

## **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:

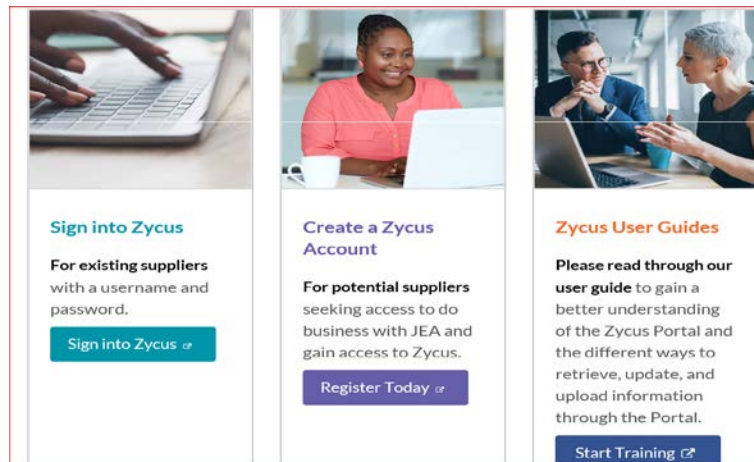
- Supplier Onboarding (gaining access to platform)
- Bid Participation (download documentation and completion bid forms)
- Bid Submission (uploading and completing the submission process)

## **Supplier Onboarding:**

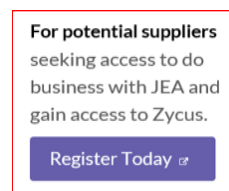
Accessing the initial Zycus login and access screen from JEA.com.

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.

## Appendix C – Zycus Supplier Instructions

**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.

**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

**Existing user? Log-in**

Email id

Type your email address here

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

Password

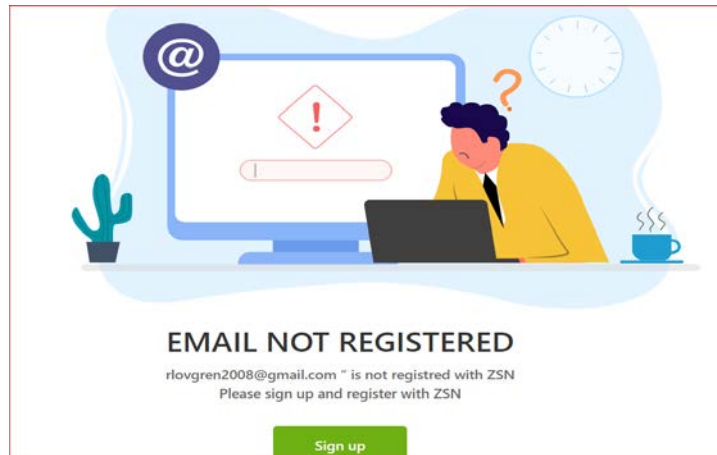
Type password here

[Forgot Password ?](#)

Login

- 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.

## Appendix C – Zycus Supplier Instructions



- 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:**

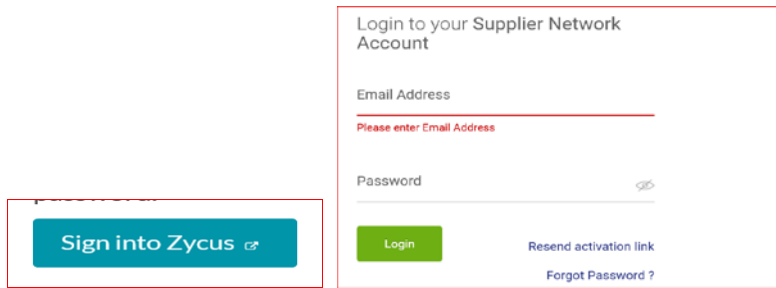
<https://zsn.zycus.com/guest/genericRegister/JEA074>

A registration form titled "New User? Register". It includes a link "Need help in registering?" with a question mark icon. 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" (placeholder: "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.


## Appendix C – Zycus Supplier Instructions



Login to your Supplier Network Account

Email Address  
Please enter Email Address

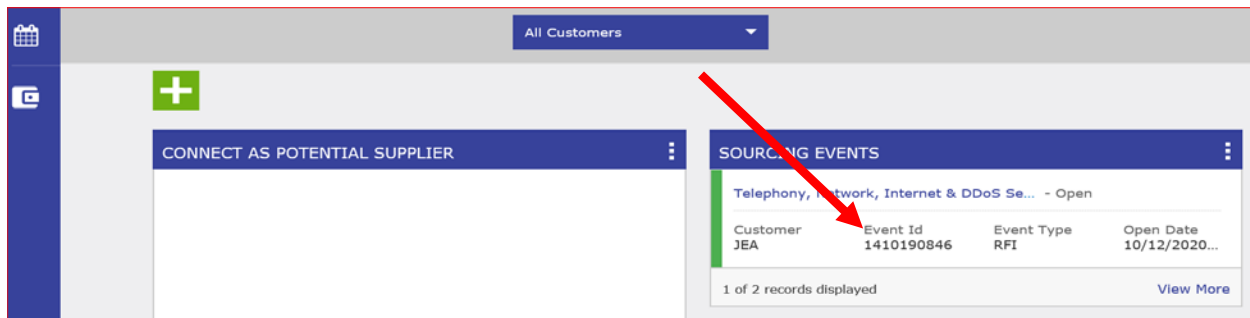
Password 

[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.

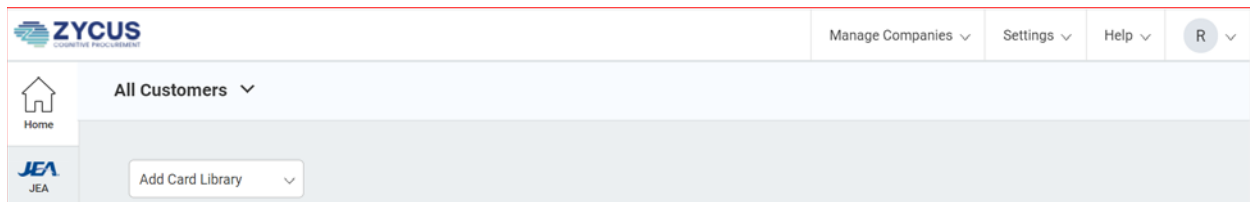


The dashboard shows a sidebar with a green plus icon. The main area has two tabs: "CONNECT AS POTENTIAL SUPPLIER" and "SOURCING EVENTS". A red arrow points to the "SOURCING EVENTS" tab. Below the tab, there is a table with the following data:

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”.



The header shows the Zycus logo and navigation links: Manage Companies, Settings, Help, and a user profile icon (R). Below the header, there is a sidebar with a home icon and a JEA logo. The main area has a dropdown menu for "All Customers" and an "Add Card Library" button.

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.

## Appendix C – Zycus Supplier Instructions

**Supplier Checklist**

**Confirm Participation**  
To confirm participation accept all Terms and Conditions.

**Prepare Response**  
To prepare responses for all the sections in the event.

**Submit Response**

**RFP Summary**  
Event Status: **Open**  
Open Date: 12/07/2020 10:19  
Close Date: 01/19/2021 12:00  
Owner: Rodney Lovgren  
Contact: -

**RFP : 1410242847 | IFB Construction Services for the Forest Trail Patrol Road**  
To confirm participation accept all Terms and Conditions.

**Go to eForum (0 New)**

Terms and Conditions	Status	Action
<a href="#">Source Usage Terms and Conditions.rtf</a>	No Action Taken Yet	<input checked="" type="checkbox"/> Accept <input checked="" type="checkbox"/> Reject <input checked="" type="checkbox"/> Download
<a href="#">1410242847-21 Solicitation.docx</a>	No Action Taken Yet	<input checked="" type="checkbox"/> Accept <input checked="" type="checkbox"/> Reject <input checked="" type="checkbox"/> 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**  
To confirm participation accept all Terms and Conditions.

**Prepare Response**  
To prepare responses for all the sections in the event.

**Submit Response**

**RFP Summary**  
Event Status: **Open**  
Open Date: 12/07/2020 10:19  
Close Date: 01/19/2021 12:00  
Owner: Rodney Lovgren  
Contact: -

**RFP : 1410242847 | IFB Construction Services for the Forest Trail Patrol Road**  
To confirm participation accept all Terms and Conditions.

**Go to eForum (0 New)**

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

Page 1 of 1

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	<input checked="" type="checkbox"/> Download
<a href="#">1410242847-21 FOREST TRAIL IFB PLANS.pdf</a>	9 MB	12/07/2020 07:34	<input checked="" type="checkbox"/> Download
<a href="#">1410242847-21 APPENDIX A - Final Forest Trail Geotechnical Report.pdf</a>	10 MB	12/07/2020 07:34	<input checked="" type="checkbox"/> Download
<a href="#">1410242847-21 Appendix B - Bid Forms.docx</a>	46 KB	12/07/2020 07:35	<input checked="" type="checkbox"/> Download

Page 1 of 1

**RFP Details** (Sections:2 | Questions:3 | Item:1)

**Expand All Section:**

**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**  
To confirm participation accept all Terms and Conditions.

**Prepare Response**  
To prepare responses for all the sections in the event.

**Submit Response**

**RFP Summary**  
Event Status: **Open**  
Open Date: 12/07/2020 10:19  
Close Date: 01/19/2021 12:00  
Owner: Rodney Lovgren

**RFP : 1410242847 | IFB Construction Services for the Forest Trail Patrol Road**  
Prepare responses for all the sections in the event.

**Go to eForum (0 New)**

Please select the currency you want to bid in:

Bidding Currency:

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

Section	Completion Status	Action
<b>1.0 Form Submission</b> Status: <b>OPEN</b> Type: Question	Completion Status : 0/2 (Mandatory), 0/0 (Optional)	<b>Prepare Response</b>
<b>2.0 Pricing</b> Status: <b>OPEN</b> Type: Pricing	Completion Status : Bid Not Started	<b>Prepare Response</b>

**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

## Appendix C – Zycus Supplier Instructions

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

**Supplier Checklist**

- Confirm Participation** (Active): To confirm participation accept all Terms and Conditions.
- Prepare Response**
- Submit Response**

**RFP Summary**

Event Status: **Open**

Open Date: 12/09/2020 10:35

Close Date: 01/26/2021 12:00

Owner: Rodney Lovgren

Contact: -

**RFP : 1410242846 | IFB Kennedy Generating Station Control Room Upgrade**

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="#">NDA 2019_Final_Rev1.doc</a>	Accepted	Accept Reject Download

Page 1 of 1

Other Attachments	Size	Uploaded On	Action
<a href="#">1410242846-21 160804_ARCH_IFC_102220_STAMPED_BINDER.pdf</a>	13 MB	12/08/2020 20:27	Download
<a href="#">1410242846-21 160804-MECH-101620.pdf</a>	2 MB	12/08/2020 20:27	Download
<a href="#">1410242846-21 315-0823 Architectural Specifications Rev 0.pdf</a>	1 MB	12/08/2020 20:27	Download
<a href="#">1410242846-21 Appendix B - Bid Forms.docx</a>	50 KB	12/08/2020 20:28	Download
<a href="#">1410242846-21 Solicitation (1).docx</a>	1 MB	12/11/2020 16:24	Download
<a href="#">1410242846-21 E1-03-Rev 0 SEALED.pdf</a>	5 MB	12/08/2020 20:29	Download
<a href="#">1410242846-21 E1-01-Rev 0 SEALED.pdf</a>	8 MB	12/08/2020 20:28	Download
<a href="#">1410242846-21 E1-02-Rev 0 SEALED.pdf</a>	4 MB	12/08/2020 20:29	Download

Page 1 of 1

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

**Supplier Checklist**

- Confirm Participation**
- Prepare Response** (Active): Prepare responses for all the sections in the event.
- Submit Response**

**RFP Summary**

Event Status: **Open**

Open Date: 12/09/2020 10:35

Close Date: 01/26/2021 12:00

Owner: Rodney Lovgren

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

**Supplier Checklist**

- Confirm Participation**
- Prepare Response** (Active): Prepare responses for all the sections in the event.
- Submit Response**

**RFP : 1410242846 | IFB Kennedy Generating Station Control Room Upgrade**

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

JEA is issuing the subject solicitation for the Kennedy Generating Station Control Room Construction Upgrades.

Question ID	Question Title	Completion Status	Action
1.0	Form Submission	Status : <b>OPEN</b> Type : Question	Prepare Response
2.0	Pricing	Status : <b>OPEN</b> Type : 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.

**Buyer's Attachments** 1 **Upload Event Level Attachments(0)**



## Appendix C – Zycus Supplier Instructions

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: 10/26/2020 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.

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

Export Lot to Excel Import Lot from Excel

File Home Share View

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

Clipboard Organize New Open Select

Quick access Desktop Downloads

1410190446\_ItemTableTemplate\_Section2.0 (2) 12/11/2020 4

1410242846-21 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

## Appendix C – Zycus Supplier Instructions

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.

Item Information											
Item Information				Baseline Costs		Demand Information			Price Information		Total Cost
Attachment(s)	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UOM	Unit Price	Discount Percentage	Total Cost
									Value	Value	
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)	Tooling	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).

Item Information											
Item Information				Baseline Costs		Demand Information			Price Information		Total Cost
Attachment(s)	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UOM	Unit Price	Discount Percentage	Total Cost
									Value	Value	
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)	Tooling	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: 12/15/20

☒ Unit Cost
 ☐ Fixed Cost

Item Information				Baseline Costs [USD - US Dollar]		Demand 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

Showing Items 1 to 5 of 5

**Import existing Excel document**

Choose File No file chosen

Note: Please do not change the file extension manually.

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



## Appendix C – Zycus Supplier Instructions

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.

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

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

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

(\*) Mandatory Questions Showing: All Questions Go

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 Go Back to Top Save 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.

You are here: Section List > List of eForum

Event Name: Telephony, Network, Internet & DDoS Services Refresh List Edit Notification New eForum

eForum Name	Description	Type	Message	Action
<div>New eForum</div> <div>eForum Name * Questions for Telephony RFI. 226 characters left</div> <div>Description Test question for Telephony 228 characters left</div> <div>Signature/Remarks Test Signature 1985 characters left</div>				

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:

## Appendix C – Zycus Supplier Instructions

The screenshot displays the Zycus Supplier Instructions interface. On the left, a sidebar contains a 'Submit Response' button and an 'RFI Summary' section. The summary shows the event status as 'Open', with an open date of 10/12/2020 14:21 and a close date of 10/26/2020 17:00. The owner is listed as Nickolas Dambrose. The main content area shows the 'RFI Summary' and 'RFI Details' sections. The 'RFI Details' section is expanded, showing three sections: 1.0 Service Level Agreement, 2.0 Invoicing Practices, and 3.0 Budgetary Cost Estimates. Each section has a status indicator (green, yellow, or red) and a count of questions and items. The 'Other Attachments' table lists two files: 'RFI Telephony Network Internet and DDoS Services.docx' (Accepted) and 'Pricing Template.xlsx' (9 KB, uploaded on 10/06/2020 09:55).

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.

The screenshot displays the Zycus Supplier Instructions interface, specifically the 'RFI Details' section. The top navigation bar shows three tabs: '1 of 3 Service ...', '2 of 3 Invoicin ...', and '3 of 3 Budgetar ...'. The '1 of 3 Service ...' tab is selected, showing a question titled '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?'. The question is marked as 'Mandatory (0/0) Optional (1/1)'. The 'Test Response' field is empty, and the character limit is 2000. The bottom navigation bar includes a 'Back to' button, a 'Prepare Response' dropdown, and a 'Go' button. The right side of the bottom bar has a 'Back to Top' button, a 'Save' button, and a 'Go to Submit Response' button.

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

The screenshot shows a navigation bar with two buttons: 'Buyer's Attachments' (with a red icon) and 'Upload Event Level Attachments(0)' (with a red icon). The 'Buyer's Attachments' button is highlighted with a blue circle.

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

## Appendix C – Zycus Supplier Instructions

The screenshot shows the 'Prepare Response' section of the solicitation. A confirmation dialog box is displayed in the center, asking the user to save sections before submitting. The dialog box contains the following text: 'Please save the following sections before submitting: 4.Past Performance Company Experience 30 Points. Press OK to edit pages missing mandatory data or Cancel to stay on this page'. The dialog box has 'OK' and 'Cancel' buttons. In the background, the 'Prepare Response' section is visible, showing a list of sections with their completion status. The section '4.0 Past Performance Company Experience 30 Points' is highlighted with a red light, indicating it is not complete. The overall status of the response is 'OPEN'.

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

The screenshot shows the 'Submit Response' section of the solicitation. The 'Submit Response' button is highlighted in yellow. The 'RFP Summary' section shows the event status as 'Open', the open date as 10/20/2020 18:18, the close date as 12/15/2020 12:00, the owner as Rodney Lovgren, and the contact as -. The 'Prepare Response' section shows a list of sections with their completion status. The section '4.0 Past Performance Company Experience 30 Points' is highlighted with a red light, indicating it is not complete. The overall status of the response is 'OPEN'.

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

The screenshot shows the 'Prepare Response' section of the solicitation. The 'Prepare Response' button is highlighted in yellow. The 'RFP Summary' section shows the event status as 'Open', the open date as 10/20/2020 18:18, the close date as 12/15/2020 12:00, the owner as Rodney Lovgren, and the contact as -. The 'Prepare Response' section shows a list of sections with their completion status. The section '4.0 Past Performance Company Experience 30 Points' is highlighted with a red light, indicating it is not complete. The overall status of the response is 'OPEN'.

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”.

## Appendix C – Zycus Supplier Instructions

The screenshot displays the Zycus Supplier Instructions interface for RFI 1410190846. On the left, a sidebar contains a 'Supplier Checklist' with steps: 'Confirm Participation', 'Prepare Response', and 'Submit Response'. Below this 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 is titled 'RFI : 1410190846 | Telephony, Network, Internet & DDoS Services' and includes a 'Go to eForum (0 New)' link. A legend indicates: 'G All question(s) answered', 'Y Optional question(s) not answered', and 'R Mandatory question(s) not answered'. A table lists three questions:

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

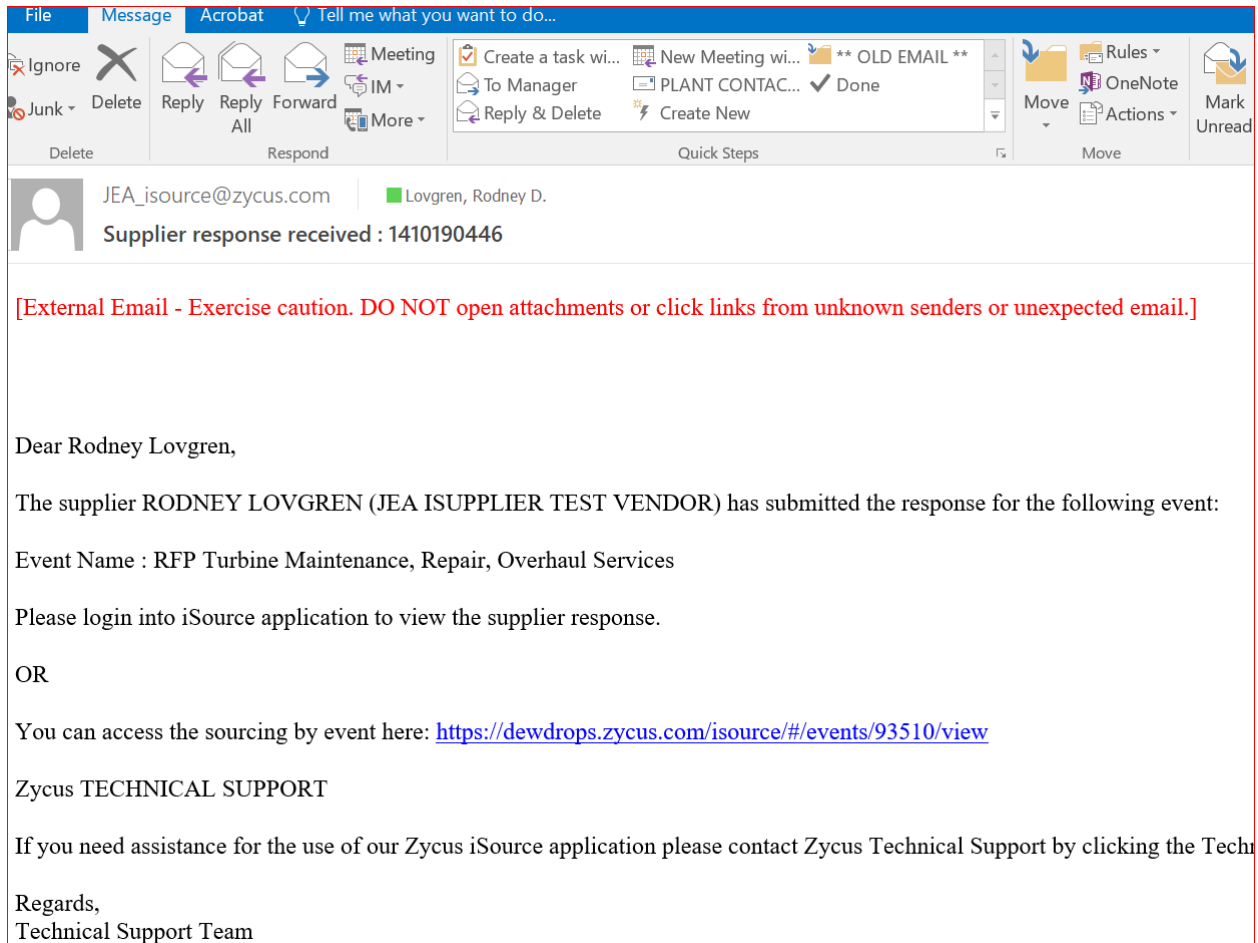
A 'Submit Response' button is located at the bottom right of the main content area.

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 same Zycus Supplier Instructions interface as above, but with a 'Success' pop-up message overlaid. The pop-up 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 first question '1.0 Service Level Agreement'.

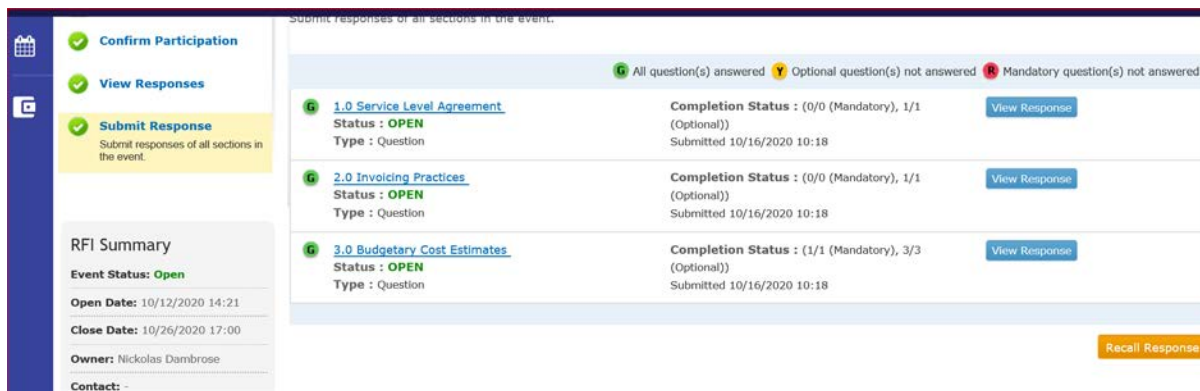
Additionally, the email address used to submit the bid, will receive the following email message

## Appendix C – Zycus Supplier Instructions



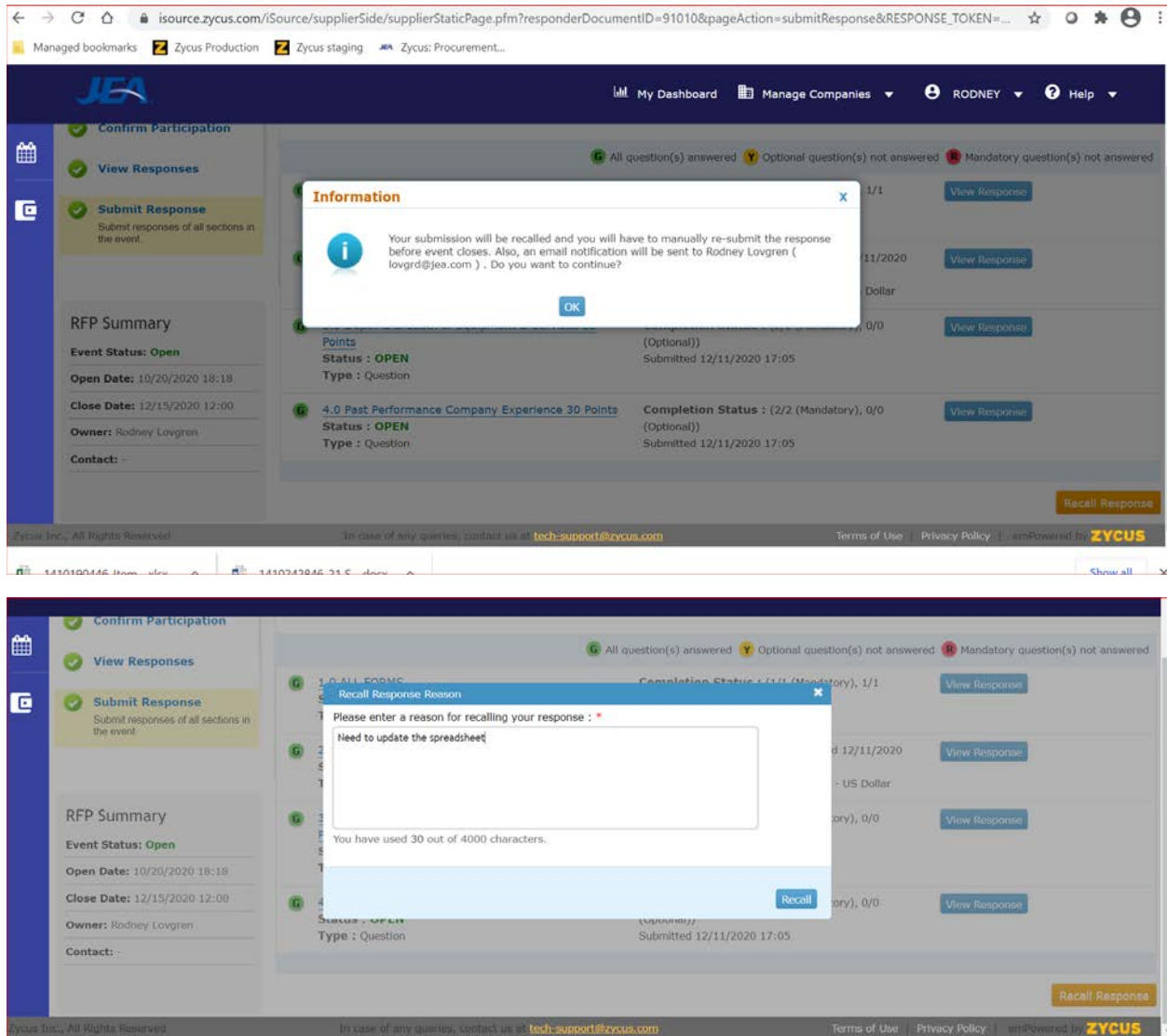
### Recalling a Previously submitted Bid:

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.

## Appendix C – Zycus Supplier Instructions

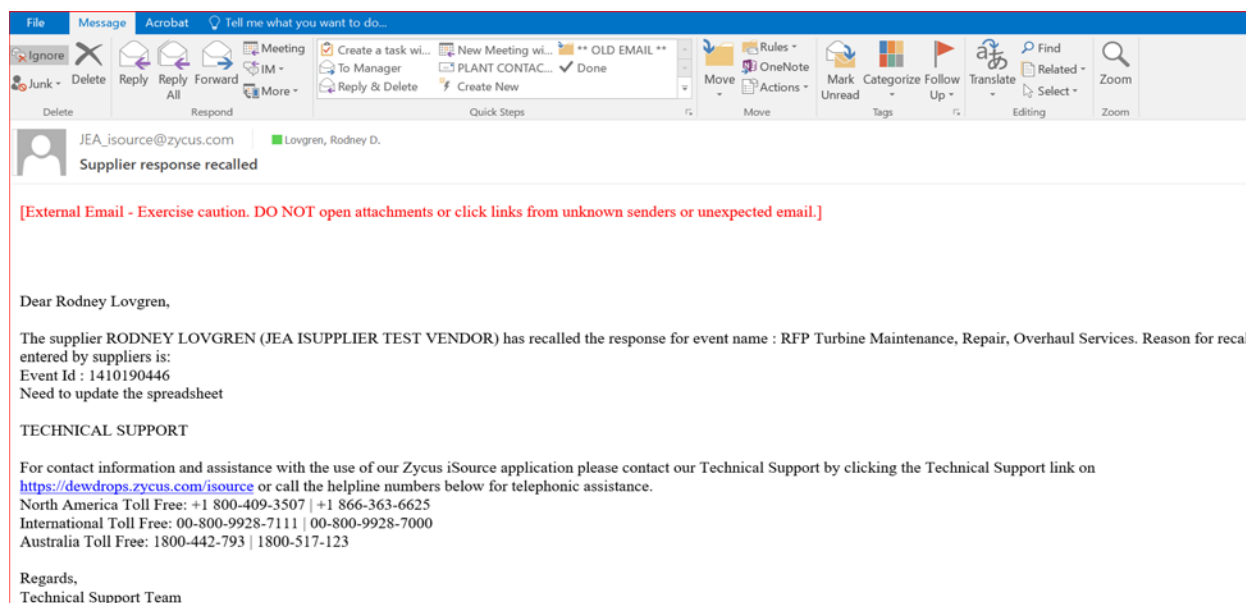


Once Recalled, the Bidder may modify any parts of the previously submitted response and resubmit as described above.

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



## Appendix C – Zycus Supplier Instructions



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.