



FAQ

NTTA Marketplace

NTTA Procurement Department

bidpurchasing@ntta.org

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Use of the term “Bid” in Marketplace

The term “Bid” is used as a generic descriptor in Marketplace and covers all competitive procurement types (e.g. Request for Bids (RFB), Request for Proposals (RFP), Request for Qualifications (RFQ), etc.). The applicable procurement type may be found under the header “Type Code” in the details of each solicitation.

Vendor Registration in NTTA Marketplace

Registering in NTTAMarketplace.org is required for all vendors interested in doing business with NTTA. Refer to the “Vendor Registration & Process Guidance” available on Marketplace to assist in registering and managing the Vendor account. Click the blue “Register” button in the top right corner of the Login screen to start the process.

The “Vendor Registration & Process Guidance” document, found under the Important Links section of the Login page, provides details regarding vendor registration, as well as management of the account once it’s been created.

View Current Opportunities

Current opportunities can be found in [Open Bids](#) under the Browse by Category section of the Marketplace log in page. Further information regarding a specific opportunity can be obtained from the Procurement Specialist listed as managing the specific procurement.

Vendor data migration from eBid Xchange to NTTA Marketplace

Vendors that were registered in NTTA’s previous eProcurement system, eBid Xchange, were not migrated into the new eProcurement system, NTTA Marketplace. All prospective vendors will need to register in Marketplace to participate in a solicitation.

Responding to a Solicitation

Instructions on how to submit required documents, proposals, bids, or responses are in each solicitation document posted on Marketplace. If you have questions pertaining to a specific opportunity, email the Procurement Specialist identified for the specific solicitation.

Registered Vendor Search (Specific Vendor and/or All Vendors)

Companies are able to search in NTTA Marketplace to determine whether they have completed the registration process. The [Registered Vendor Search](#) link, found on the Marketplace login page under Browse by Category, allows a company to look up all registered companies and obtain contact information.

Information Requested in Registration Process

The vendor registration process requires the following information:

- Federal tax ID (without the dash mark (“-”))
- Primary contact name, phone, and email
- Company name, address, and other general information
- National Institute of Governmental Purchasing (NIGP) code(s) (determined by the goods and/or services offered by a respective organization)
- Certification number, expiration date, and agency for D/M/W/SBE companies
- Owner gender and minority status for a company (if applicable)

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Recognized Certifying Agencies

Below are NTTA's recognized certifying agencies:

- Dallas/Fort Worth Minority Supplier Development Council (DFWMSDC)
- North Central Texas Regional Certification Agency (NCTRCA)
- Small Business Administration (SBA) for 8(a) certification only
- Women's Business Council - Southwest (WBCS)
- Texas Department of Transportation (DBE certification only) (TxDOT)
- Texas Unified Certification Program DBE Certifying Agencies (TUCP):
 - City of Houston
 - City of Austin
 - Corpus Christi Regional Transportation Authority
 - North Central Texas Certification Agency
 - South Central Texas Certification Agency

Updating Vendor Information in NTTA Marketplace

Once the vendor account is set up, the "Seller Administrator" of the account (the person who completed the vendor's registration) has the ability to update most information. He or she will also have the ability to add and remove users on the account. If there is a change within a vendor's organization that results in a need to revise the Company Name, Vendor Legal Name, or Tax ID, an updated copy of the company's W-9, as well as documentation that has been signed by an authorized party and presented on official company letterhead, may be required before the change is implemented by an NTTA administrator. A new vendor account may be required depending on the details of the requested change to the above-mentioned fields.

Tax ID already exists in NTTA Marketplace

If this message occurs when a company attempts registration, it is likely an indication that:

- A. a company has already started and/or completed registration in NTTA Marketplace or
- B. a different organization has registered with the Tax ID or Social Security number.

If this occurs, search for your company through the [Registered Vendor Search](#) found on the login page. If you are unable to locate your company as a registered vendor, or feel that the latter explanation could be true, contact NTTA at bidpurchasing@ntta.org.

Vendor Number (#)

A Vendor # is assigned and provided to a company once the registration process is started. For guidance on how to begin the registration process, please refer to [Vendor Registration in NTTA Marketplace](#) above.

A Vendor # is used for internal identification and uniquely assigned at the time of registration. It becomes the company identifier for all information regarding the account once in place and therefore cannot be altered.

Once a Tax ID number, or Social Security number, and an email address are entered to start the registration process, Marketplace will send a pre-registration email containing an assigned Vendor #. If registration has been completed, the Seller Administrator for an organization will be able to locate the Vendor # assigned to the organization on the Maintain General Organization Information page. Further guidance can be found in the "Vendor Registration & Process Guidance" document on the Marketplace login page.

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Login Assistance

If you need assistance logging into your account, use the [Login Assistance](#) link found under the Login ID and Password credential fields. Marketplace will request information, including the email address for the account. An email with instructions to reset the password will be sent to the account owner. For more information regarding Login Assistance, please see the “Login Assistance” document found under the Important Links section of the login page.

If you need further assistance, please email bidpurchasing@ntta.org. Please note, however, that, for security purposes, NTTA will not provide account information.

NIGP Code Selection

National Institute of Governmental Purchasing (NIGP) codes are commodity/service codes that relate to a company’s specific product(s) and/or service(s). The codes are used to notify potential suppliers of procurement opportunities. You can choose your NIGP codes from the “Class” and “Class-Class Item” drop-down menus. If you are not familiar with the NIGP code system, or cannot find the codes that apply to your organization from the drop-down menu, the NIGP Keyword and NIGP Code Browse features help to find the code(s) that apply to your organization.

For more information concerning NIGP selection in Marketplace, please see the “NIGP Code Selection Guide” found under Important Links on the [NTTA Marketplace](#) login page.

What is BidSync

While BidSync may be used by some NTTA vendors, its presence in the Marketplace vendor account does not imply that its use is required in order to do business with NTTA. BidSync is a built-in component of NTTA Marketplace that is supported and operated by Periscope Holdings Inc., the provider of NTTA’s eProcurement solution. Per Periscope, “BidSync is a toolkit for suppliers seeking to do business with the public sector.”

For more information regarding the use of BidSync, please visit Periscope Holdings [information page](#).

“BidSync username and password are invalid” error

This error is related to the entries made on the Administrator tab during the registration process. The BidSync Username and BidSync Password fields should remain blank while completing registration. Once registration is complete, the Seller Administrator will be able to link an existing BidSync account to the NTTA vendor account.

Marketplace Bid / Plan Holder List

The Bid / Plan Holder List for a specific solicitation can be found by clicking “Open Bid” under Browse by Category on the login page, or through a registered vendor account. While the solicitation is still open, the list for a respective solicitation can be found under the Header “Bid Holder List” (the far right column on the Bid page). Clicking “List” will display the Bid Holder List.

Contact Us

If you have any questions related to a specific procurement opportunity, you must contact the Procurement Specialist listed in the procurement documentation. If you have a general procurement question (i.e. not related to an active procurement), see our [contact page](#) to determine the appropriate point of contact within Procurement. Any questions pertaining to Marketplace can be sent to bidpurchasing@ntta.org.

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Vendor User Accounts in Marketplace

Additional user(s) are able to be added to a registered vendor account; see page 26 of the “Vendor Registration & Process Guidance” document found on the Marketplace login page under the Important Links section for assistance. Users on an account will not individually receive notifications. Only the Vendor Email on page 8-9 of the “Vendor Registration & Process Guidance” document receives the notices.

Seller and Seller Administrator Roles in Marketplace & Vendor Navigation

After logging in to the system for the first time, a user may see the Maintenance Home Page. This is the Seller Administrator view for the vendor account and the main menu from which vendors are able to view and maintain their organizational details. To view competitive opportunities (“Bid Solicitations”), a vendor user will need to have, and navigate to, the Vendor’s Seller role in Marketplace. Click the Account icon, and select Seller in the role dropdown to change the user account view.

Once in the Seller role view, opportunities can be found on the Bid page.

For more on navigation within the registered vendor account, see the “Vendor Marketplace Navigation” document found under the Important Links section of the Marketplace login page.

Solicitation Question and Answer (Q&A)

When question and answer (“Q&A”) is allowed for a Bid Solicitation, vendors are able submit question(s) from 2 separate locations within their registered vendor accounts:

- Using the “View” Link under the Open Bid section on the Bids page of the Seller role view or
- Using the “Bid Q&A” button after clicking into a solicitation’s details

For more on the Marketplace Q & A process, see the “Vendor Bid Q & A Process” document found under the Important Links section of the Marketplace login page.

Continue / Complete Registration

Under the Browse by Category section of the Marketplace login page, the “Complete Registration” link will enable an organization to return to an in-progress registration and continue from the last saved point. The Vendor # and email address referenced in the pre-registration email will be needed in order to re-enter the registration process.

The pre-registration email was sent to the email address used in the initial part of registration along with a Tax ID number or Social Security number.

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