



DemandStar 2021 - Users Guide



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I. Welcome to DemandStar 2021

We are pleased to welcome you as a valued supplier to the DemandStar network!

To register please go to <https://www.demandstar.com/app/registration> On the 2nd page of the form be sure to **select an agency** to subscribe to in order to receive notifications and documents from them at no charge. At any time you can expand your subscription beyond your free agency, but we want to make sure you have what you need to get started!

DemandStar is a direct network where government agency buyers log in, configure and broadcast bid and quote opportunities to you, our suppliers. All notifications that you receive, every detail of a bid or quote and all documents that you review were placed into the system directly by our agency network participants. We are a unique platform, conceived in 1998 and growing more quickly than ever!

This information is provided to help you maximize the value that your company receives by being part of the DemandStar network. If at any time you require assistance please contact us by emailing support@demandstar.com or by calling 206-940-0305.



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II. Account Management

Account settings appear in a drop-down menu by your name in the upper right-hand corner once you log-in. This section provides simple instructions for options to customize your account.

The screenshot shows a web application interface for managing user accounts. At the top, there is a navigation bar with links for Dashboard, Bids, Quotes, Activities, and Responses. On the right, a user profile dropdown menu is open, showing options for Account, Subscriptions, Payments, Commodity Codes, Help, and Log Out. The main content area is titled 'User Accounts' and shows 'Current Active Accounts (2/2)'. There is a search filter box and a status dropdown menu. Below this is a table with columns for Primary, Account Name, Title, Notified, and Active. The table contains two rows of user data. An 'Add User' button is located at the bottom right of the table area.

Primary	Account Name	Title	Notified	Active	
	tt	t	✓	✓	Recover Password
✓	Tester West	Main Contact	✓	✓	Recover Password

a. Adding Users

Simply follow these steps:

1. Log in to your account, click the drop-down menu arrow and select “Account”
2. Across the top you will see four tabs, click on “User Accounts”
3. Click the “Add User” button and fill in the requested information
4. Toggle the “Receives Notifications” switch on or off for this user
5. Select the permissions options by checking the boxes that apply to this user
6. Click “Save Changes” and exit the menu by clicking on “Dashboard”
7. The user will receive an email requesting that they click a link to set up a password. The password must be at least 8 characters, contain both letters and numbers, and no special characters



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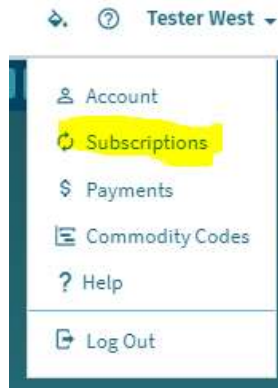
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b. Upgrading your Subscription

Upgrading your DemandStar subscription accomplishes two things: you will receive proactive notifications from all agencies in your counties/states based on your Commodity Codes, and any document downloads will be free, whether on Active bids, or bids that are Under Evaluation or Awarded.

This is a valuable step for your company - both by winning new business through notifications of opportunities, and for researching how agencies write, evaluate and award their bids.

1. Log in and select “Subscriptions” from the drop-down menu by your name



2. Click on Renew/Upgrade and follow the steps to add agencies to your account. Start by selecting the State, then drill down to select specific counties if you are not subscribing to the entire state.
3. Confirm “Upgrade” in the shopping cart to the right, then confirm the credit card information and confirm the purchase. Your subscription will upgrade immediately and clicking on Subscriptions again will confirm the choices that you made.



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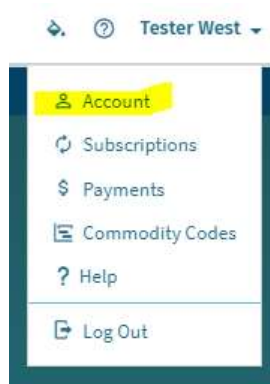
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c. Managing Certifications

To manage your certifications across different agencies:

1. Log in and select “Account” from the drop-down menu by your name



2. Select the “Certifications” tab

Here you will see a list of programs by which government agencies use to track suppliers that meet specific certification or qualification criteria. Scroll through the options and when you see the program that you are interested in click on “Apply”

A screenshot of a web application interface for managing certifications. On the left, there is an 'Information' section with a teal arrow pointing right. Below it, there is a search bar for 'Certification (43)'. The main content is a table with columns: 'Certification Name', 'Buyer Name', 'Status', 'Last Changed', and 'Expired'. Each row has an 'Apply' button. On the right, there is a 'Filters' section with three dropdown menus: 'Status Changed Since', 'Expires After', and 'Certification Status'. Below the filters, there are radio buttons for 'Attribute Matching' and a 'Search' button. A blue arrow points from the 'Apply' button in the table to the 'Apply' button in the filters section.

Certification Name	Buyer Name	Status	Last Changed	Expired
Affirmative Action (AAP)	City of Springfield, OH - Purchasing Division			Apply
Archived Award	Onvia, Inc. - Agency Services			Apply
Berth Reconstruction Engineers	Manatee County Port Authority			Apply
Berth Reconstruction Geotechnical Engineers	Manatee County Port Authority			Apply
Berth Reconstruction Permitters	Manatee County Port Authority			Apply



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d. Self-Declarations

You are encouraged to self-declare any of the attributes that apply to your business. This helps suppliers find vendors that help them meet their diversity goals.

1. Log in and select “Account” from the drop-down menu by your name
2. Across the top, click on the tab for “Self-Declarations. Click the attributes that apply and then click “Save Changes”

Self Declared Attributes

You are encouraged to self-declare any of the attributes that apply to your business, as agencies may perform searches to actively seek out businesses meeting this criteria.

- African American Owned
- Asian/Hawaiian Owned
- Hispanic Owned
- LGBT Owned
- Native American Owned
- Small Business
- Veteran Owned
- Woman Owned

Save Changes



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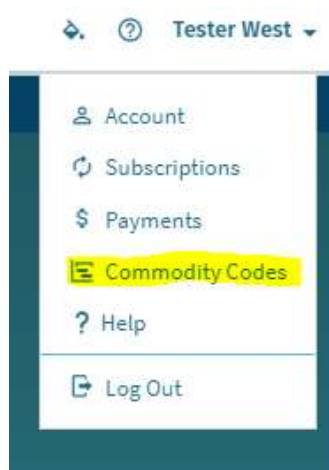
III. Using DemandStar

a. Adding Commodity Codes to your DemandStar Account

Commodity codes are standard classification codes for products and services used by procurement officers. DemandStar agency buyers choose appropriate codes to send notices to suppliers when they configure a bid inside of DemandStar. It is a matching system, so having Commodity Codes in your account is essential for receiving notifications for the types of goods and/or services that your company offers.

Here is how you add Commodity Codes to your DemandStar account.

1. Log in and select “Commodity Codes” from the drop-down menu by your name. **IMPORTANT:** you must have at least a free, single agency subscription to enable the Commodity Code system, so be sure to set up a subscription.



2. Click “Edit” on the Commodity Code page, and then use single key words, such as “janitorial” or “construction” to review the list of codes.



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3. Make selections by checking the boxes, and the selected codes will be listed in the section on the righthand side of your web interface. Once you are satisfied with your selections, click on “Submit Commodity Codes” and then go on to the next single key word search and continue the process until your code list is complete.

Commodity Codes

Search
gin

- Engineering Equipment and Supplies, Including Survey Equipment and Instruments, Sale of Surplus and Obsolete Items [001-998-38]
- Fogging Machines for Outdoor Service (See 485-60 for Room Type) [002-810-27]
- Insect Vacuum, Engine Driven [002-810-40]
- Tags, Ear, Neck, etc., Tagging Accessories, Chains, Fasteners, Pliers, etc. [002-825-78]
- Drawings, Originals [003-052-16]
- Paintings, Originals: Oil, Acrylic, Water Color, etc. [003-052-56]
- Posters and Prints, Not Originals [003-052-72]
- Lighting Distribution Hardware: Borderlight Cables, Pipe Battens, Plugging Strips and Boxes, Wall and Floor Pockets, etc. [003-855-48]
- Stage Rigging and Tracks [003-855-80]
- Generators, 110V, Attached to and Operated by Automotive Engine [004-055-34]
- Heaters, Defrosters, and Defogging Systems, Automotive [004-055-38]
- Monitors, Computerized and Wireless, Including Equipment Utilization, Engine/Driver Performance, Brakes, Lights, RPM, Temperature, etc. [004-055-68]

Submit Commodity Codes

Cancel

Your Commodity Codes (8)

- Testing Equipment for Computers and Related Equipment, [008-207-89]
- Testing of Systems Infrastructure, Components or Software, IT Services, [008-920-76]
- Instrument, Measuring, Observing and Testing Maintenance and Repair, [016-938-99]
- Laboratory Equipment and Accessories, General and Analytical Research Use, Nuclear, Optical, Physical Maintenance and Repair, [016-938-62]
- Digital and Analog Testing Equipment Maintenance and Repair, [016-941-39]
- Laboratory and Field Testing Services, Including Hazardous Waste, (Not Otherwise Classified), [018-961-48]

4. Commodity Codes are not a perfect system, so best practice is to create a broad net of codes to capture bid notifications from the agency side of the network. Even if you have a National subscription, the bid notifications that you receive will have details and documents which allow you to easily determine whether or not you want to submit a bid for the opportunity.



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b. Searching for bids

We recommend using the following steps to create a broad search for bids in DemandStar. This will allow you to review a broad selection – which you can then narrow down through using additional filters to be more precise. The primary goal is to not miss any bid opportunities.

There is a simplicity to the DemandStar search that allows for this rapid building of a large set of options to consider, and then to narrow down those options.

1. Log In
2. You are automatically landed onto your Dashboard. Click on **Bids** at the top of the screen next to **Dashboard**.

The screenshot shows the DemandStar interface with the 'Bids' tab selected. The search filters on the left include 'Commodity Code Matches' (checked), 'Active' status, and 'Location' filter. The main area displays a list of active bids with details like bid name, ID, broadcast date, due date, and number of planholders and watchers.

Bid Name	ID	Broadcast	Due	Planholders	Watchers
Hangar 692	ITB-12/07/2020-0-2020/CH	12/08/2020	01/20/2021	1	0
LABORATORY SERVICES	ITB-20-0-2021/SZ	11/30/2020	01/05/2021	5	1
N Sunlake Blvd - Phase 1 Segments 2 & 3	ITB-ph1 s2 & 3-0-2020/LD	11/24/2020	02/18/2021	24	11
Request for Quotes Thermo Scientific Maintenance and Support Services	QTE-901-0-2021/RK	11/10/2020	12/11/2020	2	1
Ridge Road, CR 524 Phase II	ITB-CD51-0-2020/FA	08/31/2020	01/14/2021	40	18

3. Begin with the **Commodity Code Matches** check box. This search defaults to Active status bids throughout the DemandStar network. To narrow the search you can filter by State using the **Location** filter.



- This search defaults to Active bids only. To view bids which have closed and are in Evaluation or Awarded stage, close the **Active** bid status filter by clicking on the **X** either on the filter on the left, or at the top of the **Bids** list next to **Active Filters**. Then click Search again.

The screenshot shows a search interface with a left sidebar and a main content area. The sidebar has a 'Search' section with 'Filter By' options: Bids Notifications, Ordered Bids, Watched Bids, Commodity Code Matches (checked), and eBidding Available. Below this is a 'Government Agency' search box and a 'Bid Status' dropdown menu set to 'Active'. An 'Advanced Search' section is also visible. The main content area has a 'Bids' header and 'Filters in use: Commodity Code Matches, Active'. Below the filters, there are three bid listings:

- Hangar 692**: Smyrna/Rutherford County Airport Authority, Smyrna, TN. ID: ITB-12/07/2020-0-2020/CH. Broadcast: 12/08/2020. Due: 01/20/2021.
- LABORATORY SERVICES**: City of Palm Bay, Palm Bay, FL. ID: ITB-20-0-2021/SZ. Broadcast: 11/30/2020. Due: 01/05/2021.
- N Sunlake Blvd - Phase 1 Segments 2 & 3**: Metro Development District, Tampa, FL. ID: ITB-ph1 s2 & 3-0-2020/LD. Broadcast: 11/24/2020. Due: 02/18/2021.

Another option is to search for bids **from a specific agency**. Click **Reset Filter** at the bottom of the filter set to begin, then either begin typing the name of the agency into the Government Agency box or select it from the drop-down menu. Once it is selected, simply click the teal Search bar. To view bids which are not Active, click the X next to Active to remove that Bid Status and previous bids will show as well.

The screenshot shows the same search interface as above, but with the 'Government Agency' filter set to 'Broward College' and the 'Bid Status' dropdown menu set to 'Active'. The 'Filters in use' section now shows 'Government Agency' and 'Active'. Below the filters, there are three bid listings:

- VERT SYSTEM SOFTWARE**: Broward College, Fort Lauderdale, FL. ID: ITS-2021-070-OA-0-2021/OA. Broadcast: 02/12/2021. Due: 03/01/2021.
- GROUP VISION INSURANCE SERVICES**: Broward College, Fort Lauderdale, FL. ID: RFP-2021-012-OA-0-2021/OA. Broadcast: 01/29/2021. Due: 03/16/2021.
- Catalog Management Solution**: Broward College, Fort Lauderdale, FL. ID: RFP-2021-057-JH-0-2021/JH. Broadcast: 01/28/2021. Due: 03/09/2021.



a. Tips and Tricks

Research Previous Awards for Pricing Qualified Suppliers

Go back several years. This will give you an idea on where to bid and make sure you don't leave any money on the table! This can give you a pretty good idea at where to price yourself to win this business. You don't want to underbid in 2019 by coming in at \$50,000, and you don't want to overbid by coming in at \$100,000.



EXAMPLE

Every two years, the City releases a bid for grounds keeping services. In 2013, the job was awarded for \$60,000; in 2015, the job was awarded for \$70,000 and in 2017, the job was awarded for \$75,000.

1. Know your Competition

While looking at bids, you'll start to understand who is bidding on which jobs. The government agencies that post bids want more competition. Especially if your business is minority/woman/veteran owned.

Build Templates

By doing the research above, you will see what language has worked in the past. You can use this language to build a library that you can refer to often, which helps you save time (and money). Remember: there are 90,000+ different local governments, but they all basically need the same goods and services.

Only Bid on What You Can Deliver

Everyone has heard "you only get one chance to make a first impression." The same is true for your business. Also: government buyers talk to each other.

Start Small

Focus on winning smaller jobs when you start out. This will teach you valuable lessons that will help you win bigger, more valuable jobs later, setting you up for success as you build your business. Consider working as a subcontractor for a General Contractor or another supplier in the beginning while you are learning the ropes.



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2. Mix it Up

Federal, state, city, and even other contractors, as well as your own clients, are all potential places to get into government work.

3. Know the Rules

Really read and understand the bid, the process, and how to submit it. You don't want to spend hours putting together the world's greatest bid package, only to find out you didn't submit it correctly, on time, to the right place or in the wrong file format!

Build on your Successes

Every bid you win helps you win the next bid. Think of the score sheet included in some RFP's, where they will give you points based on your past experiences and other agencies you've worked with.



PRO TIP

Price is not always the deciding factor.

Look for Trigger Events

Get a head start by looking ahead.



EXAMPLE

If the City releases a bid for the architectural design of a new library, you can be sure that there will be bids coming for related products in the coming months to build out the library.



EXAMPLE

You are a lighting company, and instead of waiting to see which government agencies are looking to buy lightbulbs, look for agencies doing energy audits or assessments. This is usually a trigger for agencies to use the audit findings to bring their building up to current energy standards.

4. Be Patient

There is a beginning date, and an end date to bidding and winning government jobs. The process takes time.



PRO TIP

Automate! Connect directly with government agencies near you and save time and money by getting bids delivered right to your inbox based on commodity codes that you select.



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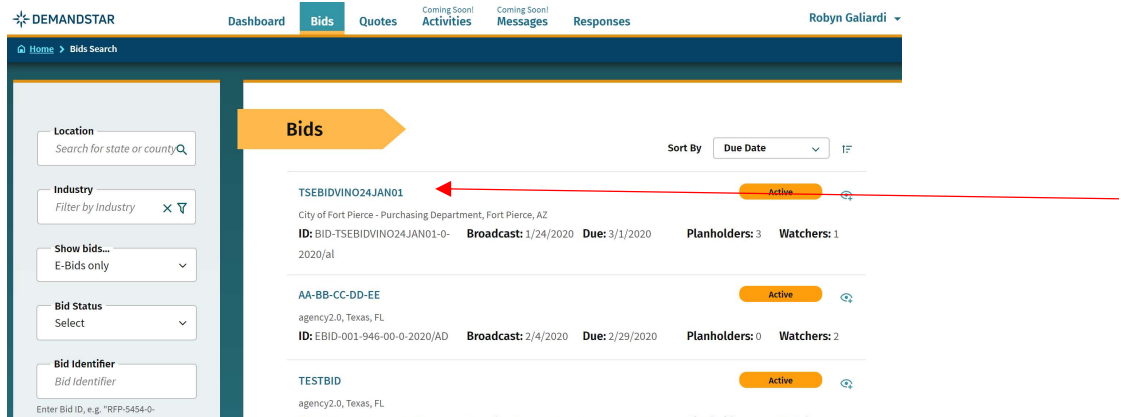
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E-Bidding

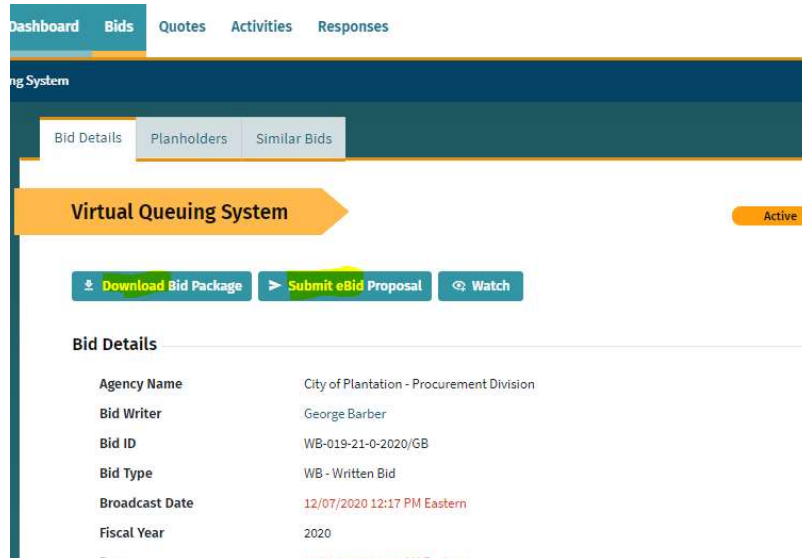
Responding to an Electronic Bid on the DemandStar network.

Many governments are moving toward requiring bid responses electronically. Here are the steps to find and respond to a bid. First, from your **Bids** tab being typing the agency into the Government Agency filter and click on it to select when you see it. Then click the **Search** bar (teal with white letters).



Step 1: Click on the name of the bid.

Step 2: You are now on the Bid Details page. Click **Download Bid Package, and then click on **Submit e-bid Proposal**.**



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Step 3: Page one of the 3-page form is **Contact Information**. Check for accuracy and contact support if it is not accurate. Then put a 0 (zero) with no punctuation in the Bid Amount field as a placeholder. Click **Next** in the lower right to go to the second page of the form, the **Document Upload** page.

eBid Progress

- Contact Information
- Documents Upload
- Review Bid

City (optional): Tacoma

Country: United States of America | State/Province: Washington

County: Pierce County (optional) | Postal Code: 98418

Phone Number: 2069479123 | Extension: Extension (optional)

Bid Amount: 0 | Alternate Bid Amount: Alternate Bid Amount (optional)

Notes: Enter your notes here. (the space expands as required) (optional)

Next

Step 4: Select **Online/Electronic** from the drop-down menu and you see that the **Choose a file** button is enabled. Then click **Save & Finish Later** up by your name.

My Ebid Response

Bid Number: WB-019-21-0-2020/GB

Bid Due Date: 12/15/2020 11:00 AM (Eastern)

Countdown to Bid Due Date: 04 days, 17 hours, 21 minutes, 32 seconds Remaining

Bid Name: Virtual Queuing System

Agency Accepted File Formats

- Adobe Acrobat (*.PDF)
- AutoCAD Drawing Web Format (*.DWF)
- JPEG Image (*.JPG)
- Microsoft Excel (*.XLSX)
- Microsoft PowerPoint (*.PPT)
- Microsoft Word (*.DOCX)
- Plot file (*.PLT)
- TIFF Image (*.TIF)
- ZIP Compressed Archive (*.ZIP)
- AutoCAD Drawing (*.DWG)
- GIF Image (*.GIF)
- Microsoft Excel (*.XLS)
- Microsoft PowerPoint (*.PPTX)
- Microsoft Word (*.DOC)
- Plain Text (*.TXT)
- Rich Text Format (*.RTF)
- WordPerfect (*.WPD)

Required Document

- Bid/Proposal Checklist and Summary Form
- Complete Submittal Package

Submission Option

- None
- Online/Electronic
- Offline/Manual
- Not Submitting

Uploaded Document

Choose a file

Choose a file

Supplemental Documents

You can upload additional documents here.

Save & Finish Later



Step 5: Click **Responses** at the top of the page and you see your e-bid is there.

Now you can **Edit** and complete the bid by adding your documents, then going to the 3rd page of the form to **Review** and then **Submit** the bid.

Phone Number	206-947-9123
Country	United States of America
Bid Amount	0
Alternate Bid Amount	
Notes	this is a test response, please ignore it

Agency Required Documents

- Bid/Proposal Checklist and Summary Form(None)
- Complete Submittal Package(None)

(No document uploaded)

Edit



Step 6: Once you have completed the bid click on **Responses** again at the top of the page to confirm that the Bid Status shows as **Complete** and that your documents show as being uploaded in **green**.

Board Bids Quotes Activities **Responses**

Cellular Service for Transit Buses
Response Date : 12/10/2020
Status : Complete

Dedicated Internet Access (DIA)
Response Date : 09/25/2020
Status : Complete

Agency Name Quincy
Agency Website [http://www.quincyma.gov](#)

Bid Number ITB-RTSX-210009-DS-0-2021/DS
Bid Name Cellular Service for Transit Buses
Bid Due Date 12/10/2020 3:00 PM Eastern
Response Submitted On 12/10/2020 1:51 PM Eastern
Countdown to Bid Due Date Closed
State Florida
Status Complete

Contact Information

Company Name Granite Telecommunications
Address 1 100 Newport Avenue Extension
Address 2
City Quincy
State Massachusetts
Postal Code 02171
Response Number 23554
Phone Number 617-983-5500
Country United States of America
Bid Amount \$9,759.36
Alternate Bid Amount
Notes If any questions or concerns arise contact NDaughtry@granitenet.com

Agency Required Documents

- ITB Submittal Response(Electronic/Online)

You are done! And the government to which you submitted this bid will download your response and documents and see the day and time when you submitted your bid.



Getting Help

DemandStar has customer support available from 6 a.m. to 6 p.m. Pacific Daily (9 a.m. to 9 p.m. Eastern). If you have an issue please give us a call at (206) 940-0305 and we will walk you through the product and help you. You can also email us (support@demandstar.com) and we will respond to your request in the order it is received. Note that almost all DemandStar support tickets are resolved within 4 hours.

- b. Phone Support: (206) 940-0305**
- c. Help Desk: Support@demandstar.com**



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