

## **Foreword:**

This help guide is provided to suppliers with instructions on how to access and submit bids on JEA's cloud based sourcing platform (Zycus)

This guide will walk the supplier through the following topics:

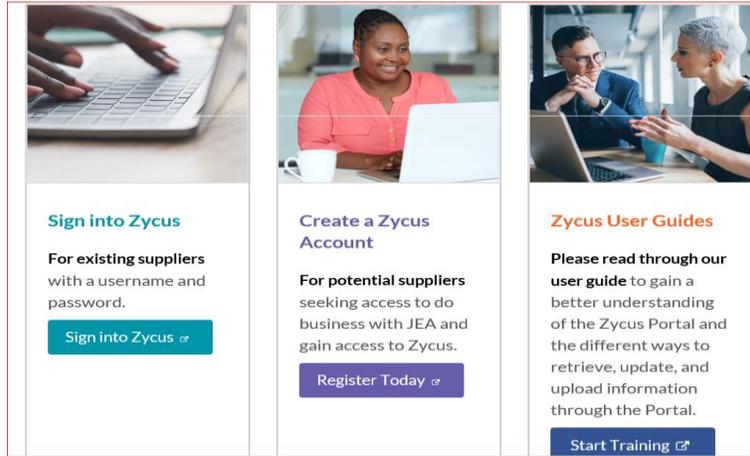
- Supplier Onboarding (gaining access to platform)
- Bid Participation (download documentation and completion bid forms)
- Bid Submission (uploading and completing the submission process)

## **Supplier Onboarding:**

Accessing the initial Zycus login and access screen from JEA.com.

Navigate to JEA.com and look for keyword "Zycus" or use the link below.

[https://www.jea.com/About/Procurement/Zycus\\_Portal/](https://www.jea.com/About/Procurement/Zycus_Portal/)



**New Users** will need to register to login. Registration will require Company name, Contact and Email Address.



### **Path for Supplier to log into the Zycus Platform.**

- 1.) Go to the Zycus home page, try the supplier current company email address to see if there is an existing user account (If there is the below error will appear). Go to Step 2. (Note: JEA performed a large data dump of accounts, so your email may be in the system). If you do receive a password reset email address, proceed to reset password, receive activation and the supplier login process is complete.

**New User?** [Need help in registering?](#)

**Register**

**Email Address**

rlovgrenjea@gmail.com

Email ID already registered, Please login to continue

**Password**

Type password here

Please enter Password

- Minimum 8 characters
- Minimum 1 capital letter
- Minimum 1 numeric
- Minimum 1 special character (e.g &, \$)

Confirm Password

If you cannot reset your password (i.e. there is not a previous email), the supplier will then complete the “New User?” registration.

**Existing user? Log-in**

**Email Id**

Type your email address here

Please enter Email Address [Login with OTP](#)

**Password**

Type password here

[Forgot Password ?](#)

Login

**New User?** [Need help in registering?](#)

**Register**

**Email Address**

Type your email address here

**Password**

Type password here

**Confirm Password**

Re-type password here

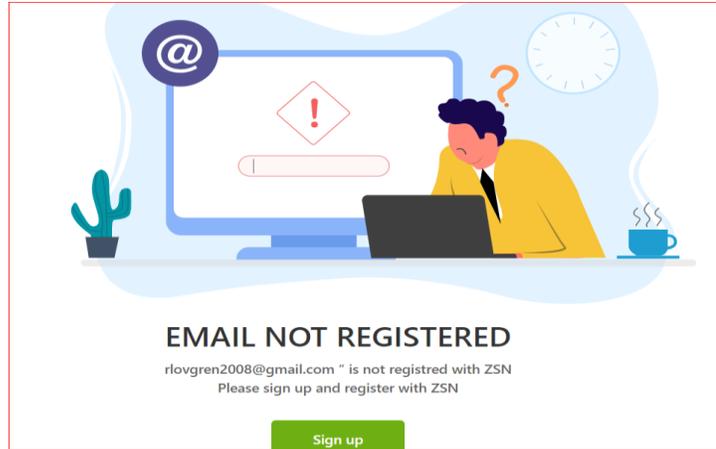
**Please Answer**

1 + 4 =

I accept [Terms and Conditions](#)

Register

- 2.) When completing a new user registration and adding company information, if the user receives the following notification (below) when a company email address is entered. The specific email address may not be in Zycus’s system, however, it is possible your company is in the system. If the user would like to add another contact email to the current Company supplier set up, **the user will need to request to add contact information and email address to the existing supplier name in Zycus & Oracle.** For directions on how to do this, proceed to step 3.



- 3.) To add a new email address and contact to an existing supplier (i.e. you already do business with JEA) or to verify if the existing company is in Oracle (JEA’s Purchasing, invoicing and payment system) send an email to [isupplier@jea.com](mailto:isupplier@jea.com). JEA will verify if the company is set up in the ERP system (Oracle), if the existing company is in Oracle, the iSupplier team will request contact update information to add a contact to Oracle. JEA as a part of the supplier maintenance process will push the information to Zycus, at which point, the supplier will be able to have their password reset. **If iSupplier notes, your company is not in JEA’s Oracle system, you’ll then proceed to just create a Zycus ID as a potential supplier:**

<https://zsn.zycus.com/guest/genericRegister/JEA074>

A screenshot of a registration form titled "New User? Register". It includes a link for "Need help in registering?". The form has four input fields: "Email Address" (placeholder: "Type your email address here"), "Password" (placeholder: "Type password here" with an eye icon), "Confirm Password" (placeholder: "Re-type password here" with an eye icon), and "Please Answer" (a CAPTCHA showing "0 + 6 ="). Below the CAPTCHA is a checkbox for "I accept Terms and Conditions" and a green "Register" button.

**Existing Users or New Users with ID (email registered) and password.**

Once the user has a login on the sourcing platform select “Sign into Zycus”, the supplier may navigate to the solicitation by selecting the icon for the applicable solicitation.

## iSource Help Guide for Supplier to participate in Bids on the JEA sourcing platform Zycus

Login to your Supplier Network Account

Email Address  
Please enter Email Address

Password

Sign into Zycus

Login

Resend activation link

Forgot Password?

### **Bid Preparation:**

Once logged in, suppliers will see a Green block with a white plus, where supplier can add cards “Connect as Potential Supplier” and “Sourcing Events”, Once you’ve selected the Sourcing Events, suppliers will see all events, select the applicable event.

All Customers

CONNECT AS POTENTIAL SUPPLIER

SOURCING EVENTS

Telephony, Network, Internet & DDoS Se... - Open

Customer	Event Id	Event Type	Open Date
JEA	1410190846	RFI	10/12/2020...

1 of 2 records displayed

View More

If the above screen does not appear, the Supplier may need to select “JEA” as one of their Customer, by going to “manage Companies”.

ZYCUS COGNITIVE PROCUREMENT

Manage Companies

Settings

Help

R

Home

All Customers

JEA

Add Card Library

Once in the Event. The event has prompts for actions required to respond to the solicitation.

Once the Bidder has selected the solicitation event, the Bidder may be required to “Accept” the documents under the “Terms and Conditions” section of the solicitation. JEA may attach a Non-Disclosure agreement, iSource instructions, or other prevent documents. The blue underlined hyperlink is provided for participants to open and review the attached document. Participants will not be allowed to access the bid, until each “Accept” action has been completed.

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**Supplier Checklist**

- Confirm Participation (Selected)
- Prepare Response
- Submit Response

RFP : 1410242847 | IFB Construction Services for the Forest Trail Patrol Road

To confirm participation accept all Terms and Conditions.

Terms and Conditions	Status	Action
<a href="#">iSource Usage Terms and Conditions.rtf</a>	No Action Taken Yet	Accept Reject Download
<a href="#">1410242847-21 Solicitation.docx</a>	No Action Taken Yet	Accept Reject Download

Page 1 of 1

Preview (Other Attachments and RFX Preview will be available after all Terms and Conditions are accepted)

Confirm Participation | Decline Participation

Once the Bidder has “Accepted” the documents under the “Terms and Conditions” attachment section, the Bidder can then view all the solicitation documents and make a determination whether or not to “Confirm Participation” or “Decline Participation” If Participation is confirmed the Supplier Checklist will move to the “Prepare Response” section.

**Supplier Checklist**

- Confirm Participation
- Prepare Response (Selected)
- Submit Response

RFP : 1410242847 | IFB Construction Services for the Forest Trail Patrol Road

To confirm participation accept all Terms and Conditions.

Terms and Conditions	Status	Action
<a href="#">iSource Usage Terms and Conditions.rtf</a>	Accepted	Accept Reject Download
<a href="#">1410242847-21 Solicitation.docx</a>	Accepted	Accept Reject Download

Other Attachments	Size	Uploaded On	Action
<a href="#">1410242847-21 JEA Forest Trail Patrol Road Specifications_IFB.pdf</a>	363 KB	12/07/2020 07:33	Download
<a href="#">1410242847-21 FOREST TRAIL IFB PLANS.pdf</a>	9 MB	12/07/2020 07:34	Download
<a href="#">1410242847-21 APPENDIX A - Final Forest Trail Geotechnical Report.pdf</a>	10 MB	12/07/2020 07:34	Download
<a href="#">1410242847-21 Appendix B - Bid Forms.docx</a>	46 KB	12/07/2020 07:35	Download

Page 1 of 1

RFP Details (Sections:2 | Questions:3 | Item:1) [Expand All Sections](#)

- 1.0 Form Submission (Questions:2 | Items:0)
- 2.0 Pricing (Question:1 | Items:1)

Confirm Participation | Decline Participation

Once Participation is confirmed the Supplier Checklist will advance to the “Prepare Response” Section.

**Supplier Checklist**

- Confirm Participation
- Prepare Response (Selected)
- Submit Response

RFP : 1410242847 | IFB Construction Services for the Forest Trail Patrol Road

Prepare responses for all the sections in the event.

Please select the currency you want to bid in

Bidding Currency: USD - US Dollar

All question(s) answered Optional question(s) not answered Mandatory question(s) not answered

1.0 Form Submission	Completion Status : 0/2 (Mandatory), 0/0 (Optional)	Prepare Response
2.0 Pricing	Completion Status : Bid Not Started	Prepare Response

Go to Submit Response

## Viewing attachments once participation is confirmed.

Once the Supplier has “accepted” the documents located under the terms and conditions tab and “confirmed participation” a listing of all the attachments will appear. The supplier may download and view the documents (by selecting the hyperlinks). When downloading, the documents will save to the download folder on the supplier’s computer. To view the attachments at anytime the supplier can

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navigate back to the “Confirm Participation” section of the Supplier Checklist to view bid attachments again.

The screenshot shows the 'Supplier Checklist' interface for RFP 1410242846. The 'Confirm Participation' section is active, showing a table of 'Terms and Conditions' and a list of 'Other Attachments'. The 'Terms and Conditions' table has two rows, both with a status of 'Accepted' and action buttons for 'Accept', 'Reject', and 'Download'. The 'Other Attachments' table lists various files with their sizes and upload dates, each with a 'Download' button. A sidebar on the left contains the 'Supplier Checklist' navigation menu and an 'RFP Summary' section with details like 'Event Status: Open', 'Open Date: 12/09/2020 10:35', 'Close Date: 01/26/2021 12:00', 'Owner: Rodney Lovgren', and 'Contact: -'. A 'Go to eForum (0 New)' button is in the top right.

To submit a response, the supplier will navigate off the “Confirm Participation” section to the “Prepare Response” section, and additional information will appear.

This close-up shows the 'Supplier Checklist' navigation menu. The 'Prepare Response' option is highlighted in yellow, indicating it is the current section. The other options are 'Confirm Participation' and 'Submit Response'.

In the Prepare Response section, supplier questions will appear for which the supplier will “Prepare Response” in order to complete each section.

The screenshot shows the 'Supplier Checklist' interface in the 'Prepare Response' section. The 'Prepare Response' option is highlighted in yellow. The main content area displays a bidding currency selection (USD - US Dollar) and a progress indicator showing 'All question(s) answered', 'Optional question(s) not answered', and 'Mandatory question(s) not answered'. Below this, a list of questions is shown, including '1.0 Form Submission' (Status: OPEN, Type: Question) and '2.0 Pricing' (Status: OPEN, Type: Pricing), each with a 'Prepare Response' button. The sidebar on the left is identical to the previous screenshot, showing the 'RFP Summary' and navigation menu.

In most solicitations, JEA will provide terms & conditions, technical specifications, bid forms (pdf or word) and or pricing tables in excel, which the supplier will need to download and fill out and then upload. These documents will be available as attachments or links. Additionally, excel pricing tables may need to be uploaded once completed to complete the pricing table response section. Suppliers can download the required attachments by selecting the “Buyers Attachments” icon, or opening hyperlinks.

This close-up shows two buttons at the bottom of the page: 'Buyer's Attachments' with a blue circle containing the number '1', and 'Upload Event Level Attachments(0)'.

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Once complete in each section, there may be an attachment requirement, in which case, the supplier will see the Attachment form below. Note, you'll also need to type text into the attachment form (see below "Test") has been entered.

Event Close Date Time: 10/26/2020 17:00 (America/New\_York)

1 of 3 Service ... Mandatory (0/0) Optional (1/1)

2 of 3 Invoicin ... Mandatory (0/0) Optional (1/1)

3 of 3 Budgetar ... Mandatory (0/1) Optional (1/3)

Mandatory Questions Showing: All Questions Go

3.1  
Please complete the RFI Pricing template to facilitate JEA's budgetary cost estimates. This pricing will not be evaluated and is considered for information only.

Test

4000 Character Limit - You have used 4 Characters Add Attachments (0) Add Comments

### Completing the pricing sheet (excel)

When a Bid pricing sheet is provided, the Bidder can manually populate on the platform (see below) or export the pricing sheet to an excel spreadsheet. In the example below two lines are filled with pricing in the Zycus platform table "1,000.00 and 500.00" when you save your work, you'll note if you "export" the sheet the information will be in the spreadsheet as well.

Unit Cost		Fixed Cost							
Item Information				Baseline Costs [USD - US Dollar]		Demand Information			Pricing Information
Attachment(s)	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UOM	Unit Price
0 file(s)	1	Boiler Feedpump Steam Tu...	Mobilize/Demobilize	0,00	Bulk	1,00	1,00	UOM	1,000,00
0 file(s)	2	Boiler Feedpump Steam Tu...	Disassembly	0,00	Bulk	1,00	1,00	UOM	500,00
0 file(s)	3	Boiler Feedpump Steam Tu...	Clean/Inspect	0,00	Bulk	1,00	1,00	UOM	
0 file(s)	4	Boiler Feedpump Steam Tu...	Reassembly**Tight Wire A...	0,00	Bulk	1,00	1,00	UOM	
0 file(s)	5	Boiler Feedpump Steam Tu...	Tooling	0,00	Bulk	1,00	1,00	UOM	

Export Lot to Excel Import Lot from Excel Showing Items 1 to 5 of 171

Back to Prepare Response Go Back to Top Save Go to Submit Response

If the spreadsheet is exported, it will save a copy to your downloads folder on your computer in this example, you'll note "1410190446\_Item..." is the downloaded pricing sheet.

Attachment(s)	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UOM	Unit Price
0 file(s)	1	Boiler Feedpump Steam Tu...	Mobilize/Demobilize	0,00	Bulk	1,00	1,00	UOM	1,000,00
0 file(s)	2	Boiler Feedpump Steam Tu...	Disassembly	0,00	Bulk	1,00	1,00	UOM	500,00
0 file(s)	3	Boiler Feedpump Steam Tu...	Clean/Inspect	0,00	Bulk	1,00	1,00	UOM	
0 file(s)	4	Boiler Feedpump Steam Tu...	Reassembly**Tight Wire A...	0,00	Bulk	1,00	1,00	UOM	
0 file(s)	5	Boiler Feedpump Steam Tu...	Tooling	0,00	Bulk	1,00	1,00	UOM	

File Home Share View

Pin to Quick access Copy Paste Cut Copy path Move to Delete Rename New folder Easy access Properties Edit History Select all Select none Invert selection

Clipboard Organize New Open Select

← → ↑ ↓ Lovgren, Rodney D. > Downloads

Name	Date modified
1410190446_ItemTableTemplate_Section2.0 (2)	12/11/2020 4
1410242846-21 Solicitation (1)	12/11/2020 3

Quick access Desktop Downloads

Next, the Bidder will open the document, populate pricing. When opening the spreadsheet, the Bidder will notice only the "unit price" and in the case of this bid, "percentage Discount" the white cells will be

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filled in (unprotected to allow the Bidder to populate the cells). Note, the \$1,0000.00 and \$500.00 prices are in the sheet (which were populated online) Bidder may also note, since JEA’s a public entity, (“Current Price”) / contract pricing may be public and provided for reference.

Attachments	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UOM	Unit Price	Discount Percentage	Total Cost
0 file(s)	1	Boiler Feedpump Steam Turbine (EACH)	Mobilize/Demobilize	0.00	Bulk	1.00	1.00	UOM	1,000.00	0.00	1,000.00
0 file(s)	2	Boiler Feedpump Steam Turbine (EACH)	Disassembly	0.00	Bulk	1.00	1.00	UOM	500.00	0.00	500.00
0 file(s)	3	Boiler Feedpump Steam Turbine (EACH)	Clean/Inspect Reassembly**Tight Wire Alignment is included in the reassembly pricing.	0.00	Bulk	1.00	1.00	UOM	0.00	0.00	0.00
0 file(s)	4	Boiler Feedpump Steam Turbine (EACH)	Reassembly**Tight Wire Alignment is included in the reassembly pricing.	0.00	Bulk	1.00	1.00	UOM	0.00	0.00	0.00
0 file(s)	5	Boiler Feedpump Steam Turbine (EACH)	Tooling	0.00	Bulk	1.00	1.00	UOM	0.00	0.00	0.00
0 file(s)	6	40MW - 100MW Units (4 Week Outage)	Mobilize/Demobilize	0.00	Bulk	1.00	1.00	UOM	0.00	0.00	0.00
0 file(s)	7	40MW - 100MW Units (4 Week Outage)	Disassembly	0.00	Bulk	1.00	1.00	UOM	0.00	0.00	0.00
0 file(s)	8	40MW - 100MW Units (4 Week Outage)	Clean/Inspect Reassembly**Tight Wire Alignment is included in the reassembly pricing.	0.00	Bulk	1.00	1.00	UOM	0.00	0.00	0.00

Once pricing is populated, save the same version of the spreadsheet and close the file, **DO NOT** change the spreadsheet file name or file extension (it will cause the import back into Zycus to fail).

Attachments	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UOM	Unit Price	Discount Percentage	Total Cost
0 file(s)	1	Boiler Feedpump Steam Turbine (EACH)	Mobilize/Demobilize	0.00	Bulk	1.00	1.00	UOM	1,000.00	0.00	1,000.00
0 file(s)	2	Boiler Feedpump Steam Turbine (EACH)	Disassembly	0.00	Bulk	1.00	1.00	UOM	500.00	0.00	500.00
0 file(s)	3	Boiler Feedpump Steam Turbine (EACH)	Clean/Inspect Reassembly**Tight Wire Alignment is included in the reassembly pricing.	0.00	Bulk	1.00	1.00	UOM	800.00	5.00	800.00
0 file(s)	4	Boiler Feedpump Steam Turbine (EACH)	Reassembly**Tight Wire Alignment is included in the reassembly pricing.	0.00	Bulk	1.00	1.00	UOM	12.00	0.00	12.00
0 file(s)	5	Boiler Feedpump Steam Turbine (EACH)	Tooling	0.00	Bulk	1.00	1.00	UOM	0.00	0.00	0.00

When ready to upload the pricing sheet back on the platform, go back into the event and the same section where the spreadsheet was exported from and ‘Import’ the spreadsheet, then choose the file and upload.

Event Close Date Time: 12/15/2

Unit Cost Fixed Cost

Item Information

Attachment(s) Item No. Item Name Item Description Target Price Price Type Est Qty Qty UOM

0 file(s) 1 Boiler Feedpump Steam Tu... 1,00 1,00 UOM

0 file(s) 2 Boiler Feedpump Steam Tu... 1,00 1,00 UOM

0 file(s) 3 Boiler Feedpump Steam Tu... 1,00 1,00 UOM

0 file(s) 4 Boiler Feedpump Steam Tu... Reassembly\*\*Tight Wire A... 0,00 Bulk 1,00 1,00 UOM

0 file(s) 5 Boiler Feedpump Steam Tu... Tooling 0,00 Bulk 1,00 1,00 UOM

Export Lot to Excel Import Lot from Excel Showing Items 1 to

Respond to each section of the Solicitation, once completed with each section, select “Save”. Each section has a red, yellow, green light code. Items will turn green once completed. Yellow and red lights mean

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there is additional action required. Users may also note under each tab, there are multiple questions to respond to, scroll down the list to ensure all questions are answered.

**Important:** Kindly export the draft again in case the event has been paused and republished to fill the responses via excel import.

← **G 1 of 3 Service ...** **Y 2 of 3 Invoicin ...** **R 3 of 3 Budgetar ...** →  
Mandatory (0/0) Optional (1/1) Mandatory (0/0) Optional (0/1) Mandatory (0/1) Optional (0/3)

(\*) Mandatory Questions Showing: All Questions

1.1  
For its Telephony, Network, Internet & DDoS Services, JEA requires a service level agreement including but not limited to liquidated damages for failure to perform. Is this requirement a disqualifier for your ability to respond?

Test Response

2000 Character Limit - You have used  Characters

← Back to

Once the required forms are uploaded and saved and once all sections are completed and green lit the User may select “Submit Response”.

### Submitting questions during the Bid:

All questions must be submitted in writing or electronically on the eForum to the JEA Buyer listed below at least five (5) business days prior to the opening date. Questions received within five (5) business days prior to the opening date will not be answered. Bidder Questions may be submitted via the Zycus Chat function in the associated bid under eForum or by emailing the purchasing agent listed below. Responses shall be issued by addendum and attached to the online procurement on the Zycus platform.

You are here: Section List > List of eForum

Event Name: Telephony, Network, Internet & DDoS Services  |  |

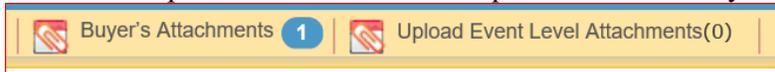
eForum Name	Description	Type	Message	Action
<b>New eForum</b>				
<b>eForum Name *</b>	<input type="text" value="Questions for Telephony RFI."/>			
	226 characters left			
<b>Description</b>	<input type="text" value="Test question for Telephony"/>			
	228 characters left			
<b>Signature/Remarks</b>	<input type="text" value="Test Signature."/>			
	1985 characters left			

Submitting an inquiry to the eForum section will send a communication to the buyer. Any comments or queries on the eForum are not Addendums to the Solicitation. Only Addendums issued and attached to the Solicitation under “Buyers Attachments” will be considered to be a formally approved change or clarification.

### Submitting the Bid:

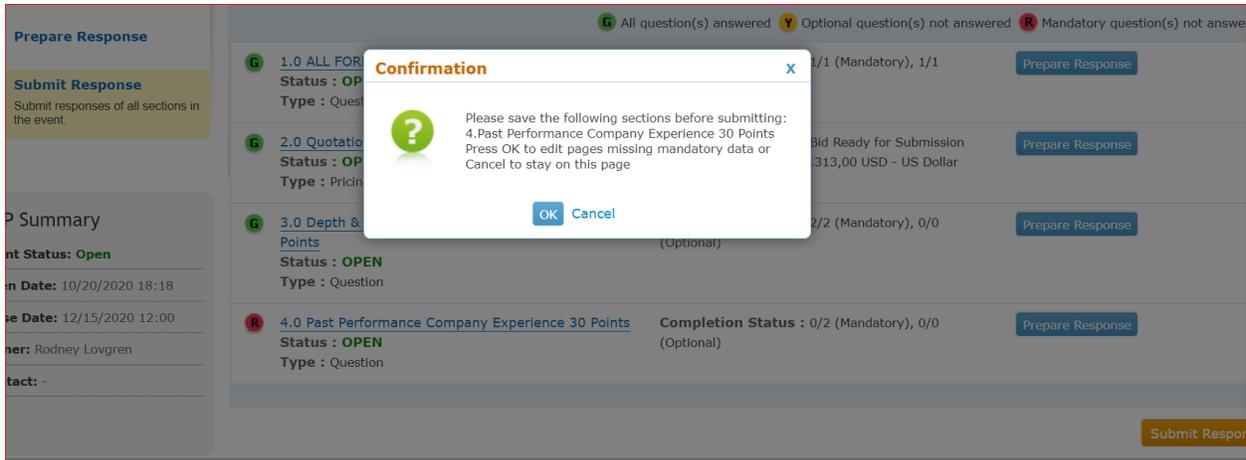
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Respond to each section of the Solicitation, once completed with each section, select “Save”, you’ll note each section has a red, yellow, green light code. Items will turn green once completed. Yellow and red lights mean there is additional action required. Users may also note under each tab, there are multiple questions to respond to, scroll down the list to ensure all questions are answered.

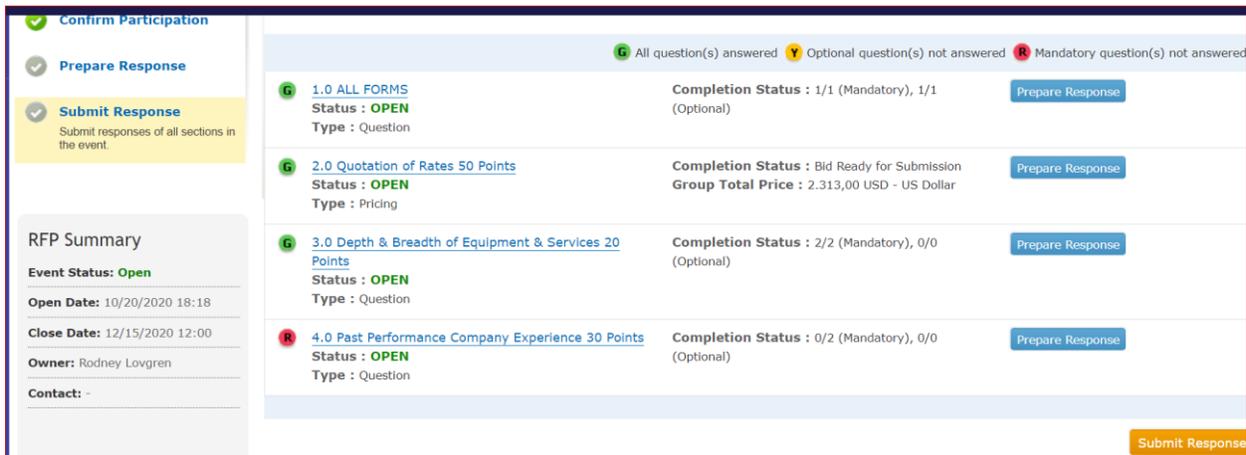
In most solicitations, JEA will provide technical specifications, pricing tables in excel which the Bidder will need to download. Additionally excel pricing tables may need to be uploaded once completed to complete a response section. Proposers can download the required attachments by selecting the “Buyers Attachments” icon  or by selecting the hyperlinks to download the documents.

Once the user has successfully completed the section, and selects “Go to Submit Response”, the user will note each section has a green light. Once all sections are green (completed), the user may submit the response. If the user attempts to Submit the Response without completing all sections, you’ll see the following error

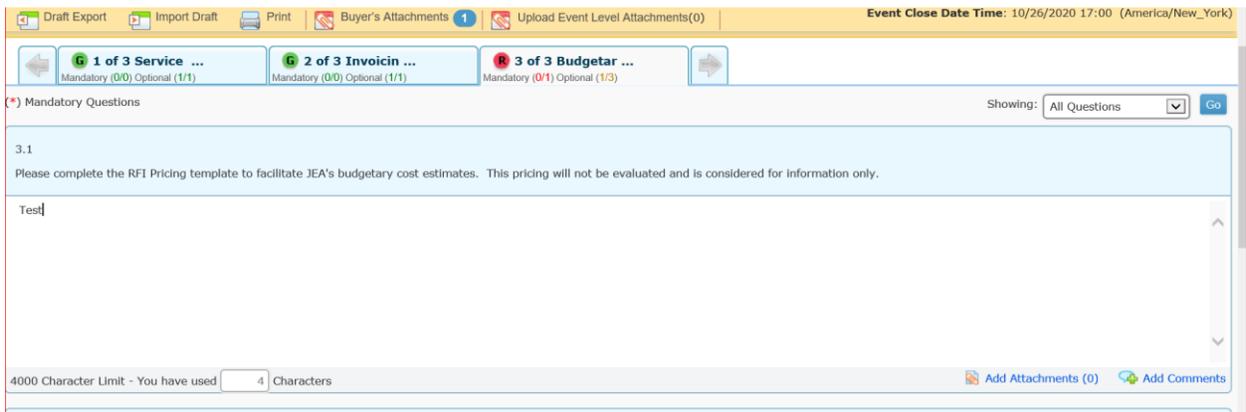
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Below is an example from the “Submit Response” section of the solicitation with a red light that is not complete.



Below is an example from the “Prepare Response” section of the solicitation with a red light (section not complete).



Once the required forms are uploaded and saved, the section light will turn green. Once all sections are completed and green lighted, the User may select “Submit Response”.

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The screenshot shows the Zycus RFI submission interface for RFI 1410190846, titled "Telephony, Network, Internet & DDoS Services". The interface includes a "Supplier Checklist" on the left with steps: "Confirm Participation", "Prepare Response", and "Submit Response". Below the checklist is an "RFI Summary" box showing "Event Status: Open", "Open Date: 10/12/2020 14:21", "Close Date: 10/26/2020 17:00", and "Owner: Nickolas Dambrose". The main content area displays a table of questions with their completion status and a "Prepare Response" button for each. A "Submit Response" button is located at the bottom right.

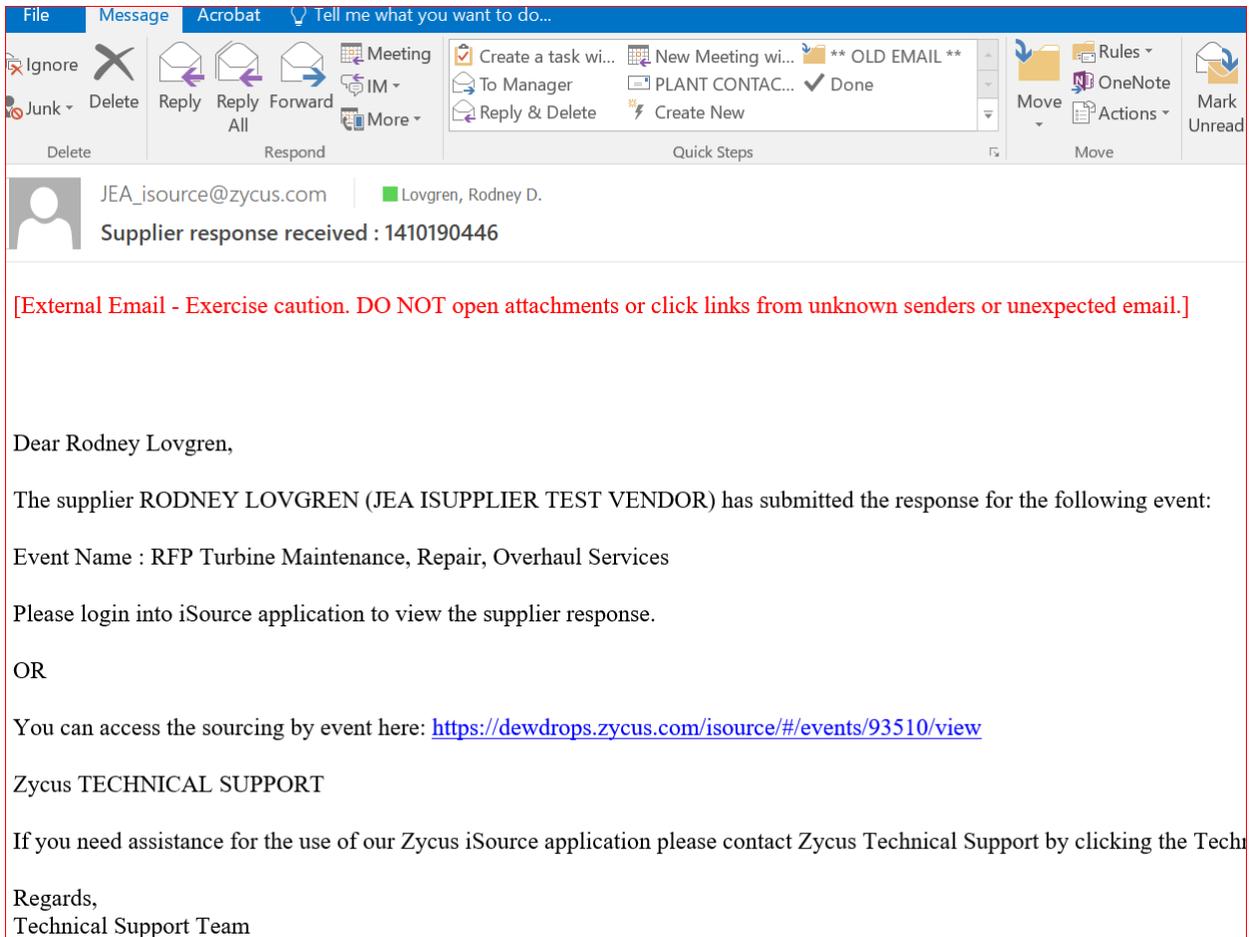
Question ID	Question Title	Status	Type	Completion Status	Action
1.0	Service Level Agreement	OPEN	Question	0/0 (Mandatory), 1/1 (Optional)	Prepare Response
2.0	Invoicing Practices	OPEN	Question	0/0 (Mandatory), 1/1 (Optional)	Prepare Response
3.0	Budgetary Cost Estimates	OPEN	Question	1/1 (Mandatory), 3/3 (Optional)	Prepare Response

Once the user selects “Submit Response”, the user will receive a “Success” pop-up when submitted. Once, you submit the response, you’ll receive a success message as below.

The screenshot shows the Zycus RFI submission interface with a "Success" pop-up window. The pop-up window has a green checkmark icon and the text "Responses submitted successfully." with an "OK" button. The background interface is dimmed, showing the RFI title and the question table from the previous screenshot.

Additionally, the email address used to submit the bid, will receive the following email message

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The screenshot shows an email client interface. The top bar includes 'File', 'Message', and 'Acrobat' menus. The ribbon contains various actions like 'Ignore', 'Delete', 'Reply', 'Forward', 'Meeting', 'Create a task with...', 'New Meeting with...', 'To Manager', 'Reply & Delete', 'Quick Steps', 'Move', 'OneNote', and 'Mark Unread'. The email header shows the sender as 'JEA\_isource@zycus.com' and the recipient as 'Lovgren, Rodney D.'. The subject line is 'Supplier response received : 1410190446'. The main body of the email contains the following text:

[External Email - Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email.]

Dear Rodney Lovgren,

The supplier RODNEY LOVGREN (JEA ISUPPLIER TEST VENDOR) has submitted the response for the following event:

Event Name : RFP Turbine Maintenance, Repair, Overhaul Services

Please login into iSource application to view the supplier response.

OR

You can access the sourcing by event here: <https://dewdrops.zycus.com/isource/#/events/93510/view>

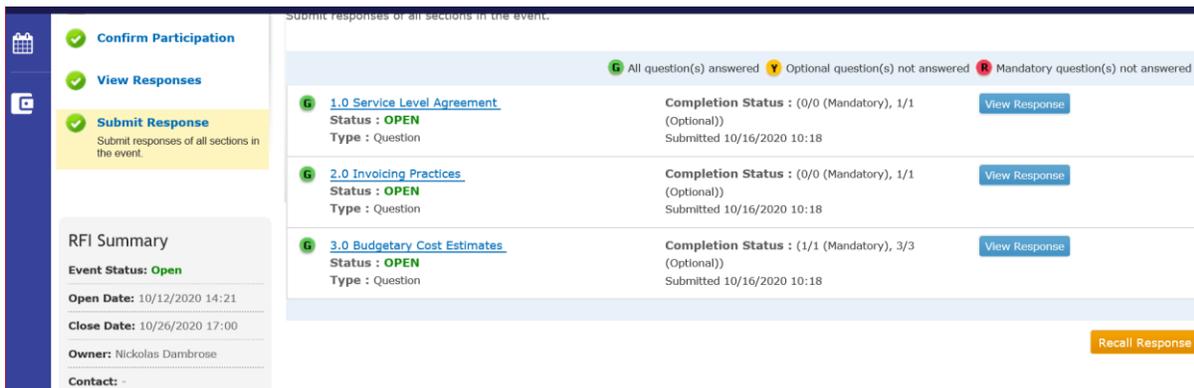
Zycus TECHNICAL SUPPORT

If you need assistance for the use of our Zycus iSource application please contact Zycus Technical Support by clicking the Techn

Regards,  
Technical Support Team

### Recalling a Previously submitted Bid:

Once submitted, users may recall and modify submitted documentation and submit updates or changes to responses until the Close Date and Time (Bid Due Date & Time).



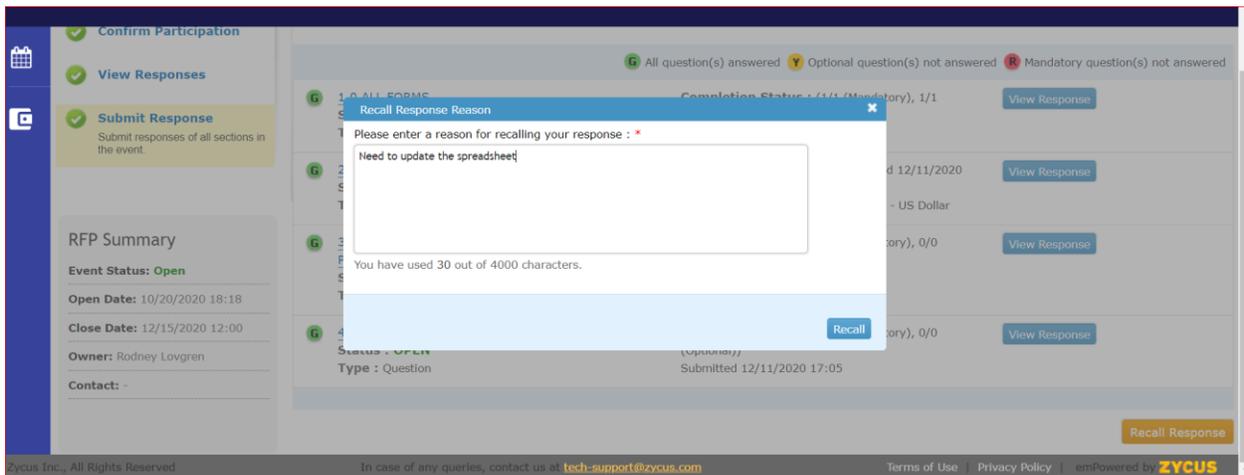
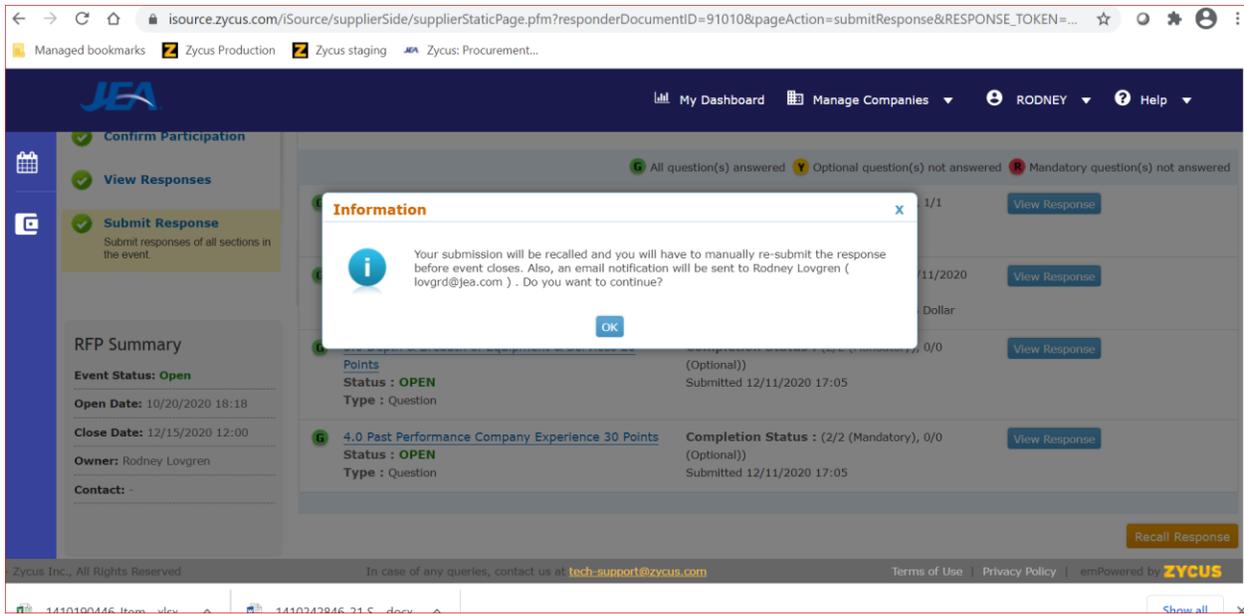
The screenshot shows the iSource application interface. On the left, there is a sidebar with navigation options: 'Confirm Participation', 'View Responses', and 'Submit Response'. The main area displays a table of submitted responses for an event. The table has columns for question ID, question title, completion status, and a 'View Response' button. A 'Recall Response' button is located at the bottom right of the table.

Question ID	Question Title	Completion Status	Action
1.0	Service Level Agreement	Completion Status : (0/0 (Mandatory), 1/1 (Optional)) Status : OPEN Type : Question Submitted 10/16/2020 10:18	View Response
2.0	Invoicing Practices	Completion Status : (0/0 (Mandatory), 1/1 (Optional)) Status : OPEN Type : Question Submitted 10/16/2020 10:18	View Response
3.0	Budgetary Cost Estimates	Completion Status : (1/1 (Mandatory), 3/3 (Optional)) Status : OPEN Type : Question Submitted 10/16/2020 10:18	View Response

Recall Response

When recalling the following message will appear.

# iSource Help Guide for Supplier to participate in Bids on the JEA sourcing platform Zycus



Once Recalled, the Bidder may modify any parts of the previously submitted response and resubmit as described above.

Additionally, once the user has recalled the Bid, The Bidder will receive the following email.

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The screenshot shows an email client window with the following content:

File Message Acrobat Tell me what you want to do...

Ignore X Delete Reply Reply Forward All More - Meeting Create a task wi... New Meeting wi... \*\* OLD EMAIL \*\* To Manager PLANT CONTAC... Done Reply & Delete Create New Move OneNote Mark Unread Categorize Follow Up Translate Related Select Zoom

Delete Respond Quick Steps Move Tags Editing Zoom

JEA\_ismource@zycus.com (L) Lovgren, Rodney D.

Supplier response recalled

[External Email - Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email.]

Dear Rodney Lovgren,

The supplier RODNEY LOVGREN (JEA ISUPPLIER TEST VENDOR) has recalled the response for event name : RFP Turbine Maintenance, Repair, Overhaul Services. Reason for recalled entered by suppliers is:  
Event Id : 1410190446  
Need to update the spreadsheet

TECHNICAL SUPPORT

For contact information and assistance with the use of our Zycus iSource application please contact our Technical Support by clicking the Technical Support link on <https://dewdrops.zycus.com/ismource> or call the helpline numbers below for telephonic assistance.  
North America Toll Free: +1 800-409-3507 | +1 866-363-6625  
International Toll Free: 00-800-9928-7111 | 00-800-9928-7000  
Australia Toll Free: 1800-442-793 | 1800-517-123

Regards,  
Technical Support Team

Once modifications are made, the Bidder will go back to the Submit the response process to confirm the resubmission.

All Responses or Bids shall be delivered electronically via the Zycus platform. An automated, detailed auditing system provides sealed Proposal integrity. Proposal remain sealed on the platform until the Close Date & Time (Due Date & Time).

The Proposer shall be solely responsible for delivery of its Proposal to the electronic Zycus platform.