



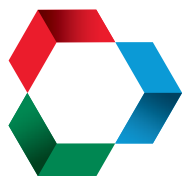
Bid Express[®]
Secure Internet Bidding

Questions and Answers

Using the Questions and Answers Feature of the Bid Express Service

March 2014

Prepared by:



Info Tech[™]

INNOVATION AT WORK

Address: 5700 SW 34th Street, Suite 1235, Gainesville, Florida 32608-5371
Phone: (352) 381-4400 • FAX: (352) 381-4444 • E-mail: info@infotechfl.com •
Web: www.infotechfl.com

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Info Tech™

INNOVATION AT WORK

Address: 5700 SW 34th Street, Suite 1235, Gainesville, Florida 32608-5371

Web: www.infotechfl.com

Customer support for the Bid Express service is available by phone or email Monday through Friday from 7:00 am - 8:00 pm Eastern Time, excluding legal holidays.

Contact Bid Express

By mail:

Bid Express

5700 SW 34th Street,

Suite 1235

Gainesville, FL 32608-5371

By phone or FAX:

Toll free phone: (888) 352-BIDX (2439)

Phone: (352) 381-4888

Fax: (888) 971-4191

By email:

Support: customer.support@bidx.com

Feedback: feedback@bidx.com

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Page 1

Welcome to the Questions and Answers tutorial. This tutorial covers the basic steps for navigating the Questions and Answers feature in the Bid Express service.

Page 2

Before we get started, you will need:

- An active Bid Express account
- An Internet connection

Page 3

Go to www.bidx.com and login to your Bid Express Account. Navigate to the agency homepage for which you would like to use the Questions and Answer feature.

Page 4

From the agency homepage, click the **Lettings** tab.

Page 5

From the Lettings tab, choose the letting date for which you would like to use the Questions and Answers feature. You can search questions for any letting, but you can ask questions only for lettings with deadlines that have not yet passed.

Page 6

On the right hand side of the letting, click the **Questions and Answers** link in the Also Available section.

Page 7

You may now search questions and answers the agency has made public for each proposal
Search by:

- Letting number
- Proposal number
- Question title
- Answer, and
- A date range for when a question was asked or answered

Enter your search criteria in the appropriate fields. Pick the result for which you would like to view the question and answer.

Page 8

From the Questions Asked page, review the questions and answers. You can also search for or submit a question with the links displayed in the top right corner of the page.

Page 9

To submit a question for a specific proposal, navigate back to the Lettings tab at the top of the page.

Page 10

Click the letting date that contains the proposal for which you would like to ask a question.

Page 11

Click the proposal number for the project for which you would like to ask a question.

Page 12

In the right side of the proposal level, click the **Questions and Answers** link from the Also Available section.

Page 13

From this level you may search questions that have already been asked, or submit a new question pertaining to this specific project. You may also view the history of your questions and answers that the agency has made public.

Please note that the agency has the ability to edit or delete your question and its answer. This may happen if there is already a similar question asked.

Click the **Submit a Question** link in the top right corner of the screen.

Page 14

Your company contact information will automatically populate in the form and will be provided to the agency with your question. You may update these fields to reflect new contact information by clicking into each field and making your changes.

Next, provide a title and then type your question in the Question field.

Click **Ask** when ready.

An email is automatically generated and sent to all agency members who manage the Questions and Answer feature. The Bid Express service displays your question.

Page 15

Click **Back to Questions** in the upper left corner. You will see your question as well as any other questions you asked for this proposal or any questions the agency has made public.

Your question status may be one of the following:

- Pending – it has not been answered by the agency.
- Pending Answer – the agency is aware of your question and is researching the answer.
- Answered – an answer is available.

You will receive an email alert when your question is answered.

Click the subject of a question to see the question details and the answer if one is provided.