MTR CORPORATION E-Tendering User Guide for Suppliers

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System Requirement

The system will only support the following operating systems.

- Windows XP
- Windows Vista
- Windows 7
- Windows 8

The system will only support the following Internet Browsers

- Internet Explorer 6
- Internet Explorer 7
- Internet Explorer 8
- Internet Explorer 9
- Internet Explorer 10

The system will only support the following Java Runtime Environment and will no longer support Microsoft Java Virtual Machine (MSJVM).

- Java SE 6 Runtime Environment (JRE) Update 32 or above (Java Plug-in 1.6.0_32)
- Java SE 7 Runtime Environment (JRE) Update 21 or above (Java Plug-in 1.7.0_21)
- Section 1. Find out which version of the Windows operating system and your PC is running the 32-bit or 64-bit version of Windows
- Section 2. Find out which version of Internet Explorer is using
- Section 3. Install and Configure Java SE 6/7 Runtime Environment (JRE)
- Section 4. Configure your Internet Explorer
- Section 5. Change your Windows User Account Control (UAC) setting

Special notes in using the E-Tendering System

- Disable any anti-pop-up / block-pop-up function of commonly used toolbar. (e.g. ICQ toolbar, MSN/Hotmail toolbar, Yahoo toolbar, Google toolbar, etc.)
- Temporarily disable any Internet Firewall or security software if it will block the Java Applet.
 (e.g. Norton, McAfee, F-Secure, etc.)
- Turn off any Instant Messaging software which may affect the system. (e.g. MSN/Yahoo Messenger, QQ, ICQ, Skype, etc.)

Section 1. Find out which version of the Windows operating system and your PC is running the 32-bit or 64-bit version of Windows

The system only supports below operating systems:

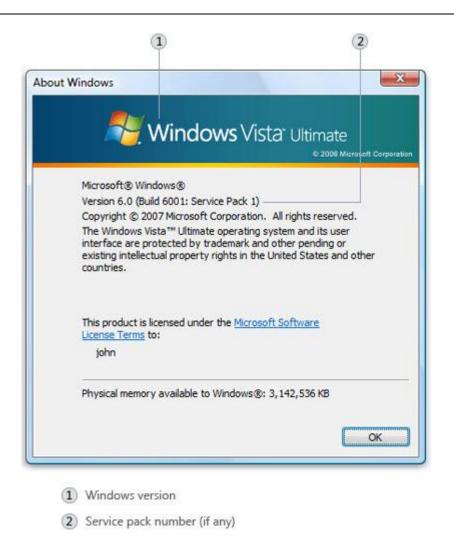
- Windows XP
- Windows Vista
- Windows 7
- Windows 8

Finding out which version of Windows you're running can help you determine which features are required to set up on your computer. Here's how to check.

• Click the **Start** button, type **winder** in the search box, and then press Enter

Note

If the steps above don't work on your computer, you might be running a previous version of Windows. To check, click **Start**, click **Run**, type **winver**, and then press Enter.



This window displays the version and edition of Windows you're running. Each version of Windows comes in different editions with different features. This window also displays a service pack number if your version of Windows has been upgraded with a service pack.



The About Windows window showing Windows XP Professional edition with Service Pack 3

Each version and edition of Windows also comes in a 32-bit or 64-bit version. The terms 32-bit and 64-bit refer to the way a computer's processor (also called a CPU), handles information. The 64-bit version of Windows handles large amounts of random access memory (RAM) more effectively than the 32-bit version. Follow the steps in the sections below to find out if your PC is running the 32-bit or 64-bit version of Windows and what edition of Windows is on your PC.

Computers running Windows XP

• Click **Start**, right-click **My Computer**, and then click **Properties**.

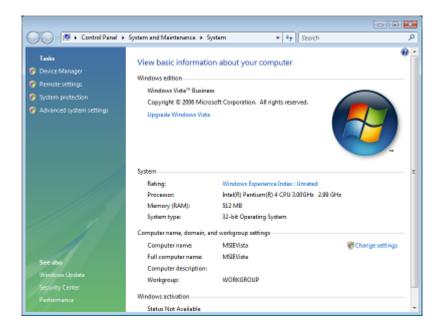


- If "x64 Edition" is listed under **System**, you're running the 64-bit version of Windows XP.
- If you don't see "x64 Edition" listed under System, you're running the 32-bit version of Windows XP.

The edition of Windows XP you're running is displayed under **System** near the top of the window.

Computers running Windows Vista, Windows 7 or Windows 8

Click the Start button, right-click Computer, and then click Properties.



- If "64-bit Operating System" is listed next to System type, you're running the 64-bit version of Windows Vista, Windows 7 or Windows 8.
- If "32-bit Operating System" is listed next to System type, you're running the 32-bit version of Windows Vista, Windows 7 or Windows 8.

The edition of Windows Vista, Windows 7 or Windows 8 you're running is displayed under Windows edition near the top of the window.

Section 2. Find out which version of Internet Explorer is using

The system only supports below Internet Browser:

- Internet Explorer 6
- Internet Explorer 7
- Internet Explorer 8
- Internet Explorer 9
- Internet Explorer 10

If you do not have Microsoft Internet Explorer, please visit following link to download and install Microsoft Internet Explorer.

http://windows.microsoft.com/en-US/internet-explorer/downloads/ie

Finding out which version of Internet Explorer you're using can help you determine which features are required to set up on your computer. Here's how to check.

- Open Internet Explorer by clicking the **Start** button, and then clicking **Internet Explorer**.
- Press ALT+H, and then click **About Internet Explorer**.



Section 3. Install and Configure Java SE 6 / 7 Runtime Environment (JRE)

The system supports Java SE 6/7 Runtime Environment (JRE). Follow the steps in sections below to install and configure JRE on your computer.

You can download and install Java from the following links

http://www.java.com/en/

Restart your PC after installation

Section 4. Configure your Internet Explorer

There are some differences on the system requirements between Microsoft Internet Explorer 6, 7, 8 and 9. Please refer to the below sections to proper set up your PC before interacting with the E-Tendering System.

Configure Microsoft Internet Explorer Pop-up Blocker Feature

The system use pop-up windows to display message. Internet Explorer Pop-up Blocker by default prevents most pop-up windows from appearing over Web pages when you are browsing the Internet. Follow the steps in the sections below to turn it off.

- Open Internet Explorer, click Tools on the menu bar.
- Select Internet Options.
- Click the **Privacy** tab, and then click to clear **Block pop-ups** to turn Pop-up Blocker off.

Note

If you don't work to turn Pop-up Blocker off, follow the steps below to add an exception in Pop-up Blocker Exceptions.

Click on the **Privacy** tab and **Settings** button.



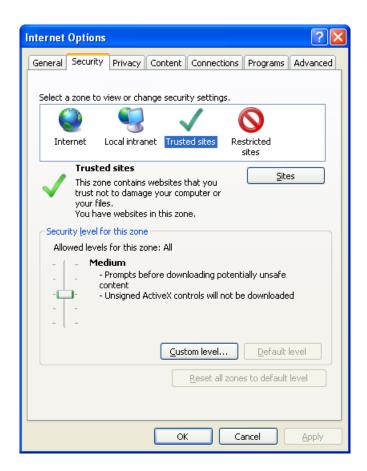
- Type www.hkextender.com in the Address of website to allow line, and then click on the Add button.
- Click on the **Close** button.

Configure the Trusted Sites zone

You need to assign the E-Tendering system Web site to the Trusted Sites zone in order to download and upload files and data from the system or your computer. Follow the steps in the sections below to configure the Trusted Sites zone.

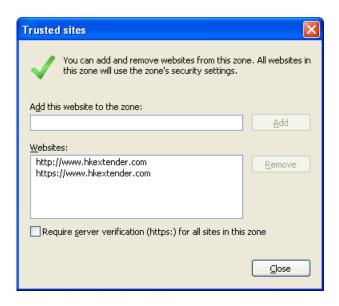
Computer using Internet Explorer 6, 7 and 8

- Click Internet Options on the Tools menu.
- On the Security tab, click the Trusted Sites zone under Select a Web content zone to specify its security settings, and then click Sites.



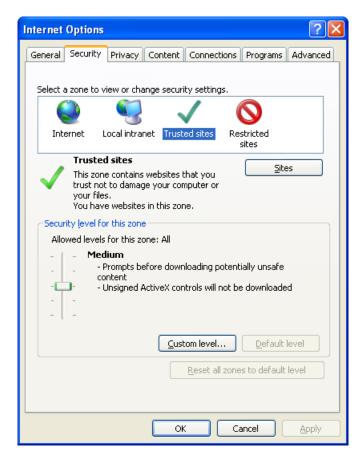
- Clear the **Require server verification (https:) for all sites in this zone** check box.
- Type http://www.hkextender.com in the Add this Web site to the zone box, and then click Add.
- Type https://www.hkextender.com in the Add this Web site to the zone box, and then click Add.

Click **OK**, and then click **OK** again.

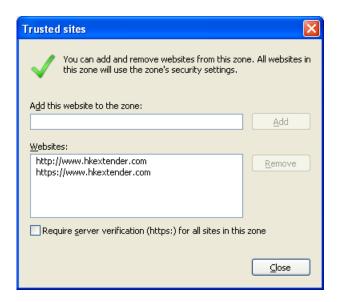


Computer using Internet Explorer 9 and 10

- Click Internet Options on the gear icon.
- On the Security tab, click the Trusted Sites zone under Select a Web content zone to specify its security settings, and then click Sites.



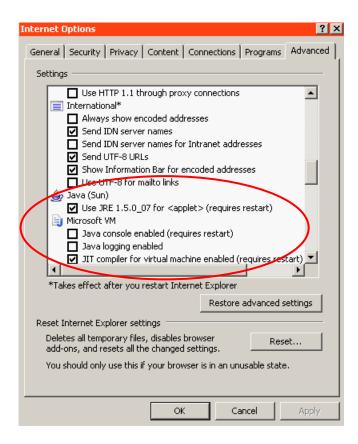
- Clear the **Require server verification (https:) for all sites in this zone** check box.
- Type http://www.hkextender.com in the Add this Web site to the zone box, and then click Add.
- Type https://www.hkextender.com in the Add this Web site to the zone box, and then click Add.
- Click **OK**, and then click **OK** again.



Configure Internet Explorer Options

The E-Tendering system is changed to support Java SE 6 / 7 Runtime Environment (JRE). Follow the steps in sections below to change the options.

- Open Internet Explorer, click **Tools** on the menu.
- Click Internet Options
- Click the Advanced tab. If MSVM is installed in your browser, you will see a listing for Microsoft VM in the Internet Options menu. Clear the JIT compiler for virtual machine enabled (required restart) check box to disable.
- If Sun Java is installed in your browser, you will see a listing for Sun Java in the Internet Options menu. Check the **Use JRE 1.X.0_XX for <applet> (required restart)** check box to enable.



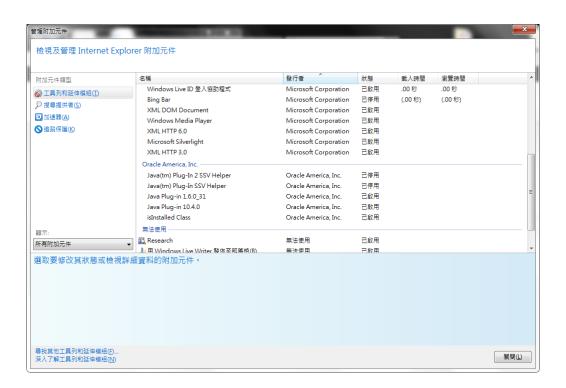
Click **OK** and restart Internet Explorer.

Manage Internet Explorer Add-ons Feature

The system only supports below Java SE 6 / 7 Runtime Environment (JRE) on computer using Internet Explorer 6, 7, 8, 9 and 10:

Computer using Internet Explorer 6

- Open Internet Explorer, click **Tools** on the menu.
- Click Internet Options.
- From the Internet Options window, click the **Programs** tab and select **Manage Add-ons**.
- Select Show all add-ons.
- From the Add-ons windows, click once to select (highlight) **Java Plug-in 1.X.0_XX** then click the Enable button to enable this add-on.
- If you have installed other version of Java Runtime Environment, you have to select (highlight) any non Java Plug-in 1.X.0_XX then click the **Disable** button to disable this add-on.



• Click Close and **OK** to accept the change

Computer using Internet Explorer 7, 8, 9 and 10.

- Open Internet Explorer, click **Tools** on the menu.
- Click Manage Add-ons.
- From the Internet Options window, click the **Programs** tab and select **Manage Add-ons**.
- Select Show all add-ons.
- From the Add-ons windows, click once to select (highlight) **Java Plug-in 1.X.0_XX** then click the Enable button to enable this add-on.
- If you have installed other version of Java Runtime Environment, you have to select (highlight) any non Java Plug-in 1.X.0_XX then click the Disable button to disable this add-on.



• Click **Close** and **OK** to accept the change

Section 5. Change your Windows User Account Control (UAC) setting

Computer using Windows Vista

Follow the steps in sections below to change UAC setting.

- Click **Start**, and then click **Control Panel**.
- In Control Panel, click **User Accounts**.
- In the User Accounts window, click **User Accounts**.
- In the User Accounts tasks window, click Turn User Account Control on or off.
- If UAC is currently configured in Admin Approval Mode, the User Account Control message appears. Click Continue.
- Clear the Use User Account Control (UAC) to help protect your computer check box, and then click OK.



• Click **Restart Now** to apply the change.

Computer using Windows 7 and 8

Follow the steps in sections below to change UAC setting.

- Click Start, and then click Control Panel.
- In Control Panel, click **User Accounts**.
- In the User Accounts window, click **User Accounts**.
- In the User Accounts tasks window, click Change User Account Control Settings.

Choose when to be notified about changes to your computer

User Account Control helps prevent potentially harmful programs from making changes to your computer.

Ital me more about User Account Control asstroad

Always notify

Never notify me when:

Programs try to install software or make changes to my computer

I make changes to Windows settings

Not recommended. Choose this only if you need to use programs that are not certified for Windows 7 because they do not support User Account Control.

In Change User Account Control Settings task window, set the control setting as Never notify

• Click **OK** and then click **Restart Now** to apply the change.

company name.

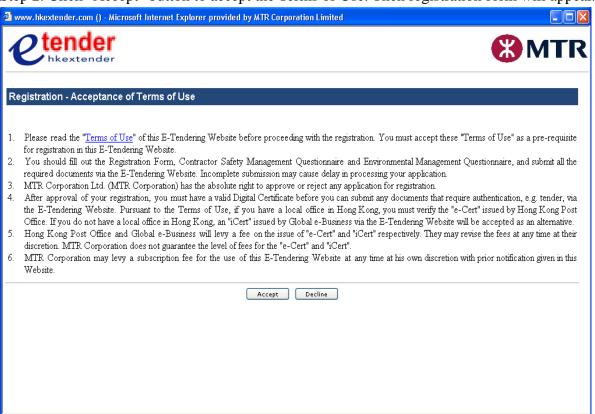
Please refer to the steps below for details.

New Supplier / Contractor Registration

Step 1. Click "New Supplier / Contractor Registration" on the upper left corner of the homepage.



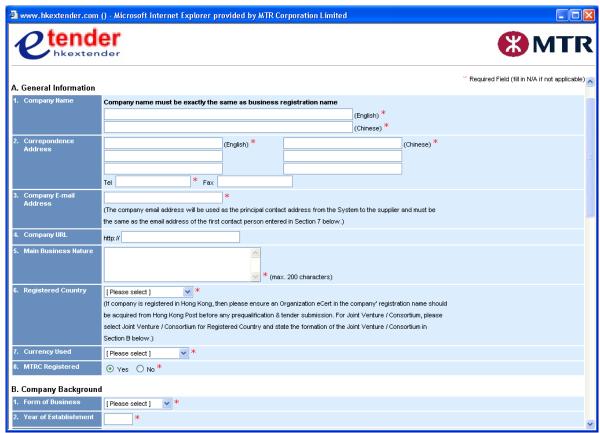
Step 2. Click "Accept" button to accept the Terms of Use. Then registration form will appear.



Step 3. In the online registration form, fill in all the information as required under the sections,

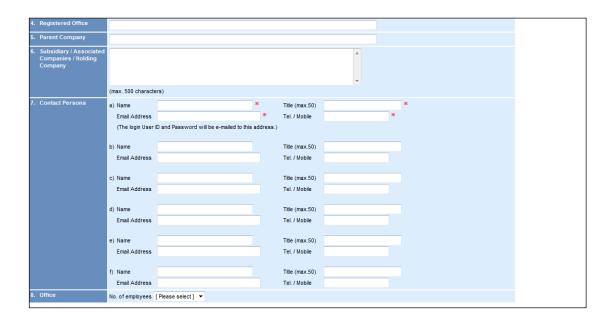
General Information and Company Background.

The online registration form is shown below:

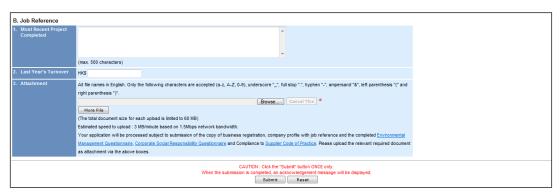


Notes: Company name must be input as it is shown in the Business Registration including punctuation marks, abbreviation and full words.

Company email entered will be used as the principal contact and must be the same as the email address of the first contact person.



Step 4. Under the Section for **Job Reference**, click "Coporate Social Responsibility Questionnaire" and "Environmental Management Questionnaire" to download the files of these two questionnaires for completion.

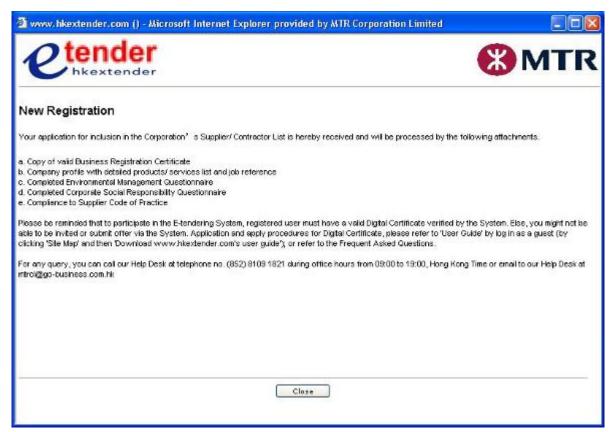


Note: Supplier can also complete the questionnaires offline and then upload the completed questionnaires as Step 5.

Step 5. Click "browse" button to locate the file to be uploaded such as copy of business registration, company profile and completed questionnaires etc. and click "Open" button to confirm. The copy of business registration, company profile and questionnaires must be uploaded before submission for assessment.

Note: 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 ")".

- Step 6. Click "More File" button and repeat Step 5 to upload more files.
- Step 7. Click "Submit" button to confirm submission of the registration application.
- Steo 8. After registration submitted, an acknowledgement page will be displayed on screen as below. The supplier was reminded to submit the required information as detailed in the acknowledgement page for assessment.



Step 9. Supplier will receive an email for the acknowledgement of the application. User login ID and password will be sent to the email address of the first contact person after registration has been approved by MTR Corporation.

Logon for Registered Supplier / Contractor

Step 1. Click "Registered Supplier / Contractor" on homepage of www.hkextender.com to initiate the logon screen.



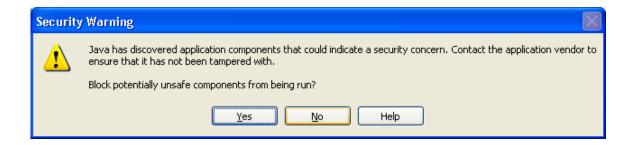
Step 2. Type in User ID and Password. Then click "Login" button to logon.



Step 3. For Java 6 User, confirm installing and running the program "E-Tendering" by clicking the "Run" button in the following security warning page.



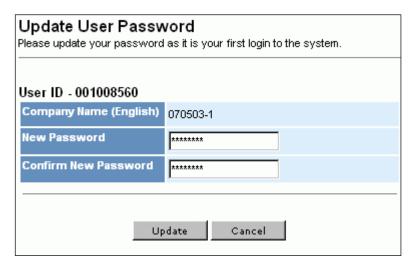
For Java 7 User, confirm installing and running the program "E-Tendering" by clicking the "No" button in the following security warning page.



Step 4. After Step 3, the main page will be shown:



System will force supplier users to change their password when first time login to the system.



Notes: After finishing the tasks in the website, user must click "Logout" button in menu bar to logout the system.



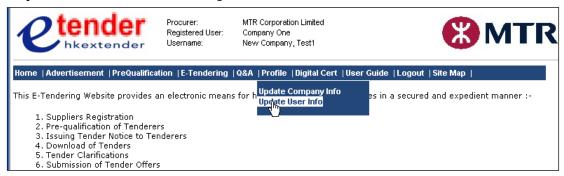
Otherwise, the same user will not be able to log on his own account unless he has typed in correctly his email address together with his user ID and password as registered in the system.



Update User Info

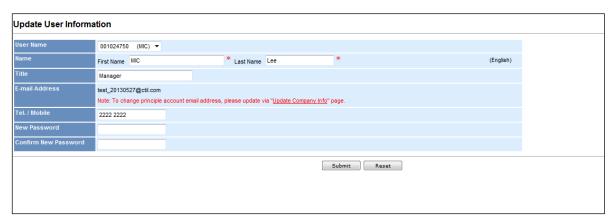
As a new user, user should update his own info after first logon.

Step 1. Select **Profile** and then **Update User Info**.



Step 2. User may type in a) First name and Last name of the user, b) Title, c) E-mail Address, d) Tel./Mobile. User can also change his password by typing in the new password.

Step 2a. For the principle account user, he/she can update his/her user info except email address.



Step 2b. If the principle account user want to update the email address , he/she must Click the link "Update Company Info" to update company email address.

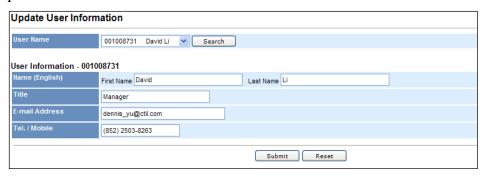


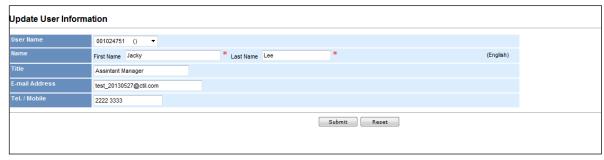
test_20130527@ctil.con

Note:

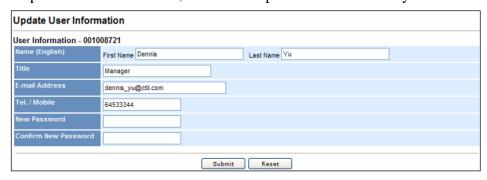
1. The company email address will be used as the principal contact address.

Step 2c. For the principle account user, he/she can update the other users' info, except password.





Step 2d. For the other user, he/she can update his/her info only.



Step 3. Click "Submit" button to confirm changes.

Update Company Info

The principal user can also update company info after logon.

Step 1. Select **Profile** and then **Update Company Info**.



Step 2. Type in the required changes in the record that appears.



Step 3. Click "Submit" button to confirm changes.

Step 4. Confirmation message for company information updated will be shown as below.



Note: All the company information update will not be updated in the system until MTR Corporation accepts and approves the changes.

Step 5. An acknowledgement email will generated by the system to inform the user.

To Company one VPC2
Dear Sir/Madam,

Please note that your request for updating Company Information is hereby acknowledged and will be processed shortly.

Yours sincerely,
Procurement & Contracts Department
MTR Corporation Limited

Web: http://www.hkextender.com

Remark: This Email was generated from system automatically, please do not reply this message.

*** Email Disclaimer ***

The information contained in this e-mail is confidential and is intended solely for the addressee. If you are not the intended recipient, please notify the sender immediately and delete this e-mail from your system. Any unauthorised use, disclosure, copying, printing, forwarding or dissemination of any part of this information is prohibited. MTR Corporation Limited does not accept responsibility for the content of any e-mail transmitted by its staff for any reason other than bona fide business purposes. Any information that is not transmitted via secure, tamper-proof technology should not be relied upon, unless advised or agreed otherwise in writing by an authorised representative of the Corporation.

*** End of Disclaimer ***

Digital Certificate

The electronic tendering system makes uses of Digital Certificate and Public Key Infrastructure to maintain the required security. Digital Certificate is used for authentication of the registered company's identity as well as signing and encryption of the company's submissions in pre-qualification and tendering process. This security measure is being widely used world wide for electronic transactions.

For overseas and Joint Venture / Consortium companies, they are required to apply a Digital Certificate online in their account through the system.

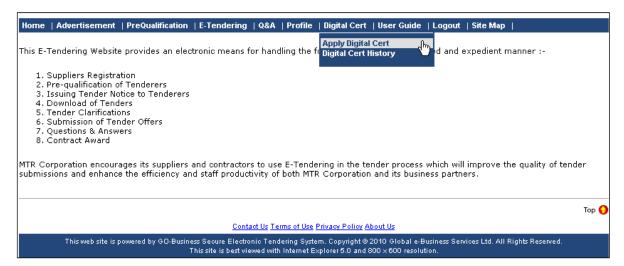
For companies registered in Hong Kong, they are required to apply an Organisational e-Cert under their registered company name through Hongkong Post. For the detailed procedures and charges of acquiring Organisational e-Cert, user can visit the Hongkong Post website at http://www.hongkongpost.gov.hk or contact Hongkong Post Certification Authority services hotline at (852) 2921 6633. Note that **the Organisational e-Cert must be made in company name as the company's business registration.** After acquiring the Organisational e-Cert, users should verify their Digital Certificate into the system before signing any submissions via the system.

Users are advised to make multiple copies of the issued Digital Certificate in floppy disks, compact disk (CD), USB or store in a safe storage media, and keep them safely.

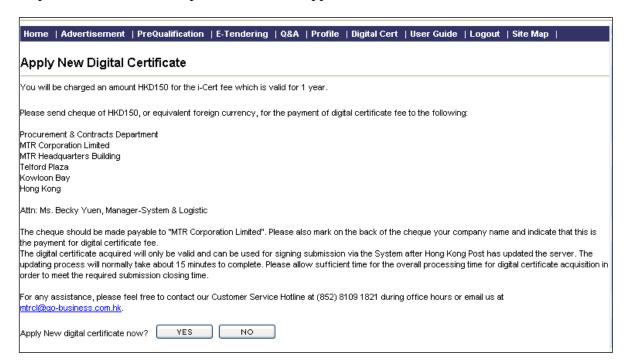
During the on-line submission, the Digital Certificate must be attached and password of the Digital Certificate must be input for authentication.

a. Apply Digital Cert (For overseas or Joint Venture / Consortium companies)

Step 1. Click Apply Digital Cert under Digital Cert



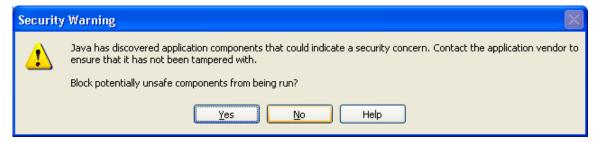
Step 2. Click "Yes" to accept and submit the application.



Step 3. For Java 6 User, confirm installing and running the program "E-Tendering" by clicking the "Run" button in the following security warning page.

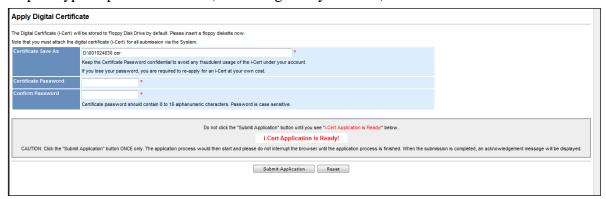


For Java 7 User, confirm installing and running the program "E-Tendering" by clicking the "No" button in the following security warning page.

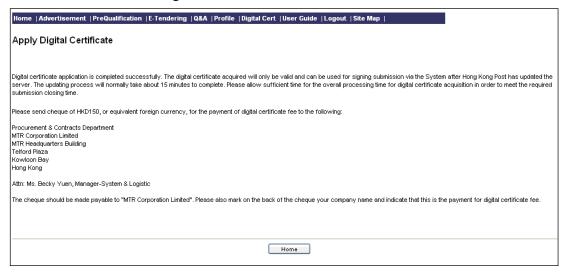


Step 4. The Digital Certificate will be stored to Floppy Disk Dive by default, you may use CD or USB also. Put a floppy disk / CD/ USB in the disk drive and mark the correct drive destination.

Step 5. Type in password twice (to be assigned by the user).



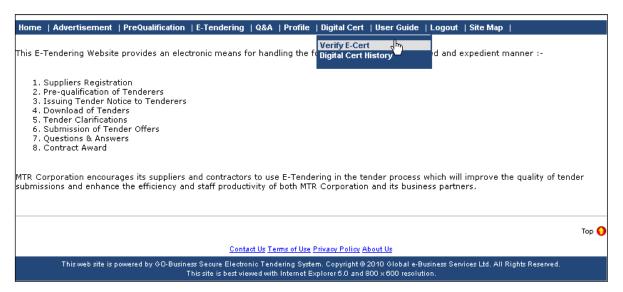
- Step 6. After "i-Cert Application is ready" message is shown on the grey box, click "Submit Application" button to confirm application of Digital Certificate.
- Step 7. Wait until confirmation message is shown. A Digital Certificate file (.cer) is stored in disk / USB for future usage.
- Step 8. An acknowledge as shown below will be displayed upon successful acquisition of Digital Certificate. The supplier shall make the payment for Digital Certificate by cheque as detailed in the acknowledgement.



Note: Digital Certificate issued through the system is valid only for one year. Re-application should be made after its expiry.

b. Verify Organisational e-Cert (For Hong Kong Registered companies)

Step 1. Click **Verify E-Cert** under **Digital Cert**.



Step 2. For Java 6 User, confirm installing and running the program "E-Tendering" by clicking the "Run" button in the following security warning page.



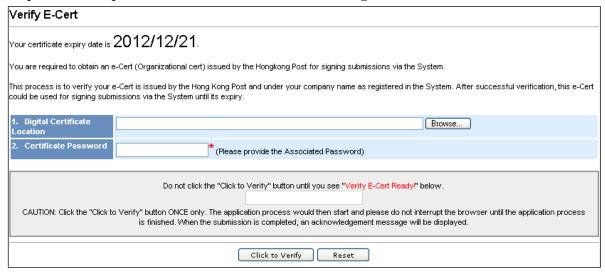
For Java 7 User, confirm installing and running the program "E-Tendering" by clicking the "No" button in the following security warning page.



- Step 3. Make sure the **Organisational e-Cert** is ready in hard disk/ floppy disk/ CD/ USB drive of the computer for verification.
- Step 4. Click "Browse" button, identify the location of **Organisational e-Cert** and choose the www.hkextender.com User Guide Page 34 of 89

Organisational e-Cert file (.p12).

Step 5. Click "Open" button to confirm the selected **Organisational e-Cert** file.



Step 6. Type in the password of the **Organisational e-Cert**.

Step 7. Click "Click to Verify" button to start **Organisational e-Cert** verification after "Verify E-Cert Ready" message is shown on the grey box. "Verification Success" message will be shown upon completion of **Organisational e-Cert** verification.



Note: **Organisational e-Cert** issued through Hongkong Post is valid for one year/ two years. Upon expiry, user should re-apply the **Organisational e-Cert** through Hongkong Post and verify the new **Organisational e-Cert** before any submission through the system. Expired **Organisational e-Cert** will not be accepted by the system.

c. View Digital Cert History

Step 1. Click Digital Cert History under Digital Cert



Digital Cert History Report (display last 15 records)

#	Туре	Serial No.	Issue Date	Expiry Date	Verified Date	Status	Key Length
1.	E-Cert	2DCFEE		2013/12/31	2013/12/10 10:38	Active	1024 bits
2.	E-Cert	2DCFEE		2012/12/21	2013/12/04 12:34	Expired	1024 bits
3.	E-Cert	2DCFEE		2012/12/21	2013/12/04 12:00	Expired	1024 bits
4.	E-Cert	2DCFEE		2012/12/21	2013/12/04 11:03	Expired	1024 bits
5.	E-Cert	2DCFEE		2012/12/21	2013/12/04 10:51	Expired	1024 bits
6.	E-Cert	2DCFEE		2012/12/21	2013/12/04 10:49	Expired	1024 bits
7.	E-Cert	2DCFEE		2014/12/31	2013/10/07 09:15		1024 bits
8.	E-Cert	183549		2014/01/09	2013/09/24 16:25		1024 bits
9.	E-Cert	183549		2014/01/09	2013/04/29 16:20		1024 bits
10.	E-Cert	183549		2014/01/09	2013/09/24 16:25		1024 bits

The system will list out the last 15 records of Digital Certificate verified in the system.

Advertisement

Supplier can search & view advertisement notice for the potential contracts through the system. Should the supplier be interested to the contract, he can express his interest to MTR Corporation through the system.

Note: Email notification for the advertisement may be sent by MTR Corporation to the potential suppliers as considered applicable by MTR Corporation.

Case 1: Registered Supplier

Search Advertisement

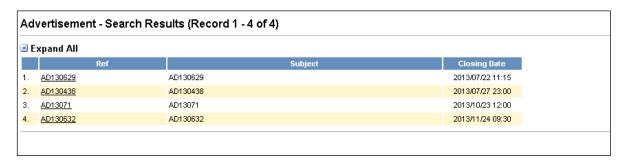
Step1. Press Search Advertisement under Advertisement on the menu bar after user logon.



Step 2. Supplier can search specific advertisement by different criteria.

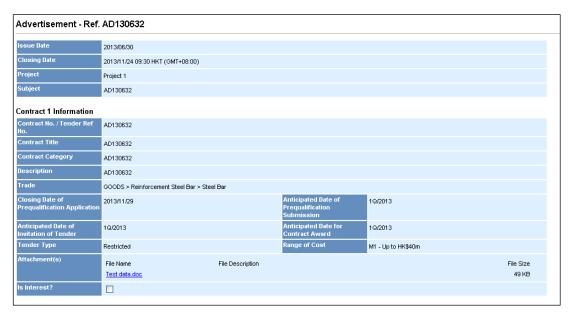


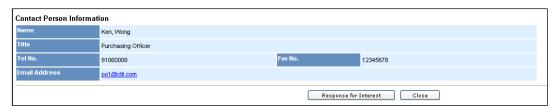
Step 3. Any advertisement that matches with the searching criteria will be displayed



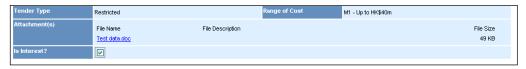
Step 4. Click the advertisement reference number to view the details of the advertisement.

Step 5. Click the file hyperlink to download the attachment file(s), if any, relating to the contract(s) for viewing.





Step 6. Should the supplier be interested to the contract(s), check the Check Box for "Is Interest?" under the appropriate contract(s). [Note: For some advertisements, there will be more than one contract.]



Step 7. Click the "Response for interest" button to reply for interest.

Step 8. Acknowledgement will be displayed after the "Response for interest" has been received by the system.

Response for Interest

Advertisement - Expression of Interest

Your request submitted is successful.

Subject: AD130632 Contract: AD130632

Time: 2013/07/04 12:05:48 HKT (GMT +8:00)

Note:

1. Please print this screen for record purpose.

Case 2: For Non-Registered Supplier

Step 1. Click Guest Login on the homepage of www.hkextender.com

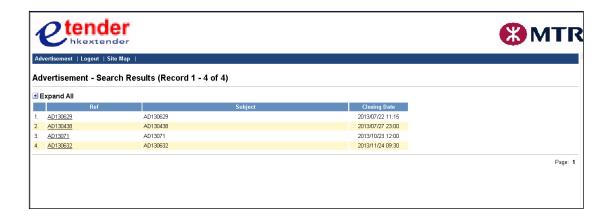


For guest user, the system will only provide function for expression of interest to the contract(s) in the advertisement(s).

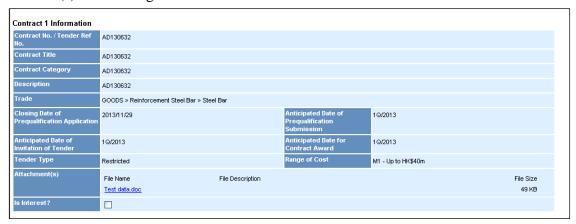
Step 2. Press **Search Advertisement** under **Advertisement** on the menu bar after login. List of advertisements still opening for response will be displayed.

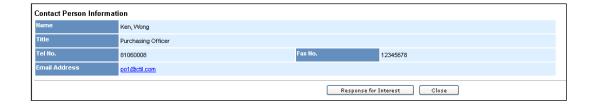


Step 3. Click reference no. of specific advertisement.



Step 4. Click file hyperlink to download the attachment file(s), if any, relating to the contract(s) for viewing.



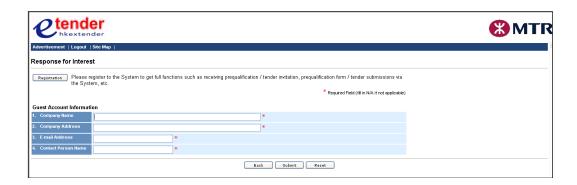


Step 5. Should the supplier be interested to the contract(s), check the Box for "Is Interest?" under the appropriate contract(s).

Note: For some advertisements, there will be more than one contract.

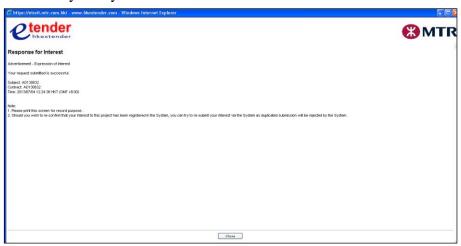
Step 6. Click "Response for interest" button to reply for interest.

Step 7. After clicking "Response for Interest" button, guest user will be required to fill in the company name, company address, e-mail address and contact person name and then click "Submit" button to confirm interest.



In order to use the full functions in the system, non-registered supplier must register to the system by click "Registration".

Step 8. Acknowledgement will be displayed after the "Response for interest" has been received by the system.



It is suggested to print the acknowledgement page for record.

PreQualification

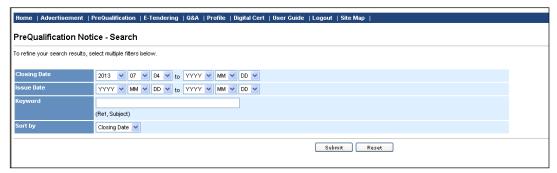
If a registered supplier is selected by MTR Corporation for a PreQualification, he will receive an email notice about the pre-qualification. The pre-qualification questionnaire should be download for completion and submission according to the following steps.

Step 1. Search pre-qualification notice by selecting **Search PreQualification** under **PreQualification** on the menu bar after logon.



Step 2. Search the pre-qualification notice by the following searching criteria.

- Closing Date Range
- Issue Date Range
- Keywords (PQ Ref, PQ Subject)



Step 3. Click "Submit" button. All pre-qualification notices that match with the searching criteria will be displayed.



Step 4. Click the relevant pre-qualification ref. number to view the detailed information about the pre-qualification.



Step 5. Click the linked document filename to download pre-qualification document for viewing and completion.

Step 6. User can submit response to the pre-qualification questionnaire by clicking "Submit PreQualification Questionnaire" button.

Alert message: The following alert message will be displayed to alert you to apply / verify i-Cert / e-Cert. Just click "Continue" to apply / verify the digital cert or click "Back" to continue the remaining process.

For principle account, the following message is shown if the i-Cert is not yet applied



For non principle account, the following message is shown if the i-Cert is not yet applied



For principle account, the following message is shown if the i-Cert is expired

Submit PreQualification Questionnaire - Ref. PQITContract The electronic tendering system makes uses of Digital Certificate and Public Key Infrastructure to maintain the required security. Digital Certificate is used for authentication of the registered company's identity as well as signing and encryption of the company's submissions in pre-qualification and tendering process. This security measure is being widely used world wide for electronic transactions. For overseas and Joint Venture/ Consortium companies, they are required to apply a Digital Certificate online in their account through the system. Your digitial certificate was expired on 2010/12/31. Apply new digital certificate now?

For non principle account, the following message is shown if the i-Cert is expired



For principle account, the following message is shown if the e-Cert is not yet verified

The electronic tendering system makes uses of Digital Certificate and Public Key Infrastructure to maintain the required security. Digital Certificate is used for authentication of the registered company's identity as well as signing and encryption of the company's submissions in pre-qualification and tendering process. This security measure is being widely used world wide for electronic transactions.
For company registered in Hong Kong, you are required to apply an Organisational e-Cert under your registered company name through Hongkong Post. For the detailed procedures and charges of acquiring Organisational e-Cert, please visit the Hongkong Post website at http://www.hongkongpost.gov.hk.
Your Organisational e-Cert, must be made in company name as the company's business registration. After acquiring the Organisational e-Cert, you should verify your e-Cert into the system before signing any submissions via the system.
Verify Organisation e-Cert now?
Continue Back

For non principle account, the following message is shown if the e-Cert is not yet verified

The electronic tendering system makes uses of Digital Certificate and Public Key Infrastructure to maintain the required security. Digital Certificate is used for authentication of the registered company's identity as well as signing and encryption of the company's submissions in pre-qualification and tendering process. This security measure is being widely used world wide for electronic transactions.
For company registered in Hong Kong, you are required to apply an Organisational e-Cert under your registered company name through Hongkong Post. For the detailed procedures and charges of acquiring Organisational e-Cert, please visit the Hongkong Post website at http://www.hongkongpost.gov.hk.
Your Organisational e-Cert must be made in company name as the company's business registration. After acquiring the Organisational e-Cert, you should verify your e-Cert into the system before signing any submissions via the system.
Please log into your Principal Account and verify Organisation e-Cert.
Back

For principle account, the following message is shown if the e-Cert is expired

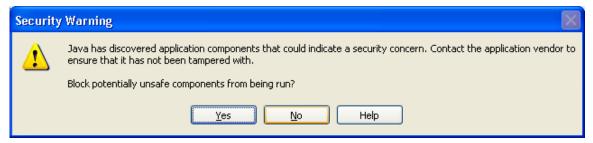


For non principle account, the following message is shown if the e-Cert is expired

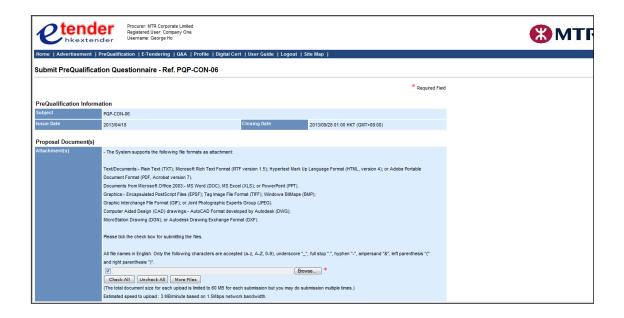


Step 7. The security message below will be shown.

Step 7a. For Java 7 User, confirm installing and running the program "E-Tendering" by clicking the "No" button in the following security warning page.



Step 8. Then submission screen below will be shown. Under the Section for "Proposal Document(s)", click "Browse" button to choose the document file for submission.



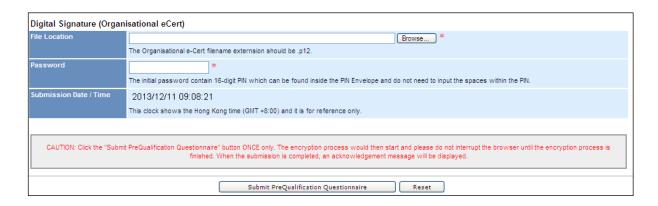
Step 9. Click "More Files" and repeat Step 8 to attach more document files if any. Uncheck the check box on the right side of the file(s) if it is decided not to send the file(s).

Note: 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 ")".

Step 10a. Under the Section for Digital Certificate, click "Browse" to choose i-Cert to be verified and type in the password of the i-Cert.



Step 10b. Under the Section for Digital Certificate, click "Browse" to choose e-Cert and type in the password of the e-Cert.



Step 11. Click "Submit PreQualification Questionnaire" button to submit the response to the pre-qualification.

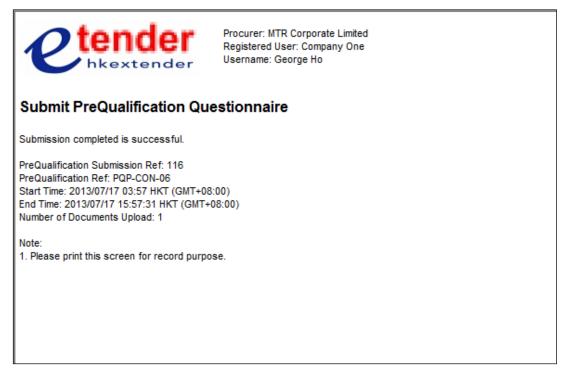
System will show warning message and stop to process if digital certificate password is incorrect.



System will show warning message and stop to process if digital certificate file is incorrect.



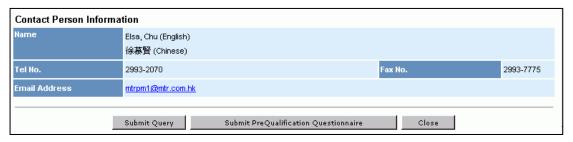
Step 12. Acknowledgement page for pre-qualification submission will be displayed after successful submission.



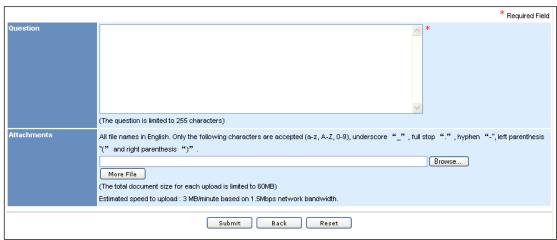
Note: It is suggested to print the acknowledge screen as record for submission of the

completed Pre-Qualification Questionnaire.

Step 13. User can submit query to the pre-qualification questionnaire by clicking "Submit Query" button.



Step 14. User can type question in the text box. Moreover, user can also submit query with attachment by clicking the "Browse" button to select the file(s). 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 ")".



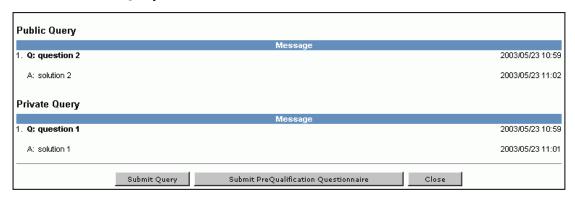
Step 15. Click the "Submit" button to submit the query. Acknowledgement will be displayed after the "Submit" button has been clicked.



Step 16. The submitted query will be displayed on the PQ notice under the private query section.

Once MTR Corporation replies to the query, answer(s) will be shown under the question. User can click the file link to view attachment files to the answers if available. User will also receive email notification of the reply to the query with attachment file(s) if any.

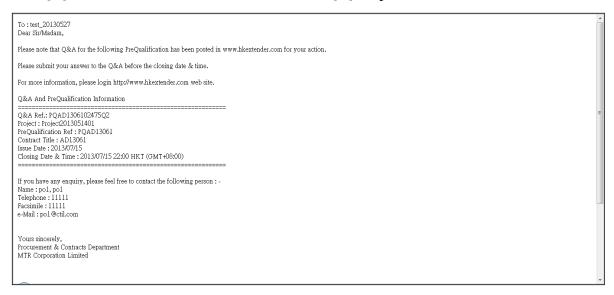
Step 17. In case MTR Corporation wishes that all the suppliers invited for PQ can also view the query and answer that is submitted by one of the suppliers, the query and answer are shown under the Public Query section. The user will receive email notification and view under the Public Query Section.



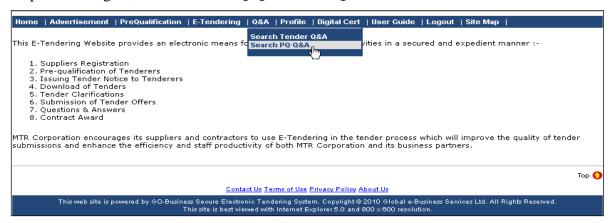
Note: For query and answer shown under the Private Query section, only the supplier submitted the query can see the query and answer.

Download PreQualification Q&A

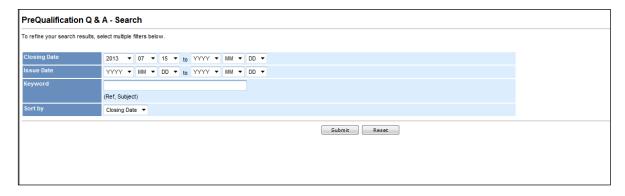
A. PQ Q&A notice will send to tenderers when PQ Q&A posted.



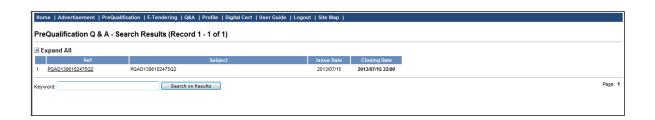
Step1. After logon, select **Search PQ Q&A** under **Q&A** on the menu bar.



Step 2. Search PQ Q&A by the criteria and click "Submit" button.



Step 3. Click reference no of PQ Q&A in the searching result.



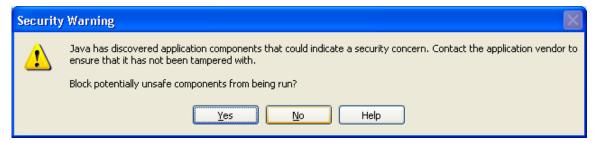
Step 4. Click the hyperlink in the "PQ Q&A Document" Section to download the relevant file(s) of the question.



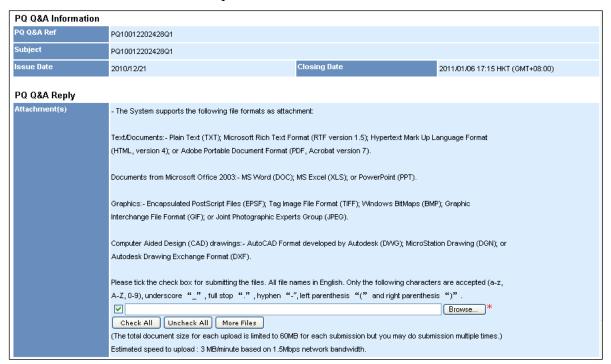
Submit PreQualification Q&A Answer

- Step 1. When the answer to the question is ready for submission, click the "Submit PQ Q&A" button.
- Step 2. The security message below will be shown.

For Java 7 User, Confirm installing and running the program "E-Tendering" by clicking the "No" button in the following security warning page.



Step 3. Under the Section "PQ Q&A Reply", click the "Browse" button to choose the file attachment for the answer to the question.

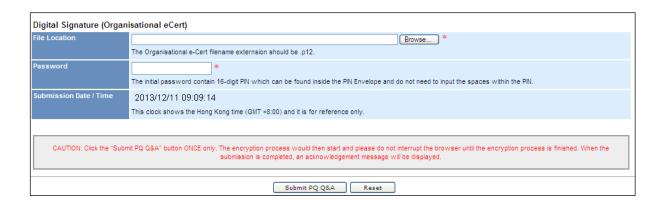




Note: All file names in English. Only the following characters are accepted (a-z, A-Z, 0-9), underscore "_", full stop ".", hyphen "-", ampersand "&", left parenthesis "(" and right parenthesis ")".

Step 4. Click "More Files" and repeat Step 7 to attach more document file(s) if any. Uncheck the check box on the right side of the file(s) if it is decided not to send the file(s).

Step 5. Clicking the "Browse" button to locate the Digital Certificate file under the Section "Digital Signature" and type in Digital Cert password for digital signature.



Note:

For overseas and Joint Venture / Consortium companies, they are required to apply a Digital Certificate (.cer) online in their account through the system.

For companies registered in Hong Kong, they are required to apply an Organisational e-Cert (.p12) under their registered company name through Hongkong Post.

Step 6. Click "Submit PQ Q&A" to confirm submission.

Step 7. Acknowledgement will be displayed as below. The user recommends print out the screen for record.

Successful submission



Procurer: MTR Corporate Limited Registered User: Company One Username: George Ho

Submit PreQualification Q&A

Submission completed is successful.

PQ Q&A Submission Ref: 110
PQ Q&A Ref: PQP-PQ-201306180100010Q1
Start Time: 2013/07/16 05:03 HKT (GMT+08:00)
End Time: 2013/07/16 17:03:42 HKT (GMT+08:00)
Number of Documents Upload: 1

Note:

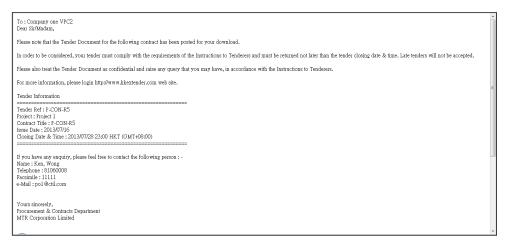
1. Please print this screen for record purpose.

It is suggested to print the acknowledgement page for record.

Search Tender Notice

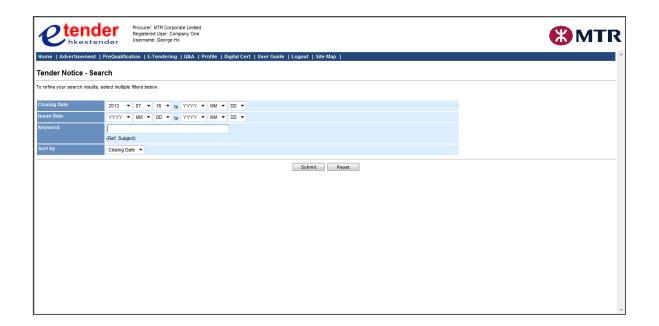
If a registered supplier is selected by MTR Corporation for a tender, he will receive an email notice about the tender. Supplier can search the tender in two different ways as illustrated below.

Step 1a. Supplier can click the hyperlink in the tender notice email then follow by the login procedure.



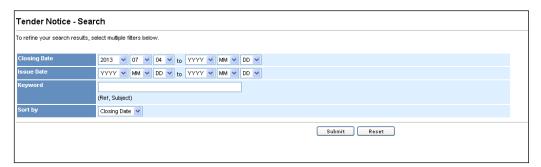


Step 1b. Select **Search Tender Notice** under **E-Tendering** on the menu bar after logon.

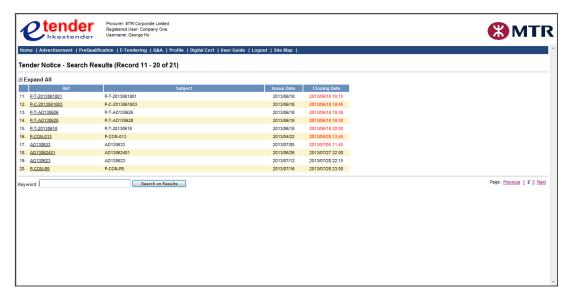


Step 2. User can search tender notice by the following criteria.

- Trade
- Closing Date
- Issue Date
- Keywords



Step 3. All tenders that match with the searching criteria will be listed as shown below. If the hyperlink in the tender notice email is clicked, then only the relevant tender will be displayed after login.



Note: Display of the listing

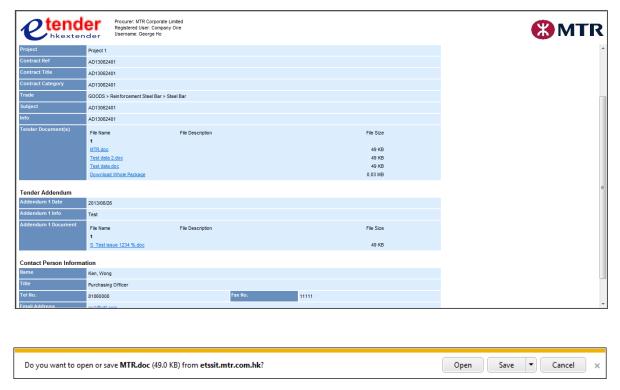
- Show full description as "ToolTip" by pointing the cursor to the description field (Collapse All defaulted)
- Click "Expand All" button to display full description with wrapping to next line on screen

Step 4. Click the tender reference number for viewing detailed information of the tender.

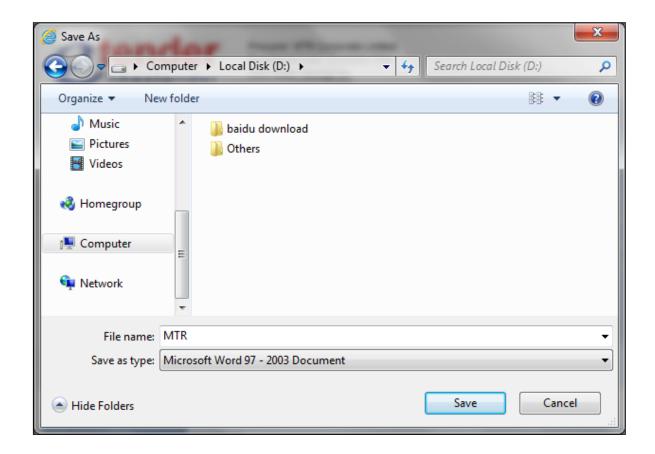


Tender Download

- Step 1. Search the Tender Notice as described in the previous section.
- Step 2. After tender notice is shown, click hyperlink(s) of file(s) in the Section for "Tender Document" to download the file(s) of the tender document one by one.



Step 3. Choose "Save this file to disk". Then select the location and then click "Save" to save the file downloaded.



Step 4. Open the downloaded file(s) for viewing.

The whole tender document can also be downloaded by following the steps below.

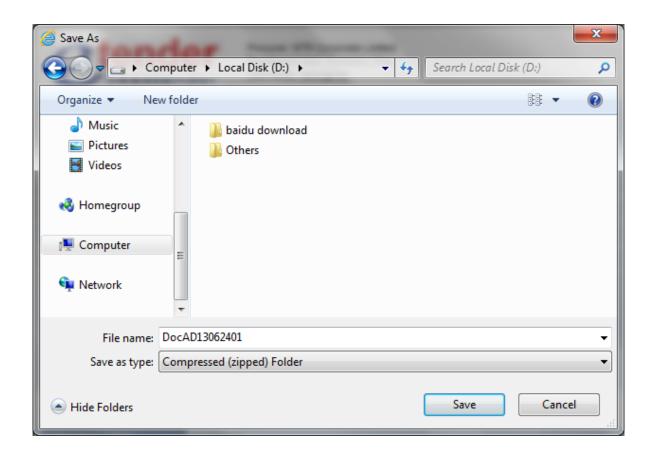
1. Click the link for "Download Whole Package"



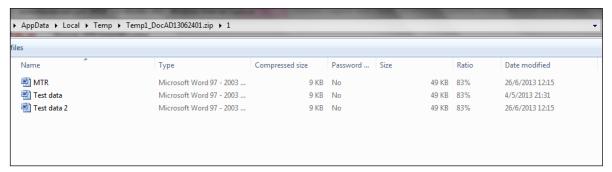
2. Choose "Save this file to disk".



3. Choose appropriate drive and directory and then click "Save" button to save the file.

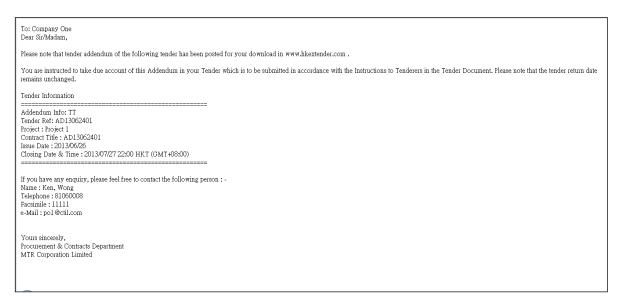


4. Decompress the downloaded zip file. Since folder(s) will be used for containing different section(s) of the tender document, another zip file(s) may be found in the folder(s) after decompression.



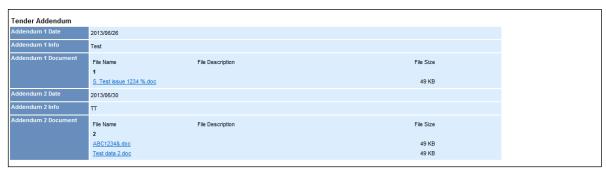
5. User should further decompress the zip file(s) to get the uncompressed file(s) of the tender document.

If MTR Corporation issue a tender addendum for a tender, then the supplier invited for tender will receive an email notice about the tender addendum.



Supplier can login the system and search the tender notice as described in the previous section. The tender addendum info and files for downloading can be found under the Section for "Tender Addendum" in the Tender Notice.

The specific information for the Tender Addendum will show in the "Addendum Info".



Supplier can view and download tender document including tender addendum anytime unless MTR has archived the tender document in the system.

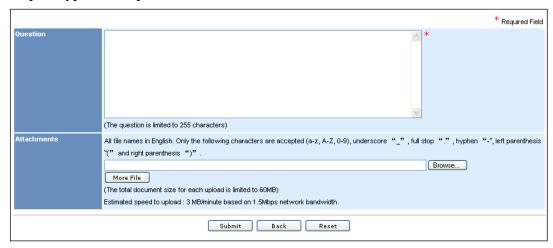
Submit Tender Query

Step 1. Search and go to specific tender notice as described in previous section.



Step 2. Click the "Submit Query" button at the bottom of tender notice.

Step 3. Type in the question.



Step 4. If there are any files to be attached, click the "Browse" button to choose the file for upload.

Note: 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 ")".

Step 5. Click the "More File" button and repeat Step 4 to upload more files if necessary.

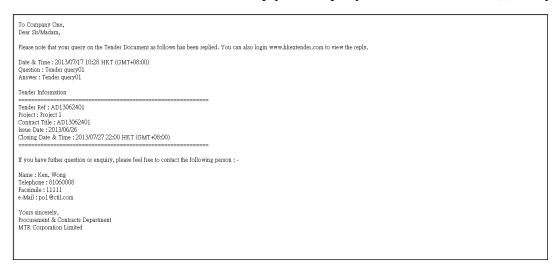
Step 6. Click "Submit" button to submit the query.



Step 7. The submitted query will be displayed on the tender notice under the private query section.



Once MTR Corporation replies to the query, answer(s) will be shown under the question. User can click the file link to view attachment files to the answers if available. User will also receive email notification of the reply to the query with attachment file(s) if any.





In case MTR Corporation wishes that all the suppliers invited for tender can also view the query and answer that is submitted by one of the suppliers, the query and answer are shown under the Public Query section. The user will receive email notification and view under the Public Query Section.



Note: For query and answer shown under the Private Query section, only the supplier submitted the query can see the query and answer.

Submit Tender Offer

Step 1. Search and go to specific tender notice as described in previous section.

Step 2a. If MTR Corporation requires tenderers to submit technical and financial parts of the tender offer separately, then supplier shall click the "Submit Technical Offer" button for the submission of the technical part of the tender offer and click the "Submit Financial Offer" button for the submission of the financial part of the tender offer.



Step 2b. Otherwise, simply click the "Submit Tender Offer" button for the submission of the whole tender offer.



Step 3. The security message below will be shown

Step 3a. For Java 6 User, confirm installing and running the program "E-Tendering" by clicking the "Run" button in the following security warning page.



Step 3b. For Java 7 User, confirm installing and running the program "E-Tendering" by clicking the "No" button in the following security warning page.



Step 4. Select "New", "Supplement" or "Supersede" under the Section "Submit Action".



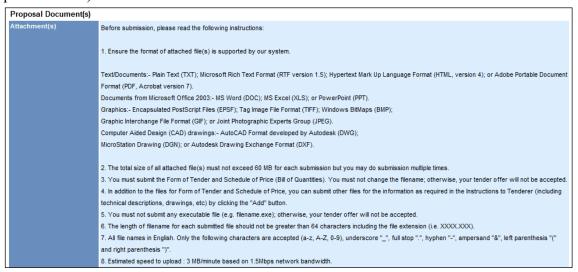
Note: New = First submission

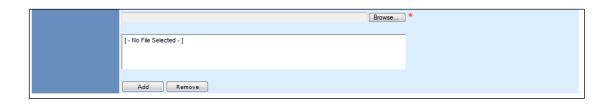
Supplement = Submission of supplementary information to the previous submission(s).

Supersede = Replacement of all the previous submission(s).

Step 5. Attach and select the files of tender offer by clicking the "Browse" button under the Section "Proposal Documents(s)".

Note: 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 ")".





Step 6. Click the "Add" button to confirm attachment of the file. More file can be attached by repeating Steps 5 and 6. File added can be removed by selecting the file and click the "Remove" button.

Step 7. User can also type in any comment to his offer in the "Remarks" box.

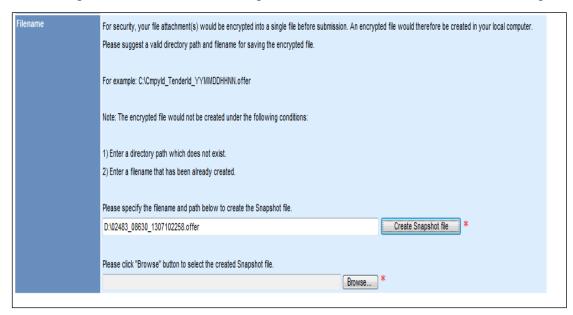
Step 8. Create Snapshot file under the section "Snapshot".

For security purpose, your file attachments would be encrypted into a single snapshot file before actual submission. Through this encryption process, a snapshot file (pulling all your selected file attachments) would be created in your local computer at C: drive as default path. You may suggest another valid directory path and filename for saving the snapshot file in case you do not want to create the snapshot file in C: drive or C:drive is prohibited to write file, but please note that the file extension .offer could not be changed.

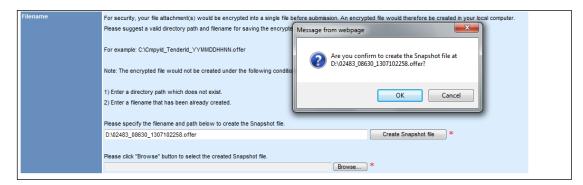
Note: The encrypted snapshot file would not be created for the following conditions:

- 1. Enter a directory path which does not exist.
- 2. Enter a filename that has been already created.

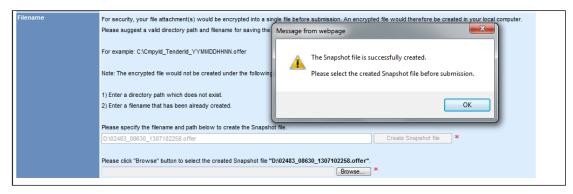
Based on your previous input, the System will pack all your selected documents and generate a snapshot file with name of c:\xxxxxx.offer (see below sample file name) in your computer hard disk, please click the "Create Snapshot file" button to start creation of the snapshot file



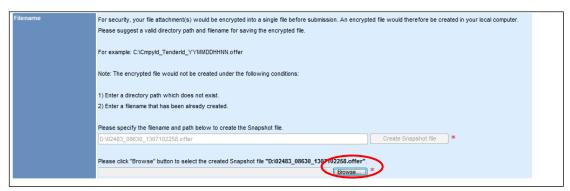
Click "OK" button to confirm creating the snapshot file in your computer hard disk.



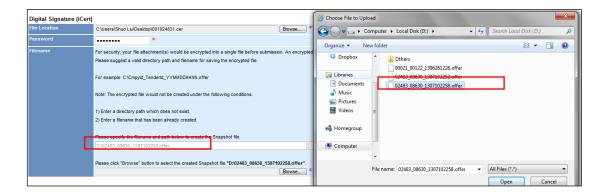
When the snapshot file is created successfully, the following display message will appear on screen for your information and further action. Click "OK" to proceed.



After you are notified that the snapshot file is created, you should click the "Browse..." button to select the snapshot file which you have just created and stored in the computer hard disk folder, for submission purpose



Please select the snapshot file with the same name you just created.



Click "Open" to proceed

After click "Open", the page will be shown like below:



You should have finished the "create snapshot file" process after the above steps, then you can continue the remaining submission action following the existing process flow.

Step 9. Clicking the "Browse..." button to locate the Digital Certificate file under the Section "Digital Signature". And type password.



System will show warning message and stop to process if digital certificate password is incorrect.



System will show warning message and stop to process if digital certificate file is incorrect.

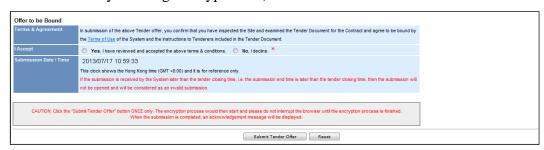


Note:

For overseas and Joint Venture / Consortium companies, they are required to apply a Digital Certificate (.cer) online in their account through the system.

For companies registered in Hong Kong, they are required to apply an Organisational e-Cert (.p12) under their registered company name through Hongkong Post.

Step 10. Select "YES" radio button to accept the terms and conditions. (User can view the Terms of Use by clicking the hyperlink.)



Note: All submissions must be successfully transmitted to the System before the tender closing time. If the submission end time is beyond the tender closing time, the submission will not be opened and will be considered as an invalid submission.

Step 11. Click "Submit Tender Offer" button once to submit the tender offer.



Step 12. Acknowledgement page will be displayed as below for each successful / invalid submission.

Successful submission



Procurer: MTR Corporate Limited Registered User: Company One

Username: George Ho

Submit Tender Offer

Submission completed is successful.

Tender Offer Submission Ref: 111

Tender Ref: AD13062401

Start Time: 2013/07/17 11:06 HKT (GMT+08:00) End Time: 2013/07/17 11:06:21 HKT (GMT+08:00)

Note:

1. Please print this screen for record purpose.

Invalid submission

Submit Tender Offer

INVALID SUBMISSION

Your submission is ended (see below) beyond the Tender Closing Time (2010/08/04 14:45 HKT (GMT+08:00)), the submission will NOT be opened and will be considered as invalid submission.

Tender Ref: Test080302

Submission End Time: 2010/08/04 14:45:36 HKT (GMT+08:00)

Note

Please print this screen for record purpose.

It is suggested to print the acknowledgement page for record.

Note: Emails will be sent by the system to the tenderers if the tender closing date is changed or the tender is suspended by MTR Corporation.

Submit No Offer

In case that the tenderer does not want to submit any offer to a tender, he should notify MTR Corporation by using the "Submit No Offer" function.

Step 1. Search and go to specific tender notice as described in previous section.

Step 2. Click "Submit No offer" button at the bottom of the tender notice.

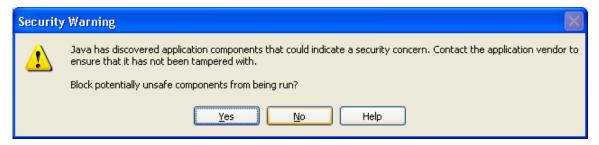
Contact Person Information						
Name	Ken, Wong					
Title	Purchasing Officer					
Tel No.	81060008	Fax No.	11111			
Email Address	po1@ctil.com					
		Submit Query Submit Technical Offer	Submit Finanical Offer	Submit No Offer Clo		

Step 3. The security message below will be shown

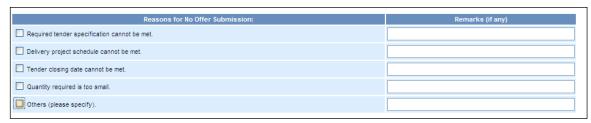
Step 3a. For Java 6 User, confirm installing and running the program "E-Tendering" by clicking the "Run" button in following security warning page.



Step 3b. For Java 7 User, confirm installing and running the program "E-Tendering" by clicking the "No" button in the following security warning page.



Step 4. Check the relevant reason(s) for no offer submission and fill in remarks if any.



Step 5. Clicking the "Browse" button to locate the Digital Certificate file under the Section "Digital Signature".



Note:

For overseas and Joint Venture / Consortium companies, they are required to apply a Digital Certificate (.cer) online in their account through the system.

For companies registered in Hong Kong, they are required to apply an Organisational e-Cert (.p12) under their registered company name through Hongkong Post.

Step 6. Type in the password.

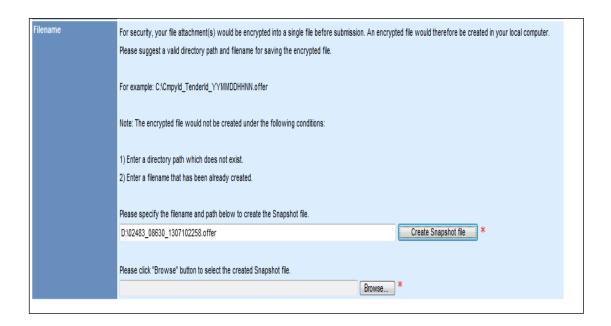
Step 7. Create Snapshot file under the section "Snapshot".

For security purpose, your file attachments would be encrypted into a single snapshot file before actual submission. Through this encryption process, a snapshot file (pulling all your selected file attachments) would be created in your local computer at C: drive as default path. You may suggest another valid directory path and filename for saving the snapshot file in case you do not want to create the snapshot file in C: drive or C:drive is prohibited to write file, but please note that the file extension offer could not be changed.

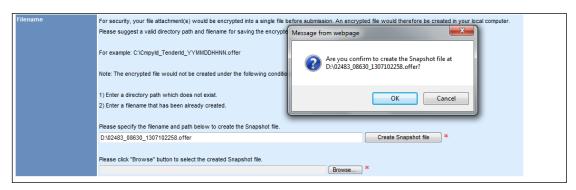
Note: The encrypted snapshot file would not be created for the following conditions:

- 1. Enter a directory path which does not exist.
- 2. Enter a filename that has been already created.

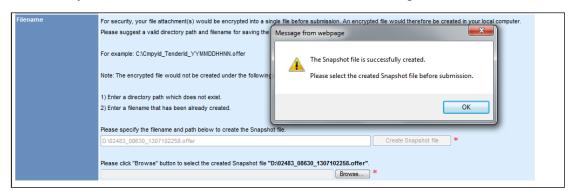
Based on your previous input, the System will pack all your selected documents and generate a snapshot file with name of c:\xxxxxx.offer (see below sample file name) in your computer hard disk, please click the "Create Snapshot file" button to start creation of the snapshot file



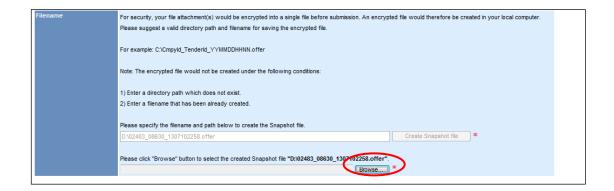
Click "OK" button to confirm creating the snapshot file in your computer hard disk.



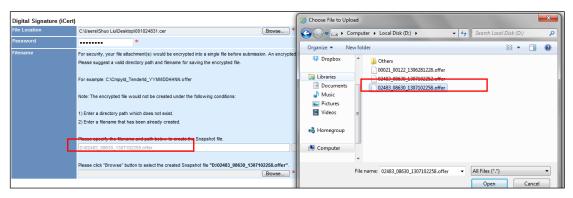
When the snapshot file is created successfully, the following display message will appear on screen for your information and further action. Click "OK" to proceed.



After you are notified that the snapshot file is created, you should click the "Browse..." button to select the snapshot file which you have just created and stored in the computer hard disk folder, for submission purpose

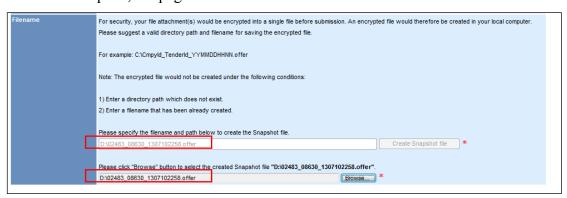


Please select the snapshot file with the same name you just created.



Click "Open" to proceed

After click "Open", the page will be shown like below:



You should have finished the "create snapshot file" process after the above steps, then you can continue the remaining submission action following the existing process flow.

Step 8. Click "Submit No Offer" button to confirm submission.



Note: Once No Offer is sent, notification will be sent to MTR Corporation. The tenderer will not be able to access the specified tender notice again after the deletion of the tenderer from the list of tenderers by MTR Corporation.

Step 9. Acknowledgement will be displayed as below. The user recommends print out the screen for record.



Submit No Offer

Submission completed is successful.

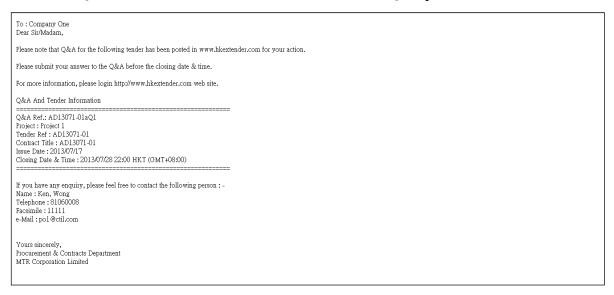
Tender Offer Ref: 3442 Tender Ref: test040701

Submission End Time: 2010/04/12 10:26:17 HKT (GMT+08:00)

It is suggested to print the acknowledgement page for record.

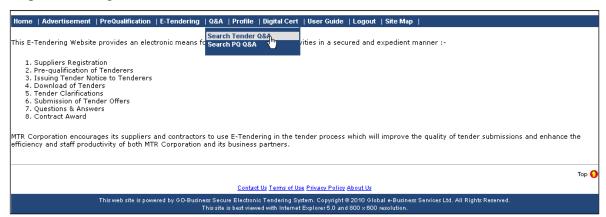
Download Tender Q&A

A. Tender Q&A notice will send to tenderers when Tender Q&A posted.

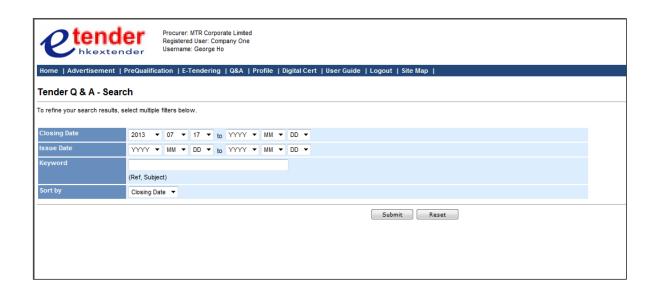


This function can be used by tenderers to download Questions and answer question(s) for his tender submission from MTR Corporation through the system.

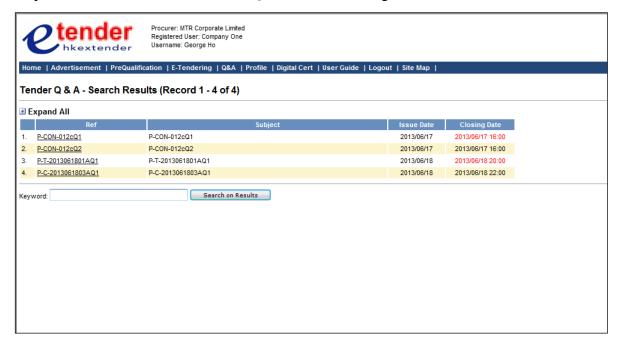
Step 1. After logon, select **Search Tender Q&A** under **Q&A** on the menu bar.



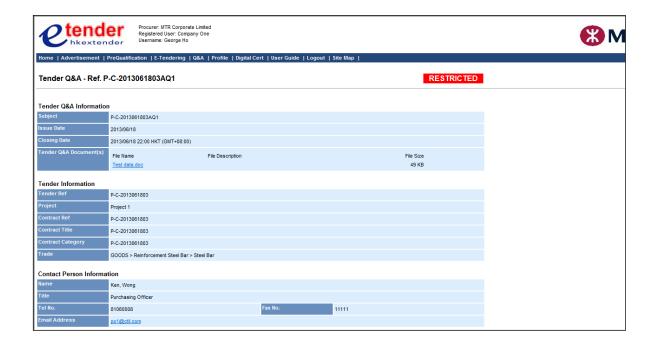
Step 2. Search Tender Q&A by the criteria and click "Submit" button.



Step 3. Click reference no of Tender Q&A in the searching result.

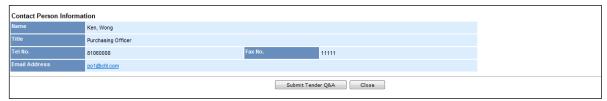


Step 4. Click the hyperlink in the "Tender Q&A Document" Section to download the relevant file(s) of the question.



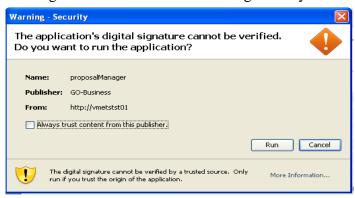
Submit Tender Q&A Answer

Step 1. When the answer to the question is ready for submission, click the "Submit Tender Q&A" button.



Step 2. The security message below will be shown

Step 2a. For Java 6 User, confirm installing and running the program "E-Tendering" by clicking the "Run" button in following security warning page.



Step 2b. For Java 7 User, confirm installing and running of the program "E-Tendering" by clicking the "No" button in following security warning page.

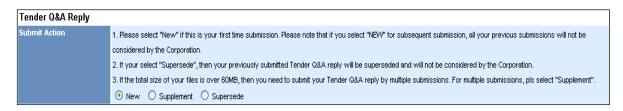


Step 3. Select "New", "Supplement" or "Supersede" under the Section "Tender Q&A Reply".

Note: New = First submission

Supplement = Submission of supplementary information to the previous submission(s).

Supersede = Replacement of all the previous submission(s).

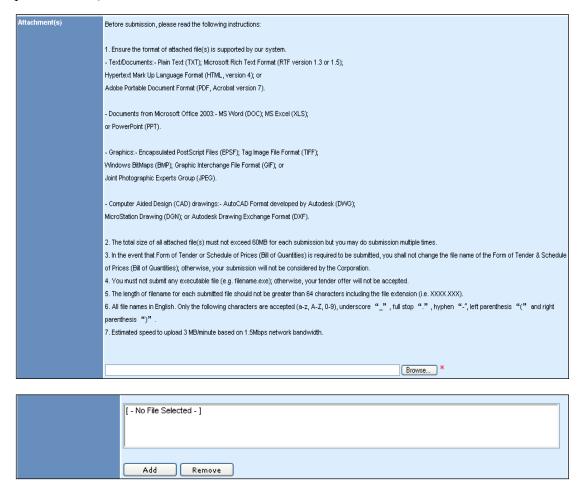


Note: If the Submit Action (Step 3) does not exist, please skip this step and go to Step 4

directly.

Step 4. Attach and select the files of tender offer by clicking the "Browse" button under the Section "Attachment(s)".

Note: 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 ")".



Step 5. Click the "Add" button to confirm attachment of the file. More file can be attached by repeating Steps 4. File added can be removed by selecting the file and click the "Remove" button.

Step 6. Create Snapshot file under the section "Snapshot".

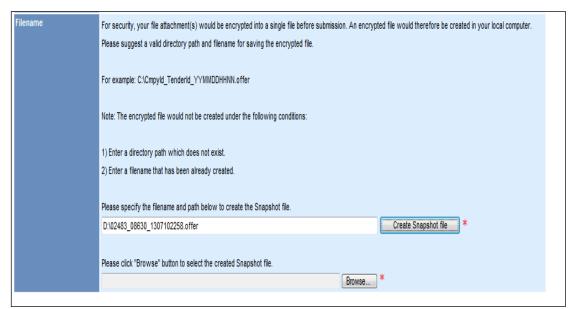
For security purpose, your file attachments would be encrypted into a single snapshot file before actual submission. Through this encryption process, a snapshot file (pulling all your selected file attachments) would be created in your local computer at C: drive as default path. You may suggest another valid directory path and filename for saving the snapshot file in case you do not want to create the snapshot file in C: drive or C:drive is prohibited to write file, but please note that the file extension .offer could not be changed.

Note: The encrypted snapshot file would not be created for the following conditions:

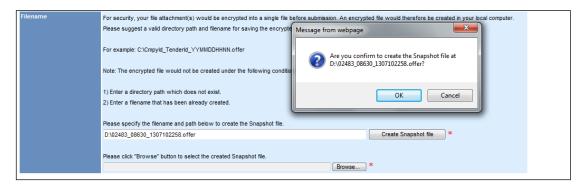
- 1. Enter a directory path which does not exist.
- 2. Enter a filename that has been already created.

If the Snapshot Section (Step 6) does not exist, please skip this step and go to Step 7 directly.

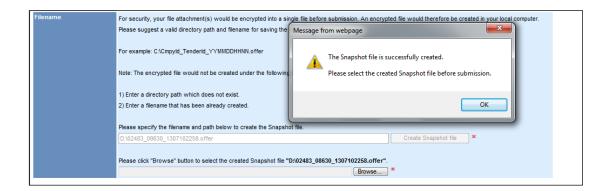
Based on your previous input, the System will pack all your selected documents and generate a snapshot file with name of c:\xxxxxx.offer (see below sample file name) in your computer hard disk, please click the "Create Snapshot file" button to start creation of the snapshot file



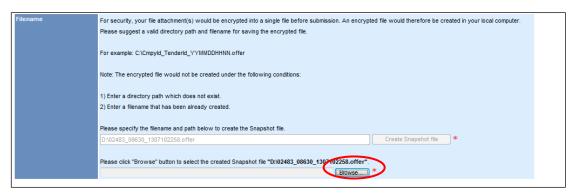
Click "OK" button to confirm creating the snapshot file in your computer hard disk.



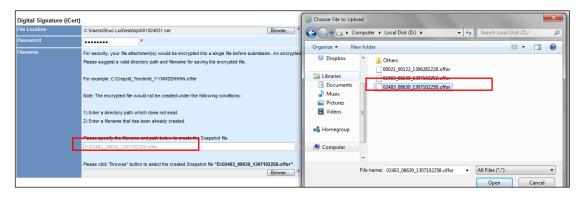
When the snapshot file is created successfully, the following display message will appear on screen for your information and further action. Click "OK" to proceed.



After you are notified that the snapshot file is created, you should click the "Browse..." button to select the snapshot file which you have just created and stored in the computer hard disk folder, for submission purpose

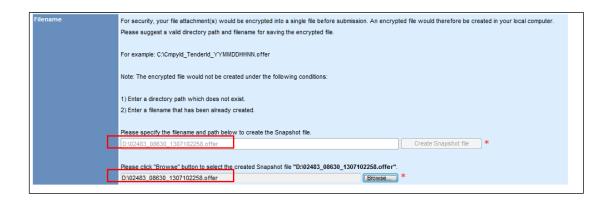


Please select the snapshot file with the same name you just created.



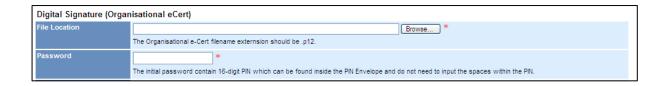
Click "Open" to proceed

After click "Open", the page will be shown like below:



You should have finished the "create snapshot file" process after the above steps, then you can continue the remaining submission action following the existing process flow.

Step 7. Clicking the "Browse" button to locate the Digital Certificate file under the Section "Digital Signature" and type in Digital Cert password for digital signature.



Note:

For overseas and Joint Venture / Consortium companies, they are required to apply a Digital Certificate (.cer) online in their account through the system.

For companies registered in Hong Kong, they are required to apply an Organisational e-Cert (.p12) under their registered company name through Hongkong Post.

Step 8. Click "Submit Tender Q&A" to confirm submission.

Step 9. Acknowledgement will be displayed as below. The user recommends print out the screen for record.

Successful submission



It is suggested to print the acknowledgement page for record.

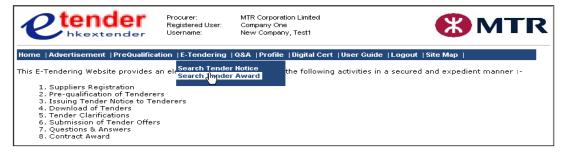
Receive LOC / LOA

When the Letter of Clarification (LOC) for the tenderer is prepared by MTR Corporation, email notification will be sent to the tenderer. The tenderer shall contact the contact person as stated in the email for the arrangement of LOC collection.

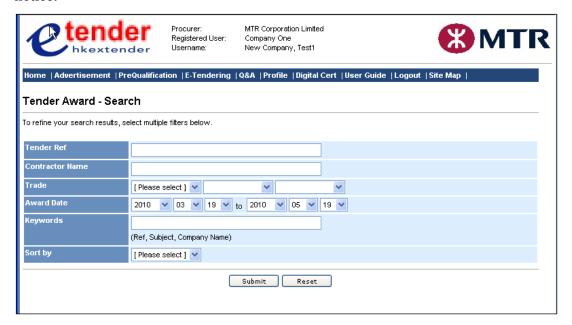
The tenderer, to which the contract is awarded, will receive an email notification regarding the Letter of Acceptance (LOA). The tenderer shall contact the contact person as stated in the email for the arrangement of LOA collection.

Search Tender Award

Step 1. Select **Search Tender Award** under **E-Tendering** on the menu bar after logon.



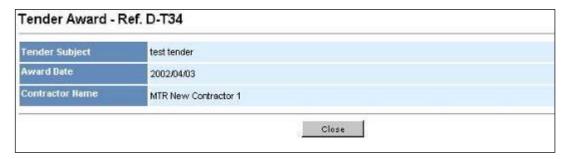
Step 2. Specify the searching criteria and click "Submit" button to search for the tender award notice.



Step 3. Click the tender ref. no to display the tender award notice.



A sampled Tender Award Notice is shown below.

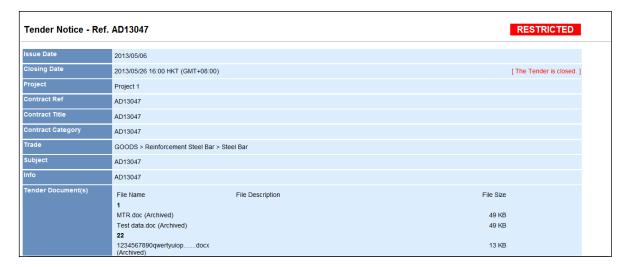


Note: MTR Corporation may not post the Tender Award Notice for some tenders.

Archived Data

MTR may archive tender document from time to time. The archived document would be associated with the word (Archived) at the end of the filename.

Supplier can no longer view and download any Adv / PQ / PQ Q&A / Tender / Tender Q&A document if MTR archived the document.



Last Update: December 2013