

Trust Bank eTender System



User Manual

Application Process to be an enlisted supplier:

- 1) Go to e-tender web portal (<https://eservice.tblbd.com/etender/>) and Login using your email and password.
- 2) Click **Add New** Button

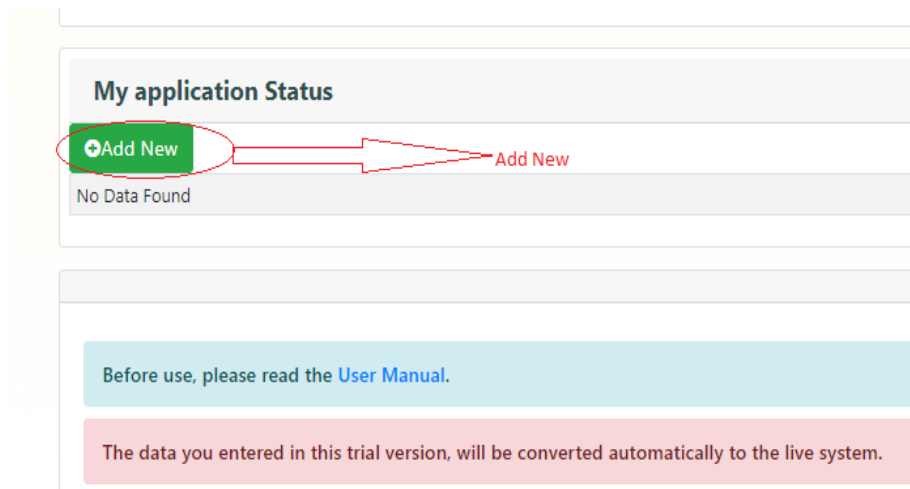



Fig.1

- 3) Complete the **step-1** by fill up the valid company information and attachment and click **Save button**



Fig.2

Step-1 Profile	Step-2 Share Holder	Step-3 Applied Category & Item	Step-4 Payment Information	Step-5 Work Experiences	Step-6 Attachments/Documents	Step-7 Preview
Firm Name	XXX Technology					
Type of Firm	Limited Company					
Date of Establishment	15/06/2010					
Office Address	House#88, Fairin Villa					
Prop/Partners/Directors	NA					
Total Employee (Number only)	20					
Contact Person Name	Md.Sohel					
Designation of Contact person	Managing director					
Contact No	+8801888888888					
Telephone No	eee					
Fax No						
Email	CC@gmail.com					
Bank Name	AGRANI BANK LTD.					
Branch Name	CHULKATI BAZAR BRANCH					
Routing No	010010280					
Bank Account No	XXXX-XXXX					
Attachment	 Visiting card IT division.pdf 245.71 KB Download					
<div> <input type="button" value="Edit"/> <input type="button" value="Back"/> <input type="button" value="Next"/> </div>						

Click Next Button

Fig.3

- 4) Click Next button for **step-2**[Fig.3]
- 5) Click **Add New** button in **step-2**

Step-1 Profile	Step-2 Share Holder	Step-3 Applied Category & Item	Step-4 Payment Information	Step-5 Work Experiences	Step-6 Attachments/Documents	Step-7 Preview
<div>  Home Tender Attachments Help Log Out </div> <div>  Mohammad Sohel Mia programmersohel@gmail.com <small>(01888888888)</small> </div> <h2 style="text-align: center;">Company Share Holder Details</h2> <div> <input type="button" value="Add New"/> </div> <div> Total: 0 No Data Found </div>						

Click Add New button

Fig.4

6) Complete the company share holder details from **step-2**. Click **Save** button(**Fig.5**)

Company Share Holder Details

Step-1 Profile | **Step-2 Share Holder** | Step-3 Applied Category & Item | Step-4 Payment Information | Step-5 Work Experiences | Step-6 Attachments/Documents | Step-7 Preview

Functional Designation:

Name:

NID:

Father's Name:

Mother's Name:

Spouse Name:

Email:

Contact No:

Share: %

Picture:

Total: 2

Fig.5

Total: 1

	Name & Desig	Father's Name	Share(%)	Picture	Delete
<input type="button" value="Select"/>	XYZ Managaging Director Contact: +8801555555555 SSS@gmail.com	Father: XYZS Mother: XYZKJ	Share: 10.000% NID: 456987	 CompanyProfile.jpg 58.34 KB Download View	<input type="button" value="X"/>


Fig.6

Note: Total Share of the company must be 100%. Without 100% of total the share application will not be submitted. For Multiple Shareholder click add button.

How to Update Existing Share Holder information? [Skip this step if you do not want to update the shareholder details]

7) Click Select button (**Fig.7**). Share holder information will open in edit mode. (**Fig.8**)

Total: 1

	Name & Desig	Father's Name	Share(%)	Picture	Delete
<input type="button" value="Select"/>	XYZ Managaging Director Contact: +8801555555555 SSS@gmail.com	Father: XYZS Mother: XYZKJ	Share: 10.000% NID: 456987	 CompanyProfile.jpg 58.34 KB Download View	<input type="button" value="X"/>

Click for select

Fig.7

Company Share Holder Details

Step-1
Profile
Step-2
Share Holder
Step-3
Applied Category & Item
Step-4
Payment Information
Step-5
Work Experiences
Step-6
Attachments/Documents
Step
Preview

Functional Designation	Managing Director
Name	XYZ
NID	456987
Father's Name	XYZS
Mother's Name	XYZKJ
Spouse Name	
Email	SSS@gmail.com
Contact No	+880155555555
Share	10.00%
Picture	<div style="display: flex; align-items: center;"> <div> CompanyProfile.jpg <small>58.34 KB</small> Download View </div> </div>

Edit
Cancel

Click for edit

Fig.8

8) Click **Edit** Button and update the information and click **Save** button (Fig.9)

Home Tender Attachments Help Log Out
programmersohel@gmail.com
(108.82/10.00)

Company Share Holder Details

Step-1
Profile
Step-2
Share Holder
Step-3
Applied Category & Item
Step-4
Payment Information
Step-5
Work Experiences
Step-6
Attachments/Documents
Step-7
Preview

Functional Designation	<input type="text" value="Managing Director"/>
Name	<input type="text" value="XYZ"/>
NID	<input type="text" value="456987"/>
Father's Name	<input type="text" value="XYZS"/>
Mother's Name	<input type="text" value="XYZKJ"/>
Spouse Name	<input type="text"/>
Email	<input type="text" value="SSS@gmail.com"/>
Contact No	<input type="text" value="+880155555555"/>
Share	<input type="text" value="10.000"/> %
Picture	<div style="display: flex; align-items: center;"> <div style="background-color: #28a745; color: white; padding: 5px 10px; border-radius: 3px; margin-right: 10px;">Add Files</div> <div> <div> ShareHolderPicture.jpg <small>5.03 KB</small> Download View </div> </div> </div>

Save
Cancel

Click Save button for update share holder information

Fig.9

9) Now Click Next Button to go **step-3(Fig.10)**

Company Share Holder Details

Step-1
Profile
Step-2
Share Holder
Step-3
Applied Category & Item
Step-4
Payment Information
Step-5
Work Experiences
Step-6
Attachments/Documents
Step-7
Preview

+ Add New

Total: 1

	Name & Desig	Father's Name	Share(%)	Picture	Delete
Select	XYZ <i>Managing Director</i> Contact: +8801555555555 SSS@gmail.com	Father: XYZS Mother: XYZKU	Share: 10.000% NID: 456987	<div style="display: flex; justify-content: space-around; font-size: 0.7em;"> Save Download View </div>	✕

← Back
→ Next

Fig.10

- 10) Complete registration process **step -3** by choosing your desired category. When you chose a category, then item category list will appear in the screen and choose the item category which you wish to sell to the Trust Bank Limited and click **save** button.

Step-1
Profile
Step-2
Share Holder
Step-3
Applied Category & Item
Step-4
Payment Information
Step-5
Work Experiences
Step-6
Attachments/Documents
Step-7
Preview

My Item Category

Application For

New

Category

Category-C

Item Category List

- ☒ Fake Note Detector Machine
- ☒ Note Counting Machine
- ☐ Note Banding Machine
- ☒ PABX
- ☒ ATM Machine
- ☐ POS Machine
- ☐ CCTV System
- ☒ Access Control System
- ☐ Watchman
- ☐ Fire Extinguisher
- ☐ Manual/Burglary Alarm
- ☐ Metal Detector Door/Machine
- ☐ CDM
- ☐ MICR Detector

Choose the desired Supplier Category

Choose the item category which you want to supply

Save

← Back

Click the save button

Fig.11

11) Click next button from **step -4 (Fig.12)**

Home Tender Attachments Help Log Out programmersohel@gmail.com (user:1000)

Enlisted Category & Item

Step-1 Profile Step-2 Share Holder **Step-3 Applied Category & Item** Step-4 Payment Information Step-5 Work Experiences Step-6 Attachments/Documents Step-7 Preview

My Item Category

Application For	New
Category	Category-C
Item Category List	<ul style="list-style-type: none">Access Control SystemATM MachineFake Note Detector MachineNote Counting MachinePABX

[Back](#) [Edit](#) [Next](#) Click Next for step4

Fig.12

12) Complete **Application Fee** information from **step-4**(Add Payment date, Deposited date, bank name, branch name etc. after clicking **edit** button) and click **save** button.

Application Fee Info

Application Fee(Taka): 1000.00
Account Number:0022-0210018483
Bank: TRUST BANK LTD. ▼
Branch Name: Please Select ▼
Application Fees Payment Date: dd/mm/yyyy
Application Fee Deposited By: Deposited By
Application Fee PaySlip Attachment:

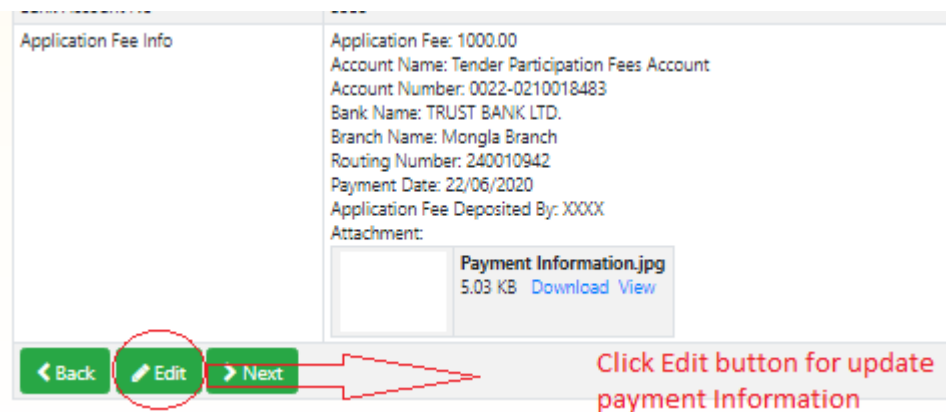
[Add Files](#) Click Add files for attachment the payment information

[Save](#) [Cancel](#) Click the save button

Fig: 13

13) How to Edit Payment information?

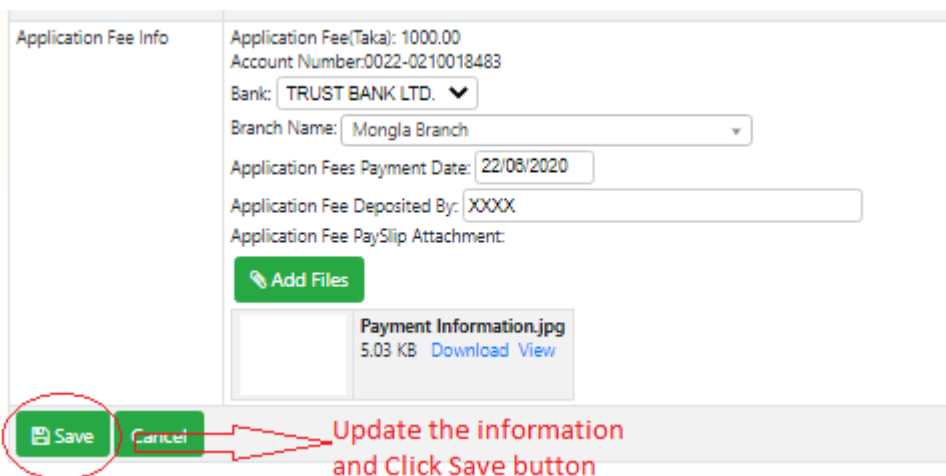
Click the **Edit**. (Fig.14) button



The screenshot shows a form titled 'Application Fee Info'. On the right side, the following details are listed: Application Fee: 1000.00, Account Name: Tender Participation Fees Account, Account Number: 0022-0210018483, Bank Name: TRUST BANK LTD., Branch Name: Mongla Branch, Routing Number: 240010942, Payment Date: 22/06/2020, Application Fee Deposited By: XXXX, and Attachment: Payment Information.jpg (5.03 KB) with links for Download and View. At the bottom left, there are three buttons: '< Back', 'Edit' (circled in red), and '> Next'. A red arrow points from the 'Edit' button to the right, towards the text 'Click Edit button for update payment Information'.

Fig: 14

14) **Update** the payment information and attachment and click **save** button.(Fig.15)



The screenshot shows the same 'Application Fee Info' form, but in an edit mode. The fields are now input boxes: Application Fee(Taka): 1000.00, Account Number: 0022-0210018483, Bank: TRUST BANK LTD. (dropdown), Branch Name: Mongla Branch (dropdown), Application Fees Payment Date: 22/06/2020, Application Fee Deposited By: XXXX, and Application Fee PaySlip Attachment: Add Files. The attachment 'Payment Information.jpg' (5.03 KB) is still shown with Download and View links. At the bottom left, there are two buttons: 'Save' (circled in red) and 'Cancel'. A red arrow points from the 'Save' button to the right, towards the text 'Update the information and Click Save button'.

Fig: 15

15) Click **next** button from **step 4**

Application Fee Info

Application Fee: 1000.00
Account Name: Tender Participation Fees Account
Account Number: 0022-0210018483
Bank Name: TRUST BANK LTD.
Branch Name: Mongla Branch
Routing Number: 240010942
Payment Date: 22/06/2020
Application Fee Deposited By: XXXX
Attachment:

PaymentInfo.jpg
4.11 KB [Download](#) [View](#)

[Back](#) [Edit](#) [Next](#)

Click Next button for step5

Fig.16

16) Now **step-5** will appear in the screen.

Trust Bank
Home Tender Attachments Help Log Out

Work Experiences

Step 1 Profile Step 2 Share Holder Step 3 Applied Category & Item Step 4 Payment Information Step 5 Work Experiences Step 6 Attachments/Documents Step 7 Preview

[Add New](#)

Total: 0
No Data Found

[Back](#) [Next](#)

Fig.17

17) Complete work experiences from **step-5** by click **add New**

18) Complete the necessary information for work experiences and click **Save** button like **Fig. 18**

Log Out | Mohammad Sohal Mia | programmer.sohal@gmail.com | (0000-0000)

Work Experiences

Step-1 Profile | Step-2 Share Holder | Step-3 Applied Category & Item | Step-4 Payment Information | **Step-5 Work Experiences** | Step-6 Attachments/Documents | Step-7 Preview

Organization Name: XYZ corporation

Work Description (Max 500 characters):
My Work description

Work Order value: Tk. 5696 | 1234567890

Work Completion Date: 09/11/2018

Attachment: Add Files | Allowed single attachment for each work experience(Merge multiple attachment in a single file)
workExperiences.jpg | 5.03 KB | Download | View

Save | Cancel

Total: 0
No Data Found

< Back | > Next

Fig 18

19) Work experiences will be show as a tabular format like **Fig.19**.

Total: 1						
	Organization	Work Description	Work Order value	Work Completion date	Aattachment	Delete
Select	XYZ corporation	My Work description	Tk. 5,696	09/11/2018	 workExperiences.jpg 5.03 KB Download View	✖

< Back | > Next

Fig.19

20) If you want to add additional work experiences, please go to **step 5** and click **Add New** button again and input the necessary information like **fig.18** and click **save** button.

- 21) Click **Delete** button (**Fig.20**) for delete the work experiences (If the supplier wants to delete the work experiences before final application submission). After final submission of the application, supplier cannot delete the work experiences of that individual application.

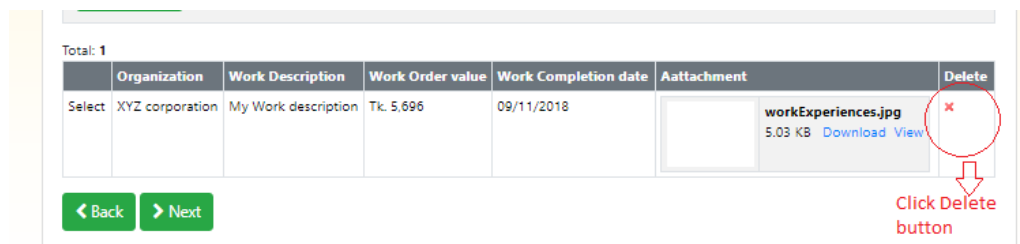


Fig.20

- 22) For edit the work experiences click the **Select** button as like **Fig.21** (If the supplier wants to edit a specific work experiences)



Fig.21

- 23) Edit screen will be like **Fig.22**

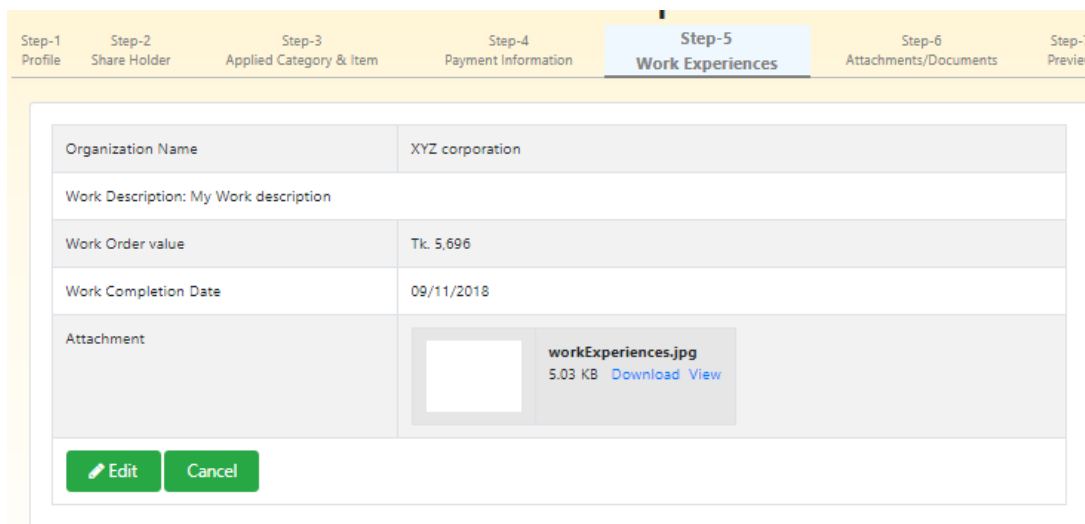


Fig.22

24) Click **Edit** as like **Fig.23**

The screenshot shows the 'Work Experiences' form in Step 5. The form includes fields for Organization Name (XYZ corporation), Work Description (My Work description), Work Order value (Tk. 5,696), Work Completion Date (09/11/2018), and an Attachment (workExperiences.jpg, 5.03 KB). At the bottom, there are two buttons: 'Edit' and 'Cancel'. The 'Edit' button is highlighted with a red circle, and a red arrow points to it with the text 'Click Edit button for edit specific work experience'.

Fig.23

25) Edit the work experiences as like **Fig.24** and click **save** button after editing.

The screenshot shows the 'Work Experiences' form in Step 5, with the 'Edit' button highlighted. The form includes fields for Organization Name (XYZ corporation), Work Description (My Work description), Work Order value (TK. 5696.00), Work Completion Date (09/11/2018), and an Attachment (workExperiences.jpg, 5.03 KB). At the bottom, there are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red circle, and a red arrow points to it with the text 'Click save button after editing the work experience'.

Fig.24

26) Click **next** button from **step-5** as like **Fig.25**

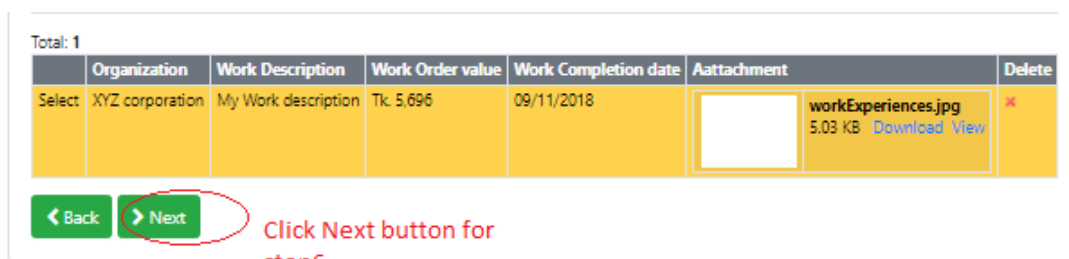


Fig.25

27) **Step-6** (Attachments form) will appear in the screen.

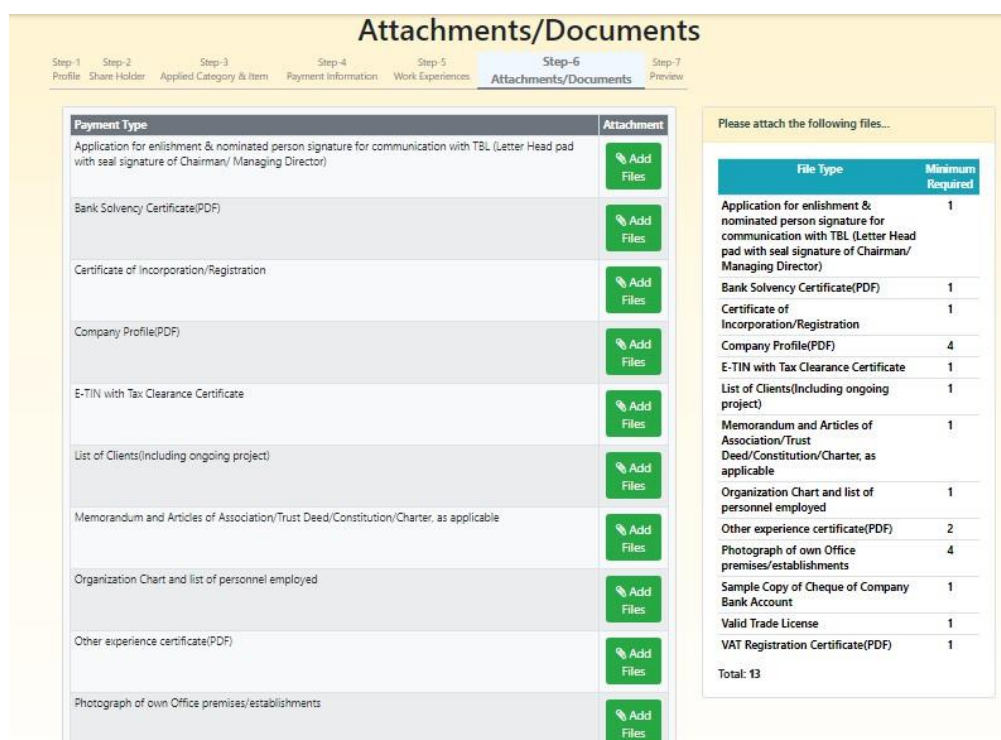


Fig.26

28) Click **Add Files** to upload a document. (**Add Files** button for each document will show until upload the minimum required files). After load the number of files which meet the minimum required file, **Add Files** button for each document will disappear.

29) Click delete button if the supplier wants to delete the specific files.(**Fig.27**)

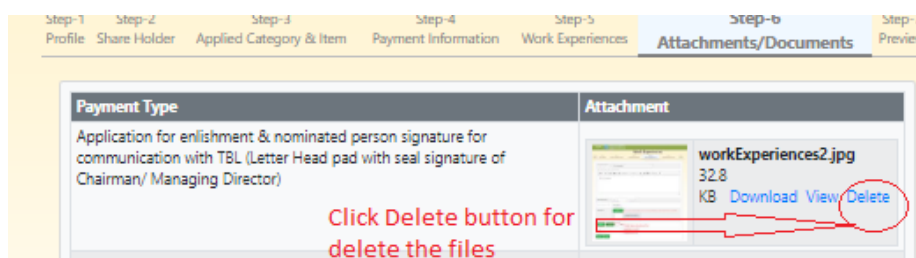


Fig.27

30) Upload documents according to required documents list.

31) After uploading all documents required documents list will be empty.(Fig.28)

Attachments/Documents

Step-1 Profile Step-2 Share Holder Step-3 Applied Category & Item Step-4 Payment Information Step-5 Work Experiences **Step-6 Attachments/Documents** Step-7 Preview

Payment Type	Attachment
Application for enlistment & nominated person signature for communication with TBL (Letter Head pad with seal signature of Chairman/ Managing Director)	workExperiences2.jpg 32.8 KB Download View Delete
Bank Solvency Certificate(PDF)	Add Files
Certificate of Incorporation/Registration	Add Files
Company Profile(PDF)	Add Files
E-TIN with Tax Clearance Certificate	Add Files
List of Clients(Including ongoing project)	Add Files
Memorandum and Articles of Association/Trust Deed/Constitution/Charter, as applicable	Add Files
Organization Chart and list of personnel employed	Add Files
Other experience certificate(PDF)	Add Files
Photograph of own Office premises/establishments	Add Files

Please attach the following files...

File Type	Minimum Required
Bank Solvency Certificate(PDF)	1
Certificate of Incorporation/Registration	1
Company Profile(PDF)	4
E-TIN with Tax Clearance Certificate	1
List of Clients(Including ongoing project)	1
Memorandum and Articles of Association/Trust Deed/Constitution/Charter, as applicable	1
Organization Chart and list of personnel employed	1
Other experience certificate(PDF)	2
Photograph of own Office premises/establishments	4
Sample Copy of Cheque of Company Bank Account	1
Valid Trade License	1
VAT Registration Certificate(PDF)	1
Total: 12	

Fig.28

32) Click next button to go step-7 as like Fig.30

List of Clients(Including ongoing project)	Add Files
Memorandum and Articles of Association/Trust Deed/Constitution/Charter, as applicable	Add Files
Organization Chart and list of personnel employed	Add Files
Other experience certificate(PDF)	Add Files
Photograph of own Office premises/establishments	Add Files
Sample Copy of Cheque of Company Bank Account	Add Files
Valid Trade License	Add Files
VAT Registration Certificate(PDF)	Add Files

Organization Chart and list of personnel employed 1
Other experience certificate(PDF) 2
Photograph of own Office premises/establishments 4
Sample Copy of Cheque of Company Bank Account 1
Valid Trade License 1
VAT Registration Certificate(PDF) 1
Total: 12

Back Next

Click Next button for step 7

Fig.30

33) Step 7 is preview of step-1 to step-6.

Preview

Step-1
Profile
Step-2
Share Holder
Step-3
Applied Category & Item
Step-4
Payment Information
Step-5
Work Experiences
Step-6
Attachments/Documents
Step-7
Preview

Current Application Status	New
Application For	New
Firm Name	Sohel Enterprise
Type of Firm	Limited Company
Date of Establishment	15/06/2020
Office Address	House#88, Uttara
Prop/Partners/Directors	Unknown
Total Employee	10
Contact Person Name	Raihan
Designation of Contact person	Anis Ahmed
Contact No	+8801625170118
Telephone No	eee
Fax No	555
Bank Name	AB BANK LTD.
Branch Name	ASHUGANJ BRANCH
Routing No	020120102
Bank Account No	5555

Company Share Holder Details

XYZ Managing Director Contact: +8801555555555 SSS@gmail.com	Father: XYZS Mother: XYZKJ	Share: 10.000% NID: 456987
ttt Chairman Contact: +8801636997486 FT@gmail.com	Father: TTTTTT Mother: MMMMMMM	Share: 90.000% NID: 8855

Vendor Requested Item Category

Category	Category-C
Item Category List	Access Control System ATM Machine Fake Note Detector Machine Note Counting Machine PABX

My Work Experiences

Organization	Work Description	Work order Value	Work Completion date
XYZ corporation	My Work description	5,696.00	09/11/2018

Attachments/Docs

Payment Type	Attachment
Application for enlishment & nominated person signature for communication with TBL (Letter Head pad with seal signature of Chairman/ Managing Director)	workExperiences2.jpg 32.8 KB Download View
Bank Solvency Certificate(PDF)	Please attach doc
Certificate of Incorporation/Registration	Please attach doc
Company Profile(PDF)	Please attach doc
E-TIN with Tax Clearance Certificate	Please attach doc
List of Clients(Including ongoing project)	Please attach doc
Memorandum and Articles of Association/Trust Deed/Constitution/Charter, as applicable	Please attach doc
Organization Chart and list of personnel employed	Please attach doc
Other experience certificate(PDF)	Please attach doc
Photograph of own Office premises/establishments	Please attach doc
Sample Copy of Cheque of Company Bank Account	Please attach doc
Valid Trade License	Please attach doc
VAT Registration Certificate(PDF)	Please attach doc

Fig.31

- 34) Review the whole application from **step-7**
- 35) If any additional change need, do that before submit the application.
- 36) If you wish print your application, please click print preview from **step- 7** and click print icon and preserve it.
- 37) Fill up the Submitted by information from **step-7** and click submit button from **step-7**

How to view my application status/Submit the uncompleted application:

- 1) To know up to date of the application or submit the uncompleted application please visits the **Home Page**. Process is shown in **Fig.32**



Fig: 32

- 2) My Application Status screen will be like **Fig.33**

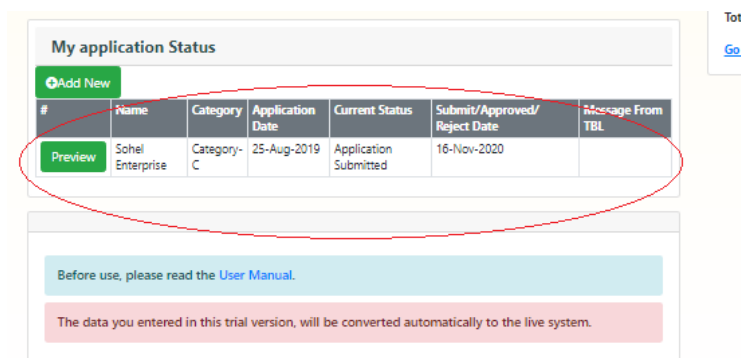


Fig: 33

- 3) Click **Submit button** to submit the uncompleted application.

#	Name	Category	Application Date	Current Status	Submit/Approved/Reject Date	Message From TBL
Preview	Sohel Enterprise	Category-C	25-Aug-2019	Application Submitted	16-Nov-2020	
Submit	Sohel Enterprise	Category-D	24-Sep-2019	Draft (Not Submitted)		

Click Submit button

Fig.34

- 4) Complete the step1, step2, step3, step4, step5, step6, step7 as per previous instructions and click submit button to final save.

How to attach the documents:

- 1) Click **My Attachment** from Attachment Menu.

Trust Bank Attachments/Documents

Payment Type: Application for enlistment & nominated person signature for communication with TBL (Letter Head pad with seal signature of Chairman/ Managing Director)

Attachment: workExperiences2.jpg, 32.8 KB, Download, View, Delete

Bank Solvency Certificate(PDF)

Add Files

Please attach the following files...

File Type	Minimum Required
Bank Solvency Certificate(PDF)	1
Certificate of Incorporation/Registration	1

- 2) Complete the **step-6** from page 13 and 14.
- 3) If the document expired it will show as an expired document and supplier cannot delete the expired document and this document will be preserved in Trust Bank Server and supplier can add valid files using **Add Files** button. For **E-TIN with Tax Clearance Certificate** and **Valid Trade License** Doc date and Expiry date field is mandatory.

Valid Trade License

Add Files

Document Expired Date: 01-Nov-2020

Document Expired

Trade Licence.jpg

4.91 KB Download View