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

Frequently Asked Questions for Suppliers

Last Update: March 2019
eTendering System Update

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Background

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

   OTP is the electronic tendering (eTendering) system for the government of Ontario. OTP replaced Merx as the designated eTendering platform for the government of Ontario effective April 1, 2014.

2. **Why has the government of Ontario chosen a new eTendering 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.

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. **What procurement opportunities will be available on OTP?**

   As of April 1, 2014, all procurement opportunities for government of Ontario ministries have   been posted on OTP. As Broader Public Sector (BPS) entities continue to roll -out OTP, all associated procurement opportunities will also be posted on OTP. Road construction suppliers currently using the Ministry of Transportation RAQs system should continue to follow the current processes.

5. **How will OTP improve the procurement process?**

   OTP provides the same functionality previously provided such as: supplier registration, procurement opportunity postings and award notices. In addition, the system provides the features and flexibility to enable the government of Ontario and BPS entities to continue to modernize the procurement process, such as:

   - Automatic email notification of opportunities that match the goods and services the supplier 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 supplier record information, including the ability for supplier record information to be automatically transferred to procurement opportunity responses, and for information entered as part of an electronic response to update the supplier record automatically, eliminating any duplication of effort.
- The ability to submit responses electronically for opportunities. This will eliminate paper and manual process related costs such as printing and shipping.
- A supplier dashboard, where a supplier has the ability to monitor all upcoming and ongoing opportunities, track the progress of their bid responses, manage their users and user roles, etc.
- Communication with the government of Ontario and BPS entities during procurement events using a secure and confidential online messaging function.
- 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 OTP, as well as access to dedicated JAGGAER Technical support Monday to Friday from 8AM – 8PM EST.

Using OTP

6. **What are the system requirements for accessing OTP?**

   The eTendering portal is accessible to anyone with a computer and a reliable Internet connection. To access the eTendering portal the following minimum requirements are needed:

   - The following environments are supported: Microsoft Vista, Microsoft Windows 7, and Microsoft Windows 8. Other operating systems such as Linux, Mac OS X or other versions of Windows, although not officially supported, may be compatible with the platform if you configure your browser with the additional requirements detailed below
   - If using a PC, suppliers will need to use Internet Explorer 10, 11 (the use of Internet Explorer 9 is not recommended). The latest version of Internet Explorer can be downloaded for free at www.microsoft.com.
   - If using a Mac, suppliers will need to use Firefox. The latest version of Firefox can be downloaded for free at www.mozilla.com/firefox.
   - The eTendering portal supports the default browser configuration settings (standard installation). These include security settings, JavaScript and activeX enabling, cookies management and caching of web pages. Should your present browser configuration not include one or more of the options needed for correct web navigation, it will be necessary to revert to the default browser configuration.

- Java is not essential to use eTendering, but it is required for some advanced functions such as mass uploading and downloading attachments. Java Plugin Sun 1.8 or higher is advised (Version 1.7 is not recommended). The latest version of Java can be downloaded for free at www.java.com.
- It is strongly recommended that pop-ups be enabled in the suppliers' browsers. This will allow a warning message to appear if the supplier' section has been inactive for over 15 minutes and is about to be logged out. This is an important security requirement for all. eTendering portals.

7. **Who can access information on OTP?**

Any suppliers interested in doing business with the government of Ontario and rolled-out BPS entities must register on OTP to access procurement opportunities. Registration for suppliers is free of charge and takes less than 5 minutes.

8. **Is supplier training available to learn how to use OTP?**

Registration instructions are available to suppliers through Ontario.ca/supplychain and on the eTendering portal Ontario.ca/tenders.

9. **How will suppliers get up-to-date information about procurement opportunity notices?**

OTP will send out an alert to suppliers who have registered on the system and selected relevant UNSPSC codes. When suppliers 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.

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

10. **How do suppliers search Ontario Tenders Portal for procurement opportunities?**

There are several ways to search for opportunities:
- Ensure your organization is a registered supplier and select the applicable UNSPSC codes in your profile. You will receive email alerts when an opportunity of the same UNSPSC category code is posted.
- Sort based on the following criteria (table headings of the published

opportunities): organization, project reference, project title, work category, listing expiry date. To sort by each table title, click on the table heading. To re-sort in the opposite direction, click on the table heading a second time.

- Utilize the "Search/Filter" function and filter based on the following details: project info, purchasing organization info, publishing date, work category, procurement route, project categories (UNSPSC code), project type, and a variety of other details listed under "additional information". Enter the details and click "Search".

11. How do suppliers create multiple sub-user accounts per registered organization supplier?

As a supplier, you can register multiple users under your organization, allowing colleagues to participate in Ontario Tenders Portal activities. We strongly recommend one senior contact to manage access for your organization.

To register a sub-user, log into the portal,
- Click Manage Users > Users > Create
- Enter user details and click Save

By default, the portal will not assign any user rights for new accounts. To define user rights for the account,
- Click User Rights > Edit
- Select the appropriate rights and click Save

For additional guidance on adding Users please see the User Management Guide location in the Supplier Guides and Information area of the Ontario Tenders Portal.

12. How do suppliers update their profile to add new UNSPSC categories?

To add new categories to your organization's profile, once you have logged into Ontario Tenders Portal, click "Profile" in the "Quick Links" portlet on the main dashboard and
- Click on the "Categories" tab > "Add Category"
- Proceed to search for the correct UNSPSC category code
- Select all applicable categories
- Click "Select"

13. How do suppliers export questions into Excel to work offline?

Ontario Tenders Portal allows you to complete your response offline by downloading and entering your response on the Excel response spreadsheet.
- Click My Response > Create Response > Export/Import Response > Download

- Save the Excel file to your computer

14. How do suppliers fill in the Excel response spreadsheet?

For close-ended questions, click on the cell to access the drill down arrow button next to the cell and select the applicable response.
For Text Questions, click on the cell and type your response directly into the cell.

When you select a cell, a response guide comment box will appear, providing you with detailed instructions.

Please note that for Text Questions in the Qualification and Technical Envelopes, the Excel spreadsheet will allow you to enter up to a maximum of 2000 characters, including spaces. For Text Questions in the Commercial Envelope, the Excel spreadsheet will allow you to enter up to a maximum of 1000 characters, including

Please ensure that you do not remove any worksheets, cells, rows or columns from the Excel response spreadsheet, or edit any formulae within the spreadsheet as this will cause the import of the spreadsheet to fail.

15. How do suppliers import questions from Excel back to OTP?

Please ensure that you do not remove any worksheets, cells, rows or columns from the Excel response spreadsheet, or edit any formulae within the spreadsheet as this will cause the import of the spreadsheet to fail.

Once you have filled out all mandatory responses on the Excel response spreadsheet, save your Excel response spreadsheet.

Log into your supplier account and select the correct RFx you are responding to.
- Click My Response > Export/Import Response and select the file you would like to import
- Click Import Excel

16. How often does OTP time out?

Please ensure that you save your work constantly. For security and privacy reasons, the Ontario Tenders Portal will time out after you are inactive for 15 minutes. If you will be away from your computer or laptop, ensure that you have saved your work and logged out.

17. How will suppliers get up-to-date information about procurement amendments?

Traditional addendums or amendments are not issued from the Ontario Tenders Portal. While a procurement opportunity is open, OTP will send alerts to registrants indicating that amendments have been published. Messages can also be sent directly from the buyer to respond to supplier questions. To new suppliers that have not yet expressed interest in the opportunity, the RFx will appear net new. Suppliers can help ensure they receive these alerts by providing complete and accurate information when they register.

18. Can suppliers get paper, fax, CD or DVD copies of tenders?

No. Tenders will only be available through OTP electronically. Please contact the Ministry buyer listed on the RFB if you require alternative arrangements.

19. Can suppliers get prints of construction drawings from OTP?

No. Tenders and any associated attachments will only be available electronically through OTP. Drawings will be available for download as an attachment to applicable tenders on OTP. Please contact the Ministry buyer listed on the RFB if you require alternative arrangements.

20. How will OTP support the distribution of samples?

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

Impact on Procurement Opportunities

21. How will procurement opportunities be accessed in OTP?

All published Open Procurements can be found from the homepage of ontariotenders.app.jaggaer.com. Select the hyperlink "To View and Search Current Tender Opportunities". Suppliers can utilize a robust searching engine to find procurement opportunities that interest them or by searching he United Nations Standard Products and Services Code (UNSPSC) - refer to FAQ #10. Alternatively, registered suppliers that have identified applicable UNSPSC codes within their profile will receive daily notifications of new opportunities matching those codes.

22. Will all government of Ontario procurement opportunities be posted on OTP?

All open and competitive procurement opportunities for the government of Ontario 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. Suppliers can continue to monitor these systems for procurement opportunities as well. Road construction suppliers currently using the Ministry of Transportation RAQs system should continue to follow the current processes.

23. Will all BPS entity procurement opportunities be posted on OTP?

Procurement opportunities for BPS entities that have rolled-out OTP will be posted on this system. BPS entities are continuously joining OTP so please check the opportunity postings regularly.

24. What is the cost of OTP to suppliers?

There are no costs to register or to download procurement opportunities. However, registration is required to download procurement opportunities. Registration is free of charge and takes less than 5 minutes.

25. Is there a cost to view and download procurement opportunities similar to the previous incumbent?

There are no fees to download procurement opportunities from OTP. Offline submissions will not be accepted for procurements requiring electronic bid submission.

26. Do suppliers need to register to download procurement opportunities?

Yes, suppliers interested in downloading procurement opportunities must register on OTP. There is no registration cost.

27. How does a supplier register for OTP?

Supplier should go to ontariotenders.app.jaggaer.com. Select a preferred language and select the link for supplier registration. A quick tutorial on supplier registration is also available from the homepage. Also, suppliers may access the supplier registration guide from our webpage.

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*BravoSolution is now JAGGAER