

eMarketplace Tour and Training Frequently Asked Questions

Contents

Go Live	2
Access	2
Account Admins	3
Approvals/Approvers	3
Addresses	4
Notifications	4
Search	4
Catalogs	5
RFQs	5
Checkout	6
Invoices	7
Returns	8
Contracts	8
Other	9

Go Live

- When can we start to order supplies? Do we make up our own user id?
Go-Live date will be announced through the Contracting List Serve. No, users will not create their own user id.
- Will we be able to experiment with a test version before it goes live?
No.

Access

- What is the login site ... and what will our login be?
Depending on your organization you will log-in through id.delaware.gov or my.delaware.gov.
- How do we get staff logins for creating their carts so they can transfer to the financial secretary to order?
Those not part of the initial upload can still access the system per the instructions to follow as part of the GO Live announcement. While they can access, they won't have full permissions right away. GSS Contracting will receive a notice the following day that a new user account has been created. GSS Contracting will work with Account Admin to determine what role(s), if any is required.
- When will we be given our login information and know our assigned roles within the system? Will be notified which of our staff are assigned to what roles?
Go Live will be communicated through the Contracting List Serve. When you access the system and review your profile, please note the following:
 - If you do not see the "Credit Card" tab, you have been assigned the Transfer Cart role.
 - If you do see the "Credit Card" tab, you have been assigned the Buyer role. Account Admins can provide additional information regarding user access and role assignments.
- Will the new marketplace be interfaced with PHRST, Will user roles get locked out?
No.
- Will we be required to re-register, or our old registration will be valid?
For id.delaware.gov users, access will be similar to that of other applications. For my.delaware.gov users, additional instructions will be shared.
- How are passwords reset?
No password resets.
- Does the user password expire?
No.
- When will the users be added to the site?
At Go-Live and then as new needs arise.
- Will old eMarketplace users list be loaded into the new eMarketplace with appropriate roles?
The old eMarketplace user list was shared with Account Admins to identify who needs access in the new eMarketplace and at what role.
- How do we request access for other staff to have the transfer cart option?
Engage your Account Admin for additional user needs.

- I'm DOE but I have staff that work in various DOC facilities. Will I still be able to place an order and send it to them directly?
Yes, if you don't see the address you need, you will want to reach out to eMarketplace to make necessary adjustments.
- If I ordered supplies and sent to another agency, I should be able to put in the address for the order? (DOS paper/envelopes for DTI)
Yes, if you don't see the address you need, you will want to reach out to eMarketplace to make necessary adjustments.
- Is it mandatory for agencies to place orders through emarketplace?
For contracts enabled, catalog or RFQ, agencies will be expected to request quotes and place orders through eMarketplace.

Account Admins

- Can admins change roles?
Yes, with limitations.
- Will there be training available for Division Administrator role?
A on-demand training has been developed and provided to Account Admins.
- Should we send the name of our account admin now, so its front loaded prior to use, or do we wait until it goes live to set that up?
No. Account Admins have provided the list for initial uploads and additional users can be identified through user access.

Approvals/Approvers

- If we work for a consolidated Fiscal group, will we be able to review and approve punchouts or orders done by another division since it is based on the PHRST department code?
Yes, approval chains allow a rule to be associated with more than one DDS.
- Will an approver see the price comparisons when the cart comes to them?
Yes, a copy of the ELSA report is available for review.
- Is there a way for fiscal/business approvers to limit who can access ordering?
No; however, the Account Admin can.
- Is the School District allowed to set a threshold for approvals? Or is that set through the System Administrator?
Approval chains can be requested through an eMarketplace support ticket.
- Is the approver of the cart able to change the change selections made during the price comparison if the buyer did not choose the less expensive option?
Technically, yes. However, our recommendation is going to be that an Approver reject the cart back to the original buyer for correction and resubmission.
- How are orders handled that require ad hoc approvals?
Transfer cart is always an option; however, our recommendation will be that you engage the Marketplace Admins to chat through your specific need.
- What is the protocol if an approver is on vacation when the buyer has a cart for an approval request? Can the system allow multiple approvers if and when an approver is out of the office.
Approval chains will typically have more than one "approver" associated.

- If your supervisor is not available, does it give access to reassign to another supervisor for approval?
Approvals are triggered when a cart has been checked out, not selected by the shopper. In the event of a transfer cart, you will have more than one person to choose from.

Addresses

- Are the addresses limited by the DDS or will it list all state addresses?
Addresses are restricted by Department, with a few exceptions.

Notifications

- How do we get on that email list?
To add yourself to the Contracting List Serve, please send a blank email (no subject, no body text) to: join-contract@lists.state.de.us
- Do you still get an email alert (in outlook) that a cart was assigned to you?
Yes
- Will you have to go into the system to receive messages from vendors or will messages go straight to email?
You will receive an email notification that a quote has been submitted, as well as order acknowledgements and ship notices (vendor optional).

Search

- When purchasing something specific and it is not listed in the results what is our option to get the specific item?
Keep in mind that it will take time to load all contracts into eMarketplace. IF you don't find the goods/services through eMarketplace, check the Active Contract Directory for the appropriate contract. If not sure what contract, you can submit a Help Ticket.
- When searching for items, will there be an option to view only available' items?
Only those items available through the contract will be shown. As for current inventory levels, no.
- Can you choose which vendor, narrow the choices by vendor?
As stewards of taxpayer funds, we should prioritize searching for products and services and then making the best value selection from there.
- When we are done, I would like to know how we order special items, like personal stamps with initials, etc. Do we still have to use a form from staples to order or is that something we can order online like this?
For custom stamps, you will need to visit the Office Supply vendors punchout sites. For items that can be customized you will find a customize button. Once complete, add the item to your cart and then proceed to checkout.

Catalogs

- What's the difference between hosted and punchout?
A punchout catalog will give you a shopping experience similar to the vendor's everyday website, while being contract compliant.
- Did the punchout situation with WB Mason get resolved?
Punchout configurations for both office supply vendors required they start from scratch, copying nothing over from the old system. This should resolve invoice and delivery issues experienced through the old system.
- Do the items show inventory in stock status or qty. available?
No.
- Do items show estimated delivery date?
No.
- Are the line-item pricing static or are they live when the buyer is searching for pricing?
Pricing for catalog items is firm per the contract terms.
- Does the system inform the end user if an item is on backorder when ordering?
This is an optional service the vendors can use in eMarketplace.
- When you were purchasing conduit, you need 10ft but the system required you to order 100ft. Why are we being forced to order more than what is needed?
There are some products that require a minimum quantity.
- How does the new emarketplace handle core items vs catalog discount items?
Catalog offerings, outside of the market basket, will be loaded as part of a contract/vendor enablement.
- Will we be able to order things like traffic signs or "employees only" signs? If so, where could we find that under?
This type of product would be available through the Print Services contract, which is loaded in eMarketplace as an Informational contract. Print Service contract requires the engagement of PPO.
- How is it determined what is blocked for ordering from certain suppliers? Vendor catalogs are restricted based on contract requirements. While a vendor may offer a product, it may be outside the scope of the contract and, as such, would not be available. For example, the office supplies category identifies covered items, whereas janitorial supplies would not be available from the vendors awarded the office supplies contract, as these items are covered under a different contract.

RFQs

- Are we able to request and get immediate responses for requested quotes?
Due dates should be reasonable.
- What is the turnaround time for these types of quotes?
Due dates should be reasonable.
- How long does it take to receive painting quotes, and do we receive them only after the cart is approved?
The shopper sets the due date for quotes to be submitted. Due dates should be reasonable. Quotes come before the service can be placed in a cart.

- Is the RFQ process only for vendors on contract or can open market vendors respond to quotes as well for IFIC purposes as an example?
At the present time, it is certain GSS contract awarded vendors only.
- Regarding quotes (drain services), what if it is an emergency?
§ 6907.
- With quotes, is there an option for a vendor to have a site visit which is needed in a lot of cases?
You can request that as part of your requirements. Keep coordination of a site visit in mind when you are selecting your respond by date.
- Will loaded vendors be mandated to provide quotes/respond through the system?
Yes Can agencies engage them directly and still get services? For contracts enabled, catalog or RFQ, agencies will be expected to request quotes and place orders through eMarketplace.
- How will the GSS vendors know that we are requesting quotes for their services? Do they have to log in or will they be notified through email?
RFQ Vendors have a portal that shows them their quote requests, responses, and orders and allows them to set up email notifications.
- Should we include a notation on our RFQ that the vendor must confirm pricing is compliant with state contract pricing? Would that suffice? As stewards of taxpayer money, due diligence should be completed prior to proceeding to ensure the quote appears to be in line with the contract. When in doubt, engage the contract officer.
- Is it mandatory to use the RFQ process or can agencies still go to the contract vendor directly?
For contracts enabled, catalog or RFQ, agencies will be expected to request quotes and place orders through eMarketplace.
- I just saw a notice that said the shopper is responsible for ensuring the pricing follows the contract. I thought everything was already contract compliant, no?
The message on the main marketplace page is intended for RFQs. Some contracts will have a standard service rate associated. Upon receipt of quotes, shoppers should compare the quote against the Awarded Contract details to ensure the rate aligns with the contract.

Checkout

- Will Elsa compare all purchases, every time?
Yes
- Can you have multiple shipping addresses per cart?
No
- If a transfer cart is for a user within 380440, can it be transferred to a buyer within 380440 or outside of 380440?
Within 380440
- How will the system handle backorders and informing a user of backorder status?
Order acknowledgements, ship notices, and backorder notifications are available to vendors; while encouraged use is not currently required.

- If 3 or 4 suppliers have the same exact item will the site show the cheapest price?
When ELSA runs (transfer cart and/or checkout) alternative products will be shown, to include price for comparison.
- If you shop for office supplies and one vendor has what you need, and the other vendor has the other items you need will you receive two separate orders from both vendors?
A multi-vendor cart will result in separate orders at checkout.
- When products are bought for example office supplies and technology products, would the receipt be separated?
Carts will be separated by vendor; not category.

Invoices

- Can we still do Invoice Me Later?
Yes, use the Purchase Order payment option. You can populate a PO # or leave blank.
- If you want to pay one vendor with credit card and another to invoice, do you have to check out separately?
Yes, checkout separately, or select Purchase Order as the payment option and call payments in.
- You may have mentioned this but if we are getting orders from different vendors, do we get separate invoices or receipts?
Yes, invoices and receipts are vendor driven, so you will receive separate invoices and receipts.
- During the old system, Accounting needed a copy of an actual invoice for processing credit card orders, in the old system we couldn't get that. In this system will we be able to print out an invoice?
If an invoice on vendor letterhead is required, the recommendation would be to use Purchase Order and then pay by card upon receipt.
- For the invoice me later option from before, will the purchase order # autogenerate?
If you do not populate the PO# field, the system will autogenerate a PO# for the order(s).
- Will vendors be able to submit its order invoice into the system?
Because this system is not tied to FSF, invoicing within the system will not be available.
- I have had trouble receiving items from WB Mason. Is this a statewide issue? I'll get an invoice and not the item. I'll call several times and will sometimes get the items and sometimes not, then will request a credit. I would like to get the item from WB Mason if it's cheaper, but it is such a pain.
Punchout configurations for both office supply vendors required they start from scratch, copying nothing over from the old system. This should resolve invoice and delivery issues experienced through the old system.

Returns

- If you have to return an item, is it done the same way we used to?
Yes, this is completed outside of eMarketplace.
- If you order something and the item needs to be returned, do you have the capability to do this in this system or do you need to reach out to the vendor customer service? No, you will have to reach out to the vendor. With that said will credits be reflected in this system? No.

Contracts

- Are there any contracts for providing services on here? Meaning, we need a handyman service pretty regularly to fix things in our building.
We do have contracts for masonry repair, electrical contractors, and painting services. Before proceeding, it's essential to determine whether the building is owned by the State or leased. If it is State-owned, depending on the location, you should engage DFM for building repairs. If it is leased, you need to understand the lease terms, including who is responsible for what and what modifications you, as the occupant, can and cannot make to the property.
- Are the contracts available to be utilized by the school districts?
Yes
- Will purchasing under the Laboratory Supplies Contract be managed/accessed through eMarketplace in the future?
Eventually all GSS managed contracts will be loaded. Catalog contracts do require additional work, so they are being prioritized based on bid cycle, number of vendors, and catalog sizes.
- Can Agency contracts be loaded?
At this time, no.
- Will the new system include non-mandatory use contracts?
Eventually all GSS managed contracts will be loaded, which does include Mandatory and Optional Use contracts.
- Outside of eMarketPlace Vendors, is there a website with other approved vendors for example Staples, WB Mason, State Janitorial, etc?
A full list of awarded contracts can be found online at: <https://mmp.delaware.gov/Contracts/>. Contracts that start with GSS are open to all State agencies, K-12, Higher Ed and other eligible organizations. Many of these contracts are Mandatory Use for State agencies. Keep in mind that awards are limited to the terms of the contract, so not all goods/services a vendor may normally offer may be part of the contract. Agency specific contracts may have restrictions regarding use by other agencies.

Other

- Will this be phone-friendly via SSO?
While the platform can be used on a mobile phone, it is highly recommended to use a desktop or laptop for optimal performance. Please note that some contracts provide specific instructions on how to source out of the platform, and others require a form to be completed and attached in order to request a quote.
- What options are available if a part or contractor service is needed immediately, and time is critical?
You first need to understand, is this a result of poor planning or a true emergency. Refer to § 6907.
- Is the Found it cheaper form still the same place and same process?
Yes. Remember, the IFIC is for contract vendor compared to off contract vendor. ELSA savings do not warrant IFIC process and approval.
- Is it safe to say that internal processes/requirements won't change, only Marketplace is changing, and this is intended to show how to use the new Marketplace, and is not intended to change internal agency processes?
Yes, eMarketplace does not change your internal agency processes, just changes how some products/services available under a GSS contract are ordered.
- Is there a user guide on emarketplace in case we get stuck?
Yes, visit the eMarketplace page under Agency Resources.
- What's a DDS?
Department/Division/Section (6 digit code assigned to the Division you work)
- If we pay via credit card will all vendors on that order, go on the same PCard log?
You should follow any rules or procedures put in place by Division of Accounting and/or your Department.
- Will this eliminate the monthly P-Card report?
No.
- We used to have a minimum purchase amount with Staples, will there be minimums in the new system (especially since it gives us the lowest cost from various vendors)?
Staples continues to have a \$25 minimum order requirement for the office supplies contract.
- Staples was on contract for furniture but would not let me order online. Will that change with the new site?
Staples holds multiple contracts, each covering a distinct range of products. Currently, office supplies will be enabled as a punchout catalog, while furniture will be enabled as an RFQ contract.
- Are there any shipping charges for staple order?
Unless specified in the contract details, no GSS contract should include separately billed shipping or delivery fees.
- Has amazon been added to marketplace yet?
No. The Marketplace will include contracts that GSS has formally bid and awarded. While Amazon has bid on a couple of contracts recently, their bids have been unsuccessful.

- If there is something that is only available on Amazon, how is that handled? Like a sole source item. For example, I have books that are NOT available anywhere but amazon.
Sole source rarely is sole source. Books, as identified as the example, may be available through other sources; i.e. Barnes & Nobles, etc. Further, some books may fall under §6904 (d).
- We have air purifiers that were purchase through Amazon and we need specific filters. Can we still use amazon to order the filters?
This may be something available under the new MRO contract. If not, it would be open market, keeping in mind the Small Purchase Thresholds & Procedures.
- I was attempting to order corkboards and STAPLES did not have the specific size being sought. When I looked on AMAZON, it is available and cheaper can I order?
Corkboards and whiteboards are split between Office Supplies and Furniture. Depending on the size, you may need to check with the Furniture vendors. If Amazon is cheaper, then you will need to go through the IFIC process.
- What about items for events such as reusable decorative items such as table runners, things for centerpieces, baskets, ribbon can I order through Amazon?
Branded items may be covered under the Print Services contract. If they are not, it appears these items are not covered under an existing GSS contract. Therefore, you may proceed with an open market purchase, keeping in mind the Small Purchase Thresholds & Procedures.