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

- Clicking on the *Request Help* link will take you to several resources including the Vendor 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 the GSS Contracting unit via the email address provided at the bottom of the form

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Reset Form

VENDOR CONTRACT HELP REQUEST

Complete this form to request help related to contracting and procurement.
Be sure to furnish as much detail as possible.

Requester Name

Email Address

Phone Number

Business Name

Today's Date

NATURE OF HELP REQUEST
(check one box)

☐ General Knowledge   ☐ Other

☐ Specific Contract Question - Contract Number & Name

DETAILS

Please describe help requested (must be completed):

Anticipated Resolution (must be completed):

To submit, save help form to your computer then email form as an attachment to
GSS-Contract-Help-Vendor@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*
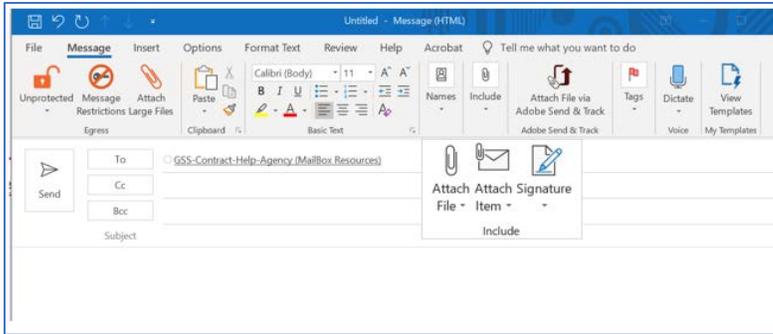
- Navigate to the form you saved and double click to add to the email
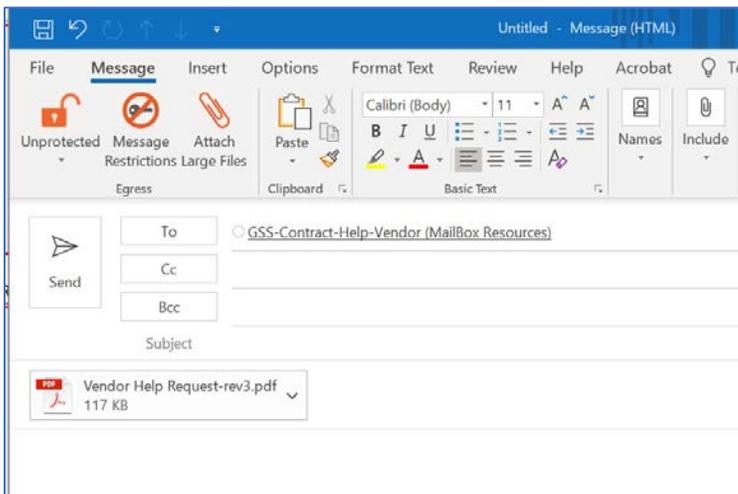
- Click **Send**

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, vendors are encouraged to refer to on-line GSS resources at https://mymarketplace.delaware.gov/.