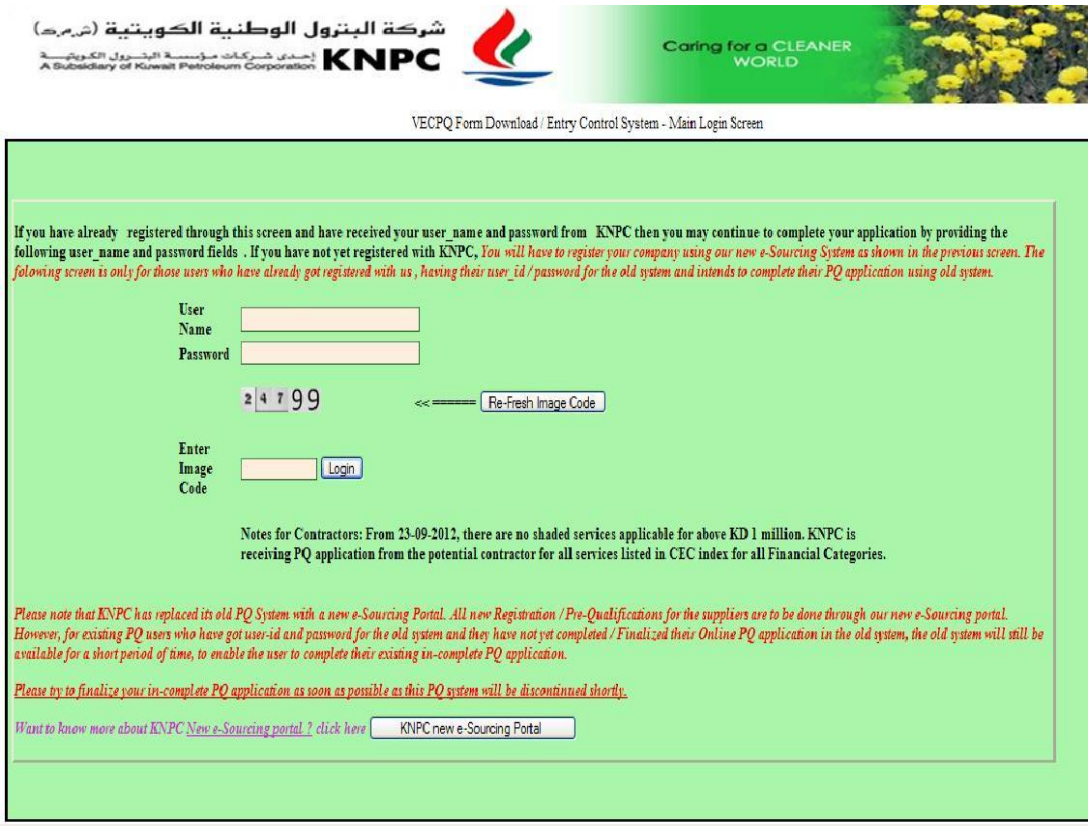
BravoSolution
Supply Management Excellence

# KNPC Supplier Orientation Session – February 2014

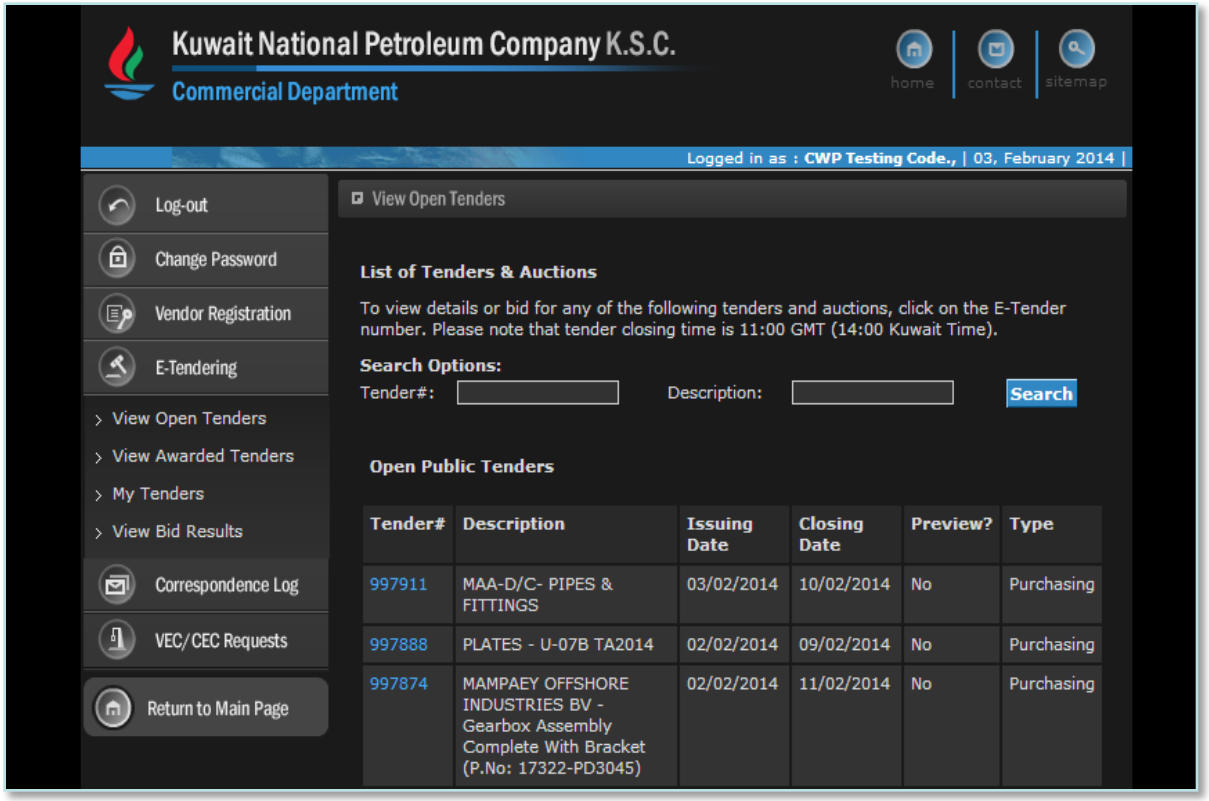
## KNPC cares about its Suppliers

# Old Prequalification System



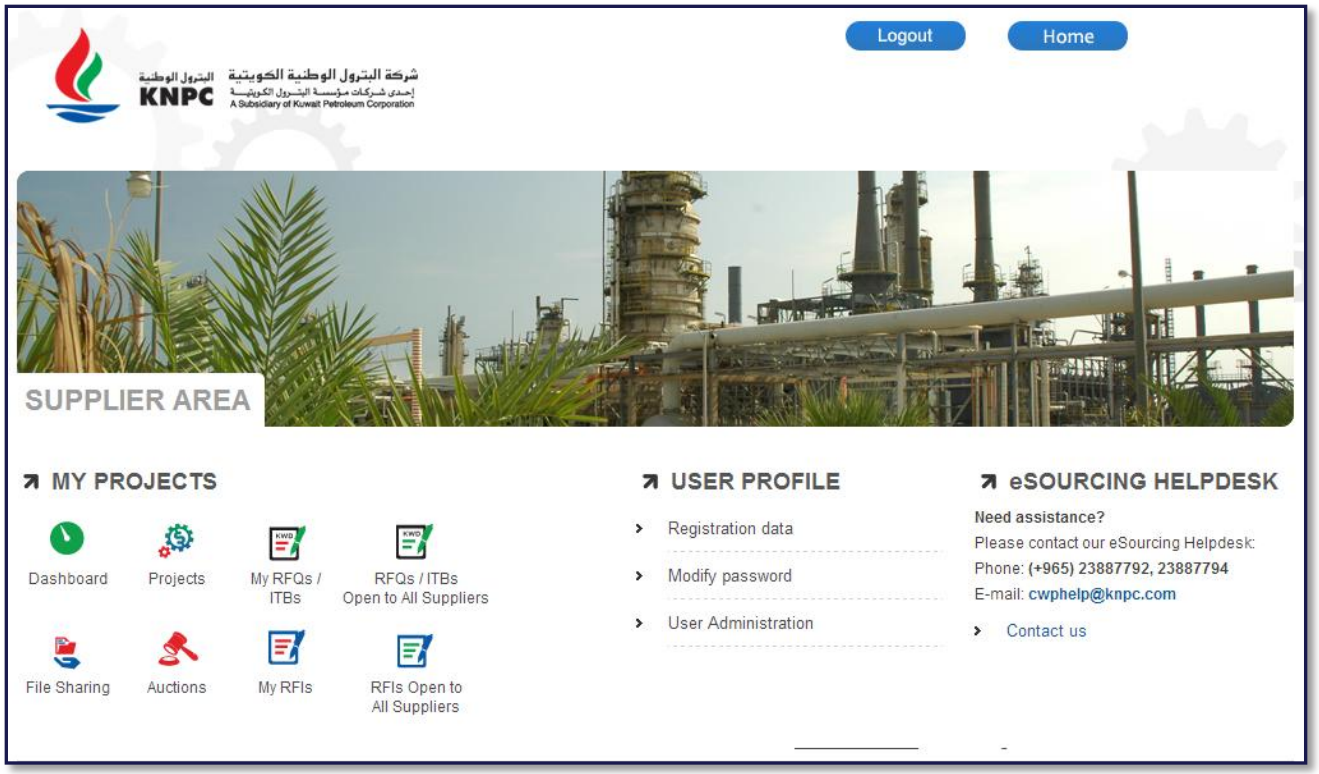

- Setup in 2009
- Manufacturers PQ Applications Registered = 3607
- Contractors PQ Applications Registered = 2159

# Old eTendering System




- Setup in 2007
- 33,000 Tenders issued
- No of Vendors Registered in CWP = 6244
- No of lines quoted during the period = 612823

# The new KNPC eSourcing Portal




- Launched on 8th December to manage Prequalification process
- Will shortly be handling all tendering activities

# The KNPC Commercial Cloud

**KNPC eSourcing Portal**

**Flexibility** – easily upgraded to deliver continuous improvements

**Accessibility** - from anywhere

**Availability** - service available 24x7x365

**Security -** Securely used around the world.

# Why the new portal?

**Efficiency** – accelerating the sourcing process making it simpler and easier for suppliers to do business with KNPC

**Security** – enhanced measures to ensure the security of commercially sensitive data

**Transparency & Audit** – providing greater visibility of the decision making process

**Governance** – standardising the way we manage relationships with our suppliers

**Ease of Access** – making it easier for suppliers to find and respond to opportunities with KNPC

# Multiple Browser Support

- Mac Support: Safari
- Google Chrome
- Internet Explorer

# About the KNPC eSourcing Project

- BravoSolution are proud to be partnering with KNPC on this major initiative – the first of it's kind in Kuwait
- KNPC's relationship with its suppliers is fundamental to supporting it's business aims
- Delivering efficiencies
- Partnership culture with suppliers
- Importance of supplier experience

**Today's session is to inform you of the benefits you will be receiving from this initiative and to best prepared to engage with KNPC in the tendering process.**

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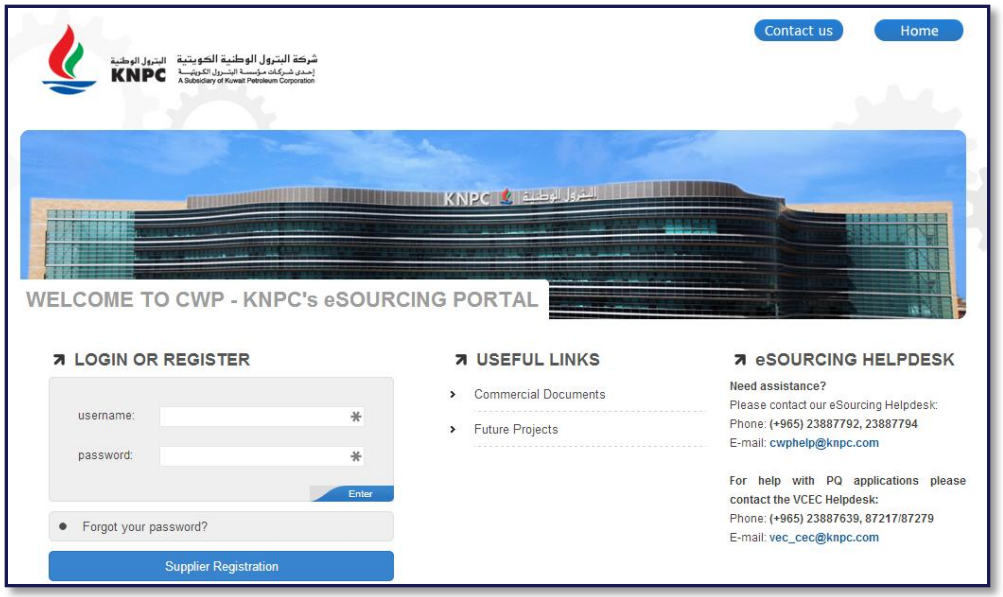
# Key messages

KNPC want to:

- Make it easier for suppliers to find relevant opportunities
- Make it easier and quicker for suppliers to respond to tenders
- Provide user friendly technology with the necessary support if required
- Make it easier for suppliers to communicate with the Buyer during the tendering process
- Provide a highly secure environment for sharing of commercial documents

# KNPC eSourcing Portal - Overview




- The KNPC eSourcing Portal is available 24x7 at https://esourcing.knpc.com
- The portal is completely confidential and independently security accredited.
- System requirements are minimal – PC, Internet Explorer 7+, reliable internet connection

# Accessing the KNPC eSourcing Portal

**Who Gets Access and When?**

- Existing suppliers to KNPC have already been granted access to the eSourcing portal and have been issued login credentials via email.

- Any new company wishing to participate in KNPC tenders must first Register on the eSourcing portal.

- Once Registered on the system a Supplier must be Authenticated by KNPC to gain full access to eSourcing portal.

- The Authentication process is managed within the eSourcing portal although local suppliers are required to present original documents to KNPC Head Office.

**Once Registered & Authenticated what can I access?**

- View a list of all running KNPC tenders and the ability to 'Express Interest' and respond to Public tenders.

- The opportunity to request, respond and submit Contractor and Manufacturer Prequalification applications.

# Accessing the KNPC eSourcing Portal

**Providing additional users access to the eSourcing Portal**

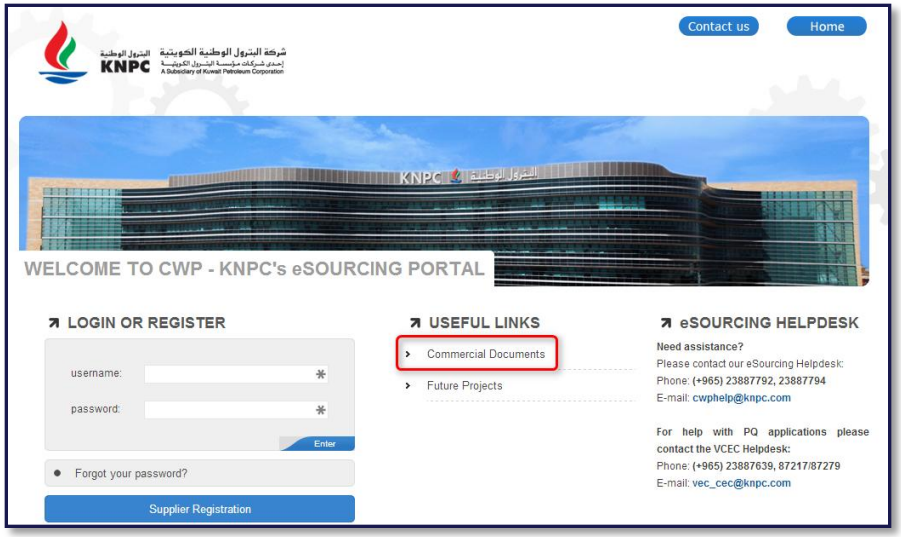
- Please note that you are able to add additional users directly on the eSourcing Portal.

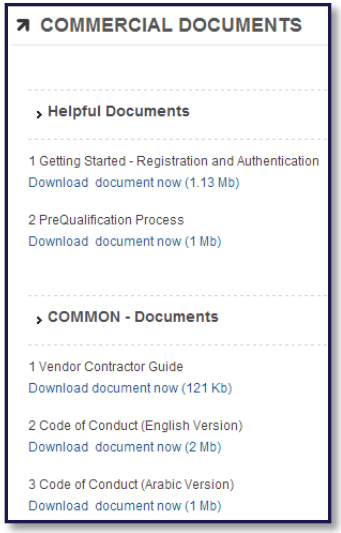
- It is your responsibility to control the level of access that is granted to your additional users and any associated confidentiality matters.

- Creating additional users can be useful to your company if you have different divisions with different company representatives who would normally respond to tenders.

- Your company representatives can then be added to specific tenders which allow them to view and respond to tenders on the portal (depending on the user rights you have assigned them).

# Commercial Documents





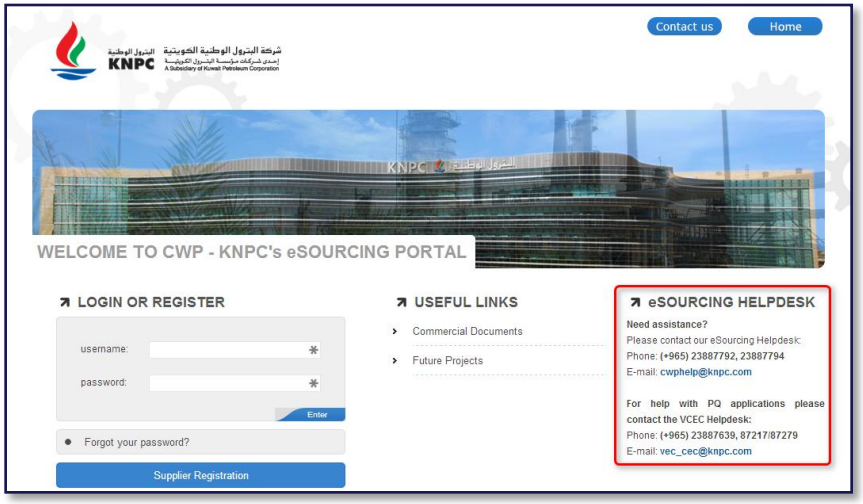

Helpful documents can be downloaded via the 'Commercial Documents' link on the KNPC eSourcing Portal homepage. These include:

- Getting Started – Registration and Authentication
- PreQualification Process
- How to Respond to RFQs / ITBs
- Managing Additional Users

# Helpdesk Support

For queries relating to Registration, Authentication and eTendering the eSourcing helpdesk can provide support:
**Phone:** (+965) 23887792, 23887794
**Email:** cwp@knpc.com

For queries relating to Prequalification the VCEC Helpdesk can be contacted on:
**Phone:** (+965) 23887639, 87217/87279
**Email:** vec_cec@knpc.com

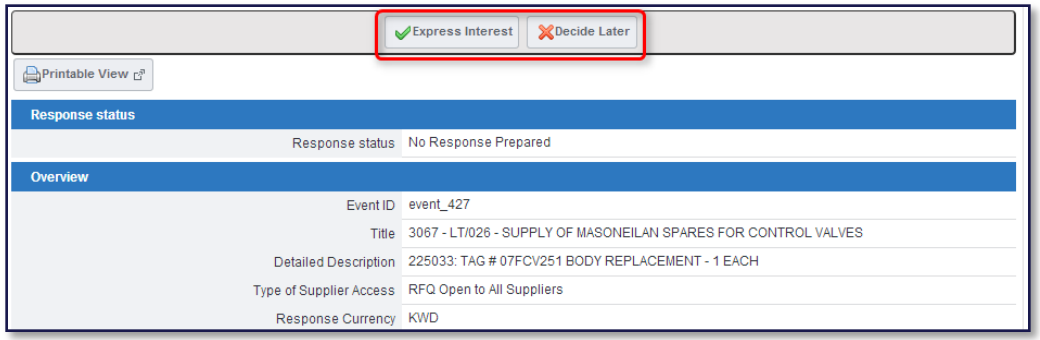


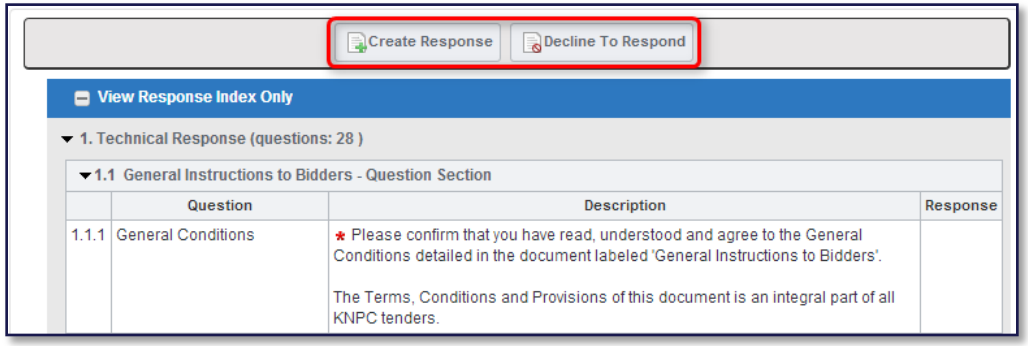

The eSourcing helpdesk is able to provide support with:

- Technical queries regarding the portal
- Functional use of the portal

**The helpdesk CANNOT provide support for specific tender related queries.**

# KNPC Tendering Process – Responding to Tenders



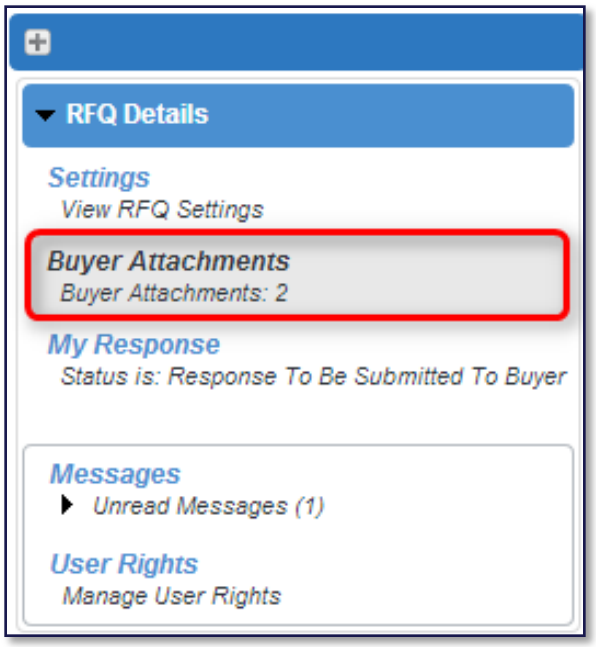

**THE SYSTEM DOES NOT ALLOW LATE RESPONSE TO BE SUBMITTED**

Suppliers will be able 'Express Interest' in Public Tenders or access Limited tenders that they have been invited to.

You must 'Accept' or 'Decline' to respond to an online Tender. Prior to the closing date and time of a tender you can change your mind and reverse this decision.

Also prior to the closing date and time of a tender you have the flexibility to edit a previously 'Submitted' response. Your final submitted response will only be visible to KNPC after the closing date and time.

# KNPC Tendering Process – Response to Tender

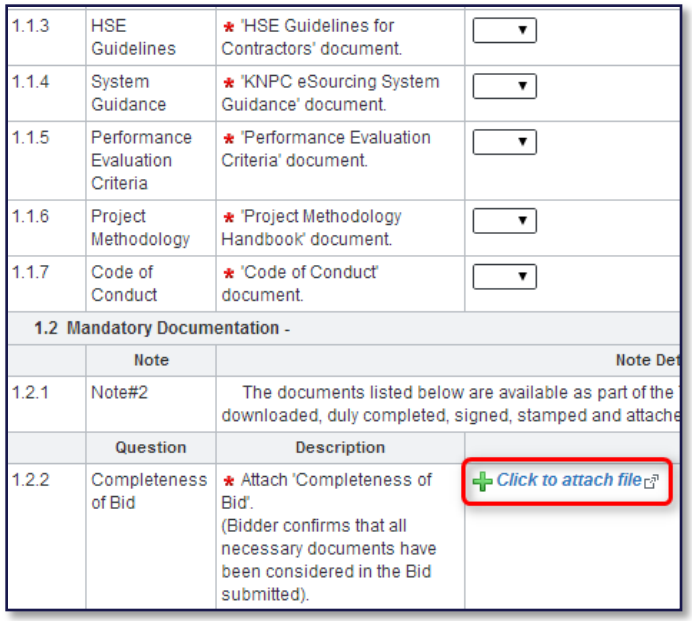



**Attachments**

An RFQ will contain attachments that have been provided by KNPC. You should always download and view all attachments as they will contain critical tender related information. You can use the 'Mass Download' feature to download all the attachments in the Buyer Attachments area and save them locally.

Any instructional attachments at question level must be downloaded individually.

# KNPC Tendering Process – Response to Tender



| | | | |
|---|---|---|---|
| 1.1.3 | HSE Guidelines | * 'HSE Guidelines for Contractors' document. | |
| 1.1.4 | System Guidance | * 'KNPC eSourcing System Guidance' document. | |
| 1.1.5 | Performance Evaluation Criteria | * 'Performance Evaluation Criteria' document. | |
| 1.1.6 | Project Methodology | * 'Project Methodology Handbook' document. | |
| 1.1.7 | Code of Conduct | * 'Code of Conduct' document. | |
| 1.2 Mandatory Documentation - | | | |
| | Note | | Note Det |
| 1.2.1 | Note#2 | The documents listed below are available as part of the ' downloaded, duly completed, signed, stamped and attache | |
| | Question | Description | |
| 1.2.2 | Completeness of Bid | * Attach 'Completeness of Bid'. (Bidder confirms that all necessary documents have been considered in the Bid submitted). | Click to attach file |

**Response Form**

- An RFQ will include a question form for completion.
- The form will include technical and commercial questions
- Some questions are marked as mandatory and must be completed in order to submit a response.

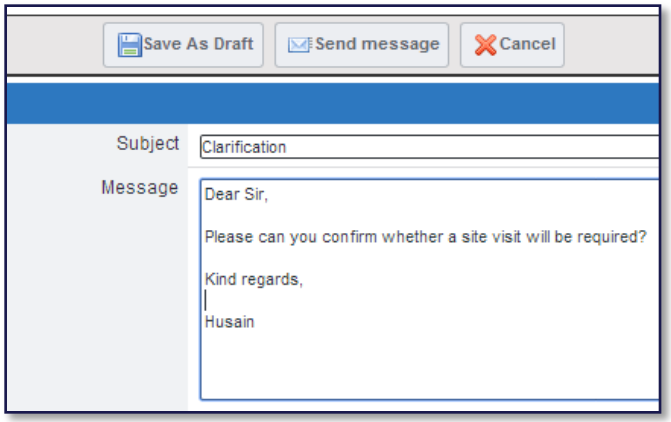
# Standardised Questions – storing and reusing previous answers

**Standardised Questions - Saving you time in responding!**

- An RFQ may contain questions that are commonly asked of suppliers (standardised questions)
- Suppliers that have answered Standardised questions previously, will have their previous answers pre-populated for them
- It is the Suppliers responsibility to review, and where appropriate update these answer prior to the submission of a response

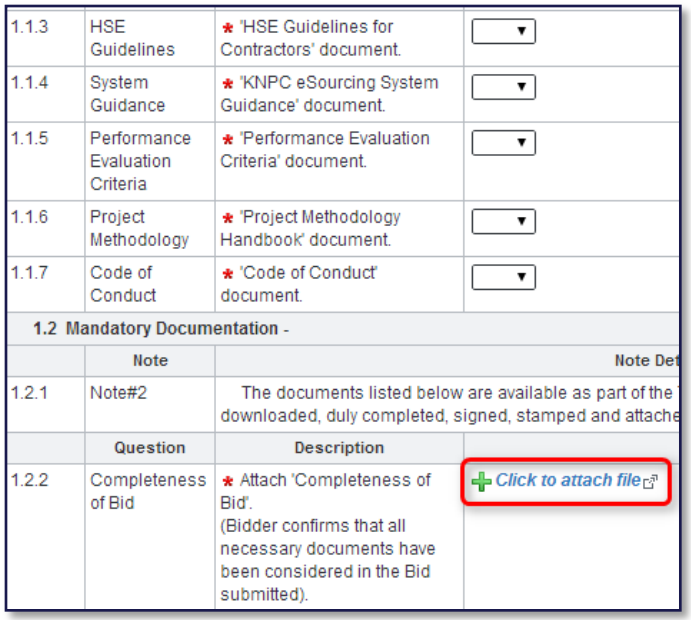
**This functionality is used in both Prequalification applications and in Tendering exercises.**

# KNPC Tendering Process – Sending Clarifications




- During a Tender process you are able to seek and receive clarifications from KNPC by using the 'Messages' functionality. Ensure that you raise your clarifications within the specified timeframe, as KNPC is not obliged to respond to bidders after this period.
- Requests for the extension of a bid submission deadline can also be requested through messaging.
- For tenders processed through the portal, no paper based faxes/letters will be considered (except for documents specified in the tender).

# KNPC Tendering Process – Tender Response Attachments



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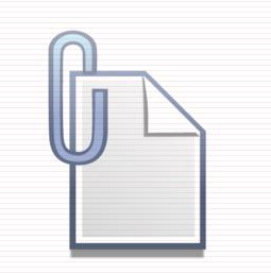
## Attaching Documents to your Tender Response

If requested by KNPC, you will be able to attach supporting documents to your tender response. Files can be attached in any format (e.g. PDF, Word, Excel, PowerPoint etc.).

It is recommended that you avoid uploading extremely large files, as the maximum individual file size is limited to 50MB per file.

## Hard Copy Documents

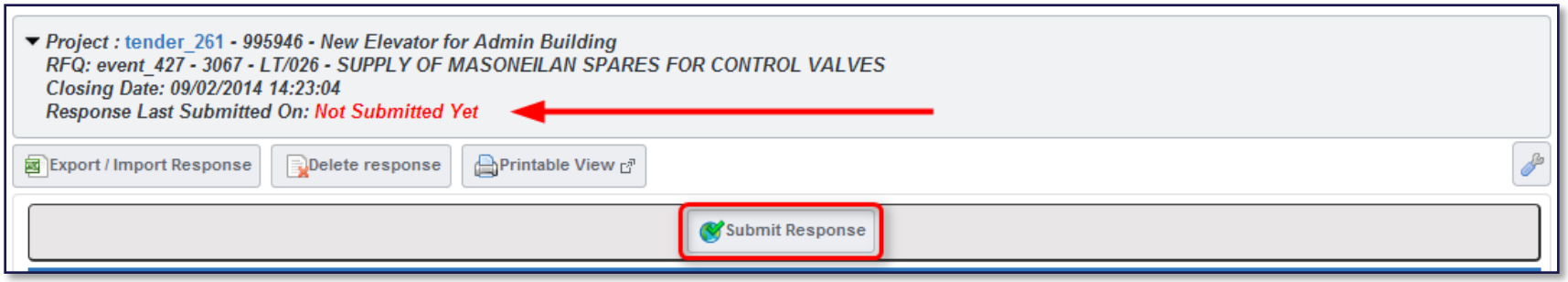
Certain documents, such as your Bid Bond, will still need to submitted as an original hard copy, as per the specific tender instructions provided by KNPC.



# KNPC Tendering Process – Response to Tender

## 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.

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

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# Do's...

1. Ensure that you read and understand all the documentation thoroughly and make note of key actions and deadlines.

2. Always use the secure messaging tool for communicating with the KNPC Commercial Team. Any offline communications will not be considered.

3. Only upload attachments when requested.

4. Ensure that you answer all mandatory questions within your tender response (and where appropriate any non-mandatory questions).

# Do's...

5. Ensure that you follow all instructions carefully. Every tender that you respond to will have specific instructions that you need to follow.

6. Consistently 'SAVE' your work – at least every 15 minutes.

7. Please keep your username and password secure – if you forget your password you are able to request a new one via the homepage. This will be emailed to the registered email address.

8. Please remember you MUST submit your response to make it visible to KNPC by clicking the 'Submit Response' button.

# Don’ts...

- Don’t leave your response until the last minute – if you have problems you may not be able to resolve them before the deadline.
- Use the links within the website to navigate through the online screens. Do NOT use the Back or Forward buttons in your web browser as this may result in your online session becoming inactive.

# Online Demonstration – Key Functionality

**1. Homepage**

**2. Logging in to the portal**

**3. 2nd homepage**:

- Viewing existing registration data
- Changing your password
- Dashboard
- RFQs/ITBs

**4. Responding to Tenders:**

- RFQ settings
- Buyer Attachments
- Creating a Response or Declining to Respond
- Saving and editing a response
- Re-submitting a response
- Sending clarification messages to KNPC

# Question and Answers

Thank you for your participation in this orientation session