

Onvia DemandStar® Vendor FAQs

Q) How do I get a quick overview of the bid, including information on the Bid Writer, the Pre-Bid Conference and which commodity codes were used for classification?

- A)
- 1 - Go to www.demandstar.com
 - 2 - Log in to the website with your username and password. If you do not have a username / password or forgot what it is, you can reach Client Services at (800) 711-1712.
 - 3 - Once you've logged on, go to the top of your screen. In the top navigation bar on your screen, click on 'Suppliers' and then 'View Bids'.
 - 4 - This will bring you to a 'Search Criteria' page. You can either use 'Advanced Search' or 'Simple Search'. For the 'Bid Status' drop box on the search page you choose, select 'Active'.
 - 5 - In the Agency drop box, select the name of the Agency that put out the bid.
 - 6 - Hit 'search'.
 - 7 - From the listing of opportunities that appear, you will be able to locate the active bid you are attempting to locate. In the 'actions' column to the right, you will find a 'details' link. By clicking on the 'Details link', you will get a snapshot of any pre-bid conferences, documents, commodity codes used for classification, bid bond requirements, the name of the bid writer, and other important information associated with the bid.

Q) How do I download bid documents?

- A)
- 1 - Go to www.demandstar.com
 - 2 - Log in to the website with your username and password. If you do not have a username / password or forgot what it is, you can reach Client Services at (800) 711-1712.
 - 3 - Once you've logged on, go to the top of your screen. In the top navigation bar on your screen, click on 'Suppliers' and then 'View Bids'.
 - 4 - This will bring you to a 'Search Criteria' page. For the 'Bid Status' drop box, select 'Active'.
 - 5 - Next, in the 'Agency' drop box, select the name of the Agency that put out the bid.
 - 6 - Hit 'search'. You can either use 'Advanced Search' or 'Simple Search' to you're your bid.
 - 7 - From the listing of opportunities that appear, you will be able to locate the active bid you are searching for. In the 'Actions' column to the right, you will find the documents.

Q) How do I get a copy of plans / drawings?

- A) Agencies have the option to upload their plans / drawings to Onvia DemandStar or they can distribute plans / drawings themselves. If the drawings are distributed by the Agency, you will want to contact them directly. If the drawings are available on Onvia DemandStar, they are usually viewable if you have AutoCAD software program. You can also order them through Plan Express, a third party distributor. To find out if Onvia DemandStar has plans / drawings available, see the instructions below:
- 1 - Follow steps 1-7 for downloading bid documents (above).
 - 2 - If an agency has plans or drawings, they would be located in 'Bid Document / Specifications' or any 'Addendum'.

Onvia DemandStar® Vendor FAQs, Continued

Q) How do I get access to quotes?

- A) 1 - Anything under the Agency's specified dollar threshold does not have to go out for public bid. Only selected suppliers who are subscribed to Onvia DemandStar are notified about quotes. To subscribe to Onvia DemandStar to get access to quotes, call (800) 711-1712.
- 2 - To view quotes once you're subscribed to Onvia DemandStar, go to www.demandstar.com and log in to the website with your username and password. If you do not have a username / password or forgot what it is, call Client Services at (800) 711-1712.
- 3 - Once you've logged in, go to the top of your screen. Along the top navigation bar, click on 'Suppliers' and then 'View Quotes'.
- 4 - You'll now see a listing of quotes that match your business specifications.

Q) How do I edit my profile, commodity codes or username and password?

- A) As a subscriber, you always have the ability to modify your account settings and profile by logging into your account.
- 1 - Once you're logged into your account, click on the 'Account Info' tab at the top of your browser screen.
- 2 - You will see a list of options for your account. Next to the account settings you will see an 'Edit' tab.
- 3 - After you make changes to your account, hit 'Save'.

Q) What other features and tools are available through Onvia DemandStar?

- A) **Bid/ RFP Status** – See an agency's progress once you've submitted a bid. The choices for bid status include: Active, Awarded, Cancelled, Deleted, Recommendation of Award, Rejected and Under Evaluation.
- Once you've logged into Onvia DemandStar, click on the 'Suppliers' tab toward the top of your screen, then click on 'View Bids'. A search criteria page will turn up, with a 'Bid Status' drop box. You will see the different bid statuses you can choose.
- Planholders List** – See who has bid or RFP plans in their hands to scope out who your competition may be.
- Once you've logged into Onvia DemandStar, and have found the bid you're looking for, look to the right of your screen and you'll see the 'Actions' column. You will see a 'Planholders' link in that 'Actions' column to the right of your screen.
- Details Page** – A snapshot view of the project, with information such as: agency name, bid type, bid number, bid writer, bid name, bid status, awarded to (if it's been awarded), due date & time, scope of work, notice if there is a bid bond, and information on how to get a hold of the plans and if there's a pre-bid conference.
- Once you've logged into Onvia DemandStar, and have found the bid you're looking for, look to the right of your screen and you'll see the 'Actions' column. In that column, you will see a 'Details' link.

Onvia DemandStar® Vendor Troubleshooting

Listed below are some common troubleshooting tips that will help you navigate Onvia DemandStar:

Q) I'm having troubles viewing downloaded documents.

A) If you are having troubles viewing documents once you have downloaded them, try right-clicking with your mouse and selecting the option, 'Save Target As'. You should see your documents pop up on your screen.

Q) I can't locate or view quotes.

A) If you have been notified by a government agency or Onvia DemandStar about a quote, follow these instructions:

1 - Go to www.demandstar.com

2 - Log in to the website with your username and password. If you do not have a username / password or forgot what it is, you can reach Client Services at (800) 711-1712.

3 - Once you've logged in, go to the top of your screen. In the navigation bar, click on 'Suppliers' and then 'View Quotes'.

If you have not been notified by a government agency or Onvia DemandStar about quotes but would like to receive them, Onvia DemandStar has subscription services where you can get both quotes and bids sent directly to your inbox. Contact (800) 711-1712 to find out more information and get your account setup today.

Q) I need more information on the bid / quote.

A) The agency that has published the bid will be able to help you with additional information about the opportunity. You can find the agency's phone number as well as the bid writer's name on the 'Details' page, in the 'Actions' column once you've found the bid within Onvia DemandStar.

For more information about Onvia or Onvia DemandStar, contact Agency Services at (800) 331-5337 or visit www.onvia.com.