

Onvia DemandStar® Agency FAQs

Q) How do I upload a bid?

A) Under the 'Buyers' tab, click on 'Log Bid'. The system will take you through a step-by-step bid wizard that will lead you through all of the information necessary to input your bid.

Q) How do I upload an addendum?

A) Addenda can be uploaded when a bid is in the 'Active' status. Click on the 'Details' page of the desired bid and then scroll down to the documents section. Click 'Edit' and then click on the 'Upload Document' link. From here you can choose if your addendum will extend the due date and time. Upload the bid document as normal.

Q) When do bids go out?

A) All bids broadcast at 3:59 a.m. EST, 7 days a week as long as all broadcast conditions have been met (documents are approved, commodity codes have been chosen).

Q) How do I change the status of a bid?

A) The bid will automatically move through status based on dates. When the bid is being worked on it is in the 'Upcoming' state. When the broadcast goes out to vendors, the bid moves to the 'Active' status. The status will change to 'Under Evaluation' once the bid has passed its due date and time. The bid can be manually changed to the following statuses: Cancelled, Awarded, Recommendation of Award, or Rejected.

Q) How do I make plans/blueprints available online?

A) There are two ways to make plans/blueprints available online. The first way is to upload the plans directly into the Onvia DemandStar system. This can be done if the plans are in an electronic format such as plot or pdf files. These can be uploaded just like your other bid documents. The second way is to send your hard copy plans via Federal Express to our third-party reprographics company, Plan Express. When Plan Express receives your plans, they will scan and digitize them and then create an online plan room where vendors can view the plans before purchasing them (vendors pay reproduction and shipping charges).

Q) How do I Re-broadcast a bid?

A) The system does not currently allow for a re-broadcast. The notification only goes out once.

Q) How do I create a quote?

A) Under the Buyers tab, click 'Log Quote'. The system will take you through a step-by-step bid wizard that will lead you through all of the information necessary to input your quote.

Q) When are quotes released?

A) Quotes are broadcast as soon as the 'Post Quote' button is pressed. Vendors receive an email notification about 15 minutes later.

Q) How do I Re-broadcast a quote?

A) The system does not currently allow for a re-broadcast. The notification only goes out once.

Q) How do I use the reporting tools within Onvia DemandStar?

A) Under the 'Buyers' tab, click on 'Reports'. This is a permission level function, so if you do not have permission to run reports, you will be locked out. There are three reports that you can create: Bid Activity Reports, Quote Activity Reports and Planholders Reports. All reports can be formatted for printing, viewed on the web or put into an Excel spreadsheet. For Planholders Reports, you can specify a date range; results will give you all planholders within that date range. If the results equal more than 1000 line items, the Excel report will be sent directly to your email. Bid and Quote Activity Reports can be run on up to a three-month time frame. These reports will show you all of the activity within the specified date range.

Q) What do I do if documents are stuck in 'processing'?

A) In the Details page of your bid, scroll down to the bottom of the page. If you still see the 'Complete Bid' button, press it now. This action is what kicks your documents off for conversion. Average time of conversion is about 10-15 minutes. If the document has been in 'processing' for longer than 15 minutes, please contact Agency Services at (800) 331-5337.

Q) Where can I find bids that I can use as examples?

A) Under the 'Buyers' tab, click on 'View Bids'. The best way to search for other agencies bids is to scroll down to the 'Search Criteria' section and click on the 'Advanced Search' Link. Where it says 'Show Bids' click on 'All bids in the system'. You can do several different searches at this point. Some examples are searching by a particular agency, searching by agencies within a particular state, or you can do a keyword search on bids by putting in a couple words in the 'Bid Name' field. To complete the task, click on the 'Search' button.

Q) Are there a maximum number of documents that I can have per bid?

A) No. You can have as many documents per bid as needed. There is also no file size limits, but vendors may have issues viewing or downloading larger documents.

Q) How long does Onvia DemandStar maintain bid information?

A) Bid information is kept online indefinitely, including bid documents. Broadcast and Planholders lists are kept online for 2 years and then they are purged. If the bid was deemed as an E-bid, vendor responses are kept online for 90 days and then purged from the system.

For more information about Onvia or Onvia DemandStar, contact Agency Services at (800) 331-5337 or visit www.onvia.com.