



## FREQUENTLY ASKED QUESTIONS

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# Table of Contents

1.	What is E-Tender? .....	3
2.	How do I register on E-Tender?.....	3
3.	Why do I need to register with E-Tender?.....	3
4.	If I am registered, how long is my registration valid for?.....	3
5.	How will my personal details be used?.....	3
6.	How do I log on to E-Tender after I have registered?.....	3
7.	What if I use my E-Tender account on a different computer? .....	3
8.	Is my password secure? .....	3
9.	How do I change my password? .....	4
10.	I've lost my password. How do I retrieve it?.....	4
11.	What does it cost to register? .....	4
12.	I have already registered. Why have I not received my confirmation email?.....	4
13.	Can I update my registration information? .....	4
14.	What about the privacy of my information? .....	4
15.	How do I know that a tender is published?.....	4
16.	How do I submit my tender response?.....	5
17.	Can I download the drawings related to the tender?.....	5
18.	How do I view the drawings related to the tender?.....	5
19.	Can I submit proposals for any tender? .....	5
20.	How do I submit my certificates along with the tenders?.....	5
21.	How do I confirm my tenders are submitted without any problem?.....	5
22.	How will I come to know that my bid has been opened? .....	5
23.	What if I accidentally submit the same tender twice?.....	5
24.	How should I confirm my tenders are not opened by any before the date of opening?.....	5
25.	Is there any provision to change or add new certificates to my bid after once submitting the bid? .....	6
26.	Is there any provision to change my tender value after once submitting the price bid? .....	6
27.	Can I view the proceedings of the bid opening?.....	6
28.	Can I refer to my tender documents submitted? .....	6
29.	How much space is provided to me for submitting my proposal documents online?.....	6

### **1. What is E-Tender?**

E-Tender is an enhanced web-based application solution providing suppliers the opportunity to access all Trinidad Generation Unlimited (TGU) Tenders, including viewing/scanning of uploaded tenders, online purchasing and downloading and uploading submissions. This service drastically reduces the procurement cycle time and reduces most of the direct costs related to tendering.

### **2. How do I register on E-Tender?**

Registration on E-Tender is very simple. Go to <https://tgu.etenderworld.tt> and select, "Create an account". Accept the terms and conditions, provide all requested information, activate your account and you are ready to use E-Tender.

### **3. Why do I need to register with E-Tender?**

E-Tender allows you to view and scan tender markets, purchase online hassle-free and download and upload responses in a secure and easy to use framework. Free and fair participation is possible with more transparency.

### **4. If I am registered, how long is my registration valid for?**

Your registration is valid as long as you frequently login into E-Tender. Failure to ensure activity, you will be required to send an email requesting re-activation to [tgu-procurement-helpdesk@tgu.co.tt](mailto:tgu-procurement-helpdesk@tgu.co.tt)

### **5. How will my personal details be used?**

Your details are used for the configuration of the system so that you get only relevant information. These details are also used by the Department during the evaluation of the Bids.

### **6. How do I log on to E-Tender after I have registered?**

After registering on E-Tender, you will receive an email instructing you to activate your account by entering your activation code received via email. Once this has been successfully completed, you can now login using your User ID and Password used upon creating your account.



### **7. What if I use my E-Tender account on a different computer?**

You can use your account anywhere in the world once you have access to the internet and a web browser. E-Tender works best on Chrome

### **8. Is my password secure?**

Passwords are encrypted at the database level and are known only to you, the user. The System Administrator/Application Developer does not know your password and cannot access it, however, you are responsible for maintaining and updating your information. As a part of the security policy, we advise you to change your password frequently.

### 9. How do I change my password?

1. Click on  located at the top left, to enter the “Profile” of the business
2. Click “ Edit Password” to access Password option
3. Change the password as desired and click  .

### 10. I’ve lost my password. How do I retrieve it?

Click on "Forgot Password" tab on the login screen.



### 11. What does it cost to register?

Presently, registration to E-Tender is free to the Vendor.

### 12. I have already registered. Why have I not received my confirmation email?

Please check the e-mail address provided during registration. If you still have not received an e-mail confirmation, request assistance by contacting [tgu-procurement-helpdesk@tgu.co.tt](mailto:tgu-procurement-helpdesk@tgu.co.tt)

### 13. Can I update my registration information?



Yes. After logging on to the E-Tender home page you can update the information whenever you require by clicking on  located at the top left, to enter the “Profile” of the business. Then Click “Edit Business” to access business details. Finally, change the information as needed and click  .

### 14. What about the privacy of my information?

The information provided by you is secure. It is only used for the purpose of contacting you during the tender evaluation and configuration of your user account.

### 15. How do I know that a tender is published?

After registering on E-Tender, it is recommended that you regularly log-in to your account and can find the information regarding tenders. Or you can subscribe to your tender preferences to receive e-mail alerts. To subscribe:

1. Click on  located at the top left, to enter the “Profile” of the business
2. Click “Preferences” to access Preferences Listing
3. Select as many preferences as desired from the “Select Your Preferences” dropdown list and click  .

**16. How do I submit my tender response?**

The tender can be downloaded from the E-Tender site on paying the requisite fee if there is a cost. If there is no cost, they will be available for immediate download. You can fill the tender documents and submit them online along with the scanned certificates required for the tender.

**17. Can I download the drawings related to the tender?**

Drawings are part of the tender documents. While downloading the tender documents, these drawings are also downloaded.

**18. How do I view the drawings related to the tender?**

Drawings may be part of the tender documents. After downloading the tender documents, you can refer to the drawings which will be provided if required for the tender.

**19. Can I submit proposals for a tender I am invited to?**

Yes once invited for bidder participation.

**20. How do I submit my certificates along with the tenders?**

There is no cost attached to a tender on E-Tender, you are provided with the option to upload a submission. This upload feature provides you with the required space online for storing your information in the form of scanned copies such as experience certificates. Once attached for upload, you can go back to replace/remove before the tender expires.

**21. How do I confirm my tenders are submitted without any problem?**

After submitting your tender, you will get a receipt e-mail confirming the submission.

**22. How will I come to know that my bid has been opened?**

When your bid is opened you will receive a mail notification informing the details such as the bid has been opened.

**23. What if I accidentally submit the same tender twice?**

The system will not allow you to submit the same tender twice. However, you may edit your bid at any time till the time of closing.

**24. How should I confirm my tenders are not opened by any before the date of opening?**

The system does not allow your bids to be opened before the due date specified in the Tender document.

**25. Is there any provision to change or add new certificates to my bid after once submitting the bid?**

Yes. After once submitting the bid, it would go to the server but it would be under your control to change/modify till the tender closing date and time of submission.

**26. Is there any provision to change my tender value after once submitting the price bid?**

Yes. After once submitting the bid, it would go to the server but it would be under your control to change/modify till the last date & time of submission.

**27. Can I view the proceedings of the bid opening?**

When your bid is opened you will receive a mail notification informing the details such as the bid has been opened.

**28. Can I refer to my tender documents submitted?**

Yes before the tender is closed, not after it closes.

**29. How much space is provided to me for submitting my proposal documents online?**

Presently a 100MB restriction exists on documents that can be uploaded.