Electronic Protest Docketing System (EPDS) Agency Point of Contact (POC)/Representative User Manual

APRIL 2018

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1.0   Introduction

For more than 80 years, GAO has provided an objective, independent, and impartial forum for the resolution of disputes concerning the awards of federal contracts. The Consolidated Appropriations Act of 2014[1], directed GAO to develop an electronic protest docketing system and authorized GAO to collect and use fees to offset the costs of the system.

GAO's Electronic Protest Docketing System (EPDS) is an automated case management system that allows parties to a case to file documents over the Internet and provides GAO with the ability to make electronic documents available to the parties over the Internet. Use of EPDS is mandatory, except as set forth in the EPDS instructions available at http://www.gao.gov/legal/ bid-protests/our-process. For example, classified material must never be filed through EPDS.

A goal of EPDS is to be easy to use; a filer creates a document using conventional word processing software and converts it to a Portable Document Format (PDF). After logging into EPDS, the filer enters basic information relating to the document, attaches the PDF file and submits it to GAO. A notice verifying receipt of the filing is automatically generated and emailed to the other case participants.

This guide is intended for **procuring agency Point of Contacts (POCs) and representatives**, including representatives of other parties permitted by GAO to participate in a case pursuant to 4 C.F.R. § 21.3(j). For all other users, please refer to the applicable user guide(s) available at http://www.gao.gov/legal/bid-protests/our-process.

1.1   Scope

The scope of this manual is to provide instructions on utilizing the GAO EPDS. This manual does not provide information on the protest process. For information on the protest process, please visit the GAO website. If you need assistance in utilizing the EPDS, please contact GAO at 202-512-5436 or protests@gao.gov.

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[1] Pub. L. No. 113-76, div. I, title I, § 1501, 128 Stat. 5, 433-34 (Jan. 17, 2014).

2.0   Getting Started

The GAO EPDS site is at: https://epds.gao.gov.

By utilizing the site, users agree to following:

- You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- Subject to the provisions in 4 C.F.R. §§ 21.1(g) and 21.4 and 4 C.F.R. part 81, which include procedures for protecting proprietary, confidential, and other procurement sensitive information, by using this information system, you understand and consent to the following:
  - You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system. Accordingly, pursuant to GAO's Electronic Protest Docketing System Instructions, the following personal identifiers should be excluded, or redacted when inclusion is necessary, from all filings, unless otherwise directed by GAO:
    1. Social Security Numbers. If an individual's Social Security number must be included in a filing, only the last four digits of the numbers should be used.
    2. Dates of Birth. If an individual's date of birth must be included in a filing, only the year should be used.
    3. Financial Account Numbers. If a financial account number is relevant to a filing, only the last four digits of the number should be used.
  - Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.
  - Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your Web Browser.

For the best experience, use **Google Chrome, Firefox, Safari, or Internet Edge** as the web browser. Please note that there are known issues that could affect your experience if using Internet Explorer (IE). For example, you may find that you are unable to enter text in response to system prompts or in certain data fields. Refreshing the web page and then attempting to enter the text may resolve the issue.

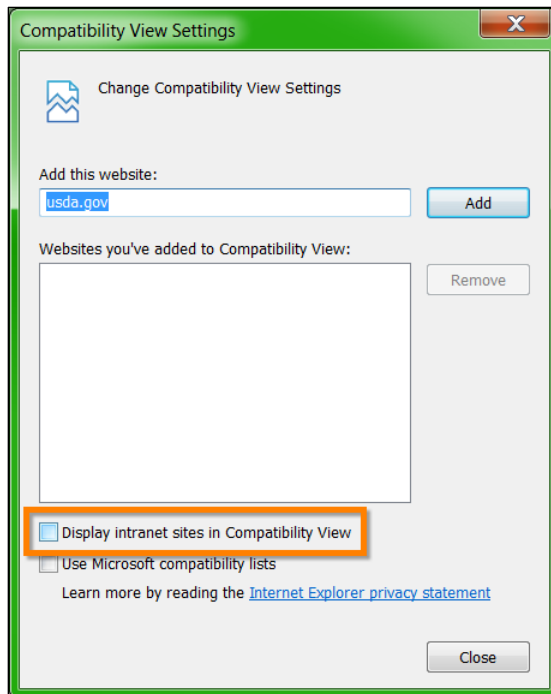If you must use IE, follow these instructions to help mitigate performance issues.

1. In **IE**, click the **Tools** icon in the upper right corner.

2. Click **Compatibility View** settings.
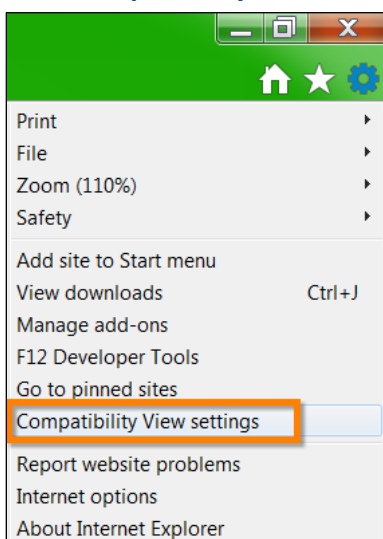
3. Ensure the box for **Display intranet sites in Compatibility View** is unchecked.

4. Click **Close**.
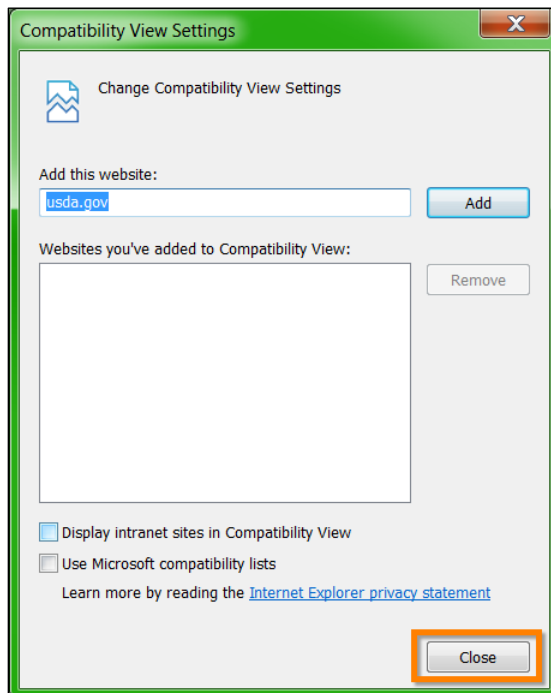
2.1   Registering for an Account

There are two types of agency accounts in EPDS: Agency Point of Contact (POC) and Agency Representative.
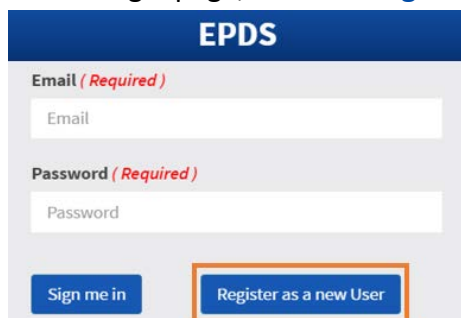
2.1.1   Register as an Agency POC

Agency POC accounts are appropriate for agency personnel that (1) are the designated agency points of contact for receiving the notice of new protests and other case types, and (2) assign agency representatives to new protest and other case types. Agency POC accounts are created by GAO. To request an agency POC account, please contact GAO at 202-512-5436 or protests@gao.gov.

2.1.2   Register as an Agency Representative
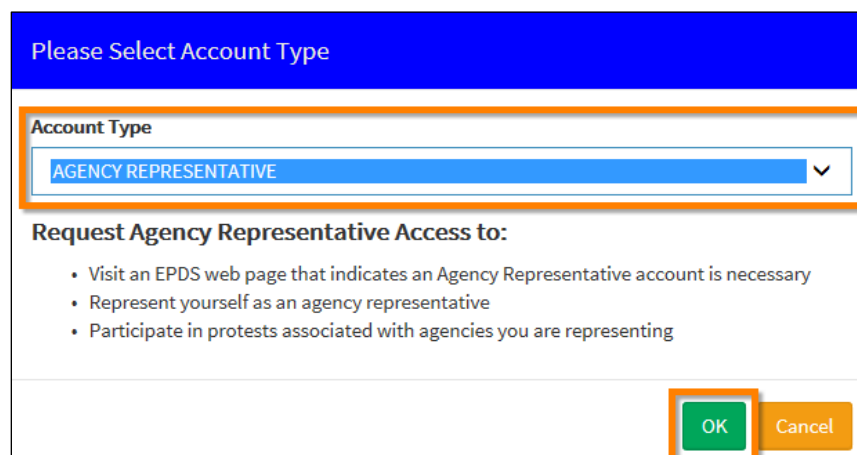
For all other individuals representing an agency, you must register as an agency representative. Follow these instructions to register as a representative.

1. On the login page, click the **Register as a new User** button.

2. In the **Please Select Account Type** popup, click the drop-down arrow and select **Agency Representative.** Click **OK**.

3. Click **OK** on the **Warning** pop-up.

⚠ **Warning**

By registering for an account as a representative of the U.S. Government, you are representing that you are an officer, employee, or authorized agent acting under the authority of the United States or a department, agency, or officer thereof. Falsely assuming or pretending to be an officer or employee acting under the authority of the United States or a department, agency, or officer thereof may be punishable by a fine and/or imprisonment pursuant to 18 U.S.C. § 912. GAO will refer any suspected misrepresentations regarding a Filing User's status to the appropriate authorities.

OK   Cancel
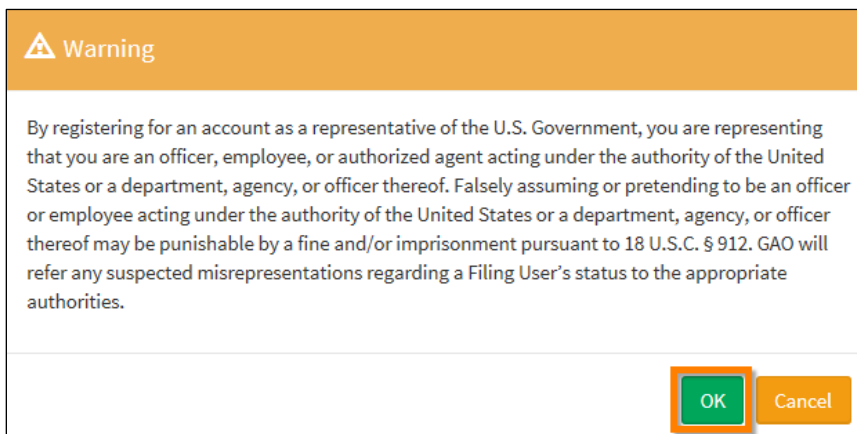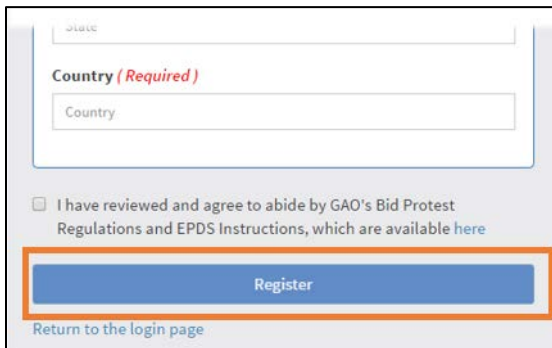
4. In the **Register as an Agency Representative**, complete all fields.

Register as an Agency Representative

Agency Representative Info

Email *(Required)*

Email

Prefix

Country *(Required)*

Country

☐ I have reviewed and agree to abide by GAO's Bid Protest Regulations and EPDS Instructions, which are available here

Register

Return to the login page

5. Click the checkbox next to **I have reviewed and agree to abide by GAO's Bid Protest Regulations and EPDS Instructions, which are available here**.

Country *(Required)*

Country

☐ I have reviewed and agree to abide by GAO's Bid Protest Regulations and EPDS Instructions, which are available here

Register

Return to the login page

6. Click **Register**.

7. Read the **Rules of Behavior**, and then click **I Agree** to complete the registration process.

8. If your registration is successful, a **Success** pop-up window will appear. Click **OK**.
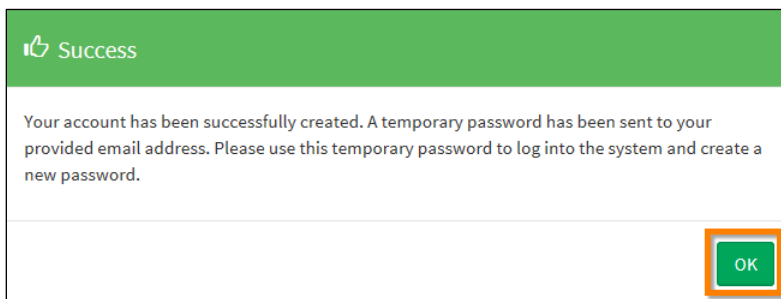

If there are issues with your registration, check the fields for error messages.

9. The system will send you an email with a temporary password. When you log on to the system the first time, the system will require you to change your password.

2.2   Initial Log In

To log in to the system:

1. You will be issued a temporary password when your EPDS account is initially created. To log in to the system for the first time, use the email entered at registration and the temporary password provided by EPDS. Click **Sign me in**.
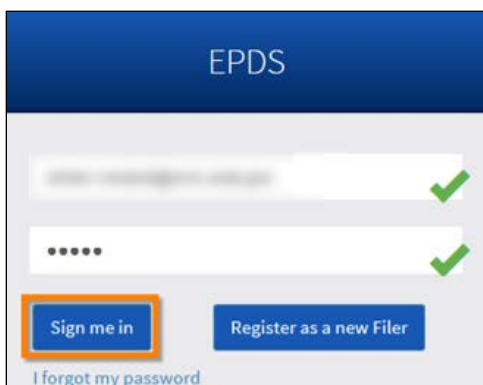
2. Upon your **initial log in**, the system will prompt you to: 1) update your password, and 2) choose and answer several security questions. Click **OK** to proceed.
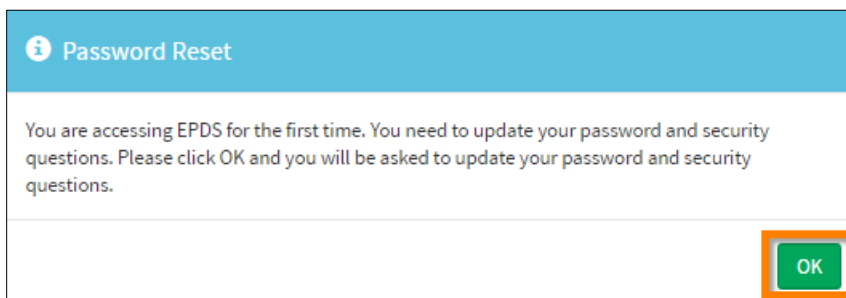
3. Update your password by entering a **New Password** and confirming it.
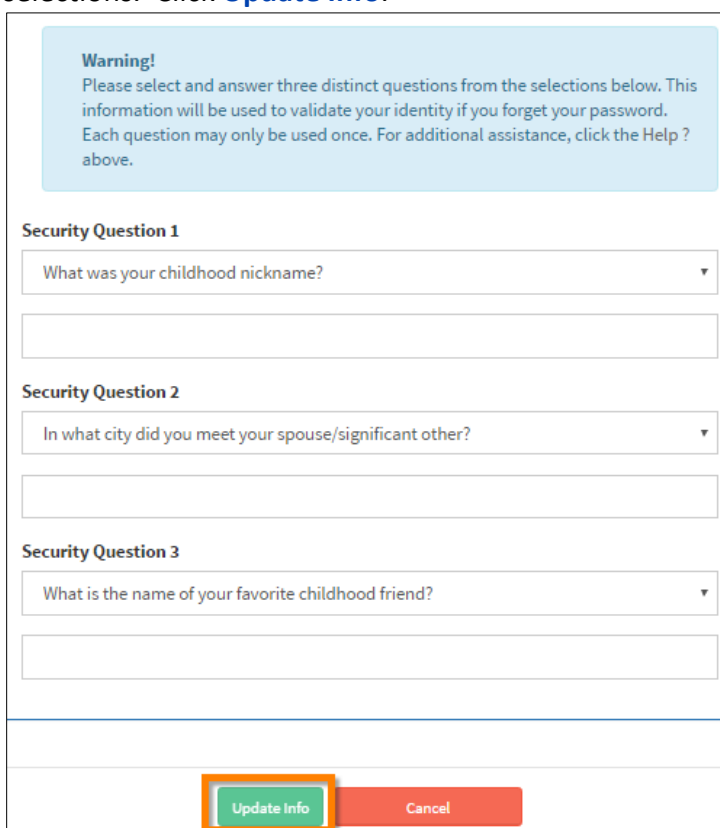
New Password

| Password |

Confirm Password

| Confirm Password |

Passwords must be between 12 and 24 characters in length, and contain **one character from each of the following four categories**:

- English uppercase characters (A to Z)
- English lowercase characters (a to z)
- Base 10 digits (0 to 9)
- Special characters (For example, #, $, and ^)

4. The **Security Question** section will be used for password reset, should you forget your password. Select and answer three distinct security questions from the dropdown selections. Click **Update Info**.

Warning!
Please select and answer three distinct questions from the selections below. This information will be used to validate your identity if you forget your password. Each question may only be used once. For additional assistance, click the Help ? above.

Security Question 1

What was your childhood nickname?

Security Question 2

In what city did you meet your spouse/significant other?

Security Question 3

What is the name of your favorite childhood friend?

Update Info   Cancel

5. Click **OK** in the success message pop up to finish.
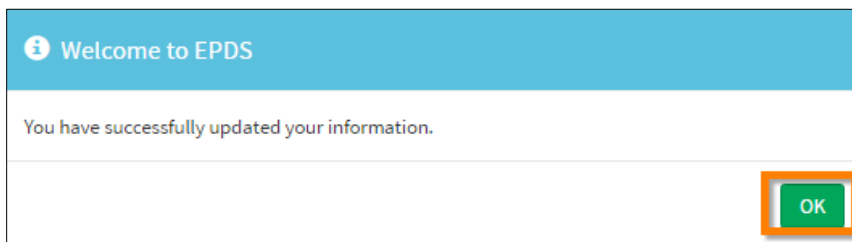
6. If your session remains inactive for 20 minutes, the system will require you to log back in again. You can only be logged in to one session at a time.

2.3   On-going Log In

After completing the initial log in steps, the process for subsequent logins follow the steps 2 through 4 in section 2.3, as depicted below.

1. Enter your EPDS account email and password. Click **Sign me in**.
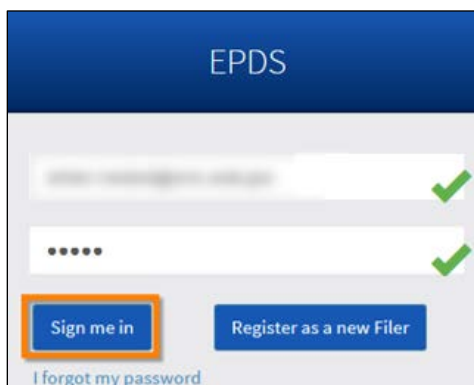
2. If your session remains inactive for 20 minutes, the system will require you to log back in again. You can only be logged in to one session at a time.

3.0   Application Introduction

This section provides a high-level description of the EPDS features. **Some features vary according to whether you are signed in as a POC or an agency representative.** These differences will be highlighted with separate instructions and screenshots where indicated.

1. Click the menu icon to show or hide the site navigation.

Agency Representative Dashboard
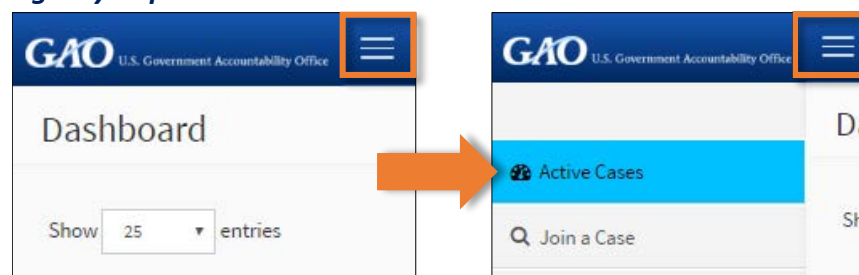
POC Dashboard

2. In the site navigation, click **Active Cases** to view your current protest cases and return to your **Dashboard**. See section 4.0 Dashboard/Active Cases for more information.

Agency Representative Dashboard   *POC Dashboard*

3. **Agency Representatives** can click **Join a Case** in the site navigation, to submit a request to join cases. **POC's** do not have this menu option. See section 4.2 Join a Case for more information.

Agency Representative Dashboard

4. Click the **Help** menu (upper right corner) to access **User Guides**, **FAQs**, **Contact Us** and **Feedback** information.
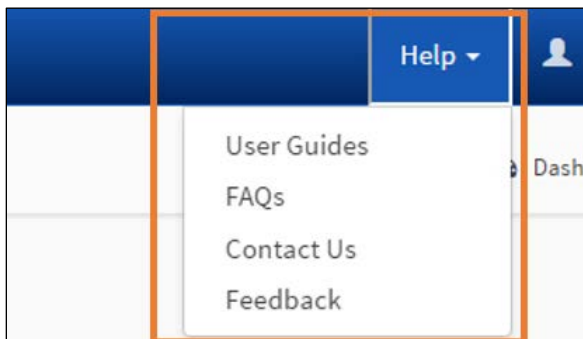
5. Click your name to access the **Manage User Profile** or **Logout** options. See section 6.0 for information on modifying your profile.
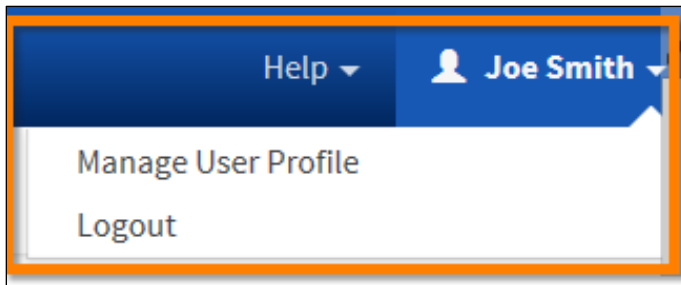
6. Under the **Help** and **User Name** is the breadcrumb navigation. This navigation makes it easier to understand where you are on the site.
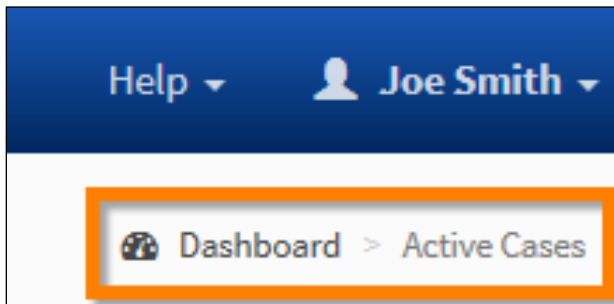
For instance, this breadcrumb navigation shows that the user is on the dashboard of the site, which shows the user's active cases.

4.0 Dashboard/Active Cases

The default view is the dashboard, which shows your active cases. If you are an **agency POC**, you can view **all your agency's cases.** However, if you are an **agency representative**, you can **only view your assigned cases from your own agency**.

4.1 Modify Dashboard

There are several ways to modify the dashboard.

1. **Show More Entries:** click the drop-down entries to change the view to display **25** (default), **50**, **100**, or **150** entries (cases).

2. **Filter Entries:** type in a filter parameter in the **Filter Records** field. The records will filter as you type. You can filter by any protest variable (B-Number, agency, due date, etc.). The filter will search all fields for any filter parameter.

3. **Modify Columns:** click the **Show/hide columns** button to select which columns to show.

4. **Sort Columns:** click the column headings to sort entries ascending or descending in that column.

4.2   Join a Case

Agency Representatives can submit a request to join a case. **POCs** do not have this menu option; rather, as set forth in section 6.5.2, a POC can add itself to a case through the Parties Tab for a particular case.

1. In the dashboard, click **Join a Case**.
   Agency Representative Dashboard

2. Enter the **B-Number**. Click Search.

If you do not know the B-Number, you may hit search and the system will retrieve the complete list of open cases for your agency.

3. Review the case information to verify this is the correct case. To request to join click **Yes.** To enter a different case number, click **Return to Search** or enter the **B Number** in the **Search** text box on this page.

4. Click **Add File** under **Upload Primary Document**.

A pop-up window will appear. Locate the appropriate file on your computer, select it (only **PDF, Word, Excel** and **Zip files** can be attached), and click **Open**.

5. Click **Submit** to send the request.

6. You will be taken back to the **dashboard** screen, and the case you have requested to join has been added. The request to join will be reviewed by GAO staff, and a decision of either **'Acknowledged'** or **'Not Acknowledged'** will be made. You will receive an email notifying you of the GAO's decision (step #8 below). The case's docket **will not be accessible** to you, until the Notice of Appearance is 'Acknowledged' (step #7 below).

7. If you click on the case **B-Number** or the **EPDS Cntrl #** before the GAO has decided on your request to join, the following message will appear.

8. If you click on the case **B-Number** or the **EPDS Cntrl #** and your request has been granted by GAO, the case docket information will display. The **Notice of Appearance** and **Notice of Appearance Acknowledged** will both display in the list of case filings.

9. If you click on the case **B-Number** or the **EPDS Control #** and your request has been denied by GAO, the following message will display. Click the attached document to review the reason why the GAO has denied the request.

5.0 Case Information

5.1 View an Active Case/Case Docket Sheet

To see an active case by viewing the **Case Docket Sheet**, click on the **B-Number** link or the **EPDS Cntrl #** link.

5.2 Case Docket Sheet Overview

The top part of the **Case Docket Sheet** provides the case information. **This information cannot be edited except by the GAO attorney**. Please see the following clarification on select items in the case information section.

U.S. Government Accountability Office   19

1. **B-Number**: This field shows the number(s) that GAO assigns to your case. All filings in a case should reference the assigned B-Number(s).

2. **Intervenor(s)**: This field shows any intervenors permitted by GAO to participate in the case pursuant to 4 C.F.R. §§ 21.0(b) or 21.3(j).

3. **Consolidated Protests**: If GAO has consolidated the case with another pending case(s), this field shows the title and B-Number(s) of the other case. After cases are consolidated, a filing made in one case will automatically be filed in the joined case(s). Although a user can see and access the documents in all joined cases (subject to the terms of any applicable protective order(s)), **any filings must be made in the filer's own case.**

   For example, GAO has consolidated the protests of Protester A and Protester B. **Protester A** can, subject to the terms of any applicable protective order(s), access and view the docket for **Protester B's** case. However, in order to file anything in the consolidated cases, **Protester A** must file the document in **Protester A's** case only.

4. **GAO Attorney Name**: This field shows the GAO-assigned attorney for the case.

5. **Days Remaining**: For cases subject to 4 C.F.R. § 21.9, this field shows the number of days remaining for GAO to issue a final decision. For all other cases, this field is inapplicable.

6. **Case Status**: Case status will be **Open** or **Closed**. If a case has been closed for more than 60 days, filers will no longer have access to open or download files from the docket.

7. **Protective Order Issued?**: This field shows whether or not GAO has issued a protective order for the case pursuant to 4 C.F.R. § 21.4.

The bottom part of the **Case Docket Sheet** shows the records attached to this protest. Records can include documents or docket entries created by GAO. This section can be sorted by the **Index**, **Filter**, and **Protected** columns. Additionally, you can filter or search the records by using the **Filter Records** field.

5.3 Alerts

Any new records on the **Case Docket Sheet** are identified with an alert icon that will display in the **Alerts** column (see the image below). The Alert icon will remain visible until the new record is opened.

5.4 Opening Attachments

Records that contain attachments can be opened by clicking the link in the **Type of Filing** column; the attachments can be viewed and downloaded. If a protective order has been issued for a case, parties not admitted to the protective order **will not** be able to access documents containing protected material. Please refer to section 6.0 Protected Material for more information.

6.0   Case Docket Sheet Actions

While viewing the **Case Docket Sheet** page, the menu options on the left side of the page change depending on the case status: **Open**, **Closed** or **Completed**.

6.1   Open Case Actions

If the Case is **Open**, the following four actions can be performed:

1. Return to the dashboard to view **Active Cases**.

2. **Submit New Documents** to the Case that is being viewed.

3. Manage and add agency representatives in the **Manage Agency Attorneys/Parties** screen.

4. Set your **Email Preferences**.

6.2   Closed Case Actions

If the Case is **Closed** (a public decision has been issued, and the 60 day interim period prior to case completion has begun), the following actions can be performed, according to your role:

Agency Representative Dashboard   *POC Dashboard*

1. Return to the dashboard to view **Active Cases**.

2. **Submit New Documents** to the Case that is being viewed (**Agency Representative only**).

3. Manage and add agency representatives in the **Manage Agency Attorneys/Parties** screen.

4. Set your **Email Preferences**.

5. File a **Request for Reconsideration** for this case.

6.3   Completed Case Actions

If the Case is **Completed** (a case which is over 60 days past the issuance of a public decision, and has been **Completed** by a GAO staff), two actions can be performed:
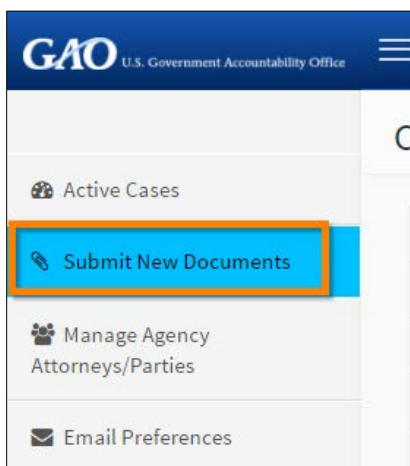
1. Return to the dashboard to view **Active Cases**.

2. File a **Request for Reconsideration** for this case.

6.4   Submit New Documents

New documents submitted will be automatically attached to the currently viewed case and a new record will be entered for that case. Follow the instructions below to submit new documents.
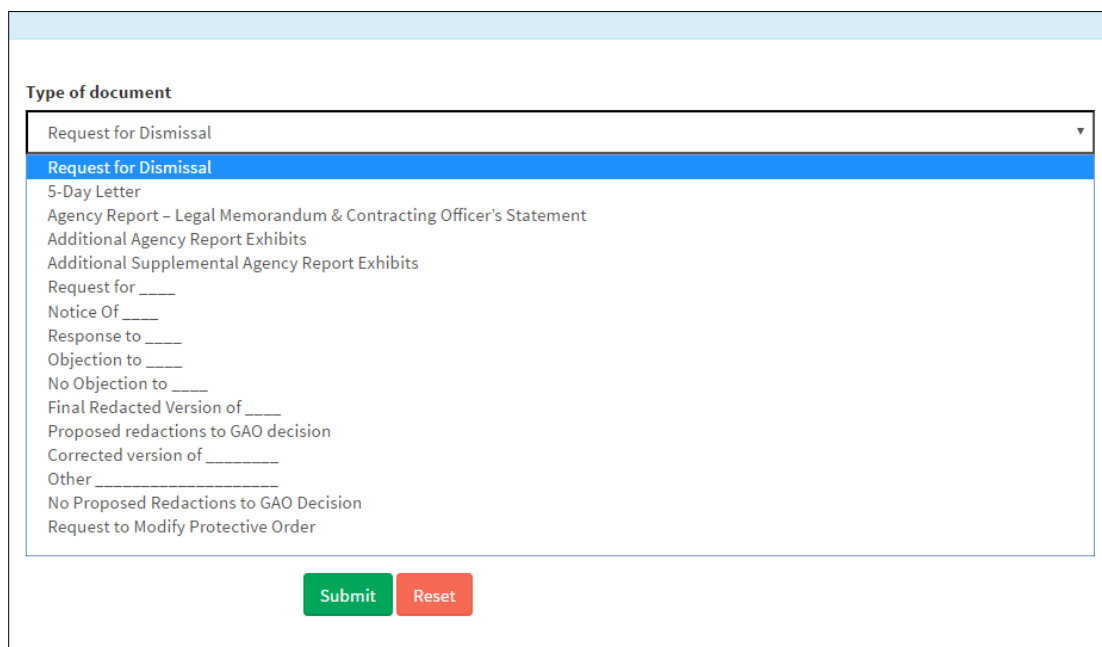
1. In the site menu, click **Submit New Documents**.

2. Complete the items on the **Submit New Documents** screen. Additional instructions for completing individual fields follow.
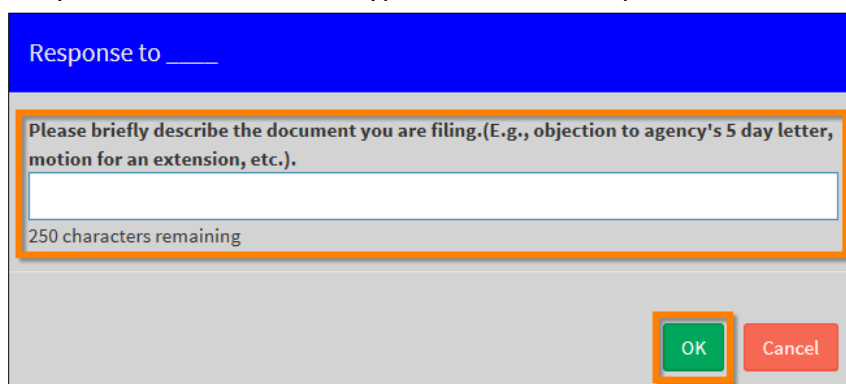
3. Select the **Type of document** from the dropdown menu. The available options will vary depending on the type of case and the **case status** (open, closed, complete). The following example displays the **Type of document** menu choices for a 'Protest' case with an 'Open' status.

Type of document

Request for Dismissal

| Request for Dismissal |
| 5-Day Letter |
| Agency Report – Legal Memorandum & Contracting Officer's Statement |
| Additional Agency Report Exhibits |
| Additional Supplemental Agency Report Exhibits |
| Request for ____ |
| Notice Of ____ |
| Response to ____ |
| Objection to ____ |
| No Objection to ____ |
| Final Redacted Version of ____ |
| Proposed redactions to GAO decision |
| Corrected version of _____ |
| Other _____ |
| No Proposed Redactions to GAO Decision |
| Request to Modify Protective Order |

Submit   Reset

4. If you select a document type with an underscore (i.e., a blank), a pop-up window will ask you to fill in the blank. Type in a brief description of the document, and click **OK**.

Response to ____

Please briefly describe the document you are filing.(E.g., objection to agency's 5 day letter, motion for an extension, etc.).

250 characters remaining

OK   Cancel

5. Click **Add File** under **Upload Primary Document**.

Upload Primary Document (Only PDF & Excel documents can be attached)

| Add File | Cancel |

#	Name	Size	Progress

Do any of these documents contain information that is proprietary, confidential, or otherwise not releasable to the public?

○ Yes   ○ No

Comments

> Please provide a description of the document (E.g., objection to agency's 5 day letter, motion for an extension, etc.).

250 characters remaining

Submit

A pop-up window will appear. Locate the appropriate file on your computer, select it (only **PDF, Word, Zip** and **Excel files** can be attached), and click **Open**.

6. Once a document is added, you can add additional documents by clicking **Yes** for the question, **Do you want to Upload Associated Documents?**

Upload Primary Document (Only PDF & Excel documents can be attached)

| Cancel |

#	Name	Size	Progress
1		12314	

Do you want to Upload Associated Documents?
○ Yes   ○ No

7. If appropriate, click **Yes** for the question, **Do any of these documents contain information that is proprietary, confidential, or otherwise not releasable to the public?**

Do any of these documents contain information that is proprietary, confidential, or otherwise not releasable to the public?
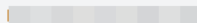
○ Yes   ○ No

8. Add comments to the **Comments** field if needed. Click **Submit**.

Type of document

Proposed redactions to GAO decision ▼

Upload Primary Document (Only PDF & Excel documents can be attached)

Cancel

#	Name	Size	Progress
1	████████████pdf	187687	

Do you want to Upload Associated Documents?

○ Yes   ◉ No   ✔

Do any of these documents contain information that is proprietary, confidential, or otherwise not releasable to the public?

○ Yes   ◉ No   ✔

Comments

Please provide a description of the document (E.g., objection to agency's 5 day letter, motion for an extension, etc.).

250 characters remaining

Submit

6.5   Manage Agency Attorneys/Parties

The **Parties** screen shows all the different parties associated with the case. Each party is allowed to have **up to four representatives** who can access or file documents in EPDS. Follow the instructions below to add or delete an agency representative.

6.5.1 Add an Agency Representative

1. In the **Parties** screen, click **+ Add Agency Representative**.

2. In the pop-up box, enter the email for the agency representative you would like to assign to the case and click **Assign Agency Rep**.


3. In the next pop-up box, verify the contact information, and click **Confirm**.

To assign a representative to a case, the individual **must have an EPDS user account**. When the individual logs onto the system, the case will appear in their active cases dashboards.

4. If the individual does not have an EPDS user account, a pop-up menu will appear and notify you that no such user account exists. Once the individual creates a user account, you can invite them to join the case by following steps 1 and 2 above.
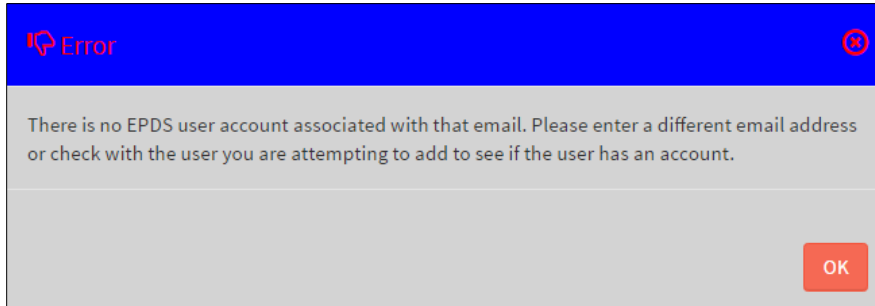

5. The representative's information will appear on the **Parties** page in the **Agency Representative** box.
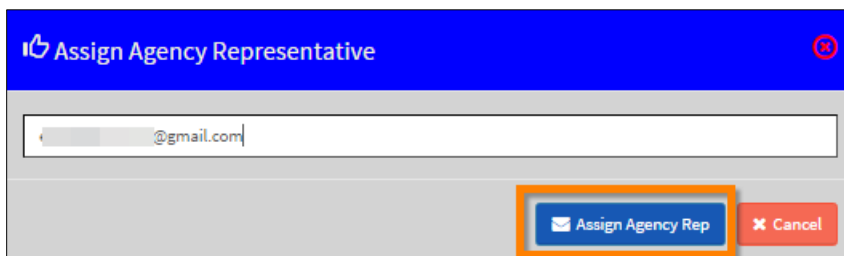

6.5.2   Adding an Agency POC as a Representative for a Case

An Agency POC can add itself as a representative for any of its agency's cases using the following process.

1. In the **Parties** screen, click **+ Add Agency Representative** next to your agency's name. In the example below, the case already has one Agency Representative.
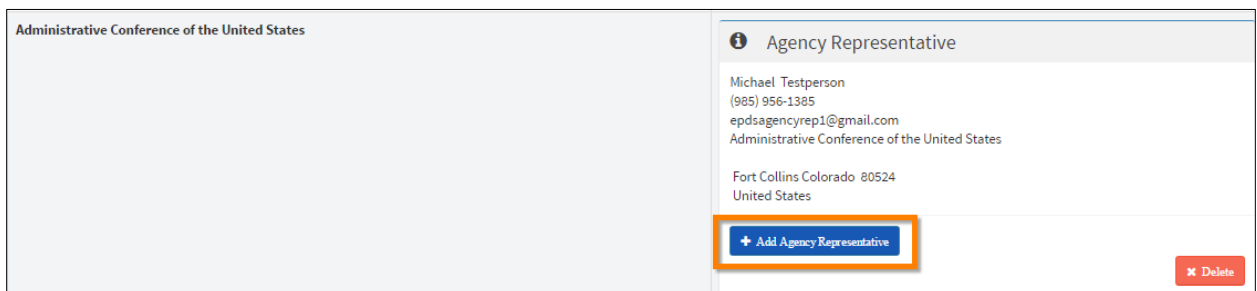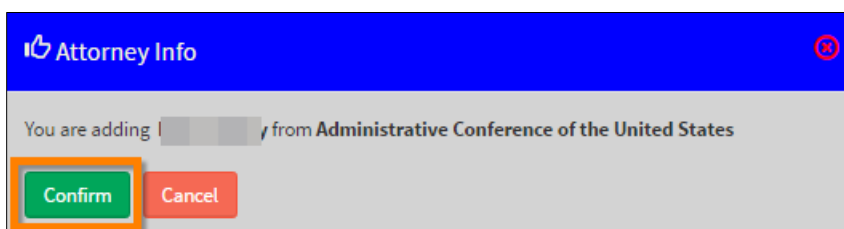
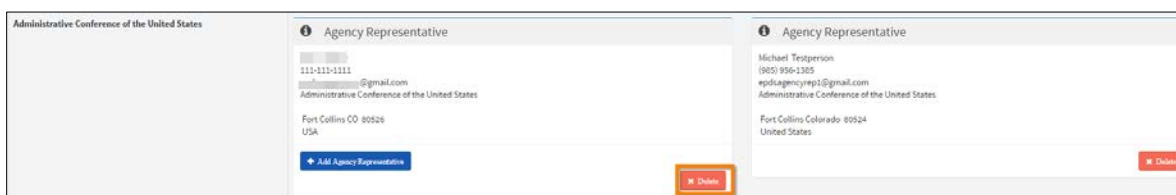2. Enter your EPDS account email in the pop up window and click **Assign Agency Rep**.

3. On the confirmation pop up click **Confirm**.

4. Your contact information is now visible in the Agency Representative area of the Parties screen. You can delete yourself from the case, if needed, using the **Delete** button in your contact area (only an agency POC can delete a representative).
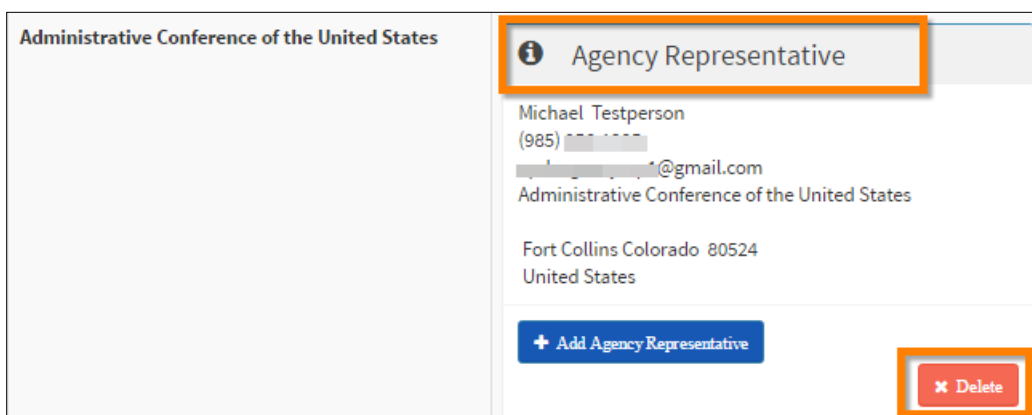

6.5.3   Delete a Representative

Only an agency **POC** can delete an agency representative.

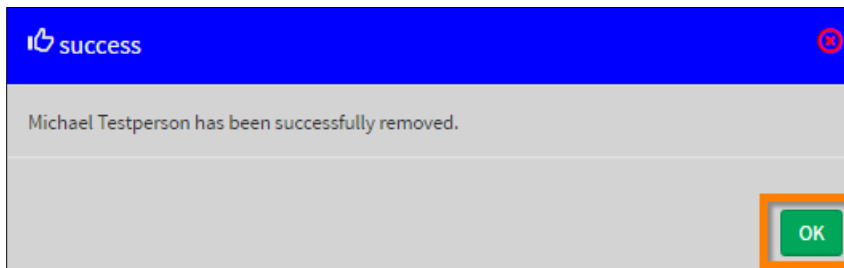1. Click **Delete** in the **Agency Representative** box.

2. Click **Yes** in the confirmation window that appears, or **No** to stop action.

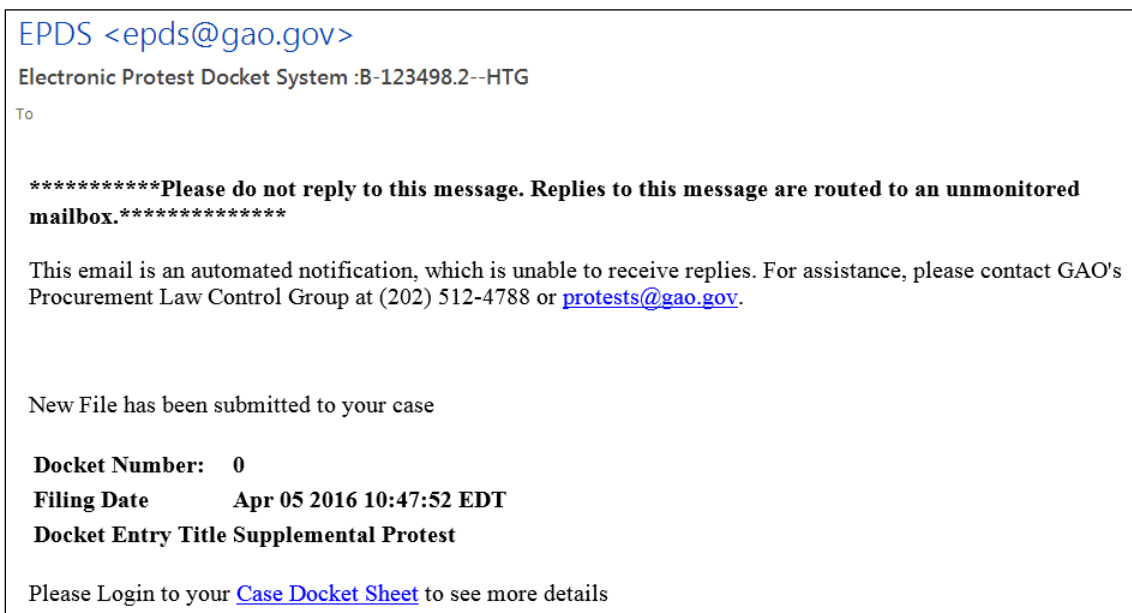3. A success message will appear. Click **OK**.

4. The **Agency Representative** is no longer displayed.

6.6   Email Preferences

All service of filings and notices of case developments will occur by postings to the case docket sheet. When a filing or other case development occurs in EPDS, **the default setting is that the system will send all parties an email notification.**

EPDS <epds@gao.gov>

Electronic Protest Docket System :B-123498.2--HTG

To

************Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox.**************

This email is an automated notification, which is unable to receive replies. For assistance, please contact GAO's Procurement Law Control Group at (202) 512-4788 or protests@gao.gov.

New File has been submitted to your case

Docket Number: 0
Filing Date   Apr 05 2016 10:47:52 EDT
Docket Entry Title Supplemental Protest

Please Login to your Case Docket Sheet to see more details

Users are strongly encouraged to keep email notifications activated for each case. Users bear sole responsibility for learning of any new filings or case developments.
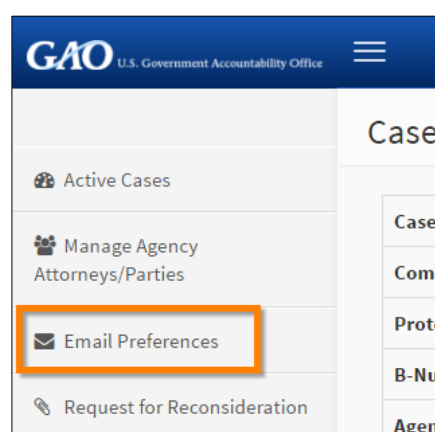
Deactivate Email Notifications
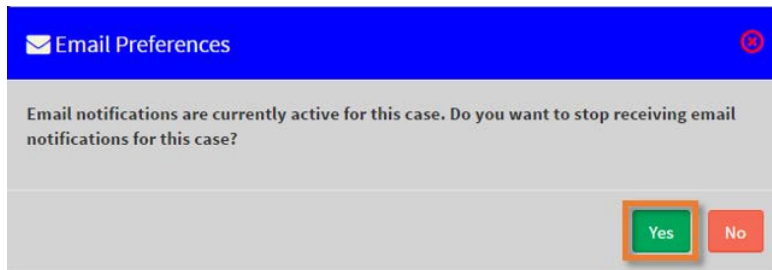
1. On the left side navigation, click **Email Preferences**.
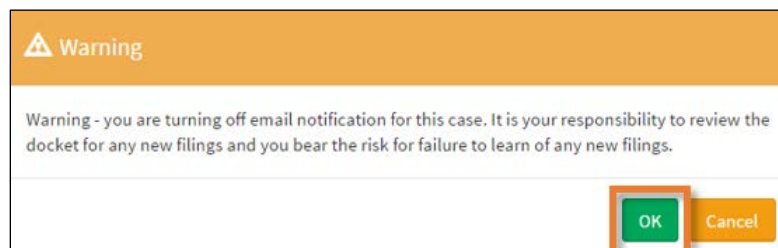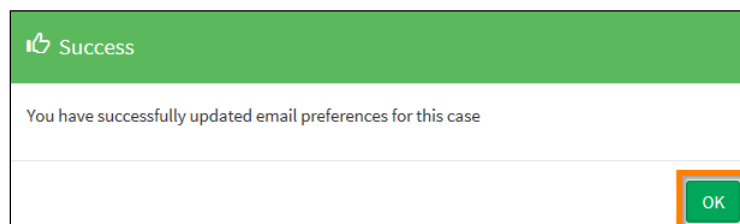   *Agency Representative Dashboard*   *POC Dashboard*
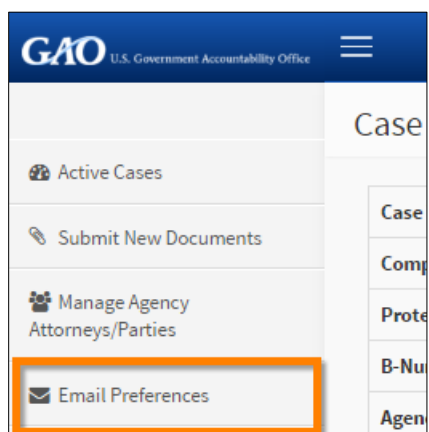
2. Click **Yes** on the **Email Preferences** pop-up box.
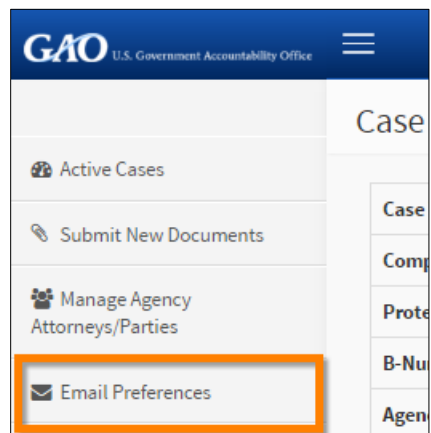

3. Click **Ok** on the **Warning** pop-up.

4. Click **OK** on the **Success** pop-up.
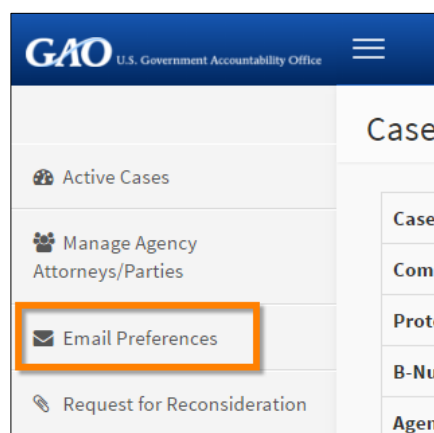

Activate Email Notifications

1. On the left side navigation, click **Email Preferences**.
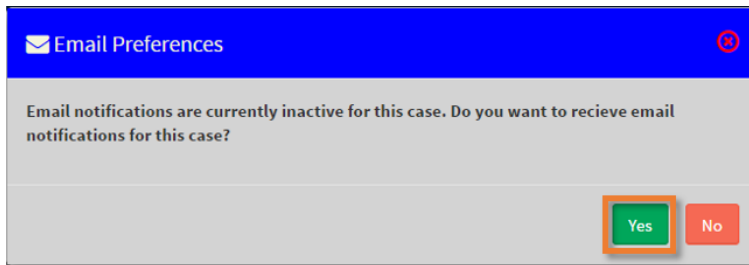
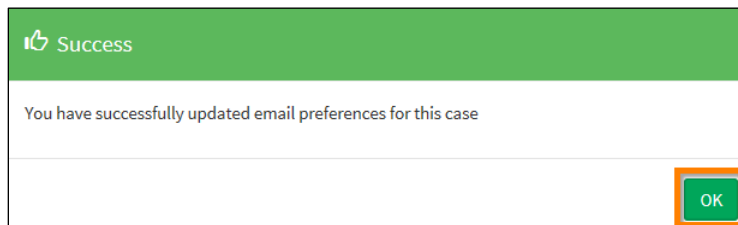   *Agency Representative Dashboard*   *POC Dashboard*

2. Click **Yes** on the **Email Preferences** pop-up box.

3. Click **OK** on the **Success** pop-up.

7.0   Protected Material

Often protests and associated filings and materials contain a company's proprietary or confidential data or the agency's source-selection-sensitive information that cannot be released publicly, which this guide will collectively refer to as **'protected material'**. The following provides an overview of the EPDS features for properly marking and protecting protected material, as well as how to prepare redacted versions that are publically releasable.

7.1   Protecting a New Case

In addition to conspicuously marking the document being filed, when filing a new protest (or other case type) and any subsequent filings in a case, EPDS will prompt the filer to answer the question as noted below:

Do any of these documents contain information that is proprietary, confidential, or otherwise not releasable to the public?
○ Yes   ○ No

The filer will select **Yes** if the filing includes any information that is proprietary, confidential, or otherwise not releasable to the public. When a filer marks a document as containing information that is proprietary, confidential, or otherwise not releasable to the public, **only the party that made the filing, GAO, and authorized representatives of the agency will be able to access the filing.**

1. As shown in the example below, authorized users can access a protected filing by clicking the title in the **Type of Filing** column. The title is an **active** hyperlink that opens the protected document.

2. A user without access (such as an Intervenor), can see that a protected filing has been posted to the Docket. However, the user **can not** open the filing because the title **is not** an active hyperlink for them.

Index	Alerts	Type of Filing	Filer	Protected ?	Date	Comments	GAO Notes
1	⚠	Protest	PROTESTER (Environmental Today)	YES	Apr 05 2016 17:18:55 EDT		
2	⚠	Supplemental Protest	GAO	YES	Apr 06 2016 13:53:20 EDT		
3	⚠	Comments	PROTESTER (Environmental Today)	YES	Jul 11 2016 15:00:52 EDT		

> ⚠ **WARNING**
>
> Because the docket is always viewable by any party to a case, all parties should refrain from submitting any protected material on the docket**,** such as in the **Comments** section of the **Submit New Documents** feature**.** Any **Comments** containing protected material should be set forth in a document that is uploaded to EPDS and appropriately marked with a protected status designation.

As discussed below, if GAO determines that it is appropriate to issue a protective order, counsel who are admitted to the protective order will be able to access documents marked as containing information that is proprietary, confidential, or otherwise not releasable to the public on the docket.

7.2 Filing a Final Redacted Version

GAO's Bid Protest Regulations require that a party submit redacted (or publically releasable) versions of any filings that were marked as containing protected material. For new protest and new request for reconsideration cases, the **Submit New Documents** link from the case docket sheet will includes several document types that address redaction: **Final Redacted Version of _____** and **Proposed redactions to GAO decision**.

When all parties agree to a final redacted version of a filing, follow the instructions below to file the redacted document.

> **ℹ NOTE**
>
> Parties should exchange proposed redacted versions of filings and correspond in good faith to prepare final agreed-to redacted versions of filings outside of EPDS. **Only the final redacted version agreed to by all parties should be filed in EPDS.**

1. Select the appropriate protest from the dashboard.

2. Click **Submit New Documents** on the left side menu.

3. This example depicts the selection of **Final Redacted Version of _____** as the **Type of document**.

4. Complete the description of the document, in the popup box that appears and click **OK** to continue.

5. Click **Add File** under **Upload Primary Document**.

A pop-up window will appear. Locate the appropriate file on your computer, select it (only **PDF, Word, Zip** and **Excel files** can be attached), and click **Open**.

6. Once a document is added, you can add additional documents by clicking **Yes** for the question, **Do you want to Upload Associated Documents?**

7. Add comments to the **Comments** field if needed. Click **Submit**.

8. A Warning will appear verifying that you want to proceed with posting a filing that is accessible by all parties. Click **Yes** to continue.

9. The **Final Redacted Version** document is marked as **not** containing information that is proprietary, confidential, or otherwise not releasable to the public and will be accessible by all authorized users with access to the case.

7.3   Filing a Proposed Redaction to a GAO Decision

If GAO issues a protected decision, parties with authorized access to the protected decision can submit proposed redactions.

1. Select the appropriate protest from the dashboard.

2. Click **Submit New Documents**.

3. Select **Proposed Redactions to GAO Decision** from the **Type of document** dropdown menu.

4. Click **Add File** under **Upload Primary Document**.

A pop-up window will appear. Locate the appropriate file on your computer, select it (only **PDF, Word, Zip** and **Excel files** can be attached), and click **Open**.

5. Once a document is added, you can add additional documents by clicking **Yes** for the question **Do you want to Upload Associated Documents?**

6. Add comments to the **Comments** field if needed. Click **Submit**.

7. All Proposed Redactions are automatically marked by the system as having proprietary information. Only appropriate parties will be able to view these documents.

8. GAO will evaluate the proposed redactions. GAO will either correspond further with the parties regarding their proposed redactions or will proceed to issue a Public Decision that will be accessible on the docket and available to all authorized users with access to the case.

7.4   Protective Order

GAO may, in appropriate cases, issue a protective order that will allow authorized counsel access to all materials in a case that are marked as containing protected material. For additional information regarding GAO's protective order process, please review GAO's Bid Protests at GAO: A Descriptive Guide, and Guide to GAO Protective Orders.

1. The default setting in EPDS is that a case **will not** have a protective order. As shown on the docket, the case below does not have a protective order.

Case Docket Sheet			Dashboard > Case Docket Sheet	
Case Type	PROTEST	GAO Attorney Name	pending	
Company Status	SMALL	GAO Attorney Email	pending	
Protester		GAO Attorney Phone Number	pending	
B-Number	B-412739.1	Days Remaining	69	
Agency	Administrative Conference of the United States	Case Status	OPEN	
Intervenor(s)		Protective Order Issued?	○ Y ⦿ N	
Solicitation Number	unknown			
Consolidated Protests				

2. When GAO issues an acknowledgement package with a protective order or a notice of protective order, the protective order will be available for download on the docket. Also, the protective order issued field on the docket will change to **Y.**

| Case Docket Sheet			Dashboard > Case Docket Sheet	
Case Type	PROTEST	GAO Attorney Name		
Company Status	SMALL	GAO Attorney Email	@gao.gov	
Protester	XYZ TEST, LLC	GAO Attorney Phone Number	1 (202)	
B-Number	B-412741.1	Days Remaining	54	
Agency	Administrative Conference of the United States	Case Status	CLOSED	
Intervenor(s)		Protective Order Issued?	Y	
Solicitation Number	12312Y			
Consolidated Protests				

7.4.1   Agree to a Protective Order Admission

Once a party's representative(s) submits his or her protective order application(s), the other parties will receive an email that an application has been submitted and they should indicate on the case docket sheet whether they have any objections. If the party has no objections, they should submit a document according to the following instructions.
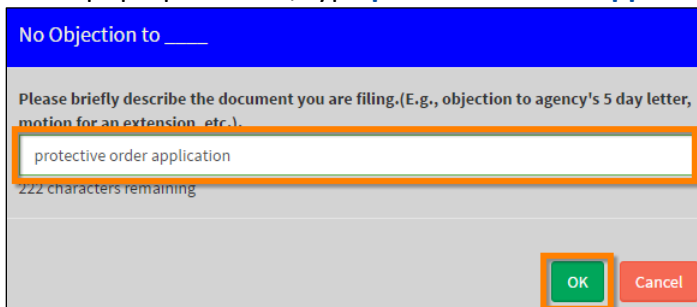
1. While on the Docket, click **Submit New Documents** on the left side menu.
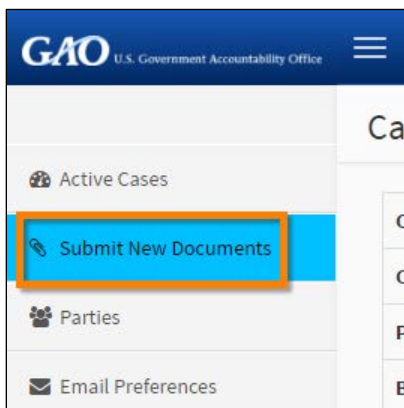
2. On the **Submit New Document** screen, click the drop-down arrow for **Type of document** and select **No Objection to __**.
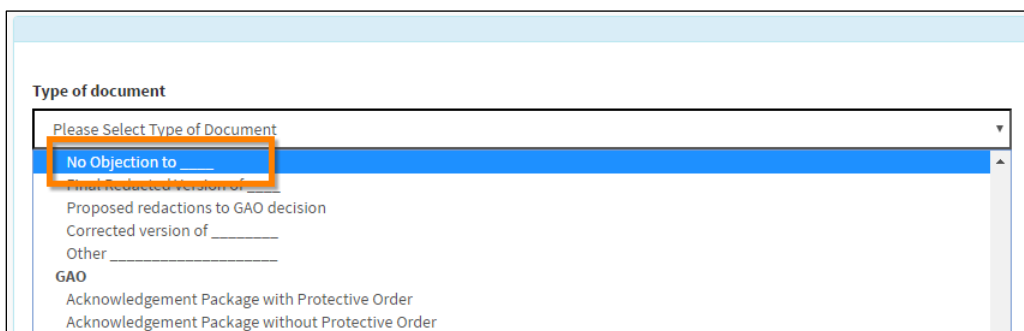
3. In the pop-up window, type **protective order application**, and click **OK**.

4. Add comments to the **Comments** field if needed. Click **Submit**.

Comments

Please provide a description of the document (E.g., objection to agency's 5 day letter, motion for an extension, etc.).

250 characters remaining

Submit

5. The party's non-objection will appear on the docket.

| Index	Alerts	Type of Filing	Filer	Protected ?	Date
1		Protest	PROTESTER (▬▬)	YES	Mar 25 2016 12:45:51 EDT
2		Request for Testing	PROTESTER	YES	Mar 25 2016
	⚠				18:14:32 EDT
5	⚠	No Objection to protective order application	GAO	NO	May 04 2016 18:23:05 EDT

7.4.2   *Objection to a Protective Order Application*

If a party has an objection to a pending application for admission to the protective order, they should submit a document according to the following instructions.

1. While on the Docket, click **Submit New Documents on the left side menu**.
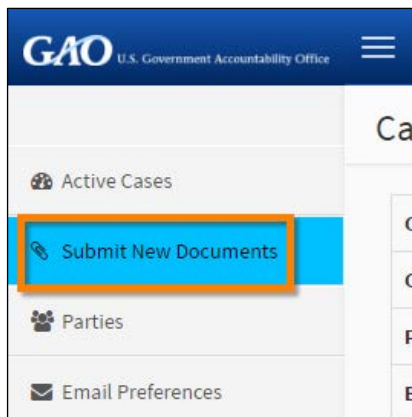
2. On the **Submit New Document** screen, click the drop-down arrow for **Type of document** and select **Objection to ____**.
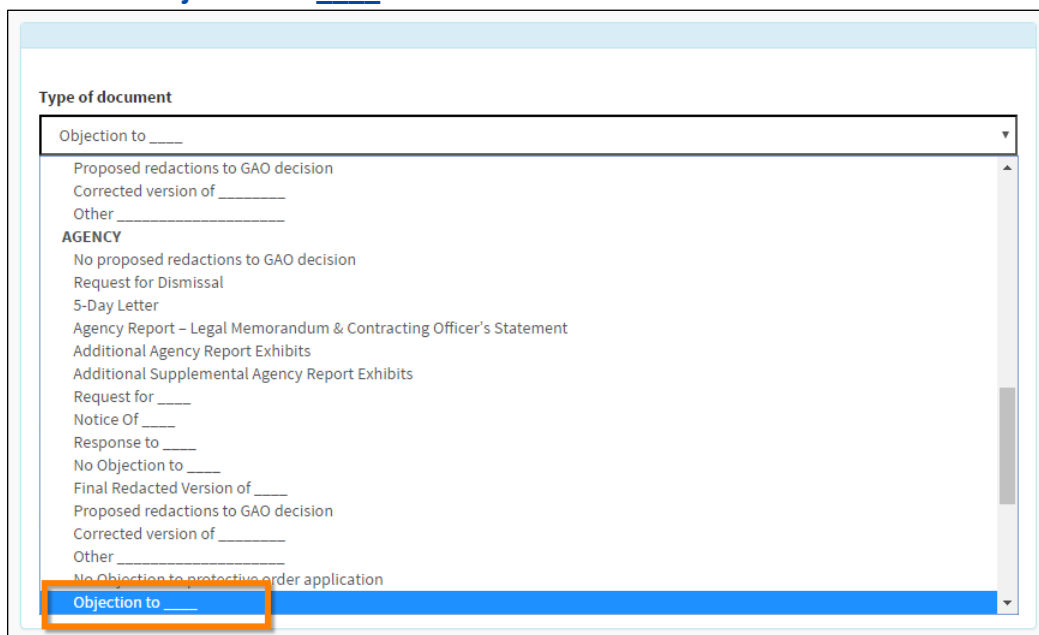
3. In the pop-up window, type protective order application, and click OK.

    Objection to _____

    Please briefly describe the document you are filing.(E.g., objection to agency's 5 day letter, motion for an extension, etc.).

    protective order application

    222 characters remaining

    OK   Cancel

4. Under **Upload Primary Document**, click **Add File**.

    Upload Primary Document

    Add File   Cancel

#	Name	Size	Progress

    Do any of these documents contain information that is proprietary, confidential, or otherwise not releasable to the public?

    ○ Yes   ◉ No

    A pop-up menu will appear. Locate the appropriate file on your computer, select it (only **PDF** and **Excel files** can be attached), and click **Open**.

5. Once a document is added, you can add additional documents by clicking **Yes** for the question, **Do you want to Upload Associated Documents?**

    Upload Primary Document
    (Only PDF & Excel documents can be attached)

    Cancel

#	Name	Size	Progress
1		12314	

    Do you want to Upload Associated Documents?
    ○ Yes   ○ No

6. If appropriate, click **Yes** for the question **Do any of these documents contain information that is proprietary, confidential, or otherwise not releasable to the public?**

    Do any of these documents contain information that is proprietary, confidential, or otherwise not releasable to the public?
    ○ Yes   ○ No

7. Add comments to the **Comments** field if needed. Click **Submit**.

8. The party's objection will appear on the docket.

8.0 Closed Case Actions

After a case is closed, the left navigation options in **the Case Docket Sheet** change to include **Request for Reconsideration**.
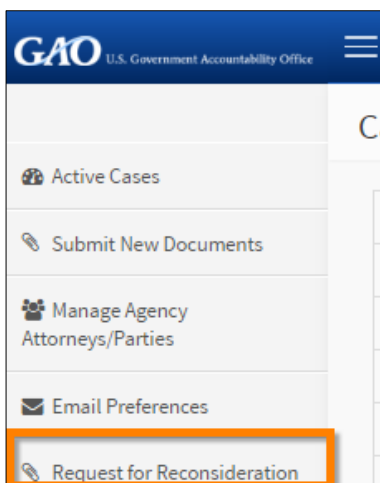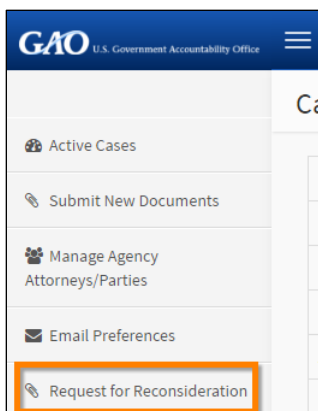
Agency Representative Dashboard   *POC Dashboard*

8.1 File a Request for Reconsideration

When GAO issues a decision on a case, parties who have not disabled notifications will be notified by email of the decision. Additionally, a case status of **Closed** is displayed in the **Case Status** column of the dashboard and the upper right corner of the case docket sheet.

1. To file a request, click **Request for Reconsideration**.

   Agency Representative Dashboard   ***POC Dashboard***

2. Click **Add File** under **Upload Request for Reconsideration Document**.

   A pop-up window will appear. Locate the appropriate file on your computer, select it (only **PDF, Word, Zip** and **Excel files** can be attached), and click **Open**.

3. Once a document is added, you can add additional documents by clicking **Yes** for the question, **Do you want to Upload Associated Documents?**

4. If appropriate, click **Yes** for the question, **Do any of these documents contain information that is proprietary, confidential, or otherwise not releasable to the public?**

5. Add comments to the **Comments** field if needed. Click **Submit**.

6. The new request for reconsideration will appear in the **Dashboard**.

7. The system will automatically generate an email notifying the procuring agency that a new request for reconsideration has been filed. The filer will be copied on the email to the agency.


Wed 4/27/2016 12:36 PM

EPDS <epds@gao.gov>
Electronic Protest Docket System: NOTICE OF NEW REQUEST FOR RECONSIDERATION

To

***********Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox.**************

This email is an automated notification, which is unable to receive replies. For assistance, please contact GAO's Procurement Law Control Group at (202) 512-4788 or protests@gao.gov.

GAO is notifying you that the following request for reconsideration has been filed with our Office:

Protester:

Solicitation Number: unknown

Time of Filing: Apr 27 2016 14:36:00 EDT

B Number: TBD

EPDS Tracking Number: A-MQH1I.3.4

Additional instructions from our Office will be forthcoming and available on the protest docket sheet for the case.

Please Login to your Dashboard to see more details

8. Once GAO assigns an attorney to the request for reconsideration, GAO will prepare a case acknowledgement package that includes, among other information, the B-Number assigned to the case. The acknowledgement package will be available on the case docket sheet, and users who have not turned off email notifications for the case will receive an email notification that GAO has posted the acknowledgement package.
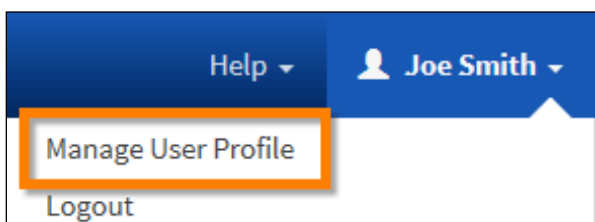
9.0   Manage User Profile

Follow these instructions to edit your user **Profile**. You can edit most of your user information, **with the exception of your email address**.

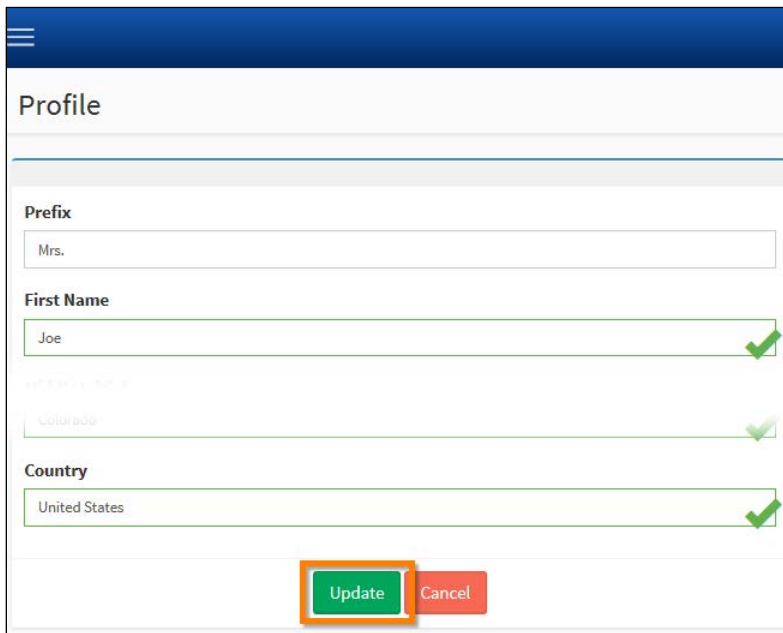1. Click your name displayed in the upper right corner of the window.
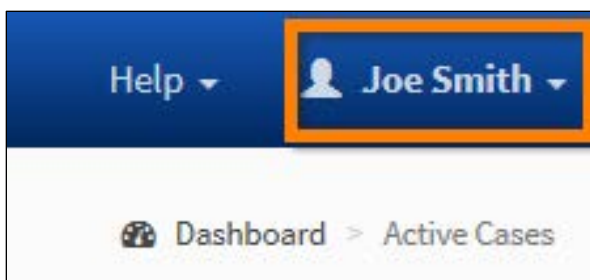
2. Click **Manager User Profile**.

3. The **Profile** page will display. Scroll to the bottom of your profile, and click **Edit**.
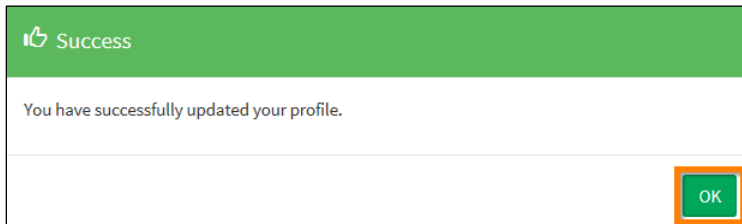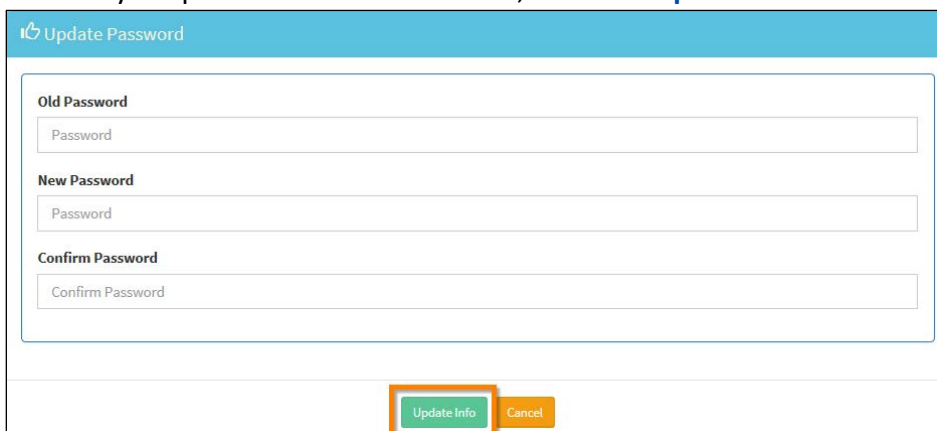
4. Update your information. Scroll to the bottom of your profile, and click **Update**.

5. Click **OK** on the **Success** pop-up window.

10.0   Manage Password

10.1   Change Password

Follow these instructions to perform the following actions that can be accessed from your Profile page: edit your **Profile**, **Change Password**, and **Change Security Questions**. You can edit most of your user information, **with the exception of your email address**.

1. Click your name in the upper right corner of the window.
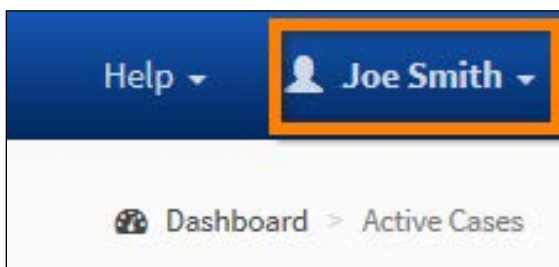
2. Click **Manager User Profile**.
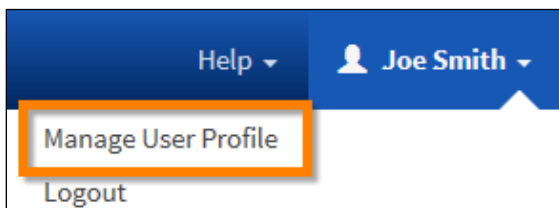
3. Click **Change Password** on the left side navigation.
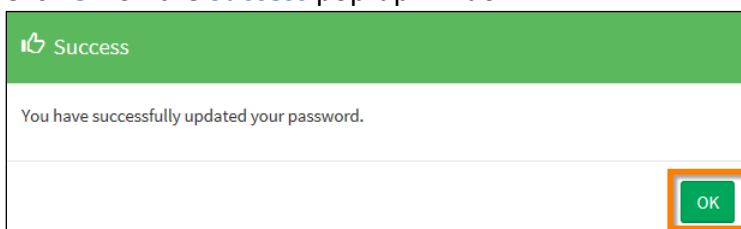
4. Enter your current password, then your new password. Passwords must be between 12 and 24 characters in length, and contain **one character from each of the following four categories**:

   - English uppercase characters (A to Z)
   - English lowercase characters (a to z)
   - Base 10 digits (0 to 9)Special characters (For example, #, $, and ^)

5. Confirm your password in the next field, and click **Update Info**.

6. Click **OK** on the **Success** pop-up window.
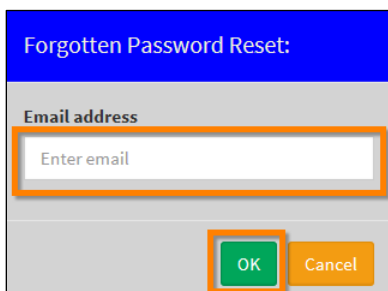
10.2   Reset Password

If you forget your password, you can reset your password using the following instructions:

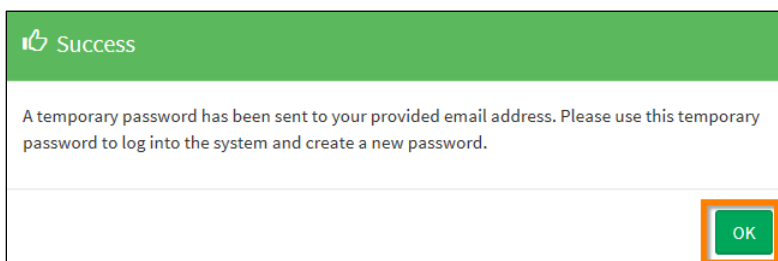1. On the EPDS login page, select the **I forgot my password** link.

2. In the pop up, enter the email address associated with your EPDS account, and click **OK**.

3. Click OK on the Success pop-up window.

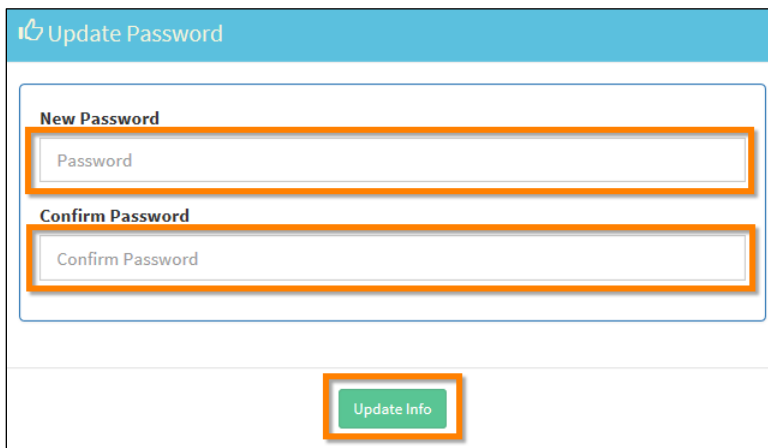4. You will receive an email with a temporary password and instructions for resetting your password. Copy the temporary password, and click the link in the email to update your password.
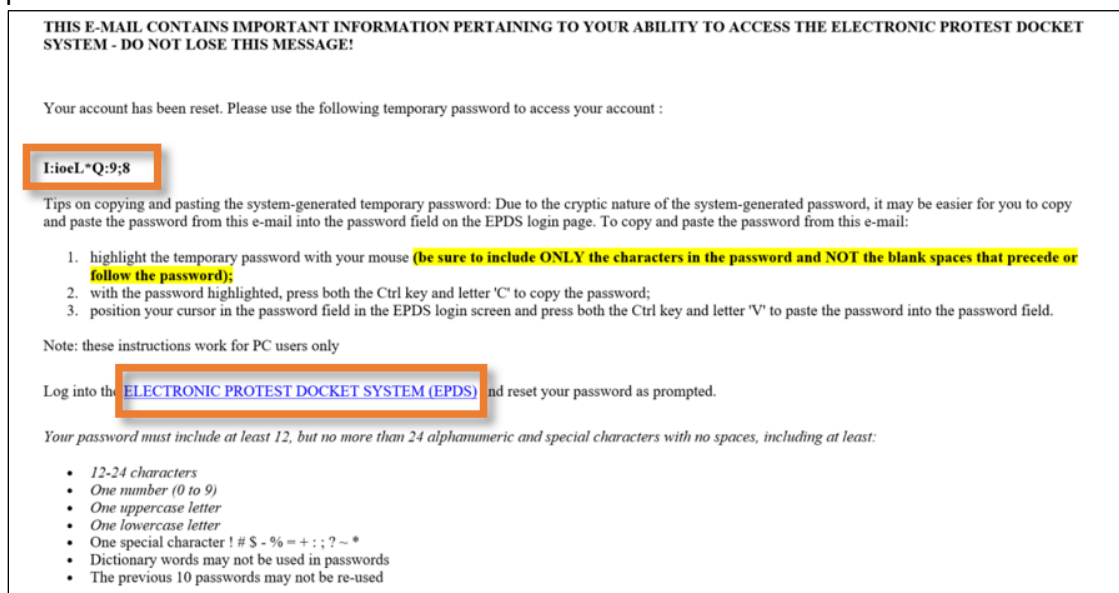
5. Follow the login steps as in section 2.3. Log In using your temporary password, which you copied in step 3 above.

6. Click OK on the **Account Reset** pop-up window.
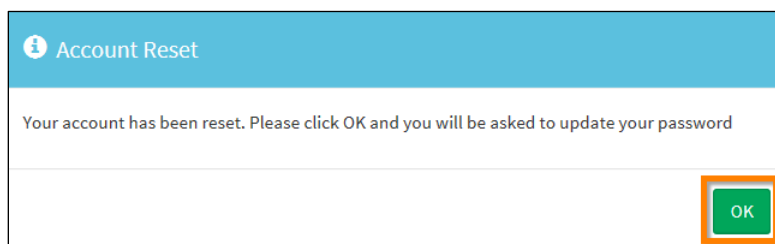
7. Enter your new password. Passwords must be between 12 and 24 characters in length, and contain **one character from each of the following four categories**:

    a. English uppercase characters (A to Z)
    b. English lowercase characters (a to z)
    c. Base 10 digits (0 to 9)
    d. Special characters (For example, #, $, and ^)

8. Confirm your new password in the next field, and click **Update Info**.
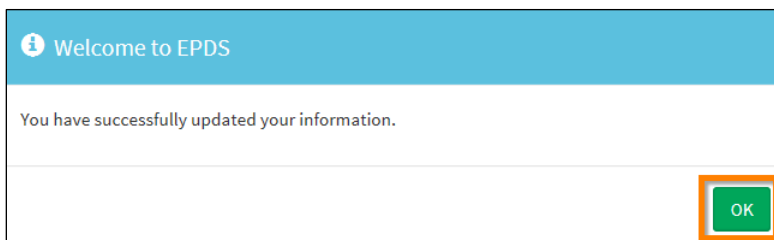
👍 Update Password

New Password

| Password |

Confirm Password

| Confirm Password |

Update Info

9. Click **OK** on the **Welcome to EDPS** success pop-up window.
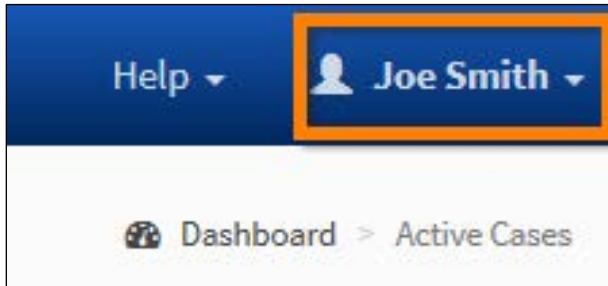
ℹ Welcome to EPDS

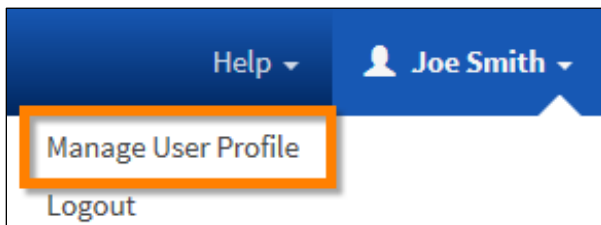You have successfully updated your information.
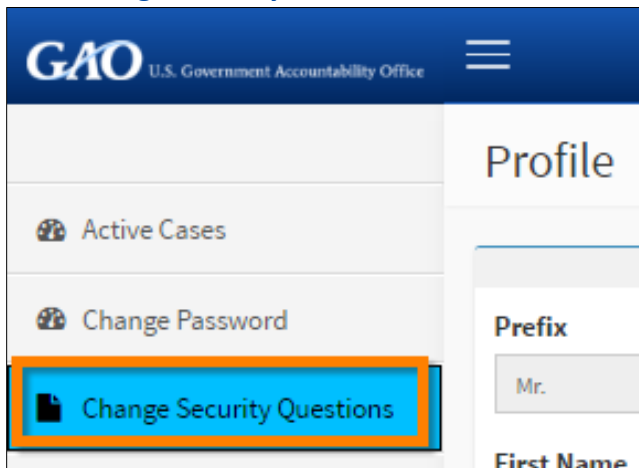
OK

11.0   Change Security Questions

1. Click your name displayed in the upper right corner of the window.

2. Click **Manager User Profile**.

3. Click **Change Security Questions** on the left side navigation.

4. Select and complete three distinct security questions. If you only want to change one or two items, you can re-enter some of the questions you used previously. Click **Update Info** to finish.

12.0   System Unavailability

GAO will endeavor to maintain the availability of EPDS during normal business hours, which are Monday through Friday, 8:00 a.m. to 5:30 p.m. Eastern Time, excluding Federal holidays or when GAO's Headquarters are otherwise closed. In the event that a filer is unable to file a document in EPDS due to a technical failure of EPDS during normal business hours, please refer to the EPDS instructions available at http://www.gao.gov/legal/bid-protests/our-process. If a filer is unable to file a document in EPDS during a period other than normal business hours, the filer should attempt to file its document during the next period of normal business hours.

List of Acronyms

Definition	Acronym
EPDS	Electronic Protest Docketing System
GAO	U.S. Government Accountability Office
POC	Point of Contact