

Ontario Tenders Portal
(OTP) eTendering Service
System provided by
JAGGAER

Frequently Asked Questions
for Ontario BPS Entities

**Last Update: March 2019
eTendering System Update**

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Background

1. *What is the Ontario Tenders Portal (OTP)?*

OTP is the new electronic tendering (eTendering) system for the government of Ontario. OTP will replace MERX as the designated eTendering platform for the government of Ontario.

2. *Why has the government of Ontario chosen a new electronic tendering system?*

The agreement with the previous service provider ended in May 2014. Supply Chain Ontario, Ontario Shared Services, held an open competitive procurement for eTendering services to select a new provider. Before issuing the Request for Proposal, Supply Chain Ontario also consulted vendors and stakeholders to determine the kinds of services they needed and preferred, and to ensure the procurement for eTendering services was fair, open and transparent.

3. *Who is the new eTendering service provider for the government of Ontario?*

BravoSolution* has been selected as the new eTendering service provider after they were the successful proponent in the open competitive procurement process conducted by Supply Chain Ontario.

4. *Are Broader Public Sector (BPS) entities able to use OTP?*

Yes, BPS entities in Ontario are eligible to use OTP once they have been set up on the system.

5. *Are BPS entities required to use OTP?*

The BPS Procurement Directive requires BPS entities to make all calls for open competitive procurements through an eTendering system. MGS highly encourages BPS entities to adopt OTP.

6. *Compared to MERX, how will OTP improve the procurement process?*

OTP provides the same functionality previously provided by MERX, such as: vendor registration, procurement opportunity postings and award notices. The system provides the features and flexibility to enable the government of Ontario and BPS entities to continue to modernize procurement.

Additionally, OTP will provide added benefits, such as: a single shared supplier database for the government of Ontario and all registered BPS entities, fully integrated system from bid submission to evaluation, and functionality that continues to modernize procurement.

Impact on Procurement Opportunities

7. *Will all Government of Ontario procurement opportunities be posted on OTP?*

All procurement opportunities for Ontario government ministries with procurement values at or above \$25,000 for goods and at or above \$100,000 for services and construction have been posted on OTP as of April 1, 2014. Certain government agencies may use other eTendering service providers. Vendors can continue to monitor these systems for procurement opportunities as well. Road construction vendors currently using the Ministry of Transportation RAQS system should continue to follow current processes.

8. *Will Government of Ontario procurement opportunities still be available on MERX?*

As of April 1, 2014, OTP became the designated eTendering system for the government of Ontario ministries and procurement opportunities were no longer posted on MERX after March 31, 2014. Procurement opportunities posted on MERX must still be accessed through MERX. All addenda and award postings for procurements that were originally posted on MERX will continue to be posted on MERX.

9. *Will BPS entities in Ontario be able to post procurement opportunities on MERX?*

BPS entities that have not rolled-out OTP may continue to post procurement opportunities on MERX. Once an entity has adopted OTP the expectation is that all new procurement opportunities will be posted through the dedicated system.

BPS Entity Registration

10. What is the cost for a BPS entity to enroll on OTP

There is no cost for a BPS entity to enroll on OTP.

11. How do BPS entities get set-up on OTP?

It's easy:

- 1) BPS entity indicates desire to implement the system
- 2) JAGGAER will select the appropriate implementation package (includes: training, user setup, employee communication, etc.) for each BPS entity
- 3) BPS entity & JAGGAER will agree on the go-live date and execute accordingly

Using OTP

12. How do I access OTP?

OTP is a web-based system. It can be accessed by buyers and suppliers at ontariotenders.app.jaggaer.com. Once an entity has been implemented, they will receive usernames and passwords with customized permissions based on their entity's process and policy.

13. Can I test or demo OTP before implementing it?

No, each entity is given a demo site for testing during implementation and will stay available for entities to use after their production site is ready.

14. How can I find out more information before signing up?

Any queries regarding OTP can be sent to OTP.Info@lci icgt.com.

15. Is training available to BPS entity procurement personnel to learn how to use OTP?

Yes, training and / or instructional guides will be part of the implementation package. For additional training, BPS entities can refer to upcoming training events / webinars or arrange directly with JAGGAER. Supplemental training may result in an additional cost to the BPS entity.

Vendor Impact

16. What are the benefits for vendors?

The new system offers more capability and benefits to vendors, including but not limited to:

- Automatic email notification of opportunities that match the goods and services the vendor has indicated in their profile
- Extensive search functionality using UNSPSC codes, Keywords, Dates, Ministries, etc. to locate procurement opportunities and past award details
- The ability to maintain and update vendor record and information, including the ability for vendor record information to be automatically transferred to procurement opportunity responses, and for information entered as part of an electronic response to update the vendor record automatically, eliminating any duplication of effort
- The ability to submit responses electronically for opportunities. This will completely eliminate paper and manual process related costs such as printing and shipping
- A vendor dashboard, where a vendor has the ability to monitor all upcoming and ongoing opportunities, track the progress of their bid responses, manage their users and user roles, etc.
- Communicate with the government of Ontario and BPS entities during procurement events using a secure and confidential online messaging function
- Have a single go-to destination, login, and supplier profile for any and all procurement opportunities for the government of Ontario and BPS entities using OTP
- Access to training and user guides through the solution, as well as access to dedicated JAGGAER help desk support

17. How will vendors access my procurement opportunities?

Vendors will find it easy to locate procurement opportunities that interest them. Ontario is adopting the United Nations Standard Products and Services Code (UNSPSC) system, a widely-used commodity and service coding system. This will make finding procurement opportunities straightforward.

Vendors will also have:

- A new website, the Ontario Tenders Portal (OTP), to search and access procurement opportunities
- The ability to review and download procurement documents

18. Will vendor MERX accounts and information be transferred to OTP?

Vendors will need to register on OTP to access procurement opportunities for the government of Ontario and rolled-out BPS entities. Vendors will only have to register once for all opportunities posted on OTP.

19. What is the cost to vendors?

There are no costs to register or to download procurement documents of interest. However, registration is required to download procurement opportunities.

20. Is there a cost to view and download procurement opportunities similar to MERX?

There are no fees to download procurement opportunities from OTP. The only requirement is that vendors must first register, which is free. Offline submissions will not be accepted for procurements requiring electronic bid submission.

21. How will vendors get up-to-date information about procurement opportunity notices?

OTP will send out an alert to vendors who have registered on the system. When vendors register, they will need to categorize their company profile using the UNSPSC codes which will allow OTP to send relevant procurement opportunity notices when new opportunities are available.

Vendors who choose not to categorize their company profile by UNSPSC code will not receive notices of available procurement opportunities.

22. How will vendors get up-to-date information about procurement amendments?

While a procurement opportunity is open, OTP will send alerts to registrants indicating that amendments have been published. Vendors can help ensure they receive these alerts by providing complete and accurate information when they register.

23. Can vendors get paper, fax, CD or DVD copies of tenders?

No. Tenders will be available electronically only.

24. Can vendors get prints of construction drawings from OTP?

No. Tenders and any associated attachments will only be available electronically. Drawings will be available for download as an attachment to applicable tenders on OTP.

25. How will OTP support the distribution of samples?

Instructions will be provided in procurement documents when samples are a requirement of that procurement opportunity. Vendors are required to follow these instructions.

*BravoSolution is now JAGGAER.