Frequently Asked Questions

Procurement Management Services Division has engaged BidSync to provide electronic bidding services for our suppliers and contractors. The BidSync tool will allow vendors to submit their competitive bids and proposals via the Internet in a convenient and timely manner. Upon implementation of this tool in {Oct/Nov 2013}, bids and proposals for all competitive acquisitions will only be accepted through BidSync.

Miami-Dade County

I am <u>not</u> currently doing business with Miami-Dade County, how do I start? Please click on the link for information on <u>How To Do Business with Miami-Dade County</u>.

What is the difference between a Miami-Dade County Registered Vendor and an Enrolled Vendor?

Registered Vendors are those vendors who have gone through the registration process with Miami-Dade County to avoid delays in the event they are recommended for a contract award.

> ➤ Before entering into a contract with Miami-Dade County, a business must become registered. <u>More information about how to register.</u>

I am already a "registered" vendor, how can I update (commodity codes, contact person, phone etc.) my profile with Miami-Dade County? "Registered" vendors can contact the <u>Vendor Services Section</u> for current process on how to update your profile at any time.

Enrolled Vendors are those vendors who want to receive announcements about business opportunities with Miami-Dade County, but are not yet ready to go through the vendor registration process.

> ➤ To enroll as a vendor, complete the automated <u>Vendor Enrollment Form</u> and when a solicitation matching those selections becomes available, Proucurement Management automatically sends a message to the e-mail address provided during enrollment. The e-mail message contains a link to the solicitation that can be viewed and downloaded free of charge from any computer.

I am already an "enrolled" vendor, how can I update (commodity codes, contact person, phone etc.) my profile with Miami-Dade County? You may click on the link to <u>update your profile</u> at any time.

Note: Any vendor (enrolled or not) can respond to solicitations by submitting bid and proposals. However, the County Code requires that in the event a vendor is recommended for a contract award, they must be registered by completing Vendor Registration in order to receive the award.

BidSync

Is there a cost to register with Bidsync? No, Registration is Free to Miami-Dade County Vendors.

Where do I Register? To participate in future bidding opportunities, click on the link to begin your free registration with BidSync. The registration process will take less than five minutes: https://www.bidsync.com/SupplierRegister?ac=register&pathid=1050&

I am already registered with Bidsync. Do I have to register again? No, if you are already registered with BidSync then you will only be required to update your profile. Log in <u>here</u> and update your profile.

What time is the Bidsync Customer Support available? Bidsync customer support is available by phone from 8:00 AM to 8:00 PM (EST).

Holidays - BidSync recognizes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day.

Note: Bidsync support staff is not available by telephone on **Christmas Eve.** Vendors will still be able to access the support portal at support@bidsync.com. You will be required to create an online support account.

- The support team will respond to tickets on the next **business day** after an observed holiday.
- Online questions that are submitted during Bidsync office hours (8AM to 8PM EST) are responded to within an hour of submittal.
- If question submitted after 8PM EST, support will respond at 8:00 AM EST.
- Vendor who are registered with Bidsync are also welcome to use the Customer Solutions Help Files: https://support.bidsync.com/forums/20770767-Links

Where is the training? Bidsync training is available online.

How can I get trained on how to use Bidsync? Please contact Bidsync at 1-800-990-9339 option 1, and let them know you would like training on how to use Bidsync.

Do you have easy instruction on how to register and place an offer? Yes. Please click on the link to view the Bidsync Vendor Quick Guide Brochure

Bidsync FAQ's Continued

For questions pertaining to the BidSync system please contact BidSync customer support by calling1-800-990-9339, option 1, or e-mail questions to support@bidsync.com