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## **Vendor User Manual**

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## **1. INTRODUCTION**

The concept of the VendorLink web application is to go beyond simply providing vendor registration and solicitation information. The VendorLink web application will provide management of vendors, their commodity codes, local/minority owned programs, managing solicitations (optional contract management), an email notification system (optional fax), user management and content management.

### **1.1 PURPOSE**

The intent of the VendorLink web application is to allow government procurement officials to manage their solicitations and vendors while providing this tool free of charge to the business community.

Along with the obvious economic advantages to the business community of a free site, this software provides the procurement staff an all-inclusive, user-friendly application with which to register bids, RFP's, RFQ's, and many other types of solicitations. Standard functionality includes comprehensive search and reporting capabilities as well as document upload and customization of email notification.

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.

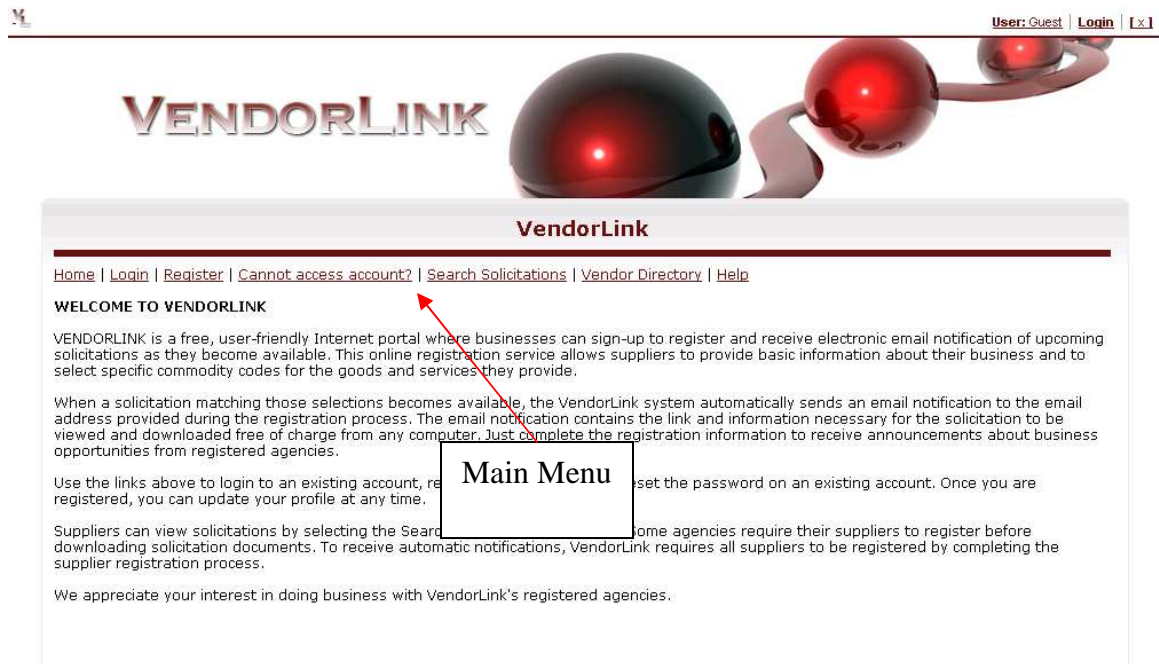
### **1.2 TARGET AUDIENCE**

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**

[Home](#) | [Login](#) | [Register](#) | [Cannot access account?](#) | [Search Solicitations](#) | [Vendor Directory](#) | [Help](#)

**WELCOME TO VENDORLINK**

VENDORLINK is a free, 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 system automatically sends an email notification to the email address provided during the registration process. The email notification contains the link and information necessary for the solicitation to be viewed and downloaded free of charge from any computer. Just complete the registration information to receive announcements about business opportunities from registered agencies.

Use the links above to login to an existing account, register, or set 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. Some agencies require their suppliers to register before downloading solicitation documents. 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.

**Main Menu**

## 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.

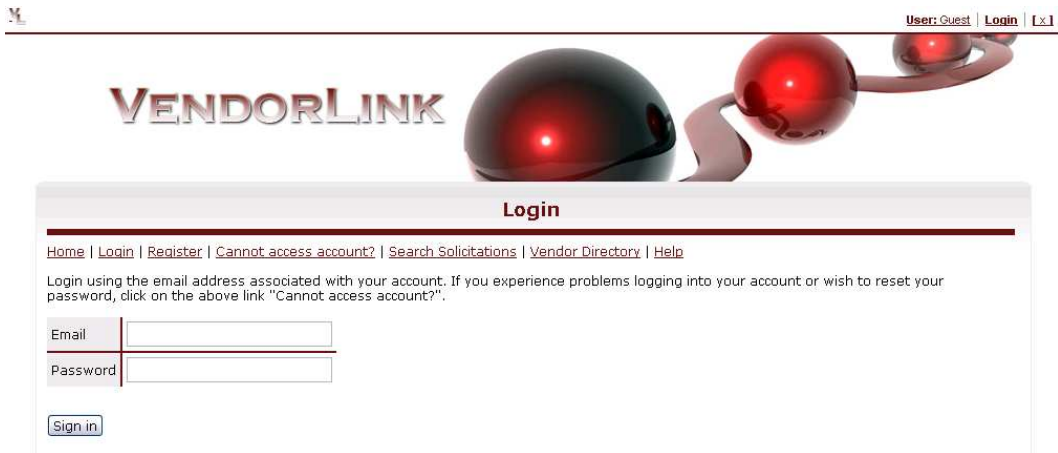
#### 2.1.1 HOME

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.



**VENDORLINK**

**Login**

[Home](#) | [Login](#) | [Register](#) | [Cannot access account?](#) | [Search Solicitations](#) | [Vendor Directory](#) | [Help](#)

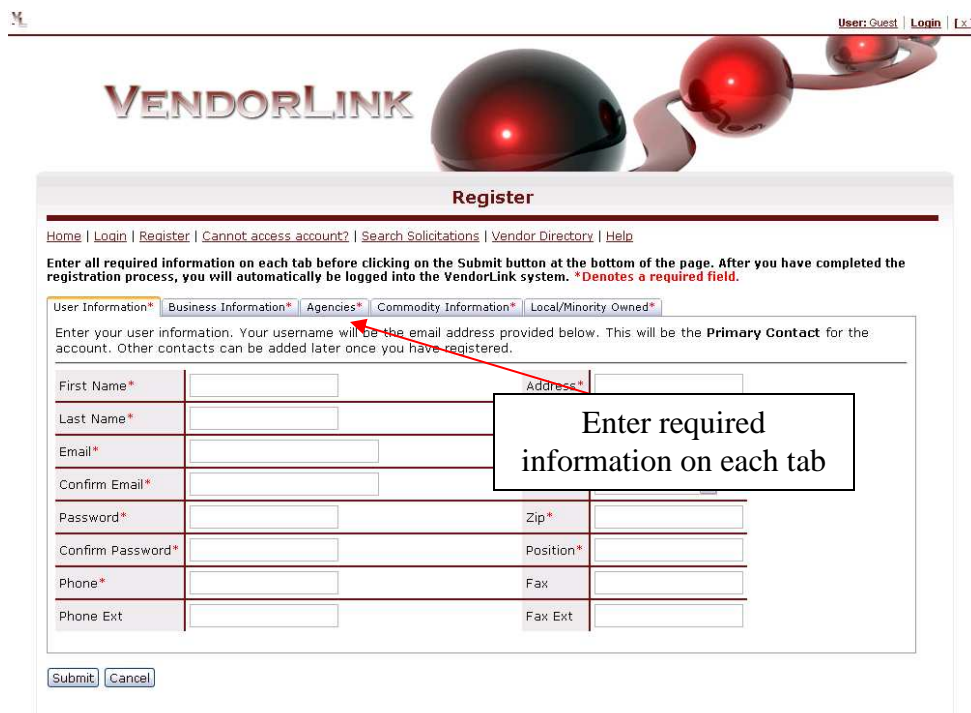
Login using the email address associated with your account. If you experience problems logging into your account or wish to reset your password, click on the above link "Cannot access account?".

Email

Password

### 2.1.3 REGISTER

Vendors that want to receive automatic email (agency optional fax service) notifications from the VendorLink web application must register on the agency 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 these tabs contains sections/fields that will be described the Vendor manual.



**VENDORLINK**

**Register**

[Home](#) | [Login](#) | [Register](#) | [Cannot access account?](#) | [Search Solicitations](#) | [Vendor Directory](#) | [Help](#)

Enter all required information on each tab before clicking on the Submit button at the bottom of the page. After you have completed the registration process, you will automatically be logged into the VendorLink system. \*Denotes a required field.

User Information\* | Business Information\* | Agencies\* | Commodity Information\* | Local/Minority Owned\*

Enter your user information. Your username will be the email address provided below. This will be the **Primary Contact** for the account. Other contacts can be added later once you have registered.

First Name\*  Address\*

Last Name\*

Email\*

Confirm Email\*

Password\*  Zip\*

Confirm Password\*  Position\*

Phone\*  Fax

Phone Ext  Fax Ext

Enter required information on each tab

## 2.1.4 CANNOT ACCESS ACCOUNT

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.

## 2.1.5 VENDOR DIRECTORY

The Vendor 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.

Commodity codes can be selected first

Select	NIGP Code	NIGP Description
<input checked="" type="checkbox"/>	[208-81]	Software For Computer Software Training
<input checked="" type="checkbox"/>	[920-45]	Software Maintenance/Support
<input checked="" type="checkbox"/>	[920-46]	Software Updating Services
<input checked="" type="checkbox"/>	[985-74]	Software, Computer, Rental or Lease
<input type="checkbox"/>	[208-80]	Software, Microcomputer (Not Otherwise Classified)
<input type="checkbox"/>	[209-87]	Software, Mini/Mainframe Computer (Not Otherwise Classified)
<input type="checkbox"/>	[208-88]	Software, Monitoring
<input type="checkbox"/>	[209-12]	Application Software, Mainframe Computer (Ind. Cobal)

## 2.1.6 SEARCH SOLICITATIONS

If an agency elects to publicly display solicitations, those solicitations can be found by clicking on the Search Solicitations link in the navigation menu. The Agency drop down lists will only contain agencies that have decided to make their solicitation available to the public. Public users can select the criteria to search for solicitations then click on the Search Solicitations button. If results are returned, users may view the details of the solicitation by clicking on the view button of the selected solicitation.



**VendorLink**

Home | Login | Register | Cannot access account? | Search Solicitations | Vendor Directory | Help

Search for Solicitations by entering the selected search terms and clicking on Search Solicitations.

Agency  
City of St. Cloud

Number: Fiscal Year: Status:

Title: Commodity Keyword:

Search Solicitations

Agency	Number	Title	Status	Due Date	
City of St. Cloud	2010-036	Florida / Ohio Stormwater Interconnector Pipe and Lakeshore Sidewalks	Under Evaluation	7/30/2010 2:00:00 PM	<a href="#">View</a>
City of St. Cloud	test	test	Under Evaluation	7/3/2010 2:00:00 PM	<a href="#">View</a>

## 2.1.7 HELP

The VendorLink help web page contains both administrative and technical support contact information.



**VendorLink**

Home | Login | Register | Cannot access account? | Search Solicitations | Vendor Directory | Help

Help contact information is listed below.

**VendorLink Support**

12201 Research Parkway  
Suite 223  
Orlando, FL 32816  
(407) 401-0031 phone  
[support@evendorlink.com](mailto:support@evendorlink.com)  
<http://www.evendorlink.com>

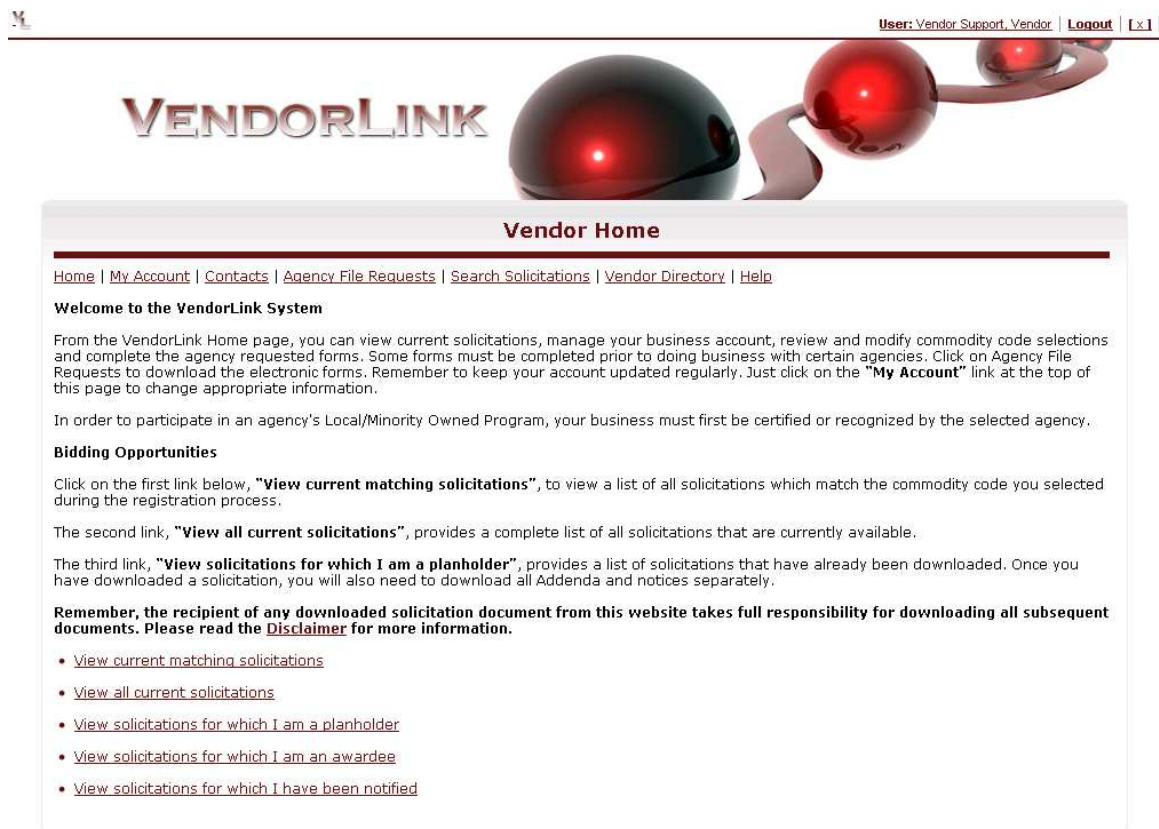


### 3.1 VENDOR ACCESS

VendorLink users which have registered as a vendor have access to login into the VendorLink system. These users can access solicitations and documents provided by the agencies they have registered with. If a vendor downloads a solicitation document, the vendor becomes a planholder of said 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 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. Vendors can access current matching solicitations, current solicitations, solicitations for which a vendor is a planholder, solicitations for which a vendor is an awardee and solicitations for which a vendor has been notified from this web page.



### 3.1.1.1 CURRENT MATCHING / ALL / PLANHOLDER / AWARDEE / NOTIFIED SOLICITATIONS

Vendors that select one of the five provided links will be able to view solicitations by clicking on the view button for the selected solicitation. 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 in which the vendor is registered with.



**Current Solicitations**

Home | My Account | Contacts | Agency File Requests | Vendor Directory | Help

The following solicitations are currently active. Please list to view solicitations related to that agency.

Select agency: City of St. Cloud

Convert to Excel Total: 1

Number	Title	Status	Due Date	
COSC-10-B-001-VL	Sample Solicitation - Please Disregard	Active	10/4/2010 2:00:00 PM	<a href="#">View</a>

After the solicitation is selected, documents may be downloaded by a vendor. Once a vendor downloads a document, they are considered a planholder of that solicitation as long as that solicitation is in the active or broadcast status. Solicitation planholders are automatically notified of changes to the solicitation via email or fax (fax service is optional for agencies).



## View Solicitation

[Home](#) | [My Account](#) | [Contacts](#) | [Agency File Requests](#) | [Search Solicitations](#) | [Vendor Directory](#) | [Help](#)

The selected solicitation details are below.

Status	: Active
Fiscal Year	: 2011
Contact	: <a href="#">Agency Admin Support</a>
Title	: Sample Solicitation - Please Disregard
Number	: COSC-10-B-001-VL
Type	: Invitation to Bid
Department	: Purchasing
Scope of Services	: Sample Solicitation - Please Disregard - No Services Needed
Insurance Required	: No
Bond Required	: No
Broadcast Date	: 10/1/2010 9:00 AM
Question End Date	:
Due Date	: 10/4/2010 2:00 PM
Anticipated Award Date	:

## Documents

Name	Description	Type	
test.txt	Sample Documentation	Type	

\*PDF files require Adobe Acrobat Reader to view.  
[Click Here to Get Adobe Acrobat Reader](#)

## NIGP Codes

Code	Description
[257-67]	Missile Subsystems (Including Boosters, Warheads, Pin Pullers, Jet Reaction Control Assy)
[257-50]	Missiles, Air to Air (Guided)

## Planholders

Company	E-mail	First Access	
---------	--------	--------------	--

## Contract Dates

Term Type	Start Date	End Date	Amount
-----------	------------	----------	--------

## Pre-Award Documents

Category	Name	File Type	
----------	------	-----------	--

## Contract Documents

Category	Name	File Type	
----------	------	-----------	--

## Bidders

Company	Email	Phone	Fax
VendorLink, LLC	<a href="mailto:contactus@evendorlink.com">contactus@evendorlink.com</a>		

## Awardees

Company	Email	Phone	Fax
---------	-------	-------	-----

## Insurance Details

Company	Type	Start Date	End Date
---------	------	------------	----------

## Bond Details

Company	Type	Start Date	End Date
---------	------	------------	----------

Close

### 3.1.2 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, commodity codes, company information, contact information, password and local/minority owned programs.



#### 3.1.2.1 CHANGE AGENCIES

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

The screenshot shows the VendorLink registration interface. At the top, the 'VENDORLINK' logo is displayed next to a decorative graphic of three red spheres. The navigation bar includes links for 'User: Vendor Support, Vendor', 'Home', 'Logout', and 'Lx1'. Below the navigation bar, a section titled 'Edit My Agencies' contains a list of agencies with checkboxes. The 'Florida (1)' checkbox is selected, and a dropdown menu shows 'Osceola (1)' and 'City of St. Cloud'. A red arrow points from the 'City of St. Cloud' checkbox to a text box that says 'Vendor selects the agency(s) they want to register with'. Below the agency list, a text input field contains '654321' and is labeled 'City of St. Cloud'. A red arrow points from this input field to a text box that says 'Agency Issued VendorIDs can be entered here'. The page also includes a 'Submit' button and a 'Cancel' button.

Vendor selects the agency(s) they want to register with

Agency Issued VendorIDs can be entered here

### 3.1.2.2 CHANGE COMMODITY REGISTRATION

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 via email of the solicitation.

1. Vendors can also choose to be notified of ALL agency solicitations

2. Vendors can remove codes individually or by selecting multiple codes

3. Vendors add codes to their Current Commodities by clicking here after they have selected a code below

4. Vendors can search for codes or view codes by alphabetical order

you may select from the provided checkboxes in that Codes" button.

☐ Notify me of ALL solicitations from the agencies I've selected (At least one commodity code below must still be selected)

**Edit Commodity Registration**

[Agency File Requests](#) | [Search Solicitations](#) | [Vendor Directory](#) | [Help](#)

**Remove Multiple NIGP Codes**

Select NIGP Code	NIGP Description	
<input type="checkbox"/> 019-00	AGRICULTURAL CROPS AND GRAINS INCLUDING FRUITS, MELONS, NUTS, AND VEGETABLES	<a href="#">Remove</a>
<input type="checkbox"/> 020-00	AGRICULTURAL EQUIPMENT, IMPLEMENTS, AND ACCESSORIES (SEE CLASS 022 FOR PARTS)	<a href="#">Remove</a>
<input type="checkbox"/> 022-00	AGRICULTURAL EQUIPMENT AND IMPLEMENT PARTS	<a href="#">Remove</a>
<input type="checkbox"/> 630-3	Additives and Miscellaneous Paint Ingredients: Driers, Fungicides, Latexes, Pigments, Surfactants, etc.	
<input type="checkbox"/> 630-47	Paint, Aluminum (Not Roof Coating)	
<input type="checkbox"/> 005-5	Abrasive Equipment and Tools	

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

[Find NIGP Codes](#) [Reset NIGP Codes](#) [Select NIGP Codes](#)

- ☐ ABRASIVES [005-00]
- ☐ ACOUSTICAL TILE, INSULATING MATERIALS, AND SUPPLIES [010-00]
- ☐ ADDRESSING, COPYING, MIMEOGRAPH, AND SPIRIT DUPLICATING MACHINE SUPPLIES [015-00]
- ☐ AGRICULTURAL CROPS AND GRAINS INCLUDING FRUITS, MELONS, NUTS, AND VEGETABLES [019-00]
- ☐ AGRICULTURAL EQUIPMENT AND IMPLEMENT PARTS [022-00]
- ☐ AGRICULTURAL EQUIPMENT, IMPLEMENTS, AND ACCESSORIES (SEE CLASS 022 FOR PARTS) [020-00]
- ☐ AIR COMPRESSORS AND ACCESSORIES [025-00]
- ☐ AIR CONDITIONING, HEATING, AND VENTILATING EQUIPMENT, PARTS, AND ACCESSORIES [030-00]
- ☐ AIRCRAFT AND AIRPORT EQUIPMENT, PARTS, AND SUPPLIES [035-00]
- ☐ AIRCRAFT AND AIRPORT OPERATIONS SERVICES [905-00]
- ☐ AMUSEMENT, DECORATIONS, ENTERTAINMENT, GIFTS, TOYS, ETC. [037-00]
- ☐ ANIMALS, BIRDS, MARINE LIFE, AND POULTRY, LIVE, (INCLUDING ACCESSORY ITEMS) [040-00]

### 3.1.2.3 CHANGE COMPANY INFORMATION

Vendors are able to modify their company information by entering the requested information below.

**VENDORLINK**

**Edit Company Information**

[Home](#) | [My Account](#) | [Contacts](#) | [Agency File Requests](#) | [Search Solicitations](#) | [Vendor Directory](#) | [Help](#)

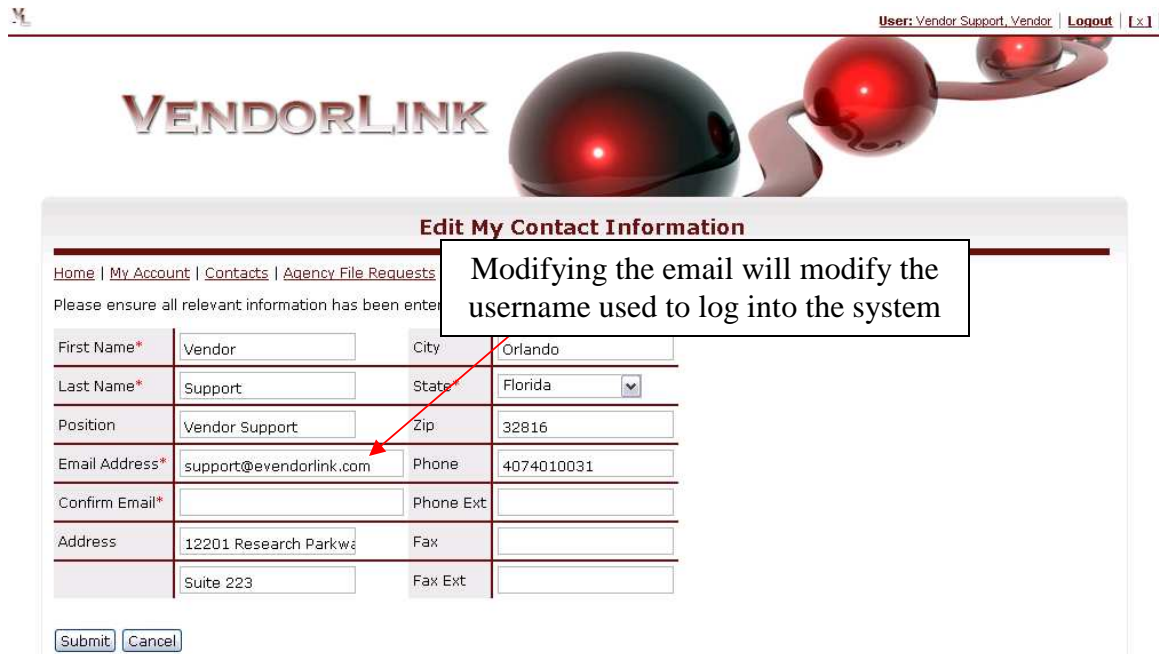
Please ensure all relevant information has been entered before submitting.

Business Name*	VendorLink	Organization Type*	MMLLC - Partnership
Other Business Name(s) under same Taxpayer ID Number		Business Type*	Professional Services
Issue purchase orders/make checks payable to*	Business Name	Date Established*	09/23/2010
Tax ID Number*	FEIN 11-1111111	Backup Withholding	
Country of incorporation or organization*	United States of America	Number of Employees*	< 25
State*	Florida	DUNS Number	
County*	Brevard	Accept Direct Deposit?	<input checked="" type="checkbox"/>
Website Address	http://www.evendorklink	Accept Credit Card?	<input type="checkbox"/>

[Submit](#) [Cancel](#)

### 3.1.2.4 CHANGE CONTACT INFORMATION

Vendors are able to modify their primary contact information by entering the requested information below. **Any changes to the mail address will change the username used to log into the VendorLink web application.**



**VendorLink**

User: Vendor Support, Vendor | Logout | [x1]

#### Edit My Contact Information

[Home](#) | [My Account](#) | [Contacts](#) | [Agency File Requests](#)

Please ensure all relevant information has been entered.

First Name*	Vendor	City	Orlando
Last Name*	Support	State	Florida
Position	Vendor Support	Zip	32816
Email Address*	support@evendorlink.com	Phone	4074010031
Confirm Email*		Phone Ext	
Address	12201 Research Parkway	Fax	
	Suite 223	Fax Ext	

Modifying the email will modify the username used to log into the system

### 3.1.2.5 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.



**VendorLink**

User: Vendor Support, Vendor | Logout | [x1]

#### Edit My Password

[Home](#) | [My Account](#) | [Contacts](#) | [Agency File Requests](#) | [Search Solicitations](#) | [Vendor Directory](#)

In order to change your password, please enter your current password, followed by the new confirmation.

Old Password*	
New Password*	Confirm New Password*

Enter old password, then new password twice



### 3.1.2.6 CHANGE 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.

User: Vendor Support\_Vendor | [Logout](#) | [\[x\]](#)

---

#### Edit My Local/Minority Owned Programs

---

[Home](#) | [My Account](#) | [Contacts](#) | [Agency File Requests](#) | [Search Solicitations](#) | [Vendor Directory](#) | [Help](#)

If you'd like to participate in a Local/Minority Owned Program, please select any of the programs below in which the vendor/company meets the criteria. Once you have registered, you may have to complete an Application for Reciprocity in the Local/Minority Owned Program(LMP).

**\* Is this a local vendor as defined by at least one of the definitions below?** ☒ Yes ☐ No

☒ **Local Vendor:** (A firm which has its headquarters, manufacturing facility, or locally-owned franchise located in, or having a street address within, the legal boundaries of the State of Florida for at least one (1) year immediately prior to the issuance of the request for quotation or formal bid solicitation. (Post office boxes do not qualify as a verifiable business address); or maintains a required business license by a jurisdiction located in the State of Florida; or pays business and/or real property tax due to the State of Florida, and has paid such tax to the State of Florida for the most recent tax year; or employs thirty percent (30%) or more full time employees whose primary residence is located within the legal boundaries of the State of Florida; or the Owner/Principal of the business maintains a primary residence within the legal boundaries of the State of Florida.

**\* Is this a Minority-owned Business Enterprise (MBE) as defined by at least one of the definitions below?** ☒ Yes ☐ No

☐ **African-American:** (a male having origins in any of the racial groups of the African Diaspora)

☐ **Asian-American:** (a male having origins in any of the original peoples of the Far East, South east Asia, the Indian subcontinent, or the Pacific Islands, including the Hawaiian Islands prior to 1778)

☒ **Hispanic-American:** (a male of Spanish or Portuguese culture with origins in Spain, Portugal, Mexico, South America, Central America, or the Caribbean, regardless of race)

☐ **Native American:** (a male who has origins in any of the Indian Tribes of North America prior to 1835, upon presentation of proper documentation, thereof as established by rule of the Department of Management Services)

**\* Is this a Minority Woman-owned Business Enterprise (MWBE) as defined by at least one of the definitions below?** ☐ Yes ☒ No

☐ **African-American Woman:** (a female having origins in any of the racial groups of the African Diaspora)

☐ **Asian-American Woman:** (a female having origins in any of the original peoples of the Far East, South east Asia, the Indian subcontinent, or the Pacific Islands, including the Hawaiian Islands prior to 1778)

☐ **Hispanic-American Woman:** (a female of Spanish or Portuguese culture with origins in Spain, Portugal, Mexico, South America, Central America,

### 3.1.2.7 MY INFORMATION FROM REGISTERED AGENCIES

Some agencies issue VendorIDs to vendors in order to allow vendors to retrieve information from their databases. If an agency a vendor haa registered with has issued VendorIDs and the vendor has entered their Agency Issued VendorID, 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





# VENDORLINK



## My Account

[Home](#) | [My Account](#) | [Contacts](#) | [Agency File Requests](#)

Some agencies issue VendorIDs to vendors registered with has issued VendorIDs and selected report, click on the link provided

Vendor selects the report they'd like to retrieve

their databases. If an agency you have if reports will be displayed below. To view the es. Enter them in the provided textboxes.

\*For date entries, please enter the date in the following format: MM/DD/YYYY

Agency	Report Name
City of St. Cloud	Meta Data

[Clear Information Below](#)

Start Date

End Date

[Retrieve External Query](#)

Vendors then enter additional entries or retrieve the external query

### 3.1.3 CONTACTS

Vendors have the ability to manage their contacts by selecting the Contacts link in the main navigation menu. Vendors can create, edit, and delete multiple types of contacts but cannot delete the Primary contact. They can, however edit the Primary contact.

**Changing the Primary contact will change the username used to log into the VendorLink web application.**



# VENDORLINK



## Contacts

[Home](#) | [My Account](#) | [Contacts](#) | [Agency File Requests](#)

Existing Primary, Mailing, Shipping and Other contacts selecting the New Contact link.

Vendors can create, edit and delete contacts

New contacts can also be added by

[New Contact](#)

Contact Name	Contact Type
<a href="#">Edit</a> Vendor Support	Primary
<a href="#">Edit</a> Vendor Mail	Mailing

### 3.1.4 AGENCY FILE REQUESTS

Some agencies require their registered vendors to download, fill out, sign and/or notarize documents. These documents can be submitted to the VendorLink web application by the agency so that if a vendor registers with the agency, they may be downloaded here.

The screenshot shows the 'Agency File Requests' page. At the top, there is a navigation bar with links: Home | My Account | Contacts | Agency File Requests. Below this, a section titled 'Download agency documents' contains a table of requested files. A red arrow points to a download icon in the table. Below the table, a section titled 'Vendor uploaded documents' contains a message 'Files have not been uploaded.' with a red arrow pointing to it.

Agency	Agency File Requested	File Type	
City of St. Cloud	W-9 Form	Word	

To upload agency specific documents, click on Upload Agency File Request. 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 box in the web page above.

The screenshot shows the 'Agency File Requests' page with the upload form. The form has three main sections: 'Agency\*', 'Agency File Requested\*', and 'Upload File\*'. The 'Agency\*' section has a dropdown menu with 'City of St. Cloud' selected. The 'Agency File Requested\*' section has a dropdown menu with 'W-9 Form' selected. The 'Upload File\*' section has a text input field and a 'Browse...' button. Below the form are 'Submit' and 'Cancel' buttons.

### **3.1.5 SEARCH SOLICITATIONS**

[See 2.1.6.](#)

### **3.1.6 VENDOR DIRECTORY**

[See 2.1.5.](#)

### **3.1.7 HELP**

[See 2.1.7.](#)