Customer Guide for using the electronic Government Ordering System (e-GOS)

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Welcome to CIO-CS! You must have an account to use the electronic Government Ordering System (e-GOS).

To register for an account, go to https://cio.egos.nih.gov/
- In the “New Users” box, enter your e-mail address and select “Register”.
- If you are an NIH employee, select the associated checkbox.
- Enter, review, and verify your user information.
- Return to the e-GOS login screen, enter your email address and password in the “Existing Users” box, and select the “Log In” button.

Users can also access e-GOS through the NITAAC website at http://nitaac.nih.gov/nitaac/.
Logging into e-GOS

NITAAC Homepage
http://nitaac.nih.gov/nitaac/

Alternatively to the system link, you can access e-GOS through NITAAC’s homepage.

- Hover over the CIO-CS contract at the top of the page, and select on the “Login to e-GOS” hyperlink.

  OR

- Select the “LOGIN” button located on the right of the screen, under Customer Service Division link.
Logging into e-GOS (continued)

Login URL: https://cio.egos.nih.gov/

You must have an existing account, or create a new account, to use e-GOS.

- If you have an account, enter your email address and password in the “Existing Users” box, and select the “Log In” button.

- If this is your first time using e-GOS, you must register. In the “New Users” box, enter your e-mail address and select “Register”.
New User Registration

- Complete the registration by filling in the Customer Information section adhering to all required fields (e.g., First and Last Name, Organization, Address, City, State, Zip and phone number.)

- Scroll down the page to complete the “Login Information” and “Agreement” sections.
New User Registration

- Complete the Registration Form and agree to the Rules of Behavior before you advance to the confirmation page.
- Select the link and read the “Rules Of Behavior” then select the check box to confirm your Agreement.
- Select “Continue” to go to the User Information Review page or “Cancel”.
New User Registration
Confirm User Information

- Review and verify your new user information.

- Select the “Edit” button to make changes or select the “Confirm” button to complete the user confirmation process.
Registration Complete

- Select the “Go to Login Page” button to return to the login page.

Registration is complete. Please be sure to allow emails coming from 'NITAAC Program Office <nitaachelpdesk@mail.nih.gov>' to come through any SPAM filters configured.
Login through the “Existing Users” box by entering your email address and password.
The Dashboard provides Government Customers access to create and release RFQs, report awards, view messages and actions, and utilize tools and templates.

Users create orders for IT services, commodities, and solutions from the dashboard.

In the ‘Orders’ table at the bottom of the screen, Government customers can view and sort their Orders by ID, title, release date, Q&A deadline, submission deadline, or status. The ‘Detail’ button provides details about the specific RFQ.
Issuing a Request For Quote (RFQ)

Dashboard

- Using CIO-CS, Government customers across the Federal Government issue RFQs for a wide variety of IT commodities and solutions at discounted prices.

- From the e-GOS dashboard, select “RFQ” from the CIO-CS (Commodities & Solutions) drop down list in the “Create Order” area.

- Select the “Create” button. From there, issuing an RFQ entails a quick and easy three step process:
  - Step 1: Define the RFQ
  - Step 2: Upload the file
  - Step 3: Release the RFQ
Step 1: Define the RFQ

- On the RFQ Definition page, fill out the required information associated with the RFQ. Using the scroll bar, scroll through the page.

- Required fields include: title, description, points of contact, contractors to receive the RFQ, order details (regulatory compliance, delivery dates, evaluation method, email notifications, IGCEs, shipping information, and order processing scheduled (immediate or wait to ship) and if you are accepting or not accepting questions.
Step 1: Define the RFQ

- Determine the Contract Holder Category by selecting “Original Equipment Manufacturer (OEM), Value Added Resellers (VAR) or both categories.
- Choose the Acquisition Strategy by selecting “Unrestricted” and/or “Small Business”.
- Select the set aside categories for small businesses in the drop down field. Note: Customers must select a reason for excluding Contract Holders from competition.

![RFQ Definition](image)
Step 1: Define the RFQ

- State if the RFQ has a brand name justification by selecting “yes” or “no”.

- Provide which Contract Holders will be notified of the award by selecting the “awardees” and/or “unsuccessful offerors” check boxes.

- An IGCE is required for all RFQs.

- Shipping information is required, and can be entered into the fields within the system, or provided in an attachment. Customers can ship products to multiple addresses.
**Issuing a RFQ (continued 4)**

**Step 1: Define the RFQ**

- Determine when the order should be released by selecting “Immediately” or by selecting “Pick a specific date?” and providing the date.
- Note if you are or are not accepting questions for the order. Select “accept questions” if yes, and “do Question/Answer Period” if no.
- Provide the anticipated award date, and note if it is an assisted acquisition.
- Once you have filled out all of the required information select ‘Next: Upload Files’ to move to step two in the process.
- You may also save your work for later at any time by selecting the 'Save Work for Later' button.
Step 2: Upload Files

- Upload associated files (if applicable):
  - Specification/requirements document
  - Supporting documents
  - Shipping address document

- Select a file type from the drop down and enter a document title. Choose a file, and add it to the RFQ by selecting 'Add Document'.

- Select ‘Next: Release' to move to step three in the process.

Note: Documents do not have to be visible to contractors. These documents will be shown in the Document(s) HIDDEN from Contractors table.
Step 3: Release the RFQ

- On the Release page you have the ability to review all of the information that has been entered for the RFQ.

- You may release the RFQ to Contract Holders, save work for later, or delete the RFQ.
Issuing a RFQ (continued 7)

Request for Quote Errors

- If required data is missing from the RFQ, the system generates an alert.
- Close the alert, and update the required information fields.
RFQ Review

- To review all of the information that has been entered for the RFQ, use the scroll bar on the right of the screen to scroll through the RFQ details.
Issuing a RFQ (continued 9)

- To delete the RFQ from e-GOS, select ‘Delete’.

- The system generates the ‘Delete Confirmation’ verifying that you want to delete the request package.

- If you want to delete the RFQ from e-GOS, select ‘Delete’. If not, select ‘Change’.
Receiving Quotes

- Government customers receive quotes for IT products from interested and qualified CHs from their dashboard.

- Selecting the “ID” hyperlink, to see detailed order information.
Receiving Quotes (continued 1)

- The summary screen shows all of the information pertaining to the selected order.

- Select the ‘Compete’ button to navigate to the submitted quotes.
Receiving Quotes (continued 2)

- Within the Q&A section of the Compete tab you will see all released question and answer documents.
- Select the Quotes tab to see all submitted quotes.
Receiving Quotes (continued 3)

- The Government customer can view the quotes received from the proposing CHs, and the details and status of each. They can also see the number of no-bids and the reasons why.

- The Government customer can also download a zip file of the documents for the selected quotes.

- Select the Contract Holder name to see quote details for a specific quote.
The Government customer can view the specifics of each quote in the Quote Details screen.

Quote details include CLIN level information as well as Contractor details.

Selecting ‘Back to Review Quotes’ will navigate back to the full list of quotes.

Select the ‘Report Award’ tab to report the award.
Awarding and Reporting Dos

- Notify the Awardees by selecting the associated check box(s).

- A notification email can also be sent to the Unsuccessful Offerors if the ‘Unsuccessful Offerors’ check box is selected.

Note: If the Government customer does not make award in the anticipated timeframe, NITAAC contacts the customer and offers assistance.
Awarding and Reporting Dos (continued 1)

- The Government customer can then attach any documents to the award.
- The Government customer can then select a delivery type and add dates.
- After all selections have been made and required information has been entered select the ‘Save and Continue’ button.
Awarding and Reporting Dos (continued 2)

- The Government customer can then review all information.

- Select the Submit Award button to submit the award to NITAAC and notify Awardees.
### Summary

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