

## Frequently Asked eTendering Questions

If you are unable to find an answer to your question in this list please contact Monash's Strategic Procurement Team on email [strategicprocurement@monash.vic.gov.au](mailto:strategicprocurement@monash.vic.gov.au).

If your question relates to a specific contract please email the contact person/s for that tender.

### **Do I need a login to download tender documents?**

Yes, you must first register, once complete you must login to obtain the documents.

### **Do I need to login to submit a tender response?**

Yes, you must login to see the 'tender response' option.

### **I have forgotten my password?**

Select 'if you have forgotten your password click here'. Complete your name and email address and you will be forwarded a new password.

### **Can I change my password?**

Yes, select the 'Account Details' option and follow the steps.

### **Can I email/fax my tender submission?**

No, Tenders are lodged via eTender.

### **Will a late tender be accepted?**

No, eTenderBox will lock access for the tender at the stipulated closing time and not allow access to upload; therefore no submissions will be accepted after that time.

### **Can I register as a company?**

Yes, as long as a contact name is provided, a generic email address can be provided along with a password and that can become your login.

### **Can I have more than one login?**

Yes, as long as you provide a valid email address and create a password, you can have more than one login.

### **Will all email notifications be sent to the email address I provide?**

Yes, all communication will be made to the email address you have nominated.

### **Does eTenderBox check my email address for authenticity?**

Yes, if you provide an invalid email address you will be unable to login or receive any communication.

### **How long does it take to upload my tender submission? What is the maximum file size?**

This will depend on your internet speed and specifications. It is suggested that the submission files be zipped to one file not exceeding 20MB or 2GB. The tenderer may wish to leave sufficient time to upload a large tender submission or do it outside of business hours.