Frequently Asked Questions
(Updated February 5, 2018)

General

What is MissouriBUYS?
MissouriBUYS is a secure, web-based eProcurement system being implemented by the State of Missouri that will result in greater procurement efficiencies statewide and improved access to business opportunities by vendors and small businesses. When fully implemented, MissouriBUYS will be a user-friendly, one-stop-shop for procurements by the state.

What are the main features of MissouriBUYS?
MissouriBUYS replaced the state's previous On-Line Bidding and Vendor Registration System with a consolidated public Bid Board and a new vendor registration system that allows the vendor to self-register and self-maintain their account. When fully implemented, MissouriBUYS will also include online supplier catalogs which state agencies, local governments and political subdivisions will be able to use to purchase products and services electronically.

On September 8, 2015 the Division of Purchasing began using MissouriBUYS to post new bid opportunities which generates automated notifications to vendors registered in MissouriBUYS based on commodity codes entered during a vendor's registration or profile update. Additional state agencies began transitioning their bid postings to MissouriBUYS in July 2016 and a complete transition of all agencies will occur in 2018.

When will MissouriBUYS be implemented?
The implementation of MissouriBUYS is occurring in phases which began in August 2015 with completion of all phases occurring in 2018.

Is MissouriBUYS a secure website?
Yes. The secure URL is https://missouribuys.mo.gov.

Who is Perfect Commerce?
Perfect Commerce is the State of Missouri's partner for the implementation of MissouriBUYS, the state's secure, web-based statewide eProcurement system. The MissouriBUYS system utilizes Perfect Commerce's Web**Procure** application. Perfect Commerce was sold to Proactis Holdings in 2017, and the operations of the two companies were combined. The merger did not affect or impact the implementation of MissouriBUYS or the use of Perfect Commerce's Web**Procure** application.

Who is Proactis?
Proactis Holdings acquired Perfect Commerce, the State of Missouri's partner for the implementation of MissouriBUYS, in 2017. The two companies were combined, and the merger of Perfect Commerce and Proactis did not affect the implementation of MissouriBUYS. The company is still referred to as Perfect Commerce or Perfect Commerce, a PROACTIS company.

What is WebProcure?
Web**Procure** is Perfect Commerce's software application that is being utilized within the secure MissouriBUYS website for vendor registration, posting and awarding solicitations and bids, sending email notifications to prospective vendors, and providing a way for users to easily view awarded contract information. MissouriBUYS / Web**Procure** includes online supplier catalogs and is also being used for processing orders and payments for products and services.

When was the state's former On-Line Bidding/Vendor Registration (OLB) website no longer active?
As of August 31, 2015, businesses can no longer register as a vendor or update their vendor information on the state's former OLB website. Any bids/solicitations issued by the Division of Purchasing with a bid posting date on or after September 8, 2015 can only be found in the MissouriBUYS system.

How will vendors be affected by MissouriBUYS?
Vendors can easily view business opportunities posted on the public Bid Board, electronically submit bids or proposals if registered as a vendor in MissouriBUYS, receive automated notifications of bid opportunities, and review award results and postings electronically. MissouriBUYS is a one-stop-shop that includes online supplier catalogs that state agencies can use to purchase products and services electronically. Once the system is fully implemented, universities, local governments and political subdivisions will also be able to order products and services electronically and post their own bids on the MissouriBUYS Bid Board. In addition, vendors only have to register once for multiple state agencies rather than having to contact separate state procurement offices to be added to their bidder lists. Vendors are also able to self-maintain/manage their vendor profile in MissouriBUYS.

How will MissouriBUYS be beneficial to state agencies?
State agencies will have the ability to advance from requisition to receipt of products more quickly and effectively. MissouriBUYS will modernize purchasing operations, streamline processing orders and payments, and enable state agencies to place orders electronically through an online shopping experience. As state agencies transition to MissouriBUYS, their bid opportunities are being posted on the consolidated Bid Board eliminating the need to maintain a separate bid site for their agency's procurements.

How will MissouriBUYS be beneficial to universities, local governments and political subdivisions?
Once fully implemented, universities, local governments and political subdivisions will have the ability to post bid opportunities on the public Bid Board in MissouriBUYS and receive online bid responses from vendors registered in MissouriBUYS. The new system will also provide improved access to state bids and contracts, the ability to easily purchase products electronically through the online supplier catalogs, and an easier way to do business with vendors.

Vendor Registration

I'm already registered as a vendor for Missouri. Do I need to re-register?
Yes, if you sell products and services to the state, you need to be registered in MissouriBUYS in order to receive automated notifications of new solicitations, respond electronically to solicitations posted on the Bid Board, and receive purchase orders automatically from awarded contracts when the system is fully implemented.

How does a vendor register in MissouriBUYS?
You must complete the online form located in MissouriBUYS. You can click on the Register button on the website (https://missouribuys.mo.gov) or go directly to https://missouribuys.mo.gov/registration.html.

What will I need to register as a vendor in MissouriBUYS?
A Vendor Registration Checklist can be found on the MissouriBUYS website under Resources.

What commodity/service code system is being used in MissouriBUYS? How can I find my applicable commodity/service code(s)?
The state is using the UNSPSC commodity/service code set in MissouriBUYS. Users can search and select applicable UNSPSC commodity/service code(s) when registering as a vendor. Missouri requires at least one UNSPSC code be selected in order to become an approved vendor in MissouriBUYS.

Why is it important to select a commodity/service code for my business?
Registering in MissouriBUYS and selecting the appropriate UNSPSC code(s) for your business will subscribe you to receive automated email notifications of bid opportunities based on commodity code matches. Registering will also make it easier for your business to find bid opportunities.

I need help with vendor registration. Who should I contact?
Several step-by-step Vendor Registration Instructional Guides can be found on the MissouriBUYS registration page (https://missouribuys.mo.gov/registration.html) to assist you with the registration process. There is also a document to help you edit your profile once registered. If you need additional assistance with vendor registration or navigating the Web**Procure** system within MissouriBUYS, please email or call Perfect Commerce's Web**Procure** Technical Support team at WebProcure.Support@perfect.com or (866) 889-8533.

Why is it important for me to register as a vendor in MissouriBUYS?
The State of Missouri's former On-Line Bidding/Vendor Registration (OLB) website was phased out and replaced by MissouriBUYS. The state's central purchasing office (Division of Purchasing) began using MissouriBUYS on September 8, 2015 as its bid posting and automated notification site. Vendors registered in MissouriBUYS receive automated notifications of bid opportunities based on commodity code matches, can respond electronically to bids and proposals posted in MissouriBUYS, and are able to self-maintain their vendor profile.

What happens if I don't register as a vendor in MissouriBUYS?
As of September 8, 2015, if you are not registered in MissouriBUYS, you will not receive automated bid notification(s) when bid opportunities are added to the Bid Board. As additional state agencies continue to transition to MissouriBUYS, their specific agency bids are being posted in MissouriBUYS and no longer on their agency bid site. A contract cannot be awarded to a vendor through MissouriBUYS if they are not an approved vendor in the system, and awarded contracts cannot be set up in MissouriBUYS for easy ordering by agencies if the contracted vendor is not an approved vendor in MissouriBUYS. In addition, vendors who do not register in MissouriBUYS are unable to submit electronic bid responses.

I'm registering as a vendor and many of the questions allow me to provide information "now" or "later". How do I provide the information later?

Once you provide the minimum data required to register, you can log in at any time later to provide this additional information by selecting My Account from the User Menu dropdown located by your name in the upper right hand corner. In addition, an "Instructions for Editing and Managing Your Vendor Profile" document can be found on the website. Please note, however, that you cannot become an approved vendor until your completed and signed W-9 has been uploaded and verified in MissouriBUYS.

When I register in MissouriBUYS, is my information shared?

Your information will be visible only to the State of Missouri and to any other Web**Procure** Buying Organization(s) you select to do business with.

How is l the demographic information used?

If your company operates only in select locations of the State of Missouri, you can select the counties where you are available to provide products and services when you register. If you support statewide service, no action is necessary when registering (i.e. 'statewide' is automatically set as the default).

How can I update the Missouri Counties Served?

Click on the drop down arrow by your name at top right corner, go to **My Account** and expand **Account Management** (i.e. click on the '+' sign). Expand **State of Missouri** (i.e. click on the '+' sign), select **Additional Required Attributes**, and scroll down to the **Select counties below** section. Check or uncheck the appropriate counties and click **Save**. When initiating initial registration, vendors can select regions; however, when updating the vendor profile, counties can be selected but not regions.

If I already have ACH-EFT established with the State of Missouri, do I need to do anything?

You still need to register in MissouriBUYS and provide your ACH-EFT information to ensure that automated payments can continue.

I have a corporate office and five (5) office locations. Do I have to register each office location as a new vendor, or do I complete one vendor registration that will also include the five (5) office locations?

Organizations with multiple branches or locations can register as a single vendor if the Corporate Office is the main office doing business with the State and the other offices are providing supporting roles like Bids/Solicitations, Purchase Orders, and Remittance for the corporate office. In this instance, you should register as a single vendor and load the other locations as the appropriate contacts within the vendor record. If, however, the five (5) business locations could all have separate or separately paid contracts with the State, then each location needs to register separately as a vendor and indicate they are a 'branch' for the organization. In this case, each location could have its own Main Contact, Bid/Solicitation Contact, Purchase Order Contact, Contract Contact, and Remittance Contact. Vendors registering as a 'branch' location should enter the tax ID number for their headquarters.

If I just receive payments today from the state that aren't related to a contract or bid for products/services, do I still need to register on MissouriBUYS?

If you receive a Purchase Order from the state for any products or services, you <u>do</u> need to register in MissouriBUYS. If you are receiving direct payments from the state that are not for products and services and instead are for program reimbursements or other grant payments, you <u>do not</u> have to register in

MissouriBUYS. Registering in MissouriBUYS allows a company to update and self-maintain their own contact and address information (e.g. mailing, payment address, etc.) with the state when needed instead of submitting paper forms.

What if I don't want to receive any bids but am willing to register?
If you do not wish to receive notifications of bid opportunities, you should select Unknown (00000000) as your UNSPSC commodity code.

Do I have to select a commodity/service code when I register? I do not wish to receive notifications on solicitations.
You are required to select at least one commodity/service code. If you do not wish to receive notifications on solicitations, you should select commodity/service code Unknown (00000000) and you will not receive notifications on solicitations.

I'm in MissouriBUYS and my vendor number is different. Why?
MissouriBUYS systematically assigns a new vendor number to each new vendor when they register. During the transition to MissouriBUYS, the state is able to cross-match the old and newly-assigned vendor number for each vendor.

Why do I have two vendor ID numbers?
Missouri began assigning new vendor numbers that began with 'MB' with the implementation of MissouriBUYS. The state will be using both numbers for a period of time. There will be a transition to the new 'MB' number, and the state will retire the old vendor number at a later date. Existing and new contracts will be awarded with the new 'MB' number as the agency awarding the contract converts to MissouriBUYS.

How do I become an "approved" vendor in MissouriBUYS?
Once you've completed and submitted the registration form, the state will review your registration. Please note Missouri requires that a completed and signed W-9 form be uploaded into MissouriBUYS and at least one UNSPSC commodity code be selected in order to become an approved vendor in MissouriBUYS. When the registration review process is complete, an approved vendor will receive an email from the state confirming their approval status.

Bids/Solicitations

Once I register as a vendor, how and when will I receive notifications about bid opportunities?
Beginning on September 8, 2015 the Division of Purchasing began posting new bid opportunities on the Bid Board in MissouriBUYS. Automated email notifications for bid opportunities are sent to registered vendors based on the applicable commodity/service code(s) associated with the bid.

How do I find bid opportunities in MissouriBUYS?
On September 8, 2015 the Division of Purchasing began posting solicitations in MissouriBUYS. Vendors are able to view bids posted by the Division and other state agencies on the MissouriBUYS Bid Board, which is located at https://missouribuys.mo.gov/bidboard.html.

Will I see other bid opportunities, beyond those posted by the State of Missouri?
Yes, since Web**Procure** is an eProcurement system used by other buying organizations outside the State, you may see other bidding opportunities. Once registered, you can locate a list of participating buying organizations and may select which ones from which you are interested in receiving bid solicitations by clicking **My Account**, maximizing the **Account Management** section, and then clicking **Add New Buyer**. In order to respond to solicitations from other buying organizations, you may have to provide additional information required by those entities.

Can I view bid opportunities or see the Bid Board without being registered?
Yes, you can click on the Bid Board button on MissouriBUYS and download bid documents without registering as a vendor.

I created and saved a 'Draft Bid' response to a bid invitation I received through MissouriBUYS. How do I retrieve my draft response and submit it?
Login to MissouriBUYS and click on **Current Solicitations** from the **Solicitations** drop down. Search for the bid opportunity on the **My List** or **Other Active Opportunities** page. Once you locate the bid, you will see **Draft** in the **Status** column which indicates that you have saved a draft response. Click on the link in the **Opp. No**. column to open the bid. To edit your draft, click on **Respond,** make your edits, and click **Save**. Once edits are complete, click **Review & Submit** which will take you to the **Review Response** page. When ready, hit **Submit** to send the bid response electronically.

I created and saved a 'Draft Bid' response to a bid solicitation I discovered on the Other Active Opportunities page. Where can I find my draft bid response? If you created a draft bid response to a bid opportunity you found on the **Other Active Opportunities** page, your draft response will be found on that page. Click on **Active Solicitations** in the **Solicitations** drop down. Click on **Other Active Opportunities** and search for the bid. Once you officially submit your bid response, the bid opportunity will move to your **My List** page and you will see **Responded** in the **Status** column.

Is there a way for me to confirm that my electronic bid response was successfully submitted?
Vendors responding to bids electronically through MissouriBUYS can edit the **Bid Notification** section of their vendor profile/account to designate the organizational contact(s) who should receive automated notifications for bid response submission. When a vendor hits **Submit** to send an electronic bid response, the designated contact(s) will receive an automated email that the electronic bid response was submitted successfully.

How do I set up automated bid response submission notification?
The vendor's main contact in MissouriBUYS needs to log in to MissouriBUYS. Click on the drop down arrow located next to their name in the upper right hand corner and click **My Account**. In the upper left hand side of the screen, click **Edit Main Org Info**. Scroll down the screen to the **Bid Notification** section or click on the **Bid Notification** hyperlink in the upper right hand corner of the screen. Check the appropriate box(es) for the organizational contact(s) that should receive the automated notification of electronic bid response submissions. Click **Save**. If you are unsure who is listed as your organization's contacts, click on **Edit Contacts** in the menu in the upper left corner of the screen. The contact information will populate. If edits are necessary to any of the contact information fields, the vendor should make the edits and click **Save**.

How can I see in MissouriBUYS that my bid response was received?
Log in to MissouriBUYS. Click on the **Solicitations** drop down arrow and click on **View Current Solicitations** or click on **State of Missouri** in the **Solicitations** box. Bid responses you have submitted should appear on the **My List** page (if the bid opportunity has not closed), and the word **Responded** should appear in the **Status** column.

Can I submit a paper bid instead of responding electronically to a bid opportunity?
Yes, bid responses can be submitted via hard copy (mailed in) by the bid closing date and time. Vendors should not respond to a bid opportunity both electronically and via a hard copy through the mail.