



ISUPPLIER PROCUREMENT

Frequently Asked Questions

How does NYCHA procure goods and/or services?

In late 2009, NYCHA implemented a number of Oracle applications aimed at helping us better manage our procurement procedures. Three of the applications have helped us streamline the procurement of materials and services; one of the applications —iSupplier —is an internet communication portal for NYCHA vendors. This portal lists upcoming NYCHA procurement opportunities and allows registered vendors to respond, on-line, to bids. One welcome result is that both the Authority and vendors save both money and paper, a very environmentally friendly outcome.

Can any vendor register on iSupplier?

Yes...and we encourage you to do so. Using iSupplier helps minimize the amount of paper both you and the Authority use (all RFP/RFQ responses are submitted electronically) as well as streamlining the procurement process. Another benefit is that you will have the ability to track the progress of your bid response.

Does it cost anything to register?

No, there is no cost to register on iSupplier or use the portal. In fact, NYCHA charges a fee, in most instances, to pick up a hard copy of the bid documents, so using iSupplier may actually save you money. However, when applicable, bonds will still need to be provided to respond to a specific RFP.



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I've registered on iSupplier but have forgotten my User ID and/or Password

Your user ID is your e-mail address. If you forget your password, you can request a new one at the log-in screen.

If I have a question, how do I contact one of the procurement staff at NYCHA?

There are various ways in which you can contact one of NYCHA's buying groups:

Phone: There are three buying groups that manage NYCHA's procurement: Supply Chain Operations, General Services, and Capital Projects. Each buying group has a designated contact; you can find those contacts by clicking [here](#). If you leave a voice message or send an e-mail, please allow two business days for a response.

E-Mail address: Upon receipt of your e-mail, it will be forwarded to the appropriate department (if you know which department you're working with, please specify); you may expect a response within 48 hours. The e-mail address is: procurement@nycha.nyc.gov.

iSupplier: "Note to Buyer." When you log-in, you'll see that there is a "Note to Buyer" feature. Upon selecting this option, you will be able to contact the Buyer with any question(s). You may have regarding the RFQ that s/he has posted.



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Why can I only download a two- or three-page version of the bid?

You are most likely not logged into the system and are viewing the abstract of the bid. The abstract is a shortened version of the bid, designed to allow a vendor to learn more details about the procurement opportunity without downloading and printing a large file. To access the complete bid, simply log into the system.

Who can I call to get information re: responding to an RFQ?

Each bid contains the name of the NYCHA buyer who generated the RFQ. NYCHA buyers are also listed on the iSupplier page that shows all of the bids. If you have any questions or need clarification on an item, please click on the buyer's name then "Note to Buyer;" pose your inquiry and send it. The appropriate buyer will reply to your inquiry, when possible, within two (2) business days.

What if I get stuck and can't complete the bid?

Your best option would be to view the online guide, "Bid Submission Guide," on the iSupplier Vendor Registration page on NYCHA's web site.

How can I obtain a copy of the bid documents?

You can either download the bid documents for free; or you can visit NYCHA's offices at 90 Church Street and pay \$25 for a copy.



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I'm a small vendor and I am interested in bidding on smaller jobs. Can iSupplier still help me?

Yes. Although smaller jobs are not publicly advertised, we frequently contact vendors registered in iSupplier in order to obtain bids. Therefore, it is important to register and indicate the commodities you can provide.

I registered in iSupplier and frequently check the RFQ listings but I haven't seen opportunities for my business. Will I receive automatic notifications of newly-issued bids?

No: certain work, like painting and tiling, are bid throughout the year. Other work, such as fire safety services and asbestos abatement, are only bid at certain times. It is important to check iSupplier on a regular basis for bidding opportunities.

Does every vendor need to provide insurance information to NYCHA?

Please refer to the RFQ/RFP to which you are responding: the Terms and Conditions will state clearly whether you are required to provide insurance information to NYCHA and/or name NYCHA as a co-insured on your policy. For additional information, please go to "Vendor Insurance Information (RiskWorks)" under the Vendors section of NYCHA's web site.



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I don't have a computer. Can I still participate in NYCHA's procurement opportunities?

Yes, of course. This initiative is meant to reduce the cost of obtaining goods: doing business electronically is one of the major ways in which we can accomplish that. However, we know that there are still a number of businesses that have chosen not to transact business electronically. Those vendors are still most welcome to bid on any NYCHA RFx understanding, however, that some of the savings available by doing e-business will not be available to you (the cost of printing and providing hard copies of your response or paying for CAD drawings, for example). We hope that the ease of using iSupplier will motivate you to do business in this new way.