

CITY OF PHOENIX NEW PROCUREMENT PORTAL

No.	Questions	Responses
1	What is OpenGov Procurement?	OpenGov Procurement is an automated, paperless platform designed to streamline and enhance the entire procurement lifecycle. From solicitation to contract management, OpenGov provides a unified system where users can create and post solicitations, manage addendums, receive vendor questions and proposals, conduct evaluations, and publish award recommendations—all in one place. This collaborative solution simplifies and accelerates procurement processes for greater efficiency and transparency.
2	Why is the City of Phoenix implementing the OpenGov system? What is happening to procurement?	The City of Phoenix is implementing the OpenGov system to streamline and modernize its procurement processes. This move aims to reduce paperwork, increase efficiency, and enhance transparency. With OpenGov, the City is transforming procurement by shifting from traditional, manual methods to a more automated, paperless approach. Beginning in April 2025, the City will use OpenGov for all new procurement solicitations. This will include the creation and posting of solicitations, engaging with suppliers, and evaluating responses for approval.
3	When will the City of Phoenix Procurement Portal go "Go Live" in OpenGov?	The anticipated "Go Live" date for the new system is April 14, 2025. Starting on this date, all new solicitations will be posted in the City of Phoenix Procurement Portal.
4	When will the current Solicitation Application page no longer be used?	When all solicitations posted before April 14, 2025 in the Solicitation Application will close out.
5	How do I continue to get notifications about solicitations?	1. Vendors must register in OpenGov. If a vendor already has an OpenGov account, re-registration is not necessary. 2. Vendors must Subscribe to the City of Phoenix Procurement Portal.
6	Is OpenGov registration required for vendors?	Yes. OpenGov registration is required for vendors to do business with the City of Phoenix starting April 14, 2025. There is no cost for vendors to register.
7	Where do I register in OpenGov?	https://procurement.opengov.com/signup
8	What should a vendor do if they need support using OpenGov?	<p>OpenGov Procurement Vendor TrainingWeb: https://opengov.my.site.com/support/s/article/ca6d1285-1e48-4a21-bb0d-715edb7794ed</p> <p>support.opengov.com <i>Ask for support on specific problems and reference "how to" documentation 24/7 on the new Help Center</i></p> <p>Chat: support.opengov.com <i>Real-time help without leaving the app. 7am to 10pm ET, Mon-Fri</i></p> <p>Email: support@opengov.com <i>Get support directly from your email inbox</i></p> <p>Phone: (650) 336-7167 <i>Call during 7:00 AM to 10:00 PM ET, Mon-Fri, and follow the prompts.</i></p>
9	Can I submit a quote, bid or proposal before I register in OpenGov?	No. You must register in advance of submitting a quote, bid or proposal.
10	Will Vendors also need to register with procurePHX?	Yes. Vendors must register in procurePHX if they are awarded a contract or need to process payments. If a vendor already has a procurePHX account, re-registration is not necessary.

11	<p>What is the difference between City of Phoenix Procurement Portal and procurePHX?</p>	<p>The City of Phoenix Procurement Portal is the online platform where vendors can access and submit offers to solicitations. It supports the solicitation process within the City of Phoenix.</p> <p>procurePHX, on the other hand, is the City's financial system. It is used to issue purchase orders, receive invoices from vendors, and process payments to vendors. Vendors must register in procurePHX if they are awarded a contract or need to receive payment from the City.</p> <p>In summary, procurePHX manages vendor registration and payment, while the Procurement Portal is used for the solicitation and bidding process. Both systems are necessary for vendors to conduct business with the City of Phoenix.</p>
12	<p>What is the criteria based on which a vendor will be notified when solicitations are posted?</p>	<p>By default a vendor will receive notifications about all solicitations from all agencies the vendor subscribed to. If a vendor chooses to be notified based on product category codes selected on their profile, then they will only be notified when those product category codes are selected in a solicitation.</p> <p>During registration, please provide the commodity codes for goods and/or services you provide.</p>