

How to Request Contracting Help – Agency

The *Request Help* form is found on the State's procurement portal <http://mymarketplace.delaware.gov> under the **Agency Resources** section

- Clicking on the *Request Help* link will take you to several resources including the Agency Help Request form.

The form should be filled out as completely as possible in order to receive the most effective guidance. When completed, the form can be sent to GSS Contracting via the email address provided at the bottom of the form

The screenshot shows a web form titled "AGENCY CONTRACT HELP REQUEST" with a "Reset Form" link in the top right corner. The form includes a logo for the State of Delaware on the left. The instructions state: "Complete this form to request help related to contracting and procurement. Be sure to furnish as much detail as possible." The form fields are as follows:

- Requester Name: [Text Field]
- Email Address: [Text Field]
- Phone Number: [Text Field]
- Dept/Division: [Text Field]
- Today's Date: [Text Field]

NATURE OF HELP REQUEST
(check one box)

- ☐ General Knowledge
- ☐ Procurement-Specific Assistance
- ☐ Other
- ☐ Specific Contract Question - Contract Number & Name: [Text Field]

DETAILS

Please describe help requested (must be completed):

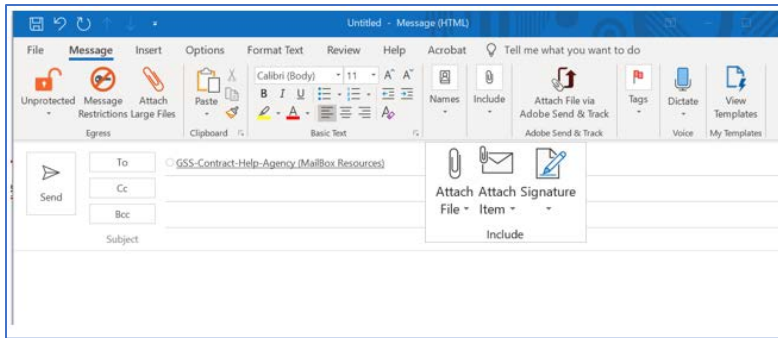
[Large Text Area]

Anticipated Resolution (must be completed):

[Large Text Area]

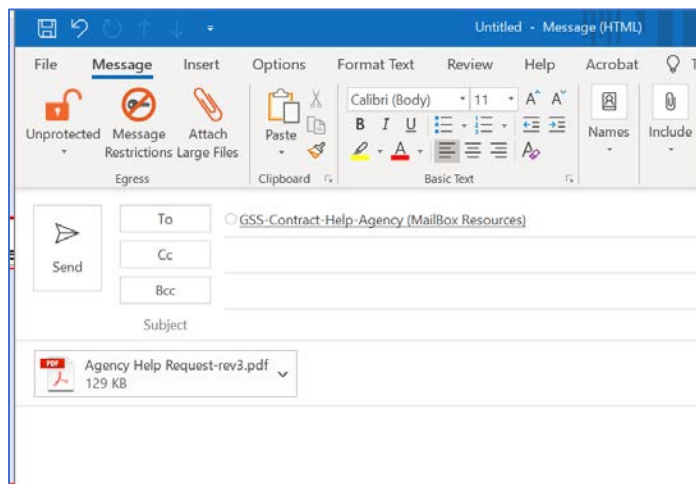
To submit, save help form to your computer then email form as an attachment to gss-contract-help-agency@delaware.gov.

- Save the completed form to your computer, then click on the email hyperlink at the bottom of the form.
- When the email opens, click on **Attach File**



- Navigate to the form you saved and double click to add to the email

Name	Date modified
FAQ	12/26/2019 12:51 PM
Agency Help Request-rev3.pdf	11/8/2019 12:51 PM
How_to_Request_Contracting_Help-Agency.docx	12/20/2019 10:32 AM



- Click **Send**

NOTE: Submissions will be reviewed, prioritized, and forwarded to the appropriate personnel resource for a response. Please allow for a five (5) business day window to receive communication back from our team.

In the interim, agencies are encouraged to refer to on-line GSS resources at <https://mymarketplace.delaware.gov/>.