



South African Reserve Bank

SARB - eSourcing Supplier Portal → Navigation and Troubleshooting Guide

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1. Accessing the SARB eSourcing Supplier Portal

1.1 User access

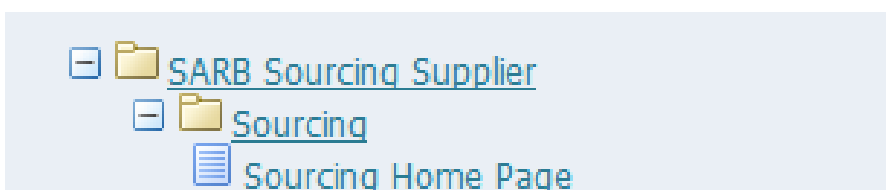
Have you received an e-mail from the SARB eSourcing Supplier Portal that contains a Username and Password?

- ✓ If YES → then proceed to 1.2
- ✓ If NO → Contact your SARB Sourcing consultant and request a verification of your company's registered email address and contact person.

** Note that suppliers will receive access to the eSourcing Supplier Portal only through an invitation to tender. Suppliers wishing to register for future RFX opportunities should login on to: www.resbank.co.za/procurement to register their company profile.

1.2 Logging In

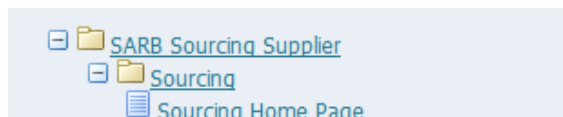
1. Close all Web Browsers
2. Clear your Internet Cookies and Browsing History (Temporary Internet Files)
 - **Windows (Logo) or Start Button** □ *Control Panel* □ **Internet Options** □ *General Tab (on Internet Options Form)*
□ **Delete Button**
3. Now, preferably, please use Internet Explorer
4. Please re-open a new Internet Explorer Web browser
5. Go to this web address: https://erpweb.resbank.co.za/OA_HTML/AppsLogin
6. Please use the Username and Password that you have received via the SARB eSourcing Supplier Portal
 - **Username:** *The email address you received via the SARB ERP Application listing the **Username***
 - **Password:** *The password you received via the SARB ERP Application listing the **security password***
7. Navigate on the newly presented screen/web page:
 - On the **left hand side** of the screen/web page please follow the following navigation steps:
→ *SARB Sourcing Supplier* → Sourcing (**yellow** folder) → *Sourcing Home Page*



2. View the RFX (RFP, RFQ, RFI, eAuctions)

2.1 How to access the Tender invitation

1. After you have logged into the SARB ERP Sourcing Portal, on the left hand side of the screen/web page please follow this Navigation: **SARB Sourcing Supplier** → Sourcing (**yellow** folder) → **Sourcing Home Page**



2. A new screen or web page will present itself → you will notice – under the **Negotiation Number** field – **click** on the TENDER/NEGOTIATION Number link (in blue)

Negotiation Number	Title
4095063	SARB Tender for the Completion...

3. You will now be in the specific Tender that you have been invited to respond to.

4. Please scroll down to the bottom, of the screen, to **view all the Supporting Documentation** related to the respective Tender.

Notes and Attachments									
Note to Suppliers	SARB Tender for the Completion of the Archiving Project Please download all attached supporting documentation including the SARB Sourcing Portal User Guide and Quick Reference Card. Complete as per strict instructions described on attached RFP Document. Regards, SARB Procurement Representative								
Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	
RFP Compilation and Supporting Documents	File	RFP Compilation and Supporting Documents including User Guide and Quick Reference Card	To Supplier	P509850	2015-11-11	One-Time			

5. Download the attached Tender Documents by simply clicking on the link “**Title**” (in blue) of each attached document.

6. It is important to follow the instructions described and shared on the following 2(two) sections:

- ✓ Note to Supplier
- ✓ Attached **RFP/RFQ/RFI** Documents

2.2 Acknowledge your intent to participate

The screenshot shows the Oracle Sourcing interface. At the top, there is a blue header with the Oracle Sourcing logo and navigation links: Navigator, Favorites, Home, Logout, Preferences, and Help. Below the header, there is a 'Negotiations' tab. The main content area is green and displays the following information:

- RFQ: 4114063
- Title: **Corrosion of Sewer Pipes in Cape Town Branch**
- Status: **Active**
- Time Left: **7 days 3 hours**
- Open Date: **2015-11-05 15:15:09**
- Close Date: **2015-12-07 14:00:00**

Below this information, there are tabs for 'Header', 'Lines', 'Controls', and 'Contract Terms'. The 'Header' tab is selected, showing the following details:

- Buyer: [Redacted]
- Quote Style: **Blind**
- Description: **Investigate the Corrosion of the Sewer Pipes in the SARB Building in the Cape Town Branch**
- Outcome: **Standard Purchase Order**
- Event: [Redacted]

At the top right of the main content area, there is an 'Actions' dropdown menu with 'Acknowledge Participation' selected and a 'Go' button.

1. Once you have reviewed the SARB Tender (RFX/RFX/RFP/RFI) information and understand the content, in the ACTIONS drop-down-list (top right), select the ACKNOWLEDGE PARTICIPATION option
2. Click on the GO button
3. The following webpage/screen will appear

The screenshot shows the Oracle Sourcing interface for the 'Acknowledge Participation' form. The header is the same as in the previous screenshot. The main content area is green and displays the following information:

- Negotiations > RFQ: 4114063 >
- Acknowledge Participation (RFQ 4114063)

At the top right of the main content area, there are 'Cancel' and 'Apply' buttons. The form contains the following fields:

- Will your company participate? Yes No
- Note to Buyer: [Text area]

4. If you intend to tender, select the YES option, if not, select the NO option
5. The Note to Buyer field is optional, should you wish to share a message or communicate to the specific SARB Procurement Consultant
6. Click on the APPLY button
7. You have successfully communicated with the SARB Procurement Team, and have shared your ACKNOWLEDGEMENT and Intent to Participate

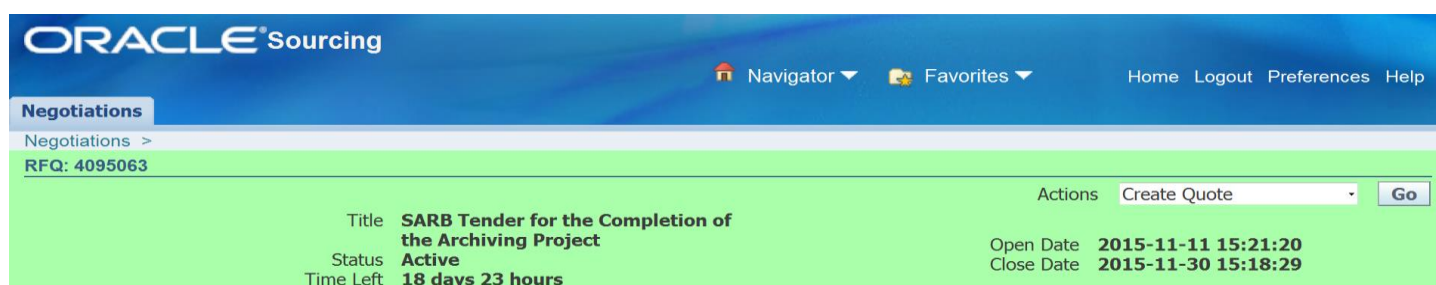
3. Submit your RFX Response

3.1 Your checklist:

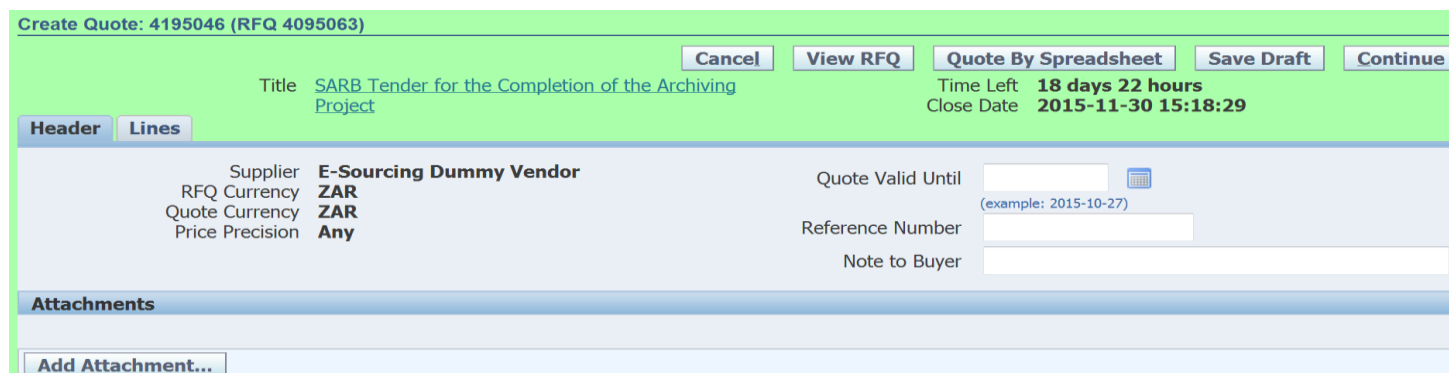
- ✓ Have you compiled and completed your Supporting RFX responses as requested?
- ✓ Have you compiled and completed your Supporting RFX responses as required by SARB?
- ✓ It is important to take note of the field that illustrates the “**Time Left**”
 - *By definition*, the “**Time Left**” field describes the amount of time you have left before the Tender Closes (*Real-Time*)

3.2 How to submit your RFX Response

1. **Login** again to the SARB ERP Sourcing Portal.
2. Follow the navigation and instructions described above, to again access the respective tender
3. As per screenshot below, in the “**Actions**” drop-down-list, select **Create Quote**
4. Click on the **GO** button



5. You must **accept the SARB Terms and Conditions** to proceed with the compilation of *RFX* Response
6. Take note of the 2 sections that need to be completed as part of your *RFX* Response
 - ✓ Tabbed “**Header**” Region
 - ✓ Tabbed “**Lines**” Region
7. Complete the “**Header**” section and use the “**Add Attachment**” button to upload all your *RFX* responses and supporting documentation.



8. Always save any updates you make to your RFx Response by clicking on the **“Save Draft”** button
9. Click on the **“Lines”** Tabbed Region
10. In the **“Quote Price”** field, you are expected to enter the Total Cost (excluding VAT)
11. In the **“Promised Date”** field, enter the date on which your company will deliver the services or goods

12. Click on the **“Save Draft”** button
13. Click on the **“Continue”** button

14. Review your Tender Response and Quote
15. Click on the **“Submit”** button
16. You will receive a **confirmation message**

17. Click on the **“Return to Sourcing Home Page”**

[Return to Sourcing Home Page](#)

18. Take note of your **“Response Number”**

Response Number	Response Status	Supplier Site	Negotiation Number	Title	Type	Time Left	Monitor	Unread Messages
4195046	Active		4095063	SARB Tender for the Completion of the Archiving Project	RFQ	18 days 22 hours		0

19. Your **“Response Number”** can serve as additional confirmation, that your Tender Response and Quote has been submitted to SARB Procurement.

4. Additional Troubleshooting Guidelines and Tips

4.1 Logging In

Challenge: You have not received a SARB ERP E-mail with your Username and Password

Response: Contact your SARB Sourcing Consultant and ask him to please verify the following:

- ✓ What e-mail has been linked to the RFx
- ✓ What e-mail address is linked to your Organization on the SARB eSourcing Supplier

Challenge: Error Received (when trying to login) → “Access Denied. Contact your System Administrator”

Response: Follow these steps:

- ✓ Close all your Web Browsers
- ✓ Clear your Internet Cookies and Browsing History (Temporary Internet Files)
- ✓ Windows Button □ *Control Panel* □ Internet Options □ *General Tab (on Internet Options Form)* □ Delete (button)
- ✓ Use Internet Explorer, as Google Chrome, seems to be troublesome at times.
- ✓ Please re-open a new Internet Explorer Web browser
- ✓ Go to this web address: https://erpweb.resbank.co.za/OA_HTML/AppsLogin

4.2 Tips and Important Information

Tip # 1: When 5(five) hours are left , before the RFx Closes, the “**Time Left**” font colour will change from **black** to **red**

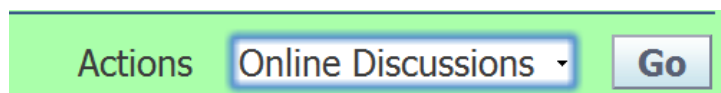
Tip # 2: You are allowed to submit as many attachment(s) as you like; however, **each attachment can only be 6Mb in size.**

Tip # 3: Once the RFx is published on the SARB eSourcing Supplier Portal, the supplier login and contact (**Username**) linked to the respective Tender cannot be changed, whilst the Tender is Open/**Active**

Tip # 4: Once the specific Tender closes on the SARB ERP Sourcing Portal, suppliers will not be allowed to submit their Tender Response and Quote

Tip # 5: The “**Closing Date**” of the Tender **can only be EXTENDED** whilst the respective Tender is still Open/**Active**

Tip # 6: Use the “**Online Discussions**” functionality to communicate directly with your respective SARB Procurement representative



Tip # 7: For procurement and subject-matter questions, please contact your SARB Procurement representative using the “Online Discussion” functionality or telephonically

~end~