



MINISTRY OF FINANCE AND THE PUBLIC SERVICE

The Office of Public Procurement Policy

e-GP FREQUENTLY ASKED QUESTIONS

This document is a concise report of some of the most common queries and the associated responses.

e-GP FREQUENTLY ASKED QUESTIONS

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Introduction

The Government of Jamaica Electronic Procurement (GOJEP) system is a Tender Management System, through which all government based Tender opportunities are being managed by GOJ's public procurement professionals. This enables tender processes to be carried out electronically for the engagement of local, regional and international bidders to participate in a competitive process for the award of government contracts.

The Office of Public Procurement Policy, being the administrator for this electronic platform, is charged with providing training in the use of the functionalities of the system and technical assistance to procuring entities GOJ wide and prospective bidders. Therefore, the Office is responsible for ensuring that this system performs in the most effective and efficient way and to deliver an excellent level of service for the greater benefit of all its users.

To make this possible, the OPPP has embarked on a drive to improve its service delivery to its stakeholders to ultimately reduce the number of queries that we receive on a daily basis. We have developed a series of 'Frequently Asked Questions' that will be used to assist stakeholders with responses to their queries.

These FAQs will enable its users to have immediate access to information that will assist them in carrying out different functionalities on the platform, have a better understanding of how it operates and minimize the need to make direct contact with the office.

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Objective

The objective of this report is to identify frequently asked questions received from our clientele and to provide the necessary responses that will aid them in the usage of the GOJEP system. The Office also relishes the opportunity to minimize the number of simple queries or requests that are received on a daily basis and the time taken to respond or assist these clients.

Our desire is for our clients to have access to information that will give them a sense of independence and that force of character to use the system with resilience and confidence. This would result in the reduction of time wasted trying to contact the OPPP for assistance with simple tasks that they can easily perform.

The OPPP also endeavours to assist our stakeholders in reducing the number of errors created due to a lack of understanding of its usage, by developing this FAQ page for them to use as a guide to effectively carry out system functionalities and to ensure that they make the best use of the system.

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Purpose

The purpose of developing FAQs is to educate its users by providing information on recurrent questions or issues raised by our stakeholders. This allows the Office to organize a collection of questions that our clients ask about the GOJEP system and provide them with the relevant responses.

The GOJEP system FAQ page allows us to improve our clients' experience, provide quick information to help them make informed decisions, reduce the time needed for our officers to respond to these questions; and ultimately improve the quality of our service delivery to our clientele.

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Frequently Asked Questions (FAQs)

1. Why should I register as a supplier on the GOJEP system?
2. How do I get access to the GOJEP system?
3. What is the process for completing my registration?
4. Can foreign companies register on the system?
5. Upon completion of my registration, what comes next?
6. Why am I not seeing the transaction number in my inbox?
7. I made an error with my organization details, Common Procurement Vocabulary (CPV) code/s and email address when registering, how do I correct this error?
8. Why am I not receiving emailed notifications concerning 'Call for Tenders (CFTs)?
9. How do I check for current competitions?
10. How do I access details of the tender document?
11. How do I submit a clarification on a tender opportunity?
12. How do I submit a bid?
13. What is the maximum file size of a single bid submission for any one tender?
14. I am trying to submit a bid; however, I received a message about 'JNLP file', what does this mean?
15. How will I know that my bid was submitted successfully?
16. Once I submit a bid, will I have the opportunity to make any amendment to my initial uploaded submission?
17. I have been locked out of my account, what should I do?
18. How do I add other users to my account?
19. What should I do if I receive an error message when opening a bid proposal?
20. How do I apply for my PPC certification on the GOJEP system?

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Questions and Answers (Q&A)

Suppliers Registration Process:

1. Why should I register as a supplier on the GOJEP system?

Suppliers should register in order to participate in tender opportunities for the award of government contracts.

2. How do I get access to the GOJEP system?

Using any of the search engines; such as, Internet Explorer, Google Chrome or Mozilla Fire Fox, type in the URL: www.gojep.gov.jm

3. What is the process for completing my registration?

*Self - Registration is done by selecting the **'Register as a Supplier'** link from the Home page. The process requires the completion of three forms, which can be completed within less than five minutes.*

4. Can foreign companies register on the system?

Absolutely; just follow the same instructions given above at number three (3). You will however not be required to input a Tax Registration Number or a Tax Compliance Number.

5. Once I successfully register on GOJEP, what comes next?

- i. The system will send you a confirmation email containing a transaction code. *([This may appear in your Inbox, Spam or Junk mail](#)). Once this email is received, you can do one of two things to activate the accounts:*
 - a) *Click on the link in your email and follow the instructions to get access to the system.*
 - b) *Log in with the username and password you created, copy and paste the transaction number you received in your email in the system and follow the instruction.*
- ii. *Accept the agreement (Note: If you do not accept, you will not be able to use the system).*

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iii. Download and install the latest version of the JAVA software. This software is free and can be downloaded at www.java.com (Note: Your bids cannot be submitted without it).

However, it is highly recommended that you first download and read the User Manual which is accessible at:

<https://www.gojep.gov.jm/epps/viewInfo.do?section=faq&selectedItem=viewInfo.do?section=faq>

6. Why am I not seeing the transaction number in my inbox?

Check your spam or junk mail. If you are sure that you did not receive this email make contact with the e-GP help desk.

7. How many Common Procurement Vocabulary (CPV) code should I choose?

You may choose as many codes as necessary.

8. I made an error with my organization details and/or email address when registering, how do I correct this error?

- *Log in to GOJEP*
- *On the left panel, scroll down to 'Supplier Administration' and select 'Supplier Management'*
- *Select either to Edit Organizational Details/Edit CPV codes/View user (then edit email)/Add user etc*
- *Save changes*

9. I can't remember my password, how do I get a new one?

On the homepage of GOJEP, click on the "forgot password" link, located top left of the system.

10. Why am I not receiving emailed notifications concerning 'Call for Tenders (CfTs)?

You are not registered in the relevant Common Procurement Vocabulary (CPV) codes to receive emailed notification of the particular tender opportunity.

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Bid Preparation

11. How do I check for open current competitions?

- *Log in to GOJEP*
- *Note, Current Open Tender opportunities are shown at:*
<https://www.gojep.gov.jm/epps/quickSearchAction.do?searchSelect=1>

OR

- *Search for the competition via the 'Current Competitions' link or through 'Advance Search' (the button beside current competition on the dashboard).*

12. How do I access details of the tender document?

- *Log in to GOJEP with your username and password,*
- *Search for the competition via the 'current competitions' link or through advance search (the button beside current competition on the dashboard)*
- *Select the competition;*
- *Select 'Show Menu' button;*
- *Select 'Competition Documents';*
- *Select the 'Contract Documents' tab;*
- *Click on 'Download Zip'*
- *Save on your device once download has been completed.*

13. How do I submit a clarification on a tender opportunity?

- *Log in to GOJEP;*
- *On your left, scroll down and select the 'List of my CfTs' link;*
- *Select competition of interest then click the 'Show Menu' button;*
- *Select 'Clarifications';*
- *Select 'Request for Clarifications';*
- *Enter details of what aspect of the tender you require further clarity on;*
- *Send/publish*

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Bid Submission

14. How do I submit a bid?

- *Log in to the GOJEP using your username and password;*
- *Scroll down on the left panel to 'List of My CFTs';*
- *Select the relevant tender;*
- *Click on 'Show Menu' at the top-right hand of the screen;*
- *Select 'Bid Submission'; (at this point you will be asked to accept and confirm the system agreement)*
- *Click on 'Launch Tender Preparation' button;*
- *Select option to open or keep application;*
- *Select 'Run'*
(Once the application runs successfully, a pop up screen with the option to re-enter your log in credential will appear.
- *Attached bid package as configured by the procuring entity.*
- *Upon 100 % completion click on the 'Pack and Submit button';*
- *Your bid submission is considered complete, upon the receipt of a prompt indicating successful submission that bid was submitted successfully.*

15. What is the maximum file size of a single bid submission for any one tender?

The maximum file size that the system accepts is Ninety-nine (99) Megabytes per attachment. Bidders are encouraged to ensure their attachments are not unnecessarily bulky. The preferred file format for attachments is Portable Document Format (pdf).

16. I am trying to submit a bid; however, I received a message about 'JNLP file', what does this mean?

Suppliers/Contractors MUST make sure that the JAVA software is downloaded and installed on their computer, in order to participate in tender opportunities via the GOJEP platform.

(Note: Your bids cannot be submitted without it).

17. How will I know that my bid was submitted successfully?

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Once you have submitted your bid, the system will display your submitted bid under the heading "List of submitted bids" on the submission page. You will also immediately receive an automatic system confirmation email that your bid was submitted successfully.

18. Once I submit a bid, will I have the opportunity to make any amendment to my initial uploaded submission?

A bidder has the right to modify its bid at any point prior to the stipulated tender closer date and time.

Therefore, a bidder can remove and replace its tender submission at any time, prior to the stipulated deadline, as stated in the tender document.

To do this, select the submitted tender, and click remove. Then refer to point number 14 for resubmission.

Administrative

19. I have been locked out of my account, what should I do?

The system allows users a maximum of ten (10) log in attempts. Once you exhaust this number you will be automatically locked out of the account.

To reactivate account, make contact the e-GP helpdesk via email at www.opppcustomer@care@mof.gov.jm or by calling at 876-932-5220 to regain access.

20. How do I add other users to my account?

To add a user to the account, follow the below steps;

- *Log in to GOJEP, on the left panel scroll down to 'Supplier Administration'*
- *Select 'Supplier Management'*
- *Click 'Add user'*
- *Fill in the 'Red asterisks' fields **only** with the user details.*
- *The new user will receive an automatic emailed notification from the system to confirm his/her status, and then follow the instructions given.*

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- *Once completed, the new user will have access to the platform.*

Public Procurement Commission

21. How do I apply for my Public Procurement Commission (PPC) Certification?

To apply for your PPC certificate, you first have to be registered and logged into GOJEP. After logging in, look for PPC Administration, then select “Apply for a new registration”.

For assistance with your application for PPC certificate, kindly make direct contact with the Commission via email at general@ppc.gov.jm or via telephone at: (876)-807-3154/669-7352/754-4515/754-3747.

Further Information and Guidance:

For further information or assistance, contact the Office of Public Procurement Policy E-Services Team in the Ministry of Finance and the Public Service by sending an e-mail to: oppccustomer@care@mof.gov.jm or by calling 1-876-932-5220.