

Vendor FAQ

This Frequently Asked Questions guide is meant to assist vendor users of the new eMaryland Marketplace. If you require additional support, the eMaryland Marketplace Support Team can be reached at emaryland@dgs.state.md.us. Please include the following information in all communications to the eMaryland Marketplace Support Team:

- Company Name
- Tax ID
- User Name

Registration

1. Why should I register my company with eMaryland Marketplace?

All statewide solicitations are posted and awarded through eMaryland Marketplace. Therefore, if your company would like to respond to solicitation opportunities to be contracted to supply these goods/services, you must be registered with eMaryland Marketplace.

2. My company was registered in the old eMaryland Marketplace. Do we need to re-register?

All vendors that were registered in the old eMaryland Marketplace prior to 12/01/11 do NOT need to re-register. However, you must follow the instructions for password reset and verify the data that was moved from the old legacy eMM to the new eMM. (Also see #1 below for Logging in) If your company registered in the old eMaryland Marketplace on or after 12/01/11, you will have to re-register.

3. How do I register my company with eMaryland Marketplace?

To register your company with eMaryland Marketplace, access the eMaryland Marketplace login screen (emaryland.buyspeed.com) and click the **Register** button. Be sure to use the Company Name and Tax ID under which your business is registered with the IRS. If you are attempting to register a DBA or subsidiary of a parent company, see #5 below. During the registration process, you can create the individual user accounts for your company, which will allow your personnel to login to eMaryland Marketplace to respond to solicitation opportunities and view any awarded contracts and purchase orders. Please see the Vendor Registration Quick Reference Guide available on the DGS Bid Board for more details.

NOTE: In order to respond to be awarded a solicitation, you must complete the entire registration process. If you do not finish the process, return to the system and click the "Complete Registration" link and enter the information provided in the system-generated email you received when you started the registration process.

4. Is there any cost to register in eMaryland Marketplace?

No, there is no cost to register in eMaryland Marketplace.

5. How do I register a DBA or subsidiary with the same tax ID?

If you have multiple entities with the same tax ID that would like to maintain separate profiles in eMaryland Marketplace, the parent company should register first. Once registered, a user from the parent company must login to eMaryland Marketplace, ensure the **Seller Administrator** role is selected, and then click the **Add Associated Organization** link on the homepage.

You will then be shown a screen allowing you to email a person from the associated entity, instructing them to register in eMaryland Marketplace. The email that you send will contain a link to eMaryland Marketplace that, when selected, allows them to register that entity with the same tax ID as the parent. Please see the Adding a DBA-Subsidiary Quick Reference Guide available on the DGS Bid Board for more details.

6. What are the restrictions on setting up user passwords?

Passwords must be a minimum of six (6) characters and a maximum of thirty (30) characters and MUST be Alphanumeric (combination of letters and at least 1 number, NO special characters can be used, i.e. ?",!,.

Vendor FAQ

7. What does each of the roles mean? Which should I select?

The Seller Administrator role is for maintaining your company's profile, including general information, addresses, commodity codes, terms, categories and users. The Seller role is for responding to solicitations and viewing any received Purchase Orders and contracts.

Logging In

1. What if I cannot login to the new eMaryland Marketplace?

If you were registered in the old eMaryland Marketplace, the first time you log in you will need to click the "Forgot Your Password" link below the login area. You can use your Login ID for the old eMaryland Marketplace to complete the blanks on the screens that follow and a new temporary password will be emailed to you. Use this new temporary password along with your old Login ID to access the new eMaryland Marketplace.

If you have not set up or been given a login ID and temporary password, you do not have an account. User accounts must be setup by an administrator from your company. The person that originally registered your company with eMaryland Marketplace is an administrator. If you are unsure about whether your company has registered, or you do not know who your administrators are, please contact emaryland@dgs.state.md.us. Otherwise, contact an administrator from your company to request an account.

2. What if I cannot remember my password?

You will need to click the "Forgot Your Password" link below the login area. You can use your current Login ID to complete the blanks on the screens that follow and a new temporary password will be emailed to you. Use this new temporary password along with your old Login ID to access the new eMaryland Marketplace.

3. What is a Login Question and how do I set one?

A Login Question is a question that you setup for eMaryland Marketplace to ask you when you forget your password. You also must provide the correct answer to the Login Question. Upon providing the answer to your Login Question, your password will be emailed to the email address associated with your account in eMaryland Marketplace.

You can setup your Login Question and Answer by clicking the **My Account** link in the top-left of the screen upon logging in. It is recommended that you setup a Login Question and Answer the very first time you login, so if you do forget your password it is easily resetable.

Accounts

1. How do I add a new user for our company?

In order to add a new user, you must have the Seller Administrator role. Upon logging in to eMaryland Marketplace, ensure the tab for this role is selected in the top-right of the screen. Next, select **Add Users on this Account**, complete the required fields that appear (marked with an asterisk), choose a role for the user and select **Save and Exit**. You will then need to inform the new user of the Login ID and temporary password you gave them.

Please see the "Vendor Maintenance Update" Quick Reference Guide available at <http://dgsweb.dgs.state.md.us/procure/Vendor%20Maintenance%20Update%20Vendor%20Data%201-3-12.pdf> for more details.

2. What if someone with an account leaves my company?

You will need to inactivate that user's account so that they can no longer login to eMaryland Marketplace and do business on behalf of your company. As a Seller Administrator, select **Maintain Users on this Account**, click the Login ID for the user that you need to inactivate, choose "Inactive" in the **Status** dropdown field, and select **Save & Exit**.

Vendor FAQ

3. How do I add/modify the list of commodity/service codes we are registered for?

Following registration, you can modify the list of NIGP Commodity/Service Codes that you are registered for by logging in to eMaryland Marketplace, ensuring that the Seller Administrator role is selected in the top right of the screen, clicking the **Maintain Organization Information** link, selecting the **Maintain Commodity Codes & Services** link, then clicking the **Maintain Commodity Codes** link.

You will then be displayed a list of commodity/service codes you are already registered for, allowing you to deactivate any previously selected code. If you would like to add to the list of commodities and services that you can provide, click the **Add Additional Codes** button of the bottom of the screen.

NOTE: You cannot add codes by selecting the **NIGP Code Browse** link in the top left of the screen.

4. Why does one person get all of the emails regarding solicitation opportunities and purchase orders?

The primary email located on the General Organization Information screen is the email that the system uses to notify your company of solicitation opportunities and awarded purchase orders. If possible, please set this to a group email that will notify multiple people when contacted. This will ensure that someone from your company is always aware of communication from the State of Maryland.

Solicitation (Bid) Response

1. Are all solicitations opportunities (Bids) for the State of Maryland listed on eMaryland Marketplace?

Most solicitation opportunities are listed on eMaryland Marketplace, however refer to COMR Title 21 for participating agencies.

2. Who do I contact if I have questions concerning a solicitation opportunity (Bid)?

You will need to contact the procurement officer listed on the Bid in the "Buyer" field with any questions.

3. How do I know whether a solicitation (Bid) will allow online response?

When looking at the Bid, in the top "Header Information" section, the **Allow Electronic Response** field appears on the right side of the screen. If "Yes," you can create and submit an online response. If "No," you must respond offline.

4. Who can create an online response (Quote) for my company?

Any user with the "Seller" role can create, edit and submit the online responses for your company. Ensure only the people with the privileges to submit solicitation responses have access to the "Seller" role.

NOTE: All of the users with the "Seller" role for your company will have access to all of your company's documents to edit, submit and withdraw them.

5. Can we submit Alternate Bids or provide Alternate Descriptions as part of our responses?

Almost never. In fact, if you submit an Alternate Bid or Description, all of your response(s) may be disqualified from award. Read all of the documentation attached to a Bid before beginning to create any responses.

6. If the Subcontractors tab on my online response (Quote) is blank, does that mean there are no subcontractor requirements?

No, read all of the documentation attached to the Bid to determine any subcontractor requirements. Many procurement officers will manage this part of the process offline and may not use the Subcontractor tab.

7. What if I have exceptions to the Terms and Conditions of the solicitation (Bid)?

If you are submitting an online response, the system provides you the ability to input any exceptions you have to the Terms & Conditions of the solicitation from the Terms & Conditions tab of your response (Quote). However, if you note any exceptions to the Terms and Conditions, you may be disqualified from award. Read all of the documentation attached to the Bid prior to providing your response on this screen. If you flatly do not accept the Terms and Conditions, do NOT submit a response.

Vendor FAQ

8. How do I upload documents to my online response (Quote)?

On the Attachments tab of your Quote document, click the **Add Attachment** button. Next, click **Browse** to open a pop-up allowing you to search through your computer to find a file you would like to upload to your Quote. Select the file and click **Open** to have the file attached to your Quote. You can add as many files as are needed to your Quote.

9. How do I know our online response (Quote) has been submitted?

When viewing the Summary tab of your Quote, the **Status** in the upper right-hand corner will be "Submitted." Additionally, from your homepage you can click on the Quotes tab, then select the Submitted tab to view all of the Quotes that you have submitted.

10. Does reviewing our submitted responses automatically withdraw them like the old eMaryland Marketplace?

No, your responses are never withdrawn unless one of your users with the "Seller" role accesses the response (Quote) and clicks the **Withdraw Quote** on the Summary tab of the document. Withdrawing a response is only available prior to the due date (Bid Opening Date) and allows you to make changes to the response if desired. If a response is withdrawn, it will have to be submitted again to be eligible for award.

11. How do I acknowledge a solicitation (Bid) amendment?

Once logged in to eMaryland Marketplace, ensure the Seller role is selected and click the Bids tab on your homepage. Next, look in the "Bids / Bid Amendments Unacknowledged" section and find the solicitation (Bid) that the amendment was created against. Select the Bid to review it and its amendments.

To acknowledge the amendments, select the **Acknowledge Amendment(s)** button of the bottom of the screen. A pop-up will appear reminding you to ensure that any Quotes that you submit in response to this solicitation should take the amendment(s) into account.

Note that unlike the old eMaryland Marketplace, your online responses will not be automatically withdrawn every time an amendment is applied. However, if you do not acknowledge all applied amendments and update your response accordingly, you may not be eligible for award.

12. I received an email about a Proposal Revision Request. Now what?

Proposal Revisions in eMaryland Marketplace are the means by which you are able to submit a clarification to your original Quote or provide a Best and Final Offer. A procurement officer must send you a Proposal Revision Request in order for you to be able to revise your original response (Quote).

Once you have received an email requesting that you revise your response (Quote), login to eMaryland Marketplace and ensure you are in the Seller role. Next, click the Bids tab on your homepage and view the top section, "Revision Requests." The original Quote that you submitted will appear listed, allowing you to edit it once selected. Revise the Quote as directed in the email you received from the procurement officer and submit it. This new Quote will replace your original once submitted.

13. How come when a vendor logs in he sees all bids?

This allows the vendor to peruse all opportunities in case their Commodity Code associations aren't complete.

14. Where is one for his (the vendor's) commodity section?

The vendor is emailed specifically about each Bid for their matching commodity codes, so they can search for them specifically using **Advanced Search**, or they can look for it in the Open Bids section by using the Commodity Drop Down box.

15. Bid and bid acknowledgements and un-acknowledged - is this from an email that was sent from bid list?

This section only lists Bids that the vendor has already downloaded that have had amendments applied that still need to be acknowledged by the vendor. They are directed to this section when they receive a Bid Amendment email.

Vendor FAQ

16. Bid acknowledgements - Where are ones I acknowledged?

Once the Bid Amendment is acknowledged, it goes away from this section. The buyer can see that you acknowledged the amendment when they review the bid. All Bids can be found in the Open Bids list, or by searching for it specifically, or they have created a response, by going to the Quotes tab.