

Q+A // NOVEMBER 2023

Bidding Season Success

Session 1 - Tuesday, November 15 @ 10 am ET

→ **Is there a limit to the amount of favorite agencies I can have?**

No, you can favorite as many agencies as needed. There are no limits for Bidx.com on saving your favorite agencies.

→ **Am I able to get optional services like the Analysis Suite and Plan Sheets without a paid subscription?**

No, in order to obtain these additional services, you must have an active, paid subscription on Bidx.com.

→ **It sounds like the Advantage option is only for contractors, is this true?**

The Bidx.com Advantage service primarily focuses on prime contractors who have already submitted a bid(s) via our service. Users who have not submitted a bid cannot use this feature since the service would not have anything to compare against.

→ **I was able to get plans for the bids I'm bidding on for free on Bidx. Has that stopped?**

If an agency has uploaded plan sets as part of their public attachments, you can still access those while logged in with a free Starter account. If an agency has uploaded plan sets as part of our Plan Sheet service, you must be subscribed to this paid service to access them.

→ **In Workspace, am I able to manage my Digital ID™ and Request to Bids?**

No, Workspace lets you manage your favorite items/counties and bookmarked proposals. This feature also provides you with an interactive calendar showing lettings of your favorite agencies and proposal recommendations based on your preferences. Currently, the only way to manage the Infotech® Digital ID™ and Request to Bid features is through the Settings page under the Online Bidding tab.

→ **Can you export your favorites?**

There is not currently a way to export your favorites list. This request has been added as a potential future enhancement to Bidx.com.

Session 2 - Tuesday, November 15 @ 2 pm ET

→ **What does the universal experience mean?**

Over the past two years, we've introduced a modernized experience and enhanced functionality to the service, making it easier for you find more work opportunities and access the tools you need. We had previously provided the ability to opt in and out of these features; now, the universal experience means that everyone gets the same modernized look and feel when using Bidx.com.

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→ **What is the difference between BidX and Bid Express and when do you use each?**

- **Bidx.com** is for State Departments of Transportation and turnpike authorities throughout the U.S. and Canada to post road, highway, bridge, and construction projects.
- **Bidexpress.com** is for municipalities, local agencies, and sectors of the DOTs and purchasing departments that post RFPs, RFQs, procurement, and non-state road, highway and construction projects.

We suggest reaching out to your agency to determine which service they use.

→ **Where do we find our Digital ID Password?**

During the creation process for your Infotech Digital ID, you are prompted to enter a password and to save that password information somewhere secure that you are able to access. Please keep in mind that the password cannot be reset or recovered once set.

→ **Have any changes been made to the Small Business Network?**

Our recent focus has been on the navigation improvements for all users of our service, with updated Settings and Lettings pages. While there have not been any recent changes to our Small Business Network, we will continue to update more sections of Bidx.com in 2024.

We welcome your feedback! If you have ideas on how to improve the SBN, fill out the [post-webinar survey](#) or email us at bidx.support@infotechinc.com

→ **Can I get Analysis Suite and Plan Sheets without a paid subscription?**

No, in order to obtain these additional services, you must have an active, paid subscription on Bidx.com.

→ **How can we set up notifications for addenda?**

To set up email and message notifications, click on the bell icon once logged in. This will bring you to the message center, where you can set up custom alerts for proposal and letting activity for specific agencies.

Learn how to access the message center in our [navigation guide](#).

→ **How do I sign up for the Analysis Suite and Plan Sheet services?**

If you did not select these additional services at the time of sign-up, they can be added at any time from your account Settings. Go to your Billing tab and edit your plan to include these moving forward.

→ **Are Plan Sheets service, Bid Tab Analysis and Bid Express Advantage separate paid services?**

The Online Plan Sheet and Analysis Suite are two separate services that can be added to your existing subscription for an additional fee. The Analysis Suite service includes both Bid Tab Analysis and Bid Express Advantage. See our [fee schedule](#) for details.