



ALC Biddingo Portal (ABP)

Frequently Asked Questions – FAQs

- ***Are there any fees to suppliers?***

Suppliers can download bid documents and submit bid responses for ALC at no cost.

Please note that the terms 'supplier' and 'vendor' are used interchangeably throughout our platform and documentation.

- ***Is supplier registration required to access and download bid opportunities?***

Yes, suppliers must register with Biddingo at <http://www.biddingo.com/alc> to gain access to ALC bid opportunities. During registration, you can customize your profile by selecting relevant locations, categories, and keywords. Biddingo will then notify you of bid opportunities based on your preferences.

- ***Is training available to learn how to submit bid responses?***

ALC has created a Supplier User Guide for Responding to ALC Bid Opportunities which can be accessed on the Supply Chain Management page of alc.ca - [Supply Chain Management | Atlantic Lottery Corporation](#).

- ***Can there be more than one user per supplier account?***

Yes, multiple users can be associated with a supplier account. Each user must register and set up their account using their unique email address. It is the responsibility of each user to ensure their account information is kept up to date.

- ***Why can't I receive some Biddingo email notifications?***

If you're missing Biddingo emails (such as login details, bid announcements, etc.), consider the following steps:

1. Check your junk folder.
2. Add 'invitation@biddingo.com; info@biddingo.com; addendum@biddingo.com; browser@biddingo.com' to your Safe Senders list.
3. Check with your IT Dept., to have biddingo.com added to your safe sender list.

4. If issues persist, contact Biddingo at info@biddingo.com or (416) 756-0955 for assistance.

- ***If I have any questions or problems, who do I contact for assistance?***

Technical assistance for registering and completing/submitting tender responses is available directly from Biddingo by calling at 416-756-0955, Monday through Friday, between 8:30AM–5:30PM Eastern Time or by e-mail at info@biddingo.com.

- ***Is there a time of inactivity which would cause a time-out and, if so, will the data be saved?***

For security purposes, there is a timeout feature after 30 minutes of inactivity. The information you entered in the system is automatically saved, and the documents you uploaded are saved. Simply login and continue with your submission.

- ***Are all ALC bid opportunities posted on this web site?***

No. ALC may post bid opportunities as per our thresholds:

- Goods over \$100,000
- Services over \$400,000
- Construction over \$400,000

- ***What is a bid document?***

A bid document, usually in the form of a Request for Proposals (RFP), or a Request for Quotes (RFQ), refers to the document inviting suppliers to submit a bid, proposal or quote for specific goods or services that ALC is requesting. A bid document describes the requested goods or services, the items required to be submitted, and the selection process.

- ***How can I get bid documents?***

To receive bid documents, you must first register as a supplier. To do so, click on the "Vendor Registration" button on the ABP. Once you have signed in as a registered supplier, you can download bid documents by going to the bid and selecting the "Documents" hyperlink. On the "Bid Documents" tab, select the "Download" link for the document(s) you wish to download.

- ***How do I submit a bid and/or proposal?***

Bids should be submitted in accordance with the instructions outlined in the bid document. Each bid may have different submittal requirements. Therefore, it is important that you read and follow the requirements described in the bid document when submitting responses, otherwise your response may be found non-compliant.

- ***How do I submit a question?***

For questions related to a specific bid, click on the 'Q&A Board' hyperlink on the bid listing.

- ***Are Site Meetings/Pre-Bid Meetings mandatory?***

Some Site Meetings/Pre-Bid meetings are not mandatory. If the meeting is deemed mandatory, it will be clearly indicated on the bid summary. Not attending a mandatory meeting will result in disqualification. Regardless, attending can help provide clarification regarding the project and submittal requirements, which can be valuable before submitting a response.

- ***What do the various Status' on the Bid Listing mean?***

- Open for Bidding – the bid is open for proponent responses.
- Closed – the bid is closed and is in the evaluation/contract stage.
- Awarded – the bid has been awarded.

- ***How can I obtain Bid Results and Bid Awards?***

If a bid has a status of “Awarded”, then the Bid Results and Bid Awards can be viewed. Click on the Solicitation Name and scroll down to the appropriate section.

Bid Results are unofficial, and list all bid respondents.

Bid Awards are official and show only the successful supplier.

- ***What browser versions work best with Biddingo?***

It is recommended that you use Google Chrome. The latest version of Internet Explorer / Microsoft Edge and Safari also work for accessing bid information.