Vendor Self-Service System

What is Vendor Self Service?

The Vendor Self Service (VSS) web portal provides vendors with a single entry point to register, identify the commodities/services that their company provides, look for business opportunities, and respond to solicitations.

Once a vendor creates a VSS account, they can receive email notifications of new solicitations, cancelled solicitations, amendments, and notifications of award.

Vendors will also be able to view open solicitations, ask questions, and browse for award information on closed solicitations.

Note: If you need your **password reset** or need your **login information**, please call the VSS Help Desk at (207) 624-7889 or email VSS.helpdesk@maine.gov. If you have **general questions** about VSS or about a specific solicitation, please call the Office of State Procurement Services at (207) 624-7340.

If you have specific questions regarding an open solicitation, you must submit your questions through the Question-and-Answer link on the Solicitation Details View page. Answers to the questions will be provided either as a document in the attachment section of the Vendor Self-Service portal or will be answered directly next to the Question. It is the vendor's responsibility to log in to view all questions and answers posted. Questions and Answers obtained any other way will not be valid for any solicitation.

The features covered in this guide include:

➔ **Creating a VSS Account**
Create a login to manage your account and access the features below. Vendors who have existing business with the State of Maine can activate an account to maintain their information and respond to future bids. Vendors who do not yet have business with the State can create an account if they would like to submit bids in hopes of obtaining a contract with the State in the future.

➔ **Accessing VSS Without an Account**
Certain information on VSS can be accessed by anyone, without the need for a VSS login. This includes viewing solicitations (Requests for Quotes, Request for Proposals etc.), and viewing Purchasing History and Service Contract information that has been posted publicly by the State.

➔ **Viewing and Managing Your Vendor Information**

Vendors with a login will be able to manage certain information regarding their account, such as addresses, registered commodities, and other business details.

➔ **Adding and Managing VSS Logins for Your Organization**

Once a user from the vendor organization registers a VSS account by creating a login, they will have the ability to maintain access to VSS for their organization. The user can add other logins and manage the users they've added.

➔ **Business Opportunities and Purchase History**

Anyone can view available business opportunities and purchase history information on VSS. Vendors who have registered an account will also be able to submit bid responses online.

Creating a VSS Account

Anyone who has existing business with the State of Maine, or who is interested in conducting business with the State, can create a VSS account login. Creating an account will allow you access to additional features, such as the ability to submit bids in response to solicitations.

Note that each organization should only register ONE account on Vendor Self Service. If another user in your organization has already registered an account in VSS, they can add you as an authorized user, as explained in the Adding and Managing VSS Logins for Your Organization section of this guide.

The system will walk you through steps to verify if a user from your organization has already registered an account.

Note that while the registration process can be saved, it is strongly recommended that you complete the process in one sitting. Saving and returning to the registration process can cause issues if long gaps of time are left between starting and completing the process.

To register an account, follow the steps below.

Search for An Existing Account

1. On the VSS homepage, click the Register button.

Welcome to the State of Maine's CGI Advantage Vendor Self Service System

The State of Maine's CGI Advantage Vendor Self Service (VSS) system allows you, as a vendor, to manage your own account information, view and respond to Requests for Quotes (RFQs) for commodities, and view your financial transactions. Please login if you are already a user, or click on the Register button to begin filling out an electronic application to activate a VSS account or register as a new vendor for the State of Maine. Please disable your pop-up blocker in order to access all parts of the site.

Login with Existing Account

* User ID

* Password

Sign In

Login into new or existing account.

Reset Password

Create a new account

Register

Register new/existing account.

Continue as guest

Public Access

View solicitations/contracts without a login.

2. You will be asked to review a **Memorandum of Agreement** before continuing. Review the text and click Accept Terms or Reject Terms.

3. You will then see **Registration Tips**. Review the text to ensure you have the information listed before continuing.

4. You will then be prompted to **Search for an Existing Account**. If you are registering on behalf of your company/organization, use the Company Search. If you are registered as an individual, enter your personal details in the Individual Search.
For the most accurate results, search by Federal ID number or Social Security number. Enter the search details and click **Search**.

Searching for a Company:

Search for an Existing Account

To activate your account you must have a vendor code. This page will help you determine whether or not you have one. You will not be able to create a new designated as a company or individual based on the information you previously provided. Please select one of the search options below to determine if you

▾ Company Search

To see if you have a vendor code and have an Employer Identification Number (EIN) on file, first search by TIN:

Taxpayer Identification Number `000000000`   OR   Legal Business Name

Search

OR

▾ Individual Search

Searching for an Individual:

Search for an Existing Account

Cancel Registration   Back

To activate your account you must have a vendor code. This page will help you determine whether or not you have one. You will not be able to create a new code if one already exists. If the account exists it will be designated as a company or individual based on the information you previously provided. Please select one of the search options below to determine if you already have a vendor code.

▾ Company Search

To see if you have a vendor code and have an Employer Identification Number (EIN) on file, first search by TIN:

Taxpayer Identification Number   OR   Legal Business Name

Search

OR

▾ Individual Search

To see if you have a vendor code and have a Social Security Number (SSN) on file enter your Last Name and last four digits of your Social Security Number.

Last Name `Smith`   AND   Last 4 digits of SSN `1234`

Search

Cancel Registration   Back

5. After clicking **Search**, the system will compare the details you've provided against existing vendor records with the State of Maine. This will ensure that if you have existing contracts or transactions with the State, your account will be linked to this existing information.

   The search results will display at the bottom of the page. There are three possible outcomes of your search, as explained below.

   Note that the system will compare the information you enter to the exact names and taxpayer ID numbers in the system. If no results are found, but you believe you are an established vendor with the State of Maine (i.e., you have done business with the State before), try searching again. If you are searching by Legal Business Name, what you entered may not exactly match the Legal Name that the State has on file. For example, if you entered "Company, Inc." and found no results, try entering "Company". Or search by the Taxpayer ID Number instead.

   A. The information matches an existing record with the State of Maine, and it has not yet been activated. You may then activate the account, which will create a login that is directly tied to the existing vendor record with the State of Maine. Jump to the Activate an Existing Account section to continue.

The following exists for the information you entered:

Vendor Number	Legal Business Name	Alias/DBA Name	Activated?	
V▮▮▮▮▮	Training Guide Vendor		No	Click here to activate your account

   B. The information matches an existing record with the State of Maine, but it has already been registered by another user within the organization. This likely means that another person in your organization has already activated a VSS account.

   You can click the **Contact Your Administrator** link to view the name of the person who has already registered. You can then contact that person within your organization to be granted a login, as shown in the Adding and Managing VSS Logins for Your Organization section.

   Multiple accounts/logins can be tied to a single vendor record, and this is managed by the vendor users.

   The **Add Business Location** link is available for additional locations connected to a Headquarter account. If your organization's Headquarter location is already registered, you can click this link when the Headquarter account is found in the results. You will be able to create a brand new vendor record, but it will be connected to the existing Headquarter record.

The following exists for the information you entered:

Vendor Number	Legal Business Name	Alias/DBA Name	Activated?	
V▮▮▮▮	Training Guide Vendor		Yes	**Contact your Administrator** **Add Business Location**

C. No matching record is found in the system. As noted above, search again if you believe you have an existing vendor record with the State.

If no vendor record is found, you will be able to register as a new vendor, which will create a VSS login. Jump to the Create a New Vendor Registration section to continue.

No results have been found for your account. Please perform further research or select the New Registration button to create a new account.

    New Registration

If your account has NOT been found, and you are a new grantee/vendor that is interested in applying for grants, please contact your Grant Manager with the State of Maine.

Activate an Existing Account

If your vendor record is found in the above search, and the "Activated?" column says "No", you will see a link labeled "Click here to activate your account".

To activate the account, follow the steps below. Continued from the Search for An Existing Account section above.

1. Click on the **Click here to activate your account** link.

The following exists for the information you entered:

Vendor Number	Legal Business Name	Alias/DBA Name	Activated?	
V▮▮▮▮	Training Guide Vendor		No	**Click here to activate your account**

2. You will be taken to an Account Verification page, where you will be prompted to verify that you are authorized to activate the account.

   The Account Verification page requires the valid TIN (Taxpayer Identification Number – SSN or EIN) be entered to authenticate this account. Enter your TIN and click the "Submit" button to continue.

Account Verification.

Please verify that you are part of this organization by entering the TIN number of your Headquarters and hitting submit. If you are unsure of the TIN number, please contact the Account Adm

| Vendor Verification Password : | •••••••• ⇑ | Submit | Return to Vendor Name Search |

Tax ID Numbers must be 9 digits, no dashes

Headquarters :

Account Administrator   Passwords are set by your Account Administrator. If you don't know the password, see the contact information below.

Principal Contact :
Email :
Phone :

Additional Resources & Information:

- As you complete each step and move to the next step, the system will check for error, if there are errors:
- A notification message will be displayed at the top of the page.
- You must correct the errors indicated before continuing to the next step.
- Additional Help can be found in the frequently Asked Question accessible from the left hand navigation bar.

3. Once the information has been verified by the system you will see the "My User Information" page. Complete all of the fields indicated with a red asterisk and click on the **Next** button to continue.

   Be sure to remember the username and password you enter, as this will now be your login for VSS.

My User Information

                                                            [Cancel Registration] [Back] [Next]

Create your user ID here. **You will be assigned the role of Primary Account Administrator.** Please see the Frequently Asked Questions for additional details about the Primary Account Administrator role.

▾ General Information

*User ID (case sensitive) : `trainingvendor`
   (User ID should be between 4 and 16 characters in length)
*First Name : `Training`
*Last Name : `Vendor`
*Email : `training@vendor.com`
*Re-enter Email : `training@vendor.com`
*Phone : `123-123-1234` Ext. :
   XXX-XXX-XXXX
Fax :
   XXX-XXX-XXXX

▾ Password

*Password (case sensitive) : `•••••••`   (Passwords should be between 5 and 16 characters in length)
*Re-enter Password : `•••••••`
*Security Question : `What is your favorite color?`

4. You will be prompted to verify and submit your registration. Click the "Submit Registration" button to continue. A confirmation email will be sent to your email address.

5. The Thank You page appears. Close the browser to exit from the VSS application.

You should receive a WELCOME TO ADVANTAGEME VSS email within the hour. You have now activated your account, and can login using the link below using the username and password you created.

https://mevss.hostams.com/PRDVSS1X1/AltSelfService

Create a New Vendor Registration

If you were unable to find an existing record for your organization or individual, you can click the New Registration button. You will be prompted to create a VSS login. You will then need to enter all the required information for your organization/individual before the process will be complete.

Once you have completed registration, the information you entered will be added to the State of Maine's system as a new vendor record. You will also have access to a VSS account where you will have access to the full capabilities of the site.

Note: New Registration is most often used by vendors who do not yet have business with the State, but would like to be considered for contracts. As a registered vendor, you will be able to submit bids in response to RFQs and other solicitations. Note that your vendor record will need to be reviewed by the State before you can enter a contractual agreement if selected for award.

To register a new account, follow the steps below. Continued from the [Search for An Existing Account](#) section above.

1. Continuing from above, **click New Registration**.

> No results have been found for your account. Please perform further research or select the New Registration button to create a new account.
>
> [New Registration]

2. On the following screen, you will be prompted to enter user information. Complete the screen and click Next.
   Be sure to remember the username and password you enter, as this will now be your login for VSS. Your username and password are case sensitive.

My User Information

Cancel Registration | Back | Next

Create your user ID here. **You will be assigned the role of Primary Account Administrator.** Please see the Frequently Asked Questions for additional details about the Primary Account Administrator role.

▾ General Information

*User ID (case sensitive) :	trainingvendor	
	(User ID should be between 4 and 16 characters in length)	
*First Name :	Training	
*Last Name :	Vendor	
*Email :	training@vendor.com	
*Re-enter Email :	training@vendor.com	
*Phone :	123-123-1234	Ext. :
	XXX-XXX-XXXX	
Fax :		
	XXX-XXX-XXXX	

▾ Password

*Password (case sensitive) :	••••••••	(Passwords should be between 5 and 16 characters in length)
*Re-enter Password :	••••••••	
*Security Question :	What is your favorite color? ▾	

3. A message will display explaining that you must verify your email address before continuing. Click **Next**.

Verify Email Address

To continue your VSS registration, we must verify your email address. When you receive the email we send you, follow the link provided or copy the link into your browser.

Make sure your own security setting will not block the receipt of this email. To prevent the email from being blocked, add the following address to your email contacts : AdvantageME.SysAdm@maine.gov

Click on Next so that an email will be sent to the following address : training@vendor.com

Additional Resources & Information:

[Cancel Registration] [Back] [Next]

- As you complete each step and move to the next step, the system will check for errors. If there are errors:
- A notification message will be displayed at the top of the page.
- You must correct the errors indicated before continuing to the next step.
- Additional Help can be found in the Frequently Asked Questions accessible from the left hand navigation bar.

4. On the next page, read the message provided, and click **Close Browser**. You will receive an email from VSS to continue your registration.

Thank You!

A verification email was sent to you.

1. Open the email
2. Click the link provided in the email

Cannot click the link in the email?

1. Copy the link from the email
2. Paste it into your browser

Have not received a Verification Email?

1. Login to VSS as an Activated User using your User ID and Password
2. Correct your email address and click Next
3. Click Next again to verify your email address

[Close Browser]

5. Wait for the email to arrive.

Note: If you need the verification email to be resent, go to the VSS homepage and login with the credentials you just created. You will be brought back to the Verify Email Address page, and can repeat steps 3 & 4 to resend the email.

6. In the verification email, click the link provided to verify your account.

7. After clicking the link, you will be transitioned to a VSS login page. Enter the User ID and Password that you created in step 2, and click **Login**. Remember that both User ID and Password are case sensitive.

    Note: Do not bookmark this page. You will be logging in from the VSS home page once your registration is complete.

Once logged in, you will be prompted to begin the registration process. Note that at any time during the registration process, you can click "Save and Close". You can then login with your credentials through the VSS homepage (as you have already verified your email address, you do not need to use the link in the email), and resume the registration process.

8. Select the TIN Type for your account.

9. On the same page, select the Classification that applies to your business or individual account. Click **Next**.

Note: If you have any issues with how you should answer any of these questions, click the "Submit Question" button at the bottom of the page. After you submit your question, click "Save and Close" to exit the application. VSS will save the information that you already entered and will remember your progress. Once you receive an answer to your question you can log back in and VSS will return you to the place where you left off.

10. The next step is the "My Business Information" page. A few fields on this page will be pre-populated by answers you provided on the previous page. The fields with red asterisks (*) are required to move forward. However, if any of the other fields are applicable to you, we recommend you complete them.

NOTE: If you have a DBA (Doing Business As) select Both for Name on Check (this will trigger the system to print both names on the check)

11. You entered your Legal address in the previous step. In this step, the system will ask you questions regarding four additional types of addresses. VSS collects an address for Administrative correspondence, an address for Ordering from you, an address for sending Payments to you, and an optional address for Billing you if you owe fees or other payments. You can choose to specify the same address or different addresses for each of these four address types.

The three address questions above are labeled A, B, and C in this example. Here is a short explanation for each question.

A: If your Legal Address is the same address as any one of the additional four address types (Administrative, Ordering, Payment, and Billing) then choose "Yes" on A. Otherwise, choose "No".

B: Regardless if you choose "Yes" or "No" on A above, if your Administrative, Ordering, Payment, and Billing addresses are all the same address, choose "Yes" on B. Otherwise, choose "No".

C: If you want a single contact person for all four address types, choose "Yes" on C. Otherwise, choose "No".

Below is an example of what the Addresses and Contacts page will look like if you answered "Yes" to all of the previous questions.

Complete your address and contact information and then click the "Next" button. If you answered "No" to the second or third questions, then you will be transitioned to a series of pages to collect information for each of the address types.

Note: If you would prefer not to setup a billing address at this time then uncheck the Billing checkbox at the top of the page before clicking "Next".

12. Additional Business Information allows you to enter additional optional information about your company. **Individuals & Grantees can skip this section. Select Next.**

13. After you have completed the above sections, you will see the Registration Summary page (abbreviated version shown below). This page displays all of the information that you have entered thus far for your review.

    Review the information to ensure everything is correct. If you need to make any updates, click the **Update Information** link on that specific section. You will be brought back to that page where you can make your updates.

    If everything is correct and you are ready to continue, click **Submit Registration**.

    Note that the same buttons are available at the bottom of the page.

14. After submitting your registration, you will see the Thank You page as shown below.

You have now completed the registration process, and going forward, can login to VSS using your User ID and Password via the VSS Homepage. Please note that your User ID and Password are both case sensitive.

Note: The Thank You page includes instructions on how to Download a Substitute W-9 Certification Form PDF document and Fax or Mail to the State. **It is highly recommended that you complete this step at this time**. Completing this form ensures that the State has all the necessary information. Should you later be chosen for a contract, having the form already completed will prevent delays in the award process.

If you would like to be set up for EFT (Electronic Funds Transfer), download the EFT Registration form and submit to the financial office of the State Department that you are doing business with.

Both the Substitute W-9 Certification Form and the EFT Registration form can be sent to:

Office of the State Controller
    Attn: Vendor Registration
    Burton M. Cross Building, 4th Floor
    14 State House Station
    Augusta, ME 04333-0014
    (207) 626-8447

Accessing VSS Without an Account

Individuals who do not wish to create a VSS account may still access certain information through the Public Access button. This allows any member of the public to view information that has been posted publicly without requiring them to create a login.

> Note: All pages accessed through Public Access can also be accessed by a registered user through their account when they are logged in. More details on what is available for a user logged into their VSS account is available in subsequent sections.

A brief description of the Public Access section of the website is below.

Use the Public Access button on the homepage to access the site without a login:

Here, you can view the following:

Solicitations

The State of Maine posts Requests for Quotes (RFQs), Requests for Proposals (RFPs), and other solicitation types to the VSS website when they are looking to procure certain goods or services. The Solicitations tab in VSS allows anyone (a public guest or registered user) to view what requests are currently open, and view the detailed information. Registered users may also submit a bid if they wish to be considered for a contract.

All bids must be received prior to the closing date and time, which are shown in red text towards the right-hand side of the page. Once a solicitation has closed, bids will no longer be accepted. The status of the solicitation is shown in the right-most column of the page.

The Solicitations page is automatically sorted to show the solicitations closing soonest at the top of the page.

For each Solicitation, click the Summary button to see summary information, or Details to see all posted information on the Solicitation.

If you would like to bid on an open solicitation, you must log in to VSS. If you do not have an account, see the Creating a VSS Account section of this guide.

Service Contract Search

The Service Contract Search page displays overview information on all service contracts held by the State of Maine. Here, you can search for a particular contact, and view any information, including attachments, that has been made public for that contract.

Note that this page was activated on February 28, 2022. Contracts finalized prior to this date cannot be viewed on this page, and should instead be searched on the historical Service Contract Search page at the link below:

https://www.maine.gov/dafs/bbm/procurementservices/reports/service-contract-search

The Service Contract Search page requires the searcher to input at least one piece of search criteria before clicking the **Search** button. No one specific search field is required, so long as at any one search field is populated. You may also search by multiple search criteria.

Once the results are found, you will be able to see the details made public for that contract in the search results grid. Any attachments that have been made public will also be shown as a link, which you can click to open the attachment.

A new line is shown for each attachment available for that contract. For example, if a contract has two attachments available to view, there will be two lines in the results grid for that contract.

Viewing and Managing Your Vendor Information

Upon logging into your vendor account in VSS, you will have the opportunity to view and update information related to your vendor account.

Using the tabs below, you can maintain your Business Information, update your Addresses & Contacts, add Commodity codes to your profile, and designate your Service Areas.

VSS user information for your account can also be managed under Account Information, as covered in the next section, Adding and Managing VSS Logins for Your Organization.

> Keeping your e-mail address and commodity codes updated in your profile will assure that you will receive e-mail notifications from the system when solicitations that you would be interested in are posted.

Account Information	Financial Transactions	Business Opportunities	Solicitation Responses	Catalog Management
Summary	Business Info	Addresses & Contacts	Users	Commodities	Service Areas
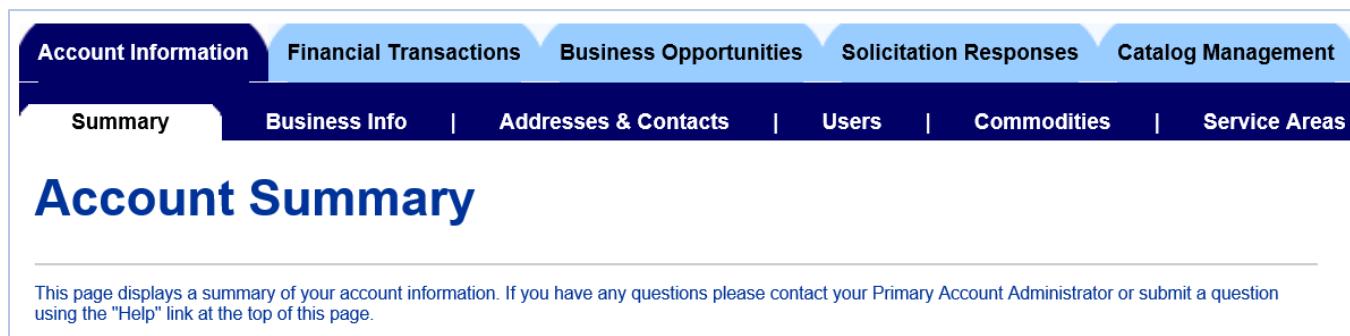
Account Summary

This page displays a summary of your account information. If you have any questions please contact your Primary Account Administrator or submit a question using the "Help" link at the top of this page.

Business Information

The Business Information tab will allow you to view the basic information about your vendor record that the State of Maine has on record. Some of this information can be changed using the **Update** button at the top of the page.

Note that not all information on this page can be updated in VSS.

Once you have made and saved your changes, the changes will need to be processed before they are finalized. The **Pending Changes** checkbox will be checked if changes are still being processed on your account. Click the **View Pending Changes** link to see more details.

> If you did not complete your Substitute W-9 Certification Form during registration, you can download a copy on this page. Instructions for how to fax or mail in the completed form are included at the bottom of the downloaded PDF. Ensuring that your Substitute W-9 Certification Form is up to date will prevent delays should you be selected for a contract.

Addresses & Contacts

Select the Addresses & Contacts tab to view your current address and contact information.

There are three sections on the Addresses & Contacts page:
1. Existing Address & Contact Assignments
2. Update Addresses
3. Update Contacts

The second section, Update Addresses, is where individual addresses associated with your vendor record are displayed.

The third section, Update Contacts, is where individual contacts associated with your vendor record are displayed.

The first section shows how the individual addresses and contacts are assigned. For example, you may have two addresses listed in section 2, and two contacts shown in section 3, as with the example below. Those addresses and contacts can be used in different combinations to make up your different Address Types. Perhaps your Billing and Payment addresses are the same, but have different contacts. The first section will show which address and contact is assigned to each Address Type.

Therefore, if you would like to make updates:
1. If you would like to update the details on a specific address (for example, correct a misspelling on a street name), click **View/Update** next to the address in the "Update Addresses" section. Jump to the Update an Address section below for step-by-step instructions.

2. If you would like to update the details on a specific contact (for example, update a contact's phone number), click **View/Update** next to the address in the "Update Contacts" section.
   Jump to the Update a Contact section below for step-by-step instructions.

3. If you would like to reassign how the contacts are associated with an Address Type (for example, you would like to change the contact for your Billing Address from the first contact listed to the second contact listed), click **View/Update** next to the "Existing Address & Contact Assignments" section.
   Jump to the Update Contact Assignments & Deactivate or Delete Addresses section below for step-by-step instructions.

4. You can also add new address or contact information using the **Assign/Create Addresses & Contacts** button. Though you cannot change the address associated with an address type listed in the first section, you can deactivate or delete an old address (see the previous bullet point), and setup a new Address & Contact combination.
   Jump to the Add Addresses & Contacts section below for step-by-step instructions.

| Summary | Business Info | Addresses & Contacts | Users | Commodities | Service Areas | Attachments |

Addresses & Contacts

Here are your addresses and contacts that are used for your financial transactions. You can add new addresses and contacts by clicking the 'Assign/Create Addresses & Contacts' button. You can view your requests that are pending approval by selecting the 'View Pending Additions' button.

To modify the type of address select the 'View/Update' link under the Existing Address & Contact Assignments section next to the record you wish to update. To modify actual addresses and contacts use the 'View/Update' link next to the appropriate record under the Update Addresses and Update Contacts sections.

Existing Address & Contact Assignments

Address ID	Address Type	Address	Principal Contact	EFT Status	Prevent New Processing	Active From	Active To	Pending Changes		
AD003	Billing	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019		☐	View/Update	View Pending Changes
AD003	Payment	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019		☐	View/Update	View Pending Changes
AD003	Procurement	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019		☐	View/Update	View Pending Changes
AD003	Account Administrator	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019		☐	View/Update	View Pending Changes

First | Prev | Next | Last   **Assign/Create Addresses & Contacts** | **View Pending Additions**

Update Addresses

Address ID	Address	Pending Changes		
AD003	1 Main Street, Augusta, ME, 04001	☐	View/Update	View Pending Changes
AD007	1 Main Street, Acton, ME, 04001	☐	View/Update	View Pending Changes

First | Prev | Next | Last

Update Contacts

Contact ID	Contact Name	Contact Address	Pending Changes		
PC003	Jane Smith	1 Main Street, Augusta, ME, 04001	☐	View/Update	View Pending Changes
PC007	Jane Doe	1 Main Street, Acton, ME, 04001	☐	View/Update	View Pending Changes

First | Prev | Next | Last

Update an Address

If you would like to update the details for an address, follow the steps below.

Note that updating the address will update the same details for that specific address in the "Addresses & Contacts" section, as shown below.

1. Find the address you would like to update in the Update Addresses section.
   Note that the address being selected below is also used as the Billing address for this vendor.

2. On the following page, make the necessary changes to the address. Click Save.

Upon Save, the address will show as having Pending changes.

Once the change is processed (this should happen within about 2 hours during business hours), the change will show on the Addresses & Contacts page. Because this address was used as the Billing address, the Billing address is also updated.

Addresses & Contacts

Here are your addresses and contacts that are used for your financial transactions. You can add new addresses and contacts by clicking the 'Assign/Create Addresses & Contacts' button. You can view your requests that are pending by selecting the 'View Pending Additions' button.

To modify the type of address select the 'View/Update' link under the Existing Address & Contact Assignments section next to the record you wish to update. To modify actual addresses and contacts use the 'View/Update' link next appropriate record under the Update Addresses and Update Contacts sections.

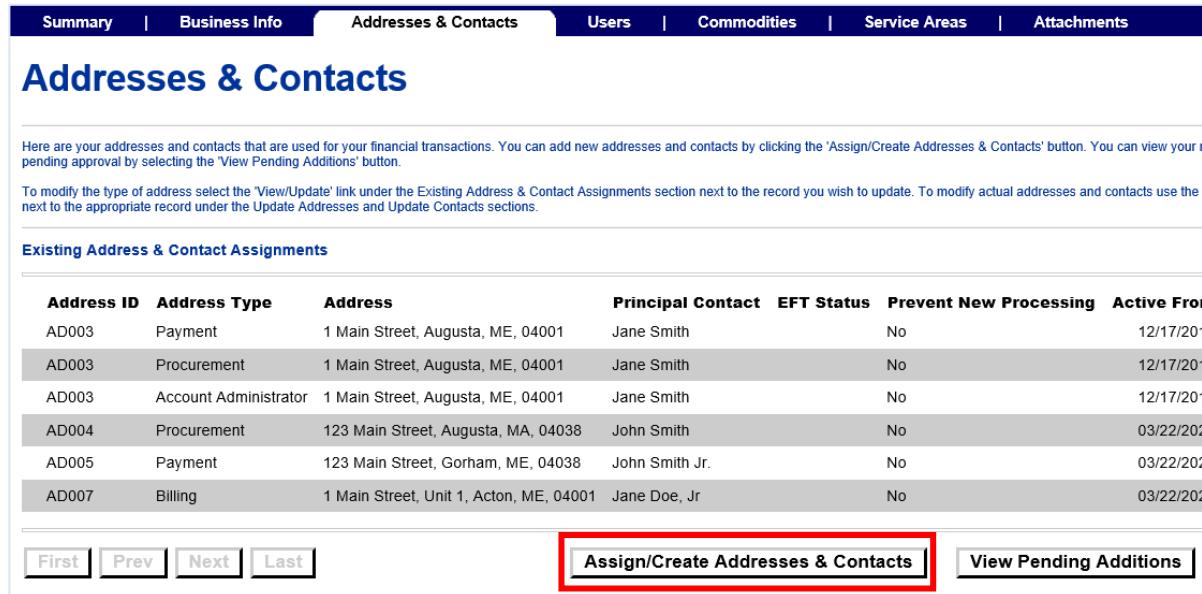**Existing Address & Contact Assignments**

Address ID	Address Type	Address	Principal Contact	EFT Status	Prevent New Processing	Active From	Active To	F
AD003	Payment	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019		
AD003	Procurement	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019		
AD003	Account Administrator	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019		
AD007	Billing	1 Main Street, Unit 1, Acton, ME, 04001	Jane Doe		No	03/22/2022		

First | Prev | Next | Last   Assign/Create Addresses & Contacts   View Pending Additions

Update Addresses

Address ID	Address	Pending Changes		
AD003	1 Main Street, Augusta, ME, 04001	☐	View/Update	View Pending Changes
AD007	1 Main Street, Unit 1, Acton, ME, 04001	☐	View/Update	View Pending Changes

First | Prev | Next | Last

Update a Contact

If you would like to update the details for a contact, follow the steps below.

Note that updating the contact will update the same details for that specific contact in the "Addresses & Contacts" section, as shown below.

1. Find the contact you would like to update in the Update Contacts section.
Note that the contact being selected below is also used as the Billing address for this vendor.

2. On the following page, make the necessary changes to the contact. Click Save.

| Summary | Business Info | Addresses & Contacts | Users | Commodities | Service Areas |

View/Update Available Contact

Modify or delete your contact here. Click the 'Save' button once all updates have been made. Click the 'Cancel' button to undo all updates entered.

Save Delete Cancel

▼ Contact Information

Contact ID : PC007

*Contact Name : Jane Doe, Jr

Title/Role :

Permissions :

Authorized Representative : ☐

Email :

Phone : 1231231234
XXX-XXX-XXXX

Phone Extension :

Alternate Phone :
XXX-XXX-XXXX

Alternate Phone Extension :

Fax :
XXX-XXX-XXXX

Fax Extension :

Alternate Fax :
XXX-XXX-XXXX

Alternate Fax Extension :

* Indicates a required field

Upon Save, the contact will show as having Pending changes.

Update Contacts

Contact ID	Contact Name	Contact Address	Pending Changes		
PC003	Jane Smith	1 Main Street, Augusta, ME, 04001	☐	View/Update	View Pending Changes
PC007	Jane Doe	1 Main Street, Unit 1, Acton, ME, 04001	☑	View/Update	View Pending Changes

First | Prev | Next | Last

Once the change is processed (this should happen within about 2 hours during business hours), the change will show on the Addresses & Contacts page. Because this contact was used for the Billing address, the Billing address is also updated.

Update Contacts

Contact ID	Contact Name	Contact Address	Pending Changes		
PC003	Jane Smith	1 Main Street, Augusta, ME, 04001	☐	View/Update	View Pending Changes
PC007	Jane Doe, Jr	1 Main Street, Unit 1, Acton, ME, 04001	☐	View/Update	View Pending Changes

First | Prev | Next | Last

Existing Address & Contact Assignments

Address ID	Address Type	Address	Principal Contact	EFT Status	Prevent New Processing	Active From	Active To
AD003	Payment	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019	
AD003	Procurement	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019	
AD003	Account Administrator	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019	
AD004	Procurement	123 Main Street, Augusta, MA, 04038	John Smith		No	03/22/2022	
AD005	Payment	123 Main Street, Gorham, ME, 04038	John Smith Jr.		No	03/22/2022	
AD007	Billing	1 Main Street, Unit 1, Acton, ME, 04001	Jane Doe, Jr		No	03/22/2022	

First | Prev | Next | Last   Assign/Create Addresses & Contacts   View Pending Additions

Update Contact Assignments & Deactivate or Delete Addresses

Once the details of the addresses and contacts are correct, you may need to update contacts are assigned to each address type. For example, you may need to switch which contact should be listed for ordering, or you may need to change other details or delete old addresses. You can do so by following the steps below.

Note that you cannot update address/contact details (street name, phone number, etc.) using these steps. If you need to update those details, see the previous sections.

You also cannot replace an address assignment using these steps. If you need to designate a different address as your payment, billing, procurement, or account administrator address, you can do so by following the steps in the next section, Add Addresses & Contacts.

1. On the Address & Contacts tab, select the View/Update link next to the address/contact assignment you would like to update.

   | Summary | Business Info | **Addresses & Contacts** | Users | Commodities | Service Areas | Attachments |

   Addresses & Contacts

   Here are your addresses and contacts that are used for your financial transactions. You can add new addresses and contacts by clicking the 'Assign/Create Addresses & Contacts' button. You can view your requests that are pending approval by selecting the 'View Pending Additions' button.

   To modify the type of address select the 'View/Update' link under the Existing Address & Contact Assignments section next to the record you wish to update. To modify actual addresses and contacts use the 'View/Update' link next to the appropriate record under the Update Addresses and Update Contacts sections.

   Existing Address & Contact Assignments

Address ID	Address Type	Address	Principal Contact	EFT Status	Prevent New Processing	Active From	Active To	Pending Changes		
AD003	Payment	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019		☐	View/Update	View Pending Changes
AD003	Procurement	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019		☐	View/Update	View Pending Changes
AD003	Account Administrator	1 Main Street, Augusta, ME, 04001	Jane Smith		No	12/17/2019		☐	View/Update	View Pending Changes
AD004	Procurement	123 Main Street, Augusta, MA, 04038	John Smith		No	03/22/2022		☐	View/Update	View Pending Changes
AD005	Payment	123 Main Street, Gorham, ME, 04038	John Smith Jr.		No	03/22/2022		☐	View/Update	View Pending Changes
AD007	Billing	1 Main Street, Unit 1, Acton, ME, 04001	Jane Doe, Jr		No	03/22/2022		☐	View/Update	View Pending Changes

   First | Prev | Next | Last   Assign/Create Addresses & Contacts   View Pending Additions

2. On the following page, update the information as needed. Expand the Contact section and use the **Find** button to select a different contact if needed. When you are done making your

changes, click **Save**. A **Delete** button is available at the top of the page if you'd like to delete the entry altogether.

Once saved, the pending changes box will be checked until the changes are processed by the system. Once the changes are processed (usually within about 2 hours during business hours), the change will be reflected and the pending changes box will no longer be checked.

Add Addresses & Contacts

If you would like to add a new address & contact combination, you can do so by following the steps below. These steps can be followed to setup a new address & contact combination for any address type (billing, payment, procurement, or account administrator). You will be able to use the existing addresses & contacts available on the page, or enter new address/contact details.

1. On the Addresses & Contacts tab, click **Assign/Create Addresses & Contacts**.

2. On the following page, select which address type(s) you would like to set up. You will need to set an **Active From** date for any address type you selected. Leave the **Active To** field blank to prevent your addresses & contacts from expiring. If populated, the address and contact will no longer be active after the "Active To" date entered.

3. In the address section:
   a. If you wish to use an existing address, use the **Find** button to select the address. The address details will populate automatically and you will not be able to edit them. Note: if you want to change the details of the address, you will need to follow the steps in the Update an Address section.

   b. If you wish to set up a new address, leave the **Address ID** field blank. Populate the address details.
   If you are entering new address details, it is important to leave Address ID blank, as the system will generate a new Address ID.
   Please enter a **Phone Number** for the address.

4. At the top of the page, click **Next**.

Assign / Create Addresses & Contacts - Step 1 of 3

Enter your new address information here and select all appropriate address types. Click the 'Next' button to add a contact.

Your address may be validated according to postal standards. If prompted, review the changes and choose either the address you entered or the one that was validated.

Next   Cancel

5. On step 2, enter the Contact details. As with the address, use the **Find** button to select an existing contact, OR leave the **Contact ID** blank and enter new contact details. Enter a name, phone number, and any other relevant details. When finished, click **Next**.

6. Review the details and click **Save** to confirm.

The new Address & Contact assignment will be available under the **View Pending Additions** button on the Addresses & Contacts tab until it is processed and added to the page.

Commodities

You can register your vendor record for Commodity Codes in VSS. When a solicitation is posted requesting goods or services that fall under your registered commodity code, you will receive an email notification. Registering for the commodity codes you provide can help ensure that you do not miss an opportunity to bid on a solicitation.

Note: Registering for commodity codes in order to receive notifications when a solicitation for those codes is published is encouraged for convenience only. Because there are hundreds of very specific commodities, it is possible that you will miss some of the commodity codes that apply to your business. **It is the responsibility of the vendor to routinely monitor VSS for new solicitations they may be interested in responding to.**

In the example below, the vendor already has commodities in their profile. To add more, click the Add Items button.

If you do not know the commodity code of the item you want to add, enter the **Commodity Description** to look for the item by name. Use the * wildcard on both sides of the word. Doing so will bring up all lines that have the word specified in that line.
Enter the **Commodity Description** and click **Browse**.

Check the box next to all commodities you would like to register for. Click **Next** to see the next page of results.

Once you have selected all the items you want click the Ok button.

The changes will be added to the "View Pending Additions" page while the system processes the changes. Once the changes are processed, you will see your registered commodities immediately upon clicking the Commodities tab.

Registering for commodity codes in order to receive notifications when a solicitation for those codes is published is encouraged for convenience only. Because there are hundreds of very specific commodities, it is possible that you will miss some of the commodity codes that apply to your business. **It is the responsibility of the vendor to routinely monitor VSS for new solicitations they may be interested in responding to.**

Adding and Managing VSS Logins for Your Organization

Under the Users tab, you will find all VSS logins associated with your vendor account.

When a user initially creates a VSS account, they will automatically be designated the Primary Account Administrator for that vendor record. The Account Administrator can then create additional logins for other users in their organization. These users will be tied to the same vendor record in the State of Maine's system.

This section discusses how to add and maintain logins within VSS.

VSS User Access Levels

Each VSS user will be granted an access level which determines what permissions they have in VSS. The available levels are as follows:

- Account Administrator – account administrators will have full access to the vendor account and will be able to create and manage other vendor users under their account
    - The Primary Account Administrator (the individual who initially created/registered the vendor account) will automatically be granted this role. There can be multiple Account Administrators, but only one Primary Account Administrators.
- Full Access – full access vendor users will be able to view and edit all information, but will not be able to manage other vendor users
- Display Only – vendor users with this role will be able to log into VSS, but will not be able to edit any information

My Profile

All users in VSS have access to the My Profile page, regardless of their user access level.

Here, the user can maintain their own information, including updating their contact information, name, security question, and password. Use the **Password Reset** or **Modify** buttons at the bottom of the page to make changes.

Managing Existing Users

VSS users with an Account Administrator role will see all available users for their vendor record under the Users' tab. Here, Account Administrators can click View/Modify to update the users information. They will also see buttons at the bottom of the Modify screen to update the users' access roles, or change their password.

At the bottom of the View/Modify page:

Setting Up a Security Hint

The VSS login page has a "Reset Password" link that allows you to reset your password if you have forgotten it. In order to use this feature, you will need to have your Security Hint setup. Setup your Security Hint using the steps below, so that you may use the Reset Password link if you ever need it.

1. Login to your account and click the Users tab.
2. Select My Profile on the left-hand side.

3. On the resulting page, you will see a Security Hint. If the hint has already been setup, this will be indicated by asterisks.

4. To setup or modify your Security Hint, click Modify at the bottom of the page.
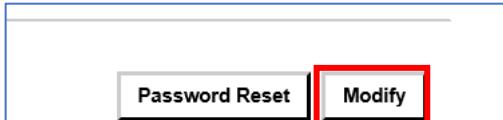
5. Under Password, select a Security Question
6. Enter the answer to the security question.
7. Enter your login password to confirm the change.
8. Click Save at the bottom of the page.
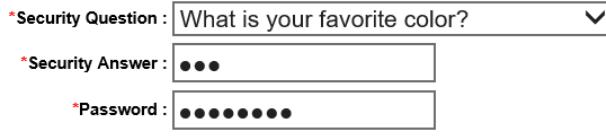
You will now have access to reset your VSS vendor user password using the Forgot Password link on the VSS homepage.

When the link is selected, you will be prompted to enter your username, followed by your security answer.

If answered correctly, you will be emailed a temporary password to the email address associated with your user.

Adding New Users

VSS users with an Account Administrator role will see an "Add" button on the Users tab, where they can create a VSS login for a new user under their organization. Clicking this button will walk the user through a series of pages where they will create a username and password for the new user, enter their name and contact details, and set the new user's access levels.

Business Opportunities and Purchase History

Solicitations

The State of Maine posts Solicitations (Requests for Quotes, Request for Proposals etc.) to the VSS website when they are looking to procure certain goods. The Solicitations tab in VSS allows anyone (a public guest or registered user) to view what requests are currently open, and view the detailed information. Registered users may also submit a bid if they wish to be considered for a contract.

All bids must be received prior to the closing date and time, which are shown in red text towards the right-hand side of the page. Once a solicitation has closed, bids will no longer be accepted. The status of the solicitation is shown in the right-most column of the page.

The Solicitations page is automatically sorted to show the solicitations closing soonest at the top of the page. For each Solicitation, click the Summary button to see summary information, or Details to see all posted information on the Solicitation.

As a registered user, you can submit online bids for the open solicitations. If you do not have a VSS login but would like to submit a bid, see the Creating A VSS Account section.

A Buyer may choose to reopen a solicitation after it has closed if no bids were received, or if none of the submitted bids were selected. The status will be "Reopened", and new bids will be accepted. Vendors who previously responded to the original solicitation will have to submit a new response.

Searching & Viewing Opportunities

Follow the steps below to find and view different solicitations.

1. After logging in, or through the Public Access button, click on the **Business Opportunities** tab.
2. You will see all available solicitations.
   There are several ways you can narrow down your search. Use the sub-tabs at the top of the page to view only Open Solicitations, those closing soon, those published recently, etc.
   Use the Keyword Search, or click the Advanced Search link, to search by specific content of the RFQ you are looking for.

On the below example of an open solicitation, you will notice the solicitation number, the item, the contact person, when it was published and when it closes.
It will also display how much time you have left to respond.
Clicking on the Summary button will disclose the same information.

3. Click the **Details** button to open the solicitation itself.
Click through each tab to view all the details related to the solicitation.
All bids will have documents attached. Click on the **Attachment** tab to download and print off these documents. Some documents you may have to save to your computer to fill out to attach to your response.

Bidding on Request for Quotations

This section is specific instructions related to responding to Requests for Quotations (RFQs). The instructions for responding to other solicitations (RFPs, RFAs, etc.) are described below, though the steps are similar for responding to any solicitation.

Once you have found the solicitation you would like to bid on, you may submit a bid through the online portal. Note that you must be logged in to submit a bid. As a registered user, you can submit online bids for the open solicitations. If you do not have a VSS login but would like to submit a bid, see the Creating A VSS Account section.

If you have questions about the solicitation or how to submit a bid, see the Asking Questions on a Solicitation section below.

1. Once you have located the solicitation you would like to respond to, you would click on the "Respond Online" Button. You must be on the Details view to see this button, as shown in the previous section.

2. Scroll down to the **My Response** section of the RFQ.
Fill in the **Unit Price** and **Delivery Days** for your bid. You may also enter comments (optional).
Note: Delivery Days should be entered numerically. I.e., for one week, put '7' to indicate 7 days. The system will not allow you to enter 1 week.
When finished, click **Save**, and **Go To Step 2**.

If you are responding to a bid that has multiple commodity lines, each commodity line will be listed on the **Respond To Lines** tab. You must respond to each commodity line in order for your bid to successfully submit. If you wish to bid on a line, enter the Unit Price and

Delivery Days as shown above. If you do not wish to bid on a line, change the **Response Type** to No Bid. You will need to enter a comment for that line. You may also use the No Response for Lot to change all lines to No Bid.

3. If any questions are listed under the Criteria Response tab, enter your responses. Note that not all solicitations will have questions listed.

4. On the Attach Your Files tab, upload any attachments you would like to include as part of your bid or as required by the solicitation.

My Response

| 1 Respond To Lines | 2 Criteria Response | 3 Attach Your Files | 4 Discounts/Comments | 5 Review/Submit |

Attach Your Files
(Optional)

If you have files you would like to include as part of your response, click the Attach Files button below.

[Attach Files] ◄

Manage Your Attachments

The following attachments are currently part of your response. If you need to delete an attachment, click the delete button(✂) next to the item you wish to delete.

After clicking Attach Files, you will be brought to the Add Files page. Here, you can Browse your computer to select up to 5 files. The limit for each file is 5 MB.
If you need to attach more than 5 files, select the first 5 and click Attach File. Then, click the Attach Files button again to attach more.

Add files

Use this page to add the attachments for your Response. Click "Browse" to select a file. The maximum size allowed for each file is

File 1:		Browse...	**Type :**	Standard ▼
File 2:		Browse...	**Type :**	Standard ▼
File 3:		Browse...	**Type :**	Standard ▼
File 4:		Browse...	**Type :**	Standard ▼
File 5:		Browse...	**Type :**	Standard ▼

[Attach File] [Cancel]

Once the files are successfully attached, you will see them under the Manage Your Attachments section.

Note: While attaching, you may receive an informational message that your bid has not yet been submitted. This is just to inform you that you have not yet completed the bid process.

5. On tab 4, you will be able to enter any discounts or overall comments for your bid.

6. On tab 5, you will be prompted to review your bid before submitting.
   If you see any changes that need to be made, click on the previous tabs and make your changes.
   Be sure to click Save on the updated tab before returning to tab 5.
   Once you are ready to submit your bid, click **Submit**.

7. You will be shown a Thank You message once your response is submitted.

The Buyer will not be able to see any bid details from any vendors until after the solicitation has closed.

Your draft and submitted bids are shown under the Solicitation Responses tab. If it was submitted successfully, the Response Status will be Accepted, and you will receive an email confirmation.

You will be able to submit Draft responses, or modify Accepted responses up until the Close Date/Time. See the next section for more information.

It is possible that the Buyer may make changes to the Solicitation details after it has been posted. When an amendment is made, the change will be reflected in the associated section of the RFQ. It will also be detailed under the Amendment History tab.

Bidding on Requests for Proposals and Other (RFA, RFI, PQVL)

The instructions below are for vendors responding to Requests for Proposals (RFPs), Requests for Applications (RFAs), Requests for Information (RFIs), or Pre-Qualified Vendor Lists (PQVLs).

1. Open the Vendor Self-Service System

2. Provide User ID and Password

3. Navigate to Business Opportunities >> Solicitations

4. You will see a list of all open solicitations
   a. Note the closing date and time of the solicitation under the "Dates" column

5. Solicitations may be sorted by solicitation type by using the Advanced Search tool and filtering by "Type"

6. Click on "Details" to view the full solicitation

7. When the solicitation opens, basic details will show, such as:

- Buyer Information – Buyer is the RFx Coordinator listed in the RFx document
- Closing Date – Proposal Submission Deadline
- Service Start and End Date

The documents attached to the solicitation are the most important components in VSS to be reviewed by the vendor when developing their response to the solicitation.

The attachments contain all the necessary information, such as project requirements, evaluation criteria, and proposal submission guidelines. Attachments generally include the detailed solicitation document, question and answer summaries, and amendments to the solicitation.

By reviewing these documents, bidders will gain an accurate understanding of the requirements, ensuring a fair and transparent proposal evaluation.

> It is possible that the Buyer may make changes to the Solicitation details after it has been posted. When an amendment is made, the change will be reflected in the associated section of the solicitation and will be detailed under the Amendment History tab.

8. Select the "Attachments" tab within the solicitation details.

9. Each document will be available for download by clicking on the blue hyperlink. When each link is clicked, the document will be downloaded.

10. Download each file. Files may include the solicitation document, question and answer summaries, and amendments.

11. Open the downloaded files. **Be sure to read each document thoroughly**, as compliance with the guidelines and procedures outlined in the documents are essential for a successful bid.

12. After reading through each entire document, prepare a response with all the details required, such as the Preliminary Information, Qualifications and Experience, Proposed Services, and Cost Proposal information. Be sure to format your response according to the instructions in the solicitation document.

13. Once your proposal has been completed and you are ready to upload your response, you will again locate the solicitation and click "Details".

14. Within the "Details" section, you will find a gray button in the "Response Options" section named "Respond Online".

15. Clicking "Respond Online" will open a page with a section titled "My Response". Here you will fill in information about your response. You must complete this section to submit your bid.

(1) Respond to Lines

16. On the first tab in the "My Response" section, titled "Respond to Lines", you will bid on any/all components of the solicitation, including:

a. "Response Type", which will always be "Bid" for the lines you plan on submitting a response for, and

b. "Contract Amount", This amount represents the total bid amount for each category of the service being proposed, the detailed breakdown of price will be added as a separate attachment or, as per the instructions on the RFP word document downloaded above.

17. Once this information is entered, click "Save" and you will move on to the next tab.

(2) Criteria Response

This section outlines the criteria that will be used to evaluate the responses to the solicitation. Detailed information for each criterion can be found in the solicitation document downloaded earlier. Each criterion is assigned a point value, which will be used to score the responses.

18. On the Criteria Response tab, Provide a Yes/No Response for the each criteria section. This is a helpful reminder that you must attach a response that includes the information required in each of these sections.

19. Click on "Save"

(3) Attach Your Files

This section is a crucial section of the response, as it is used to upload relevant documents. This is where you will upload your response documents according to the instructions detailed in the solicitation.

Note: Only proposal submissions that have the actual files requested attached (as per the solicitation document) will be accepted.

20. To attach your response documents, navigate to the "Attach Your Files" section and click on the "Attach Files" button.

21. Click on "Choose File" and attach all the response files required.

22. Choose the desired file and select "Open".
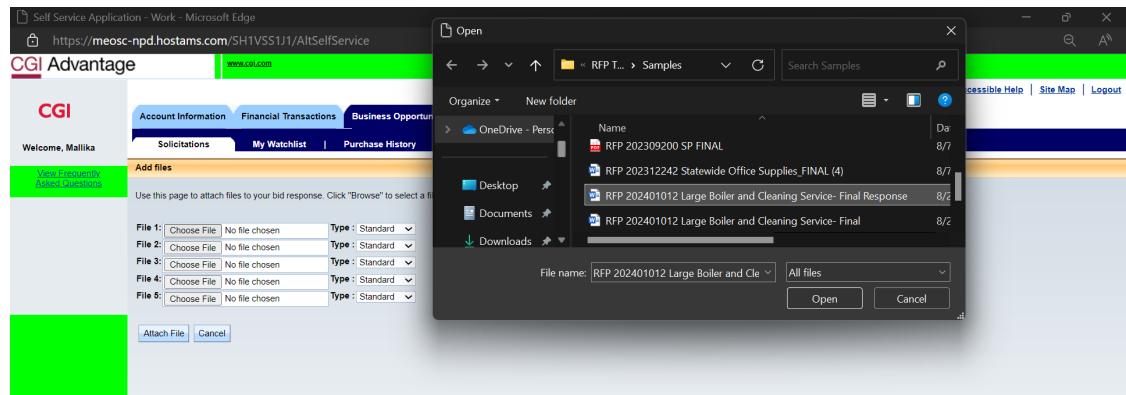
23. Click on "Attach File" to upload the files. You will see the uploaded files attached.
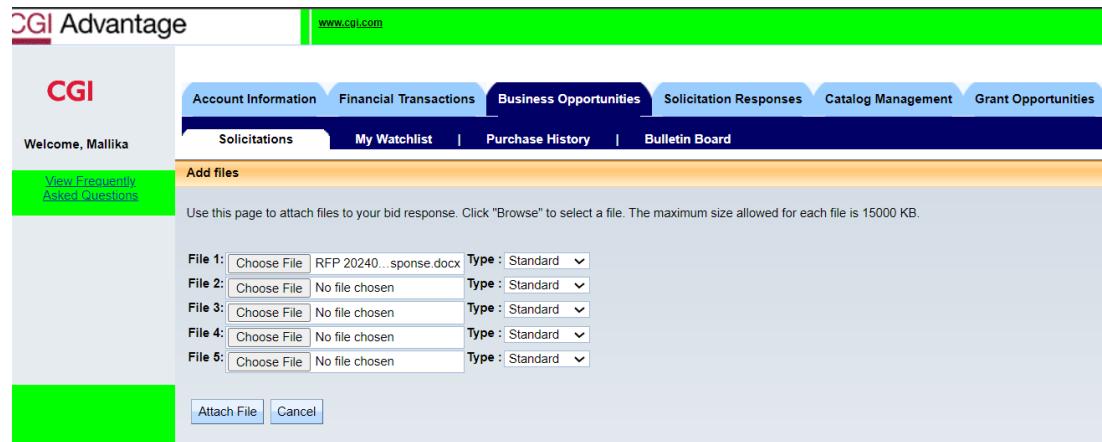
24. Check the uploaded file. Note: you may upload up to five (5) files at a time. If you need to upload more than five, add the first five files and then repeat this process again for the additional files.

(5) Review and Submit

25. Click on the "Review/Submit" tab to view a summary of your response.

26. Once you are satisfied with the accuracy, click on "Submit" to submit your response.

Response Submitted Successfully

Thank You

Your Submitted Response can

be found under the "My Responses" tab

Click any tab to continue.

Modifying Your Bid

This section assists vendors in locating responses that were initially drafted but not submitted, or in editing previously submitted responses to update any of the details provided.

Submitted responses may only be edited prior to the solicitation closing date and time, following which the response will be locked for editing.

1. Once logged in to VSS, click on "Solicitation Responses" to view the "My Responses" tab.

2. Here you may view a list of all your responses, both submitted and drafted.

3. You can use the advanced search feature to locate the Solicitation you originally responded to.
   a. Click on "Advanced Search"

b. In the Solicitation field, provide the solicitation number and then click "Go"

4. To open the response, click on the blue hyperlink under Link to Response.

5. Scroll down to the Respond to Lines section and click on "Edit."

6. Make the necessary adjustments to the response.

7. When ready to submit (or re-submit if you are editing a submitted response), check each section of the response carefully and review the solicitation to ensure you have completed and attached all required information.

8. Navigate to the Review/Submit tab and click "Submit."
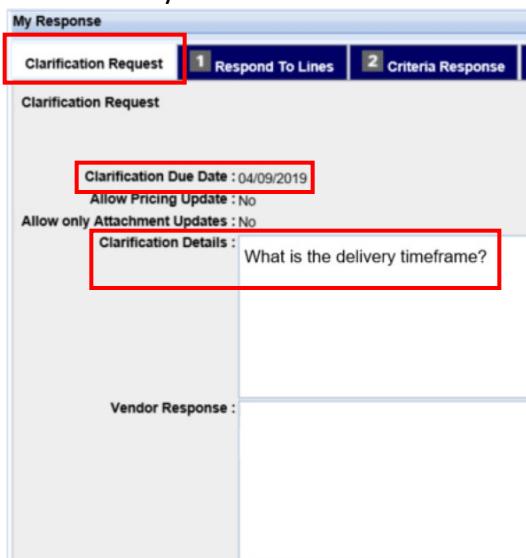
Clarification Questions

When the Buyer receives a bid for a solicitation, they may determine they need additional information from the vendor. If this occurs, you may receive an email requesting that you provide a clarification. If this occurs, follow the steps below to provide the response to the Buyer.

1. Log into your account and go to the Solicitation Responses tab.
   Locate the solicitation response that requires clarification.
   All responses will show by default. If necessary, use the Keyword Search box to narrow the results and find the response you are looking for.
   The Response Status of your response under the Solicitation Response tab in your VSS account will also show as "Clarification Requested".

Account Information	Financial Transactions	Business Opportunities	Solicitation Responses	Catalog Managem

   My Responses

   Search For My Responses

   Show Me ... | All Responses | My Recent Responses | In Progress Items | Closing Soon | My A

   Keyword Search : *004*

   From 1 to 10 Total: 10+

	Link to Response	Created By	Response Status	Response Date	Solicitation ID
	SR-05A-ESR19090400000000004-1		Clarification Requested	09/04/2019	RFQ-05A-00000000000000000020-2

2. Open the response by clicking on the SR number
3. If a clarification has been requested, you will see a clarification tab, with the requested **Clarification Details**. A **Clarification Due Date** is also shown. Your response must be submitted by this date.

   My Response

Clarification Request	1 Respond To Lines	2 Criteria Response

   Clarification Request

   Clarification Due Date : 04/09/2019
   Allow Pricing Update : No
   Allow only Attachment Updates : No
   Clarification Details : What is the delivery timeframe?

   Vendor Response :

4. Respond to the request using the **Vendor Response** field & submit your response.

Your clarification response will be sent back to the buyer.

You will receive an email confirming that the response was submitted.

Asking Questions on a Solicitation

If you would like to ask a question about the solicitation, you can do so using the Q&A List tab, as shown in the steps below.

If you have a question regarding an RFQ, **you must submit your questions through the Q & A List tab** on the Solicitation page. Responses will show publicly, to ensure that all potential bidders have the same information. It is the vendor's responsibility to log in to view all questions and answers posted there. **Questions and Answers obtained any other way will not be valid.**

Each solicitation will also have a deadline for submitting questions that will be shown once the solicitation is opened.

If you are having trouble submitting a bid, you may contact the buyer using the details shown at the top of the solicitation page.

1. From within the solicitation Details view, click on the **Q & A List**.
2. Click the **Ask a Question** button and enter your question.

Your question, as well as any response from the Buyer, will appear publicly on this page. For solicitations other than RFQs, answers will be published in a summary document under the Attachments tab.

Viewing the Award & Response Details

Once the evaluation of bids is complete and an awarded Bidder is selected, the details of the award will be posted on the original solicitation. Overall details of each response will also be posted.

1. On the original bid, click the **Details** tab.

2. The Public Bid Reading tab will show the details of who responded, and what their bids were.

3. The Notice of Award tab will show the vendor that was selected for award.

Because the State of Maine awards by best value, the low bidder may not be the awarded bidder.

Lots/Lines	Attachments	Additional Information	Terms	Criteria	Events	Q & A List	Amendment History	Bulletin Board	Public Bid Reading	Notice of Award

Lot 1: Default Commodity Group

Description	Requested	More Information
BOAT	**Quantity :** 1.00000 **Unit :** Each **Requested Delivery Date :**	View Purchase History Expand All ⊞Product Specs ⊞Shipping/Billing ⊞Shipping Specs

Service Contract Search

The Service Contract Search page displays overview information on all service contracts held by the State of Maine. Here, you can search for a particular contact, and view any information, including attachments, that has been made public for that contract.

Note that this page was activated on February 28, 2022. Contracts finalized prior to this date cannot be viewed on this page, and should instead be searched on the historical Service Contract Search page at the link below:

https://www.maine.gov/dafs/bbm/procurementservices/reports/service-contract-search

The Service Contract Search page requires the searcher to input at least one piece of search criteria before clicking the **Search** button. No one specific search field is required, so long as at any one search field is populated. You may also search by multiple search criteria.

Once the results are found, you will be able to see the details made public for that contract in the search results grid. Any attachments that have been made public will also be shown as a link, which you can click to open the attachment.

A new line is shown for each attachment available for that contract. For example, if a contract has two attachments available to view, there will be two lines in the results grid for that contract.

Contact Us

For Account Maintenance help or password resets, please call the State of Maine IT help desk at (207) 624-7889 or, email us directly at VSS.helpdesk@maine.gov

If you run into any issues while trying to submit a bid, you can contact the Buyer listed on the Solicitation, or any member of the Office of State Procurement Services staff to assist you in completing your bid.

Office of State Procurement Services staff information can be located on the Office of State Procurement Services website at:

http://www.maine.gov/purchases/info/contact.shtml