

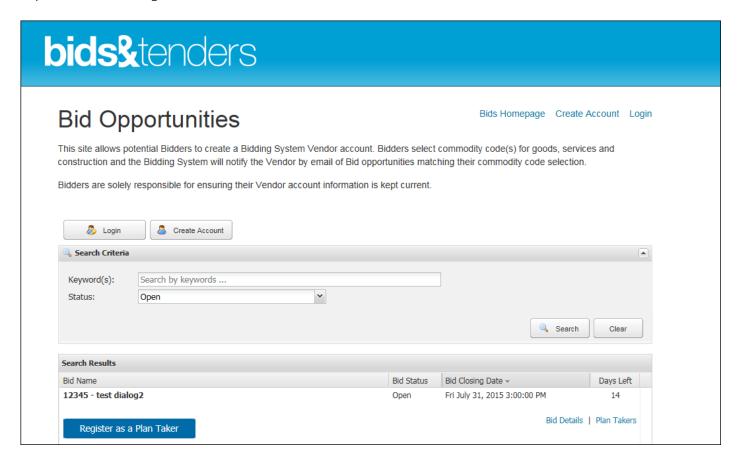
Bids and Tenders - Vendor Guide

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#### **HOMEPAGE**

On the Bid Opportunities homepage, you can search for and view current online bid opportunities. Search by typing in keywords and selecting a bid status.



# **BID STATUS DESCRIPTIONS**

| Status    | Description   |
|-----------|---|
| Open      | The bid is open and vendors can view/submit bids    |
|           | through the website                                 |
| Closed    | The bid has been closed and vendors can no longer   |
|           | process a submission or register for                |
| Awarded   | The bid opportunity was awarded to a vendor(s).     |
| Cancelled | The bid opportunity was cancelled by the purchasing |
|           | entity.   |

Once a bid has closed, you can view the results by choosing the closed status or awarded stats. (Note: not all agencies will publically post the results)

#### BENEFITS TO CREATING AN ACCOUNT

The new <a href="https://bids.stjohns.ca">https://bids.stjohns.ca</a> website is intuitive and responsive, and will simplify the procurement process for vendors who wish to view and bid on opportunities. Once you register as a vendor, you can download bid documents, submit bids online and receive numerous automated email notifications from the system to keep you up-to-date and informed.

Some of the acclaimed new key features available to vendors include:

- Unlimited access to register for all bid opportunities
- Unlimited use of online submissions, document downloads and addenda notices
- Unlimited category subscription for bid matching
- Instant access to bid results
- Customized vendor dashboard that allows quick access to active opportunities and bid history
- Self-serve profile management
- Ability to add up to 10 contacts to your account
- Ability to register for the Emergency Contact database
- Ability to view all bids by status
- Ability to view details of bids including plan takers, bids submitted and award details

#### **EBIDDING**

The new system will allow vendors to submit their bids online in a safe and secure environment.

Some highlights of the eBidding system include:

- Streamlined, fully online process to submit bids
- Bidding anytime and anywhere, 24 hours a day, 7 days a week, 365 days a year
- Built in Bid Compliancy Checker for 100% compliant bids
- Digital / electronic bonding
- Online Addendum notices and acknowledgement
- Virtual Public Openings/instant access to unofficial bid results
- No more late bids always online, always accessible
- No more calculation errors all calculations are done automatically
- Reduces amount of effort required from the bidders
- Allows bidders to preview bid documents prior to registering
- Eliminates exclusion of submissions due to geographical location of bidders
- Provides bidders with the flexibility to modify and withdraw bids in advance of the closing date from the comfort of their own computers, from anywhere in the world

# **AUTOMATED NOTIFICATIONS**

Bids & Tenders e-procurement provides Automated Notifications to Vendors, including:

New bid opportunity notices

- Addendum notices
- Bid meeting/site meeting notices and reminders
- Bid submission reminders 48 hours/24 hours before closing
- Bid result notification

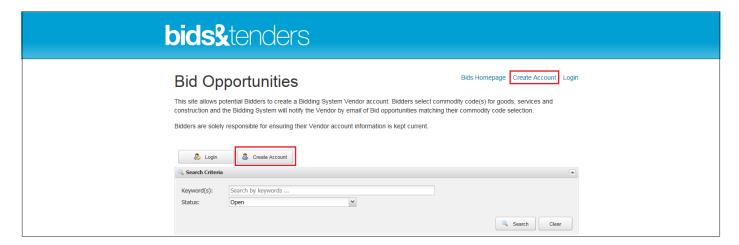
Bids & Tenders is powered by <u>eSolutionsGroup</u> Limited, a Canadian -based digital solutions firm. eSolutionsGroup created Bids & Tenders with simplicity, convenience and vendor benefits in mind, with the lasting objective of building and maintaining the easiest, most transparent, cost efficient and limitless procurement program available today and tomorrow.

For more information on <u>Bids & Tenders</u>, visit the product information page on the eSolutionsGroup website.

If you require any technical assistance in creating an account, please contact us at support@bidsandtenders.ca

CREATING AN ACCOUNT

Click the Create Account button on the bid opportunities homepage.



# **ORGANIZATION DETAILS**

Fill out the fields under the Organization Details Section. Fields with a red asterisk (\*) are required fields and must be filled out to successfully create your account.



# BECOMING AN EMERGENCY VENDOR

In the event of an emergency, the Procurement Department is developing a Vendor Emergency Contact List. They are interested in receiving emergency contact information that would be useful during an emergency. This is not a commitment to purchase.

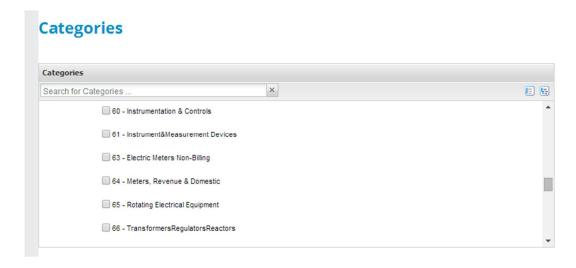
If you would like to be included in the Vendor Emergency Contact List, please click the Yes button. If you would not like to be included in the Vendor Emergency Contact List, click the No button.

If you clicked yes, fill in the specific emergency contact information in the Contacts section.



#### SUBSCRIBE TO BID CATEGORIES

Creating a vendor account allows you to subscribe to bid categories that relate to your company's area of expertise/services. Check off the categories you would like to subscribe to. You will receive an email notification when a bid opportunity is issued that relates to the category or categories that you are subscribed to. You can subscribe to as many bid categories as you wish.



# **CONTACT INFORMATION**

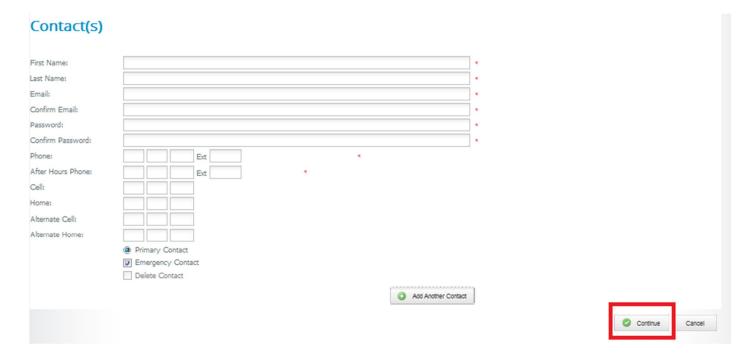
Please identify a key contact from your organization who can be contacted if needed. If you would like to include more than one contact, click on the "Invite Another Contact" button and fill in the person's contact information. You can provide a maximum of 10 contacts under one vendor account.

NOTE: Your password must have at least 6 characters, include 2 uppercase characters, and include 1 special character (example: !, -, \*)

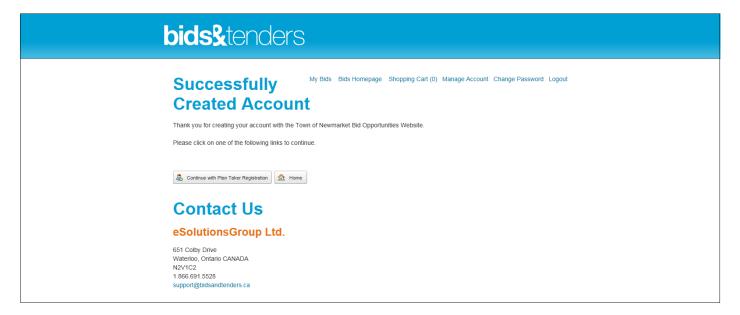


# FINISH CREATING ACCOUNT

After you have filled in all of the required information, click the Continue button.

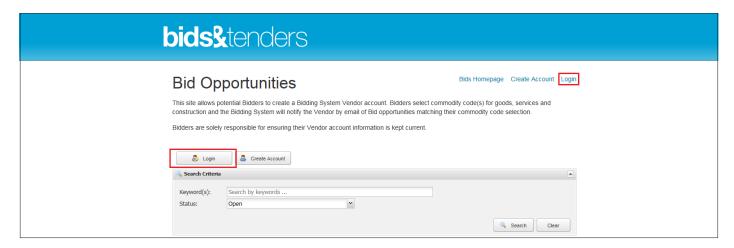


You will be taken to a screen indicating that your vendor account was successfully created.

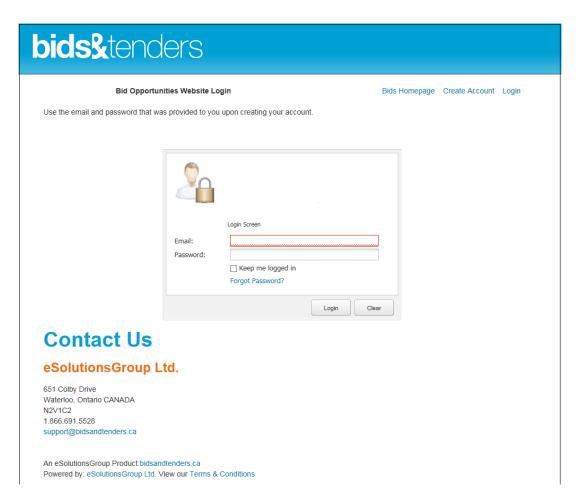


#### LOGIN TO YOUR ACCOUNT

1. Click the Login button on the Bid Opportunities homepage.



2. You will be taken to the Login page. Please enter your email and password that you provided when setting up your account.



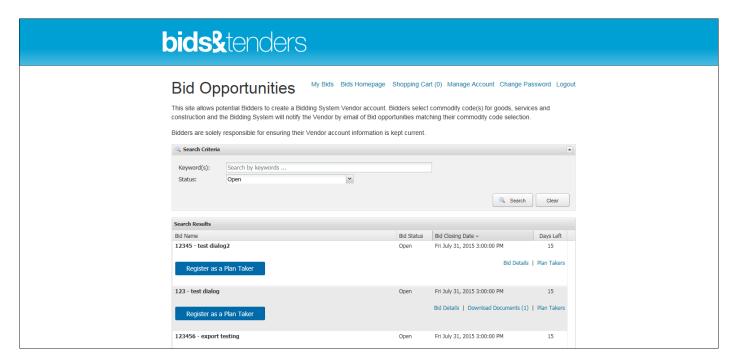
3. Click the Login button. (OPTIONAL - If you click the "Keep me logged in" checkbox, the system will remember your account and you will not have to sign in the next time you visit the Bid Opportunities website.)



4. Click the Clear button to clear your login fields and re-enter your email and password.

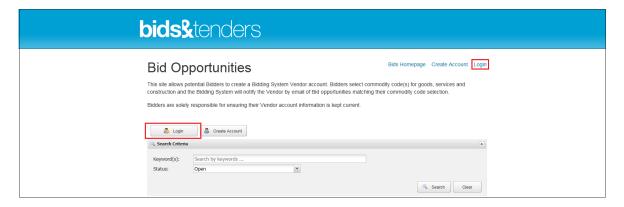


5. Once you are logged in, you should see this homepage.

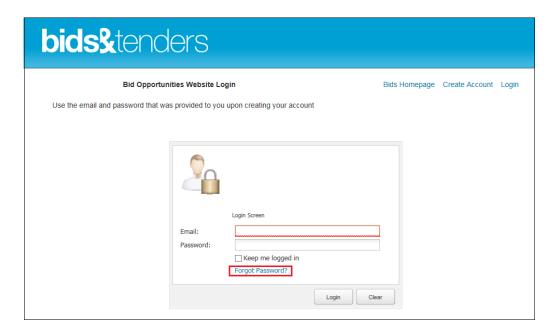


# FORGOT PASSWORD

1. Click Login.



2. Click forgot password.

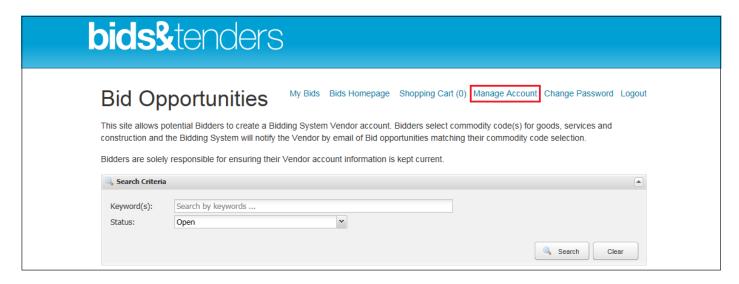


3. Fill in your email address. Then press the send button. You will receive an email that will provide a link to reset your password.

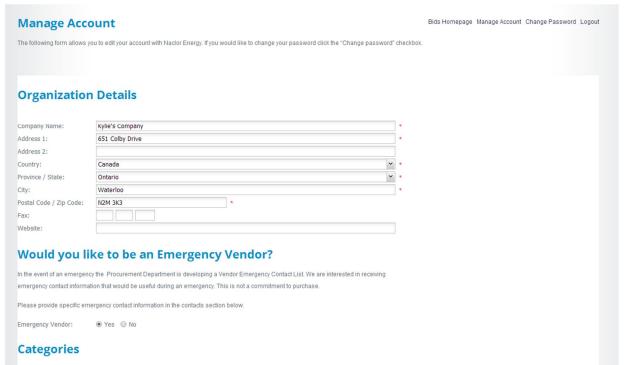


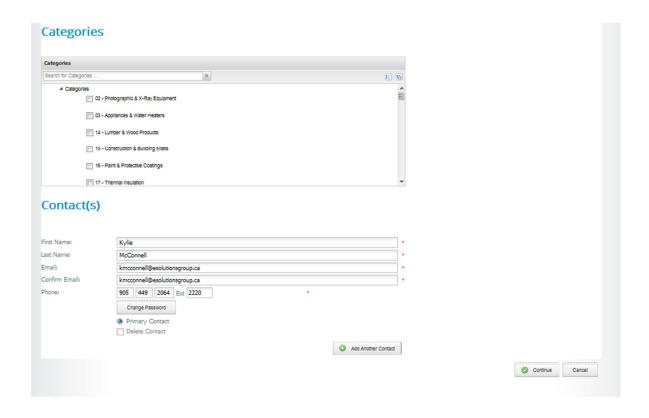
#### CHANGE ACCOUNT DETAILS

1. Click Manage Account to edit your account settings / information. You must be signed in to change your account details.

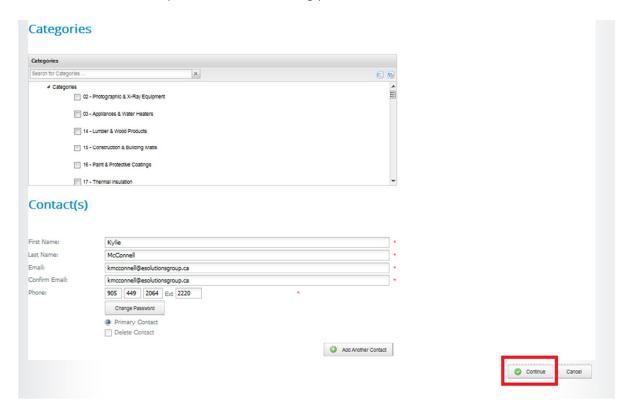


2. Edit your organization details, emergency vendor details, bid categories and contact information as needed. Fields with a red asterisk (\*) are required fields and must be filled out to ensure the changes you made to your account details are saved.



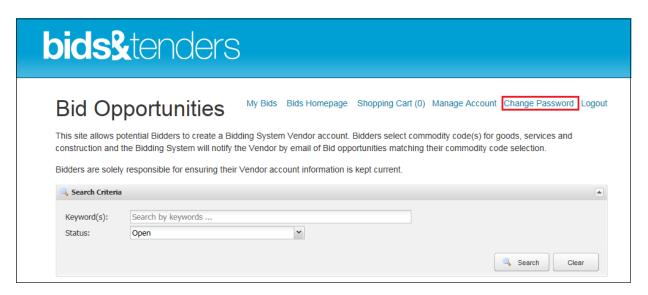


3. Click the Continue button after you have finished editing your account details.

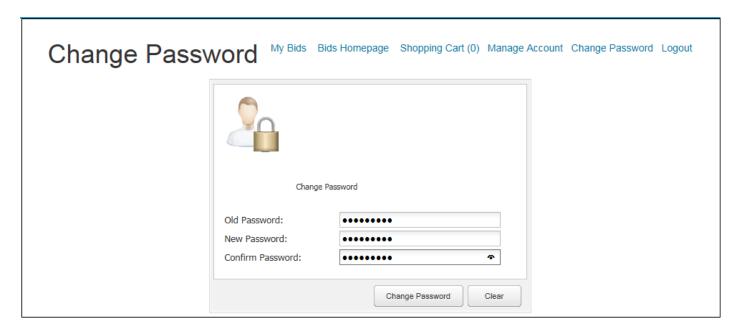


# **CHANGE PASSWORD**

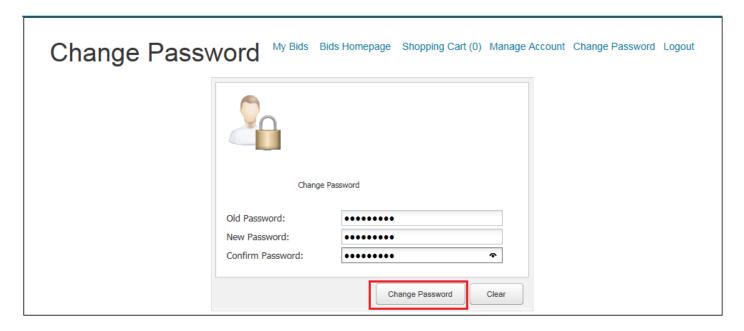
1. Click the Change Password button on the homepage. You must be signed in.



2. Enter your old password. Then enter your new password and confirm your new password.

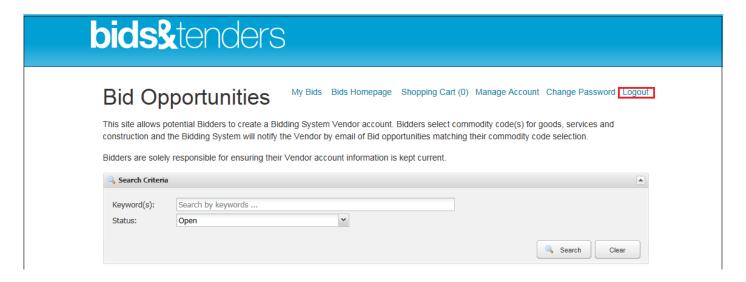


3. Click the Change Password button after you have provided your new password.



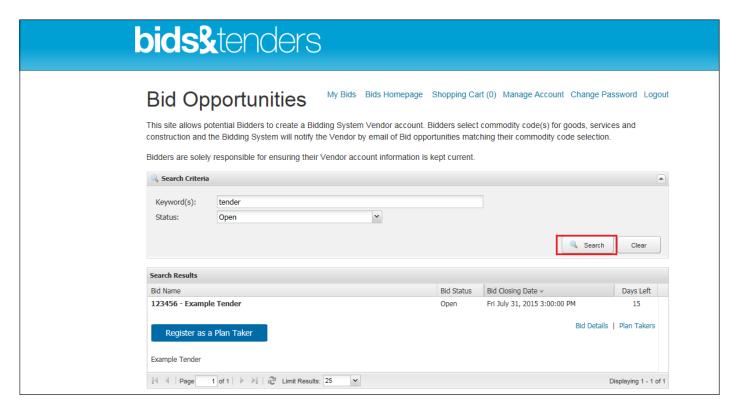
# **LOGOUT**

Click the Logout button in the top right hand side of the Bid Opportunities website homepage to log out of your account.



# SEARCH FOR BID OPPORTUNITIES

On the Bid Opportunities homepage, you can search for and view current online bid opportunities. Search by typing in keywords and selecting a bid status. Click search to generate your results.



# **BID STATUS DESCRIPTIONS**

| Status    | Description   |
|-----------|---|
| Open      | The bid is open and vendors can view/submit bids    |
|           | through the website                                 |
| Closed    | The bid has been closed and vendors can no longer   |
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| Awarded   | The bid opportunity was awarded to a vendor(s).     |
| Cancelled | The bid opportunity was cancelled by the purchasing |
|           | entity.   |

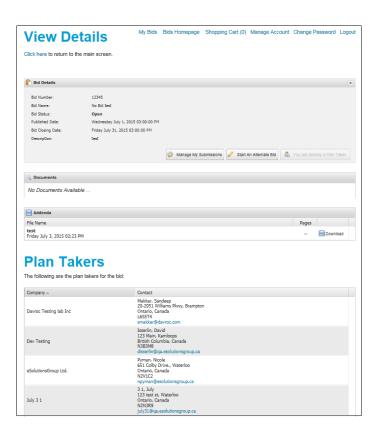
Bid Results: Once a bid has closed, you can view the results by choosing the closed status or awarded stats. (Note: not all agencies will publically post the results)

#### **BID DETAILS**

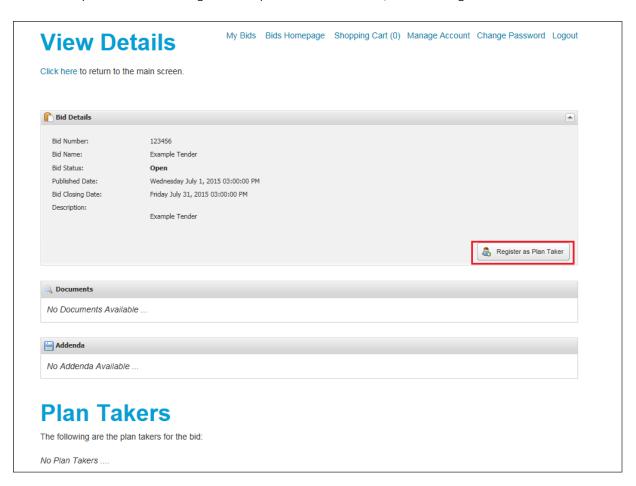
1. To view specific details pertaining to a bid, click on the Bid Details button.



- 2. On the bid details page, you will be able to see:
  - Bid Number
  - Full Bid Name
  - Bid Status
  - Published Date
  - Closing Date
  - Bid Description
  - Specification documents
  - Issued Addenda
  - Team Members (Purchasing staff managing the bid opportunity. It is up to the purchaser if they would like to share this information with the public.)
  - Plan Takers (Other vendors that have registered as a plan taker for this bid opportunity. It is up to the purchaser if they would like to share this information with the public.)

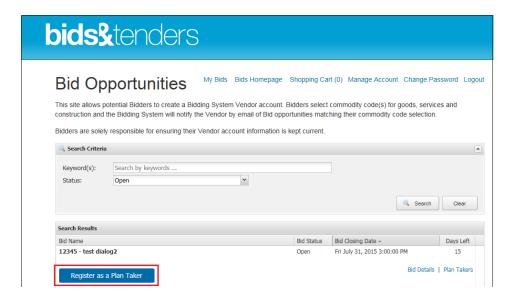


3. If you know that you would like to register as a plan taker for the bid, click the Register as Plan Taker button.

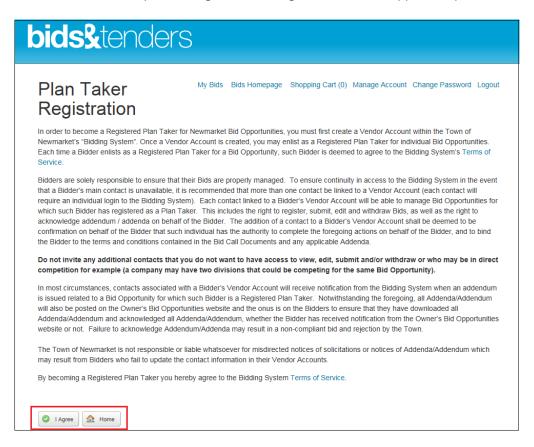


#### **REGISTER FOR A BID**

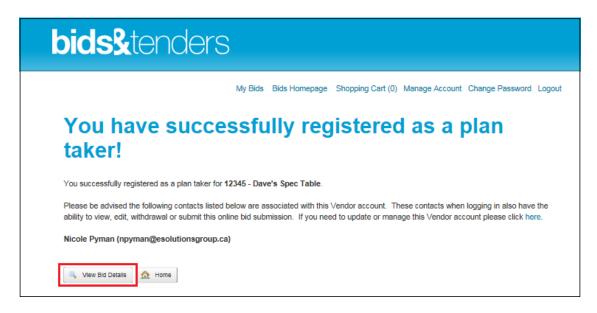
1. Once you have found a bid opportunity that you would like to register for, click "Register As Plan Taker".



2. You will be taken to the Terms or Service and Disclaimer page. After reading the Terms of Service and Disclaimer, click the I Agree button to continue. If you no longer want to register for the bid opportunity, click Home.



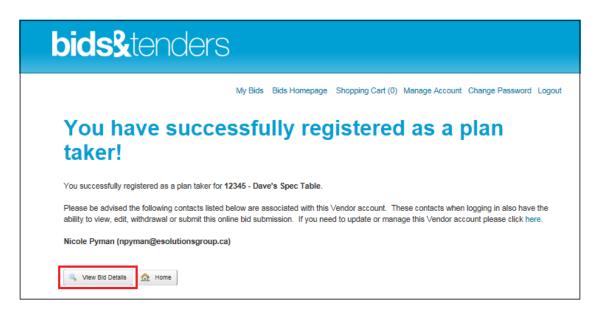
4. You will then be directed to another screen confirming you have successfully registered as a plan taker. If you are not required to pay for the bid document, you will be taken directly to this confirmation page after agreeing to the terms of service.



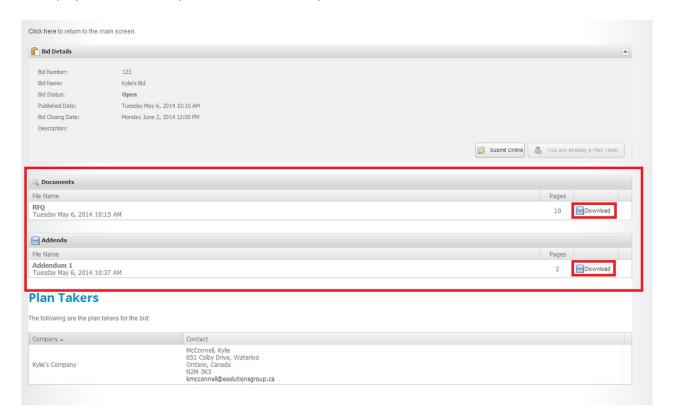
4. You will also receive an automated email confirming you have been successfully registered as a plan taker.

#### SUBMITTING A BID ONLINE

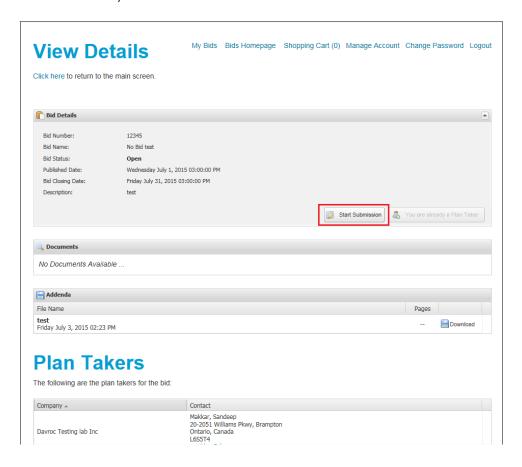
1. After you have agreed to the Terms of Service and successfully registered as a plan taker, click the View Bid Details button.



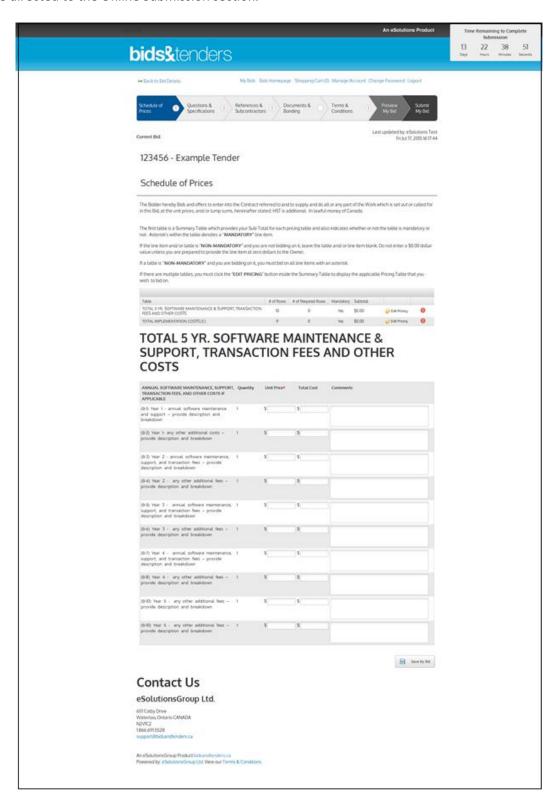
2. Ensure you scroll down to find any documents or addenda that have been issued. You can download any documents or addenda associated with the bid opportunity by clicking the Download button. The Plan Takers list may or may not be displayed based on the purchaser's decision to publish the list or not.



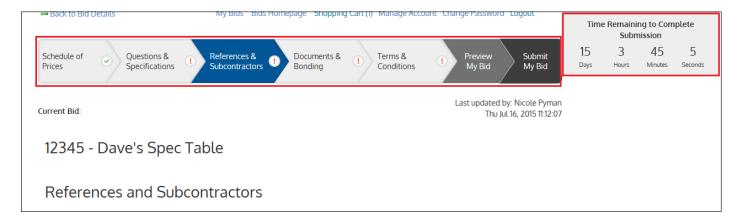
3. Click Start Submission to submit your bid.



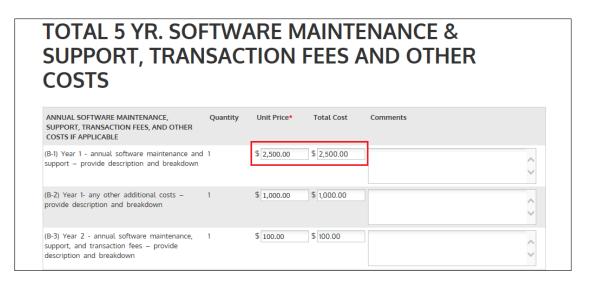
4. You will be directed to the Online Submission section.



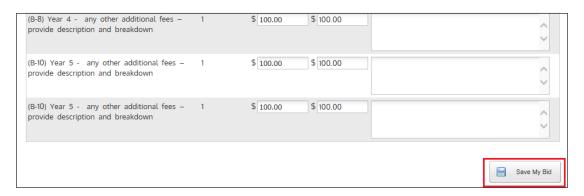
5. The bar at the top of the page will indicate your progress, and the time remaining to complete your submission will be indicated in the top right corner of the page. The check mark indicates that the page has been completed, and the red exclamation mark indicates that the page has not yet been completed. Note: Depending on the type of submission, the progress bar may not show all of the below progress items.



6. Fill out the required text fields within the bid table. When inputting your unit price, the total field will automatically calculate



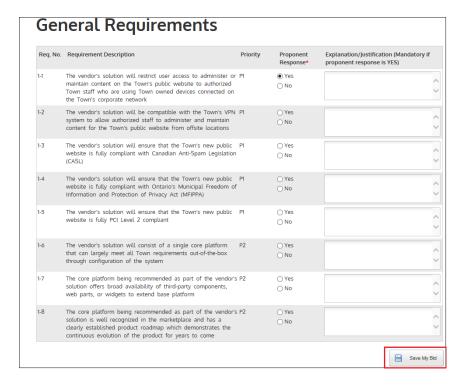
7. When all of the required fields have been completed, click Save My Bid.



8. Click Questions & Specifications on the top progress bar to continue. (This section may or may not be displayed depending on if the purchaser would like to ask the vendor's questions or not.)



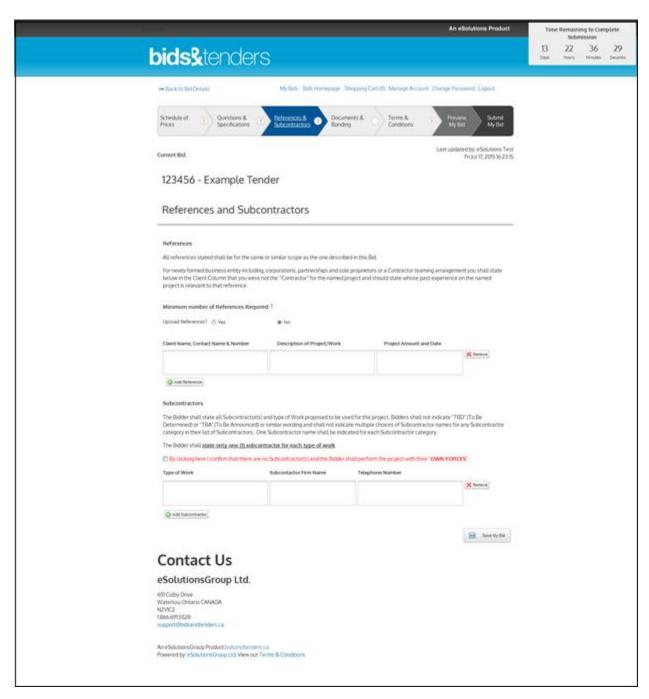
9. Please provide answers to any required questions asked by the purchaser and click Save My Bid when complete.



10. Click on References & Subcontractors on the top progress bar to continue. (This section may or may not be displayed depending on if the purchaser is requesting references or a list of subcontractors).



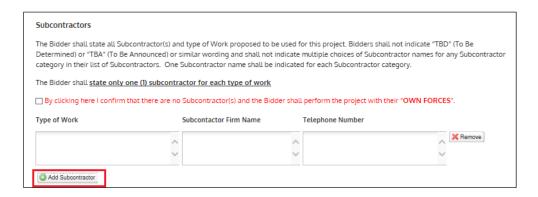
11. This will bring you to the References & Subcontractors section



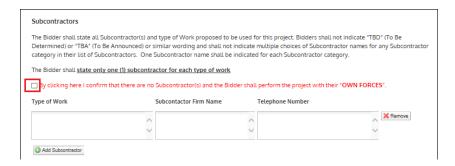
12. To upload a reference, click Yes, and click browse to find the required reference. You can remove the reference at any time by clicking Remove.



13. If you will be using subcontractors, fill out the necessary boxes. To add additional subcontractors, click Add Subcontractor.



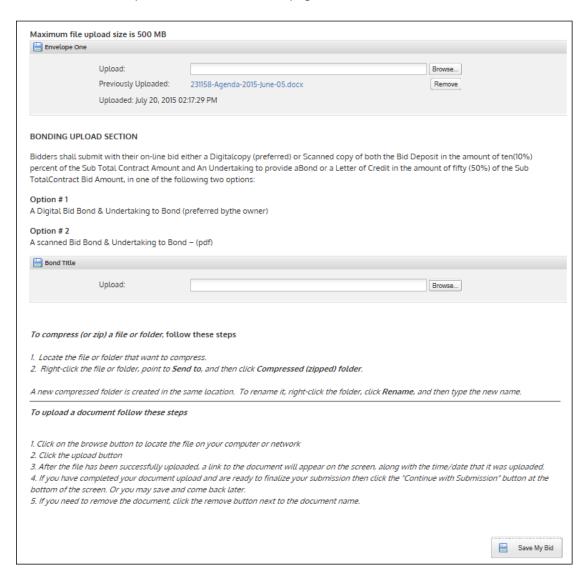
14. If you will not be using subcontractors, click the confirm no Subcontractors box.



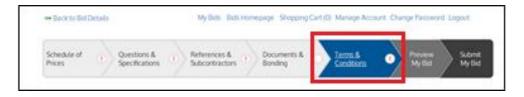
- 15. Add your references by providing the company name, company contact and the contact's phone number, description of project/work, and the project amount and date.
- 16. Click on Documents & Bonding on the top progress bar to continue. (This section may or may not be displayed depending on if the purchaser is requesting references or a list of subcontractors).



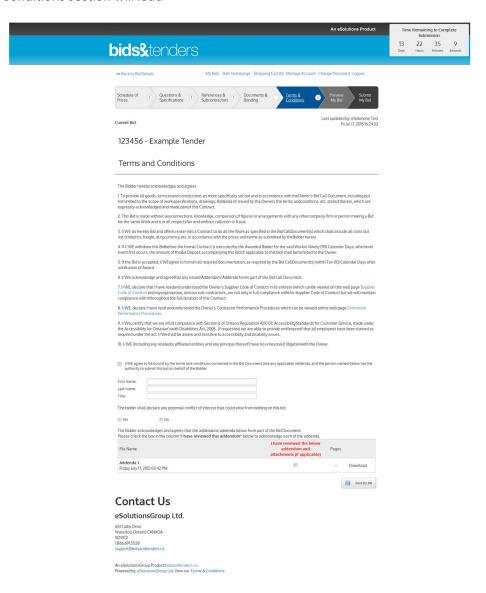
17. In the Documents section you can upload your bid document and any additional documents you would like to include with your online submission. Click Browse, select the file you would like to upload from your computer and press open. If you would like to remove a document from your submission, click Remove. When you have uploaded all of your documents, click Save My Bid at the bottom of the page.



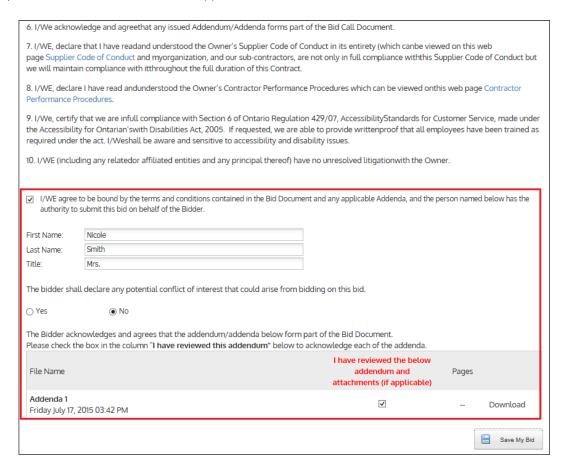
18. Click on Terms & Conditions on the top progress bar to continue.



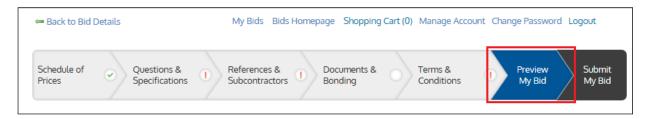
# 19. The Terms and Conditions section will load



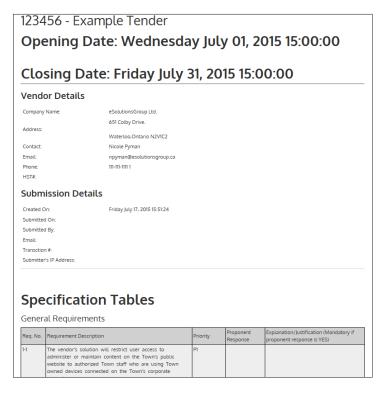
20. After reading the Terms of Service and Disclaimer, check off the box to agree to the terms and indicate that you are able to submit to the bid on behalf of your company. Enter your first and last name in the text box. Check off yes or no to indicate if there is any potential conflict of interest, and final, check off the box to acknowledge you have reviewed any addendum and attachments if applicable.

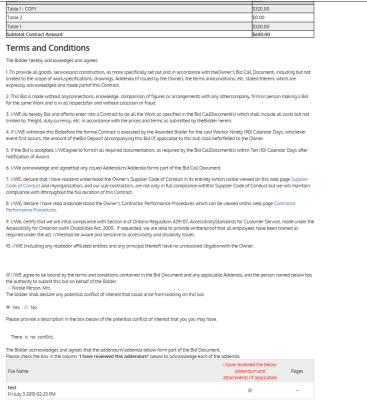


21. Click Preview My Bid to view an HTML version of your bid submission.

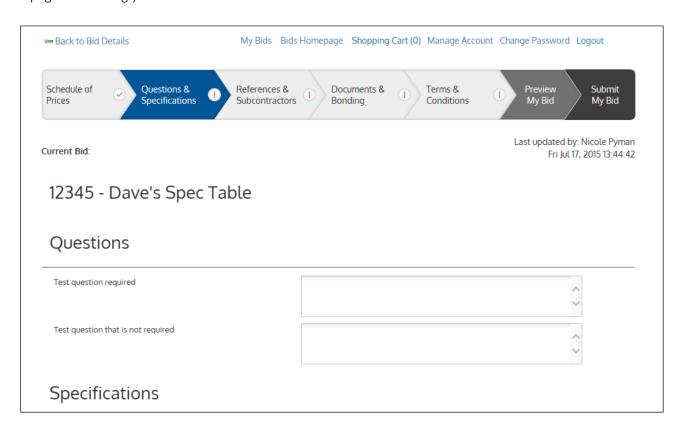


22. An HTML version of your bid submission will be generated. Look over your bid submission preview to ensure all details are accurate.

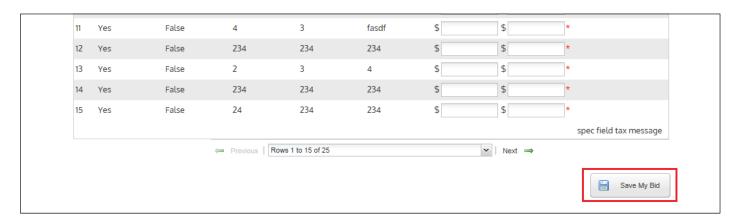




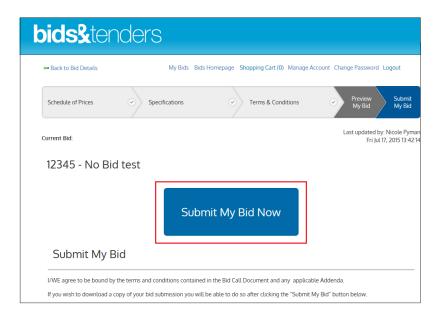
23. If at any time you would like to edit your submission, you can do so by clicking the required menu item at the top of the page and editing your submission details.



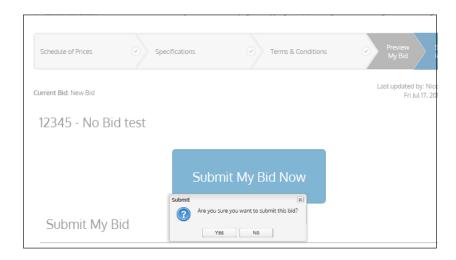
24. Click Save My Bid at any time to save your work.



25. Once you are satisfied with your submission and would like to process your bid submission, Click Submit My Bid Now.



26. The Confirm Submit pop-up box will appear. Click Yes to submit your bid. Click Cancel if you are not ready to submit.



27. You will be taken to a page that indicates your submission was completed and successfully submitted to the purchaser.

# bids&tenders

My Bids Bids Homepage Shopping Cart (0) Manage Account Change Password Logout

# Online Submissions Confirmation

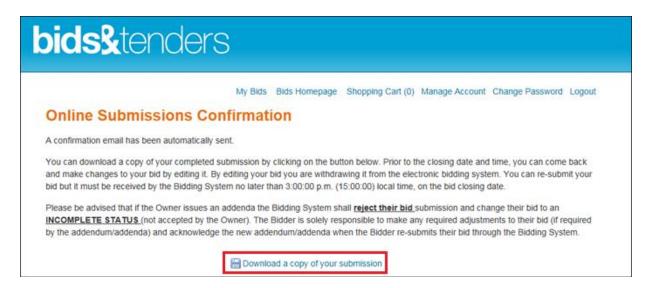
A confirmation email has been automatically sent.

You can download a copy of your completed submission by clicking on the button below. Prior to the closing date and time, you can come back and make changes to your bid by editing it. By editing your bid you are withdrawing it from the electronic bidding system. You can re-submit your bid but it must be received by the Bidding System no later than 3:00:00 p.m. (15:00:00) local time, on the bid closing date.

Please be advised that if the Owner issues an addenda the Bidding System shall <u>reject their bid</u> submission and change their bid to an <u>INCOMPLETE STATUS</u> (not accepted by the Owner). The Bidder is solely responsible to make any required adjustments to their bid (if required by the addendum/addenda) and acknowledge the new addendum/addenda when the Bidder re-submits their bid through the Bidding System.

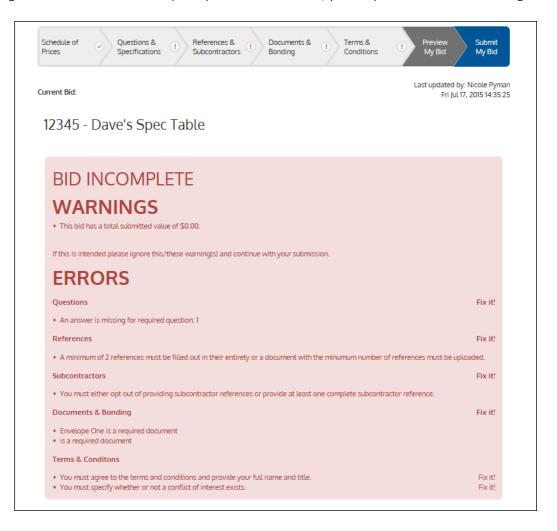
E Download a copy of your submission

- 28. You will also receive an automated email informing you that your bid was successfully submitted.
- 29. Click the Download a copy of your submission icon to download a PDF version of your submission.

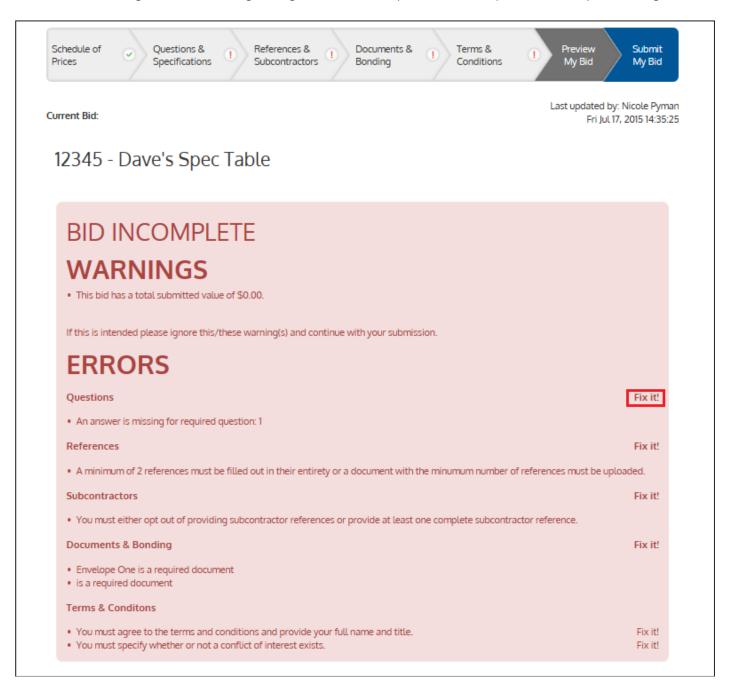


#### **ERRORS WITH BID SUBMISSION**

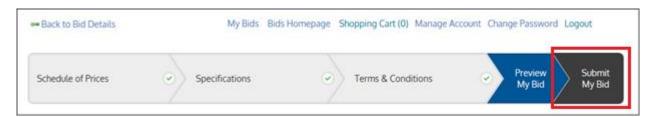
1. After clicking the Submit button to complete your bid submission, you may receive an error message.



2. The error details will be listed. You may be missing some required details/sections for your submission. Click on the Fix It button to the right of the error to go straight to the section you need to complete and fill in your missing details.

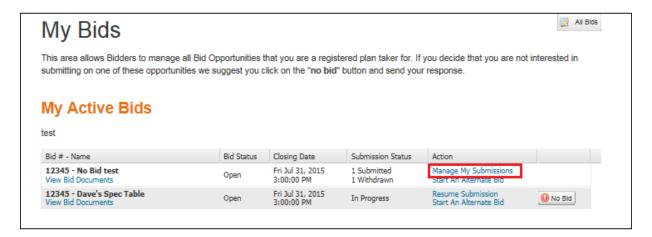


3. Once you have filled in the missing information, click Submit My Bid to try submitting the bid again.

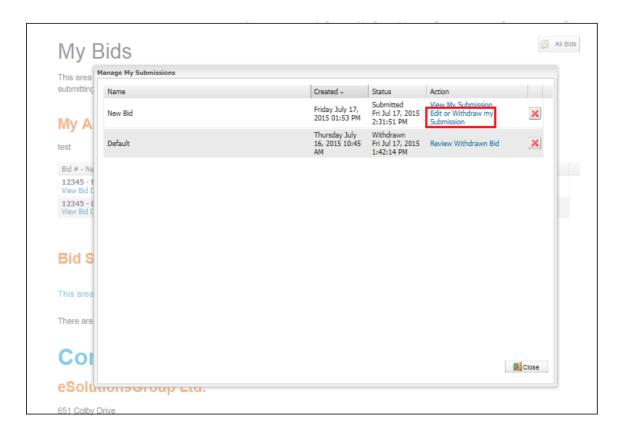


# **EDITING YOUR BID SUBMISSION**

1. Go to the My Bids page. Find the bid opportunity that you wish to edit and click on Manage My Submissions.



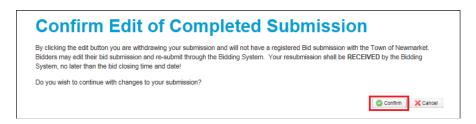
2. Click Edit Submission.



3. Click Edit Submission.



4. Click on Confirm to withdraw you submission and begin edits.

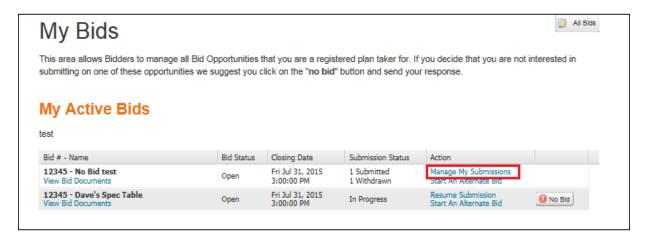


- 5. You will receive an automated email informing you that your bid has been withdrawn.
- 6. Edit the sections as required. When ready to submit, click Submit My Bid.

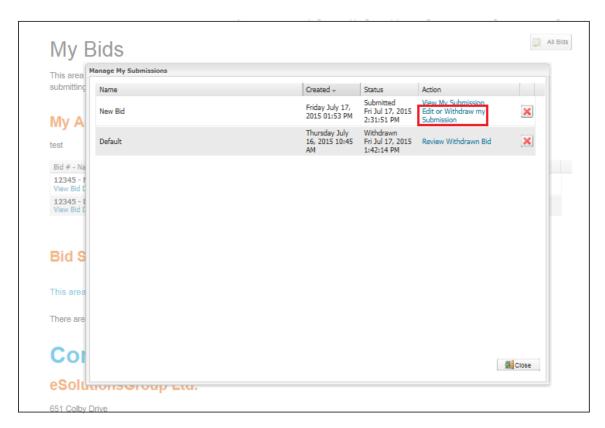


# WITHDRAWING YOUR SUBMISSION

1. Go to the My Bids page. Find the bid opportunity that you wish to withdraw and click on Manage My Submissions.



2. Click Edit or Withdraw my Submission.



3. Click on Withdraw Submission to withdraw your bid submission.



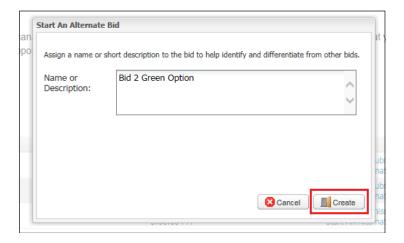
4. You will receive an automated email informing you that your bid submission has been successfully withdrawn.

#### SUBMITTING AN ALTERNATE BID

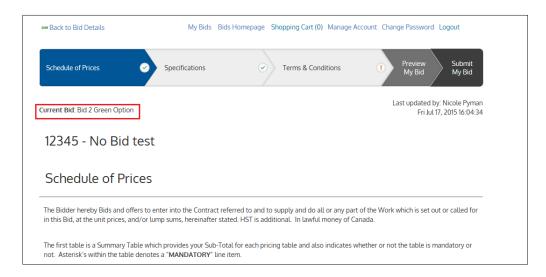
1. Go to the My Bids page. Find the bid opportunity that you wish to edit and click on Start an Alternate Bid



2. Enter the name of the alternate bid and click Create

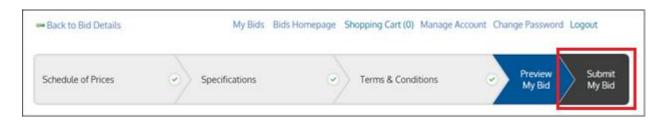


3. You will be directed to the Online Submission section. Proceed to fill out all sections as before for the previous bid. Note that the name of your bid will be displayed in the top left corner.

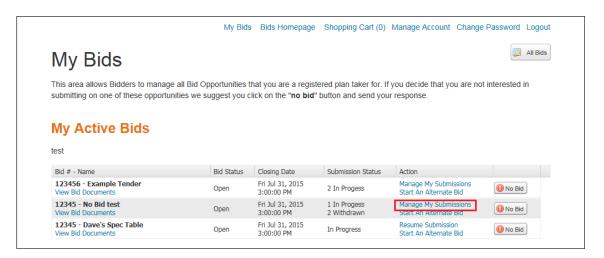


4. When you are ready to submit, click on Submit My Bid.

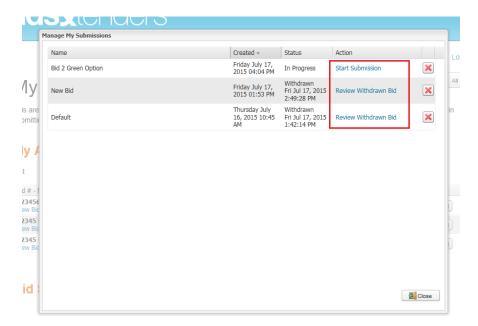
5.



6. To view or edit your alternate submission, go to the My Bids page, and click on Manage My Submissions



7. Click on the action that you would like to complete.



FREQUENTLY ASKED QUESTIONS - ONLINE BID SUBMISSIONS

WHAT IS AN ONLINE BID SUBMISSION?

The Bids and Tenders system allows for vendors to submit their response to a bid opportunity (RFI, RFQ, RFP, Tender etc.) completely online. It is a timely, audited and fully secure environment.

WHAT FILE TYPES ARE SUPPORTED?

Our system accepts all types of non-malicious files including drawings, rich text, word processing, images, media, PDFs and excels files.

WHAT DO I NEED TO INCLUDE IN MY BID PACKAGE?

Requirements for bid submissions can vary for each bid opportunity. Always refer to the instructions provided by the buyer.

IS THERE A SIZE LIMIT TO THE FILES I CAN UPLOAD?

The system has the ability to upload files as large as 500MB

MY FILES SIZE IS OVER 500MB, WHAT CAN I DO?

Did you scan in the documents of your bid response? If so, they may be saved in a high definition format (large file sizes). If this is the case try printing them to PDF to reduce the file size.

HOW LONG WILL IT TAKE TO UPLOAD MY BID?

We recommend uploading or completing your online bid submission four hours prior to the bid closing date/time. This buffer should provide enough time to ensure the document uploads successfully before the bid opportunity closes. If you are submitting your bid on using a computer that does not have high-speed internet, you may want to consider giving yourself more than four hours for the submission upload process.

WHY WILL MY BID NOT SUBMIT?

If you try to process your bid submission past the closing date/time, you will receive a message stating that you have missed the deadline and your bid cannot be accepted. If the document simply fails to upload, you may be trying to submit a file type that is not supported by the system. Always refer to the bid submission instructions provided by the purchaser. Contact Technical Support <a href="mailto:support@bidsandtenders.ca">support@bidsandtenders.ca</a>

HOW DO I KNOW THAT MY BID HAS BEEN SUCCESSFULLY SUBMITTED?

There are two types of confirmations; an on screen display and an email notification (that goes to all contacts on your vendor profile).

Upon submission, you will receive a bid submission receipt page which includes details such as:

• Time and Date of when the completed submission was received

- Addendums that were acknowledged with date/time stamp and IP address
- Auto generated confirmation number
- Company Details

# ONCE I'VE SUBMITTED MY BID, CAN I MAKE CHANGES?

You can edit your bid and withdraw your bid up to the closing date/time of the bid. When a bid is withdrawn, all of the contacts on the vendor profiles are notified via email. Bidders are able to withdraw and / or modify their submission up until the closing date/time. If the bidder does withdraw, the system will send an email to all contacts on the vendor's profile. If you withdraw your bid and do not resubmit your bid, then you no longer have a bid registered with the agency

# DOES THE PURCHASING ENTITY HAVE INSTANT ACCESS TO MY BID?

No, the system places all bid submissions into a virtual locked box where they cannot be viewed until the closing date and time.

# CAN OTHER VENDORS SEE THAT I'VE SUBMITTED A BID?

The Bids and Tenders system gives buyers the option to publish a summary of the award results to the website, but only after the bid had closed. The details of what is posted and if its posted at all will depend on the agency's policy and bylaws.