

KNPC eSourcing System Guidance

Help

If you have any technical queries please review this document in the first instance. If you require additional support please email or phone the CWP helpdesk. Please ensure that you leave plenty of time for issues to be resolved prior to any deadlines.

CWP Helpdesk

Sun - Thu: 8am – 3pm

Phone: (+965) 23887792, 23887794

Email: cwphelp@knpc.com

Questions relating to the tender exercise should be directed to the Buyer via the Messaging area provided within the RFQ/ITB.

Security

Please treat your KNPC eSourcing portal login securely. If you have forgotten your password please log on to the website and click the "Forgot your password?" link and follow the instructions.

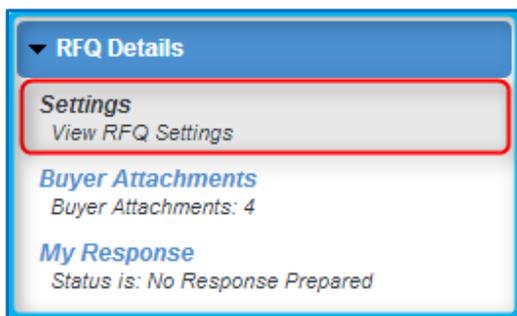
System Time Out

For security reasons if you are inactive on the site for 15 minutes you will be **timed out**. This is a KNPC requirement to maintain security and tender integrity.

Navigating the KNPC eSourcing portal

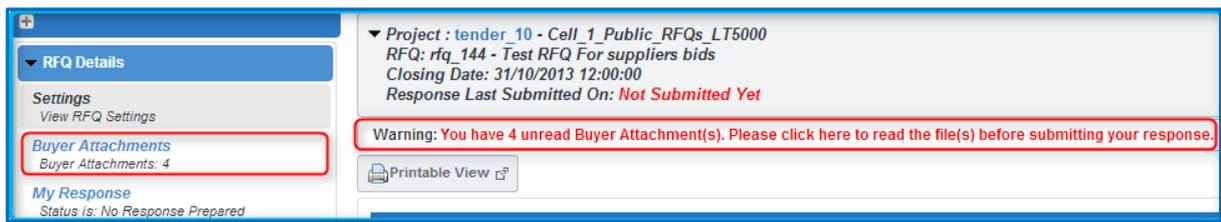
When navigating through the platform please do not use the '**Back**' or '**Forward**' buttons in your browser. Please use the links provided within the site to navigate.

Review the Settings area of a RFQ/ITB



The settings area of an RFQ/ITB can include but is not limited to the closing date, freight terms, IBG value etc. You will see this information only after you have expressed interest in the opportunity or if you have been specifically invited.

Review the Buyer Attachment area



Check the 'Buyer Attachments' area to review any documentation provided by the Buyer. These attachments can be downloaded by clicking on them individually or alternatively you can use the 'Mass Download' button to download all attachments at once.

Buyers may also attach supporting documents directly to questions or notes. These attachments are indicated by a paperclip symbol to the left had side of the question.

Preparing your Response

The system will not allow you to submit a response after the closing date and time so always leave yourself plenty of time to avoid any time pressure.

You may be required to respond to questions in three envelopes:

- **Qualification Envelope:** Basic Company Information
- **Technical Envelope:** Technical questions
- **Commercial Envelope:** Pricing

To access these envelopes you can either click "Edit Response" located at the top right hand side of each envelope or alternatively click the title of each envelope as displayed in the "My Response Summary". Within this section you are also shown the number of questions that you have yet to answer including the total number of mandatory questions that still require a response.

When the Buyer has asked for an attachment at question level please ensure that you upload the correct file against the question. Only attach documents that the Buyer has requested.

Whilst the system allows for the upload of large individual documents (max 50mb at a time), we recommend that you keep attachments to a manageable size to ensure ease and speed of access.

Saving your Response

As you progress through your RFQ/ITB response please ensure you **Save** your work regularly. Failure to do so could result in you losing your work if you experience internet connection issues or are inactive for over 15 minutes and are timed out. Alternatively the system will allow you to “export” your response and complete offline and then “import” in advance of the closing date and time.

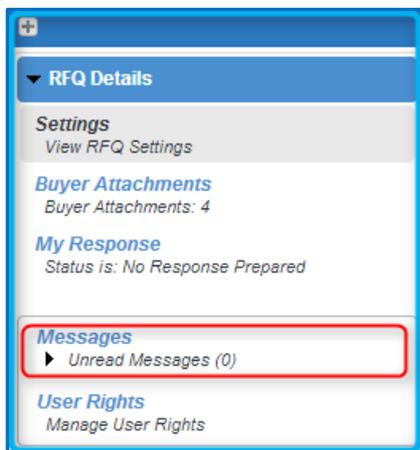
Mandatory Questions

Questions marked with a red asterisk (*) are mandatory and a response to these questions **must** be provided in order to submit a response. Failure to provide a response to a mandatory question will result in you not being able to submit your response to the Buyer.

When responding to a RFQ/ITB you can check your response for completeness by clicking the “Validate Response” button. This will highlight any areas that you may have missed.

IMPORTANT: The system will not allow you to submit your response to the Buyer if you have failed to provide an answer to ANY mandatory questions. It is your responsibility to ensure that you have answered all mandatory questions in advance of the tender deadline.

Messages



Every RFQ/ITB will have its own messaging area to allow two-way communication between the Buyer and suppliers. The messaging area can be found on the left hand side of the screen.

The Messages area will provide any updates / amendments / clarifications posted by the Buyer and can be reviewed and responded to. The number of unread messages will be highlighted in brackets.

By clicking Messages the following drop down will appear:

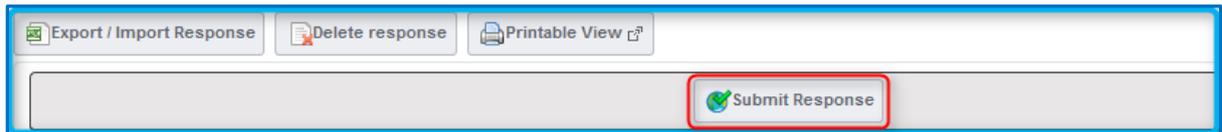
- Create Message: Here you can compose a message to the Buyer regarding the RFQ/ITB. Attachments can also be added.
- Received Messages: Here you will be able to view all messages issued to you by the Buyer.
- Sent Messages: For audit purposes a record of all your sent messages are retained on the system.
- Draft Messages: You can hold messages in draft format and send later.

For audit and transparency purposes please use the Secure Messaging area to communicate with the Buyer at all times.

Changes during the process

If the Buyer makes any changes to the Settings and/or Questions in the RFQ/ITB, the Buyer will ensure that such changes are brought to your attention.

Submitting your Response



Once you have completed your response you must **SUBMIT** it to the Buyer. Responses not submitted will not be received by the Buyer and will therefore not be evaluated.

TOP TIP: Suppliers are able to **SUBMIT** and update their response more than once. The Buyer will only receive the latest submission.

You can also check your response for completeness prior to submission by clicking the “Validate Response” button.

Late Responses

The system will not allow late response to be submitted. It is your responsibility to ensure that you submit your response in advance of the closing date and time.

TOP TIPS

- Ensure that you read and digest all documentation thoroughly and make note of key actions and deadlines (you may want to create a checklist of actions to review prior to submitting your response).
- Don't leave your response until the last minute – if you have problems you may not be able to resolve them prior to the deadline.
- Always use the secure messaging tool for communicating with the Buyer.
- Only upload attachments when requested. Where possible try to avoid uploading very large files.
- Try and answer all questions, not just the ones marked as mandatory.

- Please treat your username and password securely. If you lose or forget your password there is a link on the portal homepage where a new one can be emailed to the registered email address.
- Consistently SAVE your work – security protocols will automatically “time-out” suppliers after 15 minutes of inactivity.
- Please remember you must “Submit” your response to the Buyer.