



Vendor Information Session and BidSync Training – Frequently Asked Questions (FAQs)

Overview

This document outlines the questions asked during the Vendor Information Session and BidSync Training held March 20, 2015. The questions pertain to both system navigation and general processes.

- 1) **What will the City of Detroit use the BidSync system for?** The City will use the BidSync system to competitively procure goods and services electronically and to develop and manage contracts.
- 2) **When will the City go live with BidSync?** The City of Detroit will start using the BidSync Source and Contract Module in mid-April 2015.
- 3) **When can vendors register for the system?** – Vendors can register at any time at www.bidsync.com. However, the City of Detroit will fully implement the BidSync Source and Contract Module mid-April 2015. This is when vendors will be able to read and respond to RFPs through BidSync.
- 4) **How do vendors register for BidSync?** – Vendors should register at www.bidsync.com. This will allow you to confirm the information we have on file for your business is correct, and will enable you to select your preferences about what types of solicitations you would like to be notified of. If your company has already created a profile on BidSync, the system will prompt you to consolidate your accounts. Please refer to the BidSync Vendor Training PowerPoint posted on the City's website for step by step instructions on how to register.
- 5) **Are there any fees associated with BidSync?** – Registration with BidSync is free. Optionally, vendors can select additional packages for a fee. Vendors do not need any additional packages to access or place offers of bids posted by the City of Detroit.
- 6) **Will the City use the BidSync system to manage its required clearances and affidavits that are currently required to be submitted with each bid?** Yes, vendors will submit all clearances and affidavits through the BidSync system. For the required clearances, the City will review the clearance information and complete their approval or denial through the BidSync system.
- 7) **Will the City use the BidSync system to manage the Human Rights certification process (i.e. Detroit Based Business, Detroit Headquartered Business, etc.)?** No. The City of Detroit's Human Rights certifications will continue to be conducted through the traditional process. Once a



business is certified, the documentation of that approved certification can be stored in the BidSync system for use in future bids.

- 8) When the City begins use of BidSync, will the active clearances and affidavits of existing vendors already be in the system?** – No. Existing vendors will need to upload their active affidavits and clearances to the BidSync system. The City of Detroit will verify all affidavits and clearances during the evaluation process.
- 9) Once vendors have submitted clearances and affidavits through BidSync, will the vendor need to resubmit every time?** – Once clearances and affidavits are uploaded the first time, both the documentation and approval status are maintained within the BidSync system and can be utilized for future bids.
- 10) In order for a bid to be accepted, do clearances and affidavits have to accompany the bid at the time of submission?** – Yes. Vendors must upload and attach clearances and affidavits at the time of placing an offer in the BidSync system.
- 11) Will BidSync be the only location to find bids?** – BidSync will be the primary location of all bids, but notice of active bids will also be advertised on the City website and in required publications. Vendors must use BidSync to place an offer on any bid posted by the Office of Contracting and Procurement.
- 12) How will the Office of Contracting and Procurement transition existing bids into the BidSync system?** – Bids that were released prior to go live will not be transitioned into the BidSync system. They will be completed using the traditional paper based process, until the point of award. The contract development will follow the new process in the BidSync system.
- 13) Will the Detroit Water and Sewage Department (DWSD) also use BidSync?** - Detroit Water and Sewage Department (DWSD) will not utilize BidSync at this time.
- 14) What are the City's policies for publishing bid information after submission? What information will be made public?** – After an award decision has been made, the awarded vendor will receive an Award Letter. All vendors will be able to see the organizations that submitted bids.
- 15) What security protocols does the BidSync system utilize?** – All information in the BidSync system is password protected. The vendor must enter their BidSync password to make any changes, submit forms, or place an offer. Agency staff must log in using their BidSync credentials to view and utilize information held within the system.