

Miscellaneous System Administrator FAQs

Update: The [11/21/2011 broadcast](#) announces revisions made to the "Bid Creation", "New Purchase Requisition", "SCPRS Search", and the "New SCPRS Entry" User Interface in the eProcurement system, effective as of Tuesday, November 22, 2011. The most significant change is that departments will now enter their bill code in a new mandatory "Agency Bill Code" field vs part of the account code string.

Q. What is the System Administrator's (SA) role and responsibilities?

A. Please review the [eProcurement SA's Roles and Responsibilities](#) document.

Q. What is the difference between BidSync and eProcurement; and as an SA, who do I contact?

A. BidSync is the contractor that hosts the DGS eProcurement system. They do not know CA procurement and contracting policy and procedures. Expertise resides within the user's own unit and staff should consult with your agency supervisor and/or the department's eP System Administrator. If you are the department's SA, please contact DGS SA's at eprocure@dgs.ca.gov or (916) 375-2000.

Q. I don't understand the reason behind the state level System Administrator.

A. The Statewide eProcurement System Administrators (SAs) provide the first tier customer support to department level SA's regarding eP-related issues. The eProcurement users for your department should contact you first to resolve issues. If you are unable to assist, you may contact DGS SA's.

Q. Will department System Administrators have authority to change staff permissions?

A. At this point, send user information to the Statewide System Administrators at eprocure@dgs.ca.gov.

Q. How do I get a login and password?

A. Contact your department System Administrator, they will email your user information to eprocure@dgs.ca.gov. If your department is a first-time eP user, your SA must complete the template at <http://www.documents.dgs.ca.gov/eProcure/Dept%20User%20List%20012809.xls> and email the completed spreadsheet to eprocure@dgs.ca.gov. The DGS SA's will notify your SA when the department users are established in the system.

Q. Are vendor numbers going to be consolidated on a statewide level?

A. Yes.

Q. Is DGS still on schedule for full-functionality?

A. The eP Team is in the process of planning the implementation of Phase 2, which includes defining "full functionality" and department rollout.

Q. How do I change the approval workflows?

A. System Administrators can change approval workflows by logging into eProcurement/BidSync, click on the Tools tab then Admin. Choose your department from the department dropdown list if your department is not displayed. Choose the appropriate Approval Rules to update. Adjust approval workflows by selecting the users and approvers or approval groups for the users. For assistance, please contact DGS SA's at eprocure@dgs.ca.gov or (916) 375-2000.

Q. Will there be training/user guides?

A. Yes. There are user guides as well as recorded training modules under eProcurement Resources on our website.