

# Frequently Asked Questions



## **Is there any special software required to use the Bid Express® service?**

The Bid Express service requires no special software to purchase or install. It is a web-based service accessible to all users via any browser.

## **Will use of the Bid Express service help us “go green?”**

Yes. The Bid Express service only produces paper if you decide to print something. All proposals and other related documents are stored within the system in electronic format, enabling you to truly go paperless if desired. This not only saves trees, but it also reduces money spent on consumables (paper, toner, etc...).

## **Is the Bid Express service reliable?**

Yes. Info Tech, Inc. has been operating Internet bidding services since 1997. The Bid Express servers are connected to battery backup, and the battery systems are connected to a generator backup. All of the servers are paired, with each server monitoring the other and automatically taking over should there be a problem. Info Tech has installed servers in a separate geographical location, using a separate Internet provider, for even greater redundancy.

## **What does it cost to use the Bid Express service?**

Consultants may view solicitations and documents free of charge. You only pay a fee if you choose to submit a response. This fee is typically less than an overnight delivery service. Alternatively, you may choose to subscribe monthly and pay one fee to access all solicitations posted to the Bid Express service. The fee schedule may be found at: [https://www.infotechfl.com/legal/bidexpress\\_fee\\_schedule](https://www.infotechfl.com/legal/bidexpress_fee_schedule).

## **How will the service save me money?**

The Bid Express service reduces the time it takes to prepare a proposal, which in turn saves consultants money. The service alerts you of deadlines, errors, and omissions, which minimize the chances of a submission being incomplete or inaccurate. As a consultant, you also have access to all the solicitations on the Bid Express service and only pay if you decide to submit a response. You may also select a monthly subscription where a monthly fee allows access to all solicitations on the Bid Express service and email notifications from agencies. Either way, you can quickly calculate your projected savings with the Bid Express Vendor ROI calculator, which may be found at: [https://www.infotechfl.com/bid\\_express\\_calc\\_vendors](https://www.infotechfl.com/bid_express_calc_vendors).

## **Will I have to pay for support?**

Support for the Bid Express service is free to all users. Both live support and email support are available.

## **How does Bid Express differentiate itself from other providers?**

The Bid Express service is an industry-pioneer in online solicitation management. Info Tech has been providing secure online procurement solutions to public agencies since 1997 and has handled more than \$1 trillion in procurements. The Bid Express service is designed with consultants in mind, providing powerful tools to enhance the existing procurement process without altering it.

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## **What is an Info Tech Electronic Signature?**

VDOT will be utilizing Electronic Signatures for submission of Expressions of Interest (EOIs). A saved draft of the response is accessible by multiple members of the consultant's staff, at any computer, via the member's login to the Bid Express service. When submitting a response, the consultant's authorized individual types his/her name to electronically "sign" the submission. There is no application process, no operating system or browser requirements, and no certificate creation or installation required.

## **How can I be sure that Internet proposal submission is secure?**

The Bid Express service incorporates high encryption to prevent outside parties from viewing proposal data. Prior to the due date and time, submitted proposals are held in a digital lockbox that is inaccessible by VDOT until after the due date and time. Consultants may only access their own proposals, and the Bid Express service never has access to any proposal at any time.

## **How will this affect the receipt of proposals?**

Once the proposal submission deadline has passed, the proposals securely held in the digital lockbox will be made available to VDOT for evaluation.

## **How do I find VDOT professional services opportunities?**

Professional services opportunities will be posted on VDOT's current Request for Proposals website, through eVA, and by searching <https://www.bidexpress.com/>.

## **What else does the Bid Express service give you access to?**

It's entirely free to register to set up electronic submissions and view solicitation forms and attachments on the Bid Express service. You can also navigate to and from an owner-agency home page at no charge.

The **Solicitations** tab enables you to see all public solicitations posted by any owner-agency on the service, opening the door for responding to other owner-agencies at your discretion. Depending on your payment approach, there are added notification options that enable individual users from your business to be more proactive in responding to agencies your business may be interested in.

## **If I pay for a subscription, is that per person or per business?**

The subscription is per business. Employees do not have to pay a separate subscription fee.

## **What agencies currently use the Bid Express service?**

As of June 2019, 157 owner-agencies are part of the Bid Express service, and that number is growing. A list of all agencies may be viewed from the Bid Express Home tab after logging in.

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## **When being notified, how do notifications alert the vendor?**

Notifications are sent to the employee email addresses on the account. However, this does depend on which notification type you are receiving.

*For example:*

- If you have a monthly subscription and have opted to personally follow an owner-agency, you will be the only employee for your business that receives notifications when the owner-agency has advertised, withdrawn, or amended any solicitations.
- If you have not followed an owner-agency but have opted to respond to and paid for a solicitation posting, all employee email addresses associated with your business instance will receive notifications when the solicitation is amended or withdrawn, a plan holders notification goes out, or when your company has submitted or withdrawn a response.

Once VDOT implements the Bid Express service, RFPs will continue to be advertised on VDOT's current Request for Proposal website, and through eVA. Those advertisements will provide information directing firms to the Bid Express service.

## **How would we edit our response if it has already been submitted?**

Navigate to your response from your Bids tab on the Bid Express service and make the changes. Save your draft, and resubmit your response to overwrite your previous submission. You may resubmit your response as many times as needed until the solicitation has expired. The owner-agency will only receive and open the final submission at the published solicitation deadline.

## **How do people get notified of addenda?**

*There are three ways:*

1. Respond to and pay for a solicitation. This enables the service to send notifications to your entire business each time the agency issues addenda through the Bid Express Addenda process.
2. Obtain a monthly subscription and have each individual of your business enable notifications on the owner-agency's Home page. This way, you don't have to select a solicitation in order to receive notifications, but you will receive notifications for every solicitation the owner-agency posts.
3. VDOT will continue to send notifications of addenda through eVA, which will direct firms to Bid Express.

## **How can I receive messages sent to all plan holders?**

Plan holder notifications are sent to:

1. Businesses that have a monthly subscription and selected to respond to a solicitation.
2. Vendors doing the pay-as-you-go approach that paid to respond to a solicitation.
3. Any basic plan holders that opted to add themselves as a plan holder by selecting the button on the solicitation to add themselves to the plan holders list.

## **How can we all work together and get our response submitted?**

With the electronic signature option that will be utilized by VDOT, a business and all of its users can work simultaneously on a response. The best practice is for each user to click "Save Draft" after each edit. This updates the response in real time and reflects all changes for each user logged into the service and viewing the response.

