



## Vendor Frequently Asked Questions

### General Information

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[What is eMaryland Marketplace?](#)

[Who uses eMaryland Marketplace?](#)

### Registration

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[Why should I register my business with eMaryland Marketplace?](#)

[Is there any cost to register in eMaryland Marketplace?](#)

[How do I register my company with eMaryland Marketplace?](#)

[How do I register a DBA or subsidiary with the same tax ID?](#)

[What are the restrictions on setting up user passwords?](#)

[What does each of the roles mean? Which should I select?](#)

[Can I register multiple users from my company with eMaryland Marketplace?](#)

### Account Access

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[What if I forgot my login ID and/or password?](#)

[What if I do not have a login ID for eMaryland Marketplace?](#)

[What is a Login Question and how do I set one?](#)

### Account Maintenance

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[How do I add a new user for our company?](#)

[What if someone with an account leaves my company?](#)

[How do I add/modify the list of commodity/service codes we are registered for?](#)

[How can we set up the business profile so that multiple email recipients receive communications from eMaryland Marketplace?](#)

### Solicitations and Bids

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[Are all solicitations opportunities \(Bids\) for the State of Maryland listed on eMaryland Marketplace?](#)

[Who do I contact if I have questions concerning a solicitation opportunity \(Bid\)?](#)

[How do I search for a solicitation \(Bid\)?](#)

[How do I know whether a solicitation \(Bid\) will allow online response?](#)

[Who can create an online response \(Quote\) for my company?](#)

[Can we submit Alternate Bids or provide Alternate Descriptions as part of our responses?](#)

[If the Subcontractors tab on my online response \(Quote\) is blank, does that mean there are no subcontractor requirements?](#)

[What if I have exceptions to the Terms and Conditions of the solicitation \(Bid\)?](#)

[How do I upload documents to my online response \(Quote\)?](#)

[How do I know our online response \(Quote\) has been submitted?](#)

[Does reviewing our submitted responses automatically withdraw them like the old eMaryland Marketplace?](#)

[What does it mean to acknowledge a bid?](#)

[How do I acknowledge a solicitation \(Bid\) amendment?](#)

[I received an email about a Proposal Revision Request. Now what?](#)

[How come when a vendor logs in they see all bids?](#)

[What do I do if I have questions or need assistance using eMaryland Marketplace?](#)

### **What is eMaryland Marketplace?**

eMaryland Marketplace (eMM), the State of Maryland's internet-based procurement system, is a business tool that provides an efficient means to improve vendor's access to State procurement information. eMaryland Marketplace provides the means to publish solicitations via the internet to potential bidders, providing equal access to solicitation information and is also the resource for electronic bid submission. In addition, the system allows vendors to obtain bid results online once the due date and time for bid submission has passed.

eMaryland Marketplace is also the online registration system for the State of Maryland Small Business Reserve. Vendors complete the self-registration process directly in eMaryland Marketplace to obtain a Small Business Reserve (SBR) certification number. This certification allows small businesses to take part in the small business programs offered by the State. For more information on SBR and the small business programs visit the Maryland Department of General Services website at [www.dgs.maryland.gov](http://www.dgs.maryland.gov) and click on Business Opportunities.

### **Who uses eMaryland Marketplace?**

eMaryland Marketplace is used by over 200 Government Organizations to solicit contract opportunities. Furthermore, eMaryland Marketplace has over 30,000 businesses registered who are able to bid on solicitations and receive contract awards.

## **Registration**

### **Why should I register my business with eMaryland Marketplace?**

- eMaryland Marketplace is the centralized location where solicitations from over 200 Government Organizations are advertised.
- eMaryland Marketplace will notify registered businesses when a solicitation requesting the goods/services they provide is published.
- eMaryland Marketplace notifies potential bidders when changes to a solicitation (i.e. amendments, addendums, questions & answers) are published.
- A business must be registered to have the ability to submit bids electronically through eMaryland Marketplace.
- eMaryland Marketplace will notify bidders when an award is made.
- A business must be registered with eMaryland Marketplace in order to be awarded a State contract.

### **Is there any cost to register in eMaryland Marketplace?**

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

### **How do I register my company with eMaryland Marketplace?**

To register your company with eMaryland Marketplace, visit the eMaryland Marketplace homepage at [www.emarylandmarketplace.com](http://www.emarylandmarketplace.com). Scroll to the bottom of the page and select the *Register* button. A pop-up screen will appear. Complete the Company Name, Tax ID,

EIN/SSN, Country, and Email fields and select *Submit*. Note: Be sure to use the company name and tax ID under which your business is registered with the IRS.

Once you select *Submit*, you will enter eMaryland Marketplace and will be guided through a series of registration screens.

NOTE: If you are unable to finish the registration process, you may exit out of the system and return to complete the business registration at a later time. Return to the eMaryland Marketplace homepage and select the *Complete Registration* link and enter the information provided in the system-generated email you received when you started the registration process.

### **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.

### **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. ? " \ !). Passwords are case sensitive.

### **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.

### **Can I register multiple users from my company with eMaryland Marketplace?**

You may only register your company one time; however, you are able to set up multiple users under the company's profile. During the registration process, you will create an administrative user account for your company. This administrative user will have the ability to later log on and create additional users as needed.

## Account Access

### **What if I forgot my login ID and/or password?**

If you cannot remember your login ID you can contact your agency administrator or the eMaryland Marketplace Help Desk. The Help Desk is available Monday – Friday 8:30 a.m. – 4:00 p.m. via telephone: 410-767-1492 or email: [dgs.emaryland@maryland.gov](mailto:dgs.emaryland@maryland.gov).

If you cannot remember your password you will have to reset it. You can do this by following the prompts for “Forgot Your Password” on the eMaryland Marketplace homepage or by calling the eMaryland Marketplace Help Desk.

### **What if I do not have a login ID for eMaryland Marketplace?**

Contact your company’s eMaryland Marketplace Administrator.

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 the eMaryland Marketplace Help Desk. The Help Desk is available Monday – Friday 8:30 a.m. – 4:00 p.m. via telephone: 410-767-1492 or email: [dgs.emaryland@maryland.gov](mailto:dgs.emaryland@maryland.gov).

### **What is a Login Question and how do I set one?**

A Login Question is a question and answer combination that is set up to be used when a user forgets their password. In the event you forget your password, eMaryland Marketplace will ask you to answer the login question. Upon providing the correct 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.

## Account Maintenance

### **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 Seller Administrator tab is selected in the top-right of the screen. Select Maintain Users on this Account. Select Add User. Complete the required fields that appear (marked with an asterisk), choose a role for the user and select Save and Exit.

You will be creating the user name and a temporary password for the user. Inform the new user of the Login ID and temporary password you gave them. The new user will be prompted to change their password upon signing in for the first time.

**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 and click the Login ID for the user that you need to inactivate. Choose "Inactive" in the Status dropdown field, and select Save & Exit.

**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 as often as you would like. Log into eMaryland Marketplace and select the Seller Administrator tab in the upper right of the screen. Select Maintain Organization Information then Maintain Commodity Codes & Services. You may display a list of previously deactivated commodity codes and reactivate codes from this screen by selecting Display Inactive Commodity Codes.

To view the list of active commodity codes or to add commodity codes select Maintain Commodity Codes. 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.

**How can we set up the business profile so that multiple email recipients receive communications from eMaryland Marketplace?**

eMaryland Marketplace allows for only one account to receive notifications. 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.

**Solicitations and Bids****Are all solicitations opportunities (Bids) for the State of Maryland listed on eMaryland Marketplace?**

The State of Maryland posts all solicitations for contracts estimated to exceed \$15,000 on eMaryland Marketplace.

Local Governments do advertise on eMaryland Marketplace; however solicitation requirements vary according to county and organization.

## 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.

## How do I search for a solicitation (Bid)?

There are multiple ways to search for bids in eMaryland Marketplace.

Public Access – There are two functions that allow you to view bids without signing into eMaryland Marketplace:

- Open Bids – allows you to search a listing of open bids by selecting the category the bid would fall under.
- Contract & Bid Search – allows you to search for contracts and bids but inputting search criteria.

eMM Sign In – To search for bids while signed into eMaryland Marketplace make sure you have selected the Seller tab in the upper right of your screen. On the bar below the seller tab select the magnifying glass icon. Select the Document Type Bids from the dropdown box. The search box will open.

The screenshot shows the 'Advanced Search' form in the eMaryland Marketplace application. At the top, there are navigation links for 'NIGP Code Browse', 'My Account', 'Customer Service', and 'About'. The user is logged in as 'Seller' and 'Seller Administrator' on August 22, 2014. The search form includes a 'Search for:' section with 'Module' set to 'Purchasing Module' and 'Document Type' set to 'Bids'. Below this is a 'Search Using:' dropdown set to 'ALL of the criteria'. The main search area contains several input fields and dropdown menus: Bid #, Bid Description, Organization, Department, Location, Type Code, Catalog, Purchase Method, NIGP Class, NIGP Item, Commodity Code, Bid Opening Date (MM/DD/YYYY), Purchaser, and Entered Date (MM/DD/YYYY). There are 'Find It' and 'Clear' buttons at the bottom of the search form.

## 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.

Bid Solicitation: MDDGS31015691			
Header Information			
Bid Number:	MDDGS31015691	Description:	Statewide Contract - 2015 Sedans
Purchaser:	-	Organization:	Maryland Department of General Services
Department:	00117 - COMMODITY PROCUREMENT/17	Location:	00117 - COMMODITY PROCUREMENT/17
Fiscal Year:	14	Type Code:	IT - Invitation to Bid (ITB)
Alternate Id:	001Training	Required Date:	10/10/2014
Info Contact:	-	Bid Type:	OPEN
Purchase Method:	Open Market	Allow Electronic Quote:	Yes
		Available Date :	08/19/2014 02:22:00 PM
		Informal Bid Flag:	No

**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.

**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.

**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.

**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). Exceptions to the Terms and Conditions will be reviewed by the Procurement Office and Attorney General and may result in disqualification from award. Read all of the documentation attached to the Bid prior to providing your response on this screen. If you do not accept the Terms and Conditions, do NOT submit a response.

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

On the Attachments tab of your Quote document, select the Add Attachment button. Select the Choose File button 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 may add a description to your file in eMaryland Marketplace.

You can add as many files as are needed to your Quote.

**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.”

Quote 00017054 - We Sell Vehicles

General | Items | Questions | Subcontractors | Notes | Terms & Conditions | Attachments | **Summary** | Back to Bid

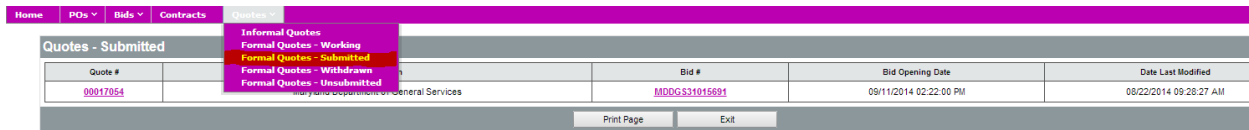
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Header Information

Quote #:	00017054	Bid #:	MDDGS31015891	Status:	Submitted
Organization:	Maryland Department of General Services				
Description:	Statewide Contract - 2015 Sedans	Delivery Days:	0	Discount Percent:	0.0
Bid Flag:		Alternate Bid:	No	Shipping Terms:	



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.



### **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.

### **What does it mean to acknowledge a bid?**

When you acknowledge a bid, you are expressing interest in the bid opportunity. You will receive all future correspondence related to that bid, including notification of bid amendments, questions and answers, and award activity. Acknowledging a bid does not require you to submit a bid.

If you opt not to acknowledge a bid, you may still submit a quote, however, you may not receive timely notification of changes to the bid solicitation.

If you initially decline to acknowledge (select No), you will have the opportunity to acknowledge the bid at a later time. If you initially acknowledge the bid, you are not able to un-acknowledge the bid. You will continue to receive notifications; however, this does not require you to submit a bid.

### **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.

**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.

**How come when a vendor logs in they see all bids?**

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

**What do I do if I have questions or need assistance using eMaryland Marketplace?**

DGS has provided two resources to assist users with eMaryland Marketplace.

You may access a series of Quick Reference Guides by visiting the eMaryland Marketplace homepage and selecting the link for eMaryland Marketplace Instructions. You will then be directed to a page that lists Quick Reference Guides for both Procurement Professionals and Vendors. Select the QRG with the topic that most directly related to your question or view the Frequently Asked Questions for a variety of information.

Note: A one-hour long training webinar is available by clicking on the Vendor Registration link.

If you experience problems with or have additional questions about eMaryland Marketplace, please contact our eMaryland Marketplace Help Desk Team. They can be reached Monday – Friday 8:00 a.m. – 4:00 p.m. via telephone: 410-767-1492 or email: [dgs.emaryland@maryland.gov](mailto:dgs.emaryland@maryland.gov).