

APPLICATION SERVICES  
VENDOR GUIDE USING AFWAY



VERSION 1.3

May 21, 2015

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## Introduction

This guide serves as AFWay ordering instructions for vendors as NetCents-2 Application Services ID/IQ contract awardees. If any additional information is required, please consult the AFWay Vendor Guide posted on the AFWay website at <https://www.afway.af.mil/>, or send an e-mail to the AFWay Program Office at [AFWAY.PMO@gunter.af.mil](mailto:AFWAY.PMO@gunter.af.mil). If you experience any issues with the AFWay website, please call the Field Assistance Service (FAS) at 334-416-5771 option 1, option 5.

If you have any questions regarding NETCENTS-2 documents, requirements, contract issues, or anything else, please contact NETCENTS-2 Customer Support at 334-416-5070 option 1 or [netcents@gunter.af.mil](mailto:netcents@gunter.af.mil).

## Important Considerations for Vendors

- Although the term Request for Quote (RFQ) is indicative of products requirements for a delivery order and the term Request for Proposal (RFP) is indicative of services requirements for a task order, these two terms will be synonymous in this document. **All references to the term RFQ will designate any customer solicitation from vendors for solutions to requirements, whether it involve products or services.**
- Customers who wish to solicit a Request for Information (RFI) from services vendors will use the same process to gather this information as they would for a RFQ.
- All e-mail notifications from AFWay regarding RFQ and Order notices and updates will go to the company e-mail address initially designated for ID/IQ contract awardees when their company and contract data were loaded into AFWay.
- AFWay is an unclassified system. There will be no classified information processed via AFWay. Classified task orders will follow a unique process entirely outside of AFWay at the advisement of the NETCENTS-2 PMO and decentralized customer organization.
- For optimal use of the AFWay website, vendors are encouraged to use Internet Explorer 8.0 or earlier versions. AFWay is not compatible with any other browser.

## Application Services Vendors

### I. Establishing an Application Services Vendor Account

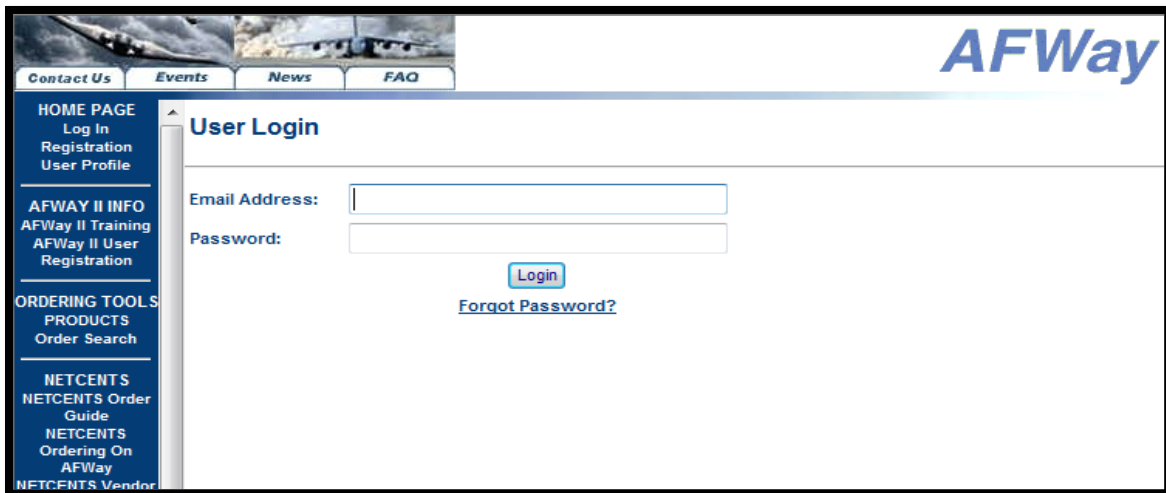
To establish a vendor account, navigate to <https://www.afway.af.mil/> using your web browser, and select the “*Registration*” button on the AFWay Home Page. Fill in all of the required fields, identified with an asterisk. AFWay system administrators will work with NetCents-2 Application Services contract awardees to finalize your vendor accounts. To verify your vendor account is ready for AFWay ordering, e-mail the AFWay Program Office at [AFWAY.PMO@gunter.af.mil](mailto:AFWAY.PMO@gunter.af.mil) and ensure the subject of your e-mail is “NETCENTS-2 Application Services Request for Vendor Access.”

During the registration and establishment of Application Services vendor accounts, vendors will be able to specify which Application Services contract they were awarded, either Full & Open or Small Business Companion. The procedures that follow are applicable to both sets of vendors.

**In order to receive e-mail notifications that a Customer has initiated any Request for Quote (RFQ), you must have an established account with a current e-mail address.**

## II. Logging into AFWay

- a. To login to AFWay, navigate to <https://www.afway.af.mil/> using your web browser.
- b. Click on the “Log In” link under the Home Page heading on the left.



**Figure 1 – Vendor Login Page**

- c. Enter your E-mail Address and Password established during your AFWay registration, and click the Login button as shown in Figure 1 above.

**NOTE:** If an incorrect Password is entered 3 times, the account will be locked. Contact the Field Assistance Service (FAS) at 334-416-5771, option 1, option 5, and a new one-time temporary password will be automatically generated and sent via e-mail. After a successful login to the system, you will be required to change the password.

### **Forgotten Password**

- If you’ve forgotten your password, select the “*Forgot Password?*” link.
- Enter the E-mail Address used to establish the vendor account and click the “*Email My Password*” button. A one-time temporary password will be e-mailed. After successfully logging in, you will be required to change the password.
- If your E-Mail Address is unknown, incorrect or invalid, please contact the FAS at 334-416-5771, option 1, option 5, for AFWay assistance.

### III. Responding to Request For Quotes (RFQs) Using AFWay

- a. After successfully logging into AFWay, you will be directed to your User Profile page, the default home page for all AFWay users, as shown in Figure 2 below.

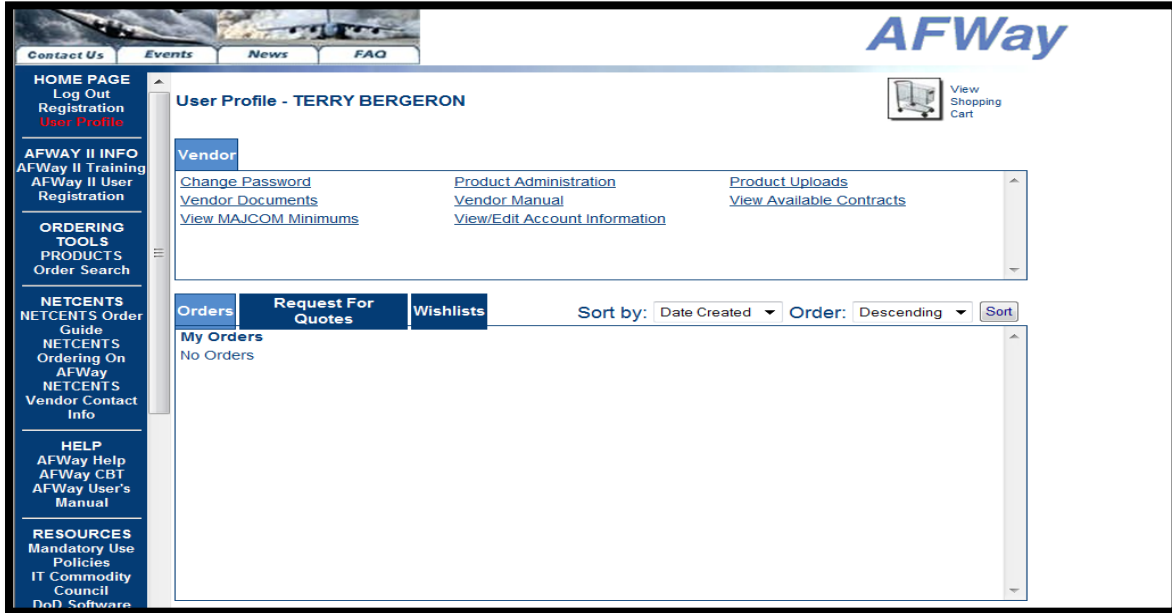


Figure 2 – User Profile Page/Default Home Page

- b. To view any RFQs a Customer has initiated in AFWay for NetCents-2 Application Services vendors, select the Request for Quotes tab. After clicking the Request for Quotes tab, any available RFQs will be listed and displayed as shown in Figure 3 below. Each RFQ provides details of customer requirements.

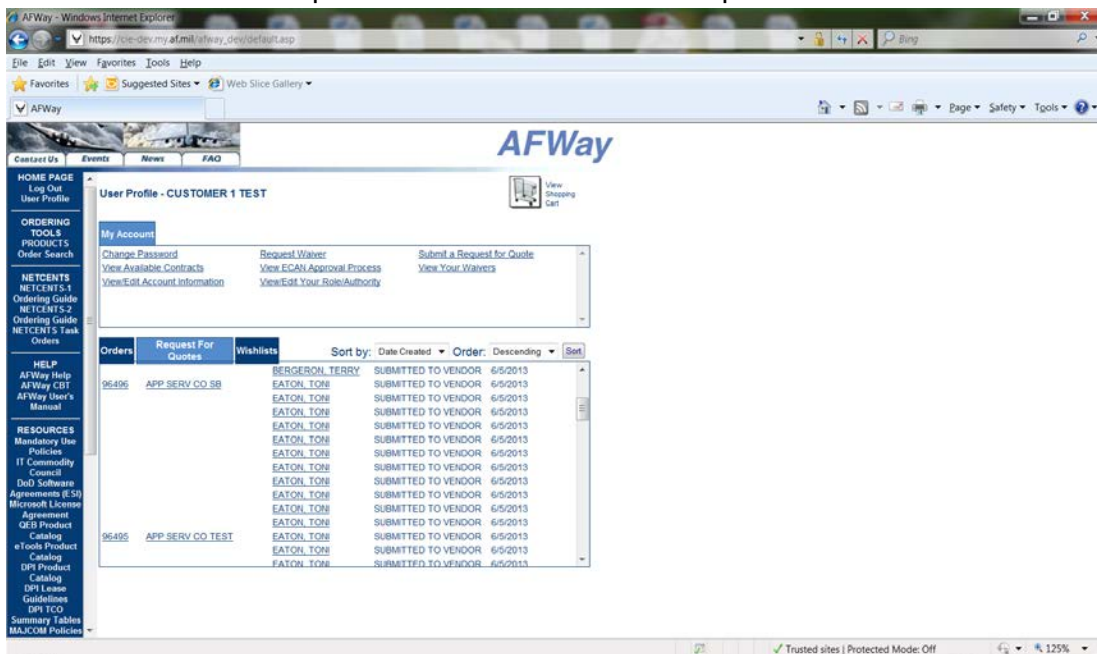


Figure 3 – Request for Quote Tab

- c. To review a Customer's RFQ requirements, click on the *RFQ ID* number link. A screen similar to the one shown in Figure 4 below will display.

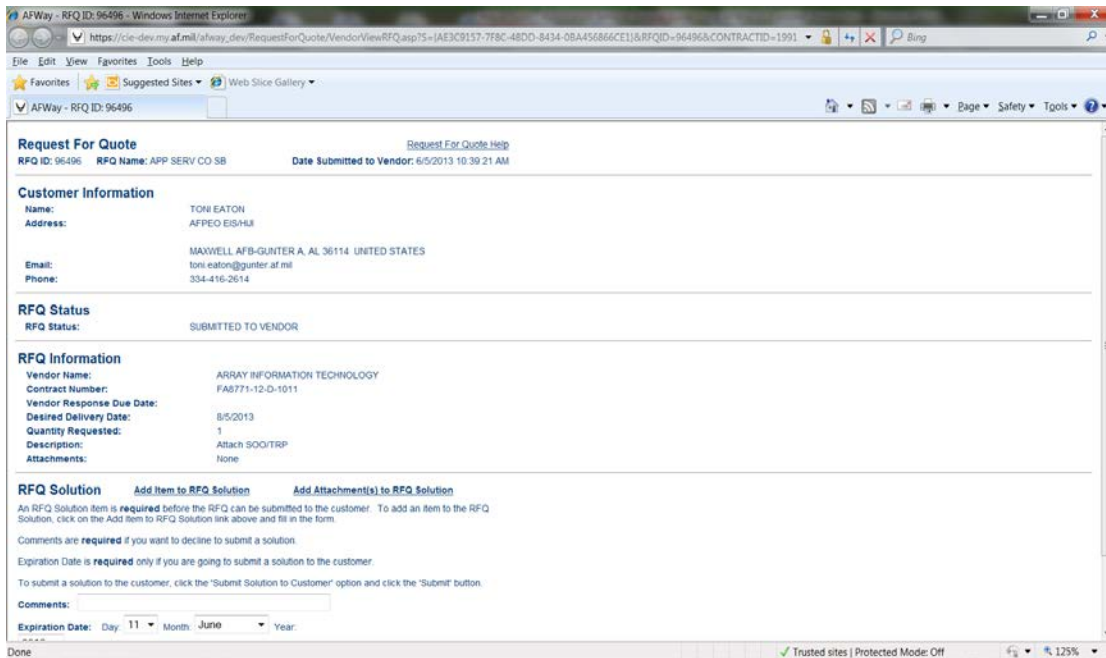
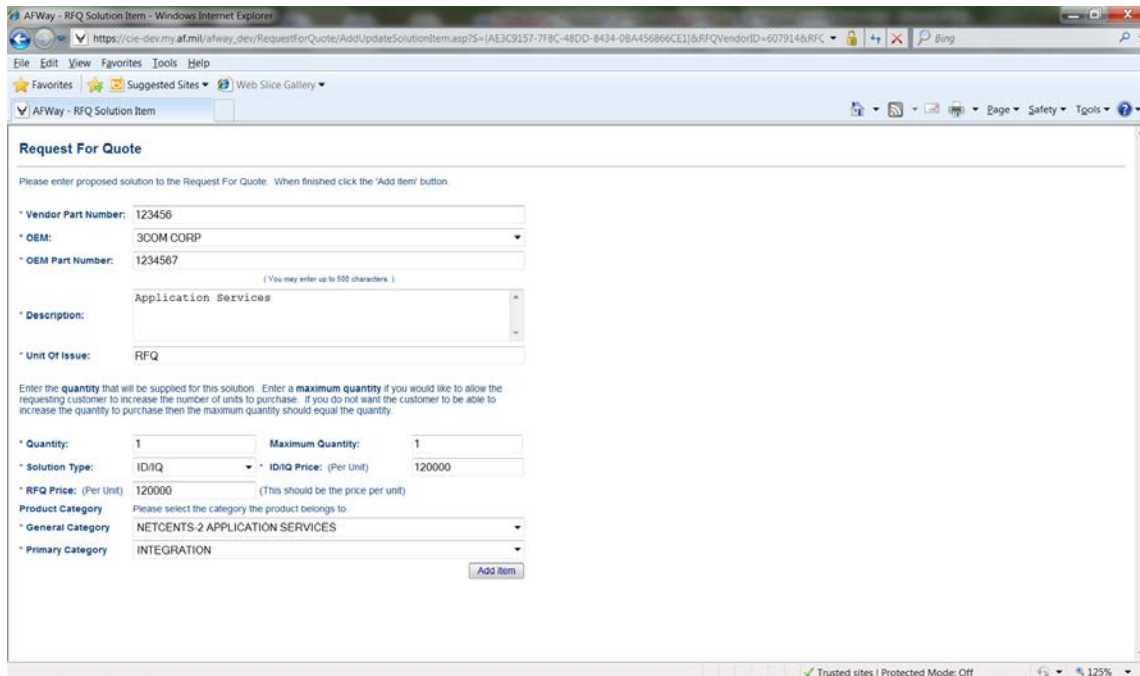


Figure 4 – AFWay Request for Quote

- d. View the Performance Work Statement (PWS) and any other informational documents (i.e. Instructions to Offerors, Evaluation Criteria, etc.) by clicking on the respective document(s) in the RFQ Information section. All documents listed here are provided by the customer.
- e. Once the requirements of the PWS are understood, the vendor is responsible for building their RFQ solution. Be sure to include all documents as requested by the customer. **If the RFQ requirements require any hardware or software, be sure to include at least two estimates from the NetCents-2 Products vendors as part of the RFQ solution.** When the vendor is ready to upload their RFQ solution, click the “*Add Attachment(s) to RFQ Solution*” link (Figure 4) and follow the instructions to upload the RFQ solution. **The RFQ has a limitation of 5 attachments, which must be less than 6MB in size. Recommendation: Consolidate your documents into a single PDF file and upload.**
- f. After all necessary documents have been attached to the RFQ solution; **the vendor must add at least one line item to the RFQ Solution in order to be able to submit the RFQ.** To do this, click the “*Add Item to RFQ Solution*” link. The screen displayed in Figure 5 will display.



**Figure 5 – Adding a Line Item to Build a RFQ Solution**

- g. Complete the fields in shown in Figure 5 as follows and click the Add Item button. **Users may experience a minor delay when submitting a line item.**

**Vendor Part Number:** RFQ ID#

**OEM:** Select your company name from the drop-down menu

**OEM Part Number:** RFQ ID#

**Description:** Provide an executive summary of your solution

**Unit of Issue:** RFQ

**Quantity:** “1”

**Maximum Quantity:** “1”

**Solution Type:** ID/IQ

**ID/IQ Price:** Total estimated cost of company solution in \$

**RFQ Price:** Total estimated cost of company solution in \$

**General Category:** NETCENTS-2 APPLICATION SERVICES

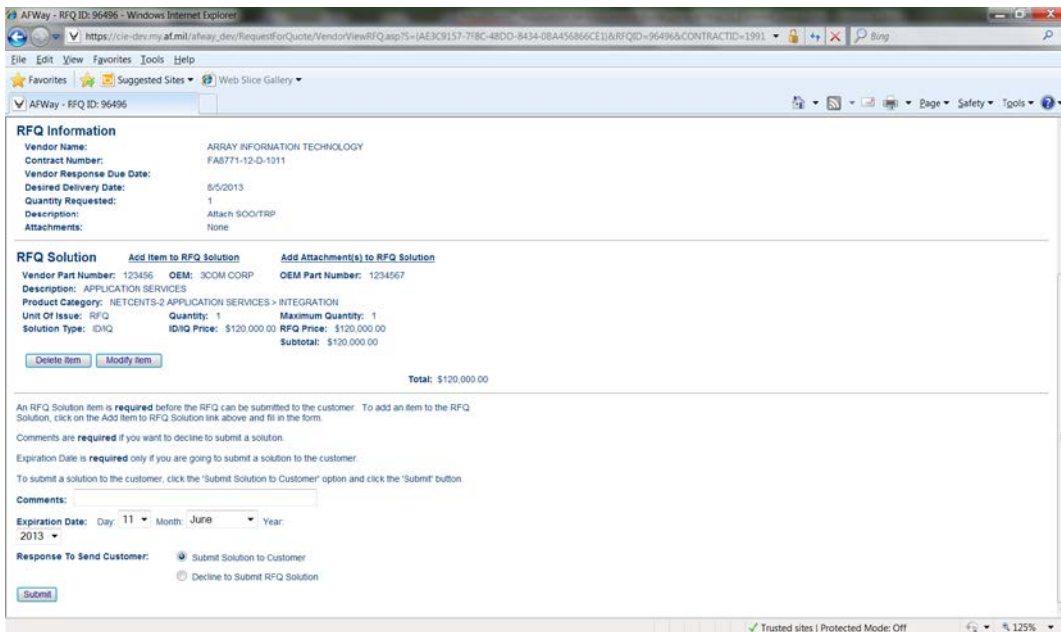
**Primary Category:** This field should be populated with the menu selection that matches the Description field in the RFQ Information section chosen by Customer

- o Sustainment Services
- o Migration Services
- o Integration
- o Re-engineering
- o Web Services/Information
- o Application Services
- o Data Services
- o Operational Support
- o Help Desk Support
- o Testing Support

- o Other

**Secondary Category:** No selection necessary; N/A.

- h. The vendor is now ready to submit the RFQ solution. Comments are required if the vendor wants to decline to submit a solution. An expiration date is required if the vendor is submitting a solution to the customer, which represents the date the RFQ solution and its estimate is valid until. Ensure the “Submit Solution to Customer” radio button is selected for the *Response to Send Customer* field. Click the *Submit* button to send the RFQ solution to the customer. **Users may experience a minor delay when submitting their RFQ solution.** See Figure 6 for a visual on how to submit a RFQ solution. **NOTE: It is highly recommended to set the expiration date for the RFQ solution at least 30 days out to allow the Customer ample time for evaluation.**



**Figure 6 – Submitting an RFQ Solution**

- i. After submission of the RFQ solution, the respective RFQ is removed from the vendor’s user profile, and the status is updated on the customer’s user profile page. The customer’s user profile page will display both the solution submitted by the vendor, and the expiration date of the quote.

**NOTE: If the vendor is going to decline to submit an RFQ solution to the customer, the vendor does not need to add any line items to a RFQ solution. Rather, the vendor will open the RFQ, ensure the radio button for the *Response to Send Customer* is set to “Decline to Submit RFQ Solution,” and provide a comment for the reason the vendor is not providing a solution.**



## IV. Order Acceptance & Processing

- a. When a vendor's RFQ Solution is selected and awarded by the customer as an order, the vendor will receive an e-mail notification. As a vendor, to view the final order details, login to AFWay using the vendor account and select the Orders tab on the User Profile page as shown in Figure 7 below.



Figure 7 – Vendor Orders on Vendor Profile Page

- b. Click the applicable *Order Number* link or *Customer Name* link to view final order details for the respective order. When the vendor clicks on the *Order Number* link or *Customer Name* link to view final order details, the page in Figure 8 below is displayed.
- c. The default *Order Status* is “Accepted by Vendor.” If the Order Status changes, the vendor must update and/or change the *Order Status*, and click on the Update Order Status button. Complete the Order Status section by inserting the Vendor Order Number. **IMPORTANT: Be sure to click the “Update Order Status” button each and every time this page is loaded. Any time the order status changes ensure this section is updated for accuracy.**

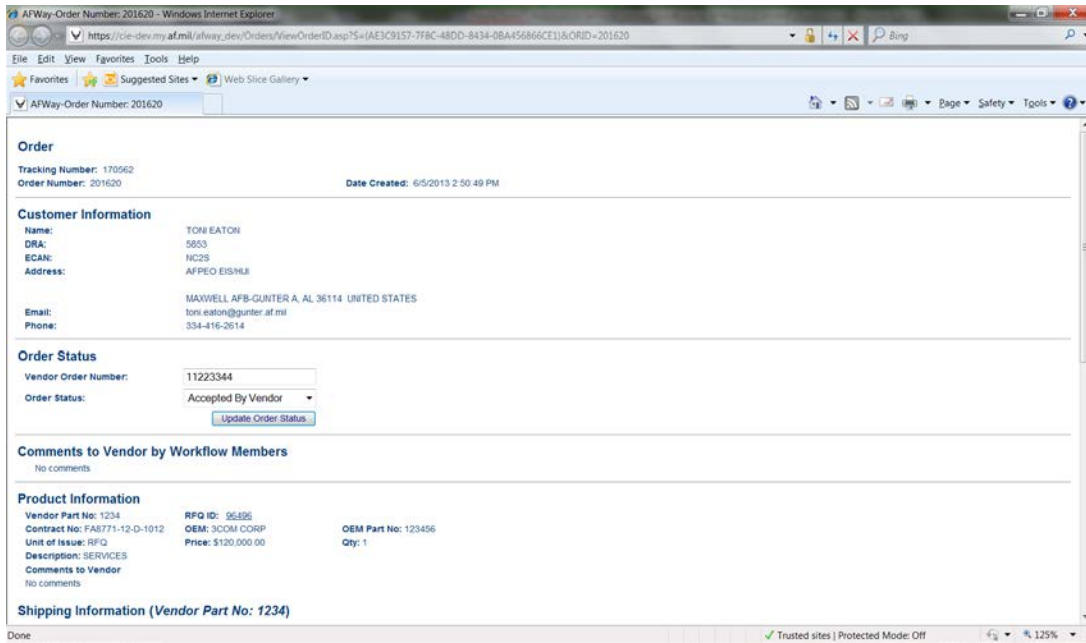


Figure 8 – Order Details Page

## **CHANGE PAGE**

Page 9 Deleted the Shipping Screen Shot and Verbiage