eMarketplace

Delaware

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Contents

Introduction

eMarketplace is the State of Delaware's centralized shopping platform for Central Contracts awarded through Government Support Services (GSS).

It provides a single, secure location for agencies to search, compare, and purchase goods and services from approved State contract suppliers.

Enablement Types

Suppliers awarded under GSS-administered contracts are gradually enabled in eMarketplace through one of three methods. Each enablement type determines how buyers interact with the contract.

Catalog

Contracts that include products or materials can be ordered online using either a Hosted Catalog or a Level 2 Punchout Catalog, depending on the supplier's capabilities.

For buyers, the experience is straightforward: products can be browsed directly in eMarketplace, added to the shopping cart, and checked out through the integrated approval workflow. This process makes ordering common items—such as office supplies, janitorial products, hardware, and safety equipment—efficient and consistent across agencies.

Request for Quote

Contracts that are primarily service-based or involve configurable product offerings are managed through the Request for Quote (RFQ) process. Buyers submit a request for services or customized products directly to suppliers enabled under the contract. Supplier responses are received and compared within eMarketplace, allowing the buyer to evaluate options and select the preferred supplier. Once chosen, the purchase is completed centrally through the system.

This functionality is commonly used for needs such as equipment rentals, translation services, and printing, where pricing or specifications may vary depending on the request.

Informational

Some contracts require agencies to work directly with suppliers or authorized resellers. In these cases, only the contract details are uploaded into the system, and purchases are completed outside of eMarketplace. Transactions may take place through phone, email, or in-person engagement, depending on the supplier's process.

This approach is typically used for specialized consulting services or for equipment that must be purchased through authorized resellers.

Accessing

State employees, including K-12 **and Municipal police department staff** will access eMarketplace through id.delaware.gov. State employees who are not paid through PHRST (i.e. contractors, temps) will not have access to eMarketplace.

Government employees working for higher education, Town, Municipality, County will access eMarketplace through my.delaware.gov

Roles and Business Groups

Functionality of the site is limited based on Roles & Business Groups.

Roles

Permissions within this eMarketplace are additive in nature.

- **User**: This is the default role and is automatically assigned to new users. While individuals with this role can access the system; they are unable to view supplier tiles, cannot shop catalogs or request quotes, and do not have search functionality.
- **Transfer Cart**: This role can search available supplier catalogs, request quotes from available suppliers, and build carts. They do not have checkout functions and do not have the ability to add Ship To/Bill To addresses or Payment Information prior to transferring their cart.
  NOTE: You cannot transfer cart across Divisions. If this is a MUST, you will need to work with your Account Admin to define a workflow rule and they will need to submit a Support Ticket to have the rule built.
- **Buyer**: This role can search available supplier catalogs, request quotes from available suppliers and build carts. This role can check out their built cart or a cart that was transferred from another individual. This role will be responsible for identifying the **Payment Information, Ship To** and **Bill To** addresses for the order.
- **Approver**: This role is only used when an approval (workflow) rule has created for use. If a workflow is triggered, the Approver will receive a notification to review and approve orders.
  When a cart is "checked out" by a Buyer the system will run through the various workflows to see if something in the order triggers a need for additional approval.
- **Account Admin**: Each Agency, accessing through id.delaware.gov, will have at least one Account Admin assigned. This role is granted by Marketplace Administrators and:
  - CAN only grant roles below Account Admin (transfer cart, buyer, approver).
  - CANNOT add/update addresses.
  - CANNOT add/update approvals.
  - CAN view orders that have been placed and run reports.
- **Marketplace Admin**: This role is reserved for select GSS staff responsible for the maintenance of eMarketplace.

Business Groups

Business Groups allow for fencing of certain catalogs/suppliers and will restrict most shoppers from accessing contracts like: Ammunition, Body Armor, Controlled Substances, etc. Only Marketplace Admins may edit assigned Business Groups.
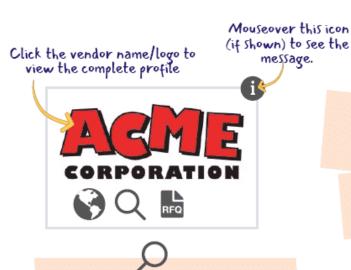
Everyone with a Transfer Cart or higher role will be assigned the Default Supplier business group. Those responsible for purchasing one or more of the restricted commodities will need access to an additional business group in order to see and shop from that contract.

Searching

To search for products and services in the EqualLevel State of Delaware eMarketplace, simply type a keyword into the search bar at the top of the page. The search returns will provide you with comprehensive results from all sourcing options in a single location, helping you maximize your cost savings.

Shop at the Top

While the *Shop at the Top* provides you with efficiencies, you may be curious to explore more features within the new eMarketplace. Let's take a look at the icons that may be on a Supplier tile and how that impacts the way search results are presented.

Click the vendor name/logo to view the complete profile

Mouseover this icon (if shown) to see the message.

VENDOR WEBSITE
Connects you to the vendor's website to shop your approved contract. This experience may allow browsing the vendor's catalog and viewing item availability. After adding items to the vendor's shopping cart, you can bring those items back to EqualLevel to combine with other items and proceed to checkout.

CATALOG SEARCH
Allows you to search the vendor's catalog without leaving EqualLevel. Search results can be filtered, compared, and added to carts, lists, or requests. The search box at the top of the EqualLevel marketplace enables searching across multiple vendors with this icon and viewing the combined results.

REQUEST FOR QUOTE
Allows you to send a Request for Quote to the vendor with a description of what you need and when you need it. The RFQ may be sent to the selected vendor or additional vendors may be invited to respond. The vendor(s) are able to send their quote directly to the EqualLevel marketplace to be viewed, compared, and added to cart for checkout.

Supplier Contracts

When looking at Supplier shopping tiles, you will find a number of icons:

➢ Globe: Will take you to their punchout catalog that will give you a shopping experience similar to that of their regular website.

➤ Magnifying Glass: Will allow you to search their hosted catalog.

➤ RFQ paper: Will allow you to initiate a request for quote.

➤ No icon: contract details are available that include instructions on how to purchase goods/services outside of the marketplace.

Search Results

All of the search results below came by using the Shop at the Top. Not only is it easy, it will help you save time and money.

➤ **Catalog:** Search results from a hosted or punchout catalog will appear like the image below. You can adjust your quantity, click multiple to compare, add to cart.
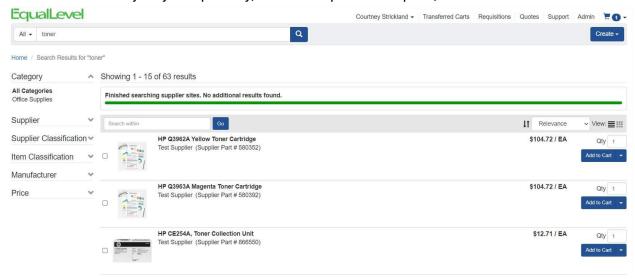

Figure 1 - Catalog Search Result

➢ **Request for Quote:** Search results for highly customizable items and/or service-related contracts will show as a Supplier search return. Clicking on the supplier name will give you the option to Request quote, that can later be added to a cart for checkout. When using this feature all contract vendors should be given the opportunity to quote the need.
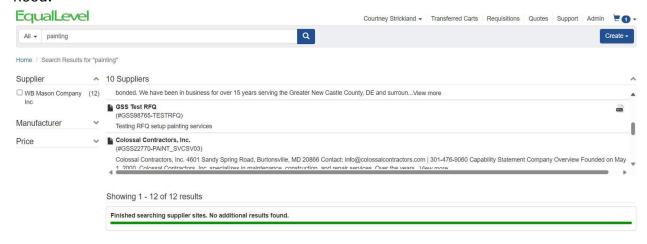

Figure 2 - RFQ search result

➢ **Informational:** Similar to RFQ results, Informational results will show as Supplier options. When you click on the supplier name you will not see the Request quote option. You'll want to read the contract details and proceed as directed. Informational contract return results, would include contracts like:
  - Tires: The manufacturer holds the contract; however, the dealer is going to be handling the purchase and possibly the installation.
  - Nationwide Vehicle Rentals: For out of state travel, booking are managed through the vendor's site, phone, or email.

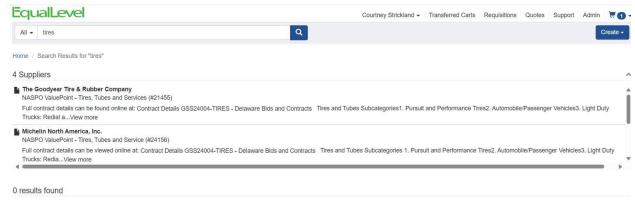For these goods/services you have to take an action outside of eMarketplace.

Figure 3 - Informational Search Result

Request For Quote

Let's take a closer look at the RFQ functionality and process.

Identify your need

Clearly outlining your needs is the critical first step in obtaining accurate and timely quotes. Be sure to address the following:

1. **Who**: Identify the agency contact for the project.

2. **What**: Provide a detailed list of all products, services, or specific requirements.

3. **When**: Define the timeline or deadline for when the products or services are needed.

4. **Where**: Specify the delivery location or service site. Include important details, such as:

    o   Presence of stairs or loading docks.

    o   Requirements for background checks and/or escorts.

    o   Hours during which access is available for services.

Being clear on these points will streamline interactions with suppliers and ensure efficient and effective engagement.

Quote Template

You can access the quote template from the Small Purchase Procedures webpage(opens in a new tab) or through the eMarketplace quick link.

Fill in:

- Agency Name, Contact Name, Contact Email

- Quote Request Dates, Due Dates

- Need/Project Details

Save file.

Supplier Engagement

Within eMarketplace, you can click Create, then Request for Quote, or start with a supplier.

- Fill in **Request Name**

- **Description** is optional. You can use this space to refer the suppliers to the quote attachment.

- **Requested Delivery Date** is also optional.

- **Invite**: Browse Suppliers, filter using the category filter and check all you wish to receive the request. Looking for paint services, invite all paint services awarded vendors. REMEMBER: Only those suppliers who are awarded the goods/services you are looking to procure should be included. If not sure, reach out to the contract officer or submit a contract help request first.

- **Deadline**: enter the date you want all quotes returned.

- **Additional Info**: check Attach files for supplier.

- **Display Name**: give your file a name.

- **File**: Choose File

- **Save and Submit**

Carts

Catalog Items

Add items to your cart by: Shop at the Top, from a shopping list, or from a supplier catalog.
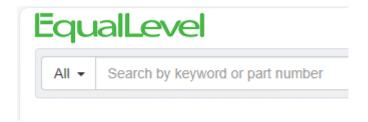

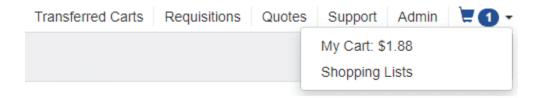*Figure 4 - Shop at the Top*

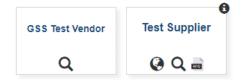*Figure 5 - Shopping List*

Figure 6 - Supplier Catalog Tile

When shopping through a supplier punchout, please note that quantities cannot be adjusted once you return to eMarketplace.

To ensure accuracy and efficiency, users are encouraged to **"Shop at the top"** within the eMarketplace platform, allowing for any final adjustments to be made prior to checkout.

Request for Quote

Open a quote response and add it to your cart.

1. Select **Quotes** from top right menu.
2. **View Quote**
3. **Add to cart**
4. Complete check-out process.

Pay attention to the Valid-to dates on quotes. Once a quote has expired, it cannot be added to a cart.

Transfer a Shopping Cart

When reviewing your shopping cart you will have one or two options; **Checkout** or **Transfer Cart**. For those who have only the Transfer Cart order, you will need to route your cart to someone else within your **Division** for completion.

1. **Transfer Cart**. ELSA will run, looking for cheaper alternatives.
2. You have an opportunity to change the **Cart Name**, or leave as is.
3. **Browse Users**. You will only see those within your **Division** assigned the Buyer role.
4. Select appropriate name.
5. **Transfer Cart.**

Transfer Cart

Name your shopping cart and then browse and select another user who will place the order. Your cart will be transferred to their account.

Cart Name*

Cart #9281

User*

Browse Users

Comment

Transfer Cart   Cancel

Figure 7 - Transfer Cart

Addresses & Checkout

At the Checkout screen, you have the ability to add or update your Shipping Address and/or Billing Address. In these blocks you also have the ability to adjust the Name & Phone number for each address. **For suite or floor references, necessary for accurate delivery, use the "name" field, adding the details in front of the name.**

Select your Payment Method: If the cart has more than one supplier you can enter a PO # at the supplier level. Use "PO" for invoice me later. If you do not enter a PO# the system will auto generate one.

NOTE: PO# becomes the Order #. IF you use the same PO# multiple times the order # will show with a "-#" after. EXAMPLE:

- PO #1234 becomes Order #1234

- PO #1234 again, becomes Order #1234-1

You have the ability to: add internal comments, add order comments, notify others of order, and attach files prior to checkout. When Ready, click **Place Order.**

Multi-Contract Suppliers

If you have ever reviewed the awarded contract listing, you may have noticed that a vendor can hold more than one contract. For GSS contracts, you might be wondering how that impacts the new eMarketplace. Each awarded contract is loaded into the marketplace independently, as they have differing contract dates, specifications, and terms. Let's take a look at a couple of examples:

Corporate Interiors currently holds contracts for both Furniture and Interior Flooring. Both of these contracts are loaded into the marketplace as RFQ contracts. If you are looking for a furniture item, you can:

1. Click the Create button and select Request for Quote.
2. Fill in the required and pertinent information.
3. For the invite, click Browse Suppliers:
   a. Use the search to filter for "furniture".
   b. Add all vendors.
   c. Close.
4. Verify your request is complete and click Save and Submit.

Once your quotes are back, you can make your selection, add the quote to a cart, and check out. Similarly, if you need flooring, follow the same process, replacing "furniture" with "flooring."

Staples currently holds contracts for Office Supplies and Furniture. While Furniture is loaded into the marketplace as an RFQ contract (similar to Corporate Interiors), the Office Supplies contract is loaded as a catalog. If you are looking for an office supply item, like post-its, simply type "post-its" in the Shop at the Top search bar and make your selection from any awarded vendor.

Reminder: While a vendor may hold a contract, that does not mean they can provide everything they offer. The award is restricted to the goods, services, and categories listed in the solicitation and resulting award.

ELSA (EqualLevel Savings Advisor)

Upon **checkout**, ELSA, an AI-powered savings advisor, is triggered to search the marketplace for cheaper alternatives. When alternatives are found, the shopper can:

- **Compare** the original item with the alternatives.

- **Keep** the existing item in the cart.

- **Replace** the existing item with the alternative product.

If the shopper decides to keep the original item, ELSA will prompt for a justification to be noted. This ensures that all purchasing decisions are well-considered and cost-effective.
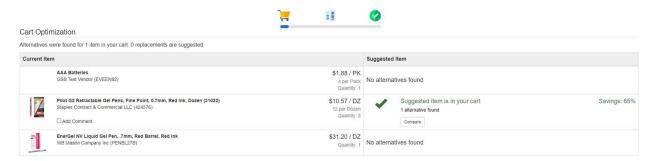

Figure 8 - ELSA result

Account Admins

Those with the Account Admin role will have access to an Admin screen. Within the Admin screen, the Account Admin can access Account Users, Account Requisitions, Account Orders, and Account Reports.

Account Users

The Account Admin will have a table that shows all users within their organization that have attempted to log into eMarketplace, the roles assigned, and when they were created.

Clicking the pencil for a user will allow the Account Admin to update the user profile.
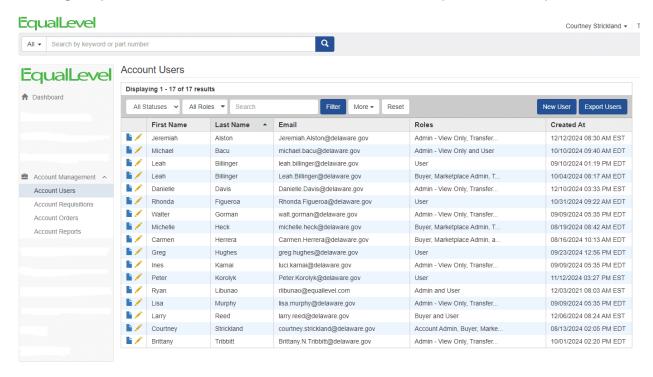

Figure 9 - Account User Screen

Account Admin **CAN**

➢ Assign, edit or remove Transfer Cart and/or Buyer role. With this shopping platform roles are additive. SO, someone who you want to build a cart and submit to a supplier would need Transfer Cart AND Buyer.
➢ Add Title/Position, if necessary
➢ Add Phone Number, if necessary

After updating roles, you can check the *Notify active user* of access granted box. Don't forget to **Update User**.

Approver role additions and edits must be forwarded to the Marketplace Administrator via eMarketplace Support ticket submission. Only Marketplace Administrators are authorized to edit or create Approval chains.

Account Admin should **NOT** modify an email address or update First Name, Last Name. In the event of a name change, allow SSO to trigger a new user creation. Marketplace Admins will then work with Account Admin to make the necessary updates.

Account Requisitions

This menu option allows the Account Admin to review all saved or processed (no draft carts) Requisitions associated with their organization.
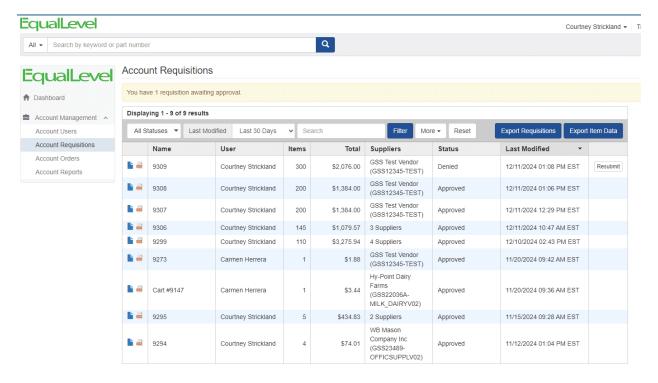

Figure 10 - Account Requisition Screen

Account Orders

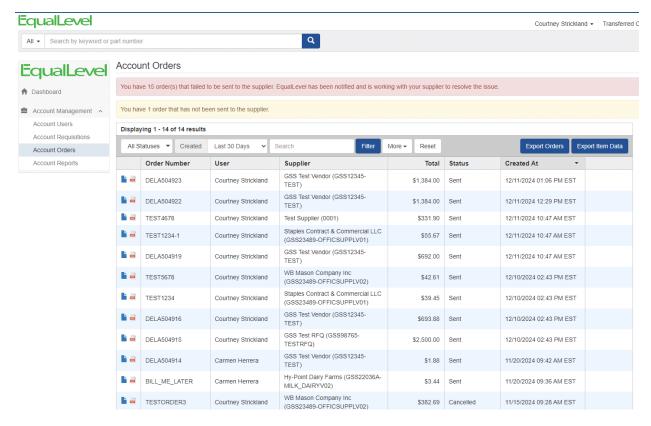This menu option allows the Account Admin to review all processed Orders associated with their organization.

Figure 11 - Account Orders Screen

Account Reports

This menu option allows the Account Admin to review Orders by Supplier for their organization.

Account Reports - Orders by Supplier

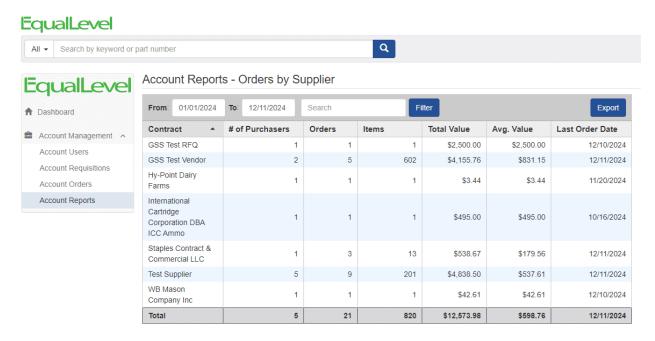| Contract ▲	# of Purchasers	Orders	Items	Total Value	Avg. Value	Last Order Date
GSS Test RFQ	1	1	1	$2,500.00	$2,500.00	12/10/2024
GSS Test Vendor	2	5	602	$4,155.76	$831.15	12/11/2024
Hy-Point Dairy Farms	1	1	1	$3.44	$3.44	11/20/2024
International Cartridge Corporation DBA ICC Ammo	1	1	1	$495.00	$495.00	10/16/2024
Staples Contract & Commercial LLC	1	3	13	$538.67	$179.56	12/11/2024
Test Supplier	5	9	201	$4,838.50	$537.61	12/11/2024
WB Mason Company Inc	1	1	1	$42.61	$42.61	12/10/2024
Total	**5**	**21**	**820**	**$12,573.98**	**$598.76**	**12/11/2024**

Figure 12 - Insert Account Reports Screen