



VENDOR ADMIN USER GUIDE



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1 Introduction to Maryland Procurement

1.1 Background and Purpose

Public procurement has a fiduciary responsibility to effectively manage purchases and contracts. The Maryland [Office of State Procurement](#) (OSP) operates as a strategic authority to obtain the overall best value to the State and provides an effective oversight for state leadership.

The OSP was established on October 1, 2019, within the Department of General Services ([DGS](#)) with a Governor-appointed State Chief Procurement Officer. The OSP was one of the results of the Commission to Modernize Maryland State Procurement's [report and recommendations](#) and followed the [Plan to Implement the Reorganization of State Procurement House Bill 1021, Chapter 590, Laws of 2017](#).

1.2 Maryland Procurement Academy

The [Maryland Procurement Academy \(MDPA\)](#) provides training and support for Maryland's [Vendors](#) on the use of the eProcurement platform for the State. This training and support is in several formats including virtual instructor led training (VILT), training at outreach events across the state, training and performance support resources through this User Guide and the accompanying Quick Reference Guides (QRGs) for step by step instructions, as well as On Demand Video Training (ODVT) through the MDPA Vendor Web Channel.

The MDPA also provides training and support resources for the State of Maryland's procurement professionals. Our Subject Matter Experts (SMEs) and Certified Instructors provide education, training, and statewide certification programs for all of the State's [procurement professionals](#), as well as those from Maryland municipalities, colleges, and universities. The MDPA's goal is to enhance efficiencies, ensure ethical behaviors, develop quality personnel, and support Maryland Procurement throughout the state.

2 State Procurement – General Information

<https://dgs.maryland.gov/Pages/AboutDGS.aspx>

The Department of General Services (DGS) is an agency charged with responsibilities for purchasing goods and services statewide. To help streamline the procurement process between Vendors and State organizations, the eMaryland Marketplace Advantage (eMMA) has been adopted as an online procurement tool. This tool helps Vendors move through the procurement process with increased efficiency.

Visit the [Department of General Services](#) website for more information regarding its mission and vision related to eProcurement.

3 Introduction to the eMaryland Marketplace Advantage (eMMA)

3.1 What is eMMA?

<https://emma.maryland.gov>



The eMaryland Marketplace Advantage (eMMA) is the State's online procurement technology. It streamlines both Vendor and State procurement processes, saving time, promoting transparency and fraud-prevention, and housing information in one place.

3.2 Who Uses eMMA?

Many Maryland State organizations and Vendors use eMMA for their procurement needs, and over 36,000 Vendors are registered in eMMA. This platform centralizes solicitations, projects, contracts, and data verification, which makes procurement easier for everyone.

3.3 Benefits of eMMA

The implementation of eMMA offers Vendors many benefits that were previously unavailable. This tool is intended to: Vendors will find it easier to:

- Do business with the State of Maryland, including all municipalities, local governments, colleges and universities,
- Find bid opportunities from a broad range of categories,
- Access a list of open solicitations,
- Submit bids and documentation electronically,
- Obtain bid results online, and
- Apply for State-related business certifications.

4 Doing Business with the State of Maryland

<https://procurement.maryland.gov/how-to-do-business-with-the-state-of-maryland/>

All Organizations who want to conduct business with the State of Maryland **must** register in eMMA. Registration is free. Registered Vendors will receive emails of solicitations for UNSPSC (United Nations Standard Products and Standards Codes) identified during registration. They can then more easily identify solicitations that apply to their specialties.

Vendors can also search for solicitations in eMMA based on their chosen commodities or UNSPSC selections as well as any solicitation posted in eMMA statewide.

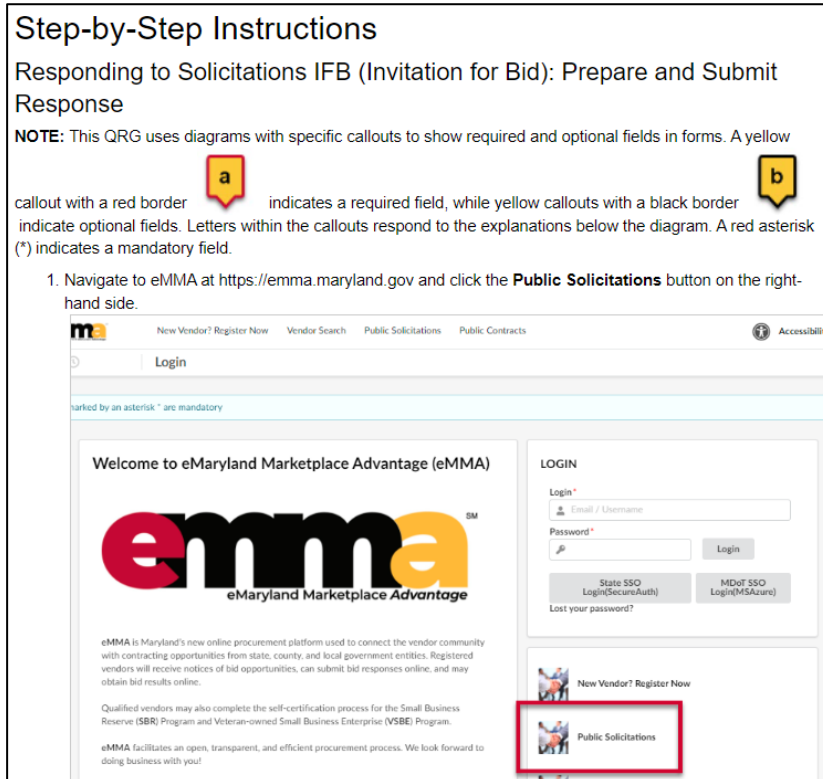
5 Getting Started with eMMA

The MDPA provides training and support for Vendors in multiple formats. This part of the User Guide walks a Vendor through the main processes for using the eMMA eProcurement platform to respond to solicitations and view awarded contracts.

Figure 1 shows an image of the eMMA Knowledge Portal which houses our knowledge base and QRGs or “Quick Reference Guides” (instructions).



Figure 1: eMMA Knowledge Portal



Additionally, Figure 2 shows an example of instructional portion of a QRG. This QRG relates to **Responding to Solicitations IFB (Invitation For Bid): Prepare and Submit Response**. This is an example of the QRGs, or Step-by-Step Instructions, that are written for all Vendor functions in eMMA.

Figure 2: Step by Step Instructions

5.1 Vendor Registration Part 1

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000592631-start-your-vendor-registration-part-i-vendor->

eMMA's login page provides a link for Vendors to register for their organization's profile in eMMA. The Vendor Quick Reference Guide (QRG) – [Start Your Vendor Registration](#) provides step-by-step instructions through the registration process.

Vendor's will need their organization's information such as legal name, address, website, phone number, Tax Number (FEIN, TIN, or Social Security) and DUNS number to create their record in part one of the two-step registration process.

5.2 Vendor Registration Part 2

Once initial registration is complete, eMMA checks to make sure no existing Vendor registrations match an existing profile in the system. If there are no duplicate registrations, The Vendor will receive an eMMA invitation to login and **complete** the registration process. Registration in eMMA is a 2-step process and both steps **must** be completed for the vendor to be registered.

NOTE: Check Spam and Junk folders if you do not see the email in your Inbox.

DISCLAIMER: Onboarding/activation is currently only rolled out to select State Agencies. And those Agency staff will contact the Vendor to direct them to complete that process in eMMA, when applicable.

5.3 Vendor Change Requests

Before you are fully vetted in eMMA you can make changes to your Vendor profile easily. Once you are an *Active* Vendor in eMMA, there are certain changes you may want to make to your profile that will require approval from the State. Some of these changes might be changing your main address, your profile status, or documentation. These changes require what's called a Change Request. The QRG below shows how to create a change request in eMMA.

<https://mdprocurement.freshdesk.com/en/support/solutions/articles/70000591955-change-your-vendor-profile-data-vendor-admin->

6 After Vendor Registration

Registered Vendors can use the many step-by-step Quick Reference Guides (QRGs) below to help complete their profile, start searching for solicitations, marking solicitations they are interested in submitting a response and completing their responses.

6.1 Inviting Users, Adding Contacts and Roles to Your Profile

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000592958-2-invite-users-add-contacts-and-roles-vendor->

This QRG shows Vendors how to set up their role, and invite additional users, and contacts. Invited individuals receive an email notification allowing them to log into eMMA.

6.2 Adding Product and Service Categories

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000592961-2d-adding-product-and-service-categories-vendor->

This QRG shows Vendors how to add more applicable commodities to their profile. This increases the chances of finding appropriate solicitations on which to bid.

6.3 Browsing and Adding Solicitations

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000589262-3-browse-and-add-solicitations-vendor->

This QRG shows registered Vendors how view and add open public solicitations to their eMMA profile. Vendors must add solicitations to their profile in order to submit a bid for consideration.

6.4 Responding to Invitation for Bid (IFB) Solicitations

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000592965-4-responding-to-solicitations-ifb-vendor->

This QRG shows Vendors how to respond to an IFB (Invitation for Bid) through eMMA.

6.5 Responding to Request for Proposal (RFP) Solicitations

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000592967-5-responding-to-solicitations-rfp-vendor->

This QRG shows Vendors how to respond to a Request for Proposal (RFP) also known as a double envelope proposal.

6.6 Submitting a Bid to an Amended Solicitation

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000592966-4a-submit-a-bid-to-an-amended-solicitation-vendor->

Amendments, or “Rounds” as they are called in eMMA, are used to make a change to a current procurement solicitation. No rounds can be issued once the solicitation passes the date and time for it to close. A Procurement Officer creates a new Round when the needs of the project change in pricing or other requirements. Vendors who have marked that they were interested in submitting a response are then sent a direct email alert to the new round and changed solicitation. If a vendor has already submitted a response they must then decide based on the new information in the new round if they wish to keep their current response, submit a new response, or decline the solicitation.

This QRG shows Vendors how to respond to a new Round for a solicitation in eMMA.

6.7 Viewing Awarded Contracts

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000589263-6-viewing-awarded-contracts-vendor->

This QRG shows Vendors how to view awarded contracts in eMMA. Only awarded vendors can view their own contracts.

6.8 Public Vendor Search for Vendors

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000592970-9-public-vendor-search-vendors->

Anyone can search eMMA for registered Vendors. This QRG shows Vendors how to perform a public Vendor search in eMMA. This search can be sorted by multiple demographics but is especially useful for finding Minority Business Enterprise (MBE) certified vendors, Small Business Reserve (SBR) certified vendors, and Veteran-owned Small Business Enterprise (VSBE) certified vendors.

6.9 Vendor Bid Holder List

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000592972-10-vendor-bid-holder-list-vendor->

Vendors can use the Bid Holder list to see which Vendors have acknowledged receipt (showed interest) of a particular solicitation. This is an important tool to use to find and possibly contact other vendors interested in a solicitation for possible joint responses, for collaboration in a subcontracting role as an MBE, SBR, or VSBE business, etc.

This QRG shows how to view the Bid Holder's List for a particular solicitation.

6.10 Bid Tabulation

<https://mdprocurement.freshdesk.com/support/solutions/articles/70000592972-10-vendor-bid-holder-list-vendor->

Vendors may use the Bid Tabulation feature to see the results of all bids received for a particular solicitation. This QRG shows Vendors how to use the Bid Tabulation feature in eMMA.

7 Post-Award Activities

If you've been awarded a contract with the State of Maryland, This section provides links to Quick Reference Guides (QRGs) that walk you through the process. These activities follow the contract process and show you what to do once the Purchase Order process begins.

7.1 Acknowledging Purchase Orders (POs) (QRG)

<https://mdprocurement.freshdesk.com/a/solutions/articles/70000637858>

7.2 Navigating to a Purchase Order (QRG)

<https://mdprocurement.freshdesk.com/a/solutions/articles/70000637860>

7.3 Submitting an Invoice Against a PO for Approval (QRG)

<https://mdprocurement.freshdesk.com/a/solutions/articles/70000637847>

7.4 Submitting a Credit Memo (QRG)

<https://mdprocurement.freshdesk.com/a/solutions/articles/70000637846>

7.5 Submitting Advanced Shipping Notices (ASN) (QRG)

<https://mdprocurement.freshdesk.com/a/solutions/articles/70000637861>

7.6 Researching Payment Statuses/Queries (QRG)

Coming soon...

7.7 Communicating with State Employees Using Transparency (QRG)

<https://mdprocurement.freshdesk.com/a/solutions/articles/70000637859>

8 Resources

8.1 On-Demand Training

<https://www.gotostage.com/channel/emmavendortraining>

The eMMA Vendor Training Channel was created to give Vendors access to on-demand training demonstrating the different features of eMMA, and how to complete processes within eMMA. All ODVT also contains written transcripts as well.

The videos range in length from less than 4 minutes to a little over an hour. They can be viewed at any time and are available to anyone who

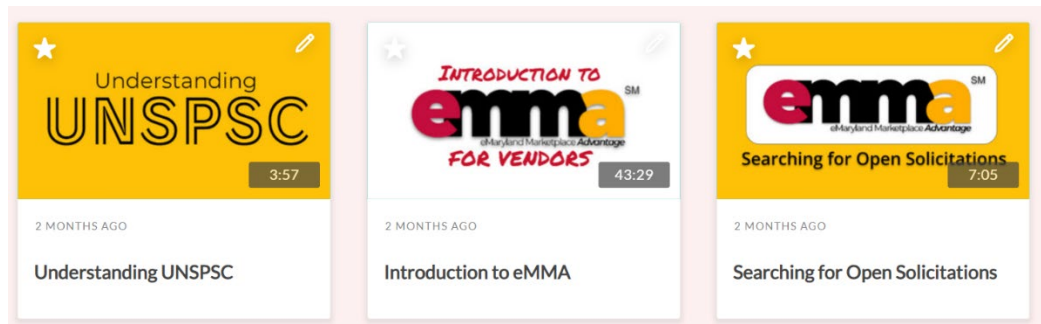


Figure 3: Thumbnail images for videos on the eMMA Training Channel.

wishes to use eMMA. Figure 3 is example of the thumbnail images that link to the videos on the MDPA's web channel. The image includes links for Understanding UNSPSC, an Introduction to eMMA for Vendors, and Searching for Open Solicitations in eMMA.

8.2 Additional Training and Support Resources

<https://mdprocurement.freshdesk.com/support/solutions>

In addition to the Vendor QRGs and resources listed in this user guide, other support resources are available. On this website you can create a ticket to the eMMA Help Desk, find FAQs and more QRGs.

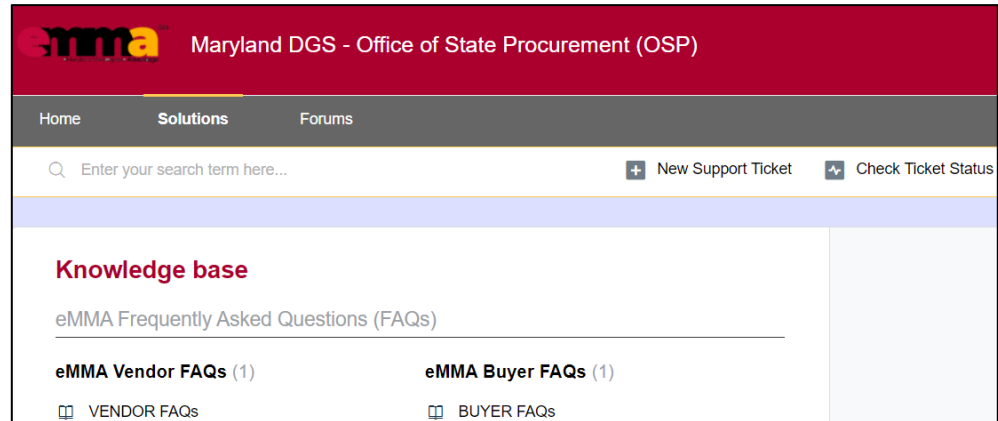


Figure 4: The eMMA Knowledge Portal Knowledge base webpage.

Figure 4 shows the Knowledge Base webpage which links to the FAQs, User Guides, and QRGs.

8.3 Support for Small, Minority, and Women Businesses

<https://gomdsmallbiz.maryland.gov/Pages/default.aspx>

The Governor's Office of Small, Minority & Women Business Affairs is a coordinating office within the Executive Branch. Their primary goal here is to connect the small business community to greater economic opportunities in both the public and private sectors.

They have oversight of the state's Small Business Reserve (SBR), Minority Business Enterprise (MBE), and Veteran-Owned Small Business Enterprise (VSBE) procurement programs. They establish best practices for their successful implementation, and monitor compliance across the 70 participating agencies.

They also offer training programs, host the Maryland Agency Procurement Forecast information, and have other tools to support Maryland Businesses including lists of University/College and County procurement connections as shown in Figure 5 here from their website.



Figure 5: The GOSBA website links to college and county procurement connections.

8.4 Support for Maryland Businesses

<https://businessexpress.maryland.gov/>

Maryland Business Express is an inter-agency collaboration designed to help aspiring entrepreneurs and existing business owners plan, start, manage, and grow a business in Maryland. It contains more than 150 resources compiled by 13 state agencies.

A sample of some of the Quick Links to information is shown in the image here. These Quick Links include information on how to register your business, register a trade name, order business documents, search for businesses, and file personal property tax returns. Additional information on the site includes Federal Government resources, Market Research, and funding sources for businesses.

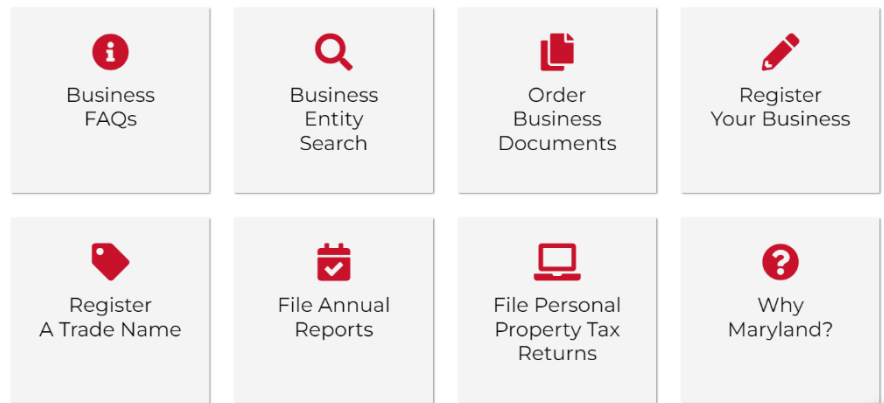


Figure 6: Quick Links for Business Express.

9 Terminology

Table 1: Terminology	
Acronym	Definition
DGS	Department of General Services
eMMA	eMaryland Marketplace Advantage
IFB	Invitation for Bid
MBE	Minority Business Enterprise
MDPA	Maryland Procurement Academy
ODVT	On Demand Video Training
OSP	Office of State Procurement
QRG	Quick Reference Guide
RFP	Request for Proposal
SBR	Small Business Reserve
SME	Subject Matter Expert
VILT	Virtual Instructor Led Training
VSBE	Veteran-owned Small Business Enterprise