U3P FAQs for Public Entities

Q: How do I get an account to publish solicitations (bids, RFPs, etc.)?

A: Please contact the U3P Admin Team at sciquestadmin@utah.gov with the following information:

1. Your public entity name

2. Primary point of contact for your entity's account

3. Users who need access -

    o Name

    o Email Address

    o Permissions/roles the user needs in the system. What does this user need access to?

Once you have registered, you can log in to your account at this website.

Q: I am a public entity that needs to post a solicitation, but do not have an account with U3P. What resources are available to me?

A: Depending upon your needs, we can set up an account for your entity, or if you would like us to do the posting for you, please visit our website here, and follow the instructions for utilizing our Division's courtesy posting services.

Q: Is my entity eligible to publish solicitations (bids, RFPs, etc.) on the Utah Public Procurement Place (U3P) website?

A: Only public entities in the State of Utah are eligible to publish solicitations on the Utah Public Procurement Place (U3P) website. Private entities (i.e., consultants, engineers, etc.) are not eligible to publish solicitations on the U3P website, even if the private entity is publishing the solicitation on behalf of a public entity. Accounts to publish solicitations are strictly limited to public entities.

Q. I am new to using U3P and would like some assistance with my event. What resources are available to me?

A. There is a section of our website dedicated to training materials to help you navigate U3P. If you still have questions after reviewing the available materials, please feel free to reach out to the U3P Admin Team at sciquestadmin@utah.gov

Q. A vendor has contacted me saying that their bid was submitted, but is displaying as $0.00. Why is this?

A. The system has multiple ways to accept bids, including inputting cost directly into the system or having separate cost sheets. If you have elected to have the vendor input the cost directly into the system, then it would show a total for the bid; however, if a separate cost sheet is used, the system will not read their document to pull their bid total and it will instead show a default of $0.00.

Q. What commodity codes should I use when setting up my event?

A. Our commodity codes are designed to be broad so that we are as inclusive as possible of vendors within a particular category. Our suggestion would be to use codes that are as similar and inclusive to what you are looking to acquire.

Q: I have forgotten our password, can you reset it for me?

A: Yes. Please contact the U3P Admin Team at sciquestadmin@utah.gov and we can reset the password for you.

Q: I am experiencing slow loading times/error messages/the system timing out. What can I do to resolve these issues?

A: We have some suggestions that could help to avoid/remedy these issues.

First, make sure that you are using Chrome of Firefox rather than Internet Explorer. It is also important to make sure the U3P system is only open in one window or tab. Sometimes, once this error occurs, you can get rid of it by simply refreshing the page.

If these tips do not resolve the issue, we encourage you to reach out to Jaggaer Support at 1-800-233-1121, option 2.

Q: What hours is the U3P Admin Team available?

A: The U3P Admin email is managed Monday through Friday, 8:00 AM – 4:00 PM MST excluding holidays. If you still have questions after reading the FAQ list, please contact us and include your name, entity name, and contact information along with your question and we will contact you within 24 business hours.

If you experience any issues outside of our hours of operation or need immediate assistance, please contact Jaggaer Support at 1-800-233-1121, option 2.