



## Terms and Conditions of e-GP System user agreement

National e-Government Procurement (e-GP) portal (i.e. <https://www.eprocure.gov.bd>) of the Government of Bangladesh is developed, owned and operated by Central Procurement Technical Unit (CPTU), IMED, Ministry of Planning for carrying out the procurement activities of the public agencies (procuring agencies and procuring entities) of the Government of Bangladesh.

CPTU/ IMED also runs a training server (<http://training.eprocure.gov.bd>) to allow the users to try and learn by themselves all the functionalities of e-GP system through an online mock-up of real transactional e-GP System. Users may try all activities, which is available in real transaction system. None of the activities done in training servers will be taken as real transactions.

For carrying out the real procurement transactions, users must use the National e-Government Procurement (e-GP) portal at <https://www.eprocure.gov.bd> or simply <https://eprocure.gov.bd>.

*User account will be created only when the following **Terms and Conditions of e-GP System User Agreement** is read and accepted.*

## TERMS AND CONDITIONS OF E-GP SYSTEM USER AGREEMENT

For accessing and using this e-GP user services, you shall be deemed to have accepted to be legally bound by these Terms and Conditions of Use and comply with all of the Terms and Conditions given below, and the guidelines as stipulated in [e-Government Procurement Guidelines](#):

### **Tenderer Registration Request, Email verification, and Credential documents verification**

#### **Email verification**

Your email will be used as the user name for accessing e-GP System. Upon submission of your basic user identity information opened by clicking on the “New User Registration” button from the home page of e-GP Portal, you will receive in the email provided by you, an email from [system@eprocure.gov.bd](mailto:system@eprocure.gov.bd) with a link to click, your unique security key, and other instruction related to your credential documents verification, and payment process. When you click the link provided in your email, an email verification page with a form will open. You need to enter the email, password and the received security key, and Press the ‘Submit’ button. If you correctly enter the information, this process will complete the email verification process successfully.

With that your account will be successfully created, and you will be displayed another form for entering your specific information, upload digitally scanned



mandatory credential documents (scanned documents of Company registration Certificate, Tax and VAT clearance certificate, Valid Trade license, National ID of Contact Person, ...must be easily readable).

### **Credential documents verification**

Tenderers, Applicants and Consultants may visit 'e-GP Users Registration Desk' in CPTU/IMED, Ministry of Planning, Sher-e-Bangla nagar, Block# 12, Floor# 2 with the original credential documents used during online registration process or send the documents via registered post or courier service for the post-verification for authenticity. Tenderers, Applicants and Consultants also must include envelope return address written or typed, and with required postal stamp or bank draft in the name of Director General, Central Procurement Technical Unit (CPTU). The verification process may take one day to two weeks.

After verification of the original credential documents, Tenderer, Applicants and Consultants gets the Confirmation email notification of registration and will instantly get full access to secured personal dashboard for user specific functions of the e-GP system as the e-GP System User.

Procuring entities, Development partners, Payment network partners (Banks and others), and media will be registered through official communication with CPTU, IMED, Ministry of Planning.

### **Maintaining confidentiality**

Users are responsible for maintaining the confidentiality of their password and are fully responsible for all activities that occur using your account (email ID and password). E-GP system does not store user passwords, but it will store only the generated irreversible hash value of the password as e-Signature. User must notify CPTU ([admin@eprocure.gov.bd](mailto:admin@eprocure.gov.bd)) of any unauthorized use of your password or any other suspected security breaches. Users must ensure that they appropriately log-out every time from their unattended computers or from the computers you are using in public places. CPTU is not liable for any loss or damage arising from such compromise of your user account and password.

The e-GP System allows modifying, updating their user details including password. But it does not allow to change the login email ID and the name of the company provided during registration process.

### **Internet Browser and Users' Computer compatibility**

To access the e-GP System securely, users should use appropriate web browsers and their associated security settings. However because of the rapid development of new browsers and new security measures come up frequently, users need to update or install new components and configuration settings as and when these come into effect. Current version of e-GP system can be best viewed at Internet Explorer 8 or above (IE8+) versions and Mozilla Firefox (3.6 or above).



Users are responsible to comply with the hardware, software requirements of the computer systems, and also uninterruptible Internet connectivity with sufficient bandwidth required to operate, upload and download documents in e-GP System. CPTU, IMED, Ministry of Planning is not responsible for non-compliance for the above by user.

### **Applicable Time**

The e-GP System shall use the e-GP Data Center server time as the reference time for all time-bound activities of procurement processes. E-GP Data Center is located in CPTU/IMED, Ministry of Planning, Dhaka, Bangladesh.

### **Proprietary Rights**

This e-GP Portal is developed and maintained by the Central Technical Procurement Unit (CPTU), IMED, Ministry of Planning of the Government of Bangladesh. The materials located on this e-GP web portal including the information and software programs (source code) are copyrighted to CPTU, IMED, Ministry of Planning, the Government of Bangladesh, and operating system, tools, and other software and contents used for the operation of e-GP Portal are licensed to or controlled by CPTU, IMED, Ministry of Planning, the Government of Bangladesh.

### **Auto alert and User Dashboard Inbox**

Users may choose to select automatic alert services through the configuration in preference section of their dashboard. Each auto alert will be sent to users via preferred channel (i.e. email or SMS), and by default same will be seen in the users' inbox available in their e-GP Dashboard. If the user does not receive auto alerts because of some third party component or system failure or for any other reason, the users must check their inbox for such alerts/notifications and communications.

### **Registration charges**

Tenderers/Applicants/Consultants will be charged Tk. 2000 for the User registration, and annually it should be renewed. Tk. 1000 will be charged each year for renewal of their account. Users must make sure the amount is deposited to CPTU designated Account, or send bank draft in the name of Director General, Central Procurement Technical Unit (CPTU) before membership expires.

Users may be charged and/or waived specified amount of money for different categories of use including Registration, Subscription and periodic renewal, additional storage space, transactions, facilities to use specific features/modules of the e-GP System and different services from the Operation, maintenance and management entity. CPTU/IMED shall have the rights to set reasonable charges or waiver to promote the use of the e-GP System and sustainability of the system in long run.



CPTU/IMED will publish a public notice if any changes on the charges, waiver etc.

### **Tender Submission**

The Tenderers/Applicants/ Consultants are responsible to plan their time sufficient to complete the documents upload, third party transactions like Tender security preparation and submission through banks, verify completeness of tender, and final submission of tenders documents for the specific tenders. Before final submission, the tenderer/Applicant/Consultant may upload documents, fill-in required online forms, modify and verify the documents, and complete other activities part by part. But attempt to submit incomplete tender will not be allowed by the e-GP System.

### **Payment process**

Until the e-Payment infrastructure is available in Bangladesh, the e-GP System uses the method to use the service of scheduled banks. Scheduled banks and other payment service providers get secured access to the e-GP System with their own dedicated and secured Dashboard, from where, the banks can carry out the financial transactions related to public procurement collecting fees and charges, providing guarantees, tracking the guarantees, making payment transactions, and other service fees, etc.

Tenderers/Applicants/Consultants should pay to Bank the required amount of money for the specific purpose of transaction with e-GP System. Bank will collect the charges and fees from Tenderers crediting the account opened by CPTU for specific service/transaction in e-GP system, and Bank will immediately update the payment information in the e-GP system through the provided Bank user access.

When Bank Guarantees and securities (tender security, Performance Security, etc.) are issued by the Bank, the same should be immediately update in the e-GP System.

When Procuring Entities or CPTU instructs the bank for releasing the Guarantees or Securities, and deposit in specific Procuring Entity or CPTU accounts, the Bank will carry out the transactions, and update the transaction information in the e-GP System.

The CPTU shall not be responsible for the transactions made by banks using bank rules with the e-GP system users.

In case of **International tenderers/applicants/consultants**, payments should be made to the Master Bank Account opened by CPTU through Bank Wire transfer or any other method clearly mentioning the purpose of payment.

International Tenderers/Applicants/Consultants must communicate with the Banks of e-GP Online Payment Network for updating their payment details in e-GP System.



Any charges incurred for payment transfer, communication or any currency conversion should be paid by the Tenderers/Applicants/Consultants themselves.

In case of Bank Guarantee, securities issues by International banks must be endorsed by the local scheduled bank in Bangladesh and the bank must be member of e-GP Online Payment Network in Bangladesh.

International payments can be directed/ credited to Master Bank Account opened by CPTU as and when International payment gateway is integrated with the e-GP System.

### **Virus and Integrity of documents**

If the electronic records entered online and files containing the Tender/ Application/ Proposal are corrupt, contain a virus, or are unreadable for any reason, the tender will not be considered. It is strictly the responsibility of the tenderer/applicant/Consultant (national or international) to ensure the integrity, completeness and authenticity of the Tender /Proposal, and also should comply with the applicable laws of Bangladesh.

### **External Web References**

CPTU does not take any responsibility of its availability and authenticity of the external third party web references, links referred in the e-GP Portal, as CPTU/IMED does not have any control over those websites.

### **Operation, Maintenance and Management**

The CPTU/IMED reserves the right to outsource operation, maintenance and management services of e-GP Data center, e-GP system and other related services to any third party. The users of e-GP system are to be obliging such any agreement with any outsourced firm/company.

### **Governing Law**

This Terms and Conditions of Use Agreement of e-GP Portal shall all be governed by the laws of Bangladesh applicable to agreements made and to be performed in Bangladesh.

Government of Bangladesh and CPTU reserve the right to initiate any legal action against those users violating any of the above mentioned terms & conditions of E-GP System User agreement.

### **Changes in e-GP System and Terms and Conditions of Use**

CPTU/IMED shall have the right to modify clauses of the terms and conditions without prior notice.



CPTU reserves the right to modify, add, delete and/or change the functions, User Interface, contents, and other items in e-GP Portal at any time without any prior notice. User is responsible to use the updated e-GP portal functions and terms and conditions of use.

Issued on 15 Feb, 2011

----