

## eSourcing Portal Frequently Asked Questions

### Access

#### How do I access the SARB eSourcing application for the first time?

You will receive an e-mail from SARB that contains the link to the eSourcing portal. If an email is not received, you should check your “Junk” or “Spam” folders. The email from SARB will contain your username (email address) and a link to change/reset your password. Please click on the link to create a new password for yourself.

Once you have logged on, it is advisable to save the link to your browser favourites. In case you cannot locate the email, you may contact the SARB Procure to Pay Helpdesk on +27 800 777 007 or [supplier@resbank.co.za](mailto:supplier@resbank.co.za).

#### What software do I need?

A computer with an internet connection of 1 Mbps or greater is required, including a Microsoft Internet Explorer (version 10 or later) web browser. Other browsers should also work but may not be as compatible. The latest version of Adobe Acrobat reader and Adobe Flash Player is also required.

#### When is the system available?

The system is always available. Maintenance is normally carried out during weekends.

### Process

#### Why is SARB implementing this solution?

The eSourcing portal provides a central point for SARB's Procurement department and suppliers to perform sourcing activities. This solution also ensures that there is an adequate audit trail of sourcing activities and events. It also ensures that documents related to sourcing activities are uploaded and stored in a central location with the relevant access given to parties involved in the sourcing activities (Sourcing Consultants, Suppliers, Approvers, etc.).

#### What can I do on the Portal?

You can perform a number of activities on the portal including:

- Participate in and respond to sourcing activities that you have been invited to;
- Get assistance during sourcing activities by making use of the help button and online discussions; and
- Upload documents as part of your response.

#### What is meant by Sourcing Activity (Negotiation)?

This is the generic name we give to tenders. It is inclusive of all activities that describe the action of going out to one or more suppliers with the intention of collaborating, interacting or requesting information or prices etc. in regards to providing goods/services to SARB.



South African Reserve Bank

### **Will all Sourcing with SARB be conducted via this new Portal?**

The majority of sourcing activities will be conducted on the eSourcing portal. In practice however, there may be a few exceptions where the activity is better suited to another method. The Sourcing Consultant managing the activities will provide guidance on the method to be used.

### **How will I know about a Sourcing Activity (Negotiation) that I can participate in?**

You will normally be contacted by the SARB Sourcing Consultant and be advised of the Sourcing activity to be published on the portal in the near future. Upon publishing of the sourcing activity, you will receive an invitation email from the system with a link to the sourcing activity.

## **Responding to an Activity**

### **What happens if my submission is late?**

You cannot submit any responses after the activity has closed. Kindly note that the system will not allow submission of any response that is incomplete before the closing time. You should be aware that uploading large documents or complex bids can take some time over the internet and you must factor this into your planning. Even on broadband connections, uploading is significantly slower than downloading. If you are in the middle of a large upload and the closing time for submission lapses, your submission will be rejected by the system.

### **Can I draft and save a response before submitting it?**

Yes, the system is designed so that you can create your response, save it as a draft, make any amendments and then finally submit it. If you do not submit the response then it will not be formally accepted by SARB.

### **How many responses can I submit?**

This is dependent on the controls set up by the Sourcing Consultant, which can be just one or multiple responses.

### **Can I upload attachments with my response?**

Yes, the system will allow you to upload a variety of documents in support of your response. These can be Microsoft Word, Excel, PDF, ZIP and image files.

### **What is the maximum size of each document or attachment?**

The limit is 100Mb but we recommend that you keep the minimum size of documents to less than 50Mb due to the time it can take to upload. The system may time-out if you have a particularly slow internet connection.

### **Do I have to respond to the activity via the eSourcing Portal?**

Your response must be captured and submitted on the portal.

### **What time zone does the system work in?**

The system runs in the South African time zone i.e. GMT + 2, but it is possible to change the zone for your user profile to reflect your local zone.



South African Reserve Bank

### **What currencies does the system accept on responses?**

Unless otherwise stated, most Activities (Negotiations) will be conducted in the South African Rands (ZAR). If the Sourcing Consultant has made provision for responses in currencies other than ZAR, you must select the correct one prior to making your response. Once your first response is submitted then any subsequent ones (if allowed) will be in the same currency.

### **I've responded in the wrong currency, what can I do?**

You may withdraw the response but only if in the sourcing activity, provision is made for submission withdrawals. An alternative is to contact the SARB Sourcing Consultant and they can disqualify your response and allow you to resubmit the revised one.

## **Training and Support**

### **Do you provide any training in the use of the application?**

Training is provided in a form of self-training material. If you have not received the training material, you may request it from the Procure to Pay Helpdesk on the email address [supplier@resbank.co.za](mailto:supplier@resbank.co.za), or telephonically on +27 800 777 007.

### **Who provides support in using the system, and who can I contact if I have an issue during an activity?**

Should you have tender specific queries, please contact the SARB Sourcing Consultant in charge of the tender. For any system related issues, please contact the Procure to Pay Helpdesk team on +27 800 777 007 or via email on [supplier@resbank.co.za](mailto:supplier@resbank.co.za).

### **The system fails with an error message, who do I contact?**

Please make a note of what you were doing, with any screenshots and contact the SARB Procure to Pay Helpdesk.