

# eSupplier Frequently Asked Questions

Updated 10/03/2020

The following are answers to frequently asked questions regarding the use of the eSupplier Portal for Bidders (<https://eSupplier.wi.gov>). If you are unable to find an answer to your question below, please contact one of the following:

- For questions regarding a specific solicitation, please contact the **agency contact** listed for the solicitation.
- For questions about procurement in general, please contact the **State Bureau of Procurement** at [DOAWisPro@wisconsin.gov](mailto:DOAWisPro@wisconsin.gov), (800) 482-7813 (US only) or (608) 264-7897.
- For technical questions about the eSupplier system, please contact **STAR Support** at [STARSupport@wisconsin.gov](mailto:STARSupport@wisconsin.gov) or (844) 947-7827.

## Contents

eSupplier Registration Instructions .....	2
WAMS Registration .....	3
WAMS is asking for my home address but I want to register my business. Am I on the right page?.....	3
My business is outside of the United States. Can I still register for a WAMS account?.....	3
I'm trying to register for a WAMS username and it says someone else has been assigned the username I chose.....	3
In the instructions, it says I'm supposed to receive an email with a verification link, but I never got one. How long should I wait?.....	4
Other WAMS issues.....	4
eSupplier Registration & Bidder Login .....	4
What are the minimum system requirements for eSupplier? .....	4
My company was previously registered with VendorNet. Now that the transition to eSupplier has happened, why can't I login to eSupplier with my VendorNet password? .....	4
I'm completing the eSupplier registration form and I'm trying to select United States as my country, but it isn't working .....	4
I filled out the eSupplier registration form and clicked submit. Now it says there are errors but doesn't indicate where they are.....	4
When I go to eSupplier, the page looks different than it used to. How do I get to the Bidder Homepage? .....	5
Other questions about eSupplier registration.....	5
NIGP Codes & Automatic Notifications .....	5
What are NIGP codes?.....	5
I don't know which NIGP codes to select. ....	5
The automatic notification emails I'm getting aren't relevant to me. ....	5

I no longer want to receive automatic notifications.....	6
Other issues with adding NIGP codes.....	6
Other questions about NIGP codes in general .....	6
Bidder Communication.....	6
I received a message from the State regarding a solicitation I am bidding on, but the email came from a “Do Not Reply” email address. How do I respond to the communication? .....	6
I’m signed into eSupplier but I still can’t I respond to a communication.....	6
Submitting a Response .....	6
I’m on the solicitation page, but I don’t see the “Submit Online Response” button.....	6
I uploaded the required documents using the “Upload File” button, but the “Submit” button is still greyed out. ....	6
I’m being asked to upload a document in response to a required question, but I don’t know how.....	7
I keep getting an error when I try to upload a file. ....	7
I uploaded multiple files in response to a question, but only one is attached. ....	7
I’ve uploaded all of my documents using the “Upload File” button – am I done submitting my bid? .....	7
I’ve submitted a response, but I need to revise it.....	7
I received a notice that the solicitation has been amended and I may need to update my response. ....	7
My company wants to submit multiple responses to a solicitation. How can I do this? .....	8
Other issues with responding to a solicitation .....	8

## eSupplier Registration Instructions

To register for free as a bidder on eSupplier, companies should go to <https://eSupplier.wi.gov>.

### 1. Go to the Wisconsin Bidder Portal.

Once you’ve navigated to eSupplier (<https://eSupplier.wi.gov>), click the **Wisconsin Bidder Portal** button on the right to go to the Bidder Homepage.

### 2. Register for a WAMS username and password.

You can find a link to **Create your WAMS ID** below the sign-in button on the Bidder Homepage. Once you have completed the WAMS registration form, you will receive an email with a verification link. Click the link and enter the required information.

### 3. Login to eSupplier.

Return to the eSupplier Bidder Homepage by going to <https://eSupplier.wi.gov> and clicking the **Wisconsin Bidder Portal** button on the right. Enter the WAMS username and password you created in the last step to sign in.

#### 4. Register in eSupplier.

Click the **Register** button once you've logged into eSupplier. You will be asked to enter an email address. If your VendorNet account was active at the time of the transition to eSupplier (September 2017), entering the same email address you used in VendorNet will bring over any NIGP codes you had in VendorNet to your new eSupplier profile. Fill out your company information in the eSupplier Registration Form. **We recommend not using any autofill functions when completing this form**, especially if using Chrome. Click **Save** before returning to the Bidder Homepage.

#### 5. Add NIGP Codes to your account to receive automatic notifications of solicitations.

You will be asked to enter at least one NIGP code during your registration, but you may add more or update them at any time. To do this, login to eSupplier on the Bidder Homepage and click the **My NIGP Codes** link to the left of your company information and Bidder ID number displayed (in the upper left corner). NIGP codes represent the services and commodity areas your company is interested in providing. You may add as many codes as is appropriate for your business. Once they've been saved, you will begin receiving automatic notifications by email for any solicitations issued by State agencies and University of Wisconsin System campuses that match the codes saved to your profile.

## WAMS Registration

### **WAMS is asking for my home address but I want to register my business. Am I on the right page?**

Because WAMS is used for several different systems, the registration form is not unique to eSupplier. When registering, you do not need to enter your personal address and should provide your company's address instead.

Alternatively, you may elect to not enter your address information into the WAMS registration at all. To do this, simply check the **Mailing Address is the same as Residence Address** box. Note that this box will "uncheck" if you have any errors on the page. Be sure to double check that it is clicked before submitting your registration. If you choose to do this, you will still be able to add your company's address when you register for eSupplier.

### **My business is outside of the United States. Can I still register for a WAMS account?**

Yes. While the WAMS registration form will only accept addresses within the United States, you can still register without entering an address. To do this, simply check the **Mailing Address is the same as Residence Address** box on the WAMS registration form. Note that this box will "uncheck" if you have any errors on the page. Be sure to double check that it is clicked before submitting your registration. You will still be able to add your company's address when you register for eSupplier.

### **I'm trying to register for a WAMS username and it says someone else has been assigned the username I chose.**

Because WAMS is used for several different systems, there are many usernames that have already been used. If you receive this message, you will have to select a different username in order to complete your WAMS registration. One common solution is to include numbers at the end of the desired username (e.g., JSmith123).

**In the instructions, it says I'm supposed to receive an email with a verification link, but I never got one. How long should I wait?**

The emails with verification links are usually received quickly, typically within a few minutes. Check your email junk or spam folder to see if it was automatically filtered out of your inbox. If you still can't find the verification email, you will need to get in touch with the WAMS support team at Help Wisconsin Support (<https://on.wisconsin.gov/WAMS/FormattedEmail>). They don't have a publicly available phone number or email address, but you can fill out an online form with your information and their team will get back to you, typically within 24 hours. You can find a link to this form at the bottom of every WAMS page (it will say, "For assistance send an email to [Help Wisconsin Support](#)").

**Other WAMS issues**

For any other WAMS registration issue, please contact the WAMS support team at Help Wisconsin Support (<https://on.wisconsin.gov/WAMS/FormattedEmail>). They don't have a publicly available phone number or email address, but you can fill out an online form with your information and their team will get back to you, typically within 24 hours. You can find a link to this form at the bottom of every WAMS page (it will say, "For assistance send an email to [Help Wisconsin Support](#)").

## eSupplier Registration & Bidder Login

**What are the minimum system requirements for eSupplier?**


The eSupplier minimum system requirements are:

- Internet Browser: Latest version of Internet Explorer or Chrome
- Operating System: Windows 7 or above
- JavaScript and cookies enabled

**My company was previously registered with VendorNet. Now that the transition to eSupplier has happened, why can't I login to eSupplier with my VendorNet password?**

VendorNet usernames and passwords will not work in eSupplier. All companies interested in doing business with the State of Wisconsin must register for an account with eSupplier. Detailed registration instructions can be found at the beginning of this guide.

**I'm completing the eSupplier registration form and I'm trying to select United States as my country, but it isn't working.**

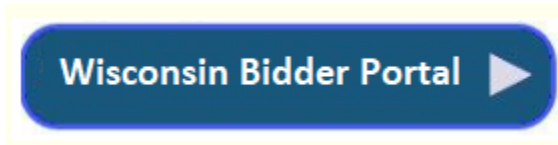
Click  (the magnifying glass icon) to the right of the place where you are trying to enter the country. This will allow you to select **USA** (not United States).

**I filled out the eSupplier registration form and clicked submit. Now it says there are errors but doesn't indicate where they are.**

This issue typically happens when someone has used the autocomplete feature (often in Chrome). To fix this, re-enter your information without allowing the browser to autocomplete any fields for you (just continue typing), then click **Submit**.

### When I go to eSupplier, the page looks different than it used to. How do I get to the Bidder Homepage?

The eSupplier website has been upgraded and now has an improved homepage and provides additional features for suppliers. To access the Bidder Homepage, click the **Wisconsin Bidder Portal** button. No changes were made to the Bidder Homepage itself.



### Other questions about eSupplier registration

Additional eSupplier registration support can be found by contacting the STAR Support team at [STARSupport@wisconsin.gov](mailto:STARSupport@wisconsin.gov) or (844) 947-7827.

## NIGP Codes & Automatic Notifications

### What are NIGP codes?

NIGP codes represent the types of services and commodities your company wants to sell to the State. By adding NIGP codes to your eSupplier account, you are telling the system what types of solicitations you want to be notified about. When a solicitation is posted, it will include a list of NIGP codes that closely match the services or commodities being sought. If your account has a matching NIGP code associated with it, you will receive an automatic notification email from the system that lets you know you may want to take a closer look at that solicitation.

### I don't know which NIGP codes to select.

There are many, many NIGP codes to choose from and it can often feel overwhelming to someone new to State procurement. In addition to searching for various keywords on the **My NIGP Codes** page in eSupplier, one way to get ideas is to look at past or current bids or contracts. All bids and contracts list the NIGP codes associated with them.

[VendorNet](#) can be a helpful resource for looking up current and previous bids and contracts. When accessing VendorNet, you will not need to sign in. Simply go to <https://VendorNet.wi.gov> and click the **Bids** or **Contracts** tab at the top of the page. You can narrow your search with a variety of filters. Once you have found a bid or contract that you are (or would have been) interested in, click the **Solicitation Reference Number** for bids or the **Contract Number** for contracts to view more information, including the NIGP codes.

### The automatic notification emails I'm getting aren't relevant to me.

Check the NIGP codes associated with your account. You will receive an automatic notification email for any new or updated solicitation that has a matching NIGP code. While it can be beneficial to add wide range of NIGP codes to your account, you may want to refine your list if you are not receiving relevant notices.

### **I no longer want to receive automatic notifications.**

Removing all NIGP codes from your account will stop you from receiving automatic notifications of future events, though you will continue to receive notices of events that are still in progress. Once those events are complete, you will no longer receive notifications.

### **Other issues with adding NIGP codes**

For help with other issues regarding adding NIGP codes, contact **STAR Support** at [STARSupport@wisconsin.gov](mailto:STARSupport@wisconsin.gov) or (844) 947-7827.

### **Other questions about NIGP codes in general**

For general questions about NIGP codes, contact the State Bureau of Procurement at [DOAWisPro@wisconsin.gov](mailto:DOAWisPro@wisconsin.gov), (800) 482-7813 (US only) or (608) 264-7897.

## **Bidder Communication**

### **I received a message from the State regarding a solicitation I am bidding on, but the email came from a “Do Not Reply” email address. How do I respond to the communication?**

You can login to eSupplier and click **My Communications** (under **My Information**). If the sender has allowed responses, you can respond directly within eSupplier. Another option is to send an email to the agency contact listed in the solicitation. Note that some solicitations have specific requirements regarding how bidders should communicate with them.

### **I’m signed into eSupplier but I still can’t I respond to a communication.**




Not all communications allow responses. If you’re signed into eSupplier and accessing the email through **My Communications** but still cannot respond, it is likely that the sender has not allowed responses to this communication. Use other methods of communication, if needed.

## **Submitting a Response**


### **I’m on the solicitation page, but I don’t see the “Submit Online Response” button.**

You must be registered and signed into eSupplier before this button will appear. Return to the [eSupplier Bidder Homepage](#) and sign in. If you have not yet registered for eSupplier, follow the detailed registration instructions listed at the beginning of this guide.

### **I uploaded the required documents using the “Upload File” button, but the “Submit” button is still greyed out.**

Before you can submit a response to a solicitation, you have to respond to all required questions by clicking each  (green button with the “play” triangle in it) and providing a response. This will open a window that will explain what you are required to do (e.g., upload a document or answer a question). Once you have completed the required task and clicked **Save**,  (the green button with the “play” triangle in it”) will change to  (a green checkmark). Note that only one document can be uploaded here. Uploading a second document will overwrite the first one. Uploading all items using the **Upload File** button will not meet the requirement. Once you have provided responses to all required questions, you will be able to click **Submit**.

### **I'm being asked to upload a document in response to a required question, but I don't know how.**

When you click  (the green button with the “play” triangle in it), you will be taken to the window where you are asked to complete a task. In this case, you're being asked to upload a document. On this page, you should see an icon of a document with a paperclip (as seen to the left). Click on this icon to upload a document. Note that only one document can be uploaded here. Uploading a second document will overwrite the first one.



### **I keep getting an error when I try to upload a file.**

There are typically four main issues that would cause a file to fail to upload:



- The file name is too long. File names must be no longer than 64 characters, including the file extension (e.g., “.docx”) and cannot contain special characters (e.g., commas or percent signs).
- The file is too large. The maximum file size is 80MB.
- The file has macros included and enabled. Since these files may contain viruses, the eSupplier system will not allow them.
- The file type is not supported. While most file types may be uploaded, some types, like videos, will not save successfully.

If none of these conditions apply and you still cannot upload a file, contact **STAR Support** for assistance at [STARSupport@wisconsin.gov](mailto:STARSupport@wisconsin.gov) or (844) 947-7827.

### **I uploaded multiple files in response to a question, but only one is attached.**

You may only upload a single file in response to a question. Uploading additional files will overwrite the previous upload. If you need to attach multiple files, you will need to either consolidate the documents into a single file, or you will need to upload one in response to the question and upload the rest using the **Upload File** button on the **Submit Online Response** page.

### **I've uploaded all of my documents using the “Upload File” button – am I done submitting my bid?**

No. In order to officially submit your response, you must click the **Submit** button and receive verification that your response has been submitted. The **Submit** button will be greyed out and you won't be able to click it until you respond to all required questions. Required questions are marked with  (the green button with the “play” triangle in it) and the icon will change to  (a green checkmark) when they have been answered.

### **I've submitted a response, but I need to revise it.**

You can revise your response at any time before the due date. To do this, click the **Submit Online Response** button for a response you've already submitted. You will be asked to confirm that you'd like to reopen the response. Click **Yes** and modify any response you like. *You must click **Submit** before leaving this page, even if you don't change anything* – otherwise the system won't recognize your previous response either! Also remember that any file you upload in a particular response will overwrite the existing file (as opposed to uploading additional files by clicking the **Upload File** button).

### **I received a notice that the solicitation has been amended and I may need to update my response.**

If you receive a notice that the solicitation has been amended or that a question (or “bid factor”) has been updated, you will need to review your response and may be required to resubmit your response

for the section in question. If you are unsure which section was amended, refer to the amendment in the **Supporting Documents** or contact the agency contact.

**My company wants to submit multiple responses to a solicitation. How can I do this?**

The system is designed to accept a single response for each Bidder ID. If you would like to submit multiple bids or proposals in response to a single solicitation, you will need to create multiple eSupplier profiles, which will each require a unique email address and their own WAMS ID and password.

**Other issues with responding to a solicitation**

If you run into any problems while responding to a solicitation, we encourage you to reach out as soon as possible.

If it's a question related to the solicitation itself (for example, asking for clarification about a requirement), you can use the tools in eSupplier to reach out to the agency contact, or you can use the email or phone number listed in the solicitation. Note that there are strict rules about when and how agency contacts are allowed to respond to questions about solicitations. Check the solicitation for specific instructions regarding submitting questions.

If you're having a technical issue with the eSupplier system, reach out to **STAR Support** for assistance at [STARSupport@wisconsin.gov](mailto:STARSupport@wisconsin.gov) or (844) 947-7827 (we encourage you to let the agency contact know about your issue as well). Let STAR Support know your Bidder ID, the solicitation reference number, and if possible, include a screenshot of the issue you're having. If you are attempting to respond to a solicitation that is about to close, be sure to mention this to the STAR Support team as well.