

Questions and Answers: GEM Information for Suppliers

1. What is GEM?

GEM is a new financial, human resources and procurement system that will be implemented across the Government of Saskatchewan. When the new system launches, suppliers will use GEM to conduct procurement-related business with the government.

2. When did GEM launch?

The financial and procurement functions of GEM launched on November 3, 2025.

3. Why is government getting a new system?

GEM will replace the government's current business systems, some of which are more than 20 years old, reaching end-of-life, and would require millions of dollars of investment to maintain. GEM will significantly reduce inefficient manual processes currently in use.

4. What is changing for supplier processes?

The launch of GEM will change several supplier processes:

- Competition submissions will be done through the GEM system, which will also house documents, such as contracts and purchase orders.
- GEM will have a built-in message centre.
 - Today, communication is done by email and is not tracked. In the future, communication between you and government will be within GEM.
 - These conversations will be stored in the system to allow for easy access and tracking.
 - The centre will also enable you to attach documents and print, as necessary.
- You should periodically watch for alerts, as action may be required for a submission to advance. Notifications will be both in-system and emailed to you.
- You will be able to request support right in GEM instead of calling or emailing a helpline. GEM also provides a self-service option when you wish to update your contact information.
- More detailed information about specific process changes will be provided in training.

5. After GEM goes live, what will remain the same for the supplier process?

There are a few supplier processes that will remain the same:

- You will continue to submit invoices following the current process.
- You will continue to use SaskTenders.ca to view competitions.
- The Procurement Management Division (PMD) will still manage competitions and provide support.

6. What are the expected benefits for suppliers using the GEM system?

GEM offers a number of benefits for you, including:

- A self-serve portal to update contact information online.
- Standardized process with system prompts for mandatory requirements to ensure complete submissions.
- A centralized Supplier Portal that captures the supplier lifecycle (registration, bidding, evaluation, communications, contract management and progress tracking).
- Access to online support, through self-service or ticket submissions.
- Ability to communicate with the PMD within GEM.
- Automated electronic notifications for critical deliverables.
- Real-time data and reporting that provide better insights for planning and forecasting through proactive analysis and two-way communication.

7. Do I have to submit proposals through the new portal?

Suppliers who have technical challenges that make using GEM unworkable may still use the surrogate submission process by working with the PMD at the Ministry of SaskBuilds and Procurement. Please contact purchasing@gov.sk.ca.

8. How do I indicate who in my organization should have access to the Supplier Portal?

You have control over who in your organization has access to the Supplier Portal. If you have preregistered, the contact person you requested will be the only person associated with your organization when GEM goes live. They will be able to assign access to others in your organization.

If you are not preregistered, the person who first registers in the Supplier Portal will be able to assign access to others.

9. Is there a limit to the number of contacts a company is allowed to have in the system?

There is no limit to the number of contacts a company may have.

10. What can I do if a submission is late because of a technical problem?

As is the case with current processes (submission by email or mail or fax), when a submission is late, it is late. To avoid technical issues preventing an on-time submission, be sure to start the submission process well enough in advance to resolve problems. The Supplier Portal includes Digital Customer Service. Go to the My Support tab, fill out the online form with details of the issue and submit it right in the system. Response will be provided in the system as well.

11. What do I do if I have technical difficulties with the system?

If you experience technical difficulties with the Supplier Portal, email Procurement Management Division at purchasing@gov.sk.ca.

12. Are notifications of Q&As and Amendments shown on both SaskTenders and GEM?

No. Notifications of Amendments and Q&As will be used on the unique competition and will depend on whether the posting is fully within GEM or not.

Competitions posted fully within GEM will have all notifications/communications through GEM.

Suppliers must at least start a draft response in GEM to receive communications or alerts regarding the competition.

13. Where can a supplier see the cost breakout. Is it in the RFX package before they start the submission process in GEM?
In general, procurement business practices are not changing. If a cost breakout is provided in the current state, it should be provided in GEM competitions.
14. Is there an option to view the competition particulars without clicking "Create a Response"?
Yes. Suppliers can view the competition in the Supplier Portal or download and view competition documents without creating a response.
15. Can a supplier move forward without providing the required information in the steps before? For example, skipping from the Overview train stop to the Lines train stop to look at the cost breakdown.
Yes. Suppliers can view the competition in the Supplier Portal or download and view competition documents without creating a response.
After creating a draft response, some train stops may require mandatory responses before continuing. Afterwards, movement between train stops is unrestricted.
16. Will there be an option to share the download list of RFX competitions?
Suppliers will need to request an Interested Suppliers download list for each competition through the Q&A process.
17. Is everything completed in the system for contracts? How much can be completed outside the system and uploaded?
All contracts should have a record in GEM. In recognition that there will be situations where contracts need to be created and signed offline, there are steps that can be taken to upload the already-executed contract into the GEM contract record and manually enter the signatures after the contract has been approved in GEM.
18. Can supplier still download and have documents wet-signed and sealed or will all contracts need to be signed through DocuSign?
Yes, suppliers can download and wet-sign and seal contracts. Once the contract is signed and sealed, it can then be uploaded into the contract record in GEM.
19. Is there a function in the system to edit a bid submitted as complete, assuming the competition hasn't closed?
Yes, a response can be updated or changed anytime prior to the closing date.
To edit a response:
- a. highlight the response from the list in GEM,
 - b. click the Revise button,
 - c. navigate through each train stop and make changes as required,
 - d. save changes,
 - e. click Submit.
20. Is there a function in GEM where a company can indicate that they are an Indigenous-owned company, woman-owned company or a Saskatchewan Manufacturing company?
This has been recorded as a future-state item.

21. How soon and what kind of information can be released to bidders responding to an RFX? For example, can pricing information be released early to allow companies to pursue other work if their price doesn't fall within the top three.
Current standards will continue into GEM.
22. Will all bonding be digital with GEM?
Bonding will not be done in GEM. A business may choose to pursue digital bonding and GEM would be able to store any supporting documentation.
23. Will the information on awards, invites to debriefs, etc. be communicated to the supplier through GEM?
All communication will happen through GEM, including but not limited to, notification of amendments, award notifications, invites to debriefs. Emails will be sent in addition to the in-system notification.
24. Is there any change in the process for posting award results to SaskTenders or will it only be a notification received in GEM?
Results will be available on SaskTenders (no change to this process) and will also be available on the Abstract page as well.
25. Will there be an option to share suppliers' submitted pricing, depending on the competition? Will this be posted on SaskTenders or in GEM or both?
This will be available on SaskTenders (no change to this process) and will be available on the Abstract page as well.
26. Are the answers to the questions sent directly to the supplier and then posted?
All communication will happen through GEM, including but not limited to notification of amendments, award notifications, invites to debriefs. An email will also be sent to inform of competition updates.
27. What data is the Supplier Portal in GEM collecting and how will it be used?
GEM includes controls to secure data and ensure compliance with privacy and regulatory requirements and continuous security monitoring. Supplier data will be centralized in the Supplier Portal for all of government, giving us a single source for all supplier information for both procurement and finance.

The information collected in GEM includes:

- registration;
- submissions;
- evaluation;
- communication;
- purchase orders;
- contract management; and
- progress tracking, including what the status of your submission is or what deliverables are in the contract.

28. Is there specific industry training available?

There is training material available, however, it is not specific to individual industries. Resources are available on saskatchewan.ca/GEM.

29. Has any thought been given to the development of an app?

GEM and the Supplier Portal are cloud-based, so it can be accessed through any device with internet.

30. Where can I find additional information regarding GEM?

GEM resources can be found on saskatchewan.ca/GEM and include:

- Questions and Answers to provide you with information about GEM, the changes you'll experience and what the future state will look like.
- Fact sheets to provide you with easy-to-follow information about GEM and how you can prepare for the changes ahead.
- System demonstrations to give you a glimpse into how GEM looks and functions.

The Knowledge Centre on SaskTenders.ca will also be used as a place to upload resources about GEM, and emails will be sent on an ongoing basis to provide up-to-date information on GEM.

31. How do Ministry of Highways' consultants use GEM?

Consultants working on behalf of the Ministry of Highways projects will see little change in how they do their work. They will continue to manage their projects and submit documents within e-Builder. Consultants will not be GEM users other than as vendors during procurement. Internal Ministry of Highways staff will be responsible for the data transfer and integration between GEM and e-Builder.

32. Is there a contact at GOS that can answer questions about GEM?

For questions regarding GEM, you are encouraged to contact purchasing@gov.sk.ca. For any additional questions or concerns related to procurement, you are encouraged to contact Shaadie Musleh, A/Director, Industry and Stakeholder Relations with the Stakeholder Relations and Priority Saskatchewan Team (email: shaadie.musleh@gov.sk.ca; phone: 306-530-2312).