FREQUENTLY ASKED QUESTIONS

#	Question	Response
1. 1.	What is Electronic Government Procurement (e-GP)?	Electronic Government Procurement refers to the process of disposing as well as procuring of goods, works and services through electronic means, mainly over the Internet.
2.	Is Electronic Government Procurement system within the procurement legal framework?	Yes, the system is built around the current procurement legal framework and will incorporate future legal amendments as per the PPDA act.
3. 2	How do you access e-GP?	e-GP is a web-based system that can be accessed using any web browser via the link: https://egpuganda.go.ug/ on any internet-based device.
4.	What integrations does e-GP have with other Government systems?	The e-GP is integrated with the following government systems: 1) URSB – For Business registration validation. 2) URA – For TIN validation and payment gateways. 3) IFMS – For confirmation of funding and LPO creation.
5. 3	Will the general public be able to access the procurement system?	Yes, the general public is able to access the system and view specific information as guided by law. Refer to response in number 3 above.
6. 4	How do suppliers register on the e-GP system and what are the requirements?	Suppliers register on the system through the link: https://egpuganda.go.ug/register The requirements for registration are as shown below: **Individuals (local)** • Valid National Identification (ID) • Curriculum Vitae (Resume) • Tax Identification Number (TIN) **Individuals (foreign)** • Valid Identification Document (ID/Passport) • Curriculum Vitae **Local companies** • A valid trading license • Business registration number (BRN) • Company Tax Identification Number (TIN) **Foreign companies** • Business Registration Number • Company Tax Identification Number • A valid certificate of incorporation • A valid trading license

		• Letter of authorization from signatory • Owners of the Business **Co-operatives** • Tax Identification Number (TIN) • Operating licenses **PDE Providers** • Tax Identification Number (TIN) • Act of Parliament **NB:** - An operational company email address for companies and personal email for individuals. - PPDA Fees
7.	How do I generate a Payment Reference Number (PRN) for the applicable PPDA registration fees?	Go to your browser and search for: www.ura.go.ug 1. Select **e-services** 2. Select **Payment registration** from the dropdown menu 3. Select **other NTR** from the table that populates 4. Enter **TIN** (auto populates details) **5.** Select Ministry/Department/Agency - **PPDA** 6. Categories **(New registration or renewal)** 7. Tax head **(Local or Foreign fees)** 8. Enter **security code**, **Accept** and **Register** Print the system generated Payment advice slip and pay at any bank/telco of choice.
8.	How does one validate a Business Registration Number (BRN) and TIN?	During registration, if your company is local, enter your BRN and TIN as per the registration documents then click on **Validate.** *Note: To ensure a correct BRN, please visit the URSB website at **www.ursb.go.ug***
9.	Can I use a personal TIN to register a company?	This is applicable for individual providers and sole proprietors.
10.	What happens when Tax Identification Number (TIN) mismatch errors occurs at TIN validation?	The mismatch is caused as a result of the URSB and TIN registered names not being similar. To correct this, ensure that you update your Business registration and TIN details from the respective authority (URSB and URA).
11.	How do I edit my pending profile or amend an active profile?	1. Login to the e-GP with your registered email address and password 2. Navigate to **My Profile** 3. Select **My Providers** from the left navigation menu 4. *You will be able to view your company details and status* 5. Click the menu icon next to the status

		6. Select **Edit Organization** 7. Follow the steps to update any sections of your registration including: Attachments, categories and sub-categories, experience and contact details. etc
12.	How do I follow up on delayed registration approvals?	In case of queries relating to your registration, please contact the service desk. Email servicedesk@egpuganda.go.ug Tel: 0414707965 OR 0414707483
13.	How do I download my PPDA certificate in case of an approval?	1. While logged into your account, navigate to My Profile, then my providers. 2. Click on your company/individual name 3. You will be able to view your registration certificate and download/print it. Alternatively, Visit: www.egpuganda.go.ug and select **suppliers tab** Search for your company or individual name > You will be able to view your registration certificate and download/print it.

14.	How do I renew my expired PPDA certificate?	Upon expiry of your PPDA certificate, refer to *editing pending profile in No.11* and ensure that the following information is accurate:
		  • Valid trading/operational license (Companies)
		  • Applicable renewal receipts (UGX 50,000 / USD 50 per category)

15.	How do I change my login email in scenarios where I can't access my e-GP profile?	In case of queries relating to account access, please contact the service desk on email: **servicedesk@egpuganda.go.ug** with proof of company ownership (*form 20, identity document of the Directors)*
16.	How do I change my login email in scenarios where I can access my e-GP profile?	Log into your profile Select **Edit User Details** Change to a Preferred email, and Save Details You will be required to login with the new email.
17.	How do I reset my e-GP login password?	**1.** Navigate to the supplier login page. 2. Click on **Forgot Password** 3. Enter the email address used at registration and click on **Send Reset Link** 4. A reset password link will be sent to your email for action. 5. Click on the reset password link and proceed to set a new password for your account.
18.	How do I download a standard bidding document (SBD)?	1. While Logged into your profile 2. Navigate to **Bid Notices** 3. Select the bid you wish to participate in

		4. Click on View B**id Details** against the bid 5. Locate the attached Bidding document (SBD) and click on it to download.
19.	How do I view Requests for Quotations (Shortlisted procurements)?	1. While Logged into your profile 2. Navigate to **Bid Notices** 3. Select **Shortlisted** under bid notices 4. A list of all your shortlisted bids will be displayed for your action.
20.	How do i generate a payment reference number (PRN) for bid participation fees?	1. While Logged into your profile 2. Navigate to **Bid Notices** 3. Select the bid you wish to participate in 4. Click on View B**id Details** against the bid 5. In case the bid has fees attached to it, click the **Pay Fees** button 6. Select **Payment Mode** and **Accept Terms** 7. Click on **Generate PRN** 8. *Proceed to Print the PRN Slip and pay through any bank or telco of your choice.* Note: For entities where the Generate PRN option isn't available (Option 7 above), proceed to make payment for the bid at the respective entity and upload the payment receipt for approval.
21.	How do I access the bidding form after payment of bid fees	Upon payment of bidding fees, Log into your profile 1. Navigate to **Bid Notices** 2. Identify the bid you had paid for 3. Click on View **Bid Details** 4. Click on **Pay Fees** 5. **Accept the Terms** and conditions and **Track PRN**. 6. If the payment was completed successfully you will be granted access to the bidding form and documents for submission.
22.	How do I request for clarification/more information at bidding?	For any clarifications, 1. Log into your profile 2. Navigate to **Bid Notices** 3. Identify the bid you wish to get information for. 4. Click on View **Bid Details** **5.** Click on **Request for Clarifications.** 6. Proceed to populate your request for more information and submit to the respective entity. *Note: You can only request for bid clarifications before the deadline for submission of bid clarifications.*

23.	What is the maximum Capacity of the Bidding/Registration documents?	Bidding documents should not exceed 25mbs per attachment criteria and registration documents should be below 5mbs. *Note: For bidding documents above 25mbs, please compress the file or attach a file link.*
24.	How do I view submitted bids?	To view submitted bids, 1. Log into your profile 2. Navigate to **My Profile** 3. Click on **Bid History** from the left menu *4.* Click against the company name to access the all previously submitted and withdrawn bids.
25.	How do I withdraw or withdraw and replace submitted bids?	To withdraw/replace submitted bids. 1. Log into your profile 2. Navigate to **Bid Notices** 3. Identify the bid you had previously submitted. 4. Click on View **Bid Details** *5.* At the bottom of the page, click **Withdraw or withdraw and Replace** *Note: The option of withdraw or withdraw and replace is only available before the bid submission deadline.*
26.	How does bid opening happen on the e-GP system?	Bid opening is done after the bid submission deadline by the members in the entity. In order to view the bid opening report 1. Log into your profile 2. Click on Bid **Notices** tab click on Bid Opening tab 3. Identify the bid you had previously submitted and click on it to view details. **note:** this report can be viewed, downloaded or printed
27. BB	Will evaluation of bids be done on the system?	Yes, all bids are evaluated on the system
28.	How does one respond to requests for clarification at evaluation?	Log into your profile 1. Navigate to **Evaluation** Tab 2. Click on **Request for Clarification** 3. Navigate to response under the action, then click on the clarify button note: the responses to the requests are time bound
29.	How do I respond to a Notice of Best Evaluated Bidder (NoBEB)?	Log into your profile Navigate to **Best Evaluated Bidders** tab click on **My BEBs** Select the procurement you had participated in and **View Details** then Click the **acceptance of NoBEB** button and submit.

30.	How do I access Draft contracts?	Log into your profile Navigate to **Contracts** Tab Select **Draft Contracts** Click **View Draft Contract** button to **Accept/Decline**
31.	Will contracts be reviewed and signed through the system?	Yes, all contracts are reviewed, accepted and signed by all key stakeholders through the system.
32.	Will suppliers be paid through the e-GP system?	No, payments to suppliers will be through the respective entity Financial Management Systems
33.	How do I respond to Call Off Orders?	Log into your profile 1. Navigate to **Frameworks tab** 2. click on **Call Off Orders** 3. under actions, Click accept / reject against a given Call off order **Note**: Responses to call off orders are time bound
34.	Will disposal of public assets be done on the Electronic Government Procurement system?	Yes, the disposal of public assets is handled on the Electronic Procurement system.