

Hello LPA Suppliers,

Thank you again for your collaboration in the implementation of the California eMarketplace. We appreciate your continued engagement in this process.

In the month since we went live, we have become aware of best practices that we would like to share with you:

1. Streamline your contact list.

Only create accounts in the system for those who respond to and receive requests. By having just one or two accounts, you can ensure that requests are routed to the correct people.

However, if you have live requests that you are responding to, do not remove any of those accounts until after the end date passes and the request is approved.

2. Utilize the First Name and Last Name fields to your advantage.

For example, you could name an account *CompanyABC Quotes*. This way, requesters know to send all quotes to this specific account, even if the email associated with it is a personal email address.

3. Maintain your profile and keywords on Cal eProcure.

Buyers still use Cal eProcure to find suppliers and relevant LPAs via keywords, certifications, and UNSPSC codes.

4. Know who your DGS Contract Administrator is.

If your contract is missing documents or there are issues with the price sheet, you will need to reach out to your DGS Contract Administrator.

We published new videos on how to respond to requests for pricing and offers.

Learn how to attach files, navigate the item grid, and review an offer's status.

- [eMarketplace - Reviewing Submission Status](#)
- [eMarketplace - Responding to Requests - No Substitutions](#)
- [eMarketplace - Responding to Requests - Substitutions Allowed](#)
- [eMarketplace - Duplicating Lines in the Item Grid](#)

If you haven't attempted to activate your account yet, **please do so now** via the "Lost Your Password?" button on the eMarketplace home page linked below, using the email at which you received this newsletter.

Activate your account here: [eMarketplace Home Page](#)

Need help?

- Book an [office hour appointment](#) with the eMarketplace team
- Please consult the FAQs listed below.

- Email the Help Desk at eMarketplace@dgs.ca.gov
 - Visit the [eMarketplace website](#) for job aids and training videos.
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New FAQs

Why do I not see solicitations?

eMarketplace is not for responding to new solicitations. Rather, state buyers use it to search established DGS Leveraged Procurement Agreements (LPAs) and reach out to specific contracted suppliers of their choosing. You will get a notification if a buyer selects your specific contract to purchase or request an offer from.

Responding to new solicitations currently occurs on Cal eProcure.

How can I develop awareness for my company on eMarketplace?

Please continue to keep your information in Cal eProcure updated (certifications, keywords, etc.). This is where buyers can find further information about suppliers they see in eMarketplace.

Can I speak with an eMarketplace representative?

Book an [office hour appointment](#) with the eMarketplace team.

I am getting an Access Denied screen. How do I fix this?

Please reach out to the eMarketplace team to address this issue.

If you can log in still but get an Access Denied screen when viewing an RFO, this is likely due to the RFO being sent to a different contact at your company. Reach out to the buyer so they can add the correct supplier contact to respond to the RFO. When they do, please log in through the main home page and not the emailed link.

Where should I expect resultant POs for the State of California to come from, whether that's the Ivalua system, your ERP, or some other source?

How you receive POs has not changed. You will receive POs in the same fashion as you do today.

How can I make sure that a particular contact at my company receives the RFO?

To make sure only a certain account is chosen for RFOs, you can edit the name to inform the buyer that they need to select that specific account. If the RFO is in progress, reach out to the buyer so they can add an additional supplier contact to respond to the RFO.

Are Fair and Reasonable purchases conducted on eMarketplace?

No. It is only for purchases using LPAs.

I am a reseller on a Cooperative contract. I was told that my reseller punchout catalog is not yet available in NASPO. When will I know that my catalog is ready, and how can I respond to RFOs in the meantime?

We will inform you when your punchout catalog is available. In the meantime, it is likely that buyers will email you their requests. Please respond via this method. If they send you a request in eMarketplace with a general category line, you may quote the total price for the order in this line and itemize the quote in your attached files.

I'm having trouble responding to an RFO. Are there guides on how to respond to an RFO?

Please visit the [eMarketplace for Suppliers](#) page for training materials.

My company has multiple entities. Can they be combined in eMarketplace?

This is handled in Fi\$Cal. Until you fix this in Fi\$Cal, please be aware that contacts at both entities can receive RFOs.

FAQs

How do I know if I have a request to respond to?

If you have a request, you will receive an email notification from the system.

Which email should I enter for “Lost your password?” if no one at my company has logged in yet?

Use the exact email associated with your state contract.

Will DGS be able to provide a demonstration of the supplier experience?

Videos will be viewable on the [eMarketplace website](#).

How do I know which users at my company already have login access?

Navigate to the General Info tab, and then click Company Profile. Click the Contacts button on the left of the screen.

My catalog is empty or needs to be updated. Can I make a change?

Please reach out to your DGS contract administrator to address catalog changes.

Can I verify whether my company has been fully validated after someone logs in?

Once any company user successfully logs in, the company's validation is complete.

I have not received the password reset email. Where can I find it?

Please check your spam/junk folder and ensure that you are using the email associated with your state contract as your login. Additionally, please check any internal email security that may be blocking the email from coming through.

Will I bid on new contracts in eMarketplace?

eMarketplace is not yet available for bidding on new contracts. Rather, it is where you will receive requests for pricing and offers against existing contracts. Bidding for new contracts will occur on Cal eProcure.

I have an active Leveraged Procurement Agreement (LPA) with the state but did not receive a sign-up email. Who should I reach out to?

Please reach out to the eMarketplace Help Desk.

I received a sign-up email but am unable to create an account, even when I follow the instructions.

If you receive an email but are unable to create an account, your contract may have expired, leaving you without an account in the system. Please double-check your contract expiration dates and reach out to the eMarketplace Help Desk for any further questions.

The link in the sign-up email isn't working. How do I get to the home page so I can follow the sign-up instructions?

Click the following link for the [eMarketplace Home Page](#). Follow the instructions in the email sent on August 13, 2026.

What do I do if I can't see/update my catalog or contracts?

Contract and catalog uploads will be conducted by DGS. Please check regularly to see if your catalog has been uploaded. If you need to make edits to your data once it's uploaded, please contact your DGS contract administrator.

My information under the "General Info." tab is greyed out and I can't update it.

DGS administration is responsible for company information. Suppliers cannot update their information on this page.

What training info and guides are available?

Please visit the [eMarketplace for Suppliers](#) page for training materials.

I successfully logged into my account. How do I create additional contacts?

Please watch the [Getting Started in eMarketplace – Video Walkthrough](#) to learn how to create additional contacts.

What do the different contact role names in eMarketplace mean?

Contact roles do not restrict or enable access within the account. However, the roles are intended for the following organizational purposes:

- RFO Respondent: General supplier contacts who respond regarding orders, questions, and quotes with state buyers.
- Supplier Contract Admin: Primary account holder/contract representative.
- Usage Report Manager: Manages usage reports.

I need to update the primary email on my account. How do I update this?

Please reach out to your DGS contract administrator for information on updating the primary email on your account.

What is the difference between eMarketplace and Cal eProcure?

eMarketplace is a procurement shopping and supplier marketplace experience designed to simplify contract discovery, sourcing, and purchasing for DGS LPA contracts. Cal eProcure is a platform that serves as a hub for a broader range of the procurement life cycle than eMarketplace.

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