FAQ

NTTA Marketplace

NTTA Procurement Department

bidpurchasing@ntta.org



Navigation Questions

- Why does everything say "Bid" on Marketplace? Does NTTA only use RFBs?
- Is there a way to view the vendors registered with NTTA?
- Do I have to register to see open opportunities in NTTA Marketplace?
- How can I view the Bid / Plan Holder List for active solicitations?
- Where can I find opportunities once logged into a vendor account (registration required)?
- How do I submit guestions related to the details of an active solicitation?

Registration Questions

- How do I register in NTTA Marketplace?
- Can I access a registration that I started but didn't complete in Marketplace?
- How can I determine whether my company has registered in NTTA Marketplace?
- What information is needed to complete the registration process?
- What do I do if I get a message indicating my tax ID already exists?
- How do I find my Vendor #? What is the purpose of the Vendor #?
- How do I select my company's NIGP codes?
- What certifying Agencies does NTTA recognize?
- How do I address the error(s) I'm getting when I try to register? / I don't see a Complete Registration button.
- What does it mean if I receive a red, BidSync error when trying to register? "The BidSync username and password are invalid"

Maintain Vendor Account Questions

- How do I update my company's information in NTTA Marketplace once we've completed registration?
- What do I do if I need login assistance with my user ID or password?
- What do I do if the previous user(s) for our account are no longer at my company?
- How can we add other users to our account?
- Who will receive notifications when we have multiple users?
- What email address will NTTA Marketplace notifications come from?
- What is the difference between a "Seller" and "Seller Administrator" user in NTTA Marketplace?
- Can I change the default homepage I see for my Seller view? / Change default view; Seller vs. Seller Administrator



Procurement Process Questions

- Where can I find a solicitation packet on NTTA Marketplace?
- How do I respond to a solicitation?
- How do I contact the NTTA Procurement Department?
- Does NTTA accept responses to solicitations electronically?
- Can an electronic response be withdrawn, edited, and resubmitted?
- Can I resume a Quote that was started, but not submitted?
- Why can't I start a new Quote to submit electronically?
- Why is the Bid Holders List for a solicitation important to NTTA?
- What is acknowledging a solicitation? Is it the same as acknowledging an addendum?
- How has the NTTA procurement process adjusted in response to the COVID-19 pandemic?
- Where can I locate information about doing business with NTTA?
- How do I submit clarifying questions for a solicitation?

Closed Solicitation Questions

- Where can I see the lowest bid amount for an RFB?
- How do I find closed procurements?
- How can I find out who was awarded a contract I am interested in?



Navigation

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.

Open Opportunities in NTTA Marketplace

Current opportunities can be found in Open Bids under the Browse

by Category section of the Marketplace log in page. vendor has registered in Marketplace, more options available (e.g. electronic response to opportunities, submitting clarifying questions).



Once a become

View the Bid / Plan Holder List for Active Solicitations

The Bid/Plan Holder List for a specific solicitation can be found by clicking Open Bids 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/Plan Holder List.





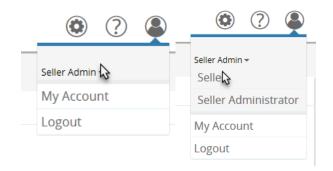


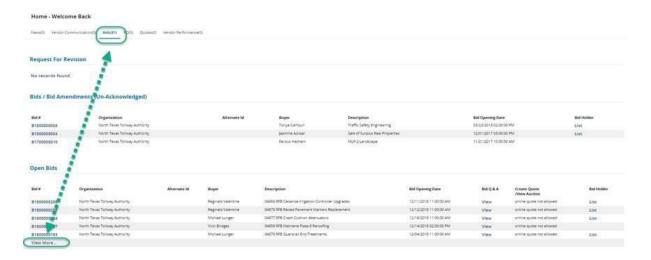
Open Opportunities after Logging into NTTA Marketplace

All information pertaining to solicitations can be found on the Bids tab. Open opportunities are all found under the "Open Bids" section. If there are more than 5 active solicitations, clicking "View More" will be necessary to view the full list of opportunities.

If logged in as a Seller Administrator, a user should see the Maintenance Home Page. To view competitive opportunities ("Bid Solicitations"), a vendor user will need to have, and navigate to, the Seller view in Marketplace. Click the Account icon and select Seller in the role dropdown to change the user account view.

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



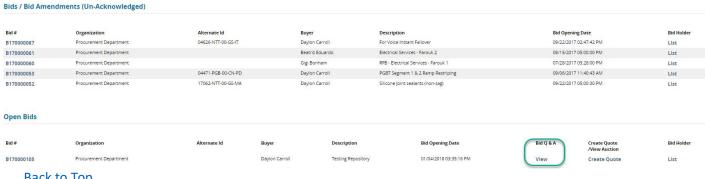


Submitting Clarifying Questions for a Solicitation

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

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

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







Registration

Vendor Registration in NTTA Marketplace / How do I register in NTTA Marketplace?

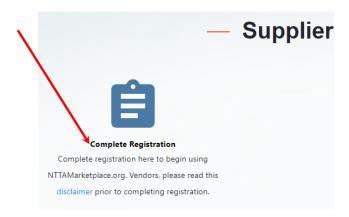
Being a registered vendor allows suppliers to compete for opportunities to provide goods and services for NTTA (the "Agency"). Registration enables a supplier to receive communications regarding procurement solicitations, as well as utilize the other important features found in a Marketplace vendor account (www.nttamarketplace.org).

To begin registration, click the blue "Supplier Register" button in the top right corner of the Login screen to start the process. The <u>Vendor Registration & Process Guidance</u> 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.



Continue or Completing Registration / Accessing an In-progress 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 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.



Contact Name	Phone Number	Email Address
Notification Administrator	214-461-2000	bidpurchasing@ntta.org
endor #: V00003369		
endor #: V00003369 ompany Name: NTTA Procurement	t Testing	

 $Use this \ link to \ log \ on \ to \ NTTAMarketplace.org: \underline{https://nttamarketplace.org/bso/view/login/login.xhtml} \\$



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)

Tax ID already exists in NTTA Marketplace

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

- A. Someone at this 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 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 <u>Vendor Registration</u> above.

A Vendor # becomes the unique identifier for all information regarding a vendor once in place and therefore cannot be altered.

Once a Tax ID number and an email address are entered to start the registration process, Marketplace will send a pre-registration email containing an assigned Vendor #. A Social Security number can be used in place of a Tax ID number.

Further guidance can be found in the <u>Vendor Registration & Process</u> <u>Guidance</u> document on the Marketplace login page



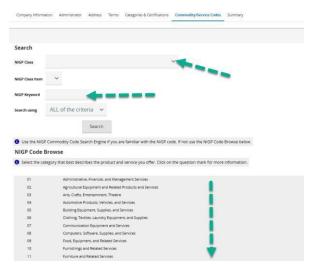


NIGP Code Selection

National Institute of Governmental Purchasing (NIGP) codes are commodity/service codes that relate to a supplier'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 <u>NIGP Code Selection Guide</u> found under Important Links on the <u>NTTA Marketplace</u> login page.



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):
 - o City of Houston
 - City of Austin
 - o Corpus Christi Regional Transportation Authority
 - North Central Texas Certification Agency
 - South Central Texas Certification Agency





Validation Errors during Registration

As you progress through the registration process, there will be asterisks beside the fields that require entry. Missing any of the required fields, or incorrect entries, can result in the presence of a validation error appearing on the Summary

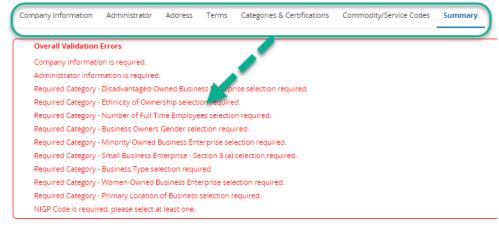
tab.

Any red, validation error(s) present will contain some direction on where entry updates are needed

Example: "Required Category" errors would be from entries on the Categories & Certifications tab.

When there are no issues with a registration, the bottom of the Summary tab will contain a

"Complete Registration" button to finalize your account.



Maintaining a Vendor Account

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) can 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.

To switch to the Seller Administrator, view of your account, click the Account icon in the top right-hand corner once you've logged in as a user.



Seller Admin Seller Admin Seller Admin Seller Admin Seller Administrator
Logout

My Account
Logout

Logout

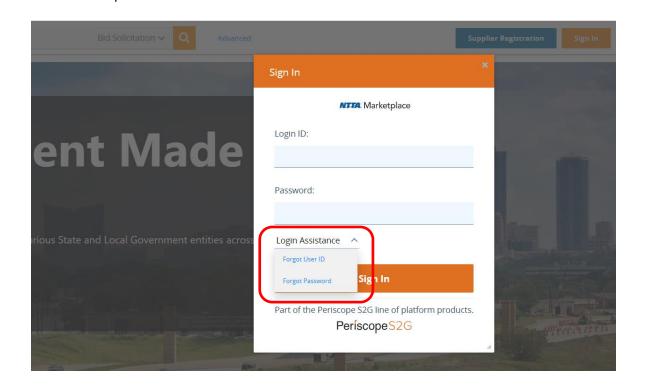
The Seller Administrator view will display the sections a vendor is able to maintain, as seen to the left.



Login Assistance

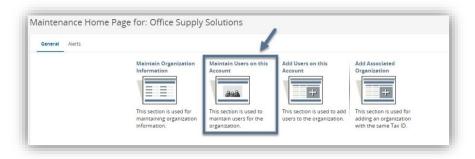
If you need assistance logging into your account, use the <u>Login Assistance</u> link found under the Login ID and Password credential fields. Marketplace will request information, including the email address for the account. An email with instructions to reset the password will be sent to the account owner. For more information regarding Login Assistance, please see the <u>Login Assistance</u> guide, found under the Important Links section of the login page.

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



Managing Users in a Marketplace Vendor Account

Additional user(s) are able to be added to a registered vendor account; see page 26 of the <u>Vendor Registration & Process</u> <u>Guidance</u> document found on the <u>Marketplace login</u> page under the Important Links section for assistance.



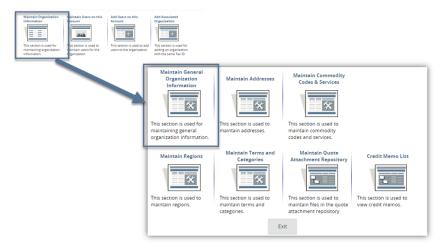
Once in the Seller Administrator view, click "Maintain Users on this Account".

Once in the User Maintenance section, there will be options to update existing users and add a user.



Email Notifications for Multi-User Vendor Accounts in Marketplace

Individual Users on an account will not receive notifications. Only the Vendor Email, that is the "the Vendor's account owner" will receive these notifications and notices.



Updating the Vendor Email field using an email distribution, managed by the vendor, is the only method available to enable multiple email addresses to receive notices from NTTA Marketplace.

NTTA Marketplace Email Addresses

Notifications will come from NTTA Marketplace (<u>noreply@nttamarketplace.org</u>). If you need to contact an administrator related to your NTTA Marketplace account, email us at <u>bidpurchasing@ntta.org</u>.

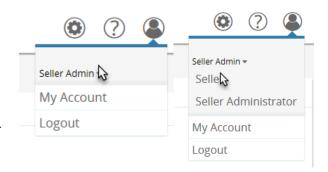
Seller vs. Seller Administrator User in Marketplace

Once a vendor account registration is completed, the initial user will be both a Seller and a Seller Administrator. Any additional users added to the vendor account can be added with either role or both.

The Seller role in Marketplace allows a user to view and participate in solicitations that have been posted.

The Seller Administrator allows a user to manage the vendor account (e.g. adding other users, updating NIGP codes).

To toggle between the roles, click the Account icon in the top righthand corner once you've logged in as a user.





Seller and Seller Administrator Default Screens

To control which view (Seller or Seller Administrator) is seen next time an account is logged into, a User will have to

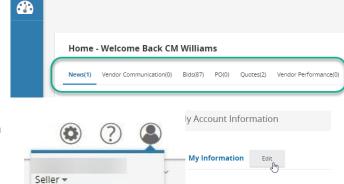
logout while in the desired view. If in the Seller view while logging out, the account will start in the Seller view upon the next login.

There 6 tabs visible while in the Seller view. Marketplace gives a User control over which of the tabs will be seen upon entering the Seller view.

Once logged into a vendor account, clicking the Account icon in the top right-hand corner of the screen leads to "My Information".

Select "My Account".

Click the Edit button.



@ntta.org

Phone (214)999-9999 BidSync Link (Deactivated)

Once in edit mode, click the "default Homepage Tab for Seller dropdown, and select a tab preference.

Enter the password for the Marketplace current user account you are logged into.

Click Save.



My Account

Logout



Procurement Process

Finding Solicitation Packets and Other File Attachments

The solicitation packet for an opportunity can be found in the "File Attachments" section once you click on a solicitation to view.



You are able to view solicitation details either through <u>Open Bids</u> from the <u>Marketplace login page</u>.

If interested in participating in any solicitation, it is recommended that you view all solicitation details after logging into a vendor account.

For details regarding navigating a vendor account, see the <u>Vendor Marketplace Navigation</u> guide, found on the <u>Marketplace</u> log in page under the Important Links section.

Responding to a Solicitation

Each solicitation packet will contain a description of the good(s) and/or service(s) NTTA wishes to procure (e.g. scope of work or specifications). The packet will also supply insight into the information required in order to be considered (e.g. insurance or bonding). Required forms and documentation requirements will be identified in the packet.

Instructions on how to submit required documents, proposals, bids, or responses are in each solicitation packet posted on Marketplace as well. If there is an option to submit this information via manual delivery, this will be explained.

If electronic response is allowed for a solicitation, Marketplace will be utilized to upload the content explained in the solicitation packet. For guidance in responding electronically to a solicitation, see the <u>Marketplace Electronic Response</u> guide found on the <u>Marketplace</u> log in page under the Important Links section.

If you have questions pertaining to a specific opportunity, email the Procurement Specialist managing the solicitation.

Contact Us

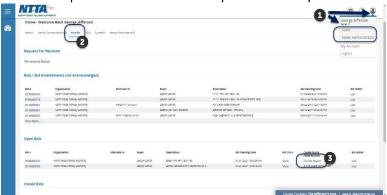
If you have any questions related to a specific procurement opportunity, you must contact the Procurement Specialist listed in the procurement documentation. If you have a general procurement question (i.e., not related to an active procurement), see our <u>contact page</u> to determine the appropriate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



Electronic Response

NTTA is now using Marketplace to accept electronic responses for solicitations. Only registered vendors are able to submit electronic responses. The option to respond is available after logging into a vendor account.

If electronic response is allowed for a solicitation, Marketplace will be utilized to upload the content explained in the solicitation packet. Below are the steps to start the process.



managing the solicitation.

Change to the "Seller" view for your vendor account Go to the Bids tab and find "Open Bids".

Click the "Create Quote" link for the opportunity.

Details regarding the electronic response process through Marketplace are in the <u>Marketplace</u> <u>Vendor Response</u> guide found on the <u>Marketplace</u> log in page under the Important Links section.

If you have questions pertaining to a specific opportunity, email the Procurement Specialist

Withdrawing, Editing, and Resubmitting Electronic Responses

To withdraw a response to a solicitation that was submitted electronically, the solicitation must still be active (i.e. the due date and time has not passed).



Find and click the Quote number. Scroll to the bottom of the Quote Summary Page. Click "Withdraw Quote".

Click OK in the pop up if you are sure you want to withdraw.

If you would like to update the Quote, scroll to the bottom of the Quote Summary Page, and click "Reopen Quote". Once reopened, make the necessary updates to the response on the respective tab(s). Be sure to click "Save & Continue" before leaving an updated tab in the Quote.

Clicking "Submit Quote" again will be necessary to finish the Quote.

Quote Withdrawal Warning:

Note that if a vendor wishes to modify its Quote after submission, but prior to the due date and time, the vendor may withdraw its Quote and resubmit with modification(s) for NTTA's consideration; be advised, however, that NTTA reserves the right to deem a vendor non-responsive if it fails to "resubmit" a Quote prior to the due date and time in a solicitation.

Details regarding withdrawing, editing, and resubmitting electronic responses through Marketplace are in the Marketplace Vendor Response guide, found on the Marketplace log in page under the Important Links section.

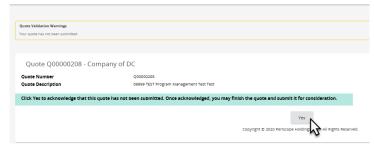


Resuming an Electronic Response in Marketplace

To resume a response to a solicitation that has been started, the solicitation must still be active (i.e. the due date and time has not passed).



Find and click the Quote number. Click "Yes" to acknowledge that the Quote has not been submitted.



Details regarding the electronic response process through Marketplace are in the <u>Marketplace Vendor Response</u> guide found on the <u>Marketplace</u> log in page under the Important Links section.

Unable to Start a New Electronic Response (i.e. Quote) in Marketplace

If unable to follow the steps found in the <u>Marketplace Vendor Response</u> guide because one of the following is seen under the Create Quote column for an open solicitation, the reason can be found below.

Bid Q & A	Create Quote /View Auction	Bid Holder
View	Q00000210 No Additional Quotes allowed for this Bid.	List
View	online quote not allowed	List

1) No Additional Quotes allowed for this Bid

This solicitation already has a response that has been started, and possibly submitted, through your vendor account. Click the Quote number to determine the next steps for this occurrence.

2) Online Quote not allowed

If you see this, NTTA has elected to not allow vendors to respond to this solicitation electronically. This should align with the responding instructions found in the solicitation packet for the respective opportunity. If the packet mentions submitting an electronic response as an acceptable option, please reach out to the managing Procurement Specialist found on the solicitation packet cover page.

Feel free to contact bidpurchasing@ntta.org with questions concerning use of Marketplace to respond.

Importance and Use of the Bid Holder / Plan Holder List

NTTA requests that all organizations interested in doing business with NTTA register in Marketplace and participate in open solicitations using a vendor account. Once logged in, clicking on a solicitation will present an opportunity to acknowledge the solicitation. Agreeing to acknowledge adds the vendor to the bid holder list for the solicitation.

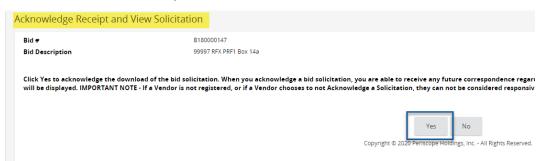
NTTA wants to know who is showing interest in our solicitations. This information is valuable to us during the active solicitation process as well as for future projects of a similar nature.

NTTA also drives partnership using each bid holder list. We encourage firms that are looking to become subcontractors to reach out to other firms on the bid holder list. Likewise, we encourage primes to use the bid holder list as a source for potential team members.



Acknowledging a Solicitation in Marketplace vs. Acknowledging a Solicitation Addendum

Once a solicitation is active (i.e. open) in Marketplace, acknowledgement is the way the system knows that a firm is interested in receiving notifications concerning an opportunity (e.g. addenda). Acknowledgement is also what places a vendor on the bid holder list, which allows others to know a vendor is interested.



Once logged in, clicking on a solicitation will present an opportunity to acknowledge the solicitation. Agreeing to acknowledge adds the vendor to the bid holder list for the solicitation.

If a solicitation has any addenda, NTTA will use Marketplace to make the contents of the adjustment available to the public. Acknowledgement of an issued addendum is usually requested in the form of signature on the cover page of the addendum, to be returned as part of the response to a respective solicitation.

NTTA Procurement Process Adjustments in response to the COVID-19 Pandemic

NTTA is now using NTTA Marketplace to accept electronic responses for competitive solicitations. Electronic response was previously only utilized for small value solicitations, but we view electronic response as a solution to help protect both responding vendors and our NTTA staff.

Also, to allow vendors to participate in pre-meeting conferences and bid openings during this time of social distancing, NTTA has begun to virtually host these meetings via Microsoft Teams.

Information on Doing Business with NTTA

Between the <u>NTTA.org Procurement page</u> and the <u>NTTA Marketplace login page</u>, NTTA has published information intended to aid any vendor, or member of the public, interested in learning more about the NTTA Procurement process. A good starting point would be the How to do Business Guide, found on the Procurement Opportunities page.

If you have any other questions, you can email our Procurement staff, see the <u>Contact Procurement page</u>, or email <u>bidpurchasing@ntta.org</u> with NTTA Marketplace questions.

Submitting Clarifying Questions Regarding a Solicitation

NTTA utilizes Marketplace to capture all questions pertaining to an active solicitation prior to when questions are due. A prospective vendor is only able to submit clarification questions for a solicitation after they have registered in Marketplace. Upon logging into a vendor account and navigating to the "Seller" view, the "Q & A" section for each solicitation can be found for active solicitation (i.e., "Open Bids" in Marketplace).

The Marketplace Q&A Process Guide will help with Marketplace navigation and submission of questions.

Please note that if the question due date for a solicitation has passed, there may not be an option to submit new questions. You will need to reach out to the Procurement Specialist managing the solicitation to determine your next steps. Their information can be found in the solicitation packet.



Closed Procurements

Finding Out the Lowest Bid

For procurements using a Request for Bid (RFB) method, NTTA posts a summary of the bid amounts considered to be responsive at the time of the bid opening meeting (i.e., As Read) on our NTTA.org Procurement Page. Click here to view all current Bid Summary postings.

Locating a Closed Solicitation

Once the due date and time for a solicitation has passed and evaluation of responses has begun, the solicitation details can be found under the "Closed Bid" section on the Bids tab of the Seller view.

This visibility will include the file attachments from the solicitation process.

This section will only display 5 procurements, so clicking "View More..." will be necessary to view all closed procurements.

Once an award has been made, Procurement will use Marketplace to announce the awarded firm(s). That registered vendor(s) will also be able to find that awarded firm(s) listed under this section.



Contract Award Search

The search screen is visible from the login page section. Click the Contract awards link

Once on the advanced search screen, select the "Bids" radio button.

WAYS TO SEARCH

- Use a combination of the search fields to narrow the results
 - (e.g. Bid Opening Date)
- Enter in the Solicitation NumberThis can be found on the solicitation cover page
- 3) Click the "Find It" button with no search criteria to see all available solicitations

If an award has been announced for the solicitation, the vendor(s) will be listed in the far right hand corner under the results section

