Service Provider User Manual

1. Introduction

This User Manual provides guidance to Service Providers on how to submit tender applications electronically through the EHB Tender Portal.

The portal enables Service Providers to submit bids online, upload supporting documentation, and receive an electronic confirmation of submission.

Portal Address: https://tenders.ehb.co.sz

2. System Requirements

To access and use the EHB Tender Portal, Service Providers should ensure they have:

- A computer, laptop, tablet, or smartphone with internet access.
- An updated web browser such as:
  - Google Chrome
  - Microsoft Edge
  - Mozilla Firefox
  - Safari
- A valid email address.
- Electronic copies: Strictly PDF format is required for all uploaded documents.
- Maximum number of files per submission: 20 files.
- Maximum size: 30MB per file

3. Accessing the Tender Portal

Step 1: Open the Portal- Open your internet browser and navigate to: **https://tenders.ehb.co.sz**

The Tender Submission page will be displayed.

4. Submitting a Tender Application

Step 1: Select the Tender- From the list of available tenders:

1. Locate the relevant tender.
2. Click on the tender title to proceed.

Step 2: Select a Category- Where the tender contains multiple categories:

1. Review the available categories.
2. Select the category for which you wish to apply.

Important: If your company qualifies for more than one category, you must submit a separate application for each category.

Step 3: Enter Company Details

Complete the required information:

Field	Description
Company Name	Registered name of the business
Email Address	Valid email address for correspondence

Ensure all information entered is accurate.

Step 4: Upload Required Documents

Upload all mandatory documents in the designated upload section. You may:

- Drag and drop files into the upload area; or
- Browse and select files from your device.

5. Reviewing the Submission

Before submitting:

i. Verify the selected tender
ii. Verify the selected category
iii. Verify company information: name and email address
iv. Confirm all mandatory documents have been uploaded

6. Submitting the Application

Once all documents have been uploaded:

1. Click the **Submit** button.
2. Wait for the system to process the submission.
3. Do not close the browser while the submission is being processed.

7. Confirmation of Submission

Upon successful submission:

- The system will generate a unique reference number.
- The reference number serves as proof that the submission has been received.
- You will also receive an email confirming receipt of your submission
- Record and safely store the reference number for future correspondence.

Example: Reference Number: EHB-2026-000123

8. Multiple Category Applications

Where a Service Provider wishes to apply for more than one category:

1. Complete and submit the first application.
2. Return to the Tender Portal.
3. Select the next category.
4. Complete a new application.
5. Upload the required documents.
6. Submit the application.

A separate reference number will be generated for each category submitted.

9. Important Notes

i. **Electronic Submission Only-** All tenders must be submitted through the EHB Tender Portal.

ii. **No Physical Submissions-** Physical submissions delivered to EHB offices will not be accepted.

iii. **Late Submissions-** The Tender Portal will automatically close once the tender closing date and time are reached. No submissions will be accepted after the deadline.

10. Frequently Asked Questions (FAQs)

Q1. Can I submit for multiple categories?

Yes. A separate submission must be made for each category.

Q2. Can I submit a hard copy?

No. Only electronic submissions through the Tender Portal will be accepted.

Q3. What happens if I do not receive a reference number?

Your submission may not have been completed successfully. Review your submission and resubmit if necessary.

Q4. Can I edit my submission after it has been submitted?

Once submitted, an application is considered final. However, if you need to make corrections or update any documents before the tender closing date and time, you may submit a revised application under the same category. The latest submission received before the closing deadline will be considered for evaluation.

Q5. What file format should I use?

Strictly PDF format is required for all uploaded documents.

11. Support and Enquiries

For assistance regarding the Tender Portal or tender submissions, Service Providers should contact:

Procurement office: **Call:** 2405 5000
Email: tendering@ehb.co.sz
WhatsApp: 7802 5763