



Common Questions Answered

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REGISTRATION

1. Can there be more than one user per supplier account?

Yes. Log into your account on MERX and select the “Organization Contact List” and then select “Create Organization Contact”. You may add as many contacts as you wish. Please be advised that subscription fees may apply.

2. On MERX.com, I have an Opportunity Matching Profile. Will my profile capture all City of Ottawa opportunities hosted by MERX?

Yes, as long as “City of Ottawa” is within your search criteria. With a City of Ottawa specific subscription you will be provided with 1 free profile. By maintaining a “Complete” subscription, you will have access to up to 9 opportunity matching profiles. You may therefore use one of your profiles for City of Ottawa opportunities. Watch the tutorial for instructions on how best to setup your profile. www.merx.com/tutorials

3. Do you have to register to receive an Authorized Signer PIN for e-bids?

Yes, you require an Electronic Bid Submission (EBS) Pin to submit electronically. For users that currently have an EBS Pin, please continue to use the same PIN when submitting. If you do not currently have a Pin, please [sign up here](http://tenders.merx.com/RequestEBSPIN). (<http://tenders.merx.com/RequestEBSPIN>). For Requests for Quotations under \$100,000, it is the City of Ottawa’s intention to only receive bids electronically. Electronic bidding is faster and as a vendor, you receive a confirmation that the bid is received by the City of Ottawa.

4. If I have any registration questions or problems, who do I contact for assistance?

Our Customer Service Representatives are available to assist you at 1-800-964-6379, **Monday to Friday from 7 AM to 8 PM ET**. You can also email us at merx@merx.com.

FEES

5. Now that the City of Ottawa has migrated their RFQs to the new MERX platform, will there be any additional fees?

There will be no cost to existing MERX complete subscribers. The City of Ottawa will now be using MERX for all Requests for Quotations less than \$100,000. A unique subscription has been created for vendors who only want to access those projects. It is priced at \$89.90 for an annual subscription or \$9.95 for monthly access (including Electronic Bid Submission). If you also intend on bidding on other City of Ottawa opportunities or other opportunities on MERX Public Tenders, we highly recommend investing in the Complete Subscription which is priced at \$219.95 annually or \$19.95 monthly.

6. How are fees charged?

All fees are payable by credit card.

7. Do fees get automatically renewed?

Yes. Annual subscription fees are automatically renewed; you will be notified by email about the renewal.

SYSTEM & E-BID

8. Will the system time-out due to inactivity, and if so will the data be saved?

For security purposes there is a time-out feature after 20 minutes of inactivity. We encourage you to use the Save & Quit button if you are going to be away from your computer to ensure you do not lose any information that has already been entered.

9. Does the eProcurement system have the ability to accept/submit bilingual bids?

The system can receive bids in both English and French.

10. How do we send an eBid?

<http://tenders.merx.com/cityofOttawa>

TRAINING

11. Will training be available to show vendors how to access City of Ottawa opportunities through MERX and/or how to submit bids?

Yes. We have three live sessions at Ben Franklin Place (101 Centrepointe Drive) in The Chamber on March 7th from 9:00-10:30 AM, March 17th from 10:00-11:30 AM, and March 23rd from 9:00-10:30 AM. Video of the training sessions will be available to view online afterwards.

12. How do I register for these training sessions?

Please send an email to eprocurement@ottawa.ca with your name, company and desired training date.

MISCELLANEOUS

13. What is the scope and timeline for the City of Ottawa eProcurement pilot project?

The pilot project covers all Request for Quotations (RFQs) less than \$100,000 currently hosted on Ottawa.ca. The pilot project begins April 4th, 2016 and will extend for 2 years with the possibility of further extensions.

14. What will happen to opportunities hosted on Ottawa.ca as we approach the launch date?

Any opportunities posted before the launch date will remain on Ottawa.ca. Any opportunities posted after launch will be found solely on MERX.

15. Can we still find Request for Quotation opportunities on Ottawa.ca?

RFQs will no longer be posted on Ottawa.ca, they will be available solely on the MERX eProcurement system after April 4th, 2016. There will however be a link to MERX from the Ottawa.ca bidding opportunities webpage.

16. How can I find an RFQ's unofficial results, who has downloaded the bid documents, or who an opportunity has been awarded too?

You will now be able to find a Bid Taker's List through MERX. You will also be notified of unofficial results and award of any opportunity you are following, or have submitted a bid on.

17. Will there be a standard time given from the closing of a solicitation to award of contract?

No, the time between the closing of a solicitation and contract award will vary dependant on the complexity and timeline of a specific solicitation.

18. Will there be a standard time given from award of contract to start of work?

No, the time between contract award and start of work will vary and will be determined in the project specific solicitation documents.

19. Which documents do I have to attach/submit with my bid submission on an RFQ?

Any required documents will be specified in each individual RFQ solicitation document. The MERX system will not allow you to submit a bid if you are missing any required attached documents.

20. Where do I submit my questions related to an RFQ?

Please email any questions to the Buyer or Purchasing Officer listed in the applicable RFQ solicitation document. Answers to questions will be reviewed and addressed by addendum.

21. Will it be mandatory to submit bids electronically?

Yes.

22. Will we receive notifications of amendments via email?

Yes, you will still receive notification of all amendments added after the publish date. Just select the "Follow" button from the Notice description. There are no fees related to this feature.

23. For any questions related to registration or functionality of the MERX eProcurement System.

Please contact MERX at: 1-800-964-6379, Monday to Friday from 7 AM to 8 PM ET, or by email at merx@merx.com.

24. For any questions related to City of Ottawa Request For Quotation (RFQ) opportunities.

Please contact the Purchasing Officer or Buyer specified in the RFQ solicitation document.

25. For any other inquiries not related to the MERX eProcurement system or specific RFQ opportunities.

Please contact eprocurement@ottawa.ca.