

## Common Mistakes

- Omitting Documents:** The documents that all suppliers must submit are provided in the bid. Forms that come specifically from the supplier including the Certificate of Insurance and the W9 Form are submitted by the supplier and uploaded in Part 6 of the bid.
- Not Following Instructions:** All documents asked for in the bid should be uploaded to Bid Express. There is a place for uploading each required document. Bids without the proper documentation may not be accepted. Please do not send the documents by email or in paper form to the office. There are several sections that require bidder acceptance, this is your acknowledgement that you have read & accept the terms.  
**Note:** Remember, to include a price list, an offer and the Commonwealth of Massachusetts Standard Contract Form (signed).
- Not Considering Price:** Pricing is important. Being awarded an MHEC contract is competitive and bidders should not assume that because they are on contract now, they will be awarded on successive contracts. Make sure that your prices are the lowest that you are able to offer our MHEC members and that you include your price in the format provided in the bid. You may also include a price link to your website if you wish. Bidders should be careful and competitive.
- Reorganizing the MHEC Tabs:** If you opt to export the MHEC excel files to complete your offering, please do not re-organize the tabs or add any additional tabs. The reason for this is that the format exactly matches the formatting in the Bid Express template. Re-loading a document with adjusted tabs may put the supplier at risk of the wrong information appearing in the wrong place. Imagine if you wanted to offer \$20 off and you put this information in so that the system read 20% off. The MHEC receives multiple bid responses and to facilitate our evaluation process, all responses should be submitted in the same format.
- Thinking That “More is Better”:** You do not need to provide photos, testimonials, marketing material, or other information unless it is specifically asked for in the bid.
- Failure to Plan:** Procurement calendars are included in the bid. Deadlines for the submission of bids are firm. If the deadline is at 2 pm, the bid will close at that time. Even if you are uploading the bid, if you do not press submit well before the deadline, you run the risk of missing the deadline. You must completely upload the bid before the deadline. Don't wait until the last minute to submit your response. Any request for an extension of time is rarely approved and unfair to the other suppliers that have submitted on time.
- Not Asking Questions:** Every MHEC Solicitation offers an opportunity for an interested bidder to ask questions. There is, however, a defined timeframe for submitting questions. Please read the bid through carefully and try to ask all your questions at the same time. Any technical questions about Bid Express can be sent to **The Bid Express Help Desk: (352) 381-4888 or Toll Free (888) 352-2439 Mon – Fri, 7AM – 8PM; or for 24 hour support at: [support@bidexpress.com](mailto:support@bidexpress.com)**. Questions will go unanswered after the question period has passed.
- Everything in the Response is Important but some things are more important than others:** There are four bid document requirements that, if not submitted, will result in a bid disqualification on the day of the bid opening. Those are, a signed Commonwealth of Massachusetts Standard Contract Form, pricing link or a pricing spreadsheet, the bid discount offer, and a signature on the bid. All other bid documents still need to be submitted, but these are the most important.

- 9. Substituting Forms and Spreadsheets:** The MHEC Bid includes required forms, such as the Commonwealth of Massachusetts Standard Contract Form and Terms and Conditions. Please upload the forms that were given and do not substitute your own.
- 10. Assuming that my company is an MHEC Supplier:** Bidders do not automatically receive a contract because they respond to a bid or register with the MHEC as an interested bidder. Once bids are received, the MHEC analyzes the offers and awards a contract to the most responsive and responsible bidder (s) offering the lowest price that meets the needs of our membership. MHEC asks bidders to submit their best and final offer up front. Some bidders assume that the MHEC will come back to them and ask for a better and final offer but this is not the case. Not understanding this may result in a bidder submitting a less than competitive bid and not be awarded.