

Administration Agencies Service Identification Form

Annex 1

1. Service title: Managing public electronic tenders		2. Service ID: 10011568100 (To be filled by the Planning and Budget Organization)		
3. Service provider	Name of the agency: Iran Center for e-Commerce Development			
	Name of the parent organization: Ministry of Industry, Mine and Trade			
4. Service specifications	Service description	All stages of a tenders by tendering agency and participating in the tenders by tenderers and informing the winner, concluding contract, delivery and payment can be carried out in this system		
	Type of service	Government to Citizen (G2C) <input checked="" type="checkbox"/> Government to Business (G2B) <input checked="" type="checkbox"/> Government to Government (G2G) <input checked="" type="checkbox"/>	Client Type	1- Any executive agencies subject to Paragraph B of Article of 1 of the Tenders Law 2- Any legal or natural entities participating in the tenders
	Nature of service	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>		
	Scope of service	National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> Provincial <input type="checkbox"/> Urban <input type="checkbox"/> Rural <input type="checkbox"/>		
	Related events:	Birth <input type="checkbox"/> Education <input type="checkbox"/> Healthcare <input type="checkbox"/> Tax <input type="checkbox"/> Business <input checked="" type="checkbox"/> Social security <input type="checkbox"/> Property registration <input type="checkbox"/> Urban installations <input type="checkbox"/> Insurance <input type="checkbox"/> Marriage <input type="checkbox"/> Retirements <input type="checkbox"/> Licenses and certificates <input type="checkbox"/> Death <input type="checkbox"/> Other <input checked="" type="checkbox"/>		
	Start of service	Application by the receiver <input type="checkbox"/> Due date <input type="checkbox"/> Occurrence of event <input checked="" type="checkbox"/> Discretion of the agency <input checked="" type="checkbox"/> Other <input type="checkbox"/>		
	Documents required for the service	<p>Registration of the executive agency:</p> <p>1- Letter of introduction for the liaison of the executive agency issued by the authority in charge</p> <p>2- User information of the liaison as received either by physical reference or e-mail containing the following information: Specifications of the executive agency, information regarding roles of the agency, accounts used in the transactions of the agency and particulars of the authorized signatories and withdrawal limit</p> <p>Registration of the tenderers:</p> <p>Legal or natural entities participating in the tenders are able to participate in the tenders of the system after registering in the Public Electronic Procurement System and receiving user ID and password.</p> <p>Documents required by the natural entities:</p> <p>1- Completed "Tenderer Registration Application" (only for physical registration) and/or providing tracking ID (for electronic registration)</p> <p>2- Providing original and copy of personal ID and birth certificate of the person in charge</p> <p>3- One 3X4 photo of the person in charge (must be new, full face and realistic)</p> <p>4- An acknowledged "terms and conditions for using Public Electronic Procurement System" as signed and fingerprinted in the final page. If this document is presented by someone other than the person in charge, a notarized signature certification of the person in charge is required.</p> <p>5- Providing a document proving the ownership of the account number by the applicant (legal or natural) from the relevant bank for the account number specified in the user profile.</p> <p>6- Referring to https://www.setadiran.ir/setad/cms/digitalSign to receive the information required in order to obtain electronic signature certification</p>		

		<p>Documents required by the legal entities:</p> <p>1- Completed “Tenderer Registration Application” (only for physical registration) and/or providing tracking ID (for remote registration)</p> <p>2- Providing original and copy of personal ID and birth certificate of the person in charge</p> <p>3- One 3X4 photo of the person in charge (must be new, full face and realistic)</p> <p>4- Original and copy of the economic code certificate</p> <p>5- Original and copy of the articles of association, official gazette for notices of establishment and latest notice of changes in the board of directors, type of the company and registration number (if any)</p> <p>6- Letter of introduction for a plenipotentiary representative (person in charge) of the tenderer by all authorized signatories drafted in the company’s letterhead bearing the official seal of the company and signatures of all authorized signatories. Additionally, the person in charge must obtain an electronic signature certification for independent persons.</p> <p>7- An acknowledged “terms and conditions for using Public Electronic Procurement System” as signed and fingerprinted in the final page. If this document is presented by someone other than the person in charge, a notarized signature certification of the person in charge is required.</p> <p>8- Providing a document proving the ownership of the account number by the applicant (legal or natural) from the relevant bank for the account number specified in the user profile.</p> <p>9- Referring to https://www.setadiran.ir/setad/cms/digitalSign to receive the information required in order to obtain the organizational seal certification of the user</p>		
	Upstream rules and regulations	<ul style="list-style-type: none"> – Tenders Law – Ratification no. 46849T/165389 dated 11/12/2011 of the cabinet session (systems bylaw activity) – Ratification no. 97488T/11009 dated 8/10/2010 of the cabinet – Electronic Trade Act ratified in 2003 – Provision 5 of the Article 169 of the Amendment to Direct Tax Law – Article 48 of the 5th Development Plan – Article 50 of the Permanent Mandates for Development Plans – Article 9 of the 6th Development Plan – Ratification no. 46849T/165389 dated 5/6/2017 of the cabinet 		
5. Service details	Statistics of service receivers	800 of Tenderers in month <input checked="" type="checkbox"/> season <input type="checkbox"/> year <input type="checkbox"/> 400 agency in month <input checked="" type="checkbox"/> season <input type="checkbox"/> year <input type="checkbox"/> Statistics is for 2018		
	Service average time	Registration of the executive agency: one hour Registration of the tenderers: one day The rest of the process depends upon the type and nature of the tenders		
	Frequency	Once <input type="checkbox"/> One time in month <input type="checkbox"/> season <input type="checkbox"/> year <input checked="" type="checkbox"/>		
	Number of physical reference	Registration of the tenderers: one time only Registration of the executive agency: no physical presence is required		
	Cost of service for the receiver (IRR)	Price(s) The winning tenderer must pay the supporting organization commission as follows : – Small and medium transactions: up to 0.5% of the price of each transaction – Large transactions up to five times the size of medium transactions: relative to the excess of the size of medium	Bank Account(s) Account no. 1902594184 by Bank Mellat – Narenjestan Branch Code 65359 held by Behsazan Mellat Company	E-payment <input type="checkbox"/>

		transactions up to 0.2% of the price of each transaction – Large transactions more than five times the size of medium transactions: relative to the excess of the size of medium transactions up to 0.1% of the price of each transaction		
				<input type="checkbox"/>
		...		<input type="checkbox"/>

6. Service access route	Direct and detailed address of the service in the portal (If partially or fully electronic): www.setadiran.ir eauc.setadiran.ir			
	Name of the system (If partially or fully electronic):Government e-procurement system (SETAD)			
	Service stages	Type	Communication media	
	Informative	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Mobile (application) <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input checked="" type="checkbox"/> SMS <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :	
		Non-electronic <input type="checkbox"/>	Reason for physical reference	Personal authentication <input type="checkbox"/> Document authentication <input type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input type="checkbox"/> :
	Application	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Mobile (application) <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input checked="" type="checkbox"/> SMS <input type="checkbox"/> Public services offices <input type="checkbox"/> (outsourcing contract number:) Similar to public services offices <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :	
		Non-electronic <input checked="" type="checkbox"/>	Reason for physical reference	Personal authentication <input checked="" type="checkbox"/> Document authentication <input checked="" type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input checked="" type="checkbox"/> :Correspondence by agency
	Service generation (Inner agency process or relations to other agencies)	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Intranet (local intranet or ERP) <input type="checkbox"/> Email <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :	
		Non-electronic <input type="checkbox"/>	Reason for physical reference	
	Service providing	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Mobile (application) <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input checked="" type="checkbox"/> SMS <input type="checkbox"/> Public services offices <input type="checkbox"/> (outsourcing contract number:) Similar to public services offices <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :	

		Non-electronic <input type="checkbox"/>	Reason for physical reference	Personal authentication <input type="checkbox"/> Document authentication <input type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input type="checkbox"/>	Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/>		
7. Service relation to other systems of the agency (databanks)	Name of other systems	Exchanged fields			Electronic inquiry		Non-electronic inquiry
				Online	Batch		
	Electronic signature certificate	Issuance and revocation of any type of electronic certification			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Timestamp	Providing Confirmation Timestamp			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Service relation to other agencies	Name of other agencies	Name of other systems	Exchange fields	Costs (If any)	Electronic inquiry		If inquiry is non-electronic done by:
					Online	Batch	
	State Registration Organization	Companies ID Inquiry			<input type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	Ministry of Intelligence	Foreign nationals code inquiry			<input type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>	
9. Service processes titles	<p>Registration Process:</p> <p>Tenderer: Registration of the tenderer is carried out either physically or remotely</p> <p>Remote registration: 1) Referring to the system and viewing the required documents, 2) Registering in the system and approving terms and conditions, 3) Receiving tracking code, 4) providing documents to the registration office, 5) Approving of the documents in the registration office, 6) Receiving user information</p> <p>Physical registration: 1) Referring to the registration office, 2) completing registration documents and presenting them to the registration official, 3) Checking and confirmation of the required documents by the registration official and recording the information in the system, 4) providing user information to the tenderer</p> <p>Tendering agency: Registration of the tendering agency (executive agency) is as follows: 1) Submitting letter of introduction for the liaison by the person in charge of the agency to manage public electronic procurement system in order to receive user information for the liaison, 2) Issuing user information and submitting them by the procurement system office of the province (submitting user information issued for the liaison can be done by either physical reference to the office or by email), 3) Logging in the profile of agency by the liaison to complete the specifications of the agency (roles, accounts used in transactions and particulars of the authorized signatories and withdrawal limit), 4) Receiving electronic signature certificate for the person in charge and users, 5) Finalizing registration by the liaison and person in charge of the agency</p> <p>Tenders process :</p> <p>Tenderer: 1) Online search of tenders published and selecting one, 2) Payment of tenders guarantee, 3) Submitting bids, 4) Accepting win and payment of the commission and concluding contract, 5) Receiving goods</p>						

Tendering agency:

- 1) Registration and publishing tenders, 2) Opening bids, 3) Declaring the winner, 4) Issuing clearance permit, 5) Issuing clearance draft

10. Service processes connection diagram:

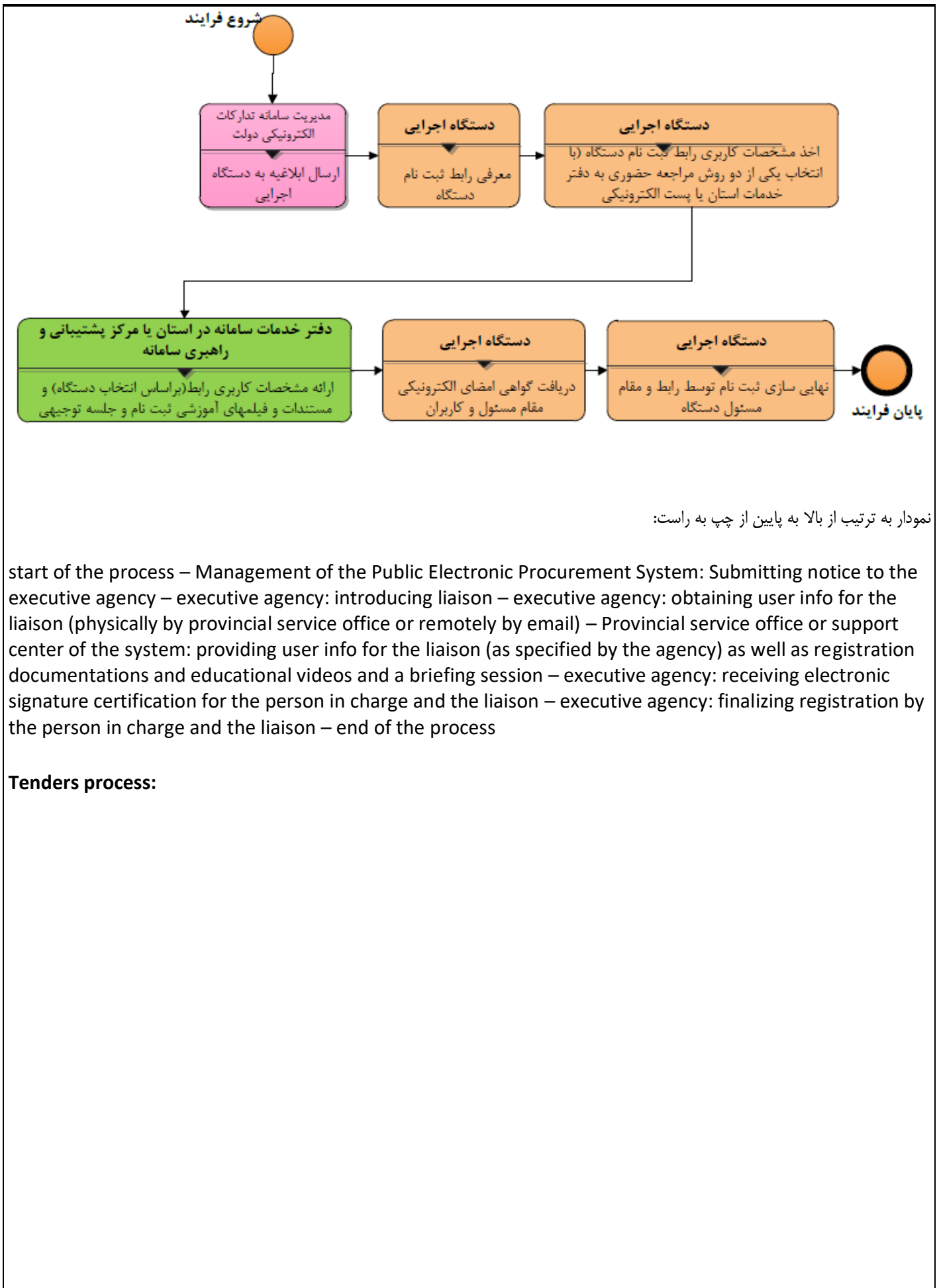
Tenderer registration:



نمودار به ترتیب از بالا به پایین از راست به چپ:

information input – approving T&C – receiving tracking code – providing documents to registration office – confirmation of the documents by the office – receiving user info

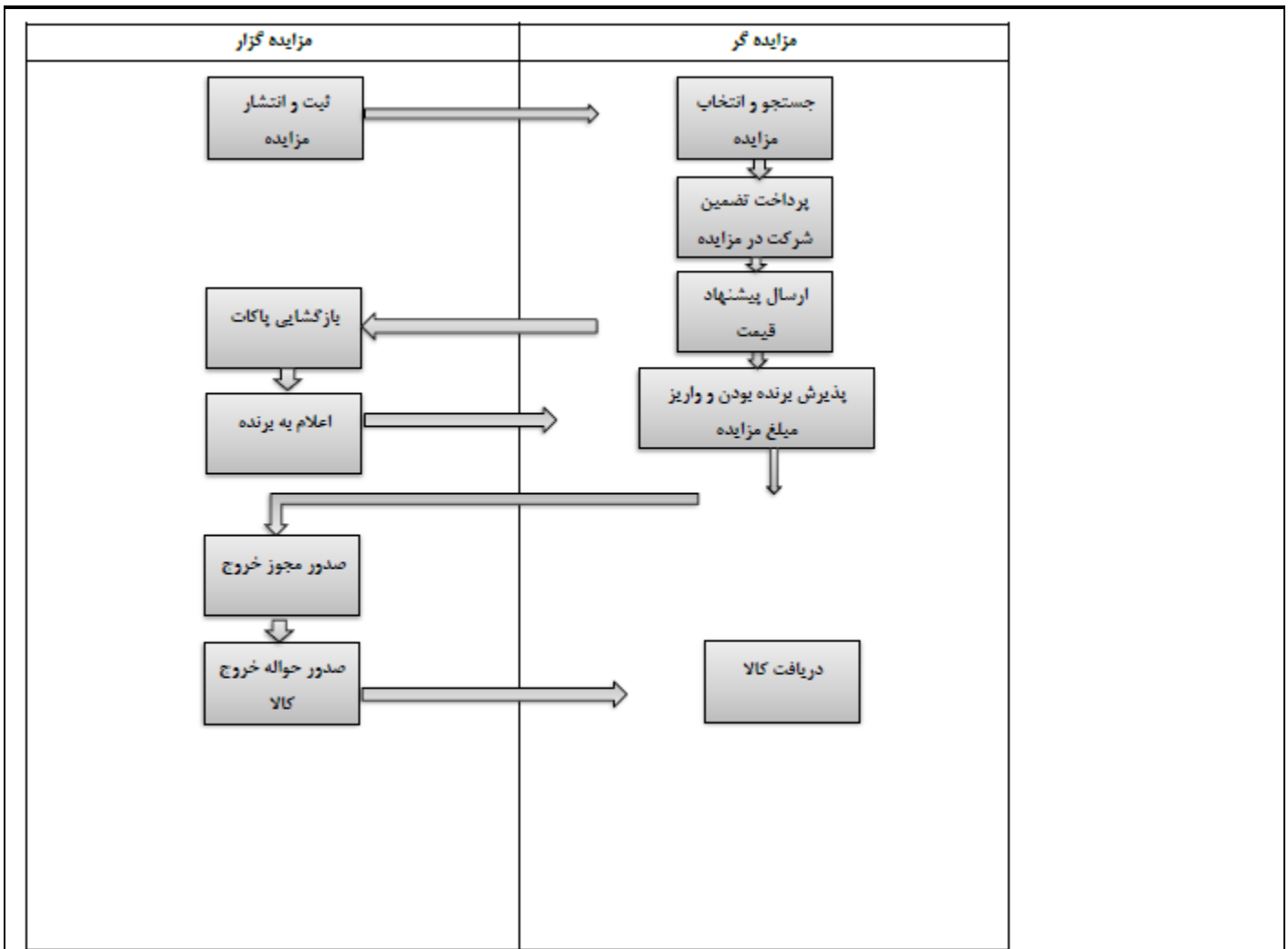
Executive agency registration:



نمودار به ترتیب از بالا به پایین از چپ به راست:

start of the process – Management of the Public Electronic Procurement System: Submitting notice to the executive agency – executive agency: introducing liaison – executive agency: obtaining user info for the liaison (physically by provincial service office or remotely by email) – Provincial service office or support center of the system: providing user info for the liaison (as specified by the agency) as well as registration documentations and educational videos and a briefing session – executive agency: receiving electronic signature certification for the person in charge and the liaison – executive agency: finalizing registration by the person in charge and the liaison – end of the process

Tenders process:



نمودار به دنبال فلش ها:

Tendering agency – tenderer

Registering and publishing tenders – searching and selecting tenders – payment of guarantee - submitting bid – opening bids – declaring winner – accepting win and payment of commission – issuing clearance permit – issuing clearance draft – receiving goods

Particulars of the person completing the form: Razzie Aboutalebi, Samira Razmjoo, Zahra Akhlaghi	Tel:41934	Email: support2@setadiran.ir	Department: Applications Development Office
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