Procurement & Commercial

PQQ/ITT Attachment

System Guidance

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| **Introduction** |
| SSE is using the JAGGAER e-Sourcing suite to manage this pre-qualification process.  Your responses to the Invitation to Tender (ITT)/Pre-Qualification Questionnaire (PQQ) should be completed on-line in JAGGAER as submissions in any other format or method will be rejected and not included in the evaluation. |

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| **1.** | **Guidance Notes** |
| 1.1 | To participate in this event, you are required to submit a response which fully complies with this Invitation to Tender (ITT)/Pre-Qualification Questionnaire (PQQ) and its Attachments. |
| 1.2 | You are strongly advised to read through all documentation first to ensure understanding of how to submit a fully compliant response |
| 1.3 | The information and documents that you are required to complete and return are detailed in the Questions and Questionnaires section and pricing must be completed via the Item bid fields within the system. |
| 1.4 | Any documents requested by the Authority must only be attached at the question level using the paperclip icon aligned to the question (not at Questionnaire level and not at Invitation to Tender (ITT)/Pre-Qualification Questionnaire (PQQ)/Invitation to Tender (I.T.T) Attachments) using a unique, unambiguous and relevant file name as specified by SSE. They must be submitted in the format requested by SSE. |
| 1.5 | All responses must be inserted into the relevant fields unless an Attachment is additionally permitted, located beneath the relevant question. No Attachments are permitted except where specifically requested by the Authority.  Only information entered into the relevant fields or information specifically requested by the Authority and uploaded as an Attachment will be taken into consideration for the purposes of evaluating this event. |
| 1.6 | Where options are offered as a response to a question, you must select the relevant option from the drop down list. You must not answer questions by cross referring to other answers or to other materials. Each question answered must be complete in its own right. |
| 1.7 | The Authority will disregard any part of a response to a question which exceeds the specified character limit (i.e. the excess will be disregarded, not the whole response). The stated character limit includes spaces and punctuation. |
| 1.8 | You are responsible for ensuring that your response has been successfully completed in the system prior to the submission deadline. |
| 1.9 | You may withdraw from this Procurement event by choosing not to submit a response by the submission deadline, by withdrawing any submitted response, or by declining the Invitation within the system. |

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| **2.** | **System Guidance** |
| 2.01 | **SSE JAGGAER System Home Page**  Homepage Link – <https://sse.app.jaggaer.com/> |
| 2.02 | **Technical Requirements**  You can access the system using any of the following supported browsers:  Microsoft Edge  Google Chrome  Mozilla Firefox  Safari for MacOS  ***N.B. While you are working within the system you may have to disable any pop-up blocker software to make full use of the functionality.***  Internet Explorer is now being retired by Microsoft and later versions may still work but are not recommended.  Any updates to these technical requirements will be linked on the home page and at the URL below  [***https://sse.app.jaggaer.com/esop/common-host/public/browserenv/requirements.jsp***](https://sse.app.jaggaer.com/esop/common-host/public/browserenv/requirements.jsp) |
| **2.1** | **General Instructions** |
| 2.10 | **To view invitations, do the following:**   1. Log into your supplier homepage or click the link in the invitation email 2. Navigate to My ITTs/PQQs from the left hand menu to view an open events you have access to. 3. Click on the name of an event to open the event. 4. You will also see links to open ITT/PQQ events on your supplier homepage dashboards. 5. Review the event details listed on screen, including any buyer attachments highlighted in the yellow bar. |
| 2.11 | **To accept an invitation, do the following:**   1. Within the event click on the button marked “Create Response” to accept an event. 2. This will open the event where you can review the questions and enter your responses as per the section below “Responding to Questionnaires” |
| 2.12 | **To decline an event, do the following:**   1. Within the event click on the button “Decline to Respond” if you don’t wish to take part in that event. 2. On the next screen you will be asked to choose from several reason codes as to why you do not want to participate, plus provide a supporting comment. 3. Please select one that best suits your reason for declining before clicking the green “Decline to Respond” button. 4. At any time before the event deadline you can choose the “Undo Decline” button within the event to cancel your decision. You can then proceed to click “Create Response” to start your submission as per the section below “Responding to Questionnaires” 5. If after submitting a response you wish to withdraw from the event, you can click the “Withdraw Response” link at the top right of the screen. This will keep your question responses intact in the event you want to re-submit again before the deadline. |
| **2.2** | **Responding to Questionnaires** |
| 2.20 | **To respond to a Questionnaire, do the following:**   1. After clicking “Create Response” the next screen will show the relevant sections and questions for that event. Click the “Edit Response” button at the right of each section to open the questions and input your responses. 2. If you have answered any of the questions during the onboarding process, you will see your previous saved answers appear. You can leave these in place or choose to update them, and the new responses will be saved back to your supplier profile – available from the left hand menu icons. 3. For each section in turn, edit your responses and click “Save and Exit Response”. 4. You can check your input within each section by clicking “Validate Response” to ensure you have completed all questions and provided all mandatory attachments before saving. 5. Once all sections and questions are complete, click the blue “Submit Response” button on the event main response page to submit your response to the buyer. |
| 2.21 | **To revise a question response, do the following:**   1. At any point after submitting your response and before the event deadline you can click “Edit Response” beside any section and update any question answers. 2. Once the new answers are updated click “Keep Changes” then you will see a green button marked “Submit Changes”. Click that to submit your updated response. |
| 2.22 | **To respond to an** Invitation to Tender (ITT)/Pre-Qualification Questionnaire **(PQQ) offline, do the following:**   1. Within the event click the “Offline Questionnaire in Excel” button on the right of the screen to open the event download/upload screen where you can use an Excel file to submit your response offline. 2. Click “Download Online Questionnaire in Excel” and open the resulting file 3. Update your responses within the file and save to your local storage location. 4. On the same screen click “Choose File” and select the updated Excel file you saved. 5. Click “Import Online Questionnaire in Excel” to upload your responses back to the event. 6. Review your new uploaded answers and then click either “Submit Response” (for your first submission) or “Submit Changes” (if you had any previous responses submitted). |
| 2.23 | **To attach files to an** Invitation to Tender (ITT)/Pre-Qualification Questionnaire**, do the following:**   1. Some events may require attachments to respond to certain questions. Where this is the case you will see a prompt marked “+ Click to attach file” beside that question. 2. Click the prompt to open a dialogue bit where you can either drag and drop a file into the attachment area or click the blue “Select a File to Upload” button to choose a file from your computer. 3. If the buyer has permitted additional attachments to the event separately from the question attachments, this will be shown as a “Supplier Attachments” tab beside the Buyer Attachments area. Please read the event instructions to determine what types of files have been requested if this capability has been turned on for your event. 4. The question attachment area is designed for items relating only to that question. Do not use question attachments to upload other information, brochures or other material that don’t relate to that question. |

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| **3.** | **Additional System Support** |
| 3.10 | **Supplier Support**  For technical issues or queries you can contact JAGGAER Supplier Support via email or telephone using the links and numbers on the SSE Procurement Portal homepage <https://sse.app.jaggaer.com/>  Alternately you can visit the JAGGAER Supplier Support Site - <https://www.jaggaer.com/supplier-support/> |
| 3.11 | **Online Help & Guides**  Online system help is available when logged into the system at the link below.  <https://sse-prep.app.jaggaer.com/esop/help/ja/supplier/Default.htm>  The help site Includes a link to the PDF Supplier Handbook plus online training videos. |
| 3.12 | **Video Tutorials**  The online training video tutorials available in the link above include the following topics   * Becoming a Registered Supplier * Using the Main Page * Using the Dashboard * Using Sourcing+ * Using My Organization * Using Supplier Management+ * Using User Management |