

eMarketplace Department FAQs

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General LPA

What is the expectation for departments who wish to utilize a non-IT service LPA?

Departments can use eMarketplace to search for and purchase non-IT services, IT services, IT goods and non-IT goods available through an LPA.

Can I find Verizon and Cal Net Contracts in eMarketplace?

These are CDT CALNET contracts. Although they are listed on the Cal eProcure website, these contracts are not DGS-PD's and will not appear in eMarketplace.

Are NASPO contracts usable now?

Resellers are being added to the NASPO punch-out. The date on this is TBD.
Reach out for specific help on this issue.

Is there a way to only send to DVBE/SB?

Use filters in the Supplier Search menu tab to find SB/DVBE suppliers.

How do I know which LPAs are DGS LPAs?

You can identify this information on Cal eProcure.

Can I purchase from the MTM Recognition 25-year service award agreement?

No. The 25-Year Service Award contract is also not a contract under PD purview.

Is the vendor list automatically correlated to the selected LPA, and can we filter portfolios (e.g., Workday) when selecting suppliers?

Yes. Vendor lists are auto linked to the selected LPA. However, this is only visible in the RFO module. Prior to starting the RFO, you can browse contract portfolio groupings in Browse Contracts to inform supplier selection (using the filter on the left side of the screen, search only portfolio objects).

How frequently is contract pricing updated? What if I think the listed pricing is wrong?

Contract administrators are responsible for price updates. If you feel there could be a discrepancy in pricing, please reach out to them.

If there's no contact info for a vendor under their Fi\$Cal ID, then do we manually add them during the RFO process?

If there is no contact, then you will not be able to add an email for the supplier. However, it may be the case that the email has not been logged into yet. You can prompt them to log into the account via the mail icon.

Do documents self-attach in Fi\$Cal?

Not yet. You will have to download them from eMarketplace to attach them in Fi\$Cal.

Are the contracts in this portfolio all aligned to the same term dates, or is the portfolio a combination of contracts that simply provide similar goods or services?

The portfolio is a functional grouping of contracts that provide similar goods or services, and each contract retains its own independent term period.

Do we still use Cal eProcure to find the contract we need, then go into marketplace and look up the contract we found in Cal eProcure?

Cal eProcure will be available to you; however, you can find the contract and line items in eMarketplace.

For vendors such as fish food or fuel, we typically use a UOM of BE. eMarketplace seems to default to an EA. Is this changeable?

Fish food has its own catalog portfolio, as does fuel. The correct UOM should be reflected in for these contracts. If it is not, don't hesitate to get in touch with eMarketplace@dgs.ca.gov

I must receive by "amount only" for items like fish food, fuel, propane, etc. We never receive what we order. How do I account for these adjustments?

Please update the PO in Fi\$Cal as the PO record is the ultimate source of truth for the purchase. However, please save any discrepancies to the purchasing file and send an email to eMarketplace listing the line items that do not have the correct UOM.

Cal eProcure

What contracts are in eMarketplace, and how might the listing differ from Cal eProcure?

We understand that some contracts in Cal eProcure are not in eMarketplace. Statewide, CMAS, Coop, SLP, and Master agreements are the only kinds of contracts in eMarketplace. Others, like State Price Schedule, Rx, CalNet contracts, are not in eMarketplace.

Shopping

Will core and non-core items both show and be supported?

Yes. eMarketplace supports non-core purchases. When you add a non-core line to your cart, an alert will pop up. Please click into this alert to edit the non-core line to your specifications.

How can we find our pending and completed requisitions?

Use the Procurement tab > Browse Carts to view carts and their status (e.g., Draft, Submitted).

Do keyword fields support product search within a contract?

Yes. Use the keyword field with the contract number to search for line items (e.g., for specific colors or SKUs).

For non-core LPA catalog items with unit of measure as percent-off, how does purchasing work and how do we proceed to RFO?

Change UOM from percent to each, calculate the discounted price, and add detailed description/SKU; proceed with RFO if needed. Please consult the Non-core purchasing job aid if needed.

Do sourced items have to be on the catalog, or can we request off-catalog items?

Please try to keep purchases limited to catalog items. Since free-entry lines are not yet a part of eMarketplace, sourced/off-catalog items as specified by the vendor in their attached quote would have to be added in Fi\$Cal. Please make note of these items in the Fi\$Cal record.

Can we add dummy line items (e.g., e-waste or recycling fees) in eMarketplace?

Not currently supported; the team will investigate to align with Fi\$Cal cart requirements.

Once we build a cart (e.g., fuel), can we reuse it and keep sending it to Fi\$Cal?

No. After you send a cart to Fi\$Cal its lifecycle ends; create a new cart for subsequent purchases.

Is there an option to add to the description for the non-core line items?

Yes, there is an option. Use the pencil icon next to the line when viewing your cart,

Can the cart number be changed?

You can change the cart number if needed, if it has not been submitted.

Can we add extra line items off the catalog on our own for unanticipated tasks not listed on LPA?

You can add additional line items only if there are freeform line items for that contract. Please try to keep your order to specified contract items, whether core or non-core.

Price lists are updated frequently from Dell; will the pricing list be continuously updated here?

Yes, they will be. Contact the DGS Contract Administrator if you feel there are discrepancies.

If I add certain items to the cart, the Unit of Measure is "Percent". When I add the item to cart and validate, there's an alert that pops up. How do I fix this problem?

This typically indicates a non-core item. In any case, click on the alert, and you will be able to change the price and UOM to fit the price of the non-core item. This will remove the alert.

Can you search by something like "locksmith" or "power sweeping"?

You can do this via Shopping > Search Products. The Keywords search bar will allow you to search for Item Descriptions.

Will there be plans to include a filter for SKU #s?

We will add it to the list of possible modifications.

Are non-core discounts automatically calculated?

No. You will have to manually calculate them at this time.

Requesting Module**How do we award off a CMAS agreement?**

That involves RFO functionality. Utilize the high-level product and service codes, along with descriptions, to create your cart. Make sure that you attach your statement of work and choose either Substitutions Allowed or Supplier Selected as the RFO Response Mode.

How do vendors indicate proposed staff names and subcontractor status?

Via comments on line items or within attachments; include instructions in the RFO for what to provide.

Can buyers extend an RFO deadline without starting over?

No. Buyers must issue a new RFO.

Can supervisors or other users review RFOs or carts before release?

Yes, you can add additional people via the Team Members icon when viewing an RFO.

We need to issue an RFO addendum that may change cart line items or uploaded attachments. Is that functionality available?

Use the 'Addendum' message type to communicate changes. Again, deadlines cannot be extended, so be aware of this when issuing an addendum. You may have to issue a new RFO and notify vendors of the replacement RFO.

Does the RFO module have standard procurement forms already incorporated?

No, it doesn't have those forms incorporated.

Is there a limit to the number of files you can attach?

There is no limit that we are aware of, unless you are attaching videos.

After the RFO is launched can you revisit if you need to make a revision and resend?

Once an RFO is open for bidding, it can't be edited. To make changes, you must close it and recreate it (use the Duplicate option via the 3 dots next to the RFO in the "Browse RFOs" tab). You can revisit the RFO to view its information; however, once it's launched, you will not be able to add items. You will have to restart the RFO to add items.

How does the RFO process work for awards based on best value? How do we include the selection criteria and comparison process? Where would you provide the justification for not awarding to the lowest RFO? Is there a scoresheet available?

You can select any award in the system, independent of price. Consult internal department policy for scoring. Add justification to your department's file/in the Fi\$Cal record. eMarketplace does not have a scoresheet.

Have all the LPA providers been trained on how to return RFOs within the system? If a supplier expresses confusion about the process, who do we direct them to at DGS?

Yes, suppliers have job aids and videos to refer to. They may also attend office hours.

For a CMAS where departments are required to have 3 responses or obtain reasons why a CMAS holder did not respond to the RFO, does eMarketplace offer a place for this due diligence to be communicated or would we need to utilize the message feature to obtain this information?

You, you would use the discussion tab to obtain those answers from the suppliers. Then you would export that information to be saved in your procurement file.

How can I add internal team members to view an RFO after it is sent out, or coordinate reviewing between teammates?

View the RFO, go to left vertical navigation bar, and add the internal contact via the Team Members icon. Click SAVE. If there are issues, please reach out to the eMarketplace team.

Can analysts only can view a vendor's message within eMarketplace? Can the message also be forwarded to their work email?

You will get a notification in your inbox that a vendor has responded/sent a message. However, please keep communication with vendors in eMarketplace.

For fleet purchases, like those done through contract 1-22-23-20, programs request a lot of different vehicle options or specifications. Are those options available through this interface? Also, how would after-market modifications be handled?

Yes, you should be able to add the options to the cart. Specifications may require an attachment.

Can you address all vendors with one message and BCC all vendors?

Yes, you can address all vendors. There is a drop-down selection for all vendors. Vendors will not see the competition.

Each LPA is tied to a specific vendor. How do we create an RFO cart without connecting it to a specific vendor?

Although you'll initiate your cart with one vendor, the other related vendors will be selectable as you proceed with the RFO. These related vendors can be found by searching for the relevant portfolio grouping in the Browse Contracts tab.

How about if the contract is a deliverable based contract? We won't know how many hours each consultant will work.

Use the "Supplier Selected" request method. This way, suppliers can come up with an estimate for each consultant's number of hours.

Is there a way to see if a vendor has opened an RFO for viewing? At least to know they viewed it but have not responded yet.

Yes, the vendor's status will change to "In Progress" once they view the RFO.

Is there a way to make the vendor fill out the required forms such as the bidder declaration form?

Not currently; suppliers are responsible for making sure their responses are complete. But this may be future functionality.

Is there functionality to issue a comprehensive list of questions and answers to all suppliers solicited?

Yes, you can message all vendors at once.

When you select "Awarded" in the system, is there a notice generated?

No. This is because the actual PO has not been awarded yet. All the vendor will see is a status change on the RFO, letting them know it is going through further processing in Fi\$Cal.

Can the price be manually lowered if the supplier quoted lower than the LPA pricing? If we have already obtained a quote from the supplier with lower pricing, is

it still necessary to do this step (send RFO)? Can we not just manually change the pricing once it's been sourced to a PO?

Yes, this can be accomplished by sending an RFO for the supplier to respond to; please instruct suppliers to submit their offers in eMarketplace. It is possible to create an offer on behalf of a supplier if they cannot use eMarketplace, but suppliers must try to provide the lower quote themselves.

Do vendors see who we choose to award if we solicited more than one vendor in an RFO? Do they get a notification they didn't get awarded?

No, this information is not available to vendors in eMarketplace. They will know if they are not selected once the results of the PO are posted in SCPRS.

Is there a way to choose multiple suppliers each with a unique SLP number?

Use Search Contracts to find a portfolio. If Suppliers are grouped in a portfolio, you will be able to solicit multiple in the same RFO.

Can I add multiple contacts from a single supplier to an RFO?

Yes, you can add multiple contacts via the "Select Contact" button on the RFO screen, even after the RFO is sent.

What does "Attach Workflow" mean?

It indicates a step is being taken in eMarketplace. No approval is necessary.

My purchase requires a custom build with modular parts and pieces. How will this work?

Please reach out to the eMarketplace team with the specifics of this order.

I awarded my RFO to the wrong vendor, or I need to duplicate it for another reason. How do I do this?

Visit Sourcing > Browse RFOs. Click the 3 dots next to the RFO in need of duplication and duplicate the project. Leave the default settings to copy the RFO. You will have to resend this to the vendors, however, and they will have to rebid on the RFO.

Fi\$Cal

How do we get to eMarketplace from Fi\$Cal?

Log into Fi\$Cal. Via Classic Home, go to Main Menu > e-Procurement > Requisition > Web punch-outs > select eMarketplace; ensure browser pop-ups are enabled.

Is it possible to find a requisition in Fi\$Cal that didn't save?

eMarketplace transfers you back to Fi\$Cal. If you did not finish and therefore save the req in Fi\$Cal, then it would no longer be in Fi\$Cal. At this point, you will need to make a new cart in eMarketplace and try again. To make this easier, you can copy the old cart and push that to Fi\$Cal.

In Fi\$Cal, how do we create an actual PO from the eMarketplace sourced requisition?

You will use the Copy to PO function in Fi\$Cal. Please consult their job aid for this feature.

Can I complete a Change Order in eMarketplace?

No, change orders are made in Fi\$Cal.

Where is sales tax calculated?

Sales tax is calculated in Fi\$Cal, not eMarketplace.

When working on an LPA yesterday, I noticed that the requisition did not include tax even though it should've. Is this something eMarketplace is looking to fix?

Tax is calculated in Fi\$Cal.

Multiple buyers at my department are struggling to get to eMarketplace home page. Are there other recommendations besides enabling pop-ups to help them out? They get a log in page with no way to register and do not see the Terms and Conditions Acknowledgement window.

There may be a security issue. Please check with your IT team to ensure nothing on their side is preventing access.

I'm not listed on the requester list in eProcurement > Requisition. Would I submit a request to be listed?

Yes, you need to request the role be added to your profile by Fi\$Cal.

Can you access eMarketplace from outside the boundaries of Fi\$Cal?

No, you will have to go through Fi\$Cal.

How is a contract shell completed?

Please reach out to the eMarketplace team with the specifics of this order.

Is there a way to submit this directly as a PO instead of a requisition in Fi\$Cal?

eMarketplace is connected to the Requisition module in Fi\$cal. From there, you would copy that req to a PO.

What is the processing time from approved requisition to a generated PO?

eMarketplace does not do batch processing like CalCTRA. Thus, the approval period from requisitions to PO is entirely dependent on your internal department's approval workflow.

Does the requisition have any marker designating it as coming from eMarketplace?

Not currently.

What happens after you send it to Fi\$Cal?

It goes back into Requisition, at which point you would take the normal path to get it approved and then you create a PO by using the "Copy to PO" process.

Does Fi\$Cal automatically save your progress and create a draft record? Or is it recommended to save-as-you-go?

It is recommended to save as you go to ensure you do not lose any progress.

Can you award the same day?

No, you cannot at this time. You must wait until the following business day.

My requisition in Fi\$Cal didn't save. What do I do?

You can find your cart under Procurement > Browse Carts in eMarketplace and resend it to Fi\$Cal. It will create a new requisition ID.

Documents

Where do vendors upload resumes, forms, and other required attachments?

Vendors upload multiple attachments within eMarketplace and may add comments; buyers should specify instructions in the RFO.

Does the eMarketplace RFO process replace our traditional solicitations (cost worksheets, required documents)?

Use eMarketplace to attach and collect required documents and have vendors fill out all attachments. This will replace emailing. You can download documents from eMarketplace to add to the Fi\$Cal files and internal department files.

What kind of forms or attachments should we add? Can we attach an RFO document with the selection criteria including narrative response requirements, mandatory and desirable qualifications, etc.

Add any supporting documents, such as specifications or a scope of work, if applicable. Consult your department's policy for necessary attachments.

How do we have access to the LPA documents without going to Cal eProcure?

Via Contracts > Browse Contracts > Click into selected contract. On the left side, there is a documents tab to view these documents.

If we are making a purchase that does not require an RFO, are we still required to attach backup documentation (Form 204, Bidder's Declaration, DVBE Declaration, etc.) to our Fiscal POs? Or are these documents only required when an RFO is used within eMarket?

When you go directly to cart without an RFO, there is no place to attach documents. Please attach these documents in Fi\$Cal. When doing an RFO, please include all documents in eMarketplace, as well as Fi\$Cal.

Technical Workthrough

If a contract expires, will it automatically be removed from the platform?

No. Expired contracts remain visible in eMarketplace but are marked as expired.

If there is no vendor contact under the Fi\$Cal ID, can we add one?

During the RFO process you can add contacts or invite suppliers to activate accounts; you may also email them to prompt activation. However, you cannot create a new email for a supplier.

Do we notify vendors ourselves when they are not awarded, or does the system notify them?

The system does not send explicit award/non-award notices. Vendors see bid progress and PO issuance in Fi\$Cal; proposals display as 'approved' regardless of whether a vendor is awarded or not.

Why is there a 24 hour wait after the deadline?

This is a system requirement.

Why does the "Wrong Supplier Icon" appear?

It occurs if somehow a supplier-side personal account gets disassociated from the larger Supplier account. We can fix this on our end. Please reach out via email to the eMarketplace team if this occurs.

Do I have to address validation notifications?

Please ignore these validation notifications. So long as your cart was exported to Fi\$Cal, you are in the clear.

Once we create the requisition, do we get an email notification?

Yes, you will get a notification that the cart was sent. Make sure though that you save the req in Fi\$Cal.

What's the difference between Notified and Invited?

Invited: When the Requester selects a supplier to participate in an RFx. Notified: Refers to the supplier contacts who received an email notification about the RFx invitation.

Is there a way to customize the homepage or add catalogues?

There is a favorites icon (the star) to save frequently used Suppliers/Contracts/Carts etc. It is located under the eMarketplace logo home button.

Policy**Please clarify whether the eMarketplace expectations are the same for Fi\$Cal and non-Fi\$Cal users, as CDCR/CCHCS is a deferred department who only utilizes Fi\$Cal for SCPRS and CAR reporting currently.**

Non-Fi\$Cal departments will continue to follow their existing purchasing processes. eMarketplace requirements for non-Fi\$Cal departments may change in the future. Please check in with eMarketplace if you purchase off an LPA for changes

Is there a comprehensive audit history of buyer-vendor communications?

Yes. Buyers can view the full communication history for each vendor; vendors only see their own communications with the buyer.

In the case of proprietary software/hardware, is there a way to request/submit a sole source letter?

You can request supplier to sign and return such documents in eMarketplace.

Is there a built-in approval process in eMarketplace?

While there are workflow checkpoints, there is no built-in approval process. Utilize internal department procedures if approvals are necessary.

Can we add our own supplier contacts if contact info is outdated?

Suppliers manage their contact list.

How do we connect a procurement contract shell to a requisition in Fi\$Cal for multi-year contracts?

Create the contract shell in Fi\$Cal and connect requisitions to draw down the value. A job aid is being constructed. Please reach out via email or Office Hours for specific help on this.

For our agency, our procurement unit buyers run all RFOs for LPAs. But they don't submit the requisitions, nor do they have access to create requisitions. That's done by the Department PMs. How would this work?

Access to eMarketplace means having access to the requisition module. The buyers can conduct the RFO in eMarketplace and create/save the requisition. The PMs can copy this requisition to PO in Fi\$Cal.

Assuming departments must continue to maintain documentation for audit purposes (minimum of 3 offers sought, fewer than 3 offers received, supplier comparison, etc.), is there any functionality to export the RFO history?

Yes, you can export the Project Summary.

Is there going to be an SOP or reference guide we can go to?

Please consult the available training materials in the CalPCA LMS.

Is the RFO process public?

The RFO process is not public, but PO results will be published to SCPRS as they are today, so suppliers will know who won the award, but only after the PO has been awarded.

How are emergency purchases off LPAs required to be done through eMarketplace?

eMarketplace does not have specific functionality for emergency purchases off LPAs. Please reach out if this situation comes up.

Is there a deadline for vendors to submit questions or can they ask questions throughout the entire bidding period?

Vendors can ask questions about an RFO throughout the whole bidding period.

What if a vendor states they will not participate in the RFO?

If a vendor decides not to participate, there is no action required unless they were the only recipient of the RFO, or the RFO no longer met the number of required bidders.

Is there a mission critical justification field?

No there is not currently. You can add this to the summary when you create the RFO.

If we want to do an SB-DVBE off-ramp using the LPA, do we still need to use eMarketplace to create the RFO?

Yes. Each off-ramp should have its own contract that you can search and purchase from.

After launching an RFO, the vendor is asking to extend the respond due date. Can we change or update the deadline?

No. If you need to extend due to not receiving enough offers, then you would have to create a new RFO. This is best achieved by duplicating the RFO, which is an option when you view the RFOs (click the 3 dots).

How do I navigate known Primary/DBA pairs in eMarketplace?

As merging accounts is dependent on Fi\$Cal, suppliers are knowledgeable about responding to offers in their primary account, as well as their DBA. If you want to know which account they'd prefer to receive your RFOs at, please reach out to them directly.

Should initial price requests be handled via email, or inside eMarketplace?

Handle initial price requests inside eMarketplace; do not use email.

Can the same person who creates the requisition be the person who also creates the PO for that same request?

Please consult your department's internal policy.

Do I have to include in the PO file that an LPA requisition/PO was done in eMarketplace?

You may make a note if you like, but since it is mandatory for LPAs it is already implied that you use eMarketplace.

Cooperative Contracts

For Cooperative contracts (e.g. Grainger), how do we get shipping address?

Shipping address must be done in Fiscal; it is out of the scope of eMarketplace.

The Grainger Coop punchout takes you to Grainger site and not the site of the reseller. How should this work? What if I want to solicit a supplier who is having issues with their account?

The punchout directly to the resellers is currently being worked on by NASPO. We should have more directions once that is completed. You can, however, still go to the landing page of the portfolio and view the catalog for reference. At this time, before doing a direct entry PO as you might do today, if you need to purchase from a reseller before doing a please first check-in to see if the reseller catalogs are ready. We can let you know if they are or not. If not, you can save the message for your Fi\$Cal documentation file.

When selecting Grainger or Fastenal in eMarketplace, it takes us to the Value Point eMarketplace, then to the vendor's website, where you can add items to the cart. What happens when we submit our cart? Does it go straight to Fi\$Cal? Will you be providing training on this in the future?

Submitting the cart in the Grainger website should take you back to eMarketplace. From there, you can send the cart to Fi\$Cal from eMarketplace as you normally would.

Recycled Content

Is the Recycled Content information for line items carried over/added automatically to the requisition and PO?

Recycled Content information is not yet carried over to eMarketplace. Please include this information once the req has been copied to PO in Fi\$Cal.