

EM-S ISD eBid System powered by Ionwave

Supplier Registration

Questions & Answers

Are there any fees that I need to pay to use this system?

Vendor pays no fees for utilizing the online bidding system.

I cannot remember or I have replaced someone else and I do not know the Username/Password for our company. What do I do?

Implementation of the new eBid system began in December 2012. Unless someone from your company registered in December 2012 or after, you will not have a Username and Password. Click on "Supplier Registration" to create a username and password.

If you have registered after implementation of this new system in December 2012 and are having trouble logging in, click on "Trouble Logging In?" to retrieve it via email. If the original user is no longer associated with your organization, then contact EMS ISD's Purchasing staff by calling 817-232-0880 x 2981.

Why do I get an error when entering the tax ID number?

When entering the company Tax ID number, do not enter any dashes, only numeric.

I am registering as a supplier. Do I need to print and mail or fax any forms to the district?

All information can be submitted electronically. It is not necessary to print any forms and mail/fax to the purchasing department.

I need to update my company's profile information. Do I call the district to make these updates?

It is the sole responsibility of the vendor to maintain and keep current their company's profile information on the district's e-bidding site. In the event of a contact person name change, address, phone, etc., it will be necessary for the vendor to edit their company information on the e-bidding site.

It is understood that all bid notifications will be sent to the e-mail address on the vendor's profile; therefore, it is imperative that the vendor information be kept current. Otherwise, bid notifications will never be received by the vendor and the opportunity for bid submittal will be lost.

Why am I receiving multiple notifications to register with the new eBID system?

Implementation of the new eBid system began in December 2012. Notifications are being sent by commodity. If you were previously listed under multiple commodities you may receive multiple notifications as we work through each commodity contact list.

What do I do if my company does not fall under a “Special Classification”?

Special classification is not required. If you your company does not fall under a Special Classification on Step 4 simply proceed to the next page by clicking “next”.

What does it mean that my Special Classification has been “Activated” or “Accepted”?

The acceptance of this Special Classification alone does not make the company an “Awarded” vendor with EM-S ISD. EM-S ISD does not verify these cooperative contracts, yet simply uses this classification as an additional resource for the department when researching potential vendors and cooperative contracts.

As Administrator, how do I add another user to our company profile?

Log in using the username and password you created during registration. Click on MY PROFILE / COMPANY PROFILE/ USERS/NEW. When setting up a new user, create a generic password for the user. (They will be asked to change this password the first time they log in.) Be sure to also click on the correct time zone so that the countdown for bid expirations will display correctly for that user. Click on SAVE.

The system automatically assigns all roles to each new user. **This means all new users will be assigned as Administrators unless you specifically change it.** To change roles, put a checkmark next to the user you have just created and click on ROLES. See a description of the roles below to determine which roles you wish to assign:

Bid-General (ONLY)

- Bid Events
 - Available Bids
 - Closed Bids
 - My Responses
 - My Awards

Administration – General (ONLY)

- My Profile
 - Profile
 - Commodities
 - Special Classifications
 - Address Book
 - Users

Administrator

- My Profile

Profile
Commodities
Special Classifications
Address Book
Users
Bid Events
Available Bids
Closed Bids
My Responses
My Awards

WARNING If you wish to change the role, you must change the “default” as well. If you delete an assigned role that is the default, the entire user will be deleted!

*You will need to communicate the username and temporary password to the user in order for them to log in for the first time. A notification is NOT generated automatically from within the system.

I have attempted to navigate the eBid system and reviewed all available help documents found on the Purchasing Department page at www.emsisd.com, however I still have questions. Who do I contact?

Please call the Purchasing Department at 817-232-0880 x 2981 or email purchasing@ems-isd.net