

Office of Procurement Services

Dear Supplier:

Thank you for your interest in this bidding opportunity. To view the specifications and submit a bid, you must be registered with the University's bid system, ESM Solutions.

There is no charge and it only takes a few minutes to register.

Instructions for Registering as a Bidder for the University of Tennessee

- <https://supplier.esmsolutions.com/registration#/registration/contactInformation/>
- The University recommends that your company create a group email account, such as "bids@____.com." This will help ensure that your company will continue to receive notifications, even if a specific individual leaves your company.
- CHECK THE SPELLING OF YOUR EMAIL ADDRESS when you register in ESM. If your email address is spelled incorrectly, you will not receive notifications or be able to log into the system to respond to solicitations.
- After you register, edit your email notification settings in your ESM profile to reduce the number of notifications you receive. You can learn how [here](#).
- After you register, open the first ESM email notification you receive (even if it does not apply to your company) and log into ESM from within the email. If needed, contact ESM for assistance.

Have questions or need help? ESM's support team is happy to assist with technical issues. There are three ways to request help from ESM:

- Submit a customer service request ticket, <https://support.esmsolutions.com/>.
- Call (877) 969-7246, ext. 3
- Email at support@esmsolutions.com.

Visit our supplier training webpage, specifically the resources labeled Supplier Orientation, Part 1: REGISTER, for more registration resources. <https://procurement.tennessee.edu/supplier-training/>

Thank you,
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