

**RICHLAND COUNTY FINANCE DEPARTMENT
PROCUREMENT DIVISION**

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Date: October 29, 2018
To: All Vendors
From: Jennifer Wladischkin, Procurement Manager
Subject: Bid Express Service

Richland County Government- Bid Express Service

The Richland County Procurement Office is pleased to announce the transition to secure internet bidding via the Bid Express Service. Electronic bid submission has been an option to bidders since November of 2017 and will be the mandated form of bidding for Transportation-related bids effective January 1, 2019. The Bid Express Service is a free service for bidders and more information can be found at www.bidexpress.com

Electronic bid submission allows for digitally-signed bids, eliminates costs for hand and hired delivery of bid packages, provides error checking and alerts to omissions prior to submission, easily accommodates last minute changes. In addition, Bid Express provides automated email notifications that alert vendors of solicitation postings and changes.

It is pertinent that all vendors register and navigate the service in advance of any upcoming solicitation deadlines. The following will be required of all vendors when registering to submit their bids electronically:

1. The vendor will be required to install the Info Tech Express Sign Tool and generate an Info Tech Digital ID for their business' authorized signer ([Info Tech Digital ID policy](#)). Please note that generating an Info Tech Digital ID requires completing, notarizing, and sending the Digital ID form into Info Tech/Bid Express a minimum of 7 days prior to the Contractor bidding on their first project.
2. Bid bond verification requires the use of a business number listed under your www.bidexpress.com My Profile tab.

Please note that bidding via www.bidexpress.com requires a separate registration from www.bidx.com (used for bidding to SCDOT). If you need any assistance in registering through Bid Express, please call the dedicated Bid Express customer support team at 888-352-BIDX (2439) for live support on business days from 7:00am – 8:00pm (EST). You can also email the team at support@bidexpress.com. Bid Express will be conducting online training for any interested vendors on the dates/times below. Please email procurement@richlandcountysc.gov to register for of the following sessions:

Tuesday, November 13, 2018 @ 10:00am - 11:30am Eastern Time

Tuesday, January 8, 2019 @ 5:00pm - 6:30pm Eastern Time

Thank you for your support of Richland County and the Transportation Program.

Announcements: <http://www.richlandcountysc.gov/Businesses/Procurement-Contracting/Announcements>

Bid Express FAQs: <https://www.bidx.com/site/static?page=faq>

Follow this detailed guide to get set up and start bidding on bidexpress.com today!

How to register and get your Info Tech Digital ID...

1. To complete the registration process for your company, go to www.bidexpress.com and click the blue Register button at the top right of the page.
2. Enter your name in the First Name and Last Name fields. This name will appear on the registration page for your company. Type in your email address.

NOTE: *This email address will become your username for the account. It is also where all email notifications from the agencies with which you bid will be received.*

3. Create a secure password for your account. The password must be at least eight characters long and contain at least one capital letter, one lowercase letter, one number, and one symbol.
4. Select a security question and provide your answer. The answer to this question will be requested of you each time you've clicked that you've forgotten your account password and is case sensitive.
5. Next, complete the Business Name and contact information fields. After doing so, agree to the Privacy Policy, Terms of Use, and DMCA Policy at the bottom of the registration page and click the green REGISTER button. The Bid Express service sends a registration confirmation email to the address entered as the username.
6. Click the Activate Account link in the email. Enter the password you used on the registration page in the Password field and click **ACTIVATE**. The Bid Express service displays the HOME tab where you must install the Info Tech Express Sign Tool and Generate an Info Tech Digital ID.
7. Click INSTALL SIGN TOOL. Note that you will have to install the sign tool on every computer you wish to set up for bidding. Once installed, close your internet browser and start it back up.
8. Click the blue **GENERATE DIGITAL ID** link. This will walk you step by step through creating a Digital ID for your company.
9. The blue and gray My Info Tech Digital ID page appears. Click the blue **CREATE** button to continue your ID generation.
10. A United States map pop-up will appear. Select the agency or agencies with which you intend to do business with and click the blue NEXT.

NOTE: *If you do not see the agency you plan to bid to, you may need to alternatively subscribe to our second site, bidx.com. You may click the "Try the Bidx.com service" link from the top of this same pop-up to navigate to the correct site.*

11. A Create an Info Tech Digital ID pop-up will appear. Confirm that the name of the person listed in the screen is the authorized signer for your company, your company name matches how you would like to submit bids to the agency(s), and click **SUBMIT**.

NOTE: *If the person listed for your company is not the authorized signer, cancel ID generation. The back of this quick start guide will assist you with changing the contact information associated with your login, or inviting the appropriate authorized signer to your company.*

12. The wizard will load and then prompt you to back up your new Digital ID. Click **BACKUP**, then enter a password for the backup file of your Digital ID in the Password and Verify Password fields. This password will be used when importing the Digital ID to another computer for bidding. **DO NOT FORGET THIS PASSWORD**, as there is no way for the Bid Express team to retrieve or reset it. Click **OK**.

13. Save the Digital ID backup file to a memory stick, CD, company server, or other secure location outside of this computer for safe keeping.
14. Add the signer's name to the file name from Info Tech Express Digital ID.pfx so it will more recognizable when used for importing the backup file, (eg. John_Smith_Digital_ID.pfx). This will ensure you do not confuse your company's other Digital IDs. Once you have entered the Digital ID name and location, click **SAVE**. The Bid Express service returns you to the Bid Express Digital ID Generation window. Click **NEXT**.
15. Click **PRINT** to print a copy of the new registration page to have signed/notarized and mailed to our Customer Support team; the address will be on the page.

NOTE: *Customer Support must receive this page for processing before the due date of the job you wish to bid. When you have finished printing the document, close the print window and click **FINISH**.*

16. When your Digital ID is activated, the red Digital ID field on the home page of your new account will disappear and you will be able to begin purchasing and bidding on solicitations posted by the agencies with which you work.

How to bid...

1. To select a solicitation to bid, click on the drop down menu in the top left corner of the screen and choose Bid Express. From the Bid Express homepage, click the Solicitations tab at the top of the screen. Find the solicitation from the list; if you have a keyword for the job, type it in the search box to the top right.
2. Click on the blue job name. When you've determined you want to bid the job, click the green Select for Bidding button at the top right. You will then be prompted to opt for the Pay As You Go approach or a Monthly Subscription. After completing your purchase, you will be navigated into the project to complete your bid.
3. As you are working, make sure to click Save Draft as you work. When the bid is ready for submission, simply click the green Submit Bid button at the top and then click Submit Bid again to confirm. The job will submit and you will receive an email for your bid submission receipt.

Change your contact information or invite a user...

1. Click the drop down menu in the top left corner of the screen and select My Account.
2. If you do not wish to invite additional users to your business but need your Info Tech Digital ID to reflect the name of your authorized signer, click the blue **EDIT** button in the top right corner of the My Account section. Change just the First and Last Name fields and click **UPDATE**. You may now generate a digital ID to reflect this person's name.
3. If you need to invite a new user to your company, scroll down to the Employees field from the My Account screen. Type the email address of the additional user(s) and click Invite Employee.

NOTE: *You will need to assign the new user a role from this same screen after they've completed their registration, and a role from the Bid Express site. **CLICK** the Help tab at the top of the Bid Express page for an explanation of roles under the My Business section.*

4. Click the drop down in the top left corner of your account and select Bid Express to do so. You can manage the additional roles for each user from the My Business tab.

NOTE: *If you want to create a Joint Venture Digital ID for bidding, follow the steps above from the beginning. You will need to create a separate account for the Joint Venture because our system will see it as a separate company entirely.*

Where to get help...

Customer support hours are **7:00 a.m. to 8:00 p.m. EST**, Monday through Friday (excluding major U.S. holidays). Our toll free number is **(888) 352-BIDX(2439)**, our email is **support@bidexpress.com**.