NYCHA

iSupplier Portal

Quick Guide

Thank you for contacting the New York City Housing Authority to do business with us. You can register your business through New York City Housing Authority, ("NYCHA") iSupplier Portal to participate in business opportunities through the website for free. Just pick the type of login you need, either the New Registration request or Existing Vendors, choose just a login ID request. All you need is internet access an email account and a working computer to do so. Please note that we are not multi-device interactive yet.

Attached is a Quick Guide to assist you with registering and participating in bidding opportunities at NYCHA through the iSupplier Portal. **Please note it can take up to 72 hours to get fully registered after you submit your information online in the portal to register.**

1. When interacting with the program or registering… **Do not use Google Chrome**; **use Firefox** as a browser.
2. For New Registrants, When choosing Tax Country Code: Type "U", then choose the magnifying glass, let the list populate and then choose the United States, then choose the quick select button.
3. When typing in the Tax ID: **NO DASHES or SPACES** - just type the numbers.
4. Once you submit your form online, you should receive a confirmation. If you don't, then something could be wrong with the browser; try **again**, **or switch your browser to Internet Explorer of Firefox**. If you still are unable to get your registration confirmation, then contact NYCHA at the numbers below in (9) and we will assist you.
5. It can take up to 72 hours to get your temporary password sent to you; it is generated from the system. It will come from: "wffms…New York City Housing Authority"; it could end up in your SPAM box so please check there before contacting NYCHA.
6. Once you get your password code, **you should change that password to a permanent password**: minimum 8 characters, at least one capital letter and one numeric.
7. Then go to the "full portal access menu option" and go to the "Admin" tab. Under "Product and Services" you will see an "Add" button. Choose that button and click each commodity that applies to you --this will ensure you are added electronically to buyer bidders' lists– The list will display in alphabetical order. When you get to the end of the list: hit "apply",
8. The "registration area" will give you the "Sourcing Supplier Menu Option" within 72 hours. The remainder of the guide will assist you in placing on-line bids through the "Sourcing Supplier Menu Option".
9. If you do not get the Sourcing Supplier Menu Option within 72 hours after receiving your temporary password, please email the iSupplier Account Manager inbox at carline.louis@nycha.nyc.gov and supplier@nycha.nyc.gov or please call me or Carline Louis at 212-306-6767.

You can look up bid opportunities and obtain the negotiation number as well as the active/closed status at any time though our website by following the instructions in the Quick guides' pages 37-39; you do not have to be logged into the portal.

If you have time and would like to learn about the NYCHA iSupplier registration and the procurement process for vendors, please review the tutorial which is an MP4 video on our website --by clicking here: http://www1.nyc.gov/site/nycha/business/isupplier-vendor-registration.page, or go to: www.nyc.gov/nychabusiness , then click on the "Business" tab on top, then click on the "Vendors" link beneath that, then click on "iSupplier Vendor Registration/Login" on the left hand side, then in the center of the page choose, " iSupplier Registration and Procurement Process Tutorial" (MP4 Video).
Sincerely,

Kim Young
NYC, Housing Authority
Supply Management Department -Procurement
Procurement@nycha.nyc.gov
212-306-6676

Some Notes about the iSupplier Portals Purpose.

iSupplier Portals' Sourcing Supplier menu option is designed to communicate bid status and distribute the forms and documents pertaining to the bid, to you, the Vendor, from any location you choose to sign into your account with a computer. If you click " yes" on a notification bid invitation, this will allow us to remain in contact with you throughout the bid process for that negotiation. Please note, that we are not multi-device interactive yet.   Once a contract is awarded to you, The Full Access Menu Option continues to communicate information to you on your ongoing project via your assigned purchase order number. You must apply for an iSupplier account to partake in all these services. Once this guide has assisted you with basic information please refer to its various sections to help you with other aspects of managing the portals functions.

What does the Portal do?

The Portal is really controlled by you, the Vendor, it responds by registering and keeping record of all your bid submissions, uploads and keeps track of all the rankings to be viewed on both NYCHA's side and by you, the Vendor. It records each bid with a quote number referable to the NYCHA representatives from the Procurement/Supply Management Department. It is important to rely on three (3) factors to stay up to date on what bids are currently available.

1.   Register your commodities so buyers can query your contacts into the opportunity and notify you by email invitations by activating the NYCHA notification system.
2.   Check your emails for the invitations if you activate the NYCHA notification system.
3.   Check the NYCHA website directly for procurement opportunities weekly, independently for Active bid status for opportunities that you might have missed or were maybe not notified on, or if you choose not to use the NYCHA notification system.

Thank you.
Sincerely,

Kim Young,
iSupplier Support-Vendor Relations
Procurement@nycha.nyc.gov

iSupplier Portal Quick Guide

Table of Contents

HOW TO REGISTER YOUR COMPANY or LOGIN TO YOUR EXISTING ACCOUNT IN THE iSUPPLIER PORTAL

You will receive a pop up confirmation once you submit your registration form online and then you will receive a Login ID and Password via email between 1 hour and up to 72 hours.

You can then Update your profile and add additional contacts as you deem appropriate and register your commodities which activate the electronic bidders list and activates the NYCHA Notifications.

Important Notes about Browser Compatibility:

We recommend <u>not</u> using Google Chrome or Apple Safari browsers, because error messages will interfere with the program.

<u>Internet Explorer 10 or 11</u>
- If you have Internet Explorer, please go to the tools menu, and choose compatibility view settings, under allowable websites type. nycha.info, then choose add. Then, restart the computer to apply the settings, before proceeding.

- <u>Edge Browser</u>
  No reported issues with this browser

  <u>Firefox</u>
- Prefered browser with this program. If you do not have Firefox, please download it as an additional browser. You do not have to save it as a default browser, by not checking the box when it asks you this question. Create an icon and pin it to your task bar as an additional browser, to use when accessing this program iSupplier bidding Portal.

You should have at least two working browsers available to use this program. Internet Explorer or Edge and Firefox, Frefox is the preferred browser with this program.
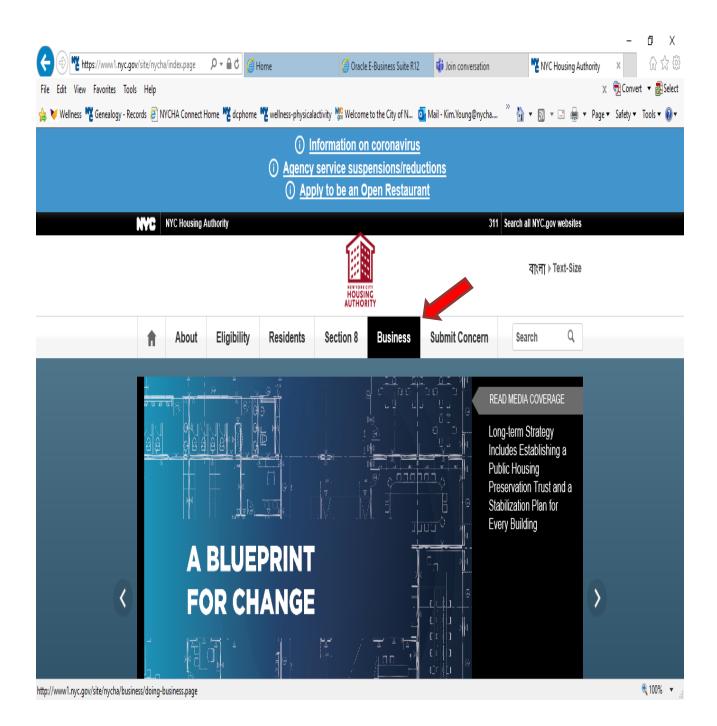
Screenshots:
Please note we are using some older screenshots in this guide due to the new white screens making it difficult to transcribe from the live version replicating clearly. The menu features remain the same in the updated version.
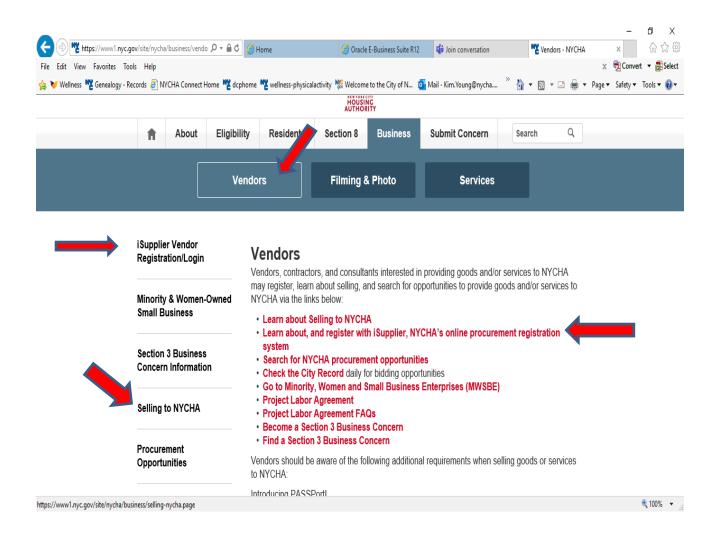
Time Out Error Messages;
When idling in the system, if you are reading from the pages expandable requirement questions, If you get a time out error message. Please sign out and sign back in again if you encounter error messages and continue where you left off.

How to get to the Registration and Login Page in the iSupplier Portal . . .
Go to the website: **nyc.gov/nychabusiness**
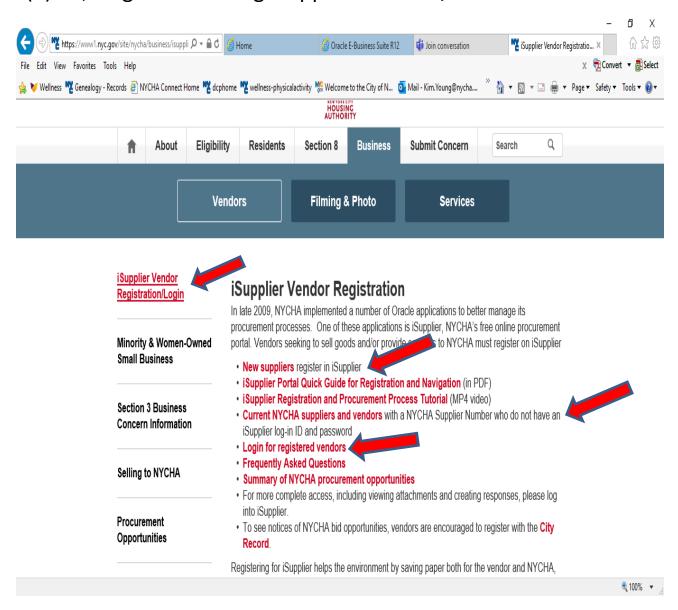## Then, choose the "Business Tab" on top of the page

How to get to the Registration and Login Page

Choose "Vendors", then First time vendors choose "Selling to NYCHA", then choose "iSupplier" in the center of the page or Existing Vendors, choose "Vendors" then on upper left column, choose "iSupplier Registration/Login
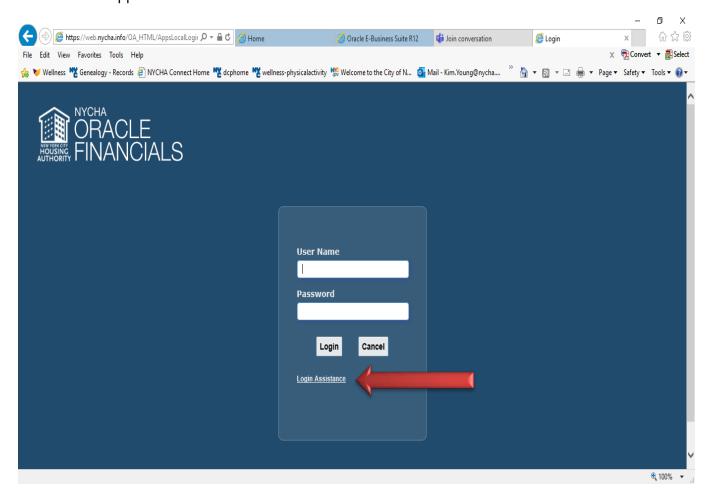
How to Register and How to Login;
Choose your options;
1) New Suppliers if you are newly registering with iSupplier.
2) Current NYCHA vendors who do business with NYCHA already, needing to add an iSupplier bidding account.
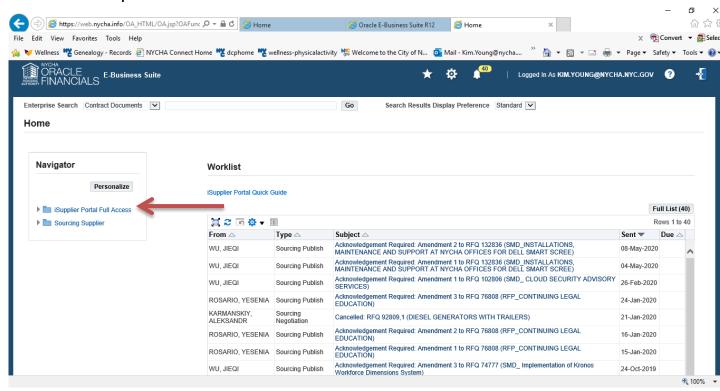(3) Or; Login for existing iSupplier Vendors/Account holders.

The Login Screen….Your email username and password are typed in here. If you do not sign in over 45 days your password expires. To get login assistance click on the link beneath the password field to follow the prompts for forgot password . An email with a password reset link is sent to the registered email account. If you need to verify, add or change your email account login username please email the changes you want along with your tax id to the account manager at carline.louis@nycha.nyc.gov and isupplier@nycha.nyc.gov if you have access to the current email address associated with the account we can send you instructions how to add additional usernames, please request them at; procurement@nycha.nyc.gov. Please remember to use **Firefox** as a browser, when logging into this program. We have connectivity issues with Chrome and Apple Safari Browsers
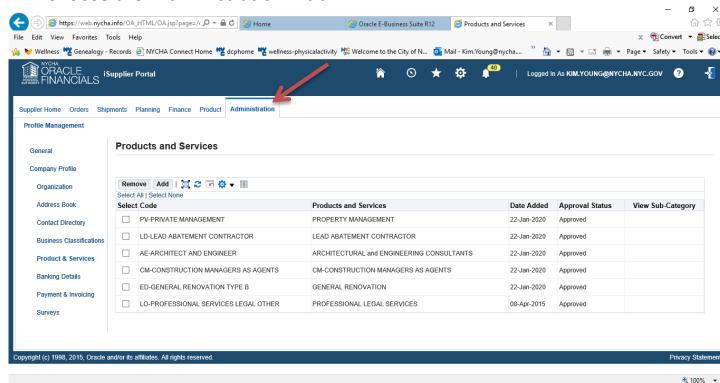
HOW TO REGISTER YOUR COMMODITIES IN THE FULL PORTAL ACCESS MENU OPTION TO ENSURE YOUR INCLUDED IN ELECTRONIC BIDDERS LISTS/ Activating the NYCHA Notifications
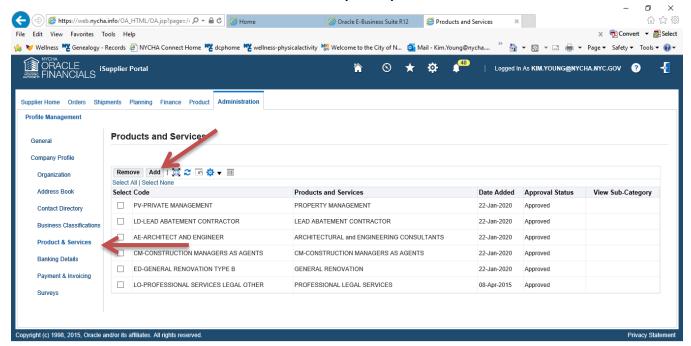
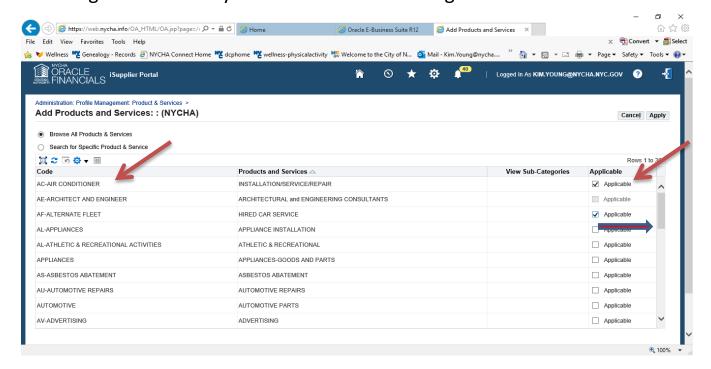After logging into your account choose the "iSupplier Portal Full Access Menu" Option.

Choose the "Administration" Tab….

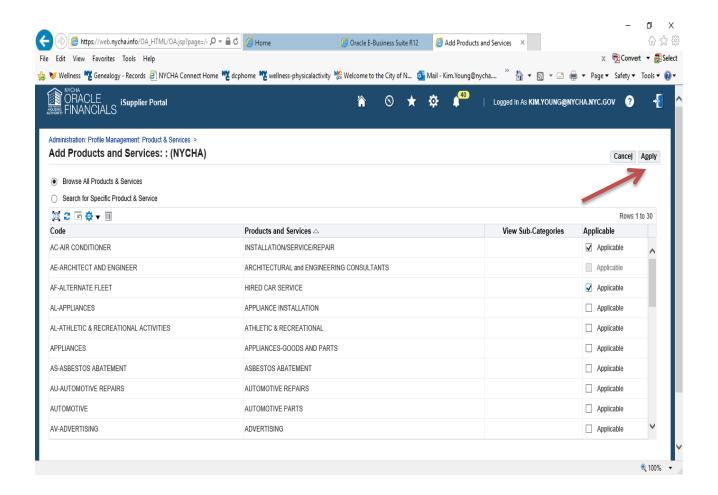# Choose the "Product & Services" option, then choose the "Add"button.

Choose the "Add" button to add as many relevant commodity code choices, as you want. You can move the vertical task bar to move through the list until you reach the end. Clicking what is needed.
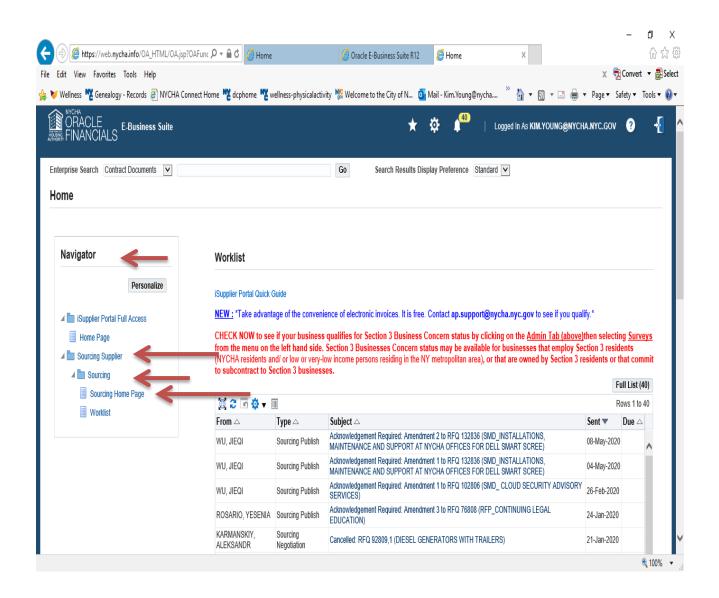
When you are finished adding all the appropriate commodity codes needed. Then hit the "Apply" button. That's it your finished you can click the home icon to get back to the home screen. If there are any open commodities open currently to bid that are active, you will be sent a bid invitation via email right away.
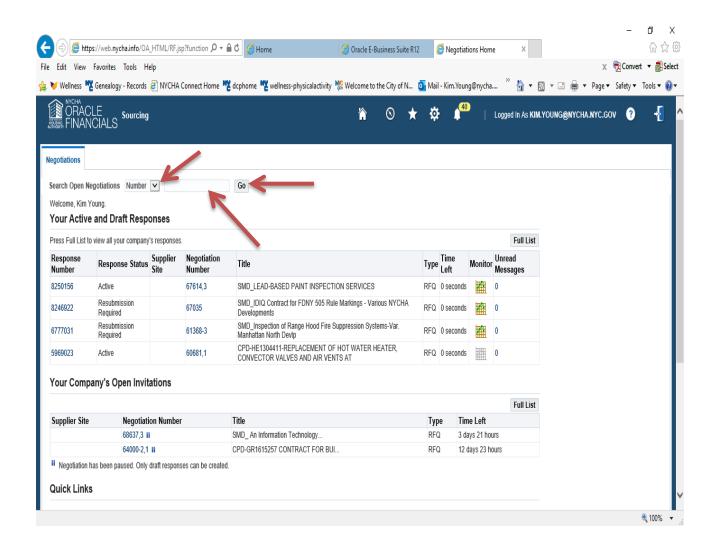
HOW TO LOG INTO YOUR ACCOUNT
AND
OBTAIN BID DOCUMENTS

When logged in (see pages 5 thru10), Choose under the Main Menu the "Sourcing Supplier" menu option…….then "Sourcing"……then "Sourcing Home Page" to get to the bidding portal.
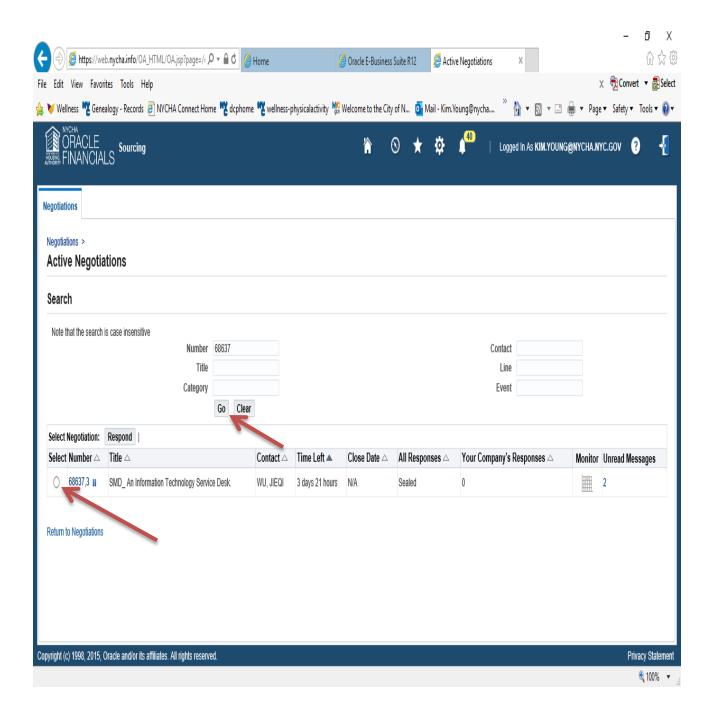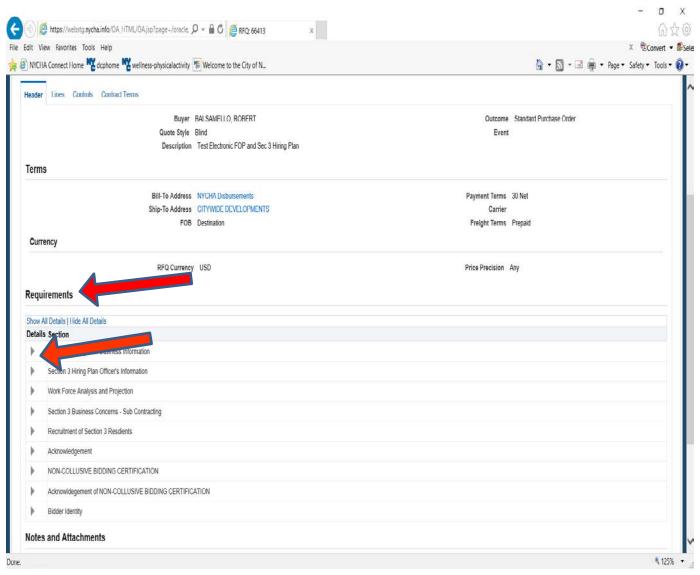
Under the "Search Open Negotiations Box, we want to choose "number" . . . Then enter the 5 to 7 digit "pin"/"negotiation number", also known as an RFP/RFQ number in the box and then click "Go"…this will also ensure that if there are amendments it will post all the amendments associated with the number. If that's the case click the latest amendment number and respond by clicking the boxes to all notices listed under your acknowledgements.

Click on the number and then click "go". This will take you to the informational portion of the RFQ. We are not ready to respond to the bid yet. We first want to read all the information and obtain the documents.
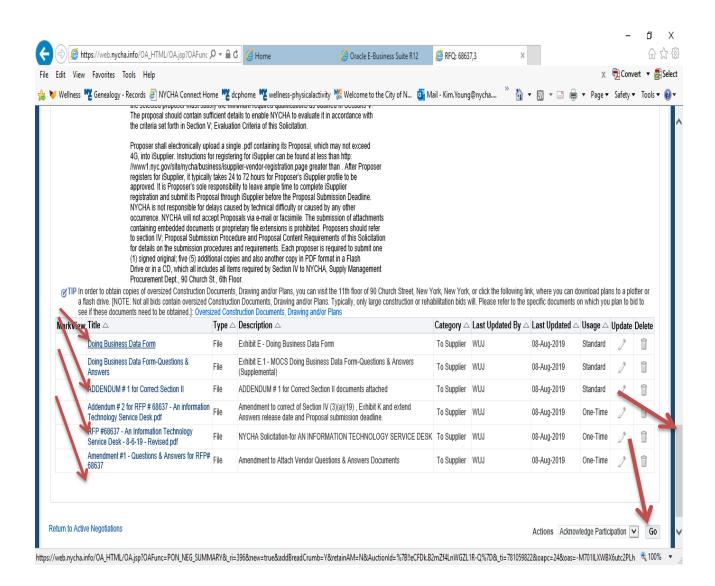
Here under the "Header" page, in the "Requirements" section, if applicable which is for Service RFQ bids only, you can review all the "**Section 3 Hiring Plan**" questions, by expanding the arrows next to the heading. You will answer these questions in the "Respond" to bid mode, and you can also answer them in here. You can read them here and respond. For RFP Respondents you can respond to Section 3 Survey electronically when logging in under your profile and choosing the Full Portal Menu Access Option and fill it out the under "Surveys" for a permanent response to the questions to be kept under your profile as back up.
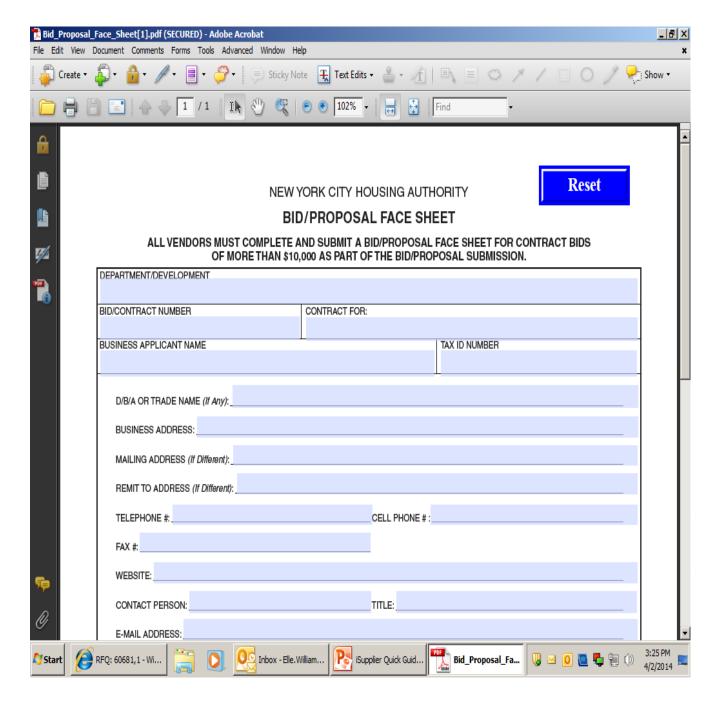
Move down the page to the Markview section to download bid documents, your task bar is located on the right hand side of your screen you will see all the documents listed on the bottom left portion of the screen by Title. Download each document it will populate and open in a Adobe PDF format, save each document.

If you see a "Next" button on the bottom right side of the screen this means there are more documents to load. Just click "Next" to load any additional documents….
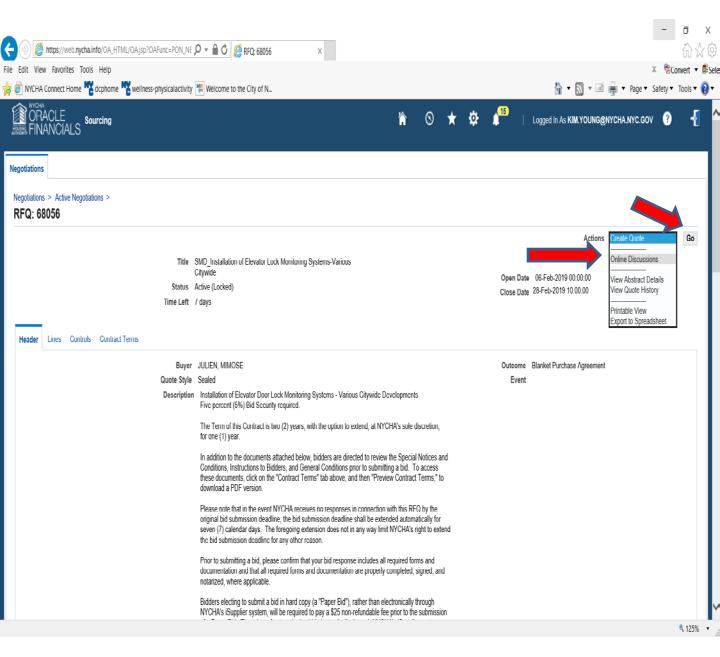
Your document is open. Now save each document that you open to your hard drive or flash drive and work with them offline. Once you have all your documents you can log out of the portal. Prepare your documents, then scan them into your computer as one PDF document and title the document….to begin posting your bid in the next step.

NEW YORK CITY HOUSING AUTHORITY

BID/PROPOSAL FACE SHEET

ALL VENDORS MUST COMPLETE AND SUBMIT A BID/PROPOSAL FACE SHEET FOR CONTRACT BIDS OF MORE THAN $10,000 AS PART OF THE BID/PROPOSAL SUBMISSION.

DEPARTMENT/DEVELOPMENT

BID/CONTRACT NUMBER

CONTRACT FOR:

BUSINESS APPLICANT NAME

TAX ID NUMBER

D/B/A OR TRADE NAME (If Any):

BUSINESS ADDRESS:

MAILING ADDRESS (If Different):

REMIT TO ADDRESS (If Different):

TELEPHONE #:

CELL PHONE # :

FAX #:

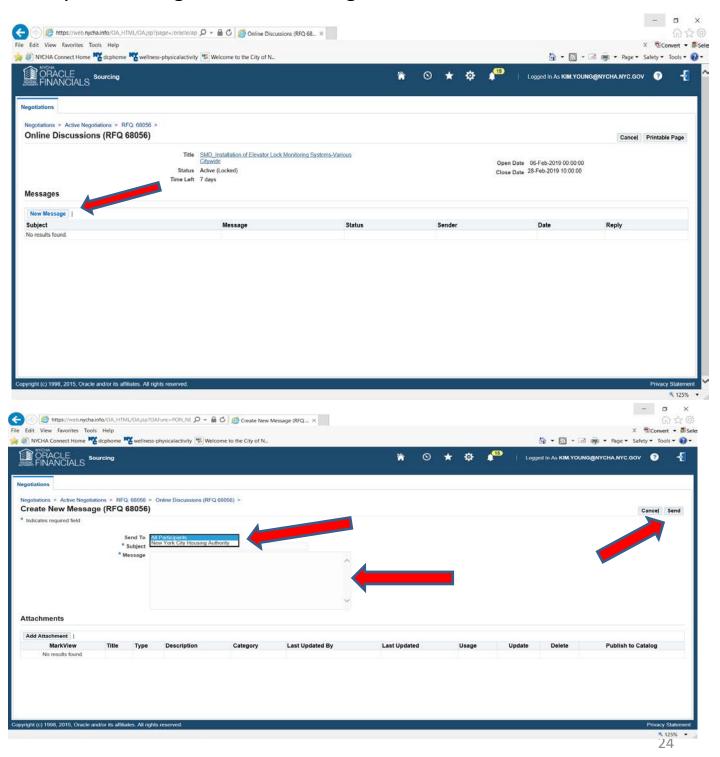WEBSITE:

CONTACT PERSON:

TITLE:

E-MAIL ADDRESS:

Reset

How to Upload Questions in the Online Discussion Board

When logged into the bid, go to the "Actions" drop down box, on the upper right hand side of the header page. Choose the drop down menu "Online Discussion", then, click the "go" button on the right hand side of the drop down box. Once the page opens to the online discussions page, choose "New Message" on the left hand side of the message board to contact the buyer who will disseminate your questions.
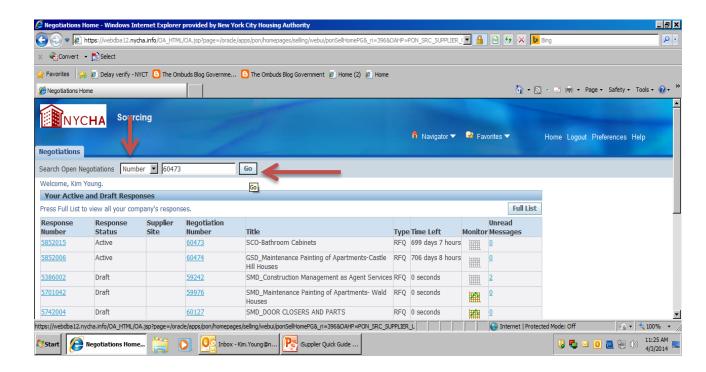
Choose "New Message" to expand the area to type your message, then choose who the message will go to either "All Participants" or "New York City Housing Authority". Then, type your message into the message section, then click on "Send".
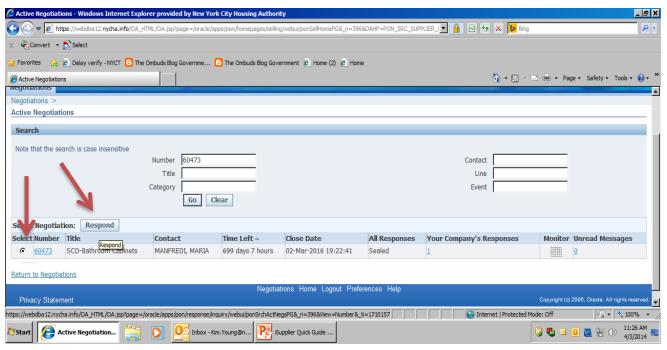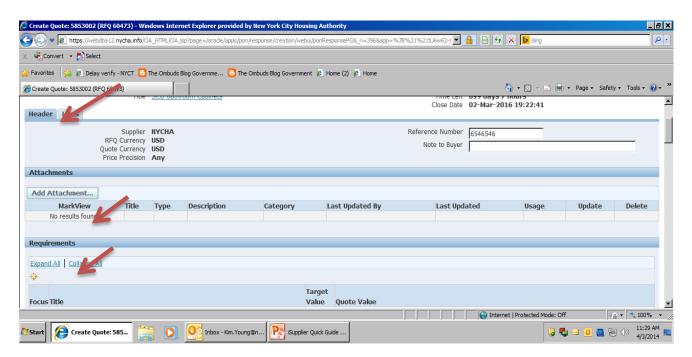
How to Respond to the Bid
and
Upload your Documents

When Responding to the Bid insert the 5 digit pin number in the "Search Open Negotiation Box" remember to choose the "Number" option, then click "go"…
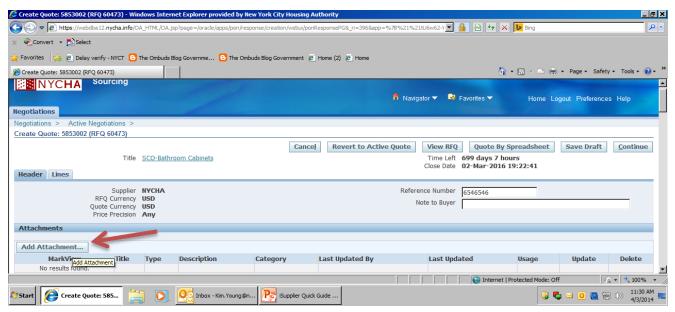

Choose the "Select" button also known as the "Radio Button" on the left side and choose "Respond" above. This will allow you to begin to respond to the bid.
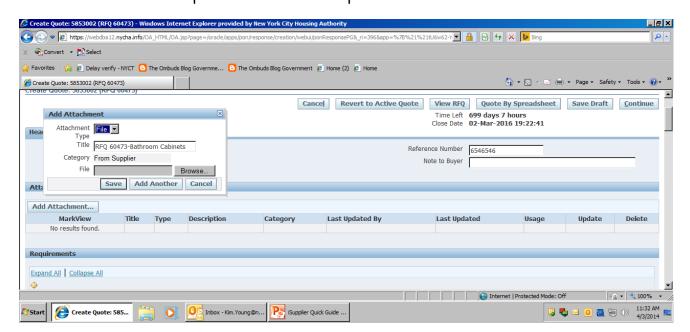
The "Header" page will load. First answer ALL of **the Requirement Questions** and **Section 3 Hiring Plan** requirement Questions. This is also where you will add your attachments and upload your response bid documents/proposal.
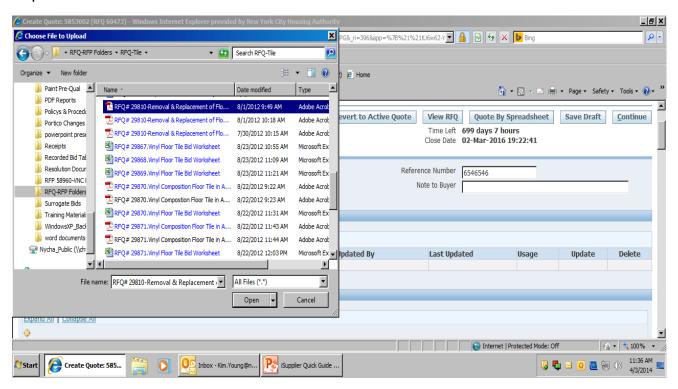

After you have answered your **Requirement Questions** and the **Section 3 Hiring Plan** requirement questions in the online draft,, click the "Add Attachment" box to upload your returnable documents scanned in Adobe PDF. You are returning all documents that must be signed and pages initialed, dated and where applicable notiarized. Please do not return blank documents.
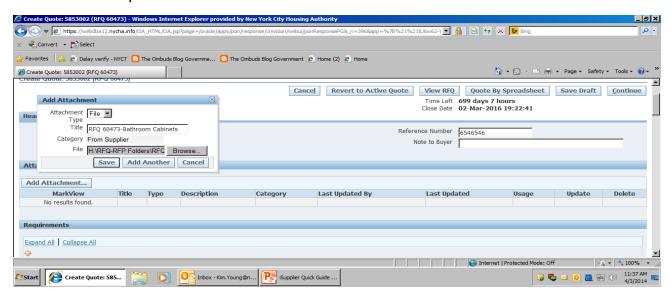
Attachment type, choose "File", then under "Title", name your file. Click the "Browse Box" to search on your computer for your uploaded and scanned Adobe PDF files that are required in order to respond to the bid.
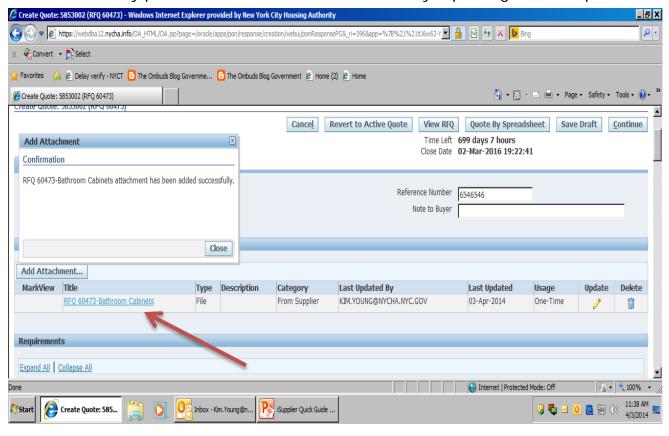

Click on your "PDF" scanned bid documents file attachment to attach as an uploaded document.
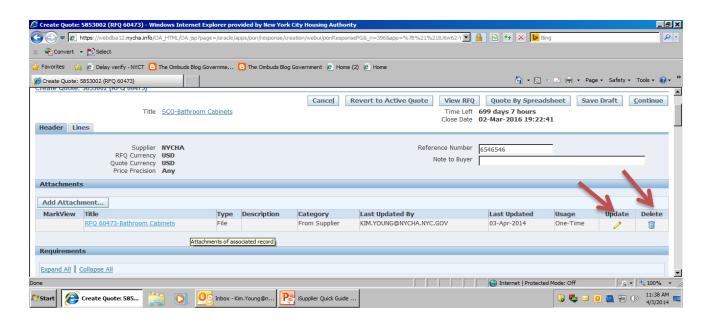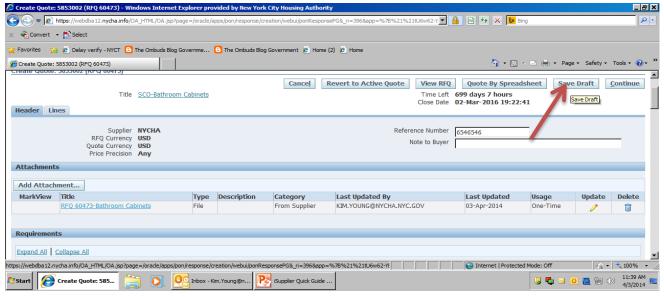
Your file will upload, then click "Save".

You will receive a confirmation that the file is uploaded and you will see it loaded online. If your file is too big to upload, scan your document in parts and you can attach as many parts of the documents as needed by repeating these steps.
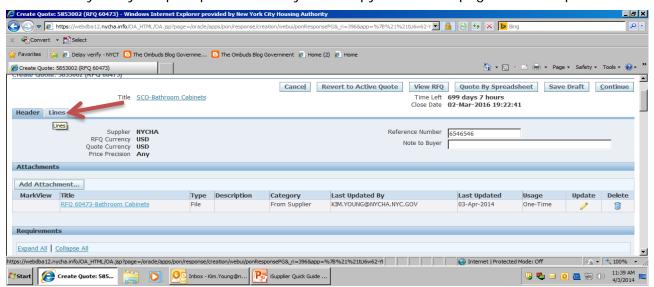
The document you uploaded is attached. You can click on the title and open it to view and you have the option to update it if there was a problem with your attachment by clicking the "update" pencil or you have the option to "delete "the document and re-attach another document in its place.

Click on the "Save Daft" box. This will insure that if you get any interruptions during your work process or have to log out your draft will be saved up to this point.
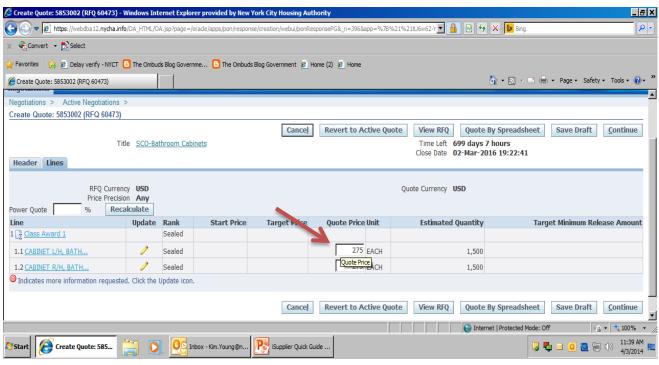
Click the tab labeled "Lines" to quote the monetary value of your proposal. There are 3 types of quoting-- only one is applicable, (1) on the Lines boxes inserted by the bidder manually (2) Calculation by Bid Factor for bid factored bids <u>only,</u> and (3) RFP responders <u>only</u> are quoting the Nominal Mimimum quote price value of $0.01 since the quote price is obtained from the Cost sheet provided to the bidder which are made part of the bidders proposal obtained by us by the pdf upload or the by hand copy, see next 3 pages for examples

Quote your dollar amount here. Numeric values only. Use only a decimal point to differentiate between dollars and cents.

No symbols ($) or commas (,) accepted. (i.e. 275.50).

Bid Factor Cell calculation on Lines when applicable…

There is a new Bid Factor user interface that will replace the extensive manual computation of vendor bid quote for Bid Factor bids only (s). You will no longer need to enter the bid factor per line item. The new user interface will allow you (i.e. end user) to enter the bid factor (to the nearest 4th decimal figure) and the system will automatically calculate the itemized and total quote/bid prices in dollars and cents. This user interface is only available for bid factor RFQ's.
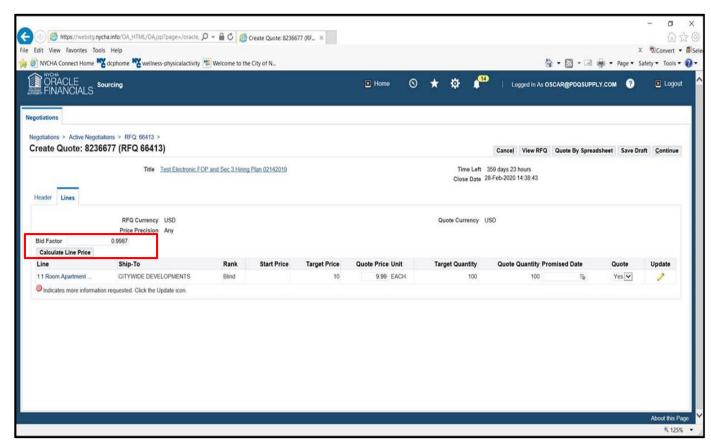
The screen shot below from iSUPPLIER will explain how to use a new feature when preparing your bid proposal for solicitations requiring a "BID FACTOR". The person preparing the vendor's bid will enter their "BID FACTOR" (must be four (4) decimal points) in the field below (i.e.. .9567, 1.1525). Once the bid factor is entered, click "Calculate Line Price". This action will populate each of the lines with the vendor's pricing for their bid. The pricing will be in dollars and cents.
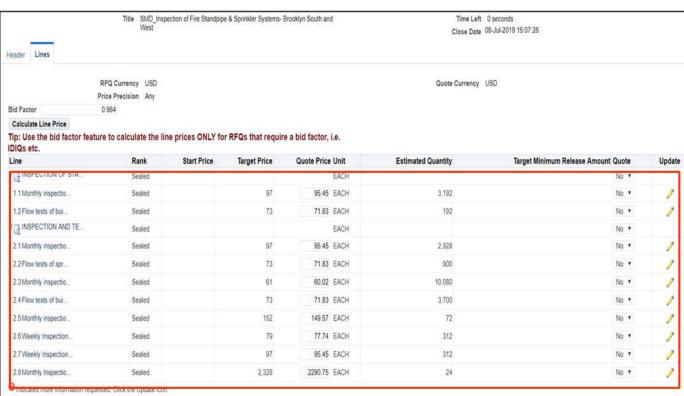
No other calculation is necessary. This feature eliminates the need to fill out a Bid Worksheet and manual entering line prices.

NOTE: This feature is for **"BID FACTOR" RFQs only**. It is **not applicable** to any other type of solicitation, such as BASE BID or EVALUATED BASE BID.
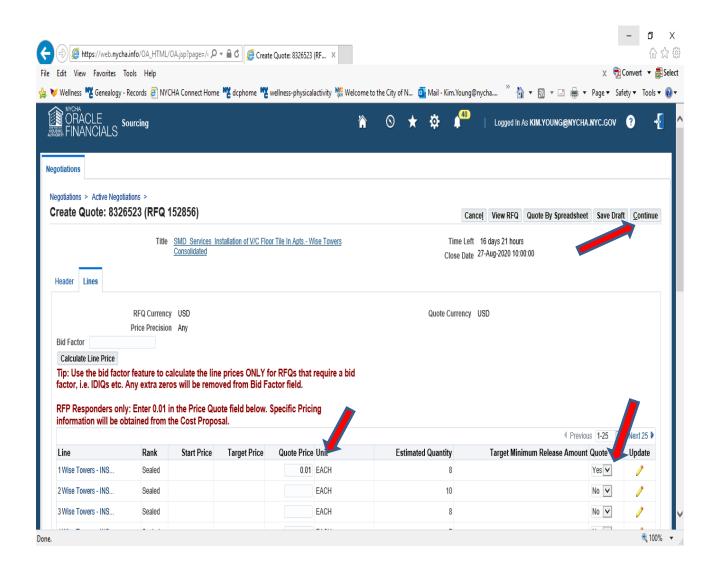
Please see the next 2 screen shots for examples of the Bid Factor Cell calculation.
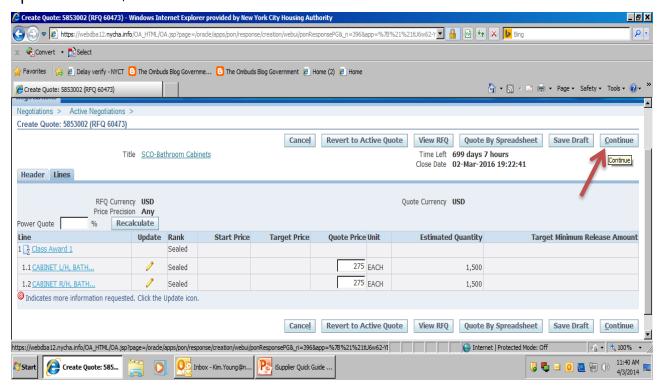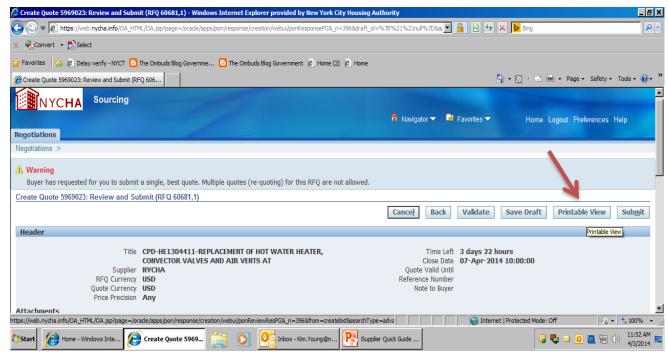
Bid Factor Cell Calculation example screen shots.

RFP responders only are quoting the Nominal Mimimum quote price value online only of $0.01, since the real quote price is obtained from the Cost sheet provided to the bidder to fill out, which are made part of the bidders proposal obtained by us by the pdf upload or the by hand copy of the proposal. If the Target Mimimum release amount is preset on "No" change it to "Yes" then click on "Continue" when you are done

Now we are at the finishing stages of the bid submission. After you enter your quote amount, click "continue".
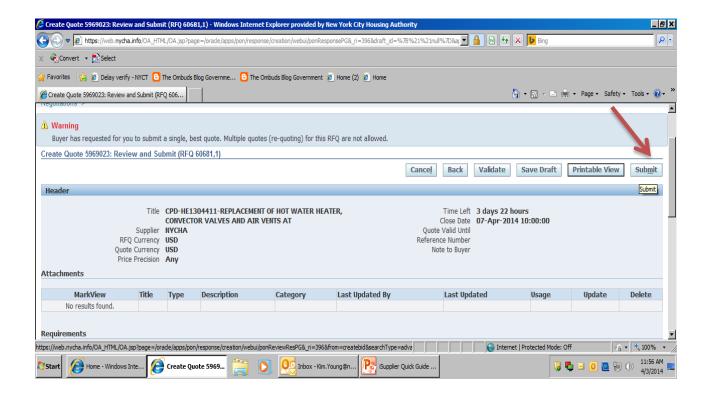

You may want to review everything before you submit it, so click on Validate, review all items, then click on "Printable View". This will translate everything you input into a contract document called the "General Terms and Conditions Contract document" and will be your binding document . A record of your submission document for this particular bid. Click "Printable View" this will take a few moments to load into a PDF document. Save it. It will also be saved under your profile worklist with your quote number, if you forget to save it.

The final step in submitting your bid.

Click the "Submit" button. It will generate your corresponding quote number in a pop-up screen. That is it ...you are finished! Once you get a confirmation, you have successfully submitted your bid. Print the confirmation page if you wish otherwise it is saved under your profile under the worklist.
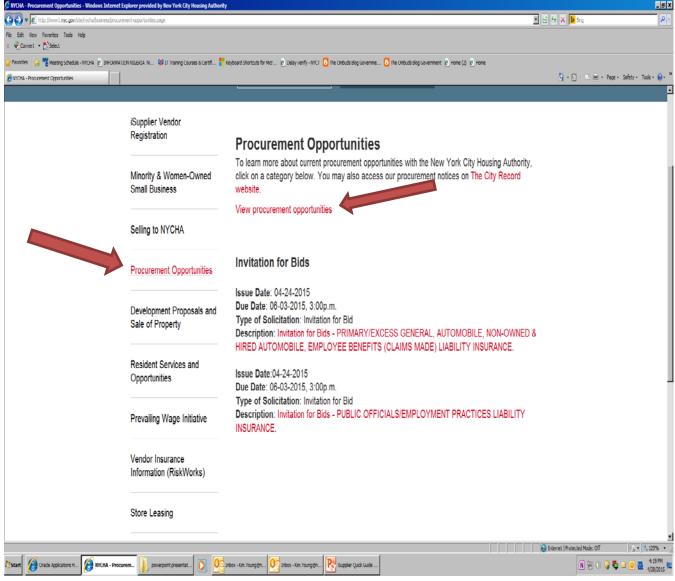
How to check
the NYCHA website for
open bids

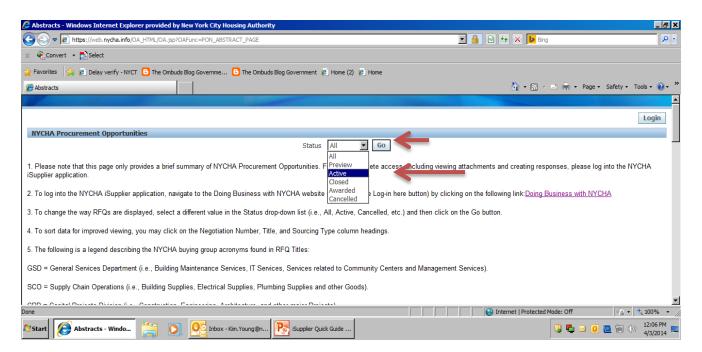# How to check the NYCHA Website for Bid Opportunities without being logged into your account

This is an independent step not requiring you to be logged in.

Go to the website: www.nyc.gov/nychabusiness, then choose the Business Tab on top, then on the left hand side choose "Procurement Opportunities", then in the center of the page, choose "View Procurement Opportunities".
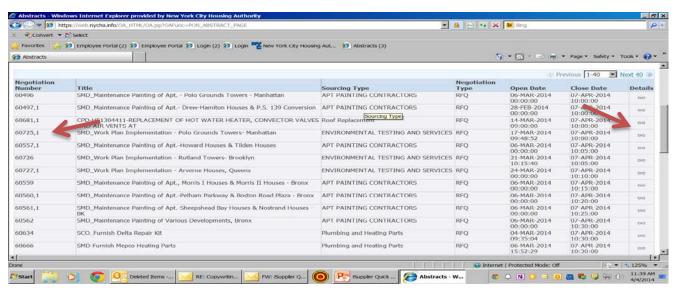
Go to the "Status" box and choose the status you want "Active",(e.i. "Closed", Awarded).
Then click "Go".

The Negotiation number on your left is your 5 digit Pin number also referred to as your RFQ/RFP number. This section will also list amendments to the original bid number denoted by a comma after the 5 digit pin number. This is where you will see the live updates in the system if you are checking for amendments. The Eyeglasses on your right allows you to view the PDF version of the information of what you would see if you were logged into the iSupplier Portal. This will only give you information to see if you are interested in this bidding opportunity.

How To Register Your Business Classification in the Portal

IF THIS IS A BUSINESS AT LEAST FIFTY-ONE PERCENT (51%) OWNED, CONTROLLED AND OPERATED BY (OR IN THE CASE OF A PUBLICLY OWNED BUSINESS AT LEAST FIFTY ONE PERCENT (51%) OF THE STOCK IS OWNED BY) CITIZENS OR PERMANENT RESIDENT ALIENS WHO ARE (PLEASE CHECK ALL THAT APPLY).

ASIAN= *ASIAN AND PACIFIC ISLANDER AMERICAN PERSONS HAVING ORIGINS IN ANY OF THE FAR EAST COUNTRIES, SOUTH EAST ASIA, THE INDIAN SUBCONTINENT OR THE PACIFIC ISLANDS*
BLACK= *BLACK PERSONS HAVING ORIGINS IN ANY OF THE BLACK AFRICAN RACIAL GROUPS*
HASIDIC JEW
HISPANIC= *HISPANIC PERSONS OF MEXICAN, PUERTO RICAN, DOMINICAN, CUBAN, CENTRAL OR SOUTH AMERICAN DESCENT OF EITHER INDIAN OR HISPANIC ORIGIN, REGARDLESS OF RACE*
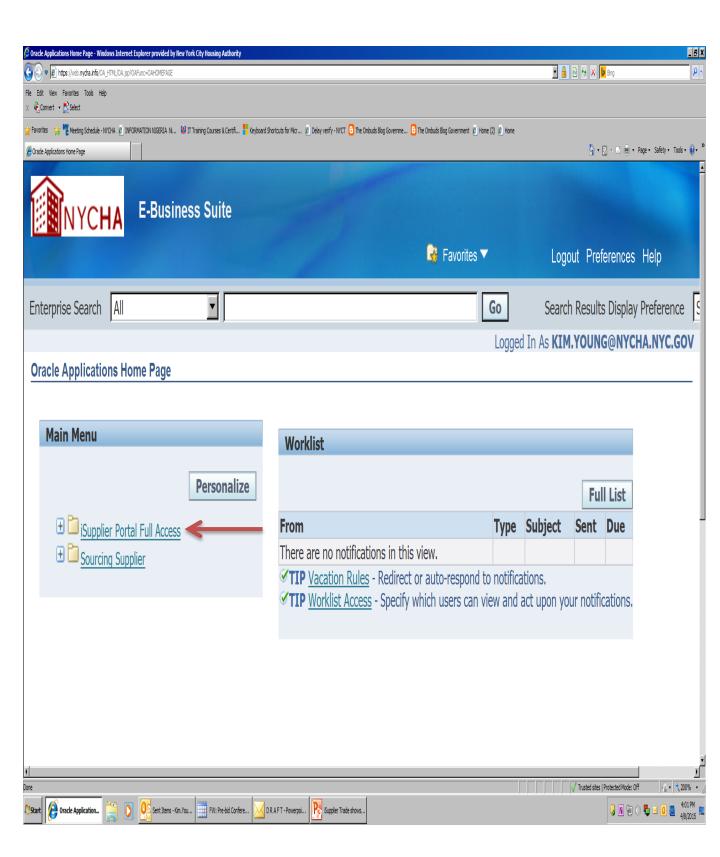**NATIVE AMERICAN**= *NATIVE AMERICAN OR ALASKAN NATIVE PERSONS HAVING ORIGINS IN ANY OF THE ORIGINAL PEOPLES OF NORTH AMERICA*
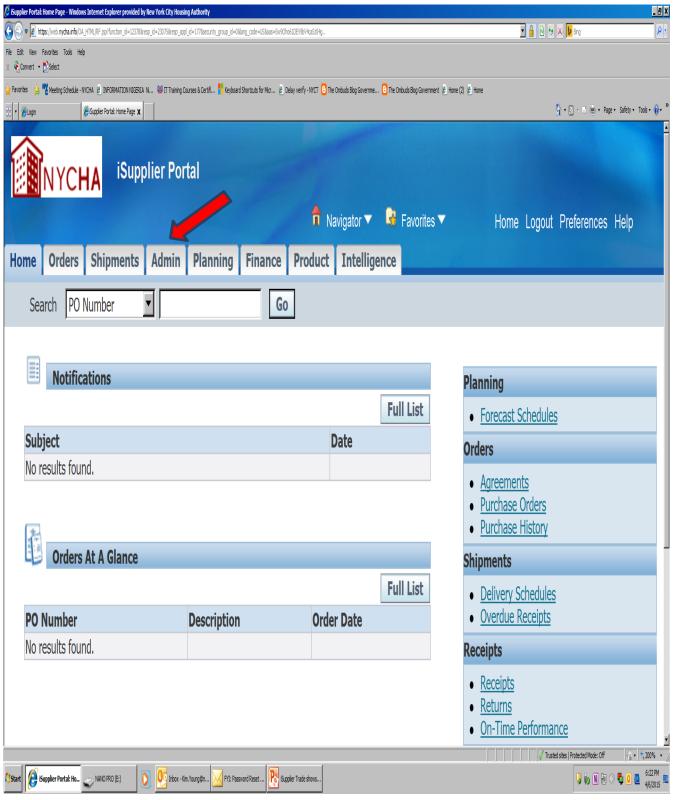**WOMEN**

If this business is certified by a Government Agency, Authority or Private Organization as Minority-owned, Women-owned and/or Small Business Enterprise, please attach a copy of all certifications.

VETERAN-OWNED BUSINESS = *Refers to a business that is at least 51% owned by one or more Veterans, or in the case of any publicly owned business, not less than 51% of the stock MUST BE owned by one or more Veterans; the management and daily business operations **ALSO MUST BE** controlled by one or more Veterans. If Certified by a Government Agency, please attach a copy of a copy of all such certification(s). If you have a Department of Defense Form 214 (DD 214), please attach.*
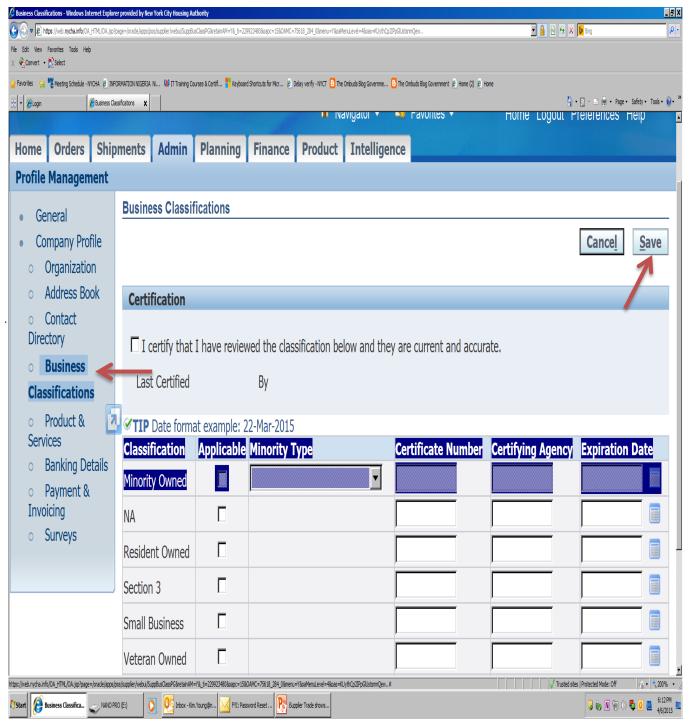
After you log in, Choose under the Main Menu the "iSupplier Portal Full Access" menu option…to get to the Administration functions of the portal.

Choose the "Admin" tab

Choose Business Classification Link – once you are in the business classification section, click the classification that applys to your company and "Save
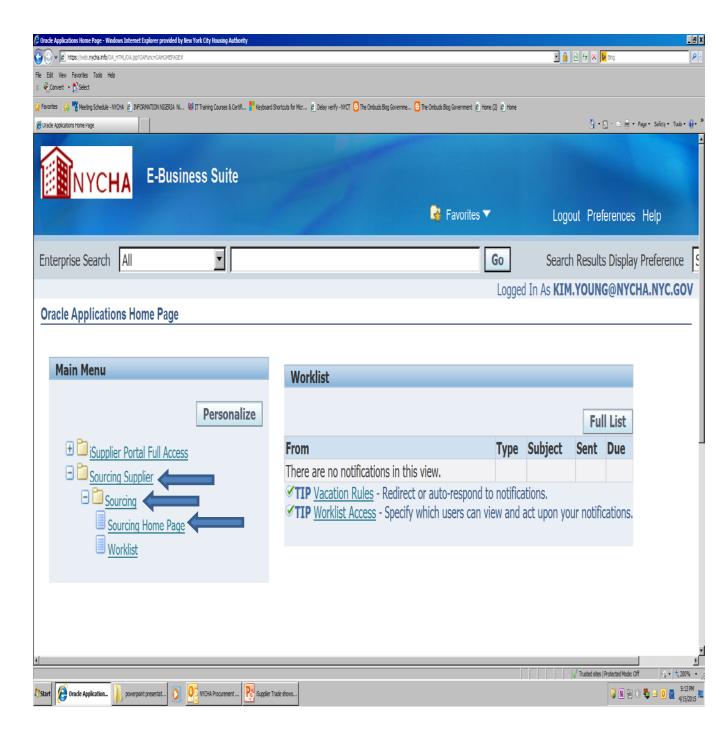
How to get your bid results and view your ranking order in the bid you participated in and obtain prices per line.

After you log in to your iSupplier Account, Go to the menu option under "Sourcing Supplier, Sourcing, Sourcing Home page" -- on the right hand side, click the box that says "Full list" . . . choose the number of the bid from the list - - - a (5 digit number), then choose on the right to that number, correlating to the bid under "Monitor" by clicking the square box displaying like a grid, if the bid was unsealed it will display in yellow. This should list your ranking order number that you are in this particular bid.
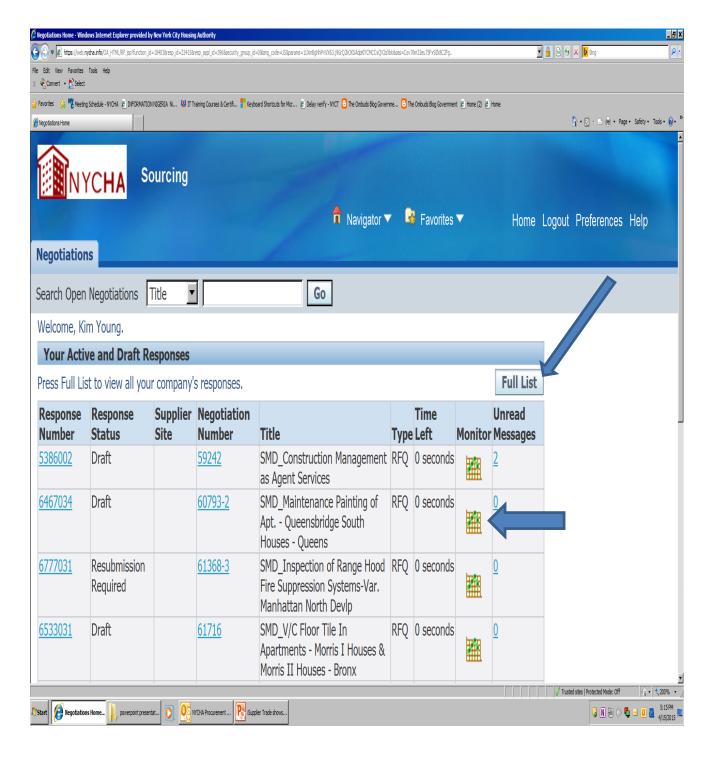
 If the bid representative has unsealed the bid you will find the negotiation and quote number associated with your bid under the worklist and the monitor button will be highlighted in Yellow. If your bid is not displaying in the monitor button as Yellow under your worklist the bid representative has not yet completed vetting the bid and has not unsealed it yet. Please check back periodically until the monitor button is displayed in Yellow, The tract to award this bid can have many factors before it is vetted and awarded electronicaly in the online system between 1 week up to 4 months depending on the award tract for this bid.

Proceed to next 3 pages for screen shots steps and how to see quote prices which can assist you to get bid results in the bid. Once you start progressing in a history of placing your online bids, you will be able to get previous and current bid status histories, along with your rankings and prices per line per rankings. This is something that phases in over time based on your participation.
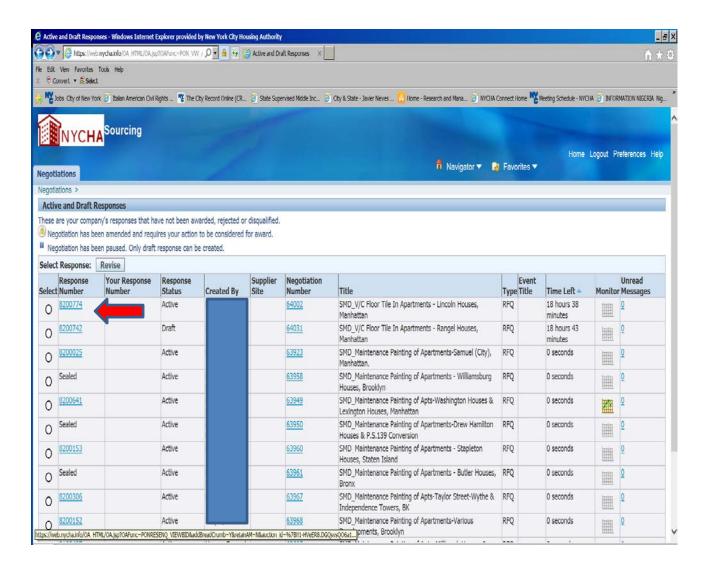
Log in to your profile (follow pages 5-10 for assistance). Then follow below steps for how to get to the Active and Draft Responses.
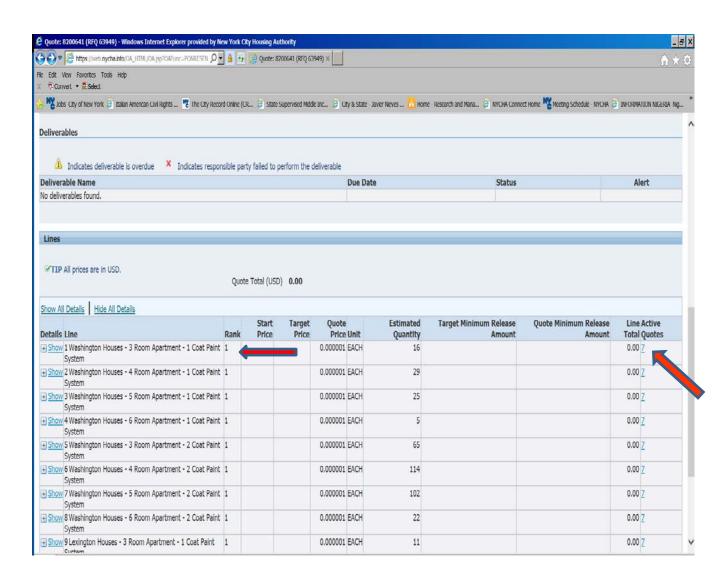
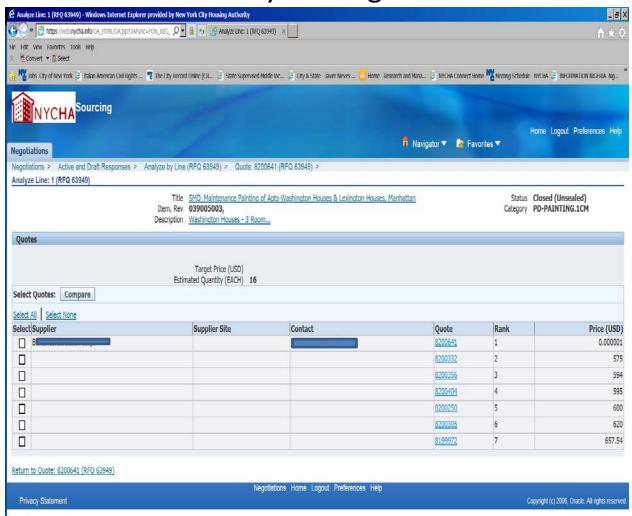# Your Active and Draft Responses Page choose full list and choose the bid by clicking on the yellow monitor box

How to view the ranking order and bid price per line per Ranking. Click on the Response Number.

See the Ranking order for the respective respondent vendor and ranking. Then choose the Active Quotes to go into the list of quote prices.

Choose quote by Line to get bid results for each participating vendor by rank number and compare to your quote if you like to other rankings. This should list only the logged in partys rank contact name and list the other vendors by ranking number.

To contact the
Procurement Department
for iSupplier support
please email us your complete
contact information and if possible
screenshots of the problems you
are encountering at
procurement@nycha.nyc.gov

Prepared by: Kim Young