FREQUENTLY ASKED QUESTIONS FOR ISUPPLIER PORTAL

Q1) Can we add optional or alternative items as a separate line items or only through notes?
A: Additional or alternative items can be in some cases where applicable requested in the RFQ however, supplier can propose optional items in the attachment which will be subject to review and can be considered based on technical requirements.

Q2) Can the attachment in header become an official quotation?
A: Attachment provided by bidders may be considered for technical offer however, the commercial offer will be based on quoted prices against the RFQ items given on the Lines.

Q3) On online discussions, how will I get response? by email or through the portal only.
A: Online discussion and quarriers shall be raised through the portal however, BUYER email still can be used if no response is received.

Q4) Is the quote price including VAT should be submitted?
A: Quoted unit prices must not include VAT and shall be highlighted separately.

Q5) Is it possible to revise the quote after submission?
A: Prices and bids can be revised and withdrawn before RFQ closing where applicable.

Q6) Can we withdraw before the due date or after the due date?
A: Bids can be withdrawn before closing date.

Q7) So revision mean, withdraw and re-submit fresh quote before due date?
A: Bids can be completely withdrawn or revised before RFQ closing time.

Q8) If we are quoting via "CREATE QUOTE" do we also need to quote via "SPREADSHEET"?
A: Quote by spreadsheet is useful tool for large number of items quotation, however, it is not mandatory.

Q9) Can we edit the material description while creating a quote?
A: Bidders can provide additional information or technical details such as part number in note to buyer in the line level or as an attachment.

Q10) Can Suppliers quote more than one option or quotation?
A: Options and multiple quotations will only be considered if highlighted in the RFQ printout given in the attachment section header "Multiple Quotation: Acceptable"

Q11) How can we submit initial bond?
A: Initial Bond original copy must be received by BAPCO on or before closing date as per the instruction given in the RFQ.

Q12) Can we print a PO?
A: Official P.O will be attached in the P.O attachment section where it can be downloaded and printed by suppliers.

Q13) Permission to work shall be requested by this portal?
A: All communications shall be mainly through the Portal except the original submittal requirements such as Initial and Performance Bonds however, email can be still used for some cases.

Q14) What is the meaning by order status " CLOSED"?
A: P.O's with Closed status means items are delivered and payment is made.

Q15) How do you import an invoice.
A: Invoices can be imported or extracted from the system as follow:
Step 1: Go to Finance Tab.
Step 2: Click Go.
Step 3: System will display all invoices; however, vendor can search by Invoice Number, PO Number, Invoice Status, Payment Status, Invoice Amount, Amount Due, Invoice Date & Due Date.
Step 4: Click on Export.
Step 5: Save As and change the name with ".xls" format.
Step 6: Open the file with Excel.

Q16) How do we add a user?
A:
• Supplier having iSupplier Portal Access, can apply for new user account from iSupplier Portal Full Access Responsibility and ensure to attached iSupplier Agreement signed nominating the requested user account in the Administration Tab main page attachment section.
• For suppliers who does not have iSupplier Portal Access, download iSupplier Agreement from Bapco.net website under Procurement Section, Tenders, Standard Documents and forward to ISUPPLIERSUPPORT@BAPCO.NET and a notification with username and password will be sent by our system after creation of access.

Q17) When we can to get a PO copy online?
A: P.O copy shall be attached under each P.O which can be found the attachment section.

Q18) Portal full access can't create quotes?
A: iSupplier Portal Full Access responsibility is used for:-
Create & Update:
• Work confirmation.
• Acknowledgement of P.O and PA
• Submit MTC and other per-receiving inspection results
Apply for (Vendor can update, and request will be sent to BAPCO to Approve):
• Additional Product and Services
• Business Classifications
• New contact
• User account
• New Bank details
• New Address
View:
• Payment status
• P.O and PA
• Work confirmation
• Timecards (Approved OTL) details
• Delivery Schedules
• Receipts
• Returns Summary
• Overdue Receipts
• On-Time Performance
• View Invoices
• View Payments
• View Supplier Profile Management

Q19) We have received a document in mail that we can submit invoices online for lump sums. why it is mentioned?
A: Work Confirmation creation is a function used to raise invoices against Lumpsum Contracts and Fix Fees to obtain approval and confirmation of work completion, however, original invoices must be submit to our accounts

Q20) Can we get tender result through portal?
A: Result of the tender whether it is still active or closed and when it is awarded to your company will be visible in the Portal additionally, tender opening sheet for sealed bid will be sent through the portal.

Q21) Can we see live tender bidders list on Opening date through the portal?
A: Tender Opening sheet will be sent to all bidder through the portal.

Q22) If RFQ is closed, do we receive an email notification?
A: Yes, an email and notification will be sent automatically by system when RFQ is Closed or Opened.

Q23) how do we know where we status and where stand against other bidders during the tender result right?
A: Tender Opening sheet will be sent to all bidder through the portal

Q24) For each product we want to bid, do we need to take approval for the product? unlike before we can't bid for open tenders?
A: Responding to RFQ for any product will not require approval however, if bidder is not approved for the quoted product, BAPCO may conduct pre-qualification process where applicable.

Q25) Regarding the tender fees should we pay every time we participate?
A: Only if tender fee is applicable hence, not required for all tenders.

Q26) How to request for extension for submitting the bids?
A: Request for tender closing date extension can be done through online discussion.