

BidSync Vendor FAQ's
BidSync Support 800-990-9339 Option 1

QUESTION	RESPONSE
Addenda	<p>If addenda were issued as part of the solicitation, they will appear in red at the bottom of the page.</p> <p>A red "A" will appear next to the bid Title if any addenda have been issued.</p>
Bid Packet	<p><i>Click "download bid packet" to download a PDF version of all of the bid documents.</i></p> <p>Bidders still need to click on each document individually before they system will permit them to place an offer.</p>
BidSync Support	<p>Contact BidSync Support at 800-990-9339 Option 1, or send an email to support@bidsync.com</p>
Can I turn off notifications from "Links Plus" in BidSync?	<p>Vendors who do not wish to receive Links Plus notifications can turn off those notifications by logging into their account and selecting "My Account">selecting "Notifications"> then unselecting "Send me a daily list of BidSync Links Plus bids".</p>
Can I limit notifications to Sarasota County bids?	<p>Yes. Vendors can edit their Company Profile to only receive bids from certain areas.</p> <p>Under Company Profile</p> <p>Click on the Classifications Tab</p> <p>Click <Manage Regions> (blue box)</p> <p>Click <de-select all></p> <p>Click the +sign next to Florida</p> <p>Check the box next to Sarasota</p> <p>Click <Save></p>
Documents	<p>Bidders must open every document associated with the solicitation to be granted access to place a bid.</p> <p>After a document has been viewed, "viewed" will appear next to the document on the Documents tab.</p> <p>If the document requires a response from the vendor, "pending acceptance" will appear next to the document until the document has been completed and electronically signed by the vendor. After the document has been signed "accepted" will appear next to the document name.</p> <p>When all documents have been viewed/accepted, "place offer" will appear at the bottom of the page.</p>
Electronic Signature	<p>Bidders must enter their password, which serves as an electronic signature, when placing an offer, completing forms and uploading documents.</p>
Fees. Is there a fee to access Sarasota County solicitations in BidSync?	<p>No. Sarasota County pays an annual fee to post bids to BidSync. There is no fee for a vendor to view, download or respond to Sarasota County solicitations. If you receive undesired marketing emails or notifications from BidSync, you can unsubscribe from those emails by scrolling to the bottom of the email message and clicking the "unsubscribe" link.</p>
General Terms and Conditions	<p>Bidders must review the General Terms and Conditions of the solicitation before they will be granted access to place a bid.</p>
How do I register to participate in Sarasota County solicitations?	<p>To participate in future bidding opportunities, go to https://prod.bidsync.com/sarasota-county Click on "register here". The registration process will take less than five minutes.</p>

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Placing an Offer	<p>After completing the electronic bid form, vendors must click “review response”. After reviewing the response, vendors must “confirm” their offer by entering their password and clicking “Confirm and Submit Response”.</p> <p>If a bidder clicks “place offer” without viewing the bid documents, a pop up box will appear alerting them that documents were not viewed.</p> <p>Offers can be edited or withdrawn by a bidder at any time prior to the bid submittal deadline.</p>
PlanHolder’s	<p>To become a planholder and/or view a list of bid planholder’s, click the Planholder’s List tab and click “Subscribe”.</p> <p>To see a list of vendors who have viewed the solicitation, from the Details tab, click “Vendor viewed report”.</p>
Qualifications	<p>If there are qualifications associated with a solicitation, the bidder must complete the electronic qualification forms before they are permitted to place a bid.</p> <p>Click “view required qualifications” to complete qualification forms. Qualifications can be updated by vendors at any time.</p>
Questions & Answers	<p>Vendors must use the Q&A tab in BidSync to submit bid specific questions. To submit a question, click on the Q&A tab and click <Ask a question>. Type your question in the popup box and click <submit>.</p> <p>Responses to all questions asked will be visible on the Q&A tab.</p>
Registration	<p>To register, go to https://prod.bidsync.com/sarasota-county and click “Register for Free” at the top of the page.</p>
Training – Is BidSync training available for vendors?	<p>Please contact BidSync at 1-800-990-9339 option 1, and let them know you would like training on how to use BidSync.</p>
Uploading Documents	<p>Some solicitations require bidders to submit documents (resumes, licenses, letters of interest, etc.) with their offer. To upload required documentation, click “Upload Attachment” (on the line item).</p> <p>When the Upload Document pop up screen appears, click <browse> to locate the file you wish to upload. Click on the document file name and click OK. Click <Submit> and a progress bar will appear. When the document has been successfully uploaded, it will appear on the line item under “Attachments”.</p> <p>To save the document to your “offer”, you must click <Review Response>, enter your password and click “Confirm & Submit Response”.</p> <p>Click <View Offer Report> to ensure required documents have been uploaded to your offer prior to the submittal deadline.</p>
What are “Links” and “Links Plus?”	<p>There are two parts to the BidSync system. Sarasota County is a member of “Links”. Bids that appear in “Links” are free to vendors. Links Plus is an additional paid service that is available to vendors who wish to subscribe</p>