



Hometown People. Hometown Power. **E-Procurement (Supplier) – Frequently Asked Questions**

1. I can't find a commodity code that fits our company.

Please contact your buyer or Rachelle.Hall@lbwl.com if you do not see a commodity code that fits your company. These can be added at any time.

2. If I am already an approved BWL vendor do I need to sign up on the new site?

Yes, this is BWL's new bidding platform for all RFP's so you will need to be registered in order to bid.

3. What document is the BWL looking for as confirmation of a Michigan based business?

This can be as simple as uploading your company's W9.

4. How do you change or update your classification (women owned, veteran owned, etc)?

When you log into your account, hover over the word "Admin" at the top of the screen and then click on "Company Profile." There will be a tab towards the top of your screen that you can click on titled "Special Classifications." This tab will allow you to make modifications to your classification.

5. Is there an automated list generated for bids and emailed or do we need to log in and check all bids?

You will automatically be notified of bids that are issued for any commodity codes that you selected.

6. Can multiple emails/contacts be used for the same company for bidding/quotes?

Yes, all users will be notified when an RFP is issued for a commodity code that you selected.

7. Under the "keyword" section can we add our own services we provide, or do we need to only use the drop-down menu?

You can absolutely add your own.

8. What documents are needed for a "local" business?

Proof of address that is in BWL's service territory.

9. How will we access the E-Procurement site? Through the BWL website?

There is a button you can click on our BWL website, but you can also access it from this link: <https://lbwl.ionwave.net/Login.aspx>.

10. Do all vendors have to go through the new site to bid?

All companies that will be bidding on an RFP will need to register on this site.

11. Should we use a specific browser (Chrome, IE, Firefox) to use the E-Procurement site?

Browser requirements are identified on the bottom of the eProcurement home page at <https://lbwl.ionwave.net/Login.aspx>.

12. Will State of Michigan MiDeal contracts go through the new E-Procurement site?

No, this is only for BWL RFP's to be issued.

13. What do “Alerts” mean?

The Alerts section of your profile tells you what bid status information such as bids you have been invited to, your recent responses, and recent bid awards.

14. How does a company know if we have submitted our bid after we do a bid submission?

You will receive an email confirmation from IonWave. Be sure to whitelist www.lbwl.ionwave.net so that all notifications do not go to your junk email box.

15. If changes or an Addendum is issues will there be an alert for this?

Yes, you will receive an email from IonWave.

16. What if we submitted a bid the “old way” do we need to re-do it in the new system?

Sealed bids are no longer accepted any other way than through this system.

17. Will Covid-19 updates go through this new site?

If you have any questions about site restrictions, please contact your BWL point of contact prior to coming onsite.

18. Can one user be associated with two different agencies?

No, this portal is specific to BWL and our registration may be different than another agency’s registration process.

19. For Manufacture Reps, will the Rep’s company submit the bid, or will the manufacturer submit the bid?

Whoever the protentional Purchase Order or Contract would be written to is the company that needs to submit the bid.