

The City of Findlay, Ohio is pleased to announce that we have implemented electronic bidding via www.bidexpress.com and will be using it to receive bids for all Capital Projects, Chemicals, Materials, and Services.

Electronic bid submission allows for electronically-signed bids, eliminates costs for hand and hired delivery of bid packages, provides error checking and alerts to omissions prior to submission, easily accommodates last minute changes and price cuts, as well as automated email notifications that alert vendors of solicitation postings and solicitation changes.

It is pertinent that all vendors refer to the [Quick Start Guide](#) to register, set up to bid electronically, and navigate the service in advance to upcoming solicitation deadlines.

Note: All vendors who intend to submit their bids electronically must install the Info Tech Express Sign Tool and generate an Info Tech Digital ID for their business' authorized signer. Please see the enclosed [Info Tech Digital ID policy](#) for additional time-sensitive information.

Additionally, please see the [Fee Schedule](#). General navigation (registering, setting up, and solicitation review) of www.bidexpress.com prior to actual selection of a solicitation for bidding is free.

In order to submit Bid Bonds electronically, please ensure your company and your bonding agent's company register with one of the following Bid Bond agencies affiliated with Bid Express:

Surety 2000 Tel: ((800) 660-3263 Email: help@surety2000.com	InSure Vision Tel: (800) 989-6417 Email: support@insurevision.com
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If you need additional Bid Express assistance, please call the dedicated Bid Express customer support team at 888-352-BIDX (2439) for live support on business days from 7:00 am – 8:00 pm (EST). You can also email the team at support@bidexpress.com or refer to the Vendor Resource page.

Follow this detailed guide to get set up and start bidding on bidexpress.com today!

How to register and get your Info Tech Digital ID...

1. To complete the registration process for your company, go to www.bidexpress.com and click the blue Register button at the top right of the page.
2. Enter your name in the First Name and Last Name fields. This name will appear on the registration page for your company. Type in your email address.

NOTE: *This email address will become your username for the account. It is also where all email notifications from the agencies with which you bid will be received.*

3. Create a secure password for your account. The password must be at least eight characters long and contain at least one capital letter, one lowercase letter, one number, and one symbol.
4. Select a security question and provide your answer. The answer to this question will be requested of you each time you've clicked that you've forgotten your account password and is case sensitive.
5. Next, complete the Business Name and contact information fields. After doing so, agree to the Privacy Policy, Terms of Use, and DMCA Policy at the bottom of the registration page and click the green REGISTER button. The Bid Express service sends a registration confirmation email to the address entered as the username.
6. Click the Activate Account link in the email. Enter the password you used on the registration page in the Password field and click **ACTIVATE**. The Bid Express service displays the HOME tab where you must install the Info Tech Express Sign Tool and Generate an Info Tech Digital ID.
7. Click INSTALL SIGN TOOL. Note that you will have to install the sign tool on every computer you wish to set up for bidding. Once installed, close your internet browser and start it back up.
8. Click the blue **GENERATE DIGITAL ID** link. This will walk you step by step through creating a Digital ID for your company.
9. The blue and gray My Info Tech Digital ID page appears. Click the blue **CREATE** button to continue your ID generation.
10. A United States map pop-up will appear. Select the agency or agencies with which you intend to do business with and click the blue NEXT.

NOTE: *If you do not see the agency you plan to bid to, you may need to alternatively subscribe to our second site, bidx.com. You may click the "Try the Bidx.com service" link from the top of this same pop-up to navigate to the correct site.*

11. A Create an Info Tech Digital ID pop-up will appear. Confirm that the name of the person listed in the screen is the authorized signer for your company, your company name matches how you would like to submit bids to the agency(s), and click **SUBMIT**.

NOTE: *If the person listed for your company is not the authorized signer, cancel ID generation. The back of this quick start guide will assist you with changing the contact information associated with your login, or inviting the appropriate authorized signer to your company.*

12. The wizard will load and then prompt you to back up your new Digital ID. Click **BACKUP**, then enter a password for the backup file of your Digital ID in the Password and Verify Password fields. This password will be used when importing the Digital ID to another computer for bidding. **DO NOT FORGET THIS PASSWORD**, as there is no way for the Bid Express team to retrieve or reset it. Click **OK**.

13. Save the Digital ID backup file to a memory stick, CD, company server, or other secure location outside of this computer for safe keeping.
14. Add the signer's name to the file name from Info Tech Express Digital ID.pfx so it will more recognizable when used for importing the backup file, (eg. John_Smith_Digital_ID.pfx). This will ensure you do not confuse your company's other Digital IDs. Once you have entered the Digital ID name and location, click **SAVE**. The Bid Express service returns you to the Bid Express Digital ID Generation window. Click **NEXT**.
15. Click **PRINT** to print a copy of the new registration page to have signed/notarized and mailed to our Customer Support team; the address will be on the page.

NOTE: *Customer Support must receive this page for processing before the due date of the job you wish to bid. When you have finished printing the document, close the print window and click **FINISH**.*

16. When your Digital ID is activated, the red Digital ID field on the home page of your new account will disappear and you will be able to begin purchasing and bidding on solicitations posted by the agencies with which you work.

How to bid...

1. To select a solicitation to bid, click on the drop down menu in the top left corner of the screen and choose Bid Express. From the Bid Express homepage, click the Solicitations tab at the top of the screen. Find the solicitation from the list; if you have a keyword for the job, type it in the search box to the top right.
2. Click on the blue job name. When you've determined you want to bid the job, click the green Select for Bidding button at the top right. You will then be prompted to opt for the Pay As You Go approach or a Monthly Subscription. After completing your purchase, you will be navigated into the project to complete your bid.
3. As you are working, make sure to click Save Draft as you work. When the bid is ready for submission, simply click the green Submit Bid button at the top and then click Submit Bid again to confirm. The job will submit and you will receive an email for your bid submission receipt.

Change your contact information or invite a user...

1. Click the drop down menu in the top left corner of the screen and select My Account.
2. If you do not wish to invite additional users to your business but need your Info Tech Digital ID to reflect the name of your authorized signer, click the blue **EDIT** button in the top right corner of the My Account section. Change just the First and Last Name fields and click **UPDATE**. You may now generate a digital ID to reflect this person's name.
3. If you need to invite a new user to your company, scroll down to the Employees field from the My Account screen. Type the email address of the additional user(s) and click Invite Employee.

NOTE: *You will need to assign the new user a role from this same screen after they've completed their registration, and a role from the Bid Express site. **CLICK** the Help tab at the top of the Bid Express page for an explanation of roles under the My Business section.*

4. Click the drop down in the top left corner of your account and select Bid Express to do so. You can manage the additional roles for each user from the My Business tab.

NOTE: *If you want to create a Joint Venture Digital ID for bidding, follow the steps above from the beginning. You will need to create a separate account for the Joint Venture because our system will see it as a separate company entirely.*

Where to get help...

Customer support hours are **7:00 a.m. to 8:00 p.m. EST**, Monday through Friday (excluding major U.S. holidays). Our toll free number is **(888) 352-BIDX(2439)**, our email is **support@bidexpress.com**.

www.bidexpress.com Digital ID Policy

Info Tech^{® i} Digital ID^{™ ii}s for use with the Bid Express^{® iii} service at www.bidexpress.com are specific to the individual Holder, and not to the agency or agencies to which the Holder intends to bid. The same Digital ID may be used to bid on any solicitation posted by any agency on the Bid Express service at www.bidexpress.com.

1. Info Tech Digital ID Subscriber Policy

By accepting and using an Info Tech Digital ID, you, as a Subscriber or Holder, represent to Info Tech and to parties relying on your use of the Digital ID with Info Tech products and services that you will:

- Not compromise the integrity or security of the Digital ID; for instance: sharing passwords, storing backup copies of keys insecurely, or permitting use of the Digital ID by anyone other than yourself.
- Provide accurate and complete information when communicating with Info Tech.
- Confirm the accuracy of the information associated with the Digital ID before using the Digital ID.
- Promptly cease using the Digital ID and notify Info Tech if (i) any information that was submitted to Info Tech or is included in a Digital ID changes or becomes misleading; or (ii) there is any actual or suspected misuse or compromise of the Private Key associated with the Digital ID.
- Use the Digital ID only for authorized and legal purposes, consistent with the Digital ID purpose, these policies, and any other associated policies and agreements.
- Promptly cease using the Digital ID and related private key after Digital ID expiration, if any applies.

2. Application and Activation Policies

No Digital ID shall be approved and/or activated except upon completion of any necessary internal and/or external review required by policy. Manual review and activation procedures by Info Tech shall be performed during normal business hours

only. Review by external parties, if necessary or required, is not guaranteed in any way by Info Tech. Info Tech makes no guarantees whatsoever on any processing times for Digital ID applications or activation requests.

Info Tech shall not be responsible for any Digital ID applicant's failure to provide complete and correct application information in the specified manner and format, or failure to submit application information to Info Tech prior to the need of the applicant to use the Digital ID for any purpose, including internet bidding, without sufficient time allotted for all internal and external reviews of the application. Info Tech shall not be responsible for any delays or technical difficulties experienced by Holders or Subscribers that are a result of circumstances outside of Info Tech's control.

Info Tech recommends that applicants submit all requests for Digital ID approval and activation not less than seven days in advance of the anticipated need to use the Digital ID. Info Tech recommends that Holders, once the Holder's Digital ID has been activated and approved, test the functionality of the Digital ID well in advance of the need to use the Digital ID, in the event that technical troubleshooting is necessary.

2.1 Application Policies in Detail

An Info Tech Digital ID is required for electronic bid submission via the www.bidexpress.com website. Applications for Digital IDs for bidding via the Bid Express Services at www.bidexpress.com may be initiated by the applicant after the applicant has established a user account for the Bid Express Service. As part of the Digital ID application process, the user must print out a paper form called the **Bid Express Digital ID Registration Form**. This paper form must be checked for accuracy by the Digital ID applicant and, if all information on the form is correct, the applicant must bring the form to a notary public for signature. The notary public must then complete the notarial certificate at the bottom of the registration form according to the rules of the state which governs the notary public's professional conduct. The original, completed, notarized registration form must then be sent to Info Tech at the address indicated on the form. The original form may be sent via either overnight courier or regular U.S. mail, but overnight service is recommended if the applicant intends to bid

on any proposals within the next calendar month. Info Tech shall not be responsible for registration paperwork that has not been delivered to Info Tech allowing for sufficient time to process the registration.

Address for Bid Express Digital ID Registration Form Delivery:

Bid Express Digital ID
c/o Info Tech
2970 SW 50th Terrace
Gainesville, FL 32608

2.2 Processing, Approval, and Activation

Digital ID applications are processed manually by Info Tech personnel, and, in general, are done so in the order they are received. Depending on volume, processing time may exceed two business days. Please plan accordingly. If a registration form is complete and correctly notarized according to the laws, rules and regulations of the notary public's state, Info Tech shall approve the Digital ID for use and activate the Digital ID. The applicant shall be notified via email of the approval and activation. Once activated, the Digital ID may be used to bid electronically via the Bid Express Service at www.bidexpress.com. Registrations that are received for processing but are not complete, correct, or properly notarized will be rejected. Applicants will be notified of the rejection via an automated email which will explain what steps must be taken to correct the deficiencies in the registration form.

Note: in every circumstance where an application is rejected, a new registration form must be printed, completed, notarized, and sent by mail to Info Tech for processing.

3. Replacement Policy

For security reasons, Info Tech does not retain backups of Holder Digital ID private keys or passwords. If a Digital ID is lost or corrupted, or if the user-selected password is lost, Info Tech is not able to issue new Digital ID keys, and is not able to reset a Holder's Digital ID password. In these cases, the Holder must contact Customer Support to obtain a "replacement" Digital ID.

The process of reviewing, processing, and activating a replacement Digital ID is to a large degree identical to as the processes for reviewing, processing, and activating a new Digital ID. The circumstances causing the need to obtain a replacement Digital ID may require immediate and urgent action; however, all limitations on liability identified in the above **Application and Activation Policy** apply to the replacement Digital ID process. Holders are advised to contact Customer Support as soon as possible for assistance with the replacement Digital ID application and approval process to permit as much time as possible for processing, verification, and approval. Replacement Digital IDs are not functional until they have been reviewed, processed and approved by Info Tech.

4. Deactivation Policies

Info Tech may deactivate any Digital ID at any time and without notice to the Holder if Info Tech determines, in its sole discretion, that the Digital ID has been compromised; has been used or will be used for fraudulent, deceitful, or otherwise unlawful purposes; or may harm, compromise, or otherwise interfere with the operation of Info Tech systems or services, or the systems or services of an Info Tech business partner, or any other entity. Info Tech may or may not notify the Holder of the deactivation via email, telephone, or other means. Info Tech shall bear no responsibility to any party resulting from the deactivation of a Digital ID, including circumstances which prevent a Holder from bidding electronically, if Info Tech has deactivated the Digital ID in good faith and for any of the reasons listed in this paragraph.

4.1 Deactivation by Holder

Should a Holder wish to deactivate his or her Info Tech Digital ID, he or she can contact Customer Support during normal business hours for specific assistance regarding any request to deactivate a Digital ID for use directly on the www.bidexpress.com website.

5. Definitions

Activated (Digital ID): an *activated* Digital ID is a Digital ID that has been approved for use after the application, verification, and approval process (or the registration, processing, and approval process). A Digital ID cannot be used in any way until it has been activated by Info Tech.

Agency: for the purposes of this policy, an *agency* is any party that accepts bids electronically via the Bid Express Service(s) or that manages contracts via the Doc Express Service (not as a vendor or contractor).

Applicant: an *applicant* is someone that has applied for or registered a Digital ID that has not yet been activated.

Approved (Digital ID): an *approved* Digital ID is a Digital ID that meets all application or registration requirements and has been processed or verified by Info Tech, but has not yet been activated.

Bid Express Service (Info Tech Bid Express Service): web-based service(s), located at www.bidexpress.com, used by agencies to advertise solicitations and to receive bids electronically from vendors.

Deactivate or Deactivated (Digital ID): a *deactivated* Digital ID is a Digital ID which was formerly activated, but can no longer be used. A Digital ID may be deactivated by request or by policy. Once deactivated, a Digital ID may never be re-activated, and can only be replaced by a new Digital ID.

Digital ID (Info Tech Digital ID): electronic credentials used for encryption, digital signatures, and/or bid submission by users of Info Tech services, such as the Doc Express or Bid Express Services.

Holder (Digital ID): a Digital ID *Holder* is someone that has been issued an activated Digital ID. a Digital ID Holder may also be referred to as a Subscriber, if the Holder has subscribed to any Info Tech subscription services.

Proposal: for the purposes of this policy, a *proposal* is any item posted by an agency to the Bid Express Service(s) for which the agency is soliciting responses from vendors. Proposals also include "solicitations," "RFPs," "RFIs," and the like.

Replacement (Digital ID): a *replacement* Digital ID is a Digital ID that is issued to replace a Digital ID that can no longer be used, whether the Digital ID has been deactivated or becomes lost, corrupted, or compromised.

Subscriber (Digital ID): a *Subscriber*, for the purposes of this policy, is a Digital ID Holder that has been issued an Info Tech Digital ID for use in conjunction with a Bid Express subscription service or the Info Tech Doc Express Service. A Subscriber is also a Holder for the purposes of this policy, where applicable.

Vendor: for the purposes of this policy, a *vendor* is a party that has an approved business relationship with an agency. A "bidder" or "contractor" (except a "contractor" acting as an agent of an agency) is a vendor for the purposes of this policy.

ⁱInfo Tech is a registered trademark of Info Tech, Inc.

ⁱⁱDigital ID is a trademark of Info Tech, Inc.

ⁱⁱⁱBid Express is a registered trademark of Info Tech, Inc.

Info Tech Bid Express services fee schedule

Bid Express Service located at www.bidexpress.com

Transaction-based fee (per solicitation) \$25	Pay per-solicitation in which a subscriber submits an electronic bid through the Bid Express Service. This option is most cost effective to subscribers who do not submit bids to solicitations often.
Subscription-based fee (monthly) \$50	Monthly subscription, unlimited bids. This option is most cost-effective to vendors who bid electronically on several solicitations each month. It includes the email notification service which allows the vendor to automatically receive updates on solicitations selected for bidding. It also allows the vendor to "follow" an unlimited number of agencies to receive notification of those agencies' postings, updates and more.
Info Tech® Digital ID™ FREE	An Info Tech Digital ID is required to bid electronically with the Bid Express Service. There is no fee to process and activate a Digital ID for the Bid Express Service at www.bidexpress.com .

Follow this detailed guide to get set up and start bidding on bidexpress.com today!

How to register and get your Info Tech Digital ID...

1. To complete the registration process for your company, go to www.bidexpress.com and click the blue Register button at the top right of the page.
2. Enter your name in the First Name and Last Name fields. This name will appear on the registration page for your company. Type in your email address.

NOTE: *This email address will become your username for the account. It is also where all email notifications from the agencies with which you bid will be received.*

3. Create a secure password for your account. The password must be at least eight characters long and contain at least one capital letter, one lowercase letter, one number, and one symbol.
4. Select a security question and provide your answer. The answer to this question will be requested of you each time you've clicked that you've forgotten your account password and is case sensitive.
5. Next, complete the Business Name and contact information fields. After doing so, agree to the Privacy Policy, Terms of Use, and DMCA Policy at the bottom of the registration page and click the green REGISTER button. The Bid Express service sends a registration confirmation email to the address entered as the username.
6. Click the Activate Account link in the email. Enter the password you used on the registration page in the Password field and click **ACTIVATE**. The Bid Express service displays the HOME tab where you must install the Info Tech Express Sign Tool and Generate an Info Tech Digital ID.
7. Click INSTALL SIGN TOOL. Note that you will have to install the sign tool on every computer you wish to set up for bidding. Once installed, close your internet browser and start it back up.
8. Click the blue **GENERATE DIGITAL ID** link. This will walk you step by step through creating a Digital ID for your company.
9. The blue and gray My Info Tech Digital ID page appears. Click the blue **CREATE** button to continue your ID generation.
10. A United States map pop-up will appear. Select the agency or agencies with which you intend to do business with and click the blue NEXT.

NOTE: *If you do not see the agency you plan to bid to, you may need to alternatively subscribe to our second site, bidx.com. You may click the "Try the Bidx.com service" link from the top of this same pop-up to navigate to the correct site.*

11. A Create an Info Tech Digital ID pop-up will appear. Confirm that the name of the person listed in the screen is the authorized signer for your company, your company name matches how you would like to submit bids to the agency(s), and click **SUBMIT**.

NOTE: *If the person listed for your company is not the authorized signer, cancel ID generation. The back of this quick start guide will assist you with changing the contact information associated with your login, or inviting the appropriate authorized signer to your company.*

12. The wizard will load and then prompt you to back up your new Digital ID. Click **BACKUP**, then enter a password for the backup file of your Digital ID in the Password and Verify Password fields. This password will be used when importing the Digital ID to another computer for bidding. **DO NOT FORGET THIS PASSWORD**, as there is no way for the Bid Express team to retrieve or reset it. Click **OK**.

13. Save the Digital ID backup file to a memory stick, CD, company server, or other secure location outside of this computer for safe keeping.
14. Add the signer's name to the file name from Info Tech Express Digital ID.pfx so it will more recognizable when used for importing the backup file, (eg. John_Smith_Digital_ID.pfx). This will ensure you do not confuse your company's other Digital IDs. Once you have entered the Digital ID name and location, click **SAVE**. The Bid Express service returns you to the Bid Express Digital ID Generation window. Click **NEXT**.
15. Click **PRINT** to print a copy of the new registration page to have signed/notarized and mailed to our Customer Support team; the address will be on the page.

NOTE: *Customer Support must receive this page for processing before the due date of the job you wish to bid. When you have finished printing the document, close the print window and click **FINISH**.*

16. When your Digital ID is activated, the red Digital ID field on the home page of your new account will disappear and you will be able to begin purchasing and bidding on solicitations posted by the agencies with which you work.

How to bid...

1. To select a solicitation to bid, click on the drop down menu in the top left corner of the screen and choose Bid Express. From the Bid Express homepage, click the Solicitations tab at the top of the screen. Find the solicitation from the list; if you have a keyword for the job, type it in the search box to the top right.
2. Click on the blue job name. When you've determined you want to bid the job, click the green Select for Bidding button at the top right. You will then be prompted to opt for the Pay As You Go approach or a Monthly Subscription. After completing your purchase, you will be navigated into the project to complete your bid.
3. As you are working, make sure to click Save Draft as you work. When the bid is ready for submission, simply click the green Submit Bid button at the top and then click Submit Bid again to confirm. The job will submit and you will receive an email for your bid submission receipt.

Change your contact information or invite a user...

1. Click the drop down menu in the top left corner of the screen and select My Account.
2. If you do not wish to invite additional users to your business but need your Info Tech Digital ID to reflect the name of your authorized signer, click the blue **EDIT** button in the top right corner of the My Account section. Change just the First and Last Name fields and click **UPDATE**. You may now generate a digital ID to reflect this person's name.
3. If you need to invite a new user to your company, scroll down to the Employees field from the My Account screen. Type the email address of the additional user(s) and click Invite Employee.

NOTE: *You will need to assign the new user a role from this same screen after they've completed their registration, and a role from the Bid Express site. **CLICK** the Help tab at the top of the Bid Express page for an explanation of roles under the My Business section.*

4. Click the drop down in the top left corner of your account and select Bid Express to do so. You can manage the additional roles for each user from the My Business tab.

NOTE: *If you want to create a Joint Venture Digital ID for bidding, follow the steps above from the beginning. You will need to create a separate account for the Joint Venture because our system will see it as a separate company entirely.*

Where to get help...

Customer support hours are **7:00 a.m. to 8:00 p.m. EST**, Monday through Friday (excluding major U.S. holidays). Our toll free number is **(888) 352-BIDX(2439)**, our email is **support@bidexpress.com**.

www.bidexpress.com Digital ID Policy

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1. Info Tech Digital ID Subscriber Policy

By accepting and using an Info Tech Digital ID, you, as a Subscriber or Holder, represent to Info Tech and to parties relying on your use of the Digital ID with Info Tech products and services that you will:

- Not compromise the integrity or security of the Digital ID; for instance: sharing passwords, storing backup copies of keys insecurely, or permitting use of the Digital ID by anyone other than yourself.
- Provide accurate and complete information when communicating with Info Tech.
- Confirm the accuracy of the information associated with the Digital ID before using the Digital ID.
- Promptly cease using the Digital ID and notify Info Tech if (i) any information that was submitted to Info Tech or is included in a Digital ID changes or becomes misleading; or (ii) there is any actual or suspected misuse or compromise of the Private Key associated with the Digital ID.
- Use the Digital ID only for authorized and legal purposes, consistent with the Digital ID purpose, these policies, and any other associated policies and agreements.
- Promptly cease using the Digital ID and related private key after Digital ID expiration, if any applies.

2. Application and Activation Policies

No Digital ID shall be approved and/or activated except upon completion of any necessary internal and/or external review required by policy. Manual review and activation procedures by Info Tech shall be performed during normal business hours

only. Review by external parties, if necessary or required, is not guaranteed in any way by Info Tech. Info Tech makes no guarantees whatsoever on any processing times for Digital ID applications or activation requests.

Info Tech shall not be responsible for any Digital ID applicant's failure to provide complete and correct application information in the specified manner and format, or failure to submit application information to Info Tech prior to the need of the applicant to use the Digital ID for any purpose, including internet bidding, without sufficient time allotted for all internal and external reviews of the application. Info Tech shall not be responsible for any delays or technical difficulties experienced by Holders or Subscribers that are a result of circumstances outside of Info Tech's control.

Info Tech recommends that applicants submit all requests for Digital ID approval and activation not less than seven days in advance of the anticipated need to use the Digital ID. Info Tech recommends that Holders, once the Holder's Digital ID has been activated and approved, test the functionality of the Digital ID well in advance of the need to use the Digital ID, in the event that technical troubleshooting is necessary.

2.1 Application Policies in Detail

An Info Tech Digital ID is required for electronic bid submission via the www.bidexpress.com website. Applications for Digital IDs for bidding via the Bid Express Services at www.bidexpress.com may be initiated by the applicant after the applicant has established a user account for the Bid Express Service. As part of the Digital ID application process, the user must print out a paper form called the **Bid Express Digital ID Registration Form**. This paper form must be checked for accuracy by the Digital ID applicant and, if all information on the form is correct, the applicant must bring the form to a notary public for signature. The notary public must then complete the notarial certificate at the bottom of the registration form according to the rules of the state which governs the notary public's professional conduct. The original, completed, notarized registration form must then be sent to Info Tech at the address indicated on the form. The original form may be sent via either overnight courier or regular U.S. mail, but overnight service is recommended if the applicant intends to bid

on any proposals within the next calendar month. Info Tech shall not be responsible for registration paperwork that has not been delivered to Info Tech allowing for sufficient time to process the registration.

Address for Bid Express Digital ID Registration Form Delivery:

Bid Express Digital ID
c/o Info Tech
2970 SW 50th Terrace
Gainesville, FL 32608

2.2 Processing, Approval, and Activation

Digital ID applications are processed manually by Info Tech personnel, and, in general, are done so in the order they are received. Depending on volume, processing time may exceed two business days. Please plan accordingly. If a registration form is complete and correctly notarized according to the laws, rules and regulations of the notary public's state, Info Tech shall approve the Digital ID for use and activate the Digital ID. The applicant shall be notified via email of the approval and activation. Once activated, the Digital ID may be used to bid electronically via the Bid Express Service at www.bidexpress.com. Registrations that are received for processing but are not complete, correct, or properly notarized will be rejected. Applicants will be notified of the rejection via an automated email which will explain what steps must be taken to correct the deficiencies in the registration form.

Note: in every circumstance where an application is rejected, a new registration form must be printed, completed, notarized, and sent by mail to Info Tech for processing.

3. Replacement Policy

For security reasons, Info Tech does not retain backups of Holder Digital ID private keys or passwords. If a Digital ID is lost or corrupted, or if the user-selected password is lost, Info Tech is not able to issue new Digital ID keys, and is not able to reset a Holder's Digital ID password. In these cases, the Holder must contact Customer Support to obtain a "replacement" Digital ID.

The process of reviewing, processing, and activating a replacement Digital ID is to a large degree identical to as the processes for reviewing, processing, and activating a new Digital ID. The circumstances causing the need to obtain a replacement Digital ID may require immediate and urgent action; however, all limitations on liability identified in the above **Application and Activation Policy** apply to the replacement Digital ID process. Holders are advised to contact Customer Support as soon as possible for assistance with the replacement Digital ID application and approval process to permit as much time as possible for processing, verification, and approval. Replacement Digital IDs are not functional until they have been reviewed, processed and approved by Info Tech.

4. Deactivation Policies

Info Tech may deactivate any Digital ID at any time and without notice to the Holder if Info Tech determines, in its sole discretion, that the Digital ID has been compromised; has been used or will be used for fraudulent, deceitful, or otherwise unlawful purposes; or may harm, compromise, or otherwise interfere with the operation of Info Tech systems or services, or the systems or services of an Info Tech business partner, or any other entity. Info Tech may or may not notify the Holder of the deactivation via email, telephone, or other means. Info Tech shall bear no responsibility to any party resulting from the deactivation of a Digital ID, including circumstances which prevent a Holder from bidding electronically, if Info Tech has deactivated the Digital ID in good faith and for any of the reasons listed in this paragraph.

4.1 Deactivation by Holder

Should a Holder wish to deactivate his or her Info Tech Digital ID, he or she can contact Customer Support during normal business hours for specific assistance regarding any request to deactivate a Digital ID for use directly on the www.bidexpress.com website.

5. Definitions

Activated (Digital ID): an *activated* Digital ID is a Digital ID that has been approved for use after the application, verification, and approval process (or the registration, processing, and approval process). A Digital ID cannot be used in any way until it has been activated by Info Tech.

Agency: for the purposes of this policy, an *agency* is any party that accepts bids electronically via the Bid Express Service(s) or that manages contracts via the Doc Express Service (not as a vendor or contractor).

Applicant: an *applicant* is someone that has applied for or registered a Digital ID that has not yet been activated.

Approved (Digital ID): an *approved* Digital ID is a Digital ID that meets all application or registration requirements and has been processed or verified by Info Tech, but has not yet been activated.

Bid Express Service (Info Tech Bid Express Service): web-based service(s), located at www.bidexpress.com, used by agencies to advertise solicitations and to receive bids electronically from vendors.

Deactivate or Deactivated (Digital ID): a *deactivated* Digital ID is a Digital ID which was formerly activated, but can no longer be used. A Digital ID may be deactivated by request or by policy. Once deactivated, a Digital ID may never be re-activated, and can only be replaced by a new Digital ID.

Digital ID (Info Tech Digital ID): electronic credentials used for encryption, digital signatures, and/or bid submission by users of Info Tech services, such as the Doc Express or Bid Express Services.

Holder (Digital ID): a Digital ID *Holder* is someone that has been issued an activated Digital ID. a Digital ID Holder may also be referred to as a Subscriber, if the Holder has subscribed to any Info Tech subscription services.

Proposal: for the purposes of this policy, a *proposal* is any item posted by an agency to the Bid Express Service(s) for which the agency is soliciting responses from vendors. Proposals also include "solicitations," "RFPs," "RFIs," and the like.

Replacement (Digital ID): a *replacement* Digital ID is a Digital ID that is issued to replace a Digital ID that can no longer be used, whether the Digital ID has been deactivated or becomes lost, corrupted, or compromised.

Subscriber (Digital ID): a *Subscriber*, for the purposes of this policy, is a Digital ID Holder that has been issued an Info Tech Digital ID for use in conjunction with a Bid Express subscription service or the Info Tech Doc Express Service. A Subscriber is also a Holder for the purposes of this policy, where applicable.

Vendor: for the purposes of this policy, a *vendor* is a party that has an approved business relationship with an agency. A "bidder" or "contractor" (except a "contractor" acting as an agent of an agency) is a vendor for the purposes of this policy.

ⁱInfo Tech is a registered trademark of Info Tech, Inc.

ⁱⁱDigital ID is a trademark of Info Tech, Inc.

ⁱⁱⁱBid Express is a registered trademark of Info Tech, Inc.

Info Tech Bid Express services fee schedule

Bid Express Service located at www.bidexpress.com

Transaction-based fee (per solicitation) \$25	Pay per-solicitation in which a subscriber submits an electronic bid through the Bid Express Service. This option is most cost effective to subscribers who do not submit bids to solicitations often.
Subscription-based fee (monthly) \$50	Monthly subscription, unlimited bids. This option is most cost-effective to vendors who bid electronically on several solicitations each month. It includes the email notification service which allows the vendor to automatically receive updates on solicitations selected for bidding. It also allows the vendor to "follow" an unlimited number of agencies to receive notification of those agencies' postings, updates and more.
Info Tech® Digital ID™ FREE	An Info Tech Digital ID is required to bid electronically with the Bid Express Service. There is no fee to process and activate a Digital ID for the Bid Express Service at www.bidexpress.com .