. Click on the **Enable Content** button.
7. Click on the **Prepare Document** button.
8. Click on the **Bid Detail** sheet and complete the request line fields with the required information as shown in Figure 25. Please refer to table 3 (page 26) for an explanation of the line fields.

Figure 25 - Bid Details sheet



9. Complete the questions on the **Questions** sheet.
10. Save and close the Excel document.
11. The completed response document can now be imported to the **Supplier Response Wizard**. Click on the **Import** button on the **Responses** tab as shown in Figure 26.

Figure 26 - Import button



12. Click on the **Browse** button on the **Upload file** dialog box.
13. Navigate to and select your completed response document and click on the **Open** button.
14. Click on the **Save** button on the **Upload file** dialog box.
15. Click on the **OK** button on the **Success confirmation** message.

Table 3 - Item fields column descriptions

Field	Description	Supplier note or response
Quantity Required	The number of items/services required by the purchasing organisation.	Note
Response Quantity	The number of items/services available at the supplier to fulfil the requirement of the purchasing organisation if the quantity that can be delivered by the supplier is less than the required quantity.	Response
Purchase Unit of Measure	The expected purchase unit of measure (UOM) associated with the selected line, i.e. EA (each).	Note
Response Unit of Measure	The UOM in which the supplier will deliver the items/ services.	Response
Conversion Factor Operator	If the response UOM differs from the purchase UOM the applicable operator (i.e. multiply/divide) that converts the purchase UOM (e.g. EA) to the response UOM (e.g. BOX) must be completed, e.g. if the required quantity is 100 and purchase UOM is EA (each) and the supplier	Response

Field	Description	Supplier note or response
	response quantity is 1 and the response UOM is BOX of 100, the conversion factor will be 100 and the conversion operator * – multiply.	
Conversion Factor	If the response UOM differs from the purchase UOM, the quantity involved in the conversion must be completed, e.g. if the required quantity is 100 and purchase UOM is EA (each) and the supplier response quantity is 1 and the response UOM is BOX of 100, the conversion factor will be 100 and the conversion operator * – multiply.	Response
Minimum order quantity	The minimum number of items with which a supplier is willing to supply the organisation.	Response
Price per Unit (All Applicable Taxed Included)	The response unit price of an item/service with the applicable VAT % added to the unit price.	Response Mandatory
Currency Fixed Indicator	If the supplier deals in another currency, this indicator should be selected to indicate if the exchange rate of the currency is fixed or not.	Response
Currency Percentage	If the exchange rate of the alternative currency is not fixed, provide the expected percentage escalation for the currency over a period.	Response
Currency Rate Period	If the exchange rate of the alternative currency is not fixed, provide the number of months during which the expected currency percentage escalation is valid.	Response

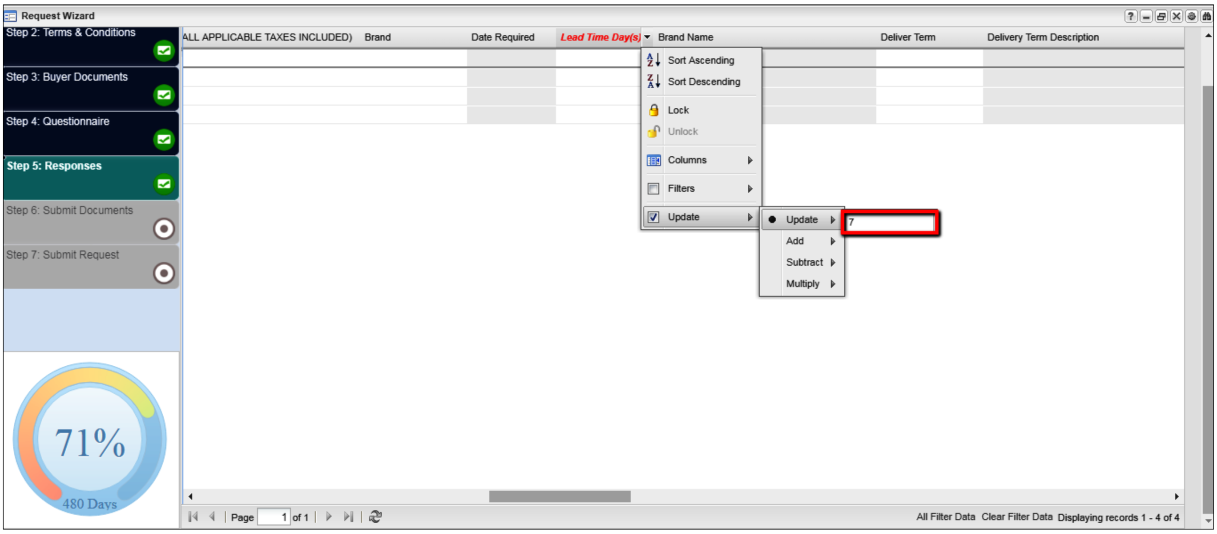
The following additional functionality is available on the **Step 5: Responses** tab.

5.3 Mass update

This function is used to capture the same response value for multiple items in the same column on the **Request Lines** screen.

1. Click on the drop-down arrow next to the item to be updated.
2. Navigate to the **Update** option to show the **Value** field.
3. Click on the **Value** field and enter the update value as shown in Figure 27.

Figure 27 - Request line item options



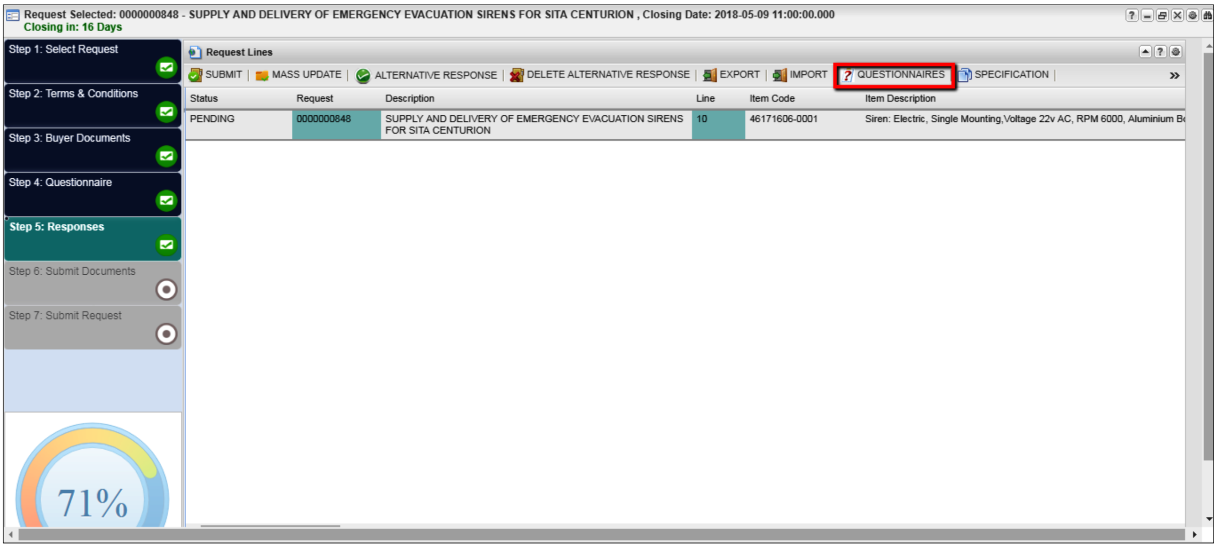
4. Click on the **Mass Update** button.
5. Click on the **Yes** button in the **Continue** dialog box.
6. Click on the **OK** button in the **Save Successful** confirmation message. The updated values will be shown in the relevant column.

5.4 Complete line-level questionnaires

The **Questionnaires** function allows the supplier to capture answers to a line item questionnaire linked to one or more items on an RFX. The same questionnaire may be linked to selected lines or to all the lines on an RFX. Similarly, a different questionnaire may be linked to each line.

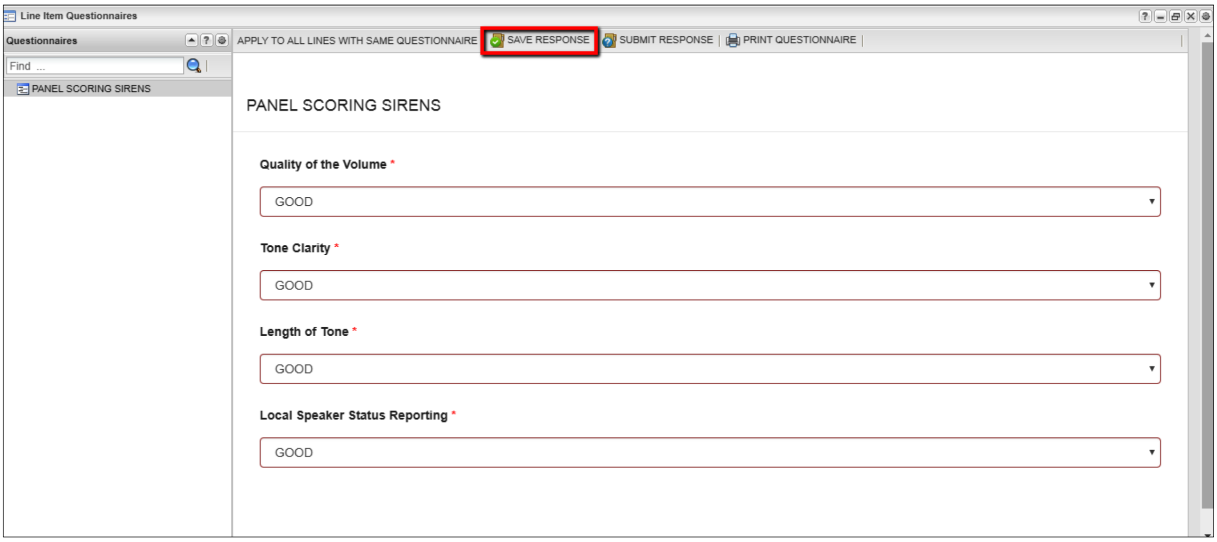
1. Click to select a line item and click on the **Questionnaires** button to verify whether a questionnaire is attached, as shown in Figure 28.

Figure 28 - Questionnaire button



2. A list of the questionnaires will be displayed in the **Line Item Questionnaires** screen. Select a questionnaire to display the questions to be answered.
3. Complete the questions by selecting the correct options from the drop-down options.
4. Click the **Save Response** button as shown in Figure 29.

Figure 29 - Save Response button

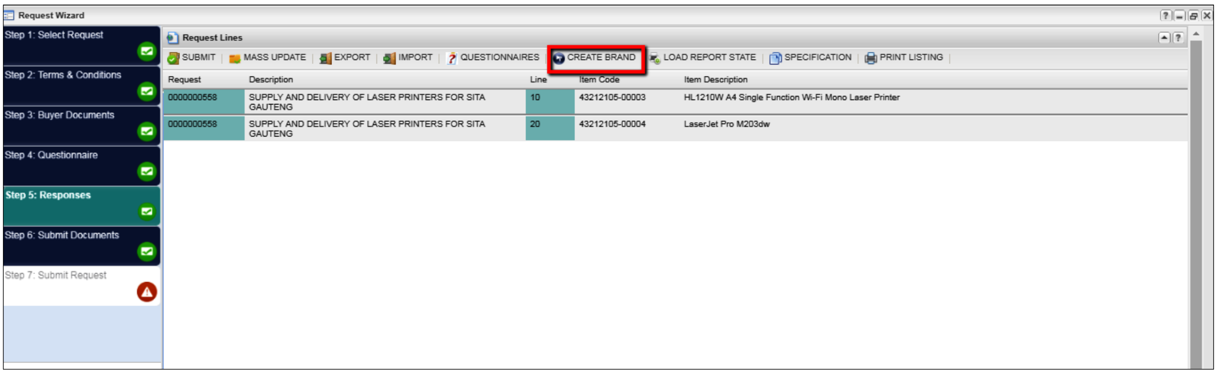


5.5 Create a brand

You may select a brand associated with the provided response. If a brand is not available on the option list in the **Brand** column, you may add a new brand.

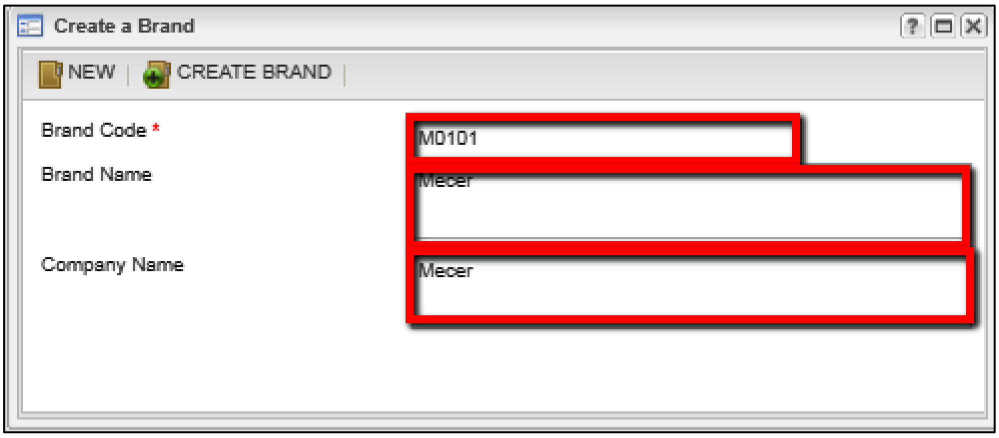
1. Click on the **Create brand** button on the **Request Lines** screen as shown in Figure 30.

Figure 30 - Create Brand button



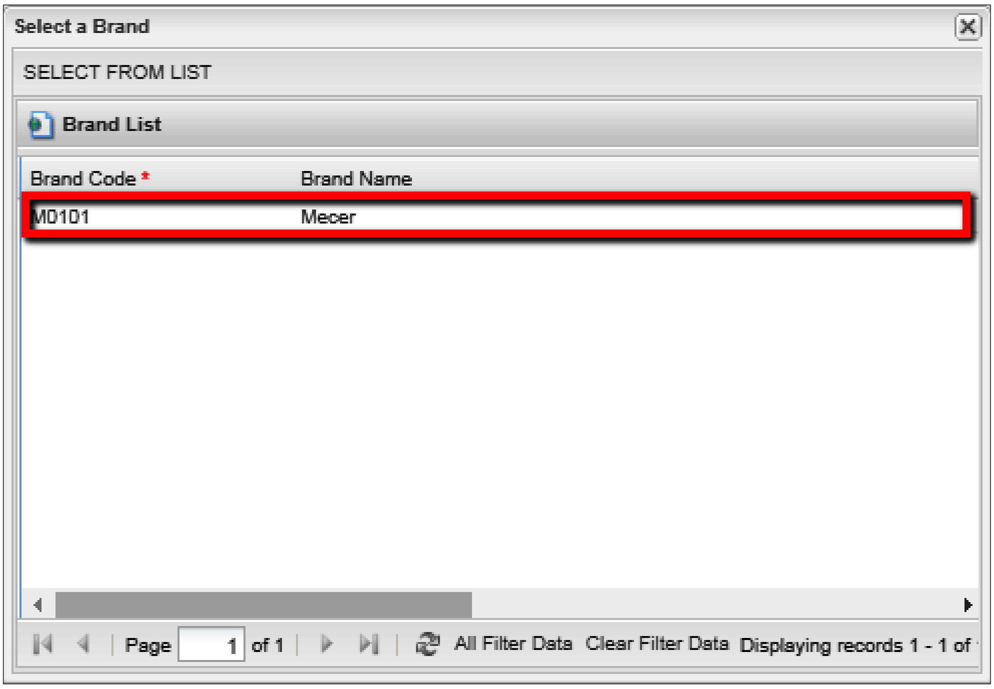
2. Complete the brand details fields on the **Create a Brand** screen as shown in Figure 31.

Figure 31 - Create Brand screen



3. Click on the **Create Brand** button.
4. Click on the **OK** button in the **Success confirmation** message.
5. Click on the drop-down arrow in the **Brand** column heading to show the **Select a Brand** screen.
6. Select the desired brand from the **Brand List** screen as shown in Figure 32.

Figure 32 -Select a Brand screen

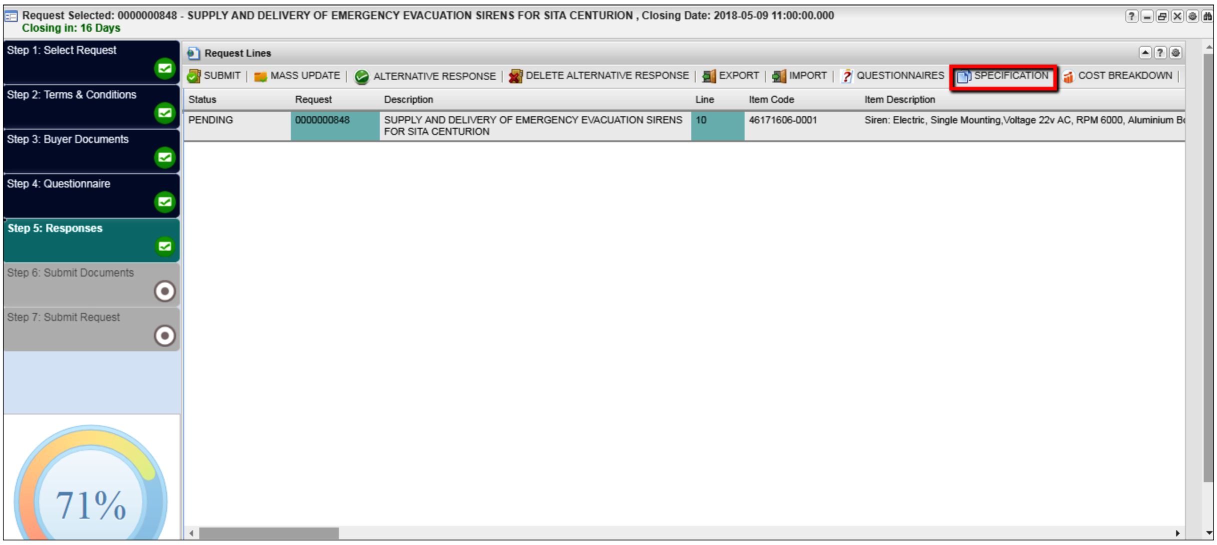


5.6 Specification

This function allows you to download a line item specification if the line item has an item specification.

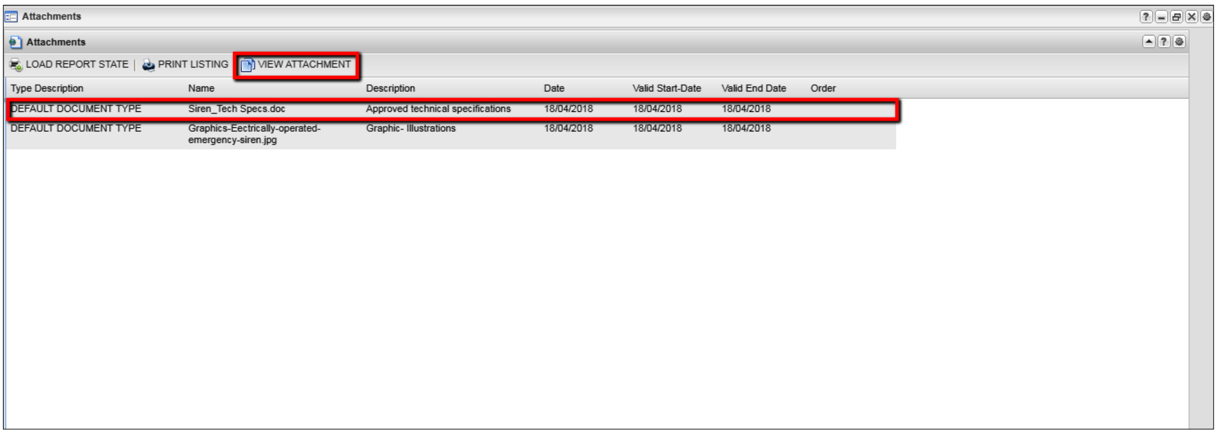
1. Click on the **Specification** button in the **Report Lines** screen as shown in Figure 33.

Figure 33 - Specification button



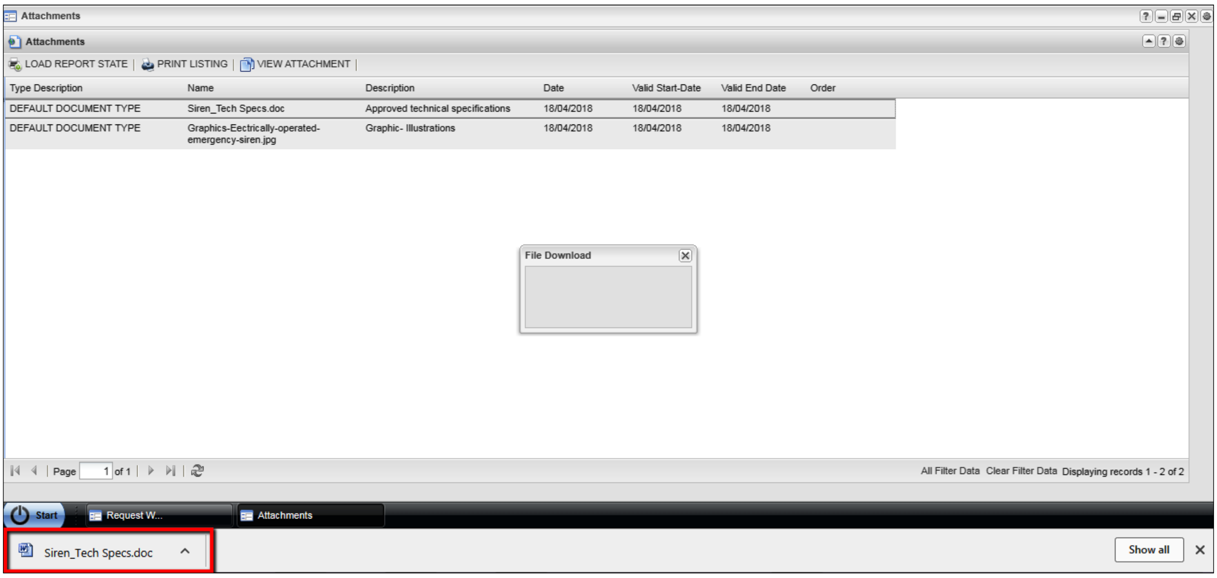
2. Select the relevant attachment from the **Attachments** screen and click on the **View Attachment button** as shown in Figure 34.

Figure 34 - Attachments screen



3. The specification will download to your computer in document format. Click on the **Document** icon to open as shown in Figure 35 .

Figure 35 - Open Attachment



6. Step 6: Submit documents

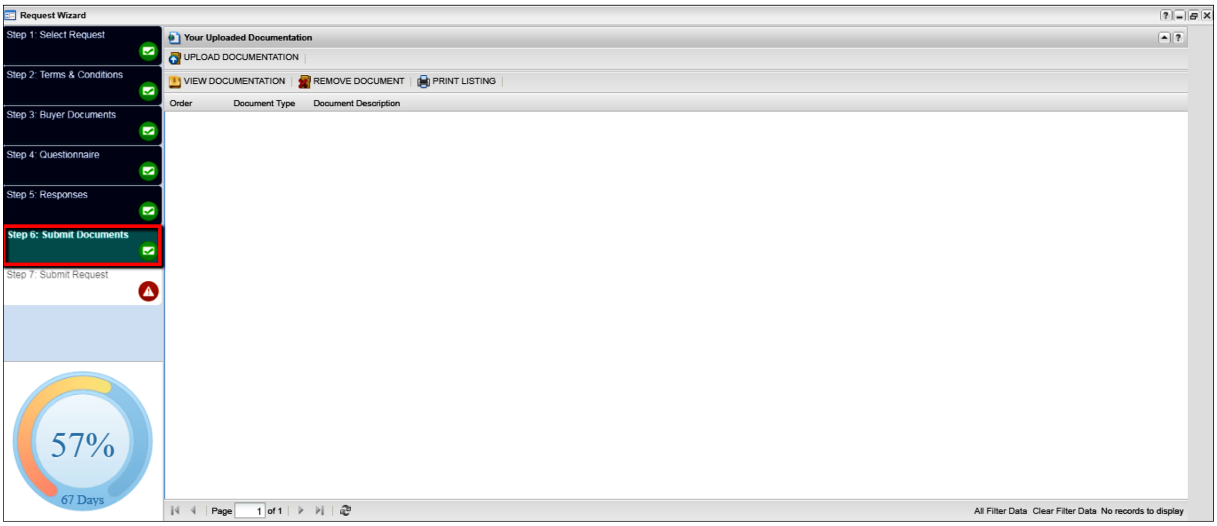
Follow the process indicated below to complete **Step 6: Submit Document**.

6.1 Submit documents

Any additional/required documents that must accompany your response must be uploaded at this step.

1. Click on the **Step 6: Submit Documents** tab in the navigation pane as shown in Figure 36.

Figure 36 - Step 7: Submit Documents

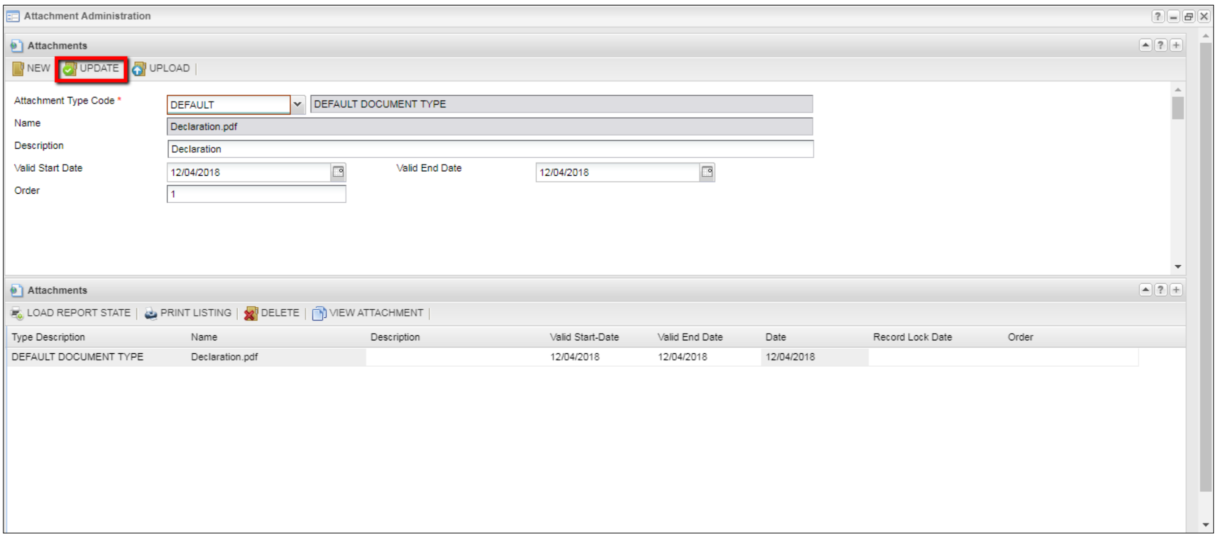


2. Click on the **Upload Document** button on the **Your Uploaded Documentation** screen as shown in Figure 37.

Figure 37 - Upload Documentation button

3. Click on the **Upload** button on the **Attachment Administration** screen.
4. Click on the **Browse** button on the **Attachment** dialog box.
5. Navigate to and select the file to be submitted.
6. Click on the **Open** button in the directory.
7. Click on the **Save** button in the **Attachment** dialog box.
8. Click on the **OK** button in the **Save Successful** dialog box.
9. Complete the content fields in the **Attachment Administration** screen and click on the **Update** button as shown in Figure 38.

Figure 38 - Update button



NOTE

To upload another document, click on the **NEW** button and repeat steps 1 to 9. If you upload multiple documents, you can change the document order if required by entering a desired document number in the **Order** field.

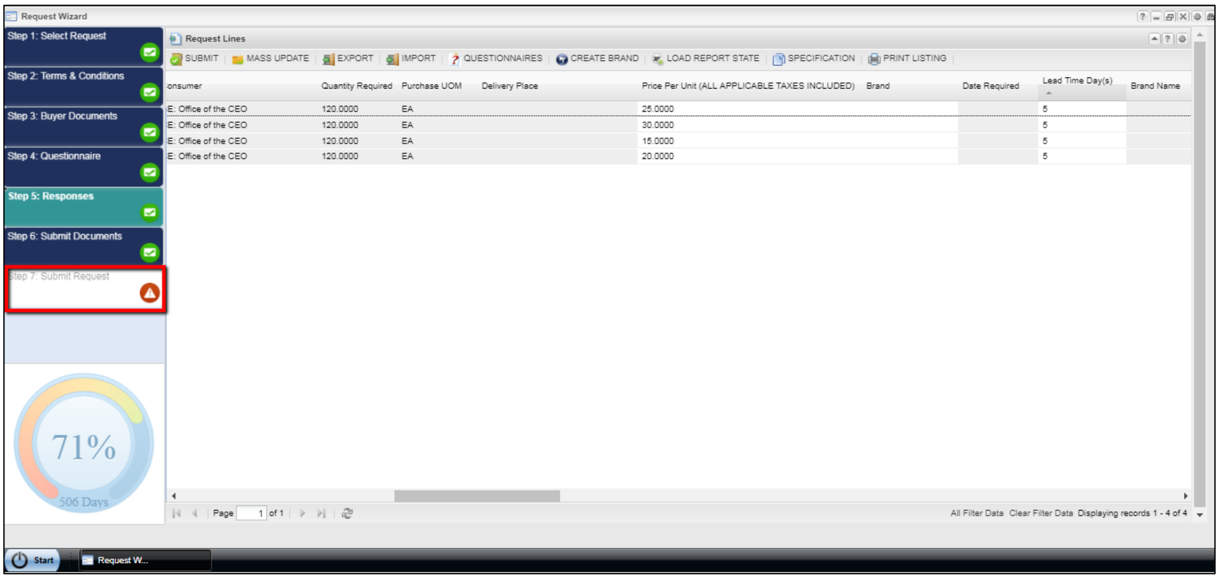
10. Close the **Attachment Administration** screen to return to the **Upload documentation** screen, which will display the uploaded documents.

7. Step 7: Submit request

Follow the process indicated below to complete **Step 7: Submit Request**.

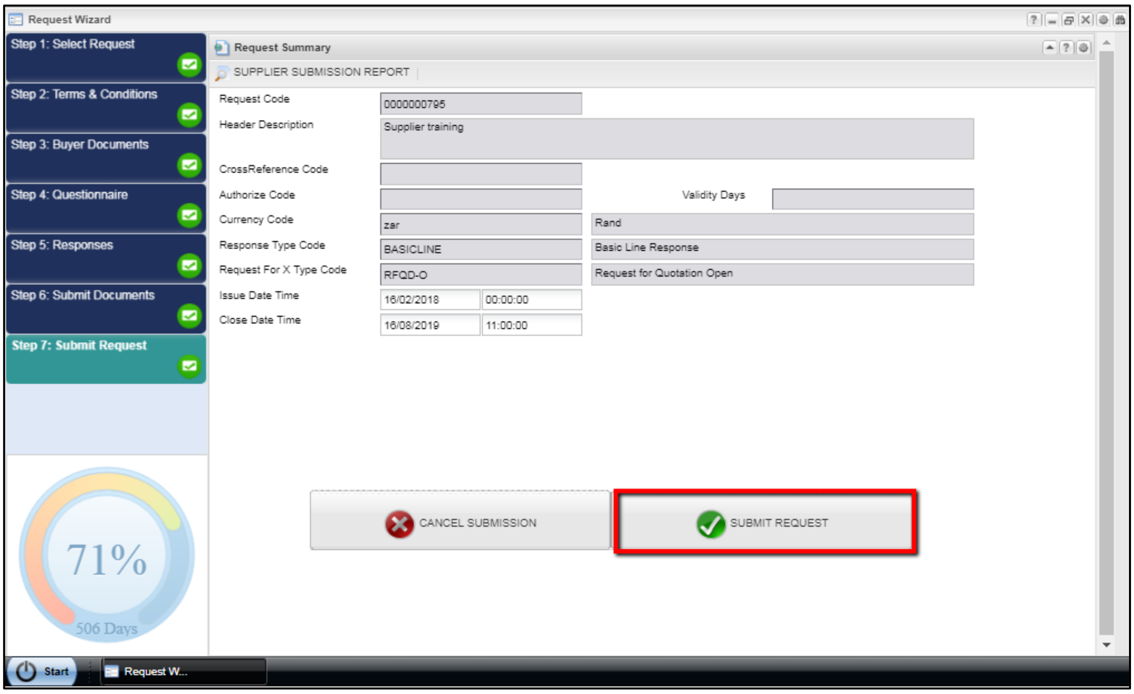
1. Click on the **Step 7: Submit Request** tab in the navigation pane as shown in Figure 39.

Figure 39 - Step 7: Submit Request



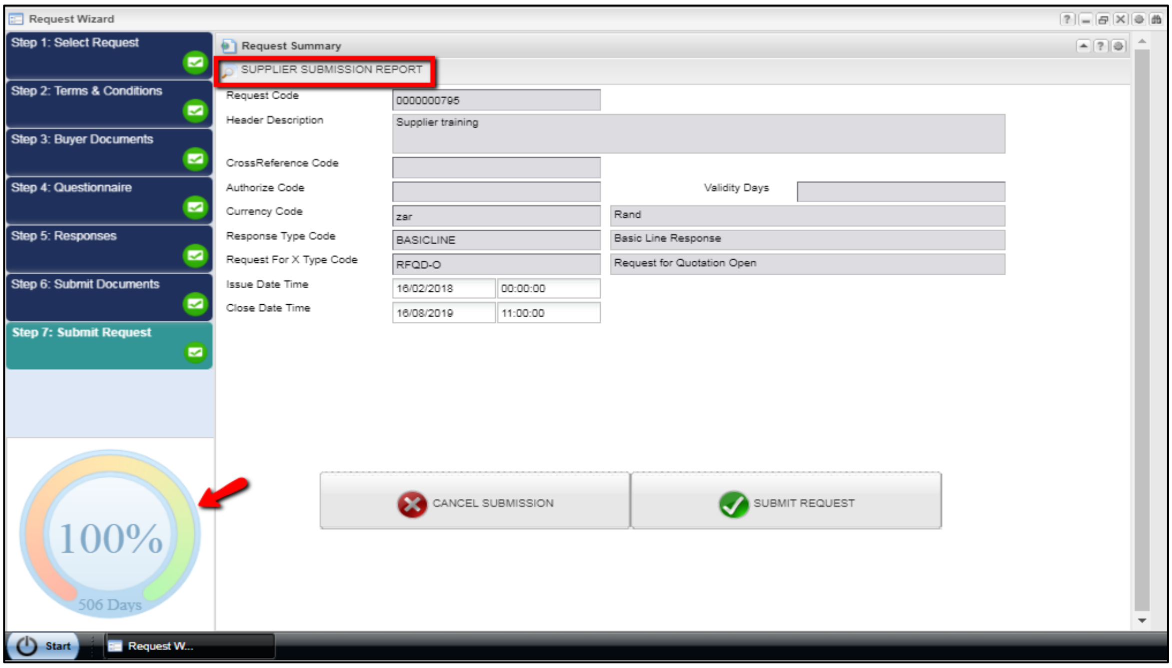
2. Click on the **Submit Request** button in the **Request Summary** screen as shown in Figure 40.

Figure 40 - Submit Request button



3. Click on the **Yes** button in the **Continue** dialog box.
4. Click on the **OK** button in the **Responses Successfully Submitted** dialog box.
5. Click on the **Supplier Submission Report** button to view your SUBMISSION report.

Figure 41 - Supplier Submission Report button

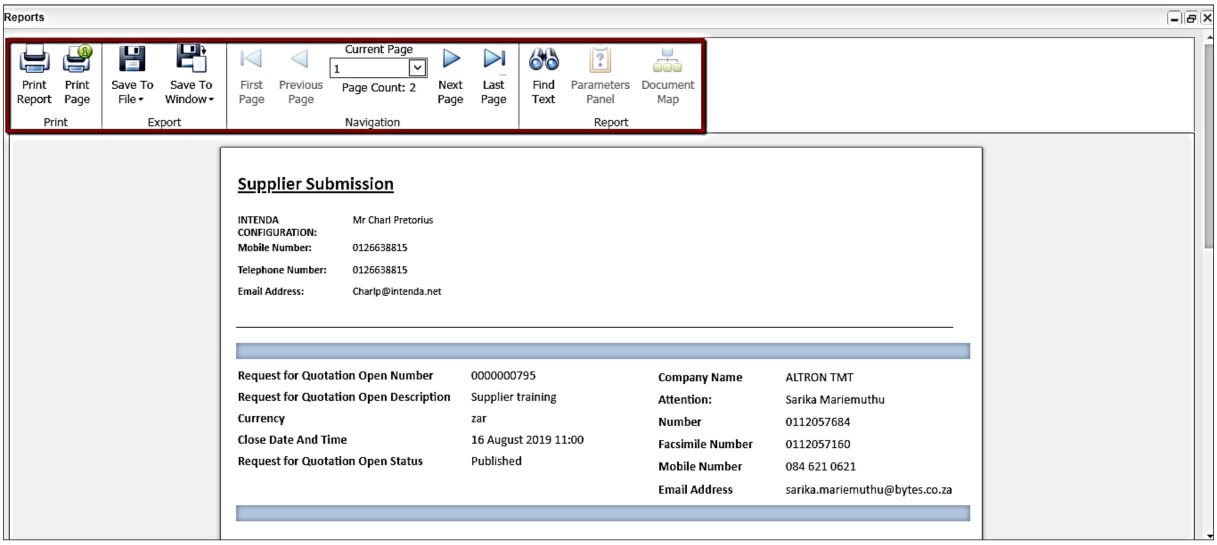


NOTE

The completion indicator has updated to 100%.

6. The SUPPLIER SUBMISSION report is shown in the **Reports** screen with options to save and/or print the document and also to find specific text in the document, as shown in Figure 42. Save the report for your records.

Figure 42 - Supplier Submission Report



NOTE

You can update your response multiple times before the closing date. Please ensure that you submit your latest changes by executing **Step 7: Submit Request** every time you update.