Ministry of Defence

Defence Sourcing Portal

Supplier User Guide

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![Ministry of Defence]

Logging into Defence Sourcing Portal

Log In

Navigate to https://contracts.mod.uk/ and enter your username and password to gain access to the portal.

Logging in after registration will take you to a landing page.
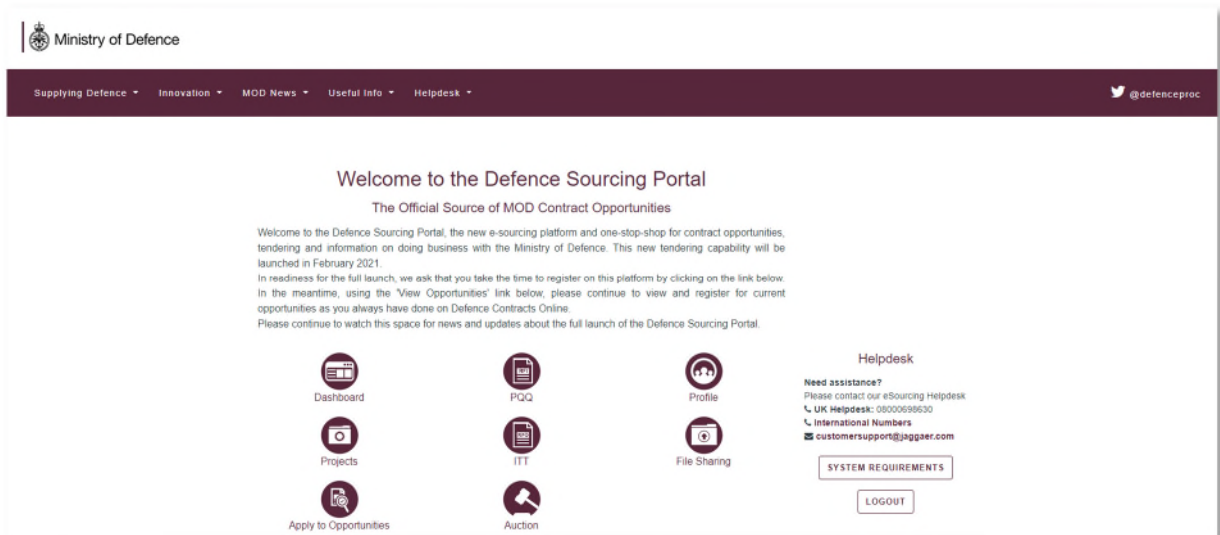
From here you can access your organisation profile, add new users to the organisation account and respond to requests from MOD (e.g. PQQs, ITTs).

Note: Only the Super User can access the organisation profile

System Time Out

For security reasons if you are inactive on the site for 30 minutes you will be timed out. This is part of a strict requirement to maintain security and tender integrity.

Navigating the Portal

When navigating through the portal do not use the "Back" or "Forward" buttons in your browser. Please use the links provided within the site to navigate through the portal.

Users

The Super User is the first user that registered on the platform and is responsible for managing other users. The User Management module is where the Super User manages individual user accounts, divisions, user roles, and organisational activity assignments.

Only users with **Manage Users** right can create a user account. The "Super User" has this right by default.

Create User Account

Step-by-Step
1. Navigate to **User Management ⛭ > Manage Users > Users**.
2. Click **Create**. A page for creating the new user opens.
3. Complete the **User Details** fields. Mandatory fields are marked with a red asterisk.
4. Click **Save** to create the new user account.

The user will receive a system generated email with their login information. By default, user rights are NOT assigned to a newly added user, unless the user was assigned a Role with user rights configured during account creation.

Edit User Rights

Step-by-Step
1. Navigate to **User Management ⛭ > Manage Users > Users**.
2. Click the **User's Name** to open the User Details page for that user.
3. Click the **User Rights** link under the Details tab.
4. Click **Edit** to switch to edit mode.
5. Amend the user rights in each module by selecting the relevant options from the dropdown lists.
6. There are typically three levels of access you can select for each user right:
    - No (No access at all)
    - Yes, if I'm added to the User Rights list in the Object (Access is given to user within the individual Auction, PQQ, and/or ITT)
    - Yes (Access is given to all events)
7. Click **Save** to save the updated level of access.

Note: Two shortcuts are available (**Set Full Rights** and **Set Minimum Rights**) when editing the user rights in order to set all the permission to the maximum value and minimum value for all rights or a specific section.

Check User Status

Step-by-Step
1. Navigate to **User Management ⛭ > Manage Users > Users**.

2. Open the drop-down menu (Enter Filter) next to the **Filter By** option.
3. Select **User Status** option from the drop-down.
4. Select **Active / Deactivated** option and click on **Search**.
5. The list of users will appear according to your search.

Roles

Users with the **Manage Roles** or **Manage Users, Roles, User Lists and Divisions** right can group user rights into roles, to quickly apply to users who require the same access configuration. Note: The "Super User" has this right by default. The rights for each user account can still be manually revised after the role assignment.

Create User Role

Step-by-Step
1. Navigate to **User Management** ⚲ **> Manage Users > User Roles**.
2. Click **Create**. A page for creating the user role opens.
3. Enter a **Role Name**. It must be unique within the organisation.
4. Select "Yes" in the **Shared Role** dropdown. This determines whether the role is visible and selectable by all divisions
5. Amend user rights for the role as needed. Note: Two shortcuts are available (**Set Full Rights** and **Set Minimum Rights**) when creating a role in order to set all the permission to the maximum value and minimum value for all rights, or a specific section.
6. Click **Save**. The new user role is created.

You can now return to the existing users and update their Role assignments as needed.

Divisions

Users with the **Manage Users, Roles, User Lists and Divisions** right can create Divisions to group users within the organisation. Note: The "Superuser" has this right by default.
You can only create a new division if there is a user available to serve as the Division Manager. Each User can only serve as the manager for one division.

Create a Division

Step-by-Step
1. Navigate to **User Management** ⚲ **> Manage Users > Divisions**.
2. Click **Create.** A page for creating the new division opens.
3. Enter a **Name** and **Description** for the division.
4. Select a user to be the **Division Manager**.
5. Click **Save**.

This will trigger a reset of the divisions manager's user rights. Remember to re-define the user rights for the newly appointed division manager.

PQQ/ITT

Prepare PQQ/ITT Response

The following steps display navigation for responding to a PQQ. The steps for responding to an ITT are identical but completed within the ITT section of the DSP.

Step-by-Step
1. Navigate to **Sourcing** ✤ **> PQQ**.
2. Select one of the sub-menu items:
   a. **My PQQs** - View the **Response Status** for each PQQ and identify the PQQs that require action.
   b. **PQQs Open to All Suppliers** - Filter or browse these lists of all PQQs that are publicly available.
      i. Each PQQ contains an **Express Interest** action button which moves the PQQ to the **My PQQs** area.
      ii. Once a publicly-available PQQ has been moved to the My PQQ area, you can view the PQQ details, download buyer attachments, view and send messages, and submit a response.
3. Click the **Title** link to open the PQQ. The PQQ opens to the **My Response** page.
   a. Along with the PQQ and project titles and codes, the PQQ header displays the closing date and supplier submission date. If the response date has passed, this information will be highlighted in yellow.
   b. If the buyer has provided instructional attachments to the PQQ, a link to the attachments is displayed above the PQQ navigation. This link takes you to the **Buyer Attachments** area.
4. On the **My Response** page, you can choose to **Create Response** or to **Decline to Respond**.
   a. Click **Create Response** to begin the response creation process.
   b. If you choose to decline, you are presented with an optional field to enter details for declining.

Note: As you complete sourcing event questions over time the responses you provide for each question will be saved into your Extended Profile. Where questions have been previously answered, the responses to these questions will pre-populate in future events where you will be required to check that the response is valid and update if required. Any updates will be saved back into your Extended Profile. Your Extended Profile can be viewed by navigating to **My Organisation Person's head and shoulders.** ♟ **> Organisation Profile > Extended Profile**. Here you can view all your Extended Profile questions and the responses you provided if you have completed any of the questions in a sourcing event. **Although it is possible to add responses to questions directly in the Extended Profile it is not required.**

Create Response

Step-by-Step
1. Navigate to the PQQ and click **Create Response**.
2. A pop-up opens explaining the next steps. Click **OK**.
3. The first section of the response page is the **My Response Summary**. This section keeps track of your response progress based on the mandatory questions answered.
4. Click **Edit Response** to edit your response for each section. Some PQQ have multiple sections while others have one.
5. Provide responses to the available questions. Mandatory questions are marked with a red asterisk.
6. Upon completion of a section, click **Validate Response** to ensure that all mandatory questions are answered and that the responses provided are in compliance with the required format.
7. Click **Save and Continue** to save. Alternately, click **Save and Return** to save and exit the current section and navigate back to the **My Response** page.

Submit Response

When the response is complete, you can publish your responses to the buyer organisation by clicking **Submit Response** on the **PQQ Details > My Response** page.
If any mandatory data is missing or invalid, a pop-up box will indicate the fields that must be corrected before the response can be submitted.

Step-by-Step
1. Navigate to the PQQ.
2. Click **Submit Response**. A pop-up opens explaining that you are about to submit the response.
3. Click **OK**. A pop-up opens explaining that you have submitted your response.
4. Click **OK**. In the PQQ header, the response status changes from Not Submitted Yet to Response Last Submitted On [date/time].

PQQ/ITT Messages

When the messaging feature is activated, suppliers can contact the buyer through the Messages area within the PQQ/ITT with any questions related to the event.

Create and Send Message to Buyer

Step-by-Step
1. Navigate to the PQQ/ITT.
2. Navigate to the **Messages** tab, then click **Create Message**. A page for creating the new message opens.

3. Select a **Message Classification**.
4. Enter a **Subject**.
5. Enter the **Message**.
6. Optionally, add an attachment to support your message.
7. Click **Send Message**.

Under the Messages tab, a Sent Messages area is displayed. From this page, you can keep track of sent messages, see if they were read by the buyer, and see the message replies.

Reply to Buyer Message

Step-by-Step
1. Navigate to the PQQ/ITT.
2. Under the **Messages** tab, navigate to the **Received Messages** page.
3. Click **Reply** to compose your message to the buyer.
4. Click **Send Message** to send your reply.

Organisation Details

You can update your organisation details at any point. If any fields are locked (e.g. Organisation Name) and require updating then please contact the Jaggaer Helpdesk, details can be found at the end of this document.

## Updating Organisation Details

Step-by-Step
1. Navigate to **My Organisation 🧑 > Organisation Profile > Registration Data**
2. Click **Edit**.
3. Make any changes.
4. Click **Save**.

Need Help?

Please note that there are several methods which can be used to receive help:

1) Call the Jaggaer UK Helpdesk: 08000698630

2) Email the Jaggaer UK Helpdesk at customersupport@jaggaer.com

3) Online help within the portal is available on most pages under the "…" button. Click "Help for Suppliers" to view the online help page.
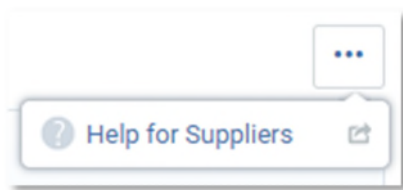
The purpose of this online help system is to familiarise suppliers with tasks to be performed within this portal. It will help you to understand solution functionality, perform common tasks and incorporate product functionality to use it most effectively with your business practices.

You can access information about these tasks by searching the help or browsing the Table of Contents. For detailed instructions, please see "Using the Online Help".