

eSupplier FAQ's

- **What is eSupplier?** – eSupplier is the new online portal for vendors to bid on work and respond to RFP's. All bids and RFP responses must be made through this system.
- **When am I required to register in eSupplier?** If you have not done business with the City before, you must register in eSupplier through Bidder Registration. This process replaces the supplier application that was previously required. Once completed, you will become a “bidder” and have access to bid on work with the City. At the time that you are awarded work, we will ask for a W-9 and see if you would like to sign up for direct deposit and then will convert your bidder access to supplier access.
- **Where do I go to login to eSupplier?**
<http://www.minneapolismn.gov/finance/procurement/eSupplier> and then click on the box saying Use the Portal
- **How do I get registered to do business with the City?**
 - If you have not done business with the City in the past, you need to complete Bidder Registration. This process will walk you through entering company profile information as well as your addresses, contacts and categories that align with what your business provides.
 - If you have already done business with the City, or are unsure what your status is, and do not know your login information, please contact eprocurement@minneapolismn.gov
- **What is the difference between a bidder and a supplier?** The City defines a bidder as someone who has not done business with the City before. A supplier is a vendor who has been paid by the City in the past. Once a bidder is awarded work with the City, they will be converted to a supplier and be eligible to be paid.
- **What is the difference between the eSupplier Public Page and the eSupplier Secure Supplier page?** The public page means that you are not signed in and you are just viewing data but cannot bid on an event. The secure page means that you are signed in and have access to bid on an event, looks up transactional info, or make changes to your profile
- **How do I reset my password?** Go to the Forgot Password tile and enter your User ID. A temporary password will be sent to the email address of the administrator of the account. Enter your User ID and the temporary password into the Sign In tile and you

will be prompted to change your password. The must be at least 16 characters long including an Uppercase, lowercase, number and a symbol.

- **Why is it important to choose and update my categories and contacts?** This is how the City of Minneapolis knows who to contact and what contracting opportunities to invite vendors to. If you don't have accurate contacts, you will not receive invites from the City. To update your categories, go to the My Categories tile and select all the categories that best align with the work that your company provides. For updating contacts; if you are a Bidder, go to Bidder Profile and add all contacts that you want to receive invites. For Suppliers, go to Review/Change Supplier Account and start a Supplier Change Request. You can change contacts through that process.
- **How do I navigate back to the Main Menu in eSupplier?** Click on the Home Icon to return to the main page.
- **What is an Event?** An event is a contract opportunity that the City has posted in eSupplier to respond to.
- **How do I submit a response to an event?** Click on Contracting Opportunities. You will see two tabs, Public and Invited. The invited tab for events only solicited to Target Market Program vendors to respond to. Find the event that you want to respond to and click into it. You will then see details of the event including a start and end date to submit your response. There is a blue link to click on called View Bid Package that will contain more details about the event and may contain paperwork that needs to be completed prior to submitting your response. To bid on the event, click on the green Bid on Event button located towards the upper right of the event page. Answer all the required questions keeping in mind that some questions may ask you to upload documents. Click on Submit Bid when finished and you will receive a confirmation message that you have successfully submitted your response.
- **How do I know if my bid/proposal was submitted successfully?** Once you answer all of the required questions and upload any necessary documentation within the event and press Submit Bid, you will be shown a message that says that your bid has been submitted successfully.