# Jaggaer Digital Guidance

Jaggaer is the digital procurement platform used by the FSA to publish invitations to tender (ITTs) and manage applications for those tenders. If you wish to apply for funding from the FSA, you will need to do so via the Jaggaer platform. In addition to submitting applications, Jaggaer can be used to browse open projects, receive invitations to submit tenders and manage relevant data for an organisation.

# Registration

### How to register

To apply for funding (for example, research and supply opportunities) with the FSA, organisations must register on Jaggaer, a digital procurement platform.

Use the [FSA's eSourcing portal](#) to [register an account](#) or login.

Registration is free and requires filling out a short form.

### Entering your organisation and user details

In the first tab (**"Organisation/ User Details"**) on the **Registration Page**, fill in details required for registering on Jaggaer, this includes a **Super User Profile** and basic organisation information. **'Super User'** is the name given to the main account for an organisation. The Super User has special administrative powers.

- mandatory fields are marked by an asterisk and must be completed to continue the registration
- should you wish to register multiple email addresses to a supplier account, use a semi-colon (;) between each email address
- most organisation details can be changed after registration, details on how to do this can be found in the [Edit organisation profile](#) section of this guide
- you cannot change the name of your organisation, the status of the organisation's legal structure or the Super User in Jaggaer once you have registered
- additional users can be added to an organisation profile once registration is complete, details on how to do this can be found in the [Add and manage additional users](#) section of this guide

### Entering essential information

In the second tab (**"Essential Information"**) on the **Registration Page**, fill in key demographic details about your organisation.

- mandatory fields are marked by an asterisk and must be completed to continue the registration
- details submitted here can be changed following registration

### Selecting categories associated with your organisation

In the third tab (**"Category Selection"**) on the **Registration Page**, select categories to add to your organisation profile. Categories specify classes of goods or services a supplier would like to associate with their organisation.

The FSA does not use categories in the selection of tenders, but other organisations might.

- categories can be manually selected from the drop-down list or found in the search box
- categories can be added or removed after registration, details on how to do this can be found in the [Categorise your supplier registration](#) section of this guide

### Finalising your registration

Once you have completed the category selection, an email will be sent to the email address provided with instructions on finalising registration. The email will ask you to set-up a secure password for your account. You will then be able to log into your account.

# Managing user and organisation profiles

### Editing your organisation profile

To edit basic information about your organisation:

- find the **Organisation Profile** tab under the Quick Links tab on the Main Dashboard page
- under the **Registration Data** tab at the top of the page, switch to edit mode by selecting the **pencil symbol** (switch into edit mode in order to modify the content) in the top right corner
- make the desired changes and select the **Save** icon in the top right or click cancel to discard the changes you have made

### Edit Profile Data

Edit information in the **Profile Data** tab, such as essential information and qualification questions, by clicking the **pencil symbol** (switch into edit mode in order to modify the content) in the top right corner. Once you have made the desired changes select the **Save** icon in the top right or select **Cancel** to discard the changes you have made.

### Adding and managing additional users

You can add multiple user accounts to a single organisation profile.  Add and manage these through the [portal](#).

To manage the users associated with your organisation profile, navigate to the **Manage Users** link under the **Quick Links** section on Jaggaer's **Main Dashboard** page.

### Adding a new user

To add a new user to your organisation profile:

- select the **Create** icon on the top right of the **Manage User** page
- fill out the required information marked by the asterisk (*)
- once you have made the desired changes, select the **Save** icon in the top right or select **Cancel** to discard the changes you have made

- login details will be sent to the new user's email address
- to provide the user with the level of access necessary to their role, review the user rights of the account to grant access to the desired areas

## Managing user rights

To Manage User Rights:

- find the desired user on the **Manage User** page and click on the associated column
- at the top of the desired user page select the **User Rights** tab and switch to edit mode, using the **pencil symbol** (switch into edit mode in order to modify the content) in the top right corner
- change the level of access a user account has to your organisation's activities. This can be done for each individual activity or by giving blanket permission choosing the **Set Minimum Rights** or **Set Full Rights** options at the top right of the page and each activity section
- once you have made the desired changes select the **Save** icon in the top right or select **Cancel** to discard the changes you have made

## Managing user details

To manage a user's details, including their basic information and the user's role in your organisation:

- find the desired user on the **Manage User** page and click on the associated column
- at the top of the desired user page select the **User Details** tab and switch to edit mode, using the **pencil symbol** (switch into edit mode in order to modify the content) in the top right corner
- once you have made the desired changes select the **Save** icon in the top right or select **Cancel** to discard the changes you have made

## Managing Super User Details

Only the Super User can manage their own details by editing their **User Profile.**

## Managing a personal user profile

To manage your user profile:

- select the **Profile Information** icon on the top right corner of any page and navigate to the **User Profile** tab
- find the desired section you want make changes to and switch to edit mode, using the **pencil symbol** (switch into edit mode in order to modify the content) in the section's top right corner
- once you have made the desired changes select the **Save** icon in the top right or select **Cancel** to discard the changes you have made

## Categorising your Supplier Registration

Categories specify classes of goods or services the supplier would like to associate with their organisation.

Please note, the FSA does not use categories in the selection of tenders, but other organisations might.

To edit the goods or services your organisation is associated with, navigate to the **My Categories** tab under the **Quick Links** tab on Jaggaer's **Main Dashboard** page. From there you can add or edit the categories associated with your organisation.

To add additional categories:

- select the **Add Category** icon at the top right of the page
- from the **Category Selection** page, categories can be manually selected from the drop-down list or found in the search box
- once you have made the desired changes select the **Confirm** icon in the top right or select **Cancel** to discard the changes you have made

# Finding and Submitting a Tender

Tips

## Useful terms and acronyms

When making your application you are likely to come across a number of acronyms and terms with which you may not be familiar:

**ITT =** Invitation To Tender??????

**PQQ =** Pre-Qualification Questionnaire

**DUNS =** Data Universal Numbering System

**PSC =** Persons of Significant Control

**ECMS =** E-sourcing and contract management system

## Searching for a tender opportunity

The FSA publishes opportunities for suppliers in the form of invitations to tender (ITTs).

Within Jaggaer FSA, ITTs can be found under the **Published Opportunities** link, in the **Quick Links** section on Jaggaer's **Main Dashboard** page or through the **Sourcing** tab (marked by a globe with a magnifying glass icon) in the toolbar and following **ITTs > ITTs open to all suppliers.**

There are many services external to Jaggaer where ITTs can be found. The two main government services are Government find a tender and Government contracts finder.

## Expressing interest in an invitation to tender

Published ITTs give a brief overview of the funding opportunity. To start the application process and receive further information, organisations must submit an expression of interest.

Once an ITT has been identified, which your organisation wishes to bid for, submit an expression of interest by selecting the **Express Interest** icon at the top right of the specified ITT page.

You will receive an email confirming your expression of interest and be given access to a higher level of detail on this ITT.

This ITT can then be found on your **My ITTs** page.

## Confirming your intent to respond

Once your organisation has submitted an expression of interest, you can look over the further details provided and decide if you intend to respond to the ITT.

- buyer attachments and information for suppliers can be found under the **Buyer Attachments** tab
- buyer attachments include the extended ITT, financial templates, a short form contract, the tender application form, and any other necessary information
- should you wish to continue with the application process, select the **Intend To Respond** icon in the top right of the page or select the **Decline to Respond** if you wish to cancel

## Submitting a full application

Once your intent to respond has been submitted, you can complete the full body of the application. Complete the necessary documents provided in the buyer attachments.

- under the **Buyer Attachments** tab on the specific ITTs page, you will find the documents required to submit an application, including the essential information and blank templates to be filled out
- documents include a **Financial Template**, in which you should include a breakdown of the costs associated with your application, a **Draft Contract**, and a **Tender Application** form
- once the necessary documents have been downloaded and completed, you can proceed with the application

## Completing and submitting your response to an ITT

- under the **My Response** tab you will find a questionnaire required to continue your application
- fill out the required information in each section marked by the asterisk (*) and any additional applicable questions, using the **pencil symbol** (switch into edit mode in order to modify the content) at the top of each area or clicking on the links in the columns under **Envelope** in the **Response Summary**
- once completed, select the **Save** icon in the top right or click cancel to discard the changes you have made in this section. You will also have the opportunity to attach important documents, including those found under the **Buyer Attachments** tab
- select the Submit Response icon in the top right of the **My Response** tab, once ready to submit
- you can edit a response at any time before the submission deadline by revisiting the ITT page and repeating the same process

Additional and specific guidance on completing your application can be found under the Buyer Attachments tab on any ITT page. It will be the first document available to download in the column and is labelled as **"Invitation to Tender Guidance".**

To be considered, an application must be compliant. Being compliant means answering all mandatory questions sufficiently. Tender responses will be checked to ensure they are fully compliant with the conditions of the tender. Non-compliant tenders may be rejected by the FSA.

Please note, your response to an ITT must be submitted by the specified ITT deadline.

## Asking "Supplier clarification questions"

If an organisation has questions concerning a specific ITT they can submit them through the system. The clarification question period will be stated in the specification document in the

'estimated procurement timetable' and will usually close two weeks before the submission deadline. Questions sent after the clarification period will not be answered.

To submit a clarification question:

- go to the messages tab near the top of the page and then select **Create Message.** You will be given a box for subject and a box to write your message
- once you have written the desired message, select the **Send Message** icon in the top right or select **Cancel** to discard the changes you have made
- existing questions and answers will appear under the received message tab

### Finding ITTs associated with your organisation

To view your organisation's current and past applications to ITTs, navigate to the My ITTs link under the **Quick Links** section on Jaggaer's **Main Dashboard** page to view the status of each of your tender applications and edit responses to open ITTs.

# Post Submission

### Responding to "Buyer clarification questions"

At times, the FSA may need to ask suppliers follow-up questions based on their application.

- FSA questions will appear in the **Messages** tab near the top of the related ITT page
- organisations can reply to those questions in the same place by selecting the **Reply** icon
- once you have written the desired message select the **Send Message** icon in the top right or click cancel to discard the changes you have made

### Evaluation of tender submissions

All tender submissions for an ITT are evaluated through the same process. Organisations with complete profiles that are submitting a tender, and have done so correctly, will be considered equally under a scoring system.

The application consists of:

1. The Technical Envelope: in which applicants should detail the approach, the work plan, and their ability to undertake the work
2. The Commercial Envelope: in which applicants should outline all costs to conduct the proposed work
3. Other relevant supporting information

Tenders are evaluated on these aspects by FSA evaluators using a weighted numerical system.

Further information on how tenders are assessed can be found in the specification document, located in the **Buyer Attachments** section of the ITT.

Feedback on an organisation's application and its scores will be provided in the tender notification letter which is drafted following the formal evaluation of bids.

# Contract Management

### Managing user and organisation contracts

Contracts with the FSA are mostly managed externally to the Jaggaer system. However, contract details can be found within the system, including the contract document and any variation to contracts.

To access a list of contracts you currently hold with the FSA, navigate to the **My Contracts tab** under the **Quick Links** tab on Jaggaer's **Main Dashboard** page.

# Additional information

## Timelines and outcomes

Regardless of when it is started, the application must be completed and submitted by the specified ITT deadline. The estimated timeline for each ITT will be set out in the specification document in the **'Estimated Procurement Timetable'**. Following a successful application, a contract will be signed by both parties, after which a contract initiation meeting will take place with the project team.

## Costs

Costs should be submitted excluding VAT; however, suppliers need to state whether they will be charging VAT in the financial template.

## Other useful terms

**FSA:** Food Standards Agency
**SERD:** Science Evidence and Research Division
**ARI:** Areas of Research Interest?
**DRV:** Dietary reference value??
**E&C:** Enforcement and compliance??
**FBD:** Foodborne disease?
**FHS:** Food hypersensitivity?
**GFS:** Global Food Security?
**GMP:** Good Manufacturing Practice?
**LEAF:** Linking Environment and Farming??
**PI**: Performance indicator?
**POAO:** Product of Animal Origin?
**RA:** Risk Assessment?
**RAP:** Risk Analysis Process??
**RIFE:** Radioactivity in Food and the Environment??
**RM:** Risk management?
**SQF:** Safe Quality Food?
**TDS:** Total Diet Study?

Please contact help@bravosolution.co.uk for further assistance with using Jaggaer.