

# 2020

## MARCH

# e-GP System for Sri Lanka

User Guide for Vendors, Suppliers, Liaison Officers of the Procuring Entities and the Members of Procurement and Evaluation Committees

This is prepared as a guide for educating and training e-Procurement Officers, Liaison Officers, Vendors, Suppliers and the Members of Procurement and Evaluation Committees in the government of Sri Lanka. This is not the final edition of the Guide. This will undergo several revisions as the system runs based on the feedback from users.



**GOVERNMENT of  
SRI LANKA**

**MOF**  
**MINISTRY of FINANCE**  
**SRI LANKA**



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## INTRODUCTION

Welcome to the User Guide/Manual of the e - Procurement System of Sri Lanka. This user Guide is designed to provide as a guide for Vendor Community, Procurement Liaison officers including officials work on Procurement and Technical Evaluation Committees who will use this system on a day-to-day basis. This Guide is designed to be read by any user depending upon the level of access as most users will have access to the features documented here.

This User Guide (UG) provides the information necessary to effectively use the system and explains the many ways in which the system can be used. For all further questions, please get in touch with the Theekshana Team – the contact details are given at the end of this Guide. In addition, it is expected to be available online as a helpline which will guide you further if required within next couple of weeks.

### 1.1 PURPOSE

Several solutions have been suggested to overcome problems which have been outlined in the problem domain section of this paper. One of the most important solutions, which has been given is launching of eGP portal where it will provide a space for eGP system which includes payment gateway, public notices and announcement modules which are associated services of eGP System to carry out public procurement online.

The proposed online e-procurement system, which is broadly consistent with best public procurement practices, where it pave the way for a level playing field to increase competition among suppliers. In addition, by bringing processes online, it will make the procurement system more transparent, less bureaucratic discriminative and less chance for rent seeking behavior. After successfully implementation of the e-GP system in public procurement domain the system will help significantly minimize corruption risks and bring substantial savings to the Sri Lankan government and Sri Lankan citizens.

### 1.2 SCOPE

The scope of this project is to develop a general-purpose e-procurement system with the following modules.

- ❖ eGP System “Promise” Procurement Management Information System.
- ❖ Vendor Registration Module
- ❖ Procuring Entity Registration Module
- ❖ Goods and Services categorization Module,
- ❖ Procurement type, Procurement Plan and Procurement Activity Entering Module
- ❖ Preparation of (Bidding/Proposals) Documentation including Technical Specifications Module

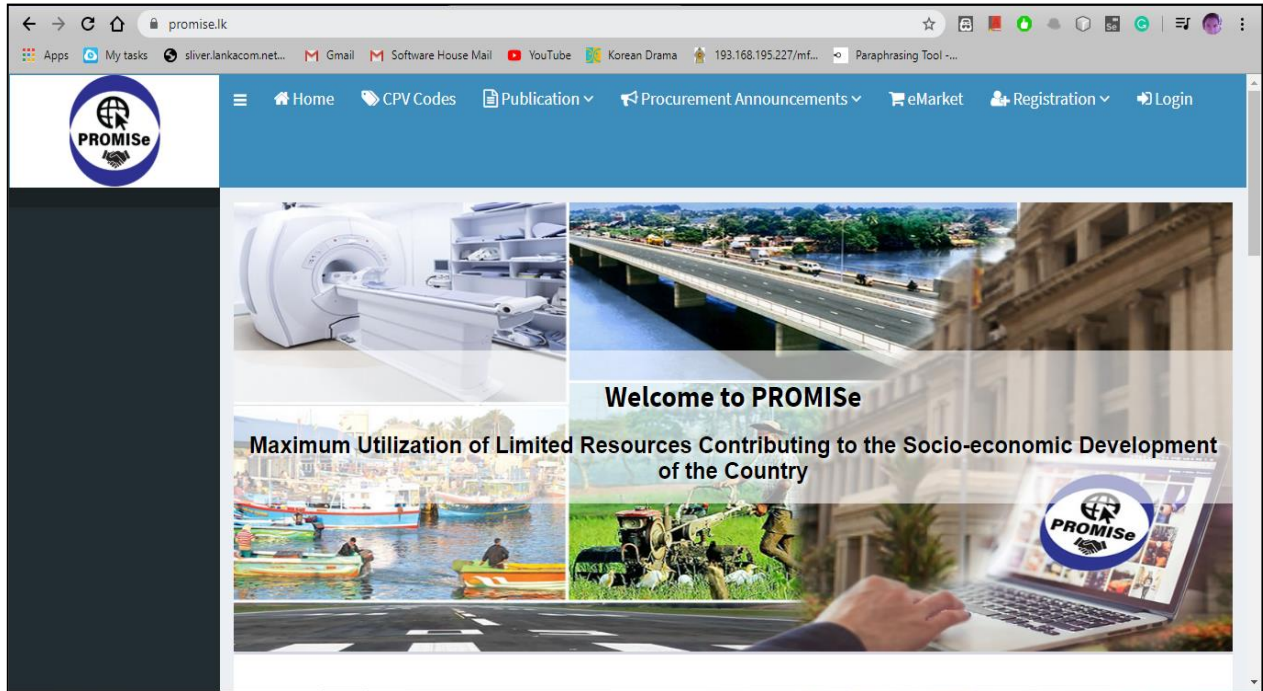
- ❖ Bidding Process, Clarification and Procurement Announcement / Request for Bids Module
- ❖ Publication of Request for Bids (RFB)/Request for Quotations/Request for Expression of Interest Sub Module
- ❖ Issuance of Bid/Quotations/Proposal/EOI ?// Sub Module
- ❖ Clarification Process Sub Module
- ❖ Submission of Bid/Receipt of Bids/ Bid Opening Sub Module
- ❖ Evaluation of Bids Module (automatically and manually)
- ❖ Purchase Order Handling and Contract Awarding Module and e-catalog System
- ❖ Complaints and Appeal handling Module
- ❖ Payment Module,
- ❖ Contract Monitoring
- ❖ e-Learning Platform

## **1.0 GETTING STARTED**

The logical arrangement of the information will enable the user to understand the sequence and flow of the system as a general walkthrough of the system from initiation through exit is provided.. Screen prints are used to depict text under each heading. All screen prints will have a caption and an associated tag providing appropriate alternative text for compliance.

## 1.1 HOME PAGE

1. Login to the Home Page using <https://promise.lk>



*Figure 1: Home Page of the System*

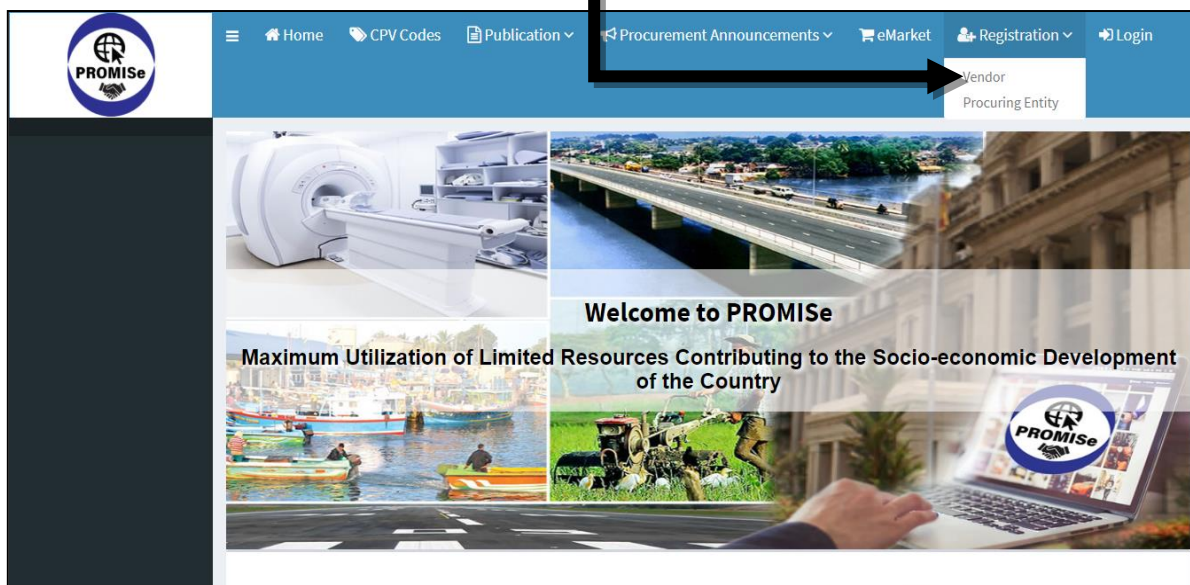
# **STEPS APPLICABLE FOR VENDORS**

## 2.0 VENDOR REGISTRATION PROCESS

### 2.1 VENDOR REGISTRATION

All the vendors who wish to use the e-GP system have to register with the system.

1. In the menu bar in *Figure 2* →
2. Select Registration from the menu bar
3. Select Vendor.



*Figure 2: Directing to the Vendor Registration Page*

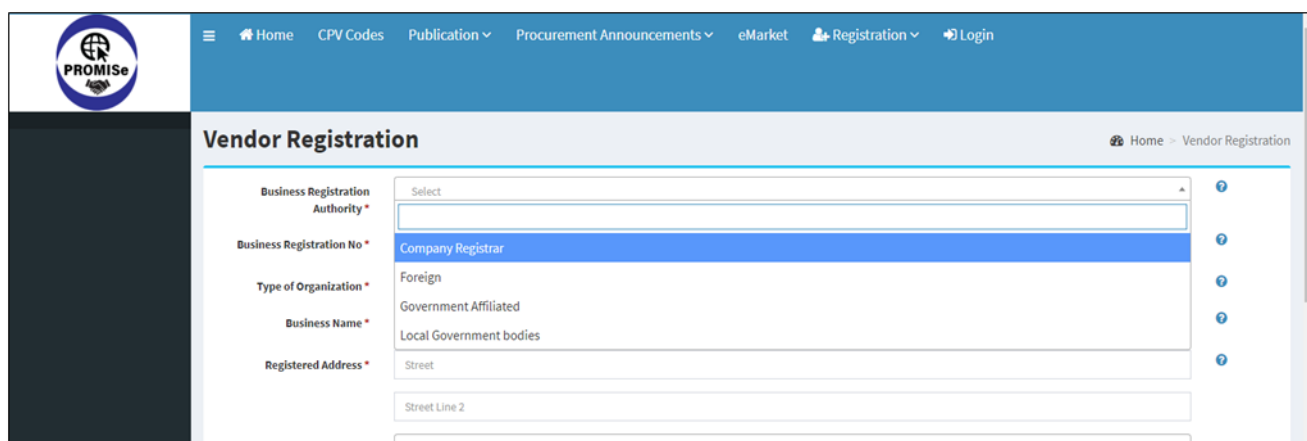
4. Now the vendor will be directed to the “**Vendor Registration page**”.
5. The vendor will have to fill in the form displayed as in *Figure 3* shown below.

Business Registration Authority *	Select	?
Business Registration No *		?
Type of Organization *	Select	?
Business Name *		?
Registered Address *	Street	?
	Street Line 2	
	City	
	Province	
	State	
NIC	NIC	
Phone No *	94	
Email *	Email	
Website	https://www.yoursite.com/	

*Figure 3: Vendor Registration Form*

**FILL VENDOR REGISTRATION FORM:****YOU ARE Here: REGISTRATION → VENDOR****Business Registration Authority**

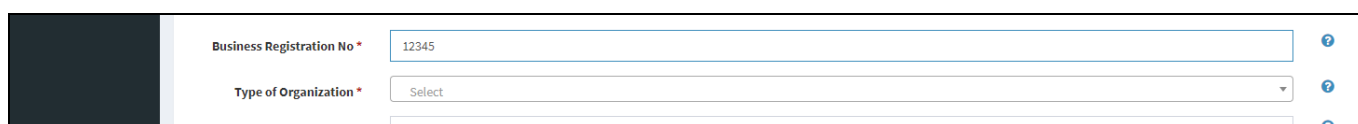
- Select the Name of the institution (Company Registrar, Foreign, Government Affiliated, Local Government Body) that issued the Business Registration Certificate from the drop-down list (*Figure 4*).

The screenshot shows the 'Vendor Registration' page in the PROMISe system. The page has a blue header with navigation links: Home, CPV Codes, Publication, Procurement Announcements, eMarket, Registration, and Login. The main content area is titled 'Vendor Registration' and contains a form with several fields. The 'Business Registration Authority' field is currently open, showing a dropdown menu with the following options: 'Company Registrar' (highlighted in blue), 'Foreign', 'Government Affiliated', and 'Local Government bodies'. Other fields include 'Business Registration No', 'Type of Organization', 'Business Name', and 'Registered Address' (with sub-fields for 'Street' and 'Street Line 2').

*Figure 4: Selecting the Business Registration Authority in the Vendor Registration form*

**Business Registration Number**

- Enter Business Registration Number as stated in the Business Registration certificate (*Figure 5*).

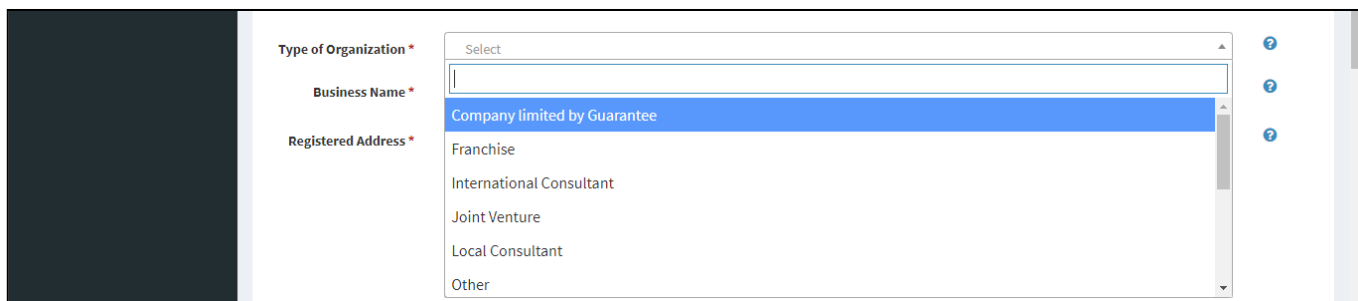
The screenshot shows a close-up of the 'Business Registration No' field in the 'Vendor Registration' form. The field contains the number '12345'. Below it, the 'Type of Organization' field is visible, showing a dropdown menu with 'Select' as the current option.

*Figure 5: Entering the Business Registration Number in the Vendor Registration form*



## Type of Organization

- Select the Type of Organization from the drop-down displayed.
- If the Type of the Business is not listed →
- You can select “**Other**” from the List. (Figure 6).



The screenshot shows a web form with three fields: 'Type of Organization \*', 'Business Name \*', and 'Registered Address \*'. The 'Type of Organization \*' dropdown menu is open, displaying a list of options: 'Franchise', 'International Consultant', 'Joint Venture', 'Local Consultant', and 'Other'. The 'Other' option is currently selected and highlighted in blue. To the right of the dropdown, there are three question mark icons.

*Figure 6: Selecting the Type of Organization in the Vendor Registration form*

## Business Name

- Enter the Name of the Business as stated in the Business Registration Certificate. (Figure 7).

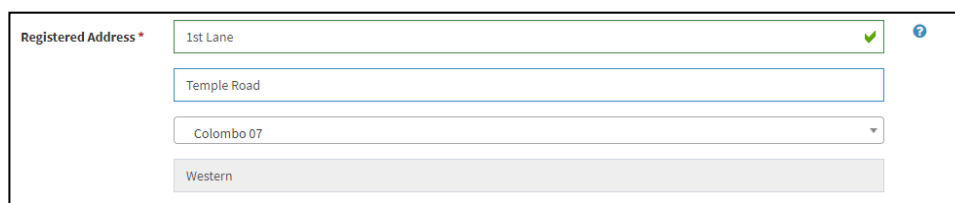


The screenshot shows the 'Business Name \*' field filled with the text 'ABC (PVT) Ltd'. A green checkmark is visible to the right of the text, indicating it is valid. The 'Type of Organization' dropdown is set to 'Other'. The 'Registered Address \*' field contains the text 'Street'. There are question mark icons to the right of the fields.

*Figure 7: Entering the Business Name in the Vendor Registration form*

## Registered Address

- Enter the address of the Business as stated in the Business Registration Certificate (Figure 8).



The screenshot shows the 'Registered Address \*' field filled with the text '1st Lane'. A green checkmark is visible to the right of the text, indicating it is valid. Below this field, there are three more input fields: 'Temple Road', 'Colombo 07' (with a dropdown arrow), and 'Western'. The 'Business Name' field is filled with 'ABC (PVT) Ltd'. There are question mark icons to the right of the fields.

*Figure 8: Entering the Business Address in the Vendor Registration form*

## NIC

- Enter a 10 digit (ex.123456789V) or 12 digit (ex.199812345678) Valid National Identity Card Number (NIC).

**Phone Number**

- Enter a Valid Phone Number with 9 digits without “zero”. Example: 9477xxxxxxx ,9471xxxxxxx

**Email**

- Enter an Active email address. This email will be used by the e-GP system to send emails in the future.  
Example: [aaa@xxxx.com](mailto:aaa@xxxx.com) / [bbb@xxxxx.lk](mailto:bbb@xxxxx.lk)

**Website**

- Enter the URL of the business website ONLY if there is a website for the organization.  
Example: [www.aaa.lk](http://www.aaa.lk), [www.bbb.com](http://www.bbb.com)

**Nature of the Business**

- Select the nature of business from the drop-down displayed (Figure 9). You are allowed to select multiple natures from the drop-down.

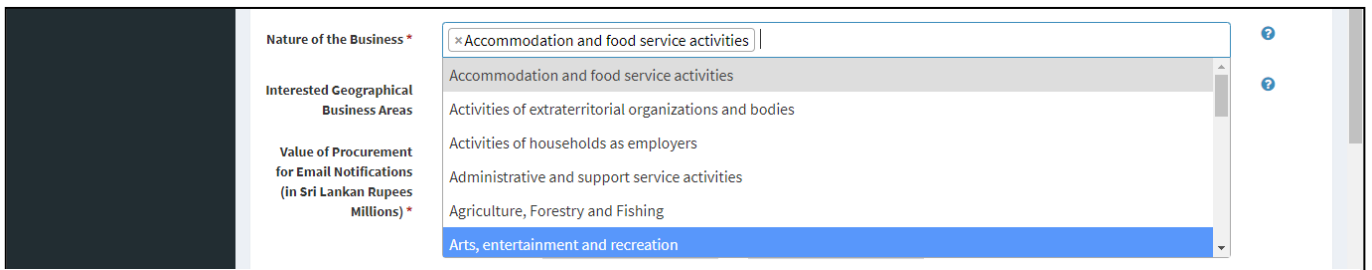
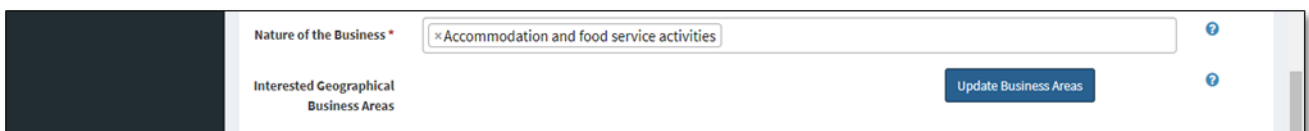


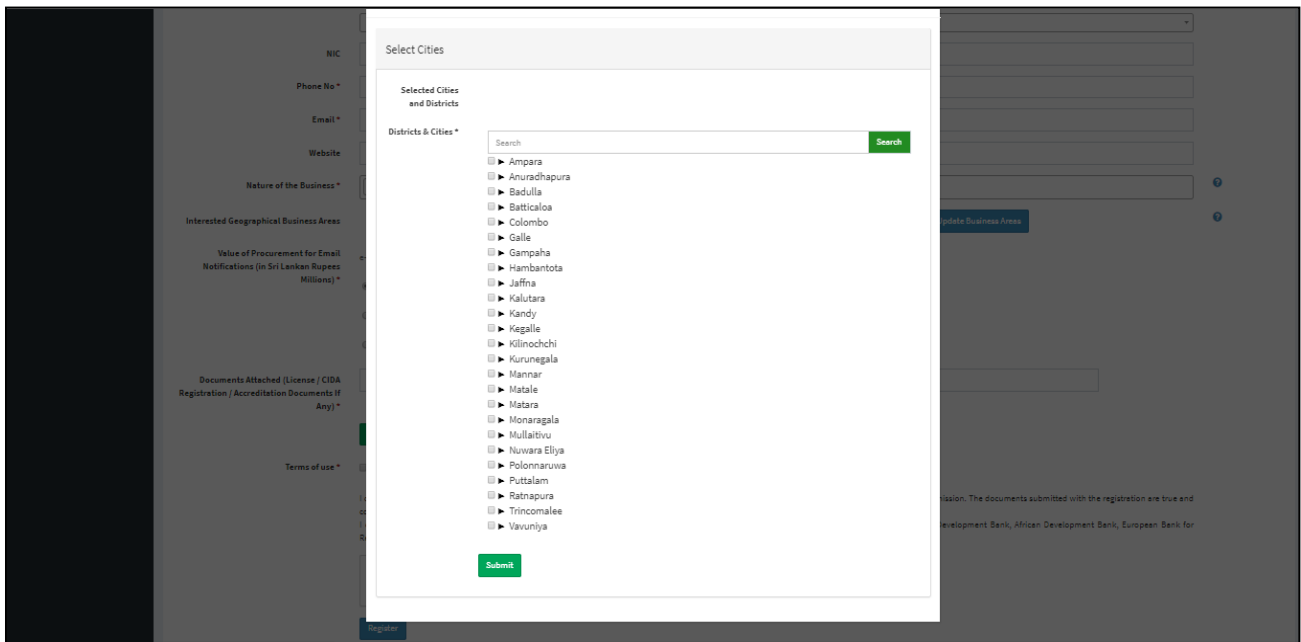
Figure 9: Selecting the Nature of the Business in the Vendor Registration form

**Interested Geographical Business Areas**

- Select one or more geographical business areas according to the interest.
- Click on the “Update Business Area Button” (Figure 10)
- From the pop-up screen appears SELECT the areas (Figure 11).
- Click “SUBMIT” button.



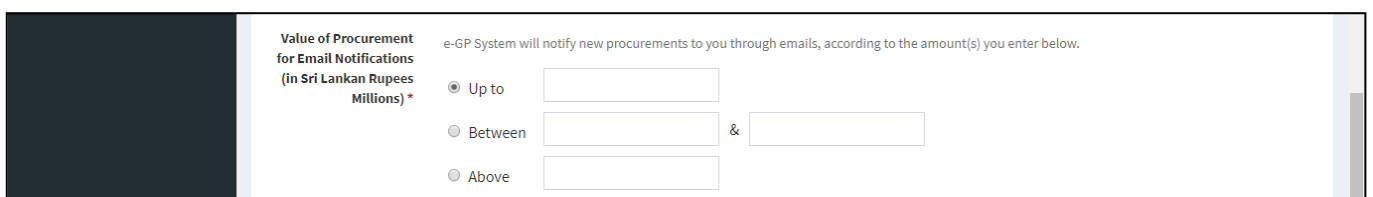
**Figure 10:** Selecting the Interested Geographical Business Areas in the Vendor Registration form



**Figure 11:** Selecting the Interested Geographical Business Areas from the pop-up screen

### Value of Procurement for Email Notifications

- The vendor is required to enter the value of the procurement in Sri Lankan Rupees Millions.
- You can SELECT only ONE option:
  - Up To:
  - Between
  - Above
- According to the value entered the e-GP System will notify new procurements to the vendor through emails/SMS, according to the amount(s) entered. (Figure 12).

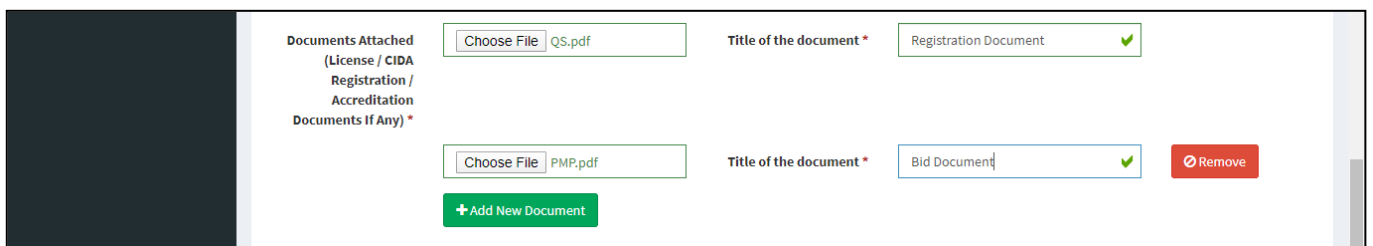


**Figure 12:** Selecting the Value of Procurement in the Vendor Registration form

### Documents Attached

- You can attach any relevant document in Portable Document Format (PDF):
  - License / CIDA Registration / Accreditation Documents if there are any.
- By pressing the “**Choose File**” button you can browse and choose the document,
  - Give a Title to each document attached (*Figure 13*).

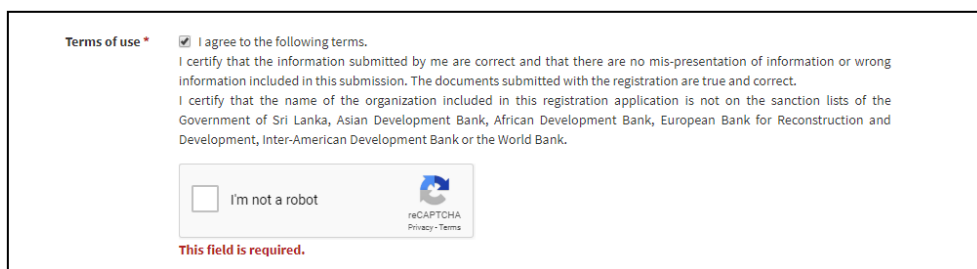
\*The vendor can upload multiple documents if required.



*Figure 13: Attaching Documents in the Vendor Registration form*

### Terms of use

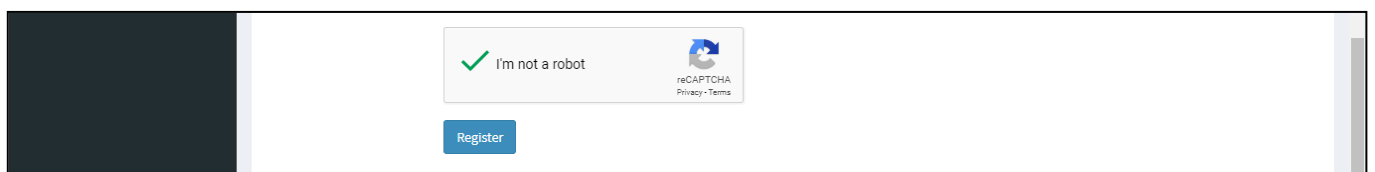
- You are required to tick the check box if you agree to the Terms of Use of the e-GP System (*Figure 14*) to continue with the registration.



*Figure 14: Terms of use in the Vendor Registration Page*

Finally, after filling the registration form

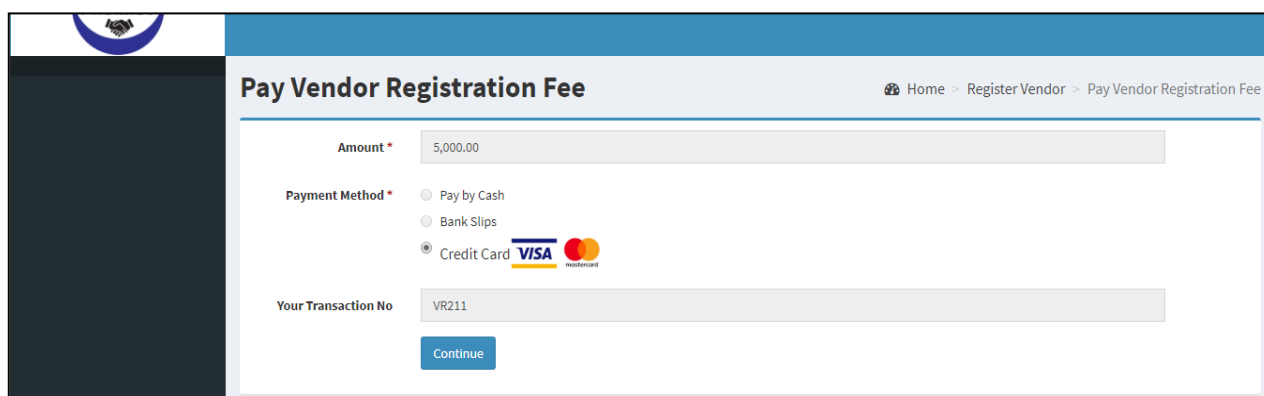
- Click the “**I'm not a robot**” box
- Click “**Register**” button. (*Figure 15*).



*Figure 15: CAPTCHA verification in the Vendor Registration form*

## 2.2 REGISTRATION VENDOR PAYMENT

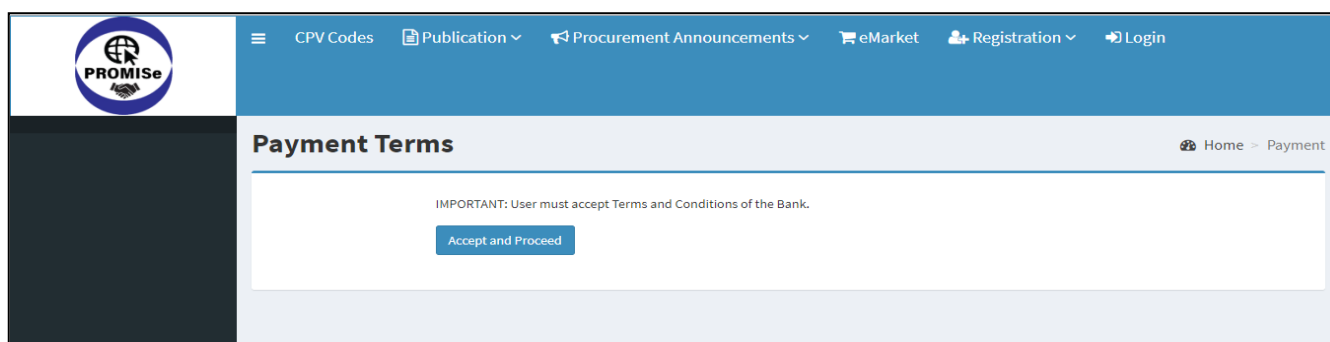
1. Once you complete with the VENDOR REGISTRTRION → you will be directed to the VENDOR REGISTRTRION FEE PAYMENT page.
2. The Registration Fee will be displayed.
3. You will be provided with a transaction number for the payment process.
4. There are 3 Payment Methods (optional) as below, either you can select
  - a. By Cash
  - b. Deposit Directly to the bank and Upload the slip
  - c. By Credit Cards. \*\*Currently you Can ONLY pay by Credit Cards.
5. Select the preferred Payment Method.
6. Click “Continue” Button.



*Figure 16: Registration Fee Payment Method Selection*

## 2.3 PAYMENT TERMS

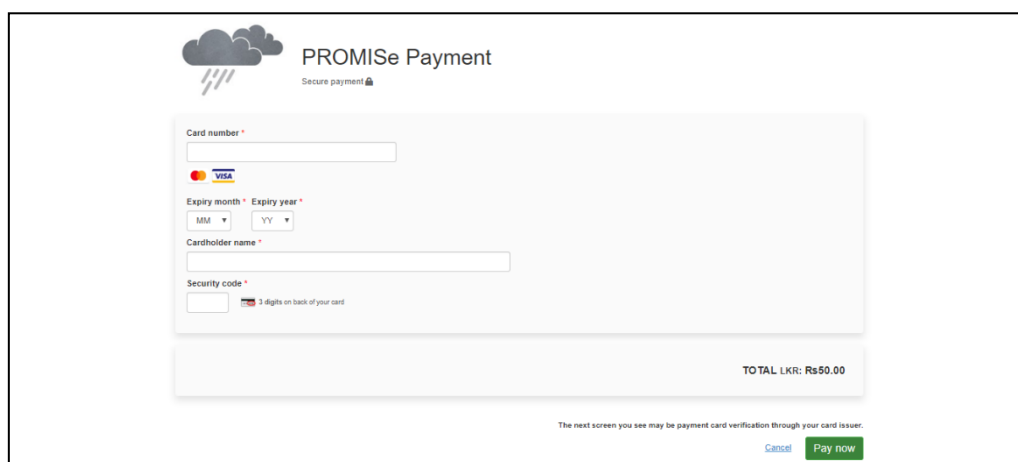
1. You will next be directed to the “Payment Terms” page.
2. Click “Accept and Proceed” button.



*Figure 17: Payment Terms of the Bank*

## 2.4 PROMISe PAYMENT

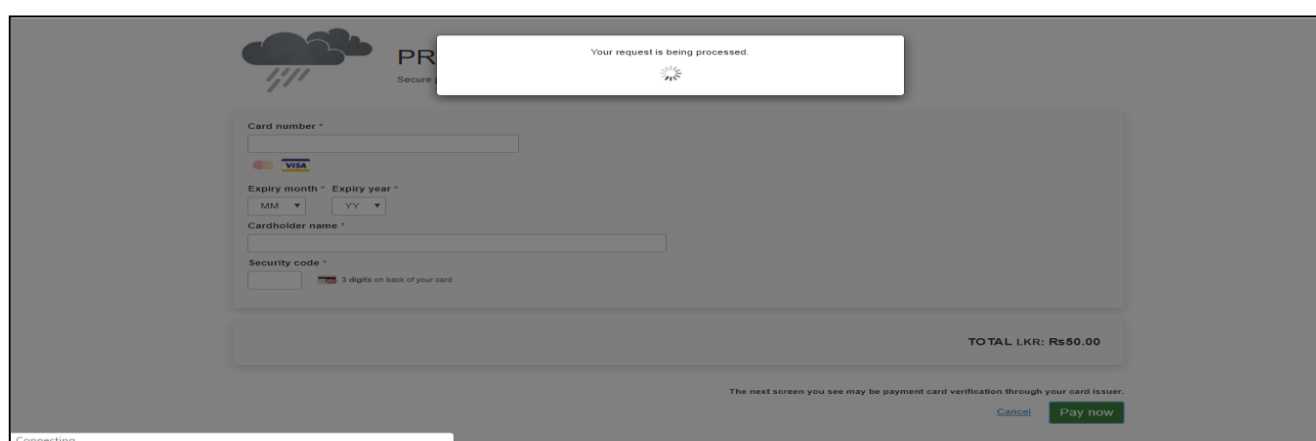
1. Then you can enter your Credit Card details.
  - a. Card Number – Enter your 16-digit number of the Credit Card.
  - b. Expiry Month/Year – Enter the expiry Month (MM) and the Year (YY) of the Credit Card as required format.
  - c. Cardholder Name – Enter the Name as appears on the Credit Card.
  - d. Security Code – Enter the ‘3 digit’ number next to the Authorized Signature which is on the back of the Credit Card.



The screenshot shows the 'PROMISe Payment' interface. At the top, there is a logo with a cloud and rain, and the text 'PROMISe Payment' with a lock icon and 'Secure payment'. Below this is a form with the following fields: 'Card number \*' (a text input field), 'Expiry month \*' and 'Expiry year \*' (two dropdown menus), 'Cardholder name \*' (a text input field), and 'Security code \*' (a text input field with a note '3 digits on back of your card'). At the bottom right of the form, it says 'TOTAL LKR: Rs50.00'. Below the form, there is a small note: 'The next screen you see may be payment card verification through your card issuer.' and two buttons: 'Cancel' and 'Pay now'.

*Figure 18: Entering the Credit Card details for the PROMISe payment*

- e. Click “Pay Now” and the screen will be displayed as in *Figure 19* where the payment is being processed.



The screenshot shows the 'PROMISe Payment' interface during processing. A white box at the top center contains the text 'Your request is being processed.' and a loading spinner. The form fields from Figure 18 are visible but dimmed. At the bottom right, it says 'TOTAL LKR: Rs50.00'. Below the form, there is a small note: 'The next screen you see may be payment card verification through your card issuer.' and two buttons: 'Cancel' and 'Pay now'. In the bottom left corner, there is a 'Connecting...' indicator.

*Figure 19: Processing of the payment*

Once the request is processed:

2. Enter the One Time Password – OTP received to your mobile phone as an SMS. (This OTP is entered as an additional security layer to protect your online payments.)

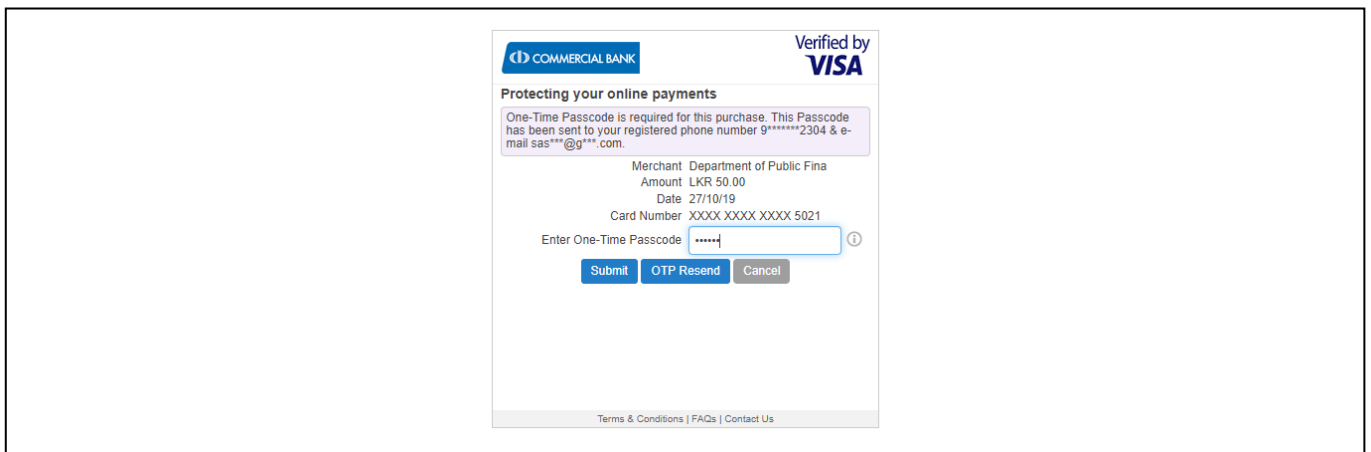
**\*\*This OTP will be valid only for 5 minutes and if you do not enter this OTP within 5 minutes the OTP will be cancelled, and you will have to request a new OTP by clicking “OTP Resend” button.**

## 2.5 ENTERING THE OTP

You will get the One Time Password (OTP) either through:

1. SMS
2. Email
3. Web based

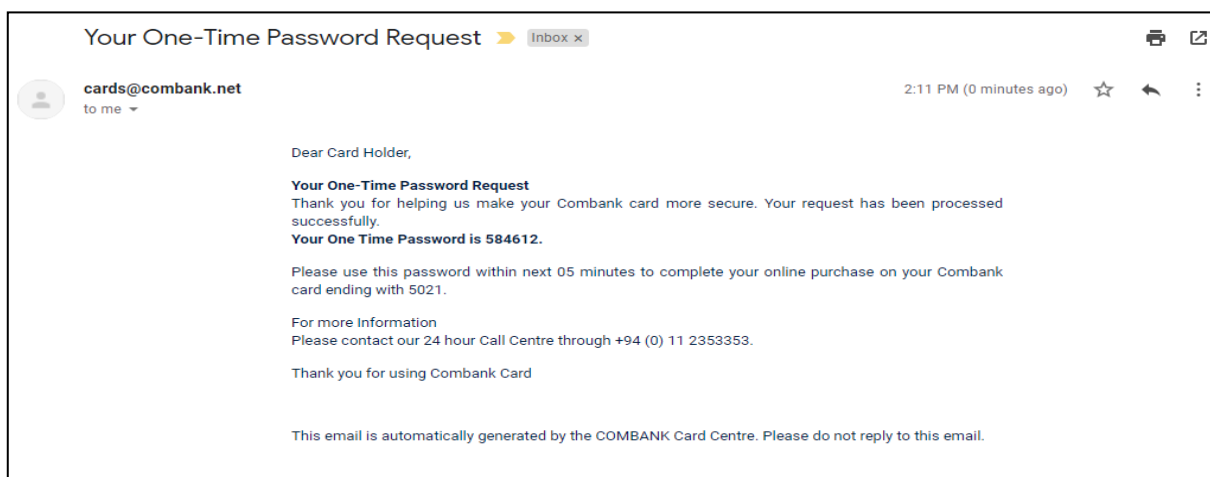
**\*\*This option may vary on different bank procedures.**



*Figure 20: Entering the OTP*

## 2.6 EMAIL RECEIVED FROM THE BANK CARD CENTER WITH THE OTP (OPTIONAL)

Sometimes the bank card center will send an email with an OTP in order to provide an additional layer of security to the payment process.



*Figure 21: Email containing the OTP*

## 2.7 PAYMENT RECEIPT FOR THE VENDOR REGISTRATION

1. If OTP is correct you will be directed to →Payment Receipt for “SUCCESSFUL VENDOR REGISTRATION”

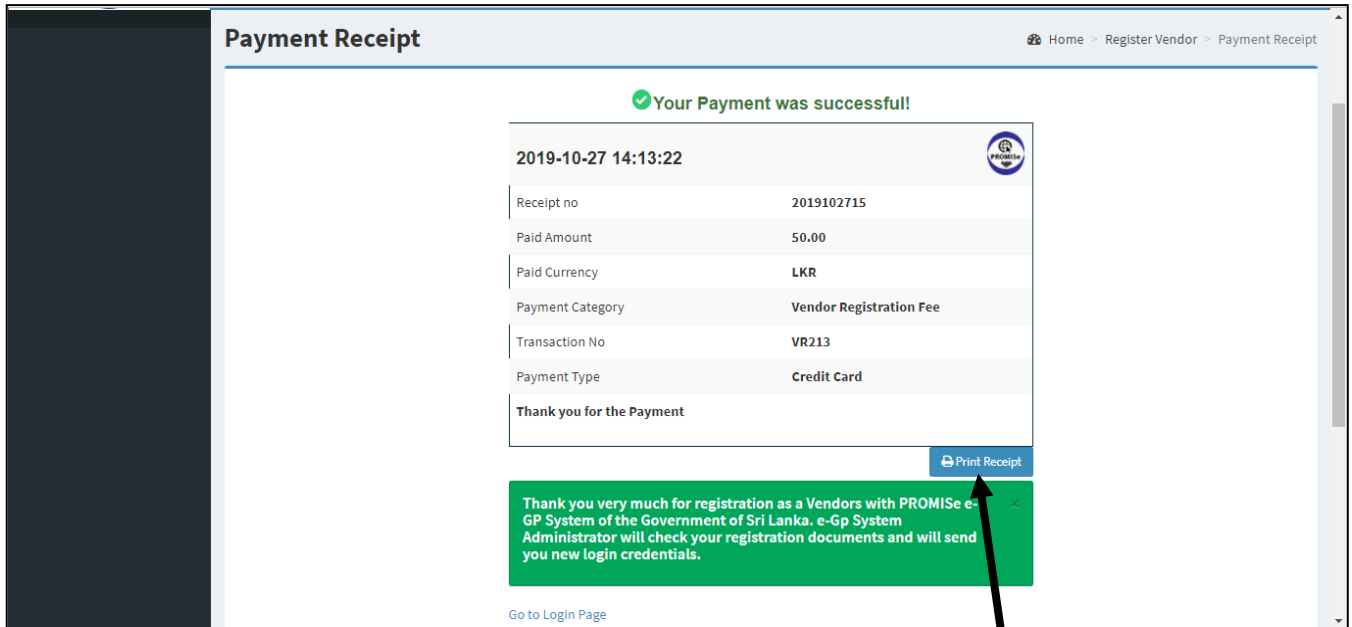


Figure 22: Payment Receipt

2. You can print the receipt received after clicking the “Print Receipt” button.

## 2.8 PRINTING OF THE RECEIPT

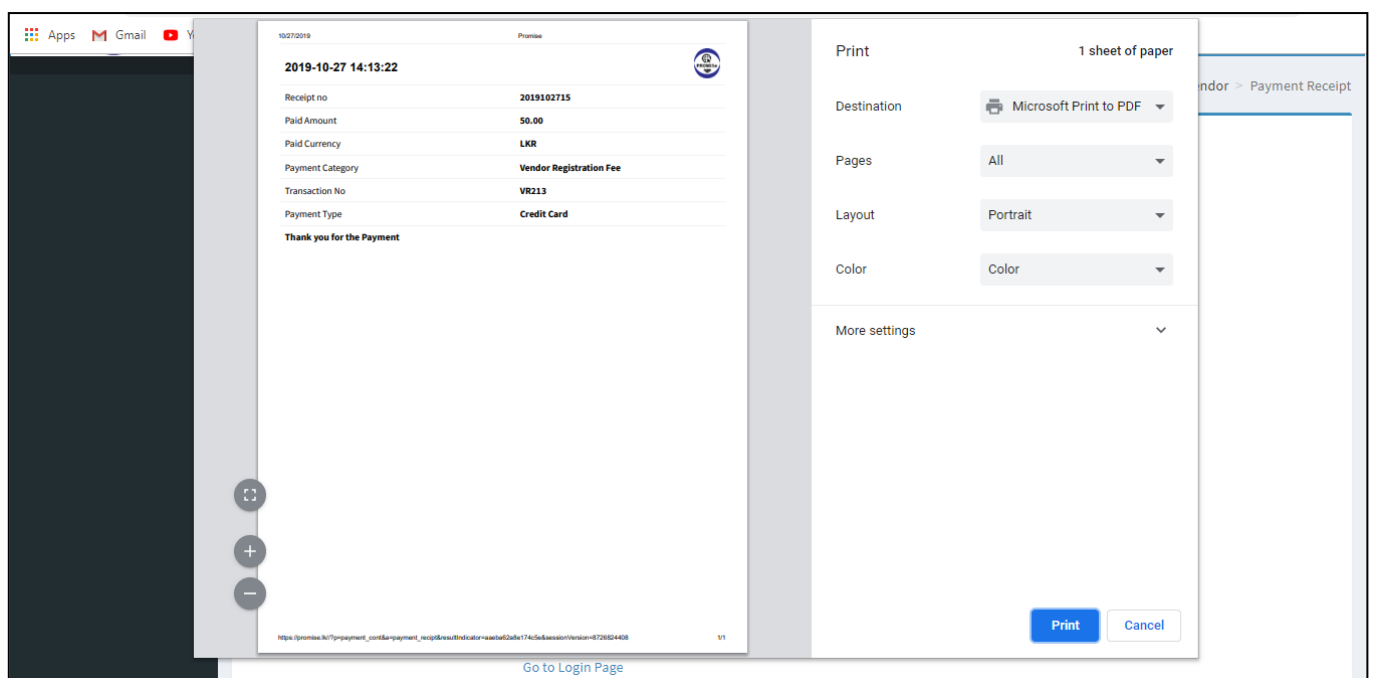


Figure 23: Printing the Payment Receipt



## 2.9 EMAIL RECEIVED AFTER SUCCESSFUL PAYMENT

After the payment is successful the vendor will receive an email which contains details of the registration. This will be an automated email and you **cannot reply to this email**.



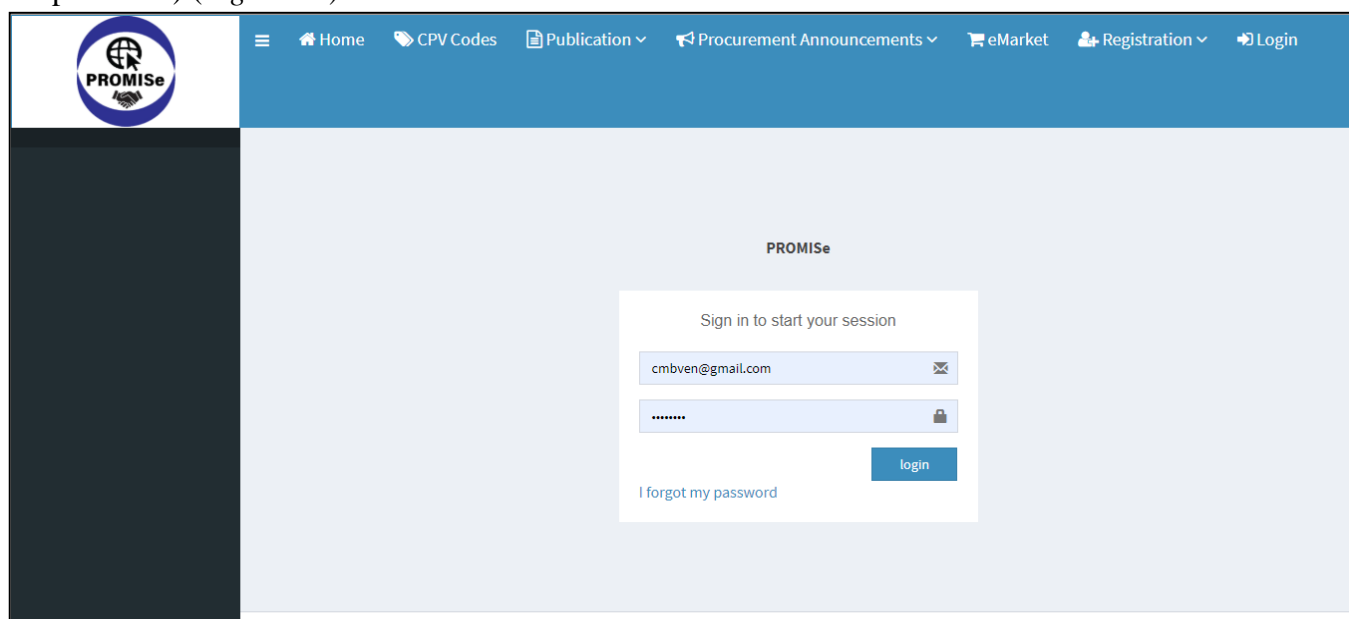
*Figure 24: Email received for Successful Payment*

## 2.10 INITIAL LOGGING IN TO THE SYSTEM WITH UNSUCCESSFUL REGISTRATION

If the registration was unsuccessful the vendor will receive an email containing temporary login credentials where the vendor will have to login to the system with the temporary credentials and perform the registration payment (*Figure 16*).

## 2.11 LOGGING IN TO THE SYSTEM AS A REGISTERED VENDOR

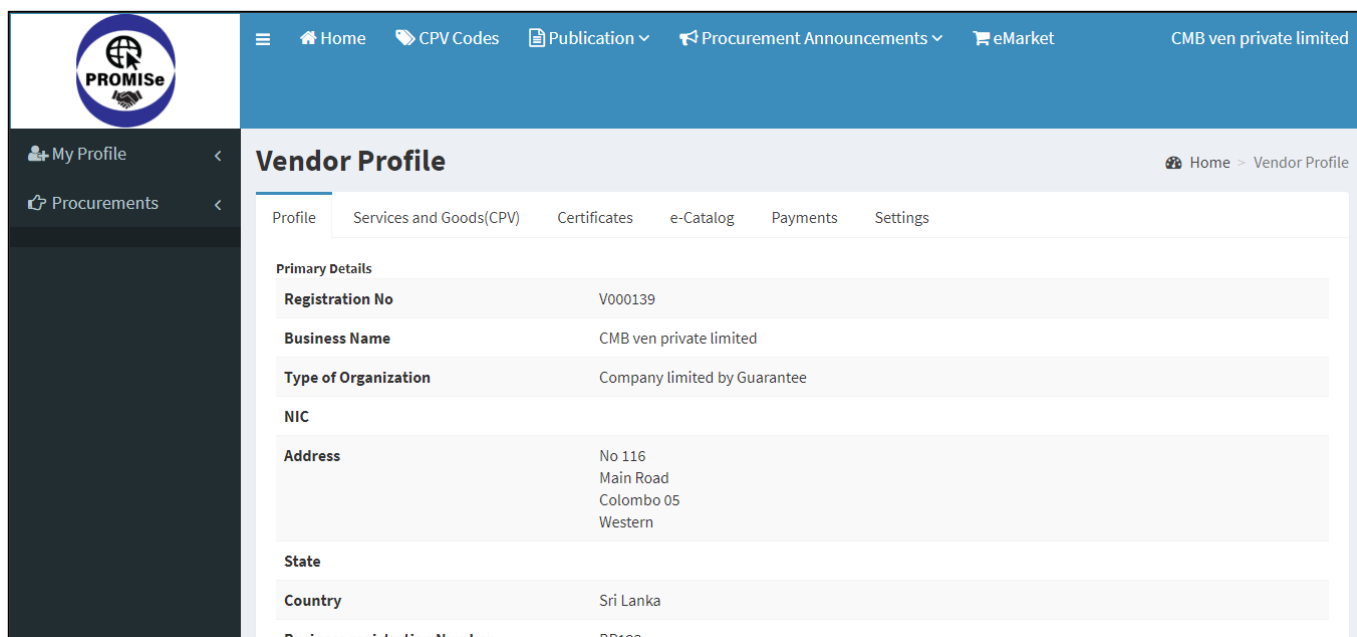
After the successful registration on the vendor's part, if the Administrator enables the vendor account, an email will be sent to the address associated to the account, containing the login credentials (username and the password) (*Figure 25*).



*Figure 25: Login Screen*

## 2.12 VENDOR PROFILE

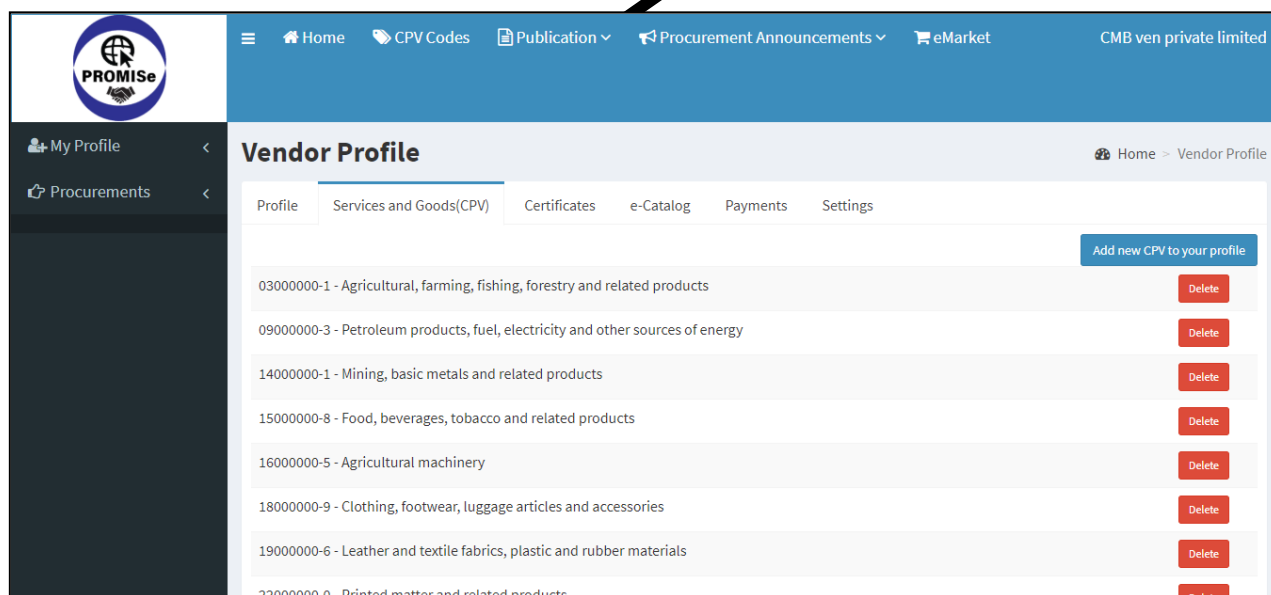
After logging in to the system as a vendor you will see the following dashboard in *Figure 26*.



*Figure 26: Vendor Profile*

## 2.13 CPV CODES SELECTION

1. CPV (Common Procurement Vocabulary) codes are a European Union Standard of categorizing Goods, Services etc. This is used in sending notifications of newly floated Tenders and will determine to which Tenders the Vendor can submit bids.
2. It is mandatory to select at least one CPV code.
3. Go to the vendor profile and select Services and Goods (CPV) tab (*Figure 27*).



*Figure 27: Selection of CPV Codes*

4. Click “Add new CPV to your profile” button to add CPV codes. (Figure 28)

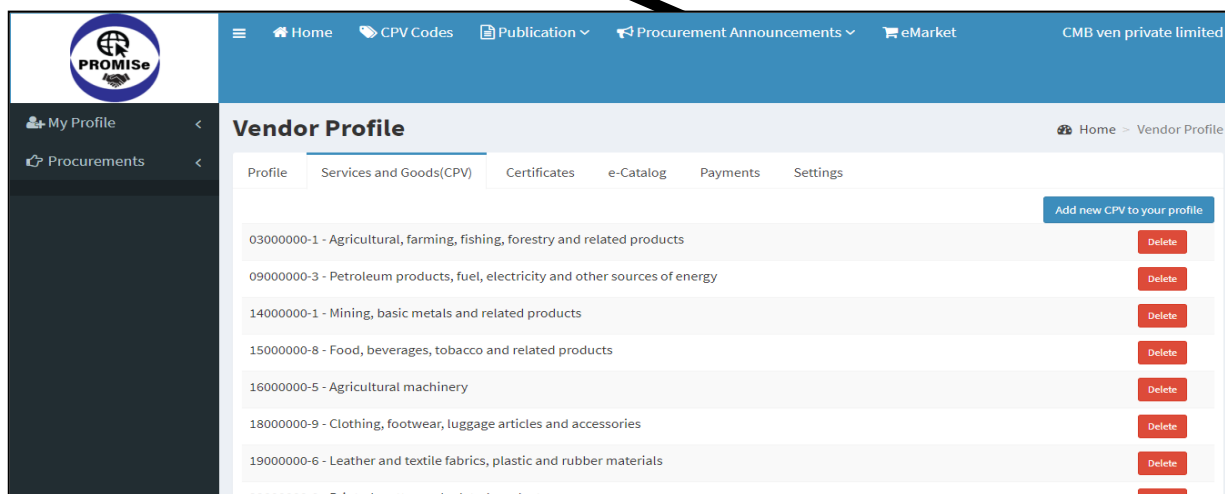


Figure 28: Add new CPV to the Vendor Profile

5. The vendor will be directed to page as in Figure 29.

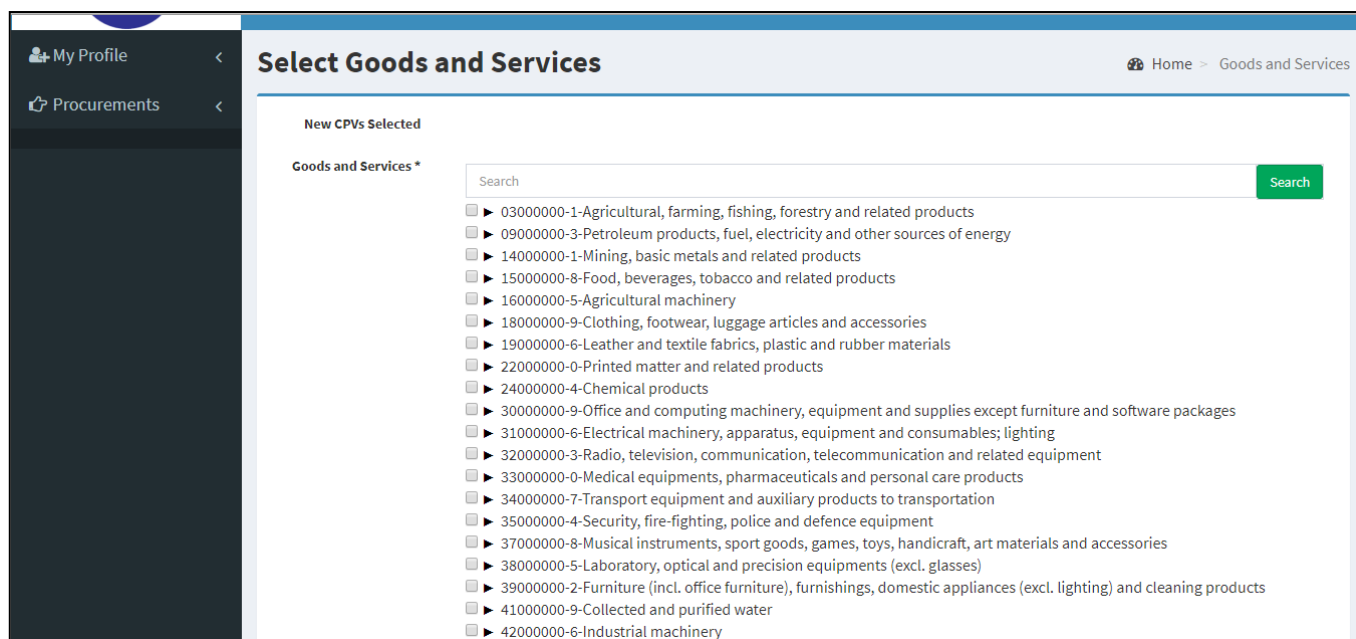


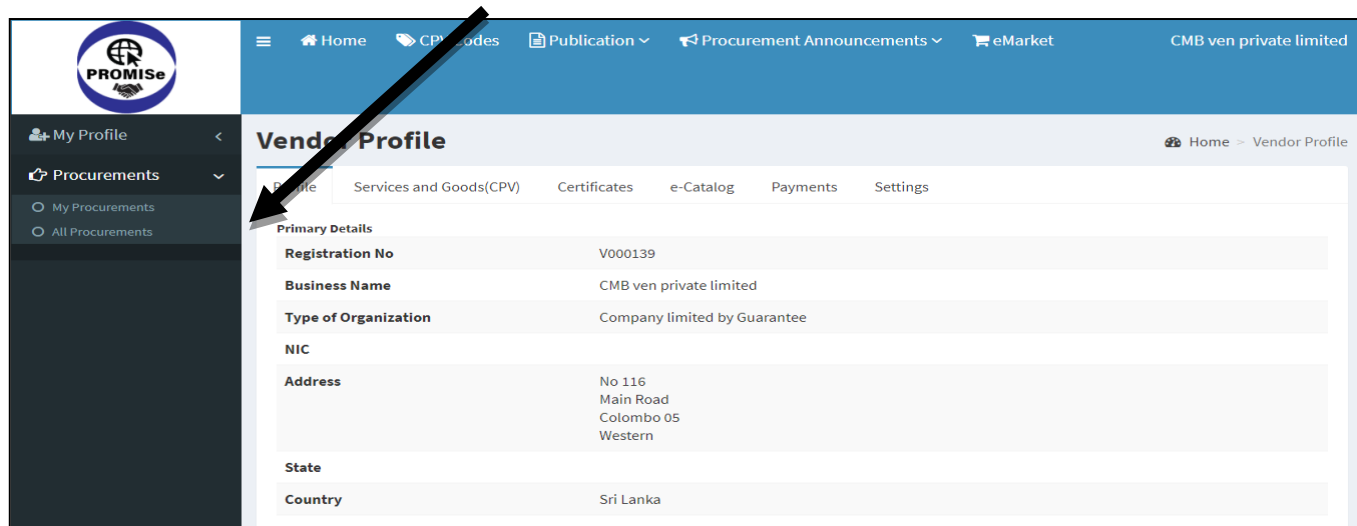
Figure 29: Select Goods and Services

6. Select the CPV codes and Click “Submit” Button.

## 2.14 VENDOR ENGAGEMENT IN PROCUREMENTS

The vendor can engage in procurements. The procurements are categorized into two parts for ease.

1. My Procurements – Procurements that are available for engagement of the currently logged in vendor.
2. All Procurements – All the procurements that are available at the moment.

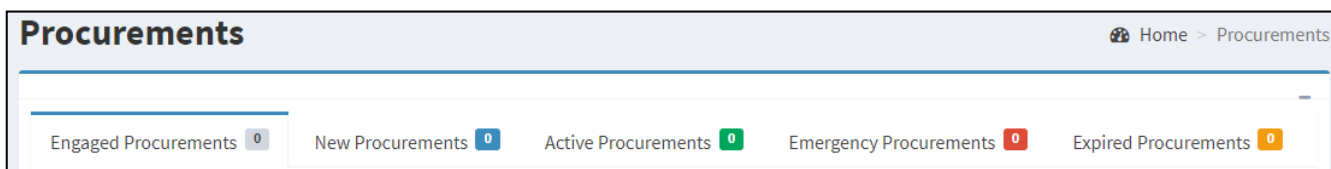


*Figure 30: Procurements*

The procurements will be divided and be shown under five tabs (*Figure 31*).

1. Engaged Procurements – Procurements which were engaged (vendor has bid for at least one item) by the vendor (currently logged in user).
2. New Procurements – Procurements which are not yet closed for bidding and not more than two days old.
3. Active Procurements - Procurements which have not closed bidding.
4. Emergency Procurements – Procurements which have been notified as Emergency by the procuring entities.
5. Expired Procurements – Procurements which have closed the bidding.

\*The number in each of the tab depicts the number of procurements under each tab.



*Figure 31: Division of Procurements under different tabs*

## 2.15 VIEWING OF ENGAGED PROCUREMENTS BY THE VENDOR UNDER MY PROCUREMENTS

In the dashboard go to the left navigation bar and click Procurements → My Procurements. The vendor can view all the procurements (for which vendor has bid/ or can bid) (Figure 32).

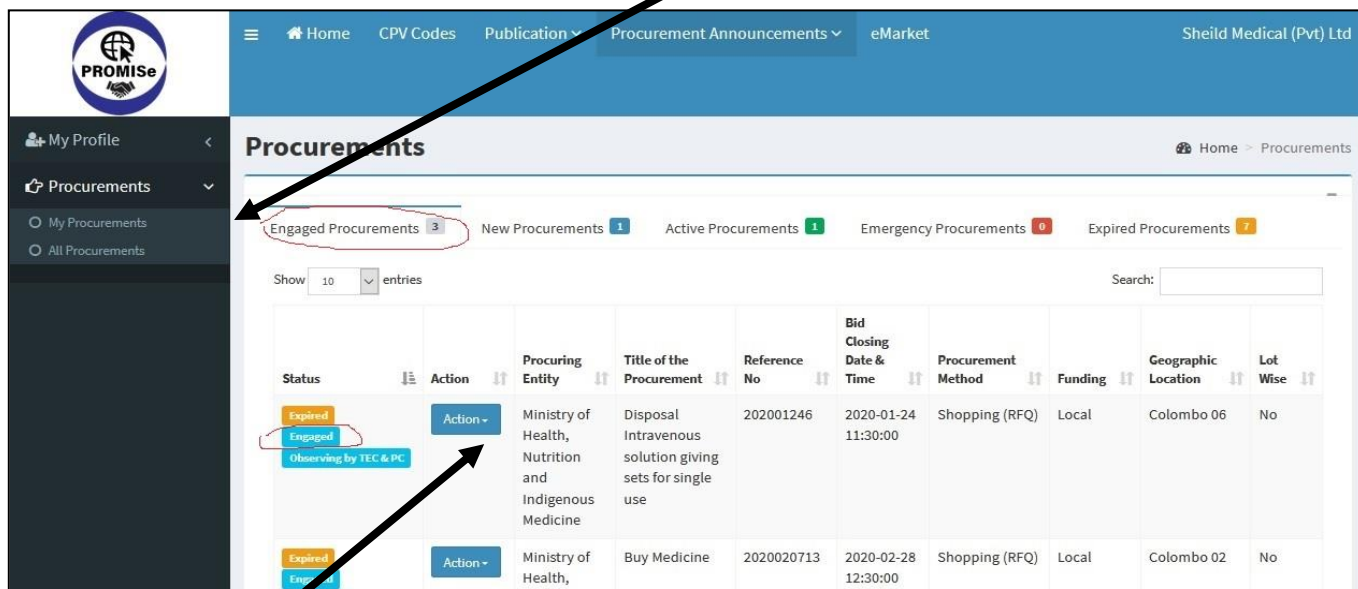


Figure 32: Viewing of all the procurements the vendor has placed bids

Click Action → Click View and the vendor can view the procurement in detail (Figure 33).

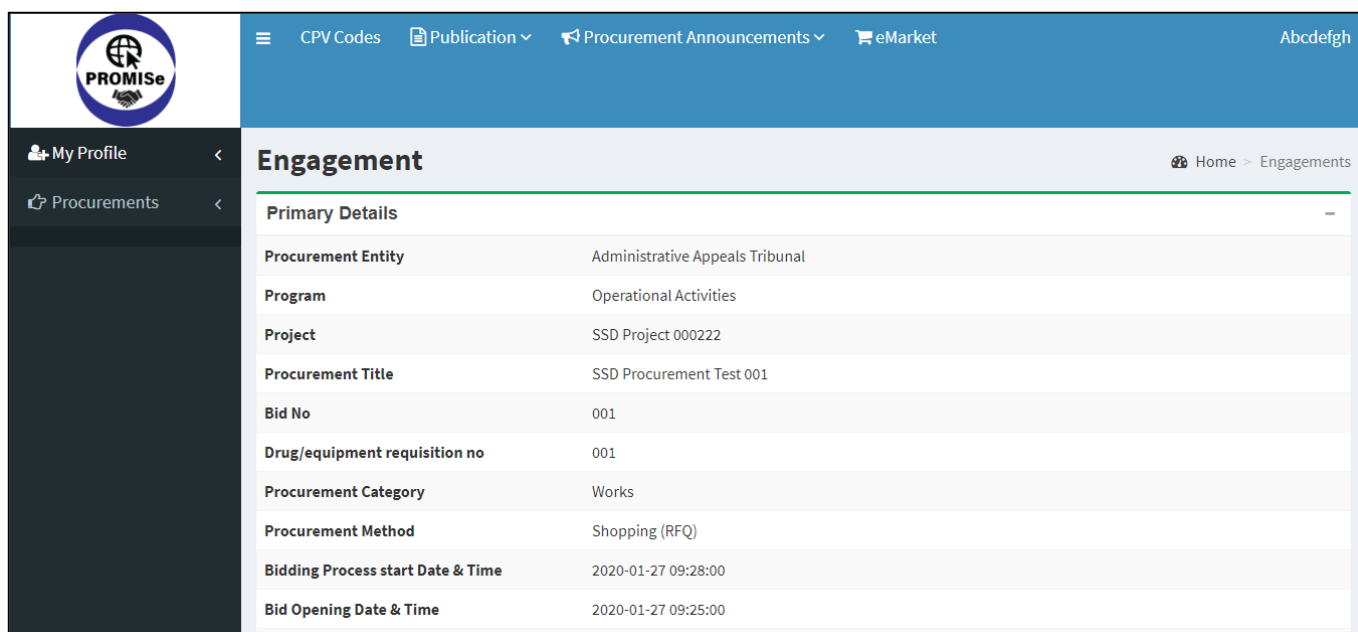
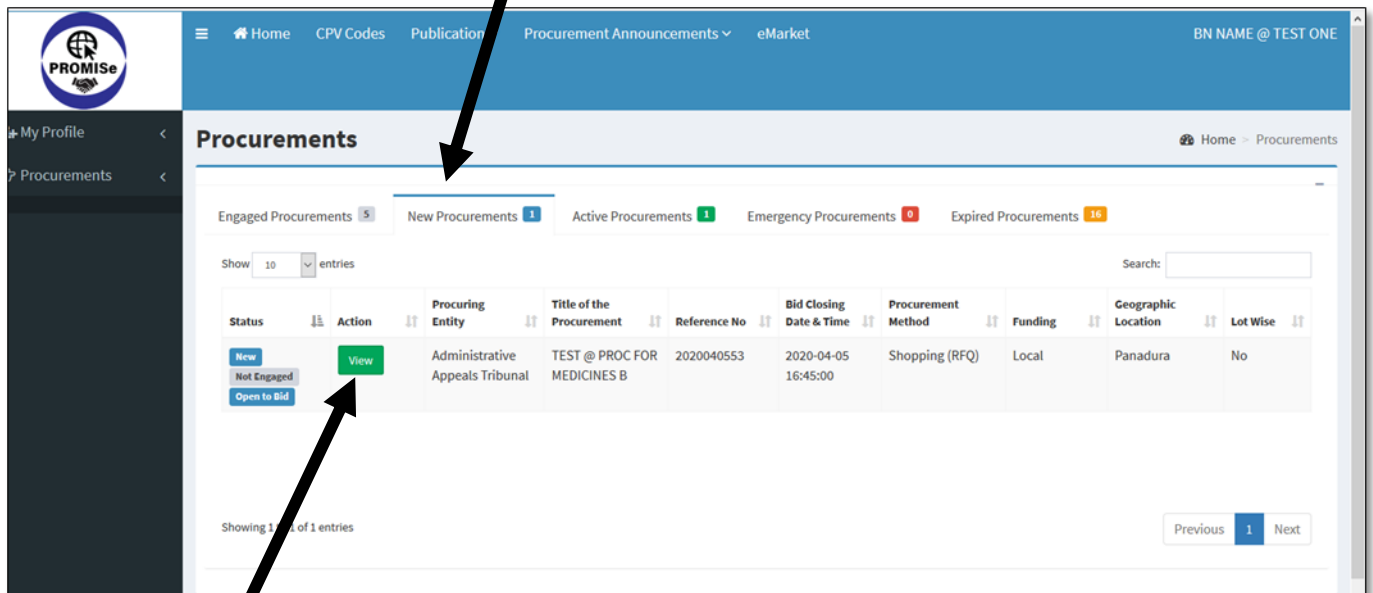


Figure 33: Viewing of the engaged procurement in detail

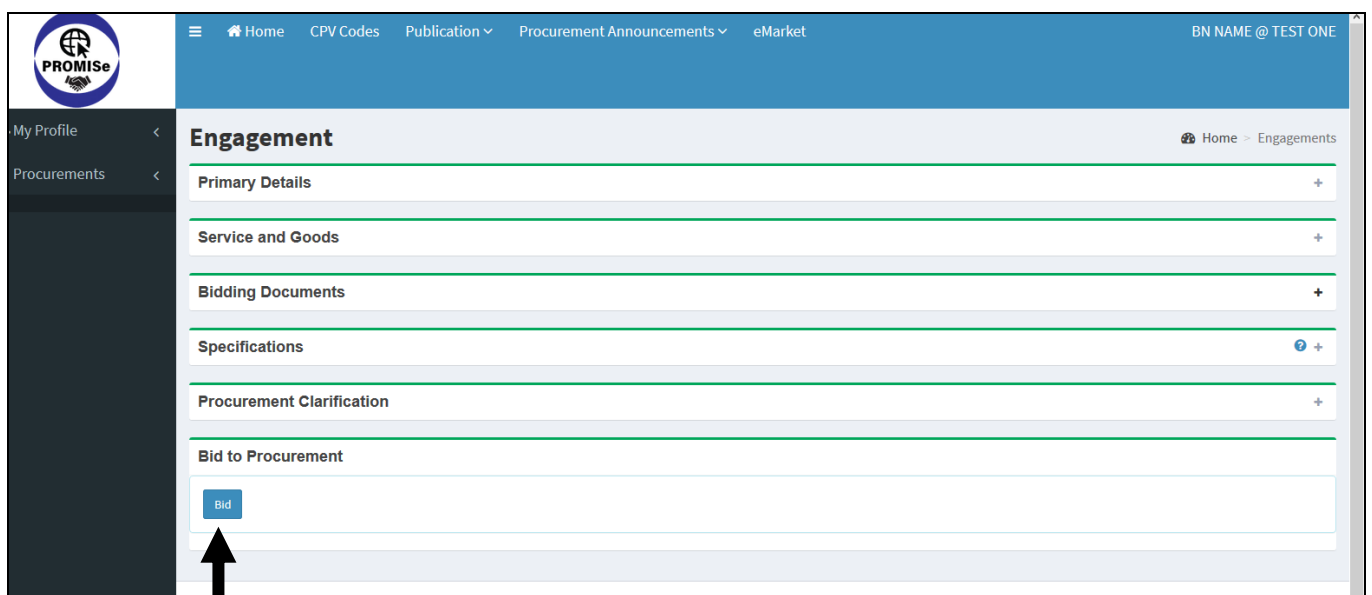
## 2.16 VIEWING OF NEW PROCUREMENTS AVAILABLE FOR ENGAGEMENT BY THE VENDOR

1. In the dashboard go to the left navigation bar and click Procurements → My Procurements.
2. Click the second tab “New Procurements”. The vendor can view all the new procurements available (*Figure 34*).



*Figure 34: Viewing of all the new procurements the vendor can place bids*

1. Click Action → Click View and the vendor can view the procurement in detail (*Figure 35*).
2. To Start bidding click the “**Bid**” Button.

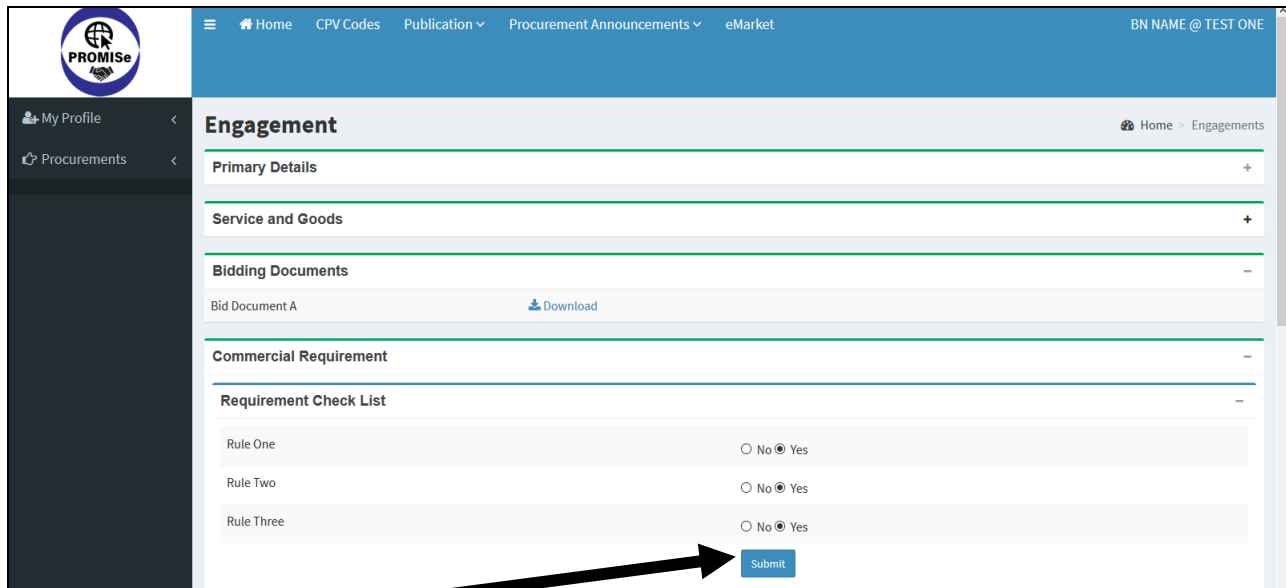


*Figure 35: Viewing the procurement in detail*

Click “**Bid**” button to start bidding

## 2.17 SUBMITTING RESPONSES TO COMMERCIAL REQUIREMENTS PROCUREMENTS BY THE VENDOR

1. The vendor must respond positively to all the Commercial Requirements in order to proceed.
2. Click “**Submit**” button after completing the check list. (Figure 36).



Submit Button

Figure 36: Requirements check list of new procurements

## 2.18 SUBMISSION OF REQUIRED CERTIFICATES WHEN BIDDING

1. If the relevant certificates do not appear in the drop-down list in (Figure 37), then
2. Click “**My Profile**” → View and then select the “**Certificates**” tab. You can upload the new certificates here by selecting the certificate type from the drop-down and upload the certificate.
3. Now come back to the screen shown in (Figure 37). Here, you can select and submit multiple certificates from the repository of certificates in your Vendor Profile Page.
4. If the vendor wants to upload another certificate click the “**Add New Certificate**” button (Figure 37).

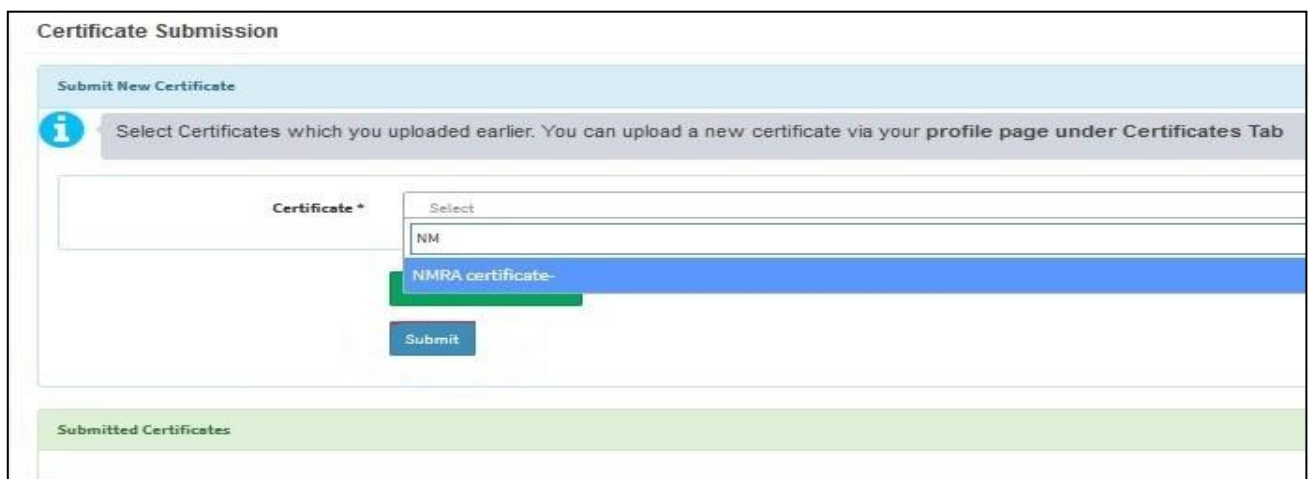


Figure 37: Certificate submission of new procurements

Once the vendor has added all the relevant certificates,

1. Then click “**Submit**”. Button.
2. The uploaded certificates will now appear under “**Submitted Certificates**” section.
3. If the vendor decides that any of the uploaded certificates are unnecessary, those certificates can be removed by clicking the “**Delete**” button (*Figure 38*).

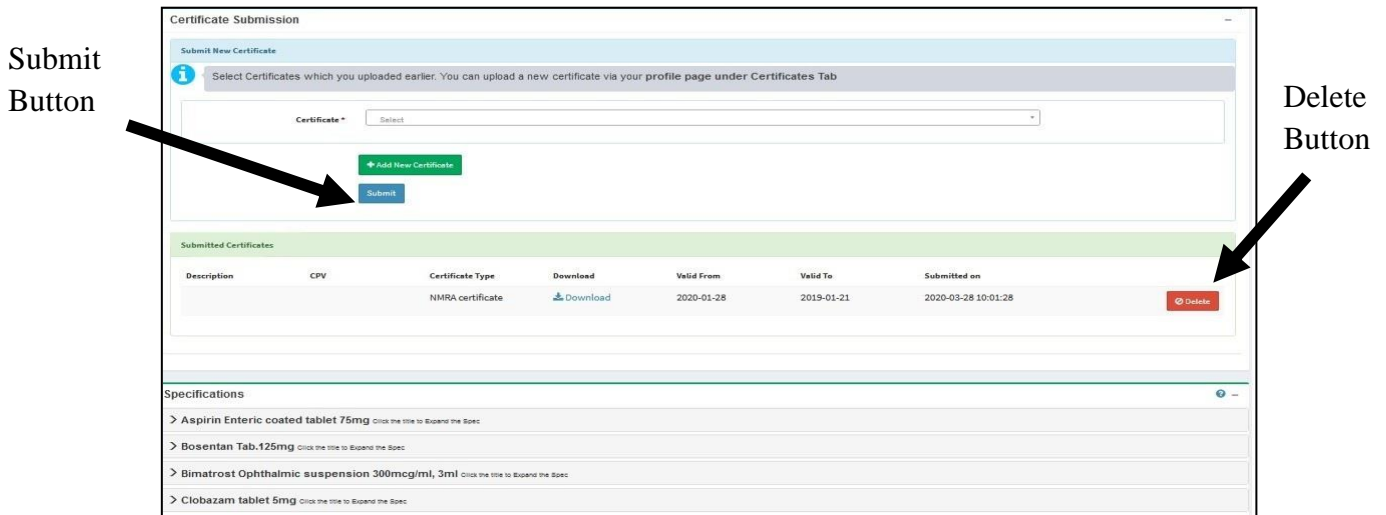


Figure 38: Viewing Submitted Certificates

## 2.19 SUBMITTING RESPONSES TO TECHNICAL REQUIREMENTS OF AN ITEM ALONG WITH THE UNIT PRICE

The vendor is allowed to view the specifications and give their preferred values and the unit price for the items specified in the specifications list of the particular procurement.

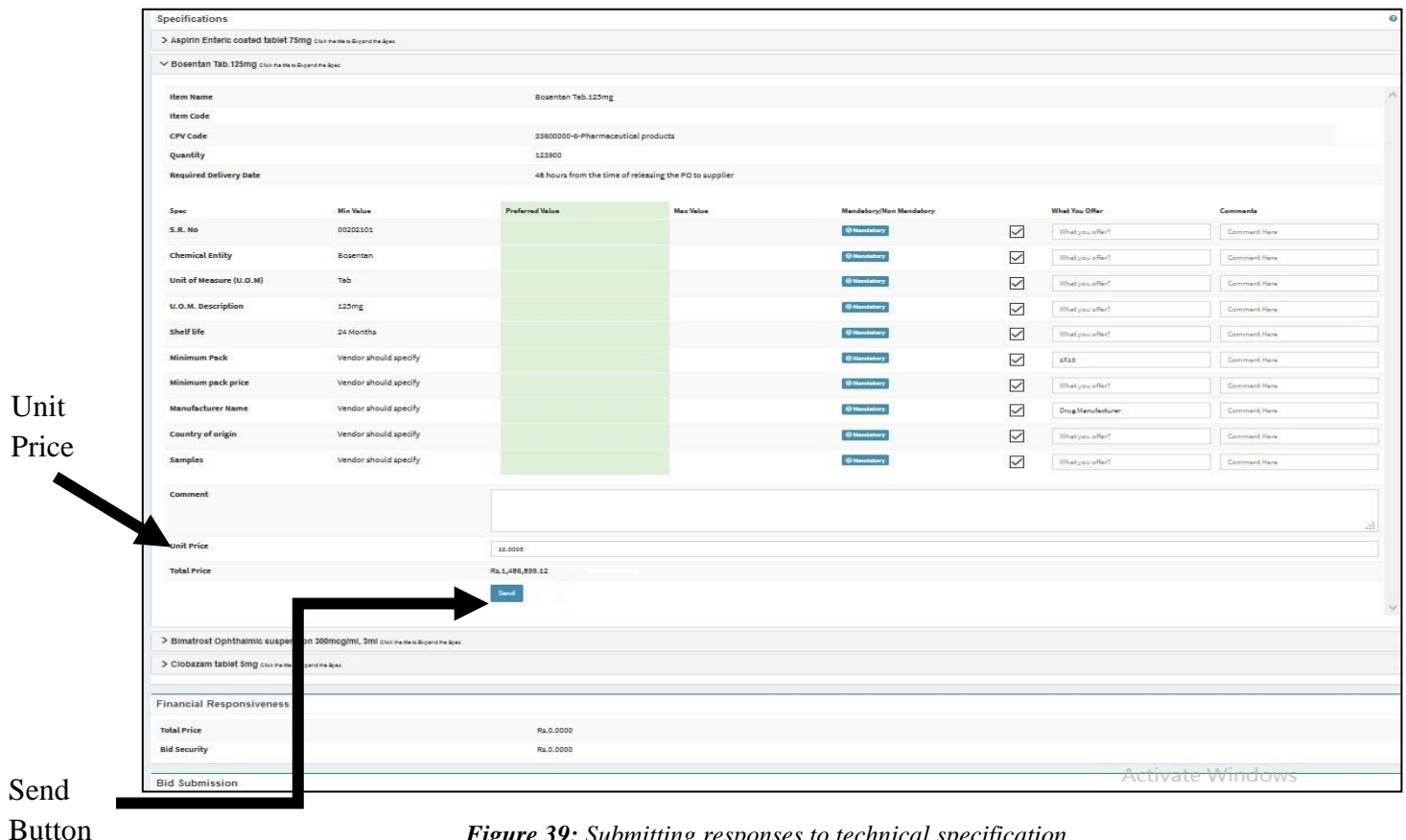


Figure 39: Submitting responses to technical specification



By sending the specifications of the items the vendor can vividly see the financial responsiveness of the particular procurement engaged.

Spec	Min Value	Preferred Value	Max Value	Mandatory/Non Mandatory	What You Offer
S.R. No	0020101			<input type="checkbox"/> Mandatory	☒
Chemical Entity	Bosentan			<input type="checkbox"/> Mandatory	☒
Unit of Measure (U.O.M)	Tab			<input type="checkbox"/> Mandatory	☒
U.O.M. Description	125mg			<input type="checkbox"/> Mandatory	☒
Shelf Life	24 Months			<input type="checkbox"/> Mandatory	☒
Minimum Pack	Vendor should specify			<input type="checkbox"/> Mandatory	☒ 1X10
Minimum pack price	Vendor should specify			<input type="checkbox"/> Mandatory	☒
Manufacturer Name	Vendor should specify			<input type="checkbox"/> Mandatory	☒ Drug Manufacturer
Country of origin	Vendor should specify			<input type="checkbox"/> Mandatory	☒
Samples	Vendor should specify			<input type="checkbox"/> Mandatory	☒

Financial Responsiveness	
Total Price	Rs.1,486,899.1200
Bid Security	Rs.0.0000

Bid Submission	
Upload Now	

Figure 40: Financial responsiveness of the particular procurement engaged

Display the Summary of Total Price

## 2.20 BID SUBMISSION OF ENGAGED NEW PROCUREMENTS BY THE VENDOR

The vendor should review the particular procurement. The vendor is allowed to view the bid documents uploaded. The vendor can download the bid document and view it.

1. The vendor is allowed to view the specifications provided by clicking the toggling the accordion.
2. If the vendor is willing to bid for the procurement, upload the bid documents, click the terms and conditions check box and click the “**Bid**” button.
3. Clicking the Bid button will allow the vendor to place the bid for the particular procurement.

Bid Submit Button

Figure 41: Bid Submission of a Procurement

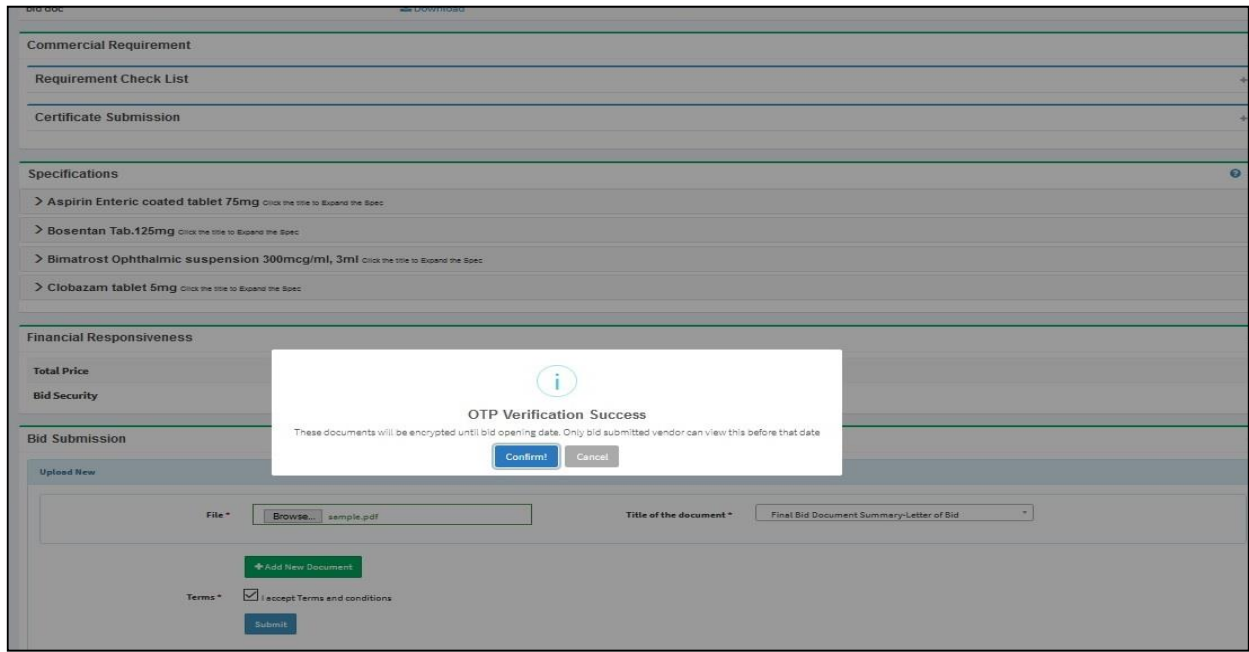
## 2.21 SUBMITTING THE OTP CODE AFTER BID SUBMISSION OF THE NEW PROCUREMENT BY THE VENDOR

4. After the submission of the bid a SMS with a code will be sent to the vendor’s mobile phone in order to verify the bid document encryption.
5. Enter the OTP Code sent to the mobile phone and click submit to continue the bid submission.

Enter the OTP Code

Figure 42: Submitting the OTP code after bid submission

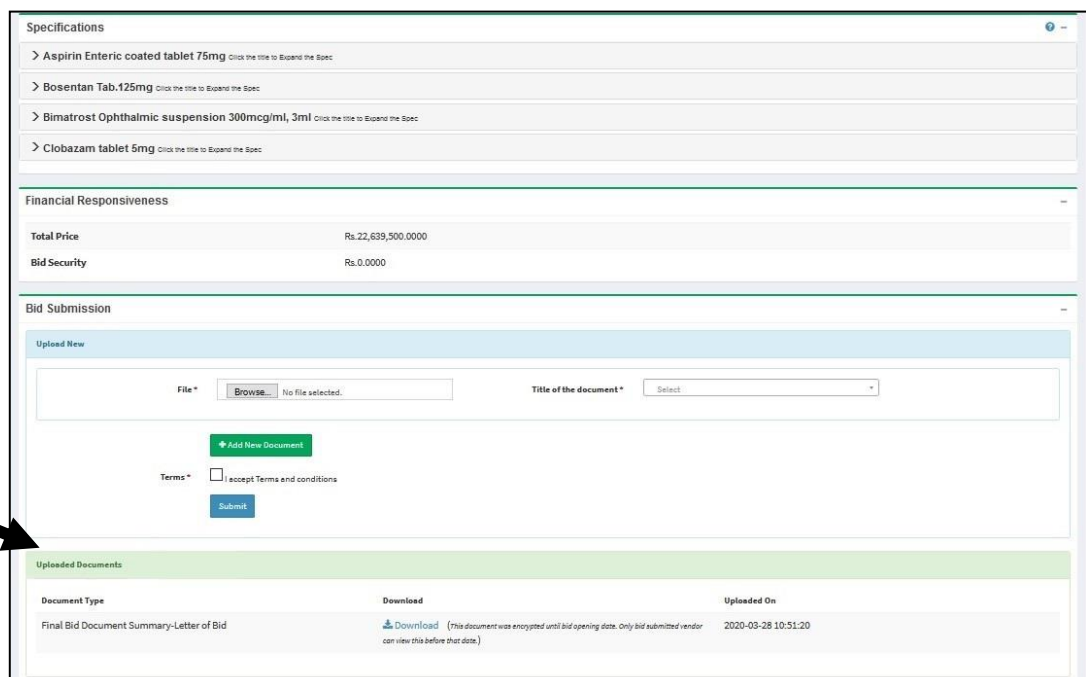
6. If the OTP verification is successful, the vendor will have a screen as in *Figure 43*
7. A pop-up message displays that the OTP verification was successful.
8. Vendor agrees to encrypt the bid documents until the bid opening date (even the prices in the database are encrypted during this period).
9. The Vendor can view his own bid documents anytime.



*Figure 43: OTP Verification Success*

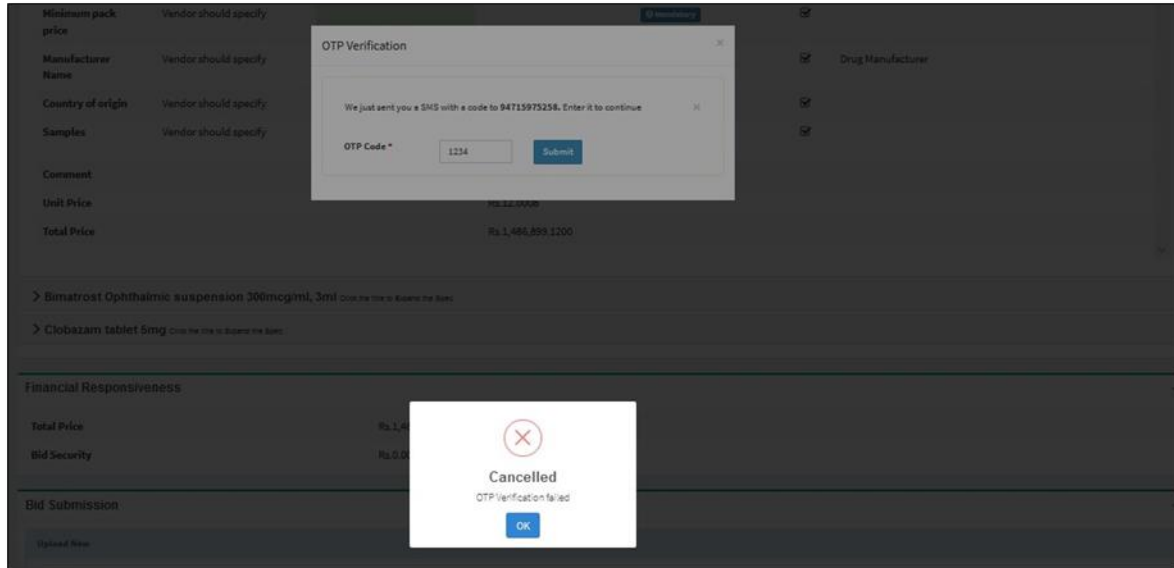
10. The uploaded bid documents will be viewed as shown in *Figure 44* displaying the message that the bid document is encrypted until the bid opening date.

Uploaded Bid Documents



*Figure 44: Encrypted Bid Documents*

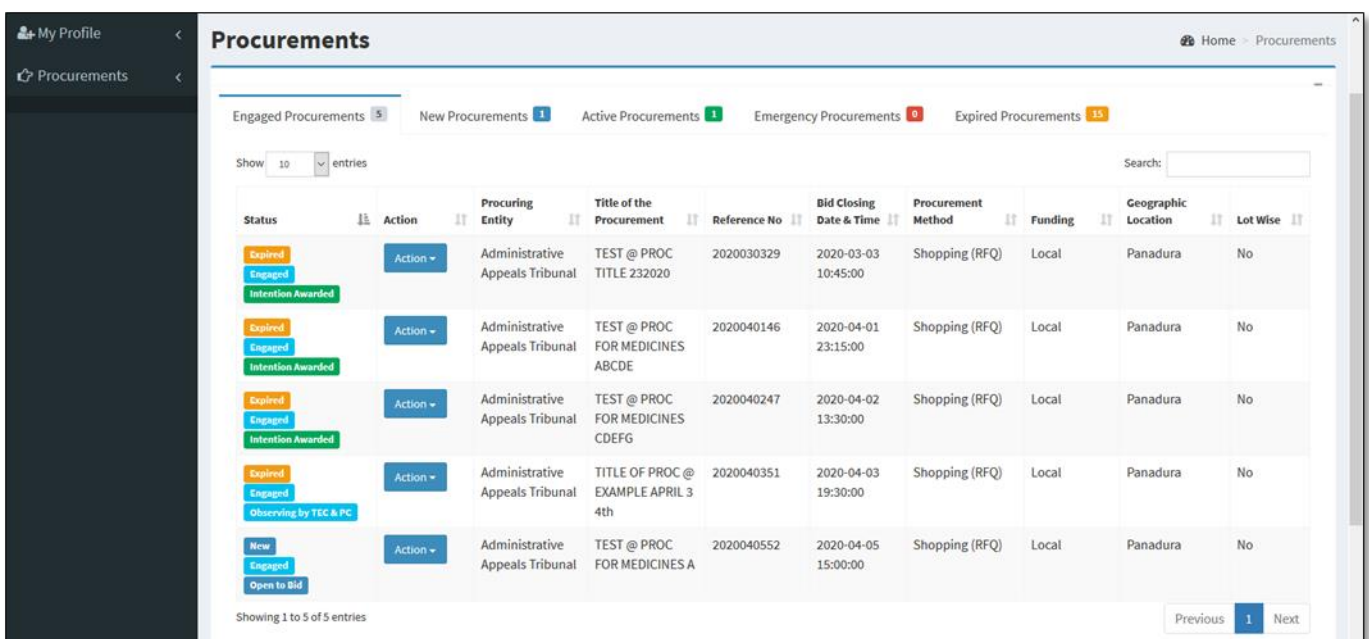
11. If the OTP verification was unsuccessful the vendor will have a screen as in *Figure 45*, depicting a pop-up message that displays the message that the OTP verification failed.
12. This will result in cancelling the encryption of the bid documents. In order to proceed further the vendor will have to re-submit the OTP and verify a successful OTP verification.



*Figure 45: Failed OTP Verification*

## 2.22 ENGAGEMENT OF A PROCUREMENT AFTER BID SUBMISSION

1. After the vendor submits a bid for a particular procurement successfully
2. The particular procurement will be transferred to the engaged procurements tab from the new procurements tab.



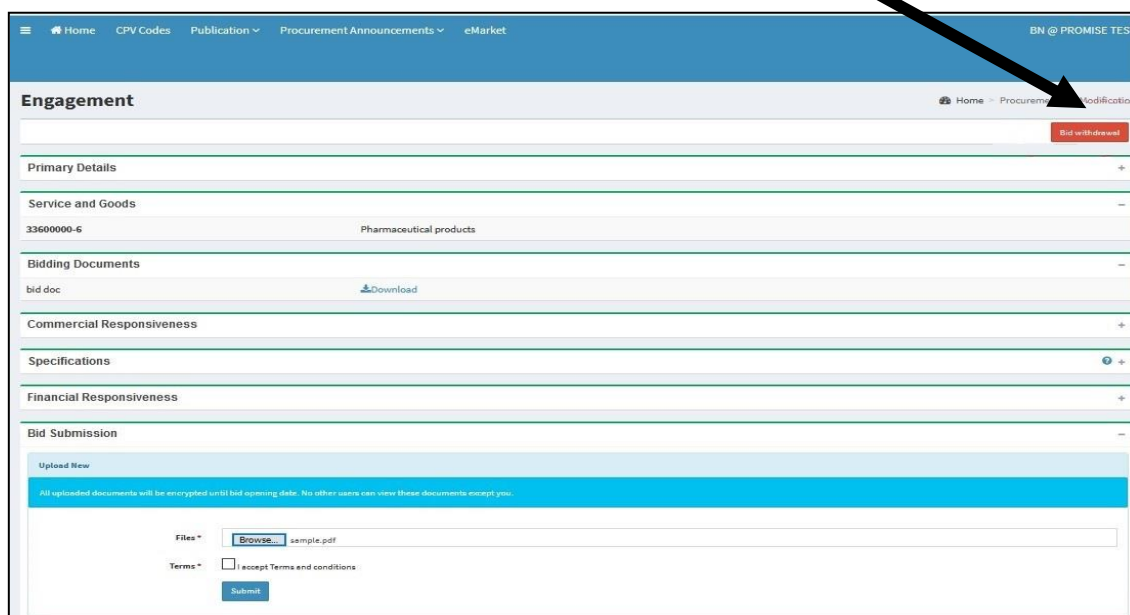
*Figure 46: Engagement of a procurement after bid submission*

## 2.23 BID WITHDRAWAL OF A PROCUREMENT BY THE VENDOR

If the vendor decides that the submitted bid for a particular procurement should be withdrawn,

1. Go to the particular engaged procurement. Click on the “**Bid Withdrawal**” button (*Figure 47*).

Bid Withdrawal Button



*Figure 47: Bid withdrawal of a procurement by the vendor*