

# Vendor Questions

## VENDOR REGISTRATION:

### **1. What does my company need to do to become a registered vendor for the State of Louisiana?**

You can register in LaGov at:

[https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?guest\\_user=self\\_reg](https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?guest_user=self_reg)

You must submit a Federal W-9 Form (Request for Taxpayer Identification Number and Certification) before any awards / purchase orders can be issued to your company. This is not required with enrollment, or to receive bids, but will be required before any purchase order or contract can be awarded to you.

A list of help scripts for assistance with vendor registration can be found here:

<http://www.doa.la.gov/pages/osp/vendorcenter/regnhelp/index.aspx>

### **2. What are the benefits of being a registered vendor in LaGov?**

- Free online self-registration
- Ability to receive bid opportunity notifications via e-mail
- A vendor MUST be fully registered in LaGov in order to receive a contract or purchase order award
- Register for as many or as few commodities as you wish, and you may edit your enrollment at any time
- Ability to update company information and revise enrollment categories
- Available 24 hours per day, 7 days per week

### **3. What services does the Louisiana Procurement and Contract Network (LaPAC) offer?**

- Registered vendors receive an immediate email notification each time an RFX or addendum is posted for a commodity for which you have registered
- LaPAC may be viewed for a complete listing of bids by department, by commodity, or by a specific bid number. Complete bid documents may be viewed in .pdf format, and those of interest can be printed and submitted. <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>
- Any addenda to a bid are listed on the LaPAC site, along with the original bid document
- Award information showing the successful vendor(s) and their award total(s) is posted to LaPAC
- Available 24 hours per day, 7 days per week

### **4. Does my company have to be a registered vendor in order to bid?**

It is not necessary for you to be registered in the State's computerized vendor list in order to bid. However, if you wish to automatically receive email notifications of bids, you must register online and choose those commodity codes for which you wish to receive notifications.

### **5. Is there a fee for this bid subscription / email service?**

There is no fee to register online in LaGov.

### **6. Once I am registered in LaGov, if I am the successful vendor on a bid, are there any additional steps that must be taken before an award / contract / purchase order can be issued to my company?**

If you are a new vendor, you must submit a Federal W-9 Form (Request for Taxpayer Identification Number and Certification) before any contracts / purchase orders can be issued to your company. If the award amount exceeds \$25,000.00, you must also be registered to do business in the State of Louisiana with the La Secretary of State's office if you are a corporation or an LLC. Online registration for the Secretary of State can be accessed here:

<https://geauxbiz.sos.la.gov/>

<https://www.sos.la.gov/Pages/default.aspx>

## **7. What is my vendor number?**

New vendors that register in LaGov receive a system assigned vendor number and create personal passwords to maintain their registration. Vendors can search for their company name to determine if they have previously registered at: <https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/vendor/srchven2.cfm>

## **8. Can my company have solicitations sent to more than one address?**

Yes, but in order to do so, you must register online with more than one address.

## **9. Will my company get bids from other state agencies once I am registered online?**

State agencies have the option of using the State's computerized vendor list, but they are not required to do so. State agencies are responsible for soliciting the correct number of bona fide bidders in accordance with the law and may utilize the State's vendor database as a resource tool.

Exempt agencies, such as colleges and universities, may have their own vendor databases. It is suggested that you contact the purchasing departments at each exempt agency.

## **10. How long does it take for my Bidders Registration to be processed?**

Online registration is immediate.

## **11. Why hasn't my company received any bids, or why did I not receive a particular bid I am interested in?**

The commodity code(s) you choose drive the electronic bid list notifications. If you are not receiving bids or email notifications, you may not be enrolled in the correct commodity codes. The State uses UNSPSC (United Nations Standard Products & Services Codes) for enrollment. New registrants must select which commodity codes they wish to receive notifications for when they register in LaGov / LaPAC. There is a UNSPSC commodity code search and a product tree on the Vendor Registration Menu:

<https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/vendor/VndPubMain.cfm>

## **12. Can a company bid in a commodity class other than the ones chosen during online registration?**

Yes. Companies are responsible for having knowledge of and obtaining copies of bids in alternate commodities, as our automated procurement system will not include the company on the pre-populated email notification, if they are not registered for that commodity code. Any vendor can search LaPAC by department, commodity, or specific bid number, print out a copy of the bid, and submit it.

<https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>

## **13. How do I change my company's name, address, telephone, fax number, selected commodities, etc.?**

The administrator of the vendor's registration in LaGov may change company contact information and revise commodity enrollment categories 24 hours a day, 7 days a week by logging into the system and performing the necessary edits.

<https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/vendor/VndPubMain.cfm>

## **14. How do I add multiple users / contacts for my company?**

The primary / administrative vendor user will have "01" at the end of their vendor number. To add additional account users, the administrative user will need to login and select "create additional user". Each successive user for the same company will have the same vendor number, but with a different suffix at the end (02, 03 etc), and will have their own name and email address associated with that vendor number and suffix.

**15. Will additional users for my company receive bid notifications and be able to submit bids?**

Additional registered users will also receive email notifications of bids. However, they will only be able to sign and submit bids of \$25,000.00 or more if the “Is Signature Authority” box is checked on the LaGov registration, OR if they are (a) listed as an officer of the company on the Secretary of State’s website registration, or (b) furnish a copy of a corporate resolution or a memo on letterhead from a company officer, granting that person signature authority.

**16. How do I delete a user that is no longer with my company?**

If the primary / administrative user is no longer with the company, the person who will be the new administrative user will need to either call OSP at 225-342-8010 or email the Vendor Help Desk at [vendr\\_inq@la.gov](mailto:vendr_inq@la.gov) and provide their company’s Federal Tax ID number for verification purposes. At that point, the Help Desk will reset the password, and give the new administrator access to the account. The administrator can then login, choose “Manage own data” and update the name and contact information for the primary user (vendor number suffix “01”).

If an administrator needs to remove a secondary user on the account, these “02” “03” suffix users can either be deleted, or their information can be revised to reflect a new user’s information.

**17. What does “User Authentication Failed” mean when I am trying to login, and how do I re-set my password?**

This message means you have input an incorrect password to login to the site. If you are locked out of the system, you will need to either call OSP at 225-342-8010 or email the Vendor Help Desk at [vendr\\_inq@la.gov](mailto:vendr_inq@la.gov) and provide your company’s Federal Tax ID number for verification purposes. The Help Desk will reset the password for you.

**18. How do I stop receiving email notifications regarding bid opportunities?**

Email the Vendor Help Desk at [vendr\\_inq@la.gov](mailto:vendr_inq@la.gov) – your request will be forwarded to the technical division that will remove you from the auto-email list.

**19. Why can’t I use another browser besides Explorer, such as Chrome, Edge, Firefox or Safari?**

LaGov is a fairly new system for vendors and we’re working to expand to additional browsers. As of now, our LaGov registration system is compatible with Internet Explorer browsers. It is not recommended to use Google Chrome, Edge, Firefox or Safari. If you are running a version of IE that is not functioning properly, please use your internet explorer tools to add our site to compatibility view.

Turn off all pop-up blockers for Louisiana.gov addresses.

From ‘Tools’ select ‘Compatibility View settings’ and in the pop-up box, input <http://louisiana.gov/> and click ‘Add’.

Also, see browser requirements, download links, and FAQs here:

[https://wwwprd.doa.louisiana.gov/portal/PortalTools/Browser\\_Support.htm](https://wwwprd.doa.louisiana.gov/portal/PortalTools/Browser_Support.htm)

If this does not resolve your problem, please email the Vendor Help Desk at [vendr\\_inq@la.gov](mailto:vendr_inq@la.gov).

**20. How can I find out when bids are solicited which are estimated to be in excess of \$25,000.00?**

Bids over \$25,000.00 are advertised in the State’s Official Journal (currently “The Advocate” in East Baton Rouge Parish) and in the official journal of the parish where the goods or services will be delivered, if outside of EBR. Note: The Advocate does not publish public notices / bids on its website. Also, all bids regardless of dollar amount that are processed by the Office of State Procurement are published on our LaPAC website, where they can be viewed and printed. <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>

## **BID SUBMITTAL:**

### **21. Are faxed bids acceptable for a sealed bid?**

No. Sealed, formal bids may only be submitted in one of the following manners: by mail, courier service, in person, or online. A faxed proposal does not guarantee the integrity and confidentiality of the sealed bid process. However, you may fax an addendum - provided that both your original sealed bid and the faxed addendum are received and time-stamped before the published bid opening date and time.

### **22. How do I know if a bid can be faxed?**

If an RFX is posted as a fax bid, language stating this will be clearly stated on the RFX bid form front page, along with the fax number that bids must be sent to. If this language is not listed on the RFX, the bid cannot be submitted by fax.

### **23. How do I know if a bid can be submitted online?**

If a bid can be submitted online, there will be a link provided on the front page of the RFX, and online bidding instructions will be attached to the bid.

### **24. Can I email my bid?**

No, emailed bids are not acceptable.

### **25. What is the minimum information that should be on the outside of my sealed bid response?**

Always mark the outside of your bid envelope with the RFX number and the bid opening date and time. Your company name should also appear on the envelope.

### **26. Can a bid be accepted after the bid opening date and time?**

No. Under no circumstances will late bids be accepted, regardless of the reason. All bids must be received at the specified location by the bid opening date and time shown on the bid document. This applies to both sealed, online, and fax bids. OSP is not responsible for delays caused by the bidder's chosen means of bid delivery, or bids sent to the wrong location.

### **27. Is it necessary to return a "no-bid"?**

No. A company will not be removed from the Bidders List, and your status will not be adversely affected if you do not send a bid response.

### **28. How do I participate in an Online Bid?**

Online bids are posted to LaPAC and emailed to vendors registered in that commodity in the same manner as all other bids. When you open the RFX document, the header of Page 1 will contain a unique link for that bid's online submittal. There will also be language on the first page stating that online bidding is available for that RFX. In addition, there will be a separate document on the bid posting entitled "Online Bidding Instructions" which gives detailed steps for submitting your bid online. You must be a registered vendor in the state's LaGov system in order to submit an online bid.

### **29. If a bid is listed as an Online Bid, can I still submit my bid by mail?**

Yes. Vendors may still submit online bids by mail, courier service, or in person. However, if you submit a bid via the online bid portal, you are encouraged not to submit a written bid as well.

### **30. How do I participate in a bid that is listed as a Reverse Auction?**

Reverse Auctions are posted to LaPAC and emailed to vendors registered in that commodity in the same manner as all other bids. There will be a note in the bid description on LaPAC that states "Reverse Auction". There will also be an attachment to the bid with detailed instructions regarding how to submit your bid.

**31. If a bid is listed as a Reverse Auction, can I still submit my bid by mail or fax?**

No. Vendors must use the reverse auction process in order to participate in one of these bids. Bids submitted in any other form will not be accepted.

**32. What are the most common mistakes that may cause a bid to be rejected?**

- No signature on bid
- Bid not received on time
- Bid submitted improperly (i.e. a sealed bid sent via fax, or any bid sent via email)
- Failure to quote price
- Bid not submitted on the state’s official bid forms
- Exceptions taken by the vendor to the bid’s legal terms and conditions, that conflict with the state’s standard terms
- FOB point changed
- Freight not included in price
- Prices quoted are not firm for the duration of the stated contract period
- Failure to meet or exceed the published bid specifications or scope of work
- Failure to provide proof of minimum insurance requirements
- Failure to provide current copies of any required documentation, such as licenses, references, test results, etc
- Failure to provide required samples for evaluation
- Failure to provide proof of attendance at mandatory jobsite visits or pre-bid conferences, when required by the bid
- Failure to submit bid bond, if required

**33. When can my company bid an equivalent brand / model from that which is listed on the bid?**

Unless the bid specifically states “This bid is proprietary” or “No other brands will be acceptable” (or similar language), vendors may bid equivalents meeting or exceeding the written specifications. Most bids will state “or equal” within the description.

**34. Can you bid more than one brand and model on the same bid proposal?**

Yes, unless it is proprietary or brand name. Each brand and model and price must be identified so that it can be clearly understood what you are bidding and the corresponding price. Any alternates must meet or exceed the minimum specifications as outlined in the bid, or they will not be considered.

**BID RESULTS:**

**35. How do I obtain bid results of a file that has been awarded?**

An unsuccessful bidder may be notified of the award in one of the following manners: (1) for a sealed bid, submit with your bid a self-addressed, stamped envelope, and request a copy of the bid tabulation OR (2) for either a fax or sealed bid, send an email to the buyer listed on the RFx, requesting a copy of the bid tabulation.

The successful vendor(s) is notified by receipt of a purchase order or contract award notification issued to their company. Award information showing the successful vendor(s) and the award total(s) is also posted to LaPAC.

**36. Does State Procurement publish bid results on the internet?**

Award information showing the successful vendor(s) and the award total(s) is posted to LaPAC.

### **37. Why aren't bid results available the day of the bid opening?**

Bids are tabulated by our bid room staff in our purchasing system and a printed tabulation report is generated overnight, prior to the bid file's release to the procurement officer for evaluation. Depending on workloads, number of bids received, and complexity of the bid, the tabulation process may take several days.

### **38. How do I view award results on LaPAC for older bids that no longer appear on the main site?**

After approximately 60 days, bid results are archived on the LaPAC website and cannot be pulled up by inquiring the RFx number. To view older bids, from the LaPAC main menu, click "Check Status". This will give a listing by bid opening dates of bids up to approximately 1 year.

### **39. Can vendors attend bid openings?**

All formal sealed bids are opened publicly on the stated bid opening date and time, at the address stated on the bid. Vendors are welcome to attend. Fax bids and Reverse Auctions do not have public bid openings. Bid results can be obtained by emailing the buyer listed on the bid.

## **STATEWIDE BRAND NAME / COMPUTER CONTRACTS:**

### **40. How do I establish and maintain a Brand Name or LaMAS Contract?**

Click here to view [Links to Procedures for regarding Brand Name and LaMAS Contracts](#)

### **41. How do I establish and maintain a Brand Name Microcomputer Contract?**

Click here to view [Procedures for the Establishment and Continuance of a Brand Name Microcomputer and/or Peripheral Contract](#)

### **42. How do I search to see if an item is already on a statewide contract?**

You can use Louisiana's Electronic Catalog (eCat) to search for items on contract here:  
[https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/eCat/dsp\\_eCatSearchLagov.cfm](https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/eCat/dsp_eCatSearchLagov.cfm)

## **GENERAL:**

### **43. Where can I find general information and guidance about how to do business with the State of Louisiana?**

You can access our Vendor Guide here:

<http://www.doa.la.gov/osp/Vendorcenter/publications/VendorGuide.pdf>

### **44. Where can I find standard forms that an agency is requesting from my company? (W9, Corporate Name Change, Assignment of Proceeds, Contract Usage Reporting, etc)**

Links to some of the most commonly used vendor forms can be found here:

<http://www.doa.la.gov/pages/osp/vendorcenter/forms/index.aspx>

### **45. How do renewal options on an agency term / blanket order PO work?**

The majority of agency terms contracts or blanket orders are awarded for a one-year period (with delivery called for as needed, or on a scheduled basis), with 2 one-year renewal options, not to exceed 36 months. At the end of each contract term, if the state is satisfied with the service provided by the vendor and the need still exists, the using agency will submit a request to OSP to renew the agency term / blanket order. OSP performs market research to ensure that there has not been a large drop in pricing on that commodity that would cause a re-bid to be beneficial to the state. OSP then sends the incumbent vendor a letter and asks if

they are willing to renew the contract for an additional 12-month period at the same prices, terms, and conditions. If the vendor accepts, the state issues a new PO or renews the existing agency term contract for that year, up to a total of three years. Either the state or the vendor can choose not to exercise a renewal option, which would cause the contract to be re-bid. Unless specifically allowed by language stated in the contract for particular commodities, price increases and/or changes to scope of work are not allowed on renewals.

#### **46. How do renewal options on a statewide contract work?**

The majority of statewide contracts are awarded for a 12 month period with two (2) 12 month renewal options, not to exceed 36 months. At the end of each contract term, if the state is satisfied with the service provided by the vendor and the need still exists, the state may choose to seek renewal. OSP performs market research to ensure that there has not been a large drop in pricing on that commodity that would cause a re-bid to be beneficial to the state. OSP then sends the incumbent vendor a letter and asks if they are willing to renew the contract for an additional 12-month period at the same prices, terms, and conditions. If the vendor accepts, the state renews the contract for that year, up to a total of three years. Either the state or the vendor can choose not to exercise a renewal option, which would cause the contract to be re-bid. Unless specifically allowed by language stated in the contract for particular commodities, price increases and/or changes to scope of work are not allowed on renewals.

#### **47. How do Repurchase Options on a 1-time buy work?**

If the state issues a competitive bid and awards a purchase order for an item(s) with a Repurchase Clause on the PO, the state may, with the vendor's agreement, re-purchase that same item from the successful vendor at the same price, terms, and conditions, for a period of up to 1 year, not to exceed 100% of the original PO amount.

### **ONLINE BID SUBMITTALS:**

#### **48. 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.

#### **49. 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)

#### **50. 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.

#### **51. 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\*\*\*\*.

#### **52. 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\*\*\*\*.

#### **53. 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.

**54. 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.

**55. 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.

**56. 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.

**57. 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.

**58. 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.

**59. 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”.

**60. 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.

**61. 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.

**62. 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.

**63. 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.