

# Supplier Guide: Responding to Requests for Tender (RFT) on procure.bn

This comprehensive guide has been developed to assist suppliers in effectively responding to Request for Tender (RFT) opportunities on the procure.bn platform. The manual provides step-by-step instructions for the entire tender response process, from initial login through to final submission and resubmission procedures.

#### STATEMENT OF CONFIDENTIALITY

All information presented in this document is considered strictly confidential. The addressee should not disclose this document or any attachments, in whole or in part, to any third party without prior written consent from procure.bn.

### Introduction and Objective

This User Manual provides comprehensive guidance for suppliers on how to effectively respond to Request for Tender (RFT) opportunities within the procure.bn Platform. The document has been meticulously structured to walk you through each stage of the tender response process.

### Key Objectives of This Manual:

- To provide clear step-by-step instructions for navigating the procure.bn platform
- To explain the complete tender response workflow from initial login to final submission
- To outline procedures for handling tender fees, document downloads, and query submissions
- To detail the technical requirements for submitting compliant tender responses
- To guide suppliers through the resubmission process when required



The manual is designed to ensure suppliers can navigate the procure.bn platform efficiently, maximising their chances of submitting successful and compliant tender responses. Each section provides detailed instructions with supporting visual references where applicable.

By following this guide, suppliers will be able to properly prepare and submit their tender responses, ensuring they meet all buyer requirements and adhere to the specified timelines and procedures.

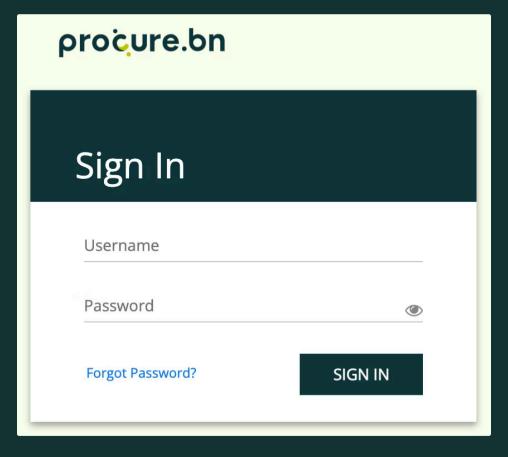
### Logging on to procure.bn Platform

### Step-by-Step Login Process:

Accessing the procure.bn platform requires proper authentication through the system's secure login interface. Follow these precise steps to successfully log into your supplier account:

- 1. Navigate to the procure.bn official website using your preferred web browser
- 2. Locate and click the "Click to Login" button on the homepage to access the login interface
- 3. When the login page appears, carefully enter your registered username in the "Username" field
- 4. Enter your confidential password in the "Password" field, ensuring correct case sensitivity
- 5. Click the "SIGN IN" button to authenticate your credentials

For security purposes, the platform may implement account lockout policies after multiple failed login attempts. If you encounter difficulties accessing your account, please contact the procure.bn technical support team immediately to resolve any access issues.



### Security Recommendations:

- Always ensure you are connecting through a secure network when accessing the platform
- Never share your login credentials with unauthorised personnel
- Log out of your session when you have completed your work
- Update your password regularly in accordance with security best practices

Once successfully authenticated, you will be redirected to the procure.bn dashboard, where you can access all available tender opportunities and manage your account settings. Your login session will remain active for a limited duration and may time out due to inactivity for security purposes.



# RFT Response to the Buyer (Open Tenders)

# Open procure.bn and Explore Opportunities:

- Go to procure.bn and click on Explore Opportunities to view all available tenders (RFTs/RFQs).
- If you are interested in any opportunity, click on its link — the system will redirect you to the Login page

### Log In to View Details

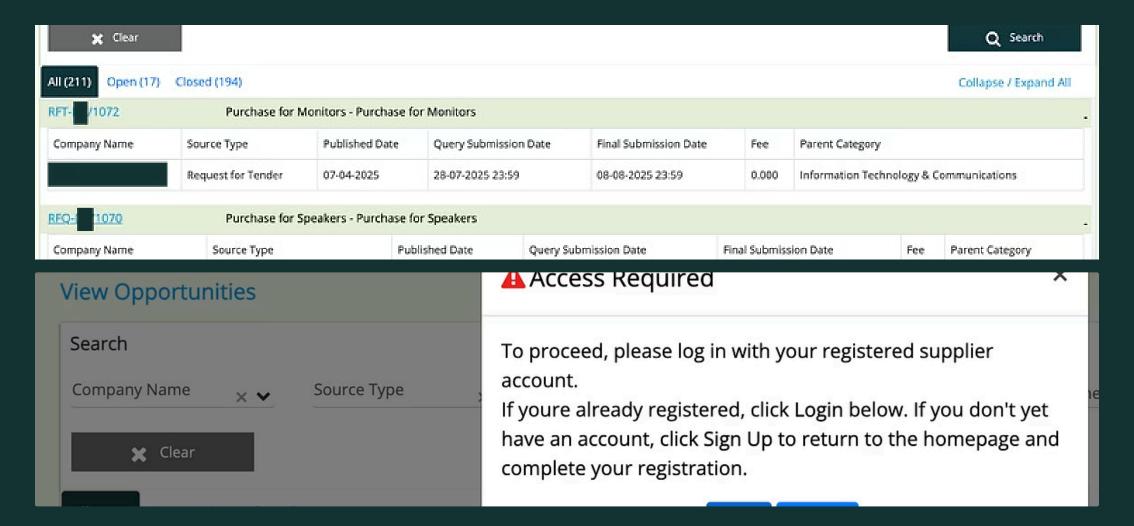
- Once logged in, you will be taken directly to the selected opportunity.
- You can now view details, respond, or download relevant documents from the platform.

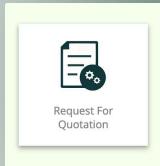
# Navigate and Search Opportunities

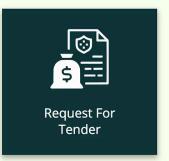
- Use filters or enter the Source Doc
   Ref# (RFT/RFQ number) in the search
   bar to locate specific tenders.
- The system will redirect you to the comprehensive Tender details page

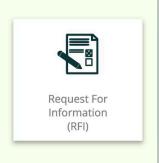
Upon accessing the Tender details page, you will be able to view all relevant information about the RFT, including submission deadlines, technical requirements, and buyer specifications. Note that a unique Reference Number will be automatically generated by the system once you initiate the "Create Response" action in the response screen, providing a tracking identifier for your submission throughout the tender process.

The RFT list interface displays crucial information about each tender opportunity, including the tender title, reference number, submission deadline, and current status. This comprehensive overview allows suppliers to efficiently identify relevant opportunities that align with their capabilities and business interests.









# RFT Response to the Buyer (Invited Tenders)

#### Access the RFT List

After logging into the procure.bn
Platform, navigate to the RFT list by
either:

- Clicking the "Request for Tender" button on the Home screen
- Selecting "Request for Tender" from the Sourcing Management dropdown in the menu options

### Search for Specific RFTs

Use the search functionality to locate particular tenders:

- Enter the RFT Number in the Source Doc Ref# field
- Apply additional filters as needed to narrow down your search results

#### View RFT Details

To access the complete tender details:

- Locate the relevant RFT in the list
- Click the "View/Edit" option in the Action menu
- The system will redirect you to the comprehensive Tender details page

Upon accessing the Tender details page, you will be able to view all relevant information about the RFT, including submission deadlines, technical requirements, and buyer specifications. Note that a unique Reference Number will be automatically generated by the system once you initiate the "Create Response" action in the response screen, providing a tracking identifier for your submission throughout the tender process.

The RFT list interface displays crucial information about each tender opportunity, including the tender title, reference number, submission deadline, and current status. This comprehensive overview allows suppliers to efficiently identify relevant opportunities that align with their capabilities and business interests.

### Subscribe to an RFT

### **Subscription Process**

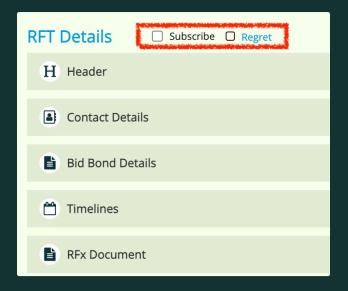
When you open an RFT for the first time, you will be automatically redirected to the Subscribe page. This initial step is critical as it formally registers your interest in the tender opportunity and enables you to proceed with the response process.

To subscribe to the tender:

- 1. Review the tender details thoroughly
- 2. Tick the "Subscribe" checkbox to indicate your intention to participate
- 3. The system will display a confirmation message: "Tender Subscribed Successfully"

If you determine that the tender is **not** suitable for your organisation:

- 1. Tick the "Regret" checkbox
- 2. Select an appropriate reason for declining from the dropdown menu
- 3. Enter explanatory remarks in the provided field
- 4. Click the "Regret" button to confirm your decision
- 5. The system will display a confirmation message: "Tender Regretted Successfully"



### **Key Information Sections**

The Subscribe page provides comprehensive information about the tender:

- Tender Basic Information: Displays Company Name, Tender Number. Fee Details and other essential information
- Contact Details: Contains buyer contact information for any direct communications
- **Bid Bond Details:** Specifies bid bond type requirements and associated fee details
- Tender Timeline: Highlights critical dates including Last Date for Raising Queries and Submission Due Date
- RFT Document: Lists all tender documents attached by the buyer

It is imperative to note that you cannot submit queries or responses after the expiration of the respective deadlines specified in the Tender Timeline section. Therefore, carefully review all dates and plan your submission activities accordingly to ensure compliance with the buyer's requirements.

### Pay RFT Fee

#### Fee Payment Process

Some tenders require payment of a fee to participate in the procurement process. The procure.bn platform facilitates this payment through a streamlined electronic process:

- 1. Navigate to the "Pay RFx Fee" tab after subscribing to the tender
- 2. Verify the fee amounts displayed:
  - Normal Fee: Standard payment amount for most suppliers
- 3. Click the "Pay RFT" button to proceed to the payment gateway
- 4. Complete the transaction using the available payment methods
- 5. The system will generate a receipt upon successful payment

It is essential to retain a copy of your payment receipt as evidence of transaction completion, which may be required for reference during the tender process.



#### Important Considerations

When handling RFT fee payments, be mindful of the following key points:

- If no fees are applicable for a particular tender, the "Pay RFx Fee" tab will be automatically skipped in the workflow
- Payment must be completed before you can proceed to subsequent stages of the tender response process
- Fees are typically non-refundable, even if you later decide not to submit a proposal
- Some jurisdictions may require additional documentation for fee payments, which would be specified in the tender documents
- Payment processing may take up to 24 hours to reflect in the system during peak periods

If you encounter any technical difficulties during the payment process, or if the payment gateway appears unresponsive, please contact the company support team immediately to avoid missing submission deadlines due to payment issues.

### Download RFT Documents

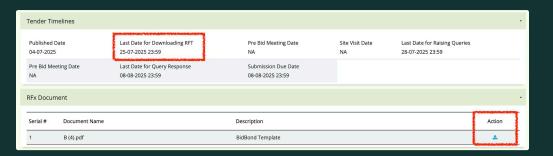
### Document Access and Management

The "Download RFT" tab provides centralised access to all tender documentation provided by the buyer. These documents contain critical information about the tender requirements, specifications, terms and conditions that you must carefully review before preparing your response.

To download the RFT documents:

- 1. Navigate to the "Download RFT" tab in the tender workflow
- 2. Review the list of available documents displayed in the RFT Document section
- 3. Click the download icon associated with each document to save it to your local system
- 4. Verify that all documents have been successfully downloaded by checking their content

It is highly recommended to create a dedicated folder structure on your system to organise the downloaded documents for easy reference during the response preparation process.



#### Document Types and Importance

RFT documentation typically includes several types of documents, each serving a specific purpose:

- **Main RFT Document:** Contains comprehensive information about the procurement requirements
- **Technical Specifications:** Detailed descriptions of technical requirements and standards
- Terms and Conditions: Legal and commercial conditions governing the tender
- Response Templates: Standardised formats for submitting specific sections of your response
- Addenda: Any subsequent modifications or clarifications to the original tender documents

Important: You must download all documents before the "Last Date for Downloading RFT" as specified in the tender timeline. After this deadline, the system will automatically restrict access to these documents, potentially impacting your ability to prepare a compliant response. It is advisable to download all documents immediately after subscribing to avoid any last-minute complications.

### Post Queries

#### Query Submission Process

The "Post Queries" tab allows you to seek clarification on any aspects of the tender that may be unclear or require additional information. This formal communication channel ensures all queries and responses are documented within the system.

- 1. Navigate to the "Post Queries" tab in the tender workflow
- 2. In the Post Queries section, select the appropriate Category for your query
- 3. Enter the specific RFT Document Reference to which your query relates
- 4. Formulate your Question clearly and concisely
- 5. Attach any Reference Document that may help illustrate your query (optional)

### Managing Multiple Queries

For tenders with complex requirements, you may need to submit multiple queries across different aspects of the specification. The system facilitates this through a structured approach:

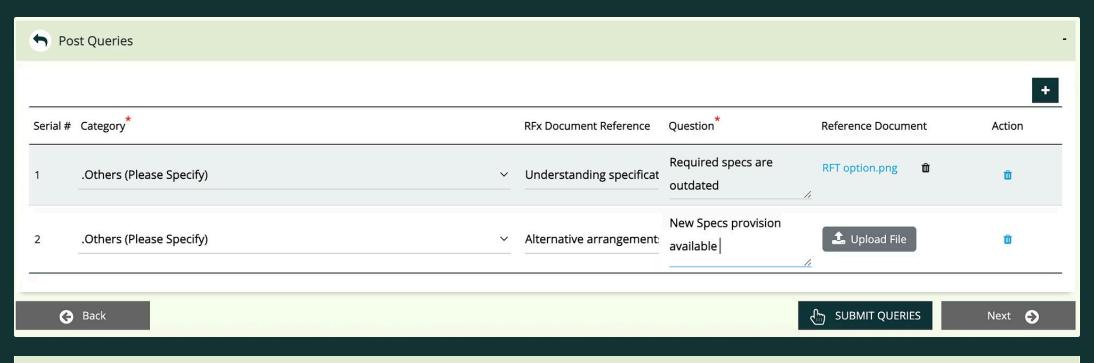
- Click the "Add Row" button to create fields for additional queries
- Complete the required information for each query row
- Review all queries for clarity and relevance before submission
- Click the "Submit Queries" button to send all queries simultaneously
- The system will display a confirmation message: "Queries Submitted"

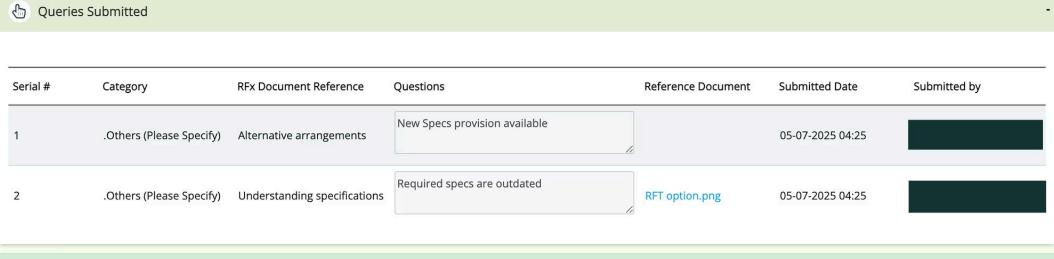
#### Viewing Query Responses

Once the buyer responds to your queries, you can access these responses through the system:

- Return to the "Post Queries" tab
- Click the "View Response" button to access buyer responses to your previously submitted queries
- All submitted queries and their responses will be displayed in the Queries Submitted section
- Review responses carefully as they may contain important clarifications that affect your tender response

Critical Timeline Consideration: Query submission is strictly governed by the deadline specified in the "Last Date for Raising Queries" field. The system will automatically prevent submission of new queries after this deadline has passed. It is therefore essential to review the tender documents promptly upon downloading and submit any queries well in advance of this deadline to allow sufficient time for the buyer to respond and for you to incorporate these responses into your tender submission.





### Submit Proposal - Initial Steps

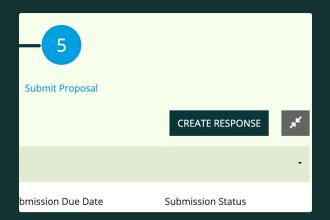
### Proposal Submission Workflow

The "Submit Proposal" tab is where you will enter all required information and upload necessary documents to complete your tender response. This multi-step process encompasses several critical components:

- Navigate to the "Submit Proposal" tab in the tender workflow
- 2. Click the "Create Response" button to initiate the response process
- 3. The system will generate a unique response number that will be associated with your submission
- 4. This reference number serves as a tracking identifier throughout the evaluation process

The proposal submission interface is typically divided into three main sections, each requiring specific information:

- Checklist Response: Responses to specific compliance questions
- Financial Section: Pricing details and payment terms
- Mandatory Document Section: Upload of required documentation



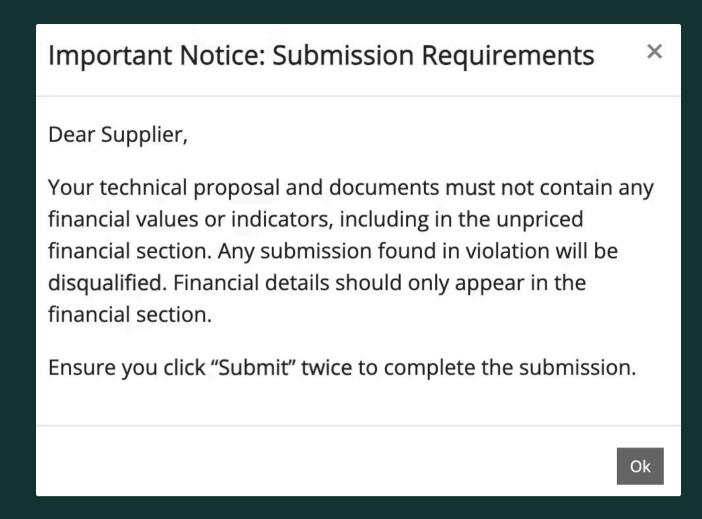
#### Preparation Recommendations

Before initiating the proposal submission process, it is advisable to:

- Thoroughly review all tender requirements and specifications
- Prepare all required information and documentation in advance
- Verify that all mandatory documents meet the specified format requirements
- Ensure pricing calculations are accurate and align with the tender specifications
- Allow sufficient time for the upload process, particularly for large documents

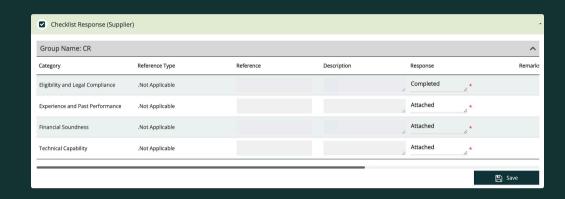
The system will save your progress as you move through each section, allowing you to complete the submission over multiple sessions if necessary. However, all sections must be completed before the final submission deadline.

It is crucial to note that once you have clicked the "Create Response" button, the system establishes a formal record of your intention to submit a tender response. The generated response number will be required for any subsequent communications regarding your submission and will appear in the system logs for audit purposes. This initial step does not constitute a complete submission; you must proceed through all subsequent sections and complete the "Final Submission" process before the tender deadline.



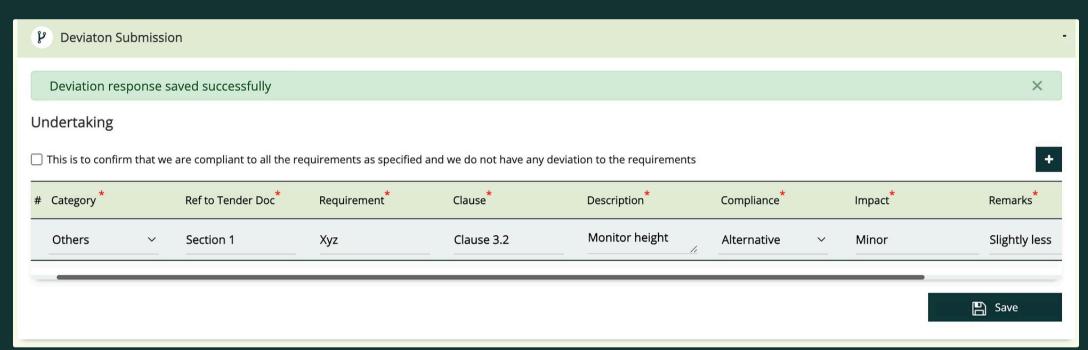
RFT Submission Notice - At the end ensure to click twice for submission

Checklist response - ensure the descriptions are provided, with required attachments | Click save

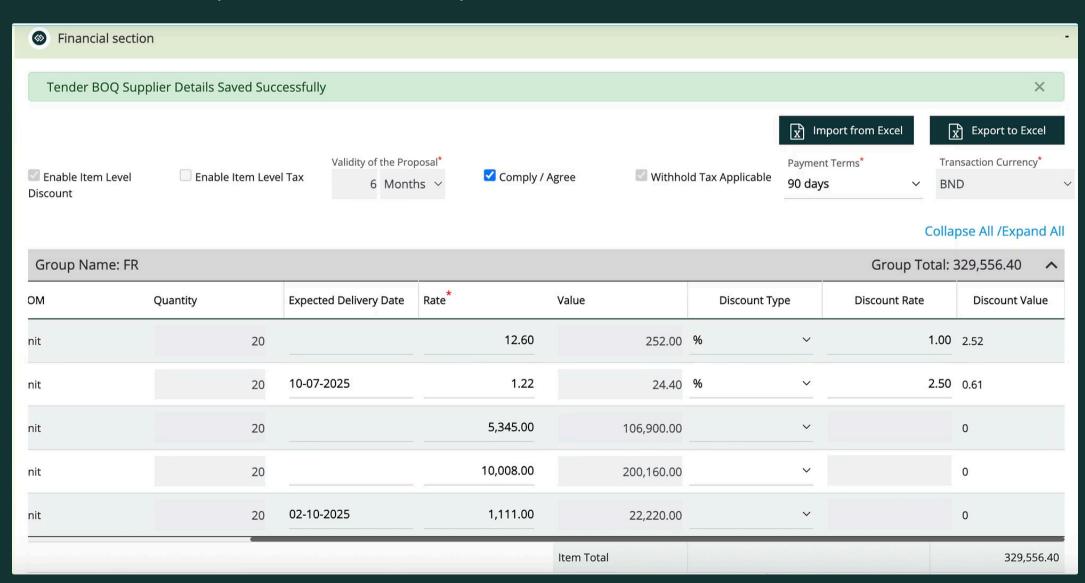




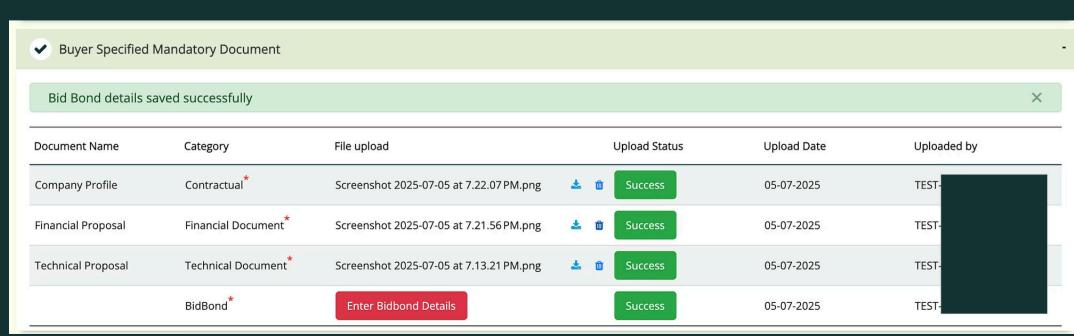
Deviation Submission - Declare all deviations else tick comply | Click Save



Financial Section - Correctly enter the rates, discounts (if any) and



Mandatory Documents - Upload the required tender documents, ensure all other sections are saved beforehand.



# Checklist Response

#### Responding to Compliance Requirements

The Checklist Response section contains a series of specific questions or requirements that the buyer has identified as essential compliance points. These items often relate to your organisation's ability to meet mandatory requirements, technical specifications, or terms and conditions.

To complete the Checklist Response section:

- 1. Review each checklist item carefully to ensure full understanding of the requirement
- 2. Select or enter your response for each item in the designated field
  - For dropdown selections, choose the appropriate option that accurately reflects your compliance
  - For text fields, provide clear and concise responses that directly address the requirement
- 3. Pay particular attention to items marked as "mandatory" as these must be completed for your submission to be accepted
- 4. Where supporting documentation is requested:
  - Download any templates provided by the buyer
  - Complete the templates with the required information
  - Upload the completed templates using the attachment function
- 5. Click the "Save" button to preserve your responses
- 6. The system will display a confirmation message: "Checklist Response Details Saved Successfully"



### Best Practices for Checklist Responses

To ensure your checklist responses effectively demonstrate compliance:

- Answer all questions truthfully and accurately misrepresentation may lead to disqualification
- Provide specific, relevant information rather than generic responses
- Where appropriate, include references to supporting documentation
- Ensure consistency between your checklist responses and other sections of your submission
- Review all responses for completeness before proceeding to the next section

The Checklist Response section often forms a critical part of the evaluation process, with buyers using these responses to conduct an initial assessment of supplier compliance. Incomplete or inadequate responses may result in your submission being deemed non-compliant without further consideration of other sections. Therefore, it is essential to allocate sufficient time and attention to providing comprehensive, accurate responses to all checklist items.

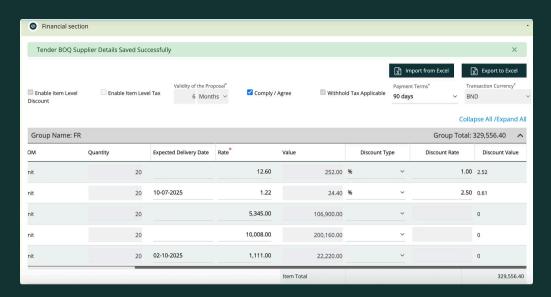
### Financial Section

### **Submitting Pricing Information**

The Financial Section is where you provide detailed pricing information for the goods or services specified in the tender. This section requires precise input of rates, discounts, and tax information in accordance with the tender requirements.

#### To complete the Financial Section:

- Select the appropriate Payment Terms from the dropdown menu, indicating when you expect the buyer to settle their payment
- 2. Enter the Rate for each line item in the designated field under the Rate column
  - Ensure rates are entered in the currency specified in the tender documentation
  - Verify that rates include all costs as required by the tender specifications
- 3. If offering discounts:
  - Select the appropriate Discount type from the dropdown menu
  - Enter the discount value in the corresponding field
- 4. For tax calculations:
  - Select the applicable Tax type from the dropdown menu
  - Enter the tax value in the corresponding field



#### **Automatic Calculations**

The system will automatically calculate the following values based on your inputs:

- Item Total: Quantity multiplied by Rate for each line item
- Discount: Applied to the Item Total based on the discount type and value
- Net Value: Item Total minus the Discount amount
- Tax: Calculated on the Net Value based on the tax type and rate
- Total Amount: Net Value plus Tax amount

Always verify that these automatic calculations align with your intended pricing structure before proceeding.

After completing all required fields in the Financial Section, click the "Save" button to record your pricing information. The system will display a confirmation message: "Financial Section Saved Successfully".

It is crucial to carefully review all pricing information before saving, as errors in this section could significantly impact the competitiveness of your bid or your ability to deliver profitably if awarded the contract. Consider having a colleague independently verify your pricing calculations to ensure accuracy. Remember that some buyers may penalise or disqualify submissions with mathematical errors or inconsistencies in the Financial Section.

### Mandatory Document Section

### Document Requirements Assessment

Before proceeding with uploads, carefully review the list of mandatory documents specified by the buyer. These typically include:

- Company registration certificates
- Financial statements
- Tax compliance certificates
- Technical compliance documentation
- Quality certification documents
- Bid bond documentation

### Bid Bond Documentation

If a bid bond is required:

- Ensure all sections are saved to enter Bid Bond
- Click the "Enter Bid Bond Details" button
- Complete all required fields in the bid bond form
- Upload any supporting documentation for the bid bond
- Verify that the bid bond meets all specifications (amount, validity period, etc.)

### **Document Upload Process**

For each mandatory document:

- Ensure the document is in the required format (PDF, DOC, etc.)
- Verify the file size is within system limitations
- Use the upload function to attach the document
- Confirm successful upload by checking the file name appears in the system

### **Optional Documentation**

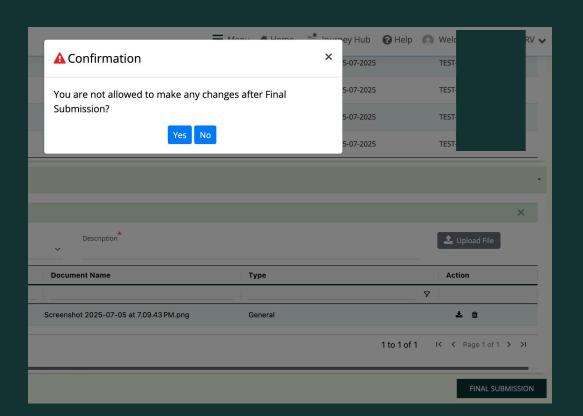
For additional supporting documents:

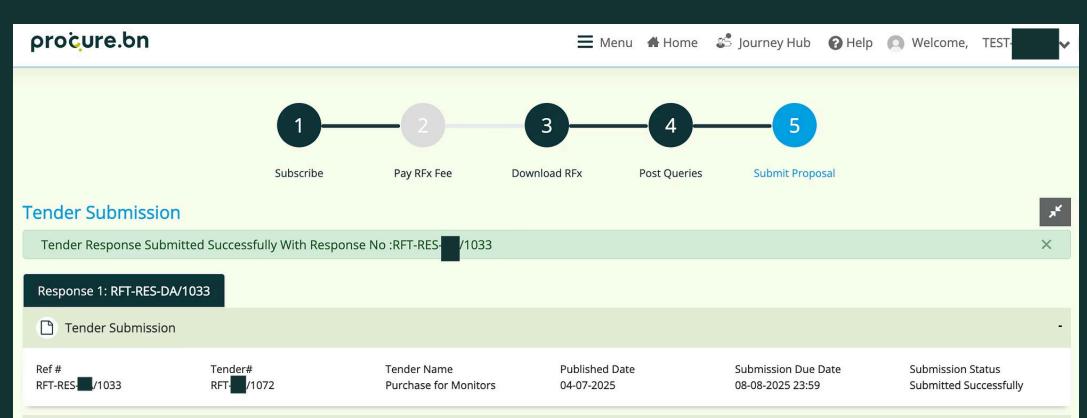
- Use the optional documents section to upload any supplementary materials
- Label each document clearly to indicate its purpose
- Ensure all optional documents are relevant to the tender requirements

### Final Submission

Once all documents are uploaded:

- Review all entries for accuracy and completeness
- Click the "Final Submission" button
- Confirm your intention to submit when prompted
- Note the confirmation message: "Tender Submitted Successfully"





**Critical Requirement:** The system will not permit final submission without all mandatory documents being attached. It is essential to prepare these documents in advance and ensure they meet all specified requirements. Document names should clearly indicate their content, and all files should be checked for integrity before uploading to prevent corruption issues.

Once you have completed the final submission process, your tender response is formally lodged with the buyer and cannot be modified unless the buyer specifically requests a resubmission. It is therefore crucial to thoroughly verify all aspects of your submission before clicking the "Final Submission" button.

### RFT Resubmission Response to the Buyer

### Understanding the Resubmission Process

In certain circumstances, the buyer may request suppliers to resubmit their tender responses. This typically occurs when:

- The buyer has made significant changes to the original tender requirements
- Technical issues affected the initial submission process
- The buyer requires clarification or additional information on specific aspects of submissions
- The procurement timeline has been extended

When a resubmission is requested, you will need to follow a specific process to submit your revised response:

- Log into the procure.bn Platform
- 2. Navigate to the RFT List via the "Request for Tender" button on the Home screen or through the Sourcing Management menu
- 3. Locate the relevant RFT in the list the Status will be displayed as 'Resubmission Open'
- 4. Click the "View/Edit" option in the Action menu to access the Tender details page

### Identifying Resubmission Requests

You can identify tenders requiring resubmission through several indicators:

- The Status column in the RFT List will explicitly show 'Resubmission Open'
- You may receive an email notification from the procure.bn system alerting you to the resubmission requirement
- The tender may appear in a dedicated 'Resubmission Required' section of your dashboard

It is important to note that resubmission requests often have strict deadlines that may differ from the original submission timeline.

Always verify the new submission deadline to ensure compliance.

The resubmission process provides an opportunity to revise and improve your tender response based on feedback or changed requirements. It is essential to carefully review any communication from the buyer regarding the resubmission to understand exactly what aspects of your original submission need to be modified or enhanced. Failure to address the specific reasons for resubmission may result in your revised submission being deemed non-compliant.

### Submit Resubmission Proposal

### Initiating the Resubmission Process

To begin the resubmission process, you must first decide whether to participate in this round of the tender:

- 1. Access the tender details page for the RFT marked as 'Resubmission Open'
- 2. Review any updated documentation or requirements that may have been added
- 3. Choose one of the following options:
  - Tick the "Subscribe" checkbox if you wish to participate in the resubmission
  - Tick the "Regret" checkbox if you no longer wish to participate, and provide the required reason
- 4. If subscribing, click the "Submit Proposal" tab to access the Tender Submission page

When creating your resubmission, the system will generate a new reference number that builds upon your original submission number:

- Your original submission might have a reference number such as "RFT123456"
- The first resubmission would be assigned "RFT123456-1"
- Any subsequent resubmissions would increment the suffix number accordingly

This sequential numbering system ensures clear tracking of each version of your submission throughout the procurement process.

### Managing Multiple Resubmissions

In complex procurement processes, multiple rounds of resubmission may occur. To effectively manage this:

- Maintain detailed records of each submission version
- Document the specific changes made in each resubmission
- Track all reference numbers assigned to your submissions
- Note the dates and times of each submission for future reference

This meticulous record-keeping will prove invaluable if questions arise about specific aspects of your submission during the evaluation process or in post-tender debriefings.

It is important to understand that the resubmission process typically requires you to complete all sections again, even if you only need to make changes to specific parts of your original submission. This ensures the integrity and completeness of your revised response. The system will guide you through each section in the same sequence as the original submission process, allowing you to review and modify your responses as needed.

# Financial Section for Resubmission

1 Deciding on Resubmission Approach

When resubmitting your tender, you have two distinct options regarding the Financial Section:

- Select the "Stay with Last Submission" option if you wish to maintain your original pricing and payment terms
- Complete a new financial submission if you wish to revise your pricing or payment terms

This choice should be made based on careful consideration of any changes to requirements, market conditions, or your own cost structures since the original submission.

### 2 Completing a New Financial Submission

If you choose to revise your financial offer, follow these steps:

- Select the appropriate Payment Terms from the dropdown menu
- Enter the new Rate for each line item under the Rate column
- Review and adjust the Discount type and value if applicable
- Verify the Tax type and value are correctly specified

The system will automatically recalculate the Item Total, Discount, Net Value, Tax and Total Amount based on your new inputs.

### 3 Saving and Reviewing

After entering all required financial information:

- Click the Save button to record your changes
- Verify the confirmation message: "Financial Section Saved Successfully"
- Review the calculated totals to ensure they align with your intended offer

It is advisable to perform a detailed comparison between your original and revised financial submissions to fully understand the implications of any changes.

When revising your financial submission, it is crucial to understand the competitive implications of your pricing changes. While price reductions may increase your competitiveness, they must be carefully balanced against your ability to deliver profitably. Conversely, price increases should be supported by clear justification, particularly if they are in response to expanded scope or requirements.

If the resubmission request specifically relates to pricing issues, pay particular attention to any guidance provided by the buyer regarding the expected focus of your revisions. Some resubmission requests may specifically target certain line items or aspects of the financial submission rather than requiring a complete revision of all pricing elements.



# Mandatory Document Section for Resubmission

#### Document Resubmission Requirements

The final stage of the resubmission process involves reviewing and uploading all mandatory documents. This step is critical regardless of whether you have chosen to revise your financial submission or stay with your original pricing.

For the resubmission process, you must:

- Upload all mandatory documents as specified in the tender requirements
- 2. Ensure any revised documents reflect the latest information or changes
- 3. Verify that documents meet all format and content requirements
- 4. Check that file names clearly indicate the document content and version

The system will enforce compliance with document requirements by preventing final submission without all mandatory documents being attached. This strict validation ensures that all submissions are complete and can be properly evaluated by the buyer.

### Completing the Resubmission

Once all documents have been uploaded:

- 1. Review your entire submission for accuracy and completeness
- 2. Click the "Final Submission" button to proceed
- 3. A confirmation popup will appear click "Yes" to confirm your intention to submit
- 4. The system will display a confirmation message: "Tender Submitted Successfully"

#### Best Practices for Document Resubmission

To ensure a smooth and successful resubmission process:

- Clearly identify any documents that have been revised since the original submission
- Consider including a change log or summary document highlighting key modifications
- Verify that all documents are consistent with any changes made to other sections of your submission
- Ensure all documents are properly signed and authorised where required
- Check that document file sizes are within system limitations to prevent upload failures
- Allow sufficient time for document uploads, particularly for large files or when using slower internet connections

Maintaining clear version control of all documents is essential, particularly in complex tenders with multiple resubmission rounds.

After completing the resubmission process, it is advisable to retain a complete copy of your submission for your records. This should include screenshots of confirmation messages and a comprehensive archive of all submitted documents. This documentation will be invaluable for reference during the evaluation process and for learning purposes to improve future tender submissions.

Remember that once your resubmission has been finalised and the "Tender Submitted Successfully" message has been displayed, no further modifications can be made unless the buyer specifically requests another round of resubmissions. It is therefore critical to thoroughly verify all aspects of your submission before completing the final submission process.