

Q+A // AUGUST 2023

A Bidx.com® Agency – Live Q&A

Session 1a Wed, August 23 @ 10 am ET

→ **Will I need to log in to access apparent bids data?**

Yes, after October 13, 2023, you will need to log in to access apparent bids data and any data available on Bidx.com.

→ **How often will software updates be made? I assume release notes will reflect any changes and align with any updates? Can release notes be followed with notifications?**

Currently, we don't have a set schedule as to when software updates will be made. We know the following dates for our upcoming enhancements/account updates:

- September 15, 2023 – Universal experience/ability to create a starter account
- October 13, 2023 – Login requirement
- January 1, 2024 – Tiered subscription model + price increase

Public-facing releases will also have release notes, which will be available at releases.infotechinc.com. The notification bell located within our improved experience will also provide an indicator that information about release notes is available.

→ **Monthly paid subscriptions are for contractors or suppliers only, correct?**

Prime contractors, subcontractors, and suppliers are more than likely the type of users that will have a paid subscription in order to find more opportunities for work and/or submit bids.

→ **Is it correct that only the Pro subscription can submit a bid, or is the Basic also able to if they purchase the Infotech® Digital ID™ and Request to Bid separately?**

Only the Pro tier account is for secure internet bidding. Basic tier account holders will be able to upgrade to the Pro tier which will be available starting January 1, 2024.

→ **Is a Digital ID™ required for each individual contract to be bid?**

Yes, a Digital ID and an approved request to bid to an agency is required in order to submit a bid.

→ **The current basic price of \$45 will increase to \$60 in January, is that right?**

Yes, the current Basic monthly subscription price of \$45 will increase to \$60 on January 1, 2024.

→ **So it's a one-time Request to Bid fee of \$25, correct?**

Today, if a new contractor wanted to bid they would need the following:

- A Basic subscription to Bidx.com
- An Infotech Digital ID™ at a one-time cost of \$100
- A Request to Bid and once the request to bid is approved, a \$25/month recurring fee

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Once our tiered subscription model is available on January 1, 2024 a new contractor would need the following:

- A Pro tier subscription (\$75/month) which includes one free Digital ID and one free Request to bid

→ **When different personnel from the same company (vendor) need to bid, do they need an individual Digital ID™?**

Yes, multiple personnel from that same company who wish to bid will need their own individual Digital ID and Request to Bid. To securely submit bids over the internet using the Bid Express service at bidx.com, you must verify your identity by creating a Digital ID for use with the AASHTOWare Project Bids™ Bid component.

→ **If log-in requirements are going live before the tiered subscription model does, will the ability to make a free account be made available early to align with the October 13th update?**

We will be releasing the ability to sign up for a Starter tier account (free account) on September 15th and our login requirement will be released on October 13th. We want to provide at least a 30 day window for users to create a free account, if they wish to do so.

Session 1b – Wed, August 23 @ 1:30 pm ET

→ **Is the Bid Express system compliant with WCAG 2.1 website accessibility requirements, and or are there efforts underway to be compliant in the future?**

As Bidx.com continues to transition to the new look and feel, all updated pages are compliant with WCAG 2.1 AA standards. WCAG stands for Web Content Accessibility Guidelines and it provides technical specifications to improve the accessibility of web content, websites, and web applications across all devices for people with a wide range of disabilities—including auditory, cognitive, neurological, physical, speech, and visual disabilities.

→ **With the free Starter account, can they still download Project Bids?**

Yes, a Starter tier account (free account) user can still download the AASHTOWare Project Bids software. The Bid software is available for free at bids.cloverleaf.net.

→ **As an agency Admin, will I continue to submit all requests for free agency user accounts or should I direct individuals to register themselves? Currently, free agency user accounts are only for “Agency” users. Can our Wisconsin consultants register for a free Starter account now?**

An agency administrator (along with the agency’s Bidx.com contact person) can continue to request a free agency-user account. To request an agency-user account, please have your agency Bidx.com contact person send an email to customer.support@bidx.com and include the following of the requested account holder:

- First Name Last Name
- Email address
- Phone number

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The role of an agency-user is similar to a Basic subscription account holder. Free account holders will have access to information that is freely available. Free account holders will not have access to search and/or bid tabulation results. Wisconsin consultants typically access more functionality than what a free account can provide so we suggest that you continue to make requests for an agency-user account.

The ability to create a Starter tier (free) account will be available on September 15, 2023.

Session 2a – Thu, August 24 @ 10 am ET

→ **Is there an expiration with logins?**

Your Bidx.com login credentials do not have an expiration date. However, agency accounts (agency administrator and agency-user) that have been inactive for 6 months are deactivated.

→ **Is the \$25/month Internet Bidding Subscription still going to exist? Will a contractor lose their Digital ID™ if they downgrade from Pro?**

The \$25/month internet bidding service fee will still exist. However, starting January 1, 2024, the upcoming Pro tier will come with one free Digital ID and one free Request to Bid to an agency. If the user would like to make a second Request to Bid (and once the second request is approved), the \$25/month internet bidding service fee will be applied to their account.

Yes, contractors will lose their Digital ID if they downgrade from the Pro tier.

→ **Will any new contractor requests still follow the current approval protocols?**

Yes, new contractor requests will still follow the current approval protocols, as they pertain to approving a request to bid.

→ **How does (or will) the price increase affect current contractors who have already requested and been approved by the agency?**

Bidx.com accounts will be adjusted based on the new tiered subscription model on January 1, 2024. Also, existing Bidx.com subscribers with a Digital ID and Request to Bid will not have to recreate their Digital ID or Request to Bid (unless they cancel their account or move to a lower subscription tier).

→ **We have received requests for additional information to be displayed on pages, such as the Apparent Bids. Are there any plans for agency customization?**

We don't have any plans at the moment for any additional agency customizations to the Apparent Bids page. However, if you navigate to your Manage Agency Settings page, you can add up to three custom fields to the Apparent Bids page.

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Session 2b – Thu, August 24 @ 1:30 pm ET

→ **Is the current pay option to submit a single bid going away?**

The pay-as-you-go option pertains to the Bid Express service located at Bidexpress.com.

→ **Just want to make sure that I understand that starting in October, Bidx.com will only be viewed by signing in. We post the bids as we download them and have several within our agency that watches the bids. For them to continue to watch the bids being downloaded, they will need to sign up for a free account, correct?**

You are correct. Starting the evening of October 13, 2023, an active account will be needed to access any page on Bidx.com

The functionality to create a free account will be available on September 15, 2023.

→ **Has the new upcoming tiered subscription model been communicated to the contractor community/current or recent customers?**

Yes, the upcoming tiered subscription model has been and will continue to be communicated to existing Bidx.com subscribers. We've utilized our contractor newsletter and dedicated emails as part of our communication plan. We'll continue to update both contractors and agencies as we approach January 1, 2024.

→ **Will we be able to utilize our current Bidx.com account as a Bid Express account now or in the future or do we need to have separate accounts for each platform?**

The Bid Express service at Bidx.com and Bidexpress.com are two separate services. There are currently no plans to allow account credentials to be shared between services.

→ **Is this same presentation being offered to the contractor community?**

We are offering a similar webinar to contractors in November. Communications for this webinar will begin in October. We also plan to continue to communicate to the contractor community as we near January 1, 2024.