FREQUENTLY ASKED QUESTIONS
Loudoun County Government
www.loudoun.gov/procurement
and
Loudoun County Public Schools
www.lcps.org/procurement services

What is iSupplier?

What is Sourcing Supplier?

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If we have more than one division of our company doing business with the County and/or LCPS, do we need separate supplier registrations?

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Background

On July 1, 2013, Loudoun County Government and Public Schools successfully launched the first phase of their new Enterprise Resource Planning (ERP) software system, Oracle E-Business Suite software. This system, which is scheduled to be implemented in three phases, replaces the financial and procurement systems that had been in place for more than 30 years.

On May 12, 2014, Loudoun County Government Procurement (County) and Loudoun County Public Schools (LCPS) Procurement began the launch of phase three, the implementation of iSupplier and Sourcing Supplier modules. With the Sourcing Supplier module, registered suppliers will have the ability to view solicitations, bid online, and maintain their company profile information. The iSupplier module will allow active suppliers to view their purchase orders, agreements and track payments

What is iSupplier?

iSupplier is a web-based tool that provides communication between the County/LCPS and its suppliers through a secure internet portal, with online Purchase Order collaboration, and paperless fulfillment. The module introduces a supplier self-service model which allows suppliers to register and manage their administrative information, view purchase orders, and receive payment status online.

What is Sourcing Supplier?

Sourcing Supplier is a web-based tool that offers suppliers and prospective suppliers to register and manage their administrative information, receive solicitation notices, view bid documents, and submit bid responses.

If I was previously registered in the County's Bidder Management System or LCPS Vendor Registration System, do I need to re-register?

Yes. All prospective (new) suppliers and current Oracle suppliers for the County and LCPS must re-register in iSupplier in order to continue to receive solicitation notifications.

Bidders/Vendors previously registered with the County or LCPS should have received an email to register in iSupplier. Current suppliers in the Oracle financial system should have received an Oracle-generated invitation to register your firm to gain access to the County/LCPS Sourcing portal. The email contained a username and temporary password to login and finalize registration. Users are required to update their password at first login. You will only need to register your company once as it is a shared database between the County and LCPS.

The new system is limited to one supplier per Company Name or Tax Identification Number. However, once the business is registered, user access can be assigned to multiple contacts in your company.

Why should our company register?

The County and LCPS spend $107 million a year for a wide variety of goods and services, such as construction, vehicles, school furniture, fixtures and equipment, technology software and hardware, office supplies, custodial supplies, recreation equipment, furniture, physical therapy services, monitoring services, graphic services, food, architectural and engineering services, and much more. County and LCPS Procurement maintain an automated shared database of bidders and their associated commodity codes.

Beginning May 12, 2014, in order to be notified of solicitations for specific products and services for the County and/or LCPS, you must be registered. ***Suppliers may have only one registration per company name and/or Taxpayer ID number.*** Click here to register with [Loudoun County Government](#).

Solicitation notifications will be sent via email based on commodity codes selected in the supplier's profile. You should register for all products and services provided by your business.

In addition to receiving solicitation notifications, suppliers will have the ability to view solicitations, bid online, view purchase orders, agreements and track payments. In addition, suppliers can maintain their company profile information and assign online access to multiple users.

Where do I find definition of products and services (commodity codes)?

If you have questions on specific codes or would like to review the list of codes, search for commodity classes.

Are there any instructions on using the iSupplier Portal?
Read our iSupplier Guide with step-by-step instructions to complete the registration process.

What information do I need to register?
- Company Name: Legal name on W-9 tax form.
- Taxpayer ID: 9 digit federal tax id number plus dashes.
- Main Contact: name, valid email, and phone number.
- Address: Request for Quote (RFQ) address.
- Point of Contact: Main point of contact for company. If desired, additional contacts may be added by main contact.
- Products and Services: Minimum of at least one selection is required.

Do I need to register my firm with both the County and LCPS?
No; you will only need to register your company once as it is a shared database between the County and LCPS.

If we have more than one division of our company doing business with the County and/or LCPS, do we need separate supplier registrations?
No; suppliers may have only one registration per Taxpayer ID Number (TIN). Additional users and locations can be requested after the initial registration is approved, if needed.

Will suppliers be responsible for updating Supplier Profile information?
Supplier contacts are responsible for maintaining their company profile and keeping the information current.

What do we do when contact with iSupplier access leaves our company?
The main contact may contact our office to have a contact removed from the company profile. If the main contact leaves the company, a company representative must submit a request to our office for account access to be granted.

What does the error message mean?

"A supplier with the same supplier name already exists."
This error is received when the supplier name entered matches a supplier name in our system. Suppliers may have only one registration per company name and/or Taxpayer ID number.
"A user account with this user name already exists."

This error is received when the email address entered matches an email address in our system. If this is your email address, attempt to login here. If you need username or password assistance, select "Login Assistance".

"Your registration request cannot be processed as we already have a supplier in our system whose details match those that you have provided. We have notified our contact at this supplier in order that they can get in touch with you if necessary. If you believe this to be an error, you may change your registration details and submit again. Otherwise, click on Close to exit."

This error is received when the Taxpayer ID number entered matches a Taxpayer ID number in our system. The system will send an email (see following sample) to the main contact on file of

this supplier notifying them that an attempt was made to register a supplier using the same Tax ID number. The email will contain the contact information of the person attempting to register the supplier so the main contact can contact you, if necessary.

Email Sample: "A user with first name as Beth and last name as Smith has attempted to register with Loudoun County-Government or Public Schools using the same details that are already registered for your company. We have rejected the request and informed the user that we have passed their details onto you in case they work within a different part of your organization. You can contact them at beth@gmail.com. Thank you."

"Login failed. Please verify your login information or contact the system administrator."

Security standards have been set to access the iSupplier Portal. Consequently, you ONLY HAVE 3 ATTEMPTS to login before the system permanently disables your password. If you have already tried three times and been unable to log in, you must request a new password.

Does it cost anything to register?
No. The iSupplier Portal is being provided as a free service to interested County and LCPS suppliers.

Are firms required to register to submit online responses/bids?
Yes; only registered suppliers will be able to respond to solicitations online.

For Loudoun County Government: To view solicitations (bid opportunities) and submit an online response: Read our Solicitations - Bid Opportunities Guide.

Who do I contact for assistance?

Loudoun County Government - Procurement
1 Harrison Street, SE, 4th Floor
Leesburg, VA 20175
Email: procurement@loudoun.gov
Phone: 703-777-0403
Hours: Monday – Friday, 8:30am-5pm

Loudoun County Public Schools - Procurement
21000 Education Court, Suite 301
Ashburn, VA 20148
Email: lcpspurchase@lcps.org
Phone: 571-252-1270
Hours: Monday – Friday, 8:00am-5pm

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