

## Dear Valued Service Provider

We are pleased to inform that HNB has commenced Online tendering. Accordingly, all tenders will be called using only the e-tendering system. As we have been receiving numerous queries, we wish to give below the relevant information to help you answer any doubts/questions.

### **How do you obtain a new password if you have forgotten the original password?**

If you have forgotten the password, log into the e-tendering system using the URL <https://etendering.hnb.lk> and choose the “Sign In” as a supplier and click on the “Forgot Password” option. It will then prompt you to enter the email address (registered mail address/user name). You will then receive a mail to your registered email address. Open and click on “proceed” button. You will then be directed to a screen to enter your new password and to confirm it again (ie you have to enter the new password twice). Thereafter, you can log into the system using your username and new password.

For further information, please refer the “Password Reset” user guide by clicking the link below: <https://www.hnb.net/images/pdf/supplier-password-reset-user-guide.pdf>

### **How do you change your password if you remember the existing one ?**

“Sign In” as a supplier and click on the three lines (Menu Icon) on the left hand side corner of the screen which will take you to the “Edit My Profile”. You can then select the “Change Password” option and proceed to change the existing password.

### **From which e-mail address will emails be generated ?**

All system generated emails will be generated from [services@hnb.net](mailto:services@hnb.net). Kindly check your spam/junk mails and arrange to “white list” all emails from this email address. Kindly do not reply to this email address. If you need to contact the Banking Services Department, you may communicate on [bsdbvc@hnb.lk](mailto:bsdbvc@hnb.lk).

### **How do you edit your profile ie. contact information, add products etc?**

The details submitted at the time of registration with regard to the company, contact person etc., may get outdated with time. If you need to change these information, “Sign In” as a supplier and click on the three lines (Menu Icon) on the left hand side corner of the screen which will take you to the “Edit My Profile”. You can then select the information you wish to edit ie. the contact details, person etc.

You can also “add” products to your existing product categories by using the “Edit Product” option. We would recommend that you visit this page and see that all the products the company could supply is indicated, as tenders are floated based on the “product” registered. So even if you are registered for a particular category, but not registered for the end product, then you will not be identified to be called for that particular tender.

Eg. If you have registered for the following Category :

IT Hardware Equipment → Computers and Accessories → Laptops

but have not included “Desktops”, then if a tender is called for desktops you will not receive the tender.

Please refer the relevant user guide by clicking the link below:

<https://www.hnb.net/images/pdf/supplier-profile-update-user-guide.pdf>

### **How Do you know when the Bank adds a new product?**

Each time the Bank adds a new product, an email will be generated to the registered email address notifying the product that has been added. The company will then need to see if it is a product that can be supplied by the company and “add” the product to the company profile as detailed above.

### **How do you know that a tender has been floated ?**

When a tender is floated, you will receive an email alert to the registered email stating that a tender is to be published. Thereafter, you need to log into the “E-tendering system using the URL <https://etendering.hnb.lk> and “Sign In” as a supplier with your registered username (email) and password. You could also directly log into the system as stated herein to view if any tenders are floated, which we would recommend that you do (this will overcome any failure of send/receive of email). Please refer Step 1 in the Quick tutorial user guide.

### **How do you view the tender details ?**

At present HNB uses the “Online” tendering method and when you log into the system you will see the Icon “Online” and the tenders will be displayed. Below the tender name, you will find a “Zip” file containing the tender number which will contain all the documents the Bank wishes to share with the service providers regarding the tender. Eg. The tender letter, specs, RFP etc. You can either view or save this for reference and preparation of the tender response. Please refer Step 3 in the Quick tutorial user guide. Kindly note the tender closing date as well.

### **How do you upload the tender responses online?**

The Bank will not accept any manual documents. Therefore, kindly go through the instructions in the tender letter which will clearly state how to upload the documents and the format if any (Eg. Excel, PDF etc) ie. whether to upload the Quote to both the technical browse and the financial browse or to upload separately the technical details to the technical browse and the financial details to the financial browse. Please also refer Step 4 & Step 5 in the Quick tutorial user guide which clearly indicates the steps (Prepare documents → Upload → Finish → Enter total price (inclusive of all charges) → Finalize Submission).

You can upload only “One” document each to the “Technical Browse” and “Financial Browse”. Therefore, if you need to attach multiple documents, you need to scan all as “One document with multiple pages” and attach to the relevant browse.

Please refer the relevant user guide by clicking the link below:

<https://www.hnb.net/images/pdf/step-by-step-quick-tutorial.pdf>

### **How do I know that I have successfully submitted the tender documents?**

On successful submission of the tender response, you will receive a confirmation to your registered email address, stating that the tender submission was successful.

### **Off line Payment Details (A/c deposit)**

- A/C No : 003010364772
- Name : HNB o/A Banking Services
- Bank : HNB Head Office Branch
  
- Amount payable: Rs.10,000/- **per category** valid for 2 years from registration date

### **Still in doubt and need clarifications?**

If you still need any clarification or encounter any difficulty, kindly communicate with the **Banking Services Department** on Tel No 0112661508.

**HNB - Banking Services Department**