eBid Frequently Asked Questions

Q: Is there a difference between "eBid" and "Strategic Sourcing?"
A: No, both of these terms refer to the State of Ohio OAKS website where you can register, login, and participate in electronic bidding.

Q: What is the difference between a "Bidder" and a "Vendor?"
A: Vendor – An entity that has previously received monetary payments for doing business with the state, and has submitted vendor forms to Ohio Shared Services (OSS).
Bidder – An entity that completes the eBid registration but has **NOT** previously done business with the state.

Q: Do I need special software to participate in online bidding?
A: Verify that you are running Microsoft Internet Explorer browser version 5.0 or higher. Mozilla Firefox and Safari are unable to support this software.

Q: Is there a fee to bid online?
A: No, there is no fee to participate in the online bidding process.

Q: Will you accept any email address type, such as AOL, Gmail, etc.?
A: Yes, all e-mail addresses will be accepted during registration.

Q: Do I have to be an Ohio company to bid?
A: No, any company that has completed the registration process is able to bid online.

Q: What information should I gather before beginning the registration process?
A: During registration, you will be asked for:

- Company name
- Contact information
- Address
- Tax Identification Number (TIN)
- UNSPSC codes classifying the goods and services your company provides

Q: What are UNSPSC codes?
A: The United Nations Standard Products and Services Code (UNSPSC) is a products and services classification system. These are commodity codes that the State of Ohio will use when searching for potential bidders to invite to participate on bid events. For more information, visit the UNSPSC website: http://www.unspsc.org.

Q: Will only one person from our company be able to submit online bids?
A: No, your company can only have one account, but multiple contacts can be added to that account. Refer to the *eBid User Guide* for instructions on setting up multiple contacts.

Q: I am already a vendor with the state of Ohio. Can I register through the eBid site?
A: You cannot register as a bidder if you are a vendor. Update your Ohio Shared Services (OSS) forms with the eBid information at http://ohiosharedservices.ohio.gov/Vendors.aspx?Page=2.

Q: Will I be able to update our company's information in eBid?
A: Vendor changes need to be updated using the vendor forms on the Ohio Shared Services web site: http://ohiosharedservices.ohio.gov. Bidders can update their user profile after they've registered by logging into eBid.

Q: Does the address on our eBid Vendor Information form need to match the W-9 form we submit to Ohio Shared Services?

A: If you are not already set up with the State of Ohio as a vendor, you can list multiple addresses and have your corporate headquarters address on your W-9 and different facility locations/ remit address on your Vendor Information Form. If you have more addresses than the space provided, you can include additional addresses on an attached letter.

If you are already set up with the State of Ohio as a vendor, the address you list should match what we have in our system on your vendor record. If you would like to verify what addresses are listed on your vendor record, you may contact the Ohio Shared Services Contact Center at 1-877-644-6771. If the addresses on your vendor record need updated, complete the Vendor Information Form located at: http://ohiosharedservices.ohio.gov/Vendors.aspx?Page=2.

Q: Where do I find the form(s) to update my Vendor record?

A: The online forms are located at: http://ohiosharedservices.ohio.gov/Vendors.aspx?Page=2.

Q: My company has already registered with Ohio Shared Services; do I have to do it again?

A: You only need to provide us with contact information and select UNSPS Codes if you plan to participate in electronic bidding.

Q: Where can I find additional help?

A: If you need additional assistance or have forgotten your User ID, please contact the OAKS Helpdesk at 614-644-6625 or 1-888-OhioOAKS (1-888-644-6625). Hours of operation: 7:00 AM – 5:00 PM, Monday through Friday.