



*Simplifying Trade Processes for Kenya's Competitiveness*

**KENTRADE E-SUPPLIER PORTAL  
USER MANUAL**

*Powered by,*

***PANACHE TECHNOHUB LTD***



## Contents

List of Figures .....	1
General Overview of the E-Supplier Portal.....	2
1) Creation of an Account.....	2
2. Profile Creation.....	5
1) Company Profile.....	5
2) Company Registration and Compliance.....	6
3) Profile Submission and Verification .....	7
3. Response to Tenders/Rfqs Floated.....	8
4. My Applications.....	12

## List of Figures

Figure 1: Login Page – also the landing page of the portal .....	2
Figure 2: Registration Page.....	3
Figure 3: Registration confirmation email .....	4
Figure 4: Login Page.....	4
Figure 5: Company Profile.....	5
Figure 6: Supplier Category section.....	6
Figure 7: Company registration and compliance .....	6
Figure 8: Registration documents attachment.....	7
Figure 9: Dashboard.....	8
Figure 10: Active open tenders .....	9
Figure 11: Downloading tender requirements.....	9
Figure 12: Responding to bid.....	10
Figure 13: Financial response .....	10
Figure 14: Attaching required documents .....	11
Figure 15: My Applications .....	12
Figure 16: Previous response .....	12

## General Overview of the E-Supplier Portal

The e-supplier portal is meant to streamline and make efficient the process of suppliers responding to Tenders/RFQ floated by KenTrade. The portal has 4 major functionalities, namely;

- i.) Creation of an Account
- ii.) Creation of a Profile
- iii.) Response to Tenders/RFQs floated.
- iv.) Application

### 1) Creation of an Account

On the KenTrade website [www.kentrade.go.ke](http://www.kentrade.go.ke), under Procurement menu, there is a link titled *e-supplier portal*. Use it to access the portal.

Alternatively, you can use this direct link: <https://esupplier.kentrade.go.ke/>

Click on the link and a login page similar to the one below will be displayed.

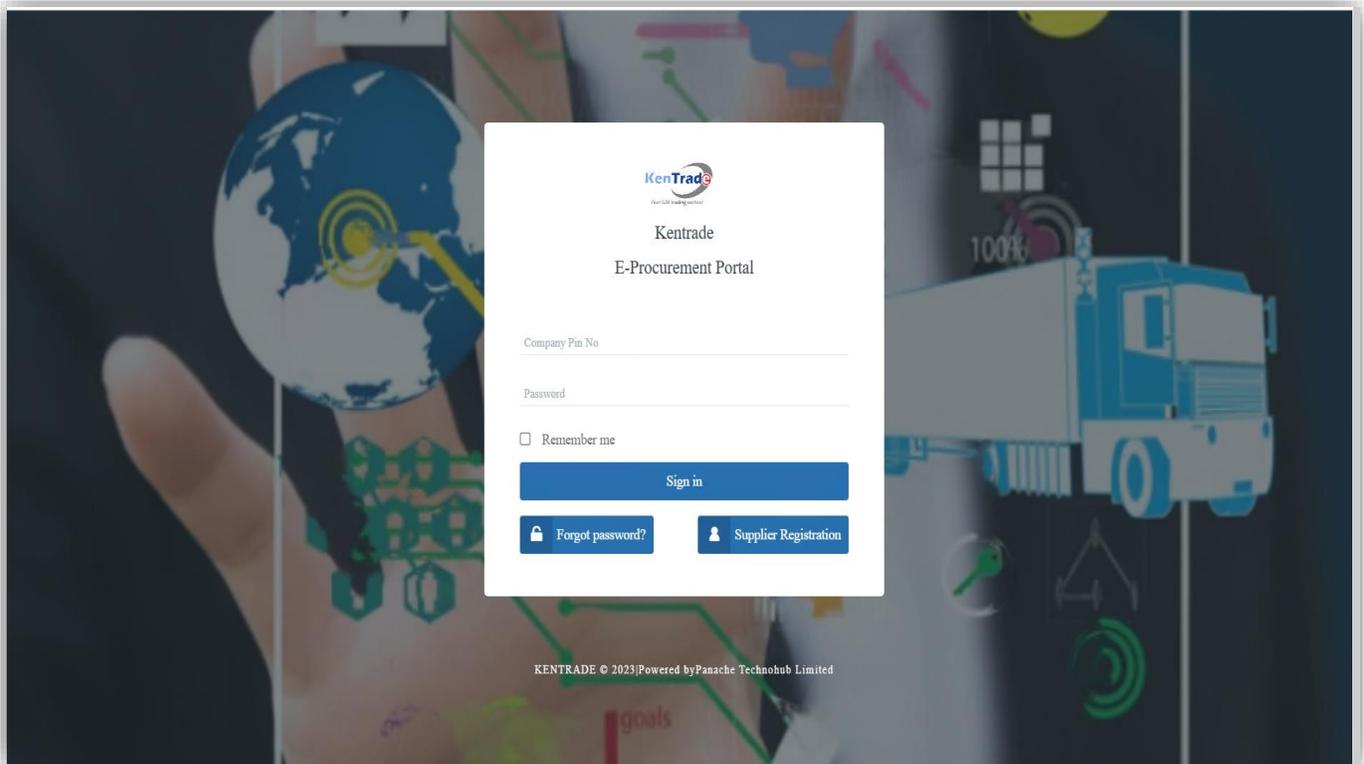


Figure 1: Login Page – also the landing page of the portal

For a first-time user, you will be required to create an account by clicking the icon 'Supplier Registration'.

A page similar to the one below will be loaded:

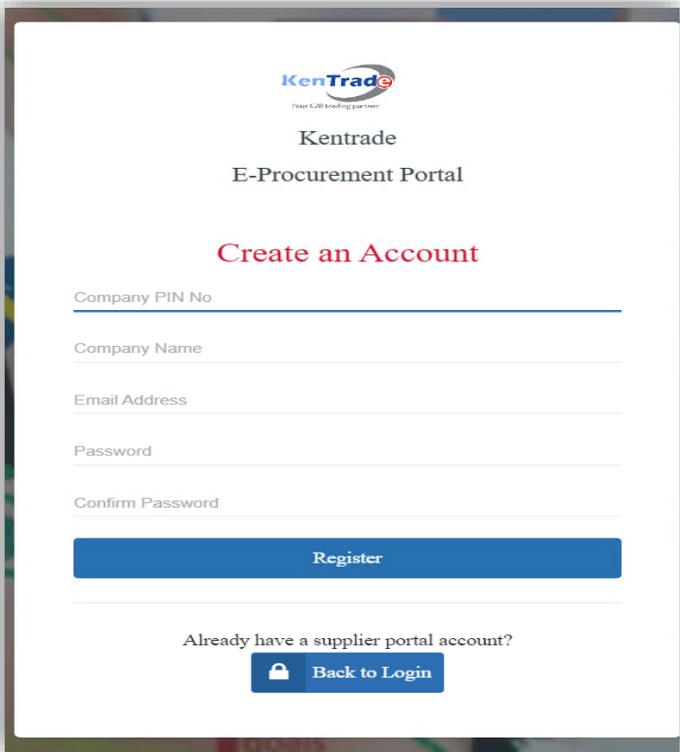


Figure 2: Registration Page

Fill in the details requested and click Register. An email will be sent to you in the address provided with an activation link. Upon clicking the link you'll be prompted with the message below which will allow you to log into the portal with the new account.

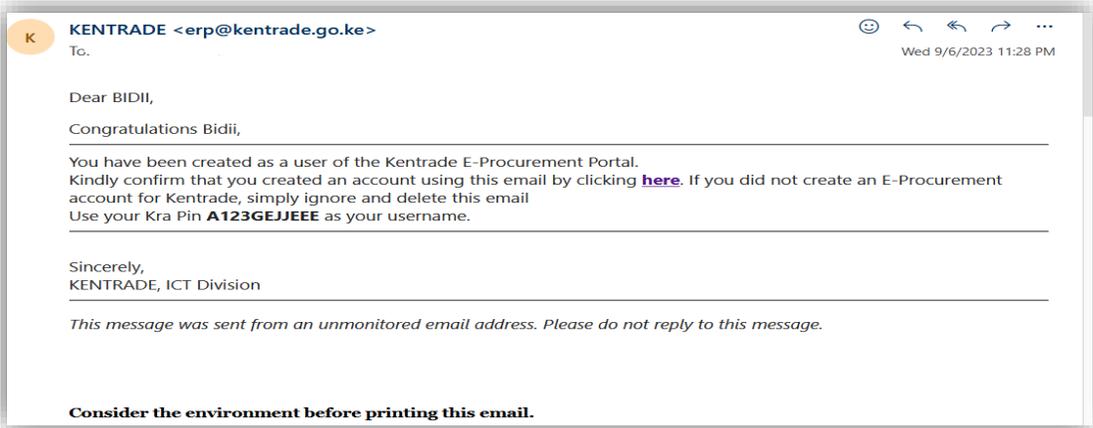


Figure 3: Registration confirmation email

Click on the 'login to your account' icon highlighted and the system will take you to the login page shown below.

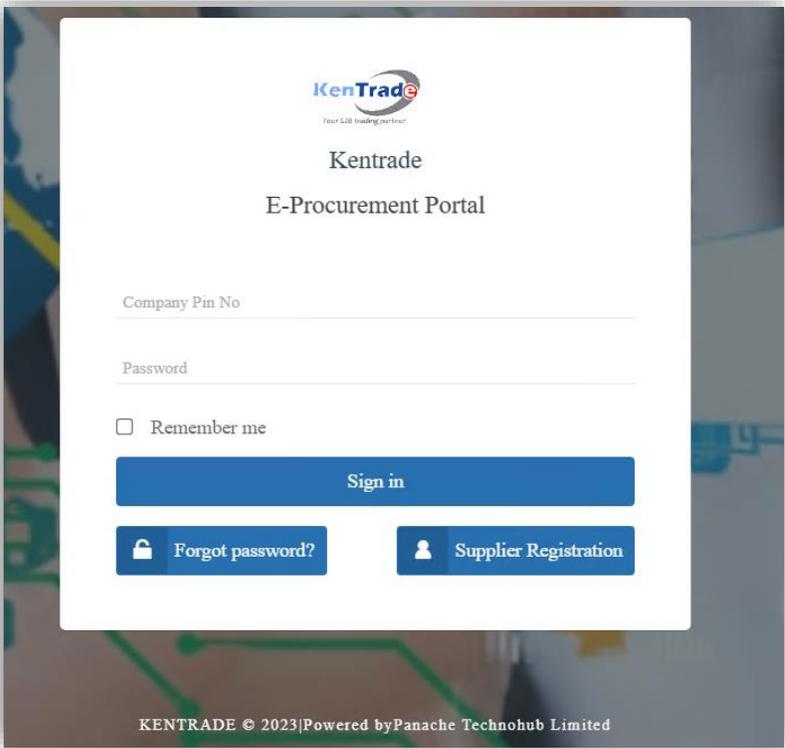


Figure 4: Login Page

Provide the KRA PIN number for your company and the password you provided during registration.

## 2. Profile Creation

### 1) Company Profile

Upon login, the system will take you to a landing page, that is the Company Profile, as shown below.

The screenshot shows the 'Company Profile' page for 'Mulilo Investments Limited'. The page has a blue header with the company name and a 'Welcome' message. The main content area is titled 'Company Profile [Mulilo Investments Limited]' and contains two sections: 'Company General Information' and 'Contact Information'. The 'Company General Information' section has fields for 'No' (SBN011), 'Company Name' (Mulilo Investments Limited), 'Company Kra Pin No' (P051963201Z), 'Business Registration No' (PVT-ZQUBMDG), 'Registration Date' (2020/11/04 12:00 AM), 'Company Categorization' (PRIVATE), and 'Agpo' (WOMEN). The 'Contact Information' section has fields for 'Email Address' (info@mulilo.co.ke), 'Telephone Number' (+254722443339), 'Postal Address' (P.O. Box 29036 - 00100 Nairobi), 'Town' (Nairobi), 'County' (SELECT...), 'Building' (Luther Plaza), and 'Floor' (4). An 'UPDATE' button is located at the bottom right of the form. Below the form is a section for 'Supplier Categories'.

Figure 5: Company Profile

You can always click the *Edit* button to access your company profile then make changes and update. You will also see an *Account Status* bar letting you know whether your account has been verified or not. As long as the account has not been verified, you'll not be able to respond to tenders. Therefore, complete your profile by selecting the supplier category(ies) and uploading the necessary documentation.

On the profile page, you'll see the Supplier Categories section where you'll be required to add a supplier category(ies).

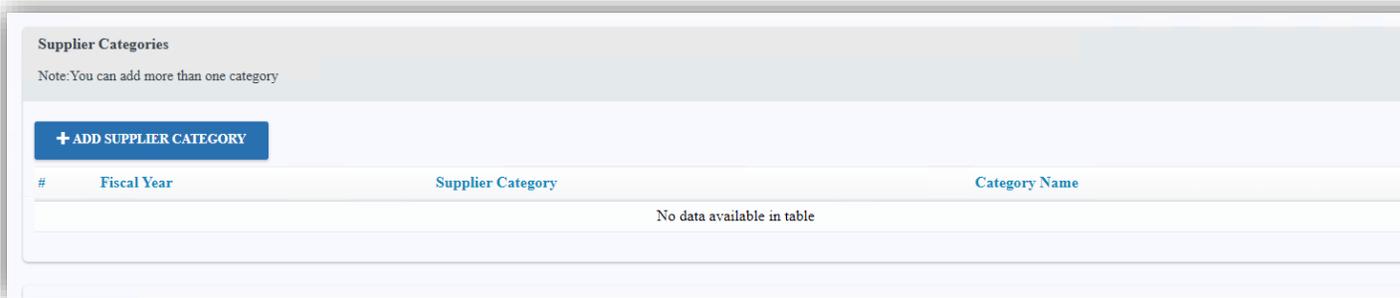


Figure 6: Supplier Category section

Fill in all the details as required in the page and click save in the bottom of the page displayed.

## 2) Company Registration and Compliance

In this stage one is expected to upload documents as pertains to registration and compliance to various regulations. The documents to be attached will be guided by KenTrade’s policies.

Upon clicking upload as highlighted in green you’ll be prompted to add documents with their descriptions.

All the required documents will be displayed as below.



Figure 7: Company registration and compliance

Add document prompt.

The screenshot shows a web form titled "Attachments" with a red header. The form contains the following elements:

- Document Name \***: A text input field containing "Business Permit".
- Description \***: An empty text input field.
- Attach Document \***: An empty text input field with a green button containing an upload icon (an upward arrow) on its right side.
- Buttons**: Two buttons at the bottom right: a blue "UPLOAD FILE" button and a grey "CLOSE" button.

Figure 8: Registration documents attachment

Click the *upload* icon which will then prompt you to select a document on your PC. Select the relevant document and attach.

### 3) Profile Submission and Verification

Once you're done updating your profile, submit it for verification by KenTrade. Once verified, a vendor account will be created for you, then you'll receive an email notification and your profile account status will now read *Profile Approved*. Then you'll be able to respond to tenders.

### 3. Response to Tenders/RFQs Floated

After creating a profile, the next stage is for the supplier to respond to tenders floated by KenTrade.

The tenders are categorized into two broad categories:

Restricted – A given list of suppliers are invited to respond.

Unrestricted – Anyone can respond to the tender.

In the portal dashboard, there are Open Tenders, Restricted Tenders, My Applications, and Awarded RFQ's

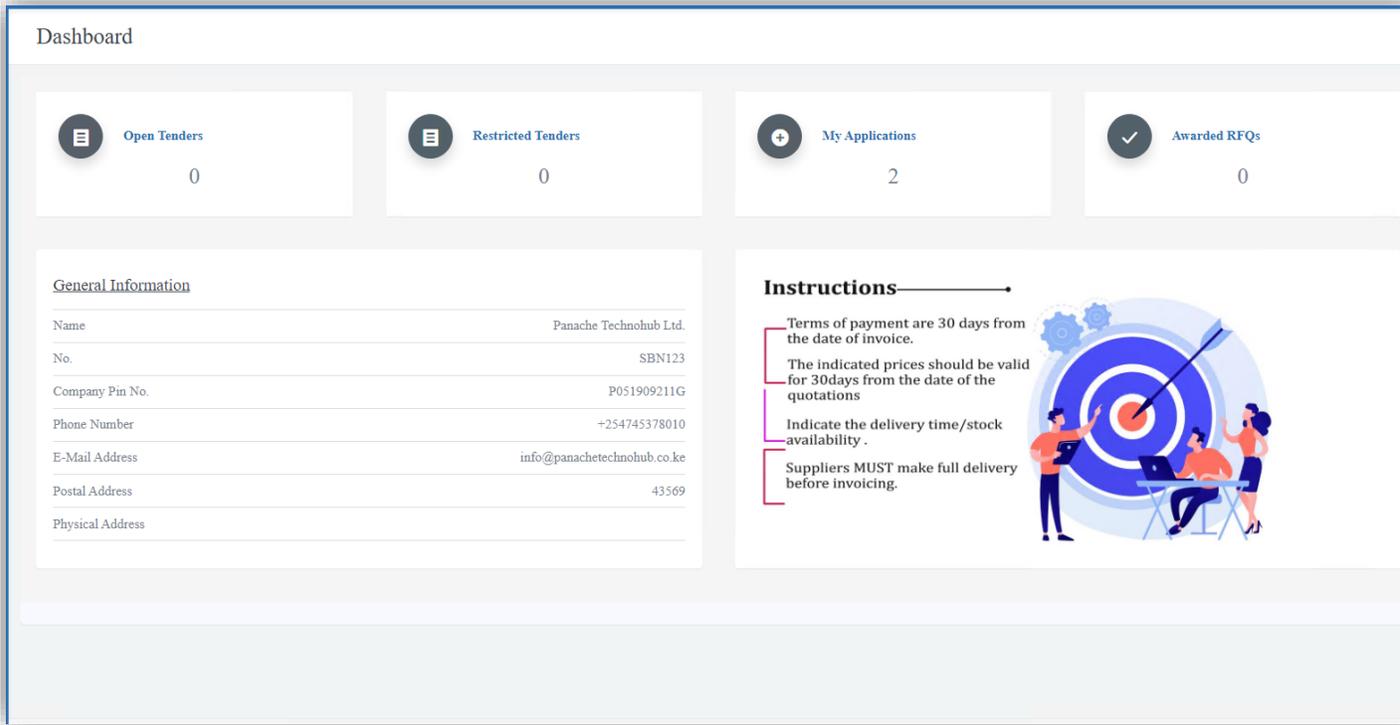


Figure 9: Dashboard

Open Tenders show a list of all unrestricted tenders while Restricted Tenders will only show you tenders that you have been invited to respond to. *My Applications* is a history of your bids while *Awarded RFQs* show a list of bids won by your company. The process of responding to the tenders is the same, therefore we'll look at Open Tenders as an example.

To access the unrestricted tenders, click on Open Tenders; A list of unrestricted tenders will be loaded.



Figure 10: Active open tenders

The upper part shows the Tender Details i.e. Tender NO, Tender Name, Advert Start Date, Advert Close Date.

Click 'view' icon to view a single active tender.

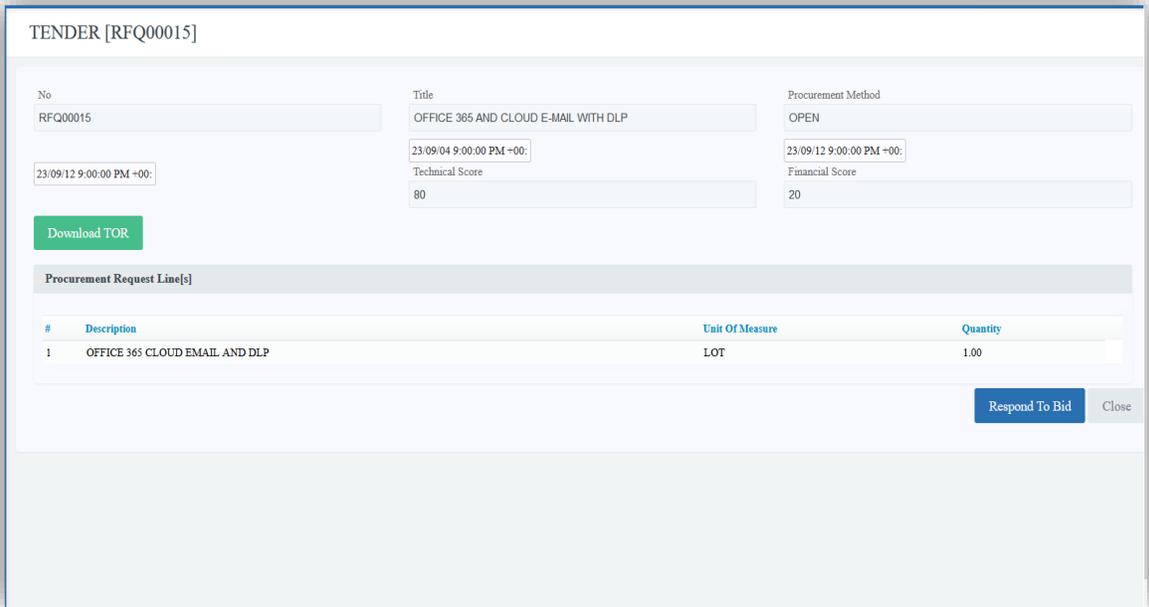


Figure 11: Downloading tender requirements

You can also download tender requirements and procedures file by clicking on the 'Download TOR' which saves a file to your drive.

On clicking 'Respond To Bid'. You'll be redirected to a page where you can set and adjust your bid prices as displayed below.

TENDER [VRESP0018]

Response No: VRESP0018      23/09/06 5:46:05 PM +00:      Financial Proposal: 0.00

Status: Open

**Financial Proposal**  
Note: If unit price field is submitted as Zero, the item is assumed to be unavailable

#	Description	Unit Of Measure	Quantity	Unit price(Incl. VAT)	Total Amount(Incl. VAT)
1	OFFICE 365 CLOUD EMAIL AND DLP	LOT	1.00	0.00	0.00

[Add Attachment](#)

**Attachments**  
Note: Attach Downloaded & Filled TOR and any other relevant document

#	Description	Attachment
---	-------------	------------

[Submit](#) [Close](#)

Company: Panache Technohub Ltd.      KENTRADE © 2023 | Powered By Panache Technohub Limited

Figure 12: Responding to bid

**Bid Price Lines** [Close]

Description: OFFICE 365 CLOUD EMAIL AND DLP      Unit of Measure: LOT

Quantity: 1.00      Unit Price: 0.00

[Submit](#) [Close](#)

Figure 13: Financial response

Once the Financial Response is filled, proceed to the next section which is attaching required documents.

The screenshot shows a modal window titled "Add Attachment" with a red header bar. Inside the modal, there are two required text input fields: "Description \*" and "Attach Document \*". The "Attach Document \*" field has a green button with an upload icon to its right. At the bottom right of the modal, there are two buttons: a blue "Submit" button and a grey "Close" button.

Figure 14: Attaching required documents

Once you have added your attachments, 'submit' your tender response. Your information will be captured.

**NOTE:**

You can modify and save your bid/response as many times as possible as long as the tender period is still open. However, once you submit the bid, you'll no longer have editing capabilities. When you submit you'll receive a notification from KenTrade then you'll wait to be invited for the tender opening process.

### 4. My Applications

Under my applications, the system shows all the tenders that a vendor has submitted and the stages that they are in i.e. ongoing evaluation or awarded.

The image below shows the interface for this tab.

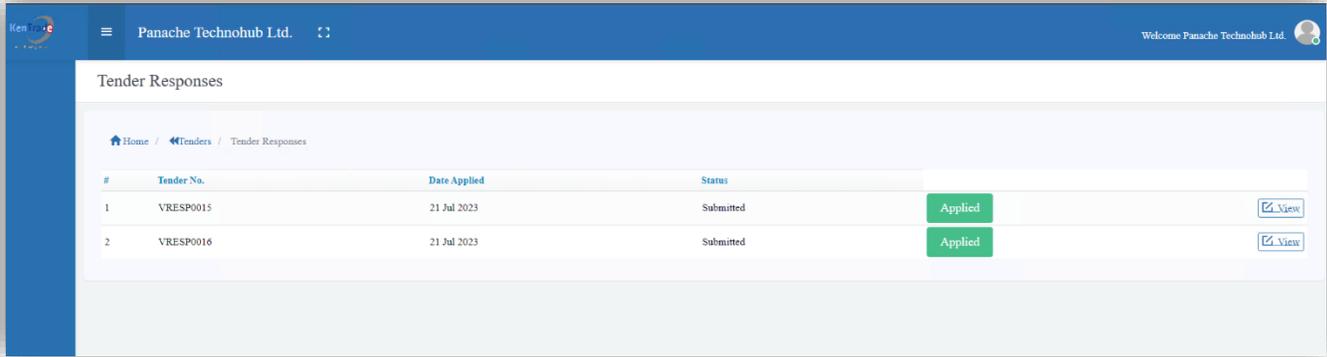


Figure 15: My Applications

You can also view the tender responses you had applied before, by clicking on the view icon. For open tenders, you'll also be expected to submit a list of bidder representatives before the tender opening day, and then have those representatives attach their signatures to the link shared by KenTrade to confirm their attendance.

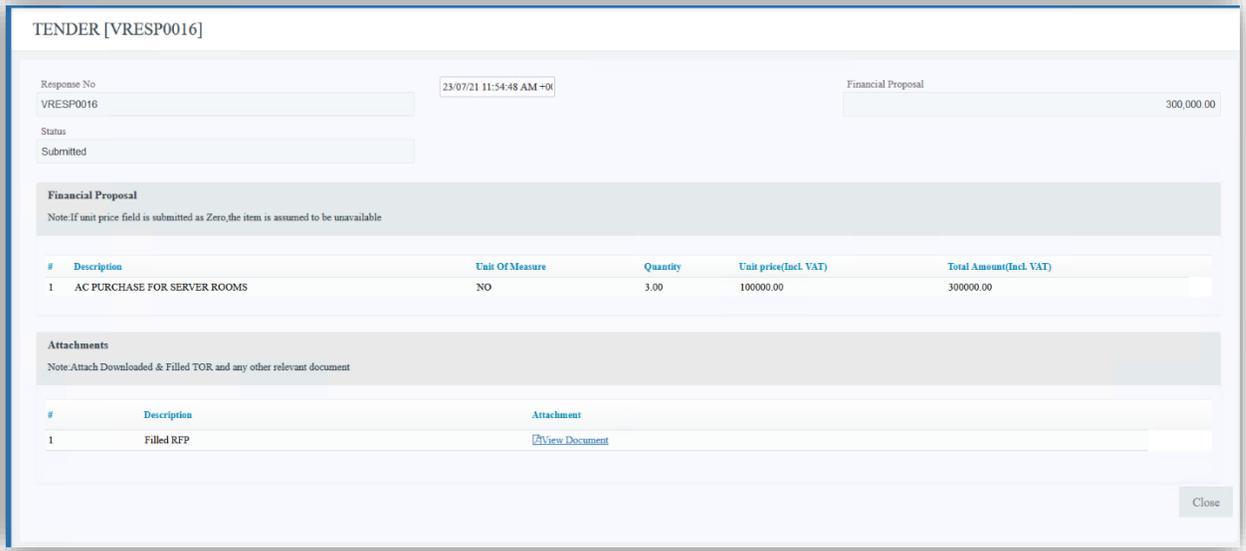


Figure 16: Previous response

**NB.**

The e-procurement portal provides email notifications at various stages of application. Vendors are also expected to send any enquiries to the KenTrade procurement department email – [procurement@kentrade.go.ke](mailto:procurement@kentrade.go.ke).

**\*END\***