Simplifying Trade Processes for Kenya’s Competitiveness

KENTRADE E-SUPPLIER PORTAL
USER MANUAL

Powered by,

PANACHE TECHNOHUB LTD
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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, 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.

![Login Page – also the landing page of the portal](image)

*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:

![Registration Page](image)

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

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.

![Company Profile](image)

*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).
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.
Add document prompt.

![Attachments](image.png)

**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

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.
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.

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

![Image of My Applications interface]

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.

![Image of Tender Responses interface]

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.

*END*