



Ministry of Defence

Trading Forum

Steve Chivers – Commercial Systems

30th April 2026

Agenda

- Contracting, Purchasing & Finance (CP&F) and Exostar Updates
- Defence Sourcing Portal (DSP) Updates
- Any Other Business / Questions?



- **Change updates** – Due to the resource losses as a result of the DBS Workplace Programme and additional controls around recruitment, we are currently only able to deliver non-discretionary changes to CP&F. As a result, many of our in-train changes have been withdrawn or placed on hold. Changes to continue include:
 - Acquisition Pipeline move from CP&F to DSP
 - Contract Stats Form – also to be moved from CP&F to DSP
- **CP&F Training & Guidance :**
 - CP&F guidance is being reviewed, this is an ongoing task to continuously improve our products
 - Continue to collaborate with DBS and Finance to push messages on trying to clear invoices on hold.
- **Exostar :**
 - Exostar Log on Page - no known issues although there are outages occasionally.
 - Exostar is skewed heavily towards new Suppliers - Exostar to review their documentation and see if any refreshes are required. They took on board the comments.
 - The end to end guidance document (held on the government web site), following last year's review is to be replaced with an updated version – once that has been completed, we will provide Andy with the updated links (both to the document & the pages it is on).



- **Jaggaer Support Portal** – We are maintaining oversight of calls logged by Suppliers through the Jaggaer support tool.

	Oct	Nov	Dec	Jan	Feb	Mar	Apr*	Totals
Low	122	86	57	101	76	65	47	554
Severity 3	11	9	6	11	8	9	5	59
Severity 4	122	85	56	99	76	64	47	549

*up to 27th April

Severity 3 – related to password resets, registration issues and tender submission

Severity Definitions:

Severity Level 1 (Urgent): An Incident that severely impacts your use of the JAGGAER Application for production purposes (such as loss of production data or in which your production systems are not functioning). The Incident halts your business operations and no procedural work around exists.

Severity Level 2 (High): An Incident where the JAGGAER Application is functioning but your use for production purposes is severely reduced. For production purposes where the Incident is causing a high impact to portions of your business operations and no procedural work around exists.

Severity Level 3 (Medium): An Incident that involves partial, non-critical loss of use of the JAGGAER Applications for production purposes. For production purposes, there is a medium-to-low impact on your business, but your business continues to function.

Severity Level 4 (Low): A general usage question, reporting of a documentation error or recommendation for a future product enhancement or modification. For production purposes, there is low-to-no impact on your business or the performance or functionality of the JAGGAER Applications.

- **Internal Training and Guidance refresh**

Along with the changes to DSP mentioned on the previous slide;

- We continue to create or update guidance in preparation for new UK notices in advance of their go live
- We are also working to ensure our training videos are up-to-date with the guidance and reflect the system's workflow

Any AOB/Questions?

Question	Action

CP&F and DSP Links on GOV.UK

CP&F end to end guide including Exostar;

https://assets.publishing.service.gov.uk/media/69f069e8d73531b6720a1316/20260422-End_to_End_Guide_Including_Exostar.pdf

MOD contracting, purchasing and finance: e-procurement system;

<https://www.gov.uk/government/publications/mod-contracting-purchasing-and-finance-e-procurement-system>

Contracting, Purchasing and Finance (CP&F) guidance for suppliers;

<https://www.gov.uk/government/publications/mod-contracting-purchasing-and-finance-e-procurement-system/cpf-guidance-for-suppliers>

Contracting, Purchasing and Finance (CP&F) and Defence Sourcing Portal (DSP) tools;

<https://www.gov.uk/government/publications/mod-contracting-purchasing-and-finance-e-procurement-system/contracting-purchasing-and-finance-cpf-tool>

Further information on the Defence Sourcing Portal (DSP) (Updated 28 January 2021);

<https://www.gov.uk/government/publications/mod-contracting-purchasing-and-finance-e-procurement-system/further-information-on-the-defence-sourcing-portal-dsp>