



NEW! Electronic Bidding System

Broward County Vendors' Commonly Asked Questions*

*Updated June 19, 2014

Do I have to register with BidSync?

Yes. Vendors must register with BidSync to continue to receive solicitation notifications from Broward County Purchasing Division. Vendors should ensure that they include "Broward County" in their Regions to continue receiving notifications for Broward County Purchasing Division's solicitations. Vendors can select their regions during registration, or if already registered with BidSync, select My Account, Company Profile, Classifications, and Manage Regions.

Additionally, Vendors must be registered with BidSync to submit electronic responses to solicitations. Broward County is in the process of transitioning to receiving solicitation responses electronically and in the future Broward County will only accept electronic submittals. Vendors should review the solicitations document for information on submitting responses.

Is a Broward County issued vendor number required to register with BidSync?

No. Once a vendor is registered with BidSync, they do not receive a vendor number (with BidSync or Broward County Purchasing Division). However, if a Vendor is recommended for a contract award, they will be entered into Broward County's accounts payable system so purchase orders or master agreements can be issued to the Vendor. A Purchasing Agent will notify vendors if additional information is required to be entered into Broward County's accounts payable system.

I am already a "registered" vendor with Broward County. How can I update my information (commodity codes, contact person, phone, etc.)?

Vendors no longer need to update their commodity codes or contact person with Broward County Purchasing Division to receive notifications of solicitations

(previously available in the Vendor Self Serve program). Vendors should register with BidSync and update their Vendor Profile with their most recent information to receive Broward County Purchasing Division's solicitation notifications.

Are purchase orders and payments issued through BidSync?

No. Purchase orders and payments will continue being issued through Broward County's accounts payable system. If a Vendor is recommended for a contract award, Broward County will enter the Vendor into Broward County's accounts payable system (so a purchase order or master agreement can be issued to the Vendor). A Purchasing Agent will notify the Vendor if additional information is required to be added to Broward County's accounts payable system; Vendors will no longer be requested to register online with Broward County.

Is there a cost to register with BidSync?

No. Registration is free to Broward County vendors.

Where do I register?

To participate in future bidding opportunities, click on the [link](#) to begin your free registration with BidSync. The registration process will take less than five minutes. You can also complete the registration process by calling BidSync at 1-800-990-9339.

I am already registered with BidSync. Do I have to register again?

No, if you are already registered with BidSync then you will only be required to update your Company Profile in BidSync. Log into your BidSync account and update your Company Profile to ensure your contact information, classifications, and regions notifications is updated (include "Broward County" in Vendor's Company Profile).

Is training available?

BidSync offers a Customer Solutions Center, which includes announcements, training guides, and Frequently Asked Questions (FAQs). To access the BidSync's Customer Solutions Knowledge Base and training materials, create a login* for the Customer Solutions (*Note: the login to the Customer Solutions Center is a different account than your BidSync login).

Additionally, Vendors can contact BidSync by phone or e-mail to answer specific questions, at:

1-801-765-9245

1-800-990-9339 Toll Free

E-mail: support@bidsync.com

What is the difference between BidSync Links and BidSync Links PLUS™?

Registering a BidSync Links account gives Vendors access to over 1,000 government agencies who post their solicitations through BidSync's website. BidSync Links PLUS™ grants Vendors access to more solicitations, however there is a fee for this service.

Broward County is paying for BidSync's services for Vendors – so only a BidSync Links account is required to continue to receive and bid on Broward County solicitations. BidSync Links PLUS™ this is not supported or required to do business with Broward County.

Do I have to subscribe to BidSync Links PLUS™ to do business with Broward County?

No. BidSync Links PLUS™ is not required to do business with Broward County. BidSync Links PLUS™ is not supported or required to do business with Broward County.

I receive marketing e-mails from BidSync Links PLUS™ . How do I stop receiving those e-mails (but still receive notifications of Broward County solicitations)?

Vendors can update their notification preferences through their BidSync vendor profile. Once logged in on BidSync, Vendor should select Company Profile, Notifications, Notification Type & Frequency, and unselect those types of notices. Refer to [BidSync's guide](#) on changing notification settings.

How do I continue to receive e-mail notices for a solicitation I am interested in?

There are several ways to continue to receive notifications on a specific solicitation once it has been advertised (i.e. addenda):

- Once on bid page for selected solicitation, go to the "Notifications are OFF" area. Notifications are off by default. After the first notification, if you would like to continue to receive notifications for the specific solicitation (i.e. addenda, pre-bid conferences, and questions and answers; click "Notify me about this bid".
- If you ask a question, your notifications will automatically be turned on; when the question is answered you will receive an email.
- If you submit an offer and want to receive an offer confirmation you must check the box, "Please send me a confirmation email." If you have previously opted to block your notifications, you will not receive a confirmation email.