Ministry of Defence

Defence Sourcing Portal

Supplier User Guide

VERSION 0.5

CONTENTS

DOCUMENT CONTROL

Version number	Date Version issued	Creator / Reviser	Description of Change
0.1	15th February 2021	Jaggaer	Document Created.
0.2	10th May 2021	E Murray	Formatting updated. FAQs annex added. Information on Opportunity Listings updated. Category section updated. Other general updates.
0.3	26th October 2021	E Murray	Added note regarding Decline to Respond. Added note to explain Tick if Quoting box. Added details of actions that can be completed before logging in. Note added on filtering and searching for Defence Opportunities. Note added about the print icon on Defence Opportunity Listings. Note added about the Buying Organisation being Ministry of Defence.
0.4	22nd March 2022	E Murray	Updated guide following Release 22.1.
0.5	24th May 2022	E Murray	Added Amending Super User Details section.

ACTIONS AVAILABLE PRIOR TO LOG IN

There are a number of options available to suppliers prior to logging in:

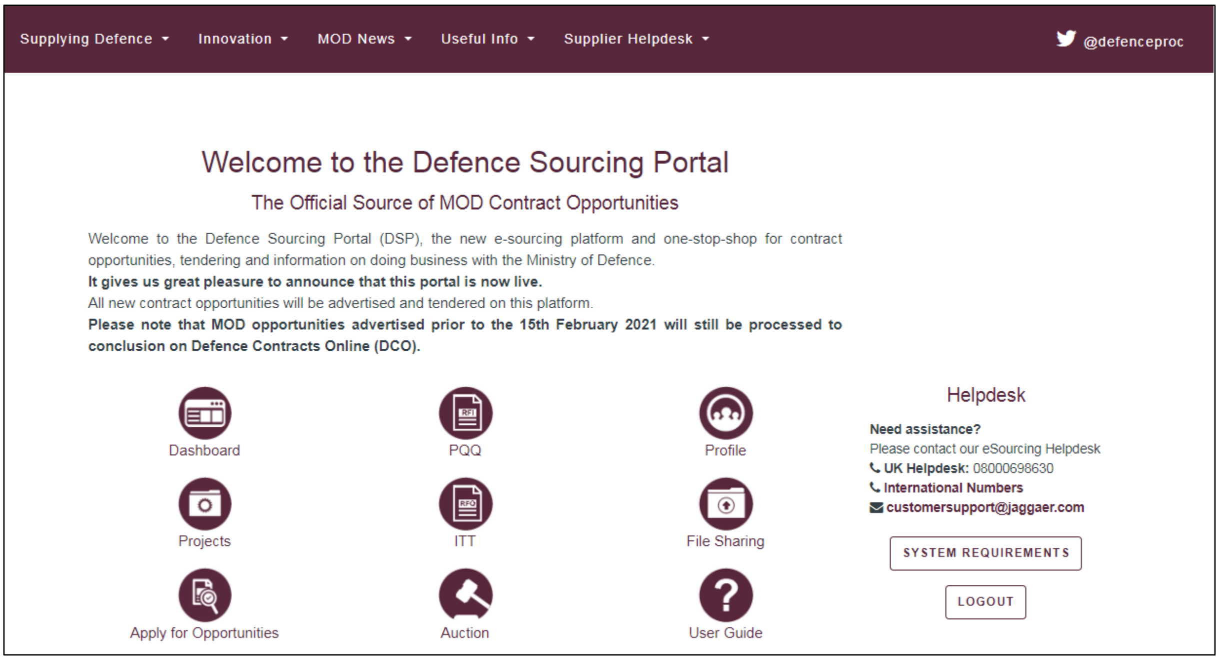
- **View DSP Opportunities** – Within this option it is possible to view **Current Defence Opportunities.** This will provide details of work being advertised by the MOD that suppliers can express an interest in by registering for the DSP and logging in. It is also possible to view **Past Defence Opportunities.**
- **Click here for DSP Supplier Guidance and Details on how to register** – This section contains the **DSP Supplier Registration Guide** and the **DSP Supplier User Guide**.
- **Announcements** – This area allows all users to view any announcements.

LOGGING INTO THE DEFENCE SOURCING PORTAL (DSP)

Step-by-step to Log In

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

2. Logging in after registration will take you to a landing page.



3. From here the organisation profile can be accessed, new users can be added to the organisation account and responses can be created to requests from MOD (e.g. PQQs, ITTs).

Note: Only the Super User can access the organisation profile.

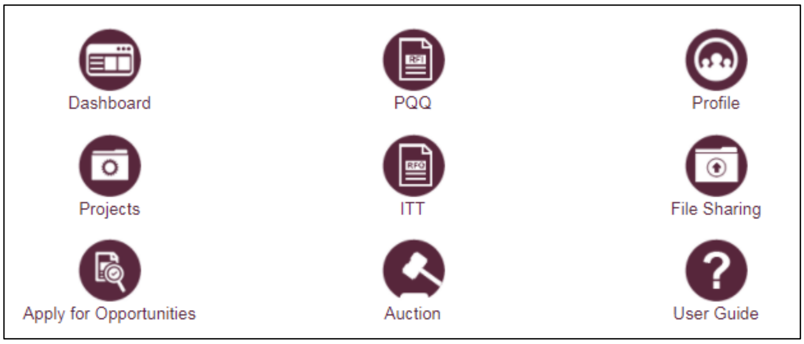
SYSTEM TIME OUT

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.

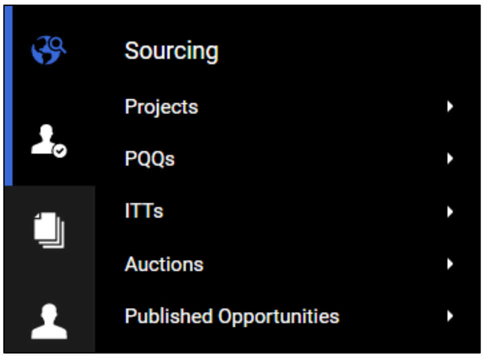
NAVIGATING THE PORTAL

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.

There are quick link buttons on the main homepage:



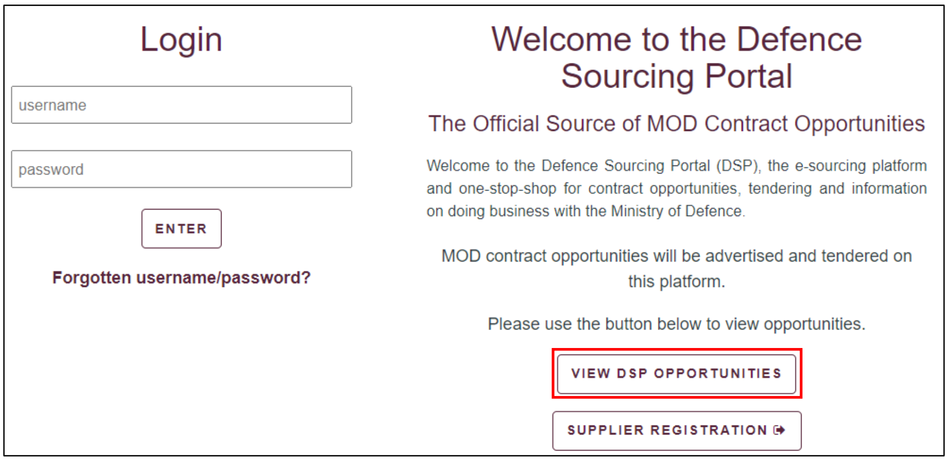
Or the side navigation bar can be used when already in a section of the DSP. Click the icons down the side to expand more options:



DEFENCE OPPORTUNITY LISTINGS

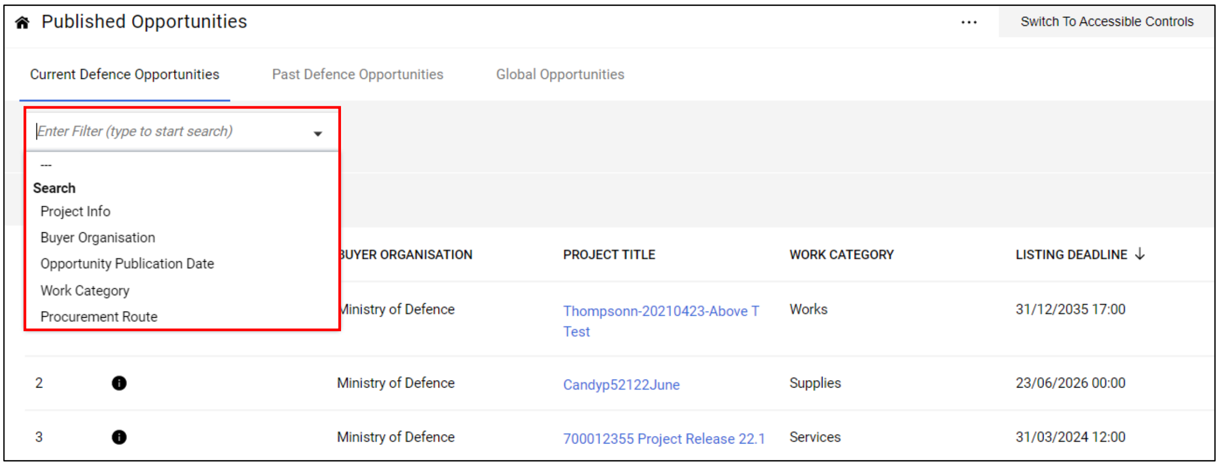
Opportunity Listings are used by the buying organisation to advertise forthcoming procurements. Suppliers can then express interest in a PQQ / ITT that is linked to the Opportunity.

Opportunities can be viewed from the DSP home page by anyone. However, suppliers need to register and login to express interest and participate in sourcing events (linked to opportunities).



Current & Past Defence Opportunities can be searched using the following filters:

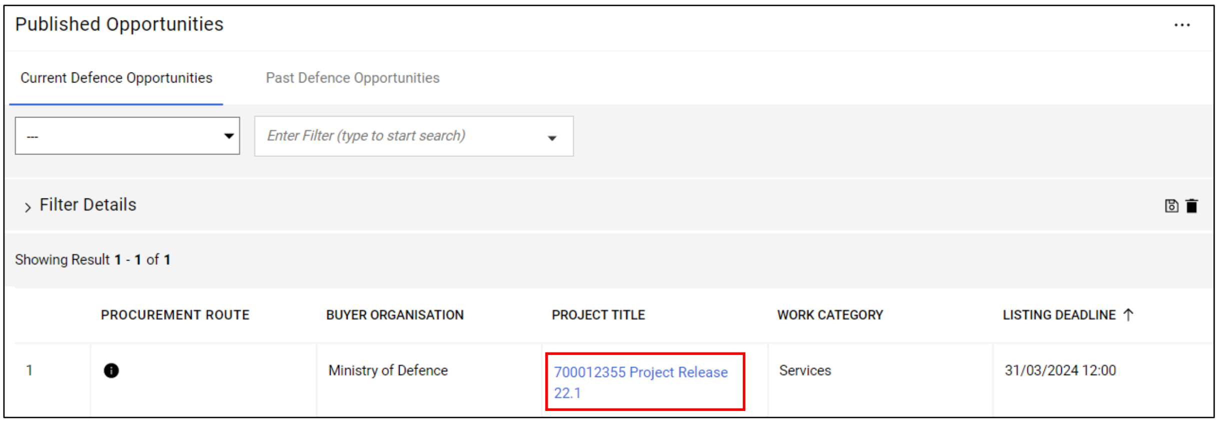
- **Project Info** – Keyword search of Project Title.
- **Buyer Organisation** – Keyword search of Buyer Organisation.
- **Opportunity Publication Date** – Search by date of Opportunity publication.
- **Work Category** – Select from Works, Services, Supplies, Consultancy.
- **Procurement Route** – Select from listed Procurement Routes.



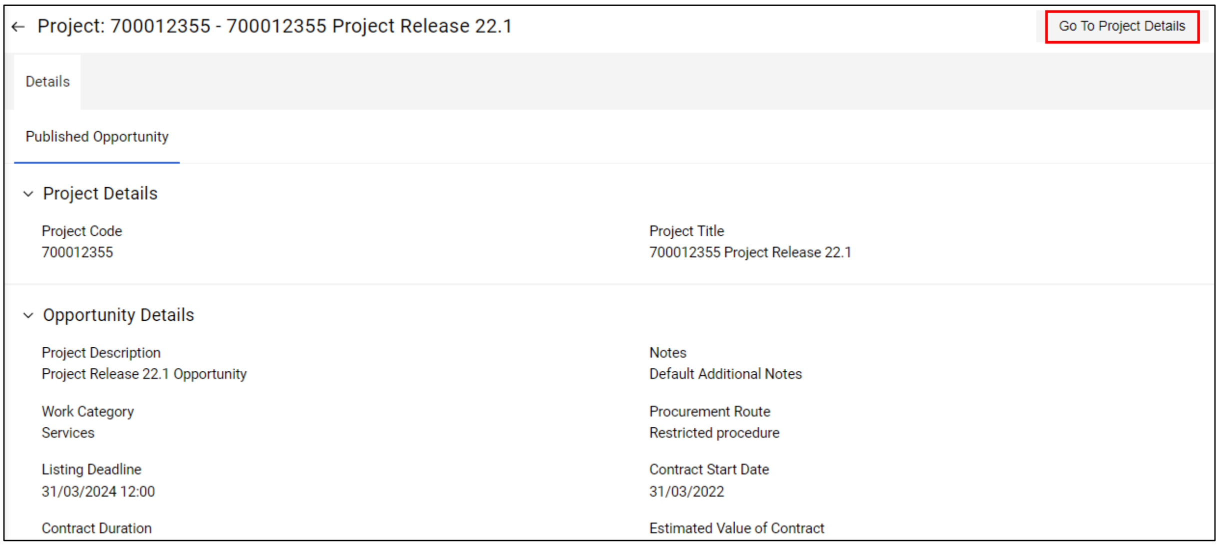
Note: One of the best options for filtering Defence Opportunities is to use the **Project Info** dropdown option. Enter key words or the reference number of the Defence Opportunity to search.

Note: The **Buyer Organisation** will always show as **Ministry of Defence** for Defence Opportunities, it won't differentiate between different organisations e.g. Dstl. One way to see a difference would be to click into the Defence Opportunity, then check the **Buyer Details** section, to see if the email address for the buyer indicated they were from a different organisation.

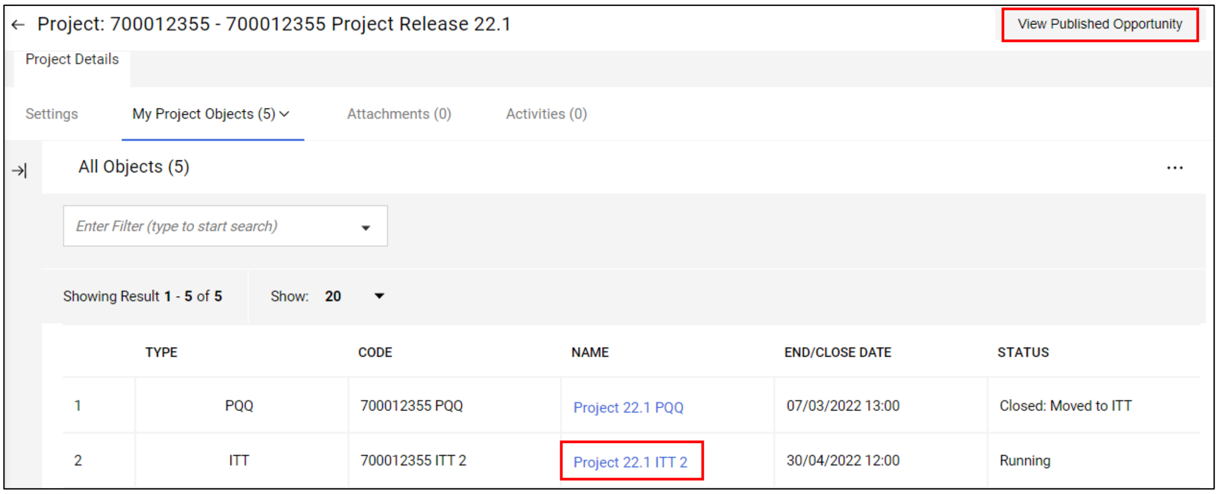
Click on the **Project Title** to view the details of the Defence Opportunity Listing.



When viewing a Defence Opportunity Listing with a PQQ or ITT attached, click the **Go To Project Details** button to view the PQQ or ITT prior to expressing an interest.



Click the **Name** hyperlink to view the PQQ or ITT details. Click the **View Published Opportunity** button to return to the Defence Opportunity Listing.



Step-by-Step to Express Interest in a Current Opportunity

1. Navigate to **Sourcing** > **Published Opportunities** > **Current Defence Opportunities**.
2. Click on the **Project Title** to view project details.
3. Review the project and opportunity details. The **Published Lots** section displays the PQQ/ITT linked to the listing.
4. Click the **Go To Project Details** button in the top right. Click on the **Name** of the PQQ/ITT you want to express interest in. Details of the PQQ/ITT are displayed.
5. Review the PQQ/ITT details and either click **Express Interest** or **Intend to Respond**.
6. A pop-up opens explaining that the creation of a response has started, and to select the response type; **My Organisation Only (No Consortium)** or **Consortium (unspecified / other type)**. Select the applicable option and click **Save.**
7. After expressing interest, depending on the type of sourcing event, the PQQ/ITT is moved to either the **My PQQs** or **My ITTs** area.

Opportunity Listing Alerts

Opportunity listing alerts are emailed out daily, based on the CPV category codes that have been assigned to your organisation. The alert will list all the opportunities published the previous day, which have used one or more matching CPV category codes.

Therefore, in order to get email alerts, it is really important to ensure you have added relevant CPV Category Codes for your area of business. See the *CPV Categories* section for further details on how to add them.

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.

Step-by-Step for Updating Organisation Details

1. Navigate to **My Organisation** > **Organisation Profile** > **Registration Data**
2. Click the icon to edit.
3. Make any changes.
4. Click **Save**.

CPV CATEGORIES

Common Procurement Vocabulary (CPV) Categories are used to classify your organisation against a CPV Category Tree to indicate the categories of supply (product or service) your organisation provides. Suppliers can add classifications at the lowest level of the CPV Category Tree.

It is important to classify your organisation with the most relevant CPV categories and with as many CPV categories as possible, to ensure that you get all related opportunity listing alerts.

Step-By-Step for Assigning CPV Categories

1. Navigate to **My Organisation** > **My Categories**
2. Click **Add Category** to view the category tree. Each category may have levels of subcategories. You can use the **Expand All** and **Collapse All** buttons to control the display of subcategories in the tree.
3. To search for categories, use the Free Text Search feature by entering a keyword or category code. The tree refreshes and displays the matching categories.
4. Select the appropriate category or categories (at the lowest level).
5. Click **Confirm**. The selected categories are saved to your list of categories and you are returned to the My Categories page.

Step-by-Step for Removing a CPV Category

1. Click on the **Title** of the Category from the list in **My Categories**.
2. Click the ⋯ icon in the top right corner.
3. Click **Remove Category**. Then **Confirm** on the pop-up.
4. A blue banner at the top of the screen will confirm the deletion.

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.

Step-by-step to Create a User Account

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 an asterisk.
4. Click **Save** to create the new user account.

Note: 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.

Step-by-step to Edit User Rights

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** tab under the **Details** tab.
4. Click the lower icon 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 associated to 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 to Check the Status of a User

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.

Step-by-Step to Create a User Role

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.
7. 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.

Step-by-Step to Create a Division

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**.
6. 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.

DEFAULT USERS

Within the **Default Users** tab, it is possible to identify users for each area of the system and select who will receive notifications / emails.

It is only possible to select one user for each of the following areas:

- **Auctions**
- **PQQs / ITTs**
- **Opportunity Emails**

If you need the notifications to go to more than one person, the suggestion is to set up a user account with a multiuser email address (although a username will need to be associated with this email address). Alternatively, delegation rules could be set up within your own company email addresses, with settings to forward to other people.

Note: If the default '---' is selected, then no one will receive notifications / emails. Therefore, if you wish to receive notifications, you must select a user from the list for each section.

AMENDING SUPER USER DETAILS

Suppliers can change their Super User details by navigating to **Profile** > **Registration Data**, then scrolling down to **Super User Details**, then click **Change Super User**.

If there is more than one user set up on the account, when the **Change Super User** button is clicked, there will be the option to choose a different user within the account to be the new Super User.

If there aren't any other users set up within the account and the details of the Super User need to be changed, then navigate to the **Main Page** and click on the human icon button in the top right corner to show Profile Information, then click **User Profile**. To amend the Super User details, click on the **Edit Pencil** button, make any necessary changes and the click **Save**.

These options only work if the Super User can access the account themself. If the Super User has left without updating the details and the suppliers cannot access the Super User account, then the Jaggaer helpdesk will need to be contacted.

PRE-QUALIFICATION QUESTIONNAIRE (PQQ)

Prepare PQQ Responses

It is possible to view the PQQ prior to expressing an interest. To do this click **Go To Project Details** from within the Defence Opportunity.

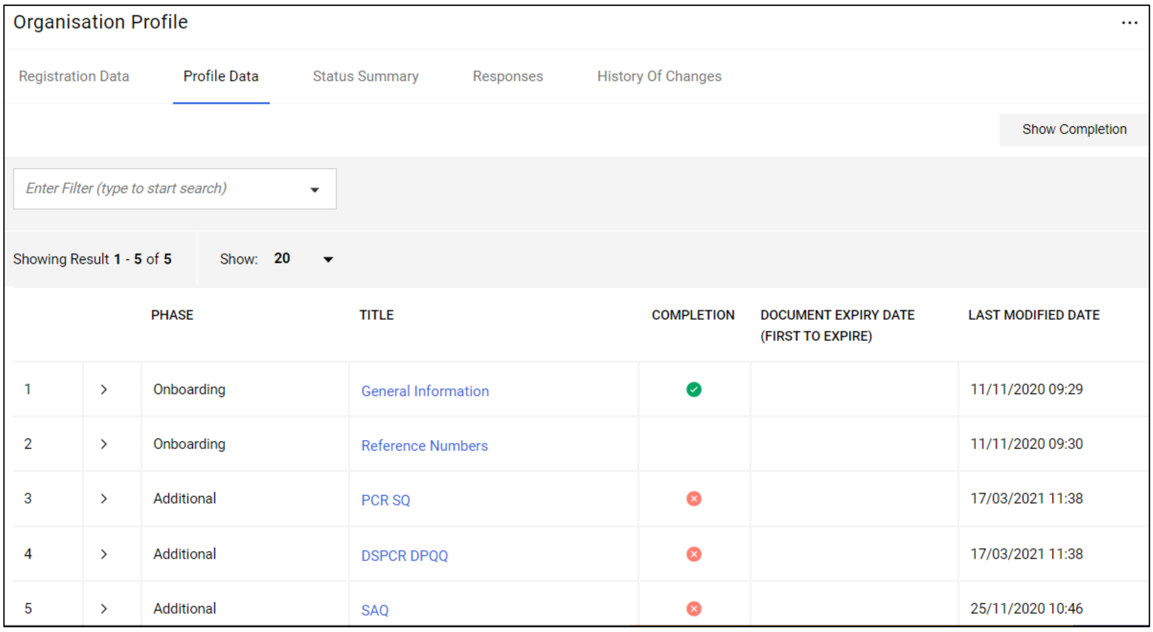
The following steps display navigation for expressing an interest and then responding to a PQQ and submitting it.

Step-by-Step to Express Interest to a PQQ

1. Navigate to **Sourcing** > **PQQ**.
2. Select one of the sub-menu items:
- **My PQQs** - View the Response Status for each PQQ and identify the PQQs that require action.
- **PQQs Open to All Suppliers** - Filter or browse these lists of all PQQs that are publicly available.
3. Each PQQ contains an **Express Interest** or **Intend to Respond** action button which moves the PQQ to the **My PQQs** area.
4. 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.
5. Click the **PQQ Title** link to open the PQQ. The PQQ opens to the **My Response** page.
6. 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.
7. 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.
8. On the **My Response** page, you can choose to **Create Response** or to **Decline to Respond**.
9. Click **Create Response** to begin the response creation process.
10. If you choose to decline, you are presented with a 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 **Additional** profile questions. 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 **Additional** profile questions. Your **Additional** profile questions can be viewed by navigating to **My Organisation** > **Organisation Profile** > **Profile Data**. Here you can view all your **Additional** profile questions in the 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 Additional Profile Questions it is not required.



Step-by-Step to Create a PQQ Response

1. Navigate to the **PQQ** and click **Express Interest**.
2. A pop-up opens explaining the next steps. Click **OK**.
3. Navigate to the **My Response** summary page. This section keeps track of your response progress based on the mandatory questions answered.
4. Click **Intend to Respond** to edit your response for each section. Some PQQ have multiple sections while others have one.
5. A pop-up opens explaining that the creation of a response has started, and to select the response type; **My Organisation Only (No Consortium)** or **Consortium (unspecified / other type)**. Select the applicable option and click **Save.**
6. Provide responses to the available questions either by clicking the hyperlink to the Envelope, e.g. **Qualification Response**, or by clicking the icon to edit a particular section. Mandatory questions are marked with an asterisk.
7. Upon completion of a section, click the **Validate Response** button to ensure that all mandatory questions are answered and that the responses provided are in compliance with the required format.
8. Click **Save and Continue** to save. Alternately, click **Save and Exit Response** to save and exit the current section and navigate back to the **My Response** page.

Note: It is possible to work offline to complete the PQQ by selecting the **Online Questionnaire in Excel** button. This will open the PQQ in Excel, where you can save it locally, work on it in your own time, then upload back into the DSP when ready.

Submitting a PQQ 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 to Submit PQQ Response

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].

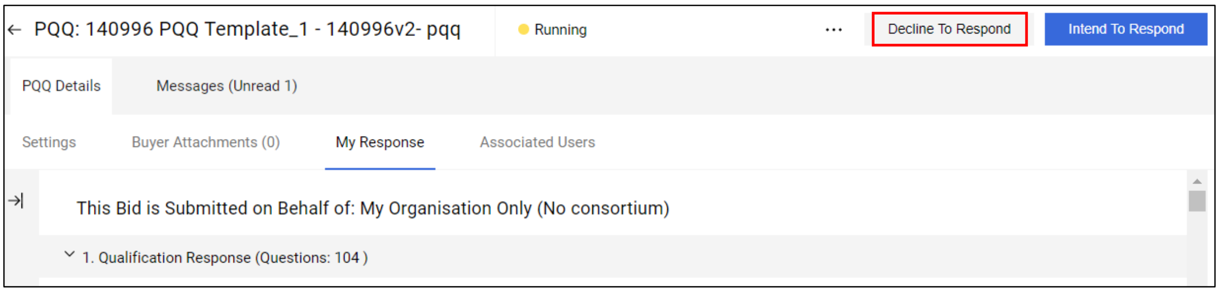
Decline or Delete a PQQ Response

It is possible to **Decline to Respond**, **Delete Response** or **Withdraw Response** depending on the stage of the response process. Once the PQQ evaluation is underway it is no longer possible to withdraw the response.

Step-by-Step to Decline to Respond

If you have clicked **Express an Interest** in a PQQ, but not yet clicked **Create Response**:

1. From the **My Response** page, click **Decline to Respond**.
2. Enter a reason in the **Enter Decline to Respond Reason Details** field.
3. Click **Decline to Respond** again.
4. Click **OK** on the pop-up to confirm the Decline to Respond request.

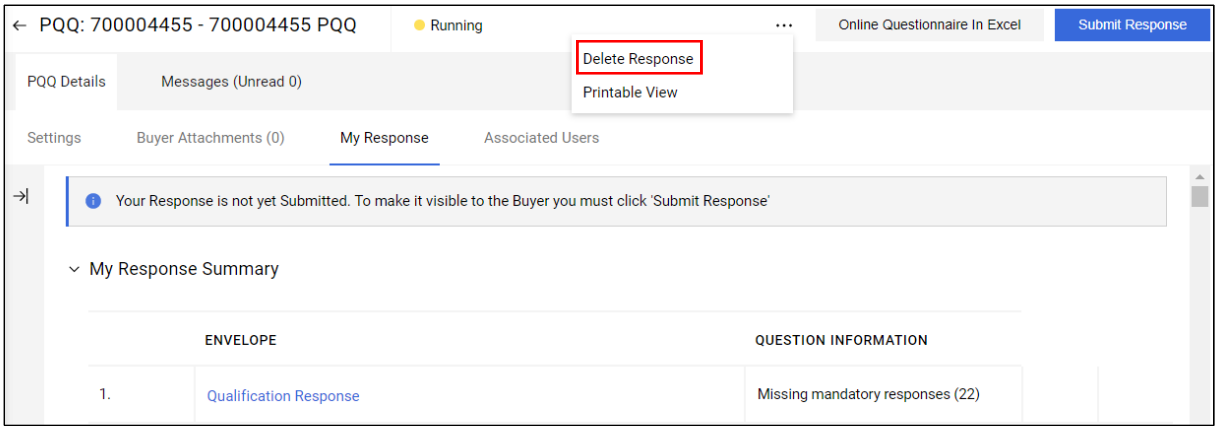


Note: If you click **Decline to Respond**, and then decide you do still want to create a response, it is still possible to do so.

Step-By-step to Delete Response

If you have clicked **Express an Interest** in a PQQ, and have also clicked **Create Response**:

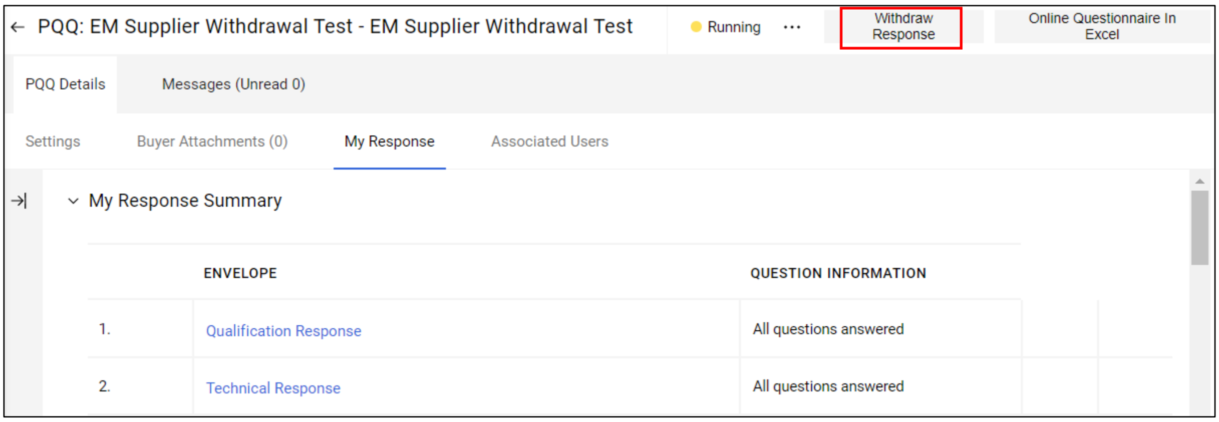
1. From the **My Response** page, click the ··· icon in the top right.
2. Click **Delete Response**.
3. Click **OK** on the pop-up.



Step-By-step to Withdraw Response

If you have clicked **Express an Interest** in a PQQ, created and submitted a response:

1. From the **My Response** page, click **Withdraw Response** in the top right.
2. Click **OK** on the pop-up.



PQQ Messages

Suppliers can contact the buyer through the **Messages** area within the PQQ with any questions related to the event. Email notifications are also sent for messages; therefore, you don't have to log into the DSP each day to check.

The benefit of the messages tab is that there is a complete audit trail within the DSP system.

Step-by-Step to Create and Send Messages to the Buyer

1. Navigate to the **PQQ**.
2. Navigate to the **Messages** tab, then click **Create Message**. A page for creating the new message opens.
3. Select a **Message Classification**. There are four options:
   - **Unclassified**
   - **For Information Only**
   - **Clarification Question**
   - **Change in Documentation**
4. Enter a **Subject**.
5. Enter the **Message**.
6. It is possible to add an attachment to support your message, by clicking the **Attachments** button, then **Upload New File**. Click **Select Files to Upload**, then select the applicable files from a local area, click **Open** and **Confirm**.
7. Click **Send Message**.
8. 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.

Step-by-Step to Reply to the Buyers Message

1. Navigate to the **PQQ**.
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.

Note: It is possible to export and save the list of messages for audit purposes if need be. To do this navigate to the **Received Messages** or **Sent Messages** tab, then click the ··· icon on the right / middle, next to Create, and then click **Export List**.

INVITIATION TO TENDER (ITT)

Prepare ITT Responses

It is possible to view the ITT prior to expressing an interest. To do this click **Go To Project Details** from within the Defence Opportunity.

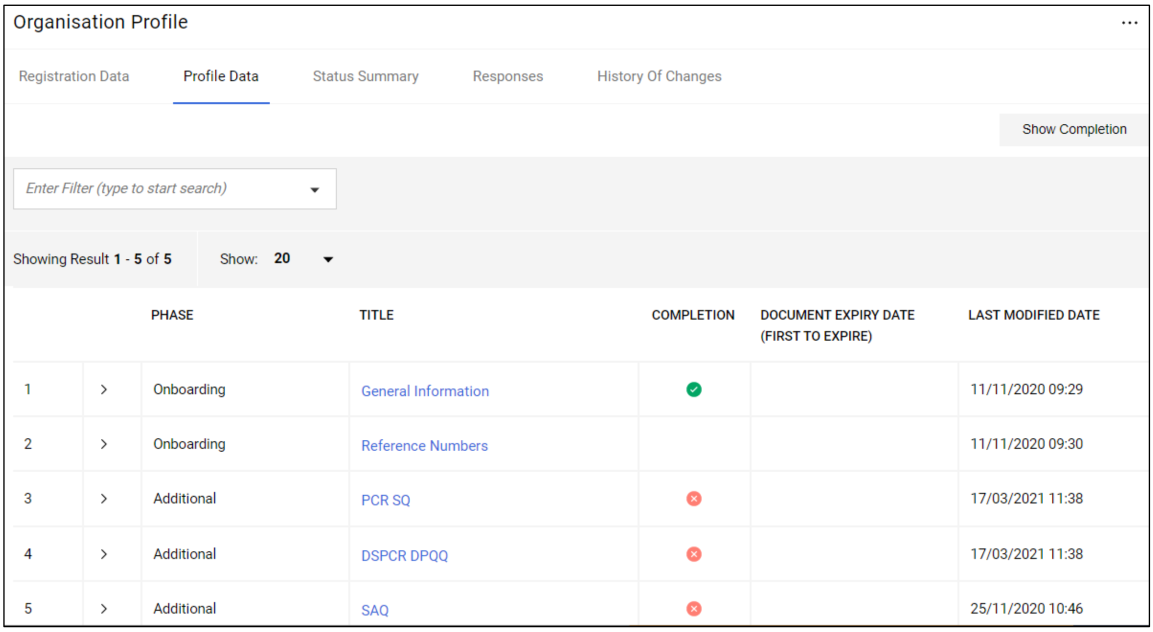
The following steps display navigation for expressing an interest and then responding to an ITT and submitting it.

Step-by-Step to Express Interest to an ITT

1. Navigate to **Sourcing** > **ITT**.
2. Select one of the sub-menu items:
- **My ITTs** - View the Response Status for each ITT and identify the ITTs that require action.
- **ITTs Open to All Suppliers** - Filter or browse these lists of all ITTs that are publicly available.
3. Each ITT contains an **Express Interest** or **Intend to Respond** action button which moves the ITT to the **My ITTs** area.
4. Once a publicly available ITT has been moved to the **My ITT** area, you can view the ITT details, download buyer attachments, view and send messages, and submit a response.
5. Click the **ITT Title** link to open the ITT. The ITT opens to the **My Response** page.
6. Along with the ITT and project titles and codes, the ITT header displays the closing date and supplier submission date. If the response date has passed, this information will be highlighted.
7. If the buyer has provided instructional attachments to the ITT, a link to the attachments is displayed above the ITT navigation. This link takes you to the **Buyer Attachments** area.
8. On the **My Response** page, you can choose to **Create Response** or to **Decline to Respond**.
9. Click **Create Response** to begin the response creation process.
10. If you choose to decline, you are presented with a 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 **Additional** profile questions. 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 **Additional** profile questions. Your **Additional** profile questions can be viewed by navigating to **My Organisation** **>** **Organisation Profile** **>** **Profile Data**. Here you can view all your **Additional** profile questions in the 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 Additional Profile Questions it is not required.



		PHASE	TITLE	COMPLETION	DOCUMENT EXPIRY DATE (FIRST TO EXPIRE)	LAST MODIFIED DATE
1	>	Onboarding	General Information	✓		11/11/2020 09:29
2	>	Onboarding	Reference Numbers			11/11/2020 09:30
3	>	Additional	PCR SQ	✗		17/03/2021 11:38
4	>	Additional	DSPCR DPQQ	✗		17/03/2021 11:38
5	>	Additional	SAQ	✗		25/11/2020 10:46

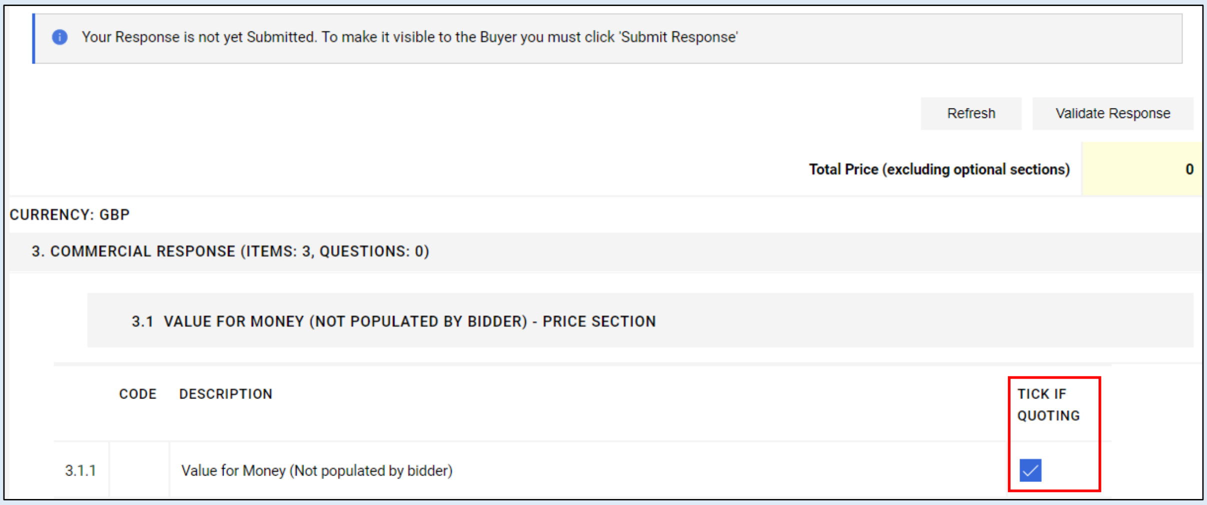
Step-by-Step to Create an ITT Response

9. Navigate to the **ITT** and click **Express Interest**.
10. A pop-up opens explaining the next steps. Click **OK**.
11. Navigate to the **My Response** summary page. This section keeps track of your response progress based on the mandatory questions answered.
12. Click **Intend to Respond** to edit your response for each section. Some ITTs have multiple sections while others have one.
13. A pop-up opens explaining that the creation of a response has started, and to select the response type; **My Organisation Only (No Consortium)** or **Consortium (unspecified / other type)**. Select the applicable option and click **Save.**
14. Provide responses to the available questions either by clicking the hyperlink to the Envelope, e.g. **Technical Response**, or by clicking the icon to edit a particular section. Mandatory questions are marked with an asterisk.
15. Upon completion of a section, click the **Validate Response** button to ensure that all mandatory questions are answered and that the responses provided are in compliance with the required format.
16. Click **Save and Continue** to save. Alternately, click **Save and Exit Response** to save and exit the current section and navigate back to the **My Response** page.

Note: It is possible to work offline to complete the ITT by selecting the **Online Questionnaire in Excel** button. This will open the ITT in Excel, where you can save it locally, work on it in your own time, then upload back into the DSP when ready.

Note: If the MOD have used a **Value For Money** template, then suppliers will see a **Tick if Quoting** box, ticked as default. This should **not** be unticked if suppliers are submitting a price for work to the

MOD. Unticking this box will mean prices aren't pulled through to the MOD to see. Therefore, it is best to leave it ticked.



Submitting an ITT Response

When the response is complete, you can publish your responses to the buyer organisation by clicking **Submit Response** on the **ITT 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 to Submit ITT Response

5. Navigate to the **ITT**.
6. Click **Submit Response**. A pop-up opens explaining that you are about to submit the response.
7. Click **OK**. A pop-up opens explaining that you have submitted your response.
8. Click **OK**. In the PQQ header, the response status changes from **Not Submitted Yet** to **Response Last Submitted On** [date/time].

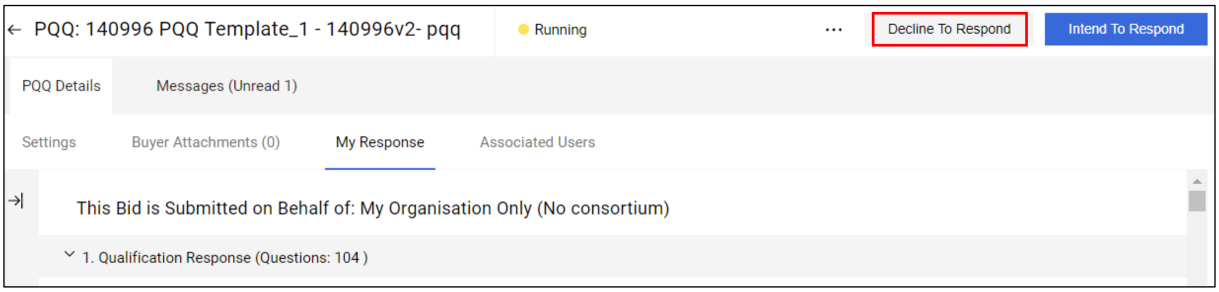
Decline or Delete an ITT Response

It is possible to **Decline to Respond**, **Delete Response** or **Withdraw Response** depending on the stage of the response process. Once the ITT evaluation is underway it is no longer possible to withdraw the response.

Step-by-Step to Decline to Respond

If you have clicked **Express an Interest** in a ITT, but not yet clicked **Create Response**:

5. From the **My Response** page, click **Decline to Respond**.
6. Enter a reason in the **Enter Decline to Respond Reason Details** field.
7. Click **Decline to Respond** again.
8. Click **OK** on the pop-up to confirm the Decline to Respond request.

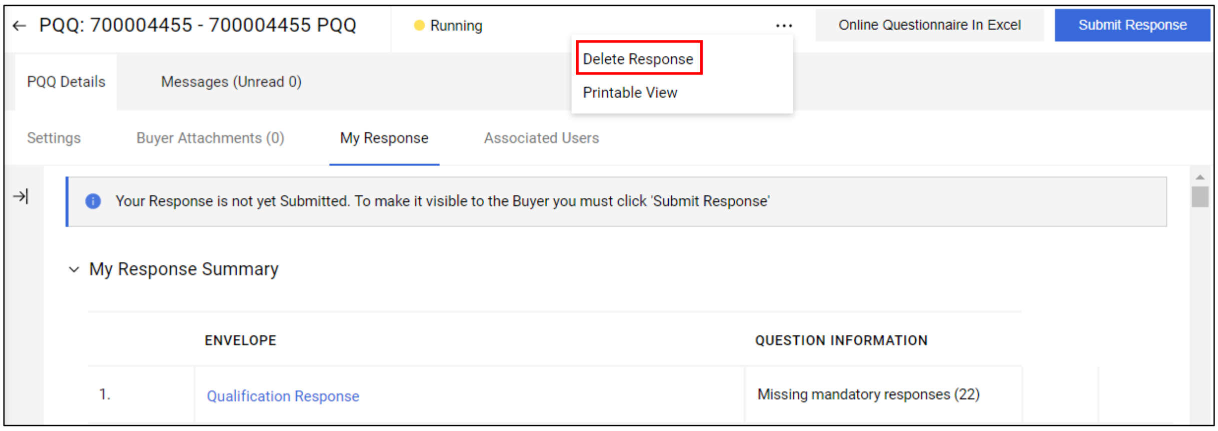


Note: If you click **Decline to Respond**, and then decide you do still want to create a response, it is still possible to do so.

Step-By-step to Delete Response

If you have clicked **Express an Interest** in an ITT, and have also clicked **Create Response**:

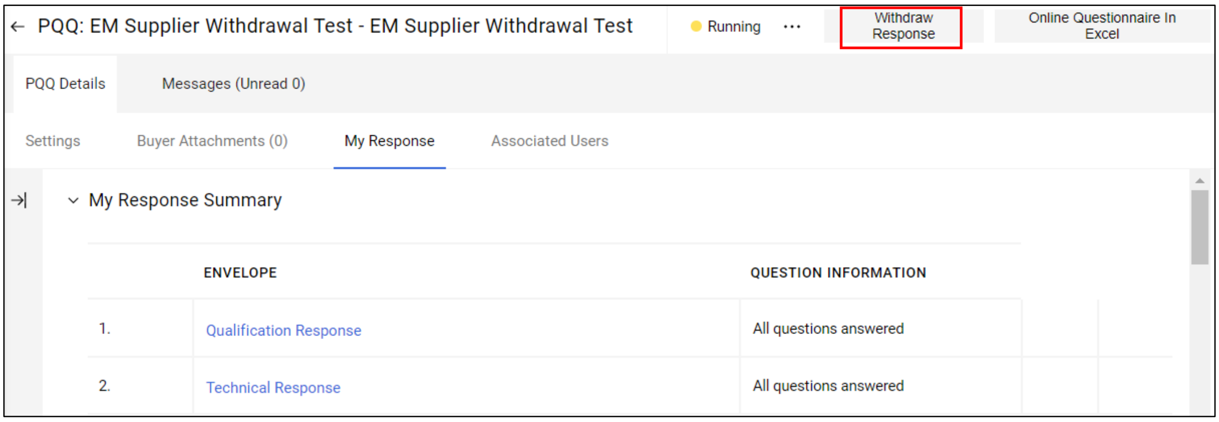
4. From the **My Response** page, click the ··· icon in the top right.
5. Click **Delete Response**.
6. Click **OK** on the pop-up.



Step-By-step to Withdraw Response

If you have clicked **Express an Interest** in an ITT, created and submitted a response:

3. From the **My Response** page, click **Withdraw Response** in the top right.
4. Click **OK** on the pop-up.



ITT Messages

Suppliers can contact the buyer through the **Messages** area within the ITT with any questions related to the event. Email notifications are also sent for messages; therefore, you don't have to log into the DSP each day to check.

The benefit of the messages tab is that there is a complete audit trail within the DSP system.

Step-by-Step to Create and Send Messages to the Buyer

9. Navigate to the **ITT**.
10. Navigate to the **Messages** tab, then click **Create Message**. A page for creating the new message opens.
11. Select a **Message Classification**. There are four options:
    - **Unclassified**
    - **For Information Only**
    - **Clarification Question**
    - **Change in Documentation**
12. Enter a **Subject**.
13. Enter the **Message**.
14. It is possible to add an attachment to support your message, by clicking the **Attachments** button, then **Upload New File**. Click **Select Files to Upload**, then select the applicable files from a local area, click **Open** and **Confirm**.
15. Click **Send Message**.
16. 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.

Step-by-Step to Reply to the Buyers Message

5. Navigate to the **ITT**.
6. Under the **Messages** tab, navigate to the **Received Messages** page.
7. Click **Reply** to compose your message to the buyer.

8. Click **Send Message** to send your reply.

Note: It is possible to export and save the list of messages for audit purposes if need be. To do this navigate to the **Received Messages** or **Sent Messages** tab, then click the ··· icon on the right / middle, next to Create, and then click **Export List**.

NEED HELP?

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

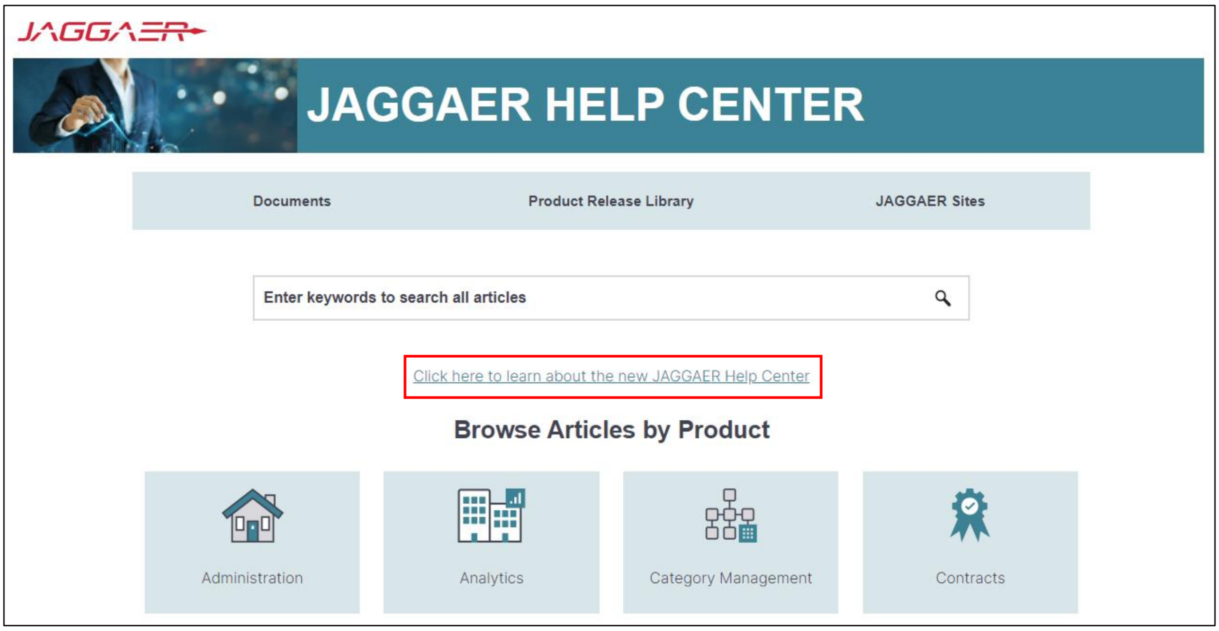
1. Call the Jaggaer UK Helpdesk: **08000698630**

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

3. Online help is available within the DSP. Click the button in the top right and then click the **Help** button to view the online help page.

The purpose of this online help system is to familiarise suppliers with tasks to be performed within the DSP. 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 tool. For detailed instructions, please see **Click here to learn about the new JAGGAER Help Center.**



Scroll down for specific supplier help:

Ministry of Defence

ANNEX A – SUPPLIER FREQUENTLY ASKED QUESTIONS (FAQS)

Question Number	Supplier Question	MOD Answer
1	Will AWARD be discontinued? Or replaced by the DSP?	No AWARD® will not be discontinued. It can be used by MOD for more complex evaluations e.g. Willingness to Pay. For all other evaluations MOD will be using the Defence Souring Portal (DSP).
2	Will DSP include an opportunities alert mechanism similar to DCO?	Yes, the DSP does have alerts enabled. Emails will be sent for any changes that happen or for any new Opportunities / Notices that are published with a matching Category.
3	Is there a limit to how many additional users can be added?	We don't believe there is a limit.
4	Concerned that Dstl & DE&S still seem unaware of what is going on and some programmes still with DCO.	We have worked closely with all MOD TLBs, including DSTL and DE&S. They have received the same information, communications and training as the wider MOD. Prior to 15th February 2021 work will have still been on the DCO, after the 15th February 2021 (DSP Go-Live) Opportunities will start to appear on the DSP for Suppliers to express an interest in.
5	Will DSP include EU opportunities or just be UK Defence?	Opportunities will be for procurements in the UK. The DSP will publish to the Find a Tender service (FTS) and Contracts Finder, as well as having its own 'Opportunities' page. FTS replaces the role of Tenders Electronic Daily (TED), the Official Journal of the EU (OJEU) for procurements in the UK. If you wish to access public sector contract opportunities in the EU, you may continue to do so via OJEU/TED.
6	Will existing suppliers info be automatically migrated onto DSP or do we need to start again from scratch?	Suppliers will need to register for a DSP account. There is no link between the information that was in the DCO and what will be in the DSP.
7	Will ITTs also migrate onto this portal, or will they continue to use AWARD?	PQQs, and ITTs will be uploaded into the DSP or where applicable AWARD® can be used for more complex evaluations (e.g. Willingness to Pay).

Question Number	Supplier Question	MOD Answer
8	Will legacy submissions on DCO continue to be accessible, will they be migrated or do suppliers have to download all materials if they want to retain the information post closedown of DCO?	Nothing will be migrated from DCO to DSP, so you will need to download anything you wish to retain.
9	So presumably we will need to keep going with DCO for rest of the world opportunities	FTS replaces the role of Tenders Electronic Daily, the Official Journal of the EU (OJEU/TED) for procurements in the UK. If you wish to access public sector contract opportunities in the EU, you may continue to do so via OJEU/TED.
10	Can we set up corporate accounts? sales@...com	It is possible to use any valid email address. However, within the Basic Profile set up a full name is needed, so any corporate email address used will still need to be associated to an individual.
11	As a current MOD supplier do the company and user details migrate to this new portal or is this another start again process?	Suppliers will need to register for a DSP account. There is no link between the information that was in the DCO and what will be in the DSP. Data migration wasn't an option. Registration shouldn't take long and is free.
12	Is there a guide on the abbreviations used? And what is the 'My Categories' section for?	There are user guides for suppliers which can be found in the DSP, prior to registering and once logged in. These should spell out any acronyms but if there are any that aren't covered, please email DefComrclCPF-BTT@mod.gov.uk with a subject of DSP Supplier Query and we can try to answer them for you. The *My Categories* section should be filled in by Suppliers using any CPV (Common Procurement Vocabulary) codes that are relevant to your business area of work. Suppliers will then receive email alerts when the MOD publish a Project for work that relates to that Category.
13	Please tell us that we only have to do the bribery/corruption/anti-slavery etc once at the top level and not for each PQQ/ITT etc.	These are included within the Extended Profile Details. It is possible to complete these upfront or when you come to expressing an interest to a PQQ or ITT, either way they will only need to be completed once, but they can be edited if need be.
14	Are you able to export the PQQ to complete it offline?	Yes, when you Express an Interest to a PQQ or ITT and click 'Create Response', it is then possible to complete the response offline within Excel by clicking 'Online Questionnaire in Excel'.

Question Number	Supplier Question	MOD Answer
		You can then opt to 'Download Online Questionnaire in Excel', complete it offline and return to that area of the DSP to import the completed spreadsheet.
15	Will historical PQQ/ITT submissions made on the DCO be available on the DSP?	No, nothing is migrated across, the DSP and DCO are separate systems. Any projects started in the DCO will continue and finish there. Any new projects started after 15th February 2021 will be published in the DSP.
16	Are messages in the system repeated to users' emails?	Suppliers will receive an email notification when a message is sent via the DSP. That email notification won't show the body of the message itself; Suppliers will need to log into the DSP to view that. MOD users will also receive email notifications when Suppliers send them messages within the DSP too.
17	If you express an interest but ultimately decide not to bid, is there a way to communicate this?	Yes, there is a 'Decline to respond' button once you have initially expressed an interest.
18	Can you add search terms, key words for flagging opportunities of interest or does DSP only alert based on a category match?	Opportunities can be searched for using filters; however the DSP only sends email alerts based on matching Categories.
19	We are a global logistics company however cannot find a category for logistics or freight. The only listing is courier.	The list of Categories is based on all the CPV (Common Procurement Vocabulary) codes. This will be the same list that was available to select from within the DCO previously. There is a search box that is useful when finding and selecting Categories.
20	Will opportunities published on DSP still be published on Defence Contracts International (DCI)?	The MOD is not affiliated with DCI.
21	If DSP isn't going to give global opportunities? Is there an aspiration to link it to Contracts Finder?	The DSP does publish to Contracts Finder, as well as the Find a Tender service (FTS).
22	How many suppliers can receive email notifications?	Only one person can receive notifications. If this is set as the default, the dash '-' icon, then no one will receive them. A user needs to be selected from the Default Users page.
23	Can you create more than one registration for the same entity?	Yes. It is up to Suppliers how they set up and manage their DSP accounts.

Question Number	Supplier Question	MOD Answer
24	Is there an accessible categories guide rather than having to search through dropdowns?	Categories need to be selected at the lowest level. However, there is a search box that can be useful for searching through all the CPV codes when trying to add a Category.
25	From the 15th February 2021, does that mean no new projects will be put on the old system?	Correct, all new Opportunities should be created through the DSP after the 15th February 2021.
26	Is there a location where you can search CPV codes via keywords, very hard to find fitting codes	There is a search box that can be useful for searching through all the CPV codes when adding a Category. Navigate to **My Categories** > click **Add Category** > then enter a keyword into the **Search or Navigate the Tree** box > Categories containing the search will be highlighted in yellow.
27	Can you transfer over existing daily alert search data from DCO to DSP in a simple way and will DSP give you the same alerts?	The DSP and the DCO are completely separate systems and no migration will happen between the two. Within the DSP email notifications are sent to users when there are new Opportunities published that match the Suppliers chosen Categories and if there are any changes or messages also.
28	DCO alerts are on key words - looks like this functionality is not in DSP	Within the DSP, email notifications are sent to users when there are new Opportunities published that match the Suppliers chosen Categories. Notifications are also sent if there are any changes or messages within the DSP.
29	Will this also replace the MOD's AWARD bidding portal?	AWARD® will no longer be used for the receipt of Tenders, Tenders will be received through the DSP. AWARD® will still be available for MOD users for more complex evaluations e.g. Willingness to Pay. All other evaluations MOD will be using the Defence Souring Portal (DSP).
30	Can you confirm for a first time user what the difference on the homepage is between PQQ & ITT icons? Thank you	The PQQ section contains Pre-Qualification Questionnaires where Suppliers answer questions which are then evaluated by MOD to see if they will qualify to be issued with an ITT (Invitation to Tender). The ITTs or ITNs (Invitation to Negotiate) are then sent to down selected Suppliers for them to complete their Tender submissions with prices, which the MOD would then evaluate.
31	Can you expand on the options for searching for opportunities using CPV codes and key words please	There is a search box that can be useful for searching through all the CPV codes when adding a Category.

Question Number	Supplier Question	MOD Answer
		Navigate to **My Categories** > click **Add Category** > then enter a keyword into the **Search or Navigate the Tree** box > Categories containing the search will be highlighted in yellow.
32	What does the supplier need to do to register? Do suppliers need to search criteria again to get notifications etc - or does previous detail logged in the DCI automatically transfer over to DSP?	The DSP and the DCO & DCI are completely separate systems and no migration will happen between them. Therefore, Suppliers will need to register for DSP accounts in order to be able to express their interest for work with the MOD.
33	If you add a user, do they have to be set up as a default user to receive updates? Will they be able to access all areas of the portal if they are set up as a user but not a default user? Also, with the email alerts regarding messaging, will they only be sent to the user who is logged in?	The email notifications will only be sent to the selected user under the 'Default User' area. User permissions can be assigned and managed, this is how you will control the level of access of each user.
34	Will the MOD require a minimum personal security standard for each user that wishes to answer MOD PQQ/ITT or to bid on a MOD contract?	This will be the same as it was for the DCO, and each PQQ or ITT will specify any requirements.
35	How is personal security information input into the DSP?	If this information is required, it would be requested as part of a PQQ/ITT document set.
36	Are the MOD able to refine the fields & close the aperture on category subjects? Is the live DSP system focused on defence and security?	Categories can be selected from a list including all CPV codes, as happened on the DCO. So, there will be a range of many different areas.
37	Hi, by populating the extended profile sections does this prevent you having to answer the same questions for each PQQ?	Yes, the Extended Profile questions will be saved, and the answers will pull through to the PQQ when you express an interest. Those fields can still be edited if any updates are needed.
38	If an inflight project is on pause on DCO will supplier data be copied across if it gets re-launched in DSP? E.g. PQQ responses already completed but not submitted?	No, nothing will be migrated. Any projects that started within the DCO will remain and finish in the DCO.
39	Will the BRAVO portal now close down? Apologies if this is one and the same thing as the DCO portal.	The introduction of the DSP does not impact other systems, it only replaces the DCO.
40	Does this portal also replace the DCO Bravo Solutions portal please?	The introduction of the DSP does not impact other systems, it only replaces the DCO.

Question Number	Supplier Question	MOD Answer
41	We supply many different types of raw materials for defence applications into the industry. This in the main is as a third partly supplier to your 1st tier and 2nd tier suppliers who are the engineering companies that supply you direct. The materials can be price sensitive and long lead-time and are not looked at seriously until your direct suppliers look at the tenders in detail. We can help this process if we are able to have vision of those programs as they are raised by the MOD we can potentially save time and money on programs as they come through. Who do we need to speak to about this?	The DSP offers public access to current Defence Opportunities. You can view these opportunities with or without having an account. Supplier access to the DSP is free.
42	If you have multiple trading names/divisions, under 1 limited entity how do you reflect different brands in the organisation name?	You can set up and manage divisions within your account. Otherwise if easier, you may wish to register for an account for each division.
43	Can you port over your profile responses i.e. those 3 forms to the PQQ questions	Yes, the Extended Profile questions will be saved, and the answers will pull through to the PQQ when you express an interest. Those fields can still be edited if any updates are needed.
44	Does this work alongside, or replace, the process for issuing opportunities if you are on existing MoD frameworks (e.g. Crown Commercial Services)	Where a CCS framework stipulates a particular website/portal to use in order to call off a framework, that website/portal will continue to be used. Otherwise, opportunities will be issued via the DSP.
45	When will we start getting the alerts?	The DSP went live on 15th February, so as soon as MOD publish any Opportunities after this date that match your chosen categories.
46	How do you gain a NATO Commercial and Government Entity code (NCAGE)?	There is more information online regarding NCAGE codes - https://www.gov.uk/guidance/uk-national-codification-bureau.
47	How do you gain a CP&F Supplier Reference Number?	If you answered “Yes” to the question “Have you contracted with MOD previously?” within the Basic Profile – General Information section, then you will then be asked to enter your Contracting, Purchasing & Finance (CP&F) Supplier Reference Number if known. This is the number used when you invoice

Question Number	Supplier Question	MOD Answer
		the MOD. It is the first 5 digits of the 7-digit number required on the Invoice.
48	How do you gain a DSTL Reference Number?	If you answered “Yes” to the question “Have you contracted with MOD previously?” within the Basic Profile – General Information section, then you will then be asked to enter your Defence Science and Technology Laboratory (DSTL) Supplier Reference Number, this is the reference number used when invoicing DSTL and is required on the invoice along with the purchase order number.
49	Can we get the names for each of these please? CP&F / DSTL / PCR SQ / SAQ / PQQ / DSPCR DPQQ	**CP&F – Contracting, Purchasing & Finance**: This is the MOD Oracle tool for purchasing and payment, and how we draft contract documentation. **DSTL - Defence Science and Technology Laboratory**: This is a section of the MOD. **PCR – Public Contract Regulations**: One of the types of regulations that must be followed when contracting. **DSPCR – Defence & Security Public Contract Regulations**: As above but for contracts that are Defence specific. **SAQ – Supplier Assessment Questionnaire**: A type of pre-qualification questionnaire, used to help down-select suppliers to then potentially invited to tender. **PQQ – Pre-Qualification Questionnaire**: A set of questions used to down-select suppliers to then potentially invite to tender. **DPQQ – Dynamic Pre-Qualification Questionnaire**: As above but dynamic / online (all our pre-qualification questionnaires are online now).
50	Can you highlight that you are a supported employer and or a social enterprise at any point here? What is the MOD position on this, does it follow the new public sector and government directive for social procurement, or does it have a separate approach?	When MOD create Notices, they can flag them to be suitable for *Small and Medium Enterprises (SMEs)* or *Voluntary Community and Social Enterprise (VCSE).* The MOD are also following the Cabinet Office directive for Social Value and including it in all contracts.

Question Number	Supplier Question	MOD Answer
51	Will the tenders currently advertised through the Suppy2Defence website now be advertised through this new MOD Defence Sourcing Portal?	The MOD aren't affiliated with the 'Suppy2Defence' website, the Defence Sourcing Portal (DSP) is the official Source of information for MOD opportunities. The DSP is free to register to and use.
52	The key dates for us as Suppliers is the date of the deadline for submitting AND the deadline date for the last chance to ask questions of the procurement officer. Are both dates available in the decision-making page to see whether to submit?	Yes, both the 'End Date for Supplier Clarification Messages' and the 'Close Date' are populated by MOD in the PQQ or ITT settings page for Suppliers to see.
53	How do you delete projects you have applied for but chosen not to progress with?	It is possible to delete a response for a Project that you have expressed an interest in.
54	Does the portal have an accessibility function	Yes, when you are logged into the DSP, click the person icon in the top right of any screen, then click *Accessibility and Legend*. There is then an Accessibility tab where you can amend the settings for High Contrast Stylesheet and Switch to Accessible Controls.
55	How can an innovator supplier be able to present a product that has added technology?	The MOD procures for innovative procurements and these will be available through the DSP. We also recommend searching the Defence and Security Accelerator (DASA) – Link: https://www.gov.uk/government/organisations/defence-and-security-accelerator. DASA holds themed competitions to address specific challenges, and offers funding, as well as an Open Call which welcomes ideas on a broader scale. More information and contact details can be found on the .GOV.UK website.
56	Are there any new initiatives/options in place to increase opportunities for SMEs?	MOD want to encourage smaller businesses to work with us and increase the diversity of the defence supply chain. The MODs SME Action Plan is published on GOV.UK with Ministerial endorsement. You can find it online if you Google: MOD SME Action Plan – the MOD will be publishing an update in the next few months. The MOD are working hard to

Question Number	Supplier Question	MOD Answer
		strengthen our supplier engagement by promoting and sharing market engagement, industry days and opportunities on our Twitter channel @defenceproc and on the DSP. We're also encouraging Major Suppliers to advertise subcontracting opportunities they are competing on the DSP, to improve visibility of these opportunities for SMEs. We have also introduced new policies, like requiring suppliers to report their SME spend, and also Prompt Payment, to ensure that suppliers benefit from being paid on time. You can find out more by looking at our Procurement Hub on gov.uk (https://www.gov.uk/government/organisations/ministry-of-defence/about/procurement) and attending one of our webinars, which we run regularly, covering a range of different topics which would be of interest to smaller companies. We have also started to keep a bank of these on our Procurement Hub so you can refer back to them.
57	If a category on CVP is not clearly available, is there someone we can ask in relation to finding that information.	There is a search functionality in the My Categories section, so this can be used to further refine your CPV code search. Alternatively, there is information on the internet about CPV codes and how they are classified and used, as MOD do not own or manage them.
58	Specific to training and development ITTs - does the qualification response allow us to include support material (such as presentations, links to websites and demos)? We're aware this means we're asking you to come outside of the portal and go to an online site.	The MOD have the option to make general attachments available to suppliers, if this is selected then you will be able to add any addition attachments. Alternatively, files can be added to attachment type questions for PQQs and ITTs.