

# ePACE Vendor Frequently Asked Questions (FAQ)

This FAQ is designed to help vendors navigate ePACE, the Maryland Department of Human Services' (DHS) procurement and invoicing platform powered by OpenGov. It includes answers to common questions about getting started, submitting invoices, checking invoice status, and resolving issues.

**Need more help?** Submit your question to the [Vendor Assistance Google Form](#) or visit the [DHS ePACE webpage](#) for training recordings, step-by-step guides, and additional information.

## Section 1 — Getting Started & Account Access

**Q: I received an email about ePACE. What is it and why am I getting this?**

Maryland DHS uses ePACE to manage solicitations, proposals and bids, and procurement and invoicing. You may have received an email because you currently have an active DHS agreement or previously used the Invoice Submission Portal for payments. All vendors are being transitioned to ePACE, the new procurement and invoicing platform. You also likely received an enrollment invitation during the initial rollout phase.

**Q: How do I set up my vendor account?**

Your account is created through the vendor enrollment process. You should have received an email with setup instructions. If you did not receive this email or need assistance re-enrolling:

- **Check your spam or junk folder** for an email from OpenGov or Maryland DHS.
- If you still cannot find it, submit a request through the [Vendor Assistance Google Form](#).
- If your account is associated with a personal or non-work email address, please let us know, as additional steps may be required.

**Q: I can't log in to the system. What should I do?**

First, confirm you are using the correct email address — the one associated with your DHS contract or enrollment. Then try the following:

- Use the "Forgot Password" option on the login screen.
- Check your spam or junk folder for a password reset email from OpenGov.
- If you still cannot log in, submit a request through the [Vendor Assistance Google Form](#).
- For system-wide or technical login issues, you may also contact OpenGov Support directly by clicking [here](#).

**Q: My colleague also needs access to submit invoices. Can they get an account?**

Yes. Additional users from your organization can be granted access to ePACE. Email [dhs.epace@maryland.gov](mailto:dhs.epace@maryland.gov) with the name and email address of the individual who needs access, along with the DHS contract they are associated with. The request will be reviewed and coordinated with the appropriate DHS program team for account setup.

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**Q: I was invited to bid on a solicitation but cannot access the posting. What's wrong?**

Some solicitations are set as private bids and can only be viewed and accessed by invited vendors.

If you received an invitation email but still cannot access the posting, submit your question through the [Vendor Assistance Google Form](#). We will verify that your invitation was sent and configured correctly.

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## Section 2 — Submitting Invoices

**Q: How do I submit an invoice through ePACE?**

Step-by-step instructions are available in the Scribe guide: [Create and Submit an Invoice for Processing](#)

To submit an invoice:

- Log in to ePACE and navigate to your contract.
  - Enter the required details, including invoice number, amount, period of service, and line items).
  - Attach the invoice and any required supporting documentation.
  - Review and submit your invoice. You will receive an email confirmation once your invoice is successfully submitted.
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**Q: What information do I need to include on my invoice?**

Your invoice must include, at a minimum:

- Invoice number
- Invoice amount and period of service covered
- Any required supporting documentation, as specified by your DHS program contact

If you are unsure what is required for your specific contract, contact your DHS program contact or submit your question through the [Vendor Assistance Google Form](#) for assistance.

For Local Department of Social Services please contact your DHS contract monitor for invoice submission.

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**Q: I submitted my invoice but didn't get a confirmation email. Was it received?**

After a successful submission, the system sends a confirmation email to the address associated with your account. If you did not receive one:

- Check your spam or junk folder.
- Log in to ePACE and check your invoice status (see: [How to View Invoice Status](#)).

If the invoice does not appear in the system, it may not have been successfully submitted. In this case, reach out to your DHS program contact or submit your question through the [Vendor Assistance Google Form](#) for assistance.

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**Q: Can I submit if I can't access the system?**

Yes. If you are unable to access ePACE, your DHS program contact can submit the invoice on your behalf. Contact your DHS program contact if this is needed. This is a temporary workaround, and all vendors are encouraged to complete enrollment so they can submit directly in ePACE.

## Section 3 — Invoice Status & Approval

**Q: How do I check the status of my invoice?**

Log in to ePACE and navigate to the invoice status view. Step-by-step instructions are available here: [View Invoice Status](#)

Invoice statuses include:

- Submitted
- In review (Program Team)
- Pending approval (Accounts Payable or Office of Secretary depending on dollar amount)
- Approved and pending payment
- Payment complete

**Q: How long does invoice approval take?**

Upon confirmation of a "good invoice", DHS aims to process all intra-agency approvals for payment within 5 business days and forward them to the Maryland Comptroller General Accounting Division's office for Payment. Under the Code of Maryland Regulations (COMAR 21.06.09.04 - Review of Invoices) for state procurement, government agencies are required to pay contractors within 30 days after receiving a "proper invoice" or after the state's acceptance of services/supplies, whichever is later.

Processing time may vary depending on:

- Invoice amount (higher-value invoices require additional approval steps, including review by the Office of Secretary)
- Whether all required documentation was included at the time of submission
- Whether the invoice was returned for corrections (if so, the five-business-day timeline restarts once the corrected invoice is resubmitted)

If your invoice has been in the system for more than five business days without movement, contact your DHS program contact or submit a question through the [Vendor Assistance Google Form](#) with your invoice number.

**Q: My invoice was returned to me. What does that mean and what do I do?**

A returned invoice means a DHS reviewer identified an issue and sent it back for correction. You will receive a notification with comments explaining what needs to be fixed.

To make corrections and resubmit, follow the steps in [Change and Resubmit an Invoice](#)

Common reasons invoices are returned include:

- Missing or incorrect line item coding (PO/PCA)

- Missing or incomplete supporting documentation
- Invoice amount does not match contract terms
- Invoice period not covered under the contract

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**Q: My invoice was rejected. Is that different from being returned?**

Yes. A returned invoice can be corrected and resubmitted. A rejected invoice is a final determination that the invoice cannot be processed as submitted, typically due to a significant issue such as a contract discrepancy, duplicate billing, or a compliance concern.

If your invoice is rejected, contact your DHS program contact for next steps.

**Q: How will I know when my invoice is fully approved and payment is processed?**

You will receive a system notification when your invoice reaches "Payment Complete" status. You can also check the status at any time by logging in to ePACE.

For questions about when payment will be received, contact your DHS program contact. Payment timing is handled outside of the ePACE system.

## Section 4 — Solicitations & Bidding

**Q: How do I find DHS solicitations to bid on?**

Active DHS solicitations are posted on the ePACE platform. Public solicitations can be viewed without logging in. For private solicitations, you must be invited by the DHS procurement team. You can also visit the ePACE Vendor Support webpage for links and guidance on how to register as a vendor and access the platform.

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**Q: I received an invitation to bid. How do I respond to a solicitation?**

When you receive an invitation email, click on the link to access the solicitation. You will need to be logged in to submit a response. Your response may include:

- Answers to questions on the vendor questionnaire
- Pricing information (entered in pricing tables or submitted as attachments, depending on the solicitation)
- Supporting attachments, such as your proposal document

Be sure to submit before the deadline listed in the solicitation timeline. The system does not accept late submissions.

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**Q: Can I ask questions about a solicitation?**

Yes. During the question period listed in the solicitation timeline, you can submit questions through the solicitation's Q&A. Questions are submitted anonymously — your name will not be visible to other vendors. DHS will publish responses to approved questions so all vendors receive the same information.

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**Q: How will I know if the solicitation was updated or amended?**

If DHS issues an addendum or notice, you will receive an email notification if you are following the solicitation. All addenda are also posted in the “Addenda & Notices” section of the solicitation. Be sure to review the solicitation before submitting your response to ensure you are using the most current information.

## Section 5 — Contract Questions

**Q: I have a question about my contract terms, payment amounts, or scope of work. Who do I contact?**

Contract-related questions are handled by the DHS program or administration that manages your contract. To be directed to the right contact:

- Submit your question through the [Vendor Assistance Google Form](#).
- The ePACE Program Team will route your inquiry to the correct DHS program contact within the appropriate administration or local office.
- You will receive a response once your question has been routed through the ePACE resource mailbox.

**Q: I need to update my vendor contact information or company details. How do I do that?**

In the ePACE Procurement (PRO) module, vendors are responsible for maintaining their own profiles as part of the self-registration process. This information can be updated at any time through your account settings.

In the ePACE Invoicing/Spend Management module, users can update their personal; profile information (such as name, phone number, email address, and password), but not overall company or vendor information.

If you need help updating your information or encounter any issues, you may contact [OpenGov Technical Support](#) for assistance.

**Q: Who handles payment status questions? I want to know when my payment will arrive.**

Payment timing and payment status are managed outside of ePACE. Once your invoice reaches “Payment Complete” status in the system, it moves to the DHS financial system for processing.

For questions about payment status or timing, contact your DHS program contact for your administration.

## Section 6 — Technical Issues

**Q: The system gave me an error message. What should I do?**

If you receive an error message, make note of the full message and the page or action triggered it. Then try the following:

- Refresh the page or clear your browser cache, and try again.
- Try a different browser (Chrome or Edge are recommended).
- If the error persists, contact OpenGov [Technical Support](#) and provide:
  - A description of the issue

- The steps taken before the error occurred
  - A screenshot of the error message, if possible
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**Q: I'm having trouble uploading a supporting document. What file types and sizes are accepted?**

If a document upload is failing, try the following:

- Check the file size. Very large files may fail to upload. Try compressing the file or splitting into smaller attachments.
  - Check the file format. Standard file types such as PDF, Word (.docx), and Excel (.xlsx) are generally accepted.
  - Try a different browser.
  - If the problem continues, submit your question through the [Vendor Assistance Google Form](#) and include the file type, approximate file size, and any error message received.
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**Q: The system seems slow or unresponsive. Is there an outage?**

If you are experiencing slow performance, try refreshing the page or clearing your browser cache. If the system is unresponsive across all functions, there may be a platform-level outage. Check the [DHS ePACE webpage](#) for status updates. You may also submit your questions through the [Vendor Assistance Google Form](#) so the issue can be reviewed and investigated.

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## Section 7 — Training & Resources

**Q: Where can I find training materials for ePACE?**

Vendor training resources are available on the [DHS ePACE webpage](#), including:

- Training recordings covering key vendor processes
  - Recorded training sessions for the procurement and invoicing modules
  - Process documentation
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**Q: Are there live training sessions I can attend?**

Yes. Vendor Office Hours will be available periodically and announced on the [DHS ePACE webpage](#).

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**Q: I completed the training but still have questions. Who can I ask?**

If you still have questions after completing training, contact your DHS program contact or submit your question through the [Vendor Assistance Google Form](#). During the hypercare period (through June 5, 2026), the ePACE Program Team is actively monitoring and responding to vendor inquiries.

## Section 8 — Responding to Solicitations & Bidding

**Q: I received an invitation to bid on a DHS solicitation. What do I do first?**

When you receive an email invitation from ePACE, click the link in the email to access the solicitation. You must be logged in to your vendor account to view the full solicitation and submit a response.

If you do not have an account, see Section 1 for enrollment instructions.

Once logged in, carefully review the full solicitation, including:

- Timeline and solicitation deadlines
- Vendor questionnaire requirements
- Pricing requirements
- Any attached documents or instructions

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**Q: What does a solicitation response include?**

Depending on the solicitation, your response may include one or more of the following:

- Answers to questions on the vendor questionnaire
- Pricing information entered into the system or submitted as an attachment.
- Supporting attachments, such as proposal materials, exhibits, certifications, or other required attachments.

The solicitation will specify what is required and how information must be submitted.

Be sure to review all instructions carefully. Missing a required information or attachments may result in your response being considered incomplete.

**Q: What is the deadline to submit my response? Can I submit late?**

The proposal submission deadline is listed in the solicitation's Timeline section. The system does not accept late submissions. Be sure to submit your response with enough time to address any technical issues that may arise before the deadline. If you experience a technical issue close to the deadline:

- Document the error message or issue
- Take a screenshot, if possible
- Contact [dhs.epace@maryland.gov](mailto:dhs.epace@maryland.gov) immediately for assistance

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**Q: I can see the solicitation but can't submit a response. What's wrong?**

There are a few possible causes:

- The submission deadline has passed. The system automatically closes responses at the deadline.

- Your account may not have the correct permissions to submit a response. Contact [dhs.epace@maryland.gov](mailto:dhs.epace@maryland.gov) and include your name, company, and the solicitation name.
  - If the solicitation is invitation-only, you will be able to view but not respond. Contact [dhs.epace@maryland.gov](mailto:dhs.epace@maryland.gov) to verify your invitation status.
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**Q: Can I save my response and come back to it before submitting?**

Yes. You can save your response as a draft and return to it before the submission deadline. You can also un-submit your response any time before the submission deadline if you need to make changes. Be sure to save your work frequently and review all sections carefully before submitting.

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**Q: How do I ask a question about the solicitation?**

During the question submission period (shown in the solicitation timeline), navigate to the Q&A section of the solicitation and submit your question. Step-by-step instructions are available here: [Q&A Management](#)

Important things to know about the Q&A process:

- Your name is not visible to other vendors. Questions are submitted anonymously.
  - DHS reviews and approves questions before publishing responses. Not all questions will be posted.
  - All approved questions and answers are posted publicly so all vendors receive the same information.
  - Questions submitted after the Q&A deadline will not be accepted.
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**Q: The solicitation was updated after I started my response. Do I need to start over?**

No. If DHS issues an addendum, you will receive an email notification. Review the addendum carefully, as it may require updates to your response. All updates are posted in the Addenda & Notices section of the solicitation. Your response is not automatically updated when an addendum is issued. You are responsible for reviewing the changes and updating your submission as needed.

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**Q: My bids are sealed. What does that mean?**

For solicitations using a sealed bid process, vendor responses are locked and cannot be viewed by DHS staff until the public bid opening. This helps protect the integrity of the competitive process. You will receive confirmation that your response was received, but DHS will not be able to view the contents until bids are officially unsealed. This is a standard procurement practice and does not indicate a problem with your submission.

**Q: How will I find out if I was awarded the contract?**

You will receive an email notification once the award decision has been made. If you are selected, the notification will include any award details provided by DHS. If you are not selected, you will also receive a notification.

If you have questions about award decisions, contact the DHS procurement contact listed in the solicitation.

## Section 9 — Contract Signing

**Q: I was awarded a contract. What happens next for signing?**

After award, DHS will prepare the contract document in ePACE and send it for signature along with any required attachments. If DocuSign is used, you will receive an email with a link to review and sign the contract. You do not need a DocuSign account — you can sign directly through the email link.

**Q: I received a DocuSign email. Is it legitimate?**

Yes. DHS uses DocuSign for electronic contract signatures through the ePACE PRO platform. The email will come from DocuSign on behalf of Maryland DHS. If you are unsure whether an email is legitimate, submit your question through the [Vendor Assistance Google Form](#) before clicking any links.

**Q: What do I need to do to DocuSign the contract?**

Click the link in the DocuSign email and follow the instructions to complete the signature process. You will be asked to confirm your name and title and to apply your electronic signature. Once you sign, you will receive a copy of the signed document by email. You can also return to the contract record in ePACE to confirm that your signature has been recorded.

**Q: I missed the DocuSign email or the link expired. What do I do?**

Contact [dhs.epace@maryland.gov](mailto:dhs.epace@maryland.gov) with your name, company, and the contract title. DHS can withdraw and resend the signature request. Do not attempt to sign outside of DocuSign. All signatures must be completed through the official DocuSign process for the contract to be valid in ePACE.

**Q: The contract document has an error. Can I make changes before signing?**

Do not sign a contract if it contains errors. Contact your DHS program contact immediately. DHS will withdraw the signature request, correct the document, and resend it for signature.

## Section 10 — Vendor Performance

**Q: I believe a performance review or complaint filed against my company is inaccurate. Who do I contact?**

Contact your DHS program contact directly to discuss the review. Performance records are managed by the program team that oversees your contract. If you are unable to resolve the concern through your program contact, submit your question through the [Vendor Assistance Google Form](#), and your inquiry will be routed to the appropriate DHS administration.

