

## **E Tendering Frequently Asked Questions**

If you are unable to find an answer to your question in this list please contact the City of Darebin Procurement and Contracts Unit on 03 84708618 or email [purchase@darebin.vic.gov.au](mailto:purchase@darebin.vic.gov.au)

If your question relates to a specific contract please email the contact person/s for that tender.

### **Do I need a login to download tender documents?**

Yes, you must first register, once complete you must login to obtain the documents.

### **Do I need to login to submit a tender response?**

Yes, you must login to see the “Tender Response” option

### **I have forgotten my password?**

Select ‘if you have forgotten your password click [here](#)’. Complete your name and email address and you will be forwarded a new password.

### **Can I change my password?**

Yes, select the ‘Account Details’ option and follow the steps.

### **Can I email/fax my tender submission?**

No, Tenders are lodged via eTender; **or** for a short time the Tender Box situated on the Ground Floor, 274 Gower Street Preston.

### **Will a late tender be accepted?**

No, eTender will lock at the tender closing time; therefore no submissions will be accepted after that time.

### **Can I register as a company?**

Yes, as long as a contact name is provided, a generic email address can be provided along with a password and that can become your login.

### **Can I have more than one login?**

Yes, as long as you provide a valid email address and create a password, you can have more than one login.

### **Will all email notifications be sent to the email address I provide?**

Yes, all communication will be made to the email address you have nominated.

### **Does eTender check my email address for authenticity?**

Yes, if you provide an invalid email address you will be unable to login or receive any communication.

### **How long does it take to upload my tender submission?**

This will depend on your internet speed and specifications. The tenderer may wish to leave sufficient time to upload a large tender submission or do it outside of business hours.