



## Sourcing System – Bidder Guidance – JAGGAER

This guidance relates to the Crown Commercial Service Sourcing System at:

<https://crowncommercialservice.bravosolution.co.uk>

Date	Version	Change Summary
05/08/2019	1.0	First published version
03/10/2019	1.1	Addition of Section 5 – Managing Supplier Users

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## Section 1. Registration on the Sourcing System

### 1.1 Introduction

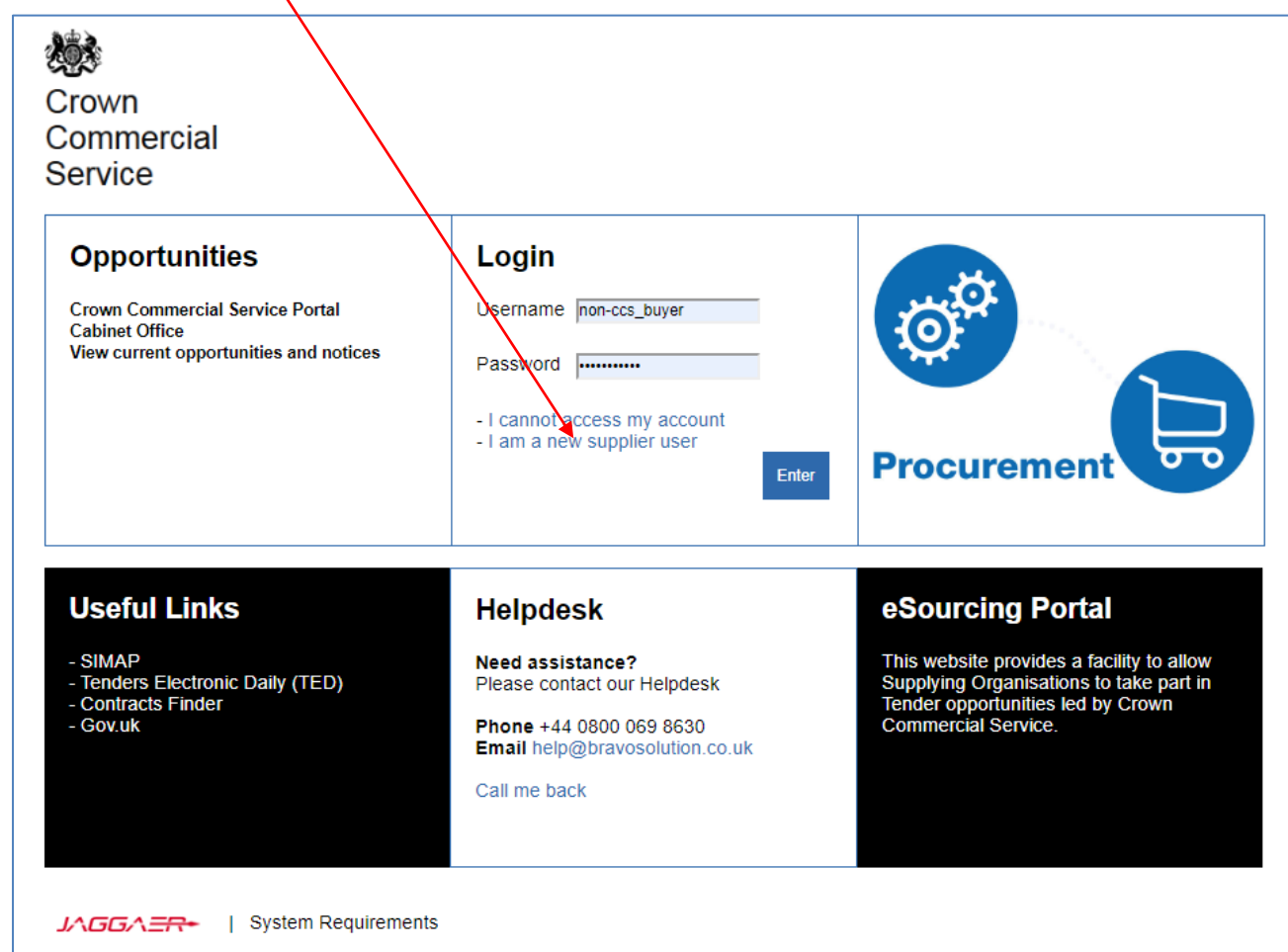
Registration for a supplier organisation on the Sourcing System is a one-time activity and subsequently the organisation can participate in any number of procurement events. However, each user from an organisation should be registered. When an organisation is registered (see Section 1.2), a user must also be created who becomes that organisation's "super user" with the ability to create colleagues as additional users (see Section 1.3).

Once an organisation is registered the system will check if an attempt is made to register an organisation with the same DUNS number (these are generated by Dun & Bradstreet by request from an organisation). If a pop-up message indicates that the DUNS is already in use, this probably means that:



- you have mistyped your correct DUNS number, or
- your organisation is already registered and your organisation's "super-user (see above) should register you as an additional user for your organisation.

### 1.2 Registration of your organisation

Select [I am new supplier user].



**Crown Commercial Service**

<b>Opportunities</b> Crown Commercial Service Portal Cabinet Office View current opportunities and notices	<b>Login</b> Username <input type="text" value="non-ccs_buyer"/> Password <input type="password" value="*****"/> <a href="#">- I cannot access my account</a> <a href="#">- I am a new supplier user</a> <input type="button" value="Enter"/>	  <b>Procurement</b>
<b>Useful Links</b> <ul style="list-style-type: none"><li>- SIMAP</li><li>- Tenders Electronic Daily (TED)</li><li>- Contracts Finder</li><li>- Gov.uk</li></ul>	<b>Helpdesk</b> <b>Need assistance?</b> Please contact our Helpdesk <b>Phone</b> +44 0800 069 8630 <b>Email</b> <a href="mailto:help@bravosolution.co.uk">help@bravosolution.co.uk</a> <a href="#">Call me back</a>	<b>eSourcing Portal</b> This website provides a facility to allow Supplying Organisations to take part in Tender opportunities led by Crown Commercial Service.

**JAGGAER** | System Requirements

- The User agreement will be displayed, a PDF copy can be downloaded by selecting [Adobe PDF file]. Selecting [I Agree] is mandatory in order to progress the registration, then [Next]

Close

Adobe PDF file

### User Agreement

#### USER AGREEMENT

**1. Introduction**  
 1.1. This User Agreement between Crown Commercial Service (the Buyer) and the Supplier governs the access and use of the eSourcing System (the System) by the Supplier to respond to an invitation from the Buyer to participate in a procurement exercise.  
 1.2. A procurement exercise may include a Pre-Qualification Questionnaire (PQQ), a Request for Information (RFI), an Invitation to Tender (ITT), an Invitation to Negotiate (ITN), an Invitation to Participate in Dialogue (ITPD), an Invitation to Submit Final Offer (ITSFO), Invitation to Submit Final Tender (ITSFT), a Best And Final Offer (BAFO), a Request for Proposal (RFP), a Request for Quotation (RFQ), an electronic Auction or an electronic Contract. This above list of individual procurement exercise processes is indicative and a non-exhaustive representation of commonly used terminology. Buyer Organisations may have their own, unique terminology to be applied on a case by case basis.  
 1.3. The System is provided by BravoSolution UK Ltd and operated by the Buyer. This User Agreement applies to the Supplier's and its Supplier Users' access to and use of the System. The Supplier acknowledges that by a Supplier User accessing the System using the user ID and password provided by, or on behalf of the Buyer, the Supplier agrees to be bound by this User Agreement.  
 1.4. The Supplier shall only use the System to respond to an invitation to participate in a procurement exercise in accordance with this User Agreement and any further rules expressed and presented in the System. In the event that there is any conflict between this User Agreement and any such further rules, then the provisions of such further rules shall take precedence over this User Agreement.

**2. Access**  
 2.1. The Buyer grants to the Supplier, free of charge, access to the System by Supplier Users for the purpose of responding to any invitation to participate in a procurement exercise, subject to this User Agreement.  
 2.2. The Buyer may immediately deny access to the System by the Supplier and/or one or more Supplier Users by giving notice in writing to the Supplier if any of the following events occur:  
 2.2.1. The Supplier commits a material breach of any of its obligations under this User Agreement; and  
 2.2.2. The Supplier fails to remedy, or persists in, any breach of any of its obligations under this User Agreement after having been notified in writing to remedy or desist such breach within a period of ten (10) Working Days.  
 2.3. Without prejudice to any of the Buyer's other rights, the Buyer reserves the right to suspend access to the System without notice for technical or legal reasons.

**3. Registration**

I have read and agree to the eSourcing Service User Agreement

☐ I agree ☐ I do not agree

Next

- Populate the fields as displayed with your organisation's details:

### Registration Data

Registration Data Registration Confirmation

Save Close

Reset

#### Organisation Details

\* Organisation Name

\* Country UNITED KINGDOM

\* State/County ---

\* City

\* Address line 1

\* Postal Code

Company Registration Number (if not registered enter 'N/A')

DUNS number

\* VAT Number (if not registered enter 'N/A')

\* Main Organisation Phone Number

\* Organisation Email Address

Web site

- Populate the fields as displayed with the details of the individual who will be the organisation's super-user (see Section 1.1):

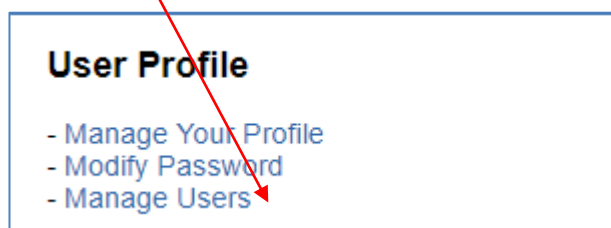
User Details	
* First Name	<input type="text"/>
* Last Name	<input type="text"/>
* Email Address <i>IMPORTANT: This email address will be used for access to the site and for all communications. Please ensure you enter the address correctly. Please use ";" (semicolon) to separate multiple addresses.</i>	<input type="text"/>
* Username (please use your email address) <i>(please do not forget your username)</i>	<input type="text"/>
Phone Number	<input type="text"/>
Mobile Number <i>(please enter "+" "country code" and "your mobile phone number" with no spaces)</i>	<input type="text"/>
* Preferred language for use in system interface	English (UK) ▼
* Time Zone	(GMT 0:00) Western Europe Time, London, Lisbon ▼
Use High Contrast Stylesheet <i>(for visually impaired users)</i>	No ▼
* User Verification Question <i>Please specify a question that will help verify your identity should the need arise (e.g. Your mother's maiden name?)</i>	<input type="text"/>
* Answer to Your User Verification Question <i>(The helpdesk may request this information in order to verify your identity).</i>	<input type="text"/>

- When the fields have been populated, select the [Save] button at the top right of the webform.
- Read any error messages that are displayed (eg missing data in fields) and action accordingly.

On successful registration, 2 emails will be sent as confirmation and provide details of the Username and an initial password, these details will be sent to the user's email address provided during registration.

### 1.3 Adding an extra user for your organisation

Login to the system and select "Manage Users".



- On the following screen select “Create”

The screenshot shows the 'Users' management page. At the top, there are tabs for 'Users', 'Roles', 'Divisions', and 'Default Users'. Below the tabs is a search bar with a 'Go to' field and a 'Filter By' dropdown set to 'All Users'. A table header is visible with columns: Last Name, First Name, Division Name, Email, Phone, and Role. In the top right corner, there is a 'Create' button with a plus icon and a three-dot menu icon.

- Populate the fields as displayed with the details of the new user.
- On completion, select the [Save] button to register the users and send registration emails.

The 'New User' form is displayed. It has a yellow header bar with the text 'New User'. Below the header are 'Save' and 'Cancel' buttons. The form is divided into sections. The 'User Details' section includes fields for:
 

- Last Name (required)
- First Name (required)
- Email (required)
- Telephone Number (required)
- A note: 'The Mobile phone number must start with '+' and contain digits from 0 to 9 (min 8 max 15) with no spaces. The first number can not be 0.'
- Division Name (dropdown menu)
- Department (dropdown menu)
- Role (dropdown menu)
- Choose your Username and check it is not already in use (text field)
- Preferred Language (dropdown menu, set to 'English (UK)')
- Time Zone (dropdown menu, set to '(GMT 0:00) Western Europe Time, London, Lisbon')

#### 1.4 Details of your registered users

Details of your organisation’s current users can be obtained by selecting “...” and then the required option from the drop-down list.

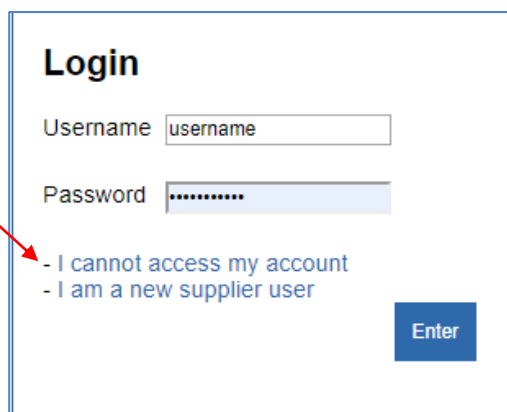
This screenshot shows the same 'Users' management page as before, but with the three-dot menu icon in the top right corner clicked. A dropdown menu is visible with the following options:
 

- Export List
- Export User Details
- Help for Suppliers

 A red arrow points from the text 'selecting “...”' to the three-dot menu icon.

## 1.5 How to reset your Password

On the Login Page select "I cannot access my account".



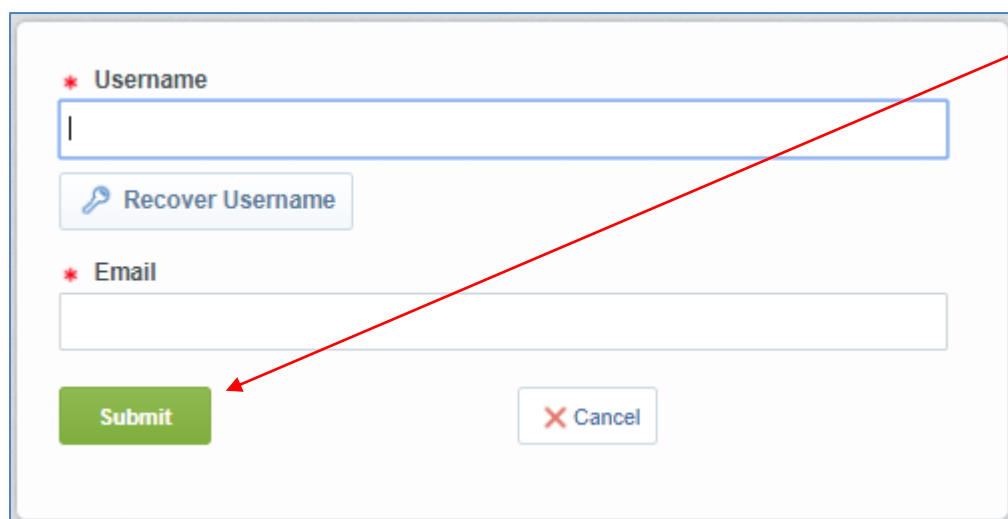
**Login**

Username

Password

[- I cannot access my account](#)  
[- I am a new supplier user](#)

- On the next screen, enter your username and registered password, then select [Submit].

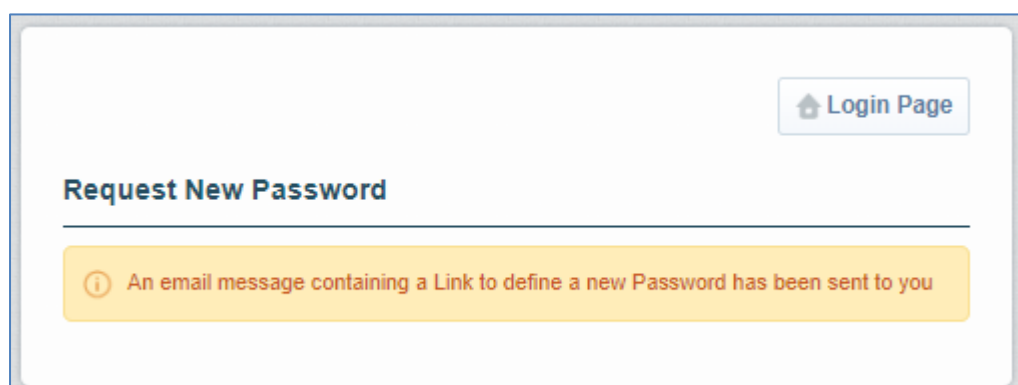


\* Username

[Recover Username](#)

\* Email

- Success will be indicated by the following message.



[Login Page](#)

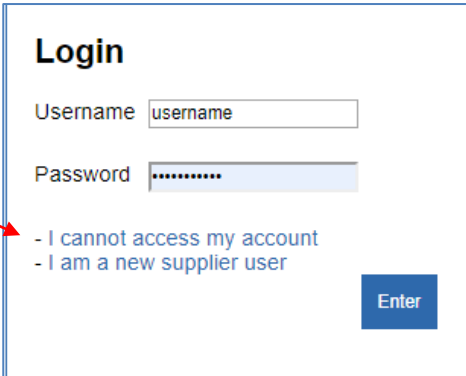
**Request New Password**

*An email message containing a Link to define a new Password has been sent to you*

- On receipt of the email, follow the instructions to reset your password.

## 1.6 How to recover your Username

On the Login Page select “I cannot access my account”.



**Login**

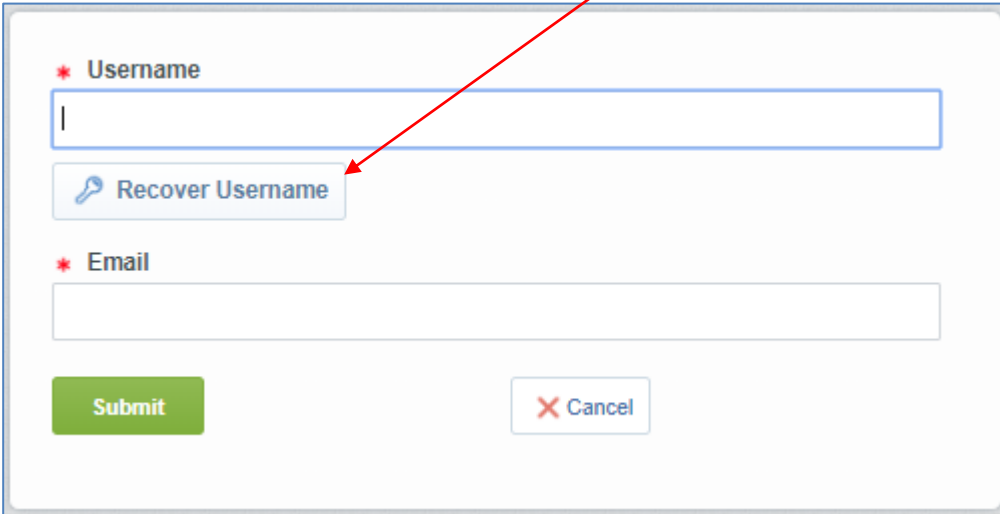
Username

Password


- I cannot access my account  
- I am a new supplier user

**Enter**

- On the next screen, select “Recover Username”.



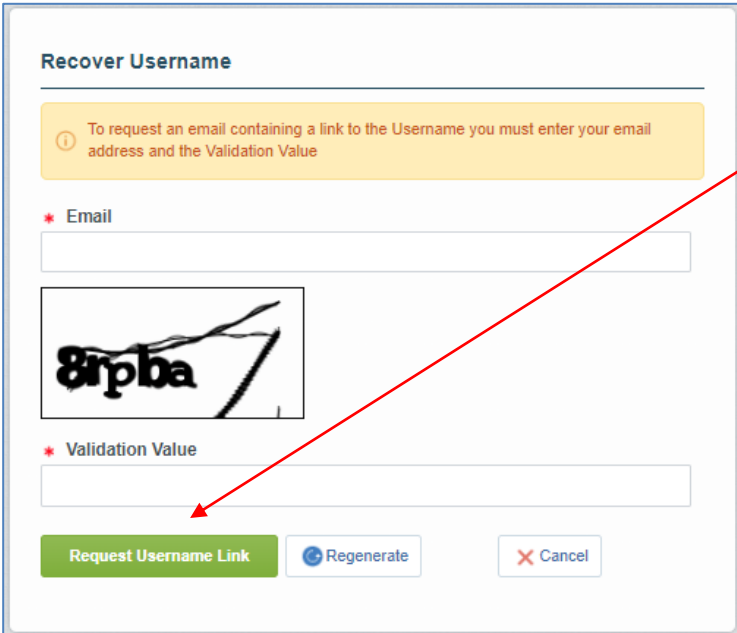
\* Username

 **Recover Username**


\* Email

**Submit** **Cancel**


- Enter your email address and the displayed “Validation Value”, then select “Request Username Link”.



**Recover Username**

 To request an email containing a link to the Username you must enter your email address and the Validation Value

\* Email

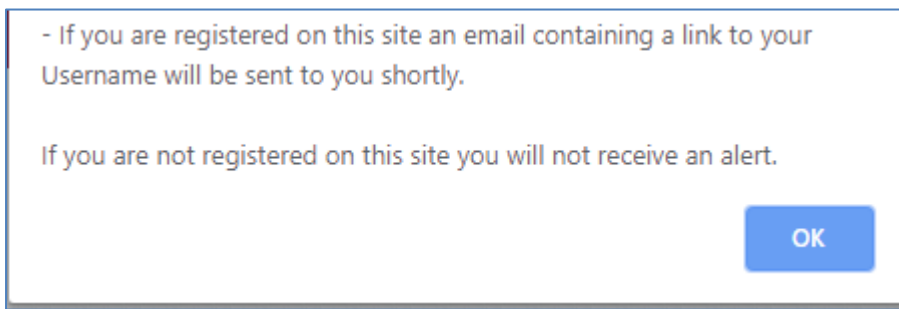


\* Validation Value

**Request Username Link** **Regenerate** **Cancel**



- Note the confirmation pop-up message, and select [OK] to close the pop-up.



- On receipt of the email, follow the instructions to recover your Username.

## Section 2. Access to a Procurement Event

### Introduction

Supplier organisations gain access to procurement events in 2 ways, either:

- they are automatically invited and notified by email alert when the event is a call-off (further competition) conducted under an earlier agreement (eg framework agreement) in which they were successfully awarded a place on that agreement.. For guidance see Section 2a.
- they need to Express an Interest in participating in the event. For example this would apply to a newly published opportunity being conducted by CCS on their Jaggaer system and would have been advertised on Contracts Finder. This is a process that suppliers can action for themselves. For guidance see Section 2b.

## Section 2a. Access to a Call-Off (Further Competition) Event

### 2.1 Background

If your organisation has been awarded a place in a Lot of a Framework Agreement, when a buyer publishes a call-Off (further competition) from that Lot, email alerts will be sent to the supplier's nominated contacts notifying that this event is available for them to access.

Responding to a call-off event (see Section 4) will be in one of two formats as clearly presented within the specific event, either:

- a simplified response format requiring you to upload and submit a single file or a single zipfile containing documents which represent your response to the Buyer's requirement (see Section 4a), or
- a more extensive response involving providing answers to multiple online questions and possibly uploading attachments as additional or supporting evidence (see Section 4b).



Registration for access to the Sourcing System is covered in Section 1.

## 2.2 Accessing the Sourcing System

Enter your username and password in the indicated fields and select [Enter].




Crown  
Commercial  
Service


<b>Opportunities</b> Crown Commercial Service Portal Cabinet Office View current opportunities and notices	<b>Login</b> Username <input type="text" value="username"/> Password <input type="password" value="....."/>  - I cannot access my account - I am a new supplier user  <input type="button" value="Enter"/>	  <b>Procurement</b>
<b>Useful Links</b> <ul style="list-style-type: none"><li>- SIMAP</li><li>- Tenders Electronic Daily (TED)</li><li>- Contracts Finder</li><li>- Gov.uk</li></ul>	<b>Helpdesk</b> <b>Need assistance?</b> Please contact our Helpdesk  <b>Phone</b> +44 0800 069 8630 <b>Email</b> <a href="mailto:help@bravosolution.co.uk">help@bravosolution.co.uk</a>  <a href="#">Call me back</a>	<b>eSourcing Portal</b>  This website provides a facility to allow Supplying Organisations to take part in Tender opportunities led by Crown Commercial Service.

**JAGGAER** | System Requirements

This message screen may be displayed if there is a message relating to the system from the Service Provider or Crown Commercial Service. Select [Main Page] to proceed.



Crown  
Commercial  
Service

Welcome John Girling 

Accept cookies to avoid alert message at next login

**\*\*\* IMPORTANT - SCHEDULED MAINTENANCE \*\*\***

JAGGAER Advantage eSourcing portal will shortly be upgraded to JAGGAER Advantage 19.1 on Monday, 24th June 2019.

IMPORTANT: The scheduled maintenance window will take place the whole day on Sunday, 23rd June 2019.

The internet browsers that are supported by JAGGAER Advantage 19.1 are:

- Microsoft Edge (Microsoft Internet Explorer 11 is still supported but not recommended).
- Google Chrome
- Mozilla Firefox (ESR) 60+
- Safari 12 for MacOS

Java Runtime Environment Sun Version 1.8, or higher, is required for legacy auctions.

Please click 'Main Page' on the top right to proceed.

The Landing Page will now be displayed. Select your required option from those on display, eg selecting “My ITTs” will show those call-off events to which you are invited.

<p><b>Projects</b></p> <p><b>My PQQs</b></p> <p><b>Pre-Qualification Questionnaires (PQQs)</b></p> <p><b>PQQs Open to All Suppliers</b></p> <p><b>My ITTs</b></p> <p><b>ITTs Open to All Suppliers</b></p>	<p><b>Log Out » Supplier reserved area</b></p> <p><b>Welcome to the CCS Sourcing Portal</b></p> <p>This service provides a secure and efficient means for you to engage in <a href="#">Tender Projects</a> with our Buyers.</p> <p>Pre-Qualification Questionnaires for new EU procurements are available by clicking on <a href="#">PQQs Open to All Suppliers</a>.</p> <p>Once you have expressed interest in a PQQ it will move to your <a href="#">My PQQs</a> page, where you can download any documentation and submit your response.</p> <p>Buyers may invite you to participate in Invitations to Tender. The <a href="#">My ITTs</a> page allows you to view and respond to any ITT to which you have been invited.</p> <p>Some Invitations to Tender are open to all suppliers. The <a href="#">ITTs Open to All Suppliers</a> page allows you to express interest in these ITTs and move them to your <a href="#">My ITTs</a> page.</p> <p>A helpdesk is available to support you in using this service. If you require any assistance then please contact the helpdesk as soon as possible.</p>	<p><b>User Profile</b></p> <ul style="list-style-type: none"> <li>- <a href="#">Manage Your Profile</a></li> <li>- <a href="#">Modify Password</a></li> <li>- <a href="#">Manage Users</a></li> </ul> <p><b>Helpdesk</b></p> <p><b>Need assistance?</b> Please contact our Helpdesk</p> <p><b>Phone</b> +44 0800 069 8630 <b>Email</b> <a href="mailto:help@bravosolution.co.uk">help@bravosolution.co.uk</a></p> <p><a href="#">Call me back</a></p>
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## 2.3 “My ITTs”

This page will list those events to which you are invited and therefore have access. It also displays whether the event is still “Running” and if you have submitted a response to the Buyer.

ITT Code	ITT Title	Project Code	ITT Status	ITT Closing Date/Time	Buyer Organisation	Response Status
1 rfq_51	CCS Widgets Requirement 280619	tender_35	Running	05/07/2019 15:00	Crown Commercial Service	Response Submitted To Buyer
2 rfq_49	CCS Widgets Requirement 200619	tender_34	Running	01/07/2019 15:00	Crown Commercial Service	Response To Be Submitted To Buyer
3 rfq_48	Test ITT 200619	tender_33	Running	01/07/2019 15:00	Crown Commercial Service	Response To Be Submitted To Buyer
4 rfq_44	Test ITT 180619	tender_33	Closed: To Be Evaluated	18/06/2019 15:20	Crown Commercial Service	Response Submitted To Buyer
5 rfq_43	TEST ITT 120619	tender_33	Closed: To Be Evaluated	12/06/2019 13:35	Crown Commercial Service	Response Submitted To Buyer
6 rfq_42	Test ITT 110619	tender_33	Closed: To Be Evaluated	11/06/2019 16:10	Crown Commercial Service	Response Not Submitted To Buyer

Total 6

Page 1 of 1

## 2.4 ITT Details Screen

Selecting an event will open its details and allow access to the event's attachments, messages and where to create your response (see Section 4).

The screen will highlight if a response is “Not Submitted Yet” and whether “you have unread Buyer Attachments”.

ITT: rfq\_49 - CCS Widgets Requirement 200619 Running

Project tender\_34- CCS Widgets Requirement 200619  
Closing Date: 01/07/2019 15:00:00  
Response Last Submitted On: **Not Submitted Yet**

**Warning:** You have unread Buyer Attachments (5). [Click here to read the files before Submitting your Response.](#)

ITT Details Messages (Unread 0)

Settings Buyer Attachments (6) My Response Associated Users

[View Response Index Only](#)

**1. Technical Response (Questions: 1)**

**1.1 Tender Response - Question Section**

Question	Description	Response
1.1.1 Tender Response	Please upload your tender response as a SINGLE file, as a single zip file if necessary. The maximum file size being uploaded should not exceed 40MB, large file sizes will take longer to upload.	(no file attached)

**Create Response** **Decline To Respond**

If you wish to communicate with the Buyer you must use the messaging facility as described in Section 3.

## Section 2b. Access to other Procurement Events

### 2.5 Background

This section relates to events on the system to which a supplier is not automatically invited, see Section 2 for clarification. Events to which a supplier must “Express an Interest” can be accessed by process described from Section 2.6.

Responding to this type of event will involve providing answers to multiple online questions and possibly uploading attachments as additional or supporting evidence (see Section 4b).

Registration for access to the Sourcing System is covered in Section 1.

### 2.6 Accessing the Sourcing System

Enter your username and password in the indicated fields and select [Enter].

**Crown Commercial Service**

**Opportunities**  
Crown Commercial Service Portal  
Cabinet Office  
View current opportunities and notices

**Login**

Username

Password

[- I cannot access my account](#)  
[- I am a new supplier user](#)

**Enter**

**Procurement**

**Useful Links**

- SIMAP
- Tenders Electronic Daily (TED)
- Contracts Finder
- Gov.uk

**Helpdesk**

**Need assistance?**  
Please contact our Helpdesk

**Phone** +44 0800 069 8630  
**Email** [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)

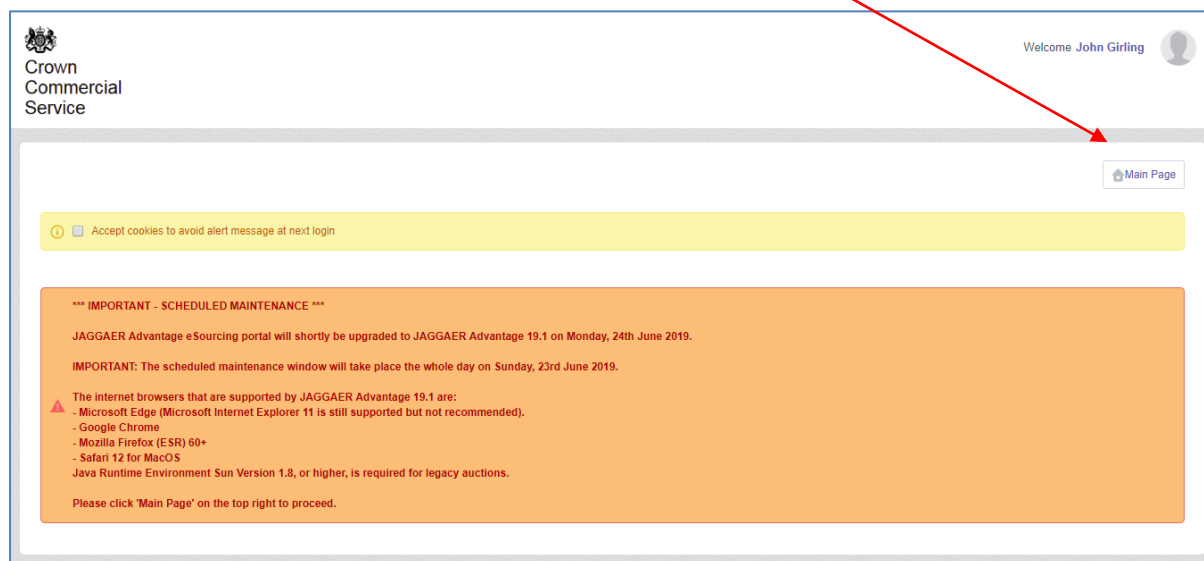
[Call me back](#)

**eSourcing Portal**

This website provides a facility to allow Supplying Organisations to take part in Tender opportunities led by Crown Commercial Service.

**JAGGAER** | System Requirements

This message screen may be displayed if there is a message relating to the system from the Service Provider or Crown Commercial Service. Select [Main Page] to proceed.

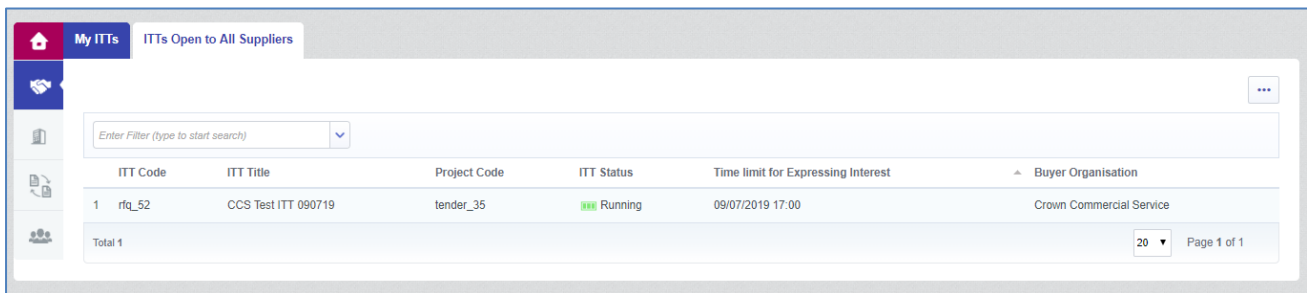


The Landing Page will now be displayed. Events being conducted on the system to which you can “Express an Interest” will be listed under either “PQQs Open to All Suppliers” or “ITTs Open to All Suppliers” as appropriate to the event.

<p><b>Projects</b></p> <p><b>My PQQs</b></p> <p><b>Pre-Qualification Questionnaires (PQQs)</b></p> <p><b>PQQs Open to All Suppliers</b></p> <p><b>My ITTs</b></p> <p><b>ITTs Open to All Suppliers</b></p>	<p><b>Log Out » Supplier reserved area</b></p> <p><b>Welcome to the CCS Sourcing Portal</b></p> <p>This service provides a secure and efficient means for you to engage in <a href="#">Tender Projects</a> with our Buyers.</p> <p>Pre-Qualification Questionnaires for new EU procurements are available by clicking on <a href="#">PQQs Open to All Suppliers</a>.</p> <p>Once you have expressed interest in a PQQ it will move to your <a href="#">My PQQs</a> page, where you can download any documentation and submit your response.</p> <p>Buyers may invite you to participate in Invitations to Tender. The <a href="#">My ITTs</a> page allows you to view and respond to any ITT to which you have been invited.</p> <p>Some Invitations to Tender are open to all suppliers. The <a href="#">ITTs Open to All Suppliers</a> page allows you to express interest in these ITTs and move them to your <a href="#">My ITTs</a> page.</p> <p>A helpdesk is available to support you in using this service. If you require any assistance then please contact the helpdesk as soon as possible.</p>	<p><b>User Profile</b></p> <ul style="list-style-type: none"> <li>- <a href="#">Manage Your Profile</a></li> <li>- <a href="#">Modify Password</a></li> <li>- <a href="#">Manage Users</a></li> </ul> <p><b>Helpdesk</b></p> <p><b>Need assistance?</b> Please contact our Helpdesk</p> <p><b>Phone</b> +44 0800 069 8630 <b>Email</b> <a href="mailto:help@bravosolution.co.uk">help@bravosolution.co.uk</a></p> <p><a href="#">Call me back</a></p>
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## 2.7 “ITTs Open to All Suppliers”

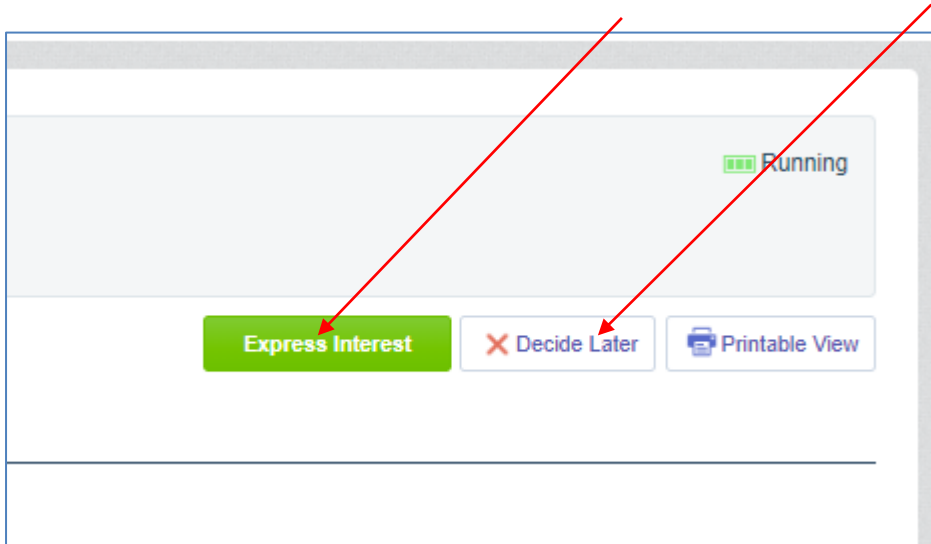
- Selecting either “PQQs Open to All Suppliers” or “ITTs Open to All Suppliers” will show a listing of events similar to below:



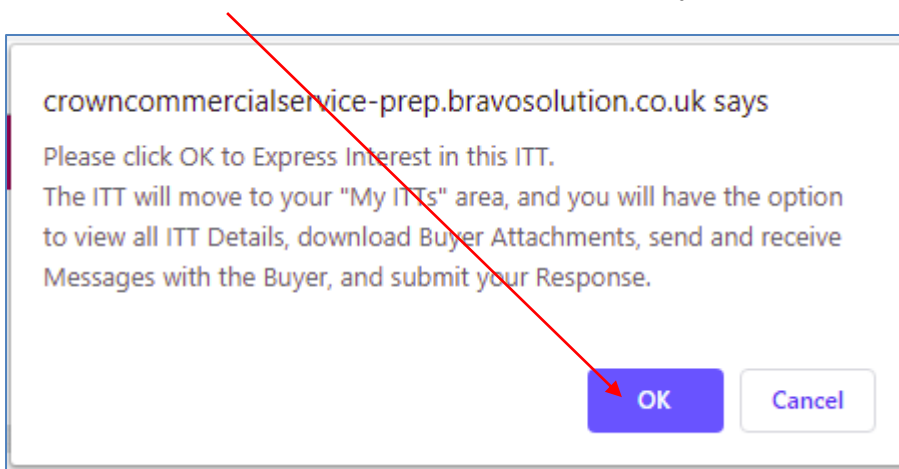
ITT Code	ITT Title	Project Code	ITT Status	Time limit for Expressing Interest	Buyer Organisation
1 rfq_52	CCS Test ITT 090719	tender_35	Running	09/07/2019 17:00	Crown Commercial Service

## 2.8 ITT Details Screen

- Selecting an event listed on this screen will open that event’s details. In the top-right corner of the event detail’s screen will be an [Express Interest] button, if you wish to participate in this event, select this button or [Decide Later] to return to the listing page.



- Select [OK] in the pop-up window to confirm your “Expression of Interest”



**NOTE: In future, you’ll access the event via the “My PQQs” or “My ITTs” links on the Landing Page, not via “PQQs Open to All Suppliers” or “ITTs Open to All Suppliers”.**



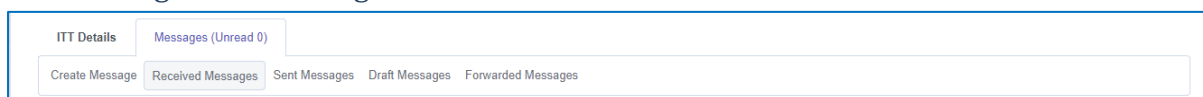
## Section 3. Messaging

### 3.1 Background

Messages may be sent between users of the system from within a specific event (PQQ, ITT etc) or generated automatically by an action within the event (eg the buyer publishing new attachments). Suppliers cannot message other suppliers, you can only message the event's buyers. After creation, your messages can be sent immediately, or saved as a draft for further editing and sending later.

Messages, either those created by a user or those generated by an event activity are notified to you by an email alert to your registered email address. User created emails do not contain the text of the associated message, they contain a link to the message held within the system, in this way the sender can be provided with confirmation of the reading of the message by the recipient (See "Sent Messages" below).

### 3.2 Creating a New Message

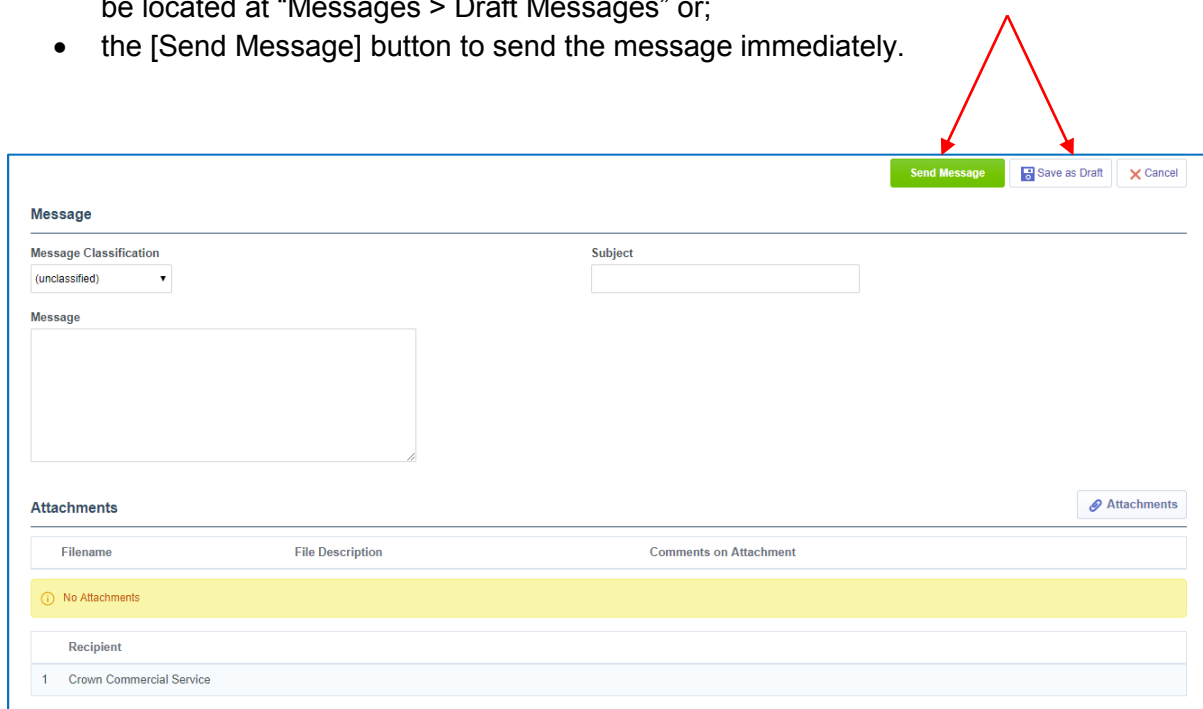


The screenshot shows a navigation bar with two tabs: "ITT Details" and "Messages (Unread 0)". Below the tabs is a row of buttons: "Create Message", "Received Messages", "Sent Messages", "Draft Messages", and "Forwarded Messages". The "Create Message" button is highlighted.

Within the related event, select "Messages > Create Message"

Populate the various message fields and select either:

- the [Save as Draft] button if you wish to edit the message and sent later, draft messages can be located at "Messages > Draft Messages" or;
- the [Send Message] button to send the message immediately.



The screenshot shows the "Create Message" form. At the top right, there are three buttons: "Send Message" (green), "Save as Draft" (blue), and "Cancel" (red). Below these buttons is the "Message" section, which includes a "Message Classification" dropdown menu (set to "unclassified"), a "Subject" text field, and a large "Message" text area. Below the "Message" section is the "Attachments" section, which includes a table with columns "Filename", "File Description", and "Comments on Attachment". The table is currently empty, and a yellow banner at the top of the table says "No Attachments". Below the table is a "Recipient" section with a table that has one row with the recipient "Crown Commercial Service".

After sending, your messages will be listed in “Messages > Sent Messages” with confirmation of whether they have been read by the recipient and whether there’s been a reply to your message.

ITT Details

Messages (Unread 0)

Create Message

Received Messages

Sent Messages

Draft Messages

Forwarded Messages

Enter Filter (type to start search)

	Recipient	Date	Subject	Read by Recipient	Replies
1	Crown Commercial Service	27/06/2019 13:24	Clarification Request - Specification	0	0
2	Crown Commercial Service	21/06/2019 13:51	gfgdfigs	0	0
Total 2					Page 1 of 1

### 3.3 Received Messages

A message sent to you will be notified by an email alert to your registered email address. The content of a user created message can be read by following the link in the email alert to “Messages > Received Messages” within the system, you will need to log in as part of following the link.

The screen will list your “Received Messages” and indicate when they were opened by you (Opened by Me) or one of your colleagues also in the event (Opened) and whether you have replied to the message (Replied).

ITT Details

Messages (Unread 1)

Create Message

Received Messages

Sent Messages

Draft Messages

Forwarded Messages

Create

...

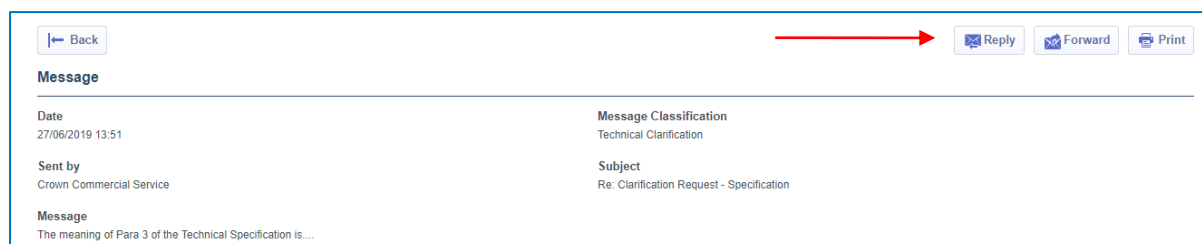
Enter Filter (type to start search)

▼

	Sender	Date	Subject	Opened by Me	Opened	Replied
1	Crown Commercial Service	27/06/2019 13:51	Re: Clarification Request - Specification			
Total 1						Page 1 of 1

Selecting the message “Subject” will open the message contents. With the message opened, you will be able to [Reply] to the message or [Print].

It is possible to [Forward] the email to an email address outside the system; however, if this option selected the message text will leave the security of the Sourcing system and it will not be possible for the new recipient to reply directly to you as the email is sent out from an unmonitored system mailbox.

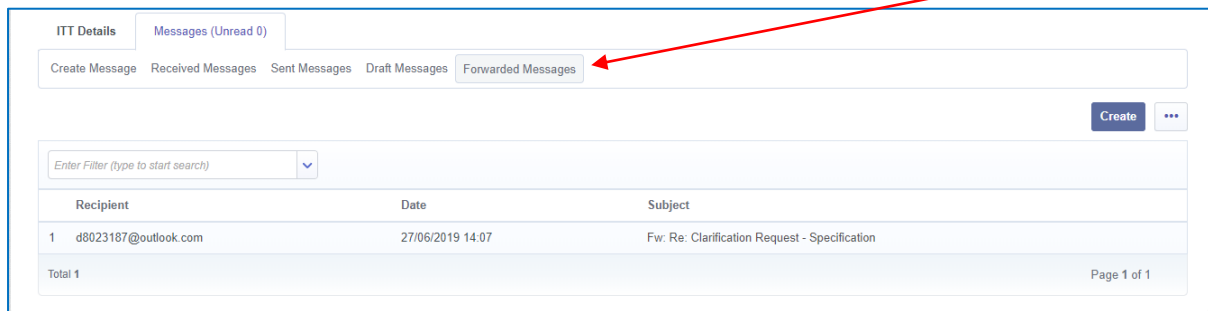


Message	
<b>Date</b> 27/06/2019 13:51	<b>Message Classification</b> Technical Clarification
<b>Sent by</b> Crown Commercial Service	<b>Subject</b> Re: Clarification Request - Specification
<b>Message</b> The meaning of Para 3 of the Technical Specification is...	

[Back](#)
[Reply](#)
[Forward](#)
[Print](#)

### 3.4 Forwarded Messages

Messages that have been “Forwarded” will be listed under “Messages > Forwarded Messages”.



The screenshot shows the ITT Messages interface. At the top, there are tabs for 'ITT Details' and 'Messages (Unread 0)'. Below these, there is a navigation bar with buttons for 'Create Message', 'Received Messages', 'Sent Messages', 'Draft Messages', and 'Forwarded Messages'. A red arrow points to the 'Forwarded Messages' button. To the right of the navigation bar is a 'Create' button and a three-dot menu. Below the navigation bar is a search bar with the placeholder text 'Enter Filter (type to start search)'. Below the search bar is a table with the following columns: 'Recipient', 'Date', and 'Subject'. The table contains one row with the following data: '1', 'd8023187@outlook.com', '27/06/2019 14:07', and 'Fw: Re: Clarification Request - Specification'. At the bottom left of the table is the text 'Total 1', and at the bottom right is the text 'Page 1 of 1'.

	Recipient	Date	Subject
1	d8023187@outlook.com	27/06/2019 14:07	Fw: Re: Clarification Request - Specification

Total 1 Page 1 of 1

## Section 4. Responding to an Event

### Introduction

Responding to an event will be in one of two formats as clearly presented within the specific event, either:

- a simplified response format requiring you to upload and submit a single file or a single zipfile containing documents which represent your response to the Buyer's requirement (see Section 4a), or
- a more extensive response involving providing answers to multiple online questions and possibly uploading attachments as additional or supporting evidence (see Section 4b).

### Section 4a. Events using the Simplified Response Format (single online question)

#### 4a.1 Responding

This type of event will have a single online question requesting to upload a single file or single zipfile containing documents which represent your response to the Buyer's requirement.

- Access the relevant event.
  - If you decide not to participate in the call-off event, select "Decline to Respond" and on the next screen, please explain your decision and select [Decline to Respond].
  - If you decide to respond select [Create Response], please read any pop-up windows that may be displayed during this process as they provide you with guidance.
- Select [Edit Response] to enable the creation of your response.

The screenshot shows the 'My Response Summary' page. At the top, there are tabs for 'ITT Details', 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (6)', 'My Response', and 'Associated Users'. Below these are buttons for 'Submit Response' and 'Export/Import Response'. The main section is titled 'My Response Summary' and shows a list of responses. The first response is '1. Technical Response' with a status of 'Missing mandatory responses (1)'. Below this is a table with columns 'Question', 'Description', and 'Response'. The table contains one row: '1.1.1 Tender Response' with a description 'Please upload your tender response as a SINGLE file, as a single zip file if necessary. The maximum file size being uploaded should not exceed 40MB, large file sizes will take longer to upload.' and a response status of '(no file attached)'. A red arrow points from the 'Edit Response' button next to the '1. Technical Response' entry to the 'Edit Mode' header in the next screenshot.

- Note the comment in the highlighted zone that you are in "Edit Mode". Select "Click to attach file". There is a maximum file size of 50MB in place, the larger the file size the longer it will take to upload, this maximum size cannot be exceeded.

The screenshot shows the 'Edit Mode' page. At the top, there is a yellow header bar with the text 'Edit Mode'. Below this are buttons for 'Save and Exit Response', 'Save Changes', 'Cancel', and 'Validate Response'. The main section is titled '1. Technical Response (Questions: 1)' and contains a table with columns 'Question', 'Description', and 'Response'. The table contains one row: '1.1.1 Tender Response' with a description 'Please upload your tender response as a SINGLE file, as a single zip file if necessary. The maximum file size being uploaded should not exceed 40MB, large file sizes will take longer to upload.' and a response status of '(no file attached)'. A red arrow points from the 'Click to attach file' button next to the '1.1.1 Tender Response' entry to the 'Click to attach file' button in the next screenshot.

- Either, “Drag and Drop” your selected single file (or zipfile) into the shaded area, or select [Select a File to Upload] and use the dialog box to select your required single file (or zipfile). Note the guidance in the highlighted zones.

**Attachments**

Select file to upload:

① Please keep attachments to a manageable size in order to facilitate downloading. The portal allows individual attachments up to a maximum size of 50Mb but we recommend that you keep attachments to 2Mb or less.

① File extensions not permitted: .bat, .chm, .cmd, .com, .cpl, .crt, .exe, .hlp, .hta, .inf, .ins, .isp, .jse, .lnk, .mdb, .ms, .pcd, .pif, .reg, .scr, .sct, .shs, .vb, .ws

**Select a File to Upload**

**Attachments**

#	Type	File Name	Size
Use the button to Upload or DRAG and DROP into this area			

- With your file selected, as shown below, select [Confirm].

**Attachments**

Select file to upload:

① Please keep attachments to a manageable size in order to facilitate downloading. The portal allows individual attachments up to a maximum size of 50Mb but we recommend that you keep attachments to 2Mb or less.

① File extensions not permitted: .bat, .chm, .cmd, .com, .cpl, .crt, .exe, .hlp, .hta, .inf, .ins, .isp, .jse, .lnk, .mdb, .ms, .pcd, .pif, .reg, .scr, .sct, .shs, .vb, .ws

**Replace Attachment** **Remove Attachment**

**Attachments**

#	Type	File Name	Size
1	ZIP	My Zipped Tender Response.zip	62.9 kb

**Confirm** **Cancel**

- Note that your file is now shown within your response. Select [Save and Exit Response], read any messages in pop-up windows.

**Edit Mode**

**Save and Exit Response** **Save Changes** **Cancel**

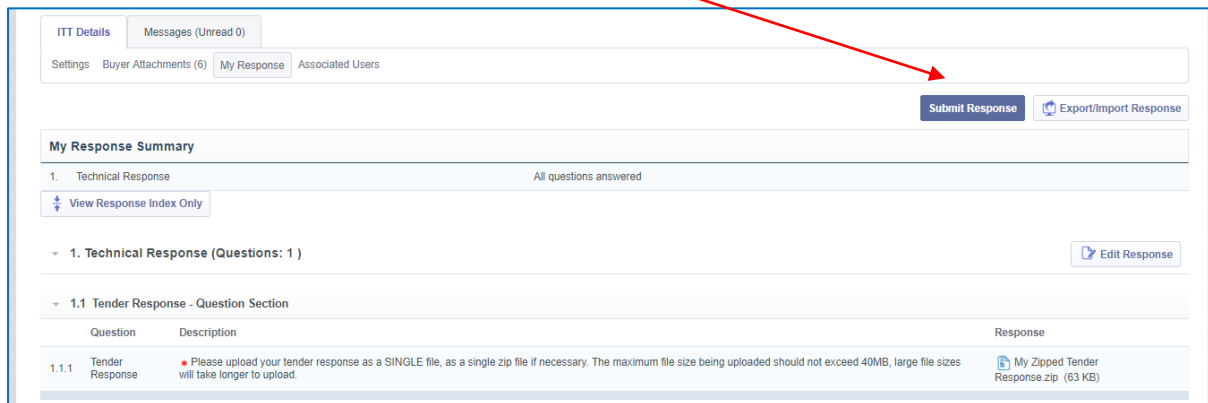
**Validate Response**

**1. Technical Response (Questions: 1)**

**1.1 Tender Response - Question Section**

Question	Description	Response
1.1.1 Tender Response	Please upload your tender response as a SINGLE file, as a single zip file if necessary. The maximum file size being uploaded should not exceed 40MB, large file sizes will take longer to upload.	<div>My Zipped Tender Response.zip (63 KB)</div> <div> </div>

- Your response is now in a “draft” state, you may leave the system and return later, or submit to the buyer now by selecting [Submit Response].



ITT Details Messages (Unread 0)

Settings Buyer Attachments (6) My Response Associated Users

**Submit Response** Export/Import Response

**My Response Summary**

1. Technical Response All questions answered

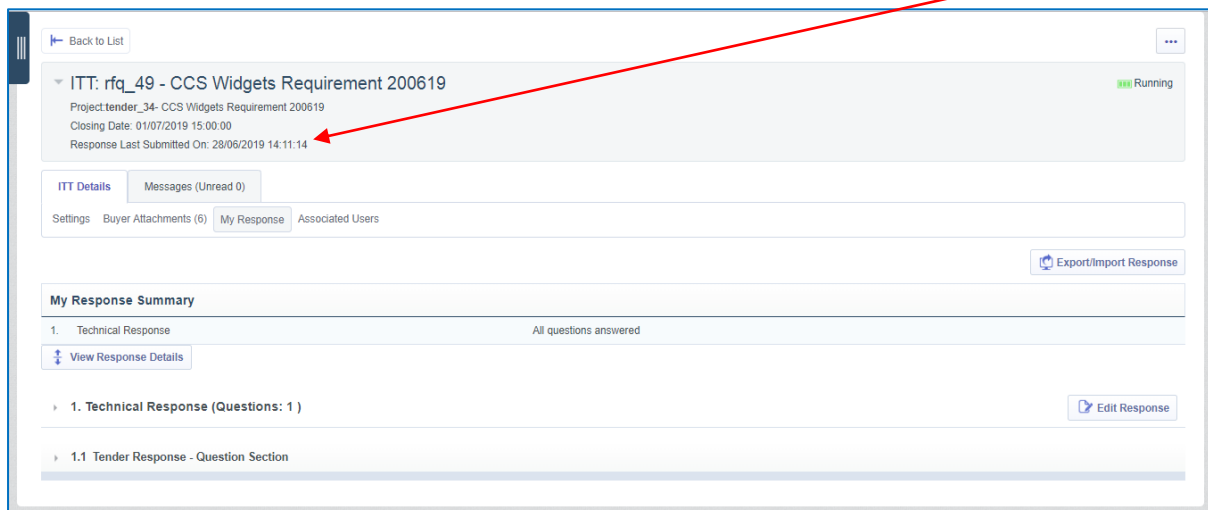
[View Response Index Only](#)

1. Technical Response (Questions: 1) [Edit Response](#)

1.1 Tender Response - Question Section

Question	Description	Response
1.1.1 Tender Response	Please upload your tender response as a SINGLE file, as a single zip file if necessary. The maximum file size being uploaded should not exceed 40MB, large file sizes will take longer to upload.	My Zipped Tender Response.zip (63 KB)

- Selecting [Submit Response] will cause pop-up windows to be presented to confirm your intention and provide guidance, please read these messages. Note the “Response Last Submitted On” date and time confirming your submission.



Back to List

ITT: rfq\_49 - CCS Widgets Requirement 200619 Running

Project:tender\_34- CCS Widgets Requirement 200619

Closing Date: 01/07/2019 15:00:00

Response Last Submitted On: 28/06/2019 14:11:14

ITT Details Messages (Unread 0)

Settings Buyer Attachments (6) My Response Associated Users

**Export/Import Response**

**My Response Summary**

1. Technical Response All questions answered

[View Response Details](#)

1. Technical Response (Questions: 1) [Edit Response](#)

1.1 Tender Response - Question Section

## 4a.2 Re-editing Your Response

You can re-edit and submit a response at any time up to the displayed “Closing Date” by selecting [Edit Response]. You cannot edit your file while it is uploaded, you must replace this uploaded file with another version and re-submit following the process described above in Section 4a.1.

Back to List

ITT: rfq\_49 - CCS Widgets Requirement 200619

Project: tender\_34- CCS Widgets Requirement 200619

Closing Date: 01/07/2019 15:00:00

Response Last Submitted On: 28/06/2019 14:11:14

Running

ITT Details Messages (Unread 0)

Settings Buyer Attachments (6) My Response Associated Users

Export/Import Response

My Response Summary

1. Technical Response All questions answered

View Response Details

1. Technical Response (Questions: 1)

1.1 Tender Response - Question Section

Edit Response

## 4a.3 Tender Outcome

For this type of event, using the “Simplified Response Format” (where an attachment is uploaded to a single online question), when the tender “Closing Date” is reached, you will no longer be able to edit your submitted response or submit a new response. The Buyer will now have access to submitted responses and be able to download the submitted files for evaluation. Following evaluation the buyer will communicate the outcome via the messaging function.

## Section 4b. Events requiring responses to multiple online questions

### 4b.1 Responding

Responding to this type of event will involve providing answers to multiple online questions and possibly uploading attachments as additional or supporting evidence.

- If you decide not to participate in this event, select “Decline to Respond” and on the next screen, please explain your decision and select [Decline to Respond].
- If you decide to respond select [Create Response], please read any pop-up windows that may be displayed during this process as they provide you with guidance.
- Access the relevant event.
- Note the highlighted zones showing your submission status is “Not Submitted Yet” and how many Buyer Attachments which are currently unread.

ITT: rfq\_48 - Test ITT 200619 Running

Project: tender\_33- JohnG Test Project  
Closing Date: 15/07/2019 23:59:00  
Response Last Submitted On: **Not Submitted Yet**

**Warning:** You have unread Buyer Attachments (5). [Click here to read the files before Submitting your Response.](#)

ITT Details Messages (Unread 0)

Settings Buyer Attachments (5) My Response Associated Users

Supplier Organisation Structure

Create Response Decline To Respond

- If the response view is contracted (as below), select [Open Full View] to expand the view.

Open Full View

1. Technical Response (Questions: 19)

1.1 Section A - Mandatory Question - Question Section

1.2 Section B - Quality Questions - Question Section

1.3 Section C - Demonstration - Question Section

2. Commercial Response (Items: 0, Questions: 1)

2.1 AQD1 Pricing matrix - Question Section

- The response view will expand as shown below.

View Response Index Only

1. Technical Response (Questions: 19)

1.1 Section A - Mandatory Question - Question Section

Question	Description	Response
	<p>★ Please select YES to indicate that, in the event you are awarded the Contract, you will unreservedly deliver in full all the relevant services that you have been successfully appointed for as set out in Attachment 3 Specification.</p> <p>RESPONSE GUIDANCE</p> <p>You are required to select either option YES or NO from the drop down list associated with this question. This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be excluded from further participation in this procurement.</p> <p>If you select YES this means you will unreservedly deliver in full all the relevant mandatory services as set out in Attachment 3 Specification and any additional services offered.</p> <p>If you select NO (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the relevant services as set out in Attachment 3 Specification you will be excluded from further participation in this competition.</p>	



- Select [Create Response], read the pop-up window as it will contain guidance in relation to responding.
- Select [Edit Response] for the relevant envelope

1. Technical Response (Questions: 19)

1.1 Section A - Mandatory Question - Question Section

Question	Description	Response
	<p>★ Please select YES to indicate that, in the event you are awarded the Contract, you will unreservedly deliver in full all the relevant services that you have been successfully appointed for as set out in Attachment 3 Specification.</p> <p>RESPONSE GUIDANCE</p> <p>You are required to select either option YES or NO from the drop down list associated with this question. This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be excluded from further participation in this procurement.</p> <p>If you select YES this means you will unreservedly deliver in full all the relevant mandatory services as set out in Attachment 3 Specification and any additional services offered.</p> <p>If you select NO (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the relevant services as set out in Attachment 3 Specification you will be excluded from further participation in this competition.</p>	

- Note the webform now displays a response function for each question within the relevant Envelope.

1.1 Section A - Mandatory Question - Question Section

Question	Description	Response
1.1.1 AQA1 – Delivery of Services	<p>★ Please select YES to indicate that, in the event you are awarded the Contract, you will unreservedly deliver in full all the relevant services that you have been successfully appointed for as set out in Attachment 3 Specification.</p> <p>RESPONSE GUIDANCE</p> <p>You are required to select either option YES or NO from the drop down list associated with this question. This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be excluded from further participation in this procurement.</p> <p>If you select YES this means you will unreservedly deliver in full all the relevant mandatory services as set out in Attachment 3 Specification and any additional services offered.</p> <p>If you select NO (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the relevant services as set out in Attachment 3 Specification you will be excluded from further participation in this competition.</p> <p>MARKING SCHEME</p> <p>PASS You have selected YES confirming you will unreservedly deliver in full all the relevant mandatory services as set out in Attachment 3 Specification and any additional services offered.</p> <p>FAIL You have selected NO confirming you will not, or cannot, deliver in full all the relevant services as set out in Attachment 3 Specification and you will be excluded from further participation in this competition. OR You have selected YES but included caveats to that response. OR You have not provided a response to this question</p>	▼

- You can now scroll through the questions in the “editable” Envelope and respond to questions in an appropriate way using the various response mechanisms which are provided:
  - text field,
  - dropdown list or;
  - attachment upload etc

If the question response requires an uploaded attachment, please use the following process:

Note the comment in the highlighted zone that you are in “Edit Mode”. Select “Click to attach file”.

Edit Mode

1. Technical Response (Questions: 1)

1.1 Tender Response - Question Section

Question	Description	Response
1.1.1 Tender Response	<p>★ Please upload your tender response as a SINGLE file, as a single zip file if necessary. The maximum file size being uploaded should not exceed 40MB, large file sizes will take longer to upload.</p>	<p>+ Click to attach file</p>

- Either, “Drag and Drop” your selected single file (or zipfile) into the shaded area, or select [Select a File to Upload] and use the dialog box to select your required single file (or zipfile). Note the guidance in the highlighted zones and the maximum uploaded file size being 50MB.

**Attachments**

Select file to upload:  
Please keep attachments to a manageable size in order to facilitate downloading. The portal allows individual attachments up to a maximum size of 50Mb but we recommend that you keep attachments to 2Mb or less.

File extensions not permitted: .bat, .chm, .cmd, .com, .cpl, .crt, .exe, .hlp, .hta, .inf, .ins, .isp, .jse, .lnk, .mdb, .ms, .pcd, .pif, .reg, .scr, .sct, .shs, .vb, .ws

Select a File to Upload

**Attachments**

#	Type	File Name	Size
Use the button to Upload or DRAG and DROP into this area			

- With your file selected, as shown below, select [Confirm].

**Attachments**

Select file to upload:  
Please keep attachments to a manageable size in order to facilitate downloading. The portal allows individual attachments up to a maximum size of 50Mb but we recommend that you keep attachments to 2Mb or less.

File extensions not permitted: .bat, .chm, .cmd, .com, .cpl, .crt, .exe, .hlp, .hta, .inf, .ins, .isp, .jse, .lnk, .mdb, .ms, .pcd, .pif, .reg, .scr, .sct, .shs, .vb, .ws

Replace Attachment Remove Attachment

**Attachments**

#	Type	File Name	Size
1	ZIP	My Zipped Tender Response.zip	62.9 kb

- While in “Edit” mode, select [Validate Response] to check that you’ve answered all the mandatory questions in that Envelope. When you’ve finished editing your response within the Envelope, select [Save and Exit Response], read any guidance messages in pop-ups.

**Edit Mode**

Save and Exit Response Save Changes Cancel

Validate Response

1. Technical Response (Questions: 1)

1.1 Tender Response - Question Section

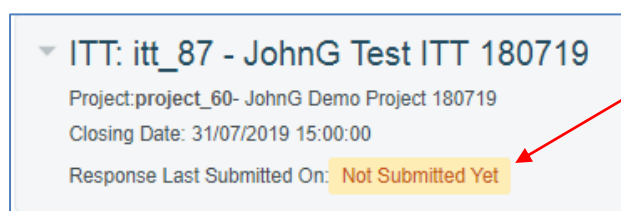
Question	Description	Response
1.1.1 Tender Response	Please upload your tender response as a SINGLE file, as a single zip file if necessary. The maximum file size being uploaded should not exceed 40MB, large file sizes will take longer to upload.	My Zipped Tender Response.zip (63 KB)

You can now select [Edit Response] for the other Envelopes within the event in order to enter your responses to those envelopes, or leave and return to the system later. While in “Edit” mode, select [Validate Response] to check that you’ve answered all the mandatory questions in that Envelope. Remember to select [Save and Exit Response] on conclusion of editing an Envelope. An event may contain some or all of:

- Qualification Envelope
- Technical Envelope
- Commercial Envelope

Your response will be in a draft state from when you first save an initial response to the questions. On completion of your response, you **must** select [Submit Response] to submit your response to the buyer, an unsubmitted response will not be accessible to the buyers.

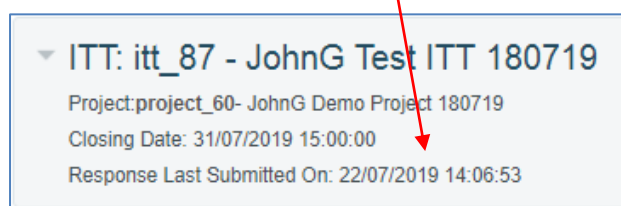
An unsubmitted response will be clearly shown within the event:



ITT: itt\_87 - JohnG Test ITT 180719  
Project:project\_60- JohnG Demo Project 180719  
Closing Date: 31/07/2019 15:00:00  
Response Last Submitted On: Not Submitted Yet

A red arrow points from the text 'An unsubmitted response will be clearly shown within the event:' to the 'Not Submitted Yet' status.

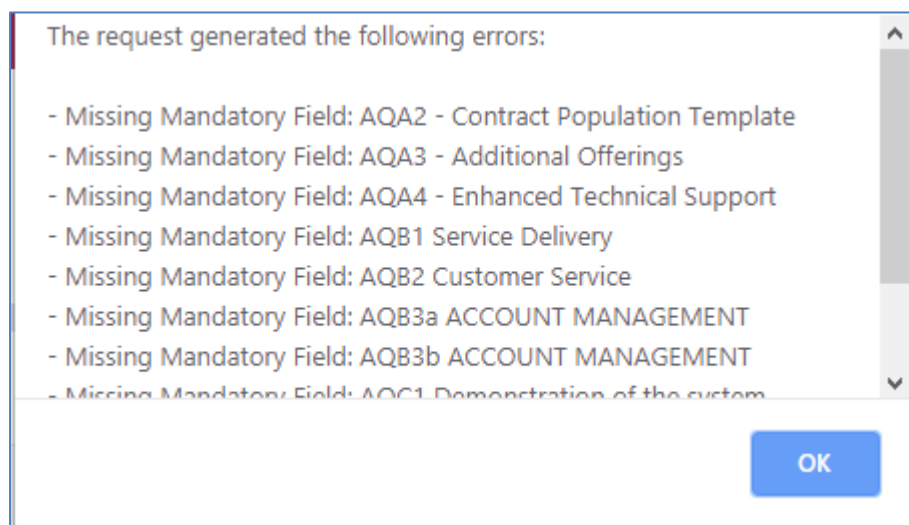
A submitted response will be shown with its submission date/time, on submission an email alert will also be sent to the submitter:



ITT: itt\_87 - JohnG Test ITT 180719  
Project:project\_60- JohnG Demo Project 180719  
Closing Date: 31/07/2019 15:00:00  
Response Last Submitted On: 22/07/2019 14:06:53

A red arrow points from the text 'A submitted response will be shown with its submission date/time, on submission an email alert will also be sent to the submitter:' to the submission date/time.

If you attempt to submit a response that is missing responses to mandatory questions, your response will not be submitted and a pop-up window will list the missing response(s). In this situation, select [OK] to close the pop-up and re-edit your response.



The request generated the following errors:

- Missing Mandatory Field: AQA2 - Contract Population Template
- Missing Mandatory Field: AQA3 - Additional Offerings
- Missing Mandatory Field: AQA4 - Enhanced Technical Support
- Missing Mandatory Field: AQB1 Service Delivery
- Missing Mandatory Field: AQB2 Customer Service
- Missing Mandatory Field: AQB3a ACCOUNT MANAGEMENT
- Missing Mandatory Field: AQB3b ACCOUNT MANAGEMENT
- Missing Mandatory Field: AQC1 Demonstration of the system

OK

## 4b.2 Re-editing Your Response

You can re-edit and submit a response at any time up to the displayed “Closing Date” by selecting [Edit Response].

The screenshot shows the JAGGAER system interface for ITT: rfq\_49 - CCS Widgets Requirement 200619. The status is 'Running'. The closing date is 01/07/2019 15:00:00. The response last submitted on is 28/06/2019 14:11:14. The interface includes tabs for ITT Details, Messages (Unread 0), Settings, Buyer Attachments (6), My Response, and Associated Users. The 'My Response Summary' section shows 1. Technical Response with all questions answered. A red arrow points from the closing date to the 'Edit Response' button.

If you are attempting to edit, re-edit or submit your response after the displayed “Closing Date”, this may be possible depending on the event’s configuration, you will be clearly warned by pop-up messages that the buyer may **not** accept your late submission.

- Attention! You are now modifying your response after the deadline.

Your submission may not arrive in time to be considered or may be rejected by the buyer.

OK

- Warning! YOU ARE ABOUT TO SUBMIT A LATE RESPONSE.

If you have already submitted a response and are making an amendment this will also result in you submitting a LATE RESPONSE.

The response may be rejected and you may be excluded from this Project. Click OK then 'Submit Response' to continue.

OK

#### 4b.3 Tender Outcome

When the event has been opened by the buyer, this may be later than the “Closing Date” depending on the event’s configuration, you will no longer be able to edit a submitted response or submit a new response (see Section 4b.2). The buyer will now have access to submitted responses and be able to download the submitted files for evaluation. Following evaluation the Buyer will communicate the outcome via the messaging function.

## Section 5. Managing Supplier Users

### Introduction

This section describes how you may:

1. Register on the platform new contacts for your organisation.
2. Give a user the “rights” to manage other users (ie User Management).
3. Adding a new contact to an event that’s been published by a buyer.

### 5.1 Registering new contacts for your organisation

Note: In order to do this activity you must either be the organisation’s super-user or have been given the rights to “User Management” (see 5.2 below).

- Login to the platform.
- Select “User Management > Manage Users > Users” from the side menu.
- Select “Create”.
- On the next screen, populate the indicated fields and select [Save].
- The new user will be emailed their access details.

### 5.2 Give a user “User Management” rights

Note: In order to do this activity you must either be the organisation’s super-user or have been given the rights to “User Management”.

- Login to the platform.
- Select “User Management > Manage Users > Users” from the side menu.
- Select the subject user from the displayed list.
- On the next screen, select “User Rights”.
- The next screen will display the current user rights for the subject user.
- Scroll down to the “User Management” section.
- Select [Edit User Management Rights].
- Select “Manage Users and Roles” to “Yes”.
- Select [Save] to confirm the change.

### 5.3 Adding a contact to an event

Note: In order to do this activity you must have access to the subject event (ie it must have been published by the buyer) and the contact must be registered on the platform (see 5.1 above).

- Login to the platform.
- Select “Sourcing > ITTs > My ITTs” from the side menu.
- The next screen will list the events to which you have access.
- Select the subject event.
- Select “ITT Details > Associated Users”
- The next screen will list the users from your organisation who have access to the event.
- To add an extra contact, select [+ Add]
- On the next screen type the user’s name in the “Quick Selection by Name”, when highlighted, select the required user, this will then displayed on the screen.
- Select [Save] and confirm [OK] to the pop-up to add the user to the event.