

Support for suppliers

Guidelines for supplier registration and the bidding process

Additional information on scope

Version 03 ENG / 15.03.2022

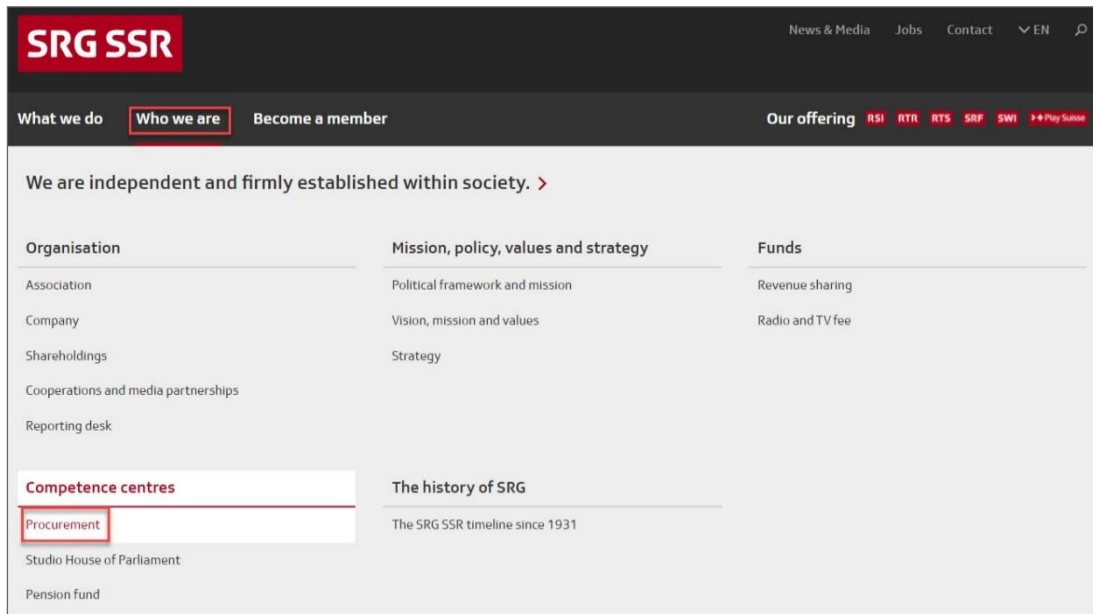
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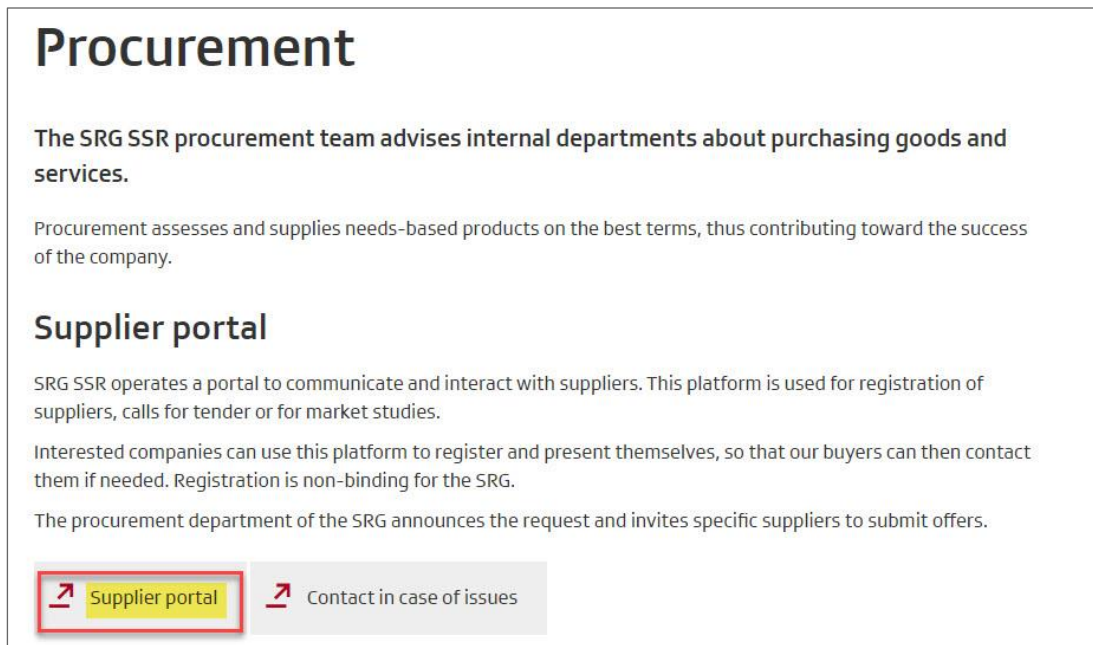
1 Registering on the platform

1.1 Speculative applications by suppliers

If you are looking to supply products or services to SRG, start by going to the SRG SSR website <http://www.srgssr.ch>. Then click on “Who we are,” and “Procurement.”

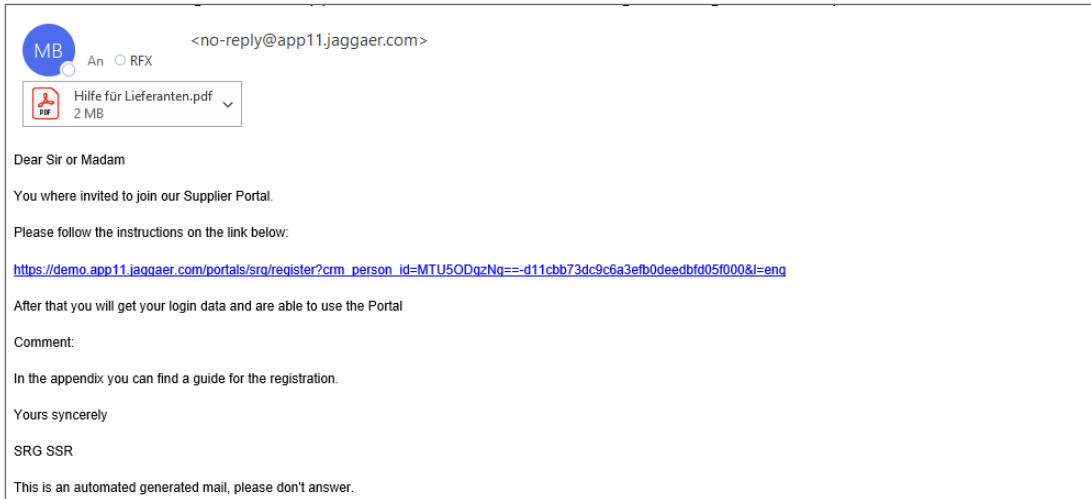


Continue to the SRG supplier platform

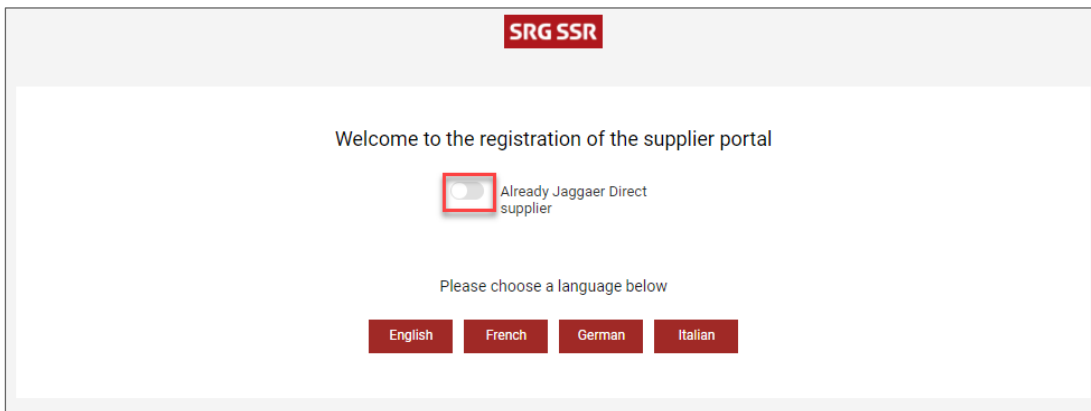


1.2 Registering on the platform

As a general rule, access to and registration on the platform will be triggered by SRG in the form of an automated email to the supplier, asking them to register on the supplier platform by clicking on the integrated link.



Once you click on the link, the first question you will be asked is whether you already have an account on the system. If you do not have an account, you should select the language you want to use during the registration process.



Please provide contact details for the main point of contact within your company. Make sure you fill in all the mandatory fields (marked with an * symbol) and choose a username. Once you have done that, you can click on "Continue" to move on to the next step.

GENERAL PERSON DATA COMPANY DATA CONSENT

SRG SSR

CONTACT PERSON

Salutation
Mr.

First name*
Peter

Last name*
Film

Department
...

Telephone*
+ ... Area Number

Mobile
+ ... Area Number

Fax
+ ... Area Number

E-Mail*
rfx@rgssr.ch

Loginname*
Studio_1a

Back Continue

Please make sure you fill in all the required fields in the company details form. If any of the fields are not filled in or contain errors, they will appear highlighted in red. Once you have made any necessary corrections, click on "Continue" to go to the next step.

GENERAL PERSON DATA **3** COMPANY DATA 4 CONSENT

D&B Lookup ←

COMPANY DATA

Company name*
Muster Lieferant (Onboarding EN)

Street*
Fernsehstrasse 1-4

Zip code*
8052

City*
Zürich

Country*
Switzerland

Currency*
Swiss franc

Telephone*
+ 41 - CH 55 111 55 44

Fax
+ 41 - CH 55 333 33 33

Homepage
Including http://

E-Mail
john.smith@mail.com



D-U-N-S* [?] ←

481427612

Back Continue

You can use the D&B Lookup function to check the details provided against the DUNS number.

DUNS: If you do not know your DUNS number, you can click on D-U-N-S* to search for it. Follow the link to the D&B website to look up your DUNS number. If you do not have a number, you can get one from the D&B website.

 | UPIK® - Unique Partner Identification Key |  WORLDWIDE NETWORK

UPIK® platform | [What is the D&B D-U-N-S® Number?](#) | [How does D&B UPIK® support?](#) | [Dun & Bradstreet](#)

UPIK® - Unique Partner Identification Key


The UPIK® platform serves as a unique, uniform and cross-company identification system. The D&B D-U-N-S® Number is the key to the globally unique assignment of economic operators and business partners via UPIK®.

UPIK® was developed by the German Association of the Automotive Industry (VDA) and the German Chemical Industry Association (VCI) together with Dun & Bradstreet Germany.

Identification via UPIK® is primarily aimed at all plants, locations and delivery addresses in the automotive, chemical and supplier industries.

You then have to agree to the conditions of use for suppliers using the system. You also have the option of agreeing to use the Jaggaer Supplier Network.

☑ GENERAL ☑ PERSON DATA ☑ COMPANY DATA 4 CONSENT



To access and use JAGGAER as a supplier, you are required to accept the Supplier Access Terms.

I agree and accept [Supplier Access Terms](#).

To make your profile visible in the JAGGAER Supplier Network for purposes of pursuing business transactions, please indicate your agreement below.

(optional) I agree that JAGGAER will use the company and personal data entered in the course of the registration on the supplier portal of SRG SSR in order to allow all customers of JAGGAER to find your organization via the JAGGAER Supplier Network. You may revoke your agreement and discontinue visibility in the JAGGAER Supplier Network at any time by updating the visibility setting in your company profile.

[Back](#) [Accept and Submit](#)

Once you accept the conditions of use and send off your details, you will receive confirmation that you have successfully completed registration.


Successful Registration

Thank you for your registration. You may now log into the Portal.
The password has been sent to your email address.

[🔗 Open Supplier Portal](#)

Along with this confirmation the supplier will also receive their login details (username and initial password) by email. These details will be required to complete the final step in the registration process. To log in, click on the link in the email.

Inscription Pool4tool

 no-reply@app11.jaggaer.com
An RFX

Thank you for your Registration

Your login: Studio_1en
Your password: ewK5Jeven;apfELFc

You can login, by using following link: <https://demo.app11.jaggaer.com/portals/srq/>

Please be shure to update all your data, to become a supplier of us.

The system will then guide you through the login process; just enter your username and password, click on "Login", and follow the instructions.



Username

Password

© 1999-2022 JAGGAER

Wenn Sie unsere Lösung verwenden, verarbeiten wir Ihre personenbezogenen Daten gemäß den in unserem Service beschriebenen [Datenschutz-Bestimmungen](#)

[Ich habe mein Passwort vergessen](#)


The first thing you will have to do is to generate a new personal password. To do this, enter your old password when prompted, then set a new one. For security reasons, new passwords must comply with the security criteria displayed. Once you have successfully entered your new password, you will be directed to the supplier platform.

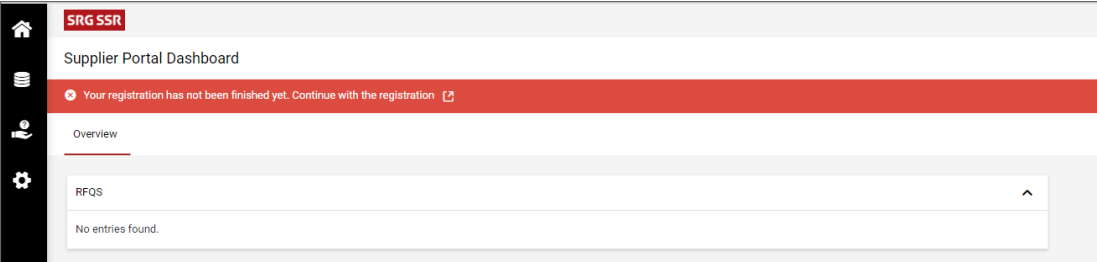
Change Password

Your password has expired. Please change it now

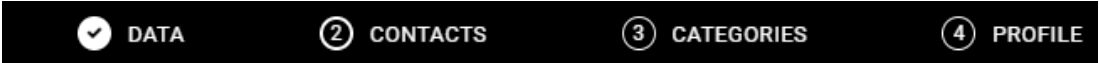
[Password forgotten?](#)

1.3 Managing core data

To update your core data on the system, follow the instructions below. Suppliers can update, edit and add to their data at any time. SRG has made certain fields mandatory. These fields are marked with an (*), and must always be filled in. To start the process, click on 



Registration – 4 steps to updating your core data



Step 1 – Check your company details, then click on “Fortfahren / Continue” to move on to the next step

Step 2 – Check and update your contact details, then click on “Fortfahren / Continue”

Name	Login name	E-Mail	Telephone	Portal Access
Filin, Peter	Studio_1	rfr@srgssr.ch	+41 58223 44 55	<input checked="" type="checkbox"/>

You can add details for more points of contact if you need to. Just click on the icon to bring up a new form you can use to enter the details for additional points of contact.

Please note: Make sure you have filled in all the mandatory fields. Then activate your access to the platform using the slider, and tick the box marked Supplier Pure. Finally, click on “Save” to confirm your changes.

The points of contact you have entered will now appear in the list. Click on “Continue” to go to the next step.

Name	Login name	Email	Telephone	Postal Address
Peter Film	Studio_1	pf@sgs.ch	+41 90222 44 00	<input type="checkbox"/>
Marie Moritz	Studio_1a	pf@sgs.ch		<input type="checkbox"/>

The points of contact you have just entered in the system will now receive an email containing their own individual login details (username and password). You can add more points of contact, update contact details, or delete points of contact at any time.

Peter Film <no-reply@app11.jaggaer.com>
 An RFX

A new User Account has been assigned to you in the SRG supplier portal.

You can login to the portal at <https://demo.app11.jaggaer.com/portal/srg> using the following login data:

Username: Studio_1a

Password: avwjP1S/SeM*Baum0

In step 3, you can select the different categories of goods the supplier can provide. To do this, click on the checkbox on the left of the screen under “Categories Overview”, which is marked in yellow. The selected categories will then be shown on the right under “Selected Categories”.
NB: Please only select the categories you can effectively supply.

Categories Overview Expand All | Close All

- Production
- Promotional material / PR
- Marketing / PR agencies
- Printed matter
- Promotional gifts/ Give-aways
- Promotional merchandise with logo
- Promotional merchandise without logo
- Event materials / Trade fair construction
- Design
- Corporate wear / Fashion textiles
- Make-up

Selected Categories

Choose Primary Category*

Production -.- Promotional material / PR - Promotional gifts/ Give-aways - Promotional merchandise with logo

Production -.- Promotional material / PR - Marketing / PR agencies

Production -.- Promotional material / PR - Promotional gifts/ Give-aways

Promotional merchandise with logo

Promotional merchandise without logo

Event materials / Trade fair construction

Production -.- Design - Corporate wear / Fashion textiles

Corporate wear / Fashion textiles

Production -.- Design - Make-up

Make-up

You can search for categories using the free text field, but the easiest way to find them is to click on “Expand All”. This will bring up the full list of categories.

Search for category...

Categories Overview Expand All | Close All

- Production
- Promotional material / PR
 - Marketing / PR agencies
 - Printed matter
- Promotional gifts/ Give-aways
 - Promotional merchandise with logo

You **must** select the main category under “Selected Primary Category” using the drop-down menu in the top field of the form (marked Select Main Category). The category you select in this field automatically determines which SRG buyer will be responsible for checking and approving your enquiry/registration. Once you have done that, click on “Save”.

Selected Categories

Choose Primary Category*

Production >... > Promotional material / PR > Promotional gifts/ Give-aways > Promotional merchandise with logo

Production >... > Promotional material / PR > Marketing / PR agencies > Marketing / PR agencies

Production >... > Promotional material / PR > Promotional gifts/ Give-aways > Promotional merchandise with logo

Production >... > Promotional material / PR > Promotional gifts/ Give-aways > Promotional merchandise without logo

Production >... > Promotional material / PR > Promotional gifts/ Give-aways

Step 4 is where you create the supplier’s individual profile. Mandatory fields are marked with an (*). These fields must be filled in across all folders. The yellow bar shows the current status of your profile.

SRG SSR

Registration - Profile Back Save Send to SRG

DATA CONTACTS CATEGORIES PROFILE

General Sustainability Payment Information Certifications Category-specific

Please fill ALL mandatory fields in ALL categories before clicking Send to SRG!
 Sections contains empty mandatory fields:

- Payment information
- General
- Sustainability
- Category-specific

Mandatory fields filling progress: 0%

Supplier Code of Conduct

Do you accept SRG's code of conduct for suppliers? Note: SRG only considers suppliers who are accepted with the code of conduct for suppliers. Version May 1, 2020 *

Note: the SRG only considers suppliers who are accepted with the code of conduct for suppliers. Version May 1, 2020 | [Link](#)

“General” section – Questions about your company

Note:

- You must accept SRG’s Code of Conduct for Suppliers. SRG will not consider any supplier that has not agreed to abide by the Code of Conduct.
- Please indicate your turnover. If you do not wish to state your turnover for the last three years, please at least state the percentage of your turnover that came from work with SRG.
- The more detailed and precise the information you provide, the easier it will usually be for SRG to determine whether you meet the minimum criteria for the relevant contract.

General	Sustainability	Payment information	Certifications	Category-specific
<p>Please fill ALL mandatory fields in ALL categories before clicking 'Send to SRG'! Sections containing empty mandatory fields:</p> <ul style="list-style-type: none"> Payment information General Sustainability Category-specific <p>Mandatory fields filling progress: 0%</p>				
<p>Supplier Code of Conduct</p> <p>Do you accept SRG's code of conduct for suppliers? Note: SRG only considers suppliers who are accepted with the code of conduct for suppliers. Version May 1, 2020 * <input type="button" value="..."/></p> <p>Note: the SRG only considers suppliers who are accepted with the code of conduct for suppliers. Version May 1, 2020 Link</p>				
<p>General Information</p> <p>Legal form of the company* <input type="button" value="..."/></p> <p>Upload excerpt from the commercial register (for Swiss companies) <input type="button" value="Datei auswählen"/> Keine ausgewählt</p> <p>rechtsform_upload_einzel <input type="button" value="Datei auswählen"/> Keine ausgewählt</p> <p>Founding year 123 <input type="text"/></p> <p>Is your headquarters in Switzerland? (if no, state country, possibly group affiliation)* <input type="button" value="..."/></p>				

“General” section – Sustainability

Note:

- This category may change over time to reflect regulatory requirements or internal SRG policy.

General	Sustainability	Payment information	Certifications	Category-specific
<p>Please fill ALL mandatory fields in ALL categories before clicking 'Send to SRG'! Sections containing empty mandatory fields:</p> <ul style="list-style-type: none"> Payment information General Sustainability Category-specific <p>Mandatory fields filling progress: 0%</p>				
<p>Sustainability</p> <p>Does your company have guidelines or certificates on the topics of sustainability, the environment, human rights, health and safety, and if so, which ones?* <input type="button" value="..."/> <input type="text"/></p> <p>Are efforts being made in the area of sustainability, if so which ones?* <input type="button" value="..."/> <input type="text"/></p> <p>Are you pursuing further sustainability goals in the near future, and if so, which ones?* <input type="button" value="..."/> <input type="text"/></p>				

“General” Section – Payment details

Please fill in your financial details. This information will allow us to enter you in the creditor tree in SAP MM later on, and to initiate orders using that system.

General	Sustainability	Payment information	Certifications	Category-specific						
<p>⚠ Please fill ALL mandatory fields in ALL categories before clicking 'Send to SRG'! Sections containing empty mandatory fields:</p> <ul style="list-style-type: none"> ▪ Payment information ▪ General ▪ Sustainability ▪ Category-specific <p>Mandatory fields filling progress: 0%</p>										
<p>Payment information</p> <table> <tr> <td>Name financial Institut*</td> <td><input type="text"/></td> </tr> <tr> <td>Region</td> <td><input type="text"/></td> </tr> <tr> <td>Street</td> <td><input type="text"/></td> </tr> </table>					Name financial Institut*	<input type="text"/>	Region	<input type="text"/>	Street	<input type="text"/>
Name financial Institut*	<input type="text"/>									
Region	<input type="text"/>									
Street	<input type="text"/>									

“Certificates” section

Please use this section to list the certifications that you have been awarded. Remember to upload copies of the relevant certificates. It is very important to ensure the expiry dates of any certifications are entered into the system. Doing so will ensure you receive a reminder of any certifications that are about to expire, allowing you to renew them on time and/or upload new certificates to the system.

Note:

- The “Industriestandards/Ihr Standard / Industry Standards/Your Standard” option allows you to upload important certification that is specific to your industry.

General Sustainability Payment information **Certifications** Category-specific

Please fill ALL mandatory fields in ALL categories before clicking 'Send to SRG'!
Sections containing empty mandatory fields:

- Payment information
- General
- Sustainability
- Category-specific

Mandatory fields filling progress: 0%

	Valid until v-m-d	File	Certification company
Quality Management			
ISO 9001 - Zertifizierung von Qualitätsmanagementsystemen	<input type="text"/>	<input type="text"/> Datei auswählen Keine ausgewählt	<input type="text"/>
ISO 16949 - Certification of quality management systems	<input type="text"/>	<input type="text"/> Datei auswählen Keine ausgewählt	<input type="text"/>
ISO 27001 - Certification of information security	<input type="text"/>	<input type="text"/> Datei auswählen Keine ausgewählt	<input type="text"/>
Work safety / Environment			
OHSAS 18001 - Certification of occupational health and safety (OHSAS 45001 - occupational health and safety management from 9/2021)	<input type="text"/>	<input type="text"/> Datei auswählen Keine ausgewählt	<input type="text"/>
ISO 14001 - Certification of environmental management systems	<input type="text"/>	<input type="text"/> Datei auswählen Keine ausgewählt	<input type="text"/>
ISO 50001 - Certification of energy management systems	<input type="text"/>	<input type="text"/> Datei auswählen Keine ausgewählt	<input type="text"/>
Industry standards / Your standard			
Other certificate 1	<input type="text"/>	<input type="text"/> Datei auswählen Keine ausgewählt	<input type="text"/>
Other certificate 2	<input type="text"/>	<input type="text"/> Datei auswählen Keine ausgewählt	<input type="text"/>
Other certificate 3	<input type="text"/>	<input type="text"/> Datei auswählen Keine ausgewählt	<input type="text"/>

“Category specific” section

This section will only appear if you select a goods category in step 3 for which SRG requires additional information before you can be registered as a supplier.

General Sustainability Payment information Certifications **Category-specific**

Please fill ALL mandatory fields in ALL categories before clicking 'Send to SRG'!
Sections containing empty mandatory fields:

- Payment information
- General
- Sustainability
- Category-specific

Mandatory fields filling progress: 0%

Corporate wear / Fashion textiles

Is the STANDARD 100 by OEKO-TEX complied with? If so, please upload the certificate* Datei auswählen Keine ausgewählt

Is a SA8000 certification available or confirmation of compliance with SA8000 standards? If so, please upload the certificate* Datei auswählen Keine ausgewählt

Once all the mandatory fields have been filled in, the bar will show in green. All you have to do now is to click on “Send to SRG” so we can assess the information you have provided.

SRG SSR

Registration - Profile

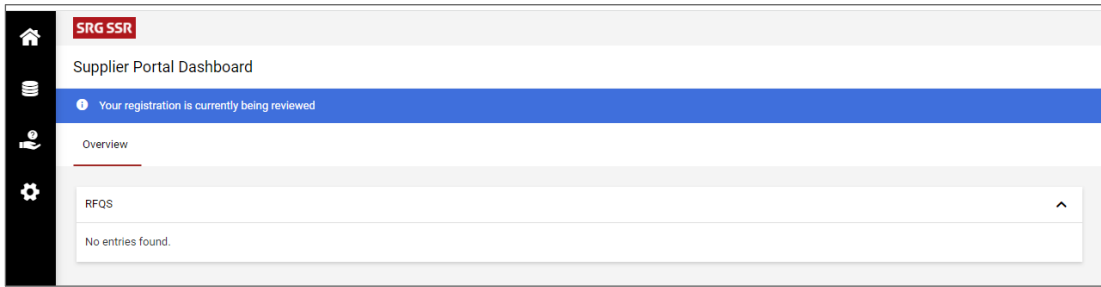
DATA CONTACTS CATEGORIES **PROFILE**

General Sustainability Payment information Certifications **Category-specific**

Please fill ALL mandatory fields in ALL categories before clicking 'Send to SRG'!
Mandatory fields filling progress: 100%

Back Save **Send to SRG**

Once you have submitted your details, the status of your registration will show on the dashboard (in the blue bar). Once you have sent your details to SRG, you have completed the registration process. You can edit and update your data at any time.



Once a supplier's application has been processed and assessed by the procurement department (which can take some time), the supplier will receive a system-generated confirmation email from SRG.

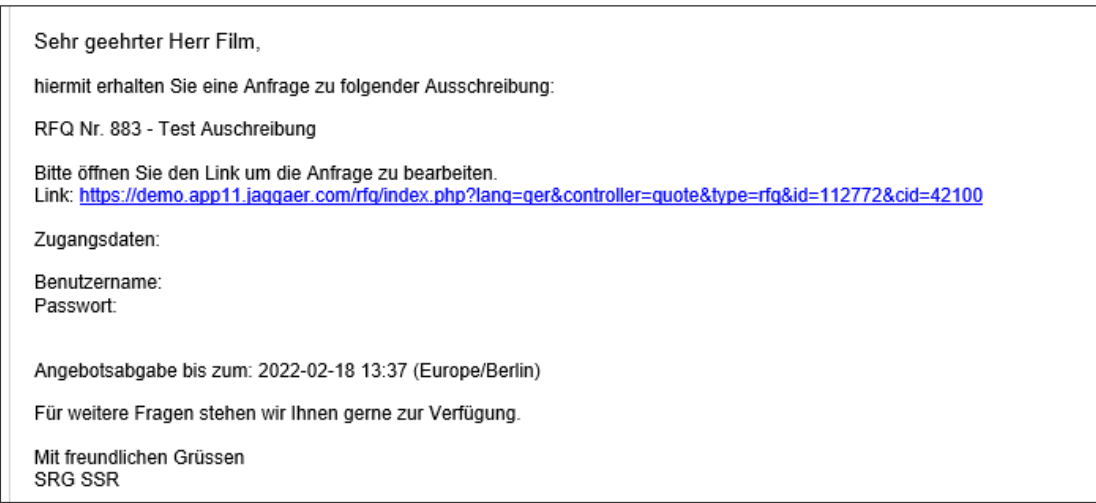
Once they have been approved as a supplier, they can receive invitations to place bids in connection with relevant categories of goods via the supplier platform.


2 The bidding process – setting prices

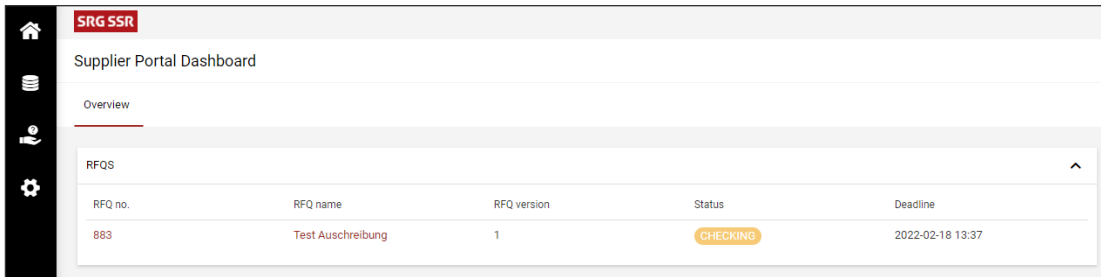
2.1 The bidding process – invitations to tender

When a supplier is invited to bid on a new tender, they will be sent an email asking them to log in to the platform.

The email will not show your username and password, as these will match the username and password you chose when you registered.



Once you have logged on to the platform, you will find full details of the tender on the dashboard. Alternatively,  you can click on the relevant icon in the menu.



2.2 The bidding process – Step 1 – Confirming documents

When you open the tender on the platform, you will see a list of the steps you need to take to submit your bid. The first thing you will see is a list of the documents you need to view in connection with the tender. You will have to open some of these documents and confirm that you have done so. If a supplier fails to comply with these instructions (for any reason whatsoever), they will not be given access to the tender proper on the system, and will therefore be unable to submit a bid.

✓ PARTICIPATION
✓ GENERAL
✓ QUESTIONNAIRE
✓ QUOTE
✓

Participation

GENERAL INFORMATION

Administration - AGB Auftrag /CG de mandat / CG di mandato / GTC for mandate

Administration - AGB Kauf / CG d'achat / CG d'acquisto / GTC for purchase

Administration - AGB Werkvertrag / G de contrat d'entreprise / CG d'appalto / GTC for work

Administration - AGB IT / CG IT / GTC IT

AGREEMENTS

Administration - Geheimhaltungsverpflichtung Ausschreibungsplattform / Engagement de ... i

Administration - Verhaltenscode für Lieferanten / Code de conduite pour fournisseurs / Co... i

Agree to Documents

Open and confirm the documents as required, then click on “Agree to Documents” to go to the next step.

2.3 The bidding process – Step 2 – Framework Terms and Conditions

Next, the supplier will see SRG’s Framework Terms and Conditions. Some of the details on this screen can be edited (for example, the currency to be used when submitting the bid). You can also add any notes at this stage of the process using the free text box.

☑ PARTICIPATION ☑ GENERAL ☑ QUESTIONNAIRE ☑ QUOTE ☑ REVIEW

General

▼ QUOTATION SETTINGS

Currency
CHF

Payment conditions
ZB04 (within 30 days net)

Delivery Conditions
DDP ()

Delivery address
SRG SSR,
Warenannahme,
Giacometti-Strasse 1,
3006,
Bern

▼ OTHER DETAILS

Comments

2.4 The bidding process – Step 3 – Questionnaire

The second part of this section shows the specific questions suppliers need to answer as part of their bids. The questions asked vary according to the nature of each individual tender. Some of them may include mandatory fields (marked with an *). These mandatory fields must be filled in and/or confirmed in order to proceed to the next stage of the bidding process.

PARTICIPATION
 GENERAL
 QUESTIONNAIRE
 QUOTE
 REVIEW

Please confirm that you or any relevant service delivery partner is not involved in any criminal or unlawful business*

YES

Is your company insured against liability risks (including but not limited to personal injury, property damage and product liability)*

YES

Please list the partnerships that are necessary for the service delivery (e.g. support, consulting or general external resources) in relation to your offered solution

How do you differentiate yourself from your competitors or what is the unique selling proposition (USP) of your system/product/solution compared to the competition?

For some tenders, suppliers may be sent a separate questionnaire, which they should fill in as directed and upload back into the system. You can also upload an original bid or quotation by clicking on the relevant section of the form.

PARTICIPATION
 GENERAL
 QUESTIONNAIRE
 QUOTE
 REVIEW

If you have any general comments, please enter them here.

Please upload your offer/concept here:

Drag and Drop file or Browse

Here you can upload another document to your offer:

Drag and Drop file or Browse

You can return to this page at any time and make changes as required. Once you have completed this section, click on "Next".

2.5 The bidding process – Step 4 – Stating your prices

This screen lists the individual lots for which you can (or must) submit a bid, as set for each individual lot.

MATERIAL NAME	REQUIRED	STATUS	FILES	QUANTITY	UNIT	UNIT PRICE	PRICE UNIT	TOTAL PRICE
Studio Beleuchtung		Ready	0	5	UNIT	500,00 CHF	1	2.500,00 CHF

From the menu on the right of the screen you can choose from the following options:

- Open lot and submit price
- Reject lot (if you select this option, a box will appear in which you can state your reasons)
- Enter details for an alternative lot



Open the tender and enter a price per price unit for the requested quantity. The total price of the lot will appear in the box on the right.

Item Details (Item 1 of 1):

- Number: P4T_001596
- Name: Studio Beleuchtung
- Status: Ready
- Category: Static light
- Delivery Address: SRG SSR, Warenannahme, Giacometti-Strasse 1, 3006, Bern.

Quote Details:

- Price Unit: (unit) 1
- Price Break 5: 500,00 CHF / 1 Unit
- ADDITIONAL INFORMATION: Comment (text area)

Summary Box:

- Total Price: 2.500,00 CHF
- Quantity: 5
- Unit Price: 500,00 CHF

To enter details for an alternative lot, click on the + and fill in the relevant details as you would for a required lot

MATERIAL NAME	REQUIRED	STATUS	FILES	QUANTITY	UNIT	UNIT PRICE	PRICE UNIT	TOTAL PRICE
Studio Beleuchtung		Ready	0	5	UNIT	500,00 CHF	1	2.500,00 CHF

Once you have saved your entries on the system, you will see a summary listing all the lots and the total price. Once you have checked these details, you can submit your bid to SRG by clicking “Send”.

SRG SSR
Test Ausschreibung · 887

← Previous Send

PARTICIPATION GENERAL QUESTIONNAIRE QUOTE REVIEW

Accepted Items 2.500,00 CHF

#	ITEM	QUANTITY	PRICE UNIT	UNIT	UNIT PRICE	TOTAL
1	Studio Beleuchtung	5	1	UNIT	500,00 CHF	2.500,00 CHF

2.500,00 CHF
Total Price Offer

Quoted Items 1 / 1

Deadline 2022-04-14 13:37

Another box will then appear, which you can use to submit a bid number and a reference for your bid.

Send Quote [X]

Offer Number

Sign

Are you sure, that you would like to submit the quotation? After sending the quotation back you will not be able to alter it anymore!

The system will confirm that your bid has been submitted successfully.

✓ Successfully Quoted

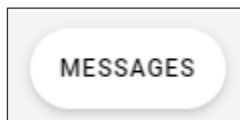
Name Test Ausschreibung	Quoted by
RFQ No. 887	Quote Date 2022-03-10 15:58
Deadline 2022-04-14 13:37	Offer Number
Total Price Offer 2.500,00 CHF	

1 Approved Items ✓

0 Declined Items ✗

2.6 The bidding process – Submitting queries and receiving replies

You can click on the “Nachrichten / News” button from any step of the bidding process to see the news platform. You can use the news platform to submit queries to SRG regarding the tender. When questions have been answered, the answers will be shown under this tab, and you will receive a notification by email.



The tender documents will usually specify the deadline (time and date) by which any questions regarding the substance of the tender must be submitted. All the questions will then be collated, and the answers will be made available to all the bidders.

2.7 The bidding process – Selection/rejection

You will be notified by email whether you have been awarded the contract or whether your bid has been unsuccessful. The email will show the individual lots in respect of which your bid has been accepted or rejected. Once a bid has been awarded by the system, the procurement department will follow-up with full details, as well as a formal order and/or contract as appropriate.

Sehr geehrter Herr xx

Bezüglich ihrer Angebot bei der RFQ Drucksachen Marketing:

Folgende Position wurden akzeptiert:

Broschüre D
Broschüre F

Folgende Positionen wurden leider abgelehnt:

Broschüre E

Für weitere Fragen stehen wir Ihnen gerne zur Verfügung.

Mit freundlichen Grüßen,

Marco Bertini
Tel.:

3 Reports

3.1 Reports

Suppliers can log in to the system at any time to see reports on current and completed tender processes in which they are involved. They can also access full details of the relevant tenders from this screen.

RFP NR.	VERSION	DOI.	NAME	ANGEBOTSSTATUS	VERANTWORTLICHE PERSON	FRIST	POSITIONEN
883	1	6	Test Ausschreibung	Angeboten	Film Peter	2022-02-18 13:37	2

4 Support

4.1 Questions on the content of tenders

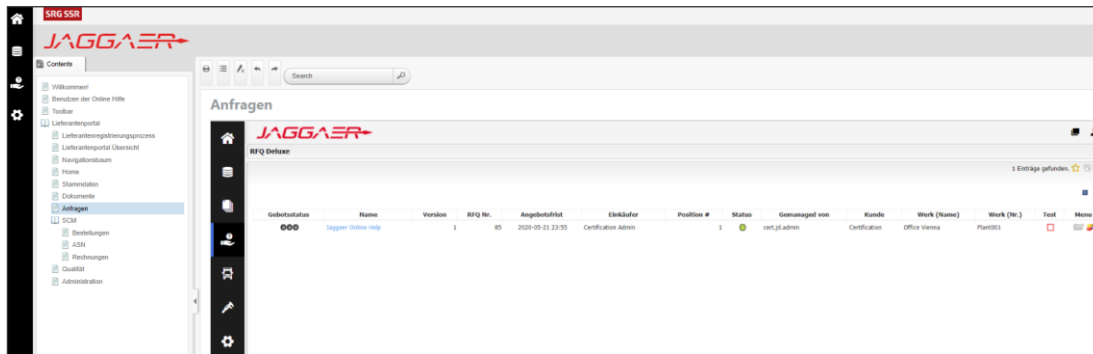
If you have any questions on the content of a tender, you can use the “Messages” feature (see section 2.6, above) to contact the relevant member of SRG’s procurement team (you can find their details under the General folder).

4.2 Personal settings

You can use this function to adjust your personal settings at any time.

RFOS	RFQ No.	RFQ Name	RFQ Version	Status	Frist
883		Test Ausschreibung	1	LAUFEND	2022-02-18 13:37

Generic instructions are also available via the “Help menu”



4.3 Technical questions

If you have any technical question about how the platform works, please contact our platform operator, JAGGAER. You can reach them on weekdays using the hotline numbers given below:

Europe: +43-1-80 410 50 (9:00 - 17:00 CET) / Americas: +1-248-434 1268 (9:00 - 17:00 EST) Asia: +65-656 280 60 (9:00 - 17:00 SGT)

Alternatively, you can also send an email to jdsupport@jaggaer.com.