



# **PRE-COMMERCIAL PROCUREMENT (PCP)**

## **Tenderers' eTendering Platform Manual**

**Deadline to submit an offer:**  
**15<sup>th</sup> September 2021 at 12:00 midday (CET)**

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# 1 INTRODUCTION AND SUPPORT

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This manual was prepared to support entities in taking part in the eCare electronic tendering process. It offers a detailed description of the different steps needed to register as a supplier in the platform, prepare and submit your proposal, sending messages for clarifications and answering to remediations.

## **IMPORTANT ADVICE: Do not leave submission of your response for the last moment.**

This tender requires some documents to be signed electronically, as well as envelopes' signature before submission. We recommend you take enough time in advance to familiarize yourself with the platform and this manual, and to ensure that you have:

- A valid electronic certificate for signature, compliant with the requisites described in this manual (see [Signature of the envelope and Response Submission](#))
- A working electronic signature tool to electronically sign your documents with the certificate.

The process of obtaining a valid electronic certificate for signature is entirely the tenderers responsibility and might take several days.

We strongly encourage you to take enough time to check that all aspects related to the electronically signature have been taken into account, and to have enough margin of time in case you have any doubt or problem related to the electronic signature of offers and you need to contact our Helpdesk Support, so we can help you with enough time before the deadline.

Responses received without valid electronic signature of the required attachments and envelopes or received after the deadline of **15th September 2021 at 12:00 midday (CET)** will not be considered for evaluation.

## 1.1 Helpdesk Support for eTendering Platform

For any **utilization doubts or technical problems** pertaining the eTendering platform and the electronic signature and submission of your response on it, please contact our Helpdesk Service:

### **Helpdesk Support**

**Email:** [helpdesk\\_ES@jaggaer.com](mailto:helpdesk_ES@jaggaer.com)

**Phone:** 34-917870225

**Our helpdesk office hours are from 08:00 to 19:00 CET (Monday to Friday)**

Please remember that this Helpdesk is **only for IT questions** related to the use of the eTendering Platform.

## 1.2 Clarifications regarding the Tender Documents or PCP Process

**For any doubts or clarifications regarding the Tender documents or the PCP process, please follow the instructions of the Tendering documents:** You must contact eCare buyers' group through a message via the eTendering platform, as explained in the "[Messages via the eTendering Platform](#)" section. Please note that before sending any messages, you must [register in the platform](#) and [express interest](#) in the tender.

When sending your message to the buyers' group:

- Check the [eCare website FAQ](#) before submitting your question. All answers to previous questions have been published so your question might have been answered already.
- Please try to phrase your question in a clear and concise way. Use examples when possible.
- Please indicate the Tender Document related to the question, and the specific page or section if possible.
- In the subject of the message, **before the subject itself, please indicate the type of question you are asking:**
  - **Legal** (i.e.: questions related to the qualification envelope and questions related to the contract, PCP conditions, etc.
  - **Technical** (i.e.: questions related to the technical envelope and the medical challenge and ICT issues)
  - **Financial** (i.e.: questions related to the financial envelope)

**Example of Subject:** *(Technical) Question about Reproducibility of the solution*

## 2 ACCESS TO THE TENDER PLATFORM AND REGISTRATION

Access to the e-Tendering platform through the following link:

<https://ecare.app.jaggaer.com/web/login.html>

This link is also found in the Tendering documents and in the eCare website ( <https://ecare-pcp.eu/> )

You should arrive to the main page of the eTendering platform:

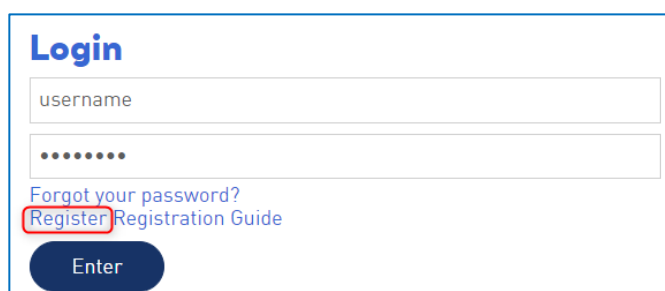


The screenshot shows the main page of the eCARE eTendering PCP Portal. At the top left is the eCare logo. Below it, the heading "Welcome to eCARE eTendering PCP Portal" is followed by a brief description of the platform. The page is divided into several sections: a "Login" section with fields for "username" and "password" (represented by dots), a "Forgot your password?" link, and a "Register Registration Guide" link; a "Helpdesk" section with contact information (Phone: 34-917870225, Email: helpdesk\_ES@jaggaer.com); a "Current Opportunities" button; and a "Buyer's Group" section featuring logos for Consorci Sanitari Integral, SANTANDER CIUDAD, ASISTENCIA SANITARIA LOCAL BENEVENTO, and UNIKLINIK RWTH AACHEN. At the bottom, there is a footer with a small European Union flag and text about funding, and a "Powered by JAGGAER" logo.

The platform is available in **English**.

**Please, note that the eCare eTendering platform can only be accessed through a registered user account and by expressing interest to the eCare tender opportunity.**

Therefore, you should **register as a tenderer (supplier) first** and obtain a user ID and a password. To do that, you can click on the **Register button** in the login section:

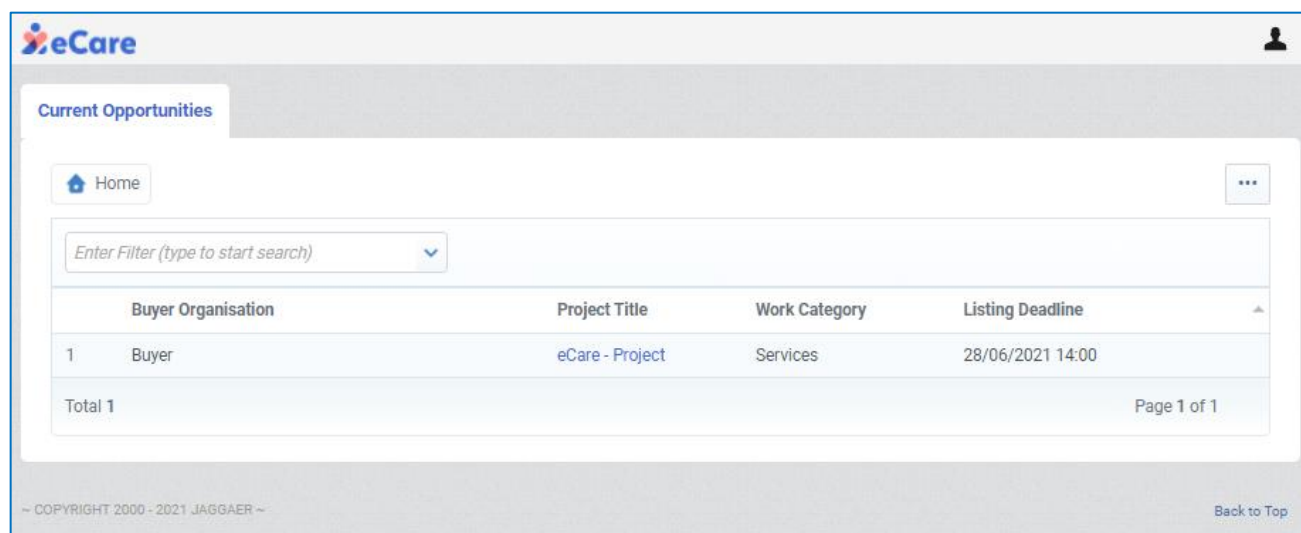


This is a close-up of the "Login" section from the previous screenshot. It shows the "username" and "password" input fields. Below the password field, the "Forgot your password?" link is visible. The "Register" link is highlighted with a red rectangle, and the "Registration Guide" link is also visible. At the bottom of this section is the "Enter" button.

From this main page, you can also access the open opportunity and its documents. For this, click on the **“Current Opportunities”** button:

Current Opportunities

Here, you should find the eCare current opportunity. By clicking on **“eCare project”** you can access the eCare tender announcement.

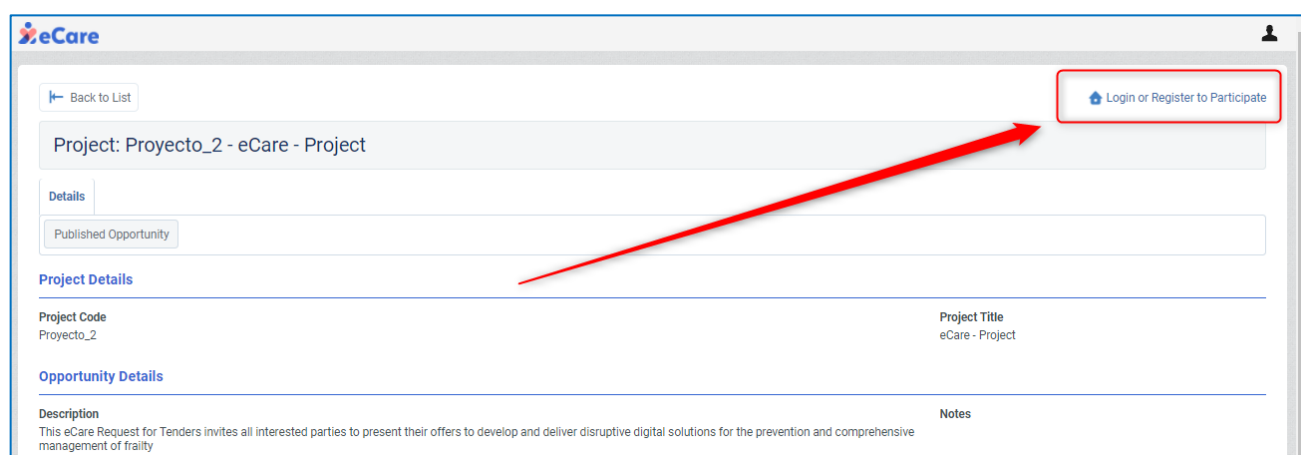


The screenshot shows the 'Current Opportunities' page on the eCare platform. It features a search bar with the placeholder 'Enter Filter (type to start search)'. Below the search bar is a table with the following columns: Buyer Organisation, Project Title, Work Category, and Listing Deadline. The table contains one row with the following data: Buyer, eCare - Project, Services, and 28/06/2021 14:00. The footer of the page includes the copyright notice '© COPYRIGHT 2000 - 2021 JAGGAER' and a 'Back to Top' link.

Buyer Organisation	Project Title	Work Category	Listing Deadline
1 Buyer	eCare - Project	Services	28/06/2021 14:00

Total 1 Page 1 of 1

Here you can check the details and associated Tender Documents. These documents are also be available in the [eCare website](#), and inside the platform (once you register yourself and access as a tenderer). If you click on the **“Login or Register to Participate”**, you will be redirected to the homepage for registration.



The screenshot shows the 'Project Details' page for 'Project: Proyecto\_2 - eCare - Project'. A red arrow points from the 'Login or Register to Participate' button in the top right corner to the project details. The page includes a 'Back to List' button, a 'Details' tab, and a 'Published Opportunity' section. The 'Project Details' section shows the Project Code 'Proyecto\_2' and the Project Title 'eCare - Project'. The 'Opportunity Details' section includes a 'Description' and a 'Notes' field.

Project: Proyecto\_2 - eCare - Project

Details

Published Opportunity

Project Details

Project Code  
Proyecto\_2

Project Title  
eCare - Project

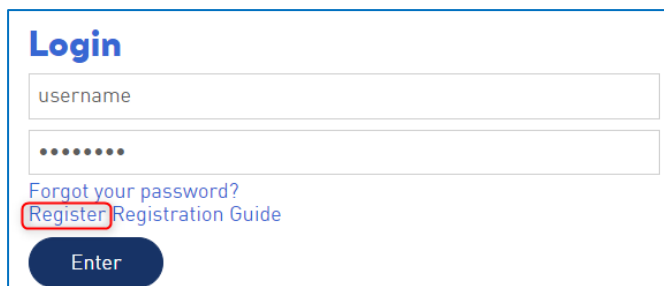
Opportunity Details

Description  
This eCare Request for Tenders invites all interested parties to present their offers to develop and deliver disruptive digital solutions for the prevention and comprehensive management of frailty

Notes

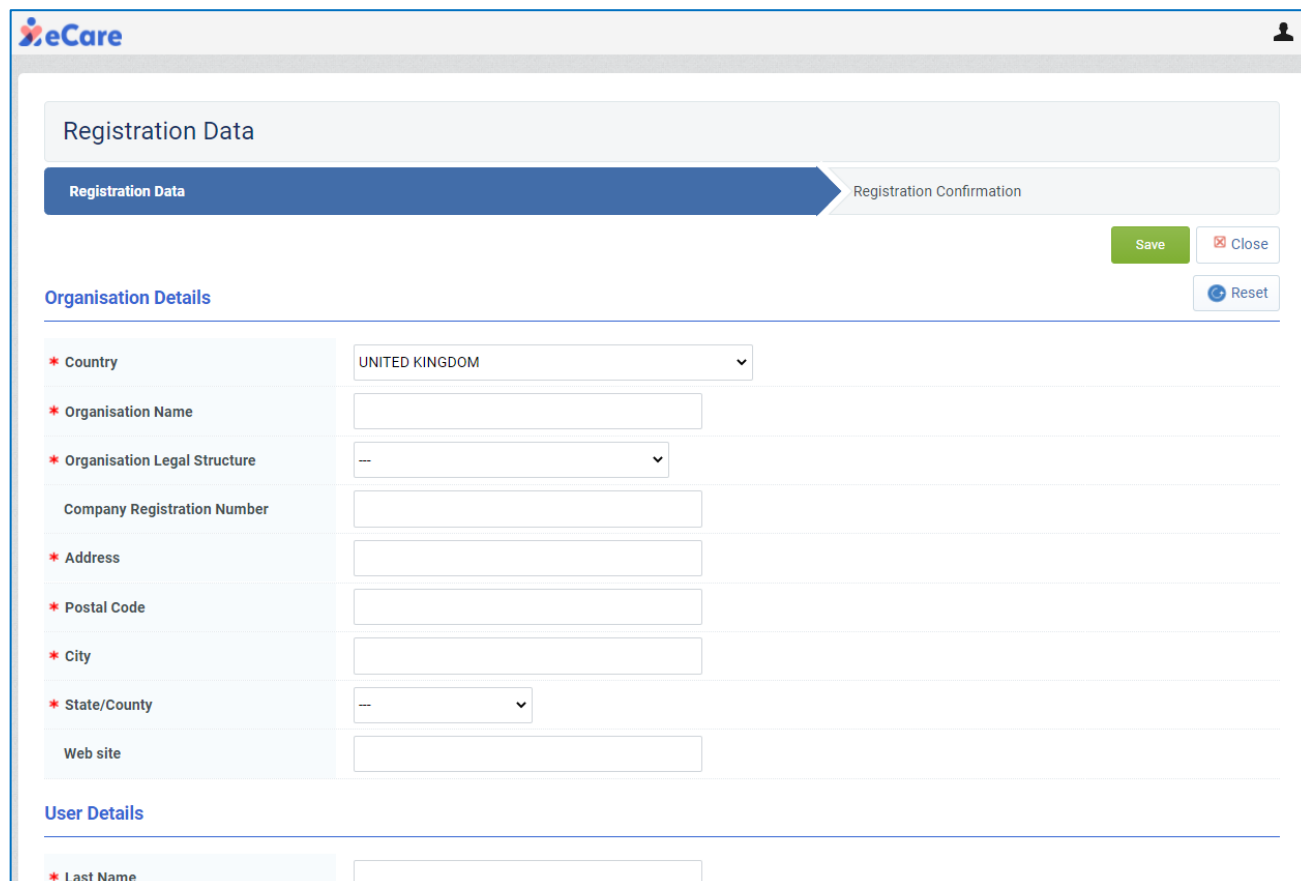
## 2.1 REGISTRATION FORM

From the main Platform page, click on the **Register** button under the login box to begin the registration process



The image shows a login box with the title "Login". It contains a "username" input field, a password input field represented by dots, a link for "Forgot your password?", a "Register" button (highlighted with a red rectangle), a link for "Registration Guide", and an "Enter" button.

You will be presented with a form. Please, provide the information required.



The image shows the registration form interface. At the top, there is a header with the eCare logo and a user icon. Below the header, there is a "Registration Data" section with a progress bar showing "Registration Data" and "Registration Confirmation". There are "Save", "Close", and "Reset" buttons. The "Organisation Details" section includes fields for Country (UNITED KINGDOM), Organisation Name, Organisation Legal Structure, Company Registration Number, Address, Postal Code, City, State/County, and Web site. The "User Details" section includes a field for Last Name. Fields marked with a red asterisk (\*) are mandatory.

The questions marked with \* are mandatory

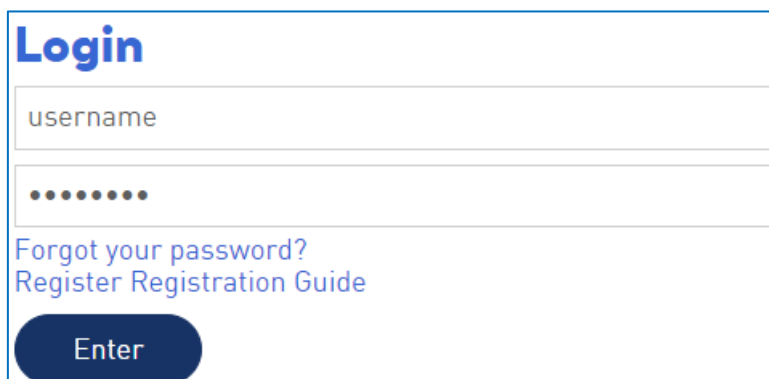
If your "Company Registration Number" (VAT) is not applicable in your case, please just write "N/A"

The email indicated in the login will be the one used to send you a temporal personal password, as well as any future notifications regarding the tender. Make sure you indicate a correct email address that you have access to.

Once you have completed the form you should press on the **"Save"** button.

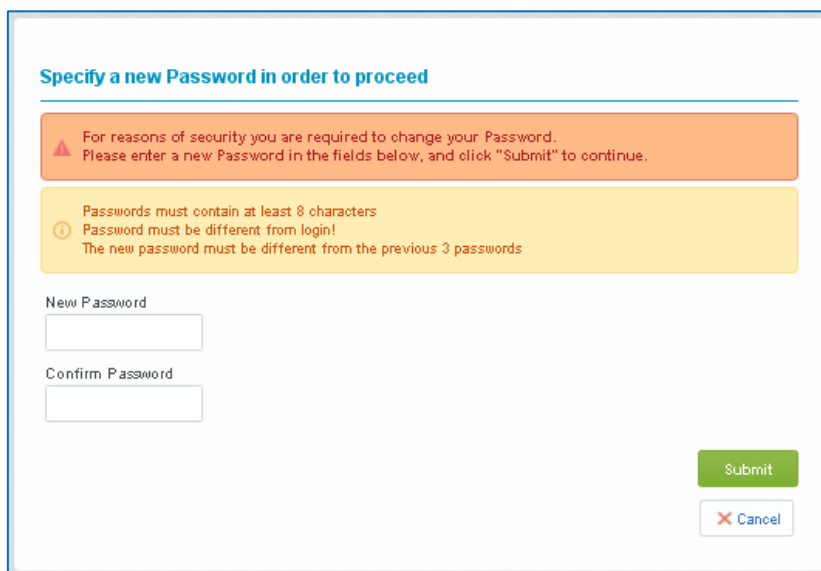
After saving your profile, you will receive **an email containing your *username* and temporary *password*.**

You can log in with the *username* and *password* received in that email on the eCare platform main page



The login form is titled "Login" in blue. It contains two input fields: the first is labeled "username" and the second is a password field with seven dots. Below the password field are two links: "Forgot your password?" and "Register Registration Guide". At the bottom is a dark blue button labeled "Enter".

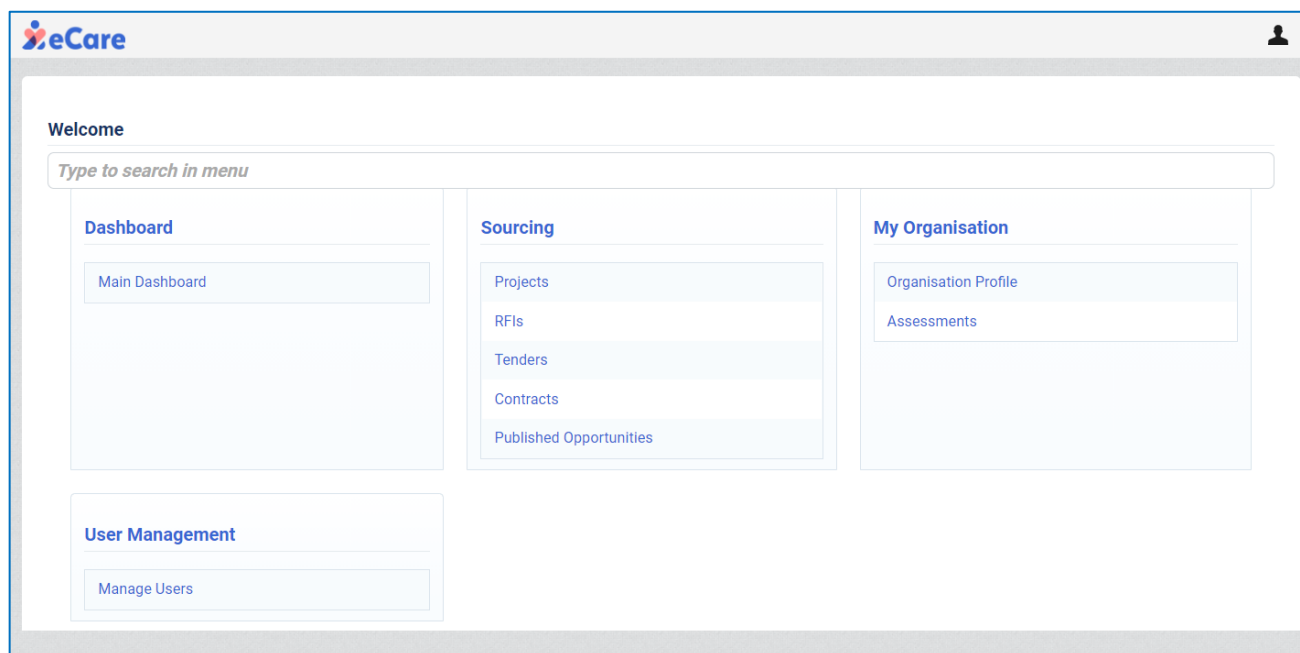
After the first log in, the platform will force you to **change your temporary password** to a final one, due to security reasons.



The form is titled "Specify a new Password in order to proceed" in blue. It features an orange warning box with a triangle icon stating: "For reasons of security you are required to change your Password. Please enter a new Password in the fields below, and click 'Submit' to continue." Below this is a yellow information box with a circle icon stating: "Passwords must contain at least 8 characters", "Password must be different from login!", and "The new password must be different from the previous 3 passwords". There are two input fields: "New Password" and "Confirm Password". At the bottom right are two buttons: a green "Submit" button and a white "Cancel" button with a red 'X' icon.

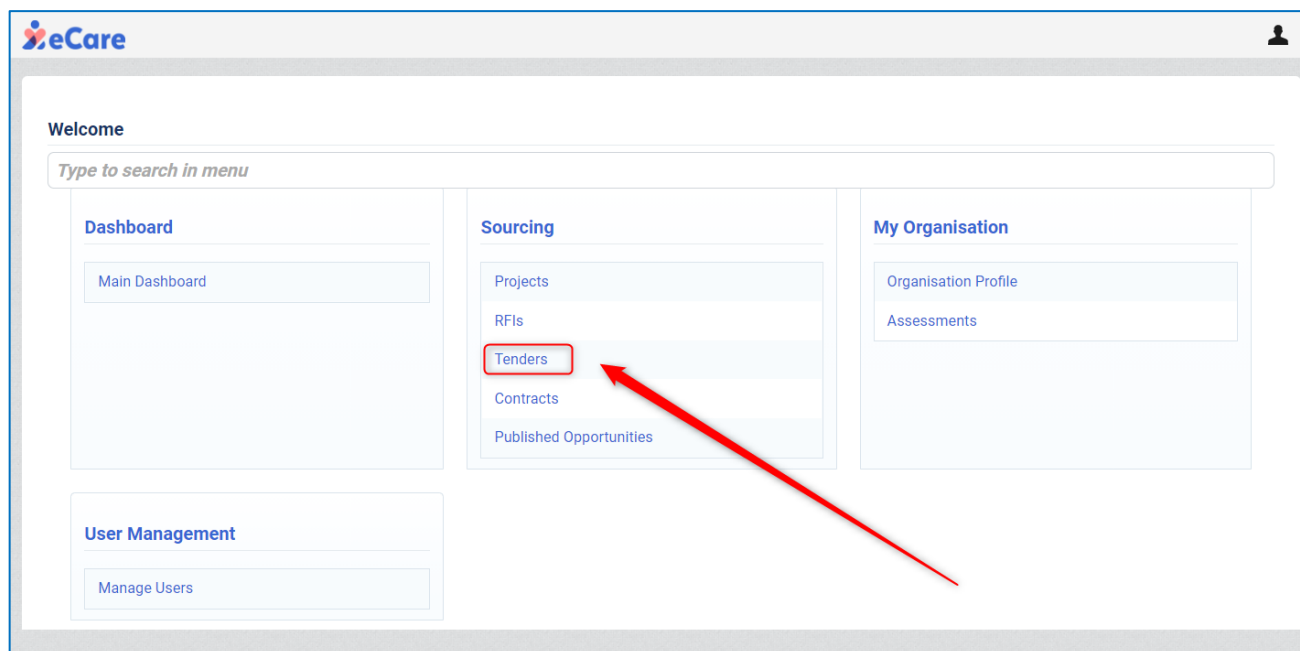
Once the registration process is completed, **you will be able to access to the tender Main Dashboard.**





## 2.2 EXPRESSING INTEREST IN THE TENDER

Once inside your account, you should **express interest in the eCare TENDER**. First click on **Tenders**

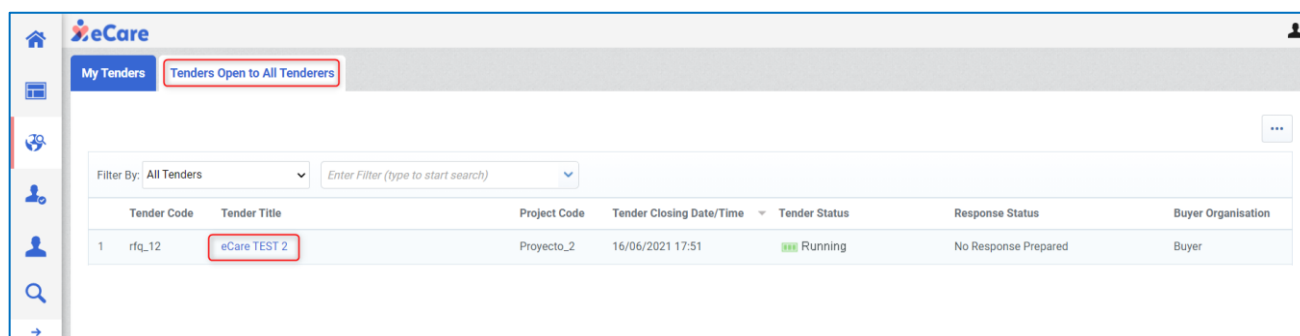
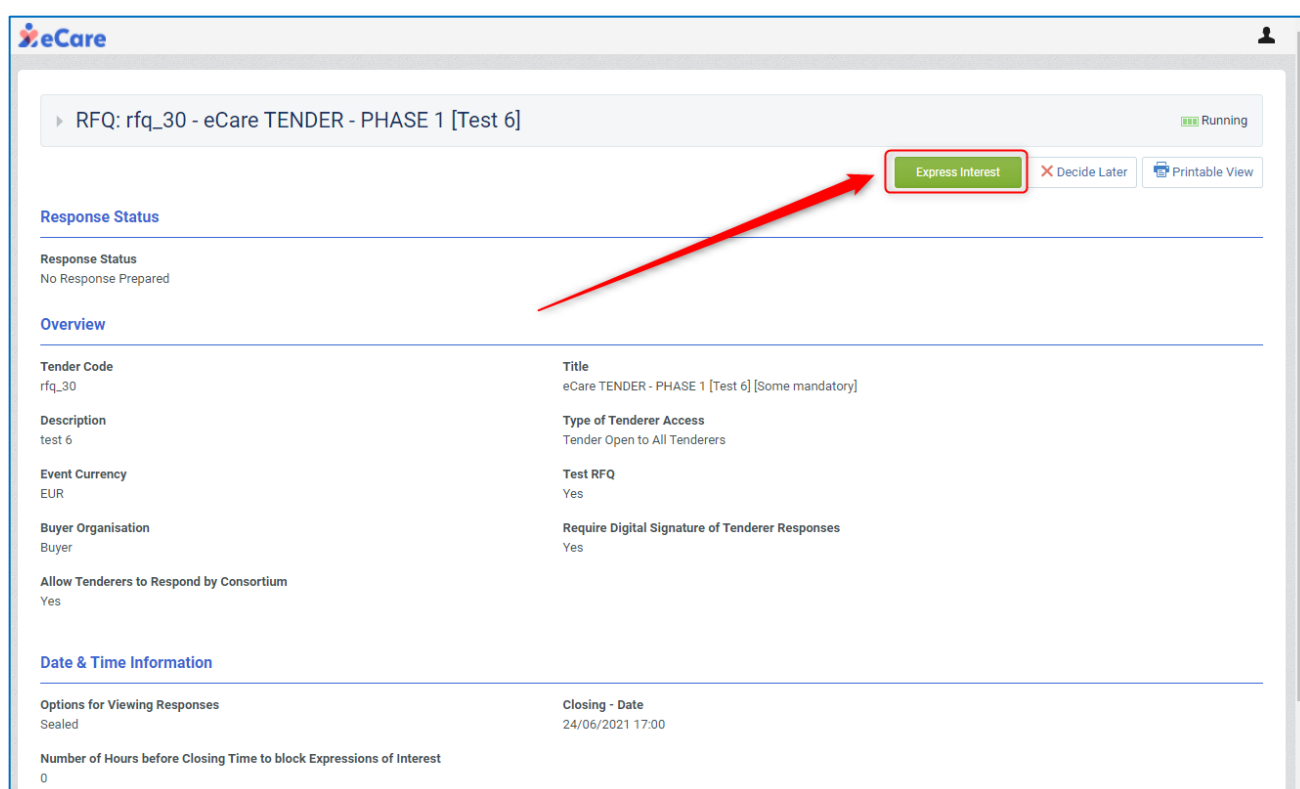


The next screen presents general information regarding eCare Tender:

- Tender Code
- Tender Title
- Project Code

- Tender status: Running/Closed
- Time Limit to express interest
- Response Status
- Buyer organization

If you cannot see the tender, make sure you are in the “**Tenders Open to All Tenderers**” tab.  
Access to the tender details by selecting the **eCare Tender**

RFQ: rfq\_30 - eCare TENDER - PHASE 1 [Test 6] Running

[Express Interest](#) [Decide Later](#) [Printable View](#)

**Response Status**

Response Status  
No Response Prepared

**Overview**

<b>Tender Code</b> rfq_30	<b>Title</b> eCare TENDER - PHASE 1 [Test 6] [Some mandatory]
<b>Description</b> test 6	<b>Type of Tenderer Access</b> Tender Open to All Tenderers
<b>Event Currency</b> EUR	<b>Test RFQ</b> Yes
<b>Buyer Organisation</b> Buyer	<b>Require Digital Signature of Tenderer Responses</b> Yes
<b>Allow Tenderers to Respond by Consortium</b> Yes	

**Date & Time Information**

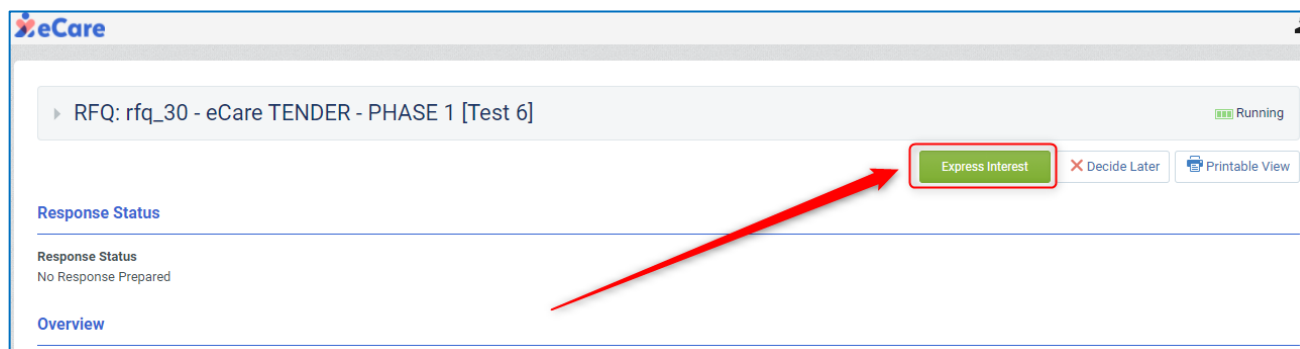
<b>Options for Viewing Responses</b> Sealed	<b>Closing - Date</b> 24/06/2021 17:00
<b>Number of Hours before Closing Time to block Expressions of Interest</b> 0	

The next screen shows the following information about the eCare tender:

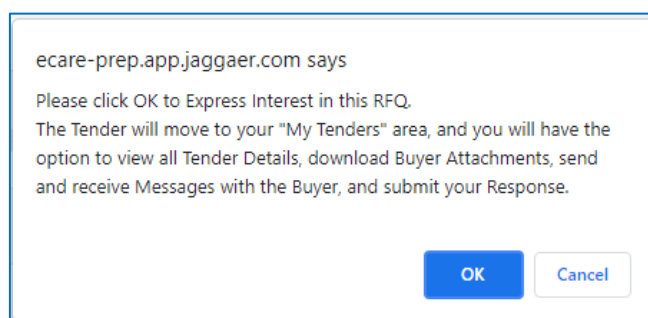
- **Response Status:** shows the status of the response provided by the tenderer.
- **Overview:** code, tender description, tender type, response currency, etc.
- **Date & Time information:** information about the closing date and the Number of Hours before Closing Time to block Expressions of Interest
- **Envelopes:** details the envelopes active in eCare tender

It is possible to print the Tender Report clicking on the **“Printable View”** button.

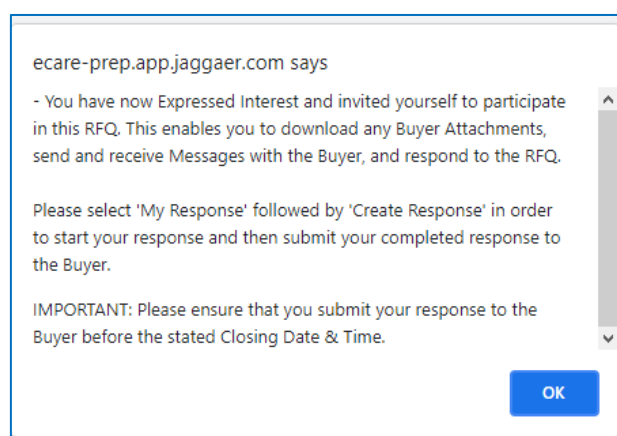
Finally, click on the **“Express Interest”** to confirm your participation in submitting an offer.



Next, the following message will appear. Click on **“OK”**:



The following message will appear for your information

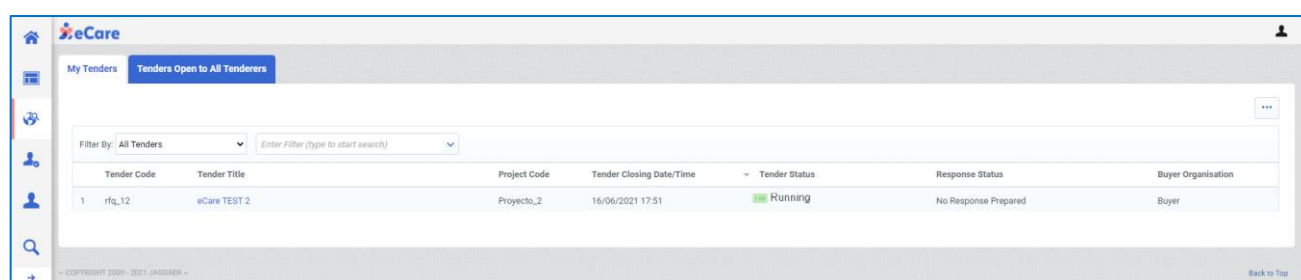
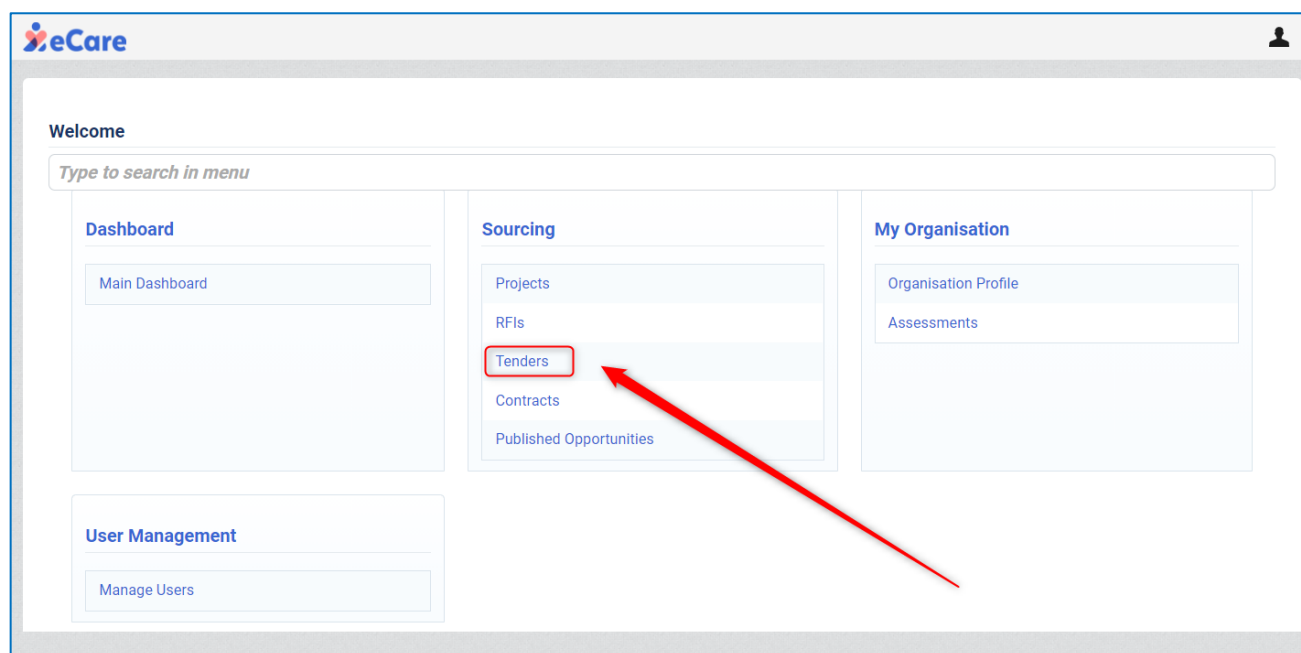


A confirmation email will be received in your mailbox. **Now, you are ready to start preparing your response**

## 3 eCare RESPONSE CREATION AND SUBMISSION PROCESS

### 3.1 Access to “My Tenders”

Once you have [registered in the platform](#) and [expressed interest](#) as explained in the previous section, you will find the eCare tenderer in the **eCare TENDER** menu, under “**My Tenders**” tab:

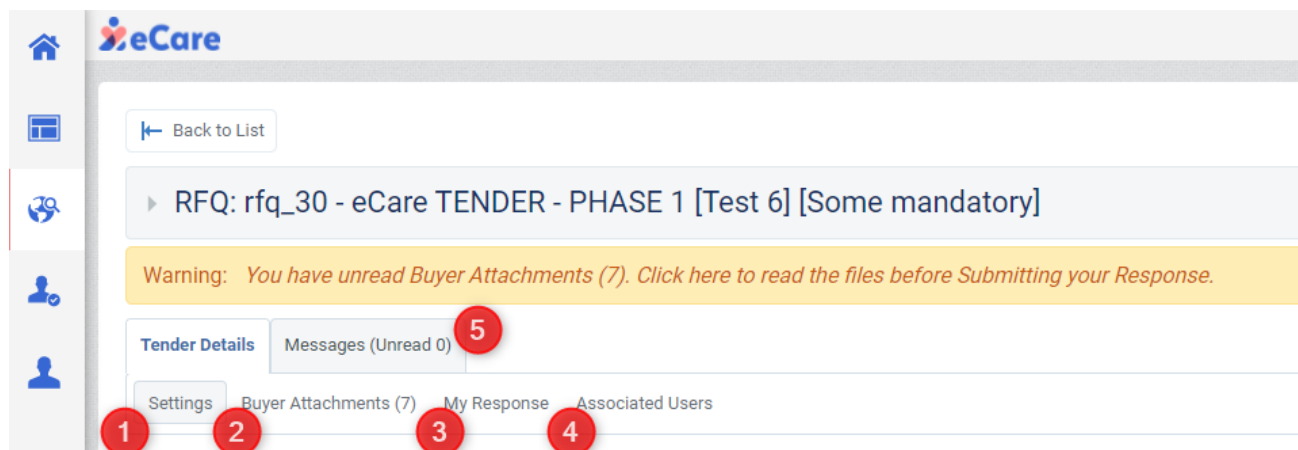


This is the path you will always take to access your response and to keep completing it until is ready for submission. **Remember that there is no need to complete and send your response in one sitting.** You will always access the last saved data in your account. We recommend you saving often as you complete it, and only submit your response when you are sure its complete.

## 3.2 Tender response Process

Before submitting your response in the platform, it is **necessary to create and complete a response in the platform**.

When accessing the Tender as explained in the previous section, "**My Response**" area will be shown by default on the screen. These tabs are structured as follows:



**Tender details** include the following tabs:

1. **Settings:** This area presents the eCare Tender configuration details, such as: Tender closing date, awarding strategy, etc.
2. **Buyer Attachments:** This area contains all the documents related to the eCare Tender. Documents as well as Manuals and attachments can be downloaded from this area as well.
3. **My Response:** This is the "Home" section of your response preparation. It contains the summary of your response to the different envelopes provided through the platform and all the items that compose the Qualification, Technical and Financial envelopes.

In this section you will access and complete the 3 envelopes, and once completed you will submit your response by clicking on "**Submit Response**" Button.

**NOTE: Before submitting your response, please ensure to have completed all the responses requested in the 3 envelopes, and to have uploaded all the files requested to the platform. In the next sections we will explain how to complete the 3 envelopes required.**

4. **Associated Users:** this option allows you to invite sub-users to participate and collaborate in the response preparation. They will be granted with access rights to edit the response contents.
5. **Messages:** This area allows you to communicate with the buyers group. Here you can create, send, and receive messages through and from the platform. All doubts related to the eCare Tender Documents and PCP process should be managed through this messages area. **You can consult how to use this functionality in "[Messages via eTendering Platform](#)". Please, carefully check the indications of this section before contacting the Buyers group.**

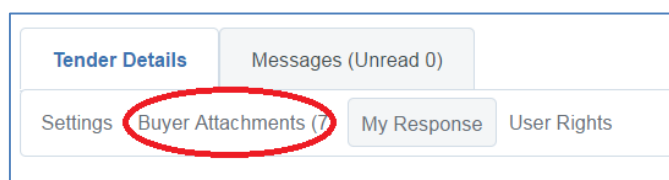
### 3.3 Access to the Attachments area

Before beginning to fill in your response to the eCare Tender, you are **strongly recommended to thoroughly read all the information provided by the eCare Buyer's Group**. If you have not downloaded and read all the Tender Documents yet, you should consult the **"Buyer Attachment"** area.

A warning message will appear to remind you to read all attachments provided by the eCare buyer's group before completing and submitting your response.

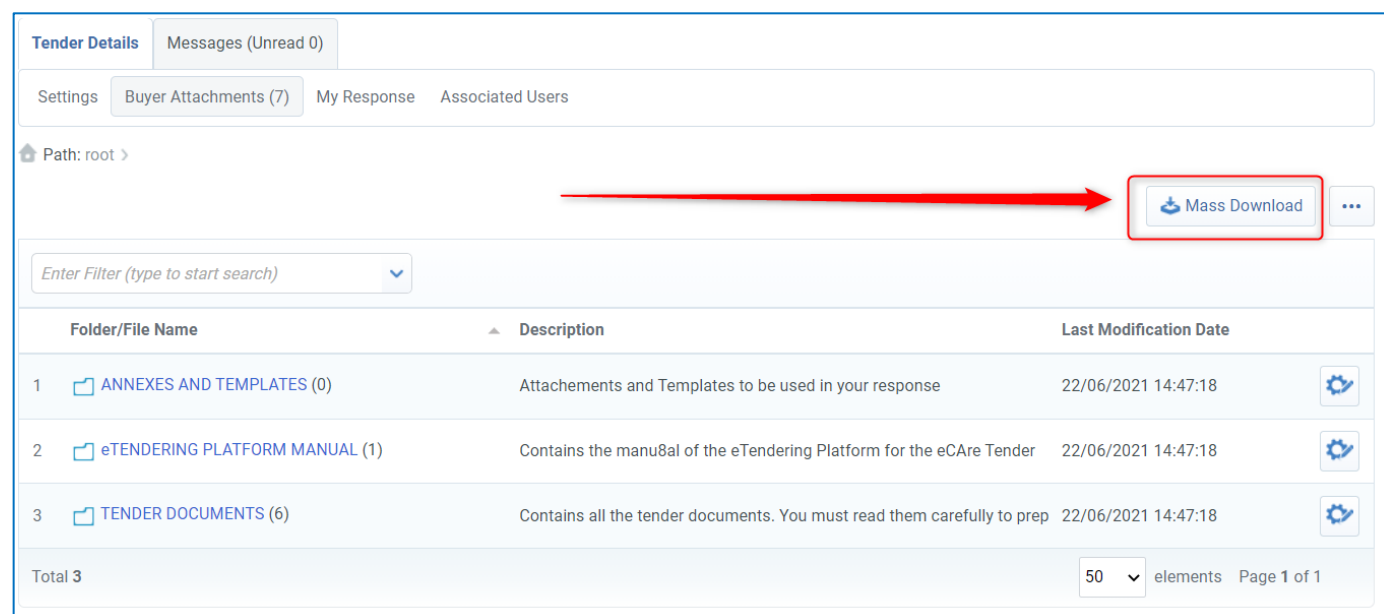
*Warning: You have 7 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.*

You can either click on the warning message go to **"Buyer's attachments"** area to access and download all documents:



There are two options to download the attachments provided by the buyer:

- Option 1: **If you have JAVA installed on your computer**, it is possible to download all the files in just one action. You can do this by clicking on the **"Mass Download"** button:



A new screen will immediately appear where you can select the files that you want to download. To download them, first select the files and next click on the **"Download Selected Files"** button.

The files can be stored in your computer. Once the downloading process has finished you will see a notification message.

- Option 2: **If you don't have JAVA installed on your computer** it is necessary to open each file separately by clicking on its name. The files can be download into your computer.

**Please, read carefully all the documents before preparing and submitting your proposal.**

## 3.4 Tender Response: general considerations

### 3.4.1 Envelope structure

To respond to the eCare tender, you must respond to the following 3 envelopes:

1. **Qualification Response:** contains questions and information to be completed regarding the following Forms:
  - Form 1: General Tender Submission
  - Form 2: Exclusion Criteria
  - Form 3: Selection Criteria
  - Form 4: Compliance Criteria
2. **Technical Response:** contains questions related to:
  - Form 5: Technical offer
3. **Financial Response:** contains the cost breakdown for the specific budget required on the Tender Documents:
  - Form 6: Financial offer

### 3.4.2 Types of questions and fields


During the preparation of your response, you will encounter different types of questions with different types of responses:

- **Yes/No:** to record your response, you should first display the drop-down menu on the right side, and then select the option that applies to your case from the ones available on the drop-down menu.

Question	Description	Response
1.9.2 A.1	* Is your organisation as Single / Lead Tenderer and also any of to your member consortium and subcontractor organizations in a situation of bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors, or subject to relevant proceedings?	<div style="border: 1px solid red; padding: 5px;"> <div style="background-color: #007bff; color: white; text-align: center; padding: 2px;">Yes</div> <div style="background-color: #fff; color: #007bff; text-align: center; padding: 2px;">No</div> </div>

- **Text:** you should complete the blank box with your response. The counter under each blank box indicates the number of characters which are available: this is the maximum characters allowed to respond the specific question.

1.10.7	Mitigation Measures description	* Describe the mitigation measures that the supplier should provide in case of risk	<div style="border: 1px solid red; padding: 5px;"> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>Characters available 2000</span> </div> </div>
--------	---------------------------------	---	--

- **Numeric:** numeric fields are represented by the following symbol  that appears next to the blank box. Numeric fields must be answered with **up to 3 decimals, using a dot (.) to separate them (.)**

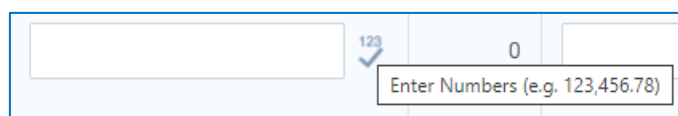
123

✓

Comma (,) can be used to separate thousands, but is not mandatory (the platform will introduce them automatically).

162,607.5

You can hover the mouse pointer over the number symbol of the field at any time to visualize the numeric format which is requested by the platform.





Enter Numbers (e.g. 123,456.78)

- **Option list:** to record your response, you should first display the drop-down menu on the right, and then select your response.

1.5 Tenderer Statement Confirmation -		
Question	Description	Response
1.5.1 Single Tenderer / Lead Tenderer	★ Please select if you are a Single Tenderer or a Lead Tenderer (See section 4.1 Eligible tenderers, joint tenders and subcontracting of TD1 for more information).	<div> <div>---</div> <div>Single Tenderer</div> <div>Lead Tenderer</div> </div>
1.6 Single Tenderer Statement CONFIRMATION -		
1.7 Lead Tenderer Statement CONFIRMATION -		

- **Attachment:** click on “attach file” to upload any attachment required

Question	Description	Response
1.3.1  Subcontractor Information	<p>In the case of tender with subcontractors who will be engaged to perform part of the services, please, download the template "Subcontractor Information" and complete the information required in the template.</p> <p>After completing the "Subcontractor Information" template, please upload it in PDF format.</p>	<div> <div>+ Click to attach file</div> </div>

The symbol  represents a question in which it is required to **attach a document**.

Only single files up of to 50 Mb can be uploaded to the platform. To upload multiple files, you will first need to compress them into a ZIP or RAR type file, and then upload them into the question.


Only PDF format files can be uploaded to attachments questions.



You can select a file using the “**Select a File to Upload**” button, or you can drag and drop it from your computer into the window.

### Attachments


Select an attachment to upload. Please keep attachments to a manageable size in order to facilitate downloading.

 The platform allows individual attachments up to a maximum size of 52 MB but it is recommended that you keep attachments to 2MB or less.

Select a File to Upload

#	Type	File Name	Size

- **Digitally Signed Attachment:** when required, you should add **digitally signed** files.


1.3.2 


Subcontractor DECLARATION (Single / Lead Tenderer)

Please, download the attachment template “Subcontractor declaration” and complete it with the information of each subcontractor involved in your Tender.

After completion, each subcontractor will MANUALLY SIGNED the document and the Single / Lead Tenderer will electronically sign and upload again the template.

NOTE: It is ONLY allow downloading a completed Subcontractor declaration in a PDF format.

 + Click to add a digitally signed file

The symbol  represents a question in which it is necessary to **add an electronically signed PDF**. Use your own electronic signature tool for digitally signed the document before uploading to the system.

## IMPORTANT WARNING:

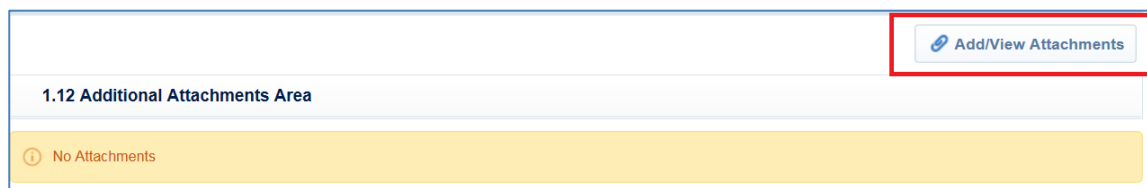
The electronical signature of the required documents and envelopes should be done **outside the eCare eTendering platform**. It is the tenderers responsibility to use an electronical signature tool that ensures the legal validity and security of the digital certificate used and of the documents signed.

The certificate used for the signature must be a **valid certificate, non-expired, non-revoked, issued by a valid Certification Authority for electronical signature, and it must guarantee the identity and integrity of the offer and the documents associated to it. It must also be issued to the person that submits the tender, or to an expressly authorized person on his/her behalf.**

**For a list of valid Certification Authorities, please consult the [EU trusted List](#)**

If you have any problems or doubts regarding the electronical signature of your documents or envelopes' pdfs, please, [contact as soon as possible with the Helpdesk](#). **Please note that the process to obtain a valid electronic signature certificate is not automatic and might take some time. Be sure to check that you have a valid certificate for electronic signature in advance.**

- **Generic/Additional Attachments:** An additional area to upload any other files, attachments and annexes is offered “Additional attachments area”. This area is available **at the end of each response envelope** (Qualification, Technical and Financial).



## 3.5 Creating and Filling in the Response

To submit your tender, you should start answering the different Envelopes that are part of the eCare Tender. The **standard procedure** of creating and filling in your response online in the platform will be explained in detail in this section.

### Response via Excel template Export/Import

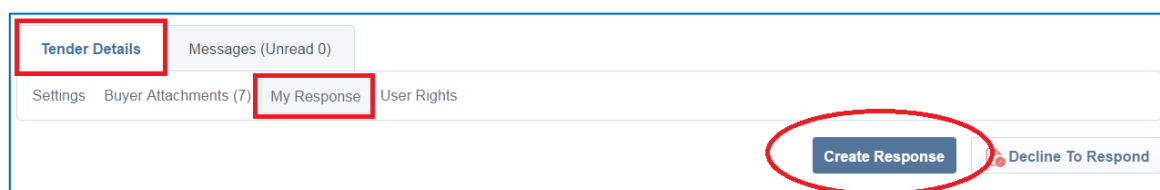
The platform allows also to respond to the 3 envelopes via an **Excel file** template that is downloaded and stored in your computer, filled-in, and then imported back into the platform. **We recommend using it exclusively for the 3 envelope (Financial)**, as it might only prove useful for those types of questions.

**Bear in mind that all attachments questions will always need to be answered in the platform.**

If you want to use this functionality, please consult [Response via Excel Template Export/Import](#) section.

### 3.5.1 Creating your RESPONSE

- Go to “**My Response**” area inside the menu “Tender details” and click on the “**Create Response**” button.



**You will not be able to complete the tender information required until you first create the Response. A message will appear to inform you that now you can start creating your response.**

- You have now started to create your response.

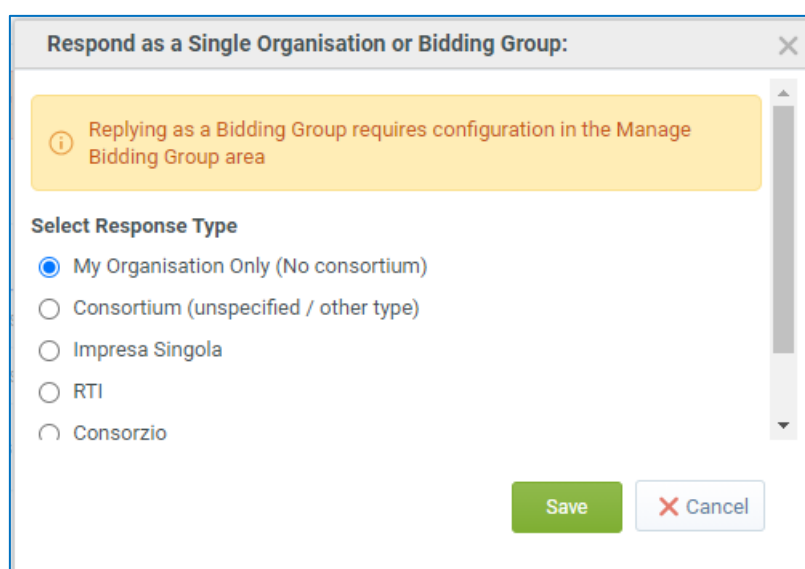
Next, click the "Edit Response" buttons to access the Questionnaire and complete your response.

Complete your response by answering all mandatory fields (marked with an asterisk \*).

Finally, you must click the "Submit Response" button in order to submit your completed response to the buyer.

After this step, **"My Response"** area becomes available for completing the information required in each envelope.

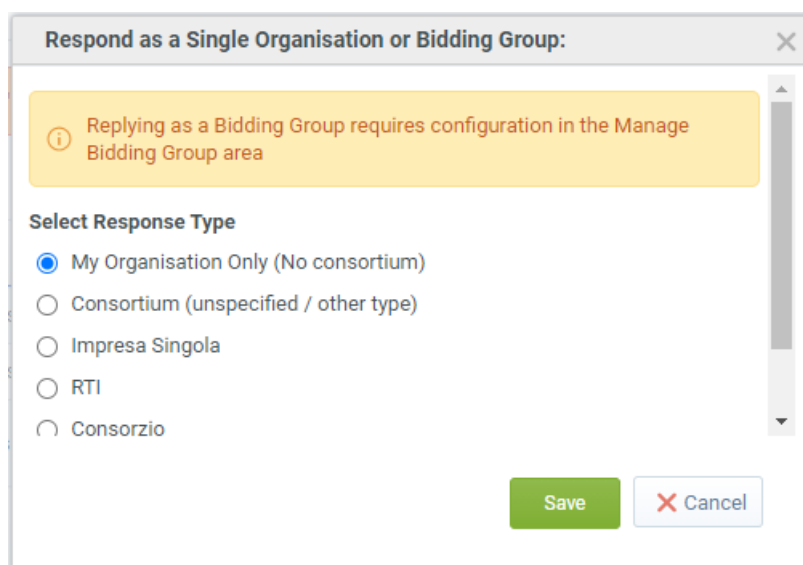
As soon as you accept, you will be prompted to select which **type of tenderer** you are (explained in the following section):



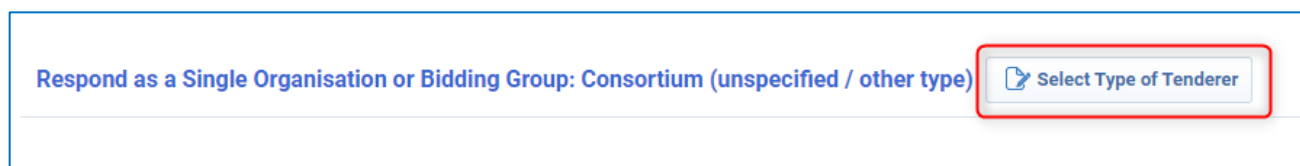
### 3.5.2 Selecting the Type of tenderer (MANDATORY)

As soon as you create your response, you will be prompted to select the "type of tenderer" you are from the available options.

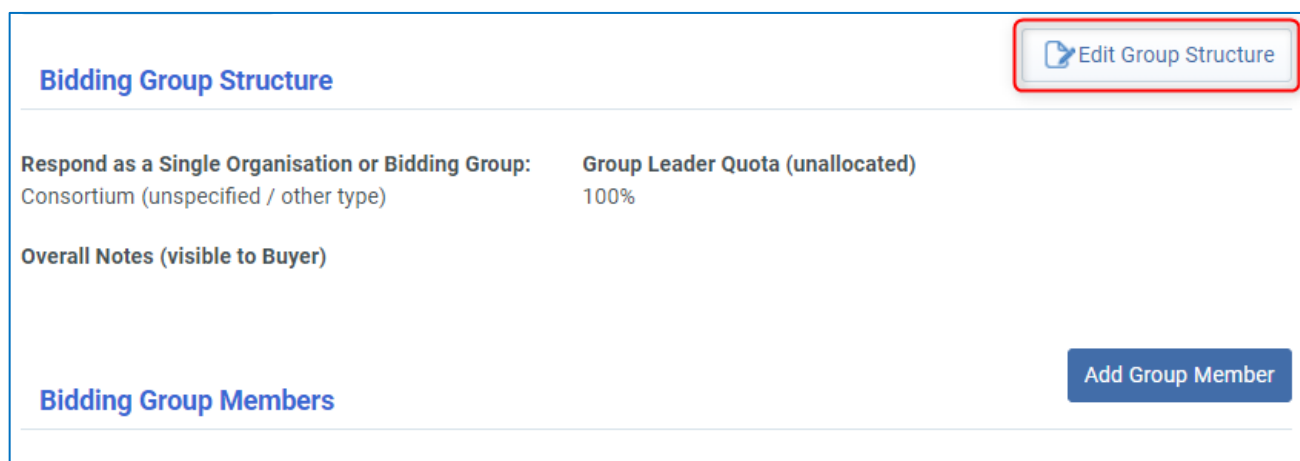
By default, the system considers that you are submitting the bid without a Consortium (Single Tenderer). If you are submitting the offer your response on behalf of a Consortium (Joint Tender), please select "Consortium" and click "Save"



You can access this selection any time later “My Response” tab, by clicking on the button **“Select type of Tenderer”**:



Here you can change your type of tenderer or edit your current Bidding Group (Consortium) Structure, by clicking on **“Edit Group Structure”**



As mentioned, there are two types of eligible tenderers:

- a) **Single tenderer:** If you are a single tenderer, you should select “My organization Only (No consortium)” on the drop-down menu that appears on the left-hand side of the screen.

Afterwards you should click on the “Save and Return” button to keep the changes recorded.

Edit Mode

Save and Return
Save and Continue
Cancel

**Type of Tenderer**

★ This bid is submitted on behalf of:

My Organisation Only (No consortium)

Consortium (unspecified / other type)

Impresa Singola

RTI

Consorzio

G.E.I.E.

- b) Lead tenderer:** If you are the lead tenderer acting on behalf of a consortium of organizations, you should select the “Consortium (unspecified/other type)” option on the drop-down menu which you can find on the left-hand side of your screen.

**If you are submitting a response as a consortium, you must access the indicated area to add all the participants of your consortium (excluding your own entity), by using the “Add Group Member” button**

### Bidding Group Structure

**Respond as a Single Organisation or Bidding Group:**  
 Consortium (unspecified / other type)

**Group Leader Quota (unallocated)**  
 100%

**Overall Notes (visible to Buyer)**

[Edit Group Structure](#)

### Bidding Group Members

[Add Group Member](#)

You must complete the **information related to the organization**. The questions which have a red asterisk (\*) are mandatory. However, it is recommended to complete all information required. After filling in your responses, you should click on the “**Save**” button:

Save
Cancel

**Bidding Group Member**

<b>Registration Status</b>	Offline
★ Legal Name of the Consortium Member	<input type="text"/>
★ Nationality (where the entity is placed)	<input type="text"/>
★ Services that the consortium entity will perform (brief summary)	<input type="text"/>
★ Legal Representative (Name and Surname)	<input type="text"/>
% Services that the consortium entity will perform (do not leave in blank)	<input type="text"/>
E-mail of the legal representative	<input type="text"/>
VAT number (Please enter N/A if not applicable)	<input type="text"/>

Characters available 2000

Please, **repeat these steps to keep adding members to your consortium until you have added them all.**

Note that, as you keep adding member, **the platform automatically calculates the resulting percentage of the tender that will be performed by you (the lead tenderer).** You can change this percentages at any time by accessing the member information and editing the information.

Bidding Group Structure

Respond as a Single Organisation or Bidding Group:  
Consortium (unspecified / other type)

Group Leader Quota (unallocated)  
50%

Overall Notes (visible to Buyer)

Bidding Group Members

Add Group Member

	Legal Name of the Consortium Member	Contact Info	Invitation Date	E-mail of the legal representative	% Services that the consortium entity will perform (do not leave in blank)	Actions
1	Member 1		22/06/2021 16:59	l.skywalker@gmail.com	30%	
2	Member 2		22/06/2021 17:02	h.solo@gmail.com	20%	

**NOTE: Do not forget to complete ALL the information regarding all of the members of your consortium if you are submitting an offer jointly with other entities.**

Once the type of tenderer has been selected and the information about the members of the consortium (if necessary), you can start completing the different envelopes.

### 3.5.3 My Response Summary

At the top of "My response" area, you will find a section called "**My Response Summary**" containing an indication the number of questions included in the Qualification, Technical and Financial envelopes that need to be answered.

My Response Summary			
1.	Qualification Response	Missing mandatory responses (60)	
2.	Technical Response	Missing mandatory responses (27)	
3.	Financial Response	Mandatory fields missing (446)	Total virtual Price Phase 1 0
			Total Actual Price Phase 1 0

The three envelopes (Qualification, Technical and Financial) are presented in this page (My Response area), but you can click on **any of the envelopes** shown on "**My Response Summary**" to automatically enter on **editing mode** (see below) for a specific envelope.

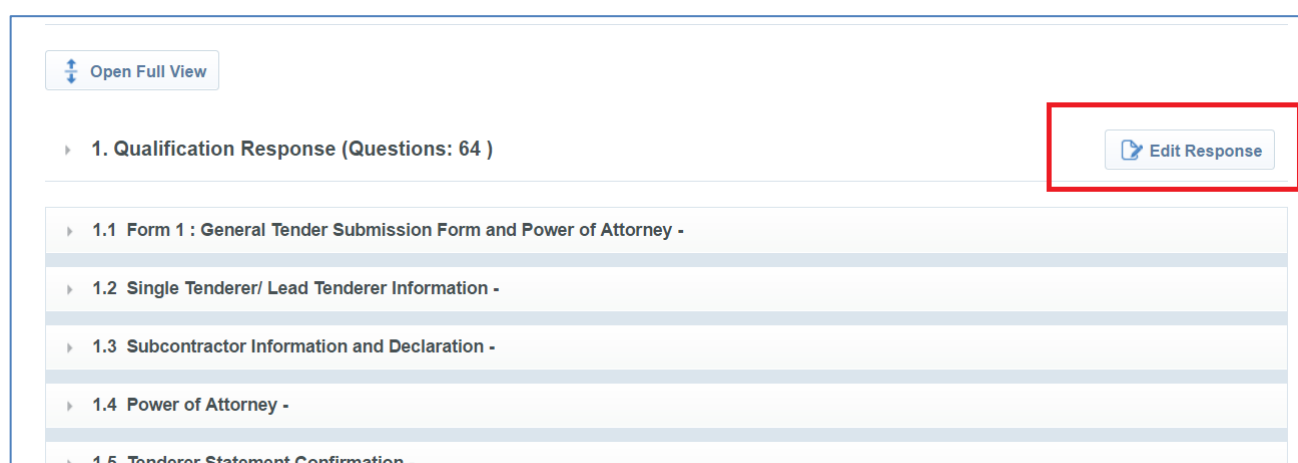
### 3.5.4 Qualification Envelope

This envelope contains the information required in the eCare Tender related to the Exclusion, Selection and Compliance criteria. See further information in the Tender Document (TD1) number 1 (TD1) and Tender Document Number 3 (TD3).

This information is structured in the Qualification response as shown below:


- Form 1: General Tender Submission
- Form 2: Exclusion Criteria
- Form 3: Selection Criteria
- Form 4: Compliance Criteria

To respond to the “Qualification envelope” please click on the “Edit Response” button:



The screenshot shows the 'Qualification Response (Questions: 64)' section. A red box highlights the 'Edit Response' button in the top right corner. Below the section title, there is a list of sub-sections: 1.1 Form 1 : General Tender Submission Form and Power of Attorney -, 1.2 Single Tenderer/ Lead Tenderer Information -, 1.3 Subcontractor Information and Declaration -, 1.4 Power of Attorney -, and 1.5 Tenderer Statement Confirmation -.

After that, the Qualification Envelope will turn into “edit mode” and you will be able to answer to all questions included in it. Alternatively, you can access the Qualification Envelope by clicking on it on “My Responses Summary”.

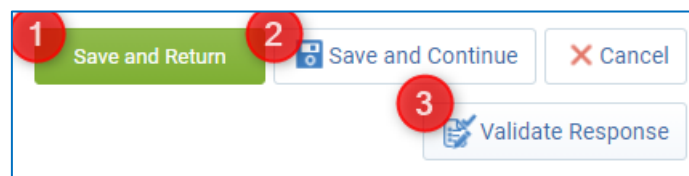


The screenshot shows the 'Qualification Response (Questions: 64)' section in 'Edit Mode'. At the top, there is a yellow bar labeled 'Edit Mode'. Below it, there are three buttons: 'Save and Return' (green), 'Save and Continue' (blue), and 'Cancel' (red). A 'Validate Response' button is also present. The section title '1. Qualification Response (Questions: 64)' is followed by a list of sub-sections: 1.1 Form 1 : General Tender Submission Form and Power of Attorney -, 1.2 Single Tenderer/ Lead Tenderer Information -, and 1.3 Subcontractor Information and Declaration -. Below 1.2, there is a table with columns 'Question', 'Description', and 'Response'. The first row in the table is for question 1.2.1, 'Name of Legal Entity', with a description that includes a red asterisk indicating it is mandatory. The response field is a text input box with a character count of 2000.

Question	Description	Response
1.2.1	Name of Legal Entity * Provide the full name under which the Tenderer is officially registered	<input type="text"/> Characters available 2000

**Questions which have a red asterisk (\*) are mandatory**, and therefore an answer should be compulsorily provided. If for any given reason you are unable to answer to any of the mandatory questions, please enter "N/A" (Not Applicable) in case of a text field response type, or "0" if it is a numeric field response type.

While editing an envelope, the system allows you to:



1. **Save and Return:** Save the information completed and return to the main page of the eCare Tender. If you do so, note that you should click on “Edit Response” button again, to open the edition mode and continue completing the envelope.
2. **Save and Continue:** Save the information and continue completing the information on the envelope. It is recommended it that you save your answers and continue by clicking frequently on the “save and continue” button to avoid loss of information.
3. **Validate:** Validate the envelope responses completed so far to check the missing and / or error fields.

You should complete the Qualification envelope considering the eCare Tender documents and the indications given in each section / question.

**It is extremely important that you follow the instructions given in the Tender Documents to complete the Qualification envelope.**

**ATTENTION:** Bear in mind that the following sections require attaching a **digitally signed document** (Check the details on [electronically signed attachments](#)):

- 1.2.2 Subcontractor Declaration
- 1.3.1 Power of attorney (mandatory)
- 1.7.2 Framework Agreement Signature (mandatory)
- 1.7.3 Specific Contract Phase 1 (mandatory)

**ATTENTION:** **Section 1.4.1 Tenderer Statement Confirmation** requires that you select again the type of tenderer:

- **Single Tenderer**
- **Lead Tenderer**

This will automatically enable the corresponding Statement question.







- If you are a Single Tenderer you should only complete the question **1.5 Single Tenderer Statement Confirmation**.
- If you are a Lead Tenderer you should only complete the question **1.6 Lead Tenderer Statement Confirmation**.

**ATTENTION:** **Sections 1.7.2 Framework Agreement Signature and 1.7.3 Specific Contract Phase 1** require that you complete, digitally sign and upload the Specific Contract for Phase 1.

Please, read carefully and follow the indications given in the section. For further information, please, see eCare Tender Documents.

Templates for the contracts can be downloaded here by clicking on the symbol .



1.8 Framework Agreement and Contract Phase 1 -		
Instructions		
1.8.1	How to complete, sign and upload the Framework Agreement and the Specific Contract Phase 1	<p>Below you will find the following templates:</p> <ul style="list-style-type: none"> <li>- Framework Agreement</li> <li>- Specific Contract Phase 1</li> </ul> <p>You should download the templates, complete them with the information details of your organization, and also with the information required from your consortium members (in case you are a Lead Tenderer).</p> <p>After that, please, signed digitally each document and upload them in the sections indicated below.</p>
Question	Description	Response
1.8.2 	Framework Agreement Signature	<p>★ Please, upload here the Framework Agreement template completed with the required information and with your digital signature.</p> <p>Please note that this Framework Agreement will be only valid if your offer is awarded after the evaluation process and after the signature of the Lead Procurer (RESAH).</p> <p> + Click to add a digitally signed file </p>
1.8.3 	Specific Contract Phase 1 Signature	<p>★ Please, upload here the Specific Contract Phase 1 template completed with the required information and with your digital signature.</p> <p>Please note that this Contract will be only valid if your offer is awarded after the</p> <p> + Click to add a digitally signed file </p>

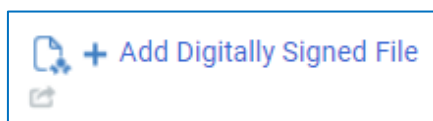
Once that you have finished completing all your responses to the Qualification Envelope remember to click on the **"Save and Return"** button. This action will save your responses on the platform and allow you to return to the tender main page.

Remember that at the bottom of the envelope the **Additional Attachments Area** allows tenderers to upload any other additional information related to the qualification envelope.



**IMPORTANT: do not include here any information pertaining to the Technical or Financial envelopes in the Additional Attachments area, as it will result in the exclusion of your tender by the Buyers' group.**

### 3.5.5 Uploading Digitally Signed Attachments

As previously indicated in [General Considerations Section](#), questions that require uploading digitally signed documents are identified by the following symbol and text:



1. Read carefully and follow the indications given in the "description" area of the specific question in which a digitally signed file is required.
2. Click on **"Add a digitally signed file"**

1.4 Power of Attorney -		
Question	Description	Response
1.4.1	<p>Power of attorney attachment (Single /Lead Tenderer)</p> <p>★ Please, download the zip file "Power of attorney templates".</p> <p>In case of a Single Tenderer: complete ONLY the "Single Tenderer Power of attorney" template.</p> <p>In case of a Lead Tenderer: complete ONLY the "Lead Tenderer Power of attorney" template.</p> <p>After that, each member of the consortium (ONLY for Lead Tenderer) should manually signed the document.</p> <p>Finally, the Single / Lead Tenderer must electronically signed their completed template and upload the electronically signed document in a PDF format.</p> <p>NOTE: Upload ONLY the electronically signed document that apply to your situation (Single Tenderer Power of Attorney or Lead Tenderer Power of Attorney).</p> <p>NOTE: It is ONLY allowed PDF format upload.</p>	<p> + Click to add a digitally signed file </p>

- A pop-up window will appear in which you should upload the file with digital signature. **You should select the attachment that has been digitally signed previously using your own software or tool.**

### Attachments

Select an attachment to upload. Please keep attachments to a manageable size in order to facilitate downloading.

The platform allows individual attachments up to a maximum size of 52 MB but it is recommended that you keep attachments to 2MB or less.

**Select a File to Upload**

#	Type	File Name	Size

- Please, ensure that you are attaching a PDF file. After selecting the file, click on "Confirm".

**Confirm** **Cancel**

### Attachments

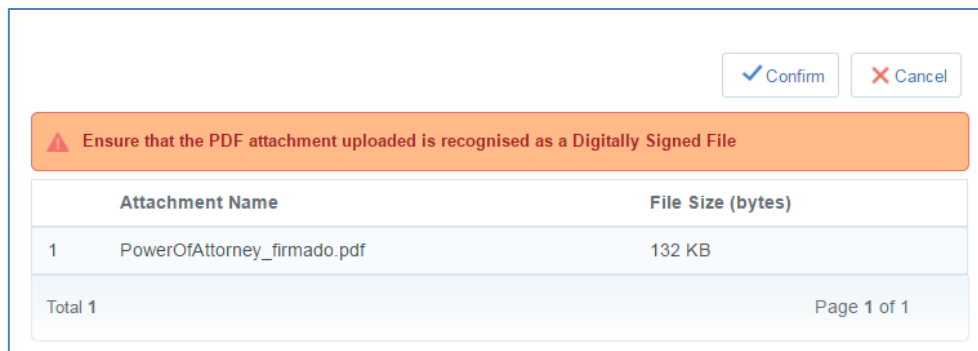
Select an attachment to upload. Please keep attachments to a manageable size in order to facilitate downloading.

The platform allows individual attachments up to a maximum size of 52 MB but it is recommended that you keep attachments to 2MB or less.

**Replace Attachment** **Remove Attachment**

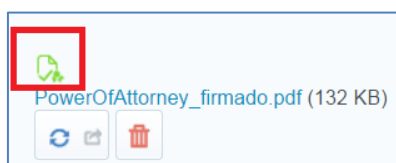
#	Type	File Name	Size
1	PDF	PowerOfAttorney_firmado.pdf	131.6 kb

A warning message will appear to remind you that you should upload a PDF file with a valid digital signature.



If your digital signature has been properly attached to the document, the symbol marked with a red circle will turn to **green color** (see image below).

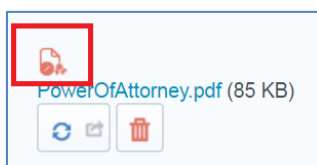
**Remember that the platform verifies the digital signature but does not offer a tool to digitally sign the documents. Each tenderer should digitally sign the required documents using their own tool for digital signature. It is the responsibility of the tenderer to use a valid electronic certificate.**



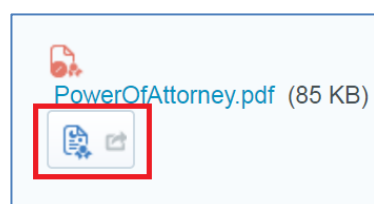
On the contrary, if the document attached is not recognized by the system as valid digital signature document, it will alert you by the following warning message:

**WARNING! The selected attachment does not appear to have a valid digitally signed file extension. The buyer asked you to provide a digitally signed attachment.**

Furthermore, if your document has been attached with an invalid digital signature, the system will alert you by showing the following symbol with a **red color**:



In this case, you should check the detailed information in the Digital Signature Report generated by the system. To review the Digital Signature Report, you should "Save and Return" and go to the main page of the Qualification Envelope.



**Ensure that you are not on "Edit Mode"** and go to the specific question in which you have uploaded the Digital signature document. You should find that a new symbol is available as part of the

attachment



Click on this symbol to review the Digital Signature Report.

## IMPORTANT WARNING:

The electronic signature of the required documents and envelopes should be done **outside the eCare eTendering platform**. It is the tenderers responsibility to use an electronic signature tool that ensures the legal validity and security of the digital certificate used and of the documents signed.

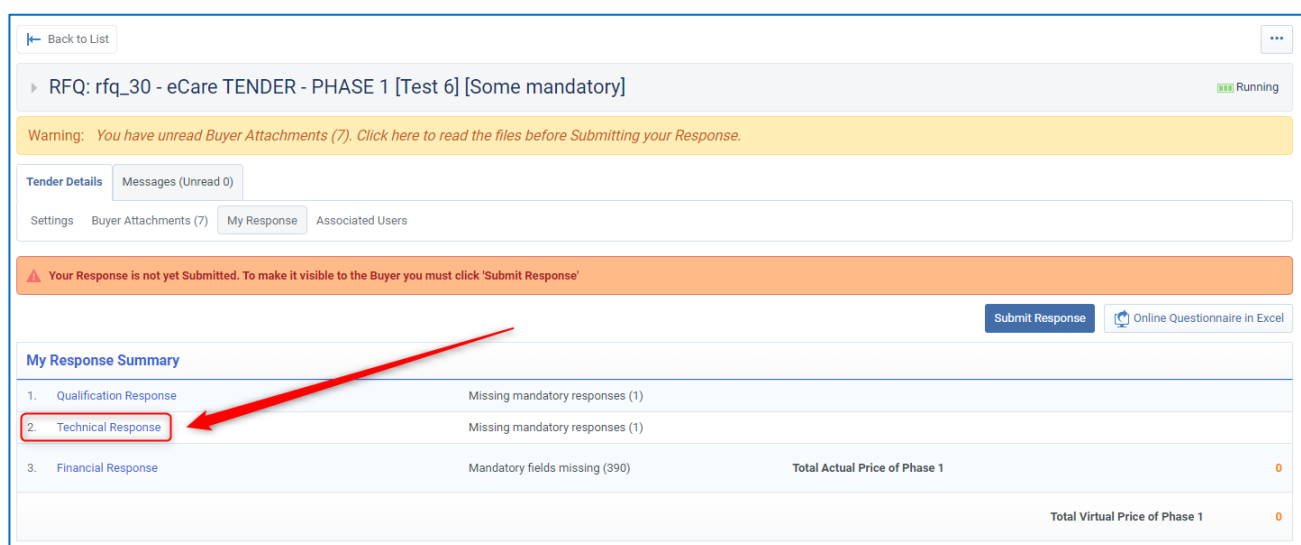
The certificate used for the signature must be a **valid certificate, non-expired, non-revoked, issued by a valid Certification Authority for electronic signature, and it must guarantee the identity and integrity of the offer and the documents associated to it. It must also be issued to the person that submits the tender, or to an expressly authorized person on his/her behalf.**

For a list of valid Certification Authorities, please consult the [EU trusted List](#)

If you have any problems or doubts regarding the electronic signature of your documents or envelopes' pdfs, please, [contact as soon as possible with the Helpdesk](#). **Please note that the process to obtain a valid electronic signature certificate is not automatic and might take some time. Be sure to check that you have a valid certificate for electronic signature in advance.**

### 3.5.6 Technical Response

To respond to the technical envelope, go the main page My Response. From here, either scroll down until you reach the Technical envelope (**2. Technical Response**) and click on the **"Edit Response"** button, or simply click on **"Technical Response"** in the Response Summary at the top of the page and that envelope will be open in Edition mode. Either way, you will now be able to respond to the questions contained on the technical envelope.



Back to List

RFQ: rfq\_30 - eCare TENDER - PHASE 1 [Test 6] [Some mandatory] Running

Warning: You have unread Buyer Attachments (7). Click here to read the files before Submitting your Response.

Tender Details Messages (Unread 0)

Settings Buyer Attachments (7) My Response Associated Users

⚠ Your Response is not yet Submitted. To make it visible to the Buyer you must click 'Submit Response'

Submit Response Online Questionnaire in Excel

#### My Response Summary

1. Qualification Response	Missing mandatory responses (1)	
2. Technical Response	Missing mandatory responses (1)	
3. Financial Response	Mandatory fields missing (390)	Total Actual Price of Phase 1 0
		Total Virtual Price of Phase 1 0

🔔 No Attachments

2. Technical Response (Questions: 0)

[Edit Response](#)

2.1 Form 5: Technical Offer - Question Section

Instructions	Note Details
2.1.1 Technical Instructions ..	<p>1) This form is related to the technical offer of the Tender. Each section is required and shall be completed as stated below.</p> <p>2) The Tenderer should upload an attachment with the required response to each technical section.</p> <p>3) Annexes do not have maximum characters allowed per section. However, the eCare PCP Tender recommends to be clear, synthetic and focused on your responses.</p> <p>4) Additional information / documents that a Tenderer may need to include in the offer should use the Additional attachments area to upload further information (diagrams, pictures, etc.).</p> <p>5) Except for the documents uploaded in the Additional information area, the rest of annexes must be uploaded in PDF format.</p>

2.2 Section 0 - Project Management quality criteria - feasibility and organization - Question Section

Instructions	Note Details
2.2.1 Scoring	<p>Maximum section score: 15 points</p> <p>Minimum score threshold: 6 points</p>

Question	Description	Response
2.2.2 C0.1 - Methodology of the project, including risk management and quality assurance	<p>★ Describe the methodology and methods used for project management, development, testing, and implementation. Include the measures to be taken with respect to risk management and quality assurance (i.e. risk assessment and risk mitigation strategy)</p> <p>Upload an attachment with the response.</p>	(no file attached)

Remember that all the questions marked with a red asterisk (\*) are mandatory.

**Please carefully read the instructions and indications given in the description areas before answering the questions. It is strongly recommended to also read the Tender Documents in detail, especially Tender Documents 1, 2 and 3 before completing the Technical Response.**

You will be required to **attach a PDF document** with your answer for most of the questions on this envelope.

2.2 Section 1 Project Management -		
Question	Description	Response
	<p>★ Describe the work organization and supply chain.</p> <p>Specify the configuration (e.g. consortium) and role of each partner and/or sub-contractors, if applicable. Elaborate on your approach to selecting and managing your sub-contractors.</p>	
2.2.1 A) Feasibility of the Project Plan and Schedule	<p>Present a list of staff working on the specific contract (including for sub-contractors), indicating clearly their role in performing the contract.</p> <p>Detail and demonstrate the consistency of the schedule for the execution of the contract, split into Phases 1-2-3. Include time schedule, deliverables and milestones as detailed in the Request for Tenders and the Functional Specification.</p> <p>Upload an attachment to describe criteria A) Project Plan and</p>	<div style="border: 2px solid #ff0000; padding: 5px; display: inline-block;"> <a href="#">+ Click to attach file</a> </div>

As you fill the technical response by attaching the different documents, we recommend clicking on **"Save and continue"** button from time to time, to save your changes and continue with your response.

Once you have answered to all the questions contained on the technical envelope, click on the **"Save and Return"** button. This will save your responses on the platform and allow you to return to the main page.

## 3.5.7 Financial Response

The last envelope is the Financial Response. To answer the financial response, go the main page My Response. From here, either scroll down until you reach the Financial Envelope (**3. Financial Response**) and click on the “**Edit Response**” button, or simply click on “**Financial Response**” in the Response Summary at the top of the page and that envelope will be open in Edition mode. Either way, you will now be able to respond to the questions contained on the technical envelope.

3. Financial Response (Line Items: 195, Questions: 6)

Scroll down to Section 3 : Financial Response

Edit Response

3.1 Form 6: Financial Offer - Question Section

Instructions	Note Details
3.1.1 Financial Offer Instructions	Financial Offer Instructions: Download the Financial offer instructions attached to this section so as to support you in the preparation of your financial offer.

3.2 Cost breakdown Phase 1 – Solution Design (binding) - Question Section

Instructions	Note Details
3.2.1 Cost Breakdown Phase 1	Provide the cost breakdown for your proposed solution for Phase 1. This information will be used to check if you are indeed proposing R&D Services (see Section 1.1 of the Request for Tenders). It will also be used for the overall Tender evaluation.

3.3 A. Personnel cost (PHASE 1) - Price Section

Code	Description	Unit of Measurement	Quantity	Actual Unit Price	Actual Price Formula	Tenderer Comments (if any)	VIRTUAL Price	VIRTUAL Price Formula	Category / Role in the project	Description of activities	% of labour allocated to R&D services	Country or location of performance
3.3.1	A.1 Personnel Cost	€/Hour	1,350	120.45	162,607.5			0				

[Back to List](#)
...

RFQ: rfq\_30 - eCare TENDER - PHASE 1 [Test 6] [Some mandatory] Running

Warning: You have unread Buyer Attachments (7). Click here to read the files before Submitting your Response.

Tender Details

Messages (Unread 0)

Settings

Buyer Attachments (7)

My Response

Associated Users

⚠ Your Response is not yet Submitted. To make it visible to the Buyer you must click 'Submit Response'

Submit Response

Online Questionnaire in Excel

My Response Summary

1.	Qualification Response	Missing mandatory responses (1)	
2.	Technical Response	Missing optional responses (28) No additional attachments	
3.	Financial Response	Mandatory fields missing (388)	162,607.5
Total Virtual Price of Phase 1			0

### 3.5.7.1 GENERAL REMARKS:

**It is strongly recommended that you read the Tender Documents carefully before completing the Financial response, in special TD3, which contains the details of the financial response content.**

The Financial Offer is divided into the following sections:

- Cost breakdown Phase 1 – Solution Design (binding prices)
- Cost breakdown Phase 2 – Solution Prototype (estimated prices)
- Cost breakdown Phase 3 – Field Testing (estimated prices)

After carefully reading the instructions you should complete the Financial Response with the budget related to the cost breakdown per phase. Note, that each cost breakdown budget per phase is divided in the following categories:

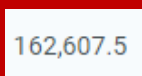
- A. Personnel cost
- B. Materials and equipment cost
- C. Subcontracting
- D. Other cost

Prices are included **without Value added tax**. For each cost line, you should complete the information required.

Remember that numeric fields must be answered with only numbers, with **up to 3 decimals using a dot (.) to separate them**.



Comma (,) can be used to separate thousands, but is **not mandatory (the platform will introduce them automatically)**



**You can hover the mouse pointer over the number symbol of the field at any time to visualize the numeric format which is requested by the platform.**



Please, note that all items are activated by default being mandatory to be completed.

When you do not need more lines for cost items **you should deselect them by clicking on “Tick of quoting” box** on all the ones you won't need, as it is shown below:

3.3 A. Personnel cost (PHASE 2) -						
Item Code	Description	Item Remarks	Unit of Measurement	Quantity	Unit Virtual Price	Virtual Price
3.3.1	A.1 Personnel Cost		€/Hour	50	<input checked="" type="checkbox"/> Tick if Quoting 35	0
3.3.2	A.2 Personnel Cost		€/Hour		<input type="checkbox"/> Tick if Quoting 123	0
3.3.3	A.3 Personnel Cost		€/Hour		<input type="checkbox"/> Tick if Quoting 123	0

Note that deselected items will turn into grey avoiding that you insert any cost. A warning message in the system will indicate:


- Warning! This Commercial form contains optional Items.

If you do not want to quote for these Items, remove the tick from the box in the column titled "Tick if Quoting", next to the price for each Item.

For unticked Items, no fields should be completed and these Items will not be considered in your response.

Please Note: If an Item is ticked any value entered (including 0) will be considered as your price for the Item, please take care completing the form.

### 3.5.7.2 FILLING IN THE FINANCIAL INFORMATION

As you fill in your financial response, you can click on the “Refresh” button (  Refresh ) and the system will automatically calculate the “**Actual Price Formula**” and “**VIRTUAL Price Formula**” columns, by **multiplying each price** indicated by the **quantity** indicated:

3.3 A. Personnel cost (PHASE 1) - Price Section									
Code	Description	Unit of Measurement	Quantity	Actual Unit Price	Actual Price Formula	Tenderer Comments (if any)	VIRTUAL Price	VIRTUAL Price Formula	Category / Role in the project
3.1	A.1 Personnel Cost	€/Hour	60	120.45	7,227	N. 512	150	9,000	Senior R&D reseracher
3.2	A.2 Personnel Cost	€/Hour	150	80	12,000	N. 512	89.5	13,425	Junior R&D Researcher

The platform will also calculate **the total prices of Phase 1** (the “grand total” of Phase 1) at the top of the page, by adding up all items from each cost breakdown of Phase 1:



Total Actual Price of Phase 1	162,607.5
Total Virtual Price of Phase 1	202,500

These calculations will also be made every time you **save** your response.

By clicking on the “**Validate Response**” button, the system will check if the answers were introduced in the platform utilizing the correct format.

Save and Return

Save and Continue

Cancel

Refresh

Validate Response

**It is recommended to click on the “Save and Continue” button after responding to a few questions. This will prevent losing information which has been already filled in. As an example, this happens when the session expires, and the changes have not been saved yet.**

Remember that the **questions that have a red asterisk (\*) are mandatory** and should be duly responded. If they cannot be answered, enter "0" and note it conveniently in the Comments box.

### 3.5.7.3 TOTALS FOR PHASES 2 AND 3

In the previous sections we explained that the platform automatically sums up and calculates the “grand total” of all **Phase 1** cost breakdowns and its items (shown at the top of the page)

**For Phases 2 and 3 however (estimated prices), this summatory of all breakdowns and items are not automatically calculated.** The platform **does** calculate the total summatory of items **for each breakdown** at the bottom of each breakdown:

Example: *Total of “B. Materials & equipment (PHASE 2)”*

Section Sub Total (optional - not included in Total)	55,350	75,150
--	--------	--------

Since the “grand total” price for phases 2 and 3 is also required, additional fields exist for phases 2 and 3:

3.12 Total Price Phase 2 - Question Section			
	Question	Description	Response
3.12.1	Total Virtual Price Phase 2	Please, insert the Total Virtual Price of Phase 2	<input type="text"/> 123 ✓
3.12.2	Total Actual Price Phase 2	Please, insert the Total Actual Price of Phase 2	<input type="text"/> 123 ✓

3.18 Total Price Phase 3 - Question Section			
	Question	Description	Response
3.18.1	Total Virtual Price Phase 3	Please, insert the Total Virtual Price of Phase 3	<input type="text"/> 123 ✓
3.18.2	Total Actual Price Phase 3	Please, insert the Total Actual Price of Phase 3	<input type="text"/> 123 ✓

In these fields, you should input the “Grand Total” for each phase (Actual and Virtual). **Simply sum each breakdown total (A. Personnel cost + B. Materials and equipment cost + C. Subcontracting + D. Other cost) and input the result for the Phase.**

**Please do this for Phases 2 and 3.**

#### 3.5.7.4 FINAL FIELDS

Finally, you should complete, as part of the Financial envelope, the information regarding **Market Price** on section 3.19 of the Financial Response (Attachment Question)

To conclude with the Financial Response, you should complete section **3.20 Financial offer and Cost Breakdown Declaration** (Yes/No Question)

Once you have finished answering to all the requested questions, click on the "Save and Return" button. This will save your responses on the platform and allow you to return to the main page.

Save and Return

Save and Continue

Cancel

Refresh

Validate Response

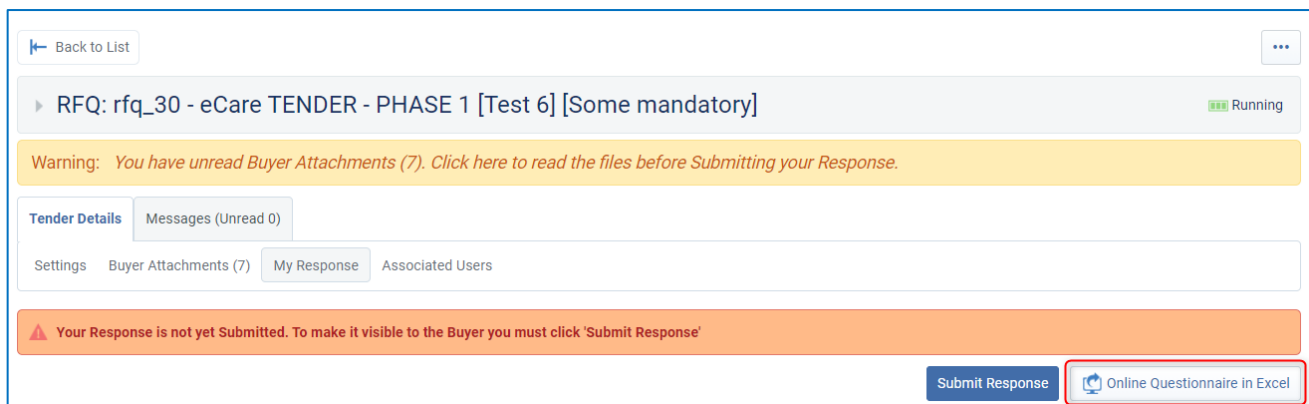
## 3.6 Response via Excel template Export/Import

The platform allows you to respond to the 3 envelopes via an Excel file that should be downloaded and stored in your computer, completed, and imported back into the platform.

**Bear in mind that all attachments questions will always need to be answered in the platform.**

### 3.6.1 Exporting the Excel Response template

To download the Excel file template, from My Response you must access the Import/Export area by clicking on the "Online Questionnaire in Excel" button.



Back to List

RFQ: rfq\_30 - eCare TENDER - PHASE 1 [Test 6] [Some mandatory] Running

Warning: You have unread Buyer Attachments (7). Click here to read the files before Submitting your Response.

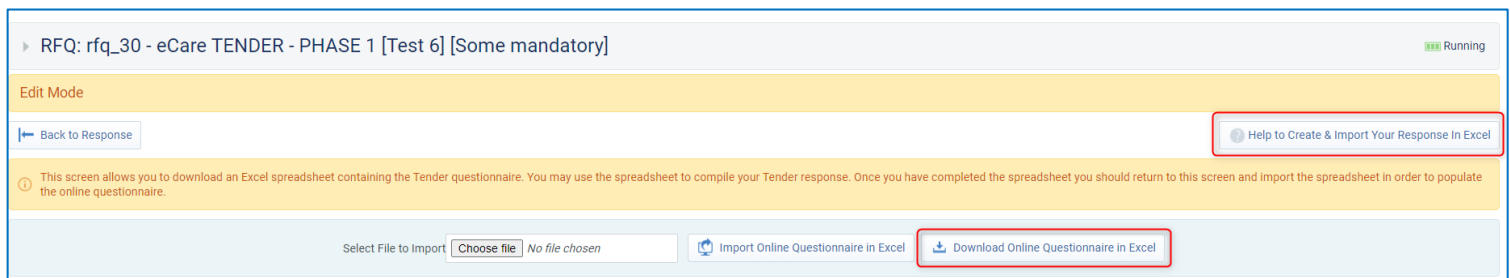
Tender Details Messages (Unread 0)

Settings Buyer Attachments (7) My Response Associated Users

Your Response is not yet Submitted. To make it visible to the Buyer you must click 'Submit Response'

Submit Response Online Questionnaire in Excel

In the next window, click on the "Download Online Questionnaire in Excel" button.



RFQ: rfq\_30 - eCare TENDER - PHASE 1 [Test 6] [Some mandatory] Running

Edit Mode

Back to Response Help to Create & Import Your Response in Excel

This screen allows you to download an Excel spreadsheet containing the Tender questionnaire. You may use the spreadsheet to compile your Tender response. Once you have completed the spreadsheet you should return to this screen and import the spreadsheet in order to populate the online questionnaire.

Select File to Import Choose file No file chosen Import Online Questionnaire in Excel Download Online Questionnaire in Excel

Next, save the Excel file that you have downloaded on your computer.

The downloaded template already contains all the information from all envelopes completed up to this point in the platform.

Make sure you don't alter the already input data (unless you intend to do so), as THE DATA IN THE TEMPALTE WILL OVERWRITE ANY DATA ON THE PLATFORM UPON IMPORTING IT.

Attachment questions are ignored during the import.

### 3.6.2 Filling in the Excel Response File

Once downloaded, you can open the excel file in your computer with Microsoft Excel software.

**Although it might work, the platform cannot guarantee a correct import of the data if any other third-party spreadsheet software is utilized to fill it in.**

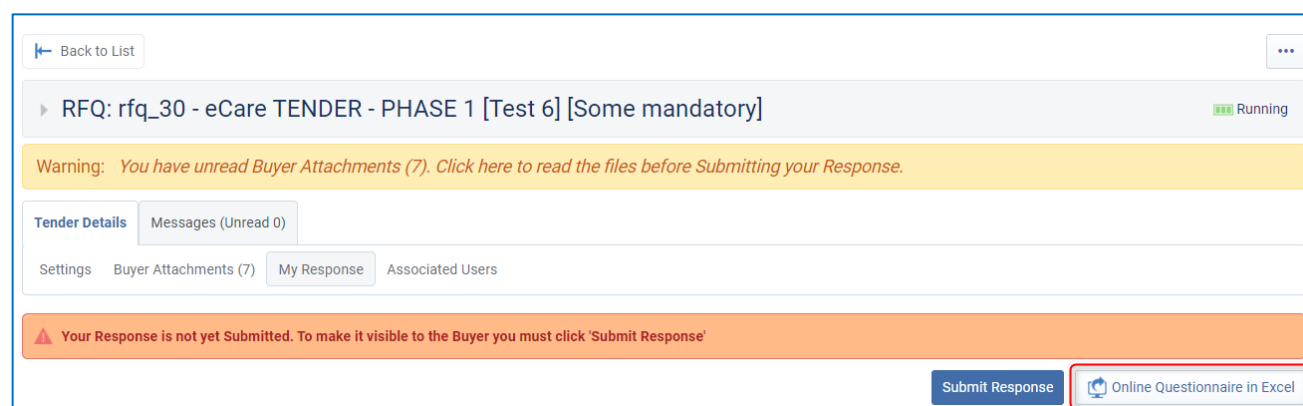
You must complete it having in mind the following instructions:

- **Only shaded cells marked in Blue (optional Response) or Yellow (Mandatory Response) should be filled in.** If you complete the other cells, you will fail to upload the Excel file to the platform. **The cells (shaded in Gray) should not be modified.**
- Remember to **always check the type of question** you are filling in.
- All **attachments should be uploaded directly to the platform** when you have access to the internet (attachment questions are ignored during the import).
- In the financial breakdown, locked new item lines (with Gray fields) will become Blue as you fill in your data from the left (Quantity, Actual Unit Price...)
- **Bear in mind that some formula-base fields (like **VIRTUAL Price Formula**) might not be calculated in real time in the excel and will be **only fully calculated upon exporting the excel back into the platform.****

After completing the Excel file, you should save it in your computer. Then you can proceed to import it into the platform.

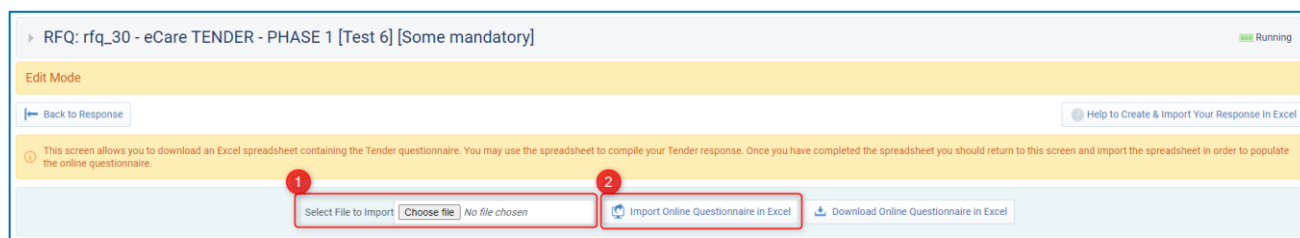
**When importing the filled-in Excel template, the data contained in on it WILL OVERWRITE ALL INFORMATION PRESENT IN THE PLATFORM. Make sure that the excel template is fully and correctly filled in before importing.**

To proceed with the import, access again to the Import/Export area by clicking on the **"Online Questionnaire in Excel"** button.



The screenshot shows the eCare Tender interface for a specific RFQ. At the top, there is a 'Back to List' button. Below it, the RFQ title 'RFQ: rfq\_30 - eCare TENDER - PHASE 1 [Test 6] [Some mandatory]' is displayed with a 'Running' status indicator. A yellow warning banner states: 'Warning: You have unread Buyer Attachments (7). Click here to read the files before Submitting your Response.' Below the warning, there are tabs for 'Tender Details', 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (7)', 'My Response', and 'Associated Users'. At the bottom, an orange banner reads: 'Your Response is not yet Submitted. To make it visible to the Buyer you must click 'Submit Response''. Two buttons are visible at the bottom right: 'Submit Response' and 'Online Questionnaire in Excel', with the latter being highlighted by a red rectangular box.

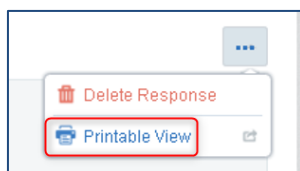
Once in this area, click on the **"Choose File"** button to select the Excel file on your computer. After choosing it, press on the **"Import Online Questionnaire in Excel"** button



**Remember that you should upload all the mandatory attachments to each of the envelopes: this must be done always in the platform.**

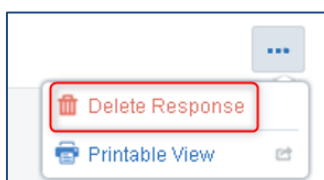
### 3.7 Printable View

The Printable View option allows you to download and print a pdf report which is automatically generated by the platform with all your registered responses to the different envelopes. You can access it for the **top right corner “More (...)” menu**



### 3.8 Delete or Withdraw your Response

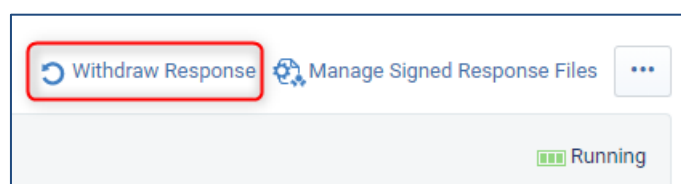
Responses can be deleted if they haven't been submitted yet



To delete a response, click on the “Delete Response” button. You can access it for the **top right corner “More (...)” menu**. Next, you will see a message confirming that your response has been eliminated.

**ATTENTION: If you delete a response, all the information already completed will be lost.**

After submitting your response, you can withdraw it by using the appropriate button and the top right corner of “My Response” menu.



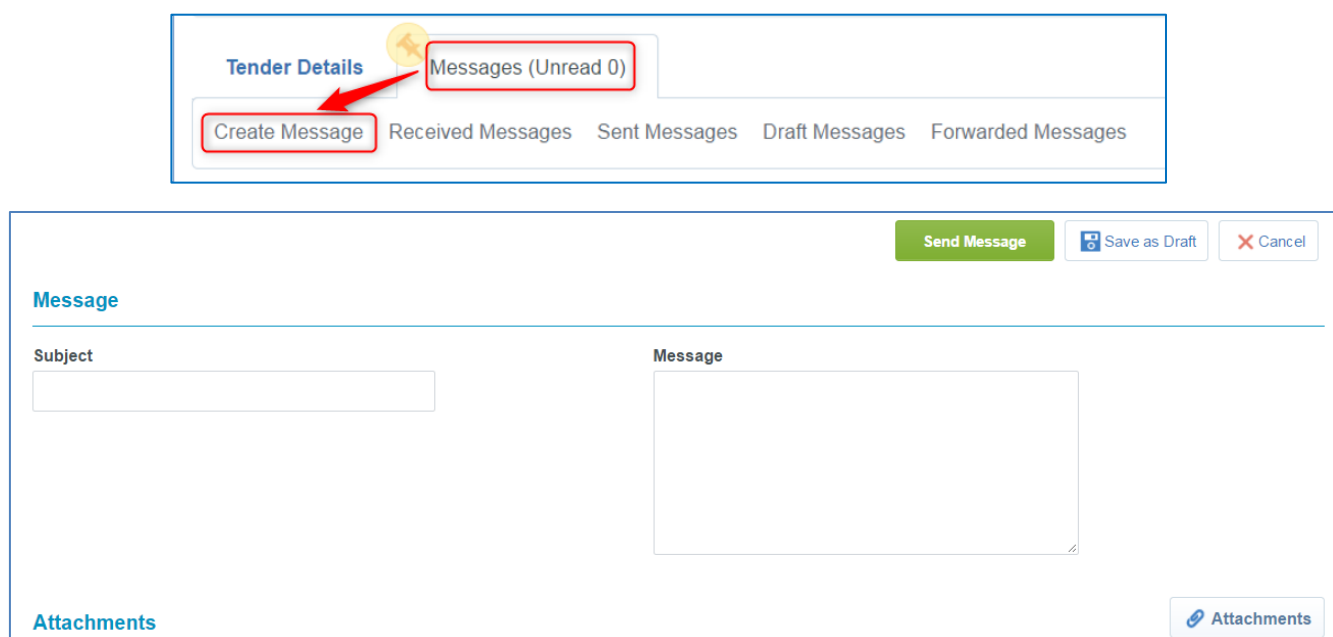
After withdrawing your response, the data of your response will remain available for you and available for any later submission (if still within the timeframe). If it remains “withdrawn” the Procurers will not be able to access during the opening.

### 3.9 Messages via eTendering Platform

In case of queries about the **Tender documents** or the **PCP process**, you must contact eCare buyers' group through this section.

Remember that **for any utilization doubts or technical questions about the eTendering platform, you should NOT create a message here**. Instead, you should direct your questions to the [Helpdesk Support](#).

To send a message to the buyer, go to the **"Messages"** tab and select the **"Create Message"** option. Here you can write your **subject, the message**, and **add attachments** as needed:



**Remember that when sending your message to the buyers' group:**

- Check the [eCare website FAQ](#) before submitting your question. All answers to previous questions have been published so your question might have been answered already.
- Please try to phrase your question in a clear and concise way. Use examples when possible.
- Please indicate the Tender Document related to the question, and the specific page or section if possible.
- In the subject of the message, **before the subject itself, please indicate the type of question you are asking:**
  - **Legal** (i.e.: questions related to the qualification envelope and questions related to the contract, PCP conditions, etc.
  - **Technical** (i.e.: questions related to the technical envelope and the medical challenge and ICT issues)
  - **Financial** (i.e.: questions related to the financial envelope)

**Example of Subject:** *(Technical) Question about Reproducibility of the solution*

After completing the information, click **"Send"** to send your message. You can view your sent messages in the **"Sent Messages"** Area. **Messages sent to the eCare buyer's group will be read and answered on a weekly basis on the [eCare website FAQ](#)**. Be sure to check it regularly.

## 3.10 Checking eCare Tender Response status

Before sending your response, you are advised to carefully check the following points:

- Each of the products/services, to which the offer is presented, should have been understood. In case of doubt, please check the [eCare FAQs](#). If you don't find your answer, you can submit a question through the [message tool](#).
- Check that no mandatory questions remain unanswered in any of the three envelopes (Qualification, Technical, and Commercial). See main page ("**My Response**" Area):

My Response Summary	
1. <a href="#">Qualification Response</a>	Missing optional responses (3) No additional attachments
2. <a href="#">Technical Response</a>	All questions answered No additional attachments
3. <a href="#">Financial Response</a>	Missing optional fields (10) Optional prices not quoted (213) No additional attachments

You should "**Validate Response**" before submission action when you are in "**Edit Response**" mode just to check that you have answered all mandatory questions.

Save and Return

Save and Continue

Cancel

Validate Response

## 3.11 Signature of the envelopes and Response Submission

Once that all the responses to the 3 envelopes have been duly filled in, required attachments have been uploaded to the corresponding area, and after verifying that the tender has been properly completed as a whole, **you must export your envelopes in pdf, sign them with a valid electronic signature, upload them into the system again, and finally submit them.**

**Remember that the signature of the envelopes' pdf should be exclusively electronic.**

To start the process, from **My Response** area you can click on the "**Submit Response**" button.

Tender Details

Messages (Unread 0)

Settings

Buyer Attachments (7)

My Response

User Rights

Submit Response

Export/Import Response

### Envelopes to be signed

Qualification Envelope	<a href="#">Download PDF with envelope content to be signed</a>
Technical Envelope	<a href="#">Download PDF with envelope content to be signed</a>
Commercial Envelope	<a href="#">Download PDF with envelope content to be signed</a>

A **warning message** appears to remind you checking all sections and documents required before submission.

**IMPORTANT:** Please ensure that you have reviewed your response for completeness, including any file attachments. To continue with your submission, click "OK". To return to your response without submitting, click "Cancel".

OK
Cancel

Next, the platform will redirect you to the **digital signature and submission of tender's area**.

Save and Submit Uploaded Signed PDF
Cancel

**Buyer Requested that your response forms should be digitally signed to complete the response submission.**

- 1 - Download the PDF files with the content of each envelope form.
- 2 - Digitally Sign each PDF (Use an authorised signature method).
- 3 - Upload digitally signed attachments, Click to add the Digitally Signed file to the appropriate Signed Envelope to complete your Submitted Response to Buyer.

**Buyer can exclude responses that are sent without**

### Envelopes to be signed

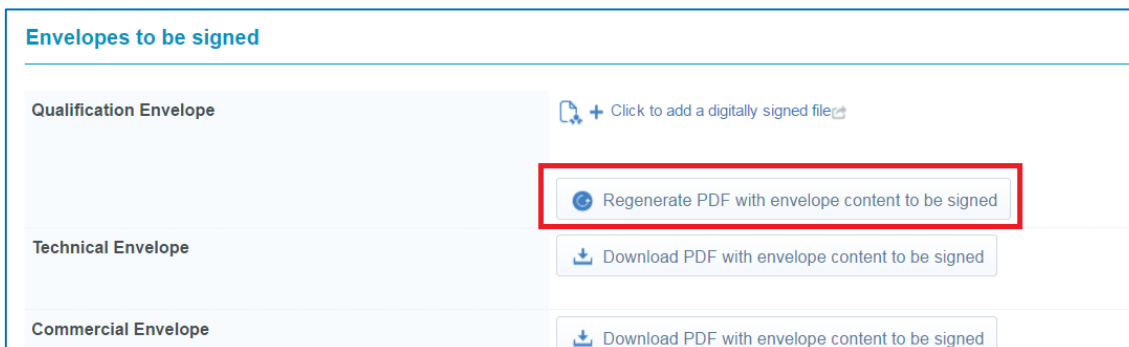
Qualification Envelope	<a href="#">Download PDF with envelope content to be signed</a>
Technical Envelope	<a href="#">Download PDF with envelope content to be signed</a>
Commercial Envelope	<a href="#">Download PDF with envelope content to be signed</a>

You must now download **the responses given** in all 3 envelopes (Qualification, Technical and Financial), sign them electronically, upload them again and finally submitting them. To do this, please follow these steps:

- 1. Download each envelope:** download the envelopes to be signed. For this, click on each button for each envelope. Your response will be downloaded in PDF format.

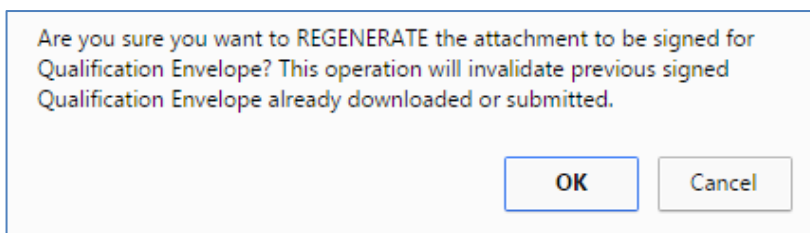


## Regenerating Envelopes' PDFs



After this first download of each envelope, at any time you will be able to **generate again the PDF envelopes** by click on the available button “**Regenerate PDF with envelope content to be signed**”. Note that you must always do this if you change anything in your response from this point onward: the submitted signed envelope pdf should always reflect the last status of the envelope.

Please note that **this action involves that previous signed submitted envelopes will be Invalidated, you should always upload the signed version of the last pdf that was generated.**



2. **Sign each of the downloaded envelopes' pdf with a digital certificate:** In the same way that you did with the electronically signed attachments, in order to digitally sign the envelopes, you will have to use an **external e-signature tool**.

### IMPORTANT WARNING:

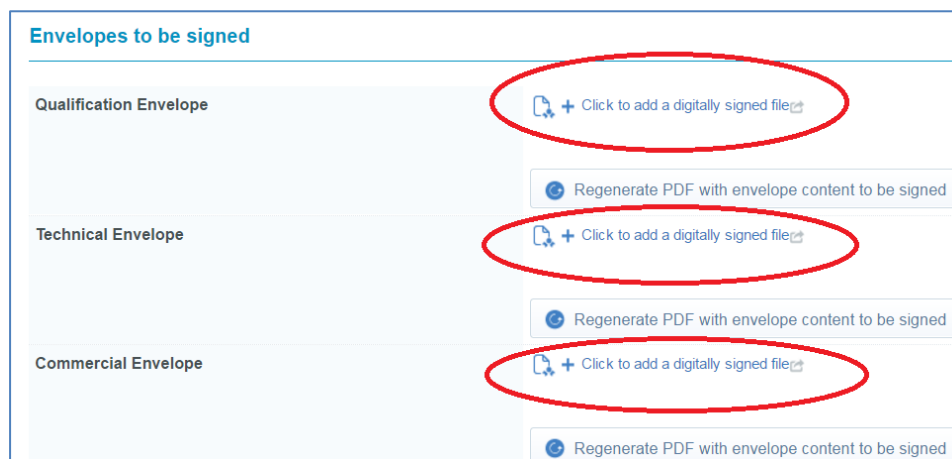
The electronic signature of the required documents and envelopes should be done **outside the eCare eTendering platform**. It is the tenderers responsibility to use an electronic signature tool that ensures the legal validity and security of the digital certificate used and of the documents signed.

The certificate used for the signature must be a **valid certificate, non-expired, non-revoked, issued by a valid Certification Authority for electronic signature, and it must guarantee the identity and integrity of the offer and the documents associated to it. It must also be issued to the person that submits the tender, or to an expressly authorized person on his/her behalf.**

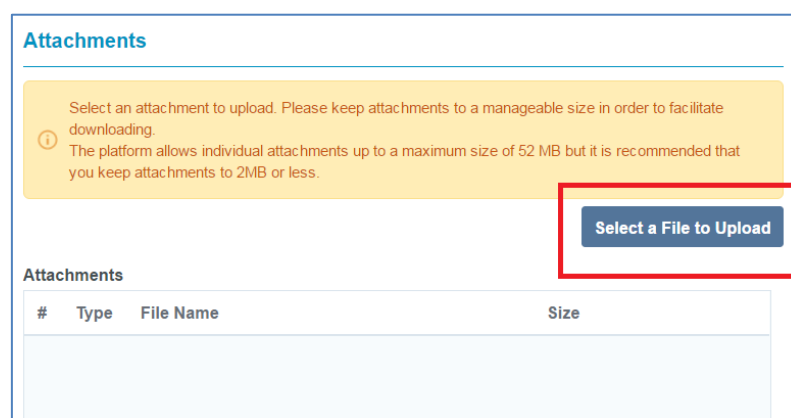
**For a list of valid Certification Authorities, please consult the [EU trusted List](#)**

If you have any problems or doubts regarding the electronic signature of your documents or envelopes' pdfs, please, [contact as soon as possible with the Helpdesk](#). **Please note that the process to obtain a valid electronic signature certificate is not automatic and might take some time. Be sure to check that you have a valid certificate for electronic signature in advance.**

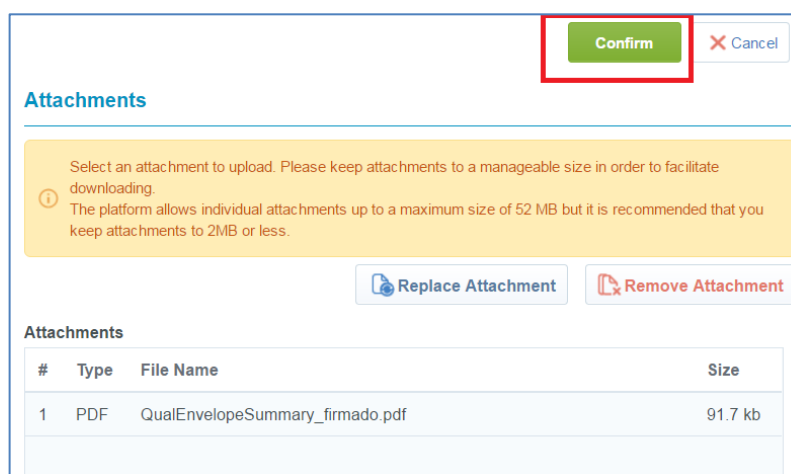
3. **Import electronically signed envelopes with a valid electronic Certificate:** After having electronically signed the documents, you should upload each of them to the platform. To do so, please, click on “**Click to add a digitally signed file**” as shown in the example below:



Then, you should select the corresponding electronically signed envelope to be uploaded on the platform:

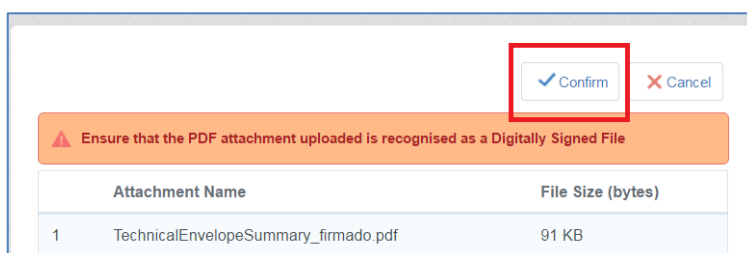


And **confirm** the action:



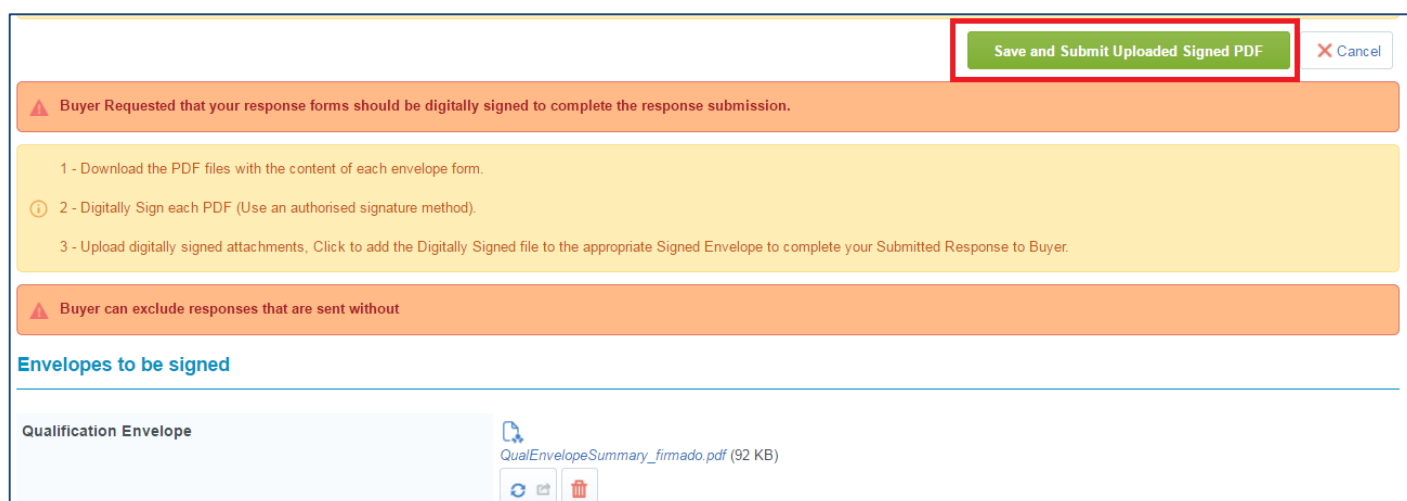
#	Type	File Name	Size
1	PDF	QualEnvelopeSummary_firmado.pdf	91.7 kb

**Note that only electronically signed responses will be accepted by the Procurers.** The system will advise you every time that a digitally signed document is required:



Attachment Name	File Size (bytes)
TechnicalEnvelopeSummary_firmado.pdf	91 KB

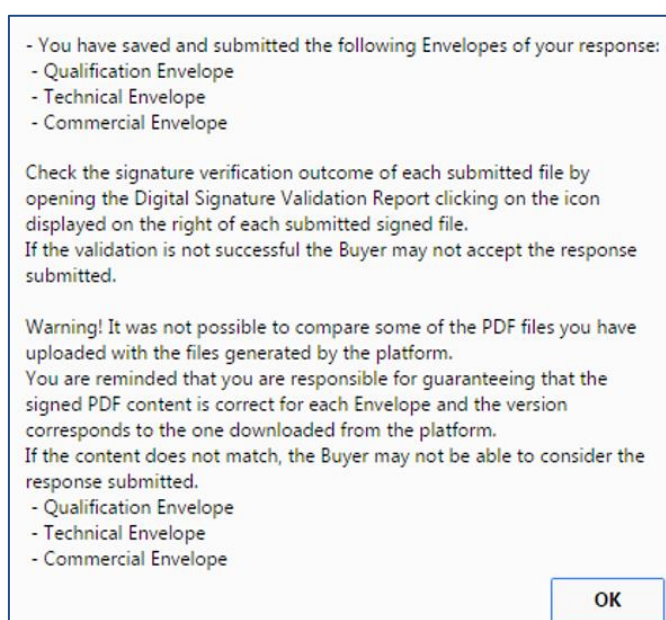
Once the signed envelopes have been uploaded, to complete the response and submission of your response, you must click on **"Save and Submit Uploaded Signed PDF"**. This allows you to finish the process and send your response.



**Envelopes to be signed**

Qualification Envelope
QualEnvelopeSummary_firmado.pdf (92 KB)

A summary of this submission action will appear in the system. Please, read it carefully:



- You have saved and submitted the following Envelopes of your response:

- Qualification Envelope
- Technical Envelope
- Commercial Envelope

Check the signature verification outcome of each submitted file by opening the Digital Signature Validation Report clicking on the icon displayed on the right of each submitted signed file.

If the validation is not successful the Buyer may not accept the response submitted.

Warning! It was not possible to compare some of the PDF files you have uploaded with the files generated by the platform.

You are reminded that you are responsible for guaranteeing that the signed PDF content is correct for each Envelope and the version corresponds to the one downloaded from the platform.

If the content does not match, the Buyer may not be able to consider the response submitted.

- Qualification Envelope
- Technical Envelope
- Commercial Envelope

OK
















**As you can see in the warning, the system does not compare the PDF files uploaded with the files generated by the platform due to the signature format. Therefore, it is the tenderer responsibility to attach the correct unaltered documents and envelopes.**

After submission, you can verify the signature validation of the 3 envelopes. You can review the verification report generated by the system to check the details of the signature and to ensure that there are no errors in the electronic signature process. To do so, from **My Response** area click on






the “**Verification of signature report**” icon

Don't worry if they show as not valid, you will be able to sign them again as many times as necessary until they are correct.

Envelopes to be signed	
Qualification Envelope	<div>   QualEnvelopeSummary_firmado.pdf (92 KB) </div> <div>  </div> <div>  Delete Signed PDF            Regenerate PDF with envelope content to be signed         </div>
Technical Envelope	<div>   TechnicalEnvelopeSummary_firmado.pdf (91 KB) </div> <div>  </div> <div>  Delete Signed PDF            Regenerate PDF with envelope content to be signed         </div>
Commercial Envelope	<div>   PriceEnvelopeSummary_firmado.pdf (169 KB) </div> <div>  </div> <div>  Delete Signed PDF            Regenerate PDF with envelope content to be signed         </div>

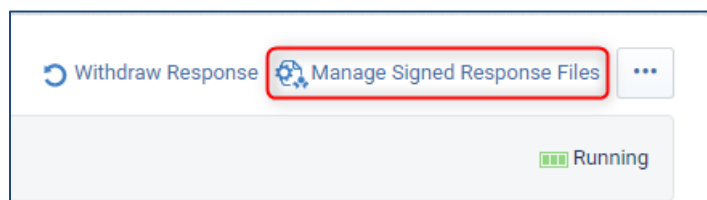
After submission, the platform will check the validity of the signature of the attached documents and envelopes.

- When the digital signature of the document has been successfully recognized by the platform as valid, it will show the following **green symbol**: 
- If, however, the signature couldn't be recognized as valid by the platform, it will show a **red symbol** 
- The **exclamation mark symbol**  does not indicate an error. It only reminds you that the platform cannot check that the document being attached is the correct one. **Therefore, it is the tenderer responsibility to attach the correct unaltered document or envelope.**

If the platform does not recognize your signature, please make sure that your certificate is valid as per the **indicated requirements above** and try to sign the documents with a different certificate or using a different signature tool.

If you are completely certain that your certificate is compliant and the signature tool is signing the documents correctly, but the platform doesn't recognize them, please contact the [Helpdesk Support](#).

If your envelope signature is not correct, you can try to sign the envelopes again with a different certificate or tool (as indicated in the text box above) and then upload them again. To access the envelope signature area again, you can access anytime from "My **response**" menu, clicking on "**Manage Signed Response Files**" on the top right corner:



Now you can upload the envelopes again, following again the same steps explained on the [previous section](#).

- **If you didn't change or edit any content** of the envelopes' questions, there is no need to generate another envelope pdf (the same you downloaded initially will suffice).
- **If you DID change any content on the envelopes' questions** before trying the envelope signature again, you must re-generate the pdfs again before signing them. The one uploaded must always be the same downloaded with the added electronic signature.

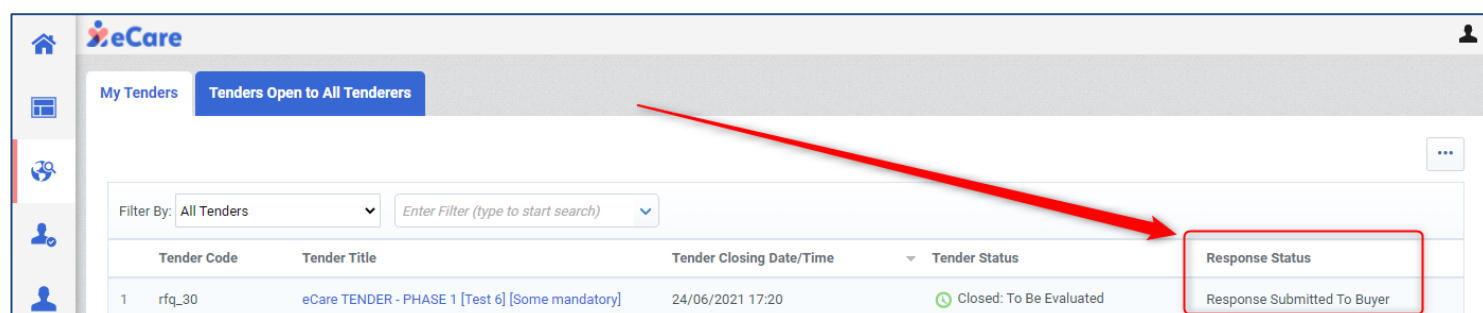
As you can see, the system allows you to leave your response submitted even if the envelopes signature is not correct. However, all sent responses should have correct electronic signatures to be considered for evaluation by the procurers: They must contain the signed envelopes dully validated by the platform.

## 3.12 CHECKING YOUR SUBMITTED RESPONSE

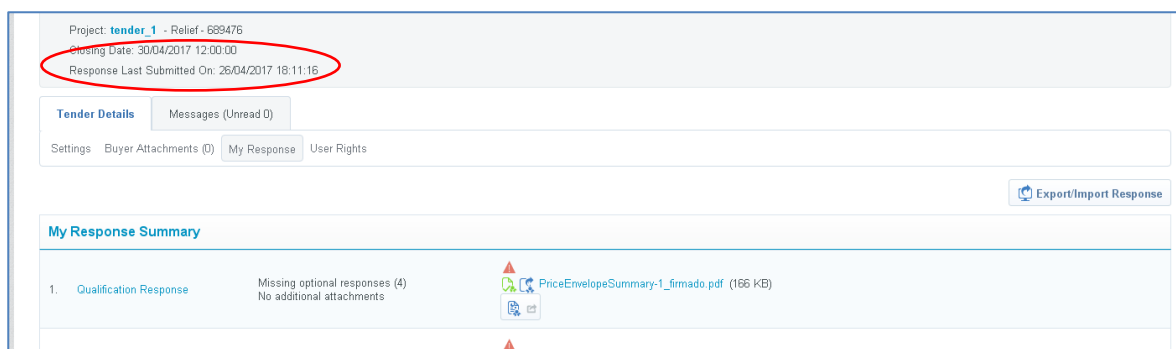
To check the status of your response, you have 3 options:

1. At "**My tenders**" tab you can verify the Response status of the eCare tender

When it appears as "**Response Submitted to Buyer**", it means your response was successfully submitted.



2. On **My Response** area you will see “**Response Last Submitted On**”, as shown below.



3. The platform will **send you an email** notifying that you have responded to the tender and confirming that the Digital Signature was successfully attached.

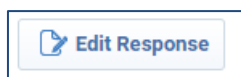
### 3.13 MODIFYING AND RE-SUBMITTING YOUR RESPONSE

Even if you have already submitted your response, **you can edit it and re-submit it at any moment if the deadline for response submission has not arrived yet.**

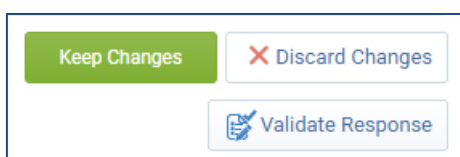
Only one response can be in “submitted” status at a time, so **every new submission will completely overwrite the previously presented one.**

**After any modification to your response, the updated envelopes’ pdf will have to be exported and signed again before re-submission.**

To modify your submitted response, from “**My Response**” area you can click “**Edit response**” at any moment



After applying your changes in any of the envelopes, remember to click on “**Keep Changes**” to save them



Once all changes are done, you can “**Submit Changes**” from “**My Response Menu**”



Don’t forget to regenerate and sign your envelopes’ pdf again after this process.

**IMPORTANT REMINDER: Do not leave submission of your response for the last moment.**

This tender requires some documents to be signed electronically, as well as envelopes' signature before submission. We recommend you take enough time in advance to familiarize yourself with the platform and this manual, and to ensure that you have:

- A valid electronic certificate for signature, compliant with the requisites described in this manual (see [Signature of the envelope and Response Submission](#))
- A working electronic signature tool to electronically sign your documents with the certificate.

The process of obtaining a valid electronic certificate for signature is entirely the tenderers responsibility and might take several days.

We strongly encourage you to take enough time to check that all aspects related to the electronically signature have been taken into account, and to have enough margin of time in case you have any doubt or problem related to the electronic signature of offers and you need to contact our Helpdesk Support, so we can help you with enough time before the deadline.

Responses received without valid electronic signature of the required attachments and envelopes or received after the deadline of **15th September 2021 at 12:00 midday (CET)** will not be considered for evaluation.