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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.

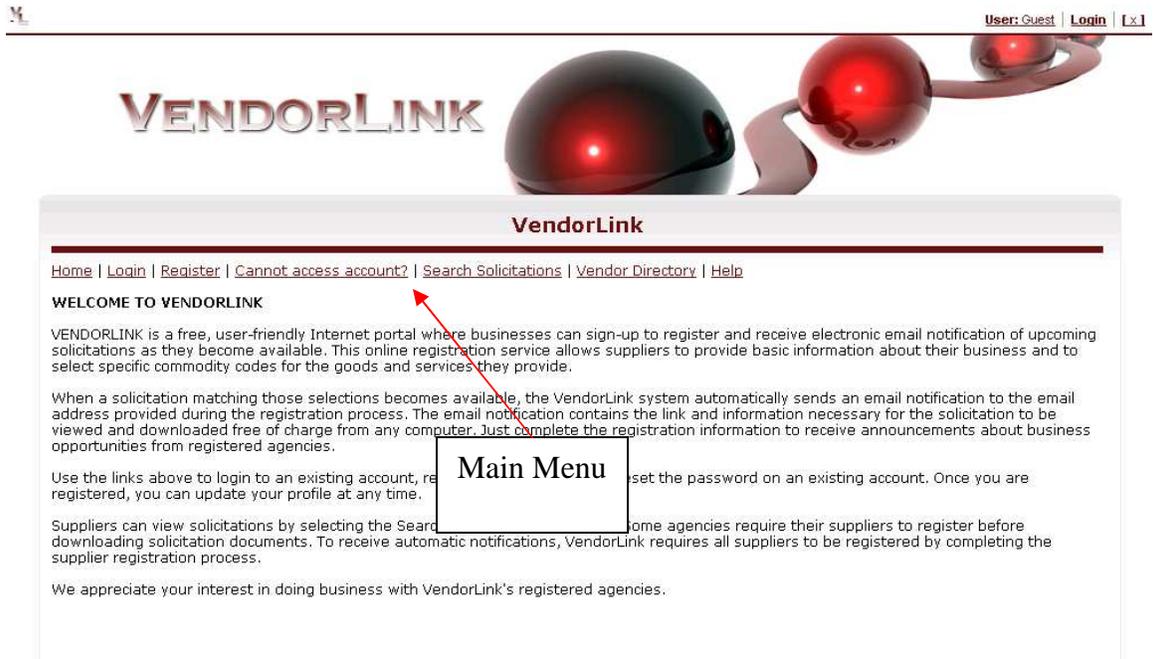
1.2 TARGET AUDIENCE

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 reset 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.

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	<input type="text"/>
Password	<input type="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*	<input type="text"/>	Address*	<input type="text"/>
Last Name*	<input type="text"/>		
Email*	<input type="text"/>		
Confirm Email*	<input type="text"/>		
Password*	<input type="password"/>	Zip*	<input type="text"/>
Confirm Password*	<input type="password"/>	Position*	<input type="text"/>
Phone*	<input type="text"/>	Fax	<input type="text"/>
Phone Ext	<input type="text"/>	Fax Ext	<input type="text"/>

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

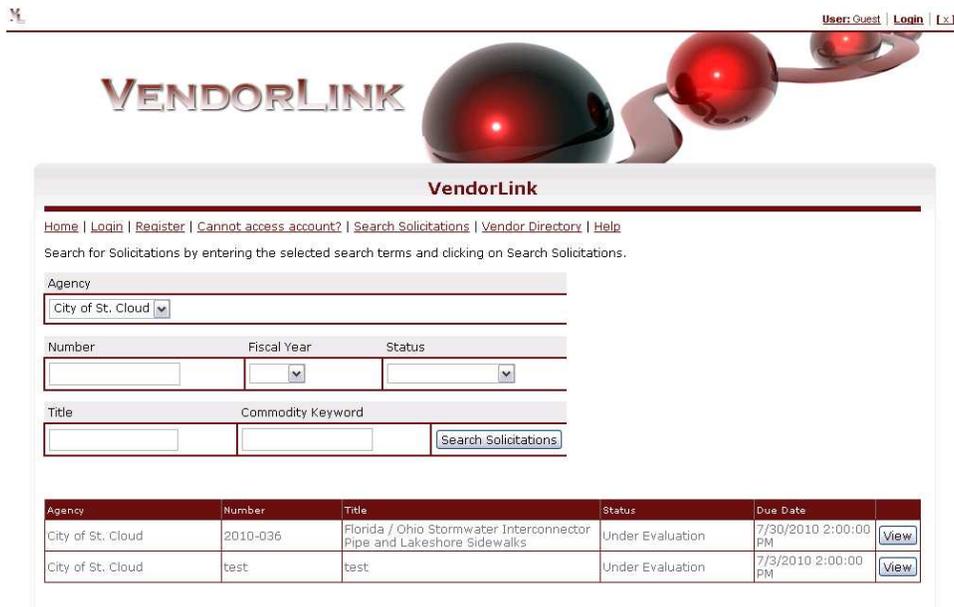
The Vendor directory is a searchable directory containing all registered vendors in the VendorLink system. In order to search by commodity codes (NIGP codes), first search the commodity codes given key word(s). A list of commodity codes will appear in the provided box. Mark the checkboxes in the box 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 (Incl. 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

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	View
City of St. Cloud	test	test	Under Evaluation	7/3/2010 2:00:00 PM	View

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

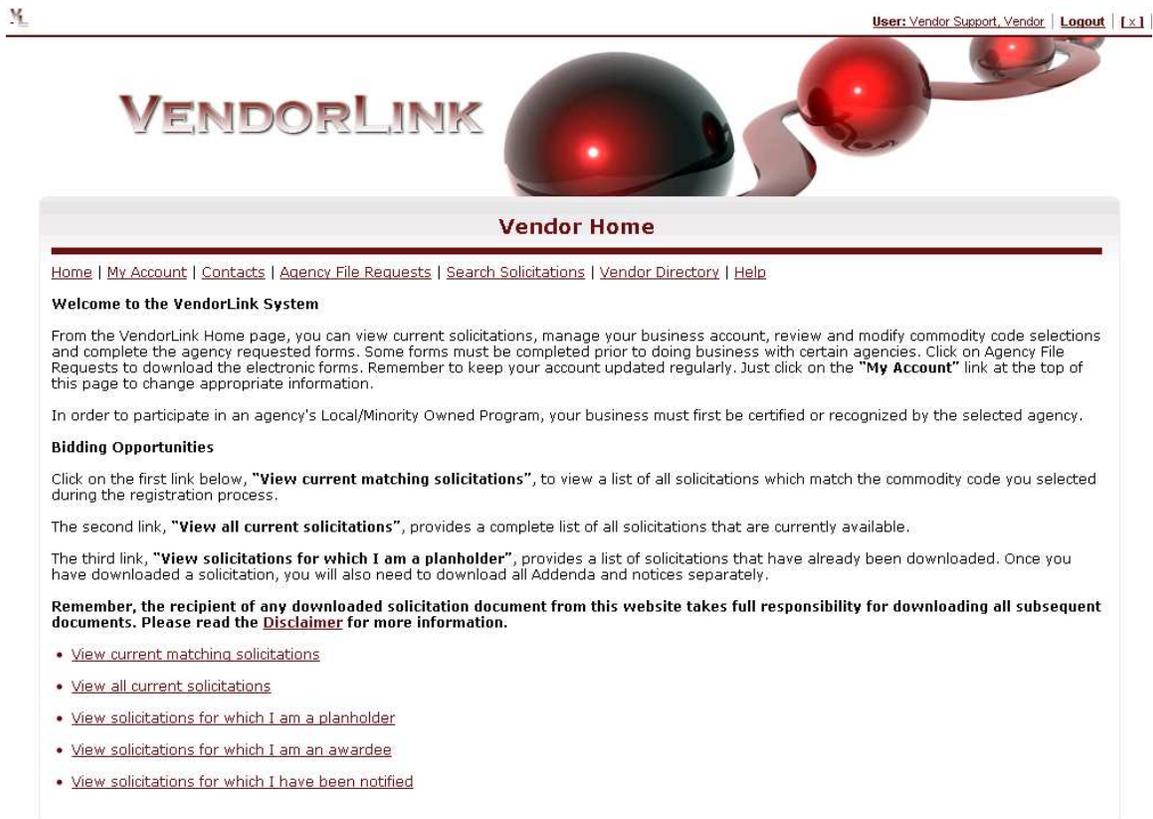
support@evendorlink.com
<http://www.evendorlink.com>

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.



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



Vendor Home

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

Welcome to the VendorLink System

From the VendorLink Home page, you can view current solicitations, manage your business account, review and modify commodity code selections and complete the agency requested forms. Some forms must be completed prior to doing business with certain agencies. Click on Agency File Requests to download the electronic forms. Remember to keep your account updated regularly. Just click on the **"My Account"** link at the top of this page to change appropriate information.

In order to participate in an agency's Local/Minority Owned Program, your business must first be certified or recognized by the selected agency.

Bidding Opportunities

Click on the first link below, **"View current matching solicitations"**, to view a list of all solicitations which match the commodity code you selected during the registration process.

The second link, **"View all current solicitations"**, provides a complete list of all solicitations that are currently available.

The third link, **"View solicitations for which I am a planholder"**, provides a list of solicitations that have already been downloaded. Once you have downloaded a solicitation, you will also need to download all Addenda and notices separately.

Remember, the recipient of any downloaded solicitation document from this website takes full responsibility for downloading all subsequent documents. Please read the [Disclaimer](#) for more information.

- [View current matching solicitations](#)
- [View all current solicitations](#)
- [View solicitations for which I am a planholder](#)
- [View solicitations for which I am an awardee](#)
- [View solicitations for which I have been notified](#)

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.



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	: Agency Admin Support
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	contactus@evendorlink.com		

Awardees

Company	Email	Phone	Fax

Insurance Details

Company	Type	Start Date	End Date

Bond Details

Company	Type	Start Date	End Date

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.

VendorLink

User: Vendor Support, Vendor | Home | Logout | Ex1

Home | My Account | Contacts | Agency File Requests |

Please ensure all relevant information has been entered

Select the agencies you'd like to register with.*

Florida (1)

- Osceola (1)
 - City of St. Cloud

Some agencies issue VendorIDs to vendors. If an agency above does not issue VendorIDs, it will not be available. Active boxes on the right. If an agency does not have a VendorID, you may enter them later.

654321 City of St. Cloud

Submit Cancel

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

The screenshot shows the 'Edit Commodity Registration' interface. At the top, there are navigation links: Home | My Account | Contacts | Agency File Requests | Search Solicitations | Vendor Directory | Help. Below this, there's a section for 'Remove Multiple NIGP Codes' with a table listing various codes and descriptions. A checkbox is present for 'Notify me of ALL solicitations from the agencies I've selected below. (At least one commodity code below must still be selected.)'. Below the table, there are buttons for 'Find NIGP Codes', 'Reset NIGP Codes', and 'Select NIGP Codes'. At the bottom, there's an alphabetical index (A-Z) and a list of commodity categories with expandable arrows.

3.1.2.3 CHANGE COMPANY INFORMATION

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

The screenshot shows the 'Edit Company Information' form. At the top, there's the VendorLink logo and a decorative graphic of red spheres. Below the logo, there's a navigation bar: Home | My Account | Contacts | Agency File Requests | Search Solicitations | Vendor Directory | Help. The form contains the following fields:

Business Name*	VendorLink	Organization Type*	IMLLC - 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.evendorlink	Accept Credit Card?	<input type="checkbox"/>

At the bottom of the form, there are 'Submit' and 'Cancel' buttons.

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.**

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

Edit My Contact Information

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

Please ensure all relevant information has been entered.

First Name*	<input type="text" value="Vendor"/>	City	<input type="text" value="Orlando"/>
Last Name*	<input type="text" value="Support"/>	State	<input type="text" value="Florida"/>
Position	<input type="text" value="Vendor Support"/>	Zip	<input type="text" value="32816"/>
Email Address*	<input type="text" value="support@evendorlink.com"/>	Phone	<input type="text" value="4074010031"/>
Confirm Email*	<input type="text"/>	Phone Ext	<input type="text"/>
Address	<input type="text" value="12201 Research Parkw"/>	Fax	<input type="text"/>
	<input type="text" value="Suite 223"/>	Fax Ext	<input type="text"/>

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.

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

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*	<input type="text"/>		<input type="text"/>
New Password*	<input type="text"/>	Confirm New Password*	<input type="text"/>

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](#) | [x1](#)

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 has 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 reports, 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

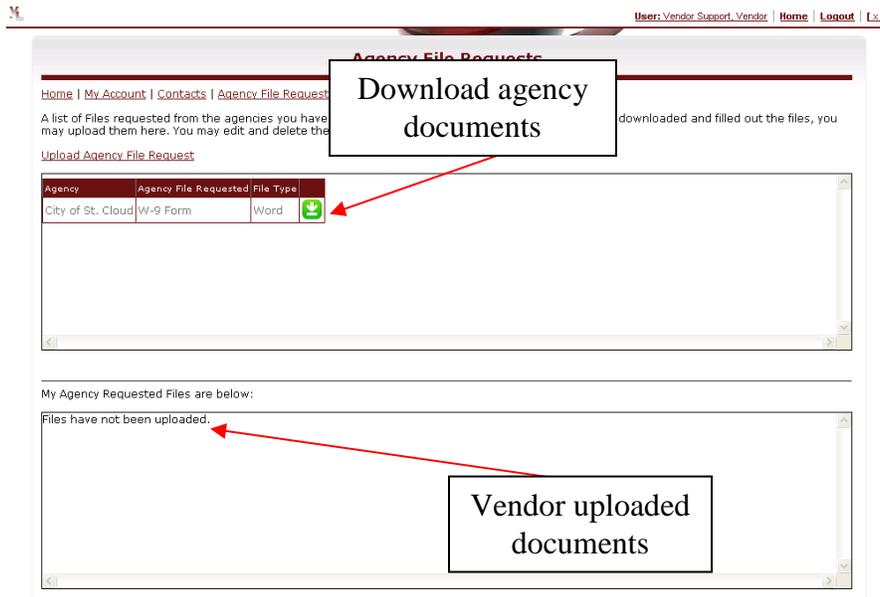
New contacts can also be added by

[New Contact](#)

Contact Name	Contact Type
Edit Vendor Support	Primary
Edit 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.



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.



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.](#)