

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:

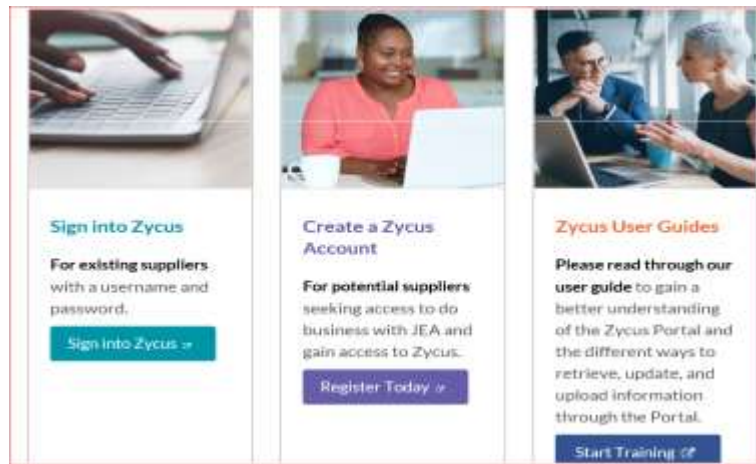
- Supplier Onboarding (gaining access to platform)
- Bid Participation (download documentation and completion bid forms)
- Bid Submission (uploading and completing the submission process)

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.

Appendix C – Zycus Supplier Instructions

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

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?
Register** [Need help in registering?](#)

Email Address
Type your email address here

Password
Type password here

Confirm Password
Re-type password here

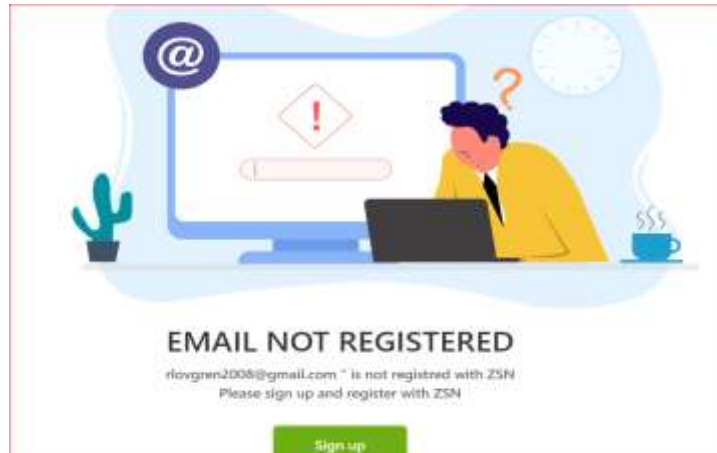
Please Answer
1 + 4 =

☐ 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.

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- 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:**

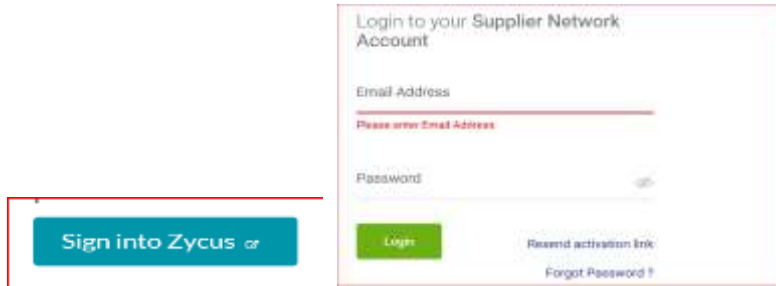
<https://zsn.zycus.com/guest/genericRegister/JEA074>

A screenshot of a registration form titled "New User? Register". It has a link "Need help in registering?". The form has four input fields: "Email Address" with placeholder "Type your email address here", "Password" with placeholder "Type password here" and an eye icon, "Confirm Password" with placeholder "Re-type password here" and an eye icon, and "Please Answer" with a math problem "0 + 6 =". Below the fields is a checkbox "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.

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Login to your Supplier Network Account

Email Address
Please enter Email Address

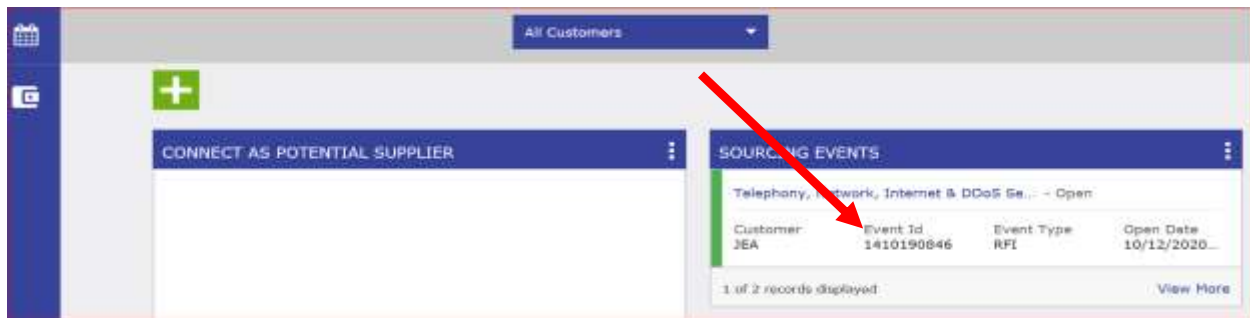
Password

[Sign into Zycus](#) or

[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.



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.

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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	Actions
Source Usage Terms and Conditions.rtf	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	Actions
Source Usage Terms and Conditions.rtf	Accepted	Accept Reject Download
1410242847-21 Solicitation.docx	Accepted	Accept Reject Download

Other Attachments	Size	Uploaded On	Actions
1410242847-21 RFA 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 Historical 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 (Details: 2 | Questions: 3 | Items: 1)

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	Actions
1.0 Form Submission	OPEN	0/2 (Mandatory), 0/0 (Optional)	Prepare Response
2.0 Pricing	OPEN	0/0 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 any time 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	Uploaded On	Action
410242846-21 100004_RFC_102120_STAMPED BINDER.pdf	1.1 MB	12/08/2019 10:17	Download
410242846-21 100004-RFC-102120.pdf	2 MB	12/08/2019 10:27	Download
410242846-21 210 1022 Architectural Specifications Rev 0.pdf	1 MB	12/08/2019 10:17	Download
410242846-21 Appendix B - Bid Forms.docx	35 KB	12/08/2019 10:18	Download
410242846-21 Solicitation (1).docx	1 MB	12/11/2019 14:14	Download
410242846-21 21-01-03-Rac 0 Stamped.pdf	5 MB	12/08/2019 10:18	Download
410242846-21 21-01-03-Rac 0 Stamped.pdf	5 MB	12/08/2019 10:28	Download
410242846-21 21-01-03-Rac 0 Stamped.pdf	4 MB	12/08/2019 10:18	Download

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

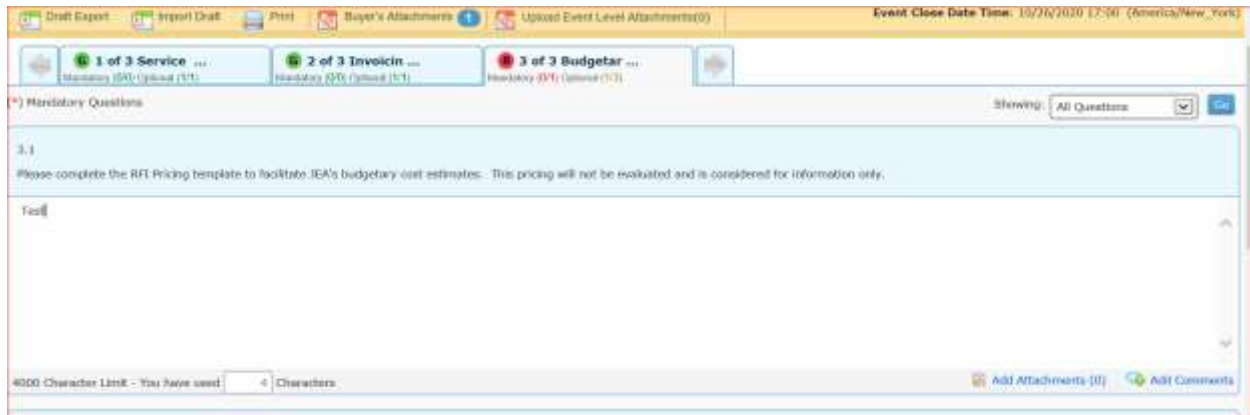
In the Prepare Response section, supplier questions will appear for which the supplier will “Prepare Response” in order to complete each section.

Question ID	Question Text	Completion Status	Type	Action
1.0 Form Submission	Status: OPEN Type: Question	Not Ready for Submission	Question	Prepare Response
2.0 Pricing	Status: OPEN Type: Pricing	Not Incomplete	Pricing	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.



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.



Attachment(s)	Item No.	Item Name	Item Description	Target Price	Price Type	Est. Qty	Qty	UCM	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	Assembly	0.00	Bulk	1.00	1.00	UCM	500.00
0 file(s)	3	Boiler Feedpump Steam Turbine	Chain/Inspect	0.00	Bulk	1.00	1.00	UCM	
0 file(s)	4	Boiler Feedpump Steam Turbine	Assembly**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	

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.



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 is a public entity, (“Current Price”) / contract pricing may be public and provided for reference.

Attachment ID	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UOM	Unit Price	Discount Percentage	Total Cost
0 Price	1	Boiler Feedpump Steam Turbine (BACH) - Modbus/Serial/Lo		0.00 Bulk		1.00	1.00	UOM	1,000.00	0.00	1,000.00
0 Price	2	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	500.00	0.00	500.00
0 Price	3	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	0.00	0.00	0.00
0 Price	4	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	0.00	0.00	0.00
0 Price	5	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	0.00	0.00	0.00
0 Price	6	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	0.00	0.00	0.00
0 Price	7	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	0.00	0.00	0.00
0 Price	8	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	0.00	0.00	0.00
0 Price	9	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	0.00	0.00	0.00
0 Price	10	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	0.00	0.00	0.00
0 Price	11	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		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).

Attachment ID	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UOM	Unit Price	Discount Percentage	Total Cost
0 Price	1	Boiler Feedpump Steam Turbine (BACH) - Modbus/Serial/Lo		0.00 Bulk		1.00	1.00	UOM	1,000.00	0.00	1,000.00
0 Price	2	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	500.00	0.00	500.00
0 Price	3	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	800.00	0.00	800.00
0 Price	4	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	11.00	0.00	11.00
0 Price	5	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		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.

Import existing Excel document

Choose File No file chosen

Note: Please do not change the file extension manually

Upload Cancel

Attachment ID	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UOM	Unit Price	Discount Percentage	Total Cost
0 Price	1	Boiler Feedpump Steam Turbine (BACH) - Modbus/Serial/Lo		0.00 Bulk		1.00	1.00	UOM	1,000.00	0.00	1,000.00
0 Price	2	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	500.00	0.00	500.00
0 Price	3	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	800.00	0.00	800.00
0 Price	4	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	11.00	0.00	11.00
0 Price	5	Boiler Feedpump Steam Turbine (BACH) - Steam Turbine (BACH) - Steam Turbine (BACH)		0.00 Bulk		1.00	1.00	UOM	0.00	0.00	0.00

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.

The screenshot displays a web interface for a supplier. At the top, there is an 'Important' notice: 'Kindly export the draft again in case the event has been paused and republished to fill the response via email import.' Below this, there are three tabs: '1 of 3 Service ...', '2 of 3 Invoicn ...', and '3 of 3 Budgetar ...'. The 'Mandatory Questions' section is active, showing a question labeled '1.1' with the text: 'For its Telephony, Network, Internet & DDoS Services, IEA 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 Response' field. At the bottom of the response field, it says '2000 Character Limit - You have used 13 Characters'. There are buttons for 'Back to', 'Prepare Response', 'Add Comments', '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 the 'New eForum' form in the Zycus system. The event name is 'Telephony, Network, Internet & DDoS Services'. The form has three fields: 'eForum Name' with the value 'Questions for Telephony RFL' (226 characters left), 'Description' with the value 'Test question for Telephony' (228 characters left), and 'Signature/Remarks' with the value 'Test Signature' (1003 characters left). There are buttons for 'Refresh List', 'Full Submission', 'New eForum', 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

Page 1 of 1

Other Attachments	Size	Uploaded On	Action
Buying Terms.docx	9 KB	10/08/2020 08:59	Download

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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 ... 2 of 3 Invoic ... 3 of 3 Budgetar ...

(*) Mandatory Questions Showing: All Questions On

1.1
For its Telephony, Network, Internet & DDoS Services, TEA 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

Back to Prepare Response Back in Time Save Go to Submit Response

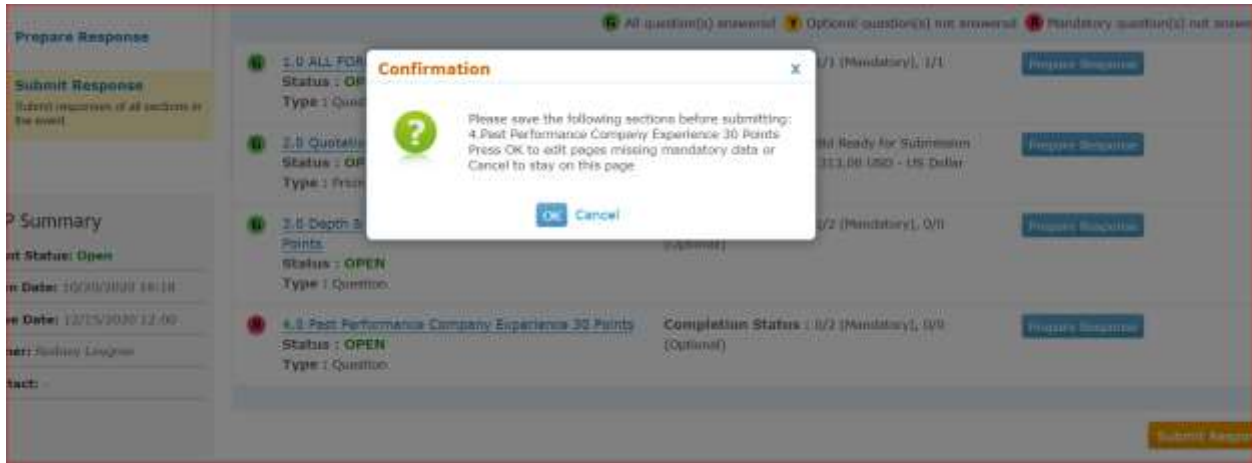
In most solicitations, JEA will provide technical specifications, pricing tables in excel which the Bidder will need to download. Additionally excel pricing tables may need to be uploaded once completed to complete a response section. Proposers can download the required attachments by selecting the “Buyers

Attachments” icon

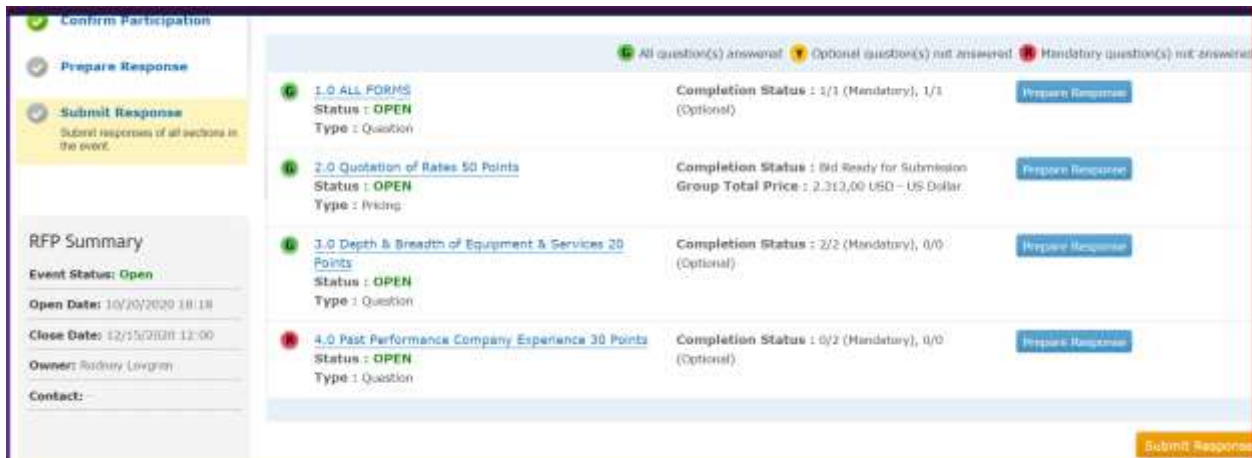
or by selecting the hyperlinks to download the documents.

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

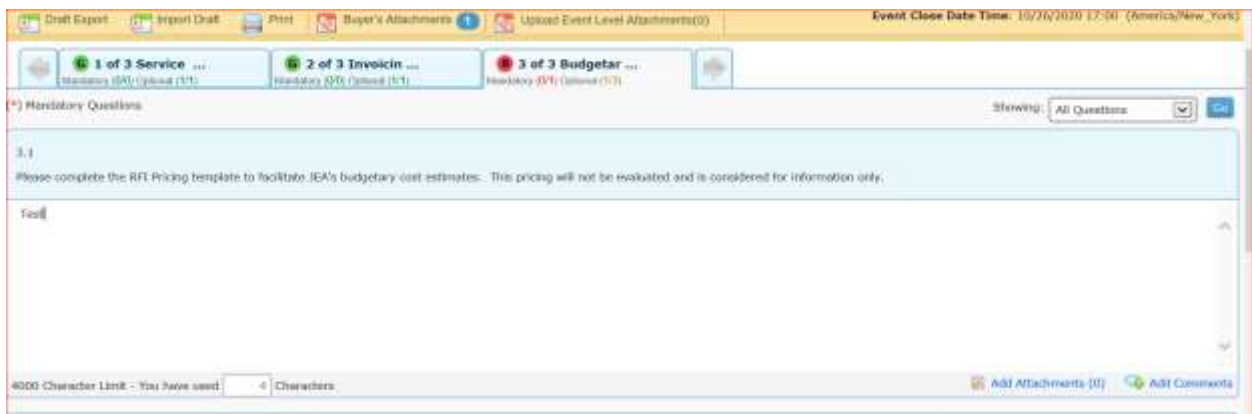
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Below is an example from the “Submit Response” section of the solicitation with a red light that is not complete.



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 displays the Zycus Supplier Instructions interface for RFI 1410190846, titled "Telephony, Network, Internet & DDoS Services". The interface includes a sidebar with a "Supplier Checklist" containing 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 shows 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.

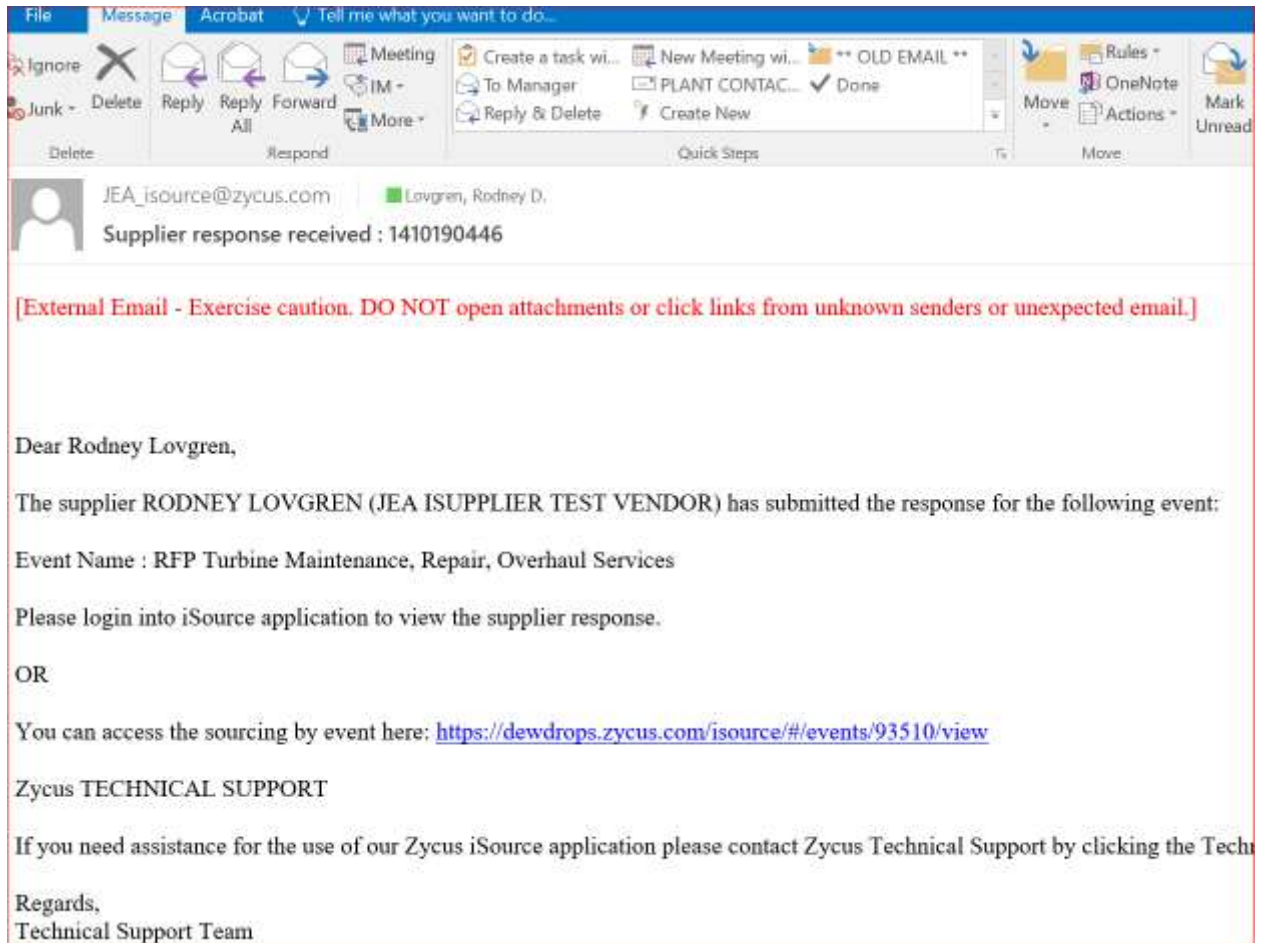
Question ID	Question Title	Status	Type	Completion Status	Action
1.0	Service Level Agreement	OPEN	Question	0/0 (Mandatory), 1/1 (Optional)	Prepare Response
1.0	Invoicing Practices	OPEN	Question	0/0 (Mandatory), 1/1 (Optional)	Prepare Response
1.0	Budgetary Cost Estimates	OPEN	Question	1/1 (Mandatory),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



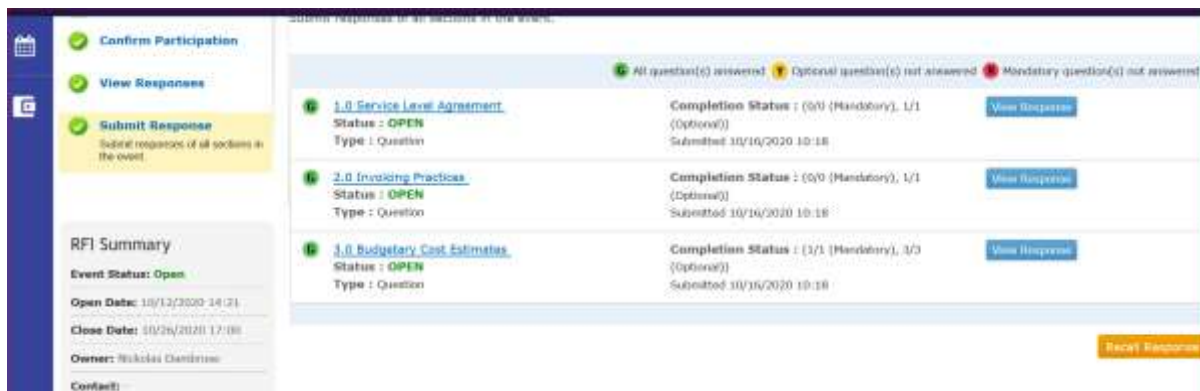
Additionally, the email address used to submit the bid, will receive the following email message

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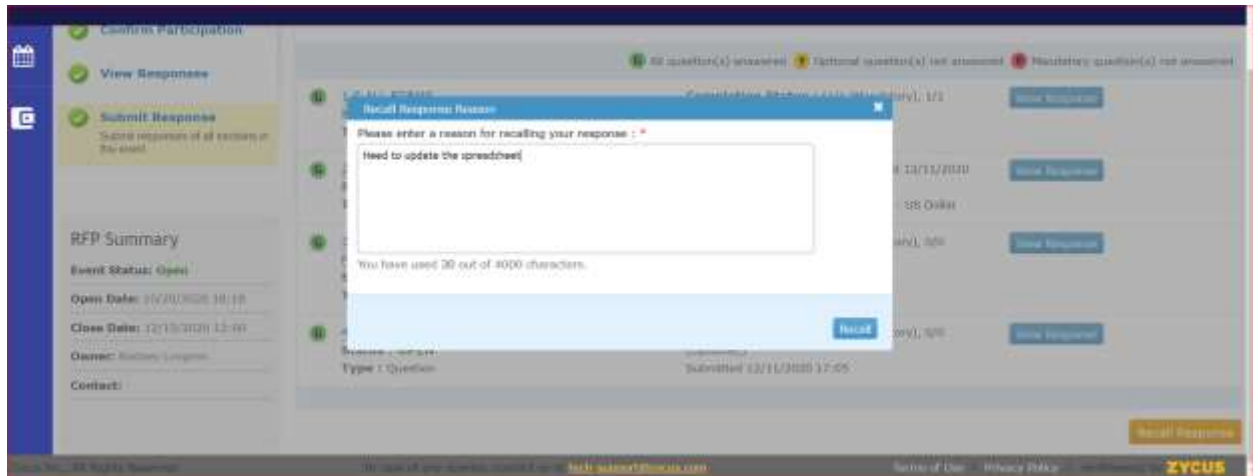
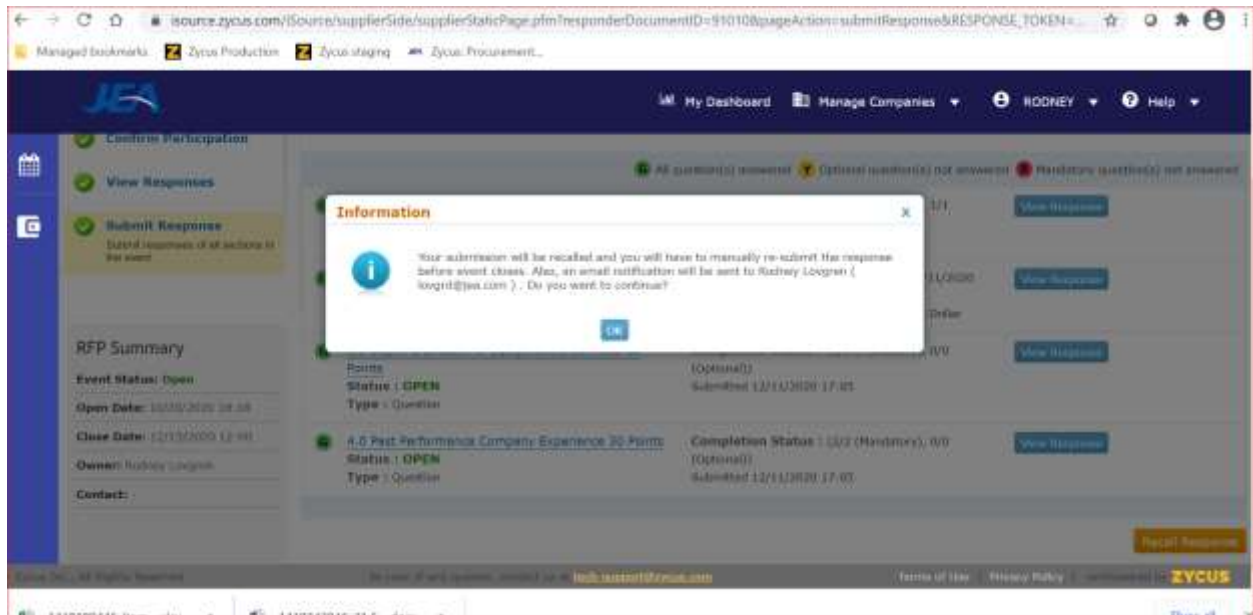
Recalling a Previously submitted Bid:

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.

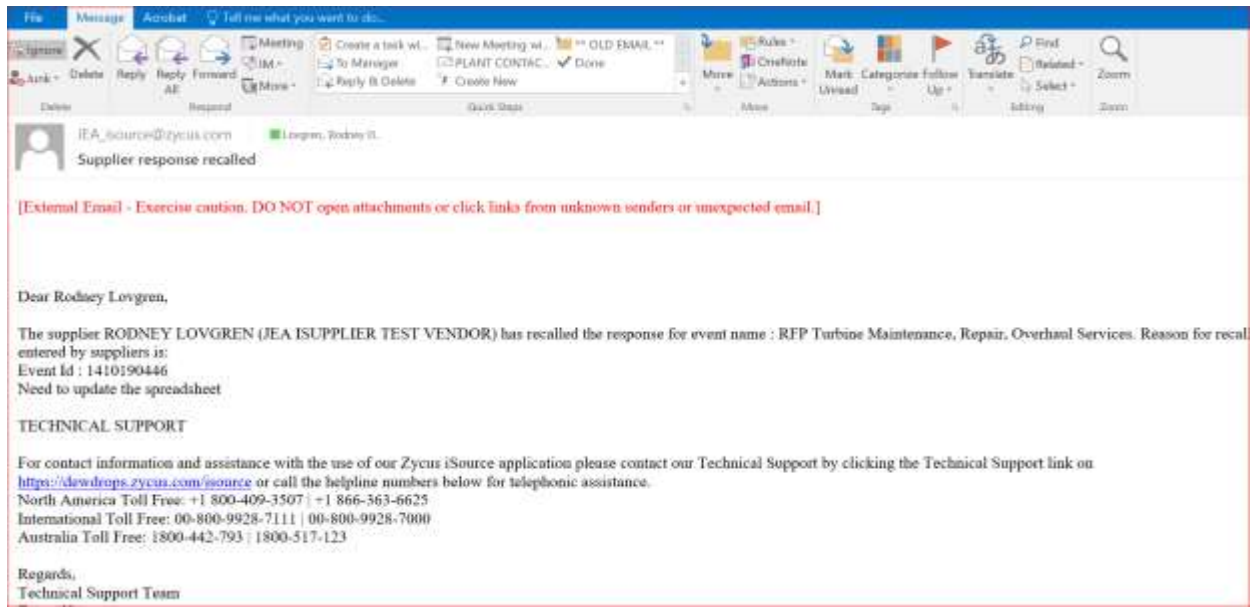
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Once Recalled, the Bidder may modify any parts of the previously submitted response and resubmit as described above.

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.