State of Delaware eMarketplace
Frequently Asked Questions (FAQ's)

General Shopping FAQ Information

1.   What will I see when I login?

2.   I have logged in. What am I looking at?

3.   What vendor catalogs can I access through the eMarketplace?

4.   What contracts will be loaded?

5.   Can I buy from all contracts?

6.   Can individual Agency led contracts, which result in catalogs, be loaded into the eMarketplace?

7.   If I see and find the item with a price, can I buy that item?

8.   Will I see service contract pricing?

9.   What is a Hosted Catalog?

10. Why do we use Hosted Catalogs?

11. What is a Punchout Catalog?

12. Why do we not use more Punchout Catalogs?

1. What will I see when I login?

Upon login users should expect to see the State of Delaware eMarketplace home page, which may be found below where you can find and execute purchases for frequently used items.

2. I have logged in. What am I looking at?

At the home page of the State of Delaware eMarketplace system there are a number of key features to note:

- Welcome message, as shown on the left – this is where special messaging will be provided to all users.
- Your individual login information is located at the top – This is also where you can modify your profile, set preferences and log out.
- Shop at the Top (as shown below) – this is where all users are encouraged to begin their shopping experience.

Just type in what you want to find and click "Go"

- "Stickers" – as shown on the home page, identify the vendor catalogs that are loaded in the system

For video tutorials on how to use the system please click here: Training

3. What vendor catalogs can I access through the eMarketplace?

Government Support Services (GSS), which is serving as the central administrators of the State of Delaware eMarketplace, has identified a limited number of select categories. Those categories include:

Industrial Supplies, commodities and equipment (includes the following)
- Plumbing
- Electrical
- Fasteners
- Laboratory Supplies
- Office Supplies
- Cleaning Supplies and Chemicals

Food and Edible Products (includes the following)

- Milk
- Bread
- Packaged Foods
- Meat
- Coffee

Computers, Peripherals, and related equipment (includes the following, but is not visible at Go Live)

- o Computers
- o Technology related equipment

Emergency Response Equipment and Supplies (includes the following)

- o Ammunition
- o Radar / LIDAR
- o Tactical Equipment and Supplies

Minnesota Multistate Contracting Alliance for Pharmacy (MMCAP) (includes the following)
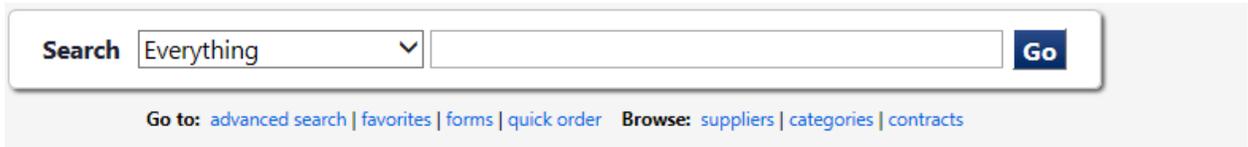
- o Pharmaceuticals
- o Medical and dental supplies

All of the above referenced contract catalogs will be loaded into and/or made available through the eMarketplace system.

4. What contracts will be loaded?

All State of Delaware agency and central (GSS) contracts will be loaded into and/or made visible in the eMarketplace system.

Click on: contracts

Then type in what you are looking for and select the Magnifying Glass
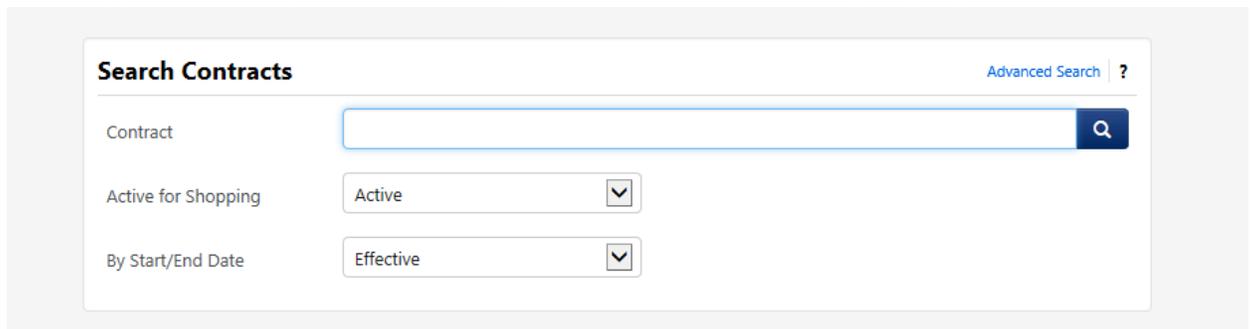
5. Can I buy from all contracts?

All items on enabled catalogs are available regardless of agency provided that the permissions have been given by the division administrator to shop from the contract.

All contracts without catalogs are available under the following conditions;

1. Government Support Services (GSS) central contracts are available to any authorized user of the system, consistent with Delaware Code Title 29 § 6910.
2. Agency contracts are available to the issuing Agency without additional approvals to all authorized shoppers of that Agency. Other Agencies may be able to buy from another issuing Agency's contract provided they first obtain agreement from the awarded supplier and the issuing Agency before executing a purchase DE Code Title 29 § 6904 (e).

6. Can individual Agency led contracts, which result in catalogs, be loaded into the eMarketplace?

As a central service at no additional charge to users GSS central contracts with catalogs have been loaded into the eMarketplace. Due to licensing limitations central contracts are the only catalog enabled contracts funded as a central service.

If an agency or district has a desire to load a specific agency contract catalog their fiscal representative and procurement professional should engage the GSS Director's office for consideration.

7. If I see and find the item with a price, can I buy that item?

Yes. If you can find a catalog item and you can add it to a Cart, you can buy that item.
(There may be some exclusions – Law Enforcement related contracts)

8. Will I see service contract pricing?

No. Service pricing will not be displayed at this time but order instructions will be provided for all non-catalog results.

9. What is a Hosted Catalog?

A Hosted Catalog is a catalog that is saved and can be shopped within the eMarketplace solution.

10. Why do we use Hosted Catalogs?

Hosted Catalogs must have their prices and content reviewed and approved before users see the items. The state procurement agencies have more control over the information presented.

11. What is a Punchout Catalog?

A Punchout Catalog is a catalog that is accessed through the State of Delaware eMarketplace system, but then "punches out" to an external site. The only catalogs that are Punchout are for our Computer and the MMCAP contracts.

12. Why do we not use more Punchout Catalogs?

Product and price comparisons are much more difficult outside the eMarketplace system.

To utilize Punchouts, individual users must make an active decision to select a vendor, then punchout to the vendor controlled website, shop, select and bring back into the system prior to comparing.

Then, if the user wants to compare, the user must punchout again, shop, select, and bring back, etc. before being able to compare.

Shopping hosted catalogs from the top of the page is a more efficient process.