E-GP FREQUENTLY ASKED QUESTIONS (FAQs)

SUPPLIER REGISTRATION PROCESS

1) **Why should I register on e-GP as a supplier? Is it only for me to get the ZPPA certificate?**

   It has become necessary for all suppliers who intend to participate in public procurement to register on the e-GP System. This is because ZPPA has discontinued the manual registration process and issuance of physical registration certificates. Further, suppliers need to register on the e-GP System in order to for them to participate in tenders that are floated on the System.

2) **How do I access the e-GP system to register as a supplier?**

   The e-GP System can be accessed by going to the following links:

   https://eprocure.zppa.org.zm/epps   OR

   https://zppa.org.zm/epps

3) **What if it's a foreign company?**

   If you are a foreign company, make sure you select "Foreign Company" on the company type drop down list on Step 1 of the registration process.

4) **On the "Attachment" field, what should I attach?**

   You can attach your CEEC certificate if you are registered with CEEC. If not you can skip it.

5) **On step 1 of the registration process, what is the relevance of the "Retrieve details from OSSIS" button? Is it ok if I skip it?**

   This is relevant for you to pull your company details from PACRA/ZRA. This step should not be skipped. If you skip it, you will have problems going to Step2 of the registration process.

6) **On step 2 of the registration process, how do I choose the categories? Is it ok if I skip this step?**

   To choose categories, click on the search button, a pop-up window appears, in that window, type the keyword (in line with the category you wish to add), in the search field and click "Search". The system retrieves all categories containing the keyword you typed. Choose the category you wish to add by double-clicking the category. It will appear in the selected items list. Repeat this process as many times as necessary. Once done, click the "Submit" button to return to the main window which will display the selected categories. If you skip the step, your profile on the system and your registration record will not show any categories.

7) **How many categories should I choose?**

   You may choose as many categories as necessary. However, note that a supplier cannot be denied a chance to participate in a bidding opportunity on account of a missing category on their registration document. In that regard, bidders are encouraged not to choose too many categories, 5 to 7 categories is ideal.

8) **Once I successfully register on the e-GP system, what comes next?**

   The system sends you a confirmation email containing a transaction code and a registration document (attachment). The first time you logon to the system, you will be asked to provide the transaction code. Afterwards, you need to pay the registration fee.

9) **My confirmation email is missing the transaction number. How do I get a new one?**

   The first time you log in, the system will ask for the transaction code, on that same page, click on the line "resend confirmation" button. The system will resend the transaction code to your email.

10) **I did not receive a confirmation email**

   Check the spam or junk mail on your email system. If you're sure that you did not receive the email get in touch with the e-GP help desk.

11) I can't remember my password, how do I create a new one?

On the homepage of the system, go to the "forgot password" link.

12) If I made a mistake on my email address, how do I get my registration record and transaction number?

Get in touch with the e-GP helpdesk by calling (0211-377416/ 377415) or sending an email to support@zppa.org.zm. Once your email is corrected, the system will send the transaction number to your corrected email. The registration record will be forwarded to your email by the helpdesk staff.

13) How do I pay the registration fee?

Once you provide the transaction number, the next step is to make the registration payment. To do that, click on the "Supplier management" link on the left panel. The system offers two methods of making a payment, online (using a credit/debit card) or offline (downloading a pre-printed deposit slip and going to any ZANACO branch to make the payment).

14) Can I first pay the registration fee and then register on e-GP?

No. you only make the payment after you successfully register on the e-GP system.

15) How do I edit my organization/user details categories?

Once you log in, go to the "Supplier management" or ''user management'' links.

16) Can I edit my organization name?

No, the organization name cannot be edited.

BID PREPARATION/SUBMISSION

1) **How do I check for current tenders?**

   On the homepage of the e-GP System, click on the "Current Tenders" link.

2) **Where do I go to participate in a tender?**

   To participate in a tender, log on with your username and password, then click the "Current Tenders" link. Click on the tender you wish to participate in, and once the system displays the tender details, click on the "Show Menu" button, and then select "Bid Submission".

3) **How do I pay the participation fee?**

   On the Bid Submission page, the system will display the payment options for you to make payment before the tender preparation tool is shown. The System allows two methods of paying; online and offline.

4) **How do I prepare the bid?**

   After you pay the participation fee, the system will display the online tender preparation tool. This tool allows you to prepare your bid by responding to the requirements. Once done, you can submit your bid immediately. Alternatively, you can download the tender preparation tool onto your computer. This allows you to prepare your bid offline (when you are not on the System). Once done, you can logon to the system and upload your bid. We strongly recommend the use of the offline tender preparation method. Bid preparation on e-GP requires you to have the latest version of Java installed on your computer. Java is free and can be downloaded at www.java.com

5) **How do I know my bid has been submitted successfully?**

   Once you submit your bid, the system will display your submitted bid under "List of submitted bids" on the submission page. Further, the system will send you a confirmation email that your bid has been received.

6) How do I know whether or not I have won the tender?

For every tender that you participate in, the system will send you email notifications of all the major events on that tender. Notification as to whether you have won or not won will be sent to you.

7) How do I seek clarifications regarding a tender on the e-GP?

To seek or view clarification, login with the username and the password, open the tender details page of the tender you are interested in and then click on the "Show Menu" on the drop down list click, "Clarifications".

8) Once I submit a bid, does it mean I can't resubmit just in case I made a mistake on my initial submission?

You can remove your submitted bid at any time and replace it with another one as long as it is before the bid submission deadline.

9) Will electronic procurement do away with supporting tender documentation?

No. Although the bid submission on e-GP will require the use of the tender preparation tool, through which a prospective bidder will be able to see what is required in order to submit a bid, and to actually compile his/her bid offer, electronic calls for tender will still continue to have a set of tender documents. These include solicitation documents, technical specifications, terms of reference, drawings and plans, bills of quantities and other related documentation. Clarification notes, corrigenda and addenda.

10) How do I access the tender documents for a particular tender on e-GP?

Once you open the tender details page, click on "Show Menu" and select "Tender Documents"

11) What is the maximum size of a bid package allowed on the e-GP system?

The maximum bid package size allowed on the e-GP System is 100MB. Bidders are encouraged to ensure that their attachments are not unnecessarily big. Portable Digital Format (pdf) is the preferred file format for attachments.

12) Is a user manual provided on the e-GP system?

YES. You can access/download the supplier's user manual by clicking on the "User Guides" link on the homepage.

E-GP HELPDESK

Email: support@zppa.org.zm

Telephone: (+260)211 377416 or (+260)211 377415