

FedConnect®

Ready,Set, Go!

Now includes highlights of FedConnect 2.5!

Version 2



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Do you want the US Federal government to buy your products or services? Or, are you seeking grants or assistance funding?

FedConnect® can help you do both. FedConnect is a one stop location where you can find opportunities for federal contracts, grants, and other types of assistance funding.

FedConnect is a web portal that bridges the gap between government agencies and their vendor and grants applicant communities to streamline the process of doing business with government. Through this portal you will be able to review opportunities and receive awards. You'll also have an open channel of communication with the government that is both secure and auditable where you can ask questions, submit responses, and acknowledge receipt of documents. You can even create teams within FedConnect to manage your response or award.

This guide is designed to help you get up and running as quickly as possible. First we'll take you through the registration process. ***It's fast, easy and most important, free!*** Next, we'll walk you through the basics of searching for an opportunity, participating in a reverse auction, submitting a response or proposal, and receiving an award.

Of course, if you ever need help, the FedConnect Support Team is standing by, ready to assist you.

Email: support@fedconnect.net
Phone: 1-800-899-6665
Hours: Monday – Friday, 8 a.m. to 8 p.m. EDT. Closed on Federal holidays.

Are you ready? Let's go!

www.fedconnect.net

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New Features in FedConnect® 2.5

FedConnect 2.5 expands on existing features to enhance your experience with Reverse Auctions.

Upgraded Opportunity Page:

- Auction bar moved to top for easier access to bidding + guidance information for added instruction
- Message Center now has expanded instructions

Expanded Bid Submission Options:

- Accept T&Cs with one click
- Ensure your attachments have been uploaded and easily review them
- Add GWAC information with an easy to use drop-down list

Simplified Bid Submissions:

- Easy to find button allows you to Submit New Bid

Here are additional features to bring you faster access to the opportunities you are tracking:

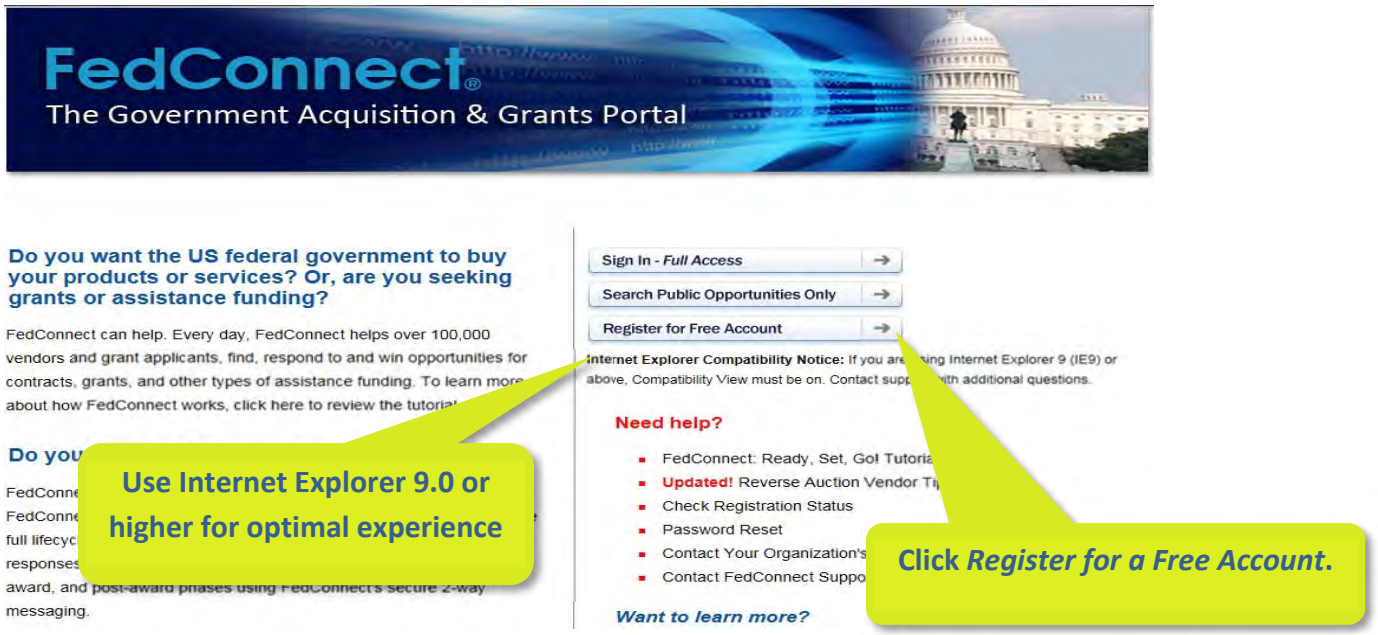
- **All Auctions & Opportunities**
  To reflect Agency Reverse Auction events, the **Opportunities** page has been renamed to **All Auctions & Opportunities**. You can tell what type of opportunity each listing is by referencing the **Type** column.

- **My Opportunities Page**
  On **My Opportunities** page you will find a listing of all the opportunities for which you have registered to receive notifications or are a member of the opportunity team. Opportunities on this page are limited to non-auction type opportunities.

- **My Auctions Page**
  On the **My Auctions** page, you will find a listing of all the reverse auction events for which you have registered to receive notifications or are a member of the reverse auction team.

- **Improved Control Over Notifications**
  Limit notifications about opportunities to those coming from specific agencies and/or filter by NAICS code. To see this feature, go to **My Profile**. The link is on the toolbar at the top right of the screen after you sign in. Click ***Notifications*** on the menu to go to the **Notifications** page, where you are able to specify which notifications you'd like to receive.

Go to www.fedconnect.net.



Why register for your free account?

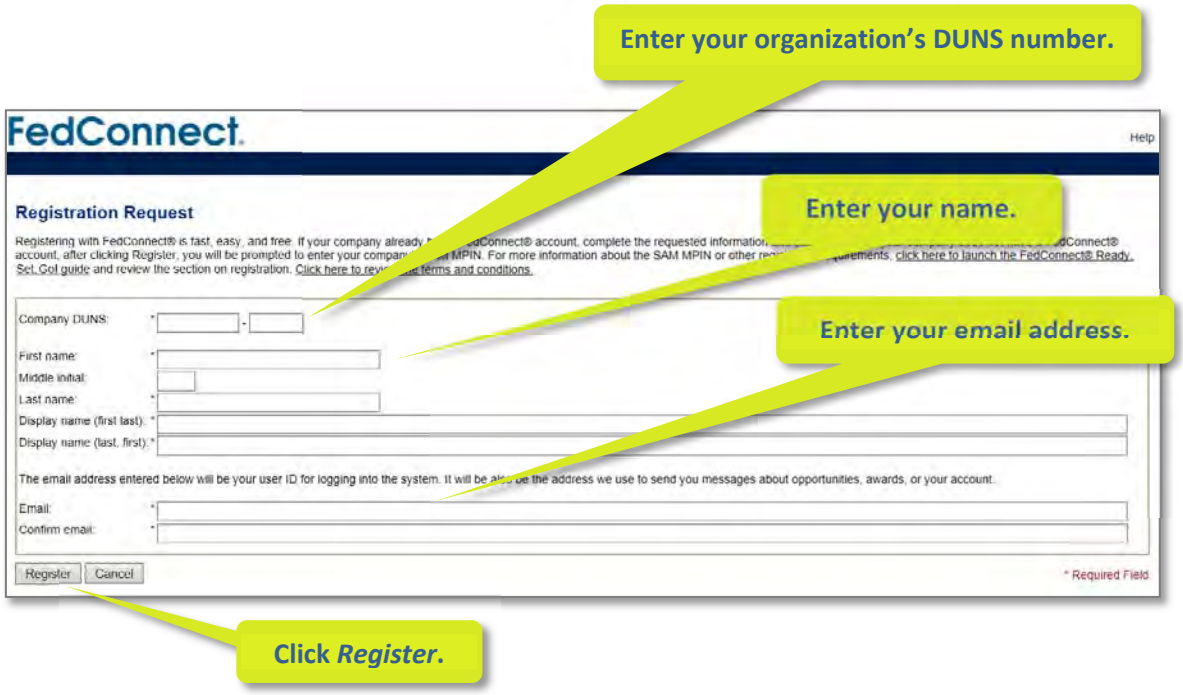
You don't have to register to see opportunities that have been posted and made available to the public. Just click the ***Search Public Opportunities Only*** button on the FedConnect® home page (it's right above the ***Register for Free Account*** button). However, becoming a registered FedConnect user offers additional functionality and expanded access, including the ability to:

- Receive alerts about postings, opportunities, and awards
- Receive opportunities and awards that are directed specifically to your organization
- Participate in reverse auctions and submit proposals and applications electronically
- Receive updates, amendments, and modifications for opportunities and awards
- Take advantage of FedConnect's secure messaging system to communicate with the government about specific opportunities and awards
- Submit post-award reports and deliverables

How many people from my organization can register?

You can register as many individuals as you need. All the accounts are free, and your organization can control who within your group has access and the level of access. FedConnect offers two user types: **administrators,** who manage your master FedConnect account and user access, and **representatives,** whose access is limited to reviewing and responding to government postings. We highly recommend that all those who need access have their own account in FedConnect so you can take advantage of FedConnect audit trails which will help you monitor your group's activity (e.g. who submitted what and when).

Complete the registration information.



- **Company DUNS**
  A DUNS number is a Dun & Bradstreet number. Enter the first 9 digits of your organization's DUNS in the first block of this field. If you also have a 4-digit extension, enter that in the second block. If you are not sure what your DUNS number is, ask your senior management for help. If your organization does not have a DUNS number, you can request one for free at http://fedgov.dnb.com/webform.

- **Name**
  You should enter your first, middle initial (optional), and last name. The display name is how your name will be displayed within the system and how it will be submitted to the government. It should be your actual name and not just a User ID or screen name. This information will not be seen within FedConnect by FedConnect users outside of your organization.

- **Email**
  For the email address, enter the email where you want FedConnect to send alerts. This email address will also be used as your ***User ID*** when you sign into FedConnect. Be sure to update your mail system to accept mail from fedconnect.net to prevent important notices from being blocked by your mail system or ending up in your spam folder.

I clicked Register, now what?

Behind the scenes FedConnect goes to work. First, FedConnect uses your DUNS number to see if anyone else in your organization has previously registered at FedConnect with that DUNS.

If FedConnect finds your organization has previously registered with the DUNS you entered:

- FedConnect electronically notifies your organization's FedConnect administrators that you would like an account. It is up to the administrators to grant you access.
- If access is granted, FedConnect will send you an email with a temporary password.
- Once you sign in using the temporary password, FedConnect will prompt you to set the real password for your account.

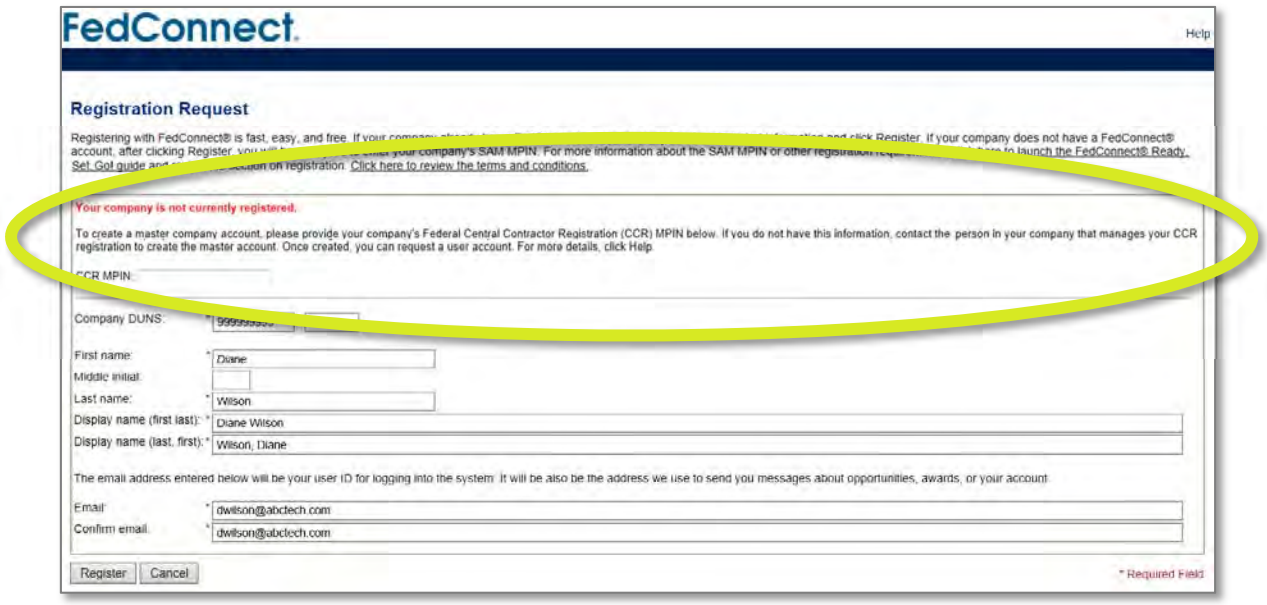
Important! The temporary password expires within 72 hours, so be sure to sign in right away.
To learn more about signing in to FedConnect, see page 9.



If you are the first person in your organization to register with the DUNS you entered:

- FedConnect must authenticate your organization against the government's SAM system at www.sam.gov.

- Immediately after you click the ***Register*** button (see page 5), FedConnect will redirect you back to the **Registration** page and ask for your organization's SAM MPIN. FedConnect needs the MPIN to perform the authentication. *It is important to note that FedConnect does not store your MPIN. It is only passed to SAM as part of the authentication process and is an important part of FedConnect security.*



What's a SAM MPIN, and how do I find it?

A SAM MPIN is the SAM Marketing Partner ID. It is a number that is set up by your organization as part of the registration in the U.S. Federal Government's SAM system (www.sam.gov). Sign into your SAM account at http://www.sam.gov. Click on Register/Update Entity > Complete Registrations > Company Name (under Entity List) > View (under Registration Details > Entity Record (left side of page) > Core Data (left side of page) > Business Information Page. Your MPIN is on the Business Information Page.

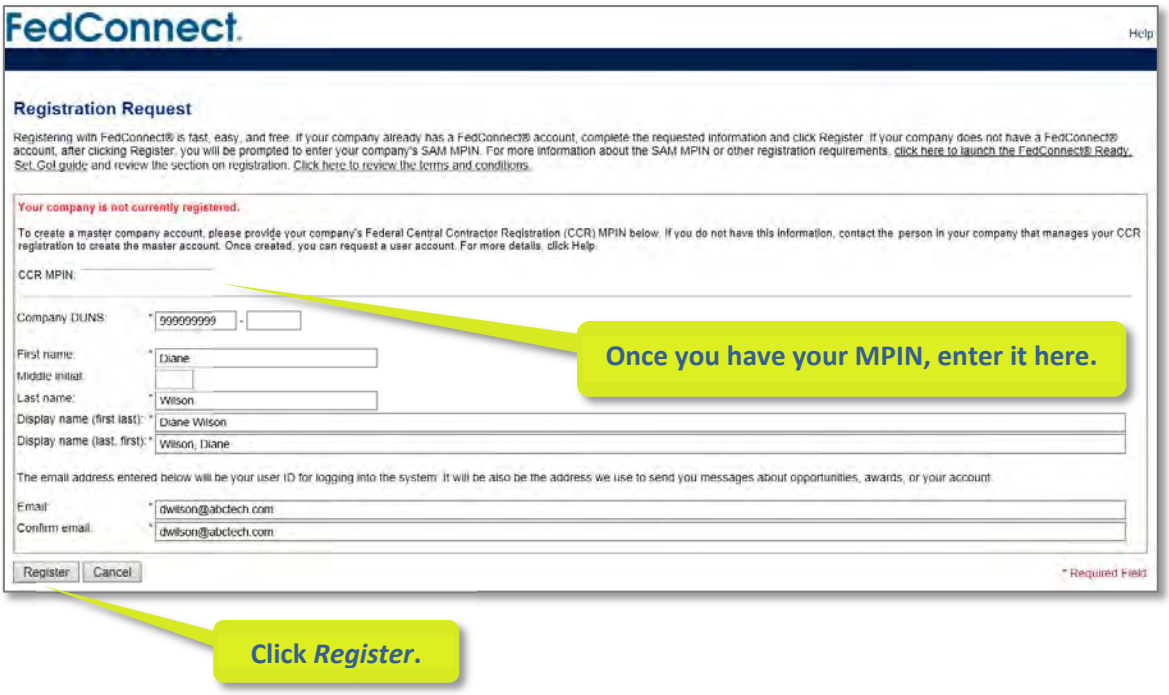
What if I am not a SAM administrator for my organization?

If you don't have the sign-in credentials for SAM, you can identify the person in your organization who does by looking up your organization's SAM record at: https://www.sam.gov/portal/public/SAM/##11.

Once you find your record, scroll down to the bottom to locate the *Electronic Business POC* and *Alternate Electronic Business POC* information. Those are the people in your organization who should know your MPIN.

What if we are not registered in SAM?

The government requires SAM registration in order to receive most contracts, grants, and financial assistance funds. SAM registration is also required to register at FedConnect and a number of other government systems. To register, go to: www.sam.gov.



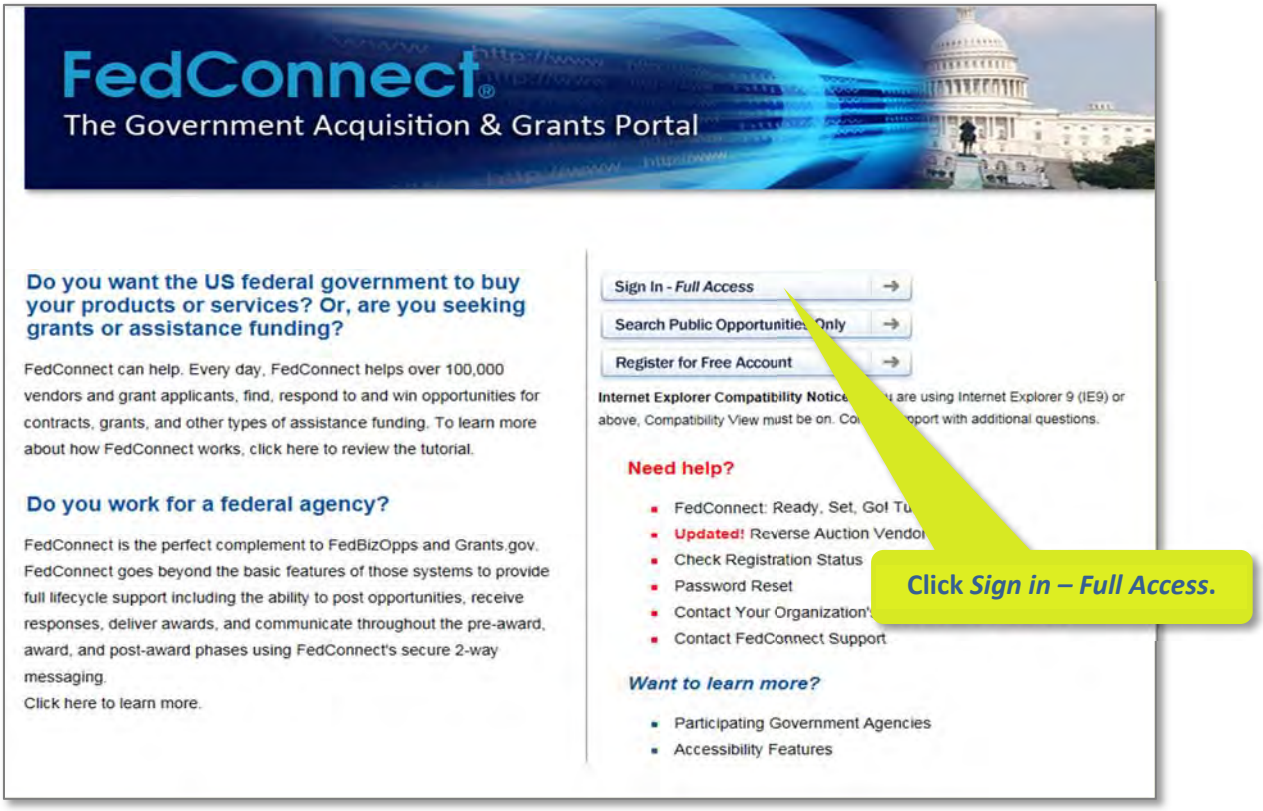
I've entered my MPIN, now what?

Since this is the first time your organization has registered for an account in FedConnect, FedConnect will use the MPIN to authenticate your account against SAM. If the DUNS and MPIN you entered match your organization's record in SAM, FedConnect will create an account for your organization, pulling core data from your SAM record. In addition:

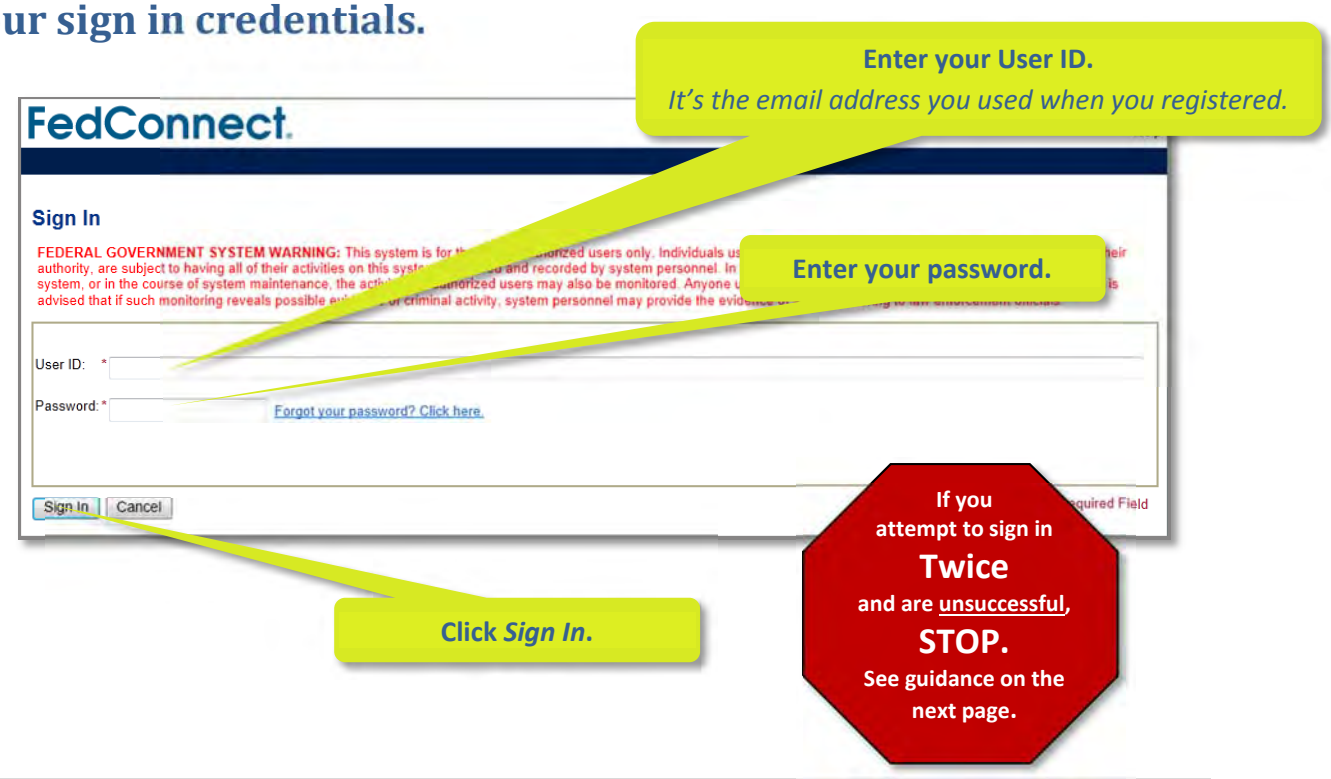
- FedConnect will set you up as the first administrator for your organization. As an administrator, you will have the ability to set up accounts for other users, and approve registration requests from other users within your organization who self-register using the process documented on page 4. For more details about administrator level access rights, see page 50.
- FedConnect will email a temporary password to the email address you used when you registered.
- Once you sign in using the temporary password, FedConnect will prompt you to set the real password for your account.

Important! The temporary password expires within 72 hours, so be sure to sign in right away.
To learn more about signing in to FedConnect, see page 9.

Go to www.fedconnect.net



Enter your sign in credentials.



I'm having trouble signing in. What do I do?

There are a number of reasons why you may not be able to sign into FedConnect®. Here are some common scenarios and steps to take to correct the issues.

- **I've tried my user ID and password once and FedConnect displays an error that an incorrect user ID or password has been entered.**

  Very carefully type in your user ID and password one more time and click ***Sign In***. If you get the same error message, **STOP**.

  FedConnect has very stringent security guidelines and must inactivate the account after three unsuccessful attempts to log in. Even though your account is inactivated, FedConnect will continue to give you an error message saying that the user ID and password is incorrect.

  If you have only tried to sign in twice unsuccessfully, request a new password from FedConnect. FedConnect will send a new temporary password to the email account you used when you registered. Once you receive your new temporary password, try to sign in again using that password. Be careful as you type in the temporary password as it is case sensitive and may contain symbols such as commas (,) and periods (.).

  To request a new temporary password, enter your user ID and then click the ***Forgot your password? Click here.*** link as illustrated in the screenshot below.



- **I've tried my user ID and password more than twice and FedConnect displays an error that an incorrect user ID or password has been entered. *What do I do now?***

Accounts can only be re-activated by one of your organization's FedConnect administrators. To test to see if your account is inactive, request a new password on the FedConnect **Sign In** page by entering your user ID and clicking the ***Forgot your password? Click here.*** link as illustrated in the screenshot on the previous page.

If your account is still active, FedConnect will send you a new temporary password. However, if it has been inactivated, FedConnect will send you an email that explains this and lists all of the administrators for your organization along with their email addresses so that you can send them a request to have your account re-activated.

When the account is re-activated, FedConnect will alert you via email and will send you a new temporary password.

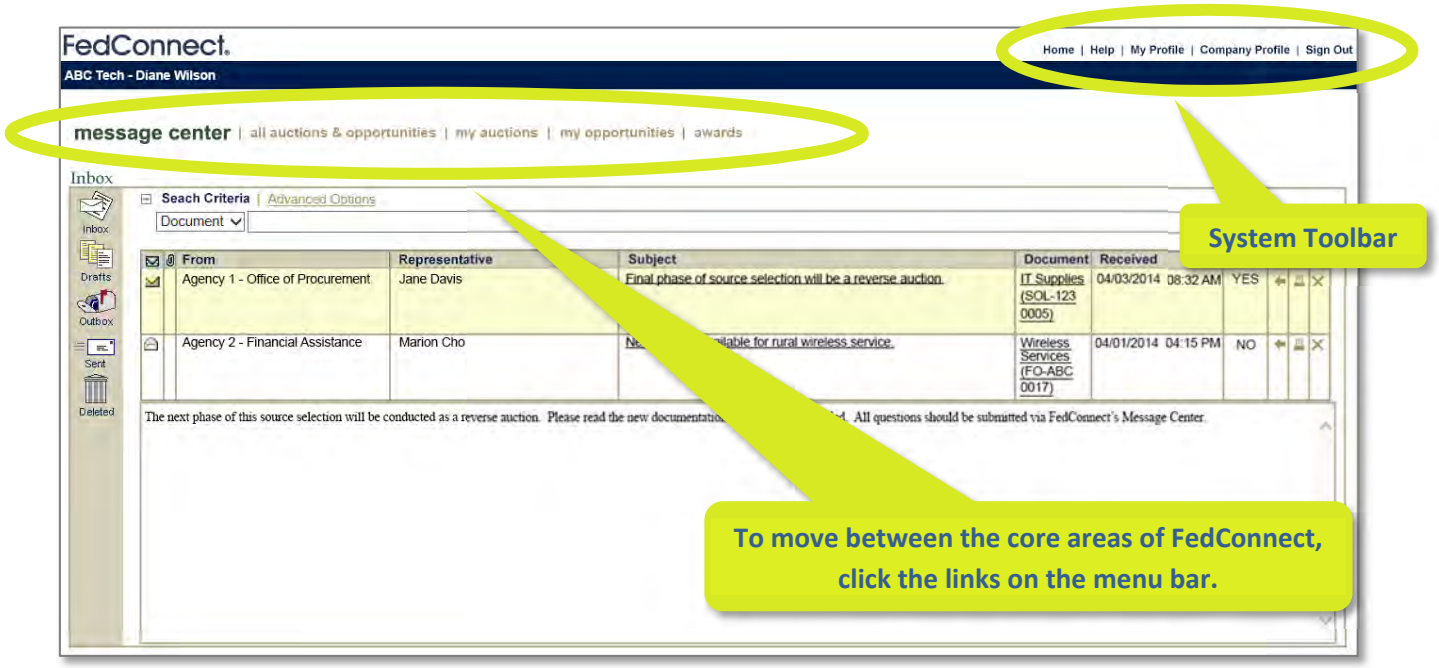
Having trouble?

Contact the FedConnect Support Team

Email: support@fedconnect.net

Phone: 1-800-899-6665

The FedConnect Support Center is staffed Monday – Friday, 8 a.m. to 8 p.m., EDT. Closed on Federal holidays.



Each time you sign in to FedConnect, you will land on the **Message Center** as illustrated in the screenshot above. Notice that **Message Center** shows as bold on the menu bar. To move between the core areas of the FedConnect application, click the hyperlinks on the menu bar.

FedConnect is divided into five core areas:

- **Message Center** – Includes messages related to all opportunities and awards where you are a team member. For more details, review *Sending & Receiving Messages* beginning on page 48.

- **All Auctions & Opportunities** – Listing of all reverse auction events, procurements, grants, and other financial assistance opportunities. Includes both public and opportunities specifically directed to your organization. For more details, review *Searching All Opportunities* beginning on page 16.

- **My Auctions** – Listing of all the reverse auctions where you have registered to receive notifications or joined the team.

- **My Opportunities** – Listing of all the other types of opportunities where you have registered to receive notifications or joined the team. Included on this list are all non-auction type opportunities for contracts, grants, or other forms of financial assistance.

- **Awards** – Listing of all awards sent to your organization via FedConnect. For more details, review *Receiving an Award beginning* on page 44.

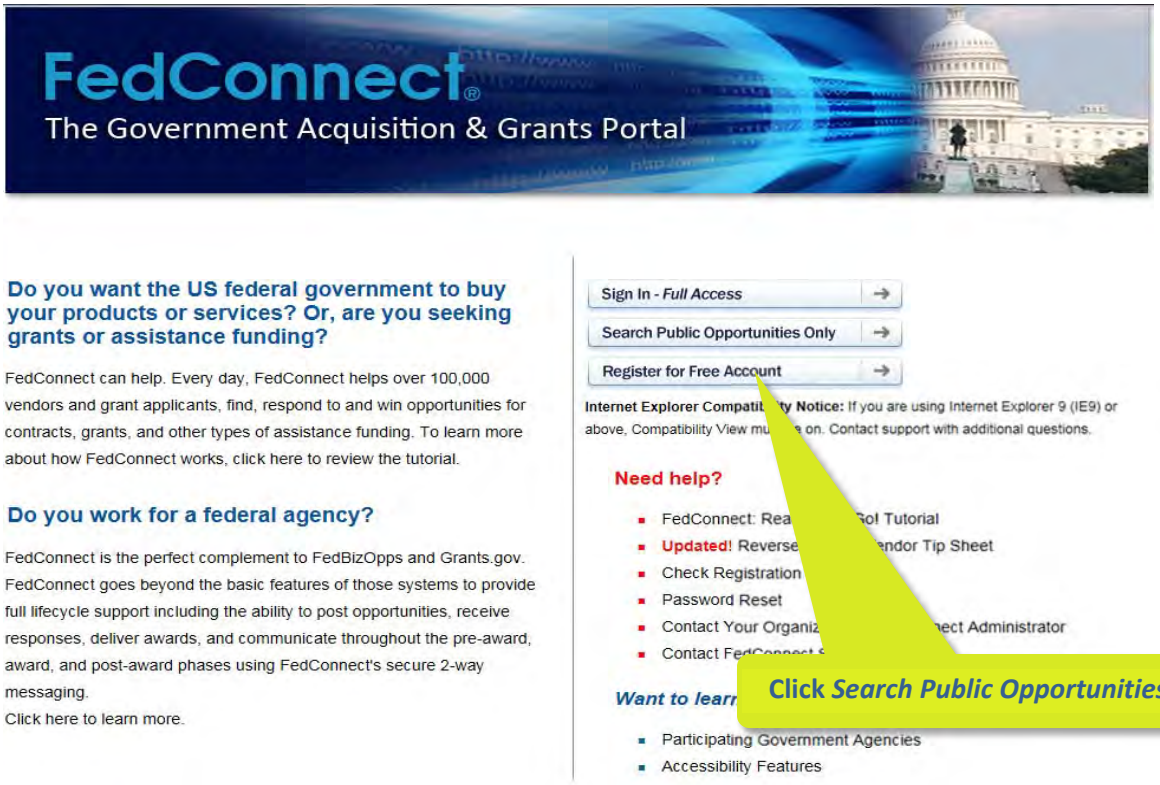
The System Toolbar (see screenshot on previous page) is available on most pages within FedConnect. The toolbar offers the following options:

- **Home** – Returns you to the **Message Center**, which is the home page for registered users.
- **Help** – Launches the FedConnect online help.
- **My Profile** – This is where you manage your personal settings for FedConnect. To learn more, review *My Profile* on page 52.
- **Company Profile** – The company profile is only editable by users who are designated as administrators for your organization's FedConnect account. This is where users are managed (added, activated, inactivated, etc.) and company info can be refreshed from SAM (www.sam.gov). To learn more, review Company Profile on page 51.
- **Sign Out** – Signs you out of FedConnect and closes your session.

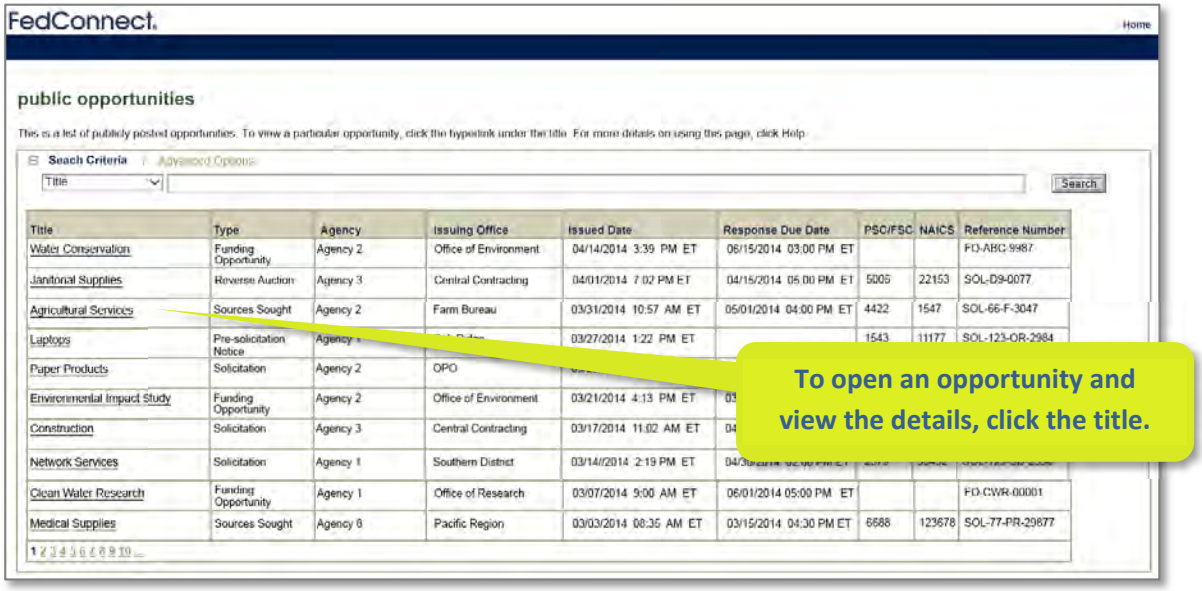
Searching Public Opportunities

Public opportunities are those posted by government agencies that are available for anyone to participate. These may include opportunities for procurement awards, auction events, grants or other types of financial assistance. You do not need to be a registered user of FedConnect® to view public opportunities.

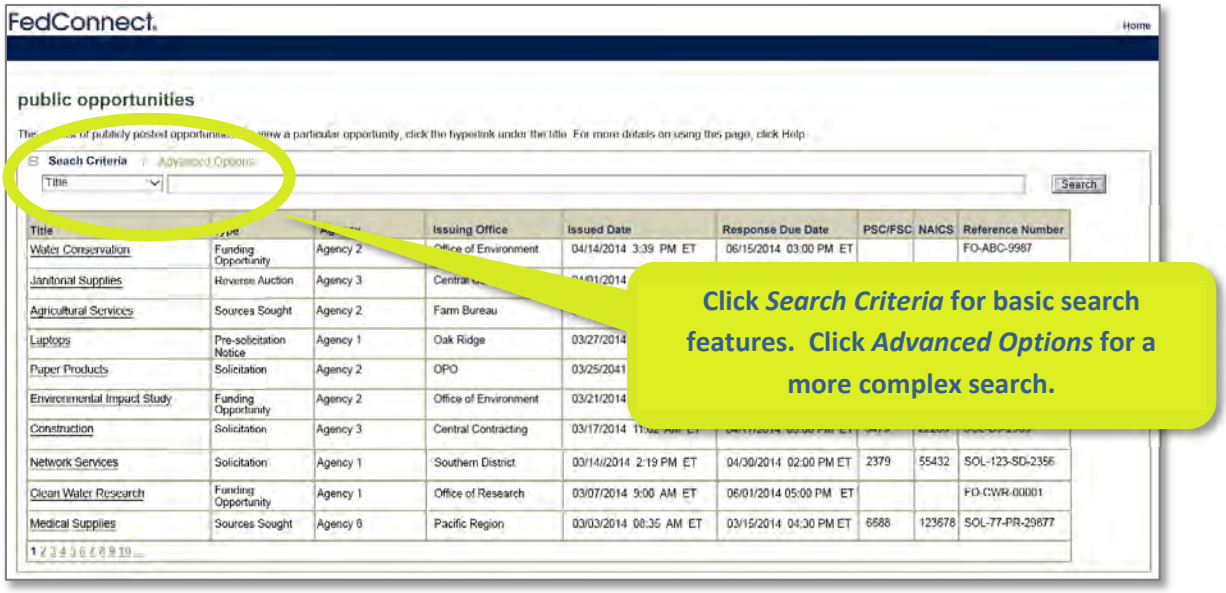
Go to www.fedconnect.net



Review available auctions and opportunities in the list.



Search Features for Public Opportunities

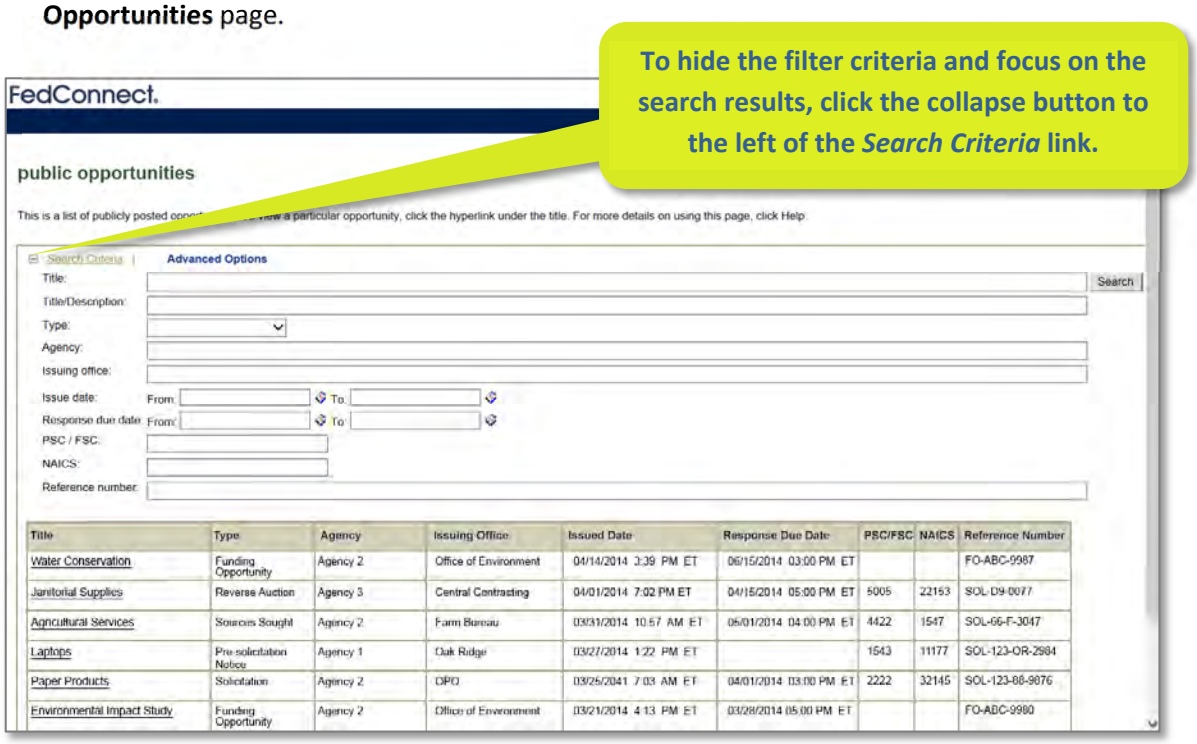


Basic Search

The basic search capability in FedConnect provides the ability to search using one filter. To use the search, select the filter from the drop-down, enter a value, and then click ***Search***.

Advanced Search

Advanced search provides the ability to search using multiple filter criteria. To access it, click ***Advanced Options***. The screen below shows the advanced search options for the **Public Opportunities** page.



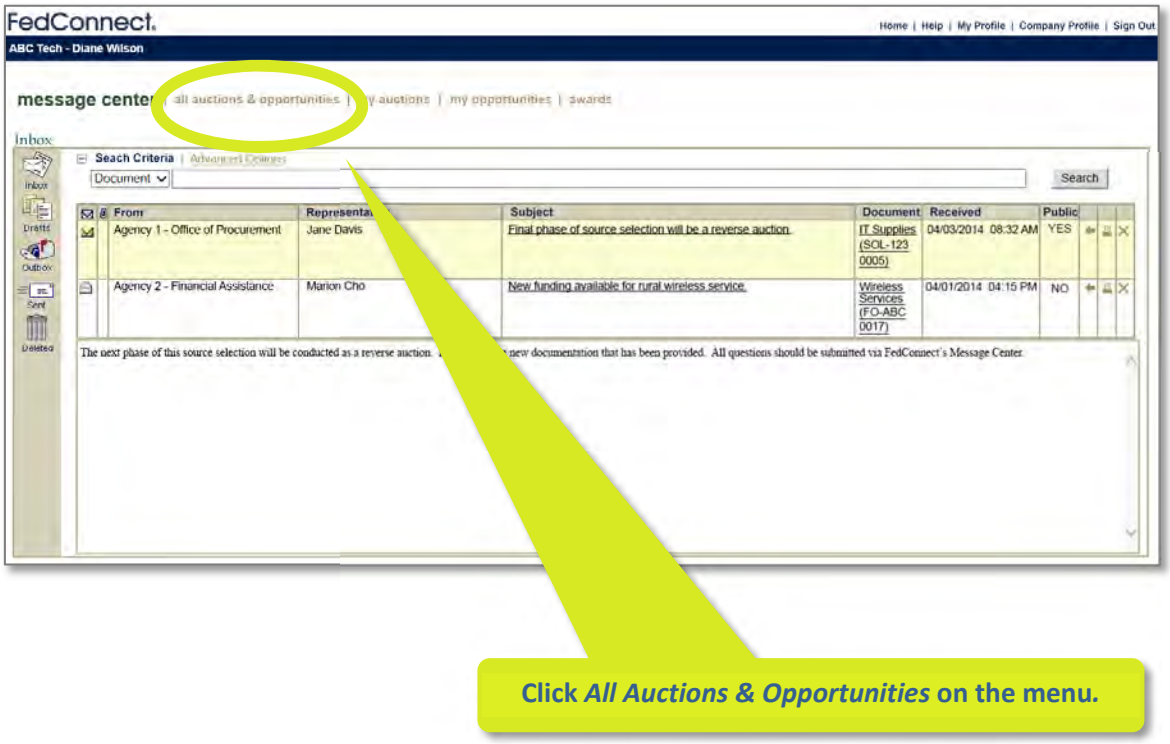
Searching All Opportunities

Federal agencies post a variety of opportunities on FedConnect® including those for procurement awards, auction events, grants and other financial assistance. Those opportunities can be posted to the public as discussed in the previous section, or they can be directed to a specific vendor/applicant, or a limited group of vendors/applicants.

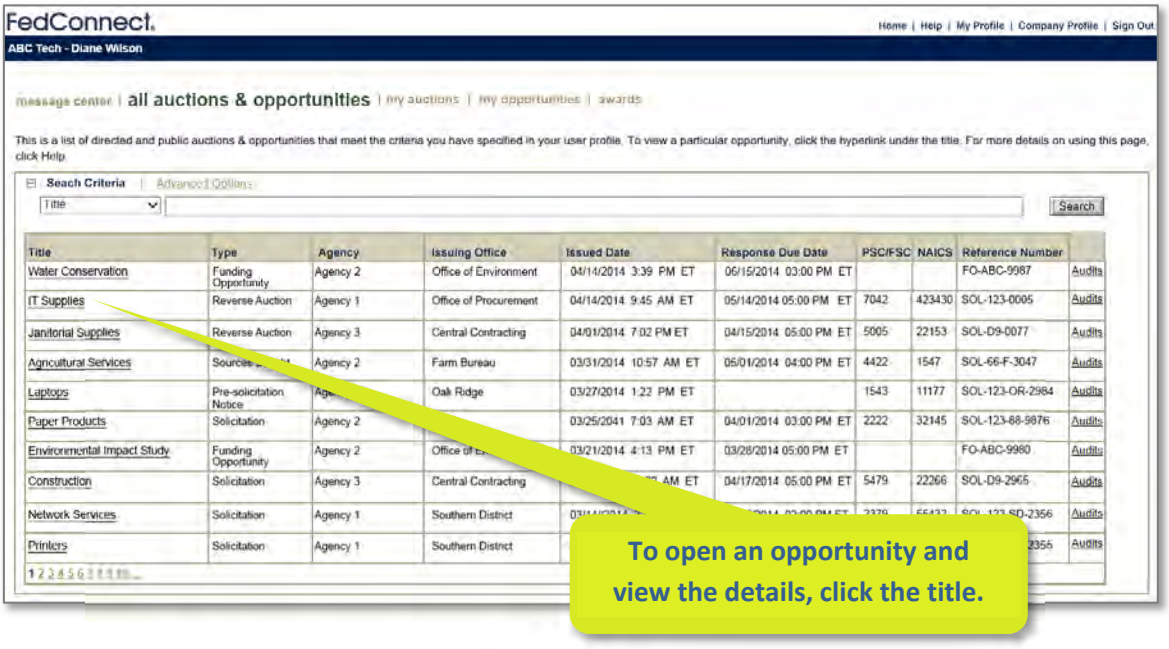
To see all opportunities that were directed to your organization, you must be a registered user and sign in to FedConnect. If you need help signing in, review *Signing In* beginning on page 9.

Go to the *All Auctions & Opportunities* page.

When you first sign into FedConnect, you will land on the **Message Center**. To move to the page where you can search all opportunities, click ***All Auctions & Opportunities*** on the menu bar.



Review available auctions and opportunities in the list.



As a registered user who has signed in, you can see all public opportunities plus those that have been directed to your organization. You can quickly identify the type of opportunity by looking at the value in the **Type** column as seen in the screenshot above.

If you are looking for opportunities for a procurement type award (e.g. contract), look for opportunity posts of the following types:

- Reverse Auction
- Solicitation
- Notices:
    - Pre-solicitation Notice
    - Sources Sought
    - Special Notice

If you are looking for assistance type awards (e.g. grant), look for opportunity posts of the following type:

- Funding Opportunity

FedConnect offers a number of search filters to further help you narrow your search. More details on these begin on the next page.

Reverse Auction Events

Reverse auction events are an additional tool that government agencies use for procuring goods and simple services. In FedConnect®, reverse auctions are listed on the **All Auctions & Opportunities** page with other opportunities. If the reverse auction is a public event, then it can also be found on the **Public Opportunities** page.

You can quickly identify reverse auctions by looking in the **Type** column of the list on the **All Auctions & Opportunities** page. They will be listed as "Reverse Auction." To learn more about how to search this list, see also *Searching All Opportunities* beginning on page 16.

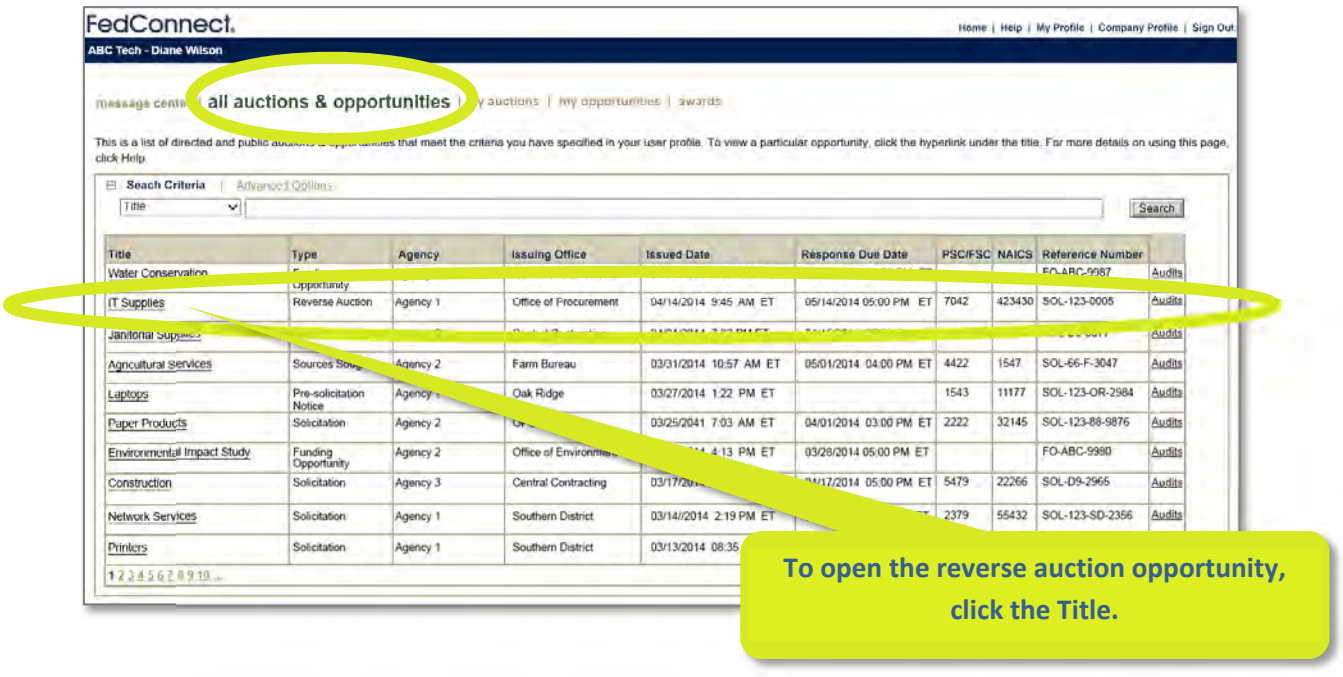
An agency might post an opportunity as a reverse auction from the initial post. For other opportunities, the agency might post a series of notices, a solicitation, and even amendments before reaching the stage where they want to use the reverse auction feature of FedConnect.

The reverse auction capability in FedConnect is easy to use. The following pages will walk you through the process of participating in a reverse auction.

Open a reverse auction opportunity.

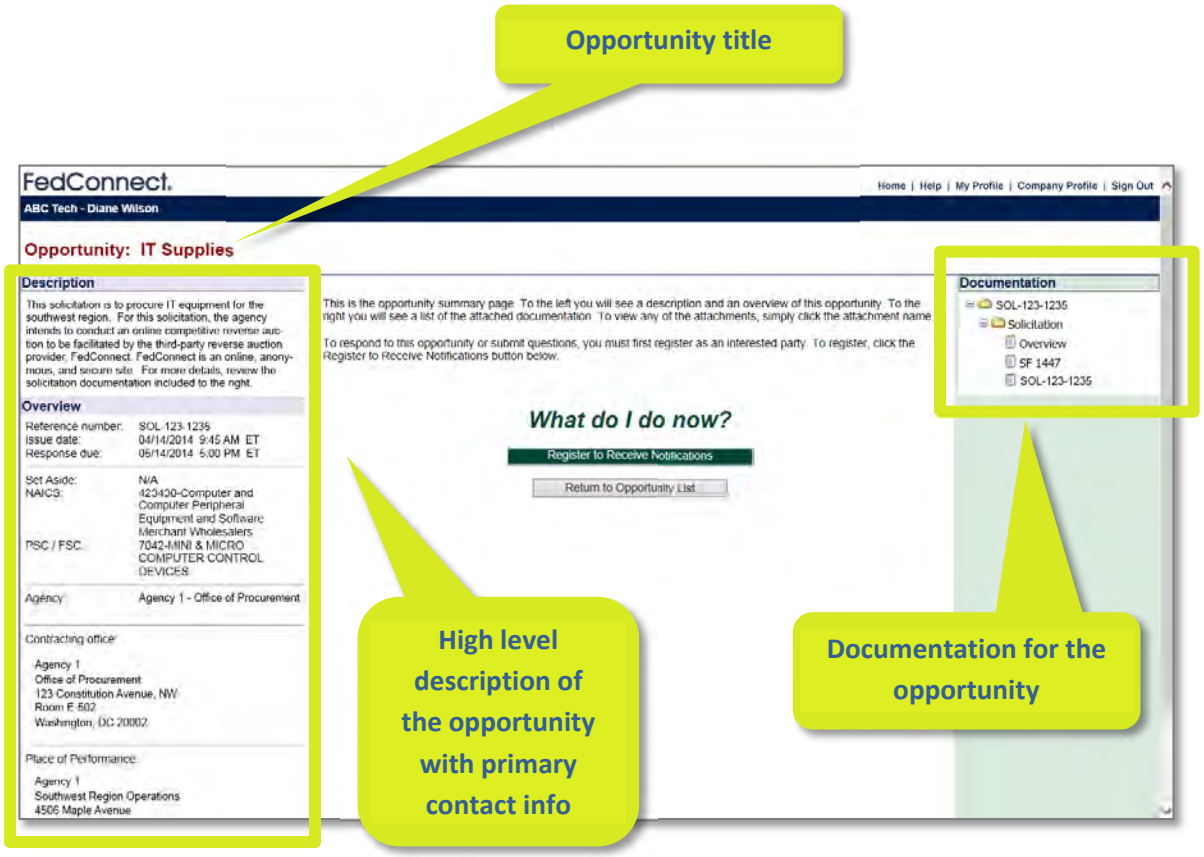
To identify a reverse auction opportunity, look at the value in the **Type** column. Reverse auction opportunities are listed as "Reverse Auction."

If you have questions on how to navigate to this page, *see Searching All Opportunities* beginning on page 16.

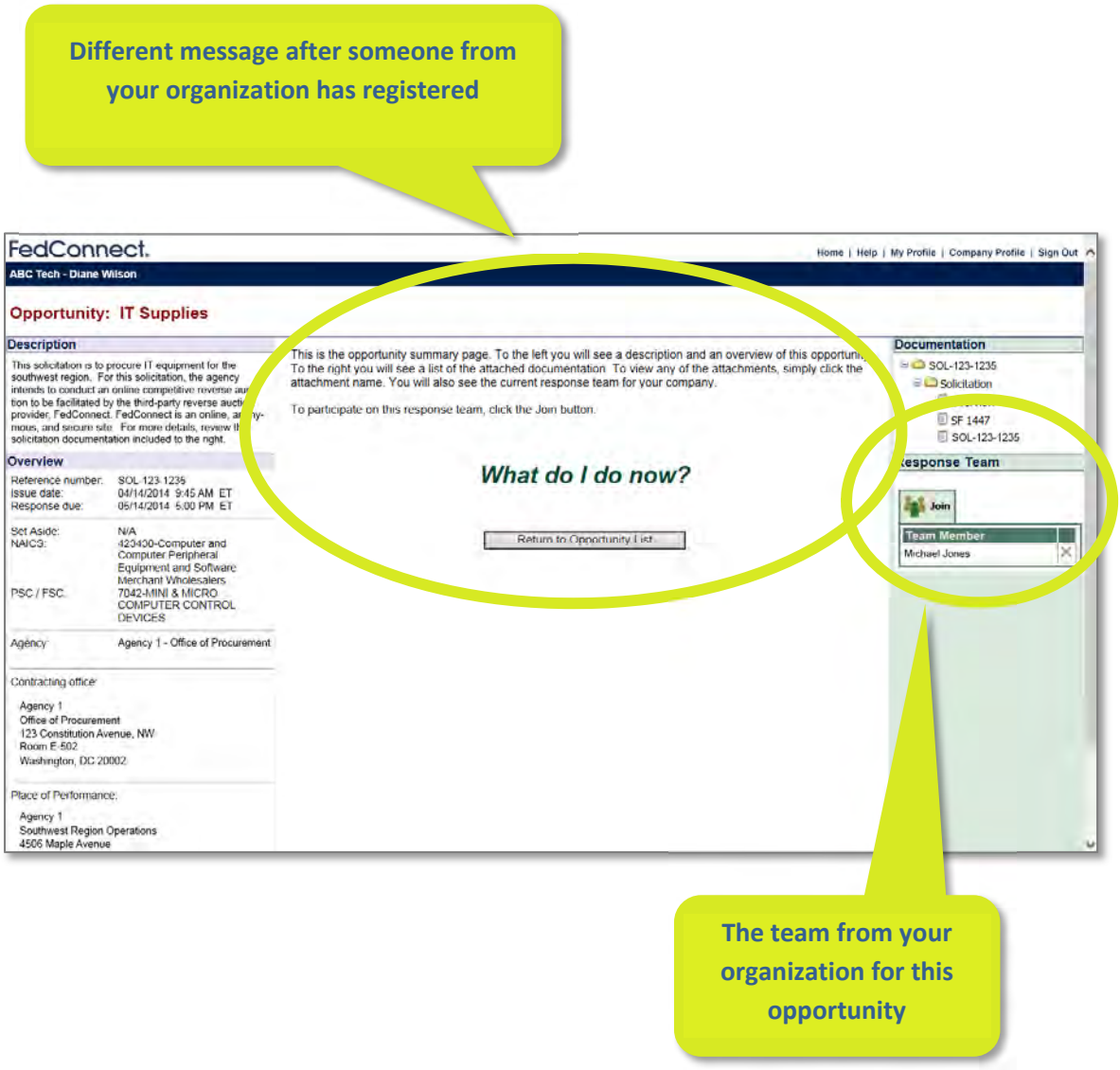


Review the information about the reverse auction.

If you are the first person to review the opportunity for your organization, or no one from your organization has registered yet, FedConnect will display a page similar to what you see in the screenshot below.

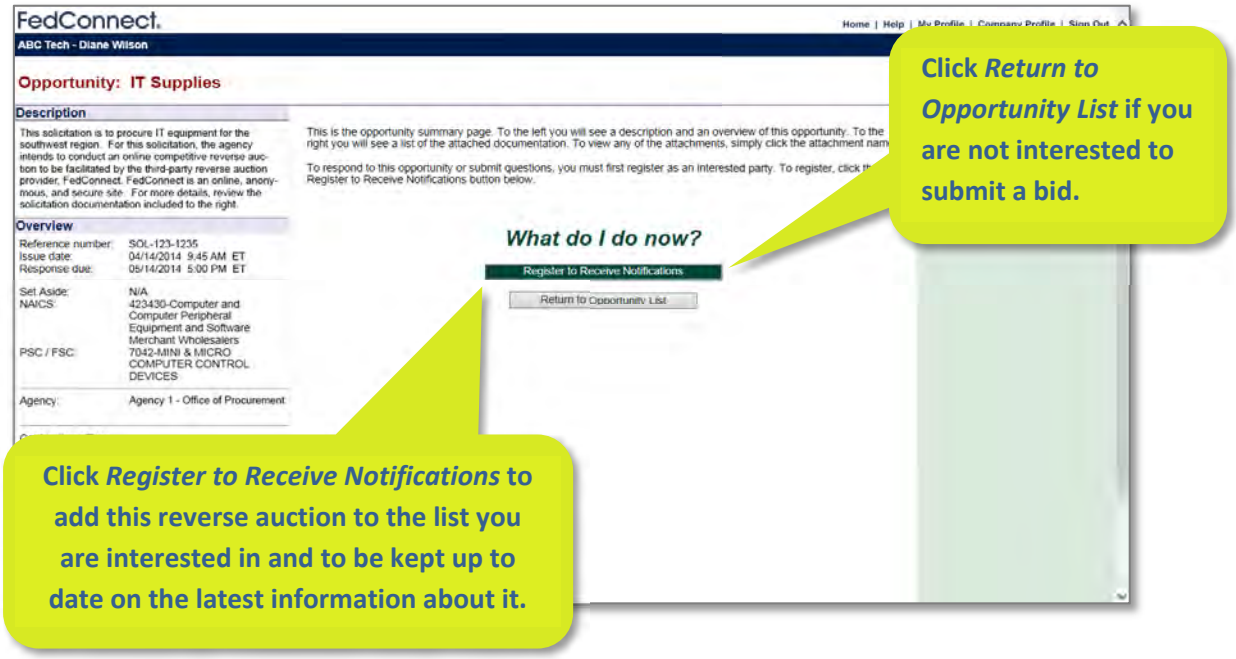


If someone from your organization has registered, FedConnect will display a page similar to the one below. What differs is the message in the center of the page, the display of the current response team for your organization, and the ability to join the team.

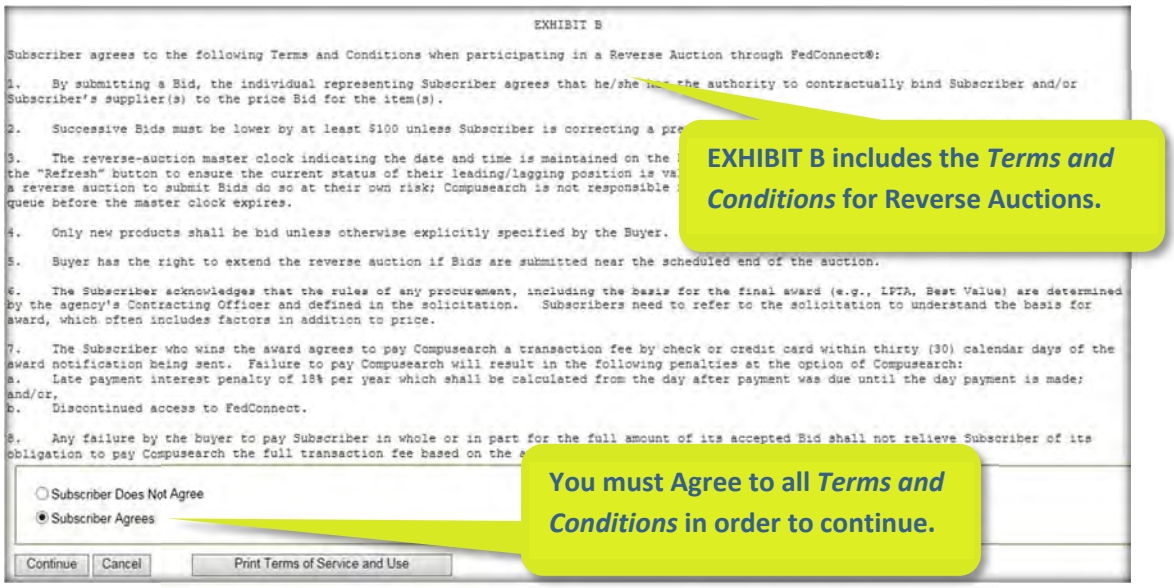


Decide if you are interested in the reverse auction.

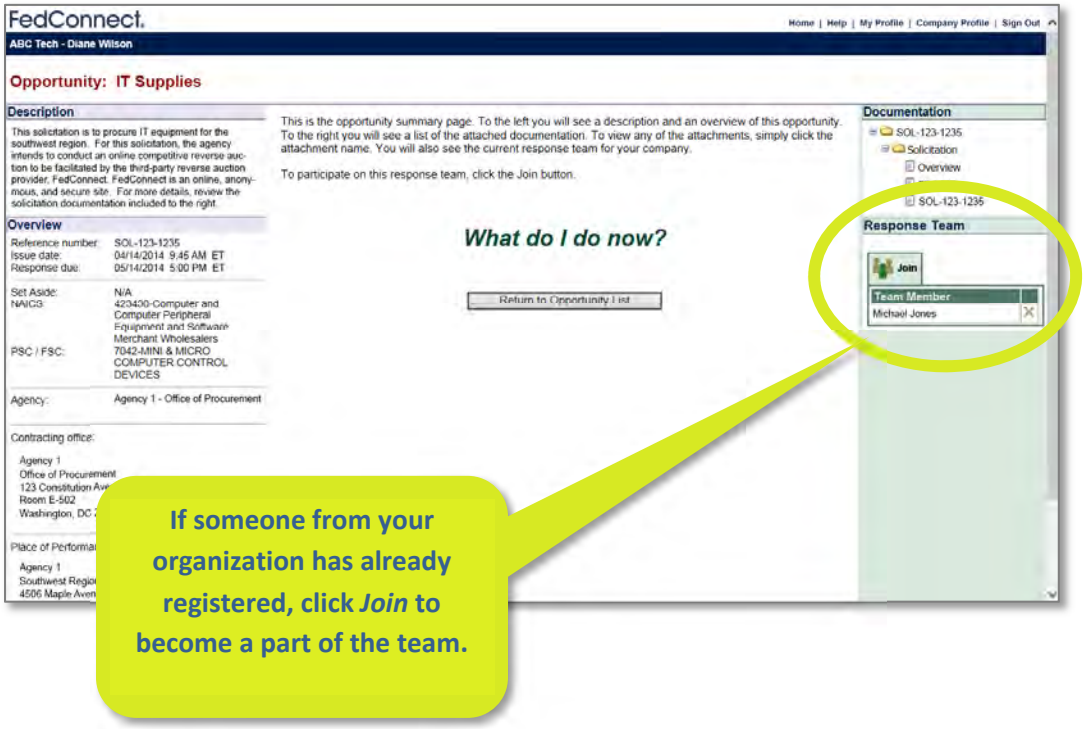
Based on your review of the information about the reverse auction, do you want to track it, be kept up to date on it, or possibly participate in it? If so, click the ***Register to Receive Notifications*** button as shown below. If you are not interested at this time, click ***Return to Opportunity List*** to exit. You can always open the opportunity again if you change your mind later.



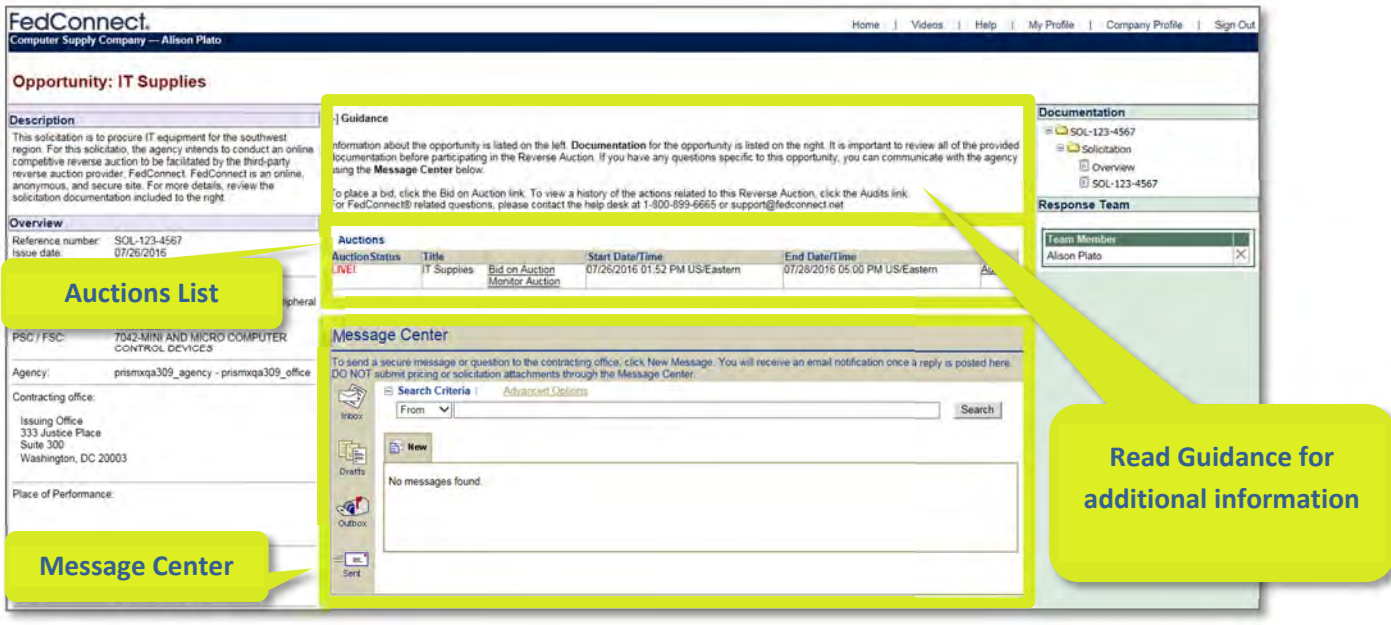
Once you ***Register to Receive Notifications***, you'll be prompted to review the ***FedConnect Terms and Conditions.***



If someone from your organization has previously registered, then you will need to join the team by clicking the ***Join*** button. It is the equivalent of registering to receive notifications.



Once you register interest or join the team, what's next?



After registering interest or joining the team, FedConnect will expand the Opportunity Summary workspace to include access to the reverse auction and the ability to communicate with the posting government agency.

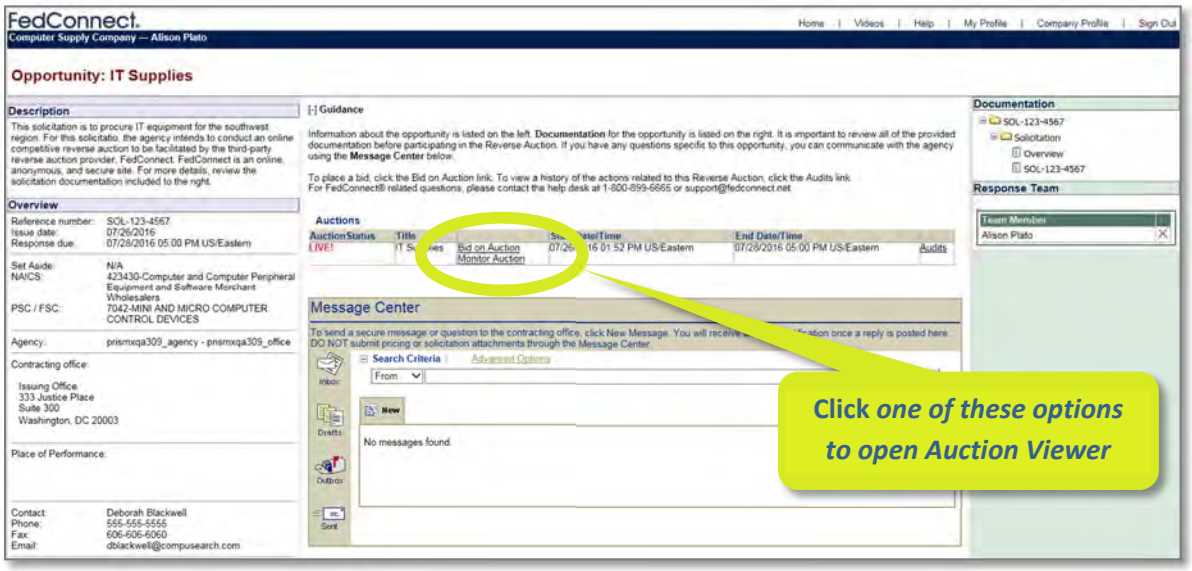
At the top center is the vendor guidance, followed by **Auctions** list. All reverse auctions related to this opportunity will be listed here along with their current status. In the example above, the auction is currently "Live." That means that you have the ability to submit bids. If the auction has not yet started, a status of "Pending" will show and the **Start Date/Time** will show you when to sign in again to begin bidding.

Right below the **Auctions** list is the **Message Center** for the opportunity. This is where you will find messages from the government agency that set up the reverse auction, and it is where you can create and send messages to them. To learn more about how to use the **Message Center**, see *Sending and Receiving Messages* beginning on page 48.

When an auction ends, the status will display as "Closed." Sometimes an agency may find it necessary to cancel a reverse auction. In that case, the status will show as "Canceled." Depending upon the circumstances, the agency may decide to issue an amendment and launch a new auction session for the opportunity. The new documentation for that amendment will be listed in the **Documentation** section in the column to the right. The original auction will show in the **Auctions** list with a status of Canceled or Closed and the new auction will display along with the new dates/times of the new auction period. It is important to note that there can only be one active auction event in the list at a time.

Reverse Auction Events – Understanding the Auction Viewer

Bidding on and monitoring the reverse auction is done within the FedConnect® **Auction Viewer**. The **Auction Viewer** is accessed from the **Opportunity Summary** page of the reverse auction. There is also a shortcut available directly from the **My Auctions** page. If you are not sure how to access either page, review *Reverse Auction Events* beginning on page 18 and *Navigating FedConnect* beginning on page 12.



To open the auction viewer for bidding, click ***Bid on Auction***. If you just want to check the status of the auction, you can view the information in a read-only format by clicking ***Monitor Auction***.

The screenshot below, and on the next few pages, shows the **Auction Viewer** when it has been opened via the ***Bid on Auction*** link. In this example, the auction is currently in progress and the user has previously submitted a bid. The first thing to note is the block at the top right of the viewer. Here you will find the time remaining before the auction closes.



The auction viewer is divided into two tabs:

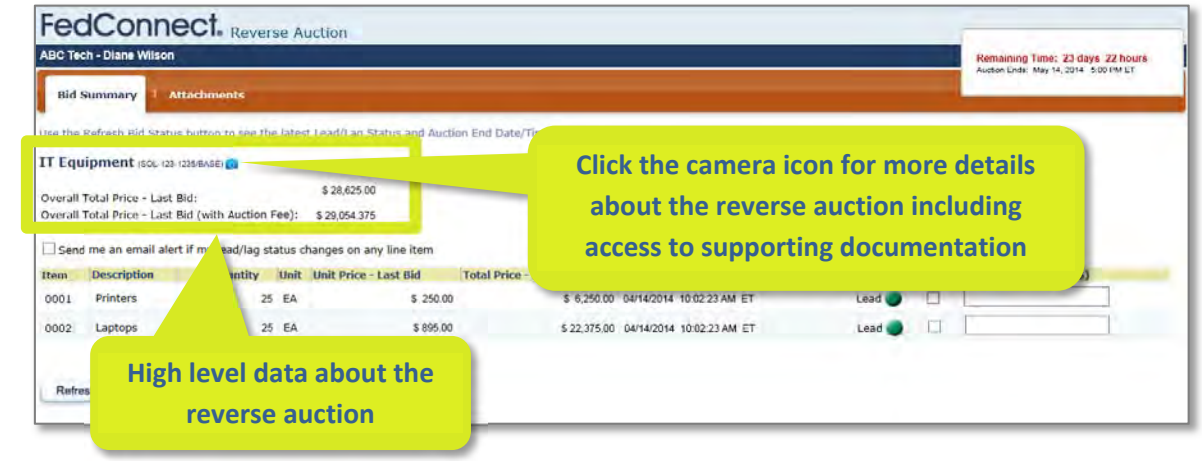
- **Bid Summary:** This is where you bid and see your current status in the auction.
- **Attachments:** This is where you upload any attachments you may need to deliver with your bid. Please DO NOT include any pricing in attachments.

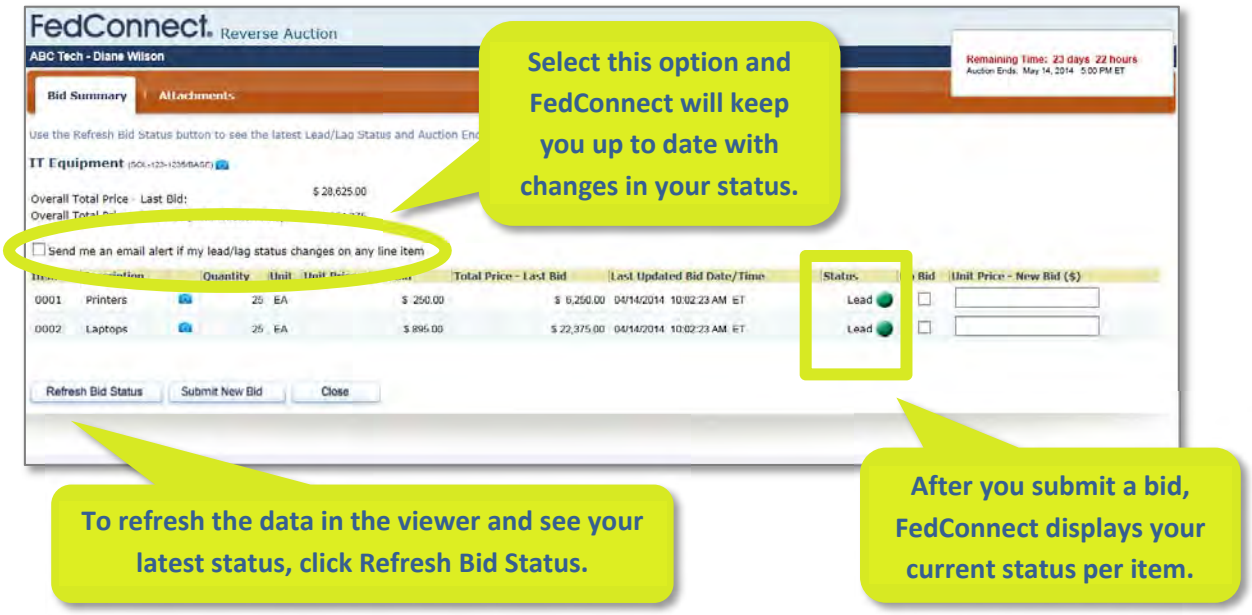
To move between the tabs, click the tab title.



High level information about the auction is shown at the top left of the page on the **Bid Summary** tab including the title of the reverse auction, the solicitation number and the current version (BASE, amendment 1, etc.), the overall total price of your last bid, and the overall total price of your last bid including the auction fee. The overall total price including the auction fee is the price the government would pay if they chose your organization as the winner of the reverse auction. The auction fee is the processing fee that is collected by Compusearch from the winner of the auction.

The camera icon to the right of the auction title provides a snapshot of this opportunity. When you click it, FedConnect will display additional information about the auction and provide access to any documentation the government may have provided such as the solicitation form, terms and conditions, and other supporting documents.





Whenever you submit a bid, FedConnect will determine if you are currently in a "Lead" or "Lag" status compared to other participants and displays that information on the screen. In the example above, the bidder currently has a "Lead" status for the two items in this reverse auction. You can tell that by looking in the **Status** column. When you are in the lead, FedConnect will display a green circle with the word "Lead." If you are lagging, FedConnect will display a yellow triangle with the word "Lag."

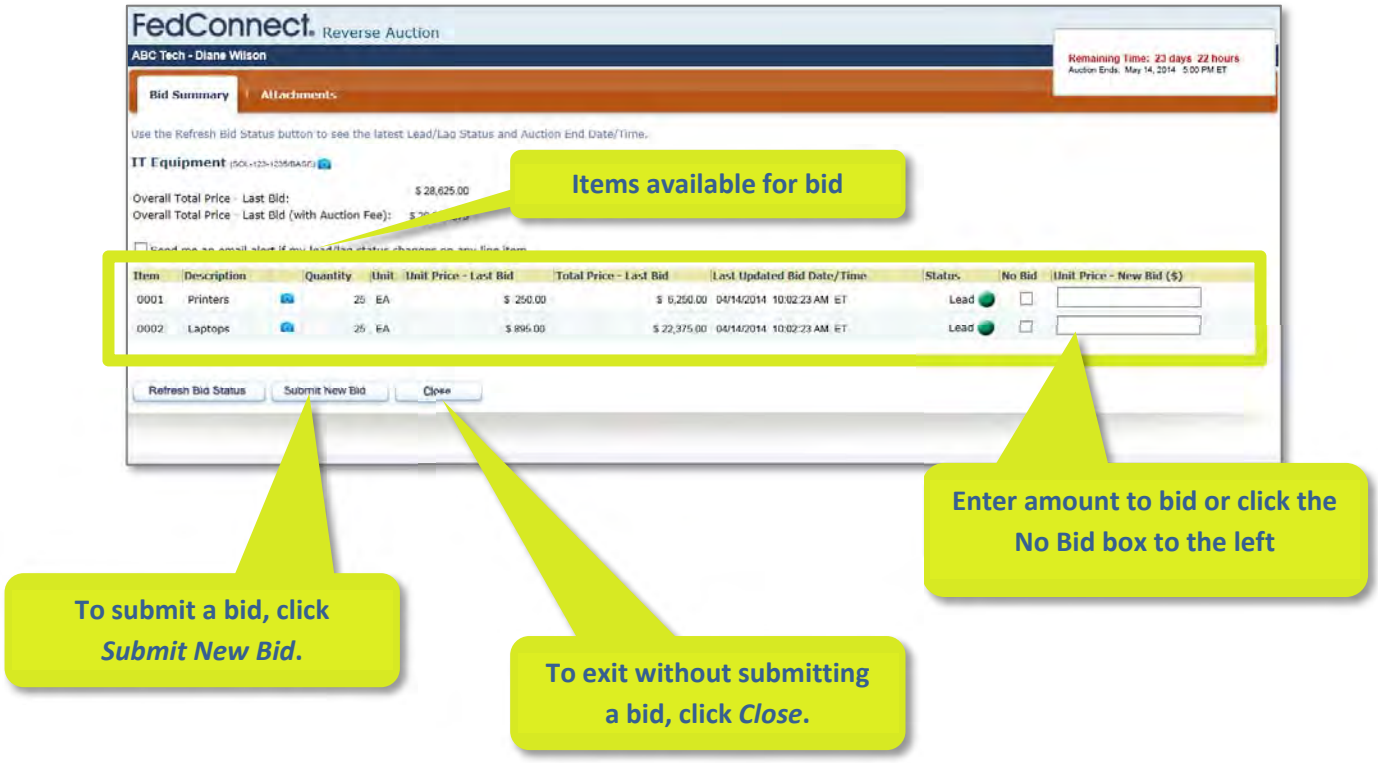
In a reverse auction, you are the "Lead" if you are currently the lowest bidder for that item. If you have a status of "Lag" on any item, it means that for that item, your last submitted bid is higher than the organization with the current lowest bid.

Since auctions can span hours, days, or even weeks, it could be hard to keep an eye on your current status. FedConnect can help. If you would like FedConnect to email you anytime your bid status changes, select the checkbox next to ***Send me an email alert if my lead/lag status changes on any line item***.

The items included in the reverse auction are listed in the table on the **Bid Summary** tab. Click the camera icon next to each item for more information about the item. If you have previously submitted a bid, then your last unit price bid and the total price for that item will be displayed. FedConnect will also display the date and time of that bid.

To bid on an item, enter a value in the **Unit Price – New Bid ($)** column. If you would prefer not to bid on an item, select the **No Bid** checkbox.

To submit the bid, click ***Submit New Bid***. To exit without bidding, click ***Close***.



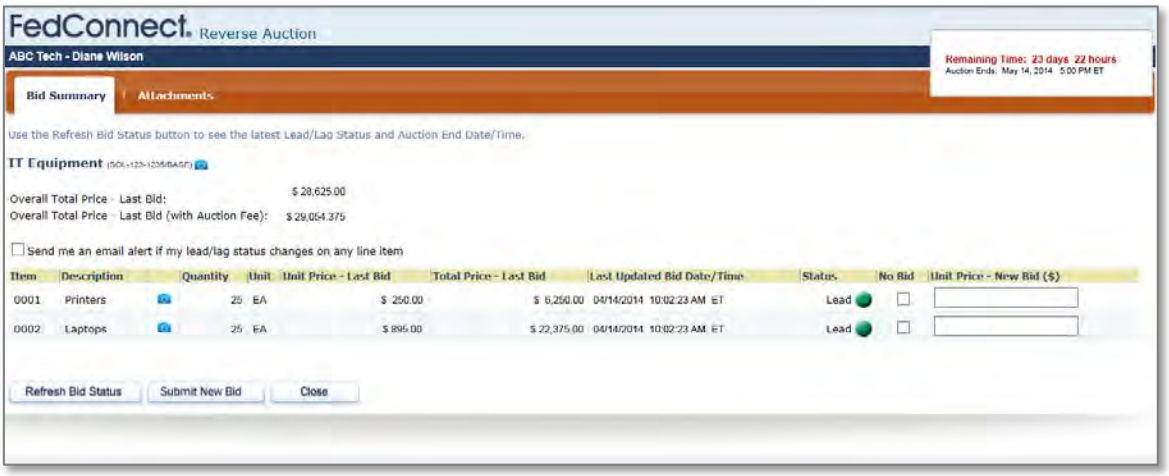
To participate in a reverse auction on FedConnect®, you must first register to receive notifications or join the team for the auction. If you are not sure how to do that, review *Reverse Auction Events* beginning on page 18.

Once you have registered or become a part of the auction team, you will find the auction listed on both the **Opportunity Summary** and the **My Auctions** page. If you are unsure about how to navigate to these pages, review *Navigating FedConnect* beginning on page 12 and *Reverse Auction Events* beginning on page 18.

Open the Auction Viewer.

You can launch the **Auction Viewer** directly from the **My Auctions** page by clicking the ***Bid on Auction*** link. Access is also available from the **Opportunity Summary** of the auction. If you want to open the **Auction Viewer** in a read-only mode, click ***Monitor Auction***. You can also open up the details of the auction by clicking the auction title.

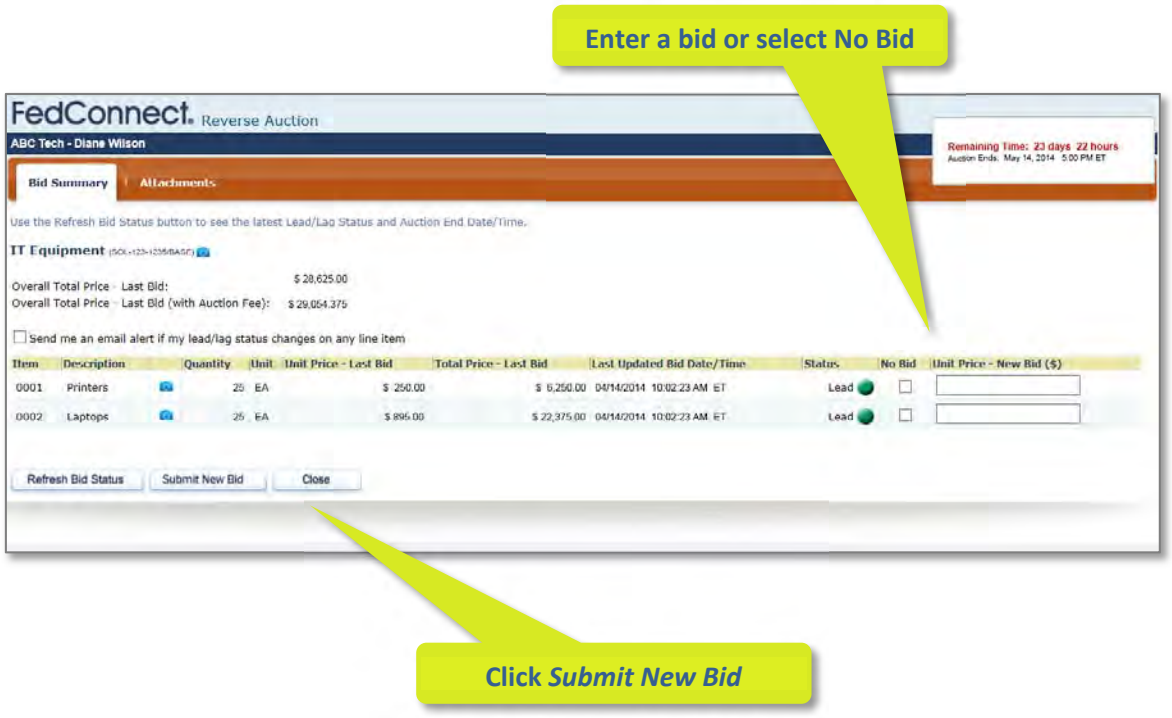
If you have not done so yet, we encourage you to review both *Reverse Auction Events* beginning on page 18 and *Understanding the Auction Viewer* beginning on page 24 before continuing with this section.



Enter the bid amount.

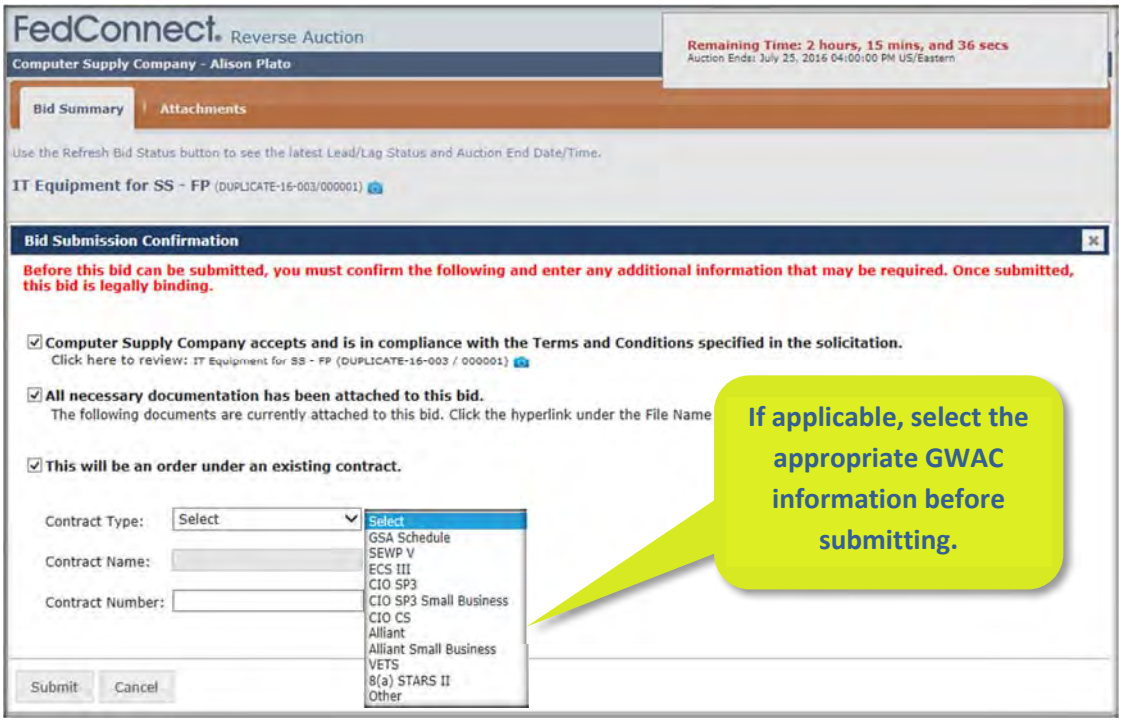
You must enter a bid amount for each item included in the auction or select the **No Bid** option. Once your bid is complete, click ***Submit New Bid***. It is important to note that by submitting the bid, you are representing that you have the ability to contractually bind your organization to the bid price.

If you need to include supporting documentation with your bid, click ***Attachments*** on the menu. Attachments can be added at any point before the auction closes. Attachments are automatically sent to the agency, along with your final bid price, after the auction closes. *Please do not include pricing in your attachments.*

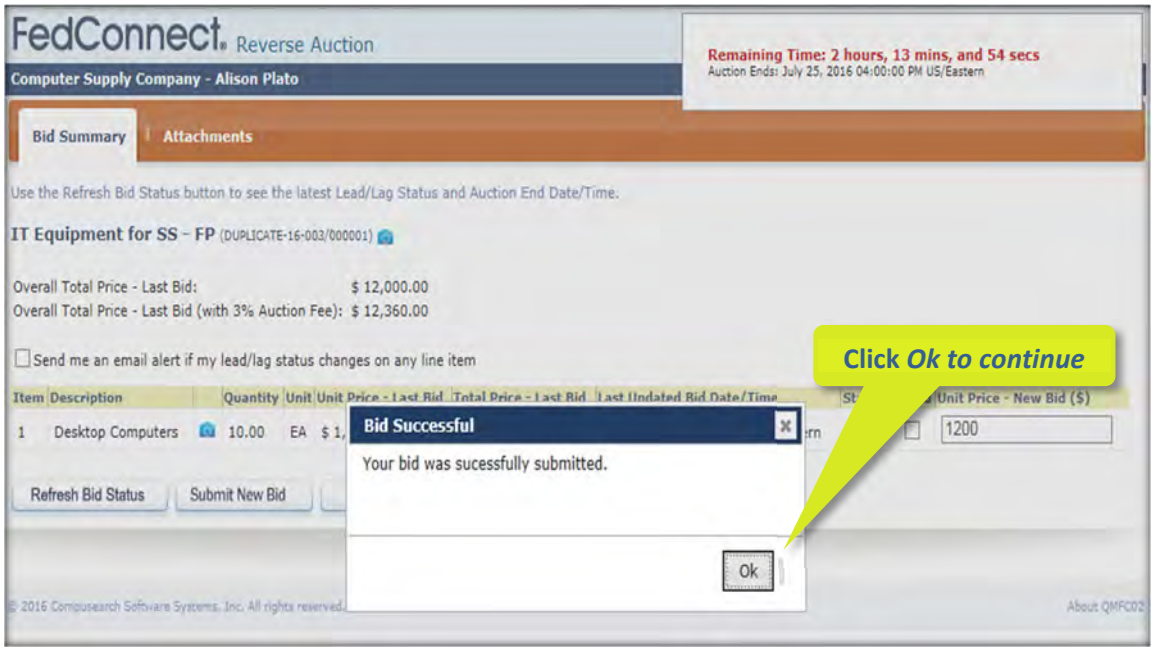


Bid submission confirmation.

Once you submit your bid, you will see a pop-up bid confirmation window, where you must confirm that you accept and are in compliance with the Terms & Conditions, have attached all necessary attachments (if any), and have entered any relevant GWAC information.

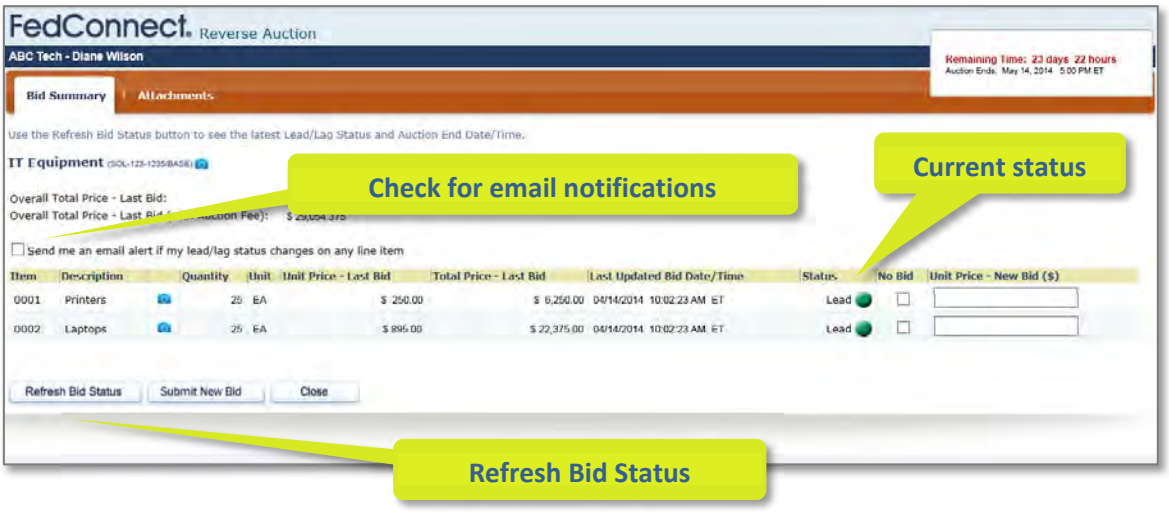


Once you hit ***Submit,*** you will see another pop up window confirming that your bid was successfully submitted.



Monitor the auction.

FedConnect will keep you informed of your current status compared to other bidders. If you are currently the lowest bid for an item, "Lead" will display in the status for the item. If you are not, then "Lag" will display. The page does not refresh automatically, so to see your current status, click ***Refresh Bid Status***. FedConnect can also send you an email anytime your bid status changes. To set this up, select the checkbox labeled ***Send me an email alert if my lead/lag status changes on any item***. It is located above the list of items.



You can update your bid at any point while the auction is live. To update bid prices, enter a new value and then click ***Submit New Bid***. The new **Overall Total Bid Price** must be lowered by at least $100, unless you are correcting a previously submitted lower bid. After you submit the new bid, FedConnect will refresh and your status may change compared to the other auction participants.

Sometimes an agency will set up the auction to auto-extend. When this is configured, the auction will be extended by 60 minutes anytime a new bid is submitted within the last 60 minutes of the auction. But please note, this is not a guarantee so we encourage you not to wait until the last moment to submit a bid.

Government agencies do not necessarily award to the lowest bidder so when the auction closes, the winner is not instantly announced. The agency will evaluate the bids along with any documentation they may have requested and then make an award determination. Awards that result from an auction will be delivered to the winner via FedConnect. See also *Receiving an Award* beginning on page 44.

If you do win the reverse auction, Compusearch will bill your organization for any auction fee that may be due.

Other Types of Opportunities

Government agencies post a wide range of opportunities on FedConnect®. These may include opportunities for procurement awards (e.g. contract), grants, or other types of financial assistance. For some opportunities the government requests some form of submitted quote or proposal. Others might be handled through a reverse auction.

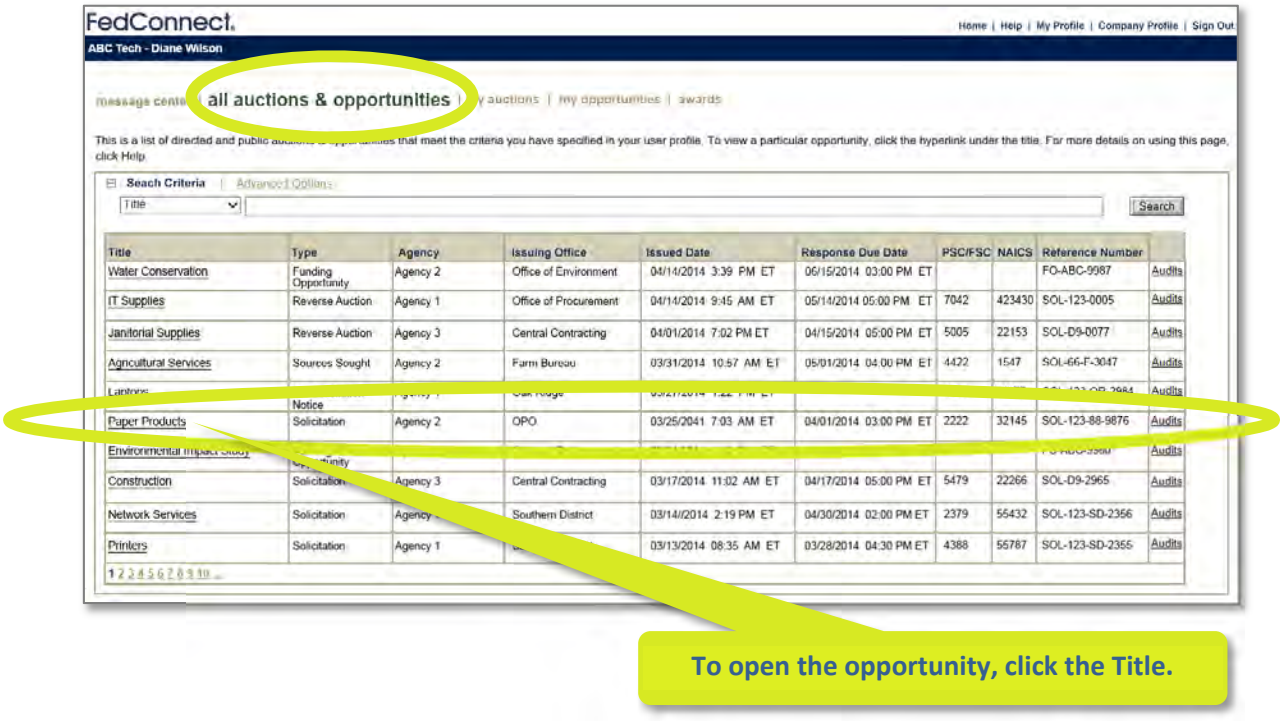
This section explains how to participate when the request is NOT handled through a reverse auction. For more details on reverse auction events, see *Reverse Auction Events* beginning on page 18.

Opportunities are listed on the **All Auctions & Opportunities** page. To learn more about how to search this list, see also *Searching All Opportunities* beginning on page 16.

Open an opportunity that is NOT a reverse auction.

To identify the opportunity type, look at the value in the **Type** column. For this section we are focused on opportunities that are NOT labeled as "Reverse Auction."

If you have questions on how to navigate to this page, review *Searching All Opportunities beginning* on page 16.

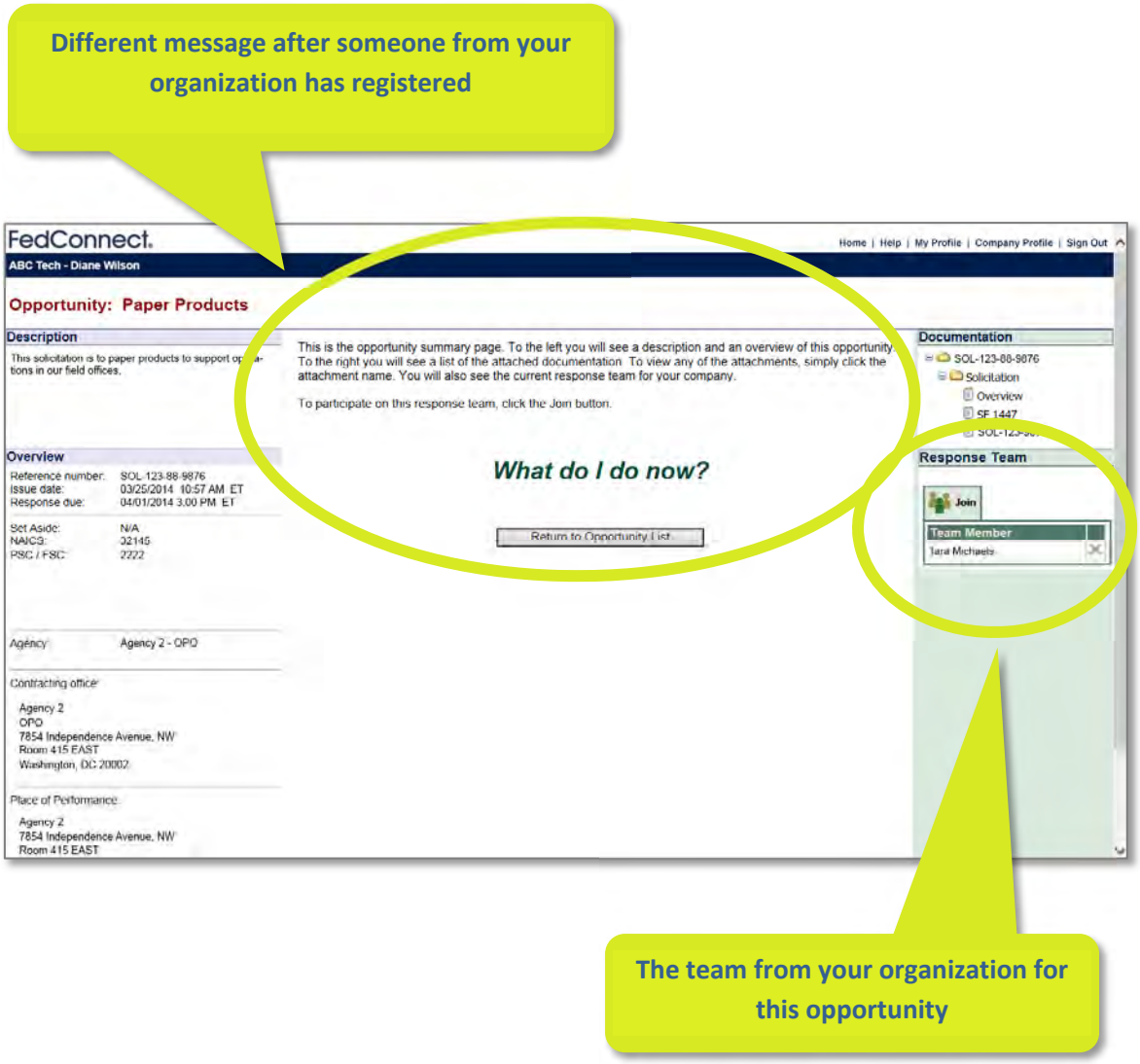


Review the information about the opportunity.

If you are the first person to review the opportunity for your organization, or no one from your organization has registered yet, FedConnect will display a page similar to what you see in the screenshot below.



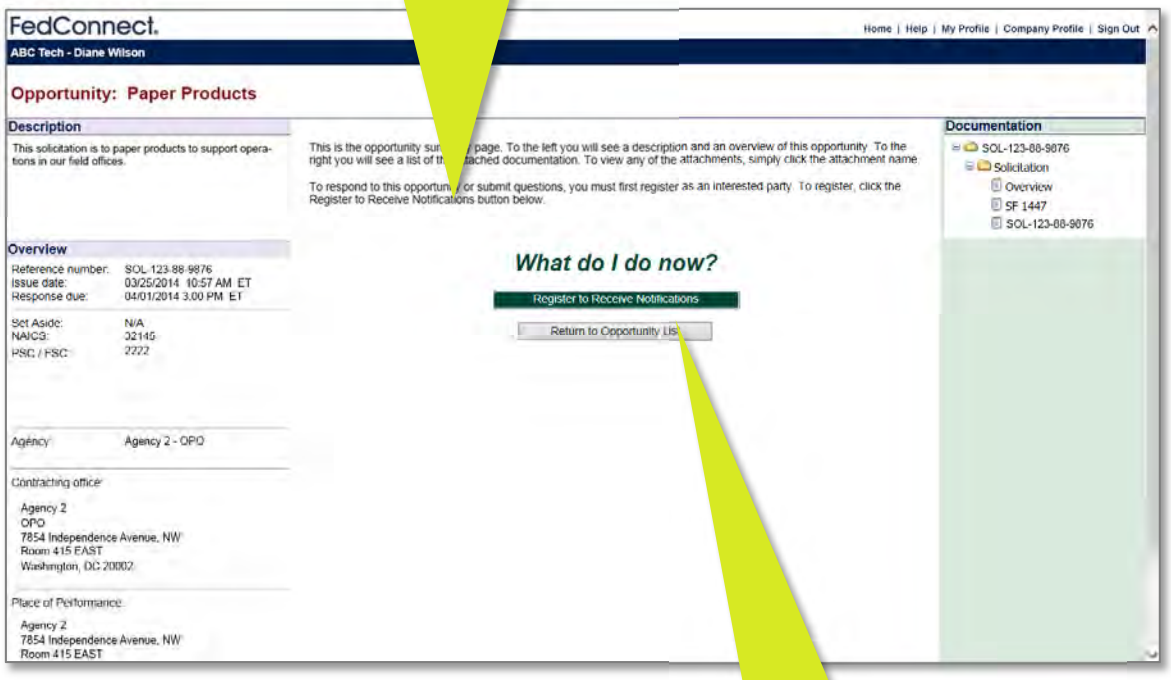
If someone from your organization has registered, FedConnect will display a page similar to the one below. What differs is the message in the center of the page, the display of the current response team for your organization, and the ability to join the team.



Decide if you are interested in the opportunity.

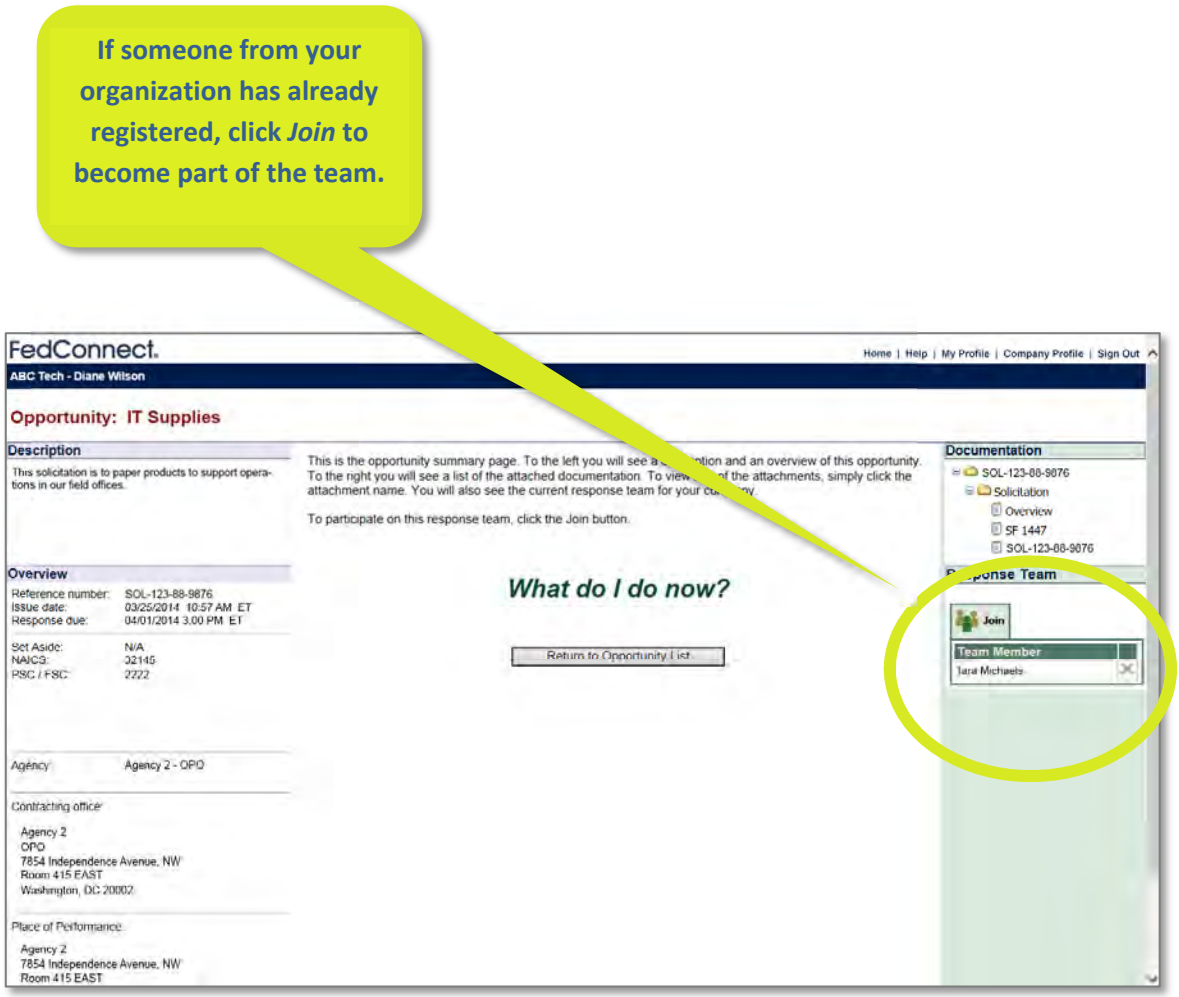
Based on your review of the information about the opportunity, you need to make a choice. Do you want to track it, be kept up to date on it, or possibly respond to it? If so, click the ***Register to Receive Notifications*** button as shown below. If you are not interested at this time, click ***Return to Opportunity List*** to exit. You can always open the opportunity again if you change your mind later.

Click *Register to Receive Notifications* to add this auction to the list you are interested in and to be kept up to date on the latest information about the auction.

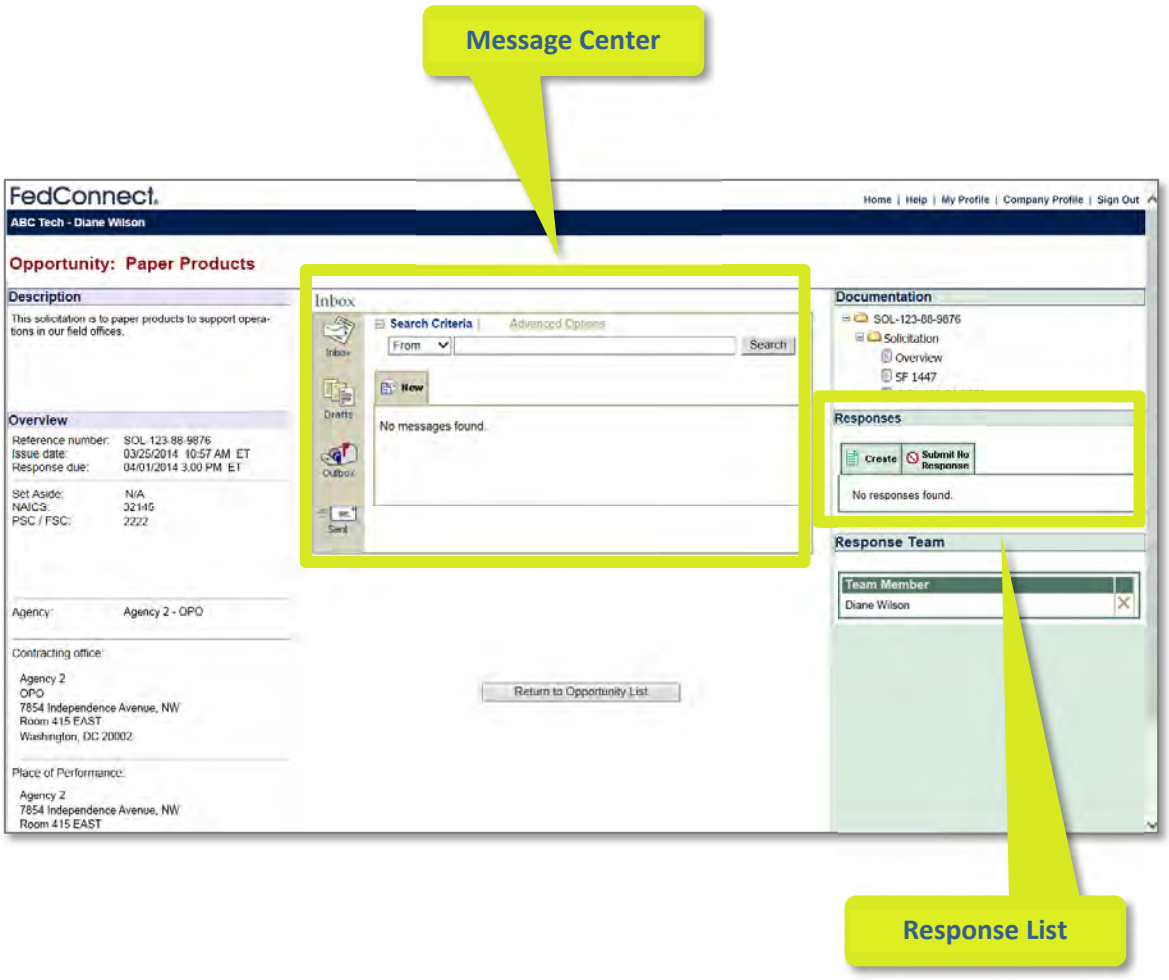


Click *Return to Opportunity List* if you are not interested to submit a bid..

If someone from your organization has previously registered, then you will need to join the team by clicking the ***Join*** button. It is the equivalent to registering to receive notifications.



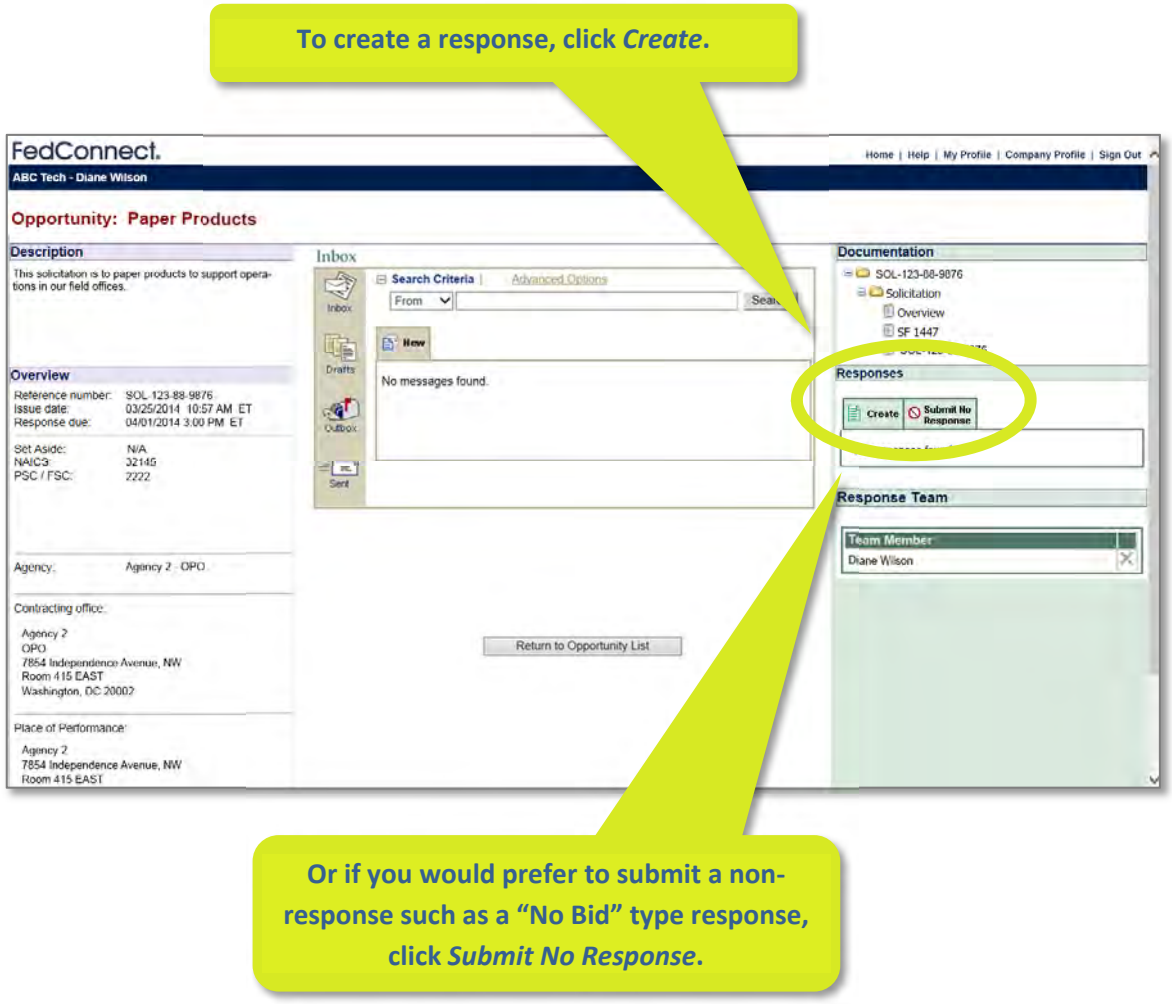
Once you register interest or join the team, what's next?



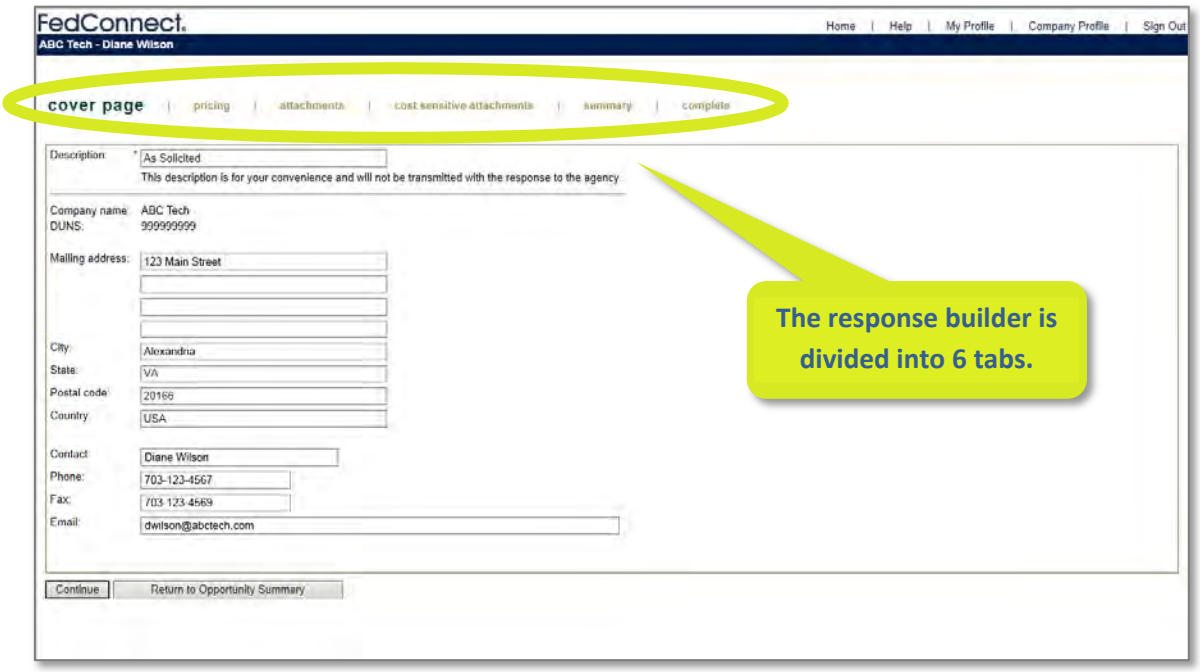
After registering interest or joining your organization's Response Team, FedConnect will expand the **Opportunity Summary** workspace. At the top center is the **Message Center** for the opportunity. This is where you will find messages from the government agency that posted the opportunity and it is where you can create and send messages to them. To learn more about how to use the **Message Center**, see *Sending and Receiving Messages* beginning on page 48.

In the right column, below the **Documentation** is the **Responses** list. All responses your organization creates for this opportunity will be listed here along with their current status. In this example, no response has been created yet. To create a new response, click the ***Create*** button. To learn more about the tools FedConnect offers for building and submitting a response, review *Understanding the Response Builder* beginning on page 38.

FedConnect® streamlines and automates the process of creating and submitting a response for non-auction type opportunities. The **Response Builder** is accessed from the **Opportunity Summary** page of the opportunity. If you are not sure how to access this page, review *Other Types of Opportunities* beginning on page 32. Opportunities where you have registered interest or joined the team can be found on the **My Opportunities** page. To learn how to access the **My Opportunities** page, review *Navigating FedConnect* beginning on page 12.



To create a response, click the ***Create*** button within the **Responses** section. FedConnect will open the **Response Builder**. If you would like to submit a "No Response," such as a "No Bid" type response, click ***Submit No Response***.



The response builder is divided into 6 tabs. To move between the tabs, click the ***Continue*** and ***Previous*** buttons on the bottom of the page or click the tab name. Tabs include:

- **Cover Page**: This is where you will enter your organization's contact information. To help make things faster for you, FedConnect will prefill these fields with data from your FedConnect **Company Profile**.
- **Pricing:** The ability to see the pricing page is determined by the agency posting the opportunity. It is most frequently used for simple requests for quotes. When present, you can enter your pricing for each item included in the request.
- **Attachments:** If you would like to include attachments with the response, add them on the attachments page. If the agency requests that you mark cost type proposals separately, add them to the next tab, **Cost Sensitive Attachments**.
- **Cost Sensitive Attachments:** Sometimes a government agency will request that pricing or other cost type data be included separately from your primary proposal. The way to do that is to add them to this tab.
- **Summary:** The summary will provide a high level view of all the data that is about to be transmitted. FedConnect also offers the ability to print a copy of this summary information.
- **Complete:** This is where you actually submit the response to the government. To send the response along with any attachments you may have added, click ***Submit Response to Agency***. Once submitted, the response will become read-only and the record of when you submitted the response along with when the agency picked it up will display on this tab.

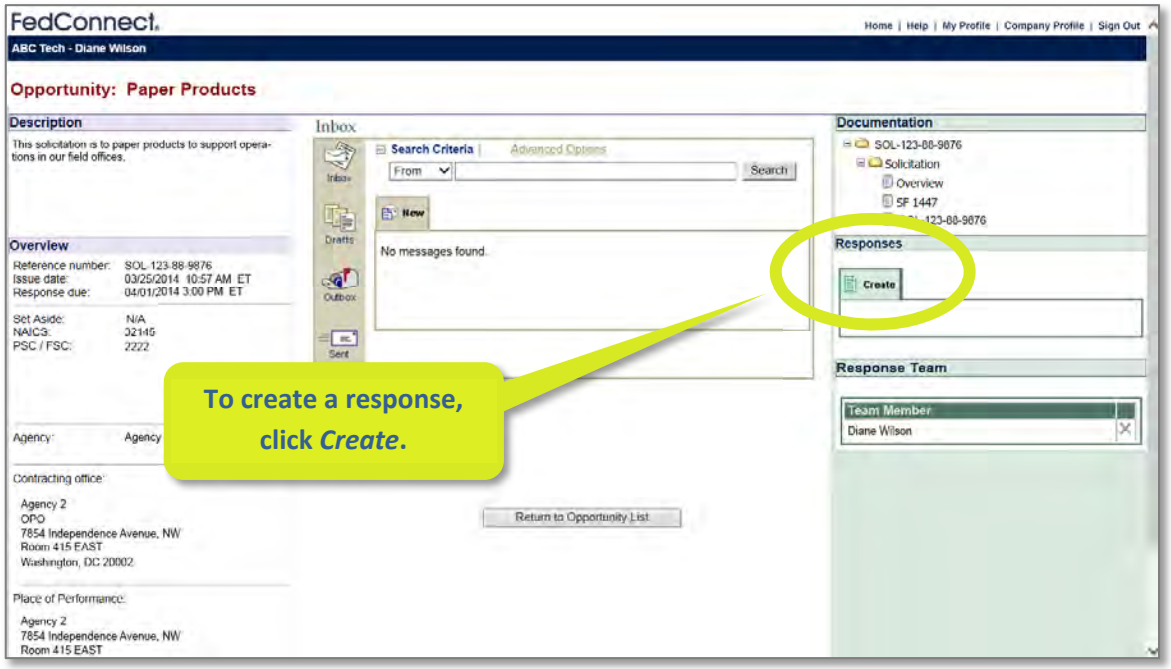
Creating a response for a non-auction type opportunity can take a variety of forms. For example, you might be responding to a funding opportunity and submitting a proposal for financial assistance or a grant. Or, you might be seeking a government contract and need to submit a quote or proposal. The FedConnect® **Response Builder** is how you prepare and securely transmit that information directly to the government.

You can open opportunities for which you have registered to receive notifications or joined the team on the **My Opportunities** page. If you are unsure of how to access this page, review *Navigating FedConnect* beginning on page 12.

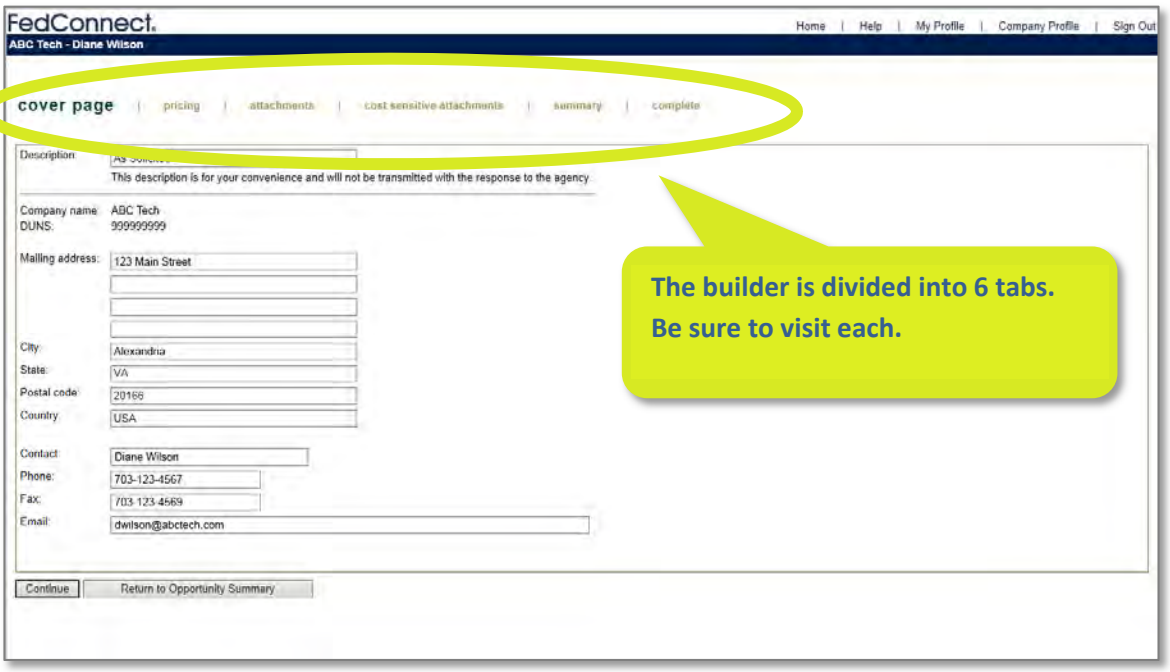
The **Response Builder** is accessed from the **Opportunity Summary** page of the opportunity. If you are not sure how to access the **Response Builder**, review *Other Types of Opportunities* beginning on page 32 and *Understanding the Response Builder* beginning on page 38.

Create a New Response.

The first step is to create a new response. To do that, click the ***Create*** button located in the **Response** section.

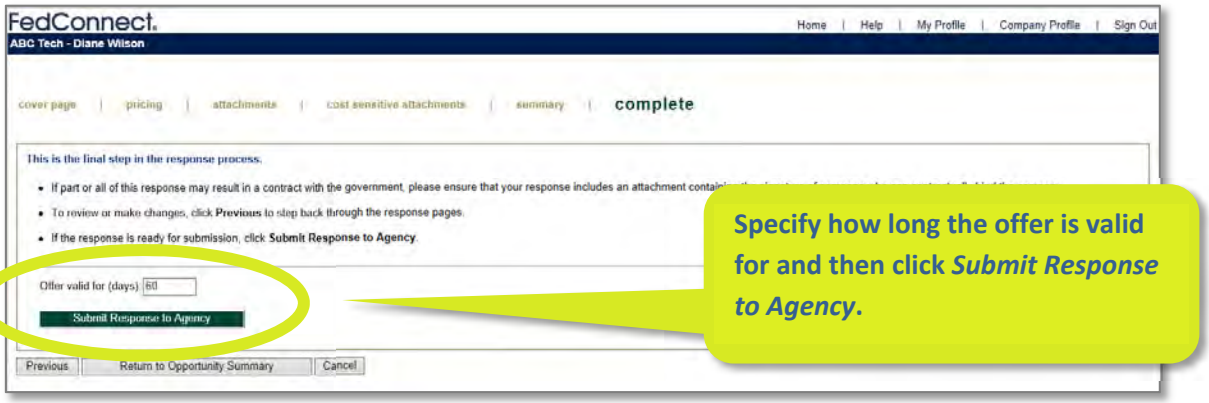


Complete the requested data.



Move through each of the tabs in the **Response Builder** completing any requested data. To learn more about how to use each tab, review *Understanding the Response Builder* beginning on page 38.

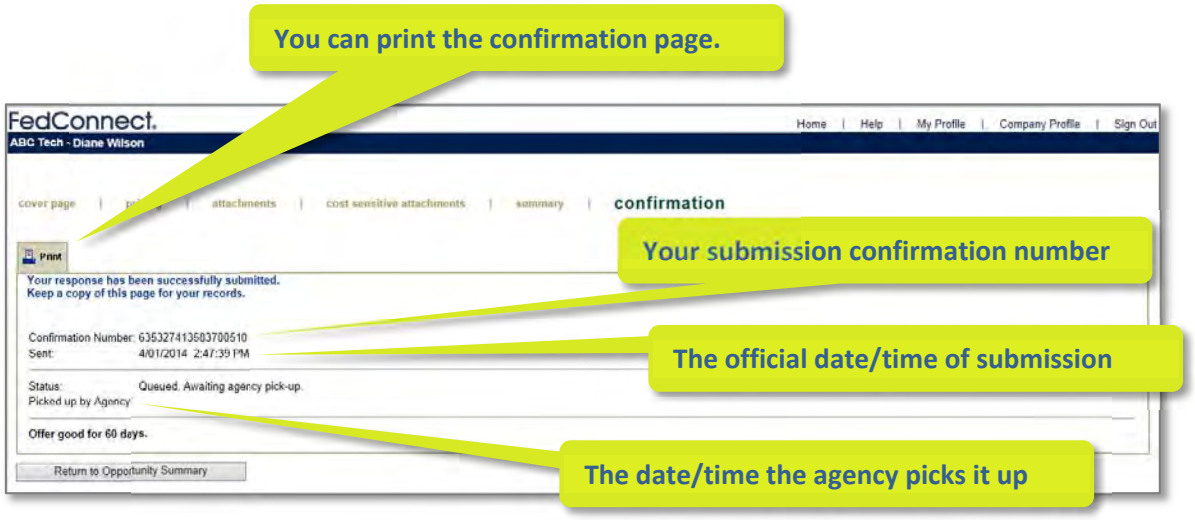
Submit the response.



Before submitting the response, specify how many days the offer remains valid. FedConnect defaults to 60 days, but you can change that. Make sure you've included an attachment that contains the signature of someone who can contractually bind your organization. Once everything is ready, click **Submit Response to Agency**. To exit without submitting, click **Return to Opportunity Summary.**

I've submitted my response, now what?

As soon as you submit your response, FedConnect will record the date and time of the submission and display the **Confirmation** page with this new data. The screenshot below shows the Confirmation page after a response is submitted.

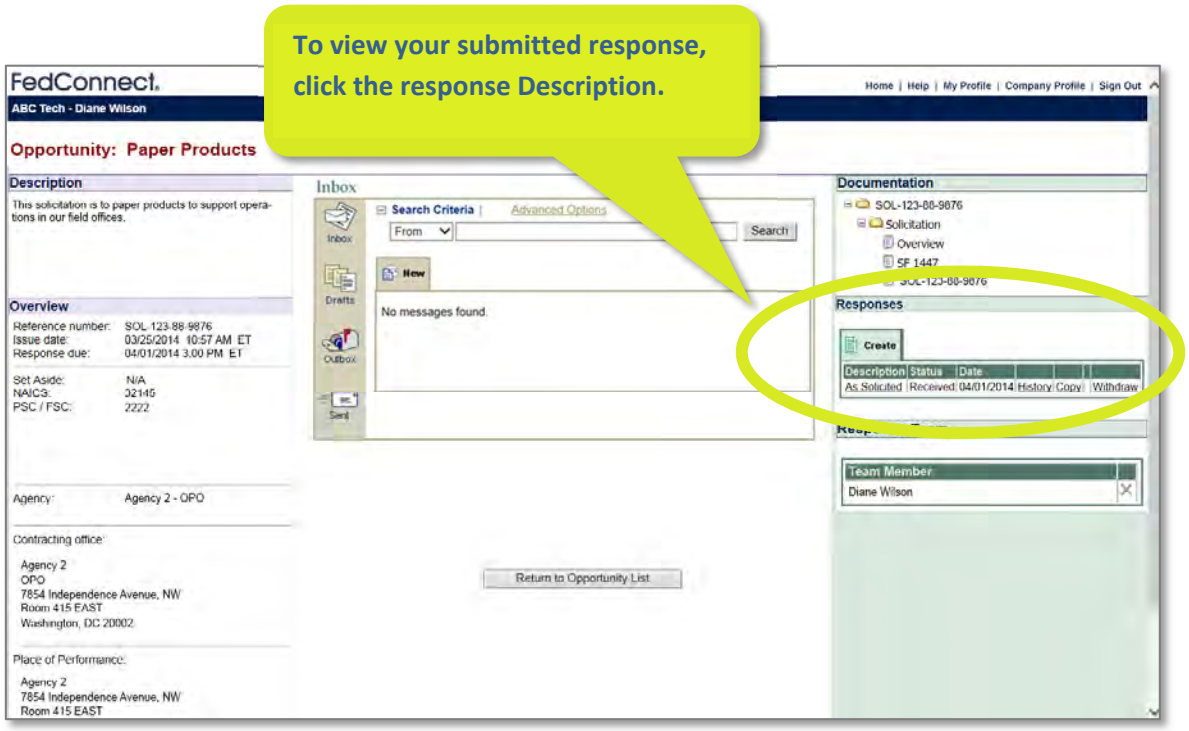


You will notice that the **Status** is "Queued. Awaiting agency pick-up." The reason is that FedConnect must wait for the government agency's system to pick it up. This may take a matter of minutes or even hours. It all depends on how the agency has its system configured.

Regardless of when the agency picks up your response, the date/time that they will see as the submitted date/time will be the actual date/time when you clicked to submit the response. It is displayed on the **Confirmation** page as the **Sent date/time**.

FedConnect also provides the ability to print out this confirmation page for your records.

To exit this page, click ***Return to Opportunity Summary***.



Your submitted response will be displayed in the **Responses** section of the **Opportunity Summary** page. To view the response, click the response description. If you had exited the response without submitting, you would also find it here. To open an in-progress response for editing, click the response description.

Depending upon the type of opportunity, you may submit more than one response. For example, the opportunity might have allowed for a primary and an alternate response. All of those responses would be created and managed here in this section of the **Opportunity Summary** page. Information included in the responses list table includes:

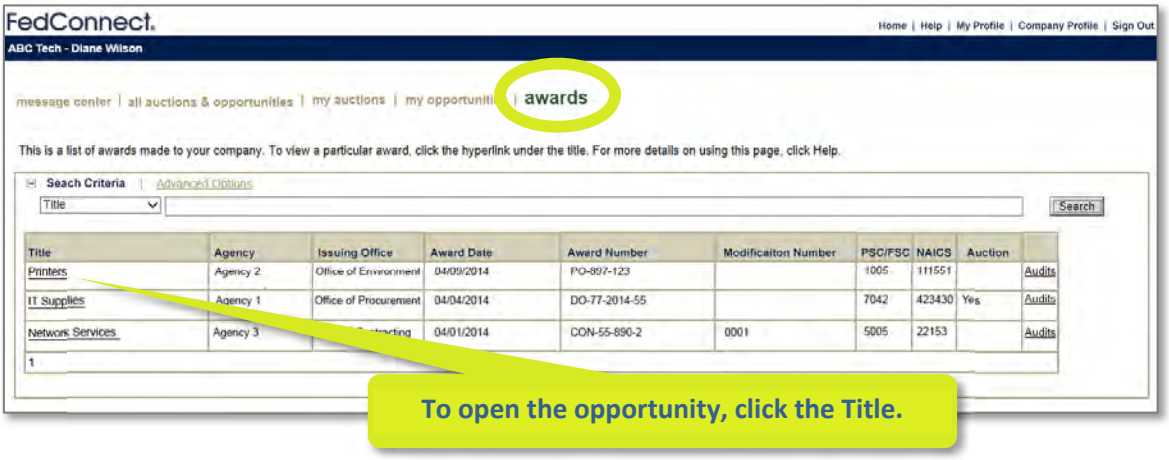
- **Description:** FedConnect automatically defaults the description to "As Solicited." However, you can change this on the **Cover Page** tab of the response builder.
- **Status:** This shows the current status of the response. Examples of status include "Submitted" and "Received."
- **Date:** The date is the status date. For example, if the status was "Received," the date would be the date the government agency received the response.
- **History:** Clicking this link will open up the audit history of the response with data such as who accessed it, edited it, submitted it, etc.
- **Copy:** To make a copy of the response to use as the basis of a new response for this opportunity, click ***Copy***.
- **Withdraw:** Clicking ***Withdraw*** sends a message to the agency that you wish to withdraw the response. Depending upon the rules of the competition, the agency will let you know whether your withdrawal request will be granted.

Government agencies can deliver awards to your organization via FedConnect®. Awards can include government contracts, grants, or other forms of financial assistance. To access the awards made to you, sign in to FedConnect. If you are unsure how to do this, review *Signing In* beginning on page 9.

Once an award is made, you will receive an automated email, notifying you of the award. Agencies may also send a notice through the message center to unsuccessful participants.

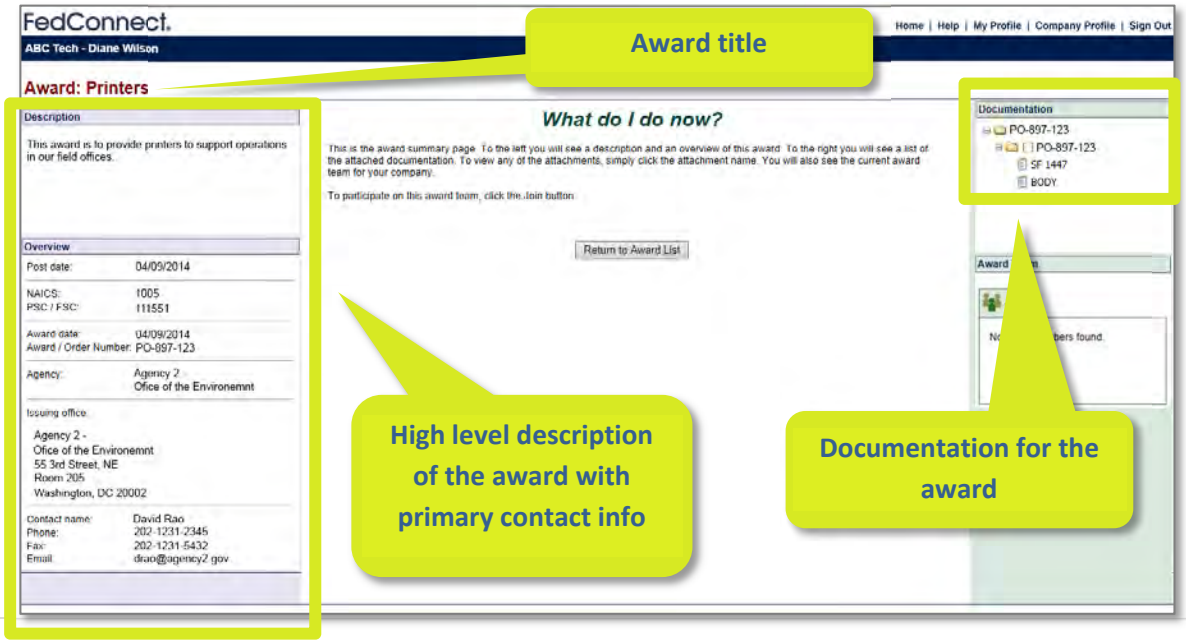
Go to the *Awards* page and click the award title.

To access the **Awards** page, click ***Awards*** *on the menu*.



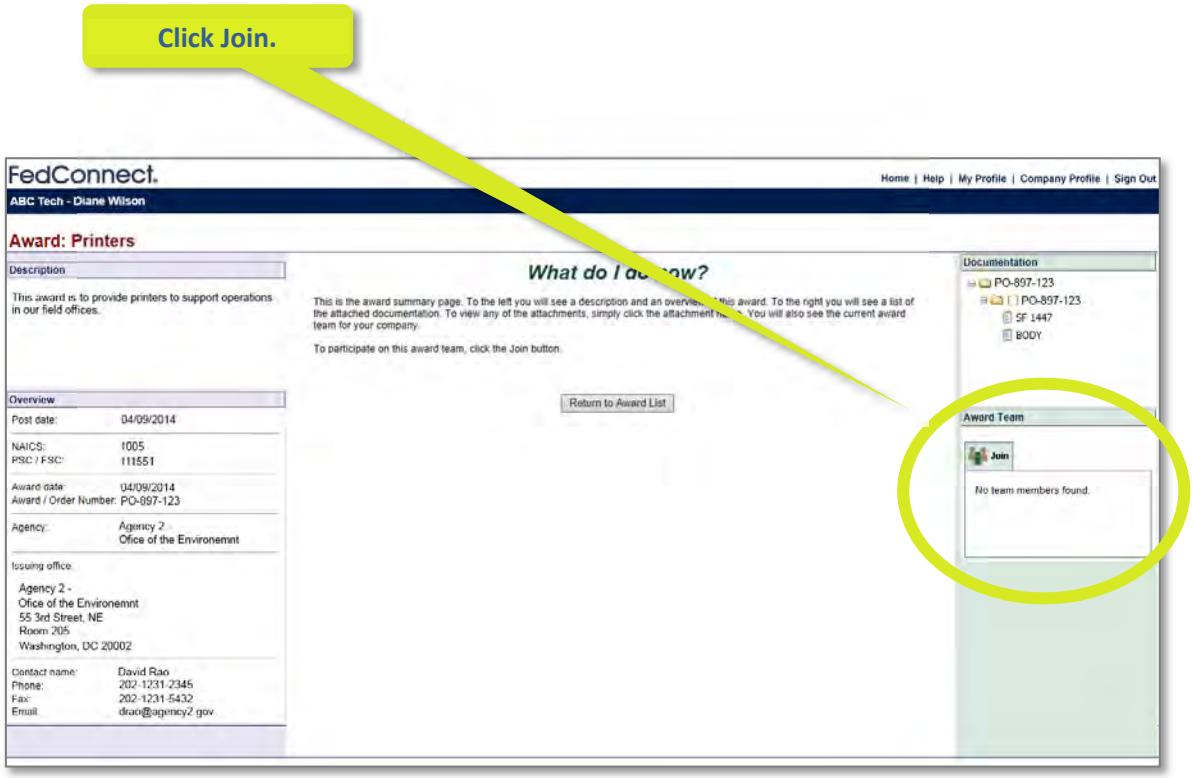
Review the information about the award.

When you first open the **Award Summary**, FedConnect will display a page similar to what you see in the screenshot below.

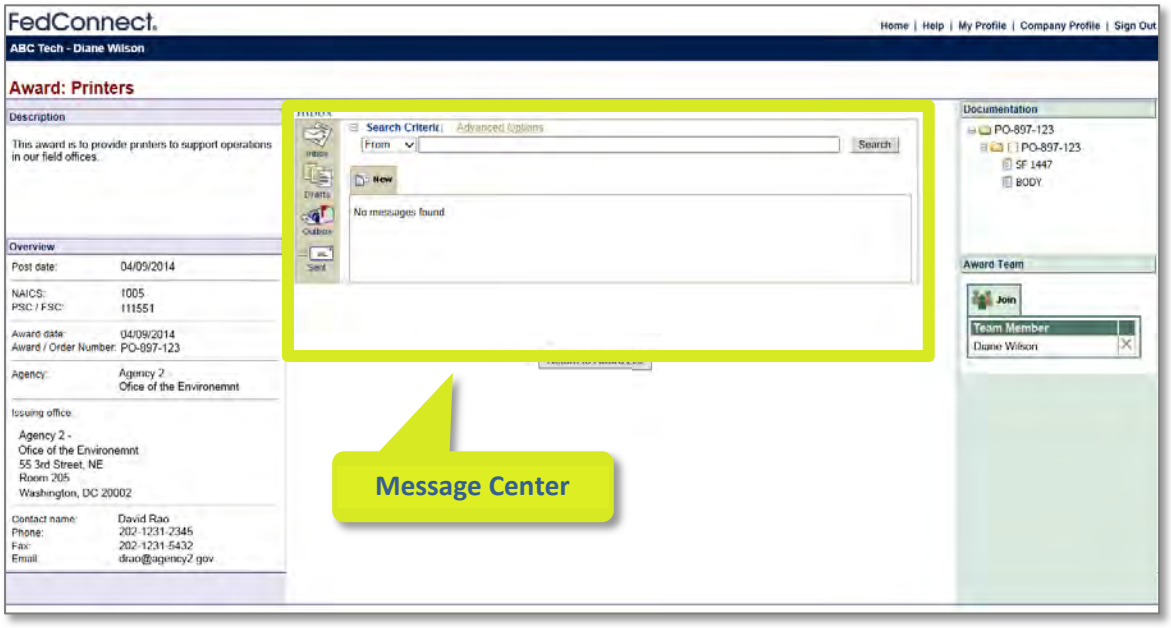


Join the Award Team.

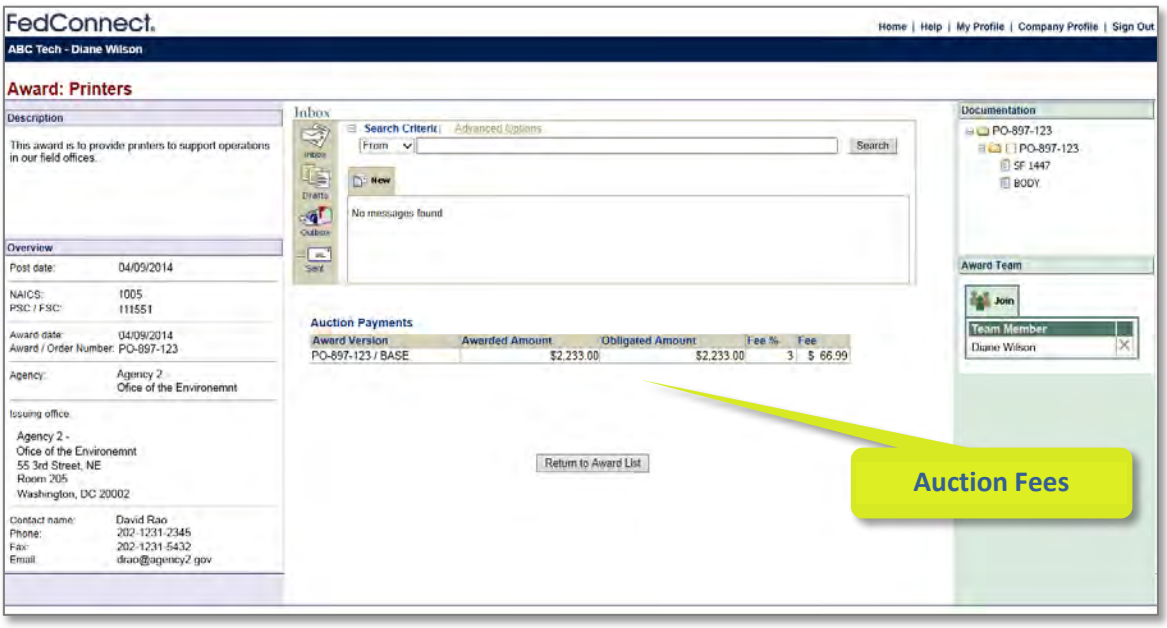
Do you want to be kept up to date on any changes to the award or communication about the award? If so, click the ***Join*** button as shown below. If you are the first person from your organization to join the Award Team, FedConnect will also send an acknowledgement back to the government agency that you have received the award. If you don't want to join, click ***Return to Award List*** to exit.



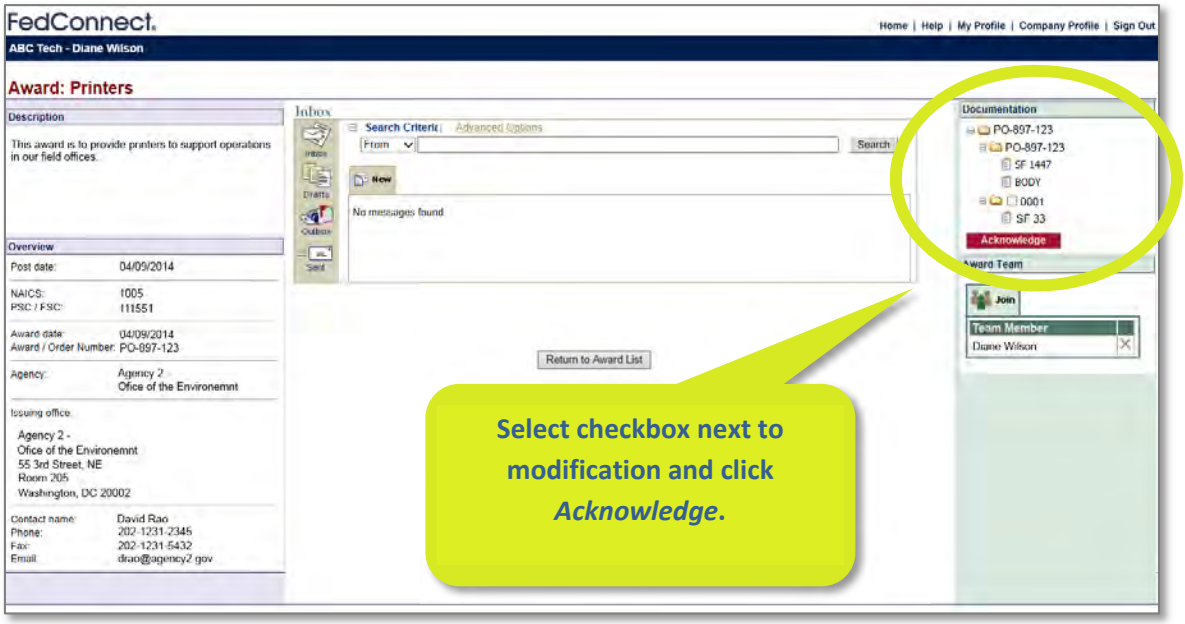
Once you join the Award Team, what's next?



After joining the Award Team, FedConnect will expand the **Award Summary** workspace. At the top center is the **Message Center** for the award. This is where you will find messages from the government agency that issued the award, and it is where you can create and send messages to them. To learn more about how to use the **Message Center**, see *Sending and Receiving Messages* beginning on page 48.



If the award was the result of an auction, a table with the auction fees will also display as seen in the screenshot above. Winners of reverse auction events are also notified by email of the fee amount and provided with instructions on how to make payment. If at some future date the agency adjusts the award and reduces the total amount of the award, you will receive a credit for any reverse auction fees previously paid that were based on the original, higher award amount.



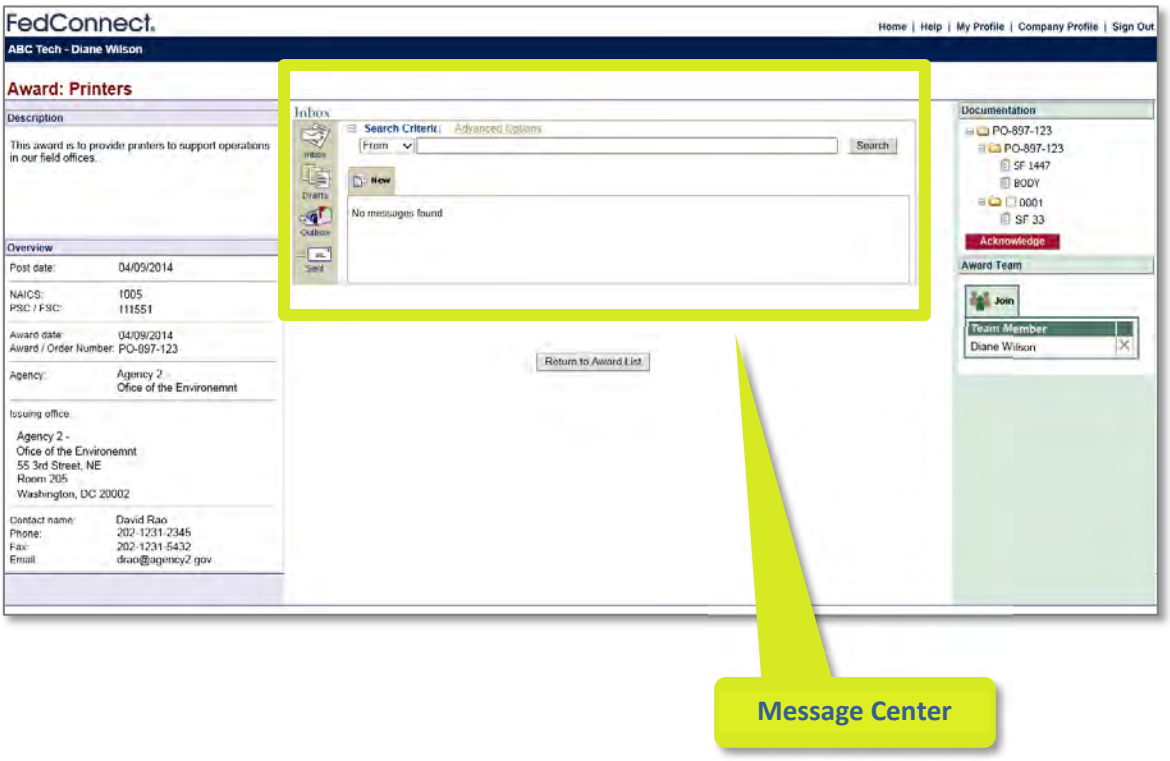
Later, if the agency issues a modification to the award, it will appear in the **Documentation** section of the **Award Summary**. To acknowledge receipt, select the checkbox next to the modification and click the ***Acknowledge*** button. This is true for both auction and non-auction type awards.

When you review an opportunity, work on a response, or manage an award, you might have questions or need to discuss something with the agency. FedConnect provides a dedicated, secure channel for that communication and automatically captures it in a permanent record. When you use FedConnect, there is no risk that you or the agency will lose any important information.

The FedConnect **Message Center** works much like a standard email program. Many of the concepts such as creating a new message, replying, or adding attachments will feel familiar. What is different is that everything sent through FedConnect is secure, recorded, and automatically associated with the related opportunity or award.

When you first sign into FedConnect, the **Message Center** page displays. Therein you will see a compilation of all messages, both those directed to you, and those sent publicly. Any time you open an opportunity or award to view the details, you will also find a condensed version of the **Message Center** where the content is limited to only the communication sent or received for that specific document.

The screenshot below shows an example of the **Message Center** within an **Award Summary**.



The **Message Center** contains different folders to organize your messages. Depending upon where you are in FedConnect, or the context of the page you are viewing, the available folders might differ. To move between folders, click the folder icons on the left side of the **Message Center**.

Here are the folders that might display and what they include:

- **Inbox** – Public or directed messages sent to your organization
- **Drafts** – Messages your organization previously saved but have not yet sent
- **Outbox** – Messages awaiting pickup by the agency
- **Sent** – Messages your organization sent that the agency has picked up
- **Deleted** – Messages you deleted from the main **Message Center** view

The main **Message Center** offers a delete option to make it more manageable and easier to find things. Messages deleted from the main **Message Center** are not actually deleted from the document record. They just don't display in your main **Message Center** any longer. However, they are still available for viewing within the summary of the related opportunity or award. To restore a deleted message, go to the main **Message Center's** Deleted folder and click the restore button. The message is returned to the folder from which it was originally deleted. The only exceptions to this are draft messages that have not yet been sent. When you click the delete option for a draft message, it permanently removes it from FedConnect.

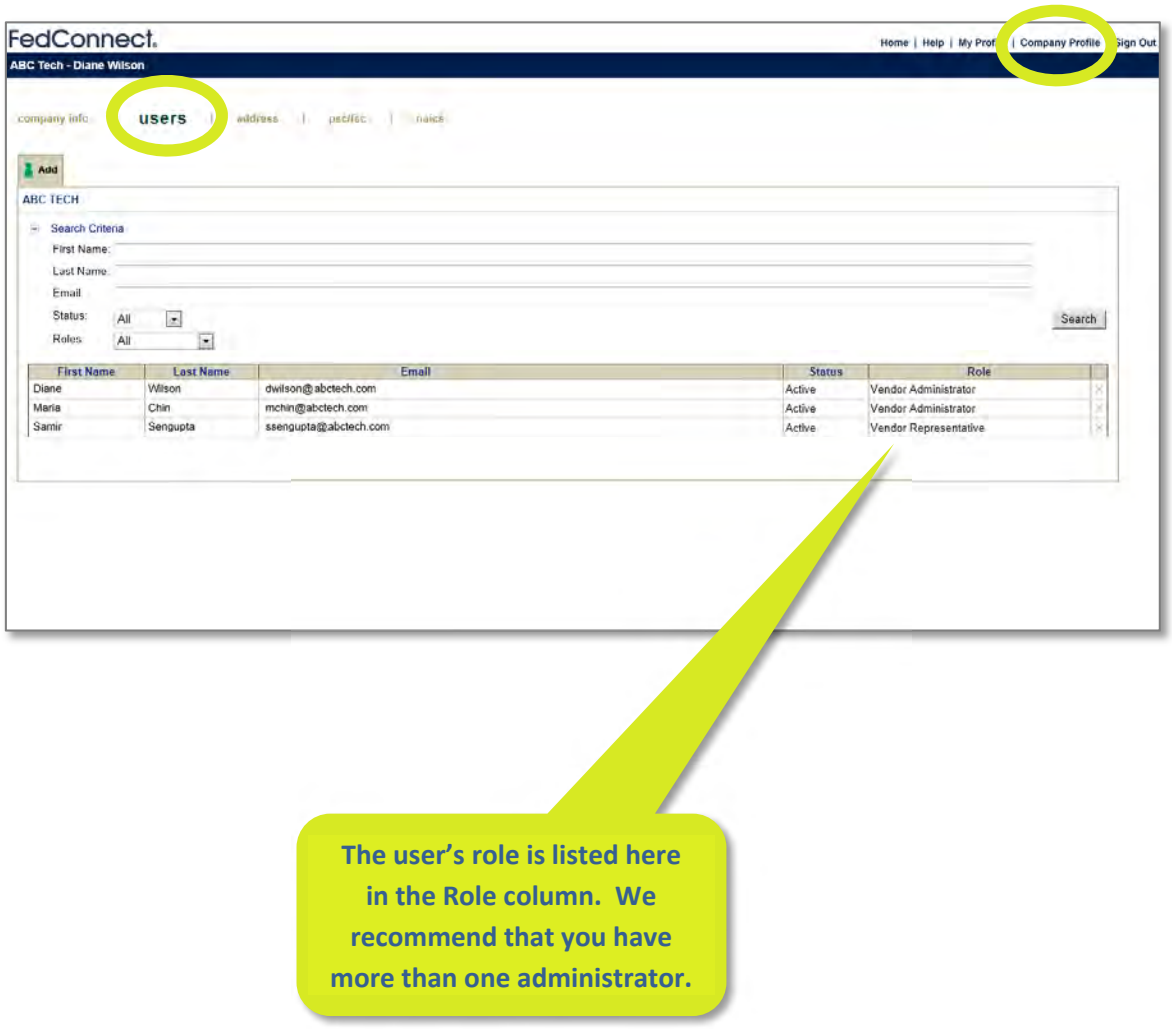
It is important to note that an agency can respond publicly to any message you send, so be sure not to include any proprietary information.

Types of Users

FedConnect® offers two user types: **administrators,** who manage your master FedConnect account and user access, and **representatives,** whose access is limited to reviewing and responding to government postings. We highly recommend that all those who need access have their own account in FedConnect so you that can take advantage of FedConnect audit trails which will help you monitor your group's activity (e.g. who submitted what and when).

The first person who creates a FedConnect account for your organization automatically becomes the first administrator. We recommend that you designate more than one person in your organization as an administrator. This can be helpful if one administrator accidentally locks his or her FedConnect account.

Users are managed within the **Company Profile**. To access it, sign into FedConnect. If you are unsure of how to do this, review *Signing In* beginning on page 9. Once you have signed in, click ***Company Profile*** on the toolbar and then click ***Users*** on the menu.

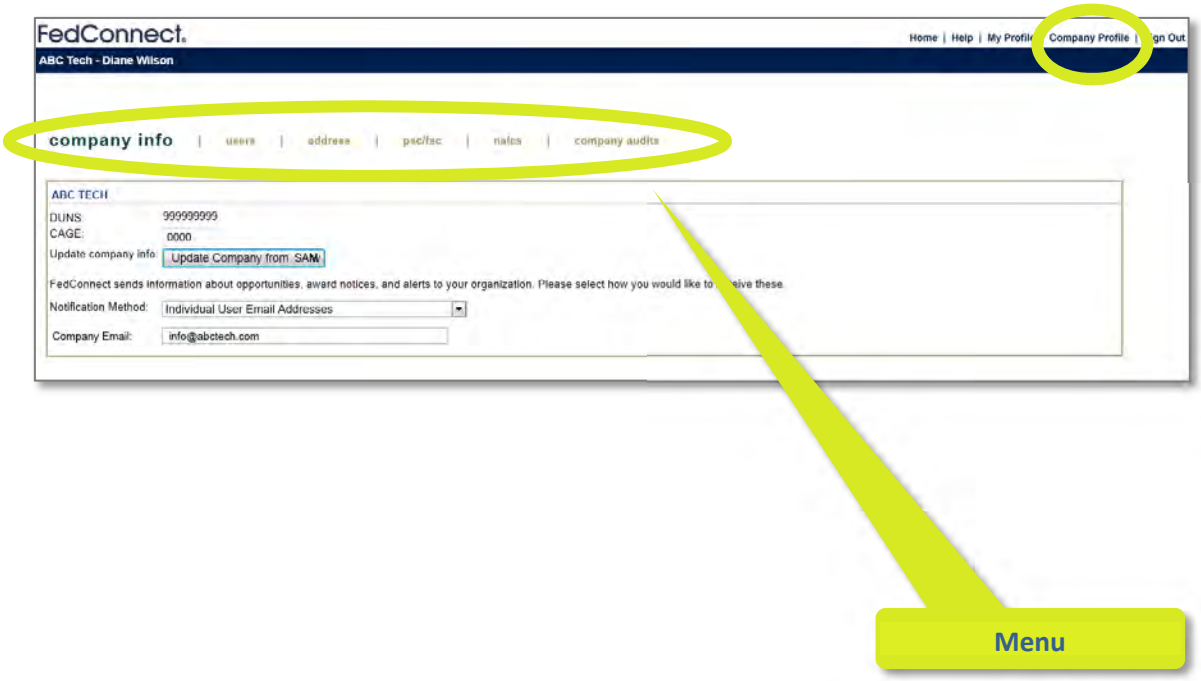


Company Profile

The **Company Profile** in FedConnect® includes information such as your organization address, a list of organization users, and the NAICS codes as well as the PSC/FSC codes in which your organization is interested. The address and the codes are all downloaded automatically from SAM when the initial company account is created and cannot be edited within FedConnect.

To access the **Company Profile**, sign into FedConnect. If you are unsure of how to do this, review *Signing In* beginning on page 9. Once you have signed in, click ***Company Profile*** on the toolbar. To move between the sections of the company profile, click the options on the menu.

If your organization makes changes to its SAM information at www.sam.gov, an administrator for your organization's FedConnect account can click the ***Update Company from SAM*** button on the FedConnect **Company Info** page to download the changes to FedConnect.



My Profile

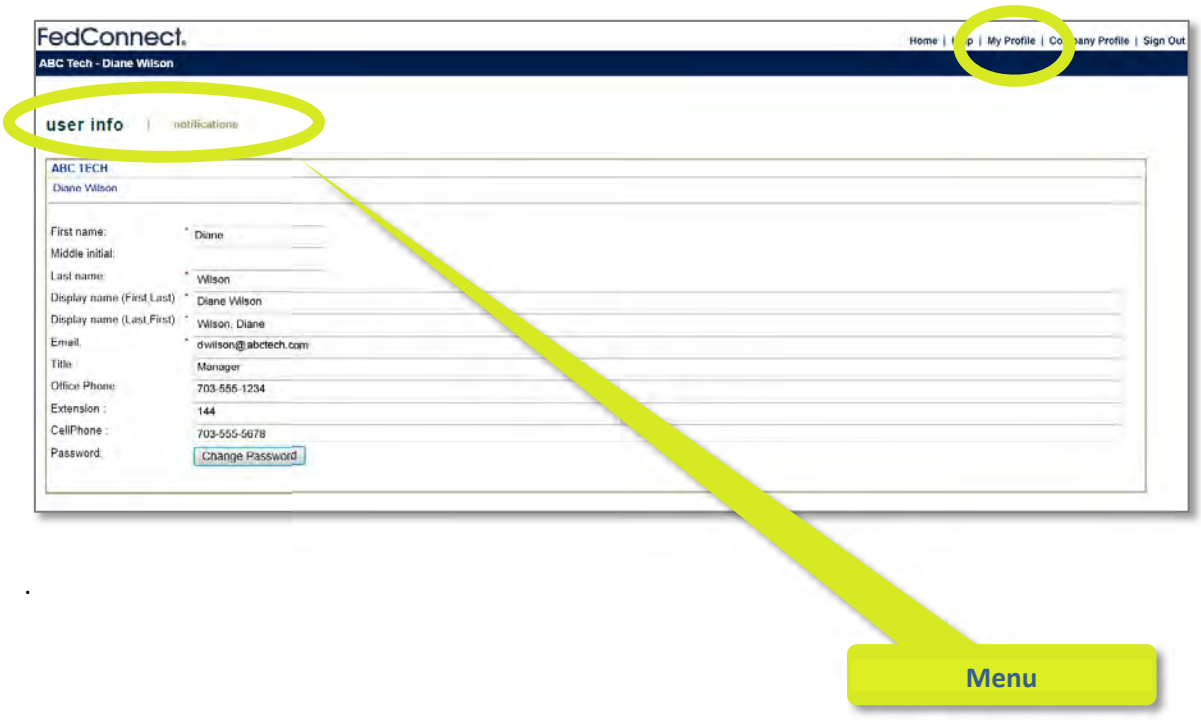
In FedConnect®, **My Profile** is your personal profile. It is where you maintain information such as your name, how it displays or prints, and the types of notifications you would like to receive from FedConnect. It is also where you go to change your password.

To access your profile, sign into FedConnect. If you are unsure of how to do this, review *Signing In* beginning on page 9. Once you have signed in, click ***My Profile*** on the toolbar. To move between the sections of your profile, click the options on the menu.

The email address listed in your personal profile is also your FedConnect user ID. Be sure the email address you use here is one you frequently monitor, as FedConnect will send email alerts for opportunities, awards, etc. to this address.

You can change your password at any time by clicking the ***Change Password*** button

The **Notifications** tab is where you can configure the types of notifications you want FedConnect to send to you via email. You can control this by filtering to only the NAICS and agencies where you have interest. This is a personal setting and does not affect others in your organization.



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