

# FAQ

## 1. What is NIPDEC's eTenderworld?

NIPDEC's eTenderworld (the Portal) is a web based application solution which allows you to take part in NIPDEC's procurement process. NIPDEC's procurement process includes but is not limited to Prequalification, Invitation to Tender (ITT), Request for Proposal (RFP) and Request for Quotation (RFQ).

## 2. Why do I need to prequalify with NIPDEC's eTenderworld?

Prequalification is the first step in NIPDEC's procurement process. Through prequalification you will be evaluated to determine the type and size of business service that you can possibly provide to NIPDEC. It is on the basis of this categorization that you are invited to participate in ITTs, RFPs and RFQs.

## 3. How do I prequalify?

You will need to create an account and submit your prequalification application using the eTenderworld Portal.

## 4. What types of works, supplies and services require prequalification?

The services described below require pre-qualification. The services are grouped into Catalogues and each Catalogue is subdivided into the categories listed below.

CATALOGUES OF WORKS, SUPPLIES AND SERVICES		
<b>Catalogue 1 - Consultancy</b> Civil/Structural Engineering Mechanical and Electrical Engineering Architectural Firms Land Surveying Construction Materials Testing Industrial Relations Audit & Accounting Legal Services Recruitment Quantity Surveying Information Technology Other	<b>Catalogue 2 - General Building Services</b> Plumbing Electrical Air Conditioning Masonry Carpentry/Joinery Painting Metal Fabricating and Welding Roofing/Under Ceiling/Gypsum Tiling/Carpentry/Flooring Other	<b>Catalogue 3 - Plant &amp; Equipment</b> Plant & Equipment Maintenance Plant & Equipment Rental Mechanical and Electrical Equipment Elevator Sewerage Treatment Systems Refrigeration Systems Other

CATALOGUES OF WORKS, SUPPLIES AND SERVICES		
<b>Catalogue 4 - Special Services</b> Landscaping Janitorial/Janitorial Supplies & Services Interior Decorating Pest Control Treatment Catering Services Tent Rental Security Services Safety Equipment Supplies Garbage Disposal General Hardware Supplies Construction Materials Swimming Pool Equipment Stationery Supplies Office Equipment and Furniture Computer Supplies and Services Advertising and Promotion Storage Pre-Engineering Building System Other	<b>Catalogue 5 – Central Stores</b> Pharmaceuticals Non-Pharmaceuticals	<b>Catalogue 6 - General Contractors</b> Building/Civil Works including Roads

#### 5. Is there a fee for submitting an application to prequalify?

Yes, the fee for submitting your application is based on the type of service and value of works selected in the application. See table below.

Type of Service	Value of Works	Application Fee for Prequalification
Petty Contractor/Supplier	Works under \$500,000	\$1,500.00
Small Contractor/Supplier	Works between \$500,000 and \$1,000,000	\$1,500.00
Medium Contractor/Supplier	Works between \$1,000,000 and \$5,000,000	\$1,500.00
Large Contractor/Supplier	Works between \$5,000,000 and \$10,000,000	\$2,000.00
Mega Contractor/Supplier	Works \$10,000,000 and over	\$2,000.00
Consultant		\$1,500.00
Pharmaceuticals and Non-Pharmaceuticals		\$2,000.00

**6. What payment methods are accepted for prequalification?**

Payments can only be made via credit cards on NIPDEC's eTenderworld Portal.

**7. How do I pay to submit my application for prequalification?**

Payment forms part of your application process. Please see Question 10 "**How do I submit my application for prequalification?**" for further details.

**8. How do I review my payment receipt?**

Step 1: Click on "Registration Portal" located on the side bar to your left of the screen.

Step 2: In the drop-down menu select "My Purchased Pre-Qualification".

Step 3: Select the catalogue then the category.

Step 4: A popup window will appear, click on "view info" and your receipt appears on the right.

**9. What type of information must be submitted in my prequalification application?**

The prequalification criteria require information regarding your business:

- Human Resources
- Financial Capacity
- General Experience relevant to the Category of Work you are applying for
- HSE Readiness
- References

**10. How do I submit my application for prequalification?**

Create an account on the website <https://nipdec.etenderworld.tt/>.

**11. How do I create an account?**

Step 1: Visit the website at <https://nipdec.etenderworld.tt/>.

Step 2: Click on "Create an account" which is highlighted in red under the log in section.

Step 3: Read and accept the terms and conditions.

Step 4: Proceed to provide the required information under each heading by clicking the "next" button. **NOTE: You will not be able to change your e-mail address once your account is created. It is advised that you do not use a personal e-mail address. Instead you should use an e-mail address that can be linked indefinitely with your account profile since the e-mail address is your unique vendor identifier on the Portal.**

Step 5: Confirm the information you provided.

Step 6: Check that you have received an e-mail confirming that your registration is successful.

#### **12. I have created an account. Why did I not receive my confirmation e-mail?**

Please check the e-mail address provided during registration. Your confirmation e-mail may be in your junk mail. If you still have not received e-mail confirmation then you should contact NIPDEC at [etender@nipdec.com](mailto:etender@nipdec.com).

#### **13. Why can't I change my e-mail address?**


Your e-mail address is your vendor identifier on the Portal therefore you will not be able to change it. Please contact NIPDEC at [etender@nipdec.com](mailto:etender@nipdec.com) if there is an issue regarding your e-mail address.

#### **14. After creating my account, how do I submit my prequalification application?**

**Step 1:** Log into your account.

**Step 2:** On the homepage, click on "Registration Portal" from the menu option on the left hand side.

**Step 3:** In the drop down menu, click on "Start Registration".

**Step 4:** Then click on the  button to obtain the prequalification requirements package which includes a checklist identifying all the documents required for you to fill out for your application.

**Step 5:** Select the "Catalogue" for which you wish to be prequalified.

**Step 6:** Select the relevant category according to specific service and size for which you wish to be prequalified.

**Step 7:** A popup window will appear requiring you to pay for your prequalification application under the category selected. Payment can only be made via credit card and you must enter your card details.

**Step 8:** After entering all the relevant data and clicking purchase, check that you have received an email containing receipt of purchase.

**Step 9:** After paying for your prequalification you will be directed to the page that allows you to upload the required documents from the prequalification package downloaded in

**Step 10.** You must complete and upload all required information on each tab before you are able to move on to another tab in this section. Your documents must be in PDF format.

**Step 11:** Upon completing and reviewing all the tabs successfully, click on "confirm." This will submit your complete application.

**Step 12:** Check that you have received an email confirming submission of the application.

**Step 13:** The Evaluation Committee will review your submission and you will be informed via email whether you have successfully prequalified.

#### **15. Can I pay for part of the total and pay for the remainder at a later time?**

In order for a transaction to be facilitated, the full fee must be paid at the time of payment.

**16. What happens if my Credit or Debit card payment is declined?**

The transaction will not be completed and there will be no charge to your credit or debit Card.

**17. What is the CVV number?**

Card Verification Value, CVV, is an authentication system established by credit/debit card companies in an effort towards reducing fraud for internet transactions. The card holder is required to enter the CVV number during the transaction to verify that the card is on hand. The CVV is typically the last three or four digits printed on the signature strip on the back of the card. See Image below.



**18. How can I confirm that a payment has been made?**

You should receive an e-mail confirming that you have successfully made a prequalification purchase.

**19. How can I review my payment?**

Click on the “Registration Portal” tab on the left hand side of your homepage. Then under the drop down menu click on “My Purchased Pre-Qualification”.

**20. How do I request a cancellation or refund of a payment transaction on the Portal?**

A cancellation or refund of a payment transaction is not guaranteed. The request is done at the discretion of NIPDEC. To make a request, you must e-mail us at [etender@nipdec.com](mailto:etender@nipdec.com) and provide the following information:

- The name of your business,
- The date and time the transaction was made on the Portal,
- The payment authorization code and receipt number received after the transaction was completed,
- The last four (4) digits of the credit card used to make the payment, and
- The acknowledgement number for which the payment was made.



**21. Where can I find the forms (vendor contact information, declaration etc.) required for prequalification named in the checklist provided in the prequalification package?**

After you sign into your account, click on “Registration Portal” then on “Download Files” from the drop down menu.

**22. What document format is accepted? / What format should my documents be in?**

Your documents must be in PDF format only.

**23. Where can I find further instructions/information regarding the use of the Portal?**

On the top right hand corner of the homepage the  and  tabs provide additional information on the use of the Portal.



**24. How will my information be used?**

The details you provided are used for configuration of the Portal so that you only receive information about the procurement process that is relevant to you. Some of the information you provide on the Portal will be used by NIPDEC for the procurement process. Example – NIPDEC evaluates your application for prequalification. You can review the terms and conditions for further information.

**25. Is my password secured?**

Passwords are encrypted at the database level and are known only to you. The System Administrator/Application Developer does not know your password. You are responsible for your password and user account in accordance with the terms and conditions agreed upon when you register your account.

**26. How do I change my password?**

Step 1: Click on  located at the top left to access your account profile  
Step 2: Click “Edit Password” to access Password option  
Step 3: Change the password as desired and click .

**27. I have lost my password. How can I retrieve it?**

Click on "Forgot Password" on the login screen and follow the instructions.

**28. What if I want to use my account on a different computer?**

You can use your account anywhere in the world once you have access to internet and a web browser. If you are signed-in on one computer and try to log into your account using a different computer you will be promoted when you attempt to sign in that you are logged on elsewhere. You will have the option to logout of your previous sign in from the first computer before being able to login on the other computer.

**29. What are NIPDEC's opening hours?**

NIPDEC is open Monday to Thursday 8:00 a.m. to 4:30 p.m. and Friday 8:00a.m. to 4:00p.m.

**30. How can I contact NIPDEC?**

If you have any questions or concerns regarding the Portal and/or the procurement process please email us at [etender@nipdec.com](mailto:etender@nipdec.com).

**31. What web browser should I use to access the Portal?**

The Portal is compatible with all web browsers except for Internet Explorer. However, we suggest using Google Chrome as it works best.