



Bid Express User's Guide

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BidX.com[®]
an **info tech** company

Prepared by



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Contents

1. Before You Begin	1-1
1.1 About This Guide	1-1
1.2 The Help Button	1-2
1.3 Documentation Conventions	1-2
1.4 Getting Started.....	1-2
2. General Usage and Features of Bid Express	2-1
2.1 Login.....	2-2
2.2 Information Section.....	2-2
2.2.1 Order Bid Express.....	2-3
2.2.2 Bid Express Contacts	2-3
2.2.3 Frequently Asked Questions (FAQ).....	2-3
2.2.4 About Bid Express	2-3
2.2.5 Privacy Policy	2-3
2.2.6 Subscriber Agreement.....	2-3
2.2.7 Acceptable Use Policy	2-3
2.2.8 Partners.....	2-4
2.2.9 Fee Schedule	2-4
2.2.10 BidX Alerts	2-4
2.3 The Map of the United States.....	2-4
2.4 MYBIDX - Setting Your User Options.....	2-4
2.4.1 Login	2-5
2.4.2 Logout	2-5
2.4.3 Preferences.....	2-5
2.4.4 Contact Information	2-7
3. The STATE DOT Tab	3-1
3.1 Messages From the DOT.....	3-2
3.2 What's New.....	3-2
4. The Lettings Tab.....	4-1
4.1 Viewing a Letting	4-1
4.2 Also Available	4-2

4.2.1	Apparent Bid Results	4-2
4.2.2	Bid Summary Results	4-3
4.2.3	DBE.bin File	4-4
4.2.4	EBS and Amendment Files as an EBLIB File	4-4
4.2.5	Proposal Data Below As Comma-Separated Values/Tab Separated Values	4-5
4.2.6	Notice to Contractors	4-6
4.3	Viewing a Contract	4-6
4.3.1	Amendment Files	4-7
4.3.2	Bid Tabulations	4-7
4.3.3	Eligible Bidders List	4-8
4.3.4	Expedite Data File	4-9
4.3.5	Plan Holders List	4-9
5.	The Utilities Tab and the Search Tab	5-1
5.1	The Utilities Tab	5-1
5.2	The Search Tab	5-2
6.	Bid Express Customer Support	6-1
6.1	Normal Technical Support	6-1
6.2	Non-Qualified Support Topics	6-1

1. Before You Begin

Welcome To Bid Express®!

Bid Express is a secure information service that allows contractors to submit bids to state transportation agencies directly over the Internet and provides access to a database of historical bid data, proposal information, and bid letting schedules.

Bid Express saves the time needed for preparing bids on paper, and the travel time and expense involved in attending lettings and submitting bids in person. This valuable service allows you to quickly scan all current lettings to find exactly the information for which you are looking. A search function is available for seeking keyword information on current lettings, or historical data from previous lettings. Plus, you have instant access to lettings from across the country, not just those of your home state.

This information is provided to help you operate effectively and efficiently when using the Bid Express service.

- 📄 **Note:** This User's Guide was written for those who already have a Bid Express account, have Expedite® downloaded, and have created and submitted a Digital ID. Click on the [Order Bid Express](#) hyperlink on the Bid Express home page (www.bidx.com) for information on how to create a Bid Express account. For more information about Expedite please see the Getting Started Guide. For more information about Digital IDs, please see the Digital ID instructions. Each of these documents is located in the Members Only section of the Bid Express home page.

1.1 About This Guide

This User's Guide is divided into six chapters.

Chapter 2 explains general usage and features of Bid Express, and will help you become familiar with the layout and functionality of the Bid Express Web pages.

Chapter 3 provides information about the STATE DOT tab and the features it contains.

In Chapter 4, the LETTINGS tab is explained, including the different sections of a proposal.

The UTILITIES and SEARCH tabs are covered in Chapter 5.

Chapter 6 explains how to obtain Bid Express customer support.

1.2 The Help Button

The HELP button appears in the form of a question mark on a number of Bid Express pages. If you click on the question mark you are brought to a help section for that particular page. To return to the previous page, click the BACK button on your browser.

1.3 Documentation Conventions

This guide uses different techniques to help you identify important information. Keys that you press and buttons that you click to invoke an action are identified in small caps, for example, “press the ENTER key.” Tab names are also shown in small caps.

User entries (information you type in using the keyboard) are shown in **bolded text**.

Referenced publication titles and important terms are identified by *italics*.

- 📄 **Note:** Important notes are indented from both the right and left margins and flagged with small note icons. Notes contain extra information that may help you work more efficiently or understand a process more fully.

- ⚠️ **Caution:** Cautions look very similar to notes, but are flagged with an exclamation point icon. Read all cautions; they contain important information that should not be overlooked.

1.4 Getting Started

All you need to use Bid Express is a computer with access to the Internet. Visit the Bid Express web site at www.bidx.com and you are automatically logged in as a guest. As a guest, you will have access to most of the services available, although you will only be able to access contracts with letting dates that have been posted for more than six months.

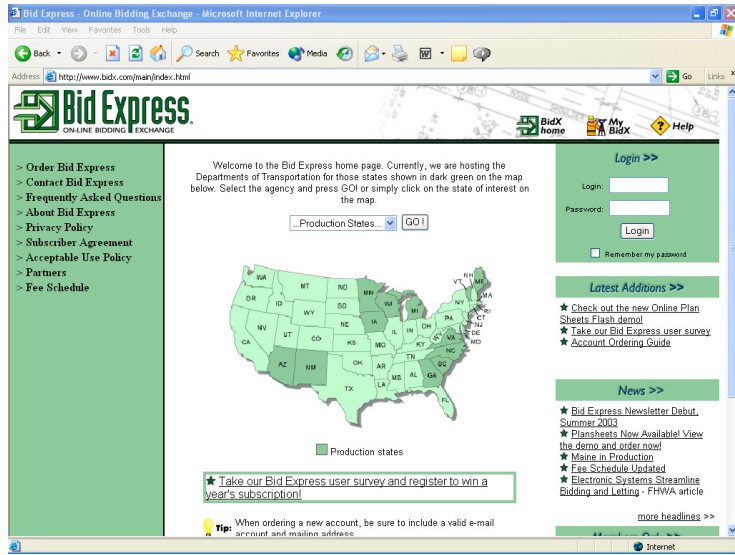


Figure 1-1. The Bid Express Home Page

Use the scroll bars to see the rest of the home page. It includes more information about Bid Express current events, plus a Members Only section.

2. General Usage and Features of Bid Express

Bid Express is designed for you to view an agency's proposal and bid files, as well as to download those files to your computer. Although each agency has different workflow and business rules, there are many common functions that apply to the entire Bid Express system.

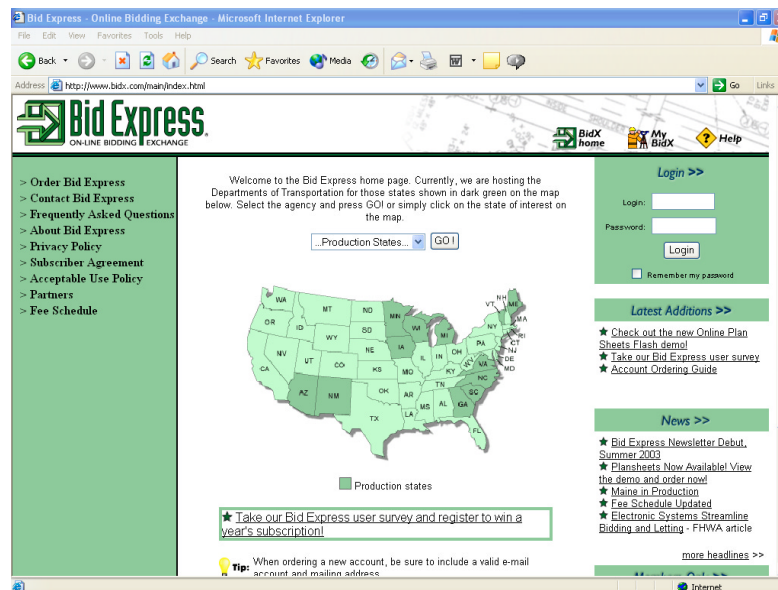


Figure 2-1. The Bid Express Home Page

The Bid Express home page is divided into sections for easier navigation.

- Information about Bid Express, Frequently Asked Questions, the Privacy Policy, and additional information can be accessed by selecting the appropriate hyperlink the Information section, the left pane of the Bid Express Web site. This section is discussed in greater detail in Section 2.2.
- Use the Login box to access your Bid Express account. You can also login through the MYBIDX button.

- The map area color codes the states that have Bid Express in production. Clicking on a particular state brings you to the Bid Express pages for that state. Use of the Agency drop down list and the GO button can also bring you to a state's Bid Express pages.
- The Latest Additions section has current information about Bid Express and its features.
- You can find other news articles about Bid Express, Internet bidding, and more in the News section.
- The Members Only section includes guides to help you use Bid Express.

At the top of the Bid Express home page are three buttons.

- The HOME button will always return you to this Bid Express home page.
- The MYBIDX button allows you to set up your account preference, and log into and out of Bid Express. This button is discussed in more detail in Section 2.4.
- The HELP button appears in the form of a question mark on a number of Bid Express pages. If you click on the question mark you will be brought to a help section for that particular page. To return to the previous page, click the BACK button on your browser.

2.1 Login

Before you can use Bid Express, you must log in. Enter your Bid Express username in the Login field on the Bid Express home page and press the TAB key. Enter your password in the Password field and click LOGIN. This lets Bid Express recognize you as a valid user of its services.

If you want BidX.com to remember your password, activate the Remember My Password checkbox before you click LOGIN. This means that as long as you are still connected to the Internet, you do not have to log into Bid Express again if you leave the Bid Express site.

2.2 Information Section

Located on the Bid Express home page, the Information Section gives you access to necessary Bid Express information that is not related to a specific state agency and is not part of the bidding process. The Information Section contains the privacy policy, frequently asked questions (FAQ), the fee schedule, and other information.

2.2.1 Order Bid Express

The Bid Express Subscriber Agreement and account ordering process are accessible through the [Order Bid Express](#) hyperlink.

2.2.2 Bid Express Contacts

The [Bid Express Contacts](#) page lists the various ways of contacting Bid Express administration and customer support. There is also a list of agencies that are using Bid Express. At times, there may be other uses on this page, such as request for customer feedback.

2.2.3 Frequently Asked Questions (FAQ)

The [FAQ](#) covers questions in six categories: General Questions, Hardware/Software, Digital IDs, Internet Bidding, Bid Bonds, and Fees.

Each category covers the frequently asked questions that relate to the heading. If you have a question in regards to Bid Express that is not covered in the FAQ, you can contact Bid Express technical support.

2.2.4 About Bid Express

Click on the [About Bid Express](#) hyperlink to learn about Bid Express, how it relates to Expedite, and a summary of the uses of Bid Express. It also discusses Bid Express reliability and the encryption technology used when submitting bids.

2.2.5 Privacy Policy

The [Privacy Policy](#) hyperlink brings you to the Bid Express Privacy Policy. It explains how the information you enter when you sign up for your Bid Express account is used, and explains the use and function of a *cookie*.

2.2.6 Subscriber Agreement

The [Subscriber Agreement](#) describes the Terms and Conditions for using the Bid Express service. You must agree to the Subscriber Agreement before you register for a Bid Express account. The Subscriber Agreement also displays when you select the [Order Bid Express](#) hyperlink on the Bid Express home page.

2.2.7 Acceptable Use Policy

The [Acceptable Use Policy](#) describes the kinds of conditions under which Bid Express should and should not be used.

2.2.8 Partners

The [Partners](#) hyperlink gives you information about other companies that work in conjunction with Bid Express. You can also go to the Web pages for these companies from the Partners page, if applicable.

2.2.9 Fee Schedule

The [Fee Schedule](#) lists the cost of obtaining and maintaining a Bid Express account. It also explains the costs associated with a Digital ID, and how payments can be made for using the Bid Express service.

2.2.10 BidX Alerts

The BidX Alerts page lists any issues between Bid Express, its related software, and users' computers. For example, users of XP may have more security issues than Windows 2000 users. This page addresses those issues.

2.3 The Map of the United States

In the middle of the Bid Express home page, there is a map of the United States. States that have Bid Express in production are indicated by a dark green color. The pale-green states are those which are not yet users of the Bid Express service.

To see the lettings for a particular state, click on that state on the map. You can also select the state from the Agency drop-down list and click GO. This Agency drop-down list also indicates which states are about to be in production with Bid Express.

2.4 MYBIDX - Setting Your User Options

Once you have successfully logged into the Bid Express Web pages, you can set your account options. To do this, click the MYBIDX button located at the top of the Web page.

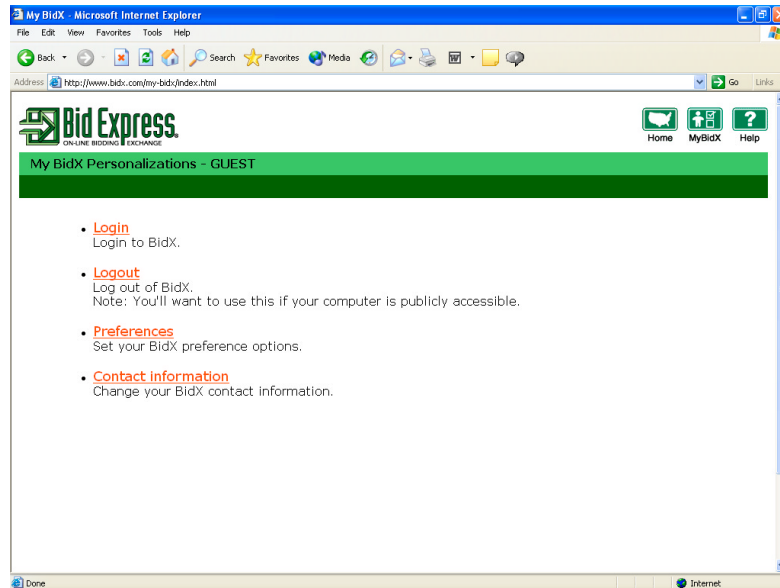


Figure 2-2. Bid Express MYBIDX Button

- **Note:** You can also log in to your Bid Express account from the Bid Express home page.

The options available under the MYBIDX button are: Login, Logout, Preferences, and Contact Information.

2.4.1 Login

You can use the Login hyperlink to log in to your Bid Express account if you didn't log in on the Bid Express main page. Enter your Login name (Username) in the Login field, and enter your password in the Password field. Click LOGIN. Once you are successfully logged in, Bid Express returns you to the Bid Express home page.

2.4.2 Logout

When you have finished using your Bid Express account, you should log out. This disconnects your account from the Internet. This is a security measure used so no one can use your Bid Express account to get unauthorized information.

To log out of Bid Express, simply click the Logout hyperlink.

2.4.3 Preferences

You can set your Bid Express preferences, which include search records, contact information, and a personalized address book. To set these preferences, select the Preferences hyperlink. Once you have finished determining your preferences, click the UPDATE button.

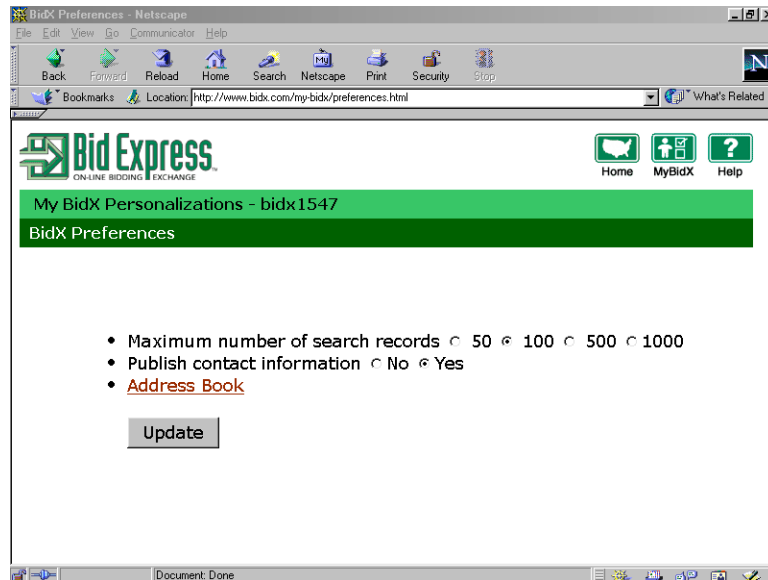


Figure 2-3. MYBIDX Button - Preferences

There are three different options under the Preferences heading.

Maximum Number of Search Records

Each time you search for a word or phrase on the Bid Express Web site, the number of matches that are returned at one time is determined by this selection option. The default is 100. If you feel this is too few a number, you can increase it; if it is too many, you can decrease it. The fewer records you request, the faster the search takes. Keep in mind that you will see no more than the number selected, regardless of how many matches Bid Express makes. You can still find the records for which you are looking by specifying additional search criteria.

Publish Contact Information

Your contact information is established under the Contact Information section. If you select Yes to the Publish Contact Information option, your contact information is available to other Bid Express users. This means that other Bid Express users can see who you are and how to get in touch with you, using the information from the Contact Information Section of the Contact Information page. If you want this information to remain private, select No. The default is Yes.

Address Book

Your Bid Express address book is a convenient way to store e-mail addresses of others. Select the [Address Book](#) hyperlink, and enter the name of the person for whom you wish to create an entry in the Name field. Enter that person's e-mail address in the Email Address field.

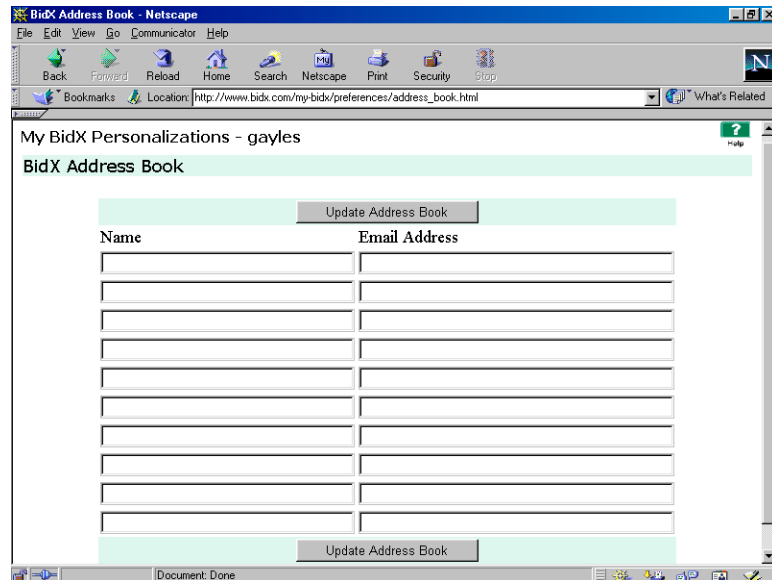


Figure 2-4. Bid Express Address Book

Click the UPDATE ADDRESS BOOK button. Bid Express will update the address book with that information.

Once an address has been entered and the address book updated, Bid Express displays the name and address with an envelope icon next to the name. Now, when you want to e-mail your contact, simply click the envelope. Your e-mail application opens with the address in the To field.

If you no longer need an address, click the Delete checkbox next to the address, then click UPDATE ADDRESS BOOK. That name and address will be deleted.

2.4.4 Contact Information

To change your Bid Express contact information, select the [Contact Information](#) hyperlink. This is where you can change your Bid Express login name and password. You are also able to update your personal and business address, city, phone number, and change how your name is displayed. When you are done entering the new information, click the UPDATE INFORMATION button.

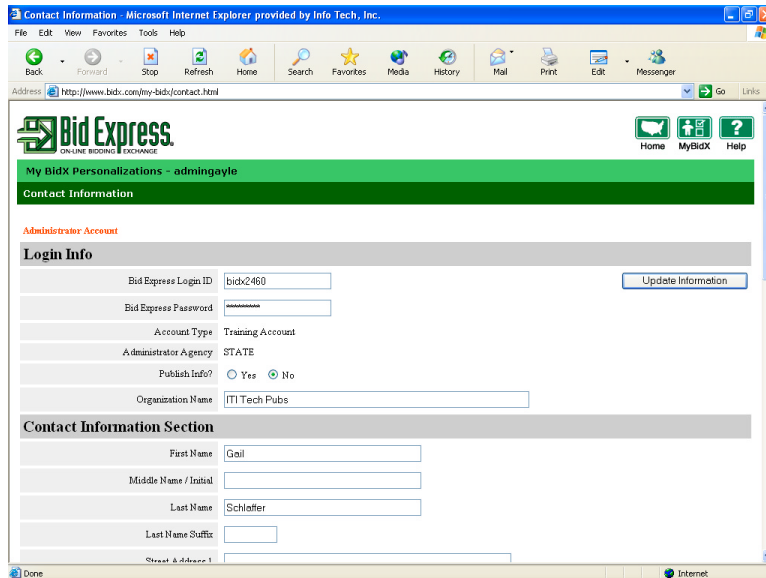


Figure 2-5. Update Contact Information

You can change your login name and password on the Contact Information page. Just fill a new name or password in the Name or Password fields. If you want your contact information available for other Bid Express users, keep the default value of Yes for the Publish Info field.

You can fill in as little or as much information as you want in the Contact Information Section. This information will be available to the other Bid Express users if you choose to publish your contact information.

If your billing information changes, you can update it for Bid Express in the Billing Address Section.

Once you are finished with the MyBidX page, return to the Bid Express main page by clicking the HOME button. Then select your state by clicking on it in the map of the United States or by selecting it in the Production States drop-down list and clicking GO.

3. The STATE DOT Tab

The State's home page is the first one you see after you select the state on the Bid Express home page. The ST is replaced by the one or two letter abbreviation for the state (for example, SCDOT for South Carolina Department of Transportation). Other states may have a different name for their transportation agency, so the DOT may be different as well (for example, State Highway and Transportation Department). Regardless of what the abbreviation may be, the state's home page is referred to as the STDOT tab in this document, and the state transportation agency is referred to as the DOT.

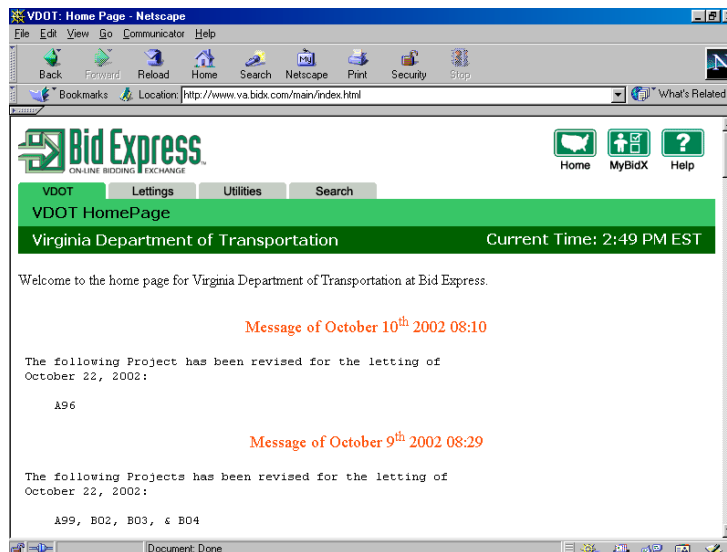


Figure 3-1. STDOT Home Page

The title bar of the STDOT tab page displays the name of the DOT and the current time. You must refresh your browser to keep the time current.

The STDOT home page is usually divided into two sections. The first section displays any messages created for the contractors by the DOT. The second section, What's New, lists any new information for any of the lettings. Each section is dependant on information from the DOT, and either one may not be available for your state.

There may be times where Bid Express also posts a message to the contractors. When this happens, it will appear before any messages for the contractors by the DOT.

3.1 Messages From the DOT

The beginning of the STDOT tab displays any messages of which the DOT wants its contractors to be aware. The messages are displayed with the newest one first. Each message contains information that the DOT feels the contractor needs to know. This can include updates to bid items or a timeline for Internet bidding milestones.

3.2 What's New

Further down the state's home page is the What's New Section. Use the scroll bars to see this part of the page.

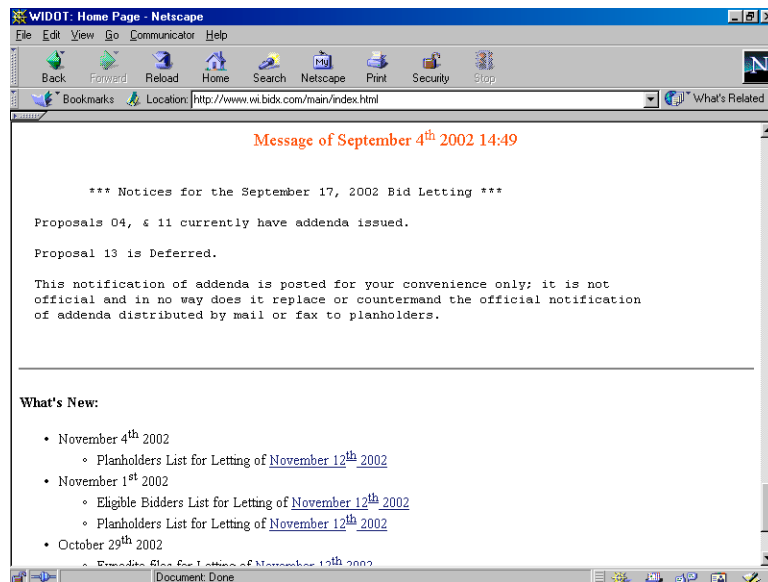


Figure 3-2. STDOT Home Page - What's New

The What's New section contains information that has been posted specific to particular letting dates. The information only goes in the What's New section if it has changed from when it was previously posted, or if it hadn't yet been posted. When you click on one of the hyperlinks under What's New, Bid Express opens the letting page where that information resides. From there, you can download or view the desired information.

4. The Lettings Tab

The LETTINGS tab displays every letting date since Bid Express has been active in that state. It also shows the current time. You must refresh your browser to keep this time accurate.

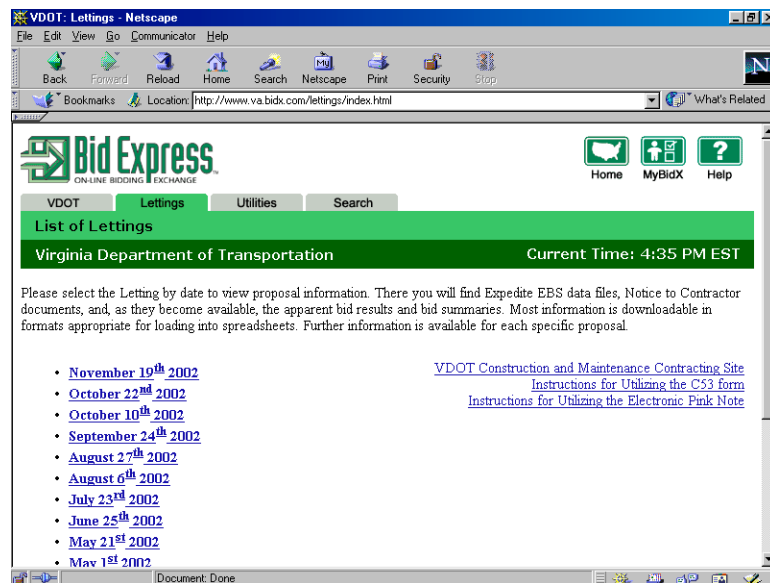


Figure 4-1. The Lettings Tab

Each date corresponds to the letting information for that date. There may be other information on this page, such as in the above figure, but this information depends on the DOT.

4.1 Viewing a Letting

Click on the desired date to see the letting for that date.

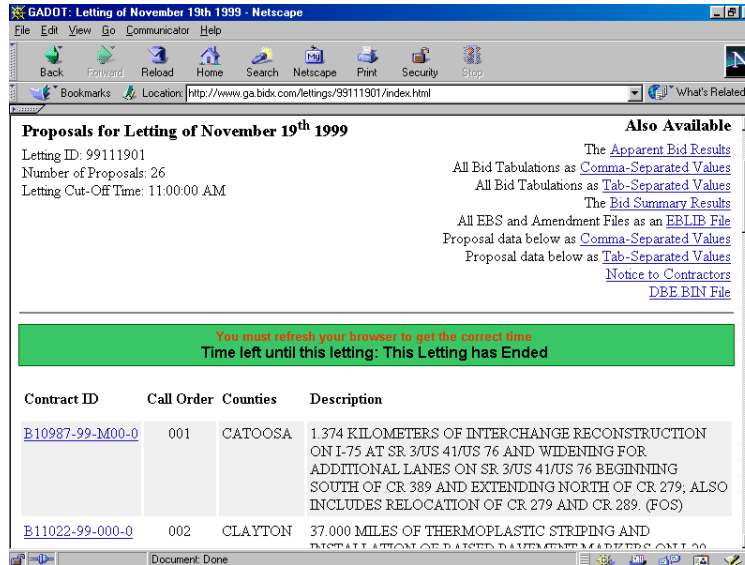


Figure 4-2. Contract ID Information for a Specific Letting Date

The letting page displays information specific to the letting, including the letting ID, the number of proposals, and the time the bids are due. It also has a section called Also Available, which lists information specific to the letting, such as the eligible plan holders and bid tabulations. Underneath this information is a clock that counts down the time until the letting. You must refresh your browser to get the accurate countdown (unless the letting has ended). Last, we have the list of Contract ID, the call order for that contract ID, and the county and description of the contract ID.

4.2 Also Available

On each lettings page is a section titled Also Available. This section contains additional information for the letting that is not a necessary part of the proposal. This page differs between each contract ID.

Some information allows you to download the file in either CSV (comma-separated value) format or TSV (tab-separated value) format.

Not every file listed under the Also Available heading is listed in every state or for every proposal. There also may be files for your state that are not described in this document. The available information on this page depends on the DOT.

4.2.1 Apparent Bid Results

This file shows the bids as read from the day of the letting. The results show the apparent winner, but the bids still need to be confirmed before the contract is awarded.

The Apparent Bid Results are only available after the letting had ended.

Apparent Bid Results for Letting of December 15th 2000
Letting ID: 00121501

Also Available
These results as [Comma-Separated Values](#)
These results as [Tab-Separated Values](#)

Call Order	County	Vendor Name	Bid Amount
Call 001	FULTON	JAD CONTRACTORS, INC. (2JA305)	\$ 999,900.00
		V. H. P. ENTERPRISES, INC. (2VH010)	\$ 1,023,000.00
		P & H STUCCO & CONSTRUCTION, INC. (2PH050)	\$ 1,067,000.00
		K. V. K. CONTRACTING, INC. (2KV030)	\$ 1,317,400.00
		AMERICOAT PAINTING CO., INC. (2AM733)	\$ 1,363,400.00
		M & J CONSTRUCTION COMPANY OF PINELLAS COUNTY, INC. (2MJ200)	\$ 1,370,406.00
		POSEIDON CONSTRUCTION, INC. (2PO475)	\$ 1,389,332.00
Call 002	FULTON	3-DS BRIDGE PAINTING CORPORATION (2TH779)	\$ 645,400.00
		P & H STUCCO & CONSTRUCTION, INC. (2PH050)	\$ 663,071.00
		AMERICOAT PAINTING CO., INC. (2AM733)	\$ 733,776.00
		JAD CONTRACTORS, INC. (2JA305)	\$ 799,000.00

Figure 4-3. Apparent Bid Results

4.2.2 Bid Summary Results

The Bid Summary Results are the results of the letting after the opened bids have been processed through Trns•port LAS[®]. A similar software program is used by those states not using LAS.

The bid results are a more official representation of the winners than the apparent bid results.

Bid Summary for Letting of December 19th 2000
Letting ID: 001219

Also Available
These results as [Comma-Separated Values](#)
These results as [Tab-Separated Values](#)

Call Order	County	Name	Amount Bid
Call 001	ADAIR	GUS CONSTRUCTION CO., INC.	\$ 142,720.67
		GODBERSEN-SMITH CONSTRUCTION CO. & SUBSID.	\$ 175,907.80
		JENCO CONSTRUCTION, INC.	\$ 183,710.92
Call 002	ADAIR	BARTON CONSTRUCTION, CO., INC.	\$ 133,382.22
		GLEN JORDAN CONSTRUCTION CO.	\$ 135,354.33
		BLOOMFIELD BRIDGE & CULVERT, INC.	\$ 158,333.76
		JENCO CONSTRUCTION, INC.	\$ 159,889.67
		GODBERSEN-SMITH CONSTRUCTION CO. & SUBSID.	\$ 168,484.23

Figure 4-4. Bid Summary Results

4.2.3 DBE.bin File

The DBE.bin file contains a list of the Disadvantage Business Enterprises that have been approved for use with the call order. To use the list, download the DBE.bin file into the Expedite Bid directory. When you download a proposal that requires DBE information, the DBE options appear on the Edit menu in Expedite Bid.

Once the DBE.bin file is in the Bid directory, start Expedite and open the proposal. Select **Add DBE Vendor** from the **Edit** menu. A window appears that allows you to choose which DBE vendor to use for that item. Repeat this command for each item with which you want to use a DBE vendor.

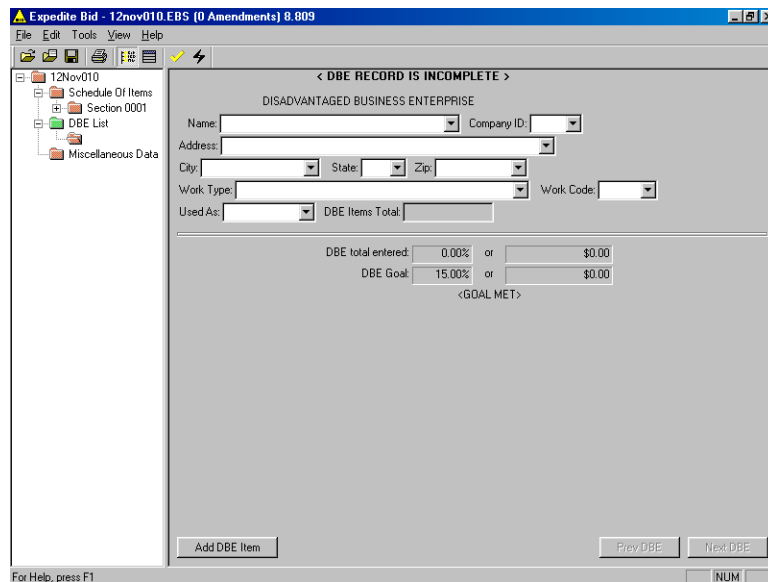


Figure 4-5. DBE Window in Expedite

Note: For more information about using DBE vendors in Expedite, read the *Expedite User's Guide* or the Expedite online Help.

4.2.4 EBS and Amendment Files as an EBLIB File

You can download all files for a proposal into Expedite Bid using the EBS and Amendments Files as an EBLIB file option. Click the [EBS and Amendments Files as an EBLIB file](#) hyperlink. A window opens asking if you want to save the file to a disk or open it. Save it to a disk.

Once the file is saved, open Expedite Bid. Select **Open** from the **File** menu. Expedite Bid opens an Open Proposal window. Find the location of the saved file and click on it once. When the file name appears in the File Name window, click OPEN.

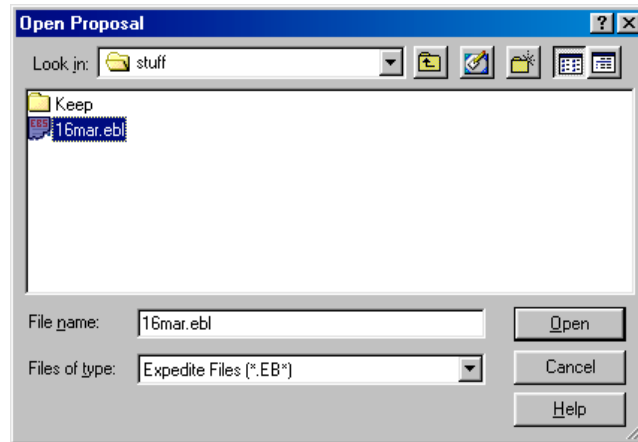


Figure 4-6. Expedite Open Proposal Window

Once you click OPEN, a Select Proposal window appears.

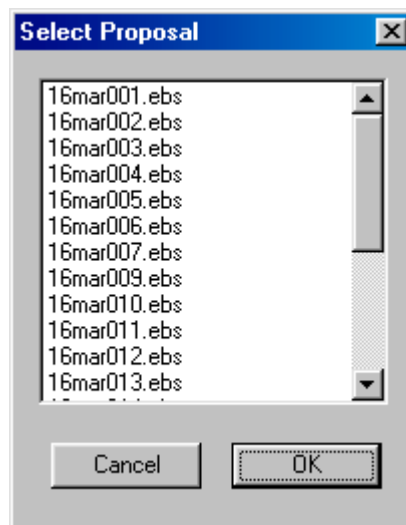


Figure 4-7. EBLIB File in Expedite

Highlight the desired call order and click OK. Once the proposal is downloaded, you must download all amendments for that call order in sequential order. You must repeat this process for each proposal you are bidding on.

4.2.5 Proposal Data Below As Comma-Separated Values/Tab Separated Values

Selecting this hyperlink allows you to download the proposal data for the selected letting in either a CSV or TSV file. Once this file is downloaded, you can view the proposal data in a spreadsheet program, such as Excel.

4.2.6 Notice to Contractors

The Notice to Contractors is a text file posted by the state agency to inform contractors about details ranging from the location of the bid opening to causes for denying the awarded contract.

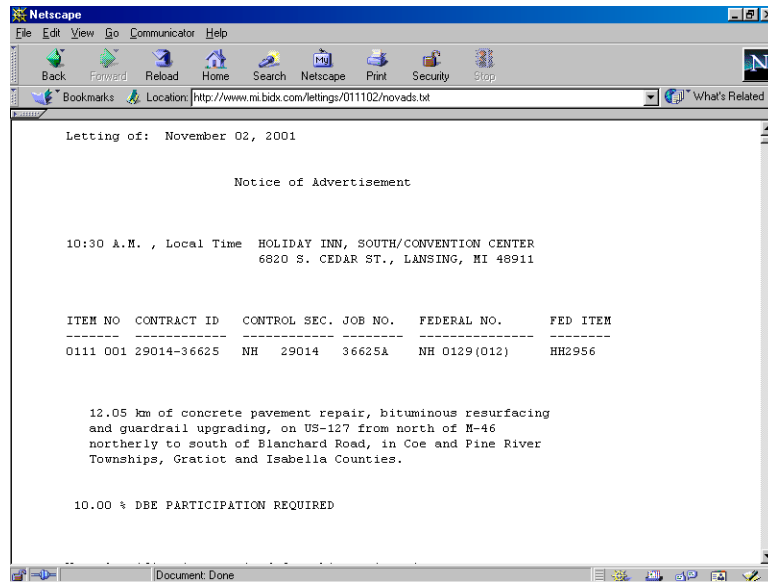


Figure 4-8. Example Notice to Contractors

4.3 Viewing a Contract

To view details regarding a specific contract, click the Contract ID. A new page appears containing specific contract information.

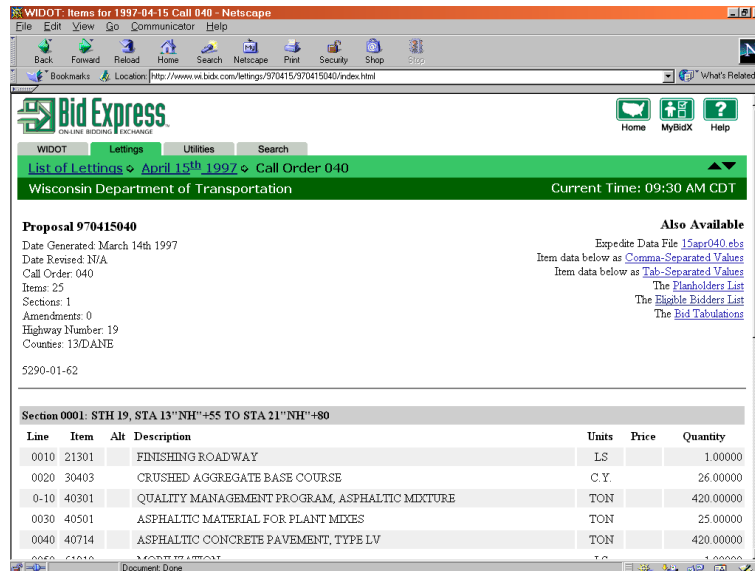


Figure 4-9. Contract Information

The Contract page displays a lot more detailed information about a contract than is displayed on the list of lettings including the item number and description of the item. A Contract page also contains several links that allow you to view online reports such as the specific Expedite information for the proposal or the eligible plan holders list. These online reports are contract-specific.

4.3.1 Amendment Files

Click on an amendment for a call order. A window opens asking if you want to open the file or save it to a disk. Since amendment files have to be added to the call order through the Load Amendment option in Expedite Bid, save the file instead of opening it.

Once the file has been downloaded, open the proposal in Expedite Bid. To apply the amendment to the file, select **Load Amendment** from the **File** menu and choose the amendment file. Expedite Bid applies the amendment to the proposal.

If there is more than one amendment for a call order, you must sequentially download and apply each amendment to the call order.

Note: For more information about loading amendment files in Expedite Bid, read the Expedite *User's Guide* or the Expedite online Help.

4.3.2 Bid Tabulations

Bid Tabulations display the item level prices of a bid. You can view the bid prices and total amounts in either comma-separated or tab-separated values.

- 📄 **Note:** The Eligible Bidders information is DOT-specific. If this information is not available, then most likely your DOT has not yet released a comprehensive list of eligible bidders.

4.3.4 Expedite Data File

The Expedite Data file is a proposal file that can be opened in Expedite Bid. It contains all the information included on the proposal page in an EBS file format. Although Expedite Bid is not necessary to use in order to use Bid Express, it does make submitting bids easier. Click on the [Expedite Data File](#) hyperlink. Decide if you want to save the file to your computer or open it directly into Expedite Bid.

If you decide to save it as a file, open Expedite Bid and open the file. Expedite Bid displays the data file. If you open it directly into Expedite Bid, then Expedite Bid opens with the file displayed.

The EBS file displays the items in the call order that appear on your screen when you click on the call order for the letting. You can fill in the blanks in Expedite Bid and then send the bid submission to the DOT.

- 📄 **Note:** For more information about editing a bid in Expedite Bid, read the *Expedite User's Guide* or the Expedite online Help.

4.3.5 Plan Holders List

Click the [Planholders](#) hyperlink to display a list of companies that have obtained plans for a proposal. Not all plan holders are on the Eligible Bidders list. You can also download this information as a .csv or tab-separated value file.

Bidder ID	Company Name/Address	Phone Number	Fax Number
BA97	BARRICADE FLASHER LODI W10003 HWY K Lodi, WI 53555		
BR22	BRICKLINE, INC 3342 COMMERCIAL AVE MADISON, WI 53714	608-244-5163	
CA70	RAYMOND P. CATTELL, INC. 2401 VONDRON ROAD MADISON, WI 53704	608-222-3180	
CE01	CENTRAL STATE SIGNING 336 N JEFFERSON ST LANCASTER, WI 53813		
CE30	CENTURY FENCE CO. P.O. BOX 466	262-547-3331	

Figure 4-12. Planholder's List

5. The Utilities Tab and the Search Tab

The UTILITIES tab and SEARCH tab each display similar information regardless of for which state you are submitting bids. The SEARCH tab is exactly the same, but the UTILITIES tab may have some additional information, depending on the state.

5.1 The Utilities Tab

The UTILITIES tab gives you access to common utilities needed to use additional information posted to Bid Express.

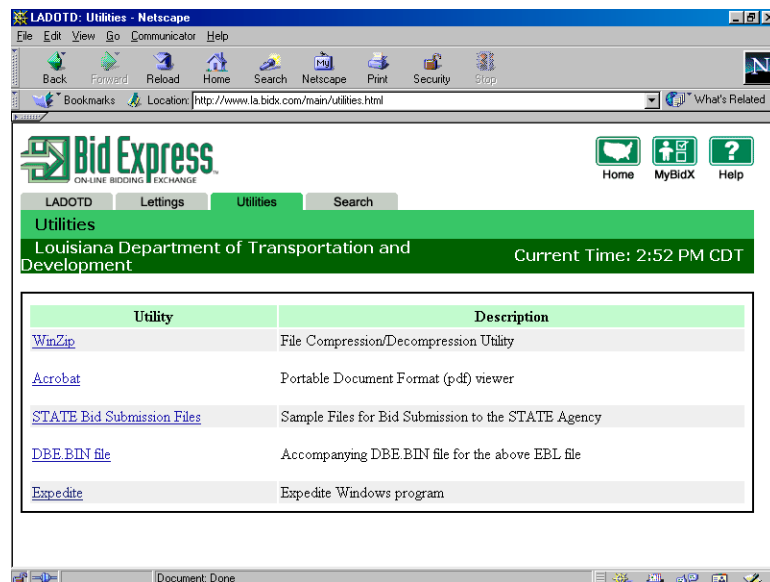


Figure 5-1. Bid Express UTILITIES Tab

The three utilities that appear on each state's UTILITIES tab are WinZip®, Acrobat®, and Expedite.

WinZip is a file compression and decompression utility. If you have downloaded a file with a .zip extension, then you need to "unzip" it using WinZip. Clicking on WinZip brings you to the WinZip Web site (www.winzip.com). From there, you can download WinZip.

Acrobat allows you to view files that have a .pdf extension. This is a common format for files placed on the Internet, and the software is free. Clicking on Acrobat brings you to a Web page (www.adobe.com) that has Adobe Acrobat ready to download.

Expedite Bid allows prime contractors to create electronic bid documents and submit them over the Internet. Expedite Bid is especially helpful when used with Bid Express. State agencies can post proposals and amendments as Expedite Bid files to Bid Express. Click the Expedite Bid link to download Expedite for use.

There may be other items listed on the UTILITIES tab, depending on your agency's preferences. It is likely that you will need all items that your agency has listed. It is recommended that you download them as soon as possible.

5.2 The Search Tab

The SEARCH tab allows you to search the entire Bid Express database for a vendor or a subscriber, or search the Bid Express state database for a bid tabulation or an item.

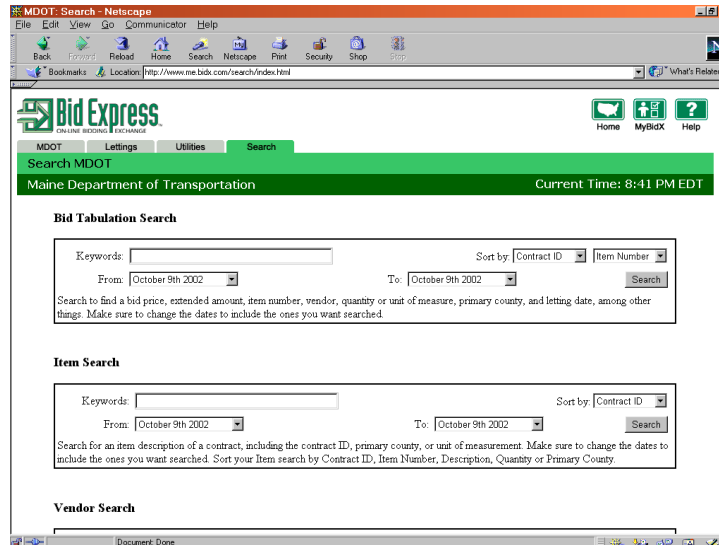


Figure 5-2. Bid Express SEARCH Tab

To use the Search function, find the type of search you would like to run. Once you have determined whether you want to search for a bid tabulation, an item, a vendor, or a Bid Express subscriber, click in the Keywords field for that search.

Enter the keyword for which you are searching. If you are searching for an item or bid tabulation, also select the dates that you want the search to cover. Once you've entered the necessary information, click SEARCH.

When the entire list has been search, Bid Express displays the results. If the results you receive are not the ones you expected, try the search again using different words. You can change the number of results from your search using the Preferences option (see Section 2.4.3).

6. Bid Express Customer Support

Bid Express customer support service is available from 8:00 a.m. until 7:00 p.m., EST. During those hours, Bid Express Customer Support can be reached by dialing Customer Support at (352) 381-4888. After 7:00 p.m., a voice message can be recorded for customer support. A support specialist receives the message the morning of the next business day and processes the call.

6.1 Normal Technical Support

Bidx.com first level support provides solutions to common Bid Express technical questions from contractors and agencies, usually during the initial call. If the first level support specialist is unable to resolve the problem within 30 minutes of the initial call, then the problem is escalated to a second level support analyst. This support team works towards a quick resolution and response to the customer. On the occasion where a support resolution takes longer than two hours, a member of the support team contacts the customer with an estimated time of resolution. Then, once the problem is resolved, the customer is notified of the resolution.

6.2 Non-Qualified Support Topics

Bid Express technical support is limited to questions regarding the Bid Express service. The following topics are not considered Bid Express technical support items and are therefore not included in this technical support agreement. Bid Express Customer Support will be happy to work with the customer to try and determine if the problem is one of the following topics.

- Trouble with Internet connections
These should be referred to your Internet service provider.

- Expedite Technical Support (except Digital ID and Bid Submission/Withdrawal)
These should be referred to the DOT Expedite Representative.
- Operating System questions
These should be referred to the operating system software vendors.
- Printing questions
These should be referred to the printer hardware manufacturer.
- Problems with the Web Browser
These should be referred to the Web browser software vendor.
- Forgetting Digital ID/Password
There is no known technical means of recovering or determining a Digital ID passphrase or password. A new Digital ID submission with any applicable fees will need to be submitted.

If there any questions regarding Bid Express Customer Support, please send an e-mail to Bid Express at customer.support@bidx.com, or call 352-381-4888.