# Table of Contents

1. INTRODUCTION ..................................................................................................................... 3  
   1.1 PURPOSE .............................................................................................................................. 3  
   1.2 TARGET AUDIENCE .......................................................................................................... 3  
   1.3 ARCHITECTURE AND NAVIGATION .................................................................................. 3  

2. FEATURES ............................................................................................................................... 5  
   2.1 VISITOR ACCESS ................................................................................................................. 5  
      2.1.1 HOME ......................................................................................................................... 5  
      2.1.2 LOGIN .......................................................................................................................... 5  
      2.1.3 FORGOT PASSWORD .................................................................................................. 6  
      2.1.4 REGISTER .................................................................................................................... 6  
      2.1.5 DIRECTORY ................................................................................................................ 7  
      2.1.6 BID SOLICITATIONS OR CONTRACTS ................................................................. 8  
      2.1.7 HELP .......................................................................................................................... 9  

3. VENDOR ACCESS .................................................................................................................... 9  
   3.1 HOME .................................................................................................................................. 10  
      3.1.1 ACTIVE, MATCHING ACTIVE, NOTIFIED, PLANHOLDER, BIDDER, Awardee Solicitations and Contract Awardee ............................................................................. 11  
      3.1.2 ONLINE QUOTE/BID .................................................................................................. 12  
      3.1.3 DIRECTORY ................................................................................................................ 16  
   3.1.3.1 AGENCY REGISTRATION ......................................................................................... 16  
      3.1.3.2 AGENCY FILE REQUESTS ...................................................................................... 18  
      3.1.3.3 COMMODITY CODES .......................................................................................... 20  
      3.1.3.4 COMPANY INFORMATION ..................................................................................... 20  
      3.1.3.5 CONTACT INFORMATION ..................................................................................... 21  
      3.1.3.6 CHANGE PASSWORD ............................................................................................. 22  
      3.1.3.7 LOCAL/MINORITY OWNED PROGRAMS ............................................................. 22  
      3.1.3.8 CONTRACTOR FOR CONSTRUCTION INFORMATION ........................................ 23  
      3.1.3.9 ACCESS INFORMATION FROM REGISTERED AGENCIES ............................. 23  
      3.1.3.10 CANCEL ACCOUNT ............................................................................................. 24  
      3.1.4 BID SOLICITATIONS .................................................................................................... 24  
      3.1.5 CONTRACTS .................................................................................................................. 24  
      3.1.6 HELP ............................................................................................................................. 24
1. INTRODUCTION

The concept of the VendorLink web application is to go beyond simply providing vendor registration and solicitation information. The VendorLink web application provides management of vendors, their commodity codes, local/minority owned programs, solicitations, contracts, email notifications, user, and content management.

1.1 PURPOSE

The intent of the VendorLink web application is to allow government procurement officials to manage their solicitations, contracts, and vendors. Standard functionality includes comprehensive search and reporting capabilities as well as document upload and customization of email notifications.

For vendors as well as staff, the application utilizes the common coding system established by the National Institute of Government Purchasing (NIGP) to properly identify the products and services required for categorization of solicitation documents.

1.2 TARGET AUDIENCE

This manual is designed to provide Vendors with a tool to utilize the VendorLink web application effectively and efficiently.

1.3 ARCHITECTURE AND NAVIGATION

The user interface architecture of the VendorLink web application is very simplistic, which makes it extremely user-friendly and easy to navigate. Most of the navigation through the site is performed in the top center of the web pages.

Once the user is logged in and depending on the role assigned, the links provided on the menu will vary.
VendorLink is a user-friendly Internet portal where businesses can sign-up to register and receive electronic email notification of upcoming solicitations as they become available. This online registration service allows suppliers to provide basic information about their business and to select specific commodity codes for the goods and services they provide.

When a solicitation matching those selections becomes available, the VendorLink user receives an email notification to the email address provided during the registration process. A link and information necessary for the solicitation to be viewed and downloaded is included in the registration information to receive announcements about business opportunities.

Use the links above to login to an existing account, register a new account, or reset the password on an existing account. Once you are registered, you can update your profile at any time.

Suppliers can view solicitations by selecting the Search Solicitations link above. To receive automatic notifications, VendorLink requires all suppliers to be registered by completing the supplier registration process.

We appreciate your interest in doing business with VendorLink's registered agencies.
2. FEATURES

The VendorLink web application contains a list of features/sections which are listed based on a user’s role in the VendorLink system.

2.1 VISITOR ACCESS

VendorLink users which have not been assigned an account or have not registered as a vendor are considered visitors to the site. This role does not use a username and password to access features located in the system.

2.1.1 HOME

The VendorLink home page contains the main navigation links in the top center of the web page.

2.1.2 LOGIN

For users that have registered as a vendor or been assigned an account, the login page is the point of entry to access internal web pages. The username consists of the email used to create the account. Once you have signed in, your main navigation menu will change to reflect your account access.

NOTE: Vendors are required to click on the “I’m not a robot” checkbox in order to log into a VendorLink site. Staff users are not required to click on the checkbox.
This tool was added to prevent screen scrapers from accessing information on VendorLink sites.

2.1.3 FORGOT PASSWORD

A user that might forget their password can have a password generated for them. An email will be sent to the user’s email account containing the new password.

2.1.4 REGISTER

Vendors that want to receive automatic email notifications from the VendorLink application must register on the VendorLink site. To register, a vendor MUST complete the required items listed with a red asterisk. Once all the items have been entered, a terms and conditions pop up will appear. In order to register, a vendor must accept the agency(s) terms and conditions of their selected agency(s). After acceptance, the vendor will be registered and automatically logged into the VendorLink system. Each of the
sections on the registration pages (Contact Information, Company Information, Commodity Codes, Agency Registration) are described in the Vendor manual.

2.1.5 DIRECTORY

The Directory is a searchable directory containing all registered vendors in the VendorLink system. In order to search by commodity codes (NIGP codes), first search the commodity codes given key word(s). A list of commodity codes will appear in the provided box. Mark the checkboxes in the box to search by commodity codes.
2.1.6 BID SOLICITATIONS OR CONTRACTS

If an agency elects to publicly display solicitations or contracts, those solicitations/contracts can be found by clicking on the Bid Solicitations or Contracts link in the navigation menu. The Agency drop down lists will only contain agencies that have decided to make their solicitations or contracts available to the public. Public users can select the criteria to search for then click on the Search Solicitations or Contracts button. If results are returned, users may view the details of the solicitation or contract by clicking on the view button of the selected solicitation. Active Solicitation documents however cannot be accessed without first registering on the site and logging in to access the documents. Once the Solicitation moves past the Active Status, the documents can be accessed without registering on the site.
2.1.7 HELP

The VendorLink help web page contains the contact information and requested items that VendorLink Support will request when they receive an email.

3.1 VENDOR ACCESS

VendorLink users that have registered as a vendor have access to login into the VendorLink system. These users can access solicitations, contracts, and documents provided by the agencies they have registered with. If a vendor downloads a solicitation document, the vendor becomes a planholder of the selected solicitation and will be notified automatically if changes to the solicitation are made. Vendors that select commodity codes during or after the registration process will have their codes matched to
the codes used in agency solicitations. These vendors will also be notified when a solicitation is broadcasted.

3.1.1 HOME

The VendorLink vendor home page contains the main navigation links in the top center of the web page. In addition, vendors can select to view solicitations and contracts from the Quick Links menu:

- **All Active Solicitations** - All bid solicitations that have the Active status can be found here. The list will only include bid solicitations from agencies the vendor has registered with.

- **Matching Active Solicitations** - Active bid solicitations whose commodity codes match the commodity codes currently selected by the vendor. The list will only include bid solicitations from agencies the vendor has registered with.

- **Solicitations for which I have been Notified** - Solicitations for which a vendor has been notified. This list includes all bid solicitation notifications, whether the bid solicitation is Active or not.

- **Solicitations for which I am a Planholder** - Solicitations for which a vendor has downloaded a document and been added as a planholder.

- **Solicitations for which I am a Bidder** - Solicitations for which a vendor has submitted an Online Bid/Quote through VendorLink or been added to the Bidder list by an agency staff user.

- **Solicitations for which I am an Awardee** - Solicitations for which a vendor has been added to the Awardee list by an agency staff user.

- **Contracts for which I am an Awardee** - Standalone contracts for which a vendor has been added to the Awardee list by an agency staff user.
Welcome to the VendorLink System

From the VendorLink Home page, you can view current solicitations, manage your business account, review and modify commodity code selections, and complete the agency requested forms. Some forms must be completed prior to doing business with certain agencies. Click on “My Account”, then “Agency File Requests” to download the electronic forms. Remember to keep your account updated regularly. Just click on the “My Account” link at the top of this page to change appropriate information.

In order to participate in an agency’s Local/Minority Owned Program, your business must first be certified or recognized by the selected agency. To register with an agency’s Local/Minority Owned Program, go to “My Account”, then “Local/Minority Owned Programs.”

Bidding Opportunities

Click on the link to the right, “Matching Active Solicitations”, to view a list of all solicitations which match the commodity code(s) you selected during the registration process.

The link, “All Active solicitations”, provides a complete list of all solicitations that are currently available.

The link, “Solicitations for which I am a Planholder”, provides a list of solicitations that have already been downloaded. Once you have downloaded a solicitation, you will also need to download all addenda and notices separately.

Remember, the recipient of any downloaded solicitation document from this website takes full responsibility for downloading all subsequent documents. Please read the Disclaimer for more information.

3.1.1.1 ACTIVE, MATCHING ACTIVE, NOTIFIED, PLANHOLDER, BIDDER, Awardee Solicitations and Contract Awardee

Vendors that select one of the seven options from the Quick Links menu will be able to view solicitations or contracts by clicking on the view button for the selected solicitation or contract. Vendors are able to download the list of solicitations by clicking on the Convert to Excel button. The list of agencies in the drop down list depends on the agencies for which the vendor is registered with. This list can be modified by a vendor in the My Account, Agency Registration section.
After the solicitation is selected, documents may be downloaded by a vendor. Once a vendor downloads a document, they are automatically added as a Planholder of that solicitation. Solicitation planholders are notified of any changes to the solicitation via email. If a vendor would like to be removed from the planholder list, they will need to contact the bid solicitation agency or VendorLink Support.

3.1.1.2 ONLINE QUOTE/BID

Some agency bid solicitations created by agencies will allow the vendor to submit their quotes/bids online through the VendorLink site. If the bid solicitation has the Online Quote/Bid selection set to Yes, two buttons will be displayed to the vendor at the top of the View Solicitation page – Create a Quote/Bid and I wish to NOT submit a Quote/Bid (These may change to Edit my Quote/Bid or View my Quote/Bid and View my Non-Submission depending on the selection made by the vendor). These buttons will only be available when then bid solicitation is Active.
If a vendor wishes to submit a quote/bid, the **Create a Quote/Bid** must be selected.

**Please note the following:**

1. **The status of the Quote/Bid is located at the top of the page.**
   a. **None** - The Quote/Bid has not been saved in the VendorLink system.
   b. **Draft** - The Quote/Bid has been saved as a draft. A Quote/Bid that is in Draft status will not be included in the final tally of submissions.
   c. **Submitted** - The Quote/Bid has been saved and submitted to the agency and will be included in the final tally of submissions.

2. **If line items are present in the Quote/Bid Items Requested table, there exists 3 statuses for each item.**
   a. **White/Light Gray background** - The item has not been changed since the bid solicitation has been Active.
   b. **Yellow background** - The item has been changed since the bid solicitation has been Active.
c. Red background - The item has been deleted since the bid solicitation has been Active and the item cannot be bid on. This item will not be included in any sub-totals or totals.

3. If line items are present in the Quote/Bid Items Requested table, a spreadsheet will be provided to the vendor containing a list of the items. Directions on how to use the spreadsheet are provided on the page.

4. If line items are present in the Quote/Bid Items Requested table and the Required checkbox is selected, that item must have a unit price entered by the vendor. If the price entered is $0.00, then a reason must be selected from the dropdown provided.
5. If line items are present in the Quote/Bid Items Requested table and the Brand Name/Equal Value/Service option is “Brand Name or Equal Value” or “Service,” the Make, Model and Description can be entered by a vendor. If the “Brand Name Only” option is selected, then only the Unit Price can be entered.

6. If line items are present in the Quote/Bid Items Requested table and unit prices have been entered by a vendor, the Extended Price, Sub-Total and Total are automatically calculated by the VendorLink System. The Extended Price is the product of the Quantity listed for an item multiplied by the Unit Price provided by the vendor. The Sub-Total is the sum of all the Extended Prices and the Total is the sum of the Sub-Total and Shipping Price.

7. If line items are present in the Quote/Bid Items Requested table and the cost of shipping is not included in the price of the items, a vendor can enter the price of shipping by selecting the Shipping Extra radio button and entering a price of shipping.

Sub-Total: $0.00
Shipping:

- Shipping Included
- Shipping Extra

If shipping is extra, a shipping price is required

Total: $0.00

8. The Quote/Bid can be edited up until the Due Date/Time is met for the bid solicitation.

9. The vendor must select whether they can or cannot meet a delivery date, accept any shipping requirements, terms and conditions, and payment methods.
10. If a list of Vendor Files is provided to a vendor, the vendor must upload each document before a vendor can submit their Quote/Bid.

- **Delivery Date**
  - 10 Day(s)
  - After Receipt of Order

- **Vendor Delivery Date**
  - Can Meet Delivery Date
  - Cannot Meet Delivery Date

- **Shipping**
  - FOB Destination

- **Vendor Shipping**
  - Accept Shipping Requirement

- **Terms and Conditions**
  - See Terms and Conditions

- **Vendor Terms and Conditions**
  - Accept Terms and Conditions

- **Payment**
  - Payment Terms
  - Payment Term Discount

- **Vendor Preferred Payment Method**
  - Select all that apply
  - Credit Card
  - Electronic Funds Transfer
  - P-Card
  - Purchase Order

11. To submit the final Quote/Bid, vendors must click on the Submit button at the bottom of the page. The VendorLink system will verify all the required items are entered before a Quote/Bid can be considered Submitted.

3.1.2 DIRECTORY

See 2.1.5.

3.1.3 MY ACCOUNT

Vendors have the ability to manage their account settings by selecting the My Account link in the main navigation menu. Vendors may modify the agencies they have registered...
with, agency file requests, commodity codes, company information, contact information, password and local/minority owned programs, contractor for construction information, external information from registered agencies and cancel their account.

3.1.3.1 AGENCY REGISTRATION

Vendors are able to select the agencies they register with by state, county and agency by clicking on the provided checkboxes.

Please note the following:

1. Myvendorlink.com allows agencies to be selected only if the agencies are listed as free otherwise the county or state must be selected.
2. Myvendorlink.com contains both free and subscription based agencies.
3. Agency specific sites (vendorlink.cityoforlando.net, vendorlink.osceola.org, etc.) only have free agencies.

Once the agencies are selected, terms and conditions associated with the selected agencies must be accepted before the registration process is completed. Some agencies issue VendorIDs to vendors. If an agency issues these VendorIDs, vendors may enter them in the provided textboxes. If an agency does not issue VendorIDs, it will not be listed.

3.1.2 AGENCY FILE REQUESTS

Some agencies require their registered vendors to download, fill out, sign and/or notarize documents. These documents can be downloaded and uploaded on the VendorLink web by selecting the My Account, Agency File Request link. To download any of the files being requested, click on the download button in the top table.
To upload agency specific documents, click on **Upload Agency File Request** in the My Agency Requested Files section on the My Account, Agency File Request page.

Select the agency whose file is to be uploaded, select the agency file requested, and then select the file to be uploaded. Once the file is uploaded, it will be displayed in the bottom table of the My Account, Agency File Request page.
3.1.3.3 COMMODITY CODES

Vendors are able to select the commodity codes (NIGP codes) associated with their organization’s products/services. The vendor commodity codes selected will be matched with solicitation commodity codes. If a match is made, the vendor will be notified by email.

3.1.3.4 COMPANY INFORMATION

Vendors are able to modify their company information by entering the required information. The VendorLink ID is found on the bottom right side to the page.
3.1.3.5 CONTACT INFORMATION

Vendors are able to add and modify their contact information by entering the required information. **Any changes to the Primary account email address will change the username used to log into the VendorLink web application.** The Primary contact type is the only contact that will be notified and the only user that is allowed to log into the site. Other contact types are for informational purposes only.
3.1.3.6 CHANGE PASSWORD

Vendors are able to modify their password by first entering their existing password, then entering their new password twice to confirm the new password.

3.1.3.7 LOCAL/MINORITY OWNED PROGRAMS

Vendors are able to select and modify their Local/Minority Owned Programs (LMP) based on the agencies they have registered with. Lists of LMPs are displayed by category. Individual LMPs will be displayed based on the agencies the vendor has registered with.
3.1.3.8 CONTRACTOR FOR CONSTRUCTION INFORMATION

Contractor for construction information such as bonding capacity and licenses can be entered in the My Account, Contractor for Construction Information page. To enable the page, click on the Edit button. This information is optional and can be verified by the agencies the vendor has registered with. License information will be shared with other vendors however bonding capacity and any claims will not be shared with vendors.

3.1.3.9 ACCESS INFORMATION FROM REGISTERED AGENCIES

Some agencies issue VendorIDs to vendors in order to allow vendors to retrieve information from their external databases. If an agency a vendor has registered with has issued VendorIDs and the vendor has entered their Agency Issued VendorID on the My Account, Agency Registration page, a table of reports will be displayed on the web page. To view the selected report, click on the link provided. Some reports might require additional entries such as dates. Enter them in the provided textboxes. For date entries, the date must be in the following format: MM/DD/YYYY.
3.1.3.10 CANCEL ACCOUNT

Vendors can choose to cancel their VendorLink account. Cancellation of the VendorLink account will prevent a vendor from receiving bid solicitation and contract notifications. It will also prevent the vendor from logging in and accessing bid solicitation and contract documents. To cancel the account, a vendor will have to enter their email address and password and click on the Cancel Account button. Doing so will cancel the account and automatically log the vendor out of the VendorLink site. If the vendor wants to renew their account, they will have to contact VendorLink Support.

Vendors can select external reports from VendorLink agencies.

3.1.4 BID SOLICITATIONS

See 2.1.6.

3.1.5 CONTRACTS

See 2.1.6.

3.1.6 HELP

See 2.1.7.