A vendor portal for solicitations was introduced as an enterprise-level service for the Department of Defense (DoD) within the Procurement Integrated Enterprise Environment (PIEE) platform. This capability allows DoD to have a more automated and secure process for capturing solicitations and their attachments and responses from industry.

This resource provides Frequently Asked Questions to aid vendors with the PIEE Solicitation Module.

## Contents

## Section 1: Getting Started

1. **Who can register?**

   A. Any representative of the vendor authorized to submit an offer on behalf of the company may register for the Proposal Manager role.  Please contact your company's Account Administrator if you need assistance with account registration.

2. **How can I find out who is my company's Account Administrator?**

   A. You can enter your five-character CAGE Code to find your company's Account Administrator at the link below:

   https://piee.eb.mil/xhtml/unauth/lookup/gamLookup.xhtml

3. **What if my company does not have an Account Administrator?**

   A. If your company is new to PIEE and has no Account Administrator, the link below provides the general steps in getting started as a vendor to use the PIEE applications:

   https://piee.eb.mil/xhtml/unauth/web/homepage/vendorGettingStartedHelp.xhtml

4. **How long does it take to gain access to the PIEE?**

   A. The self-registration process may take several minutes to complete. After your company's Account Administrator activates your account, you will immediately be able access the application.

5. **How do I change my account information?**

   A. You can edit most account information, with the exception of your USER ID. Click My Account in the upper left corner of the window. Select the account information you want to view/edit.

6. **I forgot my login credentials, what do I do?**

   A. Click 'Reset My Password' hyperlink on the login page to reset your password, and you will be emailed a temporary password.

   https://piee.eb.mil/xhtml/unauth/lookup/forgotPassword.xhtml

## Section 2: Search

1.  **Do I need to be logged into search for opportunities?**

    A.  The public facing Solicitation Module site enables anyone to search for opportunities without being logged into PIEE. This site can be accessed by clicking the Solicitation Search link at the bottom of the PIEE Landing Page.

        https://piee.eb.mil/sol/xhtml/unauth/index.xhtml

        To view secured attachments and solicitations that may be directed to your company, you will need to be logged into PIEE with either the Proposal View Only or Proposal Manager role.

2.  **How can I find opportunities?**

    A.  Click 'Solicitation Module' Icon > Click 'Search' (located top left of new popup screen) > Enter 'Solicitation Search Criteria' > Click 'Search'

3.  **How can I receive notifications when an amendment to a solicitation is posted?**

    A.  Within a solicitation, click the checkbox next to 'Please notify me of amendments to this solicitation' on the top left corner of the screen. You will receive email and system notification when an amendment is posted.

4.  **Is it possible to download all attachments?**

    A.  Yes, once you are viewing the solicitation, Click 'Download All Attachments.' This will prompt you with a pop up window to save all files to a location of your choosing as a compressed zip file. The files will be located in the zip file once extracted. Please note that the files being downloaded are located at the bottom of the solicitation screen. If no files are available, you will not see the 'Save As' pop up after selecting 'Download All Attachments.'

## Section 3: Submitting an Offer

1. **Do I have to be logged in to submit an offer?**

   A. Yes, vendors must be logged into PIEE to submit an offer.

2. **Why am I not able to submit an offer?**

   A. You may not be able to submit an offer for the following reasons:

   - You are not logged in.
   - You are viewing a draft solicitation.
   - You only have the Proposal View Only role.
   - Your Proposal Manager role is not active.
   - You may not have completed all the required fields to submit.

3. **What is the purpose of the Offer-Identifier field?**

   A. The Offer-Identifier field allows a vendor to add a unique identifier to each submitted offer to make it easier for the vendor to track and help the government distinguish between multiple offers. If a vendor chooses to leave the field blank, an auto-generated number will be assigned.

4. **What is the size limit on uploaded attachments?**

   A. Each uploaded attachment can be up to 1.9 gigabytes (GB) in size.

5. **Is there a system limit on the number of attachments that can be uploaded?**

   A. No, there is no system limit on the number of attachments that can be uploaded.

6. **Is it possible to upload multiple attachments at once?**

   A. Yes, multiple attachments may be uploaded at one time. After you click 'Choose File,' highlight all the files you want to upload and click 'Open.' If the total size of all the attachments exceeds 1.9GB (see 4.A above), upload the multiple attachments in batches that keeps each batch under the 1.9GB limit.

**7. What file extensions are supported?**

A. The application supports the following file extensions:

| | |
|---|---|
| DOCX | WORD XML FILE TYPE/DOCUMENT |
| DOCM | WORD XML FILE TYPE/MACRO-ENABLED |
| DOTX | WORD XML FILE TYPE/TEMPLATE |
| DOTM | WORD XML FILE TYPE/MACRO-ENABLED TEMPLATE |
| BMP | IMAGE/X-MS-BMP |
| DOC | APPLICATION/MSWORD |
| HTM | TEXT/HTML |
| HTML | TEXT/HTML |
| JPG | IMAGE/JPEG |
| MSG | APPLICATION/VND.MS-OUTLOOK |
| PDF | APPLICATION/PDF |
| PPT | APPLICATION/X-MSPOWERPOINT |
| RTF | APPLICATION/RTF |
| TIF | IMAGE/TIFF |
| TXT | TEXT/PLAIN |
| XLS | APPLICATION/X-MSEXCEL |
| XML | XML FILE |
| TEST | DOC |
| XPS | VISTA ZIP |
| XLSX | EXCEL/WORKBOOK |
| XLSM | EXCEL/MACRO-ENABLED WORKBOOK |
| XLTX | EXCEL/TEMPLATE |
| XLTM | EXCEL/MACRO-ENABLED TEMPLATE |
| XLSB | EXCEL/NON-XML BINARY WORKBOOK |
| XLAM | EXCEL/MACRO-ENABLED ADD-IN |
| PPTX | POWERPOINT/PRESENTATION |
| PPTM | POWERPOINT/MACRO-ENABLED PRESENTATION |
| POTX | POWERPOINT/TEMPLATE |
| POTM | POWERPOINT/MACRO-ENABLED TEMPLATE |
| PPAM | POWERPOINT/MACRO-ENABLED ADD-IN |
| PPSX | POWERPOINT/SHOW |
| PPSM | POWERPOINT/MACRO-ENABLED SHOW |
| SLDX | POWERPOINT/SLIDE |
| SLDM | POWERPOINT/MACRO-ENABLED SLIDE |
| THMX | POWERPOINT/OFFICE THEME |

If the file is not supported you will receive an error at the top of the screen:
'Invalid Attachment File Name. Attachment File Name "filename.Extension" has an invalid file extension.'

**8. Will I get an email or system notification after I successfully sign and submit an offer?**

A. A system notification will appear at the top of the screen upon submission. You are encouraged to print that page and maintain it for your records. In addition, an offer submission confirmation document will be attached to the offer.

**9. Can I withdraw a submitted offer?**

A. A submitted offer may be withdrawn any time before the closing date and time.

## Section 4: Technical / Troubleshooting

1. **Are there hardware/OS requirements?**

    A. There are no hardware or operating system requirements. For information on how to setup your device to use PIEE, click the link below:

    https://piee.eb.mil/xhtml/unauth/web/homepage/machineSetup.xhtml

2. **What web browsers do I need?**

    A. The following web browsers are supported by PIEE
    - Apple Safari version 13.0 or later
    - Google Chrome version 84.0 or later
    - Microsoft Edge version 84.0 or later
    - Microsoft Internet Explorer version 11.0 or later*
    - Mozilla Firefox version 79 or later

    *Microsoft will no longer support Internet Explorer starting 17 August 2021. It is recommended that users move to an alternate supported browser.

3. **Why didn't I receive a notice, confirmation, or other notification that I should have received?**

    A. Please verify that messages originating from PIEE disa.ogden.eis.mbx.wawfnoreply@mail.mil are not in your spam folder.

4. **Why is the system unavailable?**

    A. Periodically, PIEE will be unavailable due to system maintenance. A notice will be posted on the system messages page that will detail the downtime window.

    https://piee.eb.mil/piee-landing/system-messages

5. **Who do I contact/call for help?**

    A. Please contact your company's Account Administrator for any account related issues.

    If you are experiencing technical problems with Procurement Integrated Enterprise Environment, please contact the DISA DECC Ogden Electronic Business Service Desk at link below:

    https://piee.eb.mil/xhtml/unauth/web/homepage/vendorCustomerSupport.xhtml

    If you have questions about a specific solicitation, please contact the Point(s) of Contact listed on the solicitation.