How to Respond to a Solicitation

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General Instructions

- Throughout the MissouriBUYS system and related documents, the terms ‘supplier’, ‘bidder’, ‘offeror’, ‘vendor’ and ‘you’ mean the person or organization that responds to and submits responses to a solicitation.

- Throughout the MissouriBUYS system and related documents, the term ‘contractor’ means a person or organization who is a successful awardee as a result of a solicitation and who enters into a contract or is issued a purchase order.

- When navigating the MissouriBUYS system, users should use the navigation buttons in the MissouriBUYS system rather than using the back button on the browser navigation toolbar.

- Vendors are encouraged to respond to the solicitation with an electronic response although hard copy responses that are mailed or delivered are allowed.

Required Vendor Registration

All vendors who currently (or in the future) sell products and/or services to the state are required to register their business with the Office of Administration through MissouriBUYS regardless of whether the vendor intends to submit their responses to solicitations issued by Missouri state agencies and local governments electronically or by hard copy. A contract cannot be issued to a supplier if they are not a registered and an approved vendor in MissouriBUYS.

The vendor registration portal for registering your business is accessible by clicking on the Register button on the MissouriBUYS website (https://missouribuys.mo.gov). The following documents are available on the website to assist vendors with registration: Vendor Registration Checklist, Vendor Registration Instructions, Registration Instructions for Existing WebProcure™ Vendors, and Condensed Vendor Registration Instructions.
Once registered, vendors can receive automated email notifications of bid opportunities, respond to solicitations electronically, self-maintain their own account including identifying their commodity categories, manage user access/permissions for their organization, manage their solicitation opportunities, easily view and access their contracts on the MissouriBUYS Contract Board, and have improved access to orders.

**Manage Your Profile**

To manage your organization's information, including what was entered during the registration steps, log in to MissouriBUYS and click on your hyper linked Name located in the upper right corner.

Selecting My Account opens the administration module.
Select a link on the left toolbar to edit or add contacts, company information, banking information, and additional profile information. This is also where users are added to the system, a W-9 Form is attached, user permissions are assigned, and you can identify additional commodity code categories that your organization supports. Additional information on how to edit your profile can be found in the ‘Instructions for Editing & Managing Your Vendor Profile’ guide on the MissouriBUYS website.

It is highly recommended that you ensure your profile information is accurate and up-to-date.

**Need Help?**

Click the **Need Help?** link to access online help and view phone and email contact information for Perfect Commerce (a PROACTIS Company), the State of Missouri’s partner for MissouriBUYS.
MissouriBUYS utilizes the WebProcure™ tool to allow vendors to respond to solicitations with an electronic response although hard copy responses that are mailed or delivered are allowed. Each of these response types are discussed below:

**Responding with a Hard Copy Response**

Vendors may respond to a solicitation via a hard copy response by accessing the MissouriBUYS website at https://missouribuys.mo.gov/ and clicking on the Bid Board button.

The MissouriBUYS Bid Board will populate.

From here, you may scroll through the listing of solicitations by using the page navigation links at the bottom of the page. The listing of displayed solicitations may also be refined by using the available filters located on the left side of the page. Filtering may be based on any one or combination of the following:

- **Status** (Awarded, Canceled / Retracted, Closed, Open, and Under Evaluation)
- **Bid Types** (Request for Proposal, Invitation for Bid, Request for Quote, Single Feasible Source,
Request for Information, Special Delegation of Authority, Cooperative, etc.)

- **Commodities** (Enter your search criteria next to the magnifying glass to search and select specific UNSPSC commodity categories. Bids matching your search criteria will populate.)

- **Organization** (Select State of Missouri for bids created by the Division of Purchasing (Purchasing) or click on the name of a Specific State Agency or Local Government. Bids created by Purchasing on behalf of a state agency will typically include the name of the state agency in the title.)

The Search field on the title bar allows searches by title, commodity code, solicitation number, partial solicitation number, partial title and can be done in conjunction with the filters. Enter a keyword in the Search field next to the magnifying glass. Bids matching your search criteria will populate. Search results can also be sorted by Relevance (i.e. by Ascending or Descending Start Date or End Date) using the drop down arrow. Filters may be reset by clicking **Clear filter**.

Once the desired solicitation has been located, click on the solicitation number or solicitation name, and the **Solicitation Summary** will populate. The **Solicitation Summary** provides solicitation details including the Contract Period, Duration Dates and Times, Delivery Terms, Payment Terms, Contact Information, Solicitation Categories (UNSPSC commodity codes), Solicitation Items (if any), and any Attachments associated with the solicitation. Scroll to the bottom of the **Solicitation Summary** to view the **Mandatory Documents** section and any Addendum documents (if applicable). This area provides access to all of the associated solicitation documents. Click on each hyper-linked document name to download, save and/or print. **One, multiple, or all of these documents may need to be signed or completed and included with the hard copy response in order to adhere to the solicitation instructions.** Please view and read each document in its entirety.

**Responding Electronically (Online)**

To respond electronically to a solicitation, your organization must be registered in **MissouriBUYS** as a supplier for the State of Missouri. Once registered, you may access your account by clicking on the **Login** button at the top of the **MissouriBUYS** home page ([https://missouribuys.mo.gov](https://missouribuys.mo.gov)) or by selecting the link in your registration confirmation email.

Enter your **Username** and **Password** that you entered during registration, and click **Login**.
Once logged in, the **Home** page for the **Supplier Portal** will display.

Click on the **Solicitations** drop down to **View Current Solicitations** for the **State of Missouri**.

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**Current Solicitations**

The **Current Solicitations** page opens with two available views:

- **My List** – Displays any issued solicitation(s) for which your vendor organization has been invited to participate by the specific buying organization. Also displays any solicitation(s) your vendor organization performed a ‘self-invite’. A ‘self-invite’ may be performed by selecting a solicitation from the **Other Active Opportunities** view and submitting a response. Once your vendor organization has responded (‘self-invited’), the solicitation will then display on the **My List** view.

- **Other Active Opportunities** – Lists solicitations that the specific buying organization has issued that your vendor organization was not automatically included in the system-generated bidders list. The
system-generated bidders list for a given solicitation is automatically generated based upon a match of the UNSPSC commodity categories the Buying Organization used in that solicitation and any of the UNSPSC commodity categories selected by the vendor during their vendor registration or subsequent profile updates.

**NOTE:** Vendors are encouraged to access and view all solicitations from both of the available views when attempting to locate a solicitation and to view all opportunities. From either tab, you may choose a solicitation to view and/or respond to.

To navigate through the **Current Solicitations** on a particular view, use the page navigation links located at the bottom of the page.

To refine the listing of displayed solicitations, there are a number of available filters located at the top of the page.
Filtering may be based on any one or a combination of the following:

- **Filter by Agency**
- **Filter By Title** (Enter keyword if complete title is unknown)
- **Filter By Opp No.** (Enter solicitation number, partial numbers are allowed)
- **Start Date From / Start Date To** (Solicitation Issue Date)
- **End Date From / End Date To** (Solicitation End Date)

Once selections have been made, click **Submit** to apply those filters and refresh the listing of solicitations.

To open a solicitation for viewing, click on the bid solicitation number hyperlink in the **Opp. No** column. To respond to a solicitation, click on the **Add New Response** button under the bid solicitation number or by using the **Add New Response** icon in the Actions column.

**Solicitation Overview**

To get to the solicitation **Overview** page, click on **Add New Response**, enter a quote name and click **OK**.

The **Overview** page outlines the solicitation’s number, type, duration, agency, point of contact’s details, description, delivery terms, payment terms, original solicitation documents, UNSPSC commodity categories, and items associated with the solicitation. System advisory messages highlight key areas that must be completed in order for a response to be submitted and/or provide information that vendors should be aware of when responding to a solicitation. Please follow the instructions provided in these system advisory messages.
Until all documents are accepted, the only action buttons available on the Overview page will be Print and Close. Select Print to download a PDF version of the solicitation. Select Close to jump to the Review Response page. Select Close again to exit the solicitation and return to the Current Solicitations listing. (If there are no required documents to accept, the Bid on Items, No Bid, and Add Attachment action
Document Acceptance

Before preparing a bid response, you must scroll down to the Original Solicitation Documents section and the Addendum Documents section, if applicable, to view and accept required documents relating to the solicitation. The acceptance of these documents must precede the submittal of a bid response.

Download and view documents by selecting the Download Document icon from the Actions column. All documents should be downloaded and saved to a local or network location. Be advised that one, multiple, or all of these documents may need to be signed or completed and attached with your electronic response to the solicitation. Further instruction regarding attaching documents to your response is provided herein.

Select the Check All link or click on the individual Select check boxes to mark the documents and click Accept.

Once accepted, both the Select and Accepted columns will update to reflect check marks.

All documents must be accepted prior to submitting a response to the solicitation.

Solicitation Components

The next step in creating your response will vary depending on the design of the solicitation. The following
solicitation components will impact the available action buttons at the bottom of the Overview page.

- If the solicitation contains line items.

- If the solicitation does not contain line items.

- If the solicitation contains mandatory Requirements.

- If the solicitation contains a mandatory Questionnaire.

**Requirements and Questionnaire**

If the solicitation contains mandatory Requirements or a Questionnaire that requires completion, you will not be able to complete your bid response unless you enter a response to said Requirements or Questionnaire. The system will display system advisory messages indicating such. See sample images below:

```
**Please respond to the required Questions in order to respond to this Bid**
```

```
**Please respond to the Requirements in order to respond to this Bid**
```

**NOTE:** If the solicitation is an informal solicitation, the system messages will display the word ‘Quote’ instead of ‘Bid’.

In addition to the system advisory messages, when the solicitation contains mandatory Requirements and/or a mandatory Questionnaire, the system will display action buttons at the bottom of the Overview page.
Use either the tabs along the top of the page or the active buttons on the bottom of the page to navigate to the Requirements and Questionnaire steps.

**Requirements**

Navigate to the Requirements page to view and address each, if any, of the requirement components. Requirements are used by buying organizations to disseminate and/or capture supplemental information specific to the buying organization or specific to the solicitation.

Field types will vary, but may be instructions, text response, rich text response, attachment response, or date response. Fields may be marked as optional or required.
Once completed, click **Save**.

**Questionnaire**

Navigate to the **Questionnaire** page to view and answer any questions presented by the buying organization regarding the solicitation. Be aware that a buying organization’s buyer may choose to score your responses to the questionnaire as part of the evaluation and awarding process.

![Questionnaire Page](image)

The question types will vary, but may be text, drop down, yes/no, or an attachment and a reply may be required or optional.

**NOTE**: If uploading an attachment as part of your solicitation response, please know that the maximum individual file size is 80MB. File size may impact the uploading and downloading speed and may lead to browser time-outs resulting in failed upload/download attempts. Please consider this dependency when attaching very large documents.
Be sure to click **Save** after entering your response to each question. After you have entered a response to all of the questions requiring a response, click **Done** to proceed to the next page/tab.

### ‘Sticky Notes’

Once a response has been saved, including, the acceptance of the solicitation documents and/or the handling of **Requirements** and/or **Questionnaire** questions, the system will display ‘sticky notes’ on-screen that provides the current state of your response.

The first type of note, as shown in the sample image below, will display on solicitations that contain line items. The color of the note will depend on whether or not items on the solicitation were marked as requiring a vendor response.

Using the sample image above, there are three statements:

- **Denotes required item response** – This statement serves as a reminder to you that items on the solicitation that are marked with an asterisk (*) require a response.

- **Number of items responded** – This \( x \) of \( y \) count identifies the number of items on the solicitation, if any, against the number of items for which you have created a response.

- **Attachment Status** – The final statement is an advisory statement. If you have not uploaded, (added) a document as part of your response, this statement will continue to display. Once and if you upload a document using the **Attach Documents** process, this statement will be cleared from the ‘sticky note’.

The second possible ‘sticky note’, as shown in the sample image below, will display on solicitations that do not contain line items and require you to submit a document attachment as your solicitation response.

This statement will remain on the solicitation until you upload a document using the **Attach Documents** process.
Save Electronic Response

**NOTE:** There is a clear distinction between responses that are **saved** versus responses that are **submitted**.

**Draft Response to a Solicitation (Saved)**

As you create your solicitation response and click **Save**, WebProcure™ creates a **Draft** version of your response.

The top of each page will refresh to display the status of your response as **DRAFT BID**. This means that your response has been successfully saved into the system and you may modify your response until the solicitation end date and time.

Your response will remain saved and the solicitation will be assigned a new **Status** of **Draft** on your opportunity listing pages.

A response with a **Draft** status has **not** been submitted to the buying organization.

For solicitations in which you have an un-submitted draft bid response, you will also receive an automated email reminder to submit your bid response.

**Solicitation with Line Items**

For those solicitations which **include items** for electronic bid responses, the **Respond** tab will be visible once all mandatory documents on the **Overview** page have been accepted and the handling of **Requirements** and/or **Questionnaire** questions, if any, have been completed. You can enter bid amounts in the **Item Response** section on the **Respond** tab. Or, you can click on the **Download Response Template** button, enter your line item pricing information directly into the template, save your response, and use the **Import Response** button to upload the completed file into the WebProcure application.
Download Response Template

The first step in the export / import process is to select the **Download Response Template** button located at the top of the **Respond** page.
A Microsoft™ Excel spreadsheet will download with line item information.

NOTE: Depending on your application or computer security settings, you may be required to **Enable Editing** and save to a local drive location to perform the edits.

**IMPORTANT:** Do not change the file/sheet name/names.

### Key Points Regarding the Template

- Do not refresh the page while the upload is in progress.
- Protected buyer fields may not be edited.
- Hover over a cell to view applicable instructions regarding data entry, if any.

The values in the following columns **may not be edited:**

<table>
<thead>
<tr>
<th>Solicitation Number</th>
<th>Title</th>
<th>Item Name</th>
<th>Item Description</th>
<th>Categorization</th>
<th>Substitute Allowed</th>
<th>Multiple Alternates Allowed</th>
<th>Mandatory Response</th>
<th>Buyer Manufacturer Name</th>
<th>Buyer Manufacturer Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>1</td>
<td>No. 1 Laser Bond, 8 1/2&quot; x 11&quot; Copy paper</td>
<td>Categorized</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td>2</td>
<td>No. 1 Laser Bond, Recycled, 8 1/2&quot; x 11&quot; Recycled copy paper</td>
<td>Categorized</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

The steps to complete the **Response** worksheet in the template are as follows:

- **Bid / Unit** - This cell accepts only numeric values. Enter your bid response for each line item per unit of measure.
- **Supplier Part Number** - Enter your **Supplier Part Number**, if desired.
• **Supplier Part Number Ext** - Enter your **Supplier Part Number Ext**, if desired.

• **Delivery Date** - Enter your delivery date in MM/DD/YYYY format. If a delivery date cannot or should not be specified, leave this cell blank and choose the Yes option from the dropdown menu in the **Date Not Specified** column.

• **Date Not Specified** - The default value is **No**. If a **Delivery Date** is not specified, be sure to choose the Yes option from the dropdown menu.

• **Comments (Up to 2000 characters)** - To include comments with your line item bid response, enter up to 2000 alpha numeric characters in the **Comments** cell.

• **Intentional No Bid** - The default value is **No**. If you wish to intentionally submit a **No Bid** for this line item, be sure to select the Yes option from the dropdown menu.

**Save the file. Be sure to not rename any worksheets or the file name.**

### Import Response

To import the solicitation item’s response Excel document, click on the **Import Response** button.

Click **Browse** to locate the completed and saved template. Click to highlight and select the file.

Click **Open**.

The selected file name will appear in the text box located to the right of the **Browse** button.

When ready, click the **Import Response** button.

### Validation

The following validations will be performed on your import:

- **File name** must be same as downloaded file name.
- **Unit price** should be numeric.
- **Delivery Date** should not be before current date.
- **Comment** cell cannot contain more than 2000 characters.
- If **Additional Item Response** is marked as required, it cannot be left blank.
Successful Import

If the spreadsheet passes validation, the following success message displays.

![Success Message]

Click **OK** to acknowledge and close the message.

You will land on the **Review Response** page. The line item responses entered and imported using the template will appear. Once you have completed a review of your line item/bid responses and no further changes are needed, click **Submit**.

![Review Response Page]

Group Line Items

If line items are grouped, the **Total No. of Groups** and grouping tabs will display. To navigate between the groups, use the hyper linked group names or hyper linked arrows.

![Group Line Items]
Fields marked with an asterisk (*) are required. You must enter in a price per unit of measure or acknowledge a ‘No Bid’ for each solicitation item. You can respond individually to each group line item in the Item Response section; or, you can use the Download Response Template to complete pricing for all group line items and upload your response spreadsheet using the Import Response button. Using the template saves vendors valuable time, especially on bids that have many line items.

When responding in the Item Response section, to designate an intentional no bid on an item, select the Intentional No Bid icon located in the Item Actions dropdown or check the box located beneath the item. See the No Bid topics for more complete details:

- No Bid Entire Solicitation
- No Bid on Item

To enter a ‘No Charge’ on an item, enter ‘0’ in the Price/UoM field. You should also indicate that the item is being proposed at ‘No Charge’ in the Comments field.

To navigate between multiple solicitation group items, use the hyperlinked group item numbers or the hyperlinked arrows.

Be sure to click Save after entering your response on each item. After you have entered a response on each item, review your response by clicking Done.

The system ‘sticky note’ will update accordingly to reflect the count of items that have been responded to versus the number of items on the solicitation.

If one or more items on the solicitation are marked as Required by the buying organization, the ‘sticky note’ will display in red, as shown in the sample image below:
If none of the items on the solicitation are marked as **Required** by the buying organization, the ‘sticky note’ will display in yellow, as shown in the sample image below.

When your response is ready to be submitted, click the **Review & Submit** button from any page in the solicitation except **Review Response**.

Selecting **Review & Submit** opens the **Review Response** page.

The **Submit** button is located only on the **Review Response** page.

Click here to jump to the **Review and Submit** topic.

**Solicitations Without Items**

For those solicitations which **do not include items**, which is fairly rare, the **Respond** tab will **not** be visible even after mandatory documents are accepted on the **Overview** page or after mandatory **Requirements** and/or **Questionnaire** questions, if any, are handled. Therefore, you must respond to the solicitation by downloading and completing the appropriate solicitation document(s) (i.e. click on the **Download** button on the **Review Response** tab) and then attaching the completed documents via the **Attach Documents** tab. The **Attach Documents** tab will not be visible until mandatory documents are accepted on the **Overview** page.

**Attach Documents to a Solicitation With or Without Items**

Click **Add Attachment** to open the **Upload Document**.
The **Upload Document** window opens:

Click **Browse** or **Choose File**, depending on your web browser, to navigate to the local or network location of the file to be attached.

**NOTE:** When uploading an attachment as part of your solicitation response, please know that the maximum individual file size is 80MB. File size may impact the uploading and downloading speed and may lead to browser time-outs resulting in failed upload/download attempts. Please consider this dependency when attaching very large documents.

From the **Upload Document** window, select the document and click **Open**. Repeat these steps for each document that needs to be attached. While there is no limit placed on the number of documents that may be attached, only five documents may be uploaded at a time. Vendors are reminded to complete and attach the state agency or local government’s solicitation documents if they were included as part of the **Original Solicitation Documents** section and the **Addendum Documents** section if an addendum(s) has
been issued, as indicated on the Overview tab of the navigation bar.

Check the Confidential box next to each document that you wish to identify as a document that will not be published by default upon solicitation award. Be aware, that the State of Missouri may choose to override this setting and publish any and all documents included in the solicitation response.

Click the Upload button to complete the document attachment to the solicitation response.

If none of the uploaded documents were designated as Confidential, the application will return directly to the Attach Documents page.

If one or more documents was designated as Confidential, the following advisory message will display:

Acknowledge the advisory message by entering the word YES in the text box.

Click Confirm.

The application will return to the Attach Documents page.

The Attach Documents page displays the added documents. For those documents that were identified as Confidential, there will be a small icon located to the right of the hyper-linked document name.

If necessary, an attachment may be removed by clicking the Delete icon or reviewed by selecting the Download icon in the Actions column.

**No Bid Entire Solicitation**

If your organization wishes to acknowledge that you reviewed a solicitation and knowingly do not wish to submit any response or bids, the Intentional No Bid, process may be used. To intentionally not provide a bid or response for an entire solicitation, simply select the No Bid button located at the bottom of the Overview page and click OK in the confirmation message.

**Solicitation With Items – No Bid**

A confirmation message displays stating that you have selected to intentionally not bid on every item on the solicitation and that if you have already submitted responses for any of the items, those responses will be deleted.
Click OK to proceed with your intentional no bid or Cancel to remain on the Overview page and proceed with reviewing and responding to the solicitation.

Items on the Review Response page will display with the Intentional No Bid icon shown to the right of the hyper-linked Item description as well as in the Unit Bid field.

Should you wish to change your Intentional No Bid response on one or more items, simply click the Bid on Item button located at the bottom of the Review Response page or click on the Bid on Items located at the bottom of the Overview page and clear the Intentional No Bid check box to re-activate the Item Response fields.

Solicitation Without Items – No Bid

If the No Bid button was selected on the Overview page of a solicitation that does not contain items, the following confirmation message displays:

Click OK to proceed with your intentional no bid or Cancel to proceed with reviewing and responding to the solicitation.

The Review Response page displays a system advisory message stating that the solicitation is currently designated as Intentional No Bid.
No Bid on Item

If your organization wishes to acknowledge that you reviewed a solicitation item and knowingly do not wish to submit a bid on one or more items, the **Intentional No Bid** process may be used. To intentionally not provide a response for a particular item, go to the **Respond** tab, select the icon located in the **Item Actions** dropdown or simply check the check box in the **Item Response** section.
All of the **Item Response** fields will be greyed out and inactive. Should you wish to change your **Intentional No Bid** response on one or more items, simply click the **Bid on Item** button located at the bottom of the **Review Response** page or click the **Bid on Items** button located at the bottom of the **Overview** page and clear the **Intentional No Bid** check box to re-activate the **Item Response** fields.

Proceed with entering your bid amounts as discussed in the **Solicitation with Line Items** topic.

**Review Response**

If you have **not** responded to all required fields on the solicitation, a warning message will display at the top of the **Review Response** page. This message reminds you that you must respond to all required fields to enable the **Submit** button.

![DRAFT BID](image)

You must respond to all required fields before you will be able to submit your Bid.

Please follow the guidance of the ‘sticky notes’ and system advisory messages regarding the steps that need to be followed in order to complete the response.

**Review and Submit**

When your response is ready to be submitted, click the **Review & Submit** button from any page in the solicitation except **Review Response**.

![DRAFT BID](image)

Your Bid must be submitted from the Review Response page for this opportunity to be seen by the Buyer.
Selecting **Review & Submit** opens the **Review Response** page. The **Submit** button is located only on the **Review Response** page.

Click **Submit**. Once you **Submit**, the top of the **Review Response** page will refresh to display **Submission confirmation email sent**.

This means that your response has been successfully submitted into the WebProcure™ system and you may modify your response up until the solicitation end date and time.

**Submitted Bids** will be visible to the buying organization at the end date and time of the solicitation.

- Be aware that buying organizations may award **Informal** solicitations prior to their end date and time and prior to your submitting your planned response.
- **Formal** solicitations may **not** be awarded prior to the solicitation end date and time.
- A **submitted bid response** is considered **electronically signed**.

Once you have submitted your bid response, your response will be assigned a **Status of Responded** on your **My List** opportunity listing pages.

---

**IMPORTANT**: Remember the bid remains in **Draft** mode until you click **Submit**. It will not be visible to the buying organization at the end date and time unless you click **Submit** prior to the solicitation end date and time.

**Edit Solicitation Draft Response**

Solicitation responses may be modified up until the solicitation’s end date and time. To perform an edit, locate the solicitation from the **Current Solicitations – My List** page. Select the **Response** hyperlink under the **Opp. No.** that you wish to edit or select the **Submit/Edit Your Response** icon from the **Actions**.
column. The solicitation opens to the **Overview** page.

**Edit Draft Bid**

If your response is currently in **Draft** mode, make any and all edits as needed. When you are ready to submit your response, click **Review & Submit**.

![Draft Bid](image)

Once you confirm the edits are complete and accurate, click **Submit** from the **Review Response** page.

![Submit](image)

**Edit Submitted Bid**

If the **Status** of your response is **Responded**, then your response will need to be retracted.

![Retract](image)

**Retract**

Once a bid has been submitted, a **Retract** button will be visible at the top of the **Review Response** page. If you have previously submitted a response and need to make edits to data on the **Requirements**, **Questionnaire**, **Respond** or **Attach Documents** pages, click **Retract**. **Retract** may also be used to completely withdraw a submitted response.

A confirmation message will display:

![Retract Confirmation](image)

Click **Continue** to proceed with bid retraction.

**Cancel** ends the retraction process, and the previous response remains intact.

If you proceed with the retraction, the **Status** will revert to **Draft**. Make the necessary edits. Click **Review & Submit** to review your response. From the **Review Response** page, click **Submit** to send your modified response.
You can also ‘Retract and Edit’ or ‘Retract & Delete’ a response from the Current Solicitations view by clicking on the Retract & Edit Response or Retract & Delete Quote Responses icons in More Actions. Clicking on the Retract and Edit Response icon from here will take you to the Review Response page to make your edits.

When clicking on the Retract and Delete Quote Responses icon, the following confirmation message will appear:

You will receive the following confirmation message when clicking OK.

**Collaboration Center (if applicable to the solicitation)**

Buying organizations may choose to enable Collaboration Center during the solicitation creation process. This is a specified time period in which vendors and buyers can communicate. If the buyer has not enabled this functionality, or if the time period for collaboration has not yet arrived or expired, the following message displays:

Your vendor organization will be notified via an automated e-mail notification once the collaboration period is active. When a Collaboration Center is Active for a Current Solicitation, the Collaboration Center
Active icon will appear in the Bid Status column.

Once active, you can get to the Collaborate page by clicking on the Collaborate tab or selecting the Collaboration Center icon in the Actions column on the Current Solicitations page. By default, the system opens to the Questions & Answers tab.

Questions & Answers

To submit a question to the buying organization, enter it in the Ask a Question text box.

By default, the E-mail me when a response is posted box is checked which means you will receive an automated e-mail notifying you that a response has been posted.

Click Post.

Questions posted by you will appear within the Question and Answers list view. All questions posted by a member of your organization will be identified by the Questions asked by me icon. The presence of this icon allows you to quickly distinguish between your questions and questions asked by other vendor organizations.
To refine the listing of questions and answers, enter text into the **Search** field.

To view a **PDF** or **Excel** version of the displayed questions and answers, click **Export**.

Click the desired format and save the file to a local or network location.

Several **Action** icons are available; the icons will vary depending on whether or not the question was asked by your vendor organization, whether or not the question has yet been answered by the buying organization and parameters set by the buying organization.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Edit Question" /></td>
<td>If the question was submitted by your vendor organization and has not yet been answered by the buying organization, it may be edited. Click the icon to open the question for edits.</td>
</tr>
<tr>
<td><img src="image" alt="Attachments" /></td>
<td>This icon is multi-purpose. Select this icon to: Include attachments with your question, view attachments that the buyer included with their answer, or to view the attachments included on a question that was asked by another vendor.</td>
</tr>
<tr>
<td><img src="image" alt="Send Mail to Buyer" /></td>
<td>If the buying organization has enabled the ability to email them directly, then this icon will display. Select this icon to compose and send an email regarding this solicitation.</td>
</tr>
<tr>
<td><img src="image" alt="Delete Question" /></td>
<td>If the question was submitted by your vendor organization and has not yet been answered by the buying organization, it may be deleted. Click the icon to remove the question. A confirmation message will display. Click <strong>OK</strong> to proceed with the deletion of the question. Click <strong>Cancel</strong> to keep question.</td>
</tr>
</tbody>
</table>

**Bulletin Board**

The **Bulletin Board** page allows the buying organization to communicate with one, multiple, or all vendors associated with the solicitation. Select the **Bulletin Board** tab to view any messages.
To refine the listing of posts, enter text into the **Search** field.

As you begin typing into the **Search** field, the listing of posts will automatically update and reflect only those that match the entered search criteria.

To view a **PDF** or **Excel** version of the displayed posts, click **Export**.

Click the desired format and save the file to a local or network location. Two **Action** icons are available.

<table>
<thead>
<tr>
<th>Attachments</th>
<th>Send Mail to Buyer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select this icon to view attachments that the buying organization included with their <strong>Bulletin Board Post</strong>, if any. The <strong>Documents List</strong> page opens. All document names are active hyper-links. Click the document name to open and view.</td>
<td></td>
</tr>
<tr>
<td>If the buying organization has enabled the ability to email them directly, then this icon will display. Select this icon to compose and send an email regarding this solicitation.</td>
<td></td>
</tr>
</tbody>
</table>

Buying organizations utilize the **Collaboration Center - Bulletin Board** to post announcements. They may choose to publish those posts to one, multiple, or all vendors associated with the solicitation in one of the following methods:

- **Via Email / Fax**
- **Via an Addendum to Solicitation**

If the decision to publish as an addendum is made, the amended version of the solicitation will be identified in the **Solicitation History** on the **Overview** page. The **Addendum Documents** section of the **Overview** page will contain a report of the published post that may be viewed and/or downloaded. This report must be accepted in order to submit your solicitation response. See sample image below.
Solicitation Addendum

Active solicitations may be modified by buying organizations via the addendum process. If this occurs, the status of the solicitation will display as Amended.

Each version of the solicitation will be accessible and versions compared. Find the solicitation and click on your Response hyperlink which will open the solicitation.

In the center of the Overview page will be the Solicitation History section. It identifies the solicitation versions, each with a date and time stamp and whether or not your vendor organization viewed that particular version. If a blue flag icon is displayed next to a version number, then this is an indicator that your vendor organization submitted a response based on that particular version. If necessary, you may need to compare the versions of the solicitation to ensure accuracy in your submitted responses.
Compare Versions

To view a comparison of the active version of the solicitation with a previous version, select a version from the drop down and click the **Show Version Comparison** button.

The **Solicitation Version Comparison** page opens.
Differences

The information from each version is shown side-by-side. The differences are highlighted in yellow, with the exception of added documents, (see below). In the following sample image, a collaboration period was enabled for the solicitation as indicated by the highlighted Collaboration Dates. In the Original version, collaboration dates were not established and in the amended Version No. 02, a date range of October 11, 2018 to October 19, 2018 was entered.

If documents were added as part of the solicitation amendment, they will not be highlighted in yellow, however, the added documents will be shown in the Document Attachments section when versions are compared.

In the sample image below, the document named Exhibit A.docx was not included in the Original version but was added in the amended Version No. 02.
Click Close to exit the Solicitation Version Comparison page. Added documents will be displayed in the Addendum Documents section of the Overview page. This topic is discussed next.

Addendum Documents
Buying organizations may add additional documents to the solicitation at any time between the start and end dates, as part of a solicitation addendum. Any documents added within a solicitation addendum are displayed on the Overview page in the Addendum Documents section, which appears beneath the Original Solicitation Documents. These addendum documents have the same information fields and actions as documents in the Original Solicitation Documents section, with the following addition:

- **Added in Version No.** - Indicates the version of the solicitation in which the document was added.

To accept, review, and/or download these Addendum Documents follow the same steps as those described in the Document Acceptance topic discussed earlier.

Vendor Addenda Acceptance Acknowledgement
The buying organization may require acknowledgement from vendors when an addendum(s) is issued. In order to accept the addendum(s), the vendor must View & Accept Change Details from the Overview tab. The vendor must click **View & Accept Change Details** from the Addendum Actions.

The Addendum Details Report opens notifying the vendor of the changes made in the addendum. The vendor must click the **Accept Addendum** button at the bottom of this page. If the Addendum is not accepted, the vendor will not have the option to submit its bid response on the Review Response page.
NOTE: Not all addendums will require acknowledgement from the vendor. This is established by the buyer creating the addendum.