PCS-Tender

Contract and Supplier Management Guide for Suppliers

Version 3.0 July 2023

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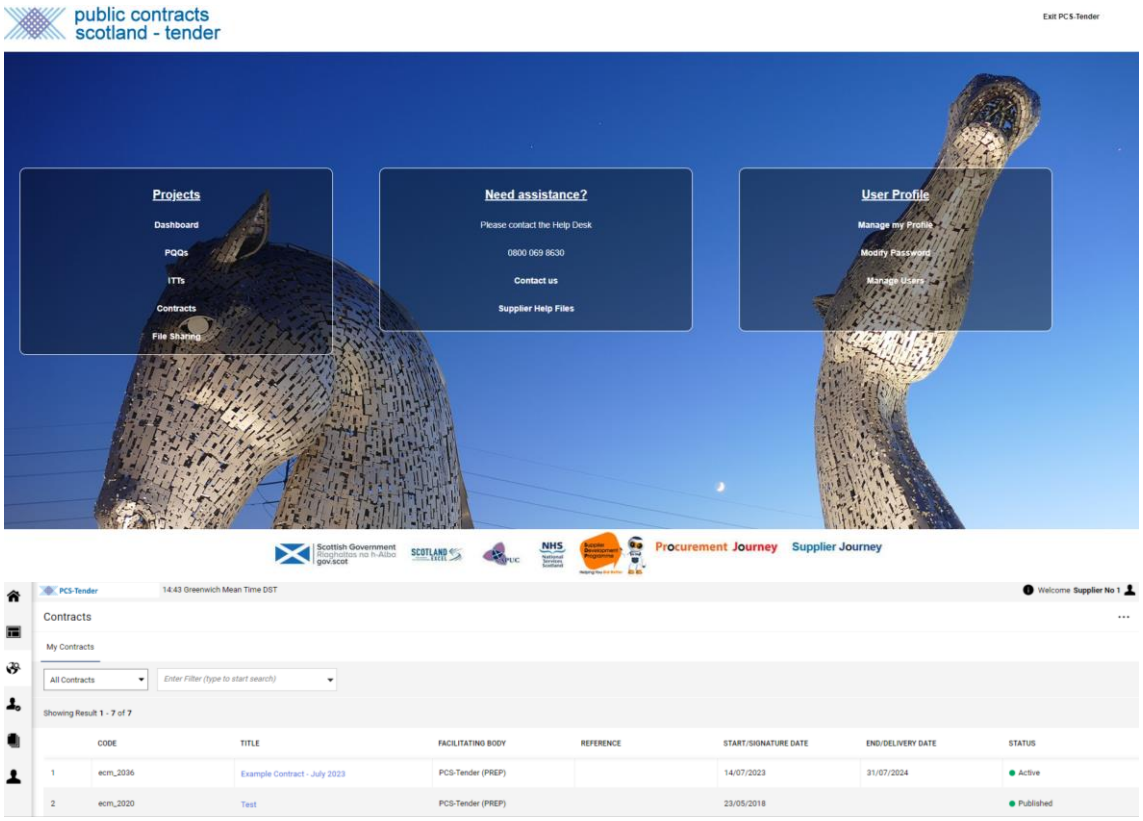
Viewing contracts awarded on PCS-Tender

Not all contracts from tenders awarded through PCS-Tender will be visible in the My Contracts area. Not all contracts are managed using PCS-Tender. Only contracts that are being managed through PCS-Tender will be visible.

To view your contract

Log in to PCS-Tender. Under the Project menu on the left of the screen click Contracts. This will take you to your My Contracts area and show a list of your contracts. View the details of each contract by clicking on the contract title.



Supplier Performance Management

Contract Scorecards

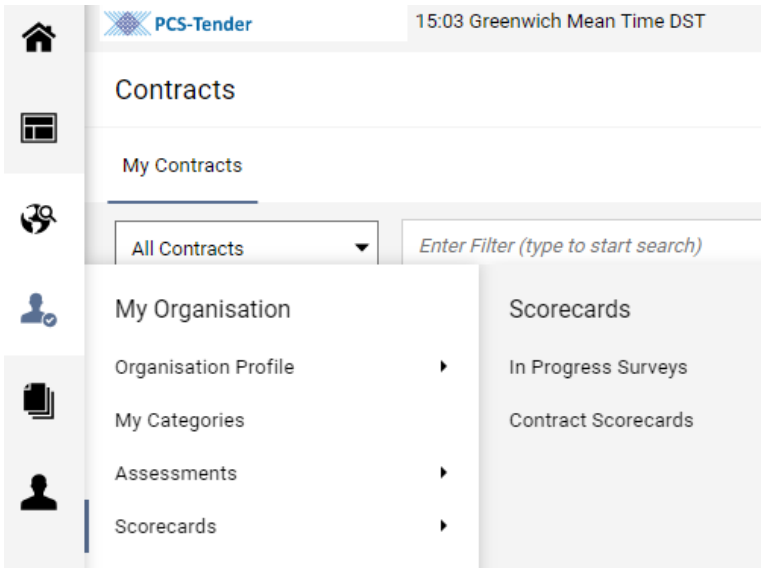
Some Contracting Authorities use PCS-Tender to carry out supplier performance management. Contract Managers will use a Contract Scorecard to measure and report on Key Performance Indicators (KPIs). The Contract Manager will inform you if they are using PCS-Tender for this. You will receive automatic emails from the system when you are required to complete tasks relating to a Contract Scorecard.

Supplier Survey

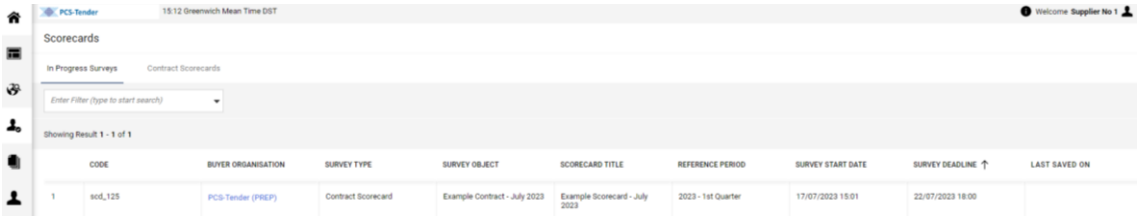
Contract Managers can ask for information through a Supplier Survey. This allows you to rate your performance or provide data related to the KPIs agreed in your contract.

Responding to a Supplier Survey

To find your Supplier Surveys click My Organisation , on the left of the screen, then Scorecards then In Progress Surveys.



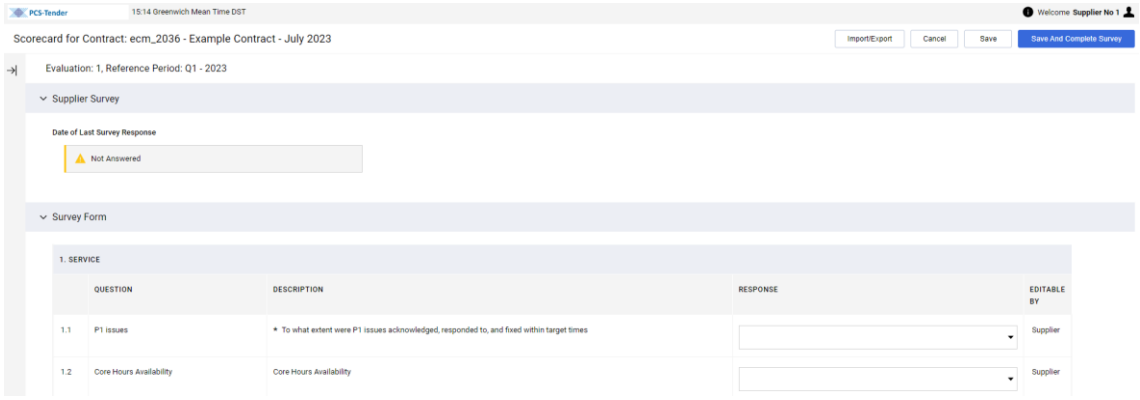
Under the In Progress Surveys tab, click on the title of the survey you wish to respond to.



Once you open an In Progress Survey, under Supplier Survey you will see details of the contract scorecard the survey relates to and the deadline for your response. If you have not responded to a survey then you will see Not Answered.

Under Survey Form you will see the Supplier Survey. Respond to these questions using the response boxes on the right of the question. The response boxes can be drop down menus, free text or a box which only accept numbers. An if you click the information button next to the response box will explain what type of answer is required.

Below this are the Supplier Survey questions you are required to answer. The Contract Manager will also evaluate your performance against these KPIs.



To respond to a question select your response from the dropdown boxes on the right and choose from the drop down options between 0 and 4.

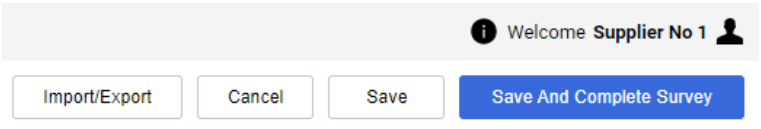
Saving your response

Click Save in the top right to save your response. Save your answers regularly as you work. The system will log you out after 20 minutes of inactivity.

Submitting your response

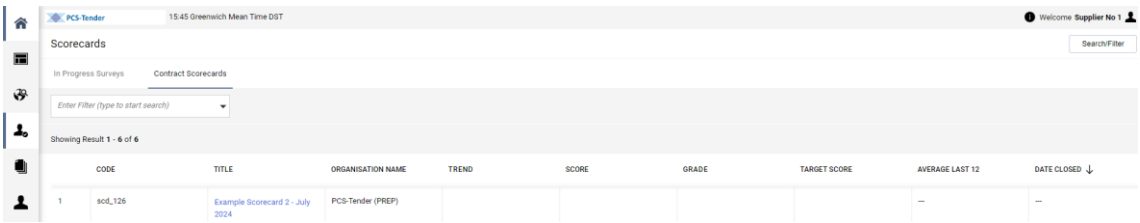
Once you are ready to submit your click Save and Complete Survey in the top right to submit your Survey response to the Contract Manager.

You cannot edit your response after you have clicked Save and Complete Survey. Review your answers carefully before you click Save and Complete the Survey.



View completed Supplier Surveys

Click on the Contract Scorecards tab at the top of the screen to view a list of your completed surveys which have been evaluated by the Contract Manager.



Contract Scorecards

Contract Scorecards list overview

The Contract Scorecards list shows an over view of the contract scorecard including:

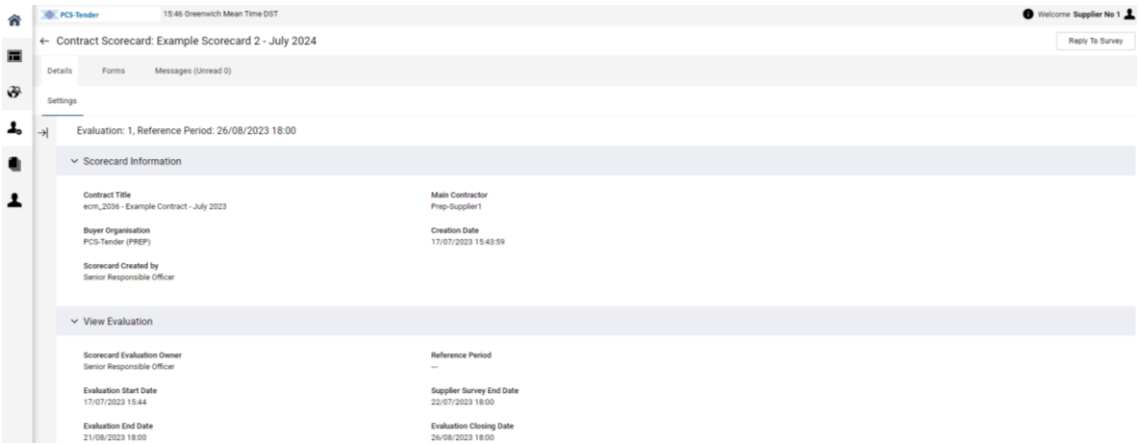
- Contract Title – The name of the Contract.
- Organisation Name – The name of the Contracting Authority you have a contract with.
- Trend – A track of Scores over the lifetime of the Contract. This trend will either be Positive, Stable or Negative. Trend will only appear after the second round of evaluation has been completed.
- Score – Your score from the most recent evaluation.
- Target Score – The score you are aiming for.
- Average last 12 – The average score over the last 12 months.
- Date Closed – The closing date and time.

To open a scorecard, click on the title.

Scorecard overview

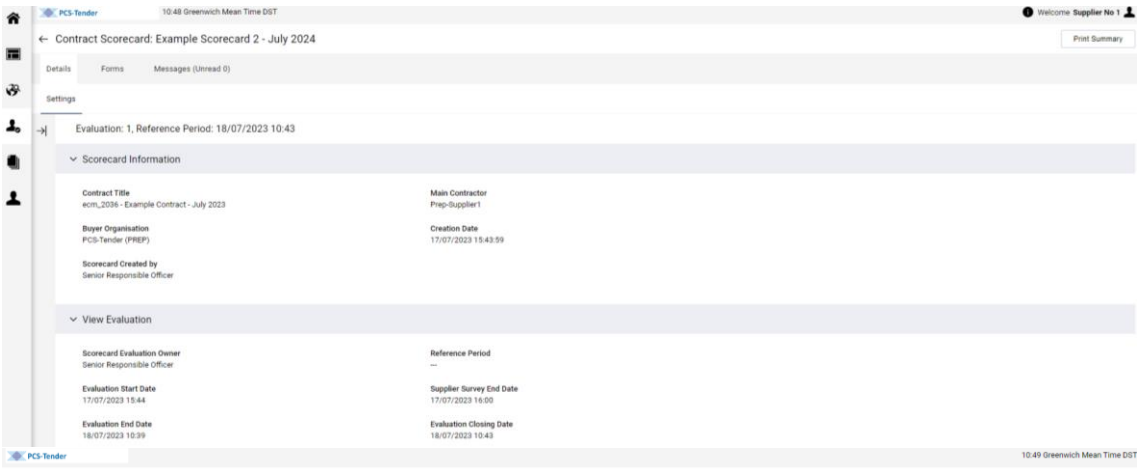
From within a Scorecard you can:

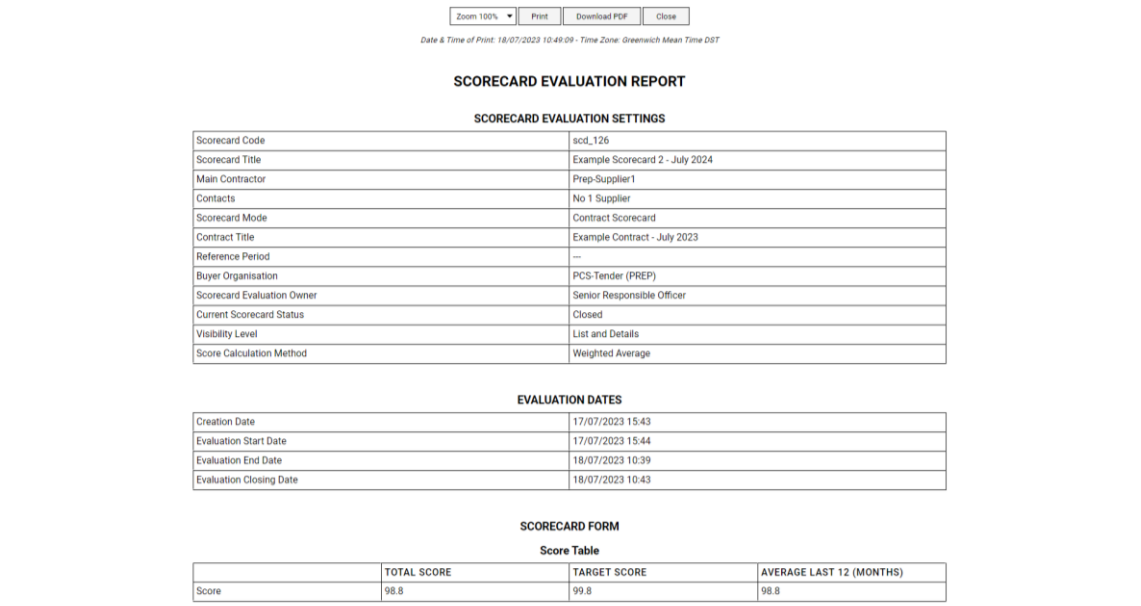
- Click on the Details tab to view the Scorecard Settings.
- Click Forms tab to view your individual KPI and Performance Category Scores.
- Click on Messages to view and create messages from and to the Contract Manager.



Export a copy of your scorecard

To export a copy of your Scorecard, go to contract Scorecards, click on the title of the scorecard you wish to export then click Print Summary in the top wight. This will open a new window containing the Scorecard Evaluation Report and you have the option to Print of Download as a PDF.





General Help and Information about the PCS-Tender System

General System Help

System Time Out

For security reasons, if you are inactive on PCS-Tender for 20 minutes or longer then you will be timed out. Ensure that you save changes regularly.

Navigating through PCS-Tender

Do not use the Back or Forward buttons on your browser, you could potentially lose your work. Please use the arrow buttons and links within PCS-Tender to navigate.

Legend

Use the Legend to understand icons, note text responses are limited to 2000 characters. If the Buyer requires a larger response they will add an additional text box. Numeric fields will only accept numbers.

Login Details and password resets

Please treat your login securely - if you believe that you have lost your password – Open PCS-Tender click "Forgotten your password?" on the log in page. Then follow the instructions to reset your password.

Deactivating Accounts

You must immediately inform the Jaggaer Helpdesk if a User leaves your organisation or no longer requires access to PCS-Tender. The System Administrator retains the right to deactivate a Supplier User if there has been no access for a period of 60 days, however deactivations will only take place once per quarter and you will be asked via email to confirm you do not wish to have your account deactivated.

To reactivate your account, contact the Jaggaer Helpdesk. Answers stored in your profile will not be affected and any information submitted as part of as response to a procurement exercise will be retained for audit purposes.

Single Sign On

Single Sign On allows you to access PCS and PCS-Tender through a single log-on. Access the user guides through the Help Files link on your landing page to find out more about PCS Single Sign On.

If you have software queries refer to PCS-Tender Online Help. If you still have an issue contact the Jaggaer helpdesk for technical help. For queries about the PQQ/ITT, please contact the buyer through the PQQ or ITT Message area.

System Automatic Emails

PCS-Tender will issue automatic emails in a number of circumstances, these will come from auto-alert@bravosolution.co.uk. Add this email to your safe list to ensure that alerts are not directed to your junk/spam folder.

Contact details and Helpdesk

For help and assistance with PCS – Tender please contact the Jaggaer helpdesk on:

- Telephone Number - 0800 069 8630
- Submit a Supplier Support ticket through the PCS-Tender log in page by clicking Supplier Support.

The Jaggaer helpdesk can only provide technical support. If you have a question that relates to the content of a PQQ, ITT or Contract then you must contact the Buyer or Contract Manager using the message functionality within PCS-Tender.