

# Frequently Asked Questions

## Getting Started

### What is the difference between Onvia the company and Onvia DemandStar?

**Onvia** ([www.onvia.com](http://www.onvia.com)) proactively delivers project leads and contact information from more than 89,000 local, municipal, state, educational and federal agencies. The company's products and services include the Onvia Guide, a customized daily e-mail bulletin containing the latest government contracting opportunities that are specific to each client's line(s) of business; and the Onvia Online Database, which lets clients search for these opportunities by keyword, industry, location and more.

**Onvia DemandStar** (log in at [www.demandstar.com](http://www.demandstar.com)) is a separate service included with all Onvia subscriptions. Onvia DemandStar connects businesses with nearly 400 government agencies that input bids and quotes directly into the DemandStar system. Many of these quotes are unavailable outside of Onvia DemandStar, as they fall under the formal purchasing threshold.

### How do I register for Onvia DemandStar?

Access to Onvia DemandStar is included with an Onvia subscription and is also available in separate DemandStar subscriptions. Onvia offers vendors the ability to receive notifications from a single DemandStar member agency at no cost. To register online to join Onvia DemandStar and to learn more about DemandStar subscription options, visit [www.demandstar.com/register.rsp](http://www.demandstar.com/register.rsp).

### I use Onvia DemandStar and need to find my vendor ID. What is it?

Some government agencies require that vendors register on Onvia DemandStar as a prerequisite of doing business with them. Agencies that use Onvia DemandStar as part of their procurement processes require a vendor ID, which is the same as your Onvia DemandStar Member ID Number. If you have questions, please call your Onvia new client advisor or account manager. If you don't know that manager's direct number, call 1-800-711-1712.

### Why did I miss a bid in Onvia DemandStar?

You may have missed a bid for one of the following reasons:

- ▶ You are not registered to receive notifications from the agency issuing the bid
- ▶ You set up your profile not to receive notification messages
- ▶ Your profile does not include the Commodity Code used by the purchaser to connect with vendors
- ▶ Your network or Internet Service Provider blocked or quarantined the notification message for security reasons

## Using Onvia DemandStar

### How do I get bid information or download bid documents?

1. Log in to your account on the Onvia DemandStar Web site, [www.demandstar.com](http://www.demandstar.com), and click on the link/tab labeled "Suppliers."
2. Click on the link labeled "View Bids." If you were notified of the project via e-mail or fax, it will be displayed on the page entitled "Bids."
3. If the project is not displayed, select "All bids in the system" under "Search Criteria."
4. Under the field labeled "Bid Status," select "Active."
5. Under the field labeled "Agency," select the institution purchasing the goods or services and click on the "Search" button.
6. To get bid details (including pre-bid conference information and commodity codes used for classification): Once you locate the project, find the column labeled "Actions," and click on the link labeled "Details."

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7. To download a document, including blueprints, find the column labeled “Actions” and click on the “Download/Order” button.
  - a) Click on the link “Download” or “Purchase.” (Blueprints may also be ordered for hard-copy delivery.)
  - b) If the document does not open after you have clicked on the “Purchase” or “Download” link, try moving your cursor over the link and right-clicking on it, then selecting an option to print or save the document from the menu that is displayed.

### **How do I access or respond to a quote I received via Onvia DemandStar?**

If you are interested in a particular project you received via e-mail, click on the link provided in the e-mail.

1. Log in to your account on the Onvia DemandStar Web site, [www.demandstar.com](http://www.demandstar.com) and click on the link/tab labeled “Suppliers.”
2. Click on the link labeled “View Quotes” and locate the relevant quote.
3. Click on the “Details” to obtain information and access the quote response form.
4. If the quote you seek does not immediately display, click on the link in the column header labeled “Date Due” to change the date-ordering of the list.
5. Enter the prices of your products in the available fields.
6. Enter the expected delivery time of your products from time of order in the available Delivery field.
7. Also, enter information in the Additional Supplier Details space, if necessary.
8. Click the button labeled “Continue.” On the next page, review your quote prices, make any necessary changes and submit your quote.

### **What if I can’t locate or view a quote?**

If you received a notification via e-mail from an agency through Onvia DemandStar, but do not have an active subscription on Onvia DemandStar to view quotes, here’s what you can do:

1. Call Onvia Supplier Services at 1-800-711-1712 and tell the representative that you received an e-mail notice informing you of a quote opportunity.
2. Provide the Onvia DemandStar Member ID Number from the last line of your notification message. (This is a six- or seven-digit number that indicates the precise location of the quote information stored in the system.)
3. Request that the existing Supplemental Supplier record be converted to an Onvia DemandStar Free Agency subscription for the purchasing institution that issued the quote.

### **How do I edit my commodity codes?**

Log in to your account on the Onvia DemandStar website at [www.demandstar.com](http://www.demandstar.com) and click on the link/tab labeled “Account Info” to locate the Commodity Codes section. Click on the link labeled “Edit” to open a new page entitled “Commodity Codes: Select Bid Categories.”

1. To add codes: Locate the “Search for Codes” section, enter a term in the “Search Criteria” space and click “Search.” Select the Commodity Codes pertinent to your business and click on the box for each Commodity Code you want to add. Click “Save.”
2. To remove codes: Select a Code Description category highlighted in bold print, click on the “+” sign to display Class Descriptions and click on the “+” sign to display individual Commodity Codes. Click on the box for each Commodity Code to be removed, then click “Save.”

### **How do I change my profile, username or password?**

Log in to your account on the Onvia DemandStar Web site, [www.demandstar.com](http://www.demandstar.com) and click on the link/tab labeled “Account Info” and locate the User Accounts section. Click on the link labeled “Edit” for the account to be modified.

1. To change member information: Click on the link/tab labeled “Account Info.” Locate the section requiring change. Modify or delete the information entered into the specific field on the page. Click “Save.”
2. To change username: Delete the information entered into the Username field on the page, and enter the selected user name in the same space. Click “Save.”

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3. To change password: Delete the information entered into the Password fields on the page, and enter the selected password in the same spaces. Click "Save."

### **Can I check a bid status or find out who else is bidding?**

Yes. Once you've logged into Onvia DemandStar, click on the link/tab labeled "Suppliers," then select "View Bids."

- ▶ To view Bid/ RFP status: On the Search Criteria page you'll find a "Bid Status" drop box. Select the bid status to filter your bids. Status options are Active, Awarded, Cancelled, Deleted, Recommendation of Award, Rejected and Under Evaluation. Select the desired status and click "Search."
- ▶ To view competitors: Once you find the bid you are tracking, click on "Planholders link" in the "Actions" column on the right of your screen. This shows you who else has requested bid or RFP plans.

### **How do I get more information on the project?**

For details not available on Onvia DemandStar, call the purchasing agency. Contact information can be found in the advertisement for the bid or proposal.