GSA Federal Acquisition Services

User Guide – eOffer/eMod

Version 1.2

I - Getting Started

Federal Acquisition Service
Contract Administration Division
Solicitation Services Tools

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REVISION HISTORY

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1 GETTING STARTED

The eOffer/eMod User Guide is a reference to aid Vendors and Contractors in the creation and submission of offers and contract modifications. It shows all relevant steps in performing offer submissions via eOffer and Express eOffer, contract modifications through eMod and downloading & eSigning the contract package. It is recommended that the User Guide not be used as a substitute for hands on training.

The User Guide will be updated with system changes and enhancements aligning with each new software release.

1.1 About Section I

This Section serves as an introduction to the eOffer/eMod web application. It includes instructions on the pre-requisite steps such as obtaining a digital certificate, getting a DUNS number and registering with CCR and ORCA. All of which are required before logging into the system.

1.2 Help Desk and Points of Contact

Vendors with technical questions or suggestions may contact General Services Administration (GSA) by calling 1-866-472-9114 or sending an email to eoffer@gsa.gov. For solicitation/contract related issues and questions, Vendors should contact the representative listed in the solicitation or their GSA contracting official.

1.3 Introduction to eOffer/eMod

The purpose of eOffer/eMod is to create an interactive, secure electronic environment that simplifies the contracting process from submission of proposal to award and contract modification. It enables a seamless transmission of data from the Vendor/Contractor community to the Federal Acquisition Service (FAS) contracting offices.

There are three modules existing within the eOffer/eMod system: Contract Offers (eOffers), Contract Modifications (eMods) and Express Offers (eOffers).

eOffer provides the opportunity for Vendors to prepare and submit proposals electronically in response to GSA solicitations. Two types of eOffer selections exist within the eOffer/eMod application: eOffer, the standard contract offer and Express eOffer. Express eOffer is a more expedited version and is an option if the offer is submitted under certain GSA Multiple Award Schedules (MAS) and no clause exceptions are taken. Please see (**II – Creating & Submitting an eOffer** & **V – Creating & Submitting an Express eOffer**) for detailed information on how to submit the two different types of electronic offers.

eMod enables Contractors to prepare and submit electronic contract modifications for all existing GSA MAS contracts. Multiple eMods may be submitted within a single transaction allowing for a more expeditious process. For detailed information on electronic modifications please see (**III – Creating & Submitting an eMod**).

1.4 System Summary and Requirements

EOffer/eMod uses the latest digital authentication technology to ensure data integrity and supports the electronic signature on the offer or contract modification. To avail the eOffer/eMod system the following requirements must be met:

1) **Digital Certificate** – A digital certificate is an electronic credential stored on the web browser that asserts the identity of an individual. A digital certificate is needed for access into the eOffer/eMod applications and to sign the final documents electronically. For instructions on how to obtain a digital certificate please see **APPENDIX A – DIGITAL CERTIFICATES.**
2) **Data Universal Numbering System (DUNS) Number** – The DUNS Number is a unique nine digit identification number assigned to a business entity by Dun and Bradstreet. A valid DUNS Number is required to use the eOffer/eMod application. For details on how to obtain a DUNS Number see **APPENDIX B – DUNS NUMBER**.
3) **Central Contractor Registration (CCR)** – To use the eOffer/eMod system, the DUNS Number must be registered in the CCR database. For detailed information, see **APPENDIX C – CENTRAL CONTRACTOR REGISTRATION (CCR).** When registering with CCR, a link will be provided to sign on with **Online Representations and Certifications Application (ORCA). ORCA** is an e-Government initiative designed to replace the paper based Representations and Certifications (Reps and Certs) process. Your company must be registered with ORCA.
4) **"Pathway to Success" Training** – A prerequisite for participation in the MAS Schedules Program is the successful completion of the "Pathway to Success" education seminar. This training is required for Express eOffer. Please see **APPENDIX D – PATHWAY TO SUCCESS TRAINING.**

Note: EOffer/eMod is built on a Windows platform and is compatible with most browsers. It is recommended that the "Back" button on the browser not be used since it may lead to data loss. Use the buttons at the bottom of each screen or click on the different menu options to maneuver through the process.

1.5 Benefits of eOffer/eMod

eOffer/eMod improves the proposal and contract modification process having the following attributes:

- eSimple – User friendly screens lead through the submittal process
- eSecure – Digital certificates ensure the integrity of proprietary data
- eSave – Electronic process reduces delivery costs and delays
- eShare – Web-based technology facilitates collaboration on proposal preparation
- eSign – Electronic signature

1.6 Accessing eOffer/eMod

The following section describes how to log into eOffer, Express eOffer, and eMod. A Digital Authentication Certificate must be present and verified by the system when the initial login occurs. When one of the ***Sign In*** buttons is selected on the eOffer/eMod homepage, the system will verify the existence of a valid certificate.

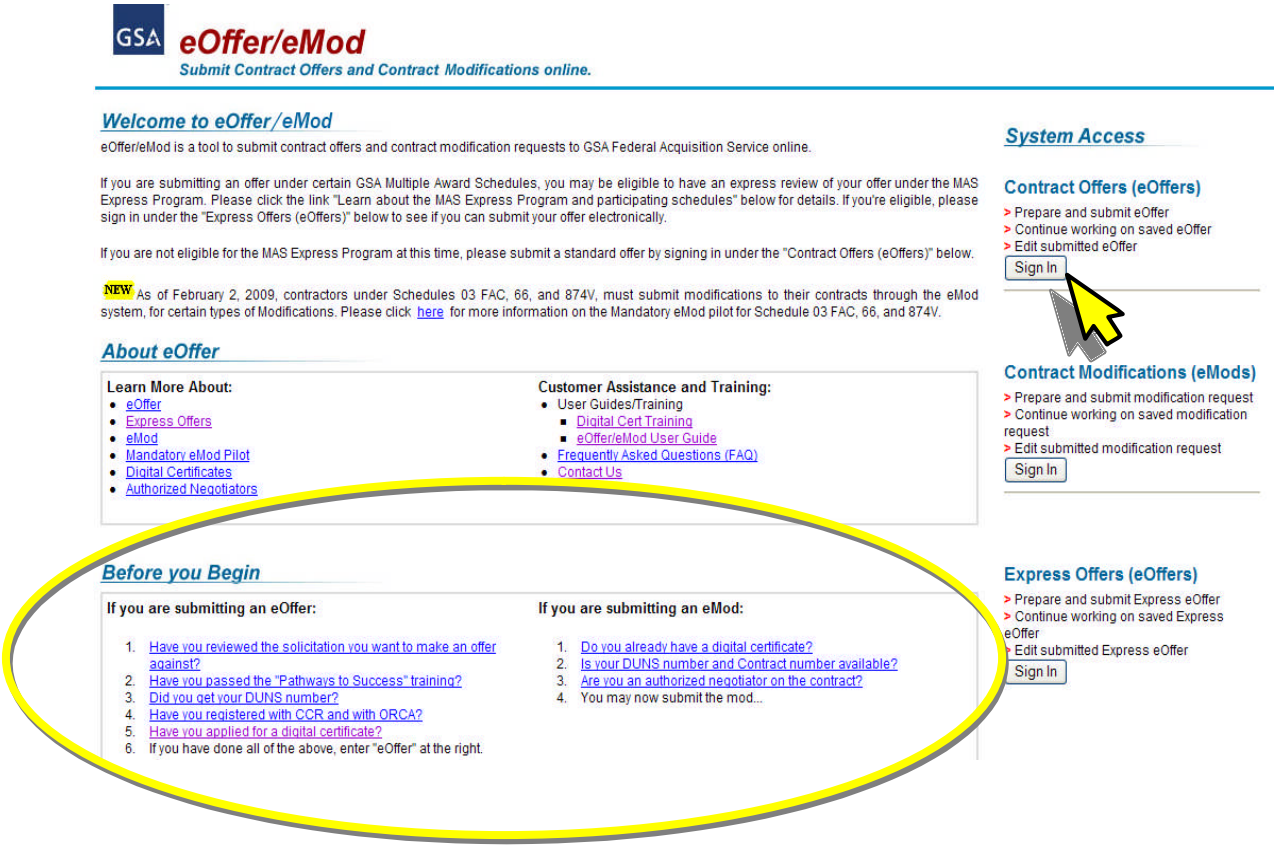
To access the eOffer/eMod application:

a) Go to www.eoffer.gsa.gov. The **eOffer/eMod** homepage will be displayed.

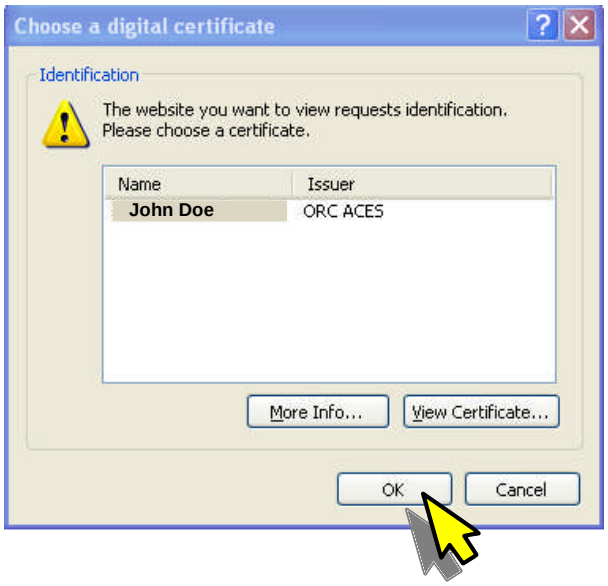
b) On the homepage, under ***Before You Begin***, there are several links that provide helpful information on subjects relating to eOffers and eMods. Click on the link to access information on the desired topic.

c) The right side of the homepage contains links to the three different eOffer/eMod system modules. The following three modules may be selected under ***System Access: Contract Offers (eOffers), Contract Modifications (eMods)*** and ***Express Offers (eOffers).*** The sign in process explained below will be applicable for all three modules.

d) Click the ***Sign In*** button for the chosen module. For this example **Contract Offers (eOffers)** is used.

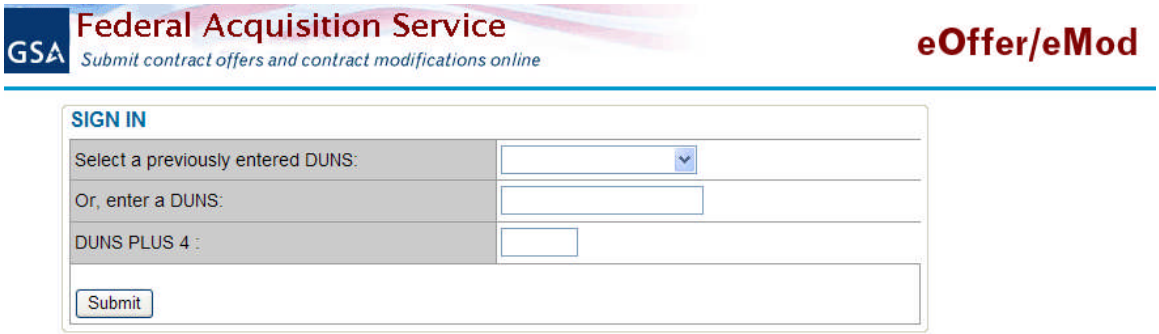


e) The digital certificate dialogue box displays showing the existing certificates on your system. Select the appropriate certificate (if there is more than one) and click ***OK***.



f) Click *OK* on the **Private Exchange Key** pop-up screen.

g) The next screen displayed will be the **SIGN IN** page as shown below.



1.7 Entering the DUNS Number

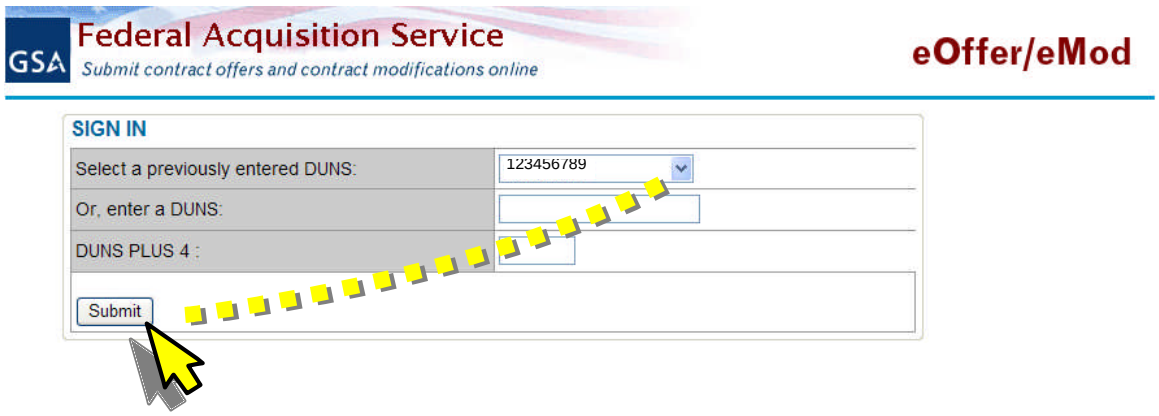
To enter the DUNS number, do one of the following:

a) If the eOffer/eMod system has been accessed previously, click on the down arrow next to the "**Select a previously entered DUNS**" field and select the appropriate DUNS number.

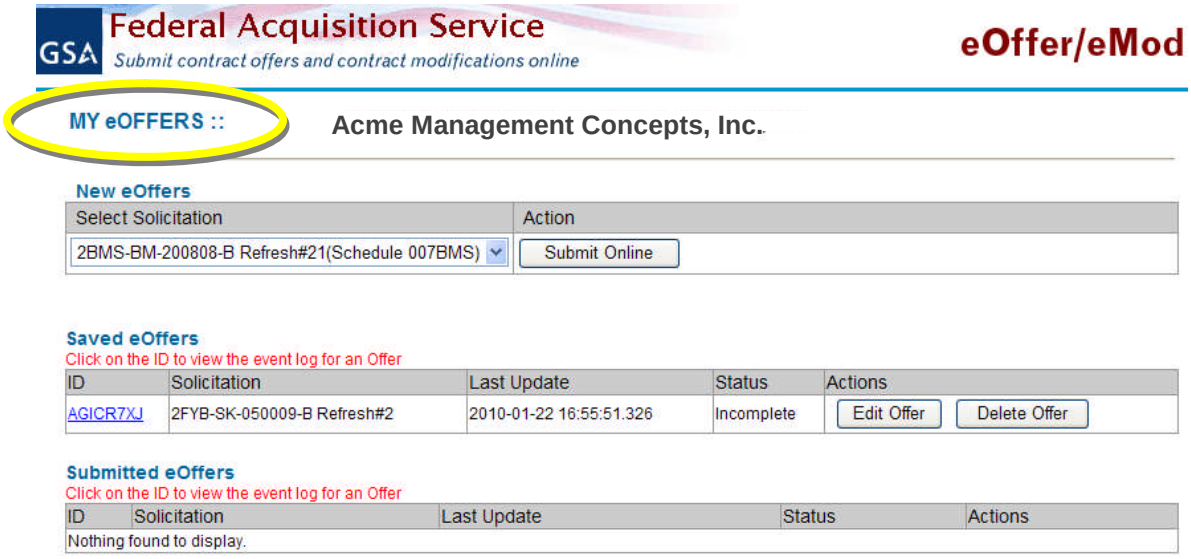
b) The DUNS number can also be manually entered in the field "**Or, enter a DUNS**".

c) The "**DUNS PLUS 4**" field is optional. It is an extension to a DUNS number and created by registrants in CCR when there is a need for more than one bank/Electronic Funds Transfer (EFT) account for a location.

d) After step (a) or step (b) click ***Submit***



Once the DUNS number has been validated the eOffer application will be accessed displaying the **MY eOFFERS** page.



e) You have successfully signed in. To create an eOffer please see **II - Creating & Submitting An eOffer**

Note: If the DUNS number is incorrect or has expired an error message will display. The Vendor should contact CCR Help at https://www.bpn.gov/ccr/help.aspx.

APPENDIX A – DIGITAL CERTIFICATES

I. Digital Certificate Introduction

In order to sign in successfully to eOffer, a digital certificate must be present and verified. A digital certificate is an electronic credential that:

- Asserts the identity of an individual.
- Enables eOffer/eMod to verify the identity of the individual entering the system and signing documents.
- Encrypts or decrypts data to ensure that it is securely transmitted.
- As a packet of information is stored on a web browser or on a token.
- Creates digital signatures which are verifiable.

A Digital Signature **IS**:

- A piece of information based on both the document and the signer's private key.
- Unique to both the document and the signer.
- Virtually impossible to forge.

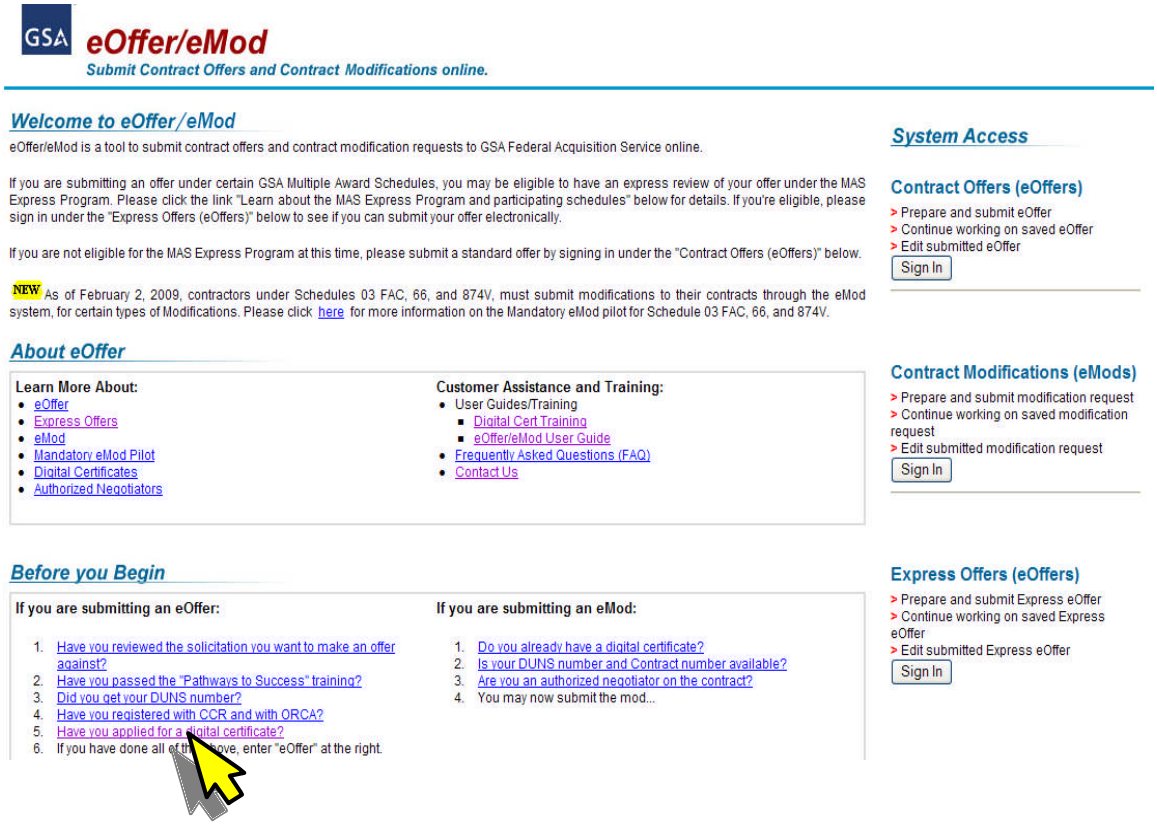
A Digital Signature is **NOT**:

- A digitized handwritten signature.
- The typed name of an individual.
- A secret code, password, or a PIN number.

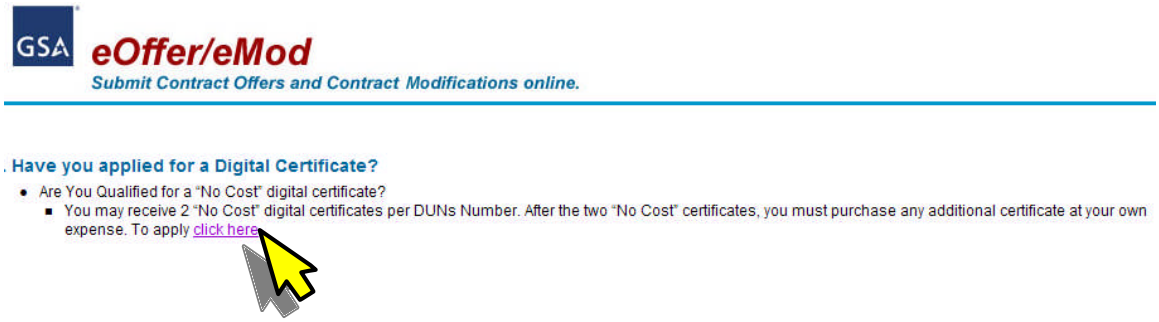
NOTE: Each individual accessing the eOffer/eMod system must have a digital certificate installed on their computer. A digital certificate is unique to a person and cannot be used by a group of individuals.

II. Obtaining a (no-cost) Digital Certificate

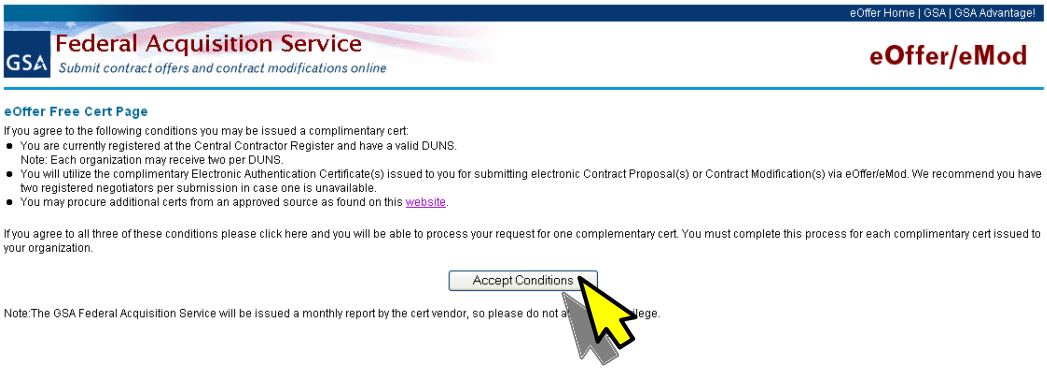
a) To apply for a digital certificate go to the eoffer website (http://eoffer.gsa.gov). Under the section "**Before you Begin**" click on the link ***"Have you applied for a digital certificate?"***



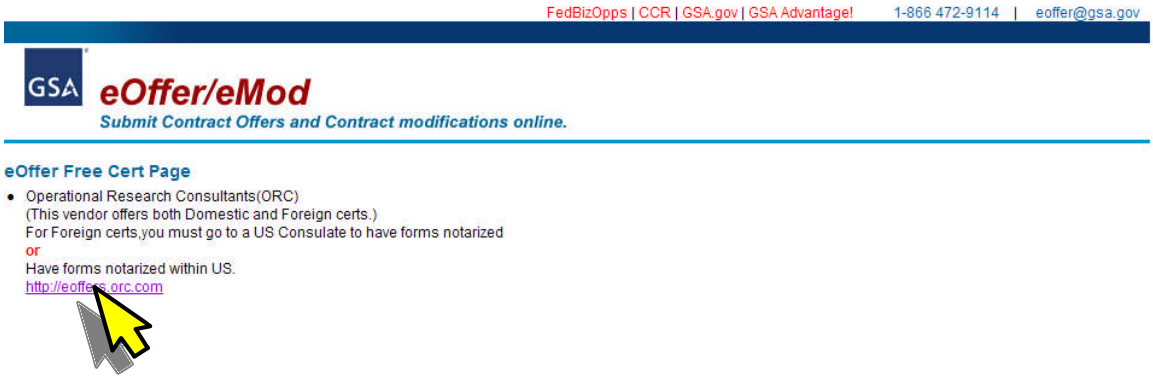
b) A new browser window will open up. Click on the link "click here" under the question "**Have you applied for a Digital Certificate?**"



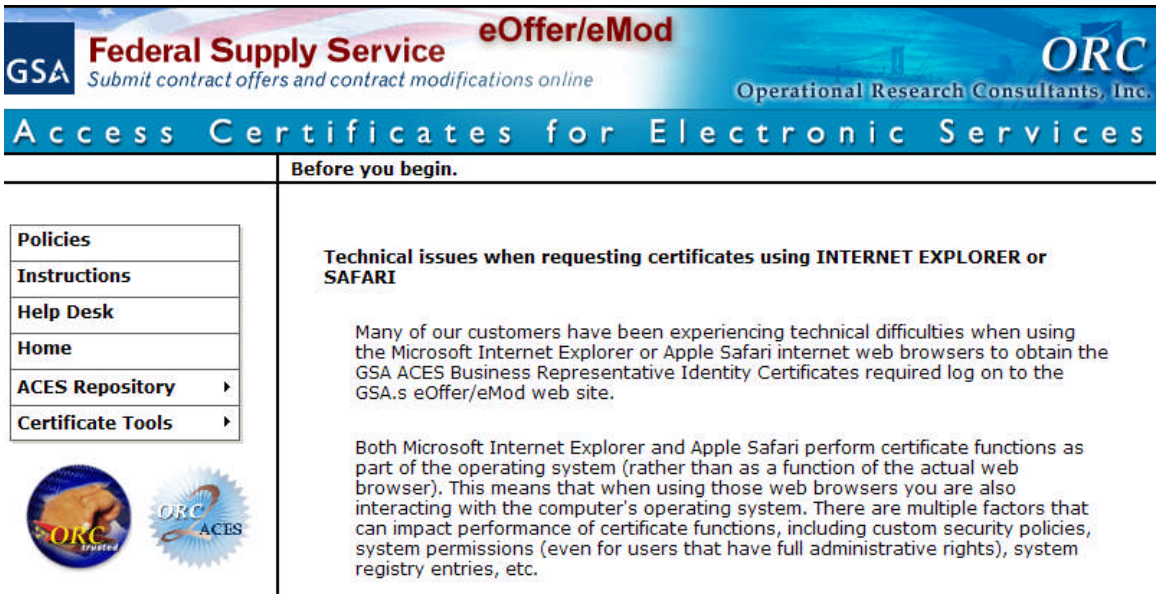
c) On the new window click ***Accept Conditions***. This will take you to the eOffer Free Cert Page.



d) Click on the url **http://eoffers.orc.com**

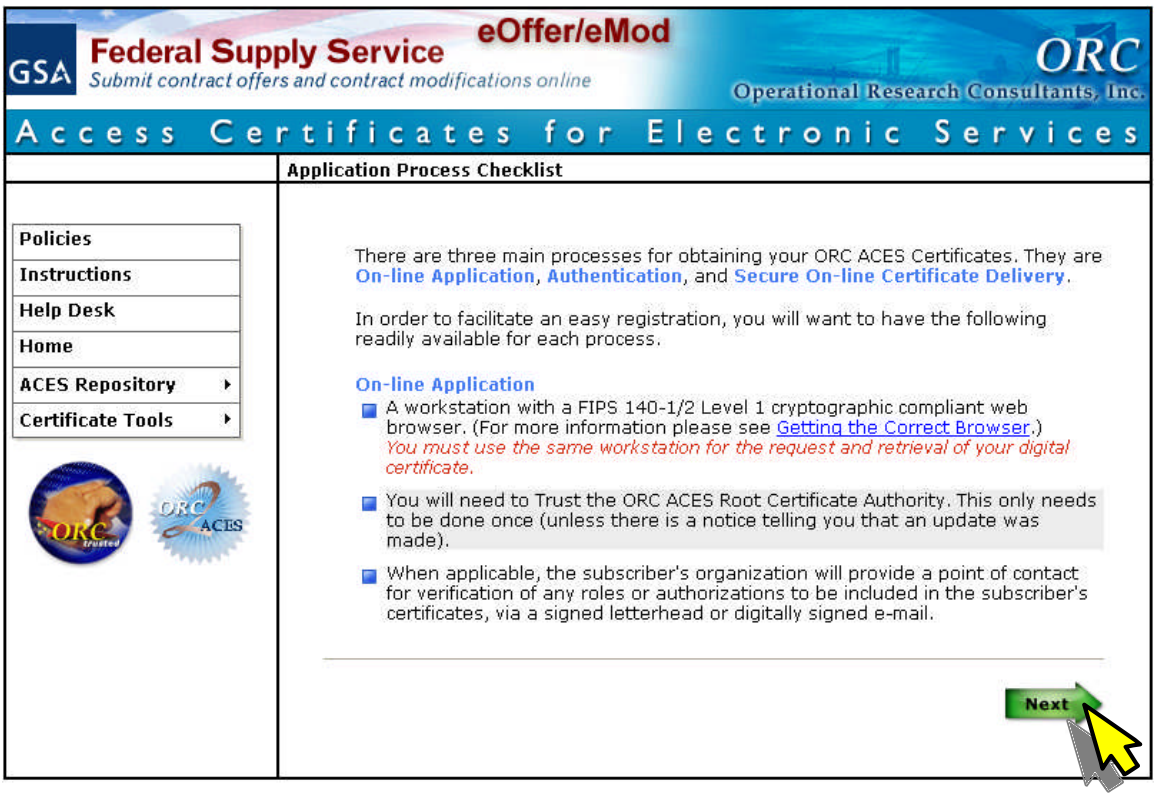


e) The eOffer/eMod ***Access Certificates for Electronic Services*** homepage will be displayed.

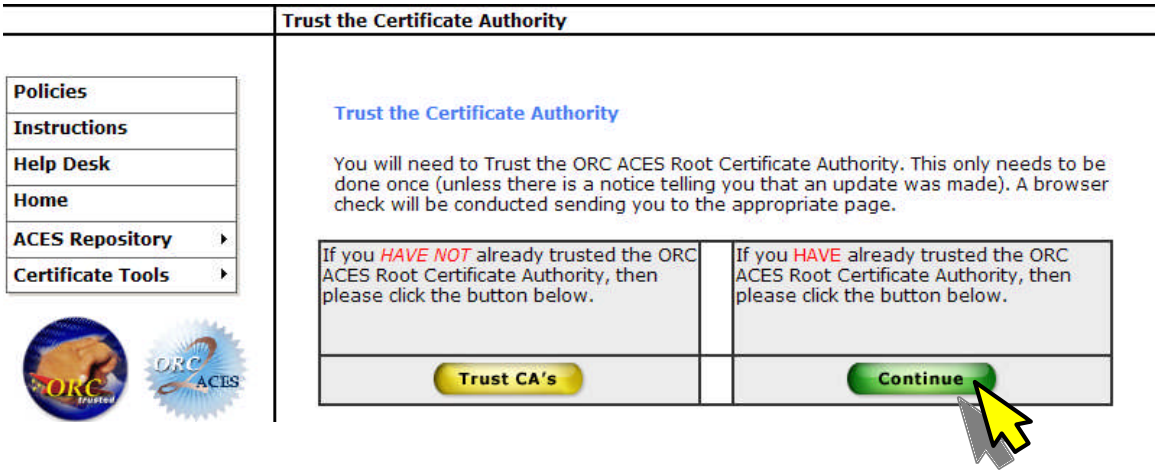


f) Read the note about the technical issues relating to the Browser. Click ***Next*** at the bottom of the page (not shown in the above image).

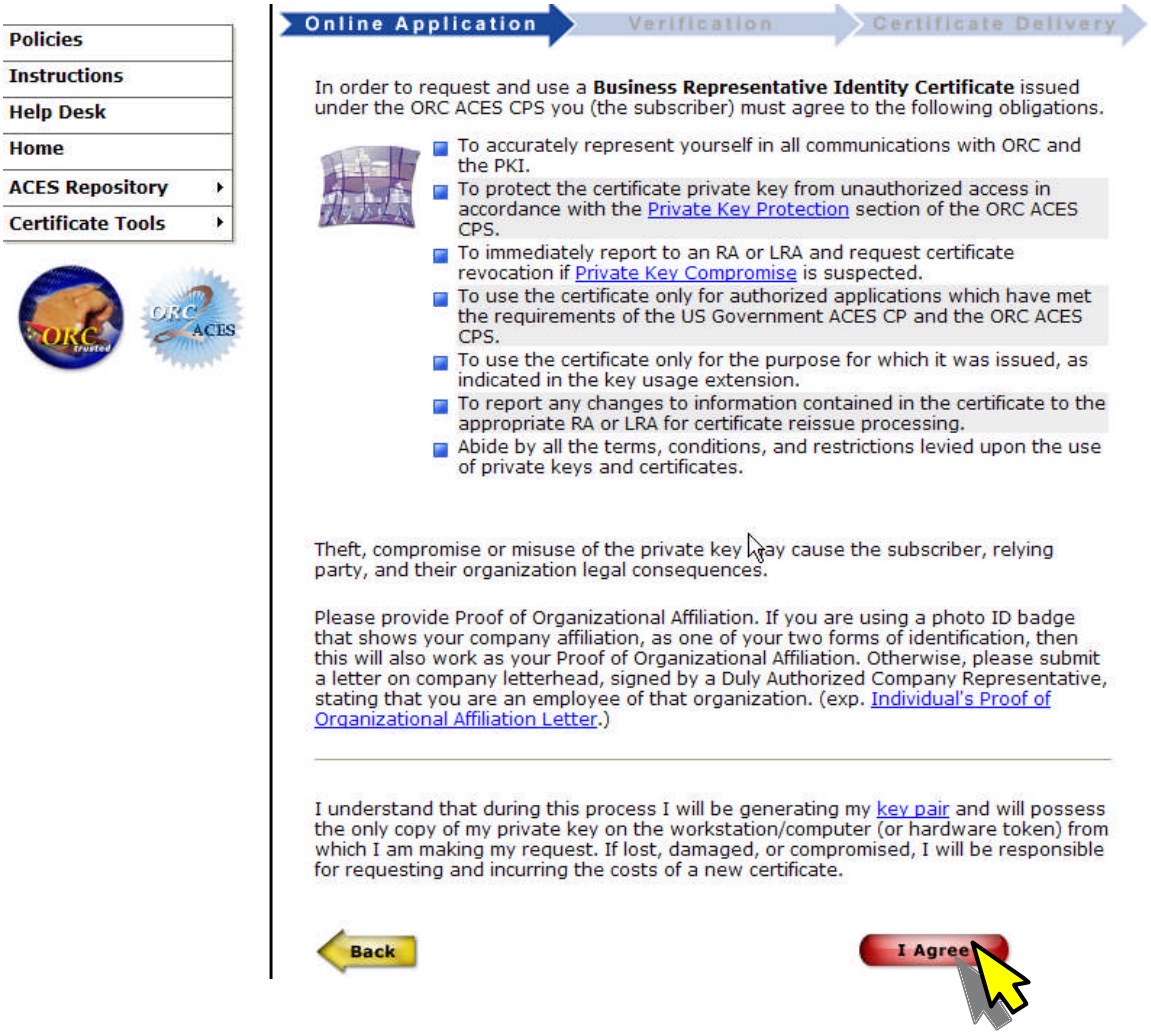
g) Go through the Application Process Checklist and click ***Next***. The next set of instructions relate to Identity Verification (not shown here. Read and click ***Next***). The next set of instructions is about Secure On-line Certificate Delivery (not shown here). Read and click ***Next***.



h) On the Trust the Certificate Authority screen if the ORC ACES Root Certificate Authority has been trusted click ***Continue.*** If not, then click ***Trust CA's*** and follow the directions.

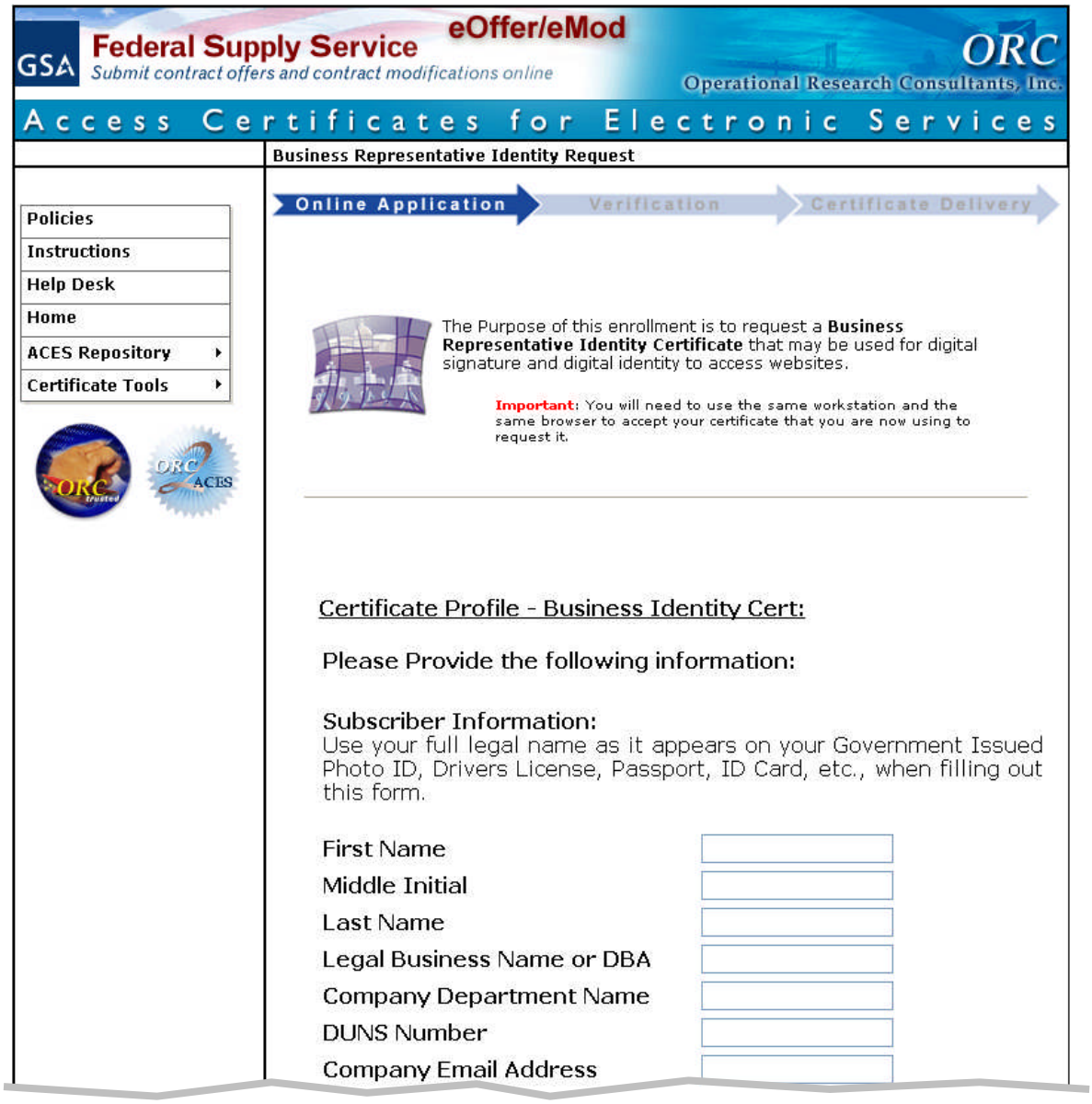


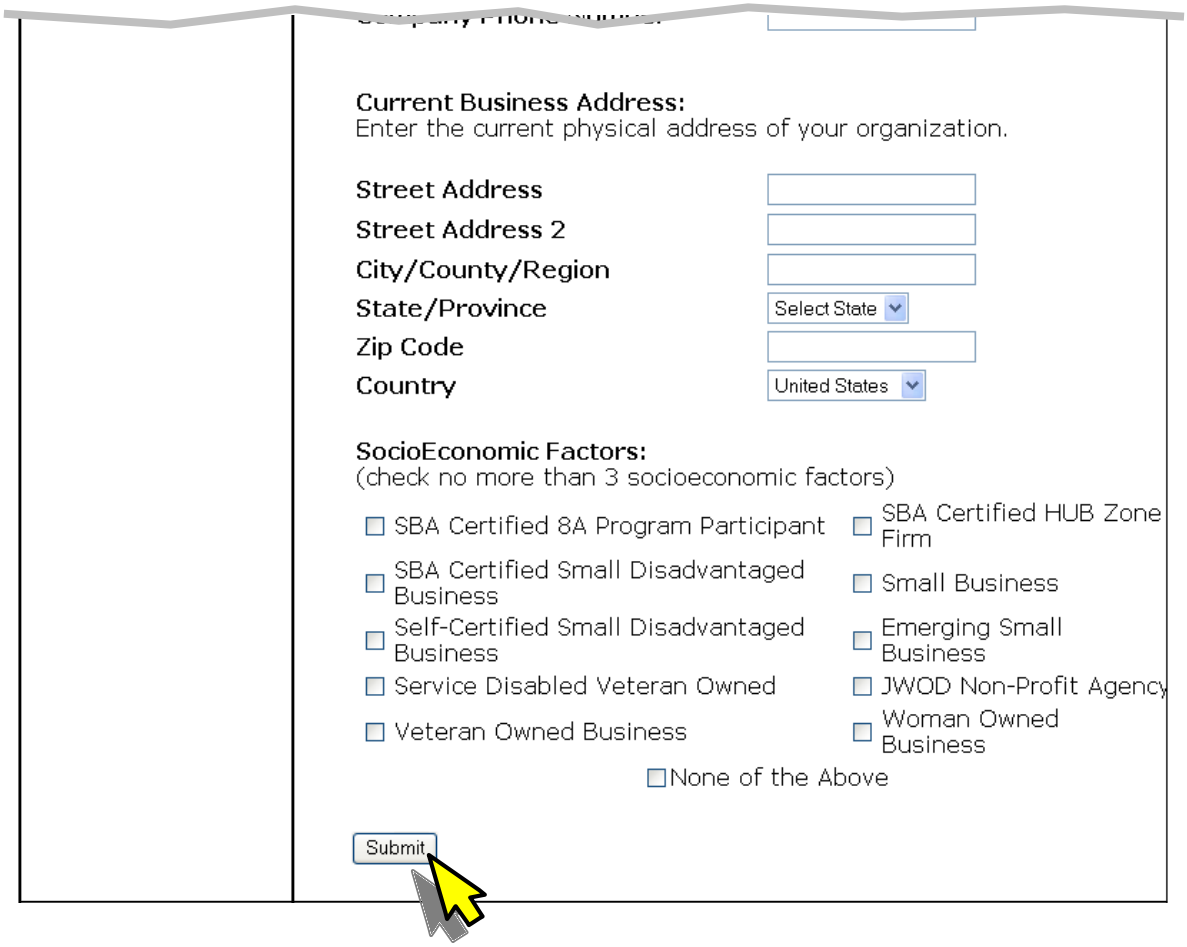
i) Read the agreement relating to the Online Application and click ***I Agree.***



j) The Online Application form will be displayed (as shown on the next page).

k) Fill in the application fields. The information filled in on the application must match **exactly** the information that will be used when using the **eOffer/eMod** system. The application should be done from the same workstation that will be used to accept the certificate.





l) Click ***Submit***.

m) Mailing instructions will appear – Print the form and have it notarized. Make copies of 2 IDs and mail to the address provided.

n) Once ORC has received the application, it will take approximately 5-7 business days to receive a certificate via email along with instructions on installing and backing up the certificate. Please follow all the instructions exactly as given in the email.

NOTE: A Vendor may receive 2 "No Cost" digital certificates per DUNS number. Any additional certificate will need to be purchased. The cert must be an ACES Level 3 certificate "Business Identity Certificate" to ensure that we know who the Government is doing business with and to create a legally binding contract. Industry Partners who currently provide Level 3 Digital Authentication Certificates for the GSA Vendor community are:

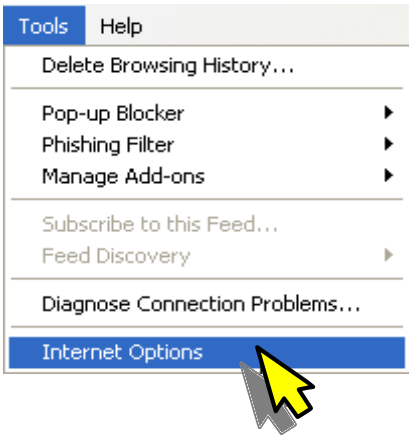
Operational Research Consultants (ORC) – http://aces.orc.com

IdenTrust – http://www.identrust.com/gsa/index.html

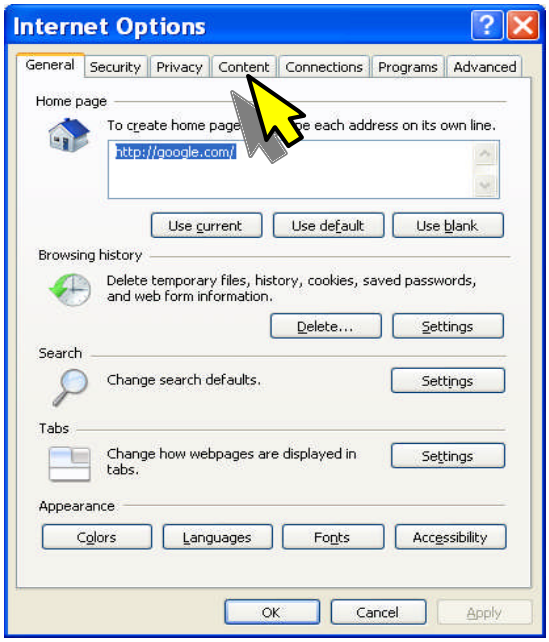
III. Importing Digital Certificate Into Your Browser

To install the digital certificate (once you have received it) follow these steps.

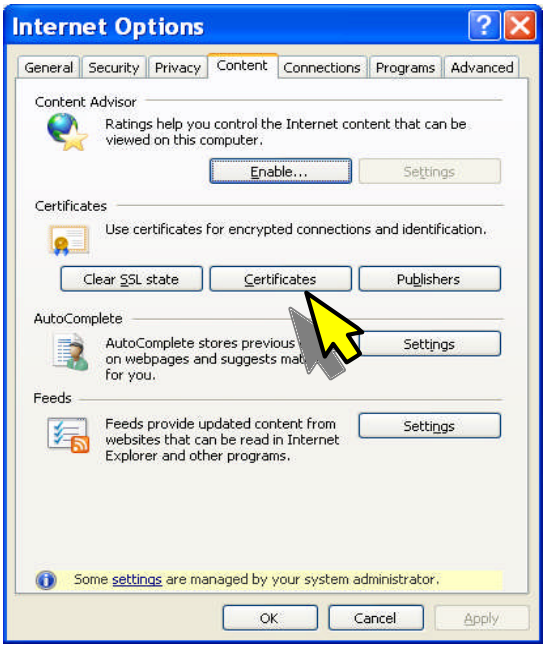
a) Launch your browser (Internet Explorer) and on the Menu bar click on ***Tools → Internet Options***.



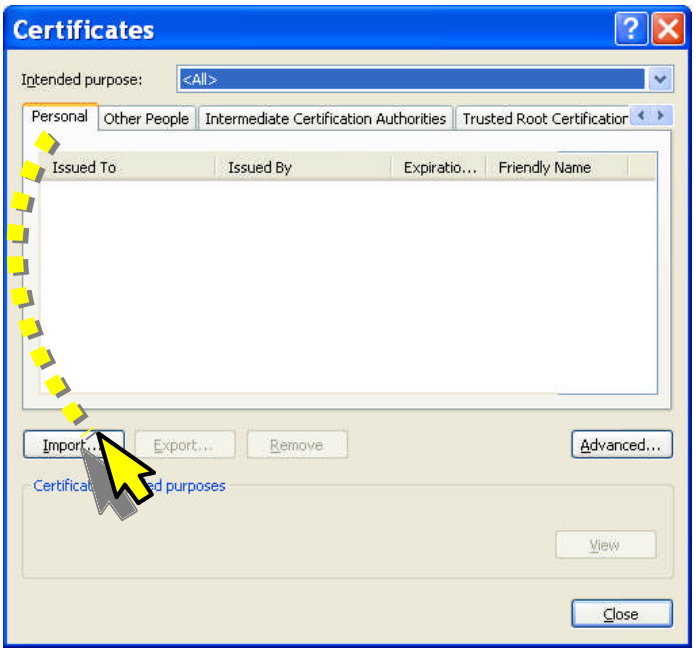
b) Click the ***Content*** tab.



c) Click the ***Certificates*** button.



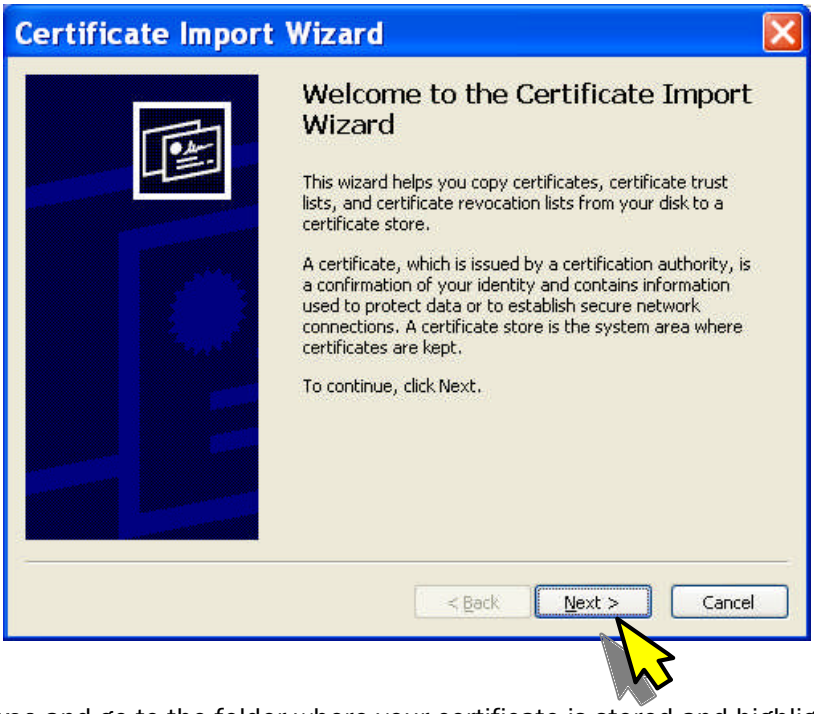
d) Click the ***Personal*** tab.



e) Click the ***Import*** button.

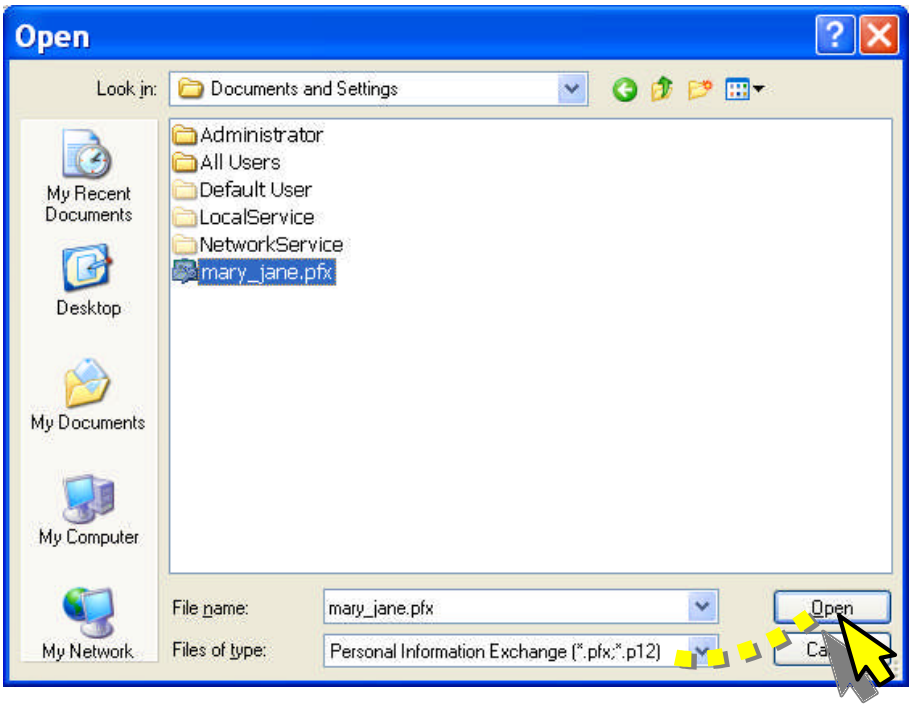
The import Wizard will open up.

f) Click ***Next***

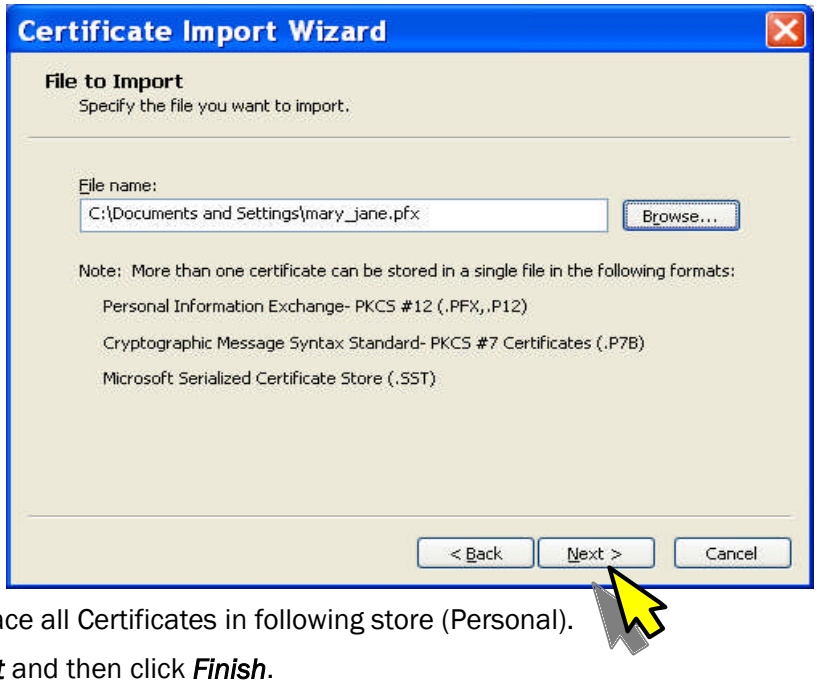


g) Click ***Browse*** and go to the folder where your certificate is stored and highlight it.

h) In the "**File of type**" select the **.pfx** extension type and click ***Open.***



i) Click ***Next.***



j) Select Place all Certificates in following store (Personal).

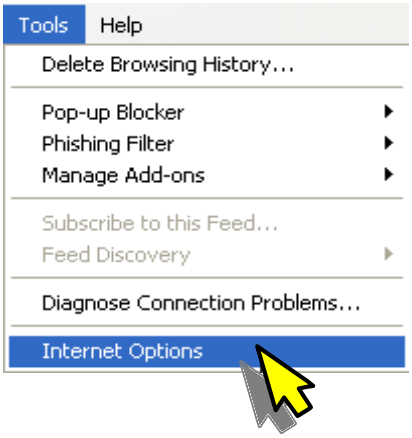
k) Click ***Next*** and then click ***Finish***.

l) The same steps can be followed to Export or Remove a certificate by selecting the appropriate button in the Personal Tab.

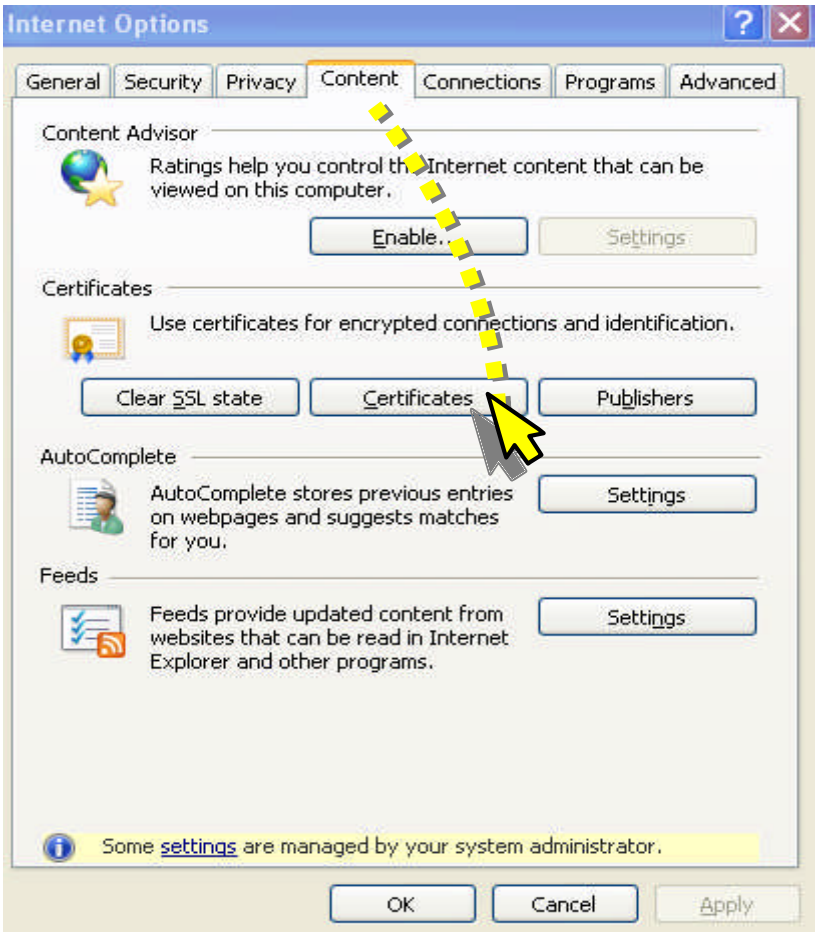
IV. Verifying Information on the Digital Certificate

Once your digital certificate is installed and you have also backed it up it is a good idea to verify that all the information is accurate.

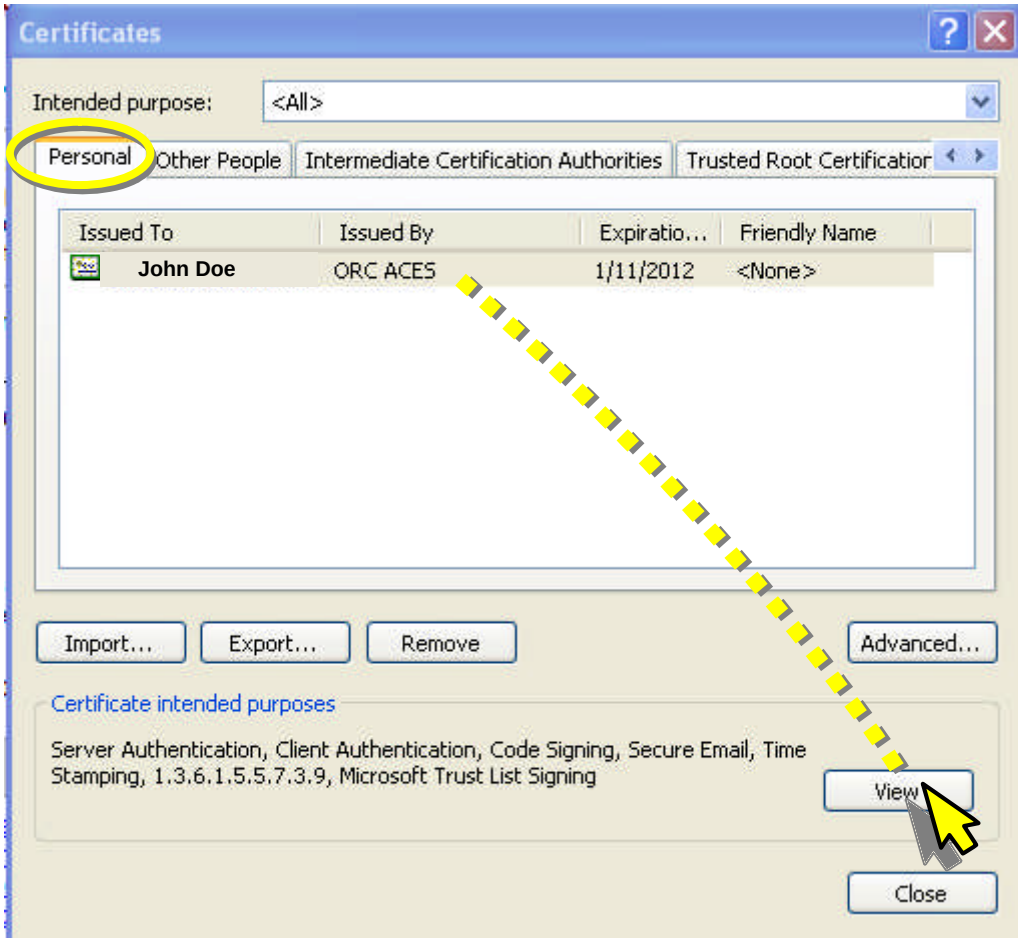
a) Launch your browser and on the Menu bar click on ***Tools*** → ***Internet Options***.



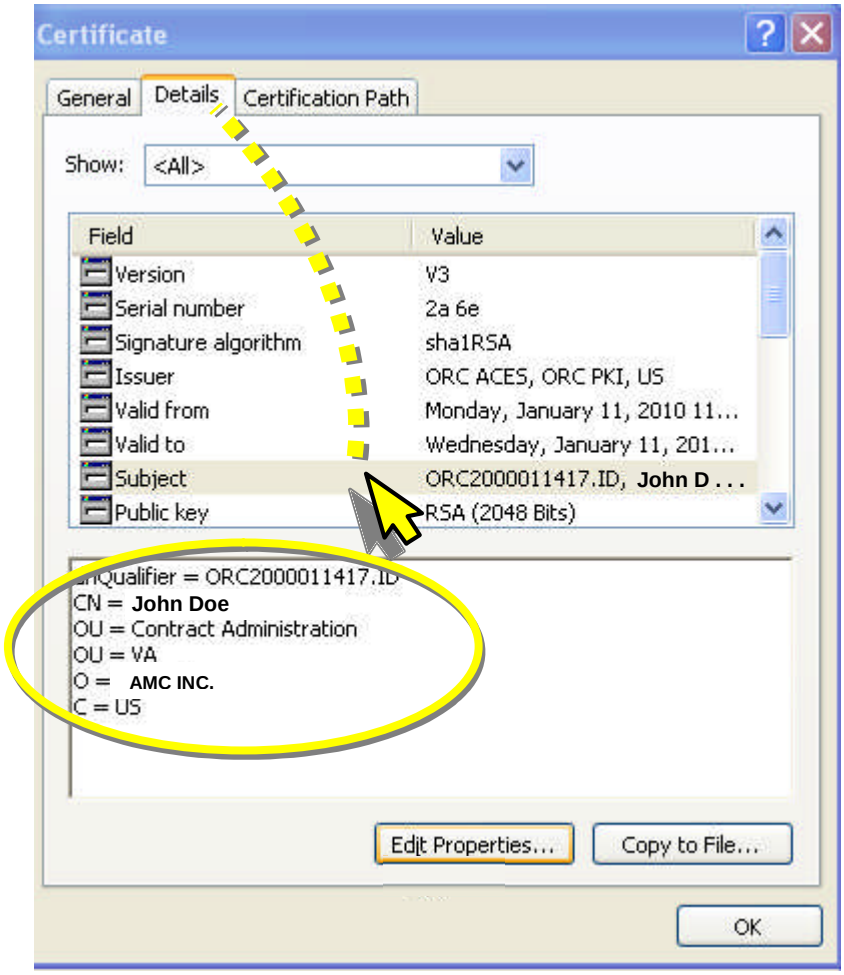
b) Click on the ***Content*** tab and then ***Certificates***.



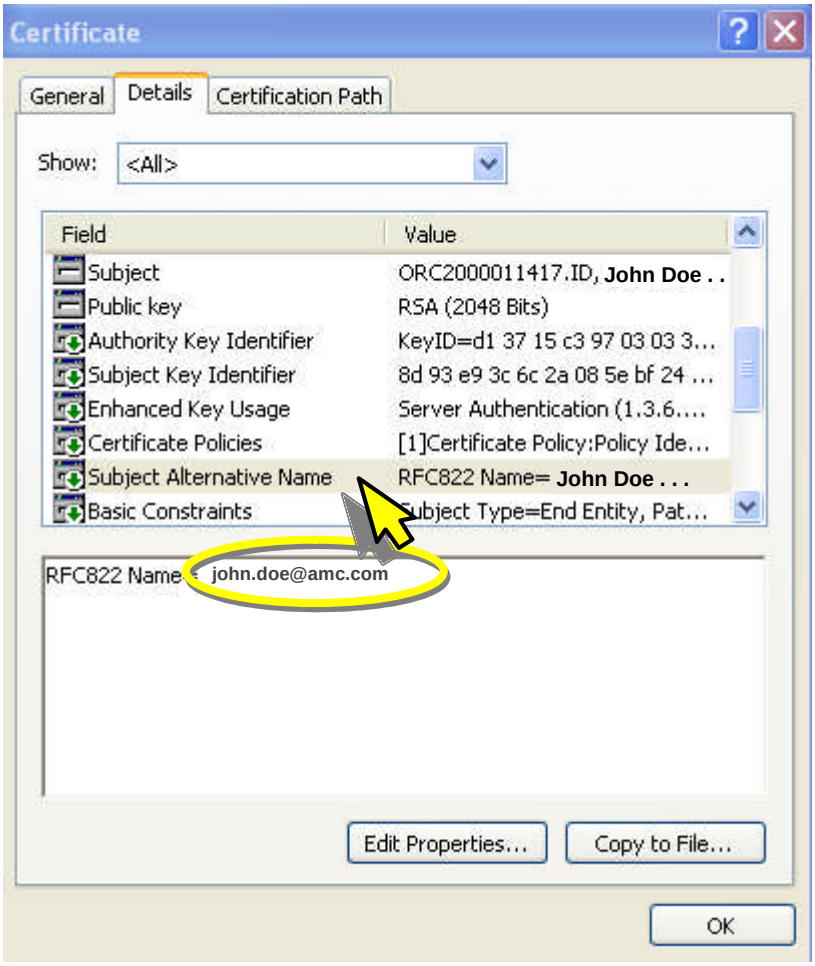
c) The Certificate will be seen under the ***Personal*** tab. Highlight it and click ***View***.



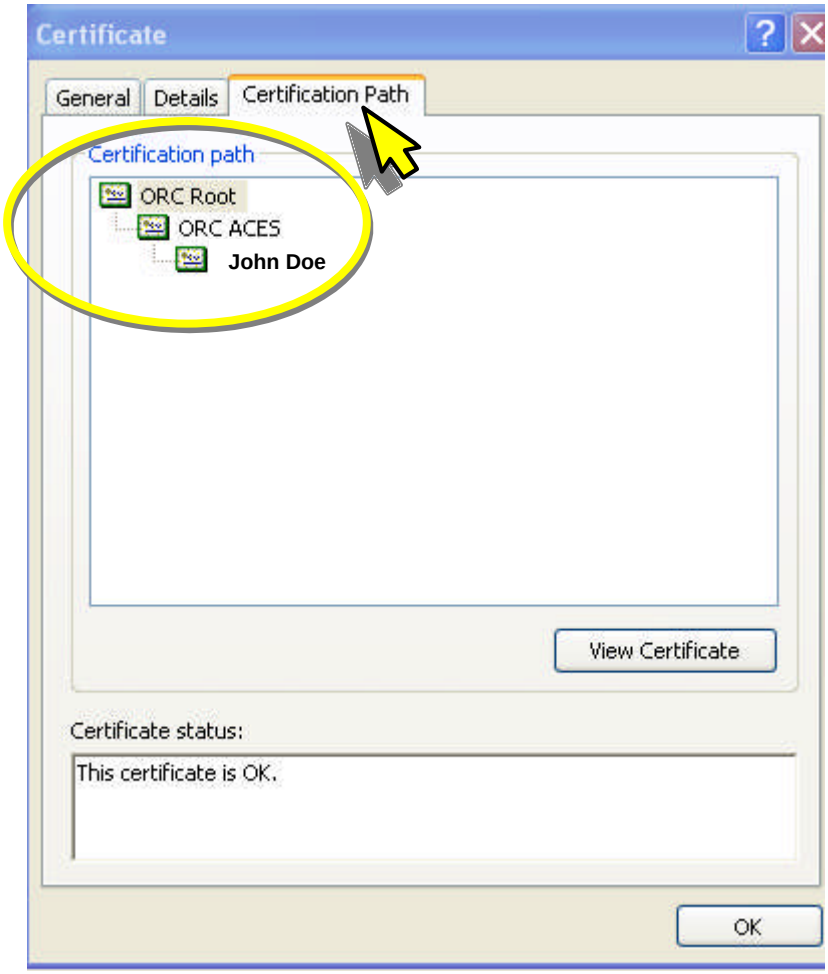
d) On the next Window click on the ***Details*** tab and highlight the "Subject" field to verify your name



e) Now Scroll down and highlight the "Subject Alternative Name" to verify your email address.



f) Finally, go to the ***Certification Path*** tab to verify the path of your certificate.



APPENDIX B – DUNS NUMBER

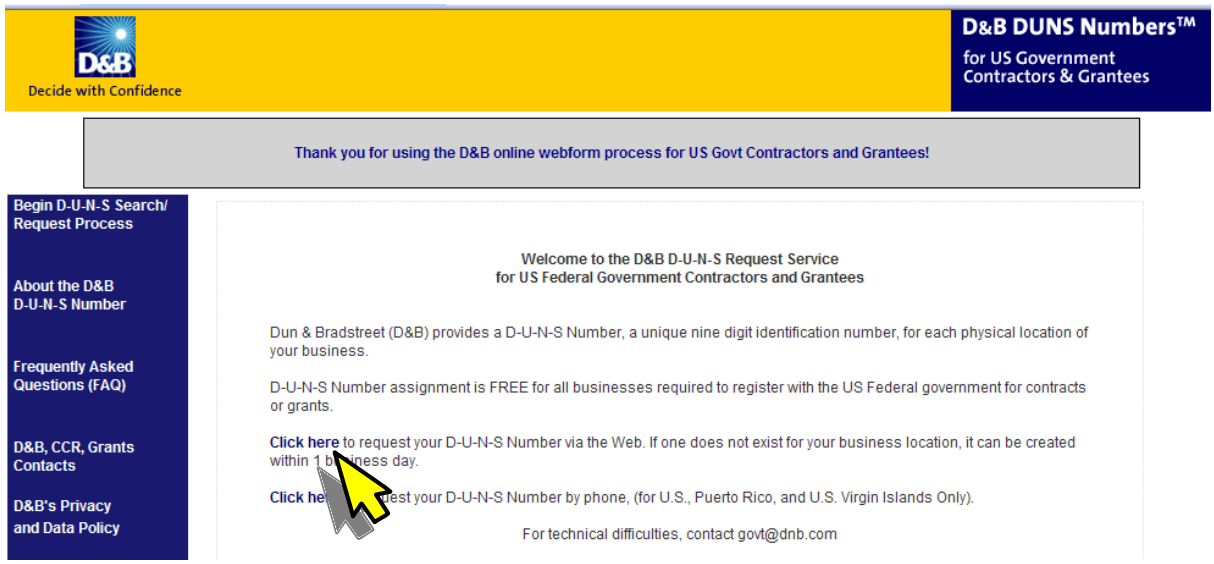
DUNS Number Introduction

A Data Universal Numbering System (DUNS) Number is required to use the eOffer/eMod system and is needed when registering with the CCR database. A DUNS number is a unique nine digit identification number assigned to a business entity by Dun and Bradstreet. The DUNS number assignment is free for all businesses required to register with the US Federal government for contracts or grants.

Obtaining a DUNS Number

a) To obtain a DUNS number, go to http://fedgov.dnb.com/webform

b) The Dun & Bradstreet homepage will be displayed.



c) Click the option to request the DUNS number via the web and follow the instructions or you may click the option listed below that to request it by phone.

APPENDIX C – CENTRAL CONTRACTOR REGISTRATION (CCR)

CCR Introduction

The CCR is a primary registrant database for the US Federal Government. CCR collects, validates and stores data in support of agency acquisition missions. The Vendor must be registered prior to the award of a Schedule contract. A DUNS Number is required when registering with CCR.

Registering with the CCR

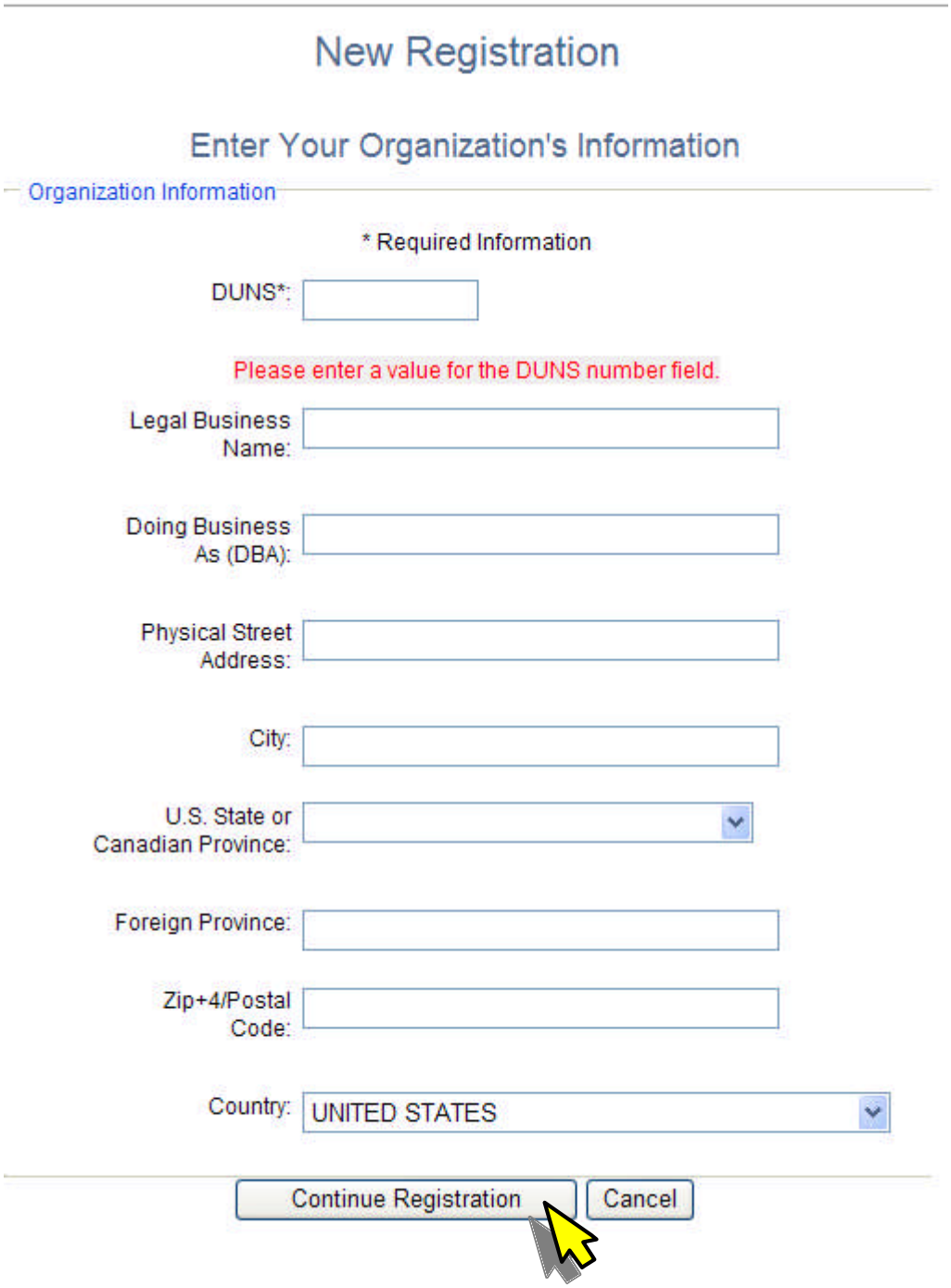
To locate the CCR homepage and register online, do the following:

a) Go to the CCR homepage: https://www.bpn.gov/ccr/default.aspx

b) The CCR homepage will be displayed

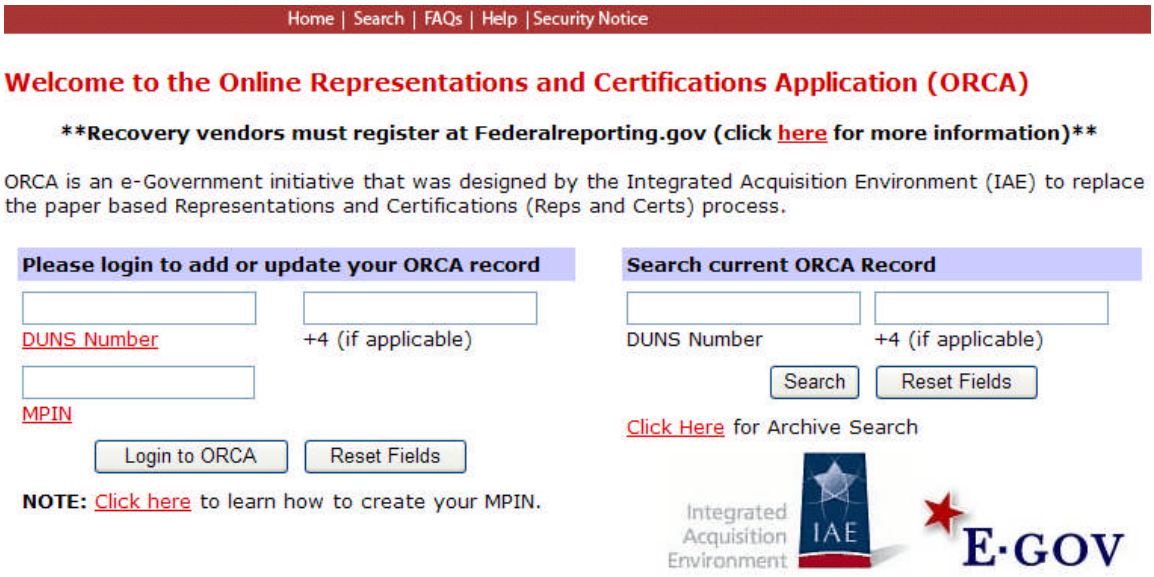
c) Click ***Start New Registration***

d) Fill out the New Registration form as shown below and click ***Continue Registration*** and follow the online directions. For step-by-step screen shots of the registration process go to: https://www.bpn.gov/ccr/handbook.aspx and review the document titled "CCR New Registration Screenshots"



e) Once you are done with the CCR registration move on to the ORCA registration by clicking on ***ORCA*** under Quick Links on the left on the CCR home page (as shown below).

f) On the ORCA site login using your DUNS to add your record.



APPENDIX D – PATHWAY TO SUCCESS TRAINING

Pathway to Success Introduction

Pathway to Success is designed to assist prospective GSA Schedule contractors in making informed business decisions as to whether obtaining a GSA Schedule contract is in their best interest. The presentation provides background information on the GSA Schedules Program and encompasses a variety of other topics, including:

- What are GSA's expectations for a vendor to become a successful Schedule contractor;
- How to compete and succeed as a GSA Schedule contractor in the government marketplace;
- How to develop a GSA Schedule-specific business plan; and
- How to submit a quality offer, the proposal submission process, and the GSA Schedule solicitation;

Vendors may attend either a live presentation or complete the web based presentation posted on the Vendor Support Center http://vsc.gsa.gov under the "**Vendor Training**" tab.