CAPPS Financials 2.0

Frequently Asked Questions – HHSC Online Bid Room

1 What is the HHS Online Bid Room?

The HHS Online Bid Room is an online option for submitting a bid for an open solicitation. Use it to submit a response to a solicitation for the Health and Human Services Commission, the Department of State Health Services, the Department of Family and Protective Services and the Texas Civil Commitment Office.

2 How does this new tool help me?

The HHS Online Bid Room is intended to make submissions more convenient for vendors. It can save vendors time in hand-delivering or mailing submittals.

3 When did it launch?

The HHS Online Bid Room launched Oct. 14, 2019.

4 When is the latest I should use this tool to submit?

Bidders must register for a user ID and password with the HHS Enterprise Portal and HHS Online Bid Room and give themselves at least five to seven business days to complete the registration process. Once bidders have the credentials for both Enterprise Portal and HHS Online Bid Room and have successfully tried logging into both Enterprise Portal and HHS Online Bid Room, they can safely plan to submit the bid using the HHS Online Bid Room.

HHSC recommends that a bidder has a backup plan to submit the bid on time in case of any unforeseen issues with HHS Online Bid Room. HHSC will not be responsible for any technical issues that hampers the bidder in submitting the bid on time using the HHS Online Bid Room.

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5   **What do I need to do to use the HHS Online Bid Room?**

A bidder may choose to respond to any open bid using the HHS Online Bid Room, as long as the solicitation will accept bids submitted via the Online Bid Room. Please refer to the solicitation package for submission details.

6   **How long does it take to receive my login information from the Enterprise Portal?**

For a bidder who has not done business with HHSC, it will take at least five to seven business days. However, if you receive a solicitation notification and have previously done business with HHS, then you will receive Enterprise Portal credentials within a few minutes upon registration.

7   **How long does it take to receive my HHS Online Bid Room username and temporary password login?**

The answer depends on whether or not you have previously done business with HHS. For a bidder who has not done business with HHSC, it will take at least five to seven business days. However, if you receive a solicitation notification and have previously done business with HHS, then you will receive Enterprise Portal credentials within a few minutes upon registration.

8   **Will I always have the choice to submit my proposal via the HHS Online Bid Room?**

The HHS Online Bid Room will not be available for all solicitations. Check the solicitation language carefully to ensure that online submittal is an option.

9   **Do I have to use the Online Bid Room?**

Use of the HHS Online Bid Room is not mandatory. You may still submit a bid on an open solicitation through traditional means (mail or hand delivery).

10   **How do I make suggestions to improve the HHS Online Bid Room?**

To make a suggestion regarding the HHS Online Bid Room, email **pcsbids@hhsc.state.tx.us**.

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11 **What is considered an electronic signature?**

For HHS Online Bid Room submissions that must be signed, the following legal requirements must be met for an acceptable electronic or digital signature:

Electronic signature – a signature that is:

- An image of a handmade signature such as on a transmitted facsimile, an electronic document created by scanning the original physical document, or an electronic document (such as one created in a PDF).

- A separate image of a handmade signature has been overlaid onto the electronic document in place of a physical handmade signature.

- Made by the representative submitting the electronic signature who is authorized to sign the document by virtue of his or her legal status or relationship to the entity on whose behalf the signature is executed.

Digital signature – a signature that is:

- Created as an electronic identifier by cryptographic means involving the use of two mathematically related keys (such as, a public and private key pair, often referred to as Public Key Infrastructure or PKI).

- In compliance with the requirements of Texas Administrative Code, Title 1, Chapter 203.

- Not a photograph digital facsimile of a handmade signature.

- Contains the code or mechanism that is unique to the authorized representative at the time the signature is created and the authorized representative is uniquely entitled to use it.

12 **How do I find open solicitations?**

Open solicitations may be found on the Texas Comptroller of Public Accounts Electronic State Business Daily at **http://www.txsmartbuy.com/sp**.

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13 ## How do I find a specific solicitation package?

Open solicitations may be found on the Texas Comptroller of Public Accounts Electronic State Business Daily at **www.txsmartbuy.com/sp**. The site allows you to narrow your search based on specific criteria.

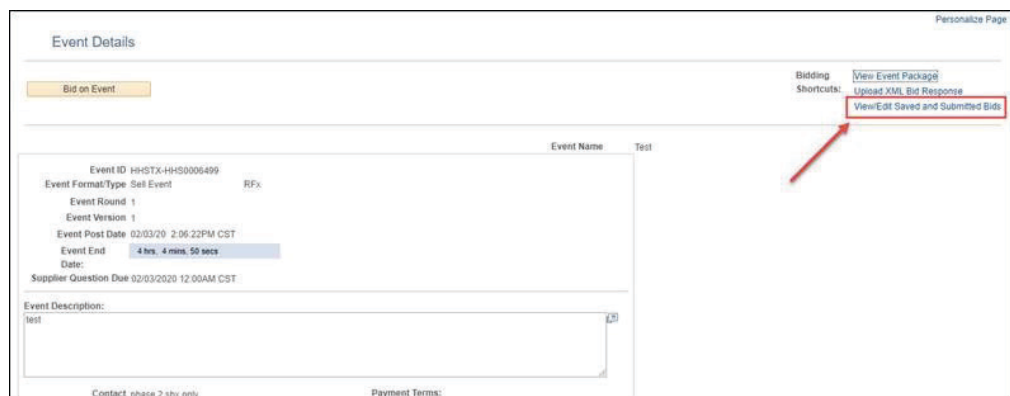**14** ## Can I sign up to receive notices of solicitations?

Subscribers to the Central Master Bidders List receive notifications of solicitations.

15 ## Will I receive confirmation that my response was successfully received?

HHS staff are not able to communicate with vendors about status updates.

16 ## Can I check the status of bid or response to solicitation?

The online bid room will display the status of the solicitation until the end date. If the solicitation is still open, information on submitted bid responses can be found by clicking on "View/Edit Saved and Submitted Bids."

17 ## Where do I report a problem?

Contact the Consolidated Help Desk 7 a.m. – 7 p.m. (Central time), Monday – Friday at 855-435-7181 or 512-438-4720.

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18 **If I report a problem, how long will it take for someone to get back to me?**

Up to five business days.

19 **What happens if I have proof that I submitted electronically, but you do not have my submittal according to your records?**

Contact PCS Bid Room at **pcsbids@hhsc.state.tx.us**.

20 **Can I submit my proposal response via the HHS Online Bid Room and one of the other submission options provided in the solicitation?**

If using the HHS Online Bid Room is an option for the solicitation, use only one method for submitting a bid response: online, mail, hand-delivery or any other method identified in the solicitation. Before attempting to submit a response online, check the solicitation language carefully to ensure that online submittal is an option.

21 **What if I need to change something in my submission after I upload to the HHS Online Bid Room – can I make changes if the deadline has not passed?**

The bidder can edit submitted responses if the deadline has not passed.

1. Click on "View/Edit Saved and Submitted Bids."

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2. Click "View/Edit" to edit response.

3. Make changes to bid response answers and attachments.

4. Submit bid.

22 ## How do I change my password?

Bidders may click on the "Account Management" tab of the Work Center to change their password.

1. Enter the current password followed by a "New" and "Confirm" Password. Click on "Change Password." (You will receive a new email.)

2. Log out of the system – but not out of Enterprise Portal.

3. Log back into the system (via Enterprise Portal).

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23 **Will I be able to preview my response before submitting?**

The bidder can choose to "Save for Later" for a bid response and edit and complete at a later date prior to solicitation due date.

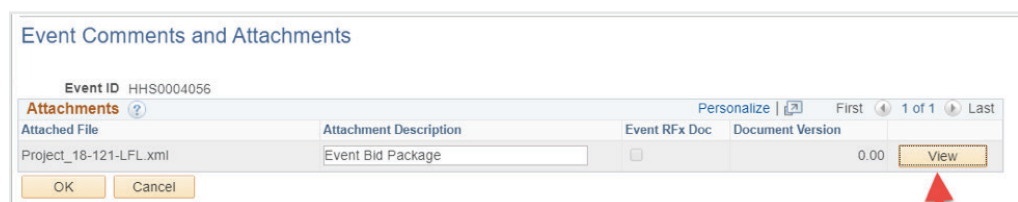**24** **Is there an easy way to upload the .xml price sheet via the HHS Online Bid Room?**

Yes:

1. Click on the requisite event.
2. Select "View Event Package."
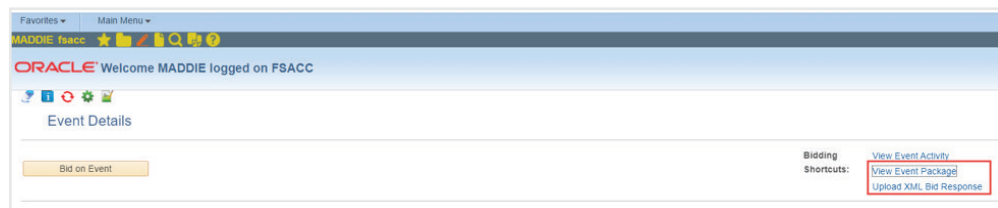
3. Click on "View" and "OK."

   Note: If there is a problem downloading the .xml file, this file is also associated with the solicitation notification that was sent out.

4. Open an Excel file followed by opening the .xml file that was downloaded.
5. Respond to the General/Lines if applicable.
6. Save the .xml file using the same format.
7. Go back to the "Event Detail" page.
8. Click on "Upload 'XML Bid Response.'"
9. Select the file name and upload.
10. Verify your entries.
11. Validate and submit your bid.

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25 **Is there a maximum file size for attachments?**

Yes, the maximum file size for each attachment is 250 MB, or megabytes. For responses that include larger attachments, bidder must use other options such as mail or personal delivery.

26 **What type of attachments may be added to a response?**

Bidders can upload documents in Microsoft Word, Microsoft Project, PDF, JPEG, Microsoft Excel and XML file formats.

27 **I forgot my password. How do I reset my password?**
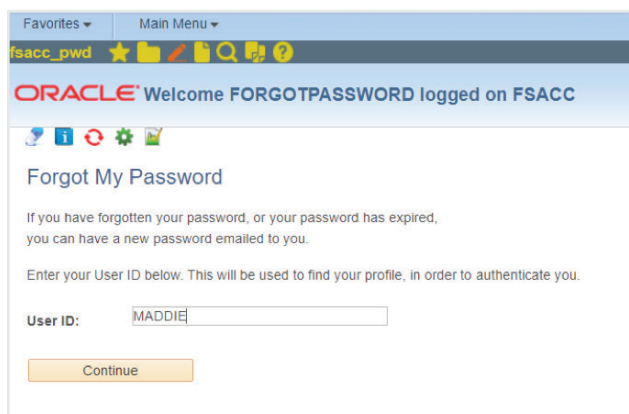
To reset your password, select "Forgot My Password" on the main CAPPS Supplier page and follow the instructions below.

Click on "Forgot your password?"

The follow page displays:

Click on "Continue."

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Enter "Email New Password."

Log back in.

*If you don't remember the security question or cannot answer successfully, you can send an email to Bid Room at **pcsbids@hhsc.state.tx.us** to reset your password.*

You will receive the email shown below.

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Be sure to change your password!

Click on "Change Password."

You will receive the following:

End of Procedure.

If you have any difficulties retrieving or changing your password, contact the Bid Room at **pcsbids@hhsc.state.tx.us**.

28 **How do I retrieve a forgotten username?**

Send an email to Bid Room at **pcsbids@hhsc.state.tx.us**.

29 **Can I copy and paste information from a Microsoft Word document into my HHS Online Bid Room submittal?**

Yes.

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30 **Can I access the HHS Online Bid Room using my phone?**

The current version is not designed for mobile use.

31 **What internet browser do I use when accessing the HHS Online Bid Room?**

Chrome is the preferred browser but you also can use Internet Explorer.