

TRANSNET



delivering freight reliably

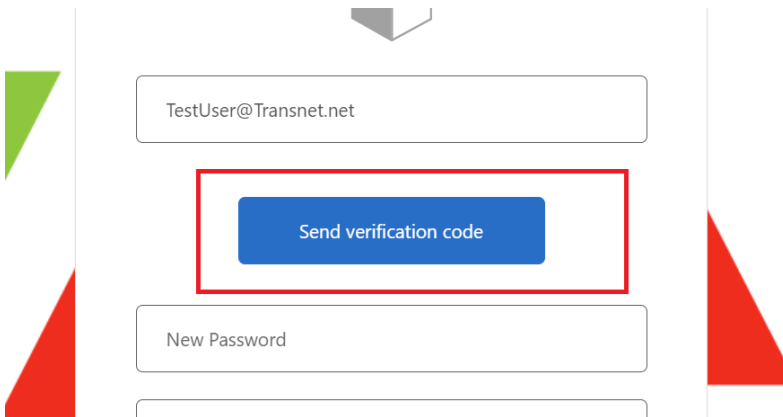
Transnet eTender Portal

Frequently Asked Questions and Answers for Bidders

1. I did not receive the **Verification Code** while registering on the eTender system:

Response:

The user should wait for at least up to 2 minutes maximum. This depends on your network connection. Make sure your internet connect is running and stable. If the problem persists, restart your machine and try again.

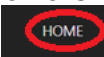


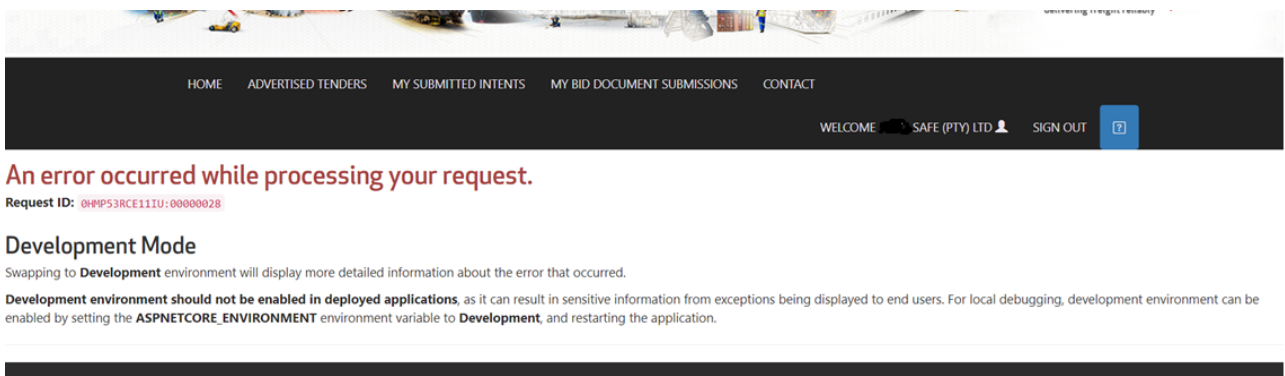
The screenshot shows a registration form with the following elements:

- A text input field containing "TestUser@Transnet.net".
- A blue button labeled "Send verification code" which is highlighted with a red rectangular box.
- A text input field labeled "New Password".
- A partially visible text input field below the "New Password" field.

2. I get an error after I have registered on the eTender Portal: "An error has occurred while processing your request"

Response:

This error occurs when the user has taken too long on the registration page. The session times out. The user should click on the Home Icon  ADVERTISED TENDERS, and the issue will be resolved.



The screenshot shows the error page layout:

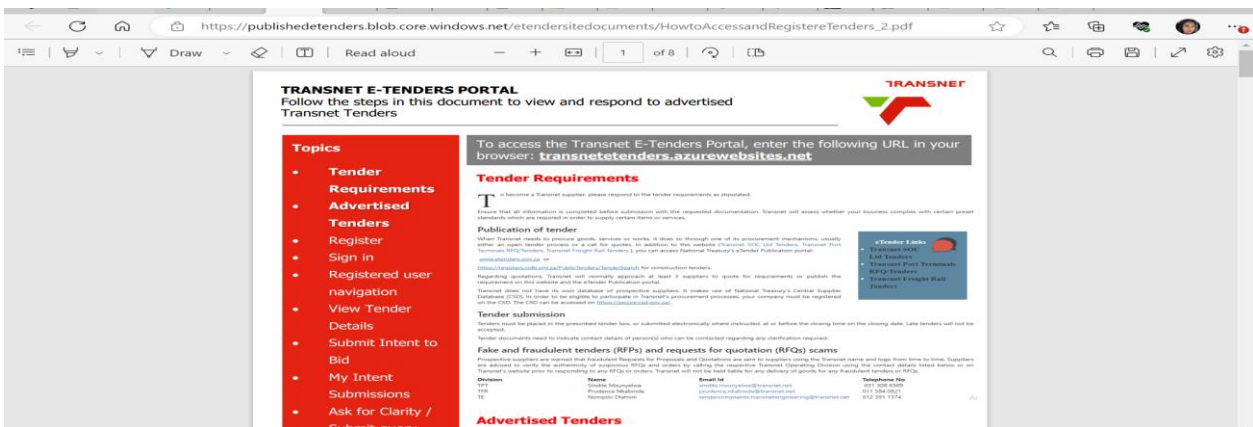
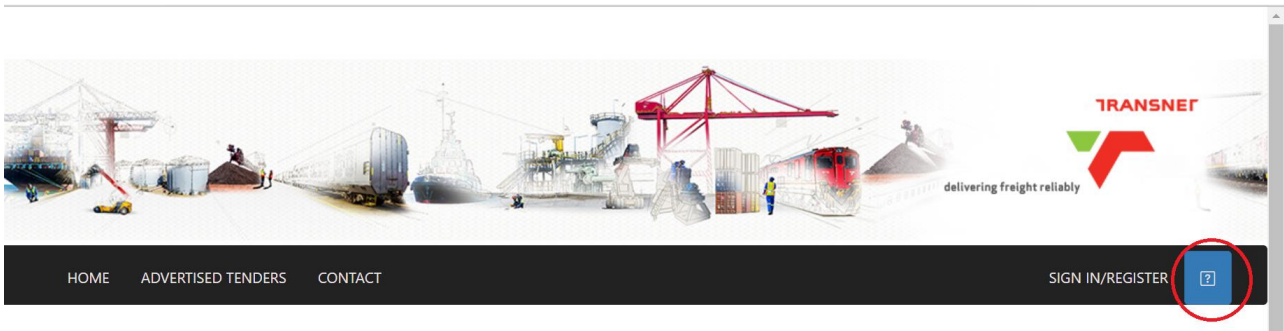
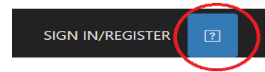
- A navigation bar with links: HOME, ADVERTISED TENDERS, MY SUBMITTED INTENTS, MY BID DOCUMENT SUBMISSIONS, CONTACT.
- A user greeting: WELCOME [SAFE (PTY) LTD] SIGN OUT [?].
- An error message: **An error occurred while processing your request.**
- A request ID: **Request ID:** 0*P53RCE11IU:00000028
- A section titled **Development Mode** with the text: "Swapping to **Development** environment will display more detailed information about the error that occurred."
- A note: **Development environment should not be enabled in deployed applications**, as it can result in sensitive information from exceptions being displayed to end users. For local debugging, development environment can be enabled by setting the **ASPNETCORE_ENVIRONMENT** environment variable to **Development**, and restarting the application.

3. I am not familiar with uploading my bid on the eTender Portal. I need guidance on how to upload submissions:

Response:

There is a step-by-step guide available under the HELP tab

Please access the document, it illustrates each step on how to access Tenders and upload submissions.



4. I am unable to access a particular Tender and have not received an invite:

Response:

The tender link may have been forwarded to those who were not authorised to access the document. The Bidder will only be able to access a particular tender that they have been invited to bid for. You will not be able to access a Tender which you have not been invited to bid for. This applicable for restricted tenders.

5. I received an invite to bid, however I cannot find the tender on the eTender Portal:

Response:

Please ensure that you log into the system using the same email address which you received the invite from. You will not be able to see the tender if you are using a different email address to log in.

6. I have encountered a CGI error when trying to upload my bids on the eTender Portal:

Response:

The CGI error could be caused due to a connection time out from the bidder side, and the browser keeping some items in a cache, on the browser.

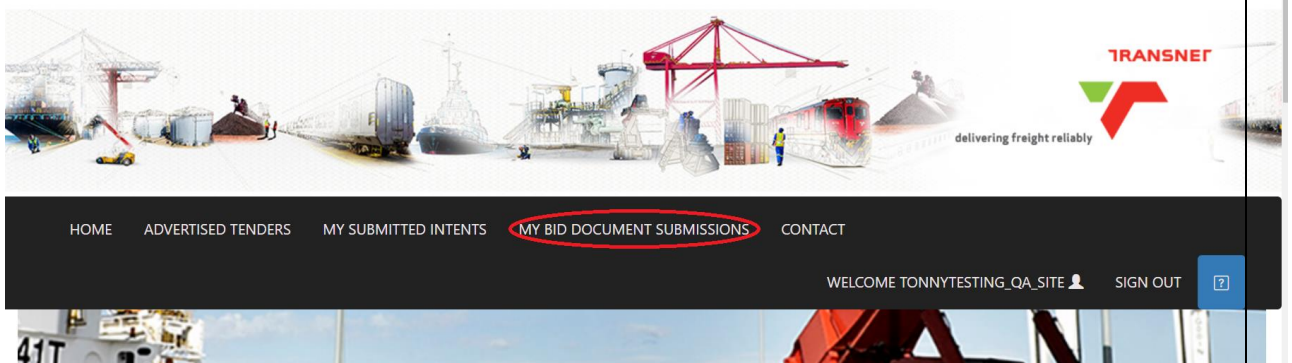
The potential steps to address it could be:

- Open a new window in a new browser
- Open a new window in an "incognito" mode (Chrome)
- Open a new window in "InPrivate" mode (Edge)
- Attempt to clear recent period history cache (Caution)
- User's Slow network connectivity, close many tabs, sites
- User's slow computer, or running many processes-close processes
- User's browser settings, User needing to refresh page, clear cookies, clear cache, clear history.
- Conduct internet speed test

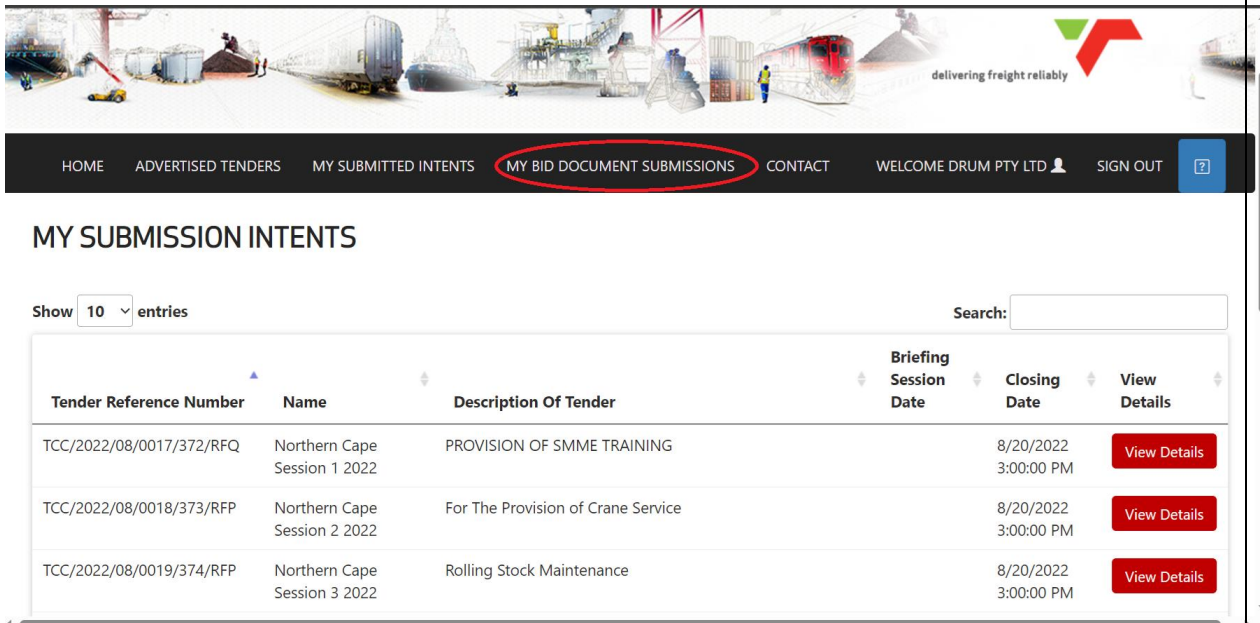
7. How sure am I , if my bids have been successfully submitted to Transnet:

Response:

Please click on the My bids submission Tab , a list of Tenders where you have uploaded documents for will be displayed.



The list is displayed in the example below:

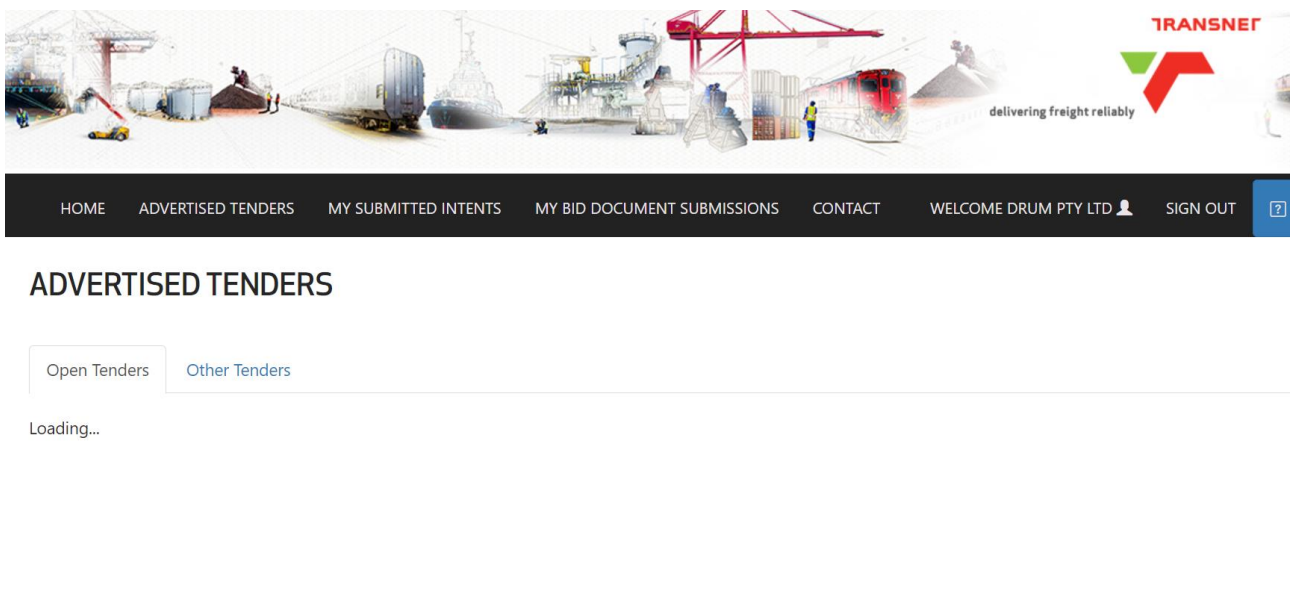


Tender Reference Number	Name	Description Of Tender	Briefing Session Date	Closing Date	View Details
TCC/2022/08/0017/372/RFQ	Northern Cape Session 1 2022	PROVISION OF SMME TRAINING		8/20/2022 3:00:00 PM	View Details
TCC/2022/08/0018/373/RFP	Northern Cape Session 2 2022	For The Provision of Crane Service		8/20/2022 3:00:00 PM	View Details
TCC/2022/08/0019/374/RFP	Northern Cape Session 3 2022	Rolling Stock Maintenance		8/20/2022 3:00:00 PM	View Details

8. There are no Tenders available under the ADVERTISED TENDERS Tab:

Response:

Please click on the My bids submission Tab, a list of Tenders where you have uploaded documents for will be displayed.



ADVERTISED TENDERS

Open Tenders Other Tenders

Loading...