

U3P FAQs for Vendors

Q: How do I register/gain access to the U3P Portal?

A: To get registered, please go to the [Utah Supplier Portal](#) <<<--click that link and follow the directions.

You may find additional information to assist you in registration by going to the [Division of Purchasing's For Vendor's page](#) where you may download a copy of the [Vendor Registration Guide](#) that provides step by step registration instructions.

Q: The system is suggesting that my company already has an existing account, but the options shown do not align with my department/location/branch. How do I create my own account?

A: If there are duplicates related to your company currently in the system which prevent you from registering your own account, please contact The U3P Admin Team at sciquestadmin@utah.gov and we can manually invite you to join.

Q: What commodity code should I select when registering my account?

A: Our commodity codes are designed to be broad so that we don't run the risk of having vendors register for very specific commodity codes that don't get selected for use with an event. Our suggestion would be to register for codes that are similar to what your company provides.

Another suggestion would be to register for the commodity codes that are identified in some of the events that you are interested in bidding on to ensure that you are notified when similar events come up.

Q: I have submitted a response to an event, but did not receive a confirmation email. How do I know that my submission was successfully received?

A: At this time, Jaggaer does not send suppliers a confirmation email when a bid/proposal is successfully submitted.

We recommend contacting the contact person identified in the event that you responded to see if they have received your response.

Please note that in U3P, by design, is a sealed bidding process. This means that the entity that runs the solicitation or U3P Admin cannot see the contents of your actual submission until the deadline has passed. Generally all that is visible to the entity is to look and see that a submission was received, but the entity cannot confirm that the correct documents were submitted. The most likely response you will receive from the entity running the procurement is that you have submitted something, but the entity would not be able to confirm the contents of your submission.

Q: I have submitted my bid, but my submission displays as \$0.00. Why is this?

A: U3P has multiple ways to accept bids, including inputting cost directly into the system or having separate cost sheets. If the entity has elected to have you input the cost directly into the system, then it would show a total for your bid; however, if a separate cost sheet is used, the system will not read your document to pull your bid total and it will instead show a default of \$0.00.

Q: Where can I find the bid tabulation/award documents for an event I participated in?

A: Many public agencies choose to post bid tabulations following the award of a public bid opportunity. However, if you're unable to see this information, or if it has not been posted, we recommend you contact the public agency that posted the public bid opportunity for more information as we are not familiar with the policies and processes of all public agencies.

If the documents are posted, they can be found on our [Current Bids](#) page of the Utah Public Procurement Place. You will need to click on the "Awarded" or "All" tab at the top, then search for the particular sourcing event you're looking for. Any award information would be posted under the Award Documents.

Q: Our account administrator is no longer with our company; how do we update this information?

A: If your company's administrator is no longer with the company and you need to assistance you will need to contact Jaggaer Supplier Support directly at 1-800-233-1121 option 2.

Because the U3P Admin Team is part of the State of Utah and not Jaggaer, we're limited as to the amount of access we have to a supplier's account due to security purposes. As such, we recommend you work directly with Jaggaer Supplier Support at the number above and let them know of your situation. They will then be able to assist you.

Q: I have forgotten our password/security question answer; can you reset it for me?

A: The U3P Admin team does not have the ability to reset vendor passwords or security questions. If you would like this information reset, please contact Jaggaer Support at 1-800-233-1121, option 2.

Q: I am experiencing slow loading times/error messages/the system timing out. What can I do to resolve these issues?

A: We have some suggestions that could help to avoid/remedy these issues.

First, make sure that you are using Chrome or Firefox rather than Internet Explorer. It is also important to make sure the U3P system is only open in one window or tab. Sometimes, once this error occurs, you can get rid of it by simply refreshing the page.

If these tips do not resolve the issue, reach out to Jaggaer Support at 1-800-233-1121, option 2.

Q: I would no longer like to receive email notifications from U3P. How do I disable them?

A: By selecting the "No Bid" response within an event, a user can disable any further notifications for that particular solicitation.

Jaggaer does not currently provide an option for users to disable their own email notifications entirely and we are working with them to create this feature in the future. If you would like to stop receiving emails from Jaggaer, please contact us at sciquestadmin@utah.gov.

Please note that you will still continue to receive notifications for current solicitations that your email

was tied to until the solicitation closes. If you wish to start receiving notifications in the future you will need to have your email activated. Please be aware, with deactivating notifications, it will be necessary for you to review the Utah Public Procurement Place independently to find public bid opportunities

As stated in Utah Code 63G-6a-112(7):

- (a) It is the responsibility of a person seeking information provided by a public notice under this section to seek out, find, and respond to a public notice issued by a procurement unit.
- (b) As a courtesy and in order to promote competition, a procurement unit may provide, but is not required to provide, individual notice.

***Please note that email notifications are sent only to a vendor's sales and corporate contacts.

Q: What hours is the U3P Admin Team available?

A: The U3P Admin email is managed Monday through Friday, 8:00 AM – 4:00 PM MST excluding holidays. If you still have questions after reading the FAQ list, please contact us and include your name, company name, and contact information along with your question and we will contact you within 24 business hours.

If you experience any issues outside of our hours of operation or need immediate assistance, please contact Jaggaer Support at 1-800-233-1121, option 2.