

## Administration Agencies Service Identification Form

**Annex 1**

<b>1. Service title:</b> Management of public electronic small and medium transactions		<b>2. Service ID:</b> 10011568101 (To be filled by the Planning and Budget Organization)		
<b>3. Service provider</b>	Name of the agency: Iran Center for e-Commerce Development			
	Name of the parent organization: Ministry of Industry, Mine and Trade			
<b>4. Service specifications</b>	Service description	All stages of procurement by the purchasing agency and participating in the procurement by the vendor 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 Article of 1 of the Tenders Law 2- Any legal or natural entities being purchased from
	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><b>Registration of the executive agency:</b></p> 1- Letter of introduction for the liaison of the executive agency issued by the authority in charge 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><b>Registration of the tenderers/vendors:</b></p> <p><b>Documents required by the natural entity tenderers and vendors:</b></p> 1- Completed “Tenderer and Vendor Registration Application” (only for physical registration) and/or providing tracking ID (for remote registration) 2- Providing original and copy of personal ID and birth certificate of the person in charge 3- One 3X4 photo of the person in charge (must be new, full face and realistic) 4- Original and copy of at least one permit for supplying of goods or services as specified in the registration form 5- Letter of introduction of the person in charge by all partners (if any). 6- 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. If the document is certified by being electronically signed in the registration document, this requirement will not be necessary. 7- A deposit receipt for 500,000 IRR 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. 9- Referring to <a href="https://www.setadiran.ir/setad/cms/digitalSign">https://www.setadiran.ir/setad/cms/digitalSign</a> to receive the information required in order to obtain electronic signature certification (this certificate is required for the tenderer)		

		<p><b>Documents required by the legal entity tenderers and vendors:</b></p> <p>1- Completed “Tenderer and Vendor 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- Original and copy of at least one permit for supplying of goods or services as specified in the registration form</p> <p>4- One 3X4 photo of the person in charge (must be new, full face and realistic)</p> <p>5- Original and copy of the economic code certificate</p> <p>6- Original and copy of the articles of association, official gazette for notices of establishment and latest notice of changes and introduction of authorized signatories sealed by the tenderer/vendor</p> <p>7- Original and copy of the company registration certificate</p> <p>8- Letter of introduction of the person in charge by all authorized signatories</p> <p>9- 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. If the document is certified by being electronically signed in the registration document, this requirement will not be necessary.</p> <p>10- A deposit receipt for 700,000 IRR</p> <p>11- Referring to <a href="https://www.setadiran.ir/setad/cms/digitalSign">https://www.setadiran.ir/setad/cms/digitalSign</a> 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"> <li>– Tenders Law</li> <li>– Ratification no. 46849T/165389 dated 11/12/2011 of the cabinet session (systems bylaw activity)</li> <li>– Ratification no. 97488T/11009 dated 8/10/2010 of the cabinet</li> <li>– Electronic Trade Act ratified in 2003</li> <li>– Provision 5 of the Article 169 of the Amendment to Direct Tax Law</li> <li>– Article 48 of the 5<sup>th</sup> Development Plan</li> <li>– Article 50 of the Permanent Mandates for Development Plans</li> <li>– Article 9 of the 6<sup>th</sup> Development Plan</li> <li>– Ratification no. 46849T/165389 dated 5/6/2017 of the cabinet</li> </ul>		
5. Service details	Statistics of service receivers	<p>1800 executive agencies in month <input checked="" type="checkbox"/> season <input type="checkbox"/> year <input type="checkbox"/></p> <p>3000 vendors/tenderers in month <input checked="" type="checkbox"/> season <input type="checkbox"/> year <input type="checkbox"/></p> <p>Direct relationship with registration of both public and private sectors</p> <p>Statistics is for 2018</p>		
	Service average time	<p>Registration of vendors: 1 hour</p> <p>Registration of agencies: 1 business day</p>		
	Frequency	<p>vendor/tenderer must be renew membership annually by paying membership fee.</p>		
	Number of physical reference	<p>vendors/tenderers: Once</p> <p>Executive agency is not required to be physically present</p> <p>Legal or natural entities are not required to be physically present but if willing once would suffice</p>		
	Cost of service for the receiver (IRR)	<p>Price(s)</p> <p>1 –Vendor/tenderer registration costs: 500,000 IRR for natural entities and 700,000 IRR for legal entities</p> <p>2 –Commissions:</p> <ul style="list-style-type: none"> <li>– Small and medium transactions: up to</li> </ul>	<p>Bank Account(s)</p> <p>Payment of registration fee and commissions: Account no. 1902594184 by Bank Mellat – Narenjestan Branch Code 65359 held by Behsazan Mellat Company</p>	<p>E-payment</p> <p><input checked="" type="checkbox"/></p>

		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 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"/>

<b>6. Service access route</b>	Direct and detailed address of the service in the portal (If partially or fully electronic): <a href="https://eproc.setadiran.ir/eproc/entry.do">https://eproc.setadiran.ir/eproc/entry.do</a>			
	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 :="" <="" td="" 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"/> : Correspondence by agency
	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 :="" <="" td="" 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
	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 :="" <="" td="" type="checkbox"/>	
		Non-electronic <input type="checkbox"/>	Reason for physical reference	
	Service providers	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"/>
				<input 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"/>
	State Civil Status Organization	National Code 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"/>	
9. Service processes titles	<p><b>Registration Process:</b></p> <p><b>Tenderer:</b> Registration of the tenderer is carried out either physically or remotely</p> <p><b>Remote registration:</b> 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><b>Physical registration:</b> 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><b>Tendering agency:</b> 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>						

**Small and medium purchases:**

**Purchaser (executive agency):**

- 1 –Public declaration of required goods/submitting inquiry by the public users
- 2 –Determining winner and informing them to providing the goods required by the public users
- 3 –Concluding the order and signing it to send/deliver the goods by the public users
- 4 –Receiving the required goods by the public users
- 5 –Payment of the costs of the required goods by the public users

**Vendor:**

- 1 –Receiving information regarding the required goods and downloading specifications by the private users
- 2 –Submitting quotes for the required goods by the private users
- 3 –Concluding the order and signing it to send/deliver the goods by the private users
- 4- Sending the required goods by the private users

**10. Service processes connection diagram:**

**Diagram for registration of the vendor/tenderer:**

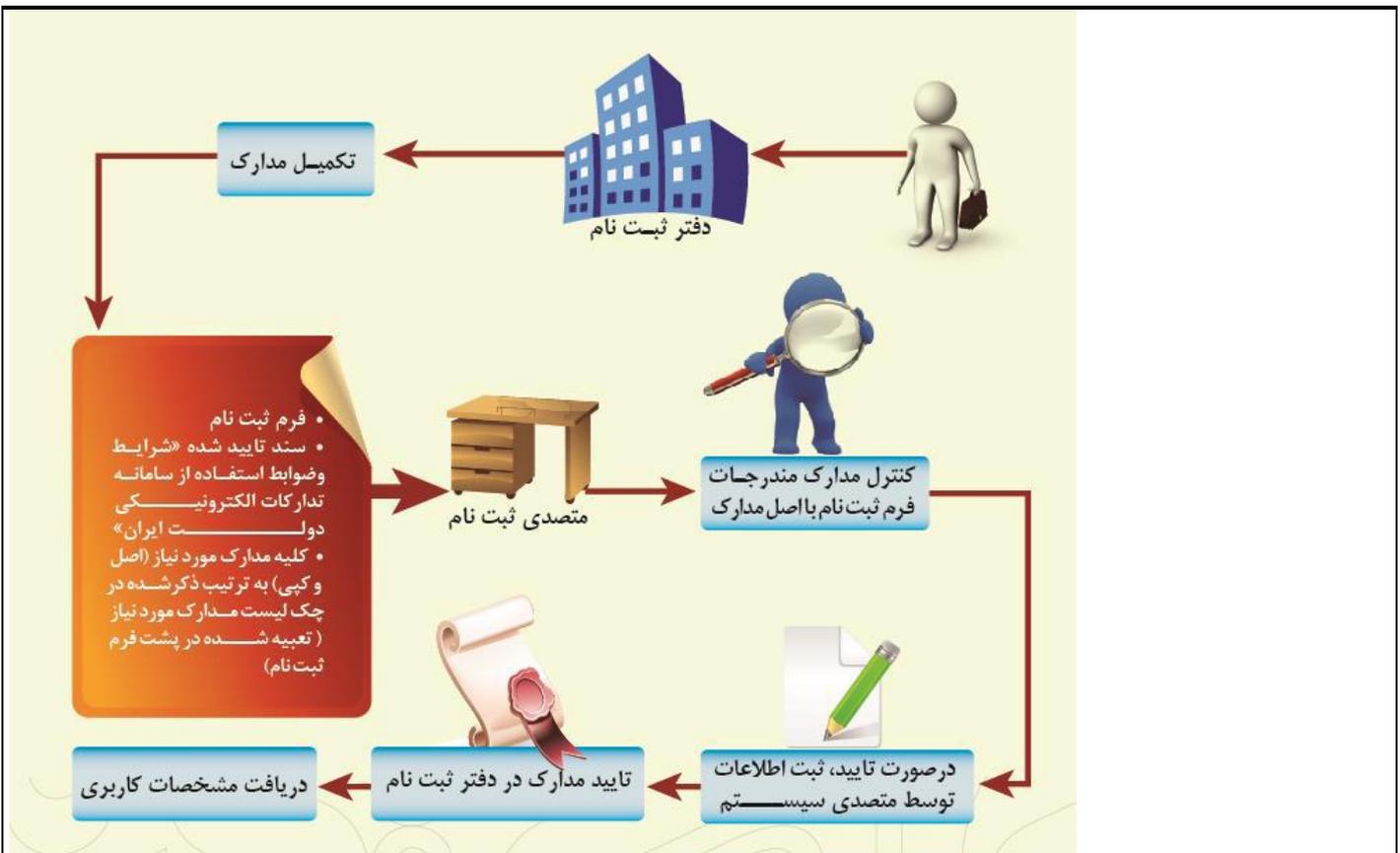
**1- Remote registration stages of the vendor/tenderer:**



نمودار به ترتیب از بالا به پایین به دنبال فلش ها:

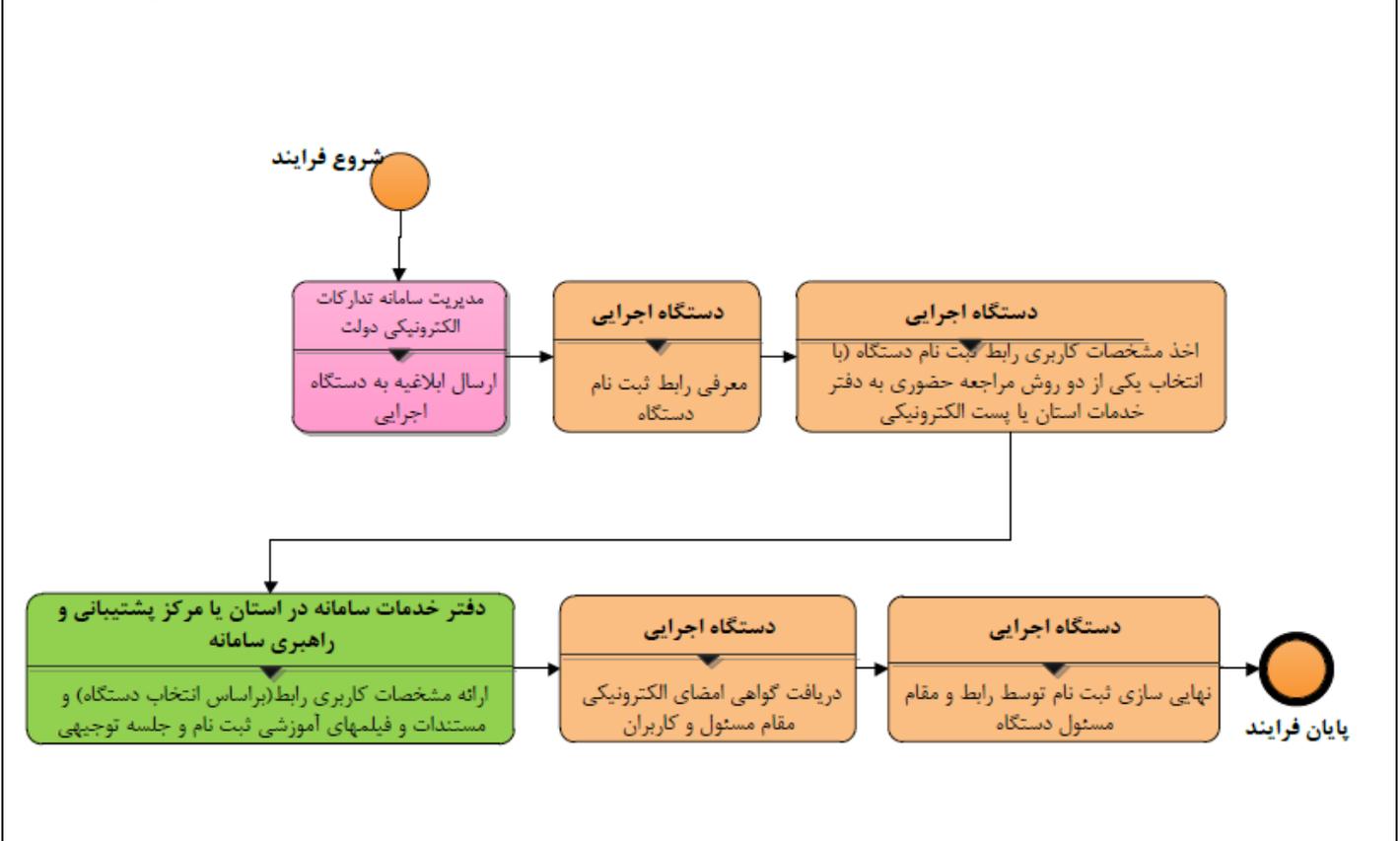
vendor/tenderer – information input – Identification information/business information/POI information/Support information/goods category or available goods/geographical location information - approving T&C – receiving tracking code – providing documents to registration office – confirmation of the documents by the office – receiving user info

## 2- Physical registration stages of the vendor/tenderer



Registration office – completing documents – Registration form/approved T&C/any required documents (original and copy) as specified in the required documents checklist (backside of the registration form) – registration official – cross checking the registration forms with the provided documents – if confirmed, recording the information in the system by the official – certifying documents in the office – receiving user info

#### Executive agency registration:



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

### Diagram for the processes of small and medium purchases



نمودار به ترتیب از راست به چپ به دنبال فلش ها:

- 1) Purchase applications menu (procurement official)
- 2) New purchase application (procurement official)
- 3) Goods and services selection form
- 4) Searching the required goods or Iran Code
- 5) Selecting the goods and adding them to the list (registering the form)
- 6) Entering the purchase application form and completing the required fields
- 7) If a medium process is selected an official to oversee purchase and payment process must be determined
- 8) Registering the form and clicking on the “Select Vendors” button
- 9) Entering the vendors selection form
- 10) Selecting vendors to inquire quotation from
- 11) After selecting vendors, click on “Register inquiry”
- 12) Confirming and submitting inquiry (small purchase: approved by the procurement official – medium purchase: approved by the overseer)
- 13) Receiving inquiry replies (small purchase: approved by the procurement official – medium purchase: approved by the overseer)
- 14) Drawing a comparison table and selecting the winning vendor (procurement official)
- 15) Informing the winner (small purchase: approved by the procurement official – medium purchase: approved by the overseer)

16) Receiving the reply from the winning vendor (procurement official)  
17) Submitting order to the winning vendor (small purchase: approved by the procurement official – medium purchase: approved by the overseer)  
18) Final approval of the order (small purchase: approved by the procurement official – medium purchase: approved by the overseer)  
19) Sending goods (vendor)  
20) Receiving goods (warehousing)  
21) Payment of order (small purchase: approved by the procurement official – medium purchase: approved by the overseer)  
First confirmation by the account holder – second confirmation by the overseer – third confirmation by a third signatory

Particulars of the person completing the form: Shabnam Nikkhoo, Samira Razmjoo, Zahra Akhlaghi

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