



## **General Questions**

Q *What is Quick Quote?*

A The Quick Quote application gives buyers an easy way to submit electronic solicitations to potential vendors for their commodity. Typically, Quick Quote is used for purchases ranging from \$5,000 to \$50,000 where competitive bidding is required.

Q *Why should I participate in online Quick Quote?*

A Quick Quote is an efficient way to obtain competitive bidding for your needs. Quick Quote also gives you access to a broader selection of Small, Women, and Minority owned businesses.

Q *Why must my vendors be registered in eVA in order to respond to my solicitations?*

A Virginia is moving forward in the area of electronic procurement. In order for vendors to be able to respond to your Quick Quote, they must be registered in eVA so they can access the request through their registered account.

Q *I don't understand why my vendors are not appearing on the Quick Quote Vendor List. What could be the problem?*

A The following could be reasons why your vendors do not appear:

1. The entered commodity code does not match to a commodity code entered by the company when they registered.

NOTES: You can add your vendor as an *ad hoc* vendor. Be sure to enter their correct Taxpayer ID (TIN) when doing so.

Be sure to enter the commodity code you need AT ITS HIGHEST LEVEL. This ensures that all vendors registered for detailed commodity codes underneath the high level commodity code will be included in the solicitation.

2. The selected SERVICE area entered on your QQ does not match your vendor's chosen service area(s). If a solicitation is released for the Statewide Service area (10) but the vendor selected a *specific* service area on their account, they will not receive the solicitation UNLESS

- The company is added to your solicitation list with a valid email address and Taxpayer ID (TIN)

OR

- You change the solicitation to the service area designated by the vendor. (Caution: Potential suppliers may be omitted if this action is taken.)



## QUICK QUOTE

### BUYER FAQ'S

*If necessary, contact your vendor and instruct them to update their service area(s).*

Q *Is there an easy way to see the number of potential bidders before I create the Quick Quote?*

A Yes! Run a 'Bidder's List" for your commodity by accessing the Bidder's List Report option available under your "Reports & Documents" link in eVA. This will help you gauge the potential pool of vendors prior to creating your Quick Quote.

### Operational Questions

Q *I am trying to award a QQ to a newly registered vendor but I receive warnings that vendor information is not available in eVA. What's wrong?*

A When a company registers in eVA, it takes 24 hours for the address information to display in the system. Please email [eVACustomerCare@dgs.virginia.gov](mailto:eVACustomerCare@dgs.virginia.gov) and request them to expedite the review of your vendor.

Q *What happens if the system goes down and the vendor cannot submit their response?*

A This situation should rarely happen, if ever. If this does occur, instruct the vendor to re-create their response if they were unable to submit their response before the system went down. (You can check your QQ response list to see if it was received.) If the QQ deadline is fast approaching and vendors are calling, instruct them to fax their responses to you.

Q *I closed my browser before finishing my QQ and the system didn't save my QQ in composing status. Why not?*

A To retain a QQ in composing status, the buyer must first click the Close button inside of the QQ application to save it.

Q *My vendor says he/she can't open the attachments on the Quick Quote. What's wrong?*

A This typically is because the vendor does not have the same software as what was used by the buyer who created the attachment. Either create the attachment in another format and email it to the vendor or fax the attachment to the vendor.

Q *I need to award to a vendor who is not the standard low bidder and there are extenuating circumstances. How do I document this situation in Quick Quote?*

A Select the Quick Quote request that needs to be documented by clicking the check box next to the request, then click the Evaluate button. On the Evaluate Request screen find the 'Add Comment' button and select it. Follow the directions on the Add Comment screen to include comments on your Quick Quote request.