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Purpose

The purpose of this guidance document is to show suppliers how to navigate the eSourcing Jaggaer portal. Guidance includes how to manage your profile, access tenders, contracts, categories / assessments and Fileshare.

This document will also explore how to create additional users for your organisations account and how to respond to tenders on the portal, both online and offline.

If you cannot remember your login details, instructions are provided and will explain how to recover your username and/or password.

The Central Support Team’s contact details are also within this document if you require any further assistance using Jaggaer.

How to Navigate the Jaggaer Portal

Please access Jaggaer via the following URL:

[Ministry of Justice Sourcing Portal](#) or

<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>

Accessing Projects, PQQs and ITTs:

When logging into Jaggaer, the first page you will see is the homepage. On the left-hand side, you will see Projects, My PQQs, PQQs Open to All Suppliers, My ITTs, and ITT's Open to All Suppliers:

Logout » Supplier reserved area

Thank you for registering on Ministry of Justice Sourcing Portal

This service provides a secure and efficient means for you to engage in Tender Projects with our Buyers.

Pre-Qualification Questionnaires for new EU procurements are available by clicking on PQQs Open to All Suppliers.

Once you have expressed interest in a PQQ it will move to your My PQQs page, where you can download any documentation and submit your response.

Buyers may invite you to participate in Invitations to Tender. The My ITTs page allows you to view and respond to any ITT to which you have been invited.

Some Invitations to Tender are open to all suppliers. The ITTs Open to All Suppliers page allows you to express interest in these ITTs and move them to your My ITTs page.

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.

User Profile

- Manage Your Profile
- Modify Password
- Manage Users

Contact us

Central Support Team
Phone: 0845 0100 132
esourcing@justice.gov.uk

Projects are used by buyers to create PQQs, ITTs and Contracts. Clicking into Projects will show projects linked with any PQQs or ITTs your organisation is associated with.

My PQQs show any PQQs your organisation is associated with, if the PQQ has been set up as 'By Invitation Only' and the buyer has invited your organisation, then this PQQ will show here. In addition, if you express interest in an open tender, after you do so, the PQQ will show here.

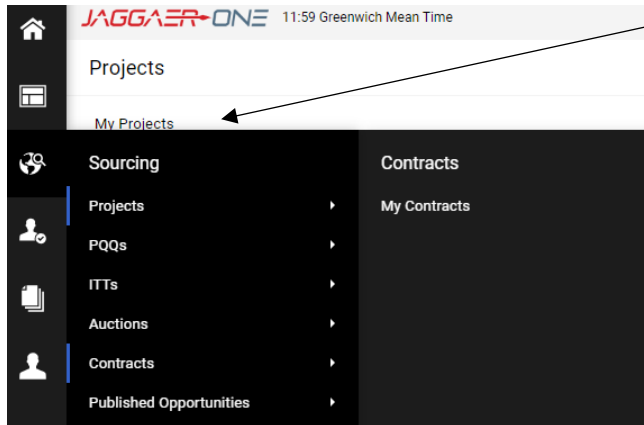
To express interest in an open PQQ, click into 'PQQs Open to All Suppliers'. This will show all running PQQs on Jaggaer that you are able to express interest in.

My ITTs and Open to All ITTs are configured the same as PQQs. Your ITTs will show under 'My ITTs' and open ITTs will show under 'ITT's Open to All Suppliers'.

Accessing Contracts:

If successful in the PQQ/ITT stage and you are awarded a contract with Ministry of Justice, your contract record will show on the portal. To view Contracts, click into any of the left-hand side sections, i.e. Projects. This will populate the following sidebar:

Clicking into the bottom arrows will reveal the description.

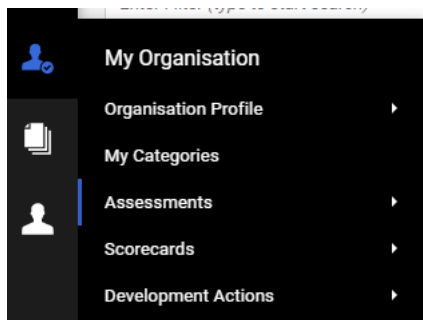


Click into Sourcing > Contracts > My Contracts.

Any contracts associated with your organisation will show here. You can click into each contract and see the contract details, contents management and messages.

How to view Categories / Assessments:

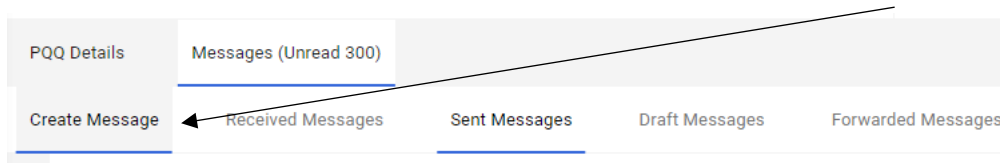
If you are associated with a Dynamic Purchasing System (a procurement mechanism that allows public sector organizations to bid for contracts) on Jaggaer, such as the Probation DPS or the Prison Education DPS you may need to view your categories / assessments to make sure none have expired. To do so, navigate to the sidebar and press My Organisation:



This will show 'My Categories' and 'Assessments' which will show any your organisation is associated with.

You do not have to be associated with a DPS to add categories to your organisation profile. To add a category to your profile, navigate to My Categories > Add Category. This will show a list of categories you can select. Select the preferred category and press Save.

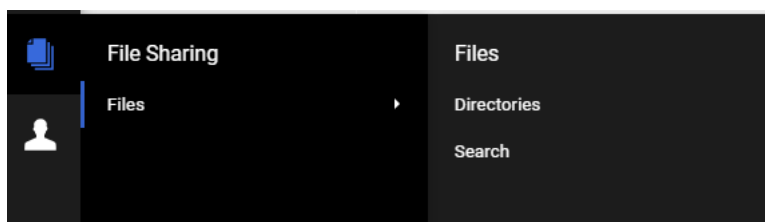
If any of your categories/assessments show as expired for either PEDPS or the Probation DPS, please contact the relevant team via the associating PQQ who will provide instructions on the next steps. For PEDPS, the associating PQQ is PQQ_139, for Probation DPS the associating PQQ is PQQ_205. To send a message via the portal navigate to the correct PQQ > Messages > Create Message:



Please provide the category/assessment code that shows as expired within your message. The relevant team will respond to your query via the portal and will show in 'Received Messages'.

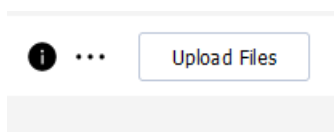
How to view / upload files in Fileshare:

If a buyer has added you to a fileshare directory to share documents with you, to view the files you will need to navigate to the sidebar and click File Sharing > Files:



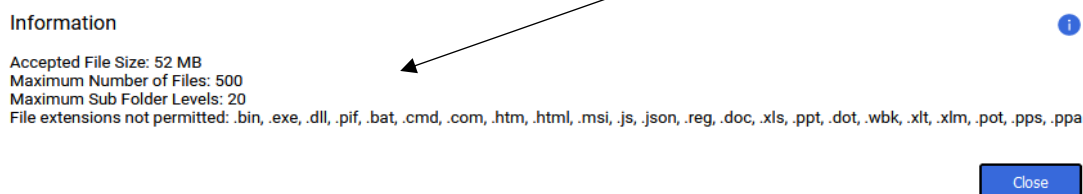
Directories show the folders set up by buyers to share documents regarding PQQs, ITTs and Contracts. It is worth noting that not all events and buyers use Fileshare, the buyer should make it clear if any documents are being stored in Fileshare.

Depending on the rights the buyer has given you, you may be able to upload your own files to the folder. If you have been given these rights, you will see the Upload Files icon in the top-right:



Note: If you do not see this icon, you have been given read only access rights.

1. Pressing Upload Files will open your shared drive where you can upload an attachment.
2. The following upload information will show:



Note: Uploads must be in the following format:

Microsoft Excel - .xlsx

Microsoft Word - .docx

Microsoft PowerPoint - .pptx

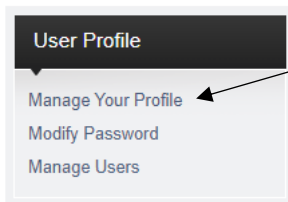
Microsoft Visio -.vsdx

Adobe Reader - .PDF

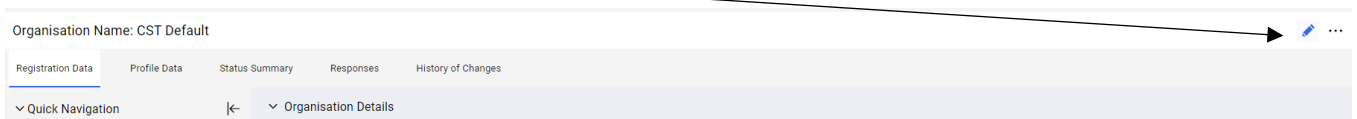
Multiple files can also be uploaded via a zip file, but must all be in the above format.

Manage Your Profile:

To update any organisation information, click 'Manage Your Profile' on the homepage:



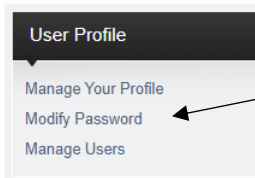
To edit information, click into the edit pencil to the right-hand side:



You can edit all organisation information, apart from organisation name. If you need to edit this, please contact esourcing@justice.gov.uk 0845 0100 132 and provide supporting evidence of the name change, for example, change details as shown on Companies House. Esourcing can then make the required adjustments.

How to modify your password:

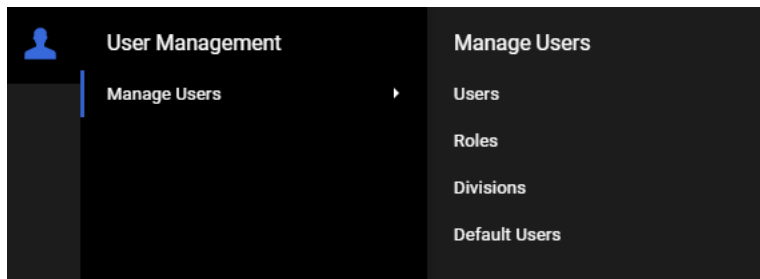
If you need to change your password, you can do so via the 'Modify Password' section on the homepage:



If you need to reset your username/password, guidance 'User Guide – Recovering Username and Password' shows you how to do so.

Manage Users:

To create users, deactivate users or manage default users, navigate to the sidebar and click User Management > Manage Users > the section you wish to view:



The guidance document 'Supplier Guidance – Creating Additional Users' how to create and deactivate additional users and how to add a user to a running PQQ/ITT.

You are unable to change your username, if you do require a username change for any reason, please contact Jaggaer directly via the following webform <https://jaggaer.my.site.com/SupplierSupportRequest/s/> or call on 0800 069 8630. Jaggaer will be able to update the username on your behalf.

To change the main user of the account, please contact Jaggaer via the following webform <https://jaggaer.my.site.com/SupplierSupportRequest/s/> or call on 0800 069 8630. Please provide the new main users name and email address.

How to Create Additional Users

Step 1:

Log onto Jaggaer: [Ministry of Justice Sourcing Portal](#)

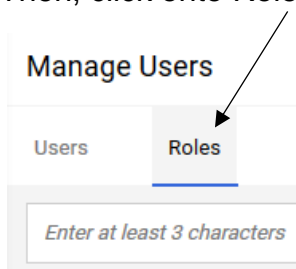
Step 2:

If you are creating multiple users, you can first create 'roles' and assign user rights.

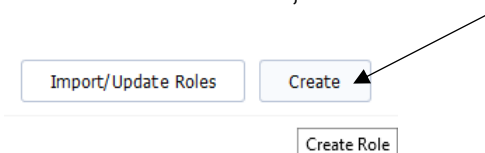
To create a role, click into manage users, which can be found on the right side of the screen:



Then, click onto Roles:



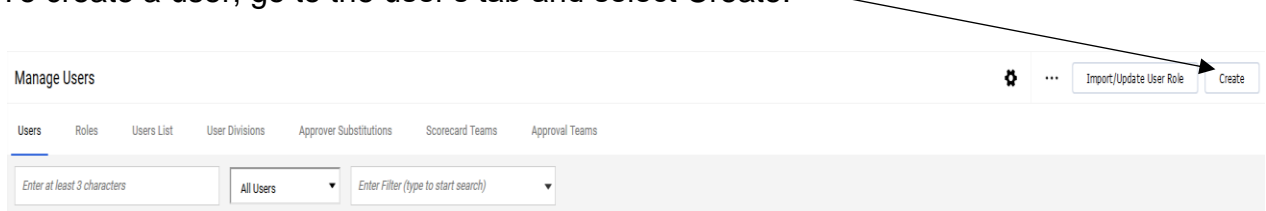
To create a new role, click on 'create' in the top right corner:



Provide a name for the role and assign the appropriate user rights to the role and click 'Save'. You will now be able to choose this role when creating new users and the rights will be automatically granted.

Step 3:

To create a user, go to the user's tab and select Create:



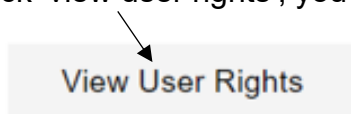
You will then need to complete a short form with the additional user's details:

1. Ensure you complete all mandatory questions; these are identified with an Asterix.
2. Click Save.
3. The user account has now been created and an automated email will be sent to the new user with instructions on how to log in.

Failure to provide appropriate user rights may withhold visibility of PQQs or ITTs that they require visibility of.

There will be an option to amend user rights on the right-hand side of the new user confirmation screen:

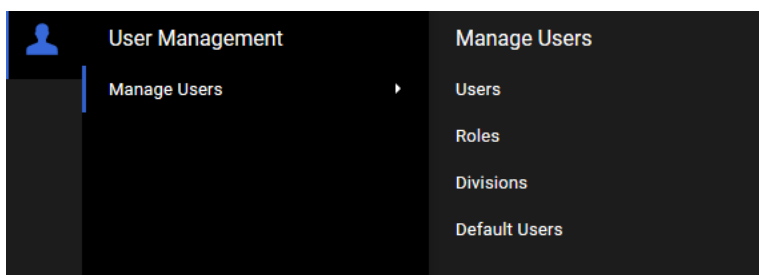
Click 'view user rights', you will then be presented with a list of rights.



1. To edit these, click on the pencil icon in each section.
2. Click into 'Manage Users'
3. Click into the user you wish to edit.
4. Go to the user's rights tab and edit.

Rights can also be edited later.

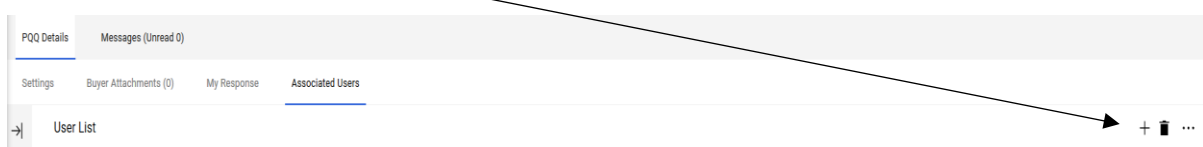
You can amend user rights or roles at any time within 'User Management' which can be found on the left-hand side of the screen as shown below, all additional users are listed here:



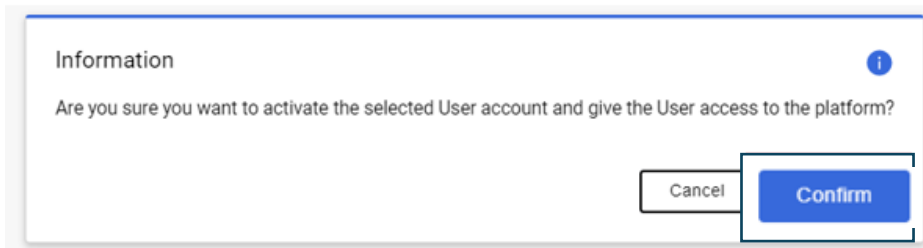
Step 4:

To add this user to a running ITT/PQQ you must open the live ITT/PQQ:

1. Click on 'Associated Users'.
2. Select the plus symbol **+** on the right:



3. Click confirm:



This new user has now been added to the tender and will receive alerts relating to the specific PQQ/ITT.

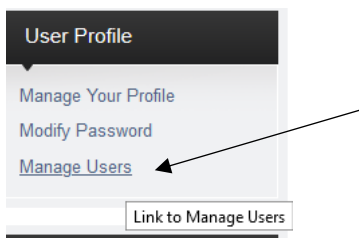
Step 5:

If a user is leaving your organisation, you will need to deactivate this user's Jaggaer account.

Before deactivating a user, it is important you run the 'User Involvement Report' to ensure all active and created objects are reassigned.

To do so:

1. Navigate to 'Manage Users' which can be found on the home page to the left hand side:



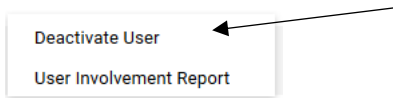
2. Select the user you wish to deactivate and select 'User Involvement report' from the right-hand side:



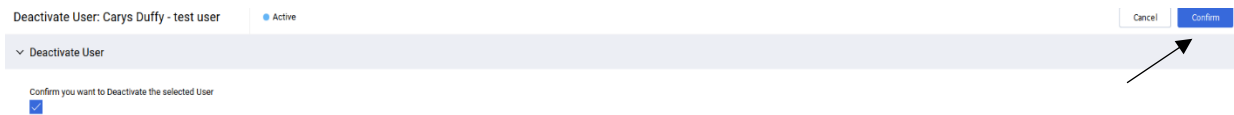
This will show you all active/created objects in that user's name. These must be reassigned before deactivating.

To deactivate the user:

1. Select Deactivate User:



2. Confirm you want to deactivate the select user and then click Confirm:



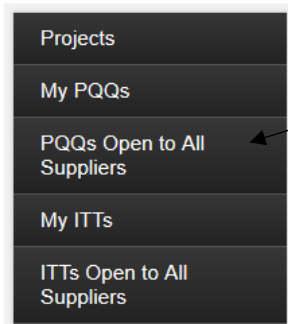
This user's account will now be deactivated in Jaggaer, and a black triangle should appear beside their name.

How to Respond to Tenders

Log onto Jaggaer: [Ministry of Justice Sourcing Portal](#)

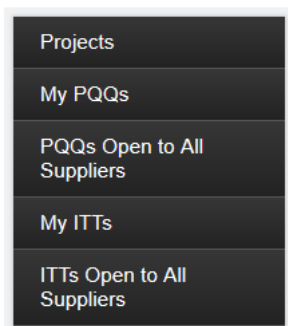
Events open to all suppliers:

You can search for and express an interest in responding to any Pre-Qualification Questionnaire (PQQ) or Invitation to Tender (ITT) under 'PQQs open to all suppliers' and 'ITTs open to all suppliers'.



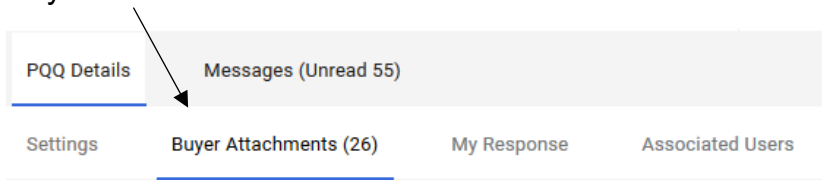
My PQQs or ITT's

By clicking on the section below called 'My PQQs' or 'My ITTs' you will see events that you have previously expressed interest in or have been invited to.



Note: Once you have expressed an interest or have been invited to a tender, you can open the PQQ/ITT to view the structure, deadlines, messages, and attachments. It is important you read all attachments before submitting.

If the buyer has provided attachments within the PQQ/ITT, these can be found under 'Buyer Attachments' below PQQ/ITT Details.



Along with the PQQ/ITT information, if you click the 'PQQ Details' tab, this header displays the closing date and supplier submission date.

Responding to tenders:

To create a response, click on 'My Response' and edit using the pencil icon. You can also decline to respond.



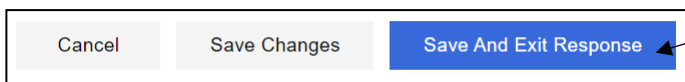
Responding to tenders online:

The first section of the response page is 'My Response Summary'. This section keeps track of your response, it will tell you if any mandatory questions have been missed.

If creating a response online, you will be presented with several questions.

Questions marked with red Asterix are mandatory.

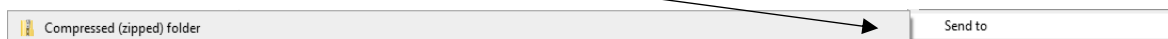
Ensure you save your changes by clicking 'Save and Exit Response'.



You can edit your response at any point before you click 'Submit Response' by clicking the pencil icon.

When uploading an attachment, you are only able to upload a single file. If you have multiple attachments, you can upload a zip file.

To create a zip file, highlight all documents you would like to add from your directory, right-click and select 'Send to'.



Then select 'Compressed (zipped) folder'. This will send all highlighted documents to the zip folder, which you can then upload to the PQQ/ITT.

When your response is complete and ready click 'Submit Response' and confirm by clicking 'Ok'.



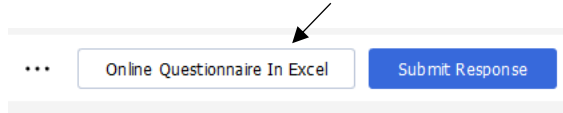
Your response status will now say 'Response submitted to buyer'.

Creating a response offline:

You have the option to create your response offline, in Excel format, prior to upload.

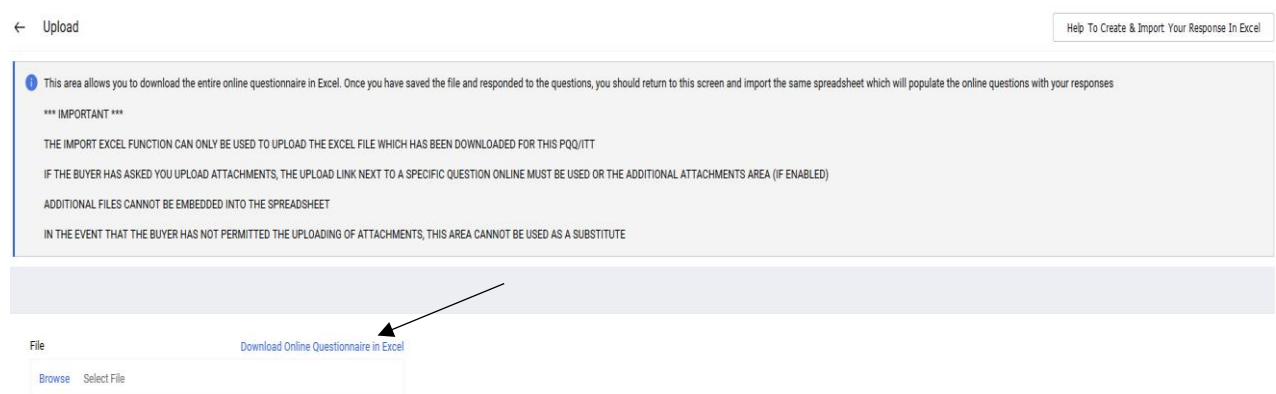
To respond offline you will need to download the questionnaire.

To do this click Online Questionnaire in Excel in the top right.

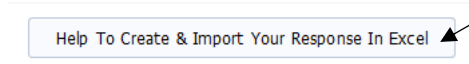


This will open a new page where you can download and upload your completed questionnaire.

Click 'Download Online Questionnaire in Excel'



Note: If you need any help with the type of questions or how to work with the excel questionnaire, you can click 'Help to Create & Import Your Responses in Excel' for additional guidance.



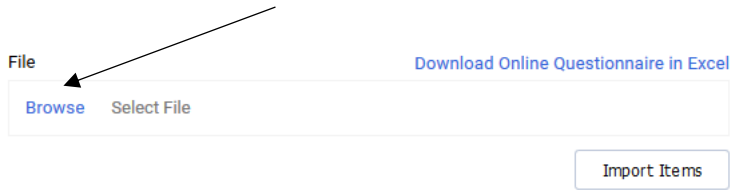
The Excel document will show you all questions within that PQQ/ITT envelope, each question has a 'Description', 'Type of Response' and 'Response Guide' column to advise you on the question, the response required and how to respond. Once you are happy with your response, you will need to import your response.

Importing your response:

Note: It is best not to leave submitting your response to the final minute in case any errors or issues occur during the submitting process.

Please also note, this process will not import attachments, they will need to be added via the system for each of the attachment questions.

1. To import your saved response, go back to the online form on the excel page and click 'Browse'.

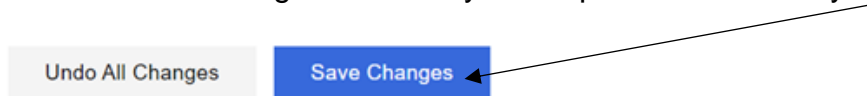


2. Find where your completed response is saved, once selected – click 'Import Items'.

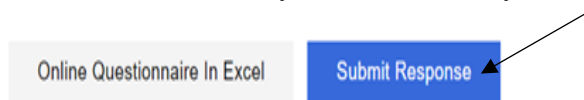


Note: The system will automatically run a compliance check to make sure there are no missing rows, invalid responses, or missing mandatory fields. If all validation checks pass, the file is uploaded. If not, you will be prompted to correct any errors before re-uploading your response.

3. You will then get to review your responses and save your changes.



4. Once saved, you can submit your response.



5. A pop-up opens explaining you are about to submit your response, make sure to click 'OK'.

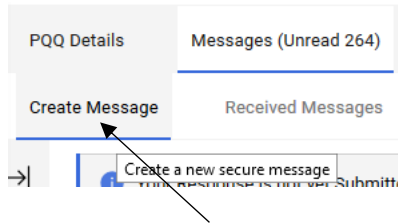
Once submitted, the response status will change from 'Not Submitted Yet' to 'Response Last Submitted On (date/time)'.

You can edit your response at any time up until the ITT/PQQ closing date and time.

To do so offline, update your responses via the Excel questionnaire and then re-import the questionnaire into the system, replacing the previously imported questionnaire, following the above steps.

Support provided by the Commercial Team

If you have any specific questions relating to a PQQ/ITT, you can message the commercial team that are running the PQQ/ITT directly via the messaging tab;



If you select 'Create Message' you can send the message straight to the commercial team who will respond to your message via the portal. The messaging service is specific to each event. So, you will need to 'Create Message' on the specific event you wish to contact.

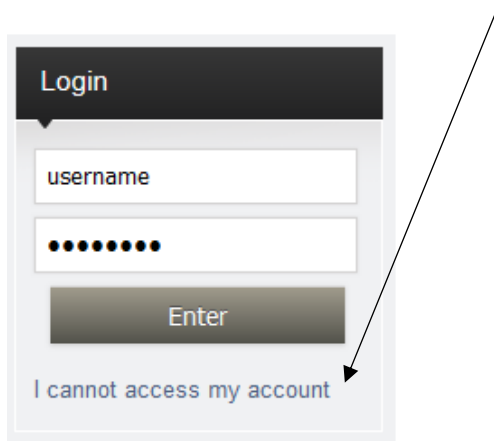
Recovering Username and Password

Step 1:

Log onto Jaggaer: [Ministry of Justice Sourcing Portal](#)

Step 2:

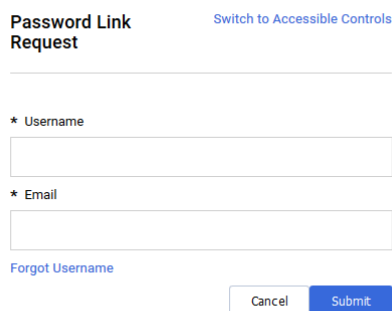
Click on the “I cannot access my account” link as highlighted below on the login page



Step 3:

Password Recovery:

If you need a new password fill in username and email then click Submit;

A screenshot of a 'Password Link Request' form. At the top left is the title 'Password Link Request' and a blue link 'Switch to Accessible Controls'. Below the title is a horizontal line. There are two required input fields: '* Username' and '* Email'. Below the email field is a blue link 'Forgot Username'. At the bottom right are two buttons: 'Cancel' and 'Submit'. A black arrow points from the text above to the 'Submit' button.

You will then receive an email with a password reset link. Please allow up to five minutes for this email to come through. Only new requests for a reset link after five minutes will be sent to your email address. Please do not request multiple reset links within those five minutes, as the system will not generate these.

Step 4:

Username Recovery:

If you need to recover username then select 'forgot username' button as seen below;

Forgot Username [Switch to Accessible Controls](#)

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

* Email

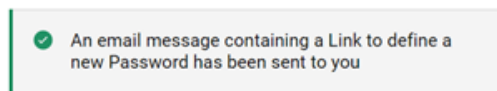
I'm not a robot

reCAPTCHA
Privacy - Terms

Cancel Request Username Link

Fill in email and 'I'm not a robot'.

Once completed select 'Request username link' and an email will be sent with a link to a web page which will include your username. Please allow up to five minutes for this email to come through.



This link will expire and can only be accessed once.

Additional information:

When requesting a password/username reset link, please make sure to always check junk/spam folder as sometimes these emails can get misdirected here.

Also, if you are using Outlook or a similar email client with Focused or Other inbox folder don't forget to check both. If rules are set up to divert emails from 'auto-alert@bravosolution.com' check those folders.

Supplier information:

If you have requested multiple reset link emails and none seem to be showing up in your inbox, it would be best to check with your IT department in case they are quarantining emails sent from 'auto-alert@bravosolution.com'.

Further Assistance

The Central Support Team (CST) are Ministry of Justice's eSourcing helpdesk. They provide technical support for the Jaggaer system. If you require any further assistance with the portal, please contact CST on:

Email: esourcing@justice.gov.uk

Tel: 0845 0100 132