

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/



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?
Register**

[Need help in registering?](#)

Email Address

Email ID already registered, Please login to continue

Password

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

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

Password

[Forgot Password ?](#)

[Login](#)

**New User?
Register**

[Need help in registering?](#)

Email Address

Password

Confirm Password

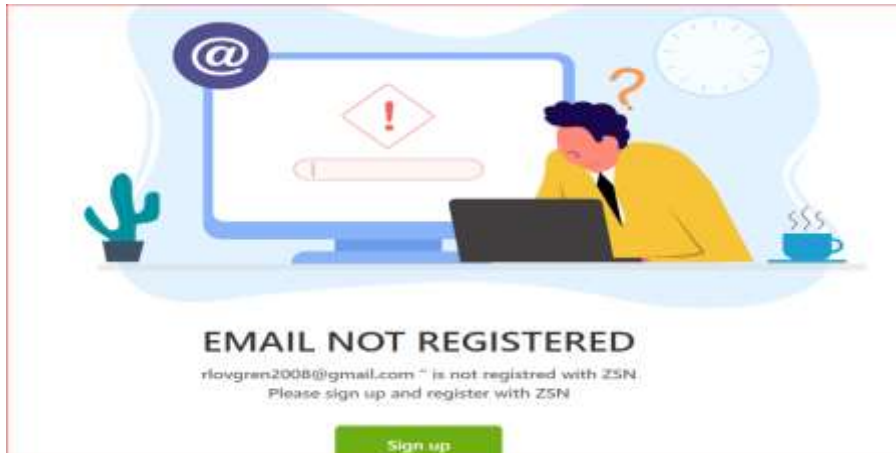
Please Answer

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.



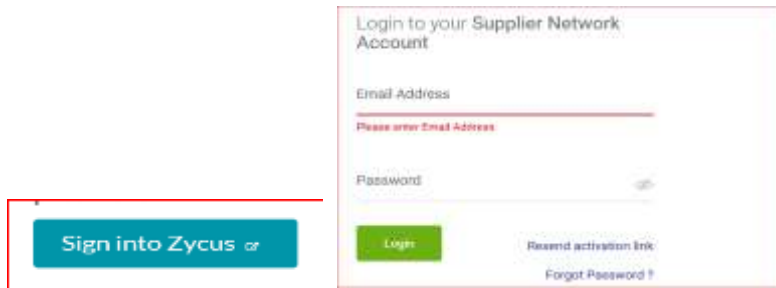
- 3.) To add a new email address and contact to an existing supplier (i.e. you already do business with JEA) or to verify if the existing company is in Oracle (JEA's Purchasing, invoicing and payment system) send an email to isupplier@jea.com. JEA will verify if the company is set up in the ERP system (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 web form titled 'New User? Register'. The form includes fields for 'Email Address' (with placeholder text 'Type your email address here'), 'Password' (with placeholder text 'Type password here' and a strength indicator), 'Confirm Password' (with placeholder text 'Re-type password here' and a strength indicator), and 'Please Answer' (with a math problem '0 + 6 ='). There is a checkbox for 'I accept Terms and Conditions' and a green 'Register' button at the bottom.

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.



Login to your Supplier Network Account

Email Address
Please enter Email Address

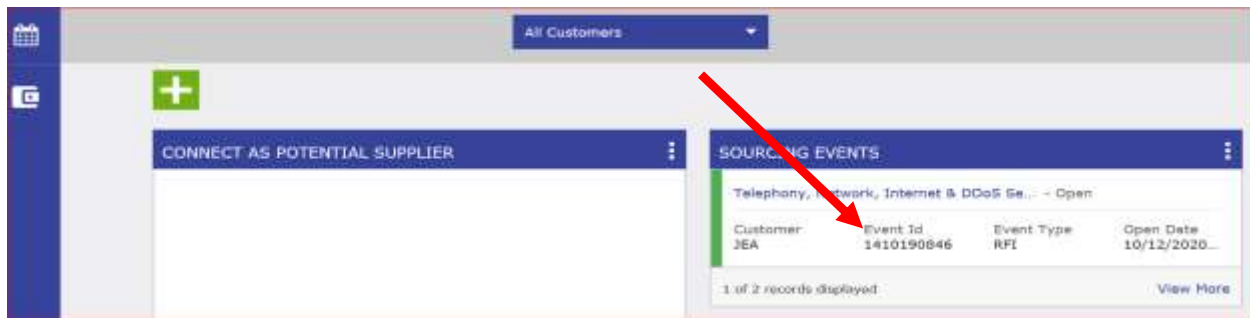
Password

[Sign into Zycus](#) or [Log in](#)

[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.



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



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.

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

Supplier Checklist

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

To confirm participation accept all Terms and Conditions.

Terms and Conditions	Status	Action
Source Usage Terms and Conditions.pdf	No Action Taken Yet	Accept Reject Download
1410242847-21 Solicitation.docx	No Action Taken Yet	Accept Reject Download

Preview (Other Attachments and RFP 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

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

To confirm participation accept all Terms and Conditions.

Terms and Conditions	Status	Action
Source Usage Terms and Conditions.pdf	Accepted	Accept Reject Download
1410242847-21 Solicitation.docx	Accepted	Accept Reject Download

Other Attachments

File Name	Size	Uploaded On	Action
1410242847-21 IFB Forest Trail Patrol Road Specifications_IFB.pdf	335 KB	02/07/2020 07:53	Download
1410242847-21 FOREST TRAIL IFB PLANS.pdf	9 MB	02/07/2020 07:54	Download
1410242847-21 APPENDIX A - Final Forest Trail Road/Technical Report.pdf	1.8 MB	02/07/2020 07:54	Download
1410242847-21 Appendix B - Bid Forms.docx	46 KB	02/07/2020 07:55	Download

RFP Details (Questions: 2 | Questions: 3 | Items: 1)

Expand All To Open

1.0 Form Submission (Questions: 2 | Items: 0)

2.0 Pricing (Questions: 1 | Items: 1)

Confirm Participation Decline Participation

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

Supplier Checklist

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

Section	Status	Completion Status	Action
1.0 Form Submission	OPEN	Completion Status: 0/2 (Mandatory), 0/0 (Optional)	Prepare Response
2.0 Pricing	OPEN	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.

Terms and Conditions	Status	Action
Source Image Terms and Conditions.pdf	Accepted	Accept Reject Download
NDA 2019_Org_Rac1.doc	Accepted	Accept Reject Download

Other Attachments	Size	Upload On	Action
1410242846-21-100004-88Cw IFC_102220_STAMPED BINDER.pdf	1.1 MB	12/08/2020 20:17	Download
1410242846-21-100004-88Cw IFC_102220.pdf	2 MB	12/08/2020 20:27	Download
1410242846-21-210-3022 Architectural Specifications Rev 0.pdf	1 MB	12/08/2020 20:17	Download
1410242846-21 Appendix B - Bid Forms.docx	35 KB	12/08/2020 20:18	Download
1410242846-21 Solicitation (1).docx	1 MB	12/08/2020 16:14	Download
1410242846-21 01-03-Rev 0 DRADED.pdf	5 MB	12/08/2020 20:18	Download
1410242846-21 01-03-Rev 0 SEALDED.pdf	6 MB	12/08/2020 20:28	Download
1410242846-21 01-03-Rev 0 DRADED.pdf	4 MB	12/08/2020 20:18	Download

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

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

Question	Completion Status	Action
1.0 Form Submission Status: OPEN Type: Question	Ready for Submission	Prepare Response
2.0 Pricing Status: OPEN Type: Pricing	Incomplete	Prepare Response

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.

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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 screen (see below "Test") has been entered.

Event Close Date Time: 10/30/2020 12:00 (America/New York)

1 of 3 Service
Mandatory (3/1) (Upload 1/1)

2 of 3 Invoicing
Mandatory (3/1) (Upload 1/1)

3 of 3 Budgetary
Mandatory (3/1) (Upload 1/1)

Mandatory Questions

Showing: All Questions

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.

Feed

4000 Character Limit - You have used: 0 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.

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 Turbine	Modular/Demolition	0.00	Bulk	1.00	1.00	UCM	1,000.00
0 file(s)	2	Boiler Feedpump Steam Turbine	Chassis/Body	0.00	Bulk	1.00	1.00	UCM	500.00
0 file(s)	3	Boiler Feedpump Steam Turbine	Chassis/Inspect	0.00	Bulk	1.00	1.00	UCM	
0 file(s)	4	Boiler Feedpump Steam Turbine	Reassembly**Tight Wire A...	0.00	Bulk	1.00	1.00	UCM	
0 file(s)	5	Boiler Feedpump Steam Turbine	Tooling	0.00	Bulk	1.00	1.00	UCM	

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
0 file(s)	1	Boiler Feedpump Steam Turbine
0 file(s)	2	Boiler Feedpump Steam Turbine
0 file(s)	3	Boiler Feedpump Steam Turbine
0 file(s)	4	Boiler Feedpump Steam Turbine
0 file(s)	5	Boiler Feedpump Steam Turbine

Export Lot to Excel Import Lot from Excel

File Home Share View

Pin to Quick: Copy Paste Cut Copy & Paste Paste & Move Move to Copy to Delete Recycle New Folder New File New Item Edit Existing Properties Open Open Recent Select all Select none Insert selection

Clipboard

Loggins, Rodney D. Downloads

Quick access Desktop Downloads

1410190446_ItemTableTemplate_Section2.0 (2) 12/11/2020 4

1410242646-21 Solicitation (1) 12/11/2020 3

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.

A1

Item Information

Item Information										Total Cost	
Attachment(s)	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UCM	Unit Price	Discount Percentage	Total Cost
									Value	Value	
0 File(s)	1	Boiler Feedpump Steam Turbine (BACH) - Modbus/Serial/Lo		0.00 Bulk		1.00	1.00 UCM		1,000.00	0.00	1,000.00
0 File(s)	2	Boiler Feedpump Steam Turbine (BACH) - Steam Assembly		0.00 Bulk		1.00	1.00 UCM		500.00	0.00	500.00
0 File(s)	3	Boiler Feedpump Steam Turbine (BACH) - Green/Inspect Assembly**Tight Wire Alignment is		0.00 Bulk		1.00	1.00 UCM		0.00	0.00	0.00
0 File(s)	4	Boiler Feedpump Steam Turbine (BACH) - Assembly setting		0.00 Bulk		1.00	1.00 UCM		0.00	0.00	0.00
0 File(s)	5	Boiler Feedpump Steam Turbine (BACH) - Tooling		0.00 Bulk		1.00	1.00 UCM		0.00	0.00	0.00
0 File(s)	6	ASME - (20MM Units) Modbus/Serial/Lo		0.00 Bulk		1.00	1.00 UCM		0.00	0.00	0.00
0 File(s)	7	ASME - (20MM Units) Steam Assembly		0.00 Bulk		1.00	1.00 UCM		0.00	0.00	0.00
0 File(s)	8	ASME - (20MM Units) Green/Inspect Assembly**Tight Wire Alignment is		0.00 Bulk		1.00	1.00 UCM		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).

Item Information											
Attachment(s)	Item No.	Item Name	Item Description	Baseline Costs	Price Type	Est Qty	Qty	UCM	Unit Price	Discount Percentage	Total Cost
				Target Price					Value	Value	
0 Files(s)	1	Boiler Feedpump Steam Turbine (BACH)	Modbus/Serial/Lo	0.00 Bulk		1.00	1.00 UCM		1,000.00	0.00	1,000.00
0 Files(s)	2	Boiler Feedpump Steam Turbine (BACH)	Disassembly	0.00 Bulk		1.00	1.00 UCM		500.00	0.00	500.00
0 Files(s)	3	Boiler Feedpump Steam Turbine (BACH)	Green/Inspect Assembly**Tight Wire Alignment is	0.00 Bulk		1.00	1.00 UCM		0.00	0.00	0.00
0 Files(s)	4	Boiler Feedpump Steam Turbine (BACH)	Assembly setting	0.00 Bulk		1.00	1.00 UCM		0.00	0.00	0.00
0 Files(s)	5	Boiler Feedpump Steam Turbine (BACH)	Tooling	0.00 Bulk		1.00	1.00 UCM		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.

The screenshot shows the Zycus platform interface with a table of items and a dialog box for importing an Excel document.

Attachment(s)	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UCM
0 Files(s)	1	Boiler Feedpump Steam Tu...				1.00	1.00	UCM
0 Files(s)	2	Boiler Feedpump Steam Tu...				1.00	1.00	UCM
0 Files(s)	3	Boiler Feedpump Steam Tu...				1.00	1.00	UCM
0 Files(s)	4	Boiler Feedpump Steam Tu...	Assembly**Tight Wire A...	0.00	Bulk	1.00	1.00	UCM
0 Files(s)	5	Boiler Feedpump Steam Tu...	Tooling	0.00	Bulk	1.00	1.00	UCM

Import existing Excel document

Choose File No file chosen

Note: Please do not change the file extension manually

Upload Cancel

Export Lot to Excel Import Lot from Excel

Showing Items 1 to 5

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

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.

The screenshot displays a web interface for a bid response. At the top, there's a navigation bar with three tabs: "1 of 3 Service ...", "2 of 3 Invoicn ...", and "3 of 3 Budgetar ...". Below the tabs, a section titled "Mandatory Questions" shows a list of questions. The first question, labeled "1.1", asks: "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?". Below the question is a text input field for the response. A character count at the bottom of the field indicates "2000 Character Limit - You have used 13 Characters". At the bottom of the interface, there are buttons for "Back to", "Prepare Response", "Back to Top", "Save", and "Go to Submit Response".

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.

The screenshot shows a "New eForum" form within the Zycus platform. The form is titled "New eForum" and has a star icon. It contains three main sections: "eForum Name" with a text input field containing "Questions for Telephony RFL" and a character count of "226 characters left"; "Description" with a text input field containing "Test question for Telephony" and a character count of "228 characters left"; and "Signature/Remarks" with a text input field containing "Test Signature" and a character count of "1003 characters left". The form is set against a background of a table with columns for "eForum Name", "Description", "Type", "Message", and "Action".

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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Submit Response

RFI Technology Network, Internet, and DDoS Services.docx Accepted

ACCEPT REJECT Download

Page 1 of 1

Other Attachments	Size	Uploaded On	Action
rfi-req-terms&cond.docx	9 KB	10/08/2020 08:59	Download

Page 1 of 1

RFI Details (Sections: 3 | Questions: 0 | Items: 0) Expand All Sections

- 1.0 Service Level Agreement (Question: 1 | Items: 0)
- 2.0 Invoicing Practices (Question: 1 | Items: 0)
- 3.0 Budgetary Cost Estimates (Questions: 4 | Items: 0)

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.

Important: Kindly report the draft again in case the event has been paused and republished to fill the response via email report.

1 of 3 Service ... (Mandatory (M)) Optional (O))

2 of 3 Invoicin ... (Mandatory (M)) Optional (O))

3 of 3 Budgetar ... (Mandatory (M)) Optional (O))

Showing: All Questions On

(*) Mandatory 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 13 Characters

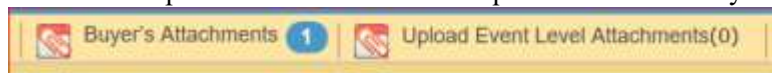
Add Comments

Back to Prepare Response

Back in Time Save Go to Submit Response

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

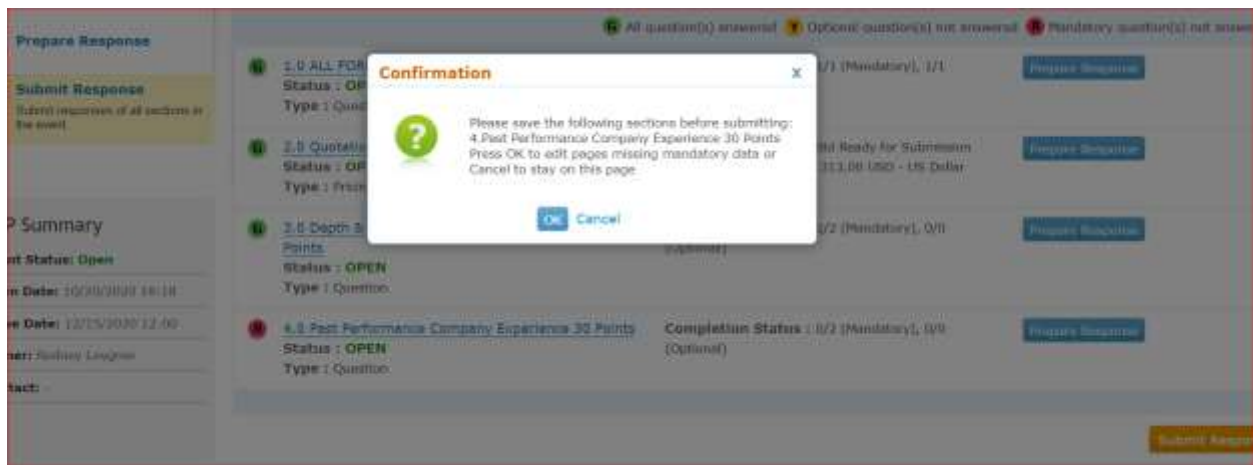
Attachments” icon



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

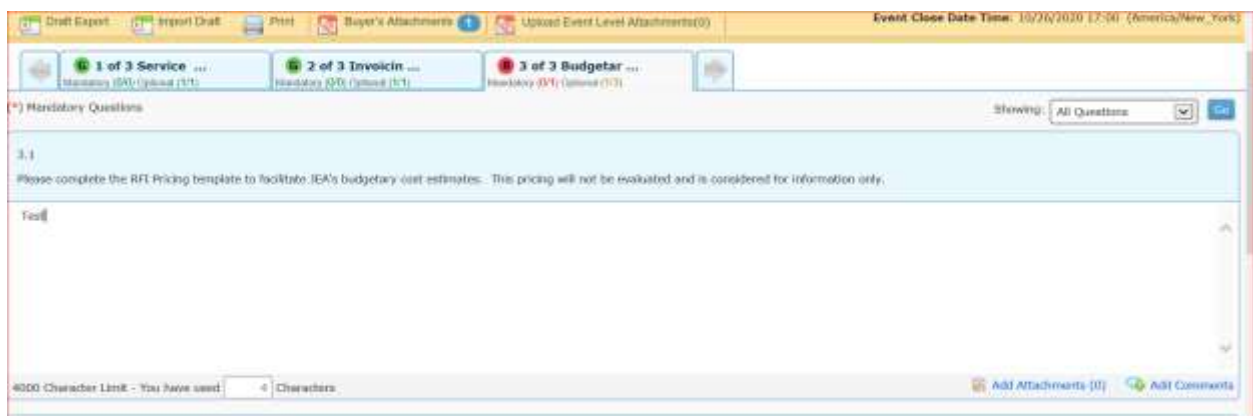
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Below is an example from the “Submit Response” section of the solicitation with a red light that is not complete.



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". The "Submit Response" step is highlighted. Below the checklist is an "RFI Summary" section showing "Event Status: Open", "Open Date: 10/12/2020 14:21", "Close Date: 10/26/2020 17:00", and "Owner: Nicholas Chandra". 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 at the bottom right.

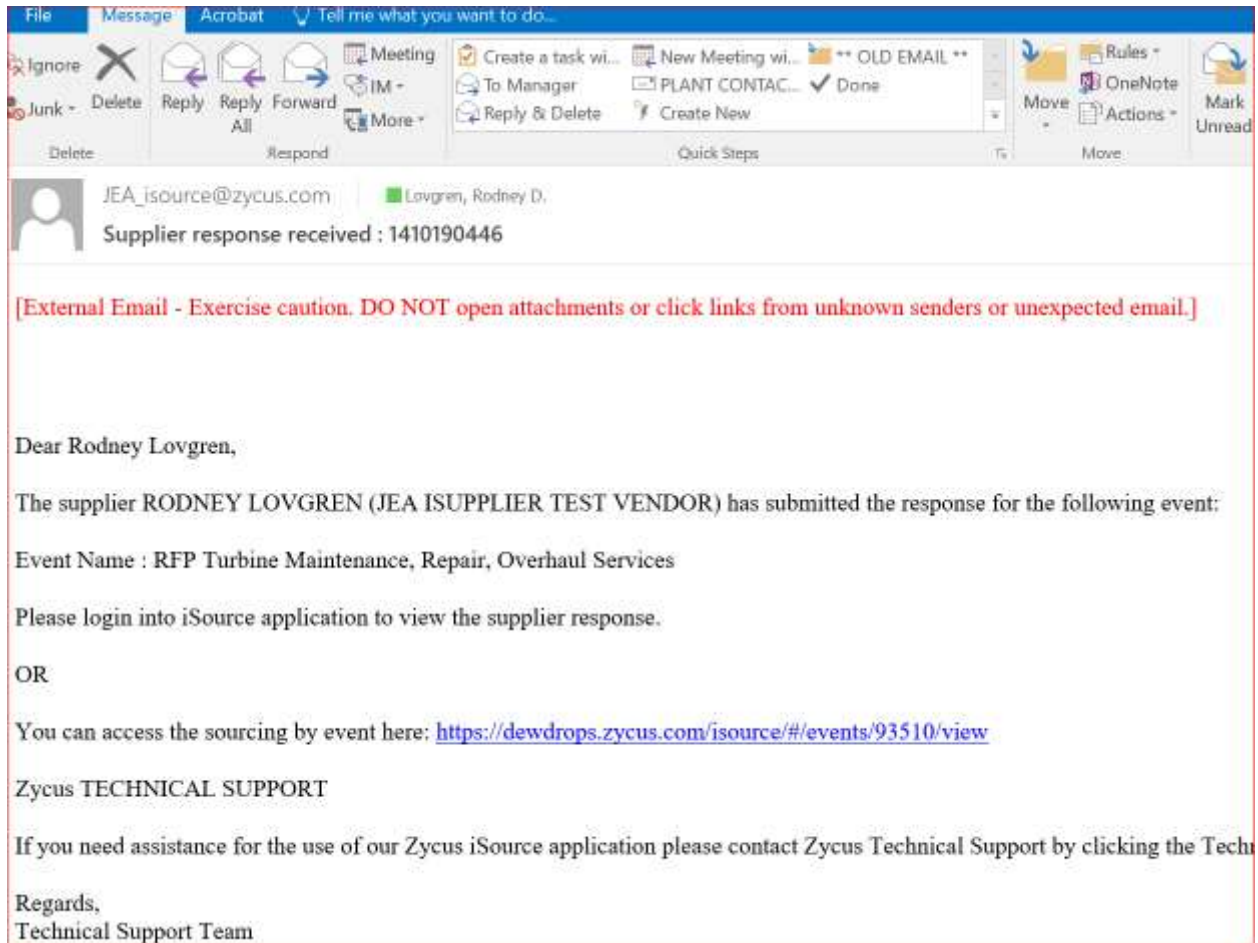
Question ID	Question Title	Status	Type	Completion Status	Action
1.0	Service Level Agreement	OPEN	Question	0/0 (Mandatory), 1/1 (Optional)	Prepare Response
2.0	Invoicing Practices	OPEN	Question	0/0 (Mandatory), 1/1 (Optional)	Prepare Response
3.0	Budgetary Cost Estimates	OPEN	Question	1/1 (Mandatory),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



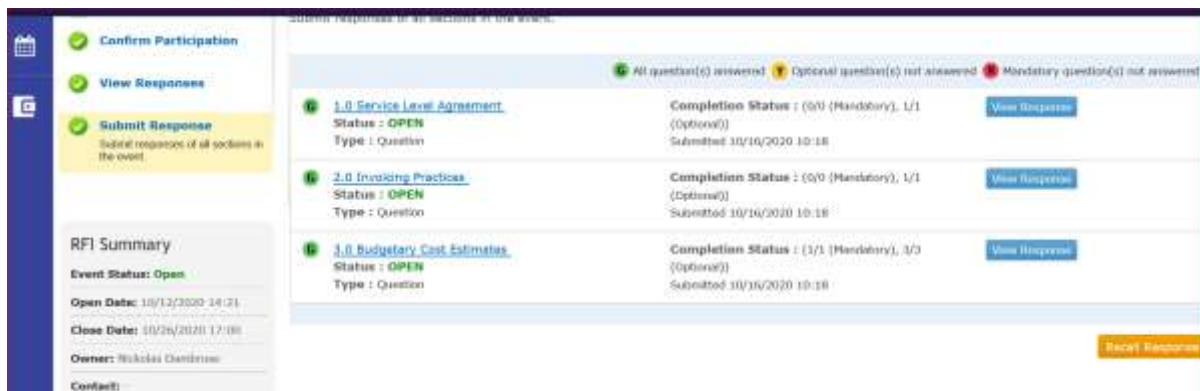
Additionally, the email address used to submit the bid, will receive the following email message

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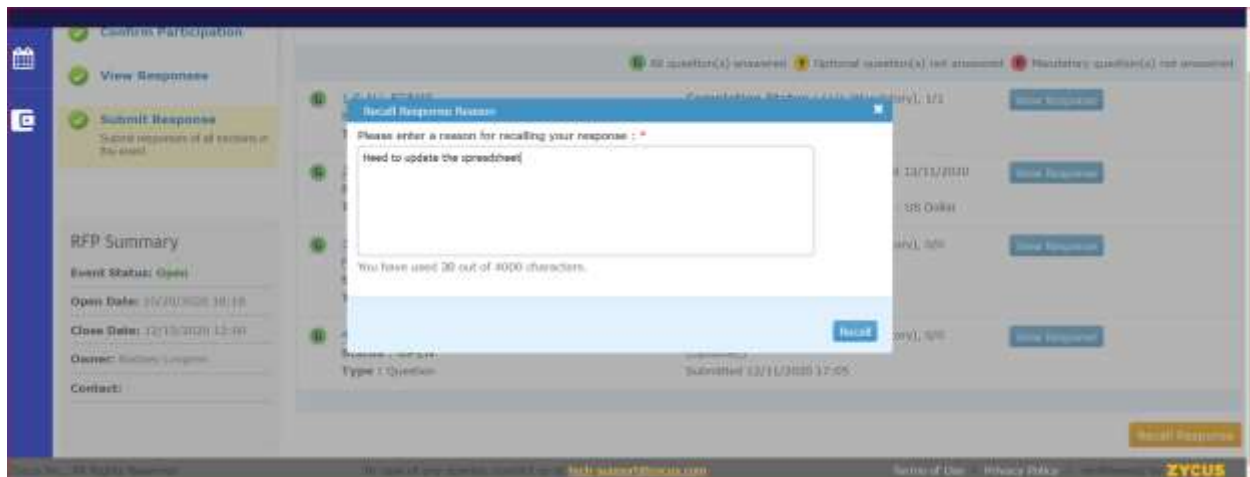
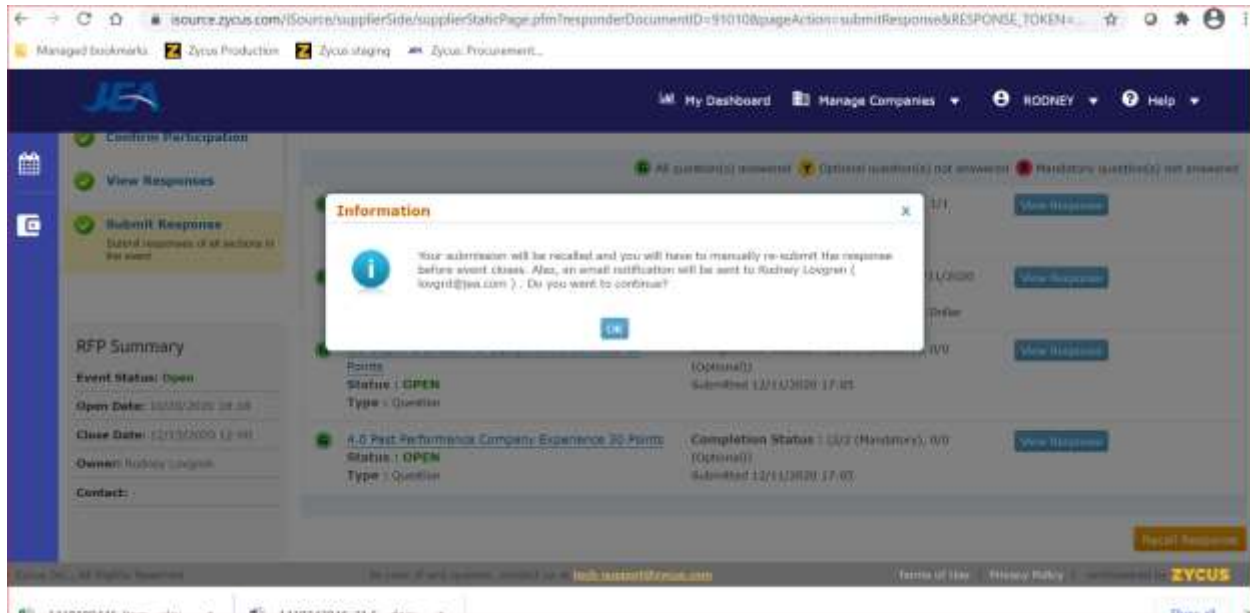
Recalling a Previously submitted Bid:

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).



When recalling the following message will appear.

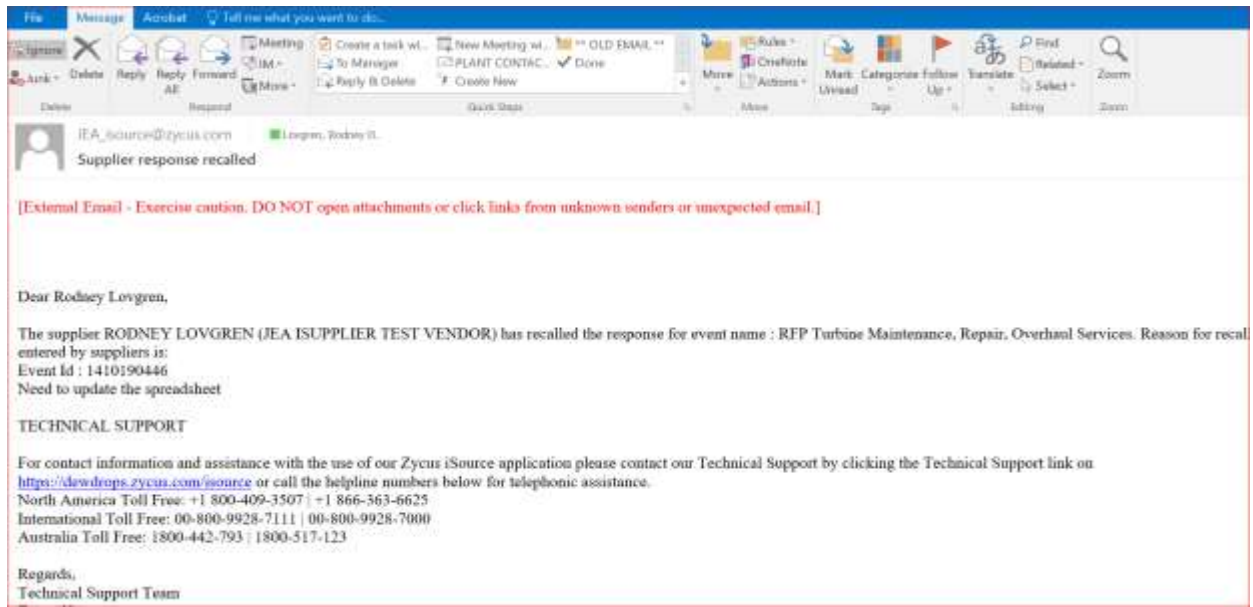
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Once Recalled, the Bidder may modify any parts of the previously submitted response and resubmit as described above.

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

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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.