Vendor Self Service
- User Guide -

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**Purpose**

To explain to potential vendors the basic functions of the Honolulu Vendor Self Service (VSS) website. Focusing on:

- How to navigate to the different pages.
- Explaining the functionality of the different pages.

**What is VSS?**

Vendor Self Service (VSS) is an online electronic procurement system utilized by the City and County of Honolulu (City). The benefits of VSS is that it allows business entities to register an account within the City’s vendor database. Having a vendor account is mandatory in order to do business with the City and County of Honolulu. Registered vendors will also be able to submit bids/offers/solicitation responses on VSS solicitations.
Login Page

1. The web address to VSS is [https://www5.honolulu.gov/webapp/VSSPSRV1/AltSelfService](https://www5.honolulu.gov/webapp/VSSPSRV1/AltSelfService)

2. If you have an account, log in with your User Id and Password. If you want to register an account, click on the “Register/Activate Account” button. To use VSS as a guest or in view-only mode, click on “Public Access”.

3. VSS announcements and the Help Desk contact information are available on the Login page.

4. Under the Forms section are help guides and videos for users to get familiar with VSS.
   a. Recommended help guides to check out includes How To Register, How To Bid, VSS Account Maintenance, and others.
Account Information Page

The Account Information page is only available for users that have logged into VSS. If you logged into VSS with your user ID and password, the default first page you see will be the Account Information page. Within this page, you can view and update your business information by navigating through the subtabs.

Summary

The Summary tab shows the important details to your vendor account. You can find your unique vendor account number and your account status here.

Business Info

The Business Info tab shows in more detailed information on how your business organization is structured. You can update your organization’s tax classification, name that appears on your checks, or DBA business names here. Please note that you have to contact the Help Desk if you want to update the legal name to your organization.

Addresses & Contacts

The Addresses & Contacts tab shows the address and contacts used for your business transactions with the City. You can modify or add a new payment or ordering address here.

Users

The Users tab shows all the users that have access to your vendor account. You can add a new user or update a user’s information, access level, or passwords here.

Commodities

The Commodities tab lists the commodity code(s) that you have associated with your business organization. Commodity codes are 3 digit codes that describes a good or service. By registering for commodity codes, you can be automatically notified via email if there is a solicitation available that matches your commodity code.

Business Types

The Business Types tab lists the business type(s) that are associated with your business organization. Possible Business Types to select includes Disadvantaged Business Enterprise (DBE), women owned, or minority owned. The City is collecting and monitoring organizations that are DBE.
Business Opportunities Page

The Business Opportunities page is where the solicitations are posted. All solicitations posted on VSS, past and present, could be found here. This also includes surplus auction items too. If you entered VSS as a guest or as public access, then this will be the default first page you see.

Solicitations

The Solicitations tab will list all the solicitations for goods, services, concession, and construction that were posted on VSS. Open solicitations that are ending the soonest will be listed first. You can search for a solicitation by using the Keyword Search or Advance Search tool. You can download the solicitation documents and addenda from the solicitation’s detail page. For users that have logged in, you can also create your solicitation response or bid here.

My Watchlist

The My Watchlist tab is only available for users that have logged into VSS. The My Watchlist tab is a useful tool for users to save a solicitation onto their own watchlist. By saving a solicitation onto the watchlist, the user can quickly go back to the solicitation without having to search for it again.

Surplus Auctions

The Surplus Auctions tab will list all the surplus auction solicitations that were posted on VSS. It is very similar to the Solicitations tabs upset that it house only surplus auctions solicitations.
Solicitation Responses Page

The Solicitation Responses page keeps a record of all the bids/solicitation responses you have submitted on VSS.

My Responses

The My Responses tab lists all the solicitation responses created by you. Your solicitation response will be available for you to modify up to the time of when the solicitation closes. The status of your response as well as a link to the solicitation is also available.

Additional Resources

Additional resources and guides are available on the City and County of Honolulu Purchasing website under Help Guides (http://www.honolulu.gov/pur/helpguides.html), and the Vendor Self Service home page (https://www5.honolulu.gov/webapp/VSSPSRV1/AltSelfService).

If you have any questions, please contact the help desk at 808-768-5535 or bfspurchasing@honolulu.gov.