

## SMART by GEP® FREQUENTLY ASKED QUESTIONS (FAQs) - September 2020

### a. SMART by GEP® System Overview

No.	Question	Answer
1	What is SMART by GEP®?	SMART by GEP® is a unified, cloud-based, end-to-end Source-to-Pay (S2P) procurement platform. This platform enables streamlined transactions which will promote business transparency, encourage continuous performance, and strengthen the relationship with business partners.
2	Why SMART by GEP®?	Aligning to the vision of "making digital entrenched in the way we work and be a data-driven organisation", ("PETRONAS Activity Outlook", 2019) PETRONAS has embarked on its digital journey to transform the way we collaborate with our business partners. SMART by GEP® reduces manual efforts, enhances user experience, and increases efficiency in performing day-to-day tasks.
3	What are the benefits of SMART by GEP®?	SMART by GEP® can provide a seamless end-to-end, S2P procurement process. High level benefits include: 1. Reduction in manual efforts 2. Increase in efficiency 3. Enrichment of user experience
4	When do I start using SMART by GEP®?	Starting from November 2019, piloted tenders will use SMART by GEP® as part of the tendering process. If your company is involved in the piloted tender, you will receive an email notification to activate your SMART by GEP® account to participate in the tender. Otherwise, your SMART by GEP® account will be created upon system go-live by second half of 2020.
5	How do I access SMART by GEP®?	Upon selection to participate in a tender, you will receive an email from GEP with a link to the invitation to bid (ITB). You may access SMART by GEP® via the link provided in the email.
6	My company's internet speed is below the recommended 20Mbps. Will I still be able to access and use SMART by GEP®?	Yes, however, for the best experience, we recommend subscribing to a minimum internet plan of 20Mbps.
7	Will the SMART by GEP® platform be the same as Aconex?	SMART by GEP® and Aconex are two different platforms and have different functionalities.

### b. SMART by GEP® Account Creation & Activation

No.	Question	Answer
1	I have an existing SMART by GEP® account, how do I proceed?	If you are an existing SMART by GEP® user and are selected to participate in a tender, you will receive an email with an ITB link: 1. Click on the link provided in the email to access the system 2. Proceed to sign in with your login information 3. You will be redirected to the ITB page once you have successfully signed in
2	I have an existing SMART by GEP® account, do I need to create a new account for PETRONAS?	No, you do not need to create a new SMART by GEP® account. You may proceed to login using your existing SMART by GEP® account and you will be able to select which company you wish to initiate your transactions with.
3	I already have a profile in SUS, am I required to register on SMART by GEP®?	No, you are not required to register as your profile in SUS will be migrated to SMART by GEP®. However, you are still required to activate your account (one-time activation) upon receiving an ITB via email.
4	What does 'self-activation' mean in SMART by GEP®?	As a registered PETRONAS vendor, your supplier profile will be migrated into SMART by GEP®. Upon access, you will be required to perform a validation of your profile in order to 'activate' that profile in SMART by GEP® prior to the tendering process.
5	What does 'onboarding' mean?	Onboarding refers to the process of getting the supplier profile activated and incorporated into the system.
6	Can I register a SMART by GEP® account before receiving an ITB or before the Go-Live date?	From now until full implementation of SMART by GEP® (Q3/Q4 2020), supplier can only create a SMART by GEP® account after receiving an ITB. After full implementation of SMART by GEP® (Q4 2020), all active suppliers will be notified to create a SMART by GEP® account & activate it even without an ITB invitation. More information will be communicated to all suppliers as we draw closer to full implementation.
7	If we have multiple companies, do we need to create new SMART by GEP® accounts for each company or can we use the same account to manage them?	You may use the same SMART by GEP® user account credentials to login and manage multiple companies. During account creation step, you will need to click on "I already have SMART by GEP® account" and use the same credentials to proceed.

8	I have not received the email invitation to register a SMART by GEP® account with PETRONAS. What should I do?	Please check your junk mail folder and whitelist SMART by GEP® emails, otherwise you may raise a ticket to PCC accordingly on this. You may email to: <a href="mailto:supplier.servicedesk@petronas.com.my">supplier.servicedesk@petronas.com.my</a> or call 1-800-88-0011.
9	It was mentioned that we need to create our account using the email address that received the ITB. If we have already created using a different email, what should we do?	Firstly, you will need to create an account using the email used to receive the RFX invitation. Once login, you may open your supplier profile and add new contacts with different emails and assign that contact as a team members in the same RFX.
10	I have created 2 SMART by GEP® accounts. Do I have to cancel one of the accounts?	If the account is no longer required/valid, you may delete the account by deleting the contacts in your supplier profile. The contacts user will no longer have access to SMART by GEP®.
11	We have a SMART by GEP® account with ExxonMobil, but we cannot see their logo during login as shown in the user guide. Why is this?	This is because you have created an account using different email addresses for both ExxonMobil and PETRONAS.
12	Can I have a SMART by GEP® Account without having a PLMS account?	Yes. SMART by GEP® account is required if you would like to conduct business with PETRONAS. PLMS account is only required for PETRONAS Licensed/Registered companies.

c. SMART by GEP® System Access

No.	Question	Answer
1	How many accounts may be registered in the system?	Suppliers will be allowed to create one user account, however, there are no limitations for suppliers to create multiple profile access to that account. We strongly suggest limiting the profile creation to only selected personnel within the companies to ensure activities (respond to tender, accepting PO, submit invoice) are thoroughly managed. There should be one administrator who will be responsible for the creation and management of user access for the company.
2	From the supplier's perspective, do all users have access to all functions in the system or will there be segregations of user profiles?	In SMART by GEP®, suppliers may assign user profiles like administrator, sales, and finance or assign by category, business units and regions that users are responsible for. Apart from that, user profiles may also be restricted through documents access (e.g. tender documents) or by persona (e.g. Finance may only submit invoice or credit note, Sales may only submit Bid, Legal may only check the contract, etc.).
3	Am I required to update my password every 30 days?	No, you will not be required to update your password every 30 days. However, it is good practice to change your password for security purposes.
4	Is there a maximum number of attempts allowed for login, in the event we forget our password?	The maximum number of login attempts is 3. Thereafter your access to the system will be locked and you will need to reset your password.
5	Is there a way to recover my password?	Yes, if you have forgotten the password, you may choose to reset your password at the login page.
6	How many people can access the same account at the same time?	You are advised to limit the usage of one account to one person only for best practices in governance and control. For additional accounts, your Primary Contact Person may add them in the Supplier Profile.
7	Can we use a pooled email address which is auto forwarded to several staff?	As part of good governance, we highly advise that you do <b>NOT</b> use a pooled email address but instead assign a single point of responsibility from the supplier's end to ensure quality responses.
8	Will I be able to access SMART by GEP® from overseas as well?	Yes, you may access SMART by GEP® from any part of the world as long as you have internet access.

d. SMART by GEP® System Rollout Strategy

No.	Question	Answer
1	Is SMART by GEP® being rolled out to all PETRONAS subsidiaries at the same time?	The implementation of SMART by GEP® is done in phases to impacted PETRONAS subsidiaries. Further information on the rollout dates and impacted subsidiaries will be communicated in due time and may be referred to at the <a href="#">PETRONAS Vendor Announcement Portal</a> .
2	Is SMART by GEP® being rolled out to PETRONAS subsidiaries (outside Malaysia) at the same time?	The current scope of SMART by GEP® implementation does not include PETRONAS subsidiaries outside Malaysia. Further information on the extension of scope, rollout dates and impacted subsidiaries will be communicated in due time.

3	Is there a fee imposed to access SMART by GEP®?	NO FEE is charged for suppliers to access the system.
4	Will PAC companies use SMART by GEP®?	The implementation of SMART by GEP® is targeted mainly for PETRONAS usage for the time being. Any extension to other organisations will be communicated accordingly in the future.
5	Do international companies get access to SMART by GEP®?	Yes, there are no restrictions to location or origin with regards to supplier profiles in SMART by GEP®. If the supplier is invited to participate in the PETRONAS tendering process, the supplier will get access to SMART by GEP®.
6	Will there be a blackout period for SUS?	There will be a planned blackout period to manage any open transactions in SUS. Further details on this will be communicated later.
7	Will SMART by GEP® be available as a mobile app?	SMART by GEP® is currently not available as mobile app. Further information on the development will be communicated accordingly.
8	When SMART by GEP® goes live, what happens to the SUS system?	SUS system remains to manage outstanding documents (i.e. payment request submission) that are not migrated into SMART by GEP® and for utilization of OPU that has yet to onboard onto SMART by GEP®.

e. SMART by GEP® Supplier Profile

No.	Question	Answer
1	Will the system allow one administrator to create and manage other users?	Yes, like SUS, the new system will have one administrator to create and manage other user profiles.
2	May I include other focal persons from other divisions in the system (i.e. focal person from Finance and the CEO)?	Yes, the system administrator will be able to create, update, remove additional users in the system.
3	Am I able to update or request for additional SWEC codes using the system?	Maintenance of licensing & registration related activities (e.g. renewal, add new SWEC) will still be performed via the licensing portal. However, this information will be automatically migrated to your SMART by GEP® profile.
4	Will we be able to see the list of PETRONAS approved vendors in the system?	No, that information is confidential to PETRONAS procurement personnel only.
5	Can the tender recipients be more than one person?	Yes, you will need to ensure all the recipients' profiles have been created in SMART by GEP®.
6	Are we required to have multiple IDs if our company has multiple branches?	Not necessarily. New IDs are no longer required to be created for each branch. If you have multiple branches, you will be able to monitor/maintain all your branches using a single ID. However, you have the option to assign different user profiles for different branches.
7	How do I change my contact details in SMART by GEP®?	You may change your contact details directly in the SMART by GEP® supplier profile.
8	Will there be multiple approval levels or authorisations for online bid submissions?	There is no approval function available for bid submission. However, you may assign multiple user profiles within your company with access to the tender as primary respondent, collaborator, or viewer.
9	Am I able to delete a user ID from the system?	Yes, user IDs may be deleted from the system.
10	Can I still receive RFX documents if my profile is not complete, even though all mandatory indicators are green? (i.e. my profile completeness is at 54%).	Yes, you will be able to receive RFX documents regardless of your profile % completeness. However, you need to ensure that your supplier profile is in 'Approved' status in order to be able to be awarded and receive PO acknowledgement.
11	How do I update my Bank details?	To add or update new bank details, kindly proceed to create a Change Request and proceed to add a new 'Remit to Location' under Location Information. For detailed instructions, please refer to our user guide.
12	How do I assign additional roles to my supplier contacts, on top of their current role?	A supplier contact can only be assigned a single role. Should they require further permissions, kindly assign them the 'Supplier Administrator' role which is able to perform all activities in SMART by GEP®.
13	I have updated my profile but were unable to submit for PETRONAS approval. There were a lot of reasons that appear and the buttons in my profile is in "BLUE".	These reasons appear when you submit invalid information in your supplier profile and is triggered by our Data Quality Error check. To rectify this, please refer to our updated Supplier user guide in the 'Data Quality Errors' section.

No.	Question	Answer
14	My company profile has various addresses in the Location Information and these addresses are related to banks. Is that correct, I thought location info is for our HQ or branch offices?	Banking information is also part of the Location Information. However, you will be able to differentiate between HQ, branch offices and banking information by the location types as below:  Headquarters - the headquarters address.  Ordering Location – the address where PETRONAS will send the PO. If Headquarter is the intended address, kindly proceed to enter the Headquarter’s address as a separate Ordering Location.  Remit to Location – the address and bank account where PETRONAS will send the invoice payment.
15	We have a situation where a person is no longer in charge for the system, however he is still receiving email notifications and RFX from SMART by GEP®. What should we do?	If the account is no longer required/valid, you may delete the account by deleting the contacts in your supplier profile. The contact user will no longer have access and will not receive future email notifications from SMART by GEP®.
16	Should username or company name appear in the top-left workspace display?	Workspace name is referring to your first name entered during the account creation.
17	How do I know if I have submitted my location information correctly?	If submitted correctly, you should receive a pop-up message confirming your submission. If you do not see any pop-ups, kindly re-submit and wait for the message to appear before closing the page.
18	How do I delete unnecessary addresses and bank details in the Location Information section?	Click on the 'Create change request' button and remove any unnecessary Remit to Location and submit. Kindly ensure not to delete the address or bank details if you still have an open contract or PO tagged to it.
19	If we have changed our legal entity name with the same ROC number, can we update in SMART by GEP®?	You may change your company name, however, please ensure to also submit the proof of company changed (SSM copy) during the submission.
20	How many contacts can we set as the Primary Contact?	Only one contact can be set as the Primary Contact.
21	Under the Task tab, there is 1 Action Pending, but the status is already "Approved". What does this mean?	This may be for your supplier profile. Open the document and check if there is any missing information. That should be highlighted in red. You may ignore the task if no mandatory field is missing.
22	How often should we update our company profile in SMART by GEP®?	As long as your profile is in an Approved status and there are no changes to your location address, bank details, contacts, you are not required to make any changes.
23	Is the Marketing Information section mandatory to fill in?	No, it is not mandatory. However, you may fill up the information requested for buyers' reference.
24	How to delete an account/contact if the employee is no longer with our company?	If the account is no longer required/valid, you may delete the account by deleting the contacts in your supplier profile. The contact user will no longer have access to SMART by GEP®. If your profile is in "Approved" status, you will need to create a change request before making any changes to profile.
25	If I have pending action tasks such as updating company detail, can I still access the RFX?	Yes, you will still able to access the RFX.
26	How to remove the bank account listed in the Location Information section?	Kindly proceed to create a change request and delete the Remit to Location that contains the non-required bank details. To add new bank details, kindly create as a new Remit to Location.
27	Who is the Supplier Manager (listed next to Region)?	Supplier Manager refers to the internal PETRONAS team.
28	How do I know if my Change Request is rejected?	You will be notified via email if the Change Request is rejected. Alternatively, you may also check the comments section available on the profile.
29	What is IBAN in the pop-up that appears in Change Request?	You will need to enter the IBAN number if your bank details requires an IBAN.
30	Can we customise the locations names for our different branches?	Yes, you can change the Location Name for your ease of reference.
31	If I have 2 ordering locations, should I enter 2 Remit to Locations?	Not necessary. Remit to Location is only required for each bank account. If you have 2 bank accounts, then yes, you will need to have 2 Remit to Locations.

No.	Question	Answer
32	Can we initiate another change request while the previous submitted is pending for approval?	No. You will need to wait until the change request is processed.
33	Is PLMS and SMART by GEP® linked? Will details updated in PLMS be reflected in SMART by GEP®?	Yes. All information updated in PLMS will be reflected in SMART by GEP®.
34	If we are creating multiple IDs e.g. for the Sales Manager and Legal Advisor IDs. Are they going to receive same RFX just like the Supplier Admin?	Not necessary. To view the RFX you will need to manually assign each contacts to the RFX.
35	Is there a dropdown list for bank account selection during payment request like SUS?	Not at the moment. You will need to enter the information manually. However, there will be a check if the information entered is incorrect.
36	Will there be a change of person (email address) for receiving payment advice from GFS under SMART by GEP® or will this remain?	It will remain the same.
37	Will our company info from SUS be transferred to SMART by GEP® automatically?	Your company info and bank details are migrated in SMART by GEP®. However, you are required to create a user account in SSMART by GEP®.

f. SMART by GEP® RFX Response/Bidding & Tendering

No.	Question	Answer
1	Will all tenders be issued on SMART by GEP®? (e.g. including more comprehensive tenders like EPCIC)	Yes, all tenders will be initiated in SMART by GEP®, unless informed by the Sourcing focal if there are any manual submissions.
2	How will my current contract/ tender be affected?	Only new tenders will be initiated in SMART by GEP®. All ongoing tenders and existing contracts will still be following the existing process outside SMART by GEP®. Details of the transition plan for the existing contracts/ongoing tenders will be communicated prior to system go-live by second half of 2020.
3	Is tender clarification done online or offline?	All tender clarifications will be done in the system via the online discussion forum in SMART by GEP®.
4	Can the ITB briefing be done online also?	ITB-related details will be provided online. Any briefings that require physical attendance or face-to-face meetings will be notified to suppliers via the system.
5	Upon go-live, are hardcopy documentations still required for tender submission?	Hardcopy documents are not required as submission is done via online, however, in the event of submitting stamp duties for bid bonds and bank guarantees, hardcopy submissions are still required. Softcopy of the document need to be uploaded in the system for reference.
6	Is there an expiry date for the ITB link via email?	The ITB link will expire once the ITB closing date has passed.
7	Can I forward the ITB link to a non-invited company to submit bid?	The ITB should not be forwarded to any other companies as it is highly confidential and meant for the invited bidders only. In the event that the ITB has been forwarded to other companies, they will not be able to access it.
8	Will the particular material or service (i.e. SWEC) be described in the email notification?	No. You will have to access the invited RFX in order to view the material or service categorisation (SWEC).
9	Can SMART by GEP® verify if we have completed the excel sheet (on pricing) or will it be considered as complete once we upload it back into SMART by GEP®?	Yes, as long as you have completed the mandatory fields. You will have to complete all mandatory fields in order to successfully submit the price sheet.
10	Is there a requirement to stamp and initial on each page of the tender proposal that needs to be scanned and uploaded?	Any attachments that you upload to SMART by GEP® will require stamping and initials on each page.

No.	Question	Answer
11	If I realized I made an error after completing my submission, how do I rectify my error?	If you have submitted your response, you may withdraw and resubmit your response provided that the response timeline is still open.
12	Can I retrieve my document uploads once ITB has closed?	Yes, you are able to retrieve your documents after ITB has closed.
13	How do we make counter offers in the price sheet section?	The buyer team will provide instructions in the ITB/guidelines on making counter or alternative offers.
14	When submitting the price sheet via Microsoft Excel, can we submit two prices for one item?	It will depend on the columns provided by the Sourcing focal. The instructions on placing pricing will be in the RFX itself and the sourcing focal will inform if two prices are required. Otherwise, you may consult the focal via the discussion forum.
15	Will we still receive RFX during the ROS blackout period?	Yes, ROS blackout period will only impact the licensing and registration activities.
16	In SMART by GEP®, what does Auction during the tendering process mean? Does it mean online bidding process?	Auction is a specific module whereby suppliers can bid their prices in a LIVE process, within a short period and can be used as means of negotiation. If the tender has Auction in place, the sourcing focal will provide details about it in the RFX.
17	Do mini bids/work order requests under current PETRONAS Umbrella contract have to go through SMART by GEP® as well?	Yes, generally all tenders will be initiated in SMART by GEP®, unless informed by the Sourcing focal if there are any manual submissions.
18	For principal who is not registered with PETRONAS, how do they participate in the tender; as under current situation, they participated by submission via email?	Suppliers who receive invitation to join an RFX will have to submit via SMART by GEP® regardless if they are principle(s) or not.
19	Will supplier receive ITB or only RFX in SMART by GEP®? Currently RFX is issued through SUS portal and ITB is sent by OIC procurement emails.	With SMART by GEP®, all invitations to bid will be in the form of a RFX. The entire sourcing activity will be done within the same platform. The details about the bid/tender will be disclosed in the RFX itself.
20	If we already have PA, MSA, LTSA contract, will PETRONAS still issue ITB or RFX for the work category?	It all depends on the strategy set internally. If you receive the invitation to submit RFX, please proceed to do so.
21	Which contract or what amount is required for auction process or bidding?	All the details relevant to Auctions will defer from tender to tender. The information of the auction will be provided by the Sourcing focal.
22	For tenders that we are invited to but not qualified for, should we decline the tender or just ignore the invitation?	It is best for suppliers to decline invitations if they are not qualified or for any reason are unable to participate in the tender. Supplier will also need to provide reason to decline.
23	Under auction bidding, what is the percentage price reduction allowed at any one time?	All the details relevant to Auctions will differ from tender to tender. The information of the auction will be provided by the Sourcing focal.
24	How long is the submission record kept in the system? Can I still access previous bid submissions for jobs already awarded or completed?	All documents submitted and uploaded into the system will be retained for a period of time, suppliers may access previous SMART by GEP® documents in the system.
25	Will there be any restrictions on file formats and data compression file types (i.e. .zip, .rar) with regards to data transmission limits?	Supplier is required to respond to the ITB using the RFX format provided in the system. However, if supplier is required to submit an attachment, the maximum file size is 500MB per attachment and the attachment can be in any format (e.g. doc, xls, pdf, zip, jpeg, ppt, pptx, rtf, txt, csv, gif, png, msg, odm, oft etc.).
26	Will there still be pre-screening, pre-qualification or multiple submission copies in SMART by GEP®?	All pre-award functions including pre-screening and pre-qualification will be conducted in the system, based on the approved strategy. Vendor will no longer be required to submit multiple hardcopy submissions. All submissions are to be sent via SMART by GEP®.
27	Will there be a backup or fallback plan if I am unable to submit bid through the system?	Should you encounter any issues in submission or problems in general, please contact the Supplier Service Desk email or hotline where you will be advised on the next course of action.
28	Will I be receiving a notification email in the event there is clarification via the discussion forum?	Notifications shall be triggered to the registered email address. In the event any discussions are initiated in the discussion forum. Suppliers are advised to consistently access the discussion forum for any content/details.

No.	Question	Answer
29	Will the messages in the online discussion forum be archived and stored in the system?	The messages in the discussion forum/conversation history will be available for viewing purposes only once the tender is completed.
30	Does the system have a timer to notify how long the file upload for bid submission will take?	No. However, SMART by GEP® will show the uploaded document on the screen once the upload process is successfully completed.
31	Am I still required to submit a signed softcopy submission?	For tenders that use the SMART by GEP®, all submissions are done online via the system. For any additional information, please refer to the ITB details which will be included in each tender in the system.
32	Will I get a success report once my submission has gone through?	SMART by GEP® will show the time stamp and updated status once the submission is successful.
33	Can PETRONAS float all the tenders in the system and allow bidders to choose what tender they want to participate in?	All tenders will be on invitation basis and is subject to the categories served by the respective suppliers. Invited suppliers shall receive the invites accordingly, similar as the current process.
34	Will the system be able to store PDF documents containing URL links?	SMART by GEP® will allow suppliers to submit their PDF documents which may contain URL links if required.
35	Are we able to provide URL links for PETRONAS to download the documents instead?	PETRONAS will not accept any document submission via other 3 <sup>rd</sup> party online storage mediums e.g. Dropbox, Google Drive, One Drive etc.
36	If the system is down, will there be time extensions given for bid submissions, and what would be the assurance given by PETRONAS on the extension?	Any extensions of time for bid submissions are subject to the PETRONAS' discretion and internal PETRONAS approval processes. This will be communicated to the invited bidders for the specified tender. Nonetheless, suppliers are encouraged to submit the proposals ahead of the deadline.
37	Where can we request for time extensions for tender submissions?	You will need to adhere to the response timeline provided by each tender/RFX. In the event you require an extension, you may post a request via the discussion forum and will be subjected to PETRONAS' discretion and internal PETRONAS approval processes.
38	Am I able to see who last modified the files or accessed the system with the login?	Yes, there is an audit trail function in SMART by GEP® which enables tracking and monitoring of actions performed in the system and transactions will be time-stamped.
39	Am I able to submit my proposal in stages before the response closing date?	Yes, you can submit your proposal in stages, and are encouraged to break down your submission into multiple files as well. This is to reduce the risk of your documents not being uploaded if it was submitted as one whole document.
40	Am I able to make amendments to my submission?	Yes, you can withdraw, amend and resubmit your proposal at any time before the response closing date.
41	Will the system be able to handle multiple submissions at the same time?	Yes, the system will be able to handle multiple submissions at the same time. However, you are encouraged to submit your documents in a timely manner and not at the last minute before the submission deadline.
42	Does softcopy bid submission apply to both technical and commercial submissions?	Yes, softcopies of both commercial and technical submissions are required in SMART by GEP®.
43	Will the bid winner be visible to other suppliers in the system?	No, details on bids and suppliers are visible to PETRONAS Procurement personnel only.
44	How many users can be designated as the primary responder? Can there be different primary responders for each RFX?	You may appoint only 1 primary responder for each RFX. You may also appoint different primary responders for each RFX.
45	Can multiple users work at same tender page at the same time in SMART by GEP®?	We advise against multiple users working on the same tender at the same time as it may affect the quality of your tender submission.
46	Are we able to search for any on-going open tender/RFX or will we be able to only see RFXs related to our SWEC code?	Suppliers will only see RFXs that they have been invited to.
47	Will SMART by GEP® generate notification emails for RFX?	Yes, the system will generate email notifications for RFX.
48	How do I change the price sheet which has been uploaded & submitted into the system?	If the response timeline is still open, supplier may change all responses including the price sheet by withdrawing and resubmitting the responses.

No.	Question	Answer
49	Will I receive a notification if my tender bidding is unsuccessful?	Yes, you will receive a system-generated notification for your participation in the tendering process.
50	For pricing submission, is it sufficient to enter the price information in SMART by GEP® or do I need to attach an official quotation like in SUS?	It is sufficient to enter price information in SMART by GEP®, however suppliers are permitted to attach official quotation for reference. Please refer to the ITB guidelines by buyer(s) on details of pricing submission for the particular tender.
51	I have an action pending under my Tasks, which states the status as "Approved". What should I do to clear the pending task?	Regardless the status, you are required to open the document and check on any requirements for re-submission of a response or task.
52	In the "Intend to Bid" where a "Yes" or "No" is entered, is this the same as "Not Quoted" and "Quoted", (i.e. If we are not quoting, then it means no, and will it only apply to that line item)?	Yes, if you are not quoting or unable to quote please state "No" and it will only apply to that specific line item.
53	How do I forward the RFX to personnel within my organisation? Do I forward this within SMART by GEP® or through email?	There is no forward function in the SMART by GEP® RFX. However, as an alternative, you may assign the additional personnel as a collaborator in the RFX and they will receive a notification and will be able to access the RFX in SMART by GEP®.
54	Does the countdown timer in the RFX window reflects the closing date mentioned in the discussion forum?	The countdown in the RFX window reflects the bid closing date/countdown of the respond timeline whereby supplier have to respond to the RFX within that duration.  In the discussion forum, should the buyer provide a specific closing date, it is intended for clarifications. Hence, any concern with clarification of the closing date, kindly communicate with the respective buyer(s).
55	When will we start to receive RFX in SMART by GEP®?	When the supplier is invited to join a specific tender, they will be receiving the notification to submit their bid via SMART by GEP®.
56	My company already have approved status, but we did not receive any RFX in the SMART by GEP® yet. Is there any problem with my company profile?	If the tender is using SMART by GEP® and you are listed as one of the bidders of the tender, only then you will receive an invitation to bid via SMART by GEP®. Otherwise you will have to wait for opportunity to be part of a tender to receive the invite.
57	Can we delete the team members or change the user roles type?	Yes, you may change your team members of the RFX.
58	If I am bidding with a new design for a certain treator/vessel, the quantity of my proposal will be different from the Price Sheet template where the quantity is fixed. What should I do?	You may inform Buyer via the discussion forum for any discrepancies on the price sheets.
59	If we withdraw our submission (before closing date for editing purposes), will all the submitted documents withdrawn and need to be uploaded again? Or all the documents are still there, and we can amend the documents we want to amend?	If you withdraw before closing date all the information will still be there. you can amend and resubmit
60	Can we rename the price sheet template downloaded from SMART by GEP®?	Please do not change the name of the price sheet when uploading to SMART by GEP®.
61	Can we just input the price into the price sheet/excel template provided and no need to submit a signed Commercial Proposal?	Please complete submission on SMART by GEP® price sheet - you will only need to submit a signed version if buyer requested in the ITB.
62	Can we upload our own MS Excel template instead of entering the price at SMART by GEP® user interface?	You will not be allowed to upload your own documents. You will have to download and use the pre-formatted version from SMART by GEP®. Alternatively, you are advised to enter your prices in the SMART by GEP® user interface.
63	Are the company letterhead and signature required in the technical proposal?	Company letterhead is not required for SMART by GEP®. You only need to ensure that all the technical questionnaires are answered.
64	Can we attach compiled Commercial & Technical Proposal in the attachment section?	Please submit technical in the Questionnaire and Commercial in the price sheet section. The system will not allow you to submit your bids if you fail to do so.

No.	Question	Answer
65	If we have more than 1 account users, will the RFX invitation be sent to all users or just to a specific user as per in SUS?	The RFX will go to the Primary Responder. You can add more team members to be "collaborators" to help the primary responder to respond in that specific RFX.
66	Is it possible to submit my bid if the response completion progress is not 100% complete?	Yes, as there is a possibility where it won't be 100%. This depends on how many sections the buyer has set as mandatory. Mandatory fields must be filled in order to proceed.
67	Can we download the required NDA for internal review?	The NDA in auction is only available online for now.
68	As we have to re-submit our prices via SMART by GEP®, does this mean there is no F2F negotiation meetings anymore?	Clarification F2F may still apply depending on tenders. As of now, the discussion forum will be the primary mode for clarifications.
69	Can we decline the RFX if we have accepted the guidelines?	Yes, you may decline the RFX even after accepting the guidelines.
70	How do we know if auction is required?	You may check in the ITB documents or the discussion forum in SMART by GEP®.
71	If we do not get any responses in the discussion forum after a significant period of time, what should we do?	Please log a ticket with PCC and provide your RFX number for them to check with the buyer.
72	Do we still need to submit unpriced proposals?	Please review the ITB and instructions from the buyer if you are required to do so.
73	In the auction tab, stated rank is based on current proposal submission and subject to change based on new commercial proposal submissions. Is this correct?	The rank will change based on the live auction bids by the suppliers. The rank will be subjected to whom is the lowest at that point of time.
74	If there are any RFX cancellations or withdrawals or changes in quantity/description, will we receive an email notification from your side?	Yes, in the event of any RFX republishing, you will be notified via email.
75	In the attachments section, there are 3 parts: commercial, technical & others. Can we submit our own PDF commercial format there?	Yes, you may but please make sure your price sheet section is COMPLETED with price, otherwise the system will not allow you to proceed.
76	During the tendering process, will the tender bulletin be shared to the bidders?	Any communication will be done by the buyer to all suppliers.
77	Can we counteroffer with an equivalent product?	Yes, you may.
78	The tender I've been invited does not have a Price Sheet section. Where should I upload my price sheet?	Please inform buyer in the RFX discussion forum.
79	If we decline an RFX, will we still be eligible to receive the same RFX in the future?	Please provide a reason for declining. You will still be eligible to receive an RFX in the future.
80	If the extension closing date is approved, the response timer be updated?	Yes, if the bid is extended, the response closing time will be updated as well.
81	Can "Collaborators" submit the RFX?	Only the Primary Responder is able to submit the RFX. Collaborators can only fill up the RFX but cannot submit.

g. SMART by GEP® Tender Clarification via Discussion Forum

No.	Question	Answer
1	Is the online discussion forum meant to replace face-to-face meetings?	Face-to-face meetings for clarifications will still be conducted, if required.
2	Is tender clarification captured on the online discussion forum binding?	Yes, all discussions captured on the online discussion forum is binding to the contract.
3	What happens if the Buyer or Tender Secretary/Committee did not respond to my clarification? Do the bidders need to repost the same clarification?	In the event you do not receive a response on the clarification, you may repost the clarification in the discussion forum.
4	Which roles have access to the discussion forum (collaborator, viewer etc.)?	As of time of writing, only primary responders and collaborators may access the discussion forum.
5	How will you ensure the integrity of the commercial clarification conducted via the system?	PETRONAS adheres to strict procurement policy controls, governance and control. Only specific clarifications are permitted on the new system, and all PETRONAS resources are bound to the Code of Business Ethics that requires them to perform at the highest level of integrity.
6	In the discussion forum, will other bidders be able to view all questions and responses raised?	The online discussion forum shall serve similar functions as the existing tender clarification format and process. Bidders are not able to view other bidders' queries and responses.
7	Will my queries be entertained immediately through the online discussion forum?	The online discussion forum function is available 24 hours, however, the person assigned to reply your queries will be attending them within the normal business hours (9am - 5pm).
8	Will we be informed by email of the deadline for clarification after bid closing?	You will have to check the deadline for clarification in SMART by GEP®.
9	Are we able to know via email if there is notification reply from the discussion forum?	Yes, you will receive an email notification, however we advise you to check the discussion forum in SMART by GEP® from time to time as well.

h. SMART by GEP® Contract Management

No.	Question	Answer
1	What is Contract Management in SMART by GEP®?	Contract Management is made available to all supplier where supplier can access and view the awarded Contract established with PETRONAS.
2	Since we acknowledge acceptance of LOA online in SMART by GEP®, do we need stamping in the LOA/Contract?	Stamping of LOA/Contract is still required unless being advise by Buyer/Sourcing personnel.
3	For T&C deviations, what we are proposing is not accepted and we have submitted the bid - can we decline? If we were to get the award, will we be able to negotiate the T&Cs?	For any deviations, you can liaise with the buyer in the discussion forum, as they will provide section for you to submit deviation.
4	Can we download the contract terms?	Yes, you can.
5	Will any or all existing contracts be migrated to the SMART by GEP® Contract Module?	Existing and active Contracts will be migrated to SMART by GEP®.
6	Will this new SMART by GEP® applicable for all type of contract e.g. HUC, EPCC, EPCIC, etc.?	Yes.
7	For the LOA, does it will be in digital or in hardcopy as previous practice?	Most of the LOA will be in softcopy PDF format.
8	Is there any limitation for Contract Admin to be assigned under 1 company/supplier?	Only one Supplier name can be tag as the primary contact for each SMART by GEP® Contract.

No.	Question	Answer
9	Can the contract terms redlining be done offline by our legal team located in different country office i.e. we download the contract terms document, emailed for legal review and then that "redlined" document is uploaded by the local tender team with GEP access?	Yes, you may download the contract terms and reupload the document prior to the response time end.
10	If we want to submit any drawing or any for our achieved LOA, when can we submit it?	You may discuss with the Buyer/Sourcing personnel using the Discussion Forum
11	For awarded contracts, usually LHDN only accepts wet signature, if everything is online and digital, how do we proceed with wet signature?	Hardcopy contract for stamping is still applicable unless advised by Buyer/Sourcing personnel.
12	Do we need to submit hardcopy of the insurance?	Insurance softcopy to be submitted in SMART by GEP® contract is sufficient.

i. SMART by GEP® Purchase Orders, Goods Acceptance & Service Confirmations

No.	Question	Answer
1	Will the Purchase Orders be uploaded via SMART by GEP® as well?	Purchase Orders will be created in SMART by GEP® system. You will be able to view and acknowledge the PO in SMART by GEP® system.
2	How do I acknowledge PO, submit Service Confirmation & raise an invoice?	PO, Service Confirmation and Invoice to be acknowledge and raised in SMART by GEP® system. Further information on the system process will be communicated in due time.
3	Will my past POs and RFQ be migrated to SMART by GEP®?	Only open POs will be migrated to SMART by GEP® for processing.
4	How do we refer to past PO which is not stored in SMART by GEP®?	All previous Purchase Orders which were not migrated to SMART by GEP®, will be available in the Supplier SUS Portal.
5	Does acknowledging PO means that I accept the actual value, and can this value still be amended based on actual invoice value later?	Yes, acknowledgment of PO reflects the actual value to be honored. Any changes to the PO is subject to agreement of both parties.
6	Can I reject the order due to wrong PO price?	In the event of incorrect PO price being issued, supplier is required to contact the PO owner for amendments.
7	Currently in SUS, for service job completed, the PO will need to be revised to the actual value worked. Will it be same for SMART by GEP®, to revise the PO prior to service confirmation?	Yes, supplier is required to communicate with PO owner and revise the PO before service confirmation is submitted.
8	Can we send an email to the respective parties in view of any discrepancy in the PO, prior to acknowledging the PO in the system?	Yes, supplier may communicate with the PO owner for any discrepancy regarding the PO.
9	Can I download the Purchase Orders?	Yes, you may download them in the Purchase Order tab.
10	How will I receive GRN?	The receive status of material will be available in SMART by GEP® PO.
11	Will the PO notifications be sent to all team members registered in the SMART by GEP® or only admin emails?	All emails maintained under the Supplier contact would receive the email notification and be able to view the PO.
12	What exactly are the mandatory steps after PO issuance to be able to submit an invoice?	Upon receiving the order, supplier is required to acknowledge the PO, fulfill the order and upon acceptance by users, you may proceed with submission of invoice via Payment Request
13	Is it the submission of JCT is same with DO previously submitted in SUS portal?	Yes, it is still required to attached JCT during the submission of Service Confirmation and submit DO during delivery of items as part of documentations required for acceptance processes

No.	Question	Answer
14	For SC confirmation, will there be auto-generated emails similar to the SUS portal previously?	Once a service confirmation has been approved or rejected, an email will be sent to the supplier.
15	Can we withdraw or edit submitted Service Confirmations (SC)?	Yes. Supplier will have the option to withdraw the Service Confirmation. Click on the "Kebab" icon and select "Withdraw".
16	Will PETRONAS still issue manual POs to vendor?	All vendors are required to onboard & create SMART by GEP® account in order to enjoy this feature - i.e. PO accessible in SMART by GEP® platform.
17	If PO is denoted in other currencies, will the exchange rate be shown on SMART by GEP®?	No. The exchange is not shown in SMART by GEP® for PO. Supplier need to enter the exchange rate during Payment request/Invoice.
18	What is the different between invoice name and invoice number?	Invoice Number has to be a unique number generated from the supplier. Supplier can't reuse the Invoice Number. Invoice Name is keyed in by Supplier to ease the identification of the Invoice.
19	If the PO has a combination of services & material, how to create the invoice?	For PO with Mix Material and Service, Supplier would need to create separate Invoice from a Service Confirmation (for Service line) or Invoice from a Receipt (for Material line).
20	Can we select who can view PO for particular contract?	No. All emails maintained under the Supplier contact would be able to view the PO.
21	When will existing, active Contracts and POs be migrated to SMART by GEP®?	Contracts and POs are migrated to SMART by GEP® prior to Go-Live. Please refer to the OPU Go-Live dates in our Go-Live announcement.
22	Will the existing contracts in SUS be transferred to SMART by GEP®?	Existing contract will be migrated to SMART by GEP® and make visible to you based on the OPU onboard to SMART by GEP® which will be by releases e.g. Sept and Nov.
23	What should we do if our invoice amount is much higher than the actual Purchase Order?	Prior to invoice submission, the supplier needs to ensure that the increase has been approved in the service confirmation or accepted (material). Once acceptance is conducted, you may proceed accordingly.
24	Can I request amend PO after I acknowledged/accepted the PO?	You will need to communicate with the focal should there are any changes required. after acknowledgement has been conducted.
25	If my SES was submitted wrong, can I reject my own SES?	If you have submitted the service confirmation for approval, there is an option to withdraw it if you wish to amend the service confirmation.
26	What is service confirmation name and number?	The service confirmation number field is a system generated running number. Service confirmation name is a field where you can utilize to help identify or search for your service confirmation. The system will auto populate the information.
27	Do I need to delete the 2nd line if I do not need to issue SC?	In the event you have multiple lines in the SC and you only want to claim for certain line item, you will need to delete the rest of the line as you will not be able to proceed.
28	How long does PETRONAS will take to accept the Service Confirmation that created by vendor?	It depends on the complexity of the Service and the completion of the Service Confirmation submission.
29	Do we need to attach approved COA when submit e-Invoice?	No. For Payment Request, it is mandatory for Supplier to upload the scanned copy of the Original Invoice. Any form of evidence for Job Completion is required to be attached during creation of Service Confirmation in SMART by GEP®.
30	Can I send 2nd SC although the 1st SC have yet to be accepted in SMART by GEP® (under the same PO)?	Yes.
31	For PO that already claimed partial, the balance of PO will be migrated in Smart or maintain in SUS?	The Open Balance will be migrated to SMART by GEP® PO.
32	PO's number will change once migrated into SMART by GEP® or maintain as per old number?	The PO number will change to a new format in SMART by GEP®, but you can still search using the old number as well in SMART by GEP®.
33	Supplier need to state a new PO number in the documentations or old number still can be used? Will migrated POs numbers change or be maintained as per in SUS?	For PO migrated to the new system, there will be a new PO number generated. However, the OLD PO number will be inserted in the PO Name, thus it can still be searched.
34	During PO acknowledgement, is there any column or field for us to key in our reference number before we acknowledge the PO?	The reference no. is not required, however for documentation purposes, supplier can post the reference number in the comment section.

No.	Question	Answer
35	Do we have to prepare the hardcopy D/O (delivery order) upon delivery?	Yes. This is as per current process.

j. SMART by GEP® Invoice Management/Payment Request

No.	Question	Answer
1	Will the invoicing process change?	After SMART by GEP® implementation, the invoicing process will be done in the system. Further information on the invoicing process in the system will be communicated in due time.
2	How long does it take for payment requests to be approved and when can we expect the payment to be made?	Payment request processing is subject to the agreed contract terms & conditions.
3	What is the difference between "invoice submission for service confirmation" and "invoice submission for receipt"?	Invoice submission for "service confirmation" is for service line items where an approved service confirmation is required before payment request.  Invoice submission "for receipt" is for material line items where the acceptance of the material has been updated in the system.
4	For tax, if term is DAP, what should we enter? Or do we skip if it is not applicable?	Under payment request, only sales and service tax are required to be defined by suppliers.
5	The exchange rate should be inserted based on invoice date rate?	The exchange rate enter in the system should be as per the one stipulated in the physical tax invoice. The determination of the exchange rate should be in accordance with Customs requirements (e.g. selling rate of BNM, any commercial banks registered in Malaysia, news agencies like Bloomberg, Reuters and foreign central banks).
6	How do I submit an invoice in other currencies?	The invoice currency must match the Purchase Order currency.
7	If there is no tax on submitted invoice, should we just leave it as 0?	Supplier is required to fill up the tax code. Should the supplier deem that there is no tax applicable for the service or material, supplier shall declare by selecting the appropriate tax code.
8	Is the date of invoice the start of payment term of PETRONAS to Supplier or still follow the original terms?	The payment term starts on the date the Invoice is successfully received by PETRONAS.
9	After submitting e-Invoice, do we still need to submit hardcopy to PETRONAS Dayabumi?	If you are submitting via SMART by GEP® payment request (attached with your official tax invoice), then there is no requirement to submit a hardcopy to Dayabumi.
10	What do I need to key in for the invoice name? Is there any specific format required?	There is no specific format for Invoice name. The name is to ease the searching/identifying the invoices.
11	Can I create one invoice from both material & service confirmation?	Payment request are to be submitted based on the service confirmation (service) OR based on the accepted quantity.
12	How do we know the invoice is accepted?	The Status will change to SENT FOR PROCESSING - ACCEPTED BY ERP, which means that the invoice has been successfully sent.
13	For invoices, do we still submit the relevant document like DO or Signed JCT?	For Payment Request, it is mandatory for Supplier to upload the scanned copy of the Original Invoice. Any form of evidence for Job Completion is required to be attached during creation of Service Confirmation in SMART by GEP® or to be provide together during material delivery (e.g. delivery order).
14	If we delivered the item partially, can we submit the partial invoice?	Yes. Submission of payment request is based on the approved service confirmation and accepted quantity (Material).
15	If invoice was submitted wrongly, can we delete or withdraw it?	No. Supplier would not be able to withdraw the Invoice once submitted.
16	Can we submit 2 invoices for 1 PO?	Yes. This depends on how the acceptance process for the PO is conducted (e.g. Multiple Service Confirmation)
17	If there are any rejected invoices, will PETRONAS inform via email or only shown in SMART by GEP®?	There is a notification email from SMART by GEP® in the event there is any rejection of invoices.

No.	Question	Answer
18	Can we use the same invoice no. for re-invoice for rejected invoice?	Yes. If the invoice is not accepted by PETRONAS, supplier can reuse the Supplier Invoice Number
19	For payment request - entry for invoice value, is this value as per final invoice value or invoice value prior tax?	At the Basic Details section of the Invoice, the Invoice Amount should be inclusive of Tax Amount.
20	If our price is inclusive of tax, do we still need to fill in the Tax column?	The price at line level should not be inclusive of Tax. The tax has to be input in the Tax section.
21	Is it OK for us to change the bank information described in Invoice from the registered bank in our profile?	Selection of "Remit to Location" is based on the banking details saved in Supplier profile. Supplier would not be given the dropdown option if there are no alternative Remit to location saved in Supplier Profile.
22	Is SUS still available since we are still using it to submit invoices for ongoing projects?	Yes, SUS is still available to manage non-migrated PO and OPU's that have yet to onboard to SMART by GEP®.

k. SMART by GEP® System Support

No.	Question	Answer
1	Will there be a dedicated technical team to support SMART by GEP®?	Yes, there is a dedicated PETRONAS support team to assist with any queries.
2	What is the contact channel if there are any issues with the system?	You may send in an email query to <a href="mailto:supplier.servicedesk@PETRONAS.com">supplier.servicedesk@PETRONAS.com</a> or you may call our PETRONAS Contact Centre at 03-2331 3330.
3	I have previously liaised with PETRONAS buyer; can I still get the support from him?	We would suggest for you to directly contact our PETRONAS Contact Centre (PCC) for any queries related to SMART by GEP®. However, you may also seek support from our buyer team directly.
4	Can I still contact VRM/ LRS for support?	You may contact LRS with regards to Licensing & Registration related queries via phone 03-2331 3330 or email to <a href="mailto:lrs_enquiries@PETRONAS.com">lrs_enquiries@PETRONAS.com</a> .
5	Where is the call centre for system support based in?	The call centre is based in Kuala Lumpur, Malaysia (GMT +8).

l. SMART by GEP® Training

No.	Question	Answer
1	Can you train my team to use SMART by GEP®?	Yes, we will engage and conduct relevant training for your team, if deemed necessary. Alternatively, please visit <a href="#">PETRONAS Vendor Announcement Portal</a> for more detail.
2	Can we have virtual classes instead of physical classes for training?	Yes, there will be webinar sessions scheduled for training purposes.
3	Do we get a user guide on how to access and use SMART by GEP®?	Yes, there will be Vendor Onboarding sessions scheduled closer to the full deployment. These sessions will include relevant materials on how to access and onboard yourselves to SMART by GEP®. Further information will be communicated in due time.

m. SMART by GEP® System Security

No.	Question	Answer
1	Will SMART by GEP® be accessible in ISP-restricted countries such as China and Saudi Arabia?	SMART by GEP® is a SaaS solution and is accessible over the internet. Smart by GEP® will be accessible from China and Saudi Arabia. The application will authenticate with PETRONAS federation services and PETRONAS will have the ability to restrict access to the SMART by GEP® application from known PETRONAS IP addresses. (Whitelisting can be done on PETRONAS federation services).
2	As the system is cloud-based, will the system be vulnerable to cybersecurity threats?	GEP implements the required safeguarding such as DDOS, intrusion prevention system, log monitoring, source code assessment, and dynamic assessment to ensure the solution is always guarded against cybersecurity threats.
3	Is the system SOX compliant?	GEP works with SOC2 type controls and framework. GEP is audited on an annual basis by an independent third party as part of the annual SOC 2 Type 2 controls. The audit covers SMART by GEP® application, infrastructure on which the application is developed, and the procedures and policies used to build the application.

4	Is there multilayer security to input passwords (i.e. TAC approval)?	SMART by GEP® supports integration with customers to identify and access management solution for authentication using SAML 2.0 and federated identity-based authentication methods. SMART by GEP® is known to work well with the Microsoft "Active directory Federation services" for "Single Sign-on" and Multifactor authentication. The solution supports email-based two-factor authentications for non-PETRONAS domain users.
5	What cloud server is the system using?	SMART by GEP® is hosted on Microsoft Azure Cloud datacentres. SMART by GEP® is delivered to customers as a SaaS offering, where it hosts the application in multi-tenant mode. Customers' data is logically separated and not accessible to one another.

n. Process – Registration & Licensing

No.	Question	Answer
1	I would like to do business with PETRONAS. How do I register?	For more information on how to register as a PETRONAS vendor, please refer to <a href="#">Our Licensing &amp; Registration</a> .
2	Would I still need to use ROS & SUS?	Currently, ROS and SUS will still be applicable for tenders not initiated in SMART by GEP®, as well as tender involving subsidiaries not manage by Group Procurement e.g. KLCC Urusharta, Dewan Filharmonik, PETRONAS Gallery etc.
3	What happens to my license validity if it is expiring soon?	The implementation of SMART by GEP® will not impact supplier's license validity. Should it need to be renewed, do follow the existing Licensing & Registration process.
4	Is the licensing office still open?	Yes, the licensing office on Level 9, Tower 1 will remain open to tend to License and Registration matters.

o. Miscellaneous – General Questions

No.	Question	Answer
1	Where can I get more information on SMART by GEP®?	For more information, you may refer to the <a href="#">PETRONAS Vendor Announcement Portal</a> .
2	Are there upcoming activities to support the implementation of SMART by GEP®?	Stay tuned for our communications regarding upcoming activities and updates on SMART by GEP®. If you require more information, you may refer to the <a href="#">PETRONAS Vendor Announcement Portal</a> .
3	I have a question that is not in this FAQ.	Email your queries to <a href="mailto:supplier.servicedesk@PETRONAS.com">supplier.servicedesk@PETRONAS.com</a> to have them addressed accordingly.