

Basic Navigation & Features

JGSM-03-E

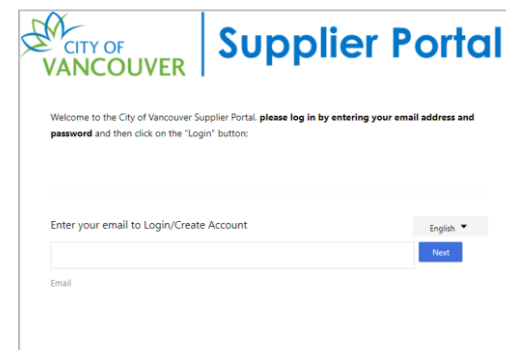
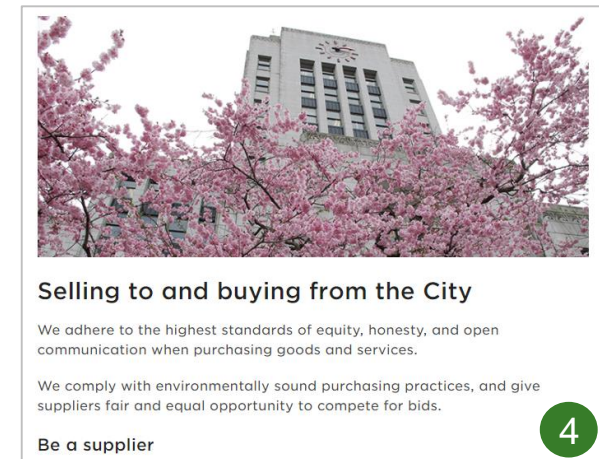
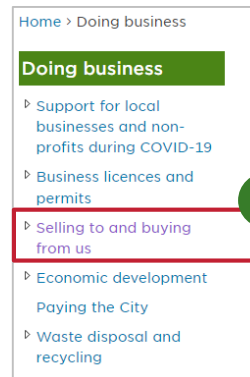
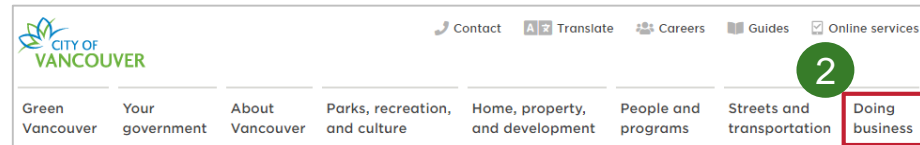


Accessing the City of Vancouver Supplier Portal

Access the **Jaggaer Supplier Portal** from the **City of Vancouver** website by following the steps below:

- 1 Visit vancouver.ca on your browser.
- 2 Select the **Doing Business** from the menu across the top of the page.
- 3 Select **Selling to and buying from us** from the left panel under **Doing Business**.
- 4 Select the link to access the Jaggaer Supplier portal.

The Jaggaer Supplier Portal login page displays.



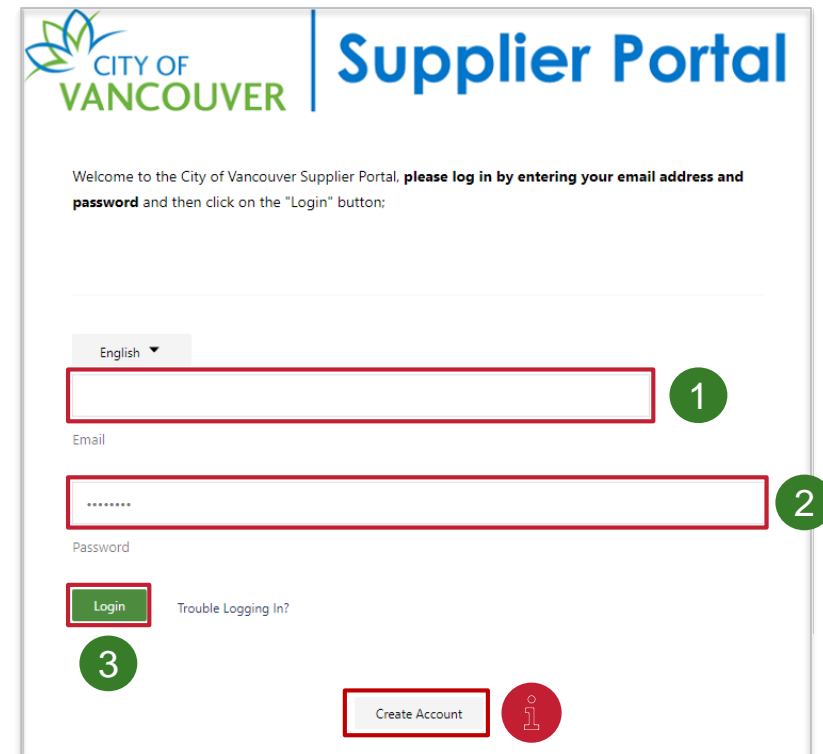
Select this link to directly access the [Supplier Portal - Login](#)

Logging in

To **Log in** to the **Supplier Portal**, follow the steps below:

- 1 Enter your **Email address**.
- 2 Enter your **Password**.
- 3 Select the **Login** button.

The Supplier Portal landing page displays.



If you are not yet registered, select the **Create Account** button

Landing Page Overview

After signing in successfully, you will reach the **Welcome to Supplier Registration** page.

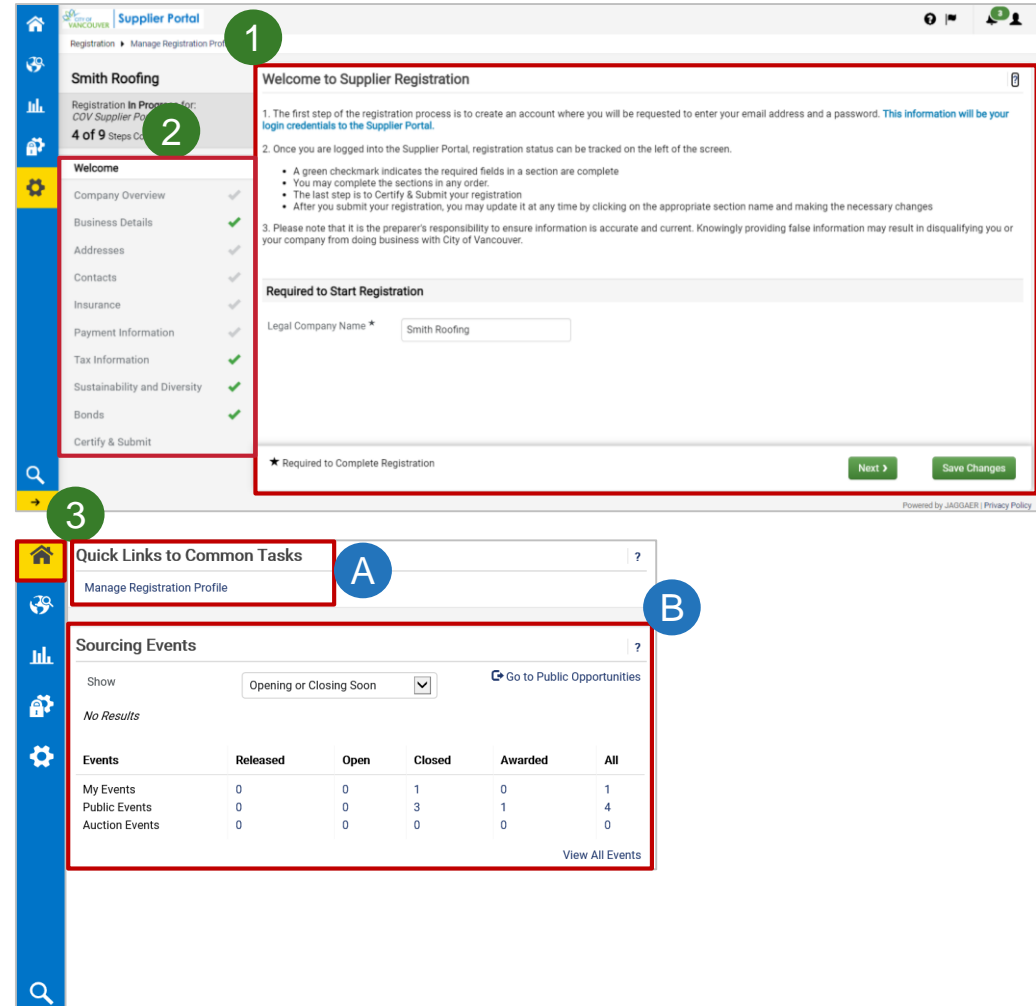
1 Complete your profile registration or make updates to your profile, where needed.

2 Select the different sections to **view and/or update** your details.

3 Select the **Home** icon on the left top corner of the page to access:

A Quick links to common tasks

B List of Sourcing Events



The screenshot shows the 'Supplier Portal' interface. A red box highlights the 'Welcome to Supplier Registration' section, which includes instructions for new users and a 'Required to Start Registration' form with a text input for 'Legal Company Name' (Smith Roofing). A green box highlights the left sidebar, which contains a 'Welcome' section with a list of profile management options (Company Overview, Business Details, Addresses, Contacts, Insurance, Payment Information, Tax Information, Sustainability and Diversity, Bonds, and Certify & Submit). A blue box highlights the 'Quick Links to Common Tasks' section, which includes a search bar and a list of tasks (Manage Registration Profile, Sourcing Events, etc.). A green box highlights the 'Sourcing Events' section, which displays a table of events with columns for Released, Open, Closed, Awarded, and All. The table shows data for My Events, Public Events, and Auction Events. A red box highlights the 'Home' icon in the top left corner of the sidebar.

1 Welcome to Supplier Registration

2 Welcome

3 Home icon

A Quick Links to Common Tasks

B Sourcing Events

Events	Released	Open	Closed	Awarded	All
My Events	0	0	1	0	1
Public Events	0	0	3	1	4
Auction Events	0	0	0	0	0

To **Access an Event** through the public portal, login to the **Supplier Portal** and follow the steps below:

- 1 Select the **Go to Public Opportunities** link.

*You will be directed to the **COV Procurement Opportunities** page.*

Sourcing Events

?

Show Opening or Closing Soon

[Go to Public Opportunities](#)

1

Event Number	Status	Event Title	Dates	Action
PS20210094-COV-RFP	Open	Copy of Nicole - Test RFP	Open: 12/7/2021 5:25:00 PM EDT Close: 12/28/2021 3:00:00 AM EDT	Respond
PS20210079-FRSCM-RFP	Open	Provision of Property Tax, Utility Billing and General Information Mail-out Services	Release: 11/25/2021 3:00:00 PM EDT Open: 11/25/2021 4:00:00 PM EDT Close: 1/28/2022 3:00:00 AM EDT	View Submitted Response

Events	Released	Open	Closed	Awarded	All
My Events	0	2	0	1	3
Public Events	0	2	11	8	21
Auction Events	0	0	0	0	0

View All Events

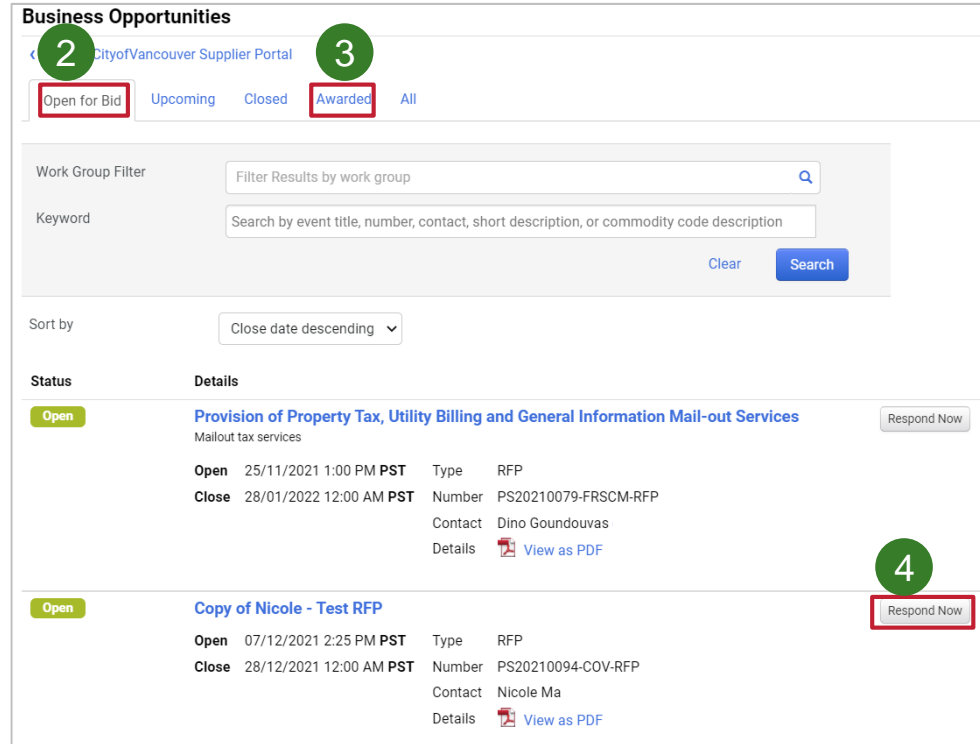
Public Portal (Contd.)

Select the following tabs for more information:

2 Open for Bid
View events that are currently open for bidding.

3 Awarded
View events that have recently been awarded.

4 Select the **Respond Now** button next to the event name to be directed the **Events Summary** page.



Business Opportunities

CityofVancouver Supplier Portal

Open for Bid Upcoming Closed Awarded All

Work Group Filter: Filter Results by work group

Keyword: Search by event title, number, contact, short description, or commodity code description

Sort by: Close date descending

Status	Details
Open	Provision of Property Tax, Utility Billing and General Information Mail-out Services Mailout tax services Open: 25/11/2021 1:00 PM PST Type: RFP Close: 28/01/2022 12:00 AM PST Number: PS20210079-FRSCM-RFP Contact: Dino Goundouvas Details: View as PDF
Open	Copy of Nicole - Test RFP Open: 07/12/2021 2:25 PM PST Type: RFP Close: 28/12/2021 12:00 AM PST Number: PS20210094-COV-RFP Contact: Nicole Ma Details: View as PDF



Use the **Search** button to find events to bid on. You can search for keywords or the work group that the event belongs to.

Communicating with the Buyer

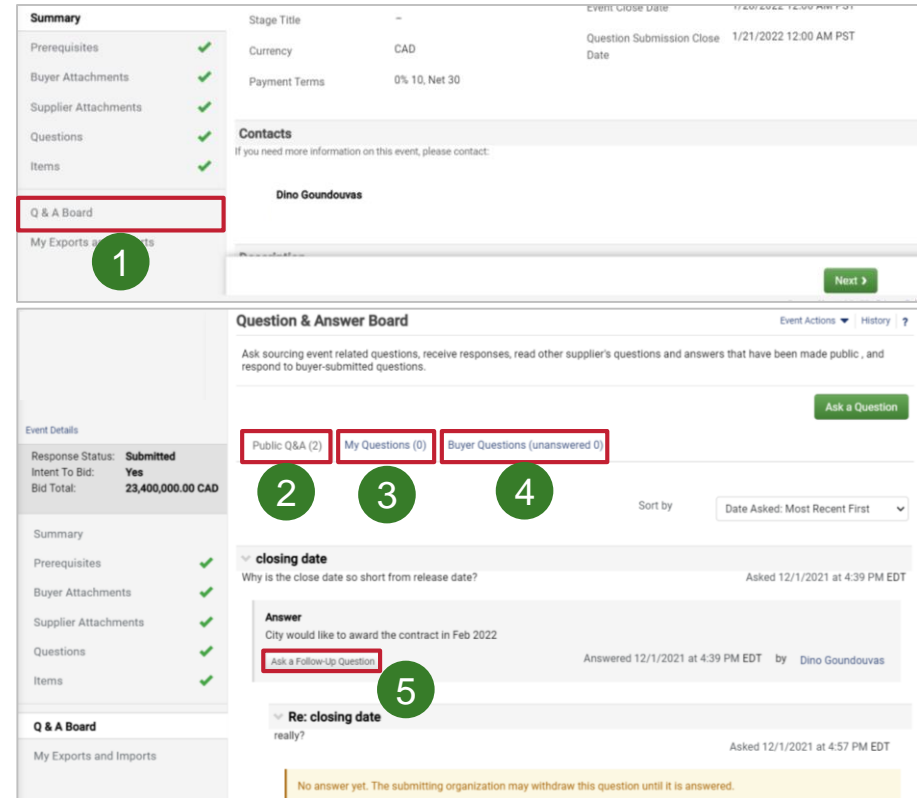
To **Communicate with the Buyer**, follow the steps below:

- 1 Open an event then select the **Q&A Board** section.

The Q&A board displays.

Select the following tabs for more information:

- 2 **Public Q&A**
View questions that were posted from other suppliers and the buyer.
- 3 **My Questions**
See a thread of your previously asked questions.
- 4 **Buyer Questions**
See the questions buyers have posted for suppliers to answer.
- 5 Select the **Ask a Follow-up question** button to ask a follow-up question to the **Buyer**.



The screenshot displays the 'Q & A Board' interface. On the left sidebar, the 'Q & A Board' tab is highlighted with a red box and a green circle with the number 1. The main content area shows the 'Question & Answer Board' with three tabs: 'Public Q&A (2)', 'My Questions (0)', and 'Buyer Questions (unanswered 0)'. The 'Public Q&A (2)' tab is selected, indicated by a red box and a green circle with the number 2. Below the tabs, there is a question titled 'closing date' with the text 'Why is the close date so short from release date?' and 'Asked 12/1/2021 at 4:39 PM EDT'. An answer is provided by 'Dino Goundouvas' with the text 'City would like to award the contract in Feb 2022' and 'Answered 12/1/2021 at 4:39 PM EDT'. A red box highlights the 'Ask a Follow Up Question' button, with a green circle and the number 5. Below the answer, there is a section for 'Re: closing date' with the text 'really?' and 'Asked 12/1/2021 at 4:57 PM EDT'. A yellow banner at the bottom states 'No answer yet. The submitting organization may withdraw this question until it is answered.'

Communicating with the Buyer (Contd.)

- 6 Select the **Ask a Question** button to ask a new question to the buyer.

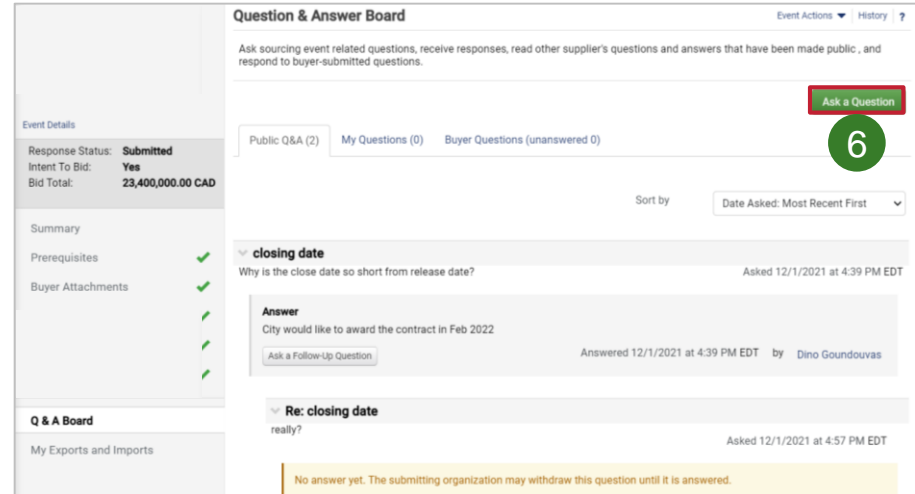
A new pop-up window displays.

- 7 Enter the question's **Subject** in the subject field.

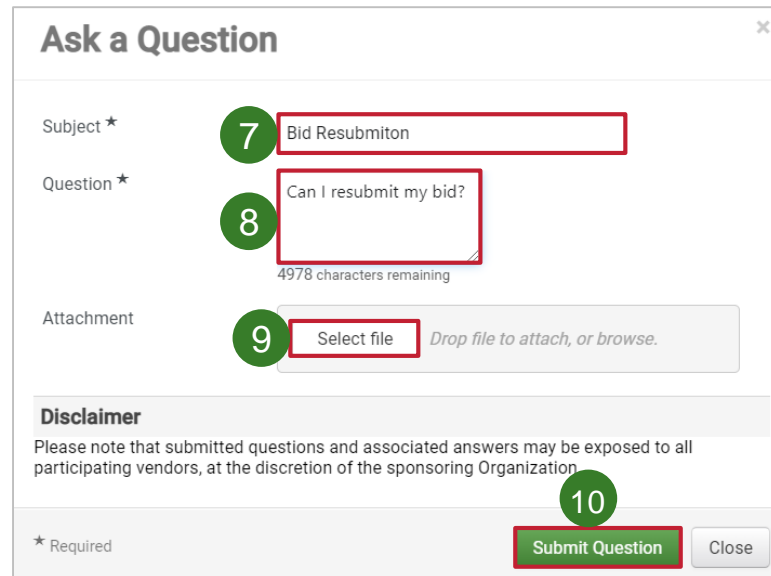
- 8 Enter the **Question** in the question field.

- 9 Select the **Select file** button to attach documents.

- 10 Select the **Submit Question** button to submit your question to the buyer.



The screenshot shows the 'Question & Answer Board' interface. On the left, there's a sidebar with 'Event Details' showing 'Response Status: Submitted', 'Intent To Bid: Yes', and 'Bid Total: 23,400,000.00 CAD'. Below this are sections for 'Summary', 'Prerequisites', and 'Buyer Attachments', each with a green checkmark. The main area is titled 'Question & Answer Board' and includes a description: 'Ask sourcing event related questions, receive responses, read other supplier's questions and answers that have been made public, and respond to buyer-submitted questions.' There are tabs for 'Public Q&A (2)', 'My Questions (0)', and 'Buyer Questions (unanswered 0)'. A red 'Ask a Question' button is in the top right. Below the tabs, there's a 'closing date' question: 'Why is the close date so short from release date?' asked on 12/1/2021 at 4:39 PM EDT. An answer follows: 'City would like to award the contract in Feb 2022' answered on 12/1/2021 at 4:39 PM EDT by Dino Goundouvas. Below that is a 'Re: closing date really?' question asked on 12/1/2021 at 4:57 PM EDT. A yellow banner at the bottom states: 'No answer yet. The submitting organization may withdraw this question until it is answered.'

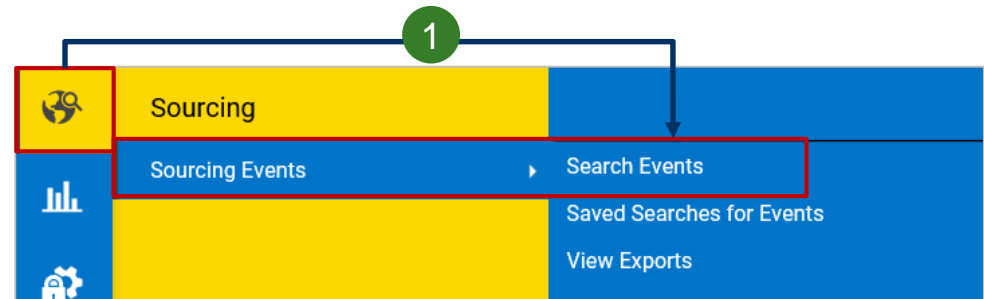


The screenshot shows the 'Ask a Question' pop-up window. It has a close button (X) in the top right. The 'Subject' field contains 'Bid Resubmiton' (labeled 7). The 'Question' field contains 'Can I resubmit my bid?' (labeled 8) and shows '4978 characters remaining'. The 'Attachment' section has a 'Select file' button (labeled 9) and the text 'Drop file to attach, or browse.'. Below this is a 'Disclaimer' section: 'Please note that submitted questions and associated answers may be exposed to all participating vendors, at the discretion of the sponsoring Organization'. At the bottom, there's a 'Submit Question' button (labeled 10) and a 'Close' button. A '*' Required label is at the bottom left.

Search Function

Search for Sourcing Events

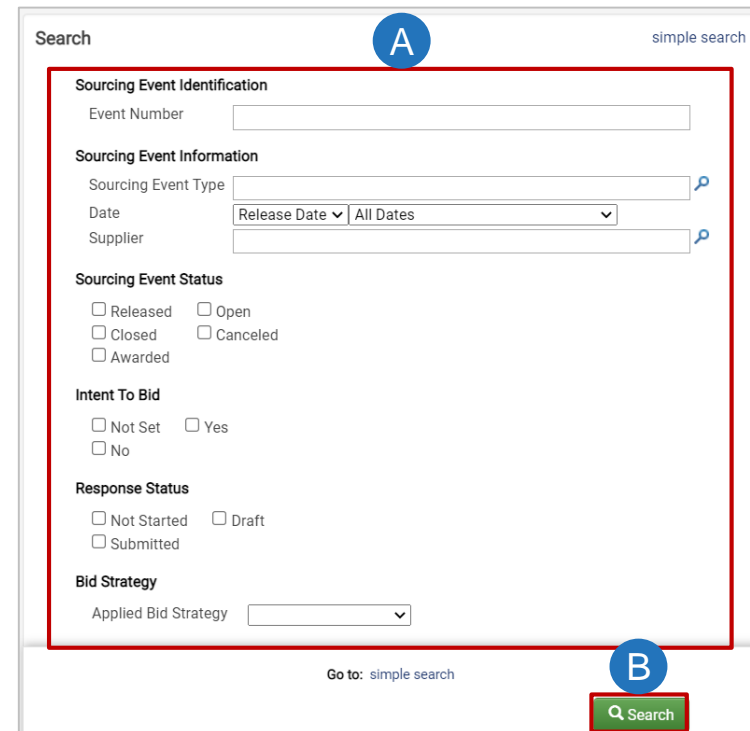
- 1 Select on the **Sourcing** icon on the left panel, hover your mouse over **Sourcing Events** then click the **Search Events** option.



A new Search window displays.

- A Use the **Search Filters** in the new window to find the event you are looking for.
- B Select the **Search** button.

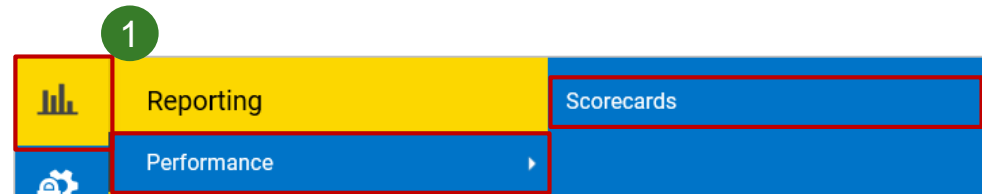
The Event you are searching for displays.

A screenshot of a 'Search' window. The window has a title bar 'Search' and a 'simple search' link. The main content area is a form with several sections: 'Sourcing Event Identification' with an 'Event Number' field; 'Sourcing Event Information' with 'Sourcing Event Type', 'Date' (with a 'Release Date' dropdown and 'All Dates' button), and 'Supplier' fields; 'Sourcing Event Status' with checkboxes for 'Released', 'Open', 'Closed', 'Canceled', and 'Awarded'; 'Intent To Bid' with checkboxes for 'Not Set', 'Yes', and 'No'; 'Response Status' with checkboxes for 'Not Started', 'Draft', and 'Submitted'; and 'Bid Strategy' with an 'Applied Bid Strategy' dropdown. A red box highlights the entire form area. A blue circle with the letter 'A' is in the top right corner of the form. At the bottom right of the window is a green 'Search' button with a magnifying glass icon, labeled with a blue circle and the letter 'B'. A 'Go to: simple search' link is also at the bottom.

Additional Features

You are also able to click on the **Reporting**, **Administer** and **Registration** icons to access additional features within the portal. For example,

1 Reporting
View your **Performance Scorecards**. Allow a view of your performance from **previous work** you have completed with the City of Vancouver.



2 Administer
Send New User Requests or to View your existing **Pending User Registrations**. This allows you to **add new users** to your profile and/or **assign them a role**.



3 Registration
Manage your Registration Profile. This allows you to **update** or add **new** information to your profile.



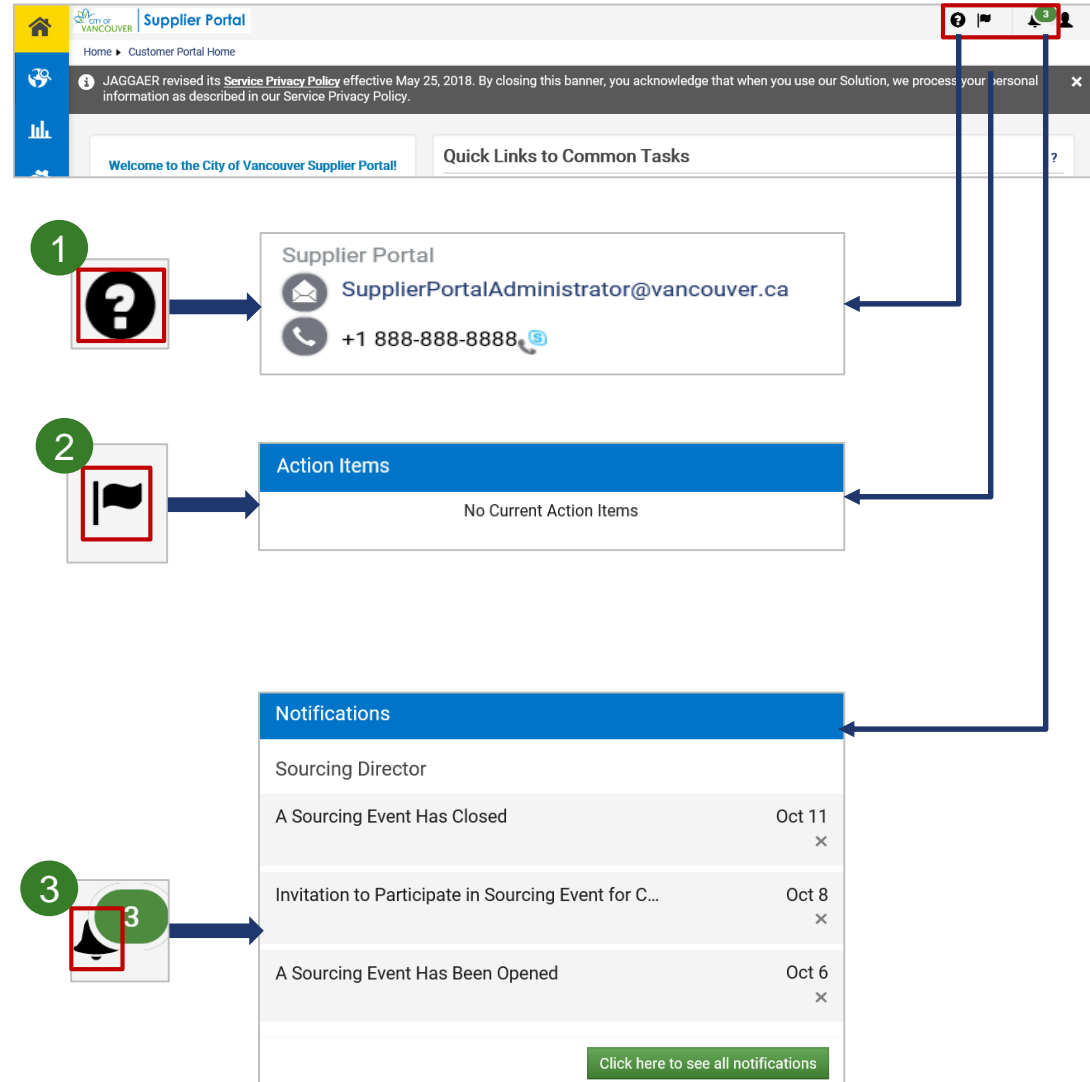
Additional Features

In the **top-right-corner** of the **Supplier Portal page**, you are able to access the following:

1 Question Mark
Contact City of Vancouver staff.

2 Flag
Check for any **Action Items** that need to be completed.

3 Bell
View account **Notifications**.



The screenshot shows the top-right corner of the Supplier Portal. A red box highlights three icons: a question mark, a flag, and a bell. Arrows point from these icons to their respective sections:

- 1 Question Mark:** A box containing contact information for the Supplier Portal Administrator: SupplierPortalAdministrator@vancouver.ca and the phone number +1 888-888-8888.
- 2 Flag:** A box titled "Action Items" showing "No Current Action Items".
- 3 Bell:** A box titled "Notifications" showing a list of events:

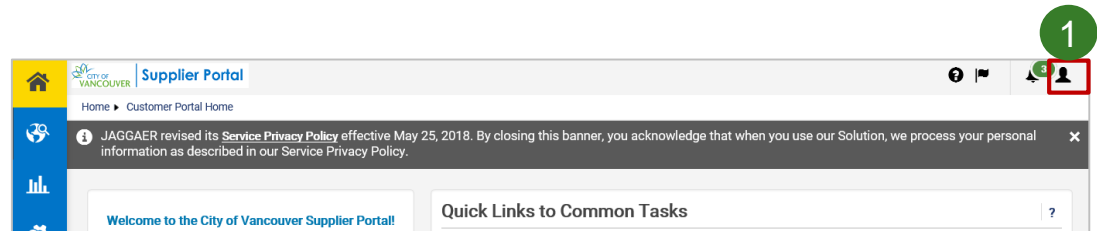
Notifications	
Sourcing Director	
A Sourcing Event Has Closed	Oct 11
Invitation to Participate in Sourcing Event for C...	Oct 8
A Sourcing Event Has Been Opened	Oct 6

A green button at the bottom right says "Click here to see all notifications".

Logging out

- 1 Select the **Profile** icon.

A new window displays



- 2 Select the **Logout** button to log out of the supplier portal.

