



Frequently Asked Questions (FAQs)

1. What is Open Tender Services (OTS)?

Open Tender Services (OTS), powered by **businessgateways**, is a value-added, digital procurement intelligence service designed exclusively for **active Joint Supplier Registration System (JSRS) suppliers**. OTS provides access to **open tender opportunities across GCC, Eastern Africa, and India**, helping suppliers expand their business reach across multiple regions and sectors.

The service is available on the JSRS platform (**Tier 1 – National Business Framework**) as an add-on subscription.

2. Which regions are covered under Open Tender Services (OTS)?

Open Tender Services (OTS) currently covers tenders published across the following regions:

- GCC Countries : Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, United Arab Emirates
- Eastern Africa
- India

3. Who can avail Open Tender Services (OTS)?

Open Tender Services (OTS) is an **exclusive service available only to active JSRS suppliers** and is not accessible via the open domain.

Suppliers with **expired JSRS certifications** are not eligible to avail the OTS.

4. What does an Open Tender Notification contain?

Each Open Tender notification provides a summarized view of tender opportunities relevant to the **selected Categories and Sub-Categories & Countries** and typically includes:

- Tender Description
- Country / Region
- Tendering Authority Name
- Contact Information
- Notice Type
- Tender Dates and more



Notes

- Some notifications may contain Tender Documents and are subject to the decision of the Tendering Authority.
- [Click to view a Sample Lookup of the Open Tender Notification.](#)

5. Why should I subscribe to Open Tender Services (OTS)?

Open Tender Services (OTS) enables active JSRS suppliers to:

- Discover new business opportunities across **multiple regions**
- Stay informed of happening business opportunities
- Maintain the list in your JSRS and understand the quantum of business opportunities for informed business decisions
- Change Countries and Categories/Sub-Categories selection, from chosen Tender Categories anytime
- Explore interested notifications, by visiting the Tender Authorities' website directly to pursue the opportunity

6. What does Open Tender Services (OTS) offer?

By subscribing to OTS, JSRS suppliers gain access to:

- Real-time open tender notifications across GCC, Eastern Africa, and India
- Coverage across Oil & Gas and non-Oil & Gas sectors
- A centralized repository of published open tenders
- Flexible selection of Categories and Sub-Categories aligned to business interests
- Advanced search and filtering options via the JSRS dashboard (Tier 1 – NBF)

7. How can I subscribe to Open Tender Services (OTS)?

Only active JSRS suppliers can subscribe to OTS by following these steps:

- Login to JSRS
- Navigate to **Tenders** from the side menu or **Tender Settings** under Configuration
- Select a suitable subscription pack
- Choose the allowed number of Categories and Sub-Categories
- Select preferred countries/regions (where applicable)
- Generate the invoice and complete payment (Online through Credit Card or Offline through bank transfer)

- Once your payment is approved, you will automatically begin receiving Open Tender notifications
- Assign the Open Tender service to relevant users within your organization



If you are new to JSRS, please [register your company on JSRS](#) by visiting our website: www.businessgateways.com

*JSRS Certification fees apply

8. What subscription plans are offered under Open Tender Services (OTS)?

Active JSRS suppliers can choose from the following subscription packs:

BASIC PACK

ECONOMY PACK

PREMIUM PACK

CUSTOM PACK



Notes

- By default, ALL Sub-Categories in a Category are selected, which can be edited for fine-tuning of exact business opportunity notification of choice.
- Suppliers can only choose an allowed number of categories based on their chosen subscription pack. To subscribe for more than 10 categories, email us at tenders@businessgateways.com

9. What happens if my JSRS Supplier Certification expires before the expiry of OTS subscription?

If the JSRS certification expires, suppliers must contact the **JSRS Support Team** to continue accessing the active OTS subscription until its expiry, subject to JSRS policies.

10. How can I upgrade my Open Tender Services (OTS) subscription?

Current OTS subscriptions can be upgraded to a higher pack any time during the active subscription period:

- Click the **Upgrade** option on the JSRS dashboard
- The JSRS Support Team will share upgrade and payment details
- The payment for an Upgrade shall be the difference between the subscribed pack and the new pack.
- The expiry of the new upgraded subscribed pack will remain the same as the expiry of the earlier pack.

11. How do I renew my Open Tender Services (OTS) subscription?

Upon expiry, OTS can be renewed by completing the renewal payment for the existing or upgraded pack.

- Click the Renew button to continue with your Open Tenders Services.
- The JSRS Support team will contact you regarding the renewal process.



An **active JSRS certification** is mandatory to renew or continue with Open Tender Services (OTS).

12. Is Open Tender Services (OTS) limited to a single user within a company?

No. Open Tender Services (OTS) can be configured for multiple registered users on the NBF, enabling wider access to tender notifications.

13. Have more questions?

For further assistance, please contact us at: tenders@businessgateways.com