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

Frequently Asked Questions for Suppliers

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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. 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.

Using OTP

3. What are the system requirements for accessing OTP?

The eTendering portal is accessible to anyone with a computer and a reliable Internet connection.

4. Who can access information on OTP and how do we register?

Any supplier 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. Suppliers should go to OTP, select a preferred language, and access the registration instructions available on the login page.

5. Is supplier training available to learn how to use OTP?

You can find more information on training at Training - Supply Ontario.

6. 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.

7. 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”.

8. 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 section in the Supplier Guides and Information area of the Ontario Tenders Portal.

9. 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 "My Organization" in the "Quick Links" portlet on the main dashboard and

- Click on the "My Categories" tab > "Add Category"
- Proceed to search for the correct UNSPSC category code
- Select all applicable categories
- Click "Confirm"

10. 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 > Online Questionnaire in Excel > Download Online Questionnaire in Excel
- Save the Excel file to your computer

11. 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 spaces.

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.

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

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 > Online Questionnaire in Excel and select the file you would like to import
- Click Import Items
- Click Save Changes once imported changes are reviewed

13. 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.

14. 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.

16. 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.

17. 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

18. How will procurement opportunities be accessed in OTP?

All published Open Procurements can be found from the homepage of OTP. Select the hyperlink "Current Tender Opportunities". Suppliers can utilize a robust search engine to find procurement opportunities that interest them or by searching the United Nations Standard Products and Services Codeset (UNSPSC) - refer to FAQ #9. Alternatively, registered suppliers that have identified applicable UNSPSC codes within their profile will receive daily notifications of new opportunities matching those codes.

19. 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.

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

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

21. 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.

22. 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.

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

Anyone can search and view open procurement opportunities without registering. Registration is required to download tender documents and receive amendments or notifications related to an opportunity. There is no cost to register or download documents.

24. How do suppliers express interest in procurement opportunities?

After registration, suppliers can access the "Responding to a Tender Guide" which has instructions on expressing interest and submitting responses to procurement opportunities.