

## *S*eller Guidance

### **The following should be used as guidance when submitting quotes:**

#### Access to RFQs:

- Seller may view and offer a quote against any RFQ posted on eBuy that falls under one of the Special Item Numbers (SINs) awarded under their Federal Supply Schedule contract (or "Functional Area" if GWAC partner).

#### Open Market items:

- Sellers must offer only those products and services included in their schedule contract and may not include open market or "incidental" items in their offer.

#### Request for Quote:

- Seller will receive an e-mail invite (if e-mail notices are turned on, see Profile) notifying them that a quote is requested whenever an RFQ is placed in one of their SIN categories - if the buyer elects to notify the seller by email.
- Buyers have the option of sending email invites to one or more sellers. Sellers not notified via e-mail can still submit a quote using eBuy. Therefore, it is advisable to check the eBuy site each day for RFQ opportunities since e-mail notification is not guaranteed.
- Seller may not see the number of bidders nor may they see the number of e-mails sent out requesting quote.
- Seller quotes are not visible to other sellers. Sellers will not be provided names of other sellers. Only the buyer can view the seller names and quotes. However, award information will be made available on eBuy after the RFQ has closed.

#### RFQ modifications:

- The buyer may modify an RFQ any time. If you have been "invited", have submitted a quote prior to the modification or have indicated you want to "Watch this RFQ", you will receive an email notice of the modification. Links to all modifications are shown with the RFQ on eBuy, so look for these.

#### Watch an RFQ:

- Sellers (who were not originally selected by the buyer to view an RFQ) can indicate that they would like to receive email notices regarding RFQ activity (such as modifications, cancellations, or posting of Q&A documents). Click "Watch this RFQ" on the top-right of the Prepare Quote Response screen to receive emails notifying you of RFQ activity.

#### Submitting quotes:

- Seller may provide comments or attach other documents as necessary to complete their quote.

- Seller may quote on a portion or the entire requirement (unless buyer indicates "all or none" in the RFQ).
- Sellers submitting quotes on a GSA Advantage catalog item or other specific item may offer brand name or equal (unless buyer specifies brand name only in the RFQ).
- Quotes must include all charges. Any extra charges (i.e. transportation, installation, inside delivery, etc.), which are a part of the quote, must be specified and included in the quote. There is a separate area (when quoting) to provide transportation cost if the product(s) offered are FOB origin.
- Seller must indicate a time period for how long the quote is valid. All quotes must be good for a minimum of 7 calendar days from the RFQ close date.

#### Modifying or cancelling a quote:

- Seller may modify their quote anytime prior to closing. The buyer will see only your final quote.
- Seller may cancel a quote at any time. You may also resend a quote even if you previously cancelled a quote – as long as the RFQ is still open.

#### Q&As:

- If the buyer needs to answer questions that should be shared with all sellers, they may post a "Q&A" document. If you have been "invited", have submitted a quote prior to the posting of the Q&A documents or have indicated you want to "Watch this RFQ", you will receive an email notice informing you that the buyer has posted questions and answers concerning the RFQ. Links to all Q&A documents are shown with the RFQ on eBuy, so look for these.

#### Buyer Response:

- Seller will receive an e-mail informing them if their quote was awarded or not awarded (if e-mail notices are turned on). For award information, please login to eBuy and go to "My Quotes".
- Submission of a quote does not obligate the buyer to submit an order. However, if a quote is awarded, buyer must submit an order.
- Seller may contact the buyer if clarification is needed or if there are questions or if a response to a quote has not been received 15 days after the RFQ has closed (buyer e-mail is provided).
- A buyer may make a partial award under some conditions.
- A buyer may generate orders through eBuy or they may generate purchase orders separate from eBuy using their own internal systems.

#### Blanket Purchase Agreements:

- Buyer may post an RFQ that is directed to sellers having a BPA under the same product/service category (i.e. an RFQ is posted under GSA's Credit Monitoring Services BPA category which has three BPA holders).
- Only the BPA holders can view and/or quote on an RFQ placed under a BPA category.
- An RFQ posted under a specific BPA category cannot be competed with other categories (i.e. buyer cannot add another SIN/vendors to the RFQ).

- If an RFQ is posted under a BPA category, all BPA holders under that category will be sent an email invite to quote.

#### eBuy Outage Policy:

- Our highest priority is making eBuy work for you. However, eBuy may occasionally experience an outage during which sellers may not be able to quote. If eBuy experiences a system outage of 30 minutes or more, the following will occur:
  - RFQs that have closed during the outage will be automatically extended for 24 hours after the outage concludes. Extending the RFQ close date will allow additional sellers to quote who may have been prevented from doing so due to the outage.
  - Buyers will be notified via e-mail if this occurs. Buyers may not revise the closing date to less than 24 hours.
  - Within the eBuy system, status of extended RFQs will change from "Closed" to "Open".
  - Quotes submitted before the outage occurred are maintained.
  - An e-mail will be sent to all vendors previously notified and any other vendors who have submitted quotes notifying them of the extension.