MTR E-Tendering System
Frequently Asked Questions

Please click the following links to access system requirement and the frequently asked questions relating to the following topics:

(A)   System Requirement
(B)   Account Login
(C)   Registration / Supplier Information Update in the E-Tendering System
(D)   Application and Verification of e-Cert / i-Cert
(E)   Downloading a Tender
(F)   Submitting a Bid
(G)   After Bid Submission
(H)   Special notes for Windows 10 users

(A) System Requirement

1. Que.: Any System Requirement recommended for the use of the system?

Ans.: Please download and refer to the Supplier User Guide after login as a registered user by clicking "User Guide" or as a guest by clicking "Site Map" and then click "Download www.hkextender.com's user guide".

2. Que.: My computer is already upgraded to Windows 10 and IE Edge. What other browser does the E-Tendering System support?

Ans.1: You can access E-Tendering system through Internet Explorer 9, 10 or 11 and Google Chrome 52.0.02743.116m to the latest Certified Version.

Ans.2: Microsoft Edge is the default browser experience for Windows 10. If you encounter problem to access E-Tendering system through Microsoft Edge, please follow below steps to use Internet Explorer 11 on Windows 10.

Step 1: Open Microsoft Edge
Step 2: Click "..." button on top-right corner.
Step 3: Click "Open with Internet Explorer"

If you do not have Internet Explorer 11, please download it from following link.
https://technet.microsoft.com/en-us/library/mt156988(v=vs.85).aspx

(B) Account Login

1. Que.: What can I do if I forget my account name and password?

Ans.1: If you forget only the password, then you should click the "Forgot Password" button on the login pop-up window. Fill in your user name and the registered email address. If the information filled is correct, then the login password will be sent to the email address registered in the E-Tendering System.

Ans.2: If you forget both the account name and password, you can send a formal letter to Mr. Kenneth Wong (kennethw@mtr.com.hk) and Ms. Sally Tang (spstang@mtr.com.hk) to request for the User ID to be re-sent to the email address of the Principal Account.   In addition, the formal letter should bear the company's letterhead; stamped with the company chop; be signed by an authorised signature; set out the full name and designation of the signing officer; and a copy of valid new Business Registration Certificate (BR).

2. Que.: If I cannot login the E-Tendering System, then what can I do?

Ans. 1: Since the system requires users to have their computers meet certain system requirements, please ask your IT support colleagues to provide screen shots and fill in our Issue Reporting Form and submit to mtrcl@go-business.com.hk for our health check.

http://www.e-tendering.com/docs/MTRCL/IssueReportingForm.doc

Please be reminded that this form must be submitted to us if you wish to seek further advice. We appreciate your efforts in telling us your situation.   To guide you through the issue, the more sufficient information you give, the more accurate and efficient advice we can be provided.

Ans. 2: You may have forgotten to logout the system before closing the browser.   You are required to re-input the user name, password and registered email address for verification. You should also ensure that the email address is the one registered in the E-Tendering System.

Ans. 3: You are suggested to temporary disable Internet Firewall. (e.g. Norton, McAfee, F-Secure, etc.)

Ans. 4: You are suggested to temporary turn off Instant Messaging software which may affect the E-Tendering System. (e.g. MSN Messenger, QQ, ICQ, Skype, etc.)

(C) Registration / Supplier Information Update in the E-Tendering System

1. Que.: Will the existing paper-based tendering system be replaced by this electronic tender means?

Ans.: Yes, at present, more than 90% of MTR Corporation's tenders are issued via the E-Tendering System.

2. Que.: What is the subscription fee?

Ans.: The annual fee is HKD150 but has been waived since June 2005.   This will be reviewed on an annual basis.

3. Que.: Can I apply for multiple subscriptions in order to get several user accounts in the name of the same company?

Ans.: No.   Only one subscription can be applied with one Business Registration held by a company.   Six user accounts will be granted for the successful application and can be distributed to different sections or persons of the registered company.   User for each account will be prompted to change the initial password upon his first logon.

4. Que.: Our Company was re-named. How can we update it in the system?

Ans.: You should send a formal letter, with company letterhead, stamped company chop and authorized signature, to Procurement & Contracts Department of MTR Corporation by mail or fax (+852) 2993 7713 or email to Mr. Kenneth Wong (kennethw@mtr.com.hk) and Ms. Sally Tang (spstang@mtr.com.hk) for the changes. Together with the letter, you should also attach the new BR and / or the Change Confirmation from the Registrar of Companies.

5. Que.: The principal account holder was no longer working in our Company. How can we change the account information?

Ans.: You should send a formal letter, with company letterhead, stamped company chop and authorized signature, regarding the change of principal account to Procurement & Contracts Department of MTR Corporation by mail or fax (+852) 2993 7713 or email to Mr. Kenneth Wong (kennethw@mtr.com.hk) and Ms. Sally Tang (spstang@mtr.com.hk) for approval and update.

6. Que.: How can I ensure that I can receive all related information through the E-Tendering System, such as tender notification?

Ans.: You should always keep and update the valid email contact for all user accounts using the "Update User Info" function under "Profile" menu. Details refer to the User Guide R3.16.

7. Que.: Will notice of all kinds of MTR Corporation's tenders be posted on the E-Tendering System?

Ans.: Notice of tenders will be posted on the MTR Corporation website in accordance with the WTO GPA requirements.

8. Que.: Can I approach any contact person of MTR Corporation to clarify any further issues?

Ans.: Go-Business is the system supplier of the E-Tendering System and act as the contact point through the helpdesk at tel. no. (+852) 8109 1821 during office hours Mon. to Fri. 09:00 to 19:00, Sat. 09:00 to 13:00 Hong Kong Time or email address of mtrcl@go-business.com.hk for answering queries from suppliers / contractors regarding using of the E-Tendering System.

(D)   Application and Verification of e-Cert / i-Cert

1. Que.: What is the difference between e-Cert / i-Cert?

Ans.: Both are the company identity key. If the supplier / contractor with business registration in Hong Kong, then she has to apply for an e-Cert from the Hong Kong Post. If the supplier / contractor has no business registration in Hong Kong or is a Joint Venture business, then she can apply for an i-Cert via the E-Tendering System.

2. Que.: When should I need the e-Cert / i-Cert?

Ans.: You will need to verify a valid e-Cert or i-Cert to the E-Tendering System for the submission of documents for preliminary enquiry, prequalification, tender and response to Questions & Answers.

3. Que.: (For overseas / Joint Venture suppliers) How could I acquire an i-Cert?
Ans.: Please login using the Principal Account and download an i-Cert under the menu "Digital Cert". Please send a bank cheque of HKD150 or equivalent to MTR Corporation for the annual fee of the i-Cert.

4. Que.: How can I apply for an e-Cert? What kind of e-Cert should I apply?
Ans.: You should apply for an e-Cert (Organization) from Hong Kong Post. It normally takes 2 weeks for issuing one. You should make sure that the company name in e-Cert and the company name as registered in E-Tendering System are in identical wording. Otherwise, the e-Cert cannot be verified to the E-Tendering System.

5. Que.: When I try to open the e-Cert / i-Cert by clicking the icon of e-Cert / i-Cert, an error message was pop up?
Ans.: Both e-Cert and i-Cert can be opened by the E-Tendering System but not Windows browser.

6. Que.: What should I do when I receive the e-Cert?
Ans.: You need to login the E-Tendering System using the Principal Account and verify your e-Cert under the menu "Digital Cert". Whenever you acquire a new e-Cert or re-apply your e-Cert, you need to repeat this verification steps.

7. Que.: Why can't I verify my e-Cert successfully?
Ans.1: If your Organizational Unit of e-Cert and your company name registered on the E-Tendering System does not match, the e-Cert could not be verified. In that case, you can send a formal letter with company letterhead, stamped company chop and authorized signature to Mr. Kenneth Wong (kennethw@mtr.com.hk) and Ms. Sally Tang (spstang@mtr.com.hk) to request for updating your company name in the E-Tendering System. In addition, a copy of valid new Business Registration Certificate (BR) carrying the name of your compay should attach. If the company name is correct, you have to check Organizational Unit of your e-Cert to ensure it is aligned with the registered company name in the E-Tendering System. For checking of the Organizaitonal Unit of your e-Cert, please contact the e-Cert servcie provider - Hong Kong Post.

Ans.2: If it is due to typing error of Hong Kong Post, then you should contact Hong Kong Post directly for amendment.

8. Que.: When e-Cert is verified, "Error on the page" is shown on the browser. Why?

Ans.: It might be that you have not properly set up your PC according to the System Requirement as specified in the setup guide. Please ask your IT support colleagues to provide screen shots and fill in our Issue Reporting Form and submit to mtrcl@go-business.com.hk for our health check.

http://www.e-tendering.com/docs/MTRCL/IssueReportingForm.doc

Please be reminded that this form must be submitted to us if you wish to seek further advice. We appreciate your efforts in telling us your situation. To guide you through the issue, the more sufficient information you give, the more accurate and efficient advice we can be provided.

9. Que.: How to check my company's Digital Cert information verified in the system?

Ans.: You can login the E-Tendering System, click "Digital Cert History" under "Digital Cert" on the Menu Bar, the digital certificate history will be listed out, but up to the latest 15 records only.

10 Que.: Does the e-Tendering System support 2048-bit Organizational e-Cert?

Ans.1: According HK post notice, e-Cert (Organisational) will not be issued with 1024-bit RSA key length starting from 1 January 2014. The e-Tendering System will support 2048-bit e-Cert starting from 1 January 2014.

Ans.2: 1024-bit e-Cert holder can still use the e-Cert until it expired

(E)   Downloading a Tender

1. Que.: What kind of tender documents/tender clarifications can I download and bid in the E-Tendering System?

Ans.: When you are invited for a particular tender, you will receive an email notification. The E-Tendering System will allow you to view the tender notice, download the tender documents as well as submit your tender offer.

(F)   Submitting a Bid

1. Que.: How can I search for a tender?

Ans. 1: You may use the "Notice / Invitation" function under the "Search" menu after login. Input the tender / prequalification / Q&A reference number in the "Keyword" field.

2. Que.: Why can't I search the tender?

Ans.: You cannot search the tender if you are not invited for the tender or the tender has been closed/ suspended.

3. Que.: Is there a file-size limit per submission? What can I do if the total file size of my bid is over this limit?

Ans.: The total file size of all documents for each submission is limited to 60 megabytes.   If the total file size is over the limit, then you should split the files into portions that are below the limit and submit the portions of files in multiple submissions.

4. Que.: What kind of files does the E-Tendering System support?

Ans.: The E-Tendering System supports document with extension - .doc (MS Word 2003), .docx (MS Word 2007, 2010), .pdf (Adobe Acrobat 7), .txt (ASCII files), .xls (MS Excel 2003), .xlsx (MS Excel 2007, 2010), .gif (GIF format), .jpg (JPEG format), .bmp (Bitmap format), .rtf (Rich Text format version 1.5), .tif, .tiff (Tiff format) and .eps (Encapsulated Postscript format).   Moreover, you can compress the above types of files into a zipped format file with extension .zip. It should be noted that the E-Tendering System, at this stage, can only support these file types.

All file names in English. Only the following characters are accepted (a-z, A-Z, 0-9), underscore "_", full stop ".", hyphen "-", ampersand "&", left parenthesis "(" and right parenthesis ")".

All file should NOT be Password Protected.

5. Que.: What can I do if I need to submit product samples for a particular tender?

Ans.: You can submit the bid document via the E-Tendering System and dispatch the product sample by other means in accordance with the Instructions to Tenderers.   Please ensure that all of them must reach MTR Corporation before the tender closing time as stated in the Instructions to Tenderers.   If there are no advices regarding the product sample submission stated in the Instructions to Tenderers, then you should seek approval from the responsible staff of MTR Corporation (indicated in the Instructions to Tenderers) for the arrangement of such submission.

6. Que.: How long does it usually take for submitting a bid with a certain size?

Ans.: The amount of the time largely depends on three criteria: the basic configuration of your machine, bandwidth of Internet connection provided by your service provider as well as the traffic of Internet.   Since the submission of the bid involves three processes - compression, encryption and transmission, it will take a much longer time than usual uploading file of the same size through the Internet.   You are therefore recommended to upload submissions as early as possible before the tender closing date/time.

7. Que.: If I cannot submit the tender through the E-Tendering System, can I submit the tender by

paper based tender? Who I should notify for such incident?

Ans.: MTR Corporation will only consider tender offer that are received before the tender closing time. You should seek approval from the responsible staff of MTR Corporation (indicated in the Contact Person Information) if alternative arrangement for tender submission can be made. However, it should be noted that no alternative arrangement can be made if the time of notification is close to the tender closing time or the closing time has been elapsed.

8. Que.: How can we sign on the bid document in an electronic format?

Ans.: Electronic version of your bid offer will be signed, automatically by the E-Tendering System, electronically using your i-Cert or e-Cert. This electronic signature will carry the same legal binding as will your signature on paper. To sign electronically, please follow the instruction stated in the "Submit Tender Offer" page. In brief, the application will sign electronically your bid offer, with your authorization in forms of i-Cert or e-Cert and its related password, when you submit your bid offer on-line through the E-Tendering System. Please be reminded that you need to have both the i-Cert or e-Cert (either in your hard disk or your floppy disk) and the password for your i-Cert or e-Cert for submitting your bid offer through the E-Tendering System.

9. Que.: How can I amend my tender if I found error in my tender after the submission?

Ans.1: If additional documents should be added to a submitted tender, then you can submit the additional documents by selecting **Supplement** in the Submit Tender Offer page.

Ans.2: If you want to supersede all the previous submission, then you can select **Supersede** in the Submit Tender Offer page**.**   It is suggested that a letter describing your intention should be included together with your latest submission.

10. Que.: Why can't I submit my tender offer even I correctly filled all the fields required?

Ans.: Please check if your e-Cert / i-Cert is still valid, or if you have verified your new or renewed e-Cert before the submission, or if you have acquired or renewed your i-Cert before the submission, or if the submission has files of duplicated file name.

11. Que.: What happens to my tender submission if the transmission was started before the tender closing time, but completed after the tender closing time?

Ans.: The tender transmission is considered invalid even though it is transmitted successfully. Therefore, please allow sufficient time for the transmission.

(G) After Bid Submission

1. Que.: Will there be any official receipt to record successful submission of a bid?

Ans.: You will not be provided with any official receipt.   However, upon the completion of your

submission, you will receive an acknowledgement notification and with the uploaded file names on the screen with a tender offer reference and the submission end time.   These are essential pieces of information to support that the submission of your particular bid offer has been completed. You are advised to print out and file this on-screen notification for future reference.   **IMPORTANT: If the submission end time is later than the tender closing time, then the tender offer will not be opened and will be considered as invalid submission.** Therefore, please allow sufficient time for the transmission of your tender submission.

2. Que.: What action will MTR Corporation take if I had submitted tender offers via electronic means and by post for the same tender?

Ans.: MTR Corporation will only consider the tender submission via the E-Tendering System unless prior approval has been sought from the responsible staff of MTR Corporation (indicated in the Contact Person Information).

3. Que.: If the files of my tender contain viruses, will MTR Corporation clean the viruses or notify us to send the virus-free files again?

Ans.: MTR Corporation would neither open any files containing viruses nor inform supplier / contractor about such problem.   It is the responsibility of supplier / contractor to ensure that the files submitted are virus-free.

4. Que.: How will we be notified about the results of contract award?

Ans.: You can search for the result of contract award by using the "Search" => " Tender Award" function under "E-Tendering" menu.

(H)   Special notes for Windows 10 users

1. Que.: My computer is already upgraded to Windows 10 and IE Edge. What other browser does the E-Tendering System support?

Ans.1: Microsoft Edge is the default browser experience for Windows 10. If you do not have Internet Explorer 11, please download it from following link.

https://technet.microsoft.com/en-us/library/mt156988(v=vs.85).aspx