

اعتقاد
Etimad

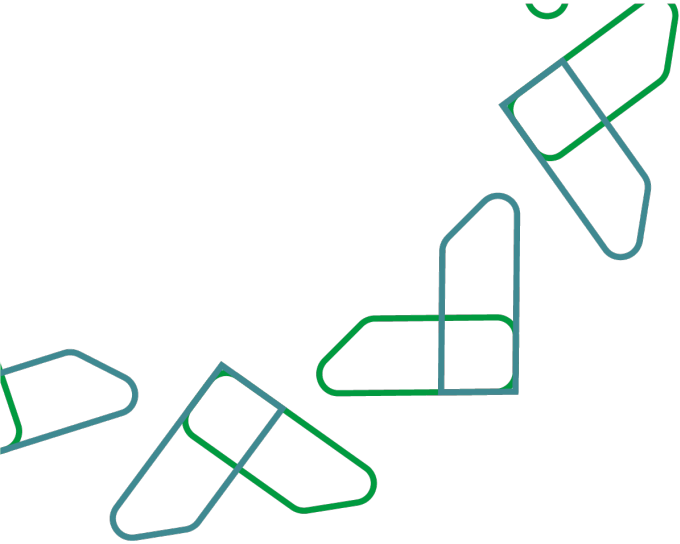


User Manual

Etimad – Tenders & Procurement for Private sector

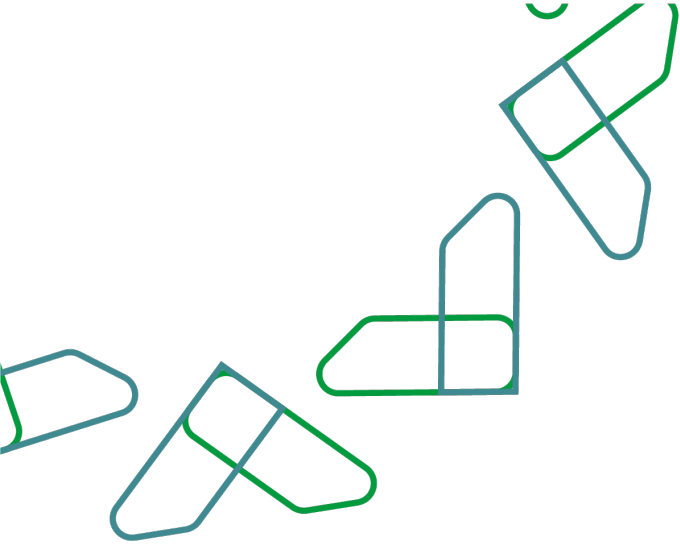
Date: May,2023

Version: 2



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Introduction

"Based on the Kingdom's 2030 vision and its direction towards improving work efficiency and increasing the effectiveness of projects according to the needs of the national economy, the Ministry of Finance launched a comprehensive user guide to activate electronic services to benefit from its services and view them in detail.

Competition management and purchasing services enable the private sector to see tenders, receive invitations, buy and apply brochures electronically"

Annual subscription service:

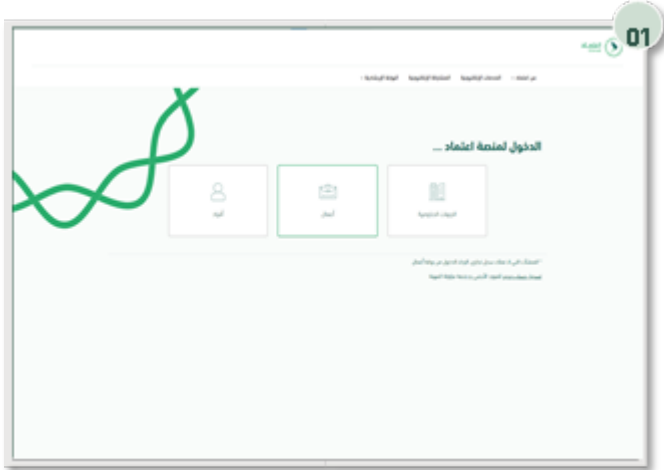
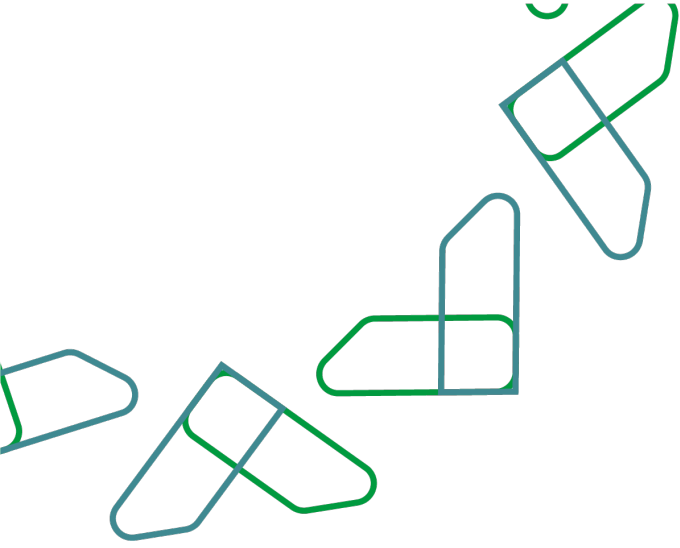
This service enables suppliers to participate in government tendering and procurement services.

Business rules:

- The subscription fee must be paid.

Service workflow:

1. Login to the system.
2. Log in to the subscription service.
3. Read the introductory introduction to the system services.
4. Agree to the terms and conditions and confirm your subscription.
5. Payment of subscription fee.



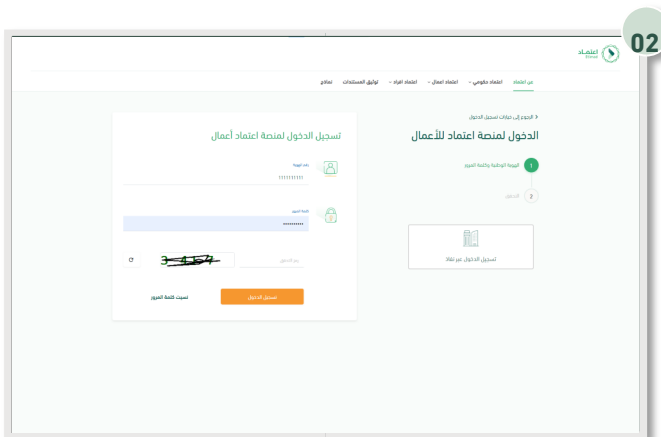
01

Usage instructions:

Use the following link to go to the platform:

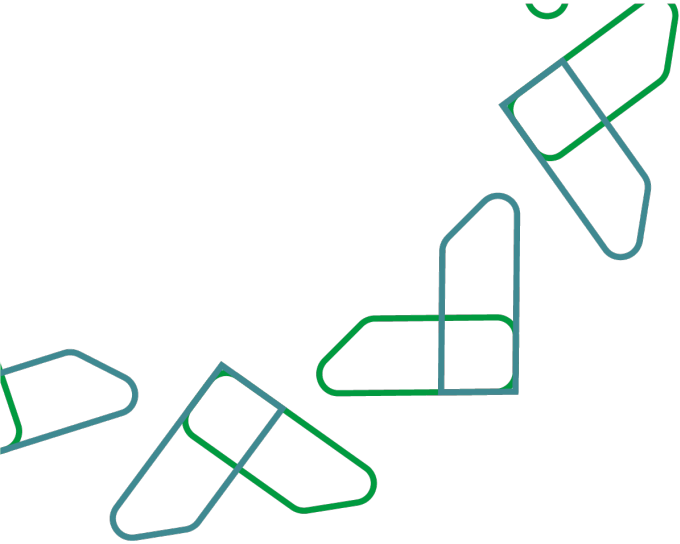
<https://etimad.sa/>

Click on the “Business” icon.



02

Then log in by entering the “ID number” and “password” and entering the “verification”



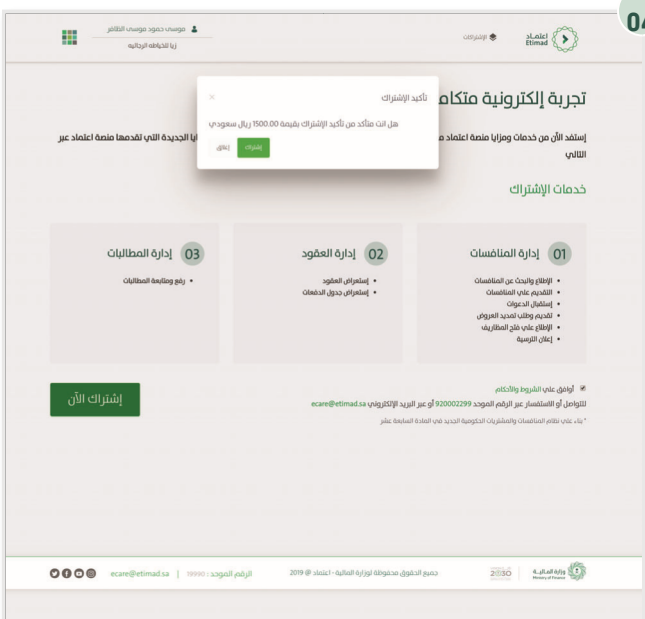
code”

03

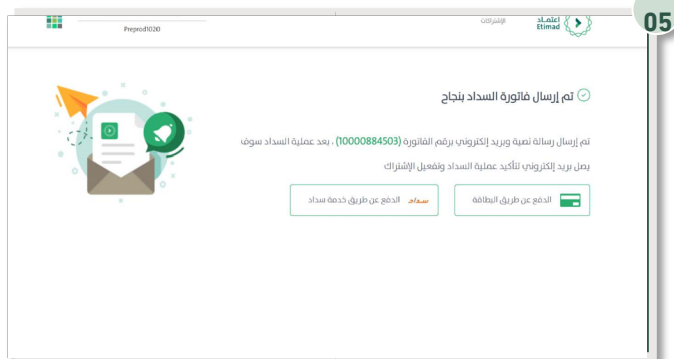
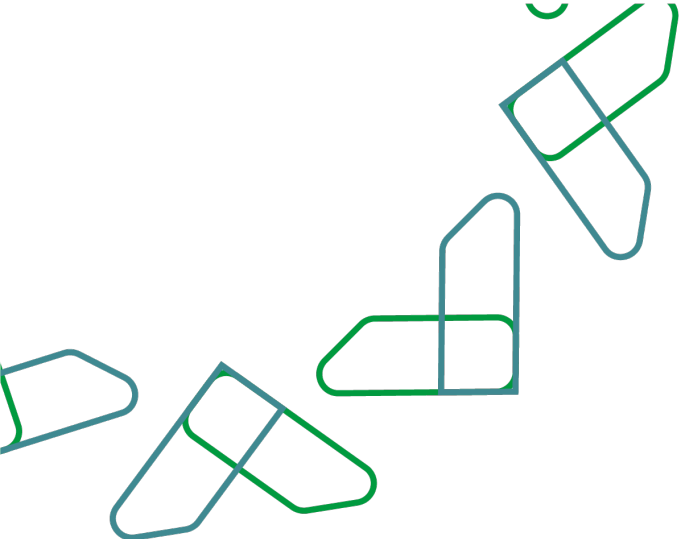


After that, you will see an introduction to the services of the government tenders and procurement system, through which you will acknowledge the agreement to the terms and conditions and click on the “Join Now” icon.

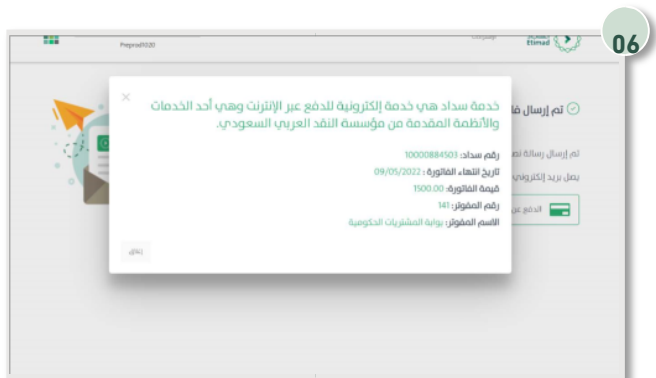
04



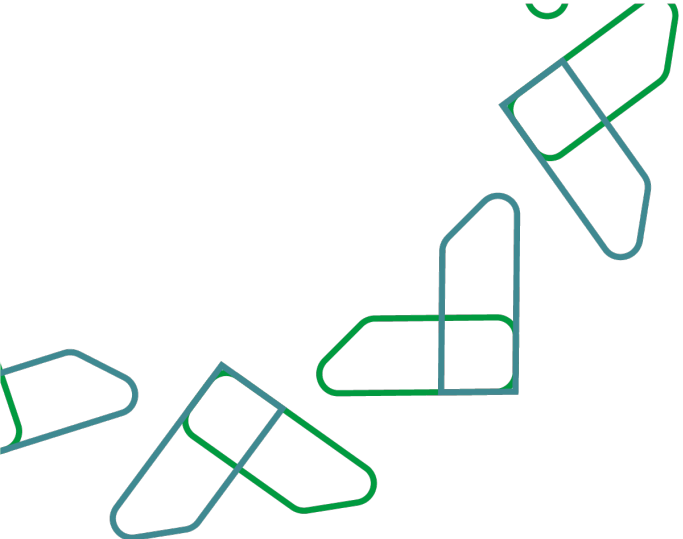
Then confirm the subscription and click on “Subscribe”



After that, the payment number for the subscription will appear, and a text message and an email will be sent to complete the payment..



After that, all the bill information appears.



ENGLISH

المبلغ: SAR 1500.00 الجهة: MoTestMerchant

اختر طريقة الدفع

الاسم الكامل	الاسم الأول
<input type="text"/>	<input type="text"/>
الاسم العائلة	الاسم الأخير
<input type="text"/>	<input type="text"/>
رقم الهوية	نوع الهوية
<input type="text"/>	- Select -
رقم الهوية	رقم البطاقة
<input type="text"/>	<input type="text"/>
تاريخ الانتهاء	MM / YY
<input type="text"/>	<input type="text"/>
CVV	CVV
<input type="text"/>	<input type="text"/>

CVV

XXX

CARD VERIFICATION NUMBER

Or by online payment service, by filling in the personal and card data, and after completing the required fields, click on “Pay” to complete the payment process

Current tenders view service

A service that enables suppliers to view current tenders offered by government agencies on the platform.

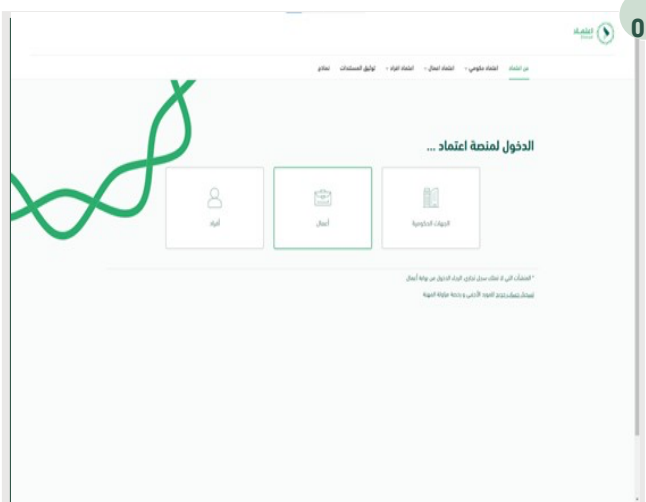
Business rules

- The platform fee must be paid.

Service workflow

1. Login to the system.
2. Enter the new Tenders service.
3. Click on the " All Competitions " icon.

Usage instructions:

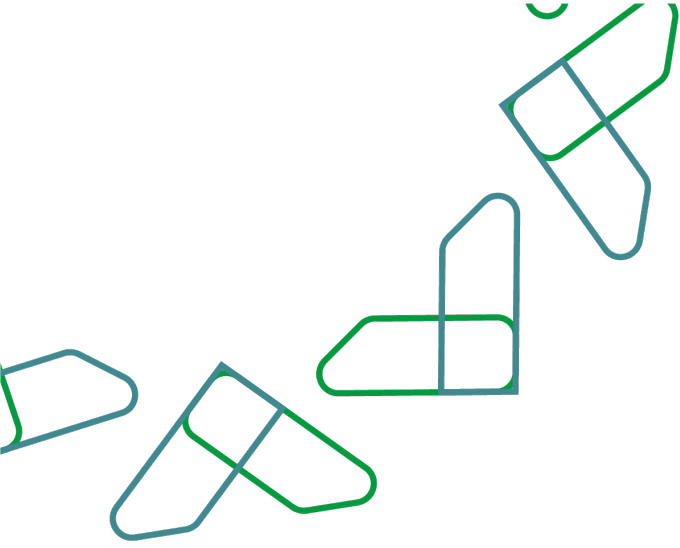


01

Use the following link to go to the platform:

<https://etimad.sa/>

Click on the "Business" icon.

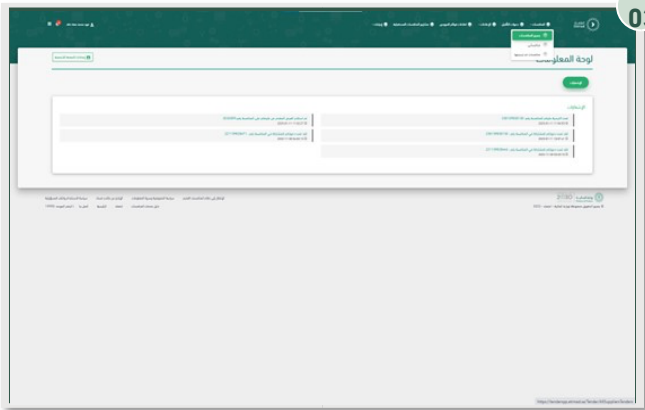


02

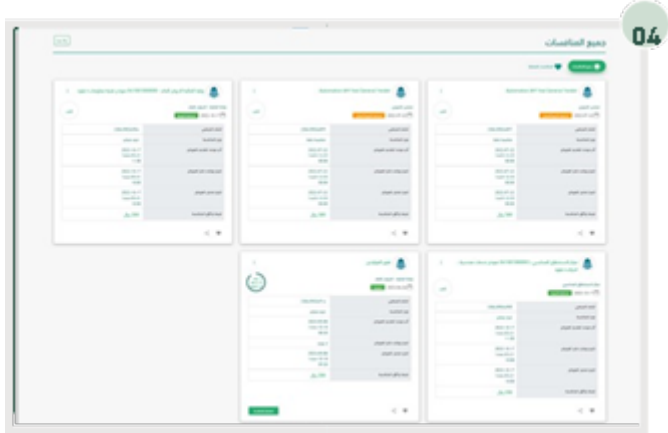
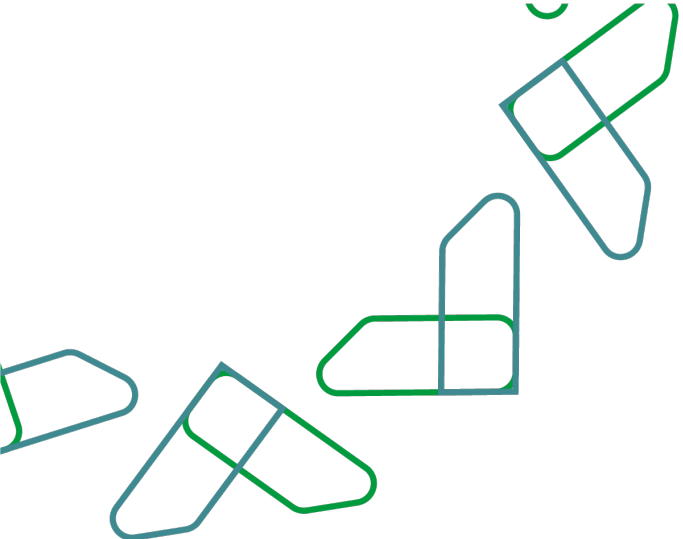


Click on the 'New' Tenders icon to go to the service.

03



Through the "supplier" authority, click on the "All Tenders" icon, after which all Tenders that have been published to suppliers will appear.



After that, all current Tenders will appear to the user.

The Tender to be applied for is selected by clicking on " Join Competition"



View upcoming tenders service.

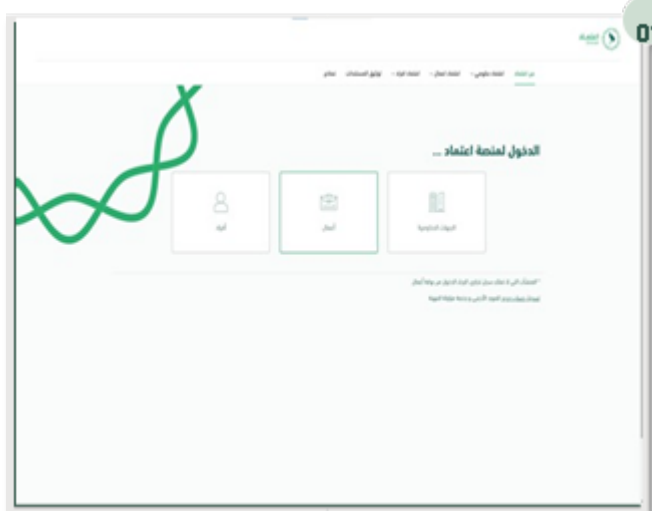
A service that enables suppliers to view upcoming tenders on the platform.

Business rules

The service fee must be paid.

Service workflow

1. Log in to the system.
2. Entering the new Tenders service.
3. Click on " All Ads " icon.



Usage instructions

Go to the following link to go to the platform:

<https://etimad.sa/>

Click on the 'Business' icon.



Invitation acceptance service

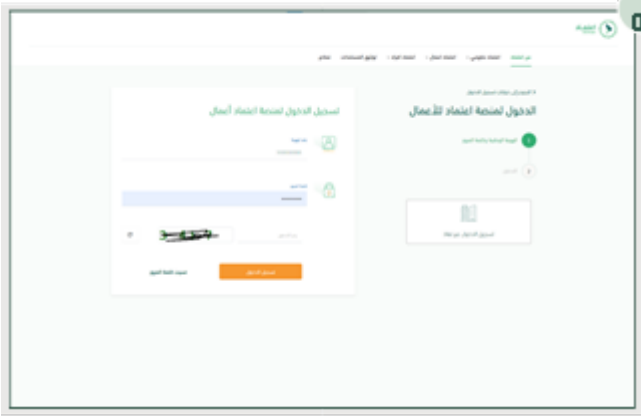
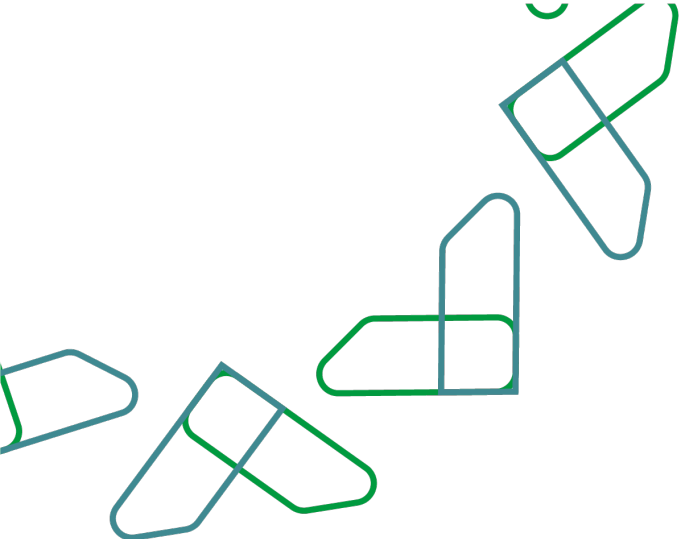
This service enables suppliers to accept the invitation to limited Tenders or direct purchase orders to see the special details.

Business rules

- The acceptance of the invitation must be confirmed
- The service fee must be paid.

Service workflow

1. Login to the system.
2. Entering the new Tenders service.
3. Click on the " All Tenders " icon.
4. Confirm invitation acceptance.
5. Review competition details.
6. Confirm invitation acceptance.
7. Confirm acceptance of the invitation.
8. Pay service fee for the invitation.



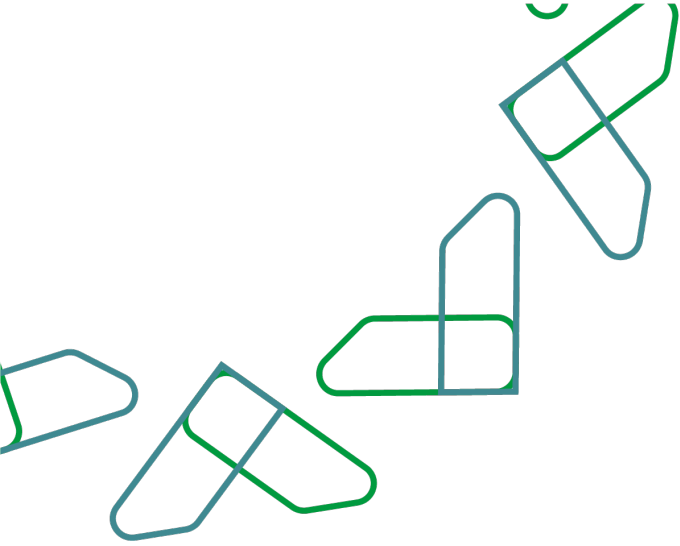
01

Usage instructions :
Go to the following link to go to the platform:
<https://etimad.sa/>
Click on the 'Business' icon.

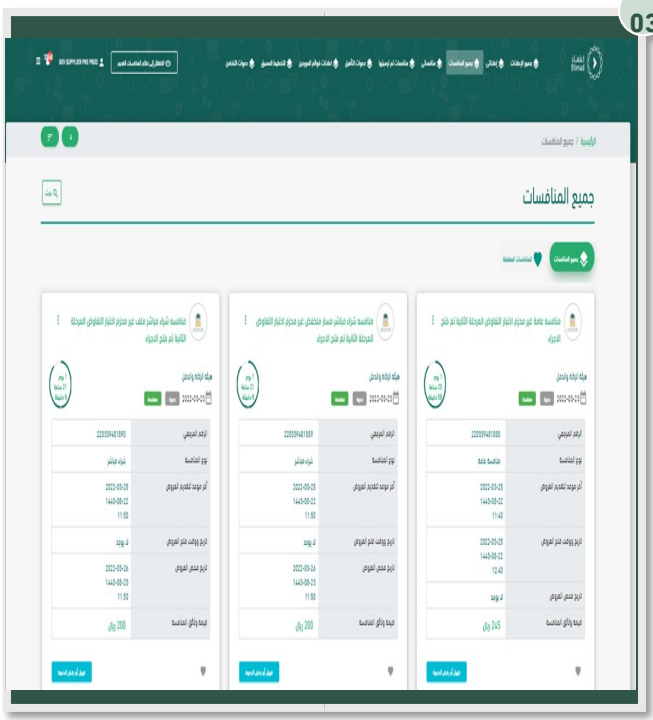


02

Click on the " New Tenders " icon to go to the service.



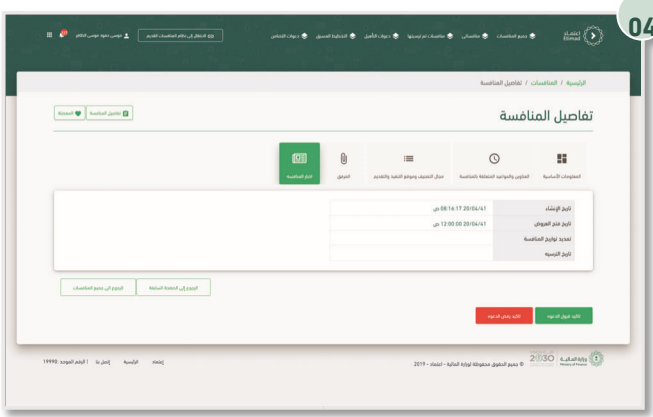
03



Through the "supplier" authority, click on the "All Tenders" icon, after which all tenders that have been published to suppliers will appear.

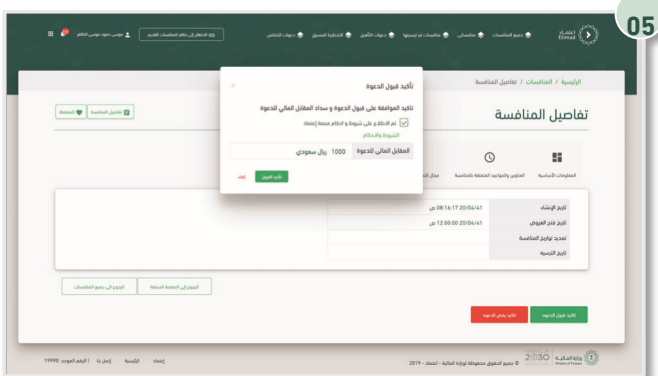
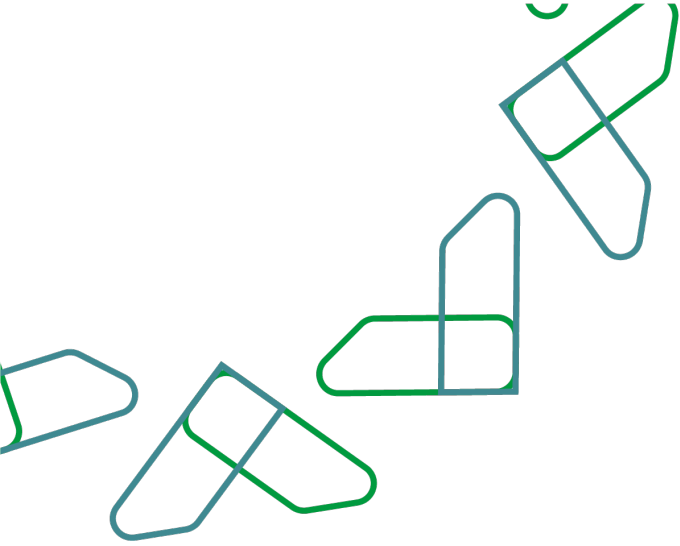
Then, click on the "Accept or Decline Invitation" icon.

04

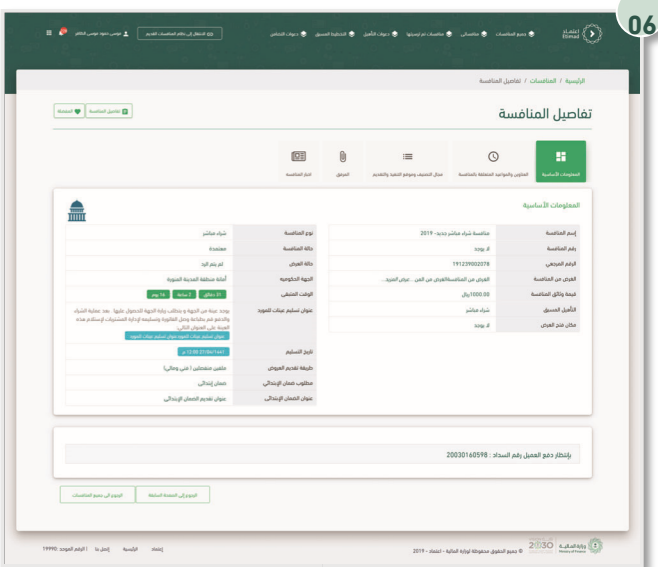


After that, the user will be shown the details of the tender, through which all data will be reviewed.

Then, click on the "Confirm invitation acceptance" icon.



A window will appear for you to confirm the acceptance of the invitation and payment of the fee for accepting the invitation, and clicking on the " Confirm Acceptance " icon.



Then the payment number will appear below to be paid.



Purchasing brochure and make offers.

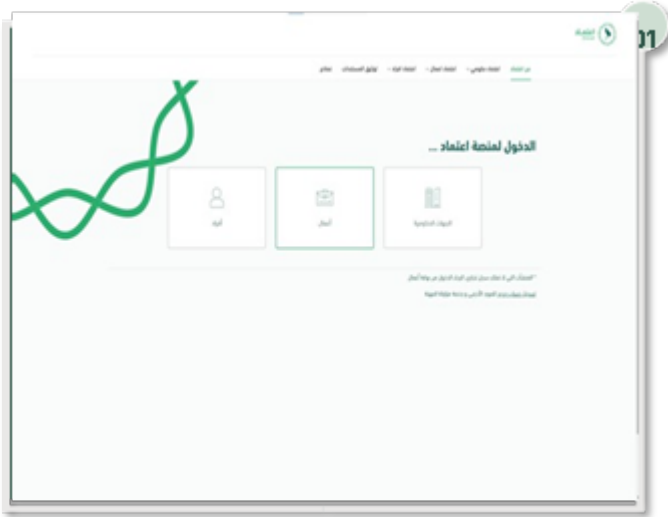
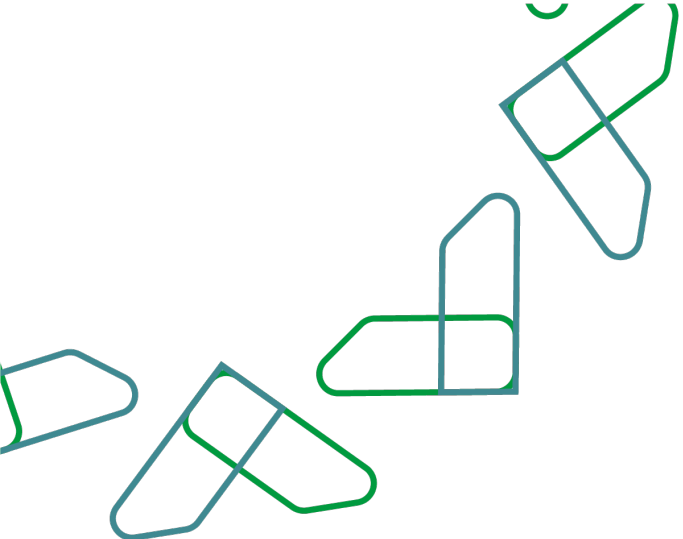
This service enables suppliers to download bidding requirements brochure and submit offers.

Business rules

- The financial fee must be paid to download the brochure and submit the offers.
- The technical offer file and the financial offer file must be attached.
- The bill of quantities must be filled out.
- The competition must be awarded to view the award results.

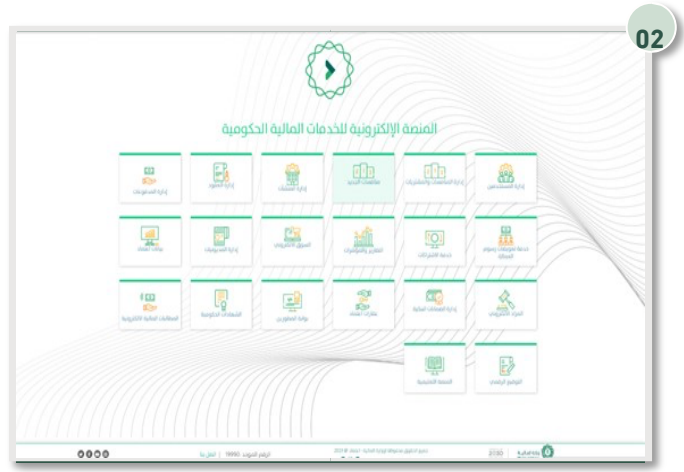
Service workflow

1. Log in to the “Tenders and Procurement System” service.
2. Entering the new competition service.
3. Download the brochure from the attachments.
4. View and print the brochure.
5. Enter my competition.
6. Attach the technical offer file and the financial offer file.
7. Fill in the bill of quantities.
8. Send offer.
9. After awarding the competition, the awarded competitions will be entered.
10. See results through competition details.

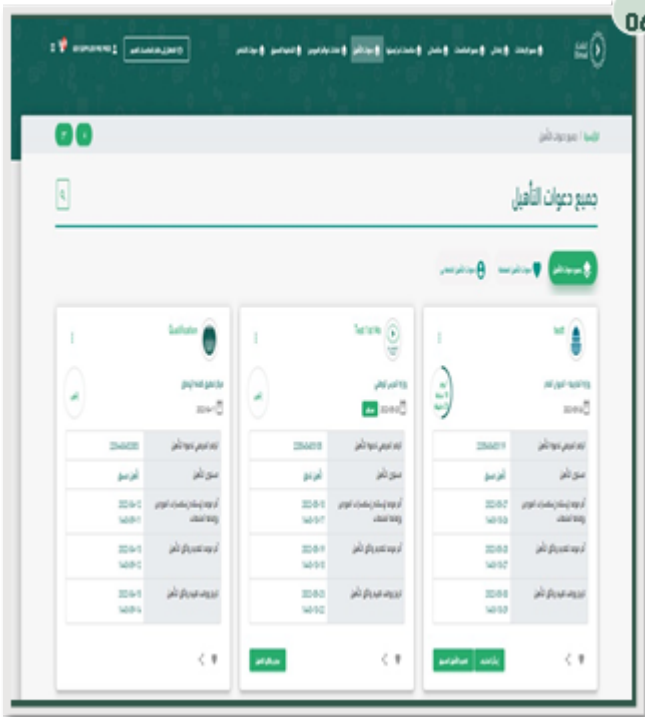
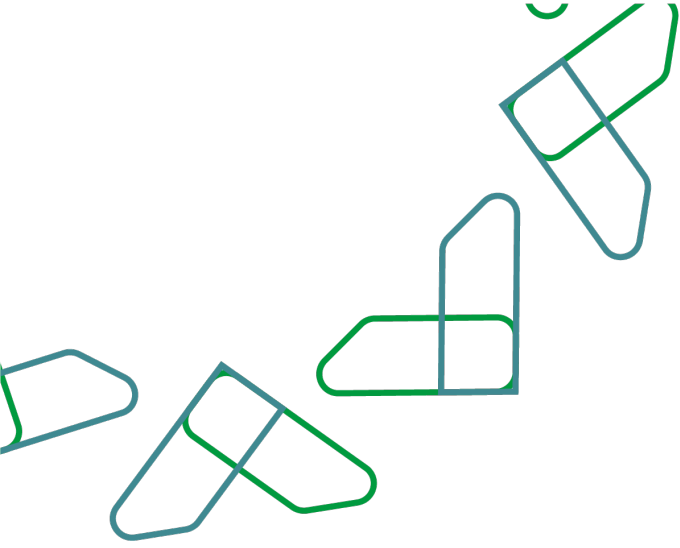


Usage instructions:

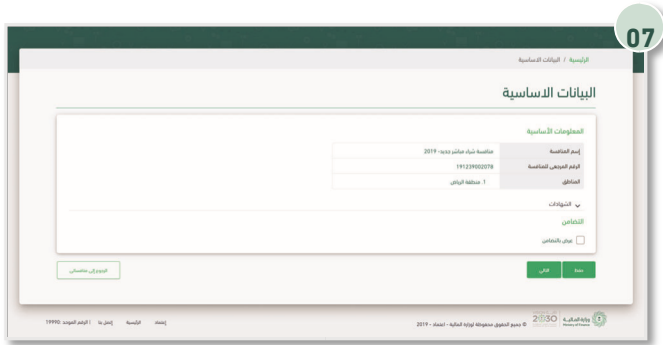
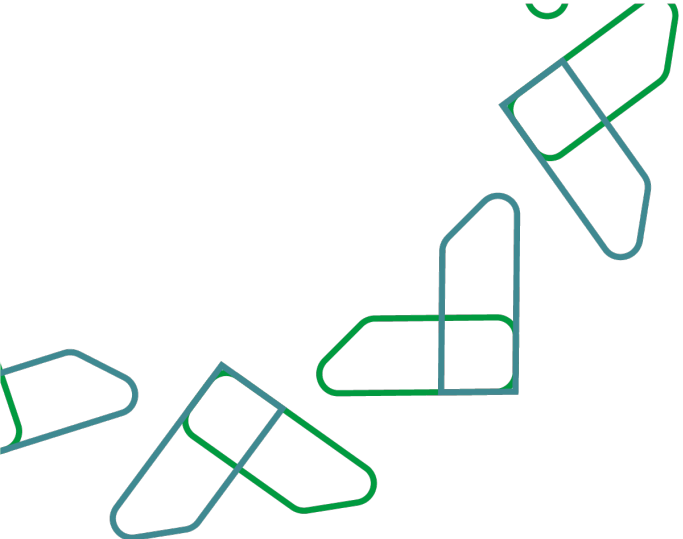
Login is done by entering the ID number and password and entering the verification code.



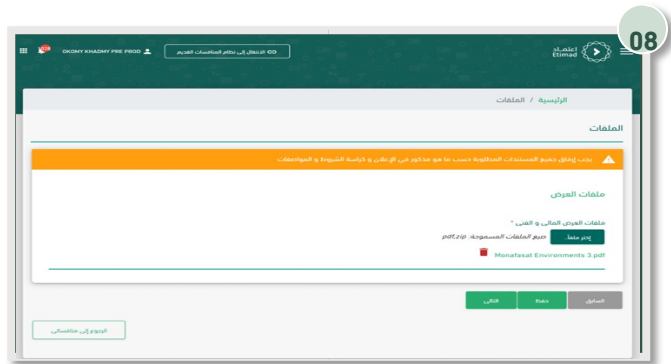
Click on the " New Tenders " icon to go to the service.



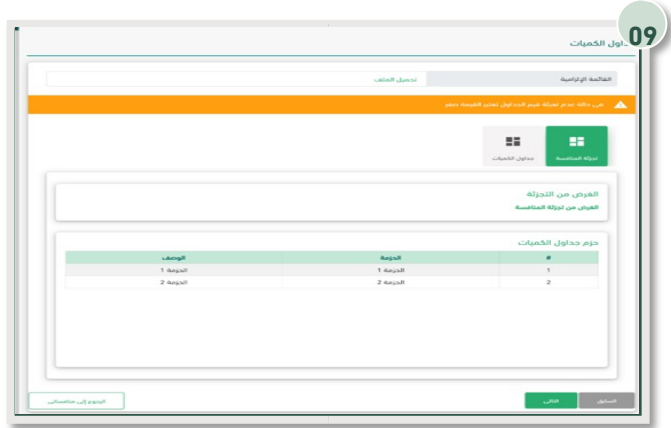
By clicking on the “My Tender” icon, through the “Supplier” authority, all Tenders that have been invited to submit bids will appear, by clicking on the “Submit an Offer” icon.



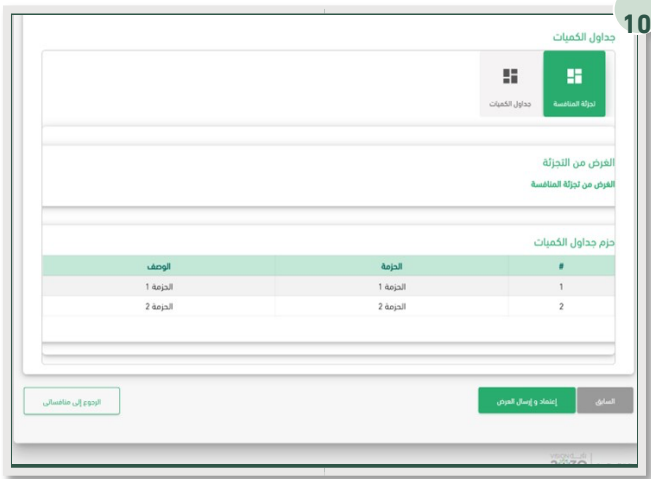
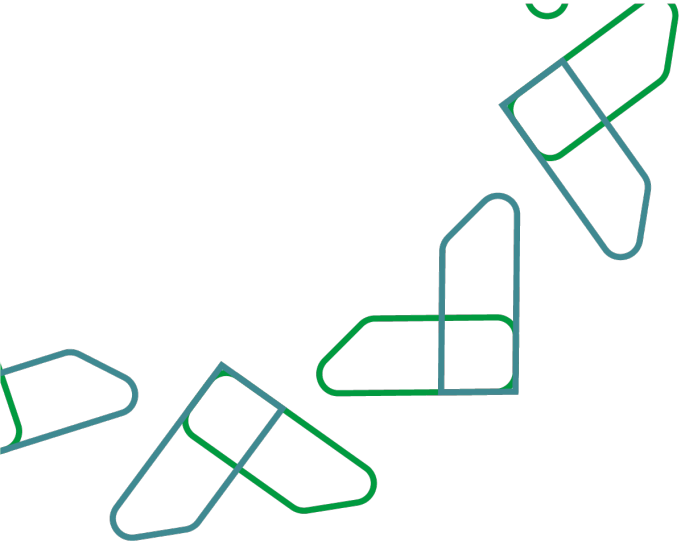
07 After reviewing the basic data, click on the “ Save ” icon to save it as a draft or click on “ Next ” to continue.



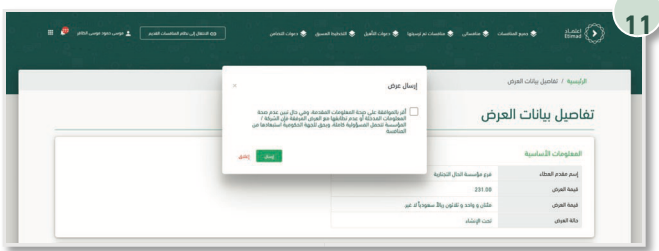
08 then user fills bill of quantity and review cost table then click on “ Next ” to continue.



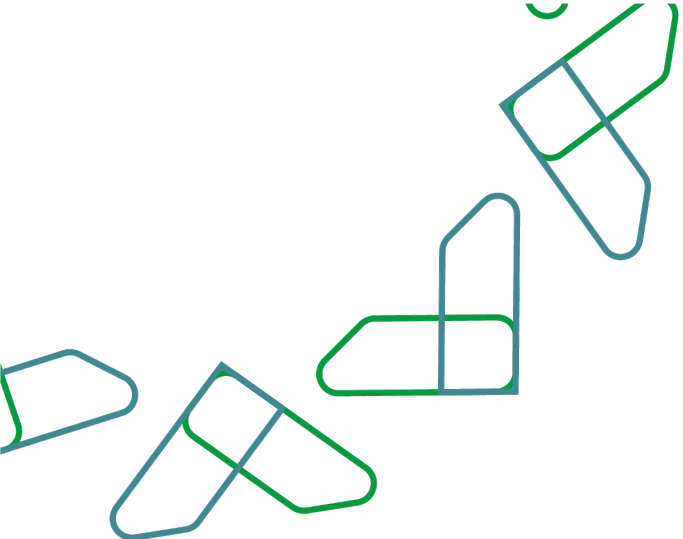
09 Then fill in the bills of quantities, review the cost table, and click on the “Next” icon.



Then the details of the offer data are reviewed and clicked on the “Approval and Send Offer” icon.



The offer is then confirmed by agreeing to the acknowledgment and clicking on the “Submit” icon.



الرئيسية / مناقصات / مناقصات تم ترسيبها

مناقصات تم ترسيبها

رقم المناقصة	رقم العرض	نوع المناقصة	شركة المناقصة	تاريخ المناقصة	تاريخ العرض	عدد العروض	حالة المناقصة
19123000070	19123000070	مناقصات	مناقصات	2019-11-20	1441-04-03	02	مختلطة
19123000093	19123000093	مناقصات	مناقصات	2019-11-20	1441-04-03	02	مختلطة
19123000094	19123000094	مناقصات	مناقصات	2019-11-20	1441-04-03	02	مختلطة
ZM Almer 883	232275	مناقصات	مناقصات	2019-08-07	1440-12-06	02	مختلطة
VRO cycle test by nimer	213123	مناقصات	مناقصات	2019-08-07	1440-12-06	02	مختلطة
Tuesday LC	442935	مناقصات	مناقصات	2019-12-11	1441-04-18	12	مختلطة

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Then, after the award, and to see the results of the award, click on “Nominated Tenders”, then enter the Tender details.



Submission of invitations for qualification:

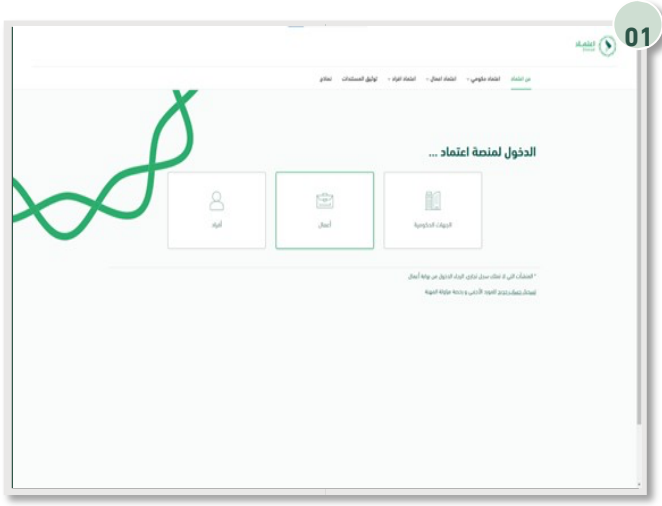
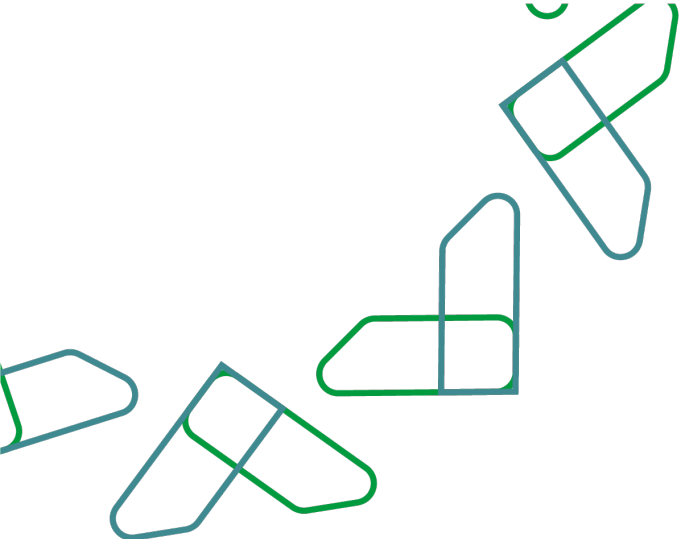
Through this service, the supplier can submit pre- or post-qualification documents and view the results of the evaluation of the qualification documents.

Business rules

- Suppliers are pre-qualified before the competition is launched.
- Subsequent qualification of suppliers takes place after submitting their offers and before the awarding stage.
- The pre-qualification shall be effective for a period of one year, and after this period, a subsequent qualification shall be conducted.

Service workflow

1. Creation and publication of qualification by the government agency.
2. Provide qualification documents by supplier.
3. Evaluation of qualification documents by the government agency.
4. Notifying the supplier of the completion of the evaluation of qualification documents.
5. Inform the supplier of the details of the qualification results.

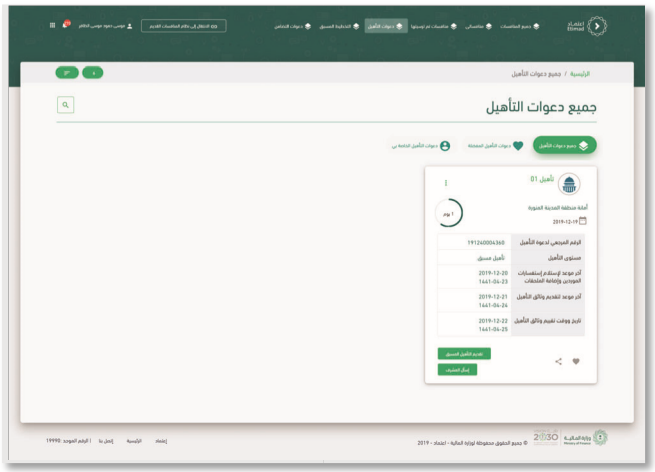


Usage instructions

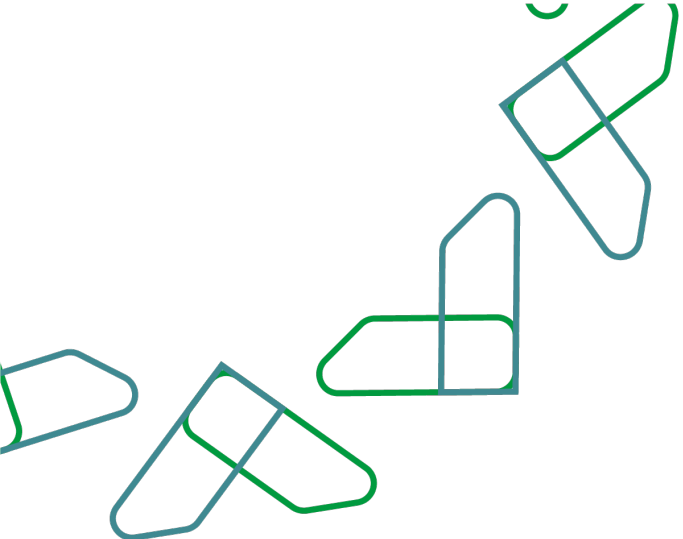
Login is done by entering the ID number and password and entering the verification code.



Click on the "New Tenders" icon to go to the service.



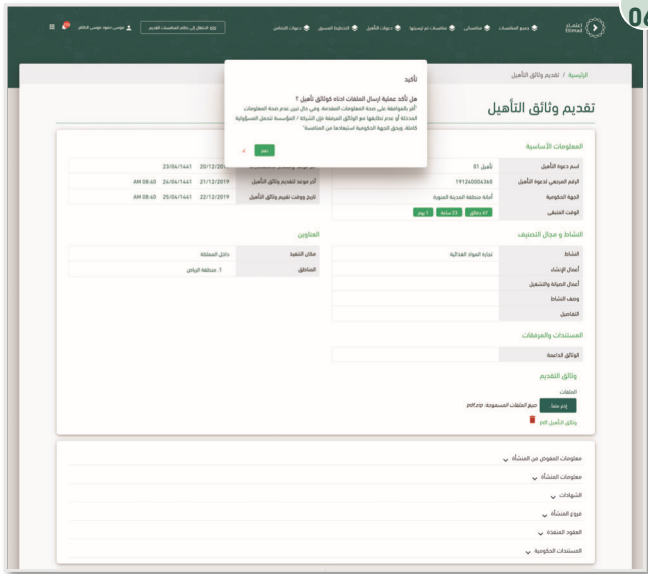
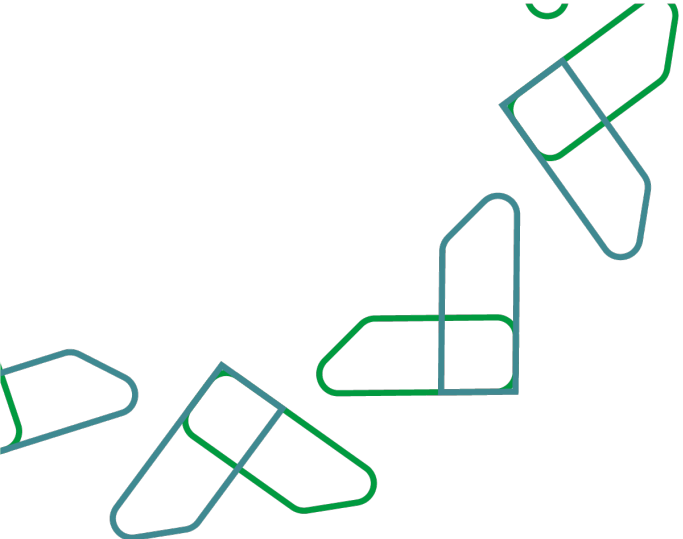
Click on the "Qualification Invitations" icon, then select an invitation and then click on the "Qualification Submit" icon.



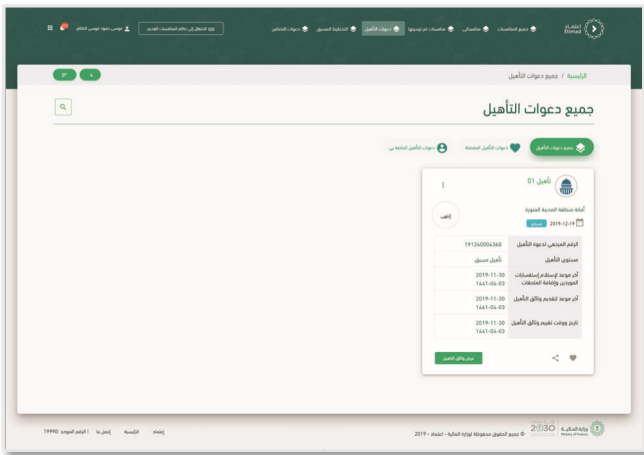
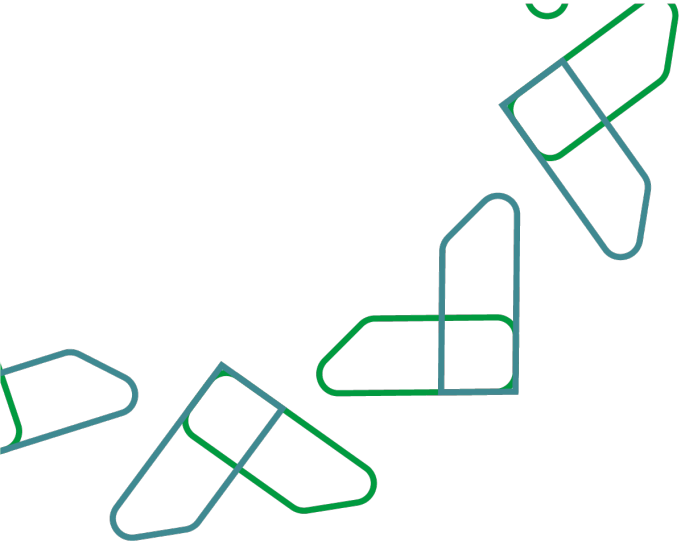
The screenshot shows a web interface for submitting qualification documents. The main heading is 'تقديم وثائق التأهيل'. The interface is divided into several sections:

- المعلومات الأساسية (Basic Information):** Fields for 'اسم دعوة التأهيل' (Qualification Invitation Name), 'رقم دعوة التأهيل' (Qualification Invitation Number), 'الجهة المانحة' (Issuing Authority), and 'تاريخ الصلاحية' (Validity Date).
- التفاصيل (Details):** Fields for 'نوع دعوة التأهيل' (Type of Invitation), 'الجهة المستهدفة' (Targeted Authority), 'مجال التخصص' (Specialization Field), and 'مجال العمل' (Work Field).
- البيانات الشخصية (Personal Data):** Fields for 'الاسم' (Name), 'الجنس' (Gender), 'العنوان' (Address), and 'الهاتف' (Phone).
- البيانات المهنية (Professional Data):** Fields for 'عدد سنوات الخبرة في مجال التأهيل' (Years of Experience in Qualification Field), 'عدد سنوات الخبرة في مجال العمل' (Years of Experience in Work Field), 'عدد سنوات الخبرة في مجال التخصص' (Years of Experience in Specialization Field), 'عدد سنوات الخبرة في مجال العمل' (Years of Experience in Work Field), 'عدد سنوات الخبرة في مجال التخصص' (Years of Experience in Specialization Field), and 'عدد سنوات الخبرة في مجال العمل' (Years of Experience in Work Field).

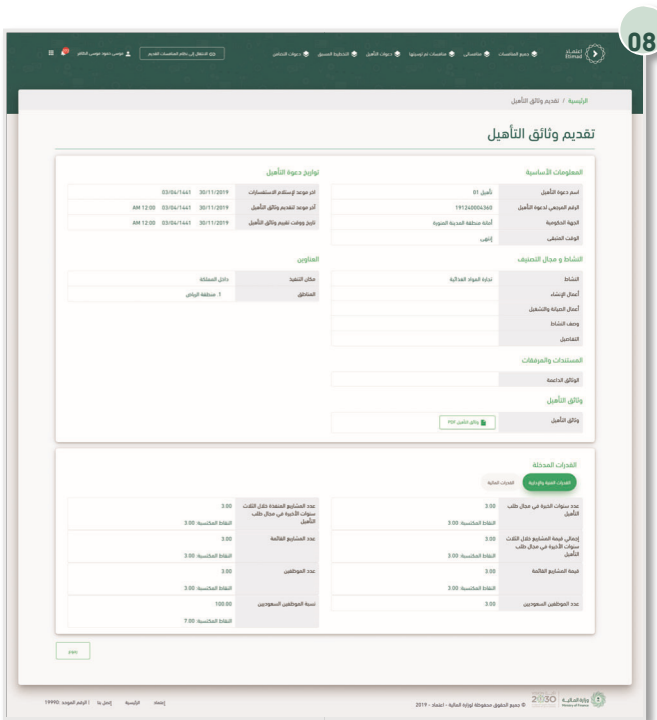
The details of the qualification invitation are reviewed, and then the “application documents” are attached, and then the “technical and administrative capabilities” are entered.



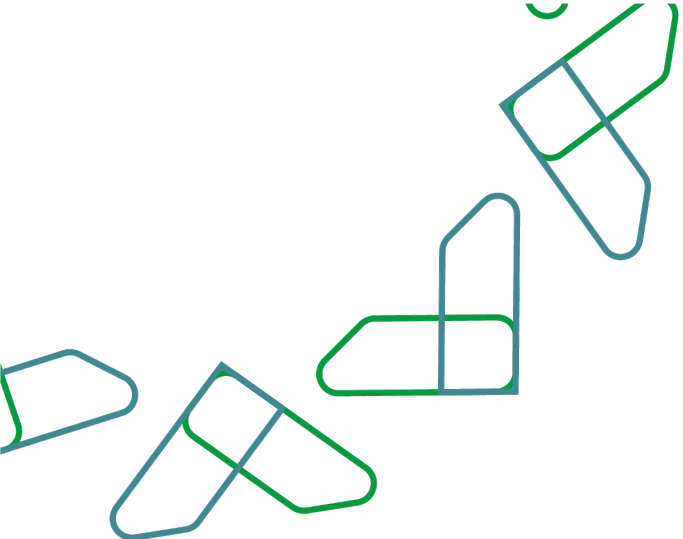
The process of sending qualification documents is confirmed by clicking on the “Yes” icon.



After completing the evaluation of the qualification documents by the government entity, the supplier can review the result of the qualification documents by clicking on the “Qualification Invitations” icon, then selecting the qualification invitation and clicking on the “View Qualification Documents” icon.



Through this page, it is possible to review the results of the qualification documents and the results of the technical and administrative capabilities.



09

القدرات المدونة	
القدرات الفنية والفنية	
المهارات العامة	
المهارة الفنية	المهارات الفنية ذات صلة مهنية
3.00	المهارة الشخصية والمهارة
3.00	المهارة المتعلقة بالعمل
3.00	المهارات الشخصية

Through this page, it is possible to review the results of the qualification documents and the results of the technical and administrative capabilities.



Inquiries service:

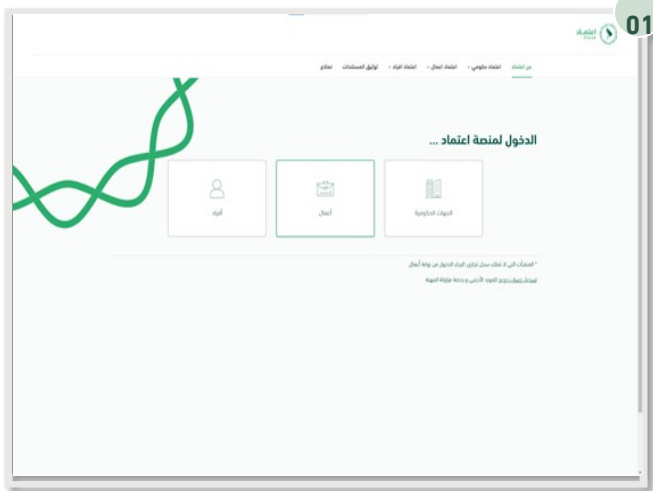
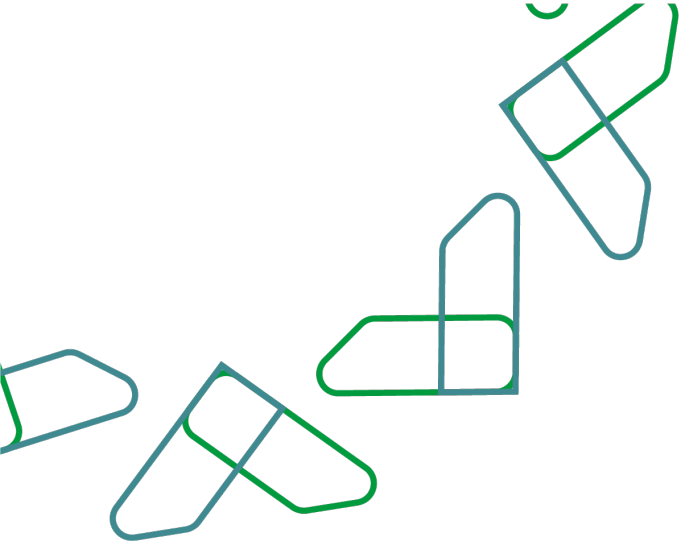
This service enables suppliers to send inquiries to the government entity.

Business rules

- The service fee must be paid to be able to add inquiries.
- Adding the inquiry must be confirmed to be sent to the government entity.

Service workflow

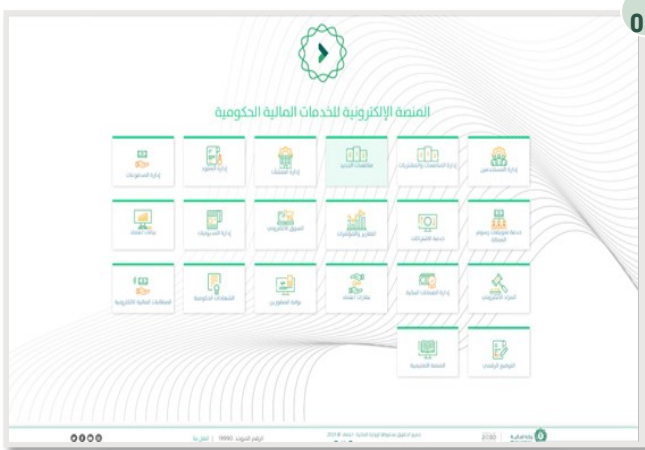
1. Login to the system.
2. Entering the new competition service.
3. Enter the competition.
4. Click on " Communication Requests ".
5. Add an inquiry.



01

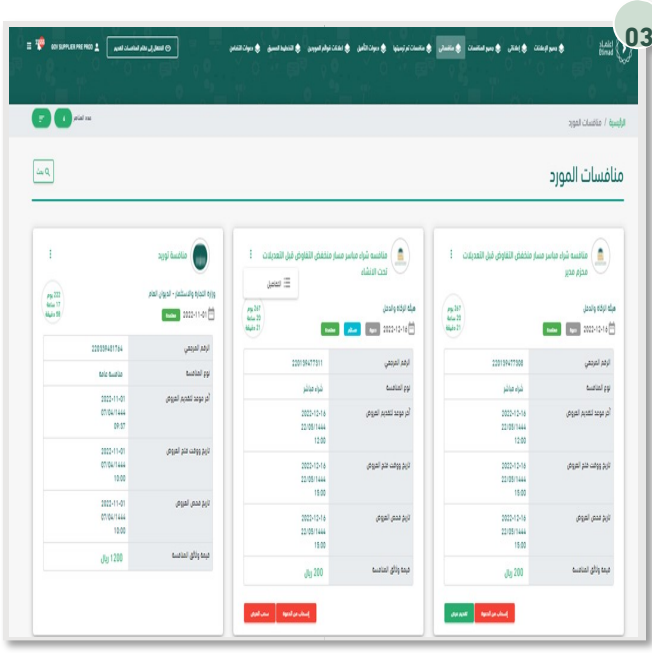
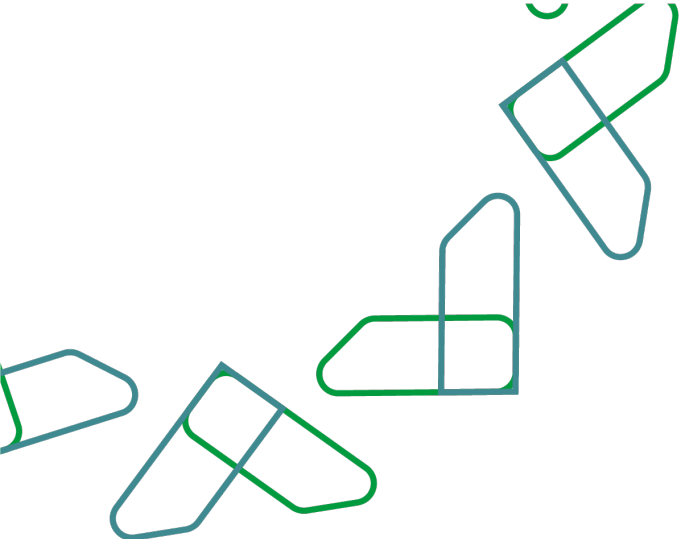
Usage instructions

Login is done by entering the ID number and password and entering the verification code.



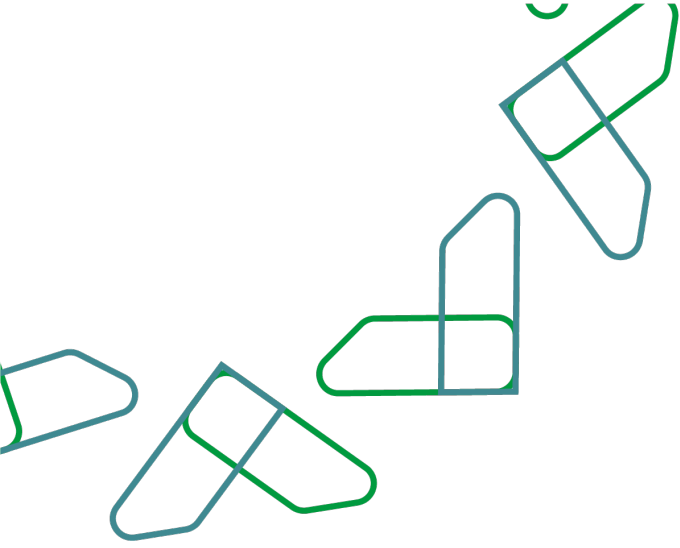
02

Click on the “ New Competitions ” icon to go to the service.



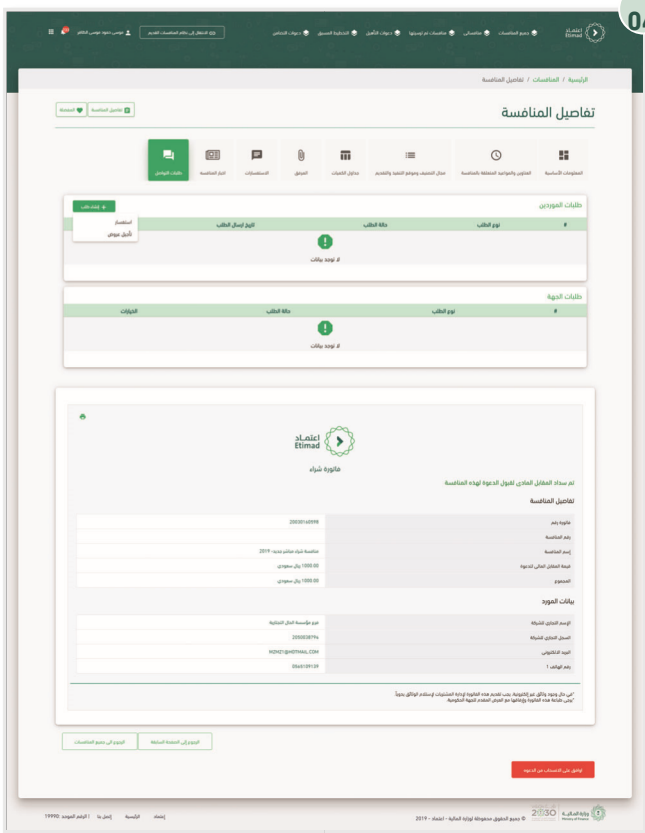
After logging in, you click on " My Competitions ". After that, all the competitions for the supplier appear, through which you can send inquiries to the entity.

Then, the competition details are entered.



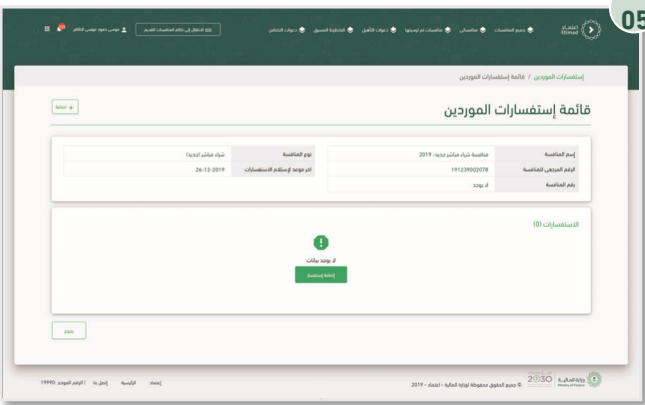
04

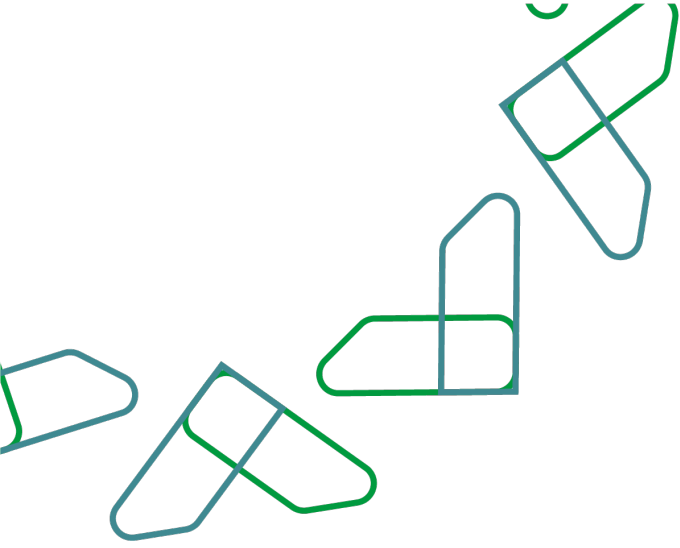
Then, after entering the competition details, you must click on “Communication Requests”, then click on the “+ Create Request” icon, then click on “Inquire”.



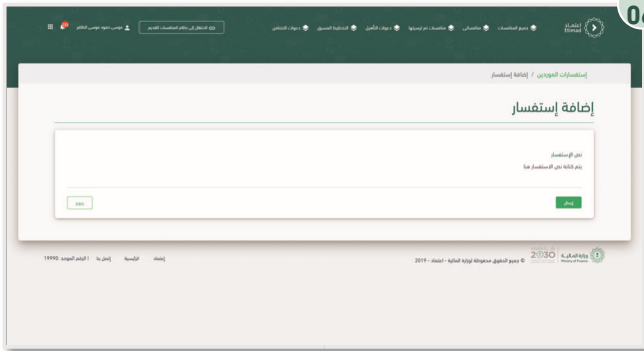
05

After that, the “ List of Supplier Inquiries ” page appears, and through it, you can click on the “ +Add ” icon or the “ Add Inquiry ” icon.



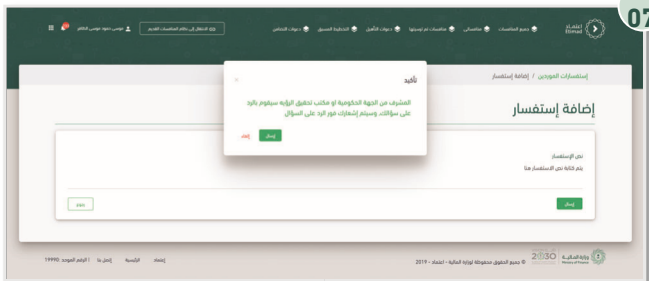


06

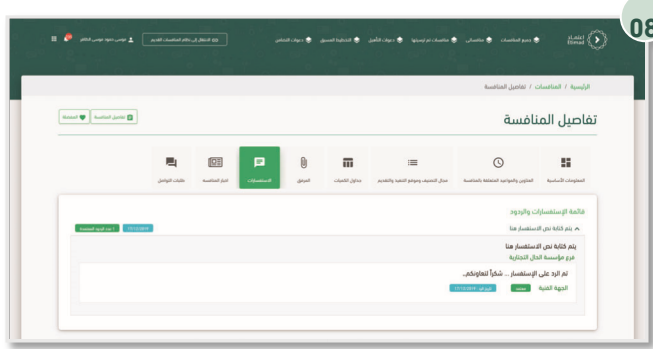
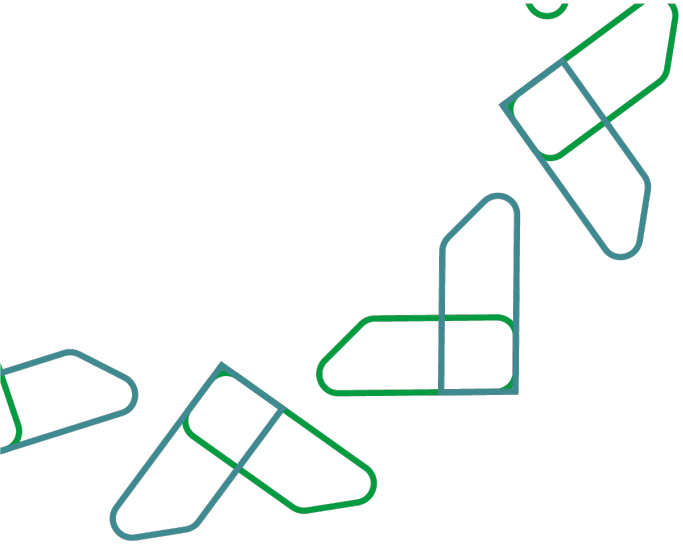


Then you should write the “Text of Inquiry” and after that you should click on the “Submit” icon.

07



After that, you must confirm the sending by clicking on the “ Send ” icon.



Inquiries are clicked, through which a list of inquiries and responses can be viewed.



Solidarity service:

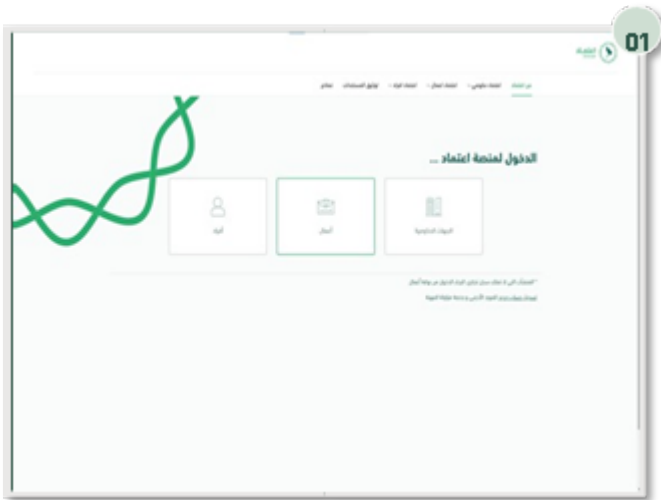
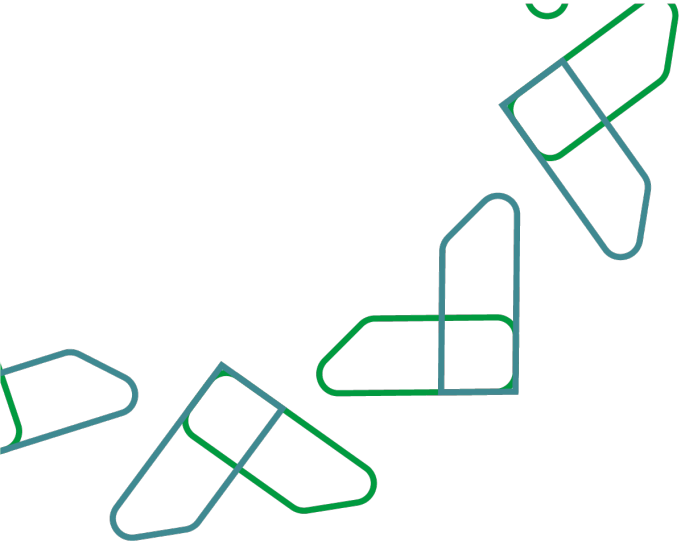
Through this service, the supplier can invite several suppliers for solidarity in the Tender.

Business rules

- The presenter is the solidarity leader.
- The supplier called for solidarity must approve the request for solidarity to confirm the solidarity.
- After confirming the acceptance of the invitation, the supplier invited for solidarity can view the details of the Tender.

Service workflow

1. Establishing a solidarity request by the Commander of Solidarity.
2. Attach the discourse of solidarity by the leader of the solidarity.
3. Inviting suppliers for solidarity by the leader of the solidarity.
4. Acceptance of the invitation of solidarity by the supplier invited to solidarity.
5. Emphasizing the invitation of solidarity by the supplier invited to solidarity.

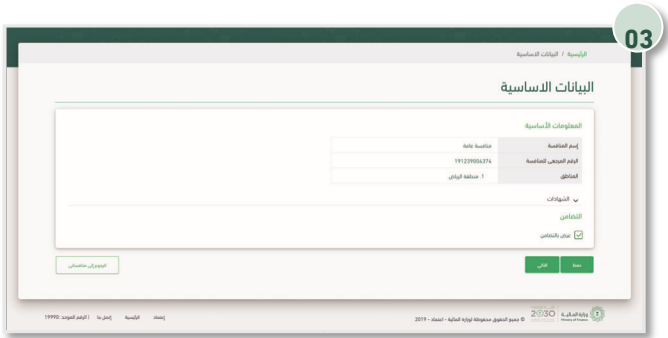
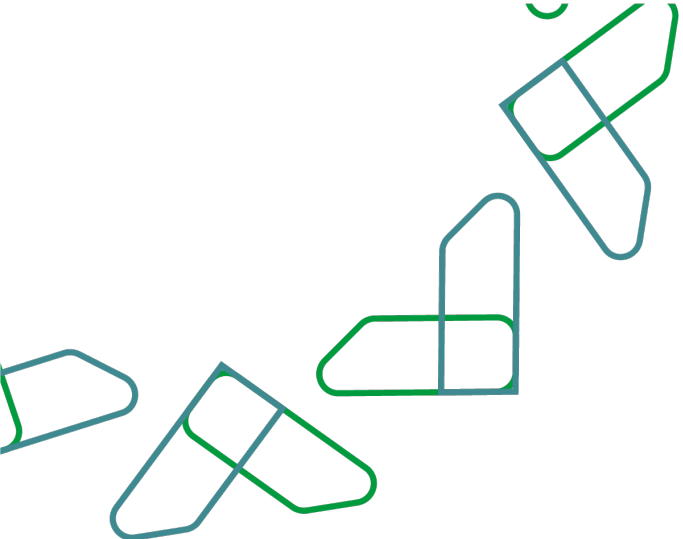


Usage instructions:

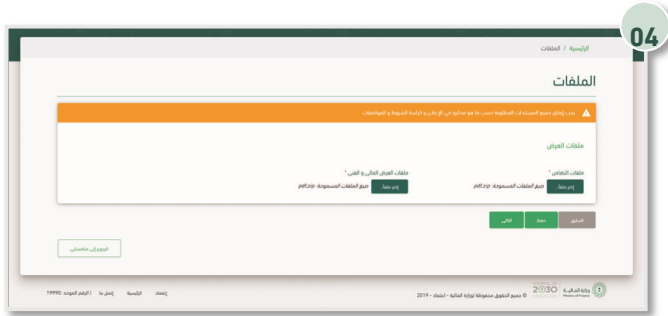
Login is done by entering the ID number and password and entering the verification code.



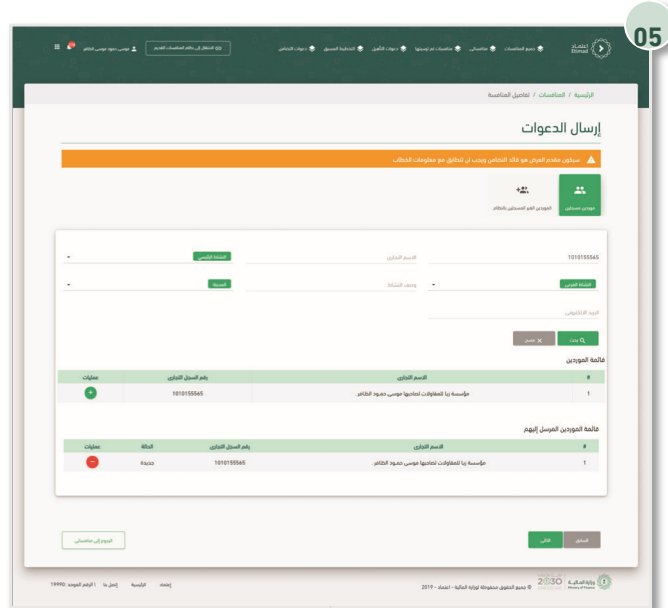
Click on the "New Tenders" icon to go to the service.



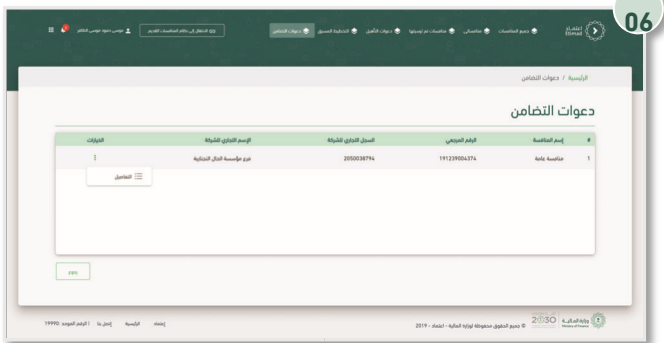
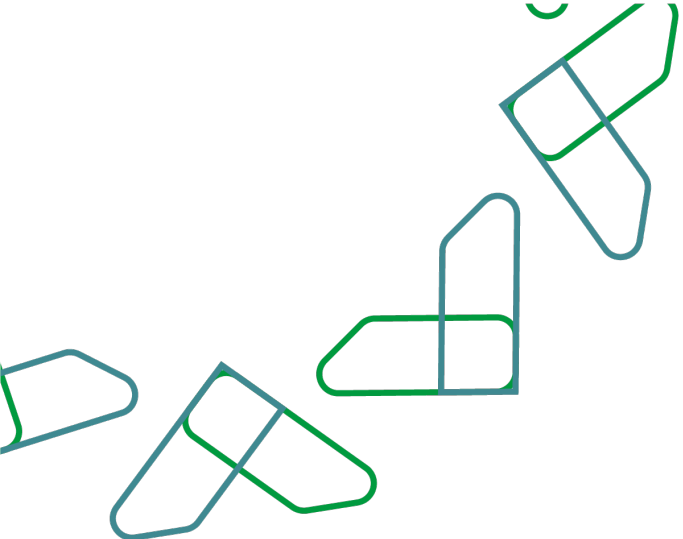
The supplier can submit a joint offer by selecting " joint offer " while submitting the supplier's offer to the competition.



Solidarity files are uploaded by clicking on the " Choose a file " icon and then on the " Next " icon to continue, or click on " Save" to save it as a draft.

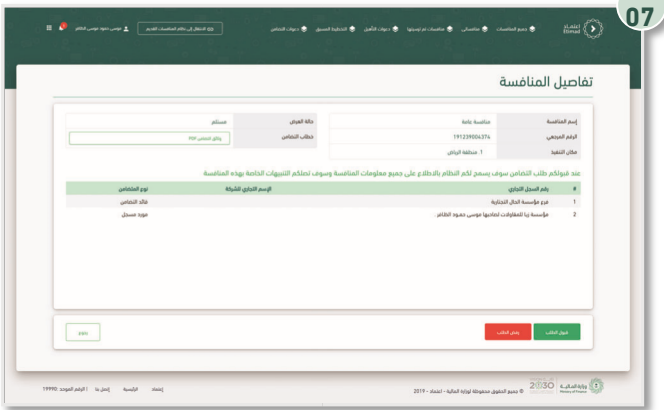


To add suppliers to Solidarity, search for the resource through the available search options, then click on the "Add" icon, then click on the "Next" icon.



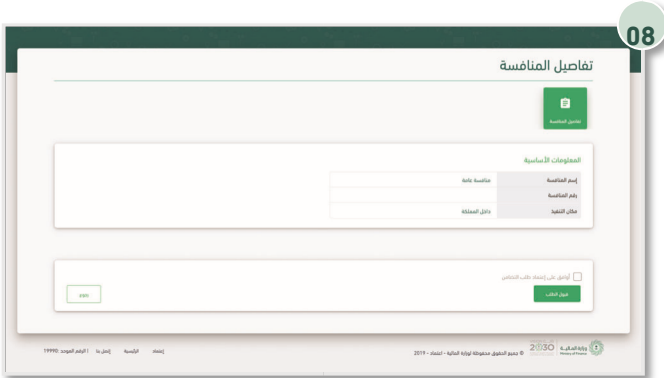
06

After sending an invitation to solidarity through the supplier, the supplier invited to solidarity must accept the invitation to solidarity, by entering the Tenders and Purchases Department, selecting "Invitations to Solidarity", then selecting the invitation to solidarity and clicking on the "Details" icon.



07

The details of the solidarity are reviewed, and then the "Accept the request" icon is clicked.



08

Through this page, the solidarity request is confirmed by clicking on "I agree to approve the solidarity request" and then clicking on the "accept request" icon.



Extending offers validity service:

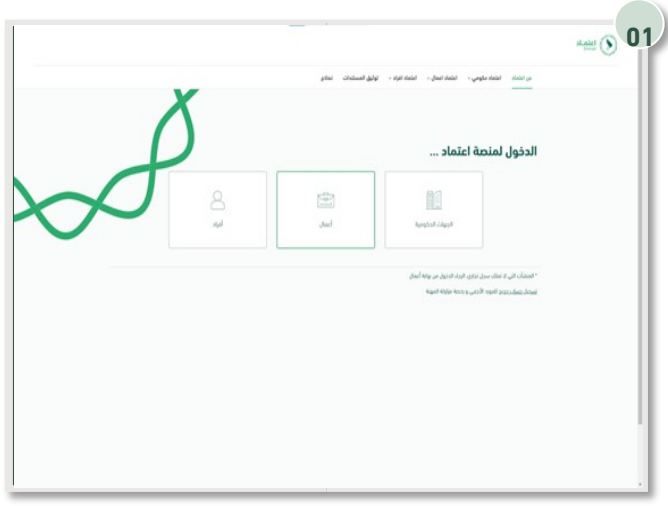
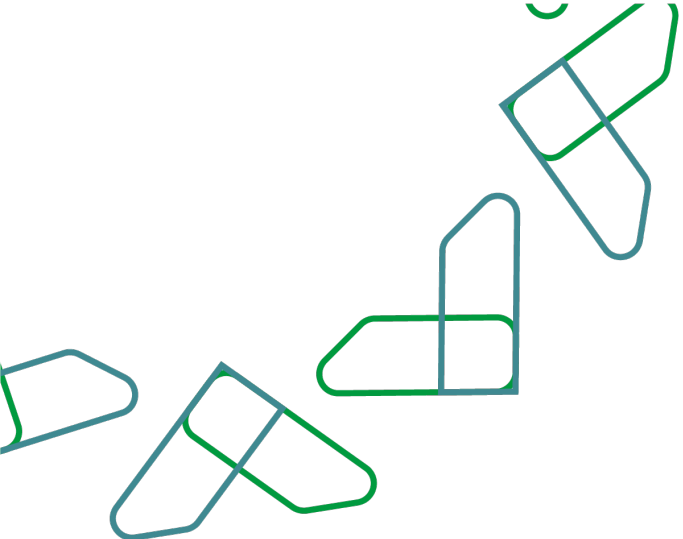
Through this service, the supplier can approve or reject the government entity's request to extend the validity of offers.

Business rules

- The primary guarantee period must be extended, and a copy of the guarantee is attached to the extension request.
- If the supplier rejects the request to extend the validity of offers, the supplier is considered to have withdrawn from the competition.

Service workflow

1. Create a request to extend the validity of offers by the government entity.
2. Notifying the supplier of the request to extend the validity of offers.
3. Approval or rejection of the request to extend the validity of offers by the supplier.
4. Attach a copy of the primary guarantee if the extension request is approved by the supplier.
5. Notify the government agency of the supplier's decision.



01

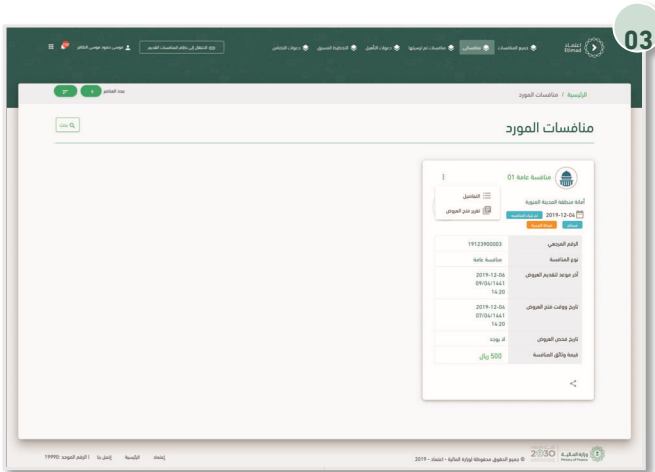
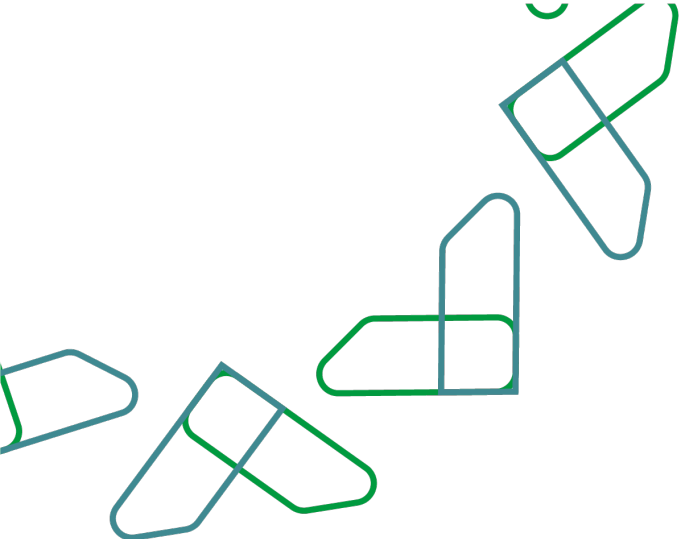
Usage instructions

Login is done by entering the ID number and password and entering the verification code.

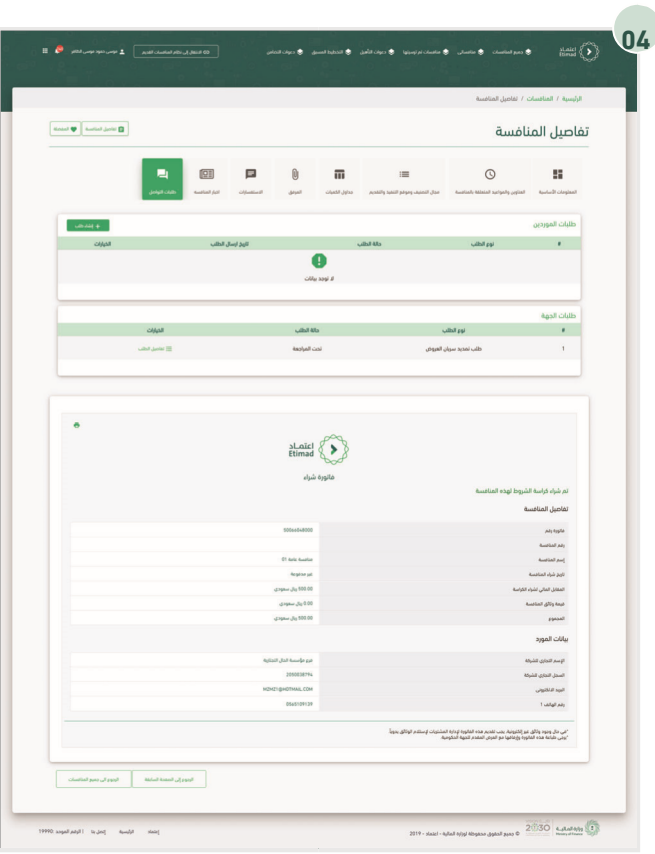


02

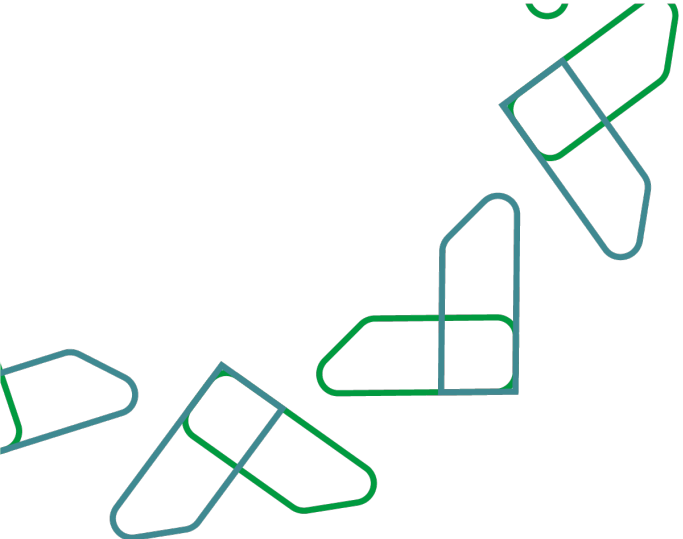
Click on the "New Tenders" icon to go to the service.



Clicking on the 'my competition' icon and then the competition is determined and then clicking on the 'Details' icon.



Click on the “Communication Requests” icon, then select the request to extend the validity of offers, and then click on the “Request Details” icon.



05

الرئيسية / تفاصيل المناقصة / تمديد سريان العروض

تمديد سريان العروض

تمديد سريان العروض	
إيم كمناسفة	مناقصه باهه 01
يوم المناقصه	مناقصه باهه لاجده
الرقم التعريفي	1912290003
إيم الجوده	أمانة منطقة المدينة المنوره

العروض من المناقصه	
العروض من المناقصه	العروض من المناقصه
الرقم التعريفي	1912290003
مدة سريان العروض	90
نصيب طلب تمديد سريان العروض	Text

000

حفظ

2030

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The details of the request to extend the validity of offers are reviewed, and then click on the “Accept” icon.

06

الرئيسية / تفاصيل المناقصة / تمديد سريان العروض

تمديد سريان العروض

تمديد سريان العروض	
إيم كمناسفة	مناقصه باهه 01
يوم المناقصه	مناقصه باهه لاجده
الرقم التعريفي	1912290003
إيم الجوده	أمانة منطقة المدينة المنوره

العروض من المناقصه	
العروض من المناقصه	العروض من المناقصه
الرقم التعريفي	1912290003
مدة سريان العروض	90
نصيب طلب تمديد سريان العروض	Text

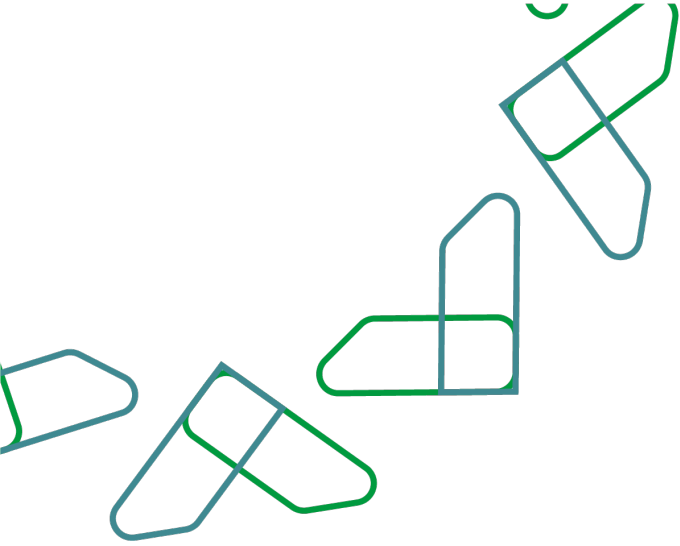
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حفظ

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Attach a copy of the primary guarantee, and then click on the “Save” icon.



Offers postponing service.

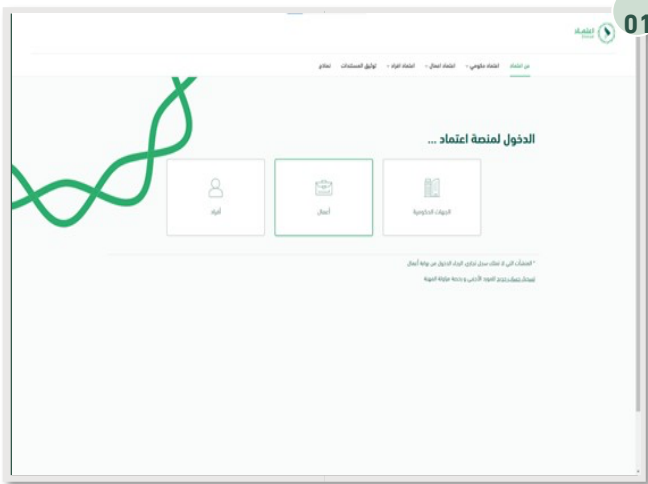
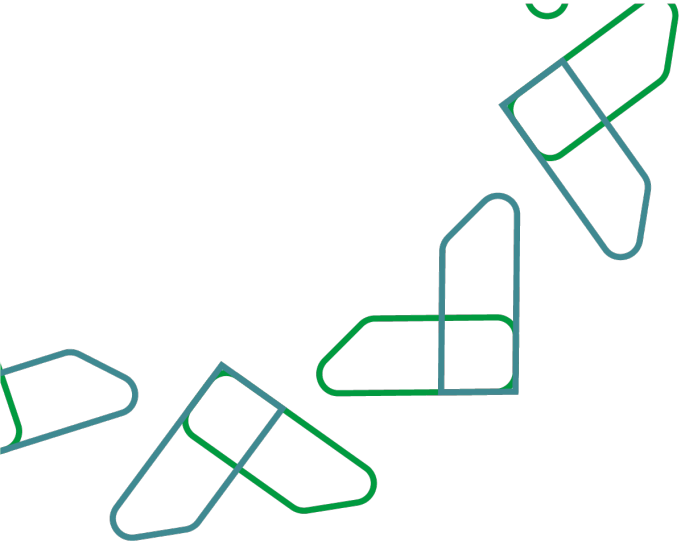
This service enables suppliers to submit a request to postpone submission of offers.

Business rules

- The reason for postponing the submission of bids must be specified.
- The required date and time must be specified.

Service workflow

1. Login to the system.
2. Entering the new competition service.
3. Enter the competition.
4. Click on " Communication Requests ".
5. Submitting a request for postponing the submission of offers

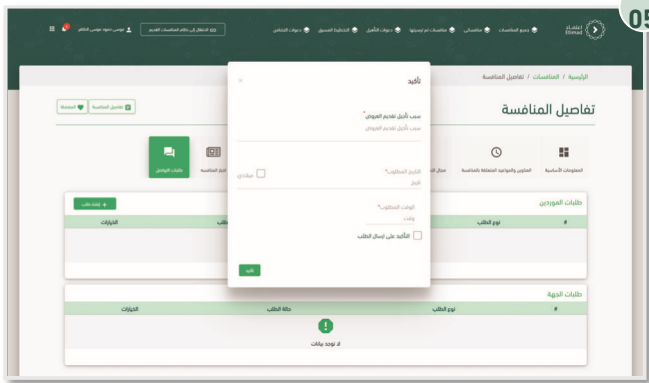
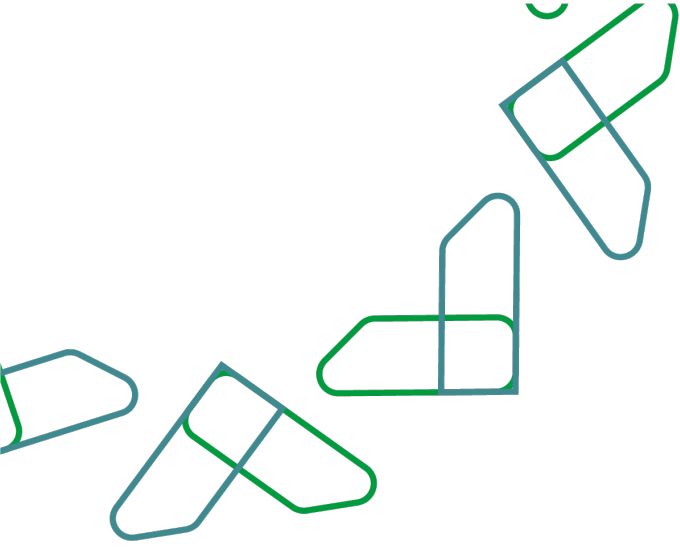


Usage instructions:

Login is done by entering the ID number and password and entering the verification code.



Click on the " New Competitions " icon to go to the service.



05

Then in the window, the reason for the request to postpone the submission of bids is written, and the date, time and required are specified, then the “Confirm” icon is clicked.



Complaint service:

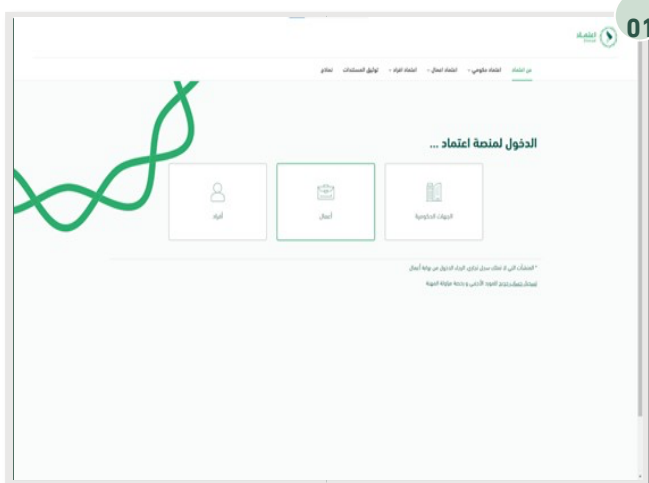
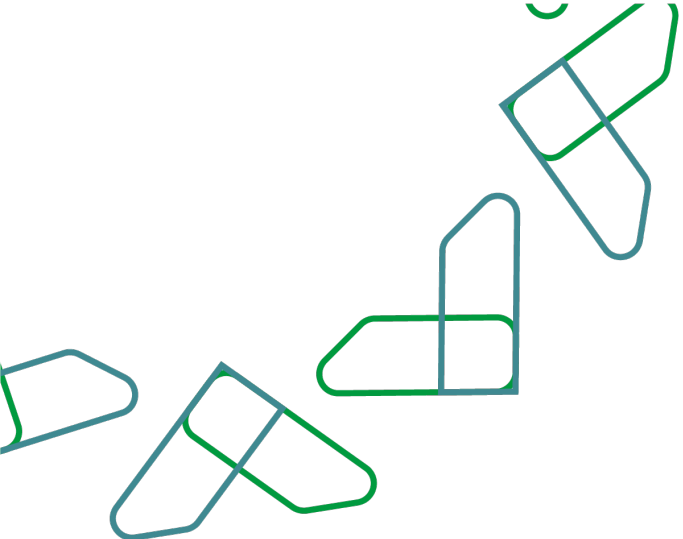
This service enables the supplier to grievance to the government agency.

Business rules

- The reason for the grievance must be written.
- A grievance can only be submitted after the initial award of the competition.

Service workflow

1. Login to the system.
2. Entering the new competition service.
3. Enter the competition.
4. Click on " Communication Requests " and create a grievance request.
5. Write the reason for the grievance and send the request.

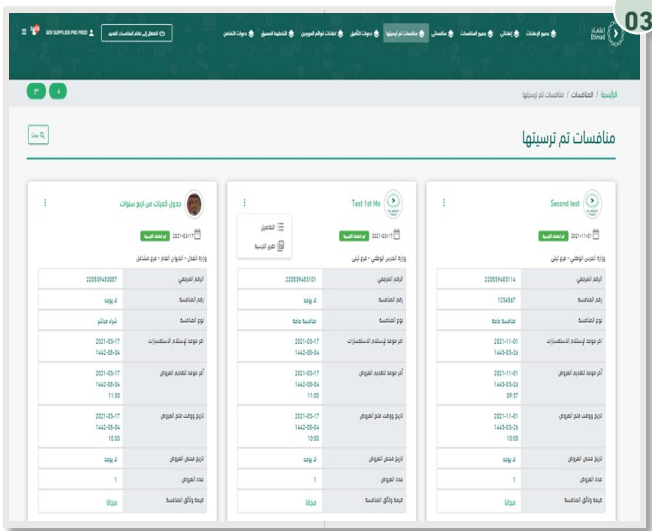
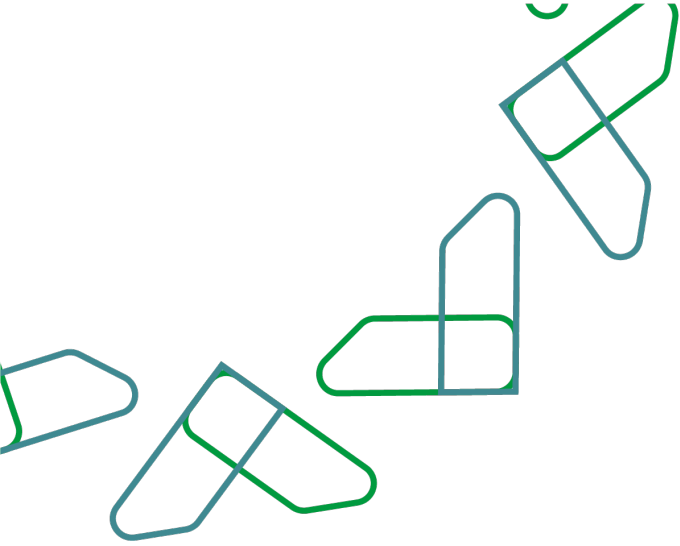


User Instructions:

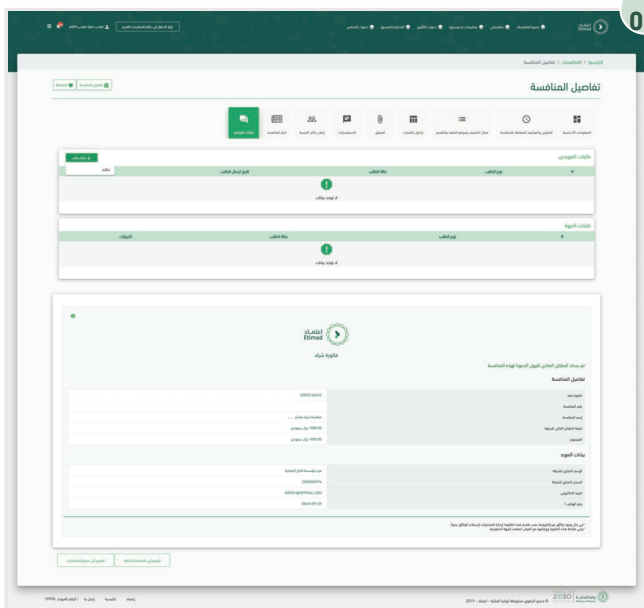
Login is done by entering the ID number and password and entering the verification code.



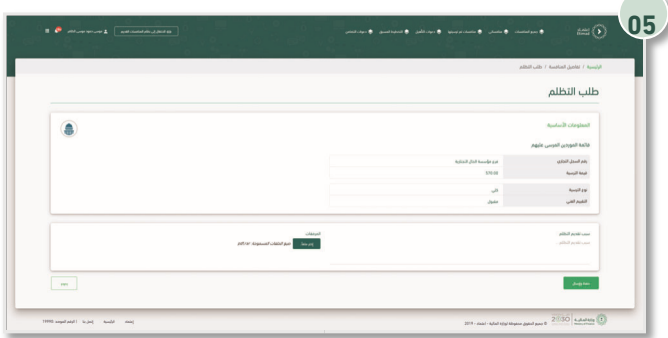
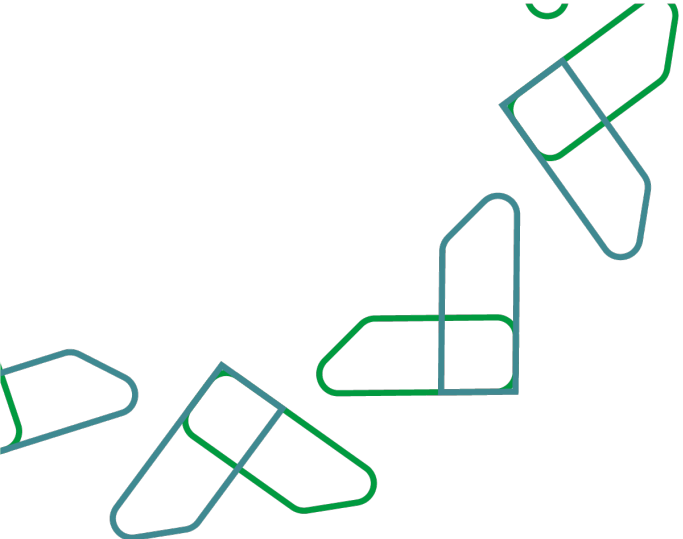
Click on the " New Tenders " icon to go to the service.



To negotiate with the government entity, the supplier must enter the competition through “My Competitions”, then enter the competition details.

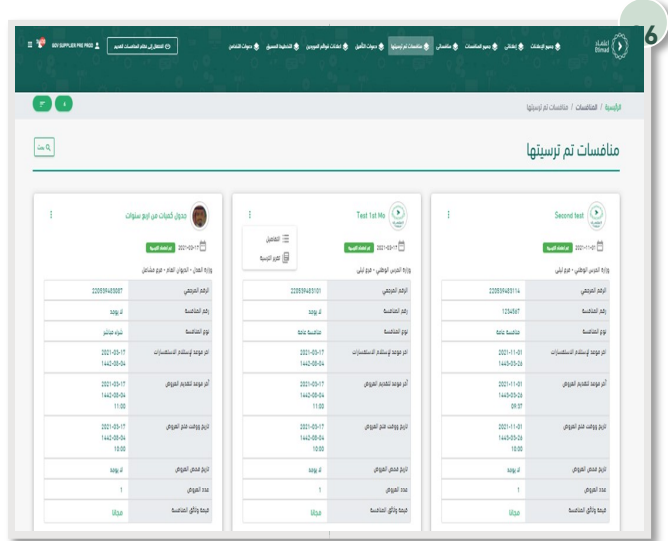


Then go to “ Communication Requests ” and click on the “ Create Request ” icon, then choose “ Grievance ”.



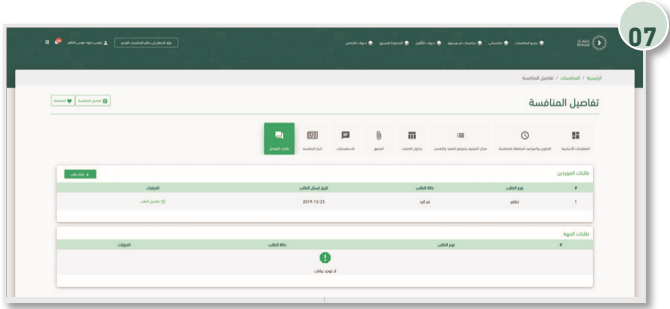
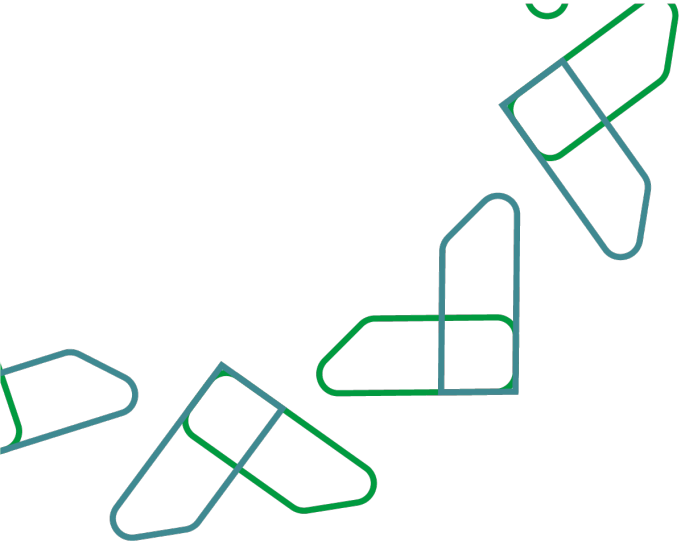
05

Then write the reason for the grievance and attach the attachments, if any, and then click on the “Save and Send” icon.

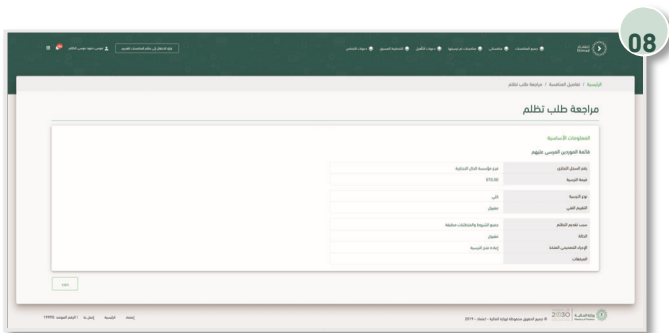


6

Then, to find out the entity’s response to the grievance, enter the competition details through “My Competitions”:



Then go to the communication requests and click on the request details.



Then, by reviewing the grievance request, the entity's response is reviewed.



Negotiation service:

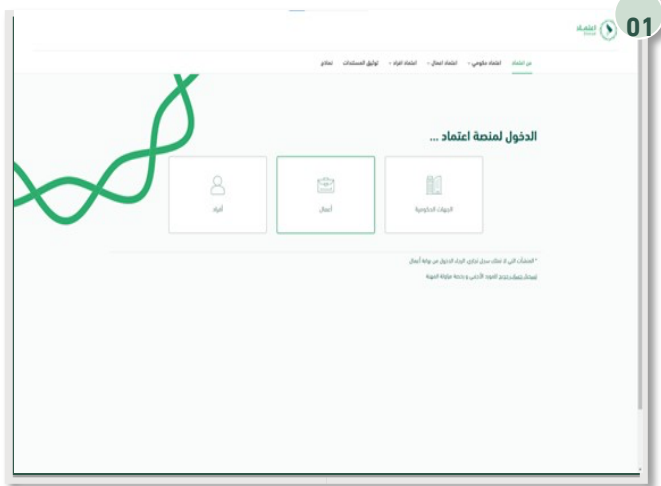
This service enables the supplier to negotiate with the government agency to reduce bid prices.

Business rules

- Negotiation of the first stage must be rejected to enter the second stage.
- The negotiation request must be accepted or rejected.

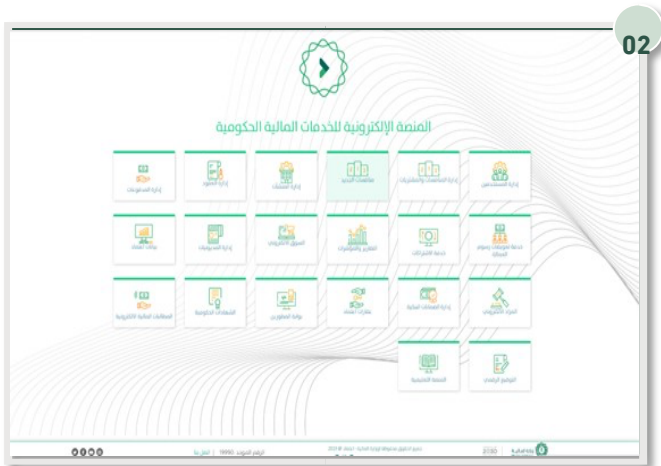
Service workflow

1. Login to the system.
2. Entering the new competition service.
3. Enter the competition.
4. Click on " Communication Requests ".
5. Entering the negotiation details and accepting or rejecting the negotiation.
6. In the event of refusal to negotiate, the details of the negotiation will be entered into the second stage.
7. Acceptance or rejection of the negotiation

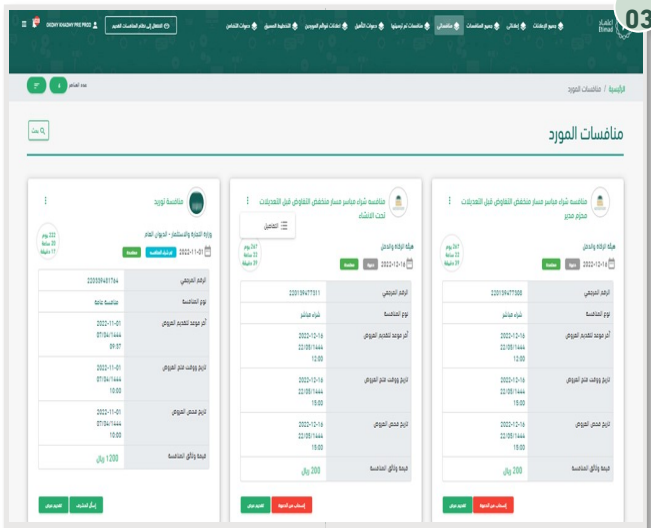
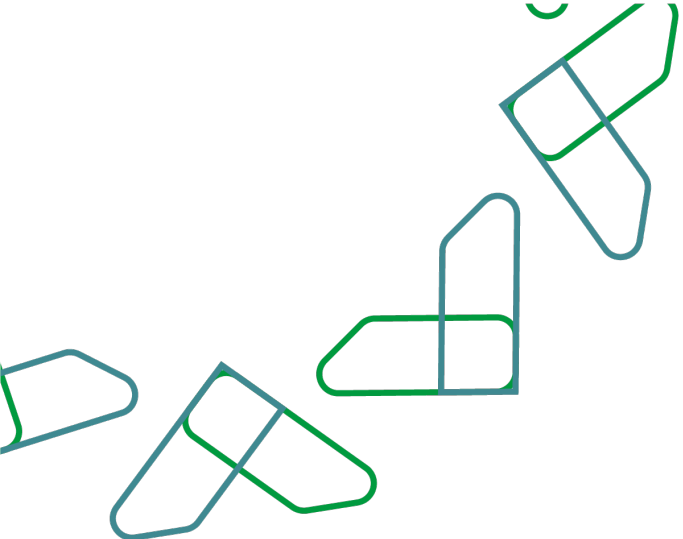


Usage instructions:

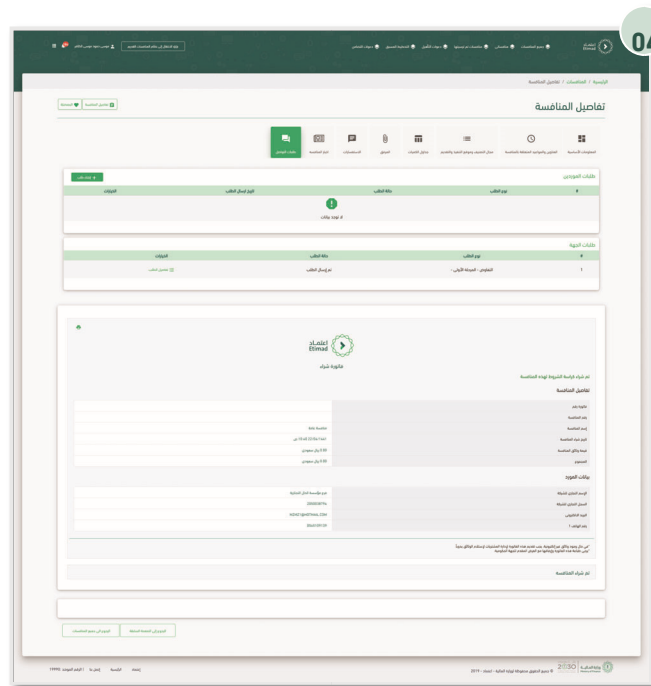
Login is done by entering the ID number and password and entering the verification code.



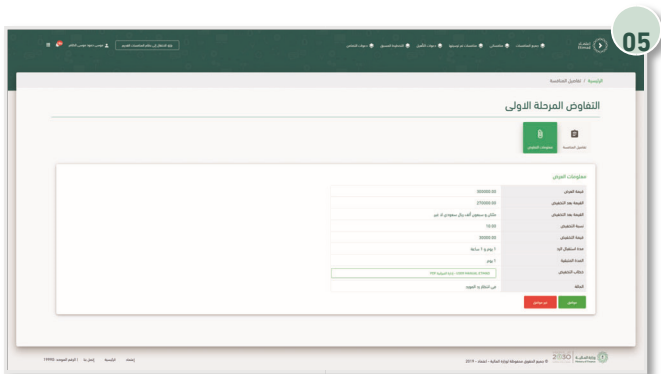
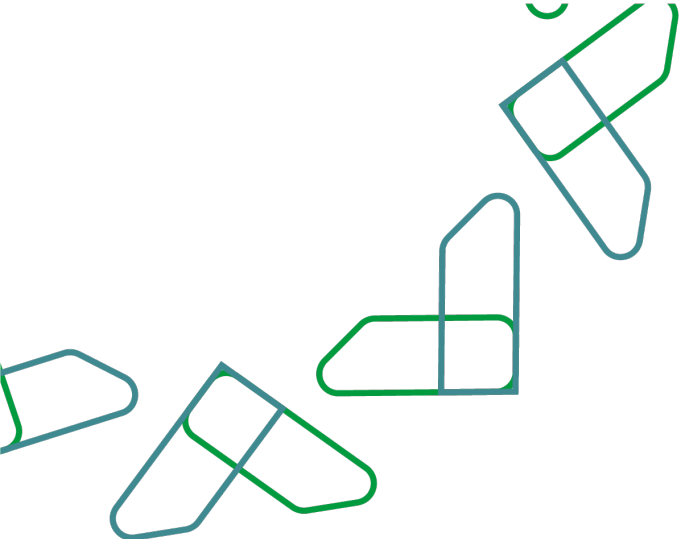
Click on the " New Tenders " icon to go to the service.



To negotiate with the government agency, the owner of the competition resource must enter through “My Tenders”, then enter the competition details.

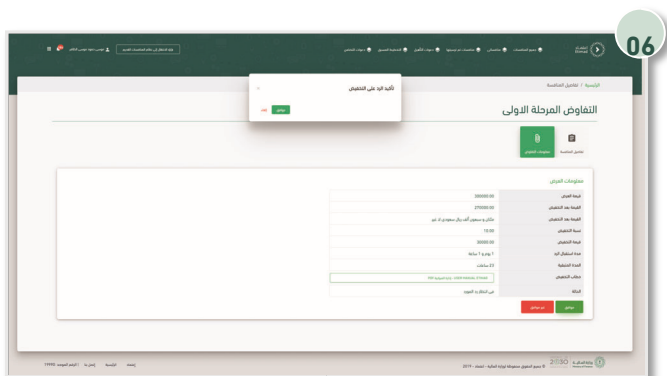


Then click on “Communication Requests” and enter the request details through “Request Details”.



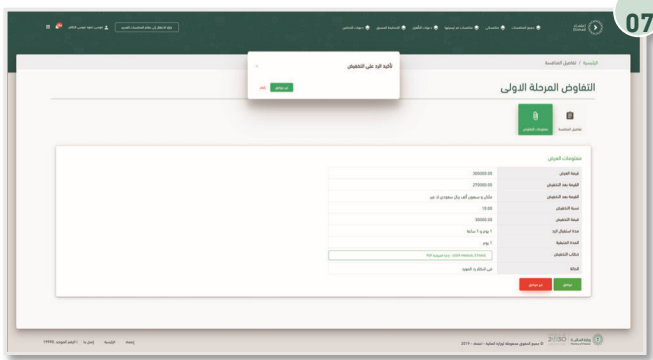
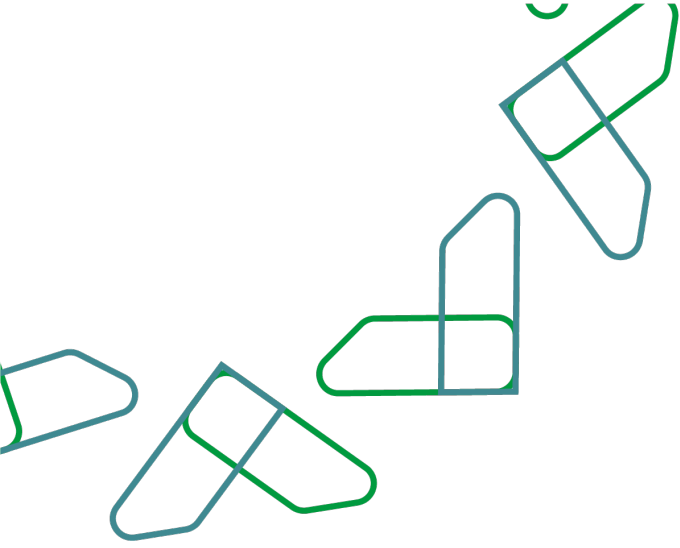
05

Then click on the negotiation information, the first stage, and after reviewing it, click on the “OK” icon in case of acceptance, and click on “Not Accept” in the case of rejection.

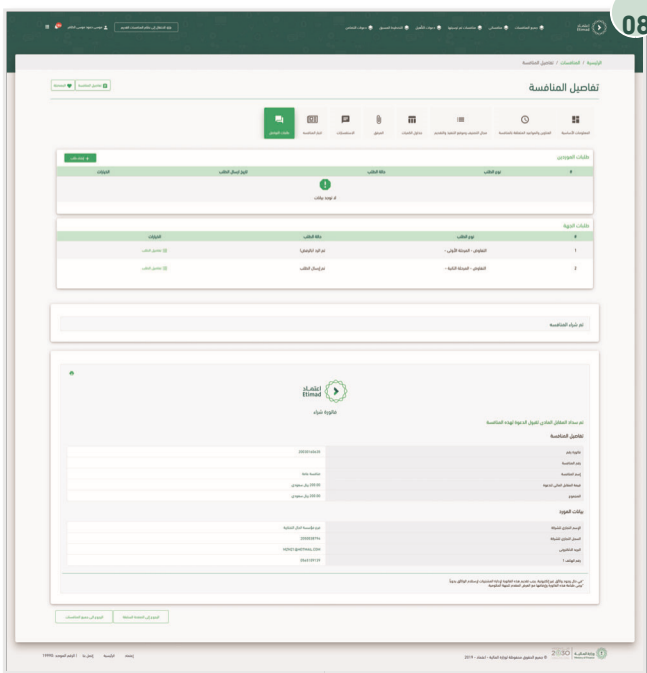


06

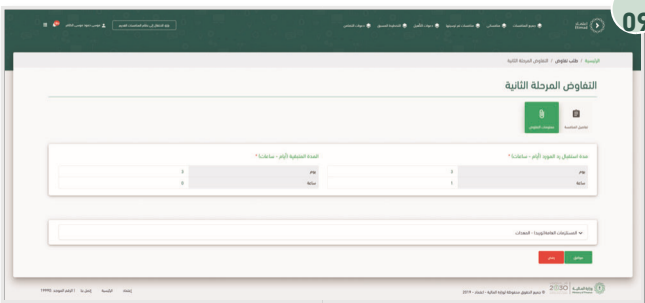
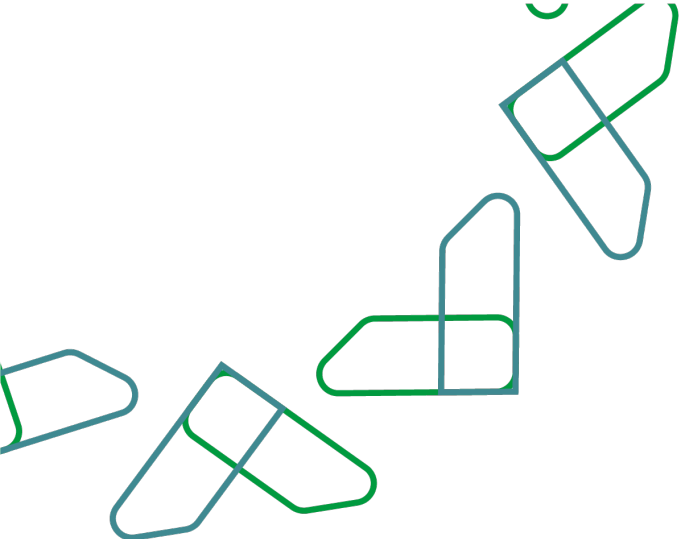
Then the response to the reduction is confirmed by clicking on the “OK” icon. Then the response to the reduction is confirmed by clicking on the “OK” icon.



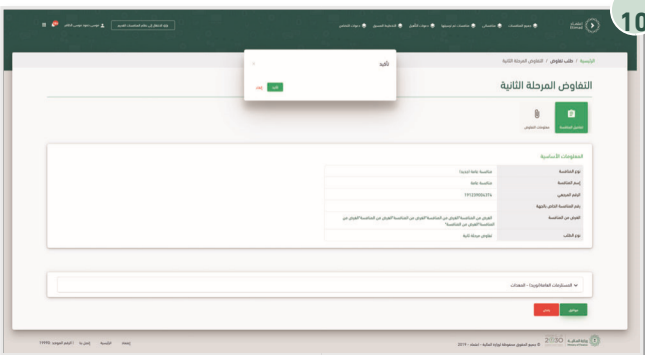
In the event that the supplier rejects the offer to reduce, the second stage of negotiation will be moved to by clicking on the “I do not agree” icon, and then the response is confirmed by clicking on the “I do not agree” icon.



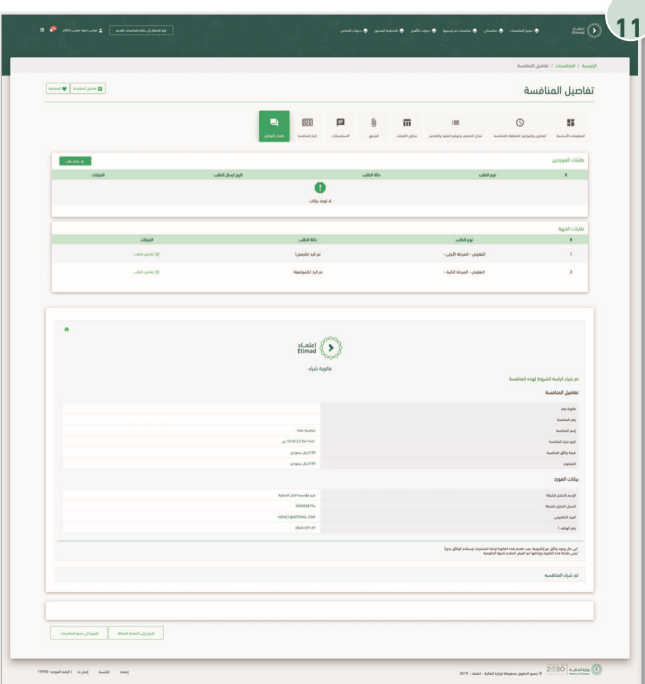
Then click on “ Communication Requests ” and enter the request details next to negotiation - the second stage through “ Request Details ”.



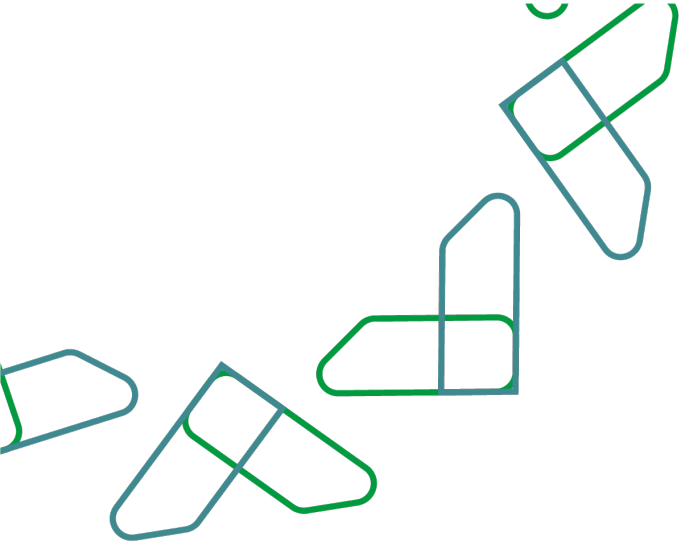
Then the data is reviewed, and the negotiation data is confirmed by clicking on the " OK " icon.



Then, sending negotiation data is confirmed by clicking on the " Confirm " icon.



After that, the status of the request will change to " Responded with approval ".



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