

New BidCentral FAQs

Q: What is the new BidCentral?

A: Also known as the "new platform," BidCentral has been redesigned from the ground up, using newer technology that wasn't available to us when BidCentral originally started 20 years ago.

Q: Why did you redesign BidCentral?

A: Through direct feedback from BidCentral clients, and subsequent extensive research, it became clear to us that this change was our best option to, not only deliver the best quality product and service we could, but to position us strongly for future product enhancement and evolution.

Q: When will the new BidCentral be available?

A: The new platform will be live to some of our customers on March 23rd, 2020, and available to all customers by April 1, 2020. You will receive an operational email from BidCentral with instructions on how to access the new BidCentral.

Q: Who is eSolutionsGroup?

A: During its 20 years in business, eSolutionsGroup has specialized in providing integrated technologies and advanced mobile applications, including their flagship product bids&tenders, to more than 300 public sector clients across North America. In the past year, the Ontario Construction Alliance Association and its seven regional construction associations also developed their procurement platform, LINK2BUILD, using a digital procurement platform by eSolutionsGroup.

Q: Will my account change?

A: No, your account, subscription, pricing and expiry date will all remain the same. Your company account information will need to be updated in the new platform to ensure you can take advantage of all the new features and functionality. You will receive an operational email from BidCentral with instructions on how to make these changes.

Q: Will there be any training or preview to the new system?

A: We will be offering webinars leading up to and after the new platform is launched on April 1, 2020. You can find our webinar schedule at www.bidcentral.ca/webinars

Q: What about BidCentral Online Bidding for Subcontractors (BOBS)?

A: The BidCentral Online Bidding for Subcontractors service will remain a part of BidCentral. More information will be provided in the coming weeks.

Q: How do I get support?

A: Support will be available through the Live Chat on www.bidcentral.ca as well as directly contacting theteam@bidcentral.ca. Members of the Regional Construction Associations can contact the Project Coordinator staff at their local associations.