

## Online Bidding – Vendor Questions

**1. Q – Nothing happens when I click the Online Bid Response Link on the RFX in LaPac.**

A - Check to make sure your pop-up blocker is turned off in your browser security settings.

**2. Q – I’m unable to login after clicking on the Online Bid Response Link.**

A – Your password may be locked. Please contact the Vendor Help Desk at: 225-342-8010 or [Vendr\\_inq@la.gov](mailto:Vendr_inq@la.gov)

**3. Q – I’ve logged in, but do not have a Register button.**

A – Either you were added to the bid by the agency as a suggested vendor – in which case you can go directly to Create Response, or you have already registered for this bid. If you previously registered, you should have a Create Response button.

**4. Q - I’ve logged in, and I’m registered, but do not have a Create Response button.**

A - A Response has already been created. Look for a Response number at the top of the screen in blue, starting with 40000\*\*\*\*.

**5. Q – I’m trying to create a Response, but am getting a message saying “A response for this RFX is already being created”.**

A - It means you have already clicked the Create Response button, but the system may have timed out if you did not finish the Response, and has not refreshed. Log out, wait 30 minutes, and try again. Look for a Response number at the top of the screen in blue, starting with 40000\*\*\*\*.

**6. Q – Why don’t I have an Edit button after creating a Response?**

A - If you are logged in to the RFX, click on your Response number at the top of the screen in blue that starts with 4000\*\*\*\* to get an Edit button.

**7. Q – I’m in the RFX, but I can’t see all of the information that is supposed to be on the page, or I’m getting a “half-blank” blue screen.**

A – Check to see what browser you are using. LaGov does not support Chrome, Safari, Edge, or Firefox. The best browser to use is Internet Explorer 11. It is highly recommended to use a desktop computer or a laptop, not a notebook or tablet.

**8. Q – I’m in the Response, but I’m getting a red error saying “Please read the notice and accept the Terms”.**

A - You must check the “Agree” box on the Terms & Conditions before you can submit your bid Response.

**9. Q – I’m logged into the Response, but everything is grayed out and I cannot make any changes.**

A – Click the “Edit” button at the top.

**10. Q – Where do I attach my Attachments for the bid?**

A – Once you have created a Response and are in the Edit mode, click on “Notes and Attachments” to upload any documents and Attachments you wish to submit with your bid.

**11. Q – I am getting 4 hard stop errors when I am trying to submit my bid that talk about “Attributes” – what is this?**

A – When you receive 4 hard stop errors that mention “attributes”, this means you haven’t answered the 4 mandatory Questions. These will be found under RFX Information, on the Questions tab. You must be logged into your Response, and in the “Edit” mode to answer these questions.

**12. Q – It says there should be 4 Questions to answer, but I only see 3 (or something else is missing from the screen).**

A – If you “right-clicked” on anything, you may have accidentally “hidden” some of the elements on the screen. Right-click on the area that the missing information should be, click “invisible elements”, and then “restore”.

**13. Q – How do I know if my bid has been submitted?**

A – When you first submit your Response, you will receive a message at the top of the screen that says “ Response Submitted Successful”. If you log back in later, click on your Response number (starting with 40000\*\*\*\*), and you will see a status at the top which will state if your response was “Submitted” or is still in “Saved” status. Your bid status must say **Submitted** or your bid will not be accepted.

**14. Q – Can I revise an Online Bid once it has been submitted?**

A - Yes. Log back into the RFX, open your Response and click “Edit”. Make the needed changes and then be sure to click “Submit” again. If you do not re-submit your Response before the bid opening date, it will not be accepted.

**15. Q – Can I delete / withdraw an Online Bid after it has been submitted?**

A - Yes. Log back in to the RFX, open your Response, click “Edit” and then click “Withdraw” at the top.

**16. Q – I received an email notification that an Addendum was done. However, I don't see where the Attachments are that the bid mentions that need to be returned with the bid.**

A – When an Addendum is done, the buyer selects for the Attachments to be “visible internally only” (to OSP) so that they will not re-post to LaPac, unless the Addendum actually changes something on one of the Attachments. Re-posting them would be a duplication of the Attachments already still showing on LaPac under the original solicitation / RFX. You can always return to LaPac to view and print out all the attachments that are mentioned in the Bid / Addendum.