



Frequently Asked Questions – Why Does Loyalist Township Use The Bids & Tenders platform?

Purpose of this guide

This document explains why Loyalist Township uses the Bids & Tenders (B&T) online platform for requests for proposals, quotations, information (RFXs) and tenders, and what this means for suppliers.

Why Loyalist uses Bids & Tenders

- To make the process fair and transparent for everyone, with all information in one place and the same deadlines and documents for all suppliers.
- To reduce paperwork and in-person drop-offs, so suppliers can access opportunities and submit bids online 24/7 from anywhere with internet access.
- To keep a clear electronic record of all questions, addenda, submissions and awards, which supports accountability and audit requirements in the public sector.

Benefits for suppliers

- All Township opportunities are posted in one central portal, so it is easier to see what is available and decide whether to participate.
- Suppliers receive notifications about updates, addenda and closing times, helping them avoid missing important changes.
- The system checks for missing mandatory documents or forms before submission, which helps prevent bids from being rejected for simple errors.

About registration fees

- B&T is a commercial platform and charges a subscription or per-bid fee to suppliers so they can download documents and submit their bids through the system.
- These fees help maintain a secure, reliable system that protects confidential bid information and always keeps the platform available.
- Loyalist Township does not control these fees but uses B&T because it supports a fair, secure and efficient process that meets public-sector standards.

Support for vendors

- Suppliers who are not familiar with online bidding can access step-by-step instructions on the Loyalist Township procurement website:

[Procurement | Loyalist Township](#)

- Vendors are encouraged to contact the Township's procurement team if they have questions about using the platform or registering in time for a specific opportunity.

Frequently Asked Questions - Online Bid Submissions

What is an online bid submission?

The Bids and Tenders system allows for vendors to submit their response to a bid opportunity (RFI, RFQ, RFP, Tender etc.) completely online. It is a timely, audited and fully secure environment.

What file types are supported?

Our system accepts all types of non-malicious files including drawings, rich text, word processing, images, media, PDFs and excels files.

What do I need to include in my bid package?

Requirements for bid submissions can vary for each bid opportunity. Always refer to the instructions provided by the buyer.

Is there a size limit to the files I can upload?

The system can upload files as large as 500MB

My files size is over 500mb, what can I do?

Did you scan in the documents of your bid response? If so, they may be saved in a high-definition format (large file sizes). If this is the case, try printing them to PDF to reduce the file size.

How long will it take to upload my bid?

We recommend uploading or completing your online bid submission four hours prior to the bid closing date/time. This buffer should provide enough time to ensure the document uploads successfully before the bid opportunity closes. If you are submitting your bid on using a computer that does not have high-speed internet, you may want to consider giving yourself more than four hours for the submission upload process.

Why will my bid not submit?

If you try to process your bid submission past the closing date/time, you will receive a message stating that you have missed the deadline, and your bid cannot be accepted. If the document simply fails to upload, you may be trying to submit a file type that is not supported by the system. Always refer to the bid submission instructions provided by the purchaser. Contact Technical Support support@bidsandtenders.ca

How do I know that my bid has been successfully submitted?

There are two types of confirmations; an on-screen display and an email notification (that goes to all contacts on your vendor profile).

Upon submission, you will receive a bid submission receipt page which includes details such as:

- Time and Date of when the completed submission was received
- Addendums that were acknowledged with date/time stamp and IP address
- Auto generated confirmation number
- Company Details

Once I've submitted my bid, can I make changes?

You can edit your bid and withdraw your bid up to the closing date/time of the bid. When a bid is withdrawn, all the contacts on the vendor profiles are notified via email. Bidders can withdraw and / or modify their submission up until the closing date/time. If the bidder does withdraw, the system will send an email to all contacts on the vendor's profile. If you withdraw your bid and do not resubmit your bid, then you no longer have a bid registered with the agency

Does the purchasing entity have instant access to my bid?

No, the system places all bid submissions into a virtual locked box where they cannot be viewed until the closing date and time.

Can other vendors see that I've submitted a bid?

The Bids and Tenders system gives buyers the option to publish a summary of the award results to the website, but only after the bid had closed. The details of what is posted and if it's posted at all will depend on the agency's policy and bylaws

