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

Frequently Asked Questions for Ontario BPS Entities

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eTendering System Update

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Background

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

   The Ontario Tenders Portal (OTP) is the electronic tendering (eTendering) system for the Government of Ontario.

2. Who is the eTendering service provider for the Government of Ontario?

   Jaggaer is the eTendering service provider after they were the successful proponent in the open competitive procurement process conducted by Supply Chain Ontario.

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

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

4. 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. Supply Ontario highly encourages BPS entities to adopt OTP.

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

   For more information regarding which procurement opportunities are posted on OTP and threshold values please refer to the Buy Ontario Procurement Directive.

BPS Entity Registration

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

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

7. How do BPS entities get onboarded to 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

8. How do I access OTP?

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

9. 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.

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

    For any questions regarding OTP, please contact Jaggaer through the buyer support link at Request BUYER Support or call toll-free at 866-722-7390.

11. 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 them directly with Jaggaer. Supplemental training may result in an additional cost to the BPS entity.

Vendor Impact

12. How will vendors access my procurement opportunities?

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

    Vendors will also have:

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

13. 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.

14. Is there a cost to view and download procurement opportunities?

    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.

15. 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.

16. 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.

17. 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.

18. 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.