



## SiteXchange Frequently Asked Questions

1. I was unable to open the contract file after downloading from UCM, what am I doing wrong?

Answer: Please note that the SubCon.exe and Vendor.bin files must be downloaded to your computer prior. These files are located at the website Doing Business with INDOT> Contractor> SiteXchange Information web page: <http://www.in.gov/indot/2738.htm>. To open the Contract .con files, locate and double click on the SubCon.exe application. Click the open button on the toolbar. Locate and highlight the appropriate contract file, and click open.

2. I cannot open the contract files, can they be sent in a different format?

Answer: No, the file cannot be sent in a different format. The contract file is in a non-public file format with the extension of ".con." This format is encoded to work exclusively with the SiteXchange utility SubCon.exe which is an AASHTO application, developed by InfoTech and licensed by INDOT.

3. Who do I contact if I am having trouble registering thru the ITAP (<https://itap.indot.in.gov>)?

Answer: located on the ITAP web page is a link to the ITAP Support ; submit a helpdesk ticket using this link. The ITAP staff will receive and respond to the request.

4. We have not received any of our contract files via email. Who do I need to contact?

Answer: After January 1, 2019, contract files will no longer be sent as attachments. Contract files are now available in UCM via ITAP. Please review the UCM/SiteXchange documentation to learn how to get access to your companies contract files.

5. I have registered and been approved thru ITAP for SiteXchange and cannot access UCM.

Answer: Send an email to [subcontractreview@indot.IN.gov](mailto:subcontractreview@indot.IN.gov) with your contact information so your account profile can be reviewed.

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6. When will I receive the contract SiteXchange file so I can processing subcontractors?

Answer: SiteXchange Contract files are generated **AFTER** a contract has successfully been imported and activated in SiteManager from the letting and award process. The INDOT District Office can assist with checking the status of Awarded contracts.

7. What is the anticipated time frame for our receipt of the contract .con files after submission?

Answer: you should receive a contract ".con" file back within 3 – 4 business days (approximately). The time frame depends on a number of different parameters.

1. The contract file is "Checked In" to UCM. (business day 1)
2. The processing time of the contract file, file is exported from UCM after 6:00pm. (business day 1).
3. The processing time of the contract file, file is imported into the SiteManager after 7:00pm. (business day 1).
4. After the import process is complete and no issues have occurred during the import process, the information is available for the District EEO Officers to approve the subcontracts inside SiteManager (business day 2).
5. After the District EEO Officers approves the request, a new contract file is generated to upload to UCM (business day 2+).
6. A new contract file is uploaded to UCM and available after 5:00am. (business day 3, if step 5 is completed in 1 business day)  
(\*Business day is defined as from 7:00AM to 4:00PM, Monday thru Friday).

8. I submitted to INDOT the SubCon file XX-#####\_YYYYMMDD. When I sent the file, all of the files were green. I received SubCon file XX-#####\_YYYYMMDD back and 2 of my subs are red and the misc data file was red. I opened the 2 red sub folders and the errors are both on the same item (example: mob/demobilization). I have them as partials with the correct dollar amounts and the correct info in the notes area for who is performing the remainder of the work. Why are the red now?

Answer: The subcontract folders that are red in the most recent file for contract XX-#####\_YYYYMMDD is due to one of the error checks that SiteXchange performs.

1. If the quantity is over committed.
2. If the amount is over committed.

Navigate to the subcontractor's Item folder, and click on the item for Mob and Demobilization. Then click in the note field the red folders will turn green. BUT as long as the record has an approval date you do not have to worry about the red folder.

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9. We have a subcontractor that does not available in the dropdown list (vendor.bin). How are they added?

Answer: If a Vendor is not available from the Subcontractor dropdown list inside SubCon.exe, navigate to the website and download the current version. The Vendor.bin file is updated nightly. If the Vendor is still not in the Subcontractor dropdown list, the vendor in question must submit their W-9 to the INDOT's Pre-Qualification section to be added. The contractor can find more information on registering on the Website Doing Business with INDOT> Contractor> Prequalification Information web page: <http://www.in.gov/indot/2740.htm>.

11. I filled in the info in the misc data file, it was green and all subcontractors' folders were also green when I submitted the contract file. I received contract .con file back and the miscellaneous data folder is red. I opened the miscellaneous data folder and the information that I had entered for the first contract file is not there. Why?

Answer: The missing information you entered in the Miscellaneous Data window is part of the generation process of the new file. When the process to generate a contract file occurs, it produces a "NEW" file to send back to the registered contractor agent. You will have to enter the information on the Miscellaneous Data window every time you submit additional subcontractor's request.

12. I have filled out the subcontractors in Subcon and wanted to print the report and got an error message telling me:

Subcontractor Warning; not chosen from list (Subcontractor #1)

Subcontractor Warning; not chosen from list (Subcontractor #2)

Subcontractor Warning; not chosen from list (Subcontractor #3)

I have downloaded the new vendor.bin file so I am not sure why I am getting this message???

Answer: Ignore this error. You can only choose a subcontractor that is on the pick list. There is a bug in the program, it is a known issue.

13. After checking in the file to UCM I saw that I forgot to add a subcontractor. Can I add the last sub and re-submit it?

Answer: Files can be checked out and back in on the same day prior to 6:00pm EST for export on that day. Please review the UCM/SiteXchange documentation for further information.

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14. When can I add additional subcontractor to the contract .con file?

Answer: As soon as you receive the updated contract .con file you may add subcontract information. To see if you have the most updated file check the “date” extension at the end of the file name. The Contract file format is as follows: XX\_#####\_YYYYMMDD.con. Example R\_\_29900\_20100126.CON where the R\_\_29900 is the awarded contract and the 20100126 is the generated date of the file (i.e. 20100126 is the date 01/26/2010).

15. Why was I sent two files for the same contract?

Answer: You may be sent multiple contract\_YYYYMMDD.con files for the same contract because the contract record within SiteManager has been modified by INDOT personnel several times prior to you registering for SiteXchange. USE the most current date extension.

If you have received multiple files for the same contract, check the “Date” extension at the end of the file. While the files may appear to be the same the generated date extension would be different. The Contract file format is as follows: XX\_#####\_YYYYMMDD.con. Example R\_\_29900\_20100126.CON where the R\_\_29900 is the awarded contract and the 20100126 is the generated date of the file (i.e. 20100126 is the date 01/26/2010).

16. Should we be changing the contract.con file name? Or leave it how we received the file from Subcontract Review?

Answer: Do not rename the contract.con file. The Contract file format is as follows: XX\_#####\_YYYYMMDD.con. Example R\_\_29900\_20100126.CON where the R\_\_29900 is the awarded contract and the 20100126 is the generated date of the file (i.e. 20100126 is the date 01/26/2010).

17. I had a glitch with contract line item. It is split between two subs but the quantity and dollar amount did not go over the original quantity. I had to decrease the unit price by - 0.00001 to get it to work. But then on another item same type of split between the same two subs worked fine. Why?

Answer: This is due to a rounding calculation within the application.

18. Am I still required to send all IC-730s to the District Office?

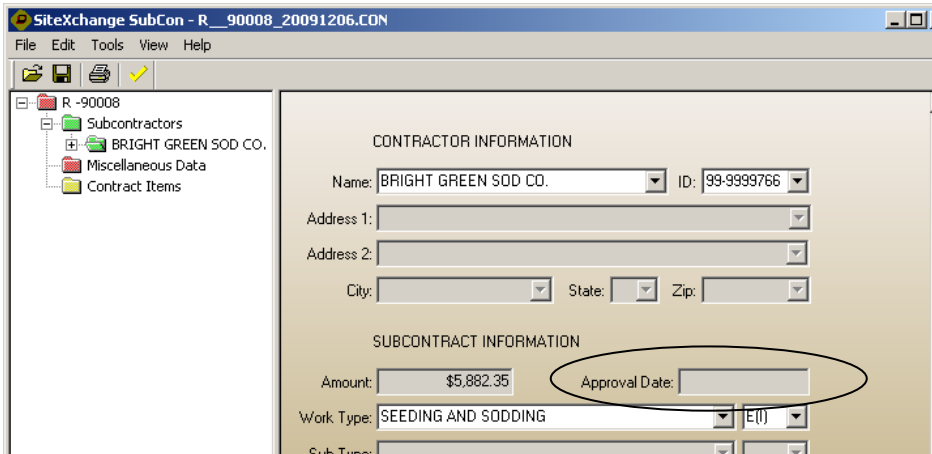
Answer: No, beginning March 8th, 2010, the **IC-730** is no longer required to be submitted to the District Office.

# SiteXchange Frequently Asked Questions

19. Who do I contact if I am having trouble using or questions about SiteXchange?

Answer: Contact the District Office for assistance or submit a question to [subcontractreview@indot.in.gov](mailto:subcontractreview@indot.in.gov).

20. When we receive the return contract files from INDOT, are we to assume that the subcontractor is approved?



The screenshot shows the 'SiteXchange SubCon - R\_90008\_20091206.CON' application window. The left sidebar shows a tree view with 'R -90008' expanded, containing 'Subcontractors', 'BRIGHT GREEN SOD CO.', 'Miscellaneous Data', and 'Contract Items'. The main window is divided into two sections: 'CONTRACTOR INFORMATION' and 'SUBCONTRACT INFORMATION'. In the 'CONTRACTOR INFORMATION' section, the 'Name' field is set to 'BRIGHT GREEN SOD CO.' and the 'ID' field is '99-9999766'. Below this are fields for 'Address 1', 'Address 2', 'City', 'State', and 'Zip'. In the 'SUBCONTRACT INFORMATION' section, the 'Amount' is '\$5,882.35' and the 'Approval Date' field is empty and circled in red. The 'Work Type' is 'SEEDING AND SODDING' and the 'Sub Type' is 'E(I)'. The window has a standard menu bar (File, Edit, Tools, View, Help) and a toolbar with icons for file operations.

Answer: On the Subcontractors “Contractor Information” window there is an **Approval Date** field. If there is a date populated in this field, then the record has been approved.

**If you have questions regarding an INDOT application or need to report a technical issue associated with any INDOT application:**

## Application Support

If you have questions regarding an INDOT application or need to report a technical issue associated with an application, please click the link below:

[INDOT Technology Helpdesk](#)

Contact the IOT Help desk at the following link, which is located at the bottom of <http://www.in.gov/indot/2738.htm>.

Or you can contact IOT Customer Service at (317) 234-HELP (4357) or toll free at (800) 382-1095.