eSourcing Frequently Asked Questions (FAQs)

1. How do I participate in the opportunity listed?
   Ans: To participate, you must register your company with TenderBoard (our SIM eSourcing partner). Once TenderBoard has verified and approved the registration, you will be able to participate in the invited opportunities.

2. Who can register as an SIM eSourcing supplier?
   Ans: All suppliers who are supplying products or services are eligible.

3. How long does it take for my registration to be approved?
   Ans: TenderBoard will normally approve the newly registered vendor within 1 working day.

4. Do I need to make any payment to participate?
   Ans: In general, no payment is required to participate. However, there are some tenders which may require deposit payment in order to participate but this will be clearly spelled out in that particular tender's requirement.

5. Why I am not able to login?
   Ans: Below are possible causes for not being able to login:
   Your registration application has not been approved
   You have not activated your account
   You have either entered a wrong Login ID or Password

6. How long does it take for my submitted NDA to be approved?
   Ans: SIM will normally approve the submitted NDA within 1 working day.

7. Can overseas suppliers/vendors register and participate in the opportunities listed?
   Ans: Yes.

8. Can I submit multiple files?
   Ans: Multiple files submission can be done so long total file size is not more than 20MB

9. I have submitted the wrong proposal, what should I do?
   Ans: You need to re-submit a revised proposal before the RFQ/Tender closing date/time. The newer version proposal will overwrite the previous submission.

10. I have submitted my proposals but I have corrections. What should I do?
    Ans: You need to re-submit a revised proposal before the RFQ/Tender closing date/time. The newer version proposal will overwrite the previous submission.

11. How do I know if the project has been awarded?
    Ans: It will show "Awarded" status under "My Bidlist".

12. How do I keep track of the project's status?
    Ans: You are able to see the project status under "My Bidlist".

13. How do I post my questions regarding the project?
    Ans: You can post all your questions via the "Ask" function.

14. How do I know if my questions are answered?
    Ans: You will receive an email alert pertaining to your questions asked. Alternatively, you can proceed to the tender listing page to see the reply.

15. Other than the "Ask" function, who can I contact directly?
    Ans: You can contact SIM Procurement (procurement@sim.edu.sg)

16. Before the closing date/time can anybody see my submissions?
    Ans: No, your submissions can only be seen after the closing date/time

17. Why is the Opportunity list empty?
    Ans: It means there is no Open Opportunity available at the moment.

18. What are the security measures taken to protect my data?
    Ans: Your submitted data is hosted in Cloud and the data protection is provided by the Cloud service provider.

19. What browser is supported?
    Ans: Google Chrome, Mozilla Firefox, Safari and Microsoft Edge

20. I no longer want to be SIM eSourcing Partner. How do I deactivate my account?
    Ans: Please inform TenderBoard (support@tenderboard.biz), and we will deactivate your account.