

FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is GBP e-Bidding System?

- It is a web-based system designed to automate Global Business Power's (GBP) bidding process.
- An electronic bidding event without awarding commitment. A buyer and two or more suppliers take part in this online event with single or multiple bid submissions.

2. What do I need to access the e-Bidding System?

- You only need an internet connection, Smartphone or desktop/laptop computer, and an email account.

3. What should I do if I cannot access the website?

- First, contact your company's IT Department/team. If the issue is beyond your control (e.g. firewall, network issues, etc.), then contact the assigned buyer.

4. How to use the e-Bidding System?

- Refer to GBP's e-Bidding Quick Guide.

5. What is the best Browser to view e-Bid?

- We recommend using Google Chrome in order to fully use the system's features.

6. Do you allow multiple users/company representatives?

- Yes, for those representatives that are not in your accreditation documents, please email the assigned Buyer/Accreditation Officer. But kindly note that only one representative per company is allowed to join a specific bidding event.

7. How can I get e-Bid username and password? Do I need to register?

- Registration is not required. Only invited bidders to join a bidding event will automatically receive an auto-generated bid invitation.
- Your **email** is your **username**.
- **All system users** will have a **single password for all bid events**. Refer to our Quick Guide and follow the system instructions for the password.

8. What are the emails that the invited bidder/s will receive?

- For all changes in the system such as change of status, start of bidding, change of attachment, submitted price offer, end of bidding, etc. an auto-generated email notification will be received by the invited bidder.

9. How can I ask queries on items for bidding?

- You may contact assigned buyer thru email. You can see the contact details in the bid invitation email.

10. Can I edit my bid proposal? How can I offer alternate brand?

- Yes, if multiple bid is allowed, and as long as the bid event has not yet ended. You may key alternate brand in the remarks field or may attached proposal.

11. What types of files does e-Bid accept?

- The files currently accepted by the system includes: Adobe Acrobat (.pdf), JPEG format (.jpg, .jpeg), & Portable Network Graphics (.png), Excel (.xls, .xlsx), Word (.doc, .docx).

12. Can we attach multiple files at the same time? How? What is the file size limit?

- Yes. To attach multiple files, press CTRL then highlight all the files you want to attach then click C (copy). There is no file size limit. We suggest to be specific on file name for easy reference.