FREQUENTLY ASKED QUESTIONS

1. **How secure is the e-Procurement System (e-PS)?**
   Any registered user to do a transaction has to login on the e-PS with his username and password. Any transmission of confidential data via the internet is in encrypted format and digitally signed by the sender. Secured data in any bidding process is only accessible to authorized user.

   Furthermore, the e-PS will not allow any bid to be submitted, withdrawn, modified or substituted after the end date and time for submission of Bid Hash.

   The public body can have access to the bids and identity of bidders only after the bid opening.

2. **Why should I register with the e-PS?**
   Any bidder wishing to participate in a bidding process has to first sign up to create an account and then to register as a potential supplier. Once he is successfully registered, he will be alerted of Invitation for Bids released online by any public body. He can submit a bid only if he is registered in the e-PS.

3. **Does my registration expire?**
   The registration in *OPEN* category does not expire. The registration in *RESTRICTED* category is valid for a period of two (2) years from the date of approval of application and has to be revalidated.

4. **What fee should I pay to participate in a bidding process?**
   Currently there is no fee payable to register as suppliers or participate in bidding proceeding.

5. **What is the process to respond to an Invitation for Bids?**
   Consult the Link "**How to…?**" in the Home Page to have access to Users’ Manual for a step by step guidance.
6. **What kind of training is available to use the e-PS?**
   The Procurement Policy Office (PPO) in collaboration with Ministry of Civil Service and Administrative Reforms is providing necessary support to users (suppliers and public bodies) through face to face training sessions and videos clips. Please consult the home page for communique issued by PPO in this respect.

7. **What are the requirements to use the e-PS?**
   Consult the Link “The Prerequisite” in the Home Page for a list of the basic requirements.

8. **What is a Digital Certificate?**
   A digital certificate is an equivalent of a human signature in the digital world. Like an individual is bound to a physical document by his / her signature, in the digital world, this can be established through the use of digital certificates.

   A digital certificate is a unique combination of a public key and a private key that is used to encrypt and to digitally sign electronic data in the Systems / Forms that are designed to allow encryption and digital signing. The data encrypted by the public key can be decrypted only by using the matching private key and vice versa.

   The use of a Digital Certificate is mandatory to participate in a bidding process.

9. **How do I obtain a Digital Certificate?**
   Please consult the Link on the home page of e-PS on how to procure a Digital Certificate from Mauritius Post, the Registration Authority. The cost of Digital Certificate starts from MUR 1300 + VAT

10. **How do I get access to the Invitation for Bids of a public body?**
    A potential supplier may consult the e-PS home page and use the search tool to identify the tenders issued by a public body. This will not include those tenders that are still being processed in the paper based system during the transition period, which can be accessed on the Public Procurement Portal (http://publicprocurement.govmu.org).

11. **How do I obtain support in case I have difficulty using the e-PS?**
    A help desk support is available during office hours between 09 00 to 16 00 hrs local time. The contact details are available on the home page.

12. **How do I submit samples / original of documents along with the bid?**
    Bidders will be guided in the Bidding Document on the manner to submit samples, original of Bid Security or other documents which may not be practical to be forwarded online.

13. **How do I make a Challenge or submit an Application for Review?**
    Challenge and Application for Review shall continue to be forwarded manually as indicated in the Bidding document until further notice.
14. Will bidders be allowed to submit bids in sealed envelopes in parallel to the online bids?
No. For Invitation for Bids on the e-PS, the Public body will only consider bids received online through the e-PS.