

1. What is E-Tender?

E-Tender is an enhanced web based application solution providing suppliers opportunity to access all iGovTT Tenders, including viewing/scanning of uploaded tenders, online purchasing and downloading and uploading submissions.

2. How do I register on E-Tender?

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

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

E-Tender allows you to view and scan iGovTT tender market, purchase tenders online and hassle free. Download and upload responses in a secure and easy to use framework.

4. How will my registration information be used?

Your information will be used to configure the system so that the user name and password can be generated. This information is also used by the Department during evaluation of the Bids.

5. How do I log on to E-Tender after I have registered?

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

6. What if I use my E-Tender account on a different computer?

You can use your account anywhere in the world and on any computer once you have access to internet, web browser and account information.

7. Is my password secure?

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

8. I've lost my password. How do I retrieve it?

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

9. What does it cost to register?



Registration to E-Tender is free to the Vendor. However, there is a cost attached to the purchase of the tenders which would be detailed when the tender request is uploaded

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

Please check the e-mail address provided during registration including inbox and junk/spam folders if you still have not received e-mail confirmation, request assistance by contacting tenders@igovtt.tt

11. Can I update my registration information?

Yes. You can update your registration information by following the steps below:


- Log on the to the E-Tender home page
- clicking on  located at the top left, to enter the “Profile” of the business.
- Then Click “Edit Business” to access business details.
- Finally, change the information as needed and click  .

12. What about the privacy of my information?

The information provided by you is secure. It will only be used for the purpose of contacting you if necessary and for the configuration of your user account.

13. How do I know that a tender is published?

After registering on E-Tender, it is recommended that you regularly log-in to your account to determine if a tender is published or you can subscribe to your tender preferences to receive e-mail alerts. To subscribe:

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

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14. How do I submit my tender response?

Once the tender is downloaded, you can view and formulate your response. You can fill the tender documents and submit online along with the scanned documents required for the tender.

15. Can I submit proposals for any tender?

Yes, all tenders once Active will be open for vendor participation.

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

After submitting your tender, you will get an e-mail providing the confirmation of the submission.

17. How will I know that the tender is closed?

You will receive an email notification informing of the closure of the tender.

18. What if I accidentally submit the same tender twice?

The system will override the previous submission.

19. How should I confirm my tenders were not opened by anyone before the date of opening?

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

20. Would the system allow you to change or modify your bid after submission?

Yes. The system would allow you to change/modify providing the deadline date and time has not expired.

21. Can I view the proceedings of bid opening?

Yes you can view the bid opening proceedings. When your bid is opened you will receive an email notification informing the details of how to access the bid opening. After you received the e-mail and you login to your account to view the Tender Standing graph which shows details of all bids received.

22. Can I view my tender documents once they are submitted?

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

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

Presently there is a 60MB restriction.

24. Can payments for Solicitation documents (RFP/ITT/RFQ) packages be made at the office?

No, payments cannot be made at the office. Payments can be made via www.igovtt.tt, www.igovtt.etenderworld.tt or deposits made to iGovTT account at First Citizens Bank.

25. Where to submit confirmation of payment for solicitation documents?

Payments that are made directly to iGovTT account via the bank must be emailed to tenders@igovtt.tt. The system will generate an automatic confirmation of payment for payments that are made via www.igovtt.tt or www.igovtt.etenderworld.tt.

26. What is the refund policy?

Payment made towards solicitation documents are non-refundable.

27. How long after payment is made would the solicitation documents be made available?

Once payment is made via www.igovtt.tt or www.igovtt.etenderworld.tt the documents are immediately available.

However, if paid via the Bank, the documents are made available upon confirmation of the deposit of funds by our Finance Department during working hours