



# Trust Bank

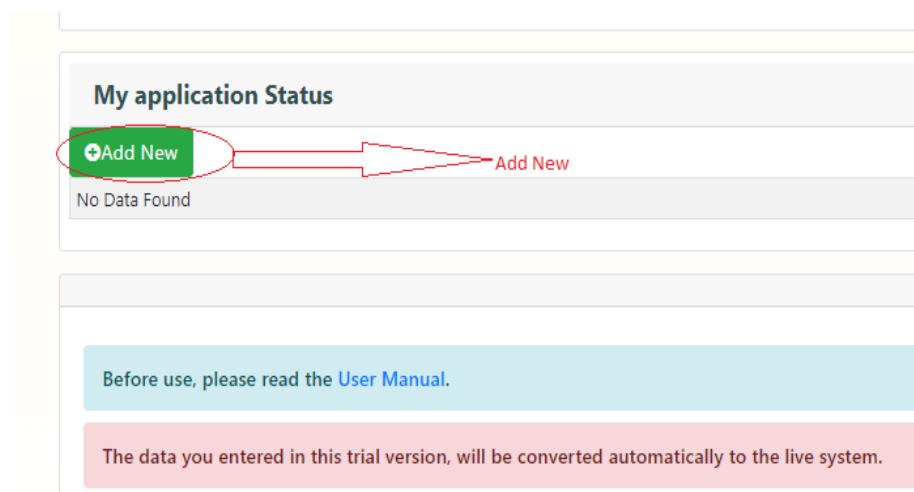
## eTender System



### 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



My application Status

**Add New**

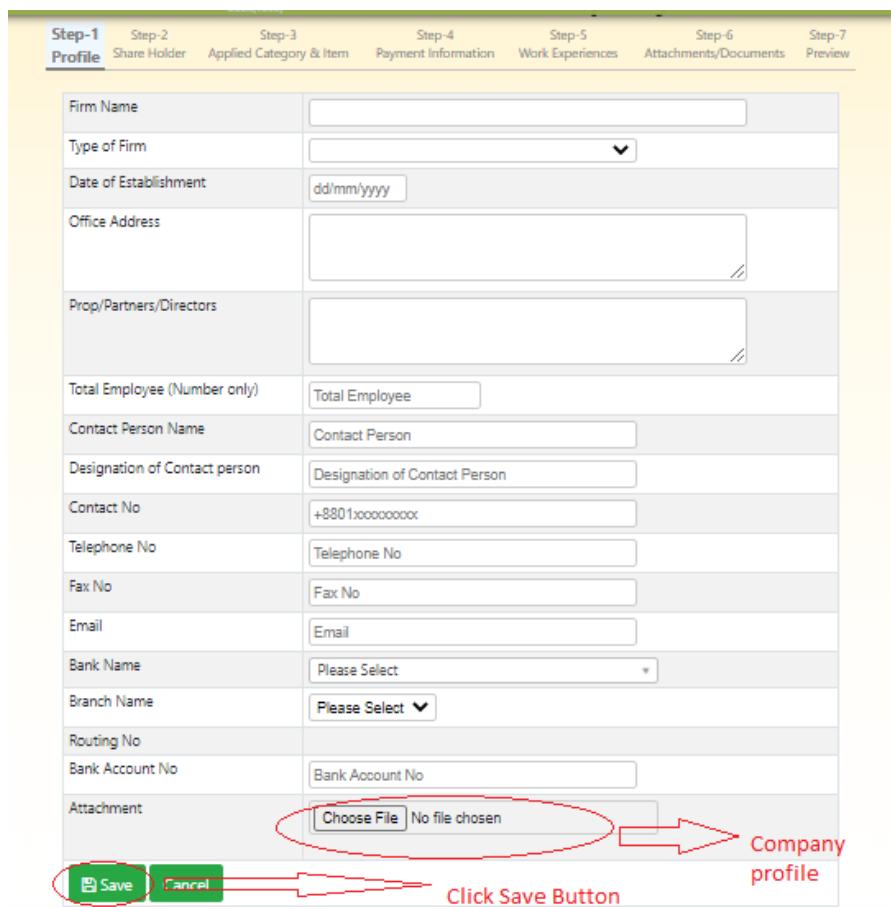
No Data Found

Before use, please read the [User Manual](#).

The data you entered in this trial version, will be converted automatically to the live system.

Fig.1

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

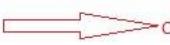
Firm Name	<input type="text"/>
Type of Firm	<input type="text"/>
Date of Establishment	<input type="text"/> dd/mm/yyyy
Office Address	<input type="text"/>
Prop/Partners/Directors	<input type="text"/>
Total Employee (Number only)	<input type="text"/> Total Employee
Contact Person Name	<input type="text"/> Contact Person
Designation of Contact person	<input type="text"/> Designation of Contact Person
Contact No	<input type="text"/> +8801xxxxxxxx
Telephone No	<input type="text"/> Telephone No
Fax No	<input type="text"/> Fax No
Email	<input type="text"/> Email
Bank Name	<input type="text"/> Please Select
Branch Name	<input type="text"/> Please Select
Routing No	
Bank Account No	<input type="text"/> Bank Account No
Attachment	<input type="button" value="Choose File"/> No file chosen

**Save** **Cancel**

Click Save Button

Company profile

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	<b>XXX Technology</b>					
Type of Firm	<b>Limited Company</b>					
Date of Establishment	<b>15/06/2010</b>					
Office Address	<b>House#88, Fairin Villa</b>					
Prop/Partners/Directors	<b>NA</b>					
Total Employee (Number only)	<b>20</b>					
Contact Person Name	<b>Md.Sohel</b>					
Designation of Contact person	<b>Managing director</b>					
Contact No	<b>+8801888888888</b>					
Telephone No	<b>eee</b>					
Fax No						
Email	<b>CC@gmail.com</b>					
Bank Name	<b>AGRANI BANK LTD.</b>					
Branch Name	<b>CHULKATI BAZAR BRANCH</b>					
Routing No	<b>010010280</b>					
Bank Account No	<b>XXXX-XXXX</b>					
Attachment	 <b>Visiting card IT division.pdf</b> 245.71 KB <a href="#">Download</a>					
<a href="#">Edit</a> <a href="#">Back</a> <a href="#">Next</a>		 <b>Click Next Button</b>				

**Fig.3**

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

Trust Bank
Home
Tender
Attachments
Help
Log Out
Mohammad Sohel Mia  
programmersohel@gmail.com

## 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
<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">  <b>Add New</b> </div>  <b>Click Add New button</b>						
Total: 0 No Data Found						

**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	+8801xxxxxxxx	
Share	%	
Picture	<input type="button" value="Add Files"/>	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

Total: 2

**Click Save button**

**Fig.5**

Total: 1

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

**< Back** **> Next**

**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

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

**< Back** **> Next**

**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-7 Preview																																																																														
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**Fig.8**

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

**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																																																																														
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**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
<b>Select</b>	XYZ Managing Director Contact: +8801555555555 SSS@gmail.com	Father: XYZS Mother: XYZKU	Share: 10.000% NID: 456987	 C S... <a href="#">Download</a> <a href="#">View</a>	

**< 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.

programmersonei@gmail.com  
USER(1010)

**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	<b>Category-C</b>
Item Category List	<div style="border: 1px solid #ccc; padding: 5px; width: 100%;"> <input checked="" type="checkbox"/>Fake Note Detector Machine  <input checked="" type="checkbox"/>Note Counting Machine  <input type="checkbox"/>Note Banding Machine  <input checked="" type="checkbox"/>PABX  <input checked="" type="checkbox"/>ATM Machine  <input type="checkbox"/>POS Machine  <input type="checkbox"/>CCTV System  <input checked="" type="checkbox"/>Access Control System  <input type="checkbox"/>Watchman  <input type="checkbox"/>Fire Extinguisher  <input type="checkbox"/>Manual/Burglary Alarm  <input type="checkbox"/>Metal Detector Door/Machine  <input type="checkbox"/>CDM  <input type="checkbox"/>MICR-Detector         </div>

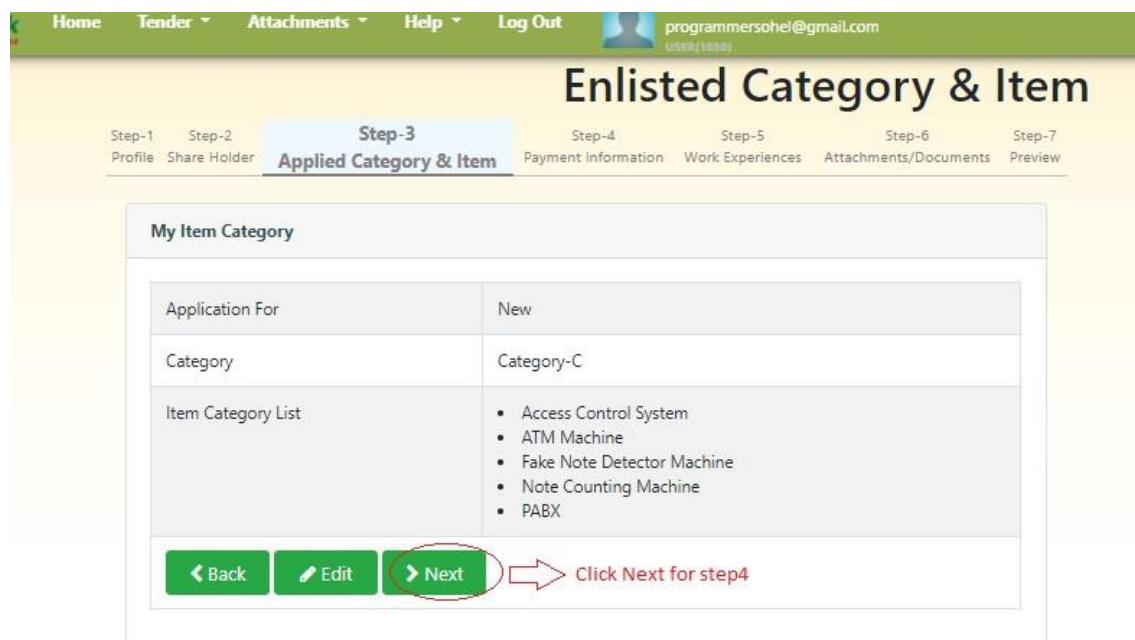
**Save** **< Back**

Choose the desired Supplier Category
Choose the item category which you want to supply

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 (1839)

## Enlisted Category & Item

Step-1 Step-2 Step-3 Step-4 Step-5 Step-6 Step-7

Profile Share Holder Applied Category & Item Payment Information Work Experiences Attachments/Documents Preview

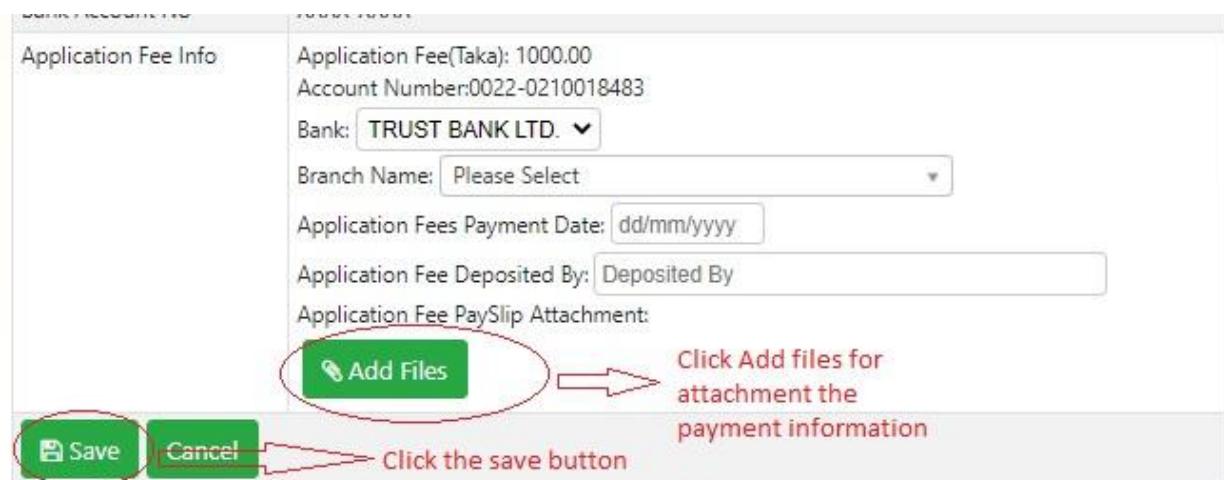
**My Item Category**

Application For	New
Category	Category-C
Item Category List	<ul style="list-style-type: none"><li>Access Control System</li><li>ATM Machine</li><li>Fake Note Detector Machine</li><li>Note Counting Machine</li><li>PABX</li></ul>

◀ 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

Save Cancel

Click Add files for attachment the payment information

Click the save button

Fig: 13

13) How to Edit Payment information?

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

The screenshot shows a 'Application Fee Info' page. It displays the following payment details:

- 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: Payment Information.jpg (5.03 KB) with Download and View links.

At the bottom, there are navigation buttons: 'Back', 'Edit' (highlighted with a red circle), and 'Next'. A red callout points to the 'Edit' button with 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' page as Fig.14, but with updated information. The 'Bank' dropdown now shows 'TRUST BANK LTD.' and the 'Branch Name' dropdown shows 'Mongla Branch'. The 'Application Fees Payment Date' is now '22/06/2020'. The 'Application Fee Deposited By' field is still 'XXXX'. The 'Application Fee PaySlip Attachment' section shows a file named 'Payment Information.jpg' (5.03 KB) with 'Download' and 'View' links. At the bottom, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red circle, and a red callout points to it with 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.

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**

Work Experiences

Organization Name: XYZ corporation

Work Description (Max 500 characters): My Work description

Work Order value: Tk. 5696

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** Click Save button for update work experience

**Fig 18**

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

Total: 1						
Select	Organization	Work Description	Work Order value	Work Completion date	Attachment	Delete
	XYZ corporation	My Work description	Tk. 5,696	09/11/2018	workExperiences.jpg 5.03 KB <a href="#">Download</a> <a href="#">View</a>	

**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.

Total: 1						
	Organization	Work Description	Work Order value	Work Completion date	Attachment	Delete
Select	XYZ corporation	My Work description	Tk. 5,696	09/11/2018	 workExperiences.jpg 5.03 KB <a href="#">Download</a> <a href="#">View</a>	

[◀ Back](#) [▶ Next](#)

Click Delete button

**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)

Total: 1						
	Organization	Work Description	Work Order value	Work Completion date	Attachment	Delete
	XYZ corporation	My Work description	Tk. 5,696	09/11/2018	 workExperiences.jpg 5.03 KB <a href="#">Download</a> <a href="#">View</a>	

**Fig.21**

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

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: My Work description						
Work Order value	Tk. 5,696					
Work Completion Date	09/11/2018					
Attachment	 workExperiences.jpg 5.03 KB <a href="#">Download</a> <a href="#">View</a>					
<a href="#">Edit</a> <a href="#">Cancel</a>						

**Fig.22**

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

Step-1 Profile	Step-2 Share Holder	Step-3 Applied Category & Item	Step-4 Payment Information	Step-5 <b>Work Experiences</b>	Step-6 Attachments/Documents	Step-7 Preview
Organization Name	XYZ corporation					
Work Description: My Work description						
Work Order value	Tk. 5,696					
Work Completion Date	09/11/2018					
Attachment	 <b>workExperiences.jpg</b> 5.03 KB <a href="#">Download</a> <a href="#">View</a>					
<input style="background-color: green; color: white; border-radius: 50%; padding: 5px 10px; border: none; margin-right: 5px;" type="button" value="Edit"/> <input style="border: none; border-radius: 50%; padding: 5px 10px; margin-right: 5px;" type="button" value="Cancel"/> <span style="color: red; font-size: 10px;">Click Edit button for edit specific work experience</span>						

**Fig.23**

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

Home	Tender	Attachments	Help	Log Out	Programmersohel		
<b>Work Experiences</b>							
Step-1 Profile	Step-2 Share Holder	Step-3 Applied Category & Item	Step-4 Payment Information	Step-5 <b>Work Experiences</b>	Step-6 Attachments/Documents	Step-7 Preview	
Organization Name	XYZ corporation						
Work Description:							
 My Work description							
Work Order value	TK. <input type="text" value="5696.00"/>	1234567890					
Work Completion Date	09/11/2018						
Attachment	<input style="background-color: green; color: white; border-radius: 50%; padding: 5px 10px; border: none; margin-right: 5px;" type="button" value="Add Files"/> <span style="color: red; font-size: 10px;">Allowed single attachment for each work experience(Merge multiple attachment in a single file)</span>  <b>workExperiences.jpg</b> 5.03 KB <a href="#">Download</a> <a href="#">View</a>						
<input style="background-color: green; color: white; border-radius: 50%; padding: 5px 10px; border: none; margin-right: 5px;" type="button" value="Save"/> <input style="border: none; border-radius: 50%; padding: 5px 10px; margin-right: 5px;" type="button" value="Cancel"/> <span style="color: red; font-size: 10px;">Click save button after editing the work experience</span>							

**Fig.24**

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

Click Next button for step6

Fig.25

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

File Type	Minimum Required
Application for enlistment & nominated person signature for communication with TBL (Letter Head pad with seal signature of Chairman/ Managing Director)	1
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: 13

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**)

Click Delete button for delete the files

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

**Required Document List**

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)	<a href="#">Add Files</a>
Memorandum and Articles of Association/Trust Deed/Constitution/Charter, as applicable	<a href="#">Add Files</a>
Organization Chart and list of personnel employed	<a href="#">Add Files</a>
Other experience certificate(PDF)	<a href="#">Add Files</a>
Photograph of own Office premises/establishments	<a href="#">Add Files</a>
Sample Copy of Cheque of Company Bank Account	<a href="#">Add Files</a>
Valid Trade License	<a href="#">Add Files</a>
VAT Registration Certificate(PDF)	<a href="#">Add Files</a>

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																																																																																																																							
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VAT Registration Certificate(PDF)

Please attach doc

Submitted By

Name:

Designation:

Contact No:

Email Address:

I have read and agree to the [Terms and Conditions and Privacy Policy](#).

[Back](#) [Submit](#) [Print Preview](#)

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**

Home

Tender

Attachments

Help

Log Out

Mohammad Sohel Mia  
programmersohel@gmail.com

Welcome to Trust Bank eTender Portal

Click Home button to view the application status

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

S/N Message From TBL

Fig: 32

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

My application Status

Add New

#	Name	Category	Application Date	Current Status	Submit/Approved/Reject Date	Message From TBL
	Sohel Enterprise	Category- C	25-Aug-2019	Application Submitted	16-Nov-2020	

Before use, please read the [User Manual](#).

The data you entered in this trial version, will be converted automatically to the live system.

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.

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.