

## Indigenous Procurement Marketplace: Frequently Asked Questions

### 1. About the Marketplace

#### What is the Indigenous Procurement Marketplace?

The Marketplace is CCIB's improved digital platform connecting Certified Indigenous Businesses (CIBs) with Corporate Champions & Advocates through enhanced profiles, category mapping, search tools, and an Opportunities board.

It replaces our previous Tealbook environment and gives CCIB full ownership of our supplier and buyer ecosystem.

#### Why did CCIB evolve their Marketplace?

To strengthen Indigenous procurement across Canada by providing:

- A dedicated space to find and connect with Indigenous businesses
- Better visibility into categories, geographies, and capabilities
- A dynamic Opportunities board for RFPs, contracts, and partnerships
- A more intuitive, CCIB-owned experience for all members

### 2. Access & Accounts

#### How do I access the Marketplace?

Members will receive a personalized email with:

- A login link
- A temporary password

#### Who gets access?

Your access is tied to your CCIB membership status.

- Certified Indigenous Businesses (current & in good standing)
- Corporate Champions & Advocates (current & in good standing)
- CCIB Supply Change Staff (administrative and support access)



## I didn't receive my login email. What should I do?

Check your spam or promotions folder. If it's not there, email [supplychange@ccib.ca](mailto:supplychange@ccib.ca) and we'll resend your credentials.

## 3. Profiles

### How do I update my profile?

Once logged in, click My Profiles Tab and select Edit Profile.

You can update:

- Company description
- Categories/NAICS
- Logo and images
- Contact information
- Locations
- Certifications
- Social/website links

### Why does some of my information look different then the Tealbook profile?

We did a data migration from Tealbook to bring over company information into the new Marketplace. Because the systems are built differently, not all fields transferred cleanly.

Your core company information was successfully migrated, but we recommend reviewing and updating your profile to ensure accuracy.

You may want to re-add or refine:

- Logo and images
- Services and capabilities
- Keywords
- Categories/NAICS
- Social links and website
- Additional locations
- Certifications

The new Marketplace is a fresh system, so this is a great opportunity to refresh your profile and make sure corporate buyers see the most current version of your business.



## Can multiple people from my organization access the Marketplace?

Yes. You can request additional user accounts by emailing the names and emails of each person who needs access to [supplychange@ccib.ca](mailto:supplychange@ccib.ca)

## 4. Searching & Connecting

### How do I find Indigenous businesses?

Use the search bar or the left-side filters to explore:

- Category
- Region
- Keywords
- Capabilities

### How do I contact a supplier or buyer?

Each profile includes direct email and/or phone information. You may also “Favourite” a profile to save it for later.

## 5. Opportunities Section

### What is the Opportunities section?

This is where members can post or browse:

- Procurement opportunities
  - RFP
  - RFI
  - NPP
  - RFQ
  - Other

The following members can submit opportunities for posting:

- Corporate Champions & Advocates
- Certified Indigenous Businesses (CIBs)
- The Supply Change™ team (for CCIB initiatives, government set-asides or on behalf of partners)

All submitted opportunities must be reviewed and approved by the Supply Change team before they are published in the Marketplace. Please allow 24–48 hours for review and publication.



## Are opportunities public?

No. Only Marketplace members can view or post opportunities within the platform.

However, some opportunities may link out to public procurement platforms (such as MERX, Ariba, Biddingo, or government tender sites). In those cases, the opportunity listing is visible only to Marketplace members, but the external procurement process itself may be public.

## 6. News/Updates Section?

Members can share and explore:

- Training opportunities, webinars, and upcoming events
- Business announcements, new services, and important updates from Certified Indigenous Businesses
- Access Supply Change™ updates, tools, and resources

## 7. Technical Support

### What if I can't log in?

Try resetting your username or password. If you're still having issues, contact [supplychange@ccib.ca](mailto:supplychange@ccib.ca) and we'll verify your account.

## 8. Privacy & Data

### Is my information secure?

Yes. The Marketplace is operated on Nisto's enterprise platform and follows SOC 2-aligned security controls, including encryption in transit and at rest, role-based access controls, and continuous monitoring. Nisto is responsible for the technical security of the platform, while CCIB and its clients retain authority over data governance and permitted use.



## 8. Rollout & Timeline

### When is the Marketplace launching?

The new Supply Change™ Marketplace is launching in mid-December 2025, with access being rolled out to members who are currently part of the Supply Change™ program (Certified Indigenous Businesses, Procurement Advocates and Procurement Champions).

Our community access to Tealbook will end on December 31, 2025, so there will be a short overlap period while members transition to the new platform.

After December 31, the new Supply Change™ Marketplace will be the primary place to search and share procurement opportunities.

## 9. Support & Feedback

### How do I get help?

Email [supplychange@ccib.ca](mailto:supplychange@ccib.ca) or use the Feedback button directly in the Marketplace

### How do I provide feedback?

You'll receive a short survey after the drop-in session. You can also submit feedback anytime through the Feedback button directly in the Marketplace.

