



## Non-State Agencies Frequently Asked Questions (FAQ)

### Access to Buy4Michigan:

1. I am a new user of the system, how do I obtain a Login ID and Password?
  - The Buy4Michigan access form can be located at <http://www.michigan.gov/localgov/0,4602,7-194-26851-306413--,00.html> under the **Registration and Login Instructions** section.
  - Click the “**Buy4Michigan Access Form**” link. Fill out the form and submit it to [DMB-ASA-Security@michigan.gov](mailto:DMB-ASA-Security@michigan.gov). Once approved, you will receive an email notification with Login and Password instructions.
2. How do I activate my account?
  - As a first-time user, follow the instructions in your email notification from the DMB-ASA Security.
3. How do I address unexplainable browser issues (screen freeze, auto logout, etc.)?
  - We recommend closing your web browser and logging back in, or try a different type of browser, such as IE, Firefox or Chrome.
4. Is there a way to access “Sent” Bids from the Home page without logging in?
  - Yes, click on the **Open Bids** or **Contract & Bid Search** link.
  - As a logged in user, you can access “sent” Bids through the **Documents Tab** at the top of the page. Select **Bids > Sent**.

### Customer Service Support:

5. Who do I contact for assistance and when?
  - Contact the Help Desk at (517) 373-4111 or 1-888-734-9749 if you have questions regarding registration support or account maintenance.
  - Contact Isidra Chavez at [chavez@michigan.gov](mailto:chavez@michigan.gov) or (517) 284-7048 if you need assistance with bid support or to schedule webinar training.
  - Contact the Buyer (contact info should be listed on the bid) if you have questions regarding specifications, required format, pre-qualification program or bid tab questions.

### Alerts:

6. What do the Red and Yellow Error/Warning messages indicate?

- The Red Error message means that the document does not have sufficient information to continue forward. Once the proper data is entered, you may continue your document to completion.
- The messages in Yellow are errors that do not require any intervention. The document can continue as the message is strictly for your information.

### **Bid Process:**

7. How do I select appropriate Vendors for a commodity code while creating a Bid?
  - From the Bidders Tab, be sure to click the **Find Vendors for All Commodity Codes on the Bid** button at the bottom of the Lookup & Add Reference Vendors page.
  - For further assistance, please visit <http://www.michigan.gov/localgov/0,4602,7-194-26851-306413--,00.html> and select the **“Bid Basics – NIGP Codes”** or **“Creating a Bid from Scratch” Quick Reference Guide (QRG)**.
8. How do I respond to a solicitation?
  - First, you have to be a registered vendor. Login and search under the **open bids** section and select the **“Create New”** link.
  - For further assistance, please visit <http://www.michigan.gov/micontractconnect/0,4541,7-225-50558---,00.html> and select the **“How to Respond to a Bid” Quick Reference Guide (QRG)**.

### **Attachments:**

9. What file format should I use when uploading attachments?
  - When uploading attachments **DO NOT** use special characters in the file name or text fields, this also includes not leaving blanks. We recommend only using letters and numbers.
10. How do I avoid sensitive information from being viewed on the web?
  - You must manually mark the “Confidential” check box while uploading your file.

### **Protest Period:**

11. How does a Buyer access the Award Recommendation Protest Letter?
  - Access your Bid, click the **Bid Tab > Attachments Tab**.
12. How does a Vendor access the Award Recommendation Protest Letter?
  - The system **ONLY** sends out an email notification regarding the protest period, but no attachment. Log in and open the appropriate Bid.
  - At the bottom of the Bid document, click the **Bid Tab > Summary Tab**. Right below the Summary Tab to the left of the screen, you will see **“File Attachments”**; click on the link to open the attachment.

Bid Tabulation – click the attached file link.

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### Bid Tabulation for Bid #AGENCY15B0002246

[Quotes](#) | [Items](#) | [Header Questions](#) | [Subcontractors](#) | [Score](#) | **Summary** | [Back to Bid](#)

#### Bid Tabulation Information

**File Attachments:** [award recommendation letter](#)

Click the printer icon to open the attachment.

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#### Attachment File Detail: award recommendation letter

Name*:	award recommendation letter
Description:	
File:	 Chrysanthemum~46.jpg
Location:	agency
Size:	879,394 bytes
Uploaded:	06/02/2015 10:37:49 AM