eTendering

End User Support Materials

Publications Office

1. Definitions, Abbreviations and Acronyms

Abbreviation and Acronyms

Cft	Call for Tenders
GUI	Graphical User Interface
PDF	Portable Document Format
UI	User Interface
UTF-8	UCS Transformation Format 8 bits

Definitions

Validator	Highest position in the eTendering hierarchy. The Validator is responsible for the nomination of the Procurement Officer.
Contracting authority	Entity that publishes a tender and will evaluate the bids
Call for Tenders	An invitation for suppliers, through a bidding process, to submit a proposal on goods, works or services.
Economic Operator	Supplier who participates in the Call for Tenders process and bids for product delivery or service realisation.
Editor	Has limited rights to edit public procurement notices, and view PDF notices on SIMAP.
eNotices	On-line tool for preparing public procurement notices and publishing them in the Supplement to the Official Journal of the European Union.
Public Area	The Public Area is the extranet part of the eTendering System, accessible to the Economic Operators.
Public Area User	The Public Area User is the actor who accesses the public part of the eTendering System.

2. Accessing eTendering

This section describes the constraints and the way to access to eTendering

2.1. Technical constraints

The eTendering Application has the following technical constraints:

Browser Compatibility	For the first and second iterations, the application is tested with Microsoft Edge and Mozilla Firefox latest version. Ultimately, the application will be tested with following browsers: Microsoft Edge, Mozilla Firefox and Google Chrome latest browser versions.
Multilingualism	eTendering must support multilingualism (23 languages).
Character Set Encoding	UTF-8.
Screen Resolution	Minimum 1024x768 pixels.
JavaScript	The application can run with or without JavaScript.
Accessibility	The application is respecting the accessibility guidelines defined in Web Content Accessibility Guidelines 2.0

2.2. User Authentication (Log-in)

Access to the eTendering public area is permitted to all users as Public Area guest users. Guest users are able to use the different functionality provided for non-registered users. User can select to Log in as Economic Operator if already has and EU Login account.
User authentication is performed using EU Login. Whenever the user is already authenticated via EU-Login, it is not required to re-identify himself and is directly connected to the application. The EU Login form allows the login to the eTendering Application.

Use your e-mail address	It specifies the e-mail with which the user wants to login.

EU Login Password	It specifies the password for the user. Note: For security reasons only dots are shown while entering the password.
Choose your verification method	User can choose the verification method of his preference.

Once the user name and password have been entered, the user clicks the Submit button to Sign in.
Economic Operator can choose to Log out and continue as Guest user at any moment.

3. User Interface Features

The user interface features are restricted to the possibilities achievable with a supported web browser (see Technical constraints). The UI functionality of the eTendering application is the same as found on other regular web pages. The eTendering application cannot support other methods users may be familiar with in other non-web based GUI-applications, e.g. no support for drag-and-drop functions.

3.1. Home page

This page is the home page of eTendering.
This page contains a description of the purpose of eTendering and explains how to benefit of it.

3.2. Performing actions

Buttons

The table below shows the used functions and the related buttons. The normal buttons are usually used in the button bar at the bottom of the Work area.

Save	Saves the changes of a record and opens the current page in consultation mode.
Clear	Resets a form to the default values for that form. All changes made by the user since the last save are discarded.
Search	Executes a search.
Cancel	Closes the current page and returns to the parent page in the navigation map. Cancels the current action if not already submitted or saved.
Calendar	Opens the calendar popup.

Keyboard

To submit a form for executing an action, the user should always press the corresponding button for this action. As far as possible, pressing the RETURN key invokes the first button on the page. Pressing the TAB key navigates between the different screen elements within a page (buttons, input fields, links etc). This can be a useful way to navigate without using the mouse however the exact behaviour is browser-dependent and may not always work as expected.

3.3. Working with forms

Forms must be filled in with data. Six types of input fields exist in the eTendering Application:
•Text input fields to enter text;
•Drop down menus to select one option out of a list;
•Multi-selection lists to select one or more options out of a list. To select more than one option, hold down the Ctrl-key and click on the options. To select a continuous range of options, hold down the Shift-key and click and drag on the options. The Ctrl- and Shift-key usage can be combined;
•Radio buttons to select a unique option from a set of possible options;
•Check box buttons to select a unique or several options from a set of possible options;
•Calendar icon to open the calendar popup allowing selection of a date.

Save	Saves the changes of a record and opens the current page in consultation mode.
Clear	Resets a form to the default values for that form. All changes made by the user since the last save are discarded.
Search	Executes a search.
Cancel	Closes the current page and returns to the parent page in the navigation map. Cancels the current action if not already submitted or saved.
Calendar	Opens the calendar popup.

3.4. Calendar

Next to date input fields, a calendar icon is available.
Clicking this icon opens a Calendar popup in which the user can navigate to a date. Clicking on it puts the selected date in the date input field.

3.5. Features of list tables

Sorting

List tables provide a feature to sort the data by one column.
(Sorting columns are indicated by a double arrow image next to the header.)
The default sort column is usually the first column. If the user clicks in the header of a column, the table is sorted by this column. The sort direction is ascending. If the column is already the sort

column and the user clicks a second time on the header, the sort order is descending. If the user clicks more than once, the sort order toggles between ascending and descending.

Paging

To delimit the number of entries of a list table shown on one page, the table provides a paging feature. The paging bar is positioned at top of the result table.
The left side of the paging bar shows the total number of records returned and the record range shown in the result table, whereas the right side of contains the paging function. The user has two possibilities to choose a page:

- Choose the number of the page directly in the paging bar: each page number is a normal hyperlink. A maximum of eight pages are shown: the actual page is highlighted. The link of the actual page is not active. If the page has less then two predecessors or successors, more pages are shown in the other paging direction. This is comparable to the Google paging2 ;
- Browse with the navigation hyperlinks. The user can move to the previous, next, first or last page respectively. If the user is on the first or last page respectively the corresponding links are not active

Sorting a paged result table

If a result table is paged, the sorting functionality sorts the whole result table and displays the selected page with sorted results.

3.6. Access rights & business rules dependencies

Depending on the user’s access rights and business rules some buttons and fields are disabled or don’t appear on the screen in certain circumstances.

3.7. Error handling

Constraints and business rules for the input values of the form fields are checked and if necessary an error message is shown to the user.
See the detailed constraints and business rules in the Functional Specifications Document for more detail.

Upon failure in the provided data, the validation error message is sent back to the client. The input form is displayed again with the filled in data and any error message is displayed under the affected field directly in the form in a highlighted colour. In case error messages are not related to a specific input field (for instance, a global validation involving several form fields), these messages are displayed at the top of form in a highlighted colour. In case of failure, the requested action is not executed, i.e. the data is not saved.

3.8. Confirmation when changing page

When the user is navigating away from a page with modified fields a popup window is opened to inform the user he’s leaving the page with unsaved data.
Pressing ‘OK’ for the confirmation executes the display of the requested page.
Pressing ‘Cancel’ executes no action and the user can continue to work with the current page.

3.9. Edit and Consultation mode

Whenever a user arrives in a screen and has the privilege to modify its data, an Edit link is available.
Once click, the user can start editing the data and then click on the Save button to commit changes or click on the Cancel button to cancel current modifications.
In the case when the user does not have the privilege to change the data, these links/buttons are not available.
Also depending on the user’s access rights and the phase in the workflow some (parts of the) screens will only be available for consultation. In this case, the editable fields are disabled or replaced by labels depending on the type of widget.

3.10. Site map

The site map is accessible from the header and the footer bar of the website.
This page contains an overview of the eTendering website.
It explains how the eTendering applicated is divided. When relevant, a link to the functionnality is available.

4. Functionality in public area

This section describes all the common functionalities available in the eTendering Public Area application. Each function is described as follows:

•A short description of the functionality described in the section;

•A description of how to navigate to that form, and pre-conditions, if any;

•A detailed description of the functionality, such as fields displayed, available actions, possible error messages.

4.1. Economic Operator login

In order to be able to use some options on the eTendering website, you will need to log in. Make sure that you already have an EU Login user account.
The login form is accessible from every page on the left menu above the Action Menu.

4.1.1. Economic Operator Account Migration

This functionality allow you to associate your old eTendering account to your EU Login account.

E-Mail	Email address linked to the old Economic Operator account. It is used to send the migration confirmation mail.

4.2. Economic Operator registration

This functionality allows an economic operator register on eTendering, but need to have a EU Login account.
Once registered, the user will be able to subscribe to Call for Tenders, download documents without captcha challenges.
In order to register, click on the link Subscribe to Call for Tenders in the Action Menu.

E-Mail	Email address of the economic operator. It is used to send the activation code, and after that to login eTendering. (automatically retrieved from EU Login account)
E-Mail Confirmation	Confirmation of the e-mail.

First name	First name of the economic operator. (automatically retrieved from EU Login account)
Last name	Last name of the economic operator. (automatically retrieved from EU Login account)
Telephone	Telephone number of the economic operator. (automatically retrieved from EU Login account)
Fax	Fax number of the economic operator.
Organisation Name	Name of the organisation to which the economic operator belongs to..
Address	Address of the economic operator organisation.
Captcha	A text to retype in order to prevent automatic registration.

Click on "Save" button to register or click on "Cancel" button to abort the registration.
A few minutes later, the system has sent an email to the registered email.
For completing the registration process, click on the activation link provided in the email.

The possible errors in this page are the following:

Email	Message: The E-Mail field is empty. Cause: An email is mandatory.
Email	Message: The E-Mail is syntactically invalid. Cause: The provided email is not syntactically valid.
Email	Message: The E-Mail is already used. Cause: The provided email is already used by another Economic Operator account.
Email Confirmation	Message: The confirmation email is empty. Cause: A confirmation email is mandatory.
Email Confirmation	Message: The confirmation is not the same as the e-mail. Cause: The e-mail and the e-mail confirmation don’t match.
Captcha	Message: The response to the captcha challenge is empty. Cause: The captcha challenge must be retype.

Captcha	Message: You have failed the Captcha challenge. Please try again. Cause: The text typed doesn't correspond to the captcha challenge.

4.3. My profile

This functionality allows to Economic Operators to update their profile information.

First Name	The first name of Economic Operator.
Last Name	The last name of Economic Operator.
User ID	The user id of Economic Operator. The field is read-only.
Telephone	The telephone number.
Fax	The fax number.
Organisation Name	The name of the organisation.
Address	The address.
City	The city.
Country	The country of Economic Operator.
Website	The URL address of Economic Operators website.
Business sector	A picker is available in the right of the field that leads to a pop-up window where user can search and select valid business sector codes.
Language for eTendering automatic notifications	The language that Economic Operator prefers to receive notifications.

The possible errors in this page are the following:

City	Message: The city is empty. Please provide a value. Cause: The field City is mandatory.

First name	Message: The first name is too long. It should be less than 80 characters. Cause: The field exceeded maximum allowed length of characters.
Last name	Message: The last name is too long. It should be less than 80 characters. Cause: The field exceeded maximum allowed length of characters.
Telephone	Message: The telephone number is too long. It should be less than 40 characters. Cause: The field exceeded maximum allowed length of characters.
Fax	Message: The fax number is too long. It should be less than 40 characters. Cause: The field exceeded maximum allowed length of characters.
Organisation name	Message: The organisation name is too long. It should be less than 40 characters. Cause: The field exceeded maximum allowed length of characters.
Address	Message: The address field is too long. It should be less than 240 characters. Cause: The field exceeded maximum allowed length of characters.
City	Message: The city is too long. It should be less than 60 characters. Cause: The field exceeded maximum allowed length of characters.
Website	Message: The website is too long. It should be less than 60 characters. Cause: The field exceeded maximum allowed length of characters.
Business sector	Message: The business sector is too long. It should be less than 60 characters. Cause: The field exceeded maximum allowed length of characters.

4.4. My Calls for Tenders

This functionality displays all Call for Tenders for which the user has subscribed.
This screen is accessible by clicking on the link "My Calls for Tenders" in the left side menu.

By checking "Display ongoing Call for Tenders" and clicking the "Apply" button, you will filter the Call for Tenders list to display only open Call for Tenders. By checking "Display closed Call for Tenders" and clicking the "Apply" button, you will filter the Call for Tenders list to display only closed Call for Tenders.

Fields displayed in the result table:

First Column	A "new" bullet is shown in that column if the Call for Tenders has been created or modified after the user last connection.
Tender reference number	Tender reference number of the Call for Tenders. This link opens the Call for Tenders details page.
Title	Title of the Call for Tenders. This link opens the Call for Tenders details page.
Contracting authority	The Contracting authority of the Call for Tenders.
Status	The status of the Call for Tenders. •Published : Calls for Tenders published in the Public Area; •Closed: Calls for Tenders that have an expired time limit for receipt of tenders or requests to participate; •Cancelled: Calls for Tenders cancelled after publication. Note that the sort of the status column is workflow driven and not alphabetically driven.
Start Date	The publication date of the Call for Tenders. After this date the Call for Tenders is visible on the public part. For Call for Tenders published on TED, this date corresponds to the TED publication date. For other Call for Tenders, this is the date on which the Call for Tenders is available on the public part of eTendering.
Closing Date	Date on which the Call for Tenders is closed.

Notifications	Indicates if notifications are enabled or disabled for the Call for tenders. If notifications are enabled a green tick is displayed.

4.4.1. Subscribe to notifications for new Call for Tenders

This functionality allows an economic operator to subscribe for receiving notifications for new Call for Tenders published. Once subscribed, the user will receive notifications each time a new Call for Tender is published in the system.
The subscribe functionality is accessible via the My Calls for Tenders page (See "My Calls for Tenders").
In order to subscribe to notifications click on the link "Activate Notifications of New Calls for Tenders" in the Action Box (category: Notifications).
After the subscription, a confirmation message is displayed on the page.
In the same manner, the user can unsubscribe to notifications by clicking on the link "Deactivate Notifications of New Calls for Tenders" in the Action Box (category: Notifications).

4.5. Search a Call for Tenders

Search a Call for tenders
This functionality allows the search of one or several Calls for Tenders based on search criteria.

This functionality is the one displayed by default when a user enters in the eTendering application.

The "Search for a Call for Tenders" form is accessible via "Call for Tenders – Search Calls for Tenders" in the Action Menu.
This page allows specification of criteria to be applied in the search process.
All those fields are optional and you don’t need to fill all of them.

Title or description contains	Specify the text that can be part of the title or description.
Contracting authority	A list containing all the available Contracting authorities. You can choose more than one Contracting authority by using the CTRL key.

Status	Specify which status of the Call for Tenders should be taken into account. You can choose more than one status by using the CTRL key. •All: display all Call for Tenders with no filter on a specific status. •Published: Calls for Tenders published in the Public Area. •Cancelled after publication: Calls for Tenders that have been cancelled. •Closed: Calls for Tenders that have an expired time limit for receipt of tenders or requests to participate.
Search in	Specify search to be limited only to Call for Tenders the user has subscribed or to search for all Call for Tenders. •My calls for tenders: if radio button selected the search concerns only Call for Tenders the user has subscribed. •All call for tenders: Search among all the call for tenders.
Start Date	Specify the period to take into account for the start date of a Call for Tenders. •From: You can enter the date manually or click on the calendar button to select the date. •To: You can enter the date manually or click on the calendar button to select the date.
Closing date	Specify the period to take into account for the closing date of a Call for Tenders. •From: You can enter the date manually or click on the calendar button to select the date. •To: You can enter the date manually or click on the calendar button to select the date.
Procedure type	Specify the procedure type of a Call for Tenders. You can choose more than one Procedure type by using the CTRL key. Procedures are split in two categories: •Ongoing calls for tenders •Forthcoming calls for tenders

Search a Call for tenders Results

To perform the search, click on the "Search" button. The search result is displayed at the bottom of the page.

First Column	A "new" bullet is shown in that column if the Call for Tenders has been created or modified after the user last connection.
Tender reference number	Tender reference number of the Call for Tenders. This link opens the Call for Tenders details page.
Title	Title of the Call for Tenders. This link opens the Call for Tenders details page.
Contracting authority	Contracting authority which the Call for tenders belong to.
Status	Current status of the Call for Tenders. •Published: Calls for Tenders published in the Public Area. •Cancelled after publication: Calls for Tenders that have been cancelled. •Closed: Calls for Tenders that have an expired time limit for receipt of tenders or requests to participate.
Start Date	Publication date of the Call for Tenders.
Closing date	Date on which the Call for Tenders is closed.

4.6. Display a Call for Tenders Details

This functionality allows the user to consult the Call for Tenders data, the associated questions and documents.

The details of a Call for Tenders are accessible via the search results or via My Call for Tenders section.

Tender reference number	Tender reference number of the Call for Tenders.
Title	Title of the Call for Tenders.
Description	The description of the Call for Tenders.

Contract Type	The type of contract applicable for the Call for Tenders.
Procedure Type	The type of procedure; e.g.: OPEN_PROCEDURE.
Status	The current status of the Call for Tenders at a given time.
Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)	This field is only available if the Call for Tenders is integrated with eSubmission. It allows to specify if the Call for Tenders is about a public contract, a framework agreement or a dynamic purchasing system (DPS)
Address of the buyer profile: (URL)	This field is only available if the Call for Tenders is integrated with eSubmission. It allows to specify the URL address of the buyer profile.
Published on TED	Indicates if Call for tenders is published on TED. Itf it is published a green tick is displayed.
Award method	This field is only available for the Call for Tenders linked with eNotices and only if there is no lots/sublists defined. Otherwise, award method is defined at the level of lots/sublists.
Estimated total value	An estimation of the total value of the Tender including the currency.
Main CPV	This field is only available for the Call for Tenders linked with eNotices and only if a Main CPV code has been defined for the Call for Tenders.
Supplementary CPV	This field is only available for the Call for Tenders linked with eNotices and only if a Main CPV code has been defined for the Call for Tenders accompanied by supplementary CPV codes.
NUTS	This field is only available for the Call for Tenders linked with eNotices and only if there is no lots/sublists defined. Otherwise, NUTS codes may exist only at the lots/sublists level.

Additional CPV	This field is only available for the Call for Tenders linked with eNotices and only if there is no lots/sublists defined. Otherwise, Additional CPV codes may exist only at the lots/sublists level. The additional CPV codes are displayed in a table where the first column displays the additional cpv codes values and the second column has the supplementary codes linked to each of them.
Access to Procurement	This field is only available if the Call for Tenders is "Planned negotiated procedure for middle/low value contracts" or "Planned call for tenders with OJ S publication". It specifies the access to procurement conditions for participation.
Start Date	The publication date of the Call for Tenders.
TED publication date	This is the publication date of the Call for Tenders on TED Website.
Question Deadline	The date until which an Economic Operator can post a question for a Call for Tenders.
Answer Deadline	The date until a Question can be replied for a Call for Tenders. This is always the same as the time limit for receipt of tenders or requests to participate of the Call for Tenders. This date can be postponed, so that all questions can be answered.
Time limit for receipt of tenders	Date on which the Call for Tenders is closed. In case Call for tenders is integrated to eSubmission is the deadline that the Submit a tender link is available.
Time limit for requests to participate	Deadline to submit participation request for the Call for Tenders.
Deadline to express interest	Date on which the Call for Tenders is closed.
Conditions for opening tenders (date)	The date on which the Contracting Authority opens the received offers. This is for information purpose only.
Latest possible closing date	This date is applicable only for Planned call for tenders with OJ S publication. Deadline on which if it is reached the Economic Operator cannot subscribe to the Call for Tenders.

Estimated date of publication of Contract Notice	This date is applicable only for Planned call for tenders with OJ S publication. Presents the estimated date of publication of Contract Notice.
Lots/Sublist	List of lots or sublists in case of Call for expression of interest procedures defined for the Call for Tenders. Information displayed for each lot/sublist is: Lot/Sublist number, title and Description. The Lot/Sublist number is a hyperlink to display the Lot?sublist details' page.
Notices	List of notices related to the Call for tenders are displayed in a table containing the following information for each Notice: Reference, the Notice type and its publication date.

4.7. Not published Call for Tenders

The Call for Tenders that you trying to access is not available because it has not been published yet

4.8. Subscribe to a Call for Tenders

This functionality allows an economic operator to subscribe to a Call for Tenders. Once subscribed, the user will receive notifications of Call for Tenders events like the publication of new documents.
Moreover, the user will be able to ask questions related to the Call for Tenders.

The subscribe functionality is accessible via the details page of the Call for Tenders (See "Display a Call for Tenders Details").
In order to subscribe to a Call for Tenders click on the link "Subscribe to Call for Tenders" in the Call for Tenders details page or click on the link "Subscribe" in the Action Box (category : Actions).
After the subscription, a confirmation message is displayed and a notification is sent to the economic operator (both email and message).
In the same manner, the user can unsubscribe from a Call for Tenders by clicking on the link "Unsubscribe from Call for Tenders" in the Call for Tenders details page or in the Action Box (category: Actions).
The user may not want to receive notifications for a specific Call for Tenders. For disabling notifications, click on the link "Disable Notifications" in the Call for Tenders details page. The link is available as soon as the user is subscribed to the Call for Tenders.

4.9. Submit a Tender for a Call for Tenders

Submit a tender to a Call for Tenders

This functionality allows to an economic operator to submit a tender to a specific Call for Tenders. Functionality is available for Call for tenders that their data have been submitted to the eSubmission system and the closing deadline is not reached. In order to submit a tender to a Call for Tenders click on the link "Submit a tender" in the Call for Tenders details page.

Submit a request to participate to a Call for Tenders

This functionality allows to an economic operator to submit a request to participate to a specific Call for Tenders. Functionality is available for Call for tenders that their data have been submitted to the eSubmission system and they support two phase submission.

When a Call for Tenders is in the first submission phase (time limit request to participate deadline is not reached) the link "Submit a request to participate" in the Call for Tenders details page

After the first submission phase is over and Call for Tenders enters the second submission phase the "Submit a tender" link is available.

4.10. Express interest for a Call for Tenders

This functionality allows to Economic Operators to express interest for a Call for Tenders. The action is available only for Call for Expression of Interest (Preselection Candidates or Vendor's List) and Planned negotiated for middle/low value contracts procedures and provided that Deadline to express interest is not reached. A link is displayed in the Action box of Call for tenders' details page. The link redirects to a form that Economic operator can submit to express interest. When an Economic Operator express interest to a Call for Tenders automatically subscribes to Call for Tenders as well.

Organisation/Consortium name	The name of the organisation or consortium that expresses interest for the Call for Tender.
Email	The email to contact.
Country	The country of Economic Operator.
City	The city.
First Name	The first name of Economic Operator.
Last Name	The last name of Economic Operator.
Telephone	The telephone number.

Address	The address.
Fax	The fax number.
Website	The URL address of Economic Operators website.
Business sector	A picker is available in the right of the field that leads to a pop-up window where user can search and select valid business sector codes.
Language for eTendering automatic notifications	The language that the Organisation/Consortium prefers to receive notifications.
Lot/Sublist	The lot/sublist to express interest. More than one can be selected with the CTRL key.
I accept the Privacy Statement	In order to proceed with expression of Interest the check box must be checked to accept the Privacy Statement.

Economic Operator performs an expression of interest by clicking on 'Save' button. If the data provided in the form do not match the data saved in Economic Operator's profile system asks if personal information of user should be updated as well according to the data submitted during expressing interest. User can confirm by clicking on 'Yes' or disapprove with 'No' button.
The possible errors in this page are the following:

Organisation/Consortium name	Message: Mandatory field. Please provide a value. Cause: The field Organisation/Consortium name is mandatory.
E-mail	Message: Mandatory field. Please provide a value. Cause: The field E-mail is mandatory.
Country	Message: Mandatory field. Please provide a value. Cause: The field Country is mandatory.
City	Message: Mandatory field. Please provide a value. Cause: The field City is mandatory.
First name	Message: Mandatory field. Please provide a value. Cause: The field first name is mandatory.

Last name	Message: Mandatory field. Please provide a value. Cause: The field last name is mandatory.
Business sector	Message: Mandatory field. Please provide a value. Cause: The field business sector is mandatory.
Sublist	Message: This is a mandatory field. Please select one or more sublists. Cause: At least one sublist must be selected if the option is available.
Lot	Message: This is a mandatory field. Please select one or more lots. Cause: At least one lot must be selected if the option is available.
I accept the Privacy Statement	Message: You must accept the Privacy statement to express interest.
E-mail	Message: The syntax of the e-mail address is wrong.
Business sector	Message: The business sector is not valid. Cause: The code(s) provided in business sector field is/are not valid. The user can select valid code for business sector by using the picker in the left side of the field.
Organisation/Consortium name	Message: The organisation name is too long. It should be less than 40 characters. Cause: The field exceeded maximum allowed length of characters.
City	Message: The city is too long. It should be less than 60 characters. Cause: The field exceeded maximum allowed length of characters.
First name	Message: The first name is too long. It should be less than 80 characters. Cause: The field exceeded maximum allowed length of characters.
Last name	Message: The last name is too long. It should be less than 80 characters. Cause: The field exceeded maximum allowed length of characters.

Telephone	Message: The telephone number is too long. It should be less than 40 characters. Cause: The field exceeded maximum allowed length of characters.
Address	Message: The address field is too long. It should be less than 240 characters. Cause: The field exceeded maximum allowed length of characters.
Fax	Message: The fax number is too long. It should be less than 40 characters. Cause: The field exceeded maximum allowed length of characters.
Business sector	Message: The business sector is too long. It should be less than 60 characters. Cause: The field exceeded maximum allowed length of characters.
Website	Message: The website is too long. It should be less than 60 characters. Cause: The field exceeded maximum allowed length of characters.

4.11. Withdraw interest for a Call for Tenders

This functionality allows an economic operator to withdraw interest for a Call for Tenders.
The action is available only for Call for Tenders that the user has already expressed interest and provided that the deadline to express interest is not reached. The link to withdraw interest is displayed in the Action box of Call for tenders' details page. The link redirects to a form that Economic operator is asked to confirm the withdrawal action or cancel it.

4.12. Expression of Interest tab of a Call for tenders

Expression of Interest tab of a Call for tenders

Expression of Interest tab allows to an Economic Operator that has expressed interest to:
•Display all information regarding the expression of interest submitted
•Display the list of partner organisations
•Add a partner organisation

Expression of Interest

Following details of expression of interest are displayed:

Organisation/Consortium name	The name of Organisation/Consortium that expressed interest and in which the Economic Operator belongs to.
E-mail	The email to contact.
Additional information	All the details submitted with expression of interest (Country, City, First name, Last name, Telephone, Address, Fax, Website, Business sector, Preferred language)

List of partner organisations

The List of partner organisations contains the following details:

First column	Check box that allows the deletion of the partner organisation when selected and the button 'Delete' is clicked.
Organisation name	Name of the partner organisation.
Email of the contact point	Email address of the contact point.
Contact point information	Additional information (Country, First name, Last name, Telephone, Address, City, Website, Business Sector)

Add a partner organisation

Allows to add a partner organisation to the Lead organisation that expressed interest.

Partner organisation name	Partner organisation name to add.
Contact point email	Contact point email of the Partner organisation to add.
Country	Country og the partner organisation.
First Name	The first name of Contact point.
Last Name	The last name of Contact point.
Telephone	The telephone number.
Address	The address.
City	The city.

Website	The URL address of Economic Operators website.
Business sector	A picker is available in the right of the field that leads to a pop-up window where user can search and select valid business sector codes.

Possible errors when adding a contact point:

Partner organisation name	Message: Mandatory field. Please provide a value. Cause: The field is mandatory.
Contact point email	Message: Mandatory field. Please provide a value. Cause: The field is mandatory.
Country	Message: Mandatory field. Please provide a value. Cause: The field is mandatory.
Contact point email	Message: The syntax of the e-mail address is wrong. Cause: The field is either empty or the email syntax is incorrect.
Partner organisation name	Message: The organisation name is too long. It should be less than 40 characters. Cause: The field exceeded maximum allowed length of characters.
City	Message: The city is too long. It should be less than 60 characters. Cause: The field exceeded maximum allowed length of characters.
First name	Message: The first name is too long. It should be less than 80 characters. Cause: The field exceeded maximum allowed length of characters.
Last name	Message: The last name is too long. It should be less than 80 characters. Cause: The field exceeded maximum allowed length of characters.

Telephone	Message: The telephone number is too long. It should be less than 40 characters. Cause: The field exceeded maximum allowed length of characters.
Address	Message: The address field is too long. It should be less than 240 characters. Cause: The field exceeded maximum allowed length of characters.
Business sector	Message: The business sector is too long. It should be less than 60 characters. Cause: The field exceeded maximum allowed length of characters.
Website	Message: The website is too long. It should be less than 60 characters. Cause: The field exceeded maximum allowed length of characters.

4.13. Access List of a Call for tenders

Access List of a Call for tenders

This functionality allows to Economic Operators to view all the contact points already linked to a Call for tenders as well as add new contact points. The Access List is a separate tab of the Call for tenders page. It is available for restricted procedures that Economic Operator has validated access after via invitation send, or for Call for tenders that the Economic Operator's organisation expressed interest or takes part as partner of Organisation/Consortium. Contact Points already linked are displayed in a table with the following columns:

First Column	Check box that allows to delete the contact point from the access list.
Email of the contact point	The email to contact.
Status	The access status of the contact point.

Delete a contact point from the access list

Tick the check box of the contact point to be removed. More than one check boxes can be selected. Click on the 'Delete' button.
Possible errors:

Delete action	Message: It is not allowed to remove all Economic operator from the Access List.

Add a new Contact Point

User with access in the Access List tab of a Call for Tenders is allowed to add new Contact points.

Email(s) of the Contact Point(s)	The email of the contact point to add. Format of Email address (name@provider.extension); Several email addresses separated by ';'
Language code of the contact point	The language of preference for the contact point.
Comment	Comment to add optionally when adding new contact point.

Possible errors when adding a contact point:

Email(s) of the Contact Point(s)	Message: The syntax of the e-mail address is wrong. Cause: Email is either empty or has incorrect syntax.

4.14. My Questions & Answers

This functionality displays the questions of all Call for Tenders for which the user has subscribed and submitted question(s)). The questions that have not been read yet by the Economic Operator are displayed in bold.
There is the possibility to display only the unread questions by clicking on "Only unread questions" and then clicking on the "Apply" button.
There is the possibility to display only the users' questions by clicking on "Display only my questions" and then clicking on the "Apply" button.
This page is accessible by clicking on the link My Questions &Answers in the Action Menu:

# (Number)	The number of the question.
Question	The question description.
Answer	The lastest published answer if exists.
Call for Tenders Title	Title of the associated Call for Tenders.

Submission Date	The date when the question was submitted by her creator.
Last modification status	The date of the last modification occurred in question.
Status	The current state in the question process.

4.15. Create a question

This functionality allows the user to create a question on a Call for Tenders for which he has subscribed.
To create a question click on the link "Create a question" in the Questions &Answers tab or click on the link "Create a question" in the Action Box (category : Actions).
Click on "Save" button to create the question as a draft, click on "Submit" button to create the question and submit it to the Call for Tenders' team. Otherwise, click on "Cancel" button to abort the creation.
The following fields must be completed:

Subject	The question's subject.
Question	The question's description.

The possible errors in this page are the following:

Subject	Message: Please fill in a Subject for the question. Cause: An subject is mandatory.
Question	Message: Please fill in a description for the question. Cause: A description is mandatory.
Subject	Message: The subject is too long. It should be less than 240 characters. Cause: It should be less than 240 characters.
Question	Message: The question description is too long. It should be less than 2000 characters. Cause: It should be less than 2000 characters.

4.16. Edit a question

This functionality allows the user to edit a question he had created on a Call for Tenders.
However, a question can only be edited while it is a draft.
To edit a question, first go to the My Questions &Answer.
Click on the question you want to modify.
Then click on the link edit in the Question details tab or in the Action Box (category: Actions).
Click on "Save" button to save the question as a draft, click on "Submit" button to save the question and submit it to the Call for Tenders’ team. Otherwise, click on "Cancel" button to abort the modification.

Subject	Original question subject.
Question	Original question description.

4.17. Delete a question

This functionality allows the user to delete a question he had created on a Call for Tenders.
However, a question can only be deleted while it’s a draft.
To delete a question, first go to the My Questions &Answer.
Click on the question you want to delete.
Then click on the link "Delete question" in the Question details tab or in the Action Box (category: Actions).
Then a confirmation window is displayed where you can confirm the deletion or abort it.

4.18. Search a question

This functionality allows the user to search for a question by specifying search criteria.
In order to search a question, click on the link "Search a Question" in the Action Menu.
The page "Search a question" is displayed with search criteria you can fill.
All the fields are optional: you don’t need to fill all of them. You can leave them empty with the purpose of displaying the full list of questions.
To perform the search, click on the "Search" button.
The search results are displayed at the bottom of the page.

Containing Text	Defines the text that should be found in the question’s title or description.
In the answer	Defines the text that should be found in the answer.

Display only unread questions	If ticked only unread questions are included in search results.
Display only my questions	If ticked only questions submitted by the user included in search results.

4.19. Display details of a Question

To see question's details, click on the title of a question.
The Question's Details page is displayed for the selected question.
The Question's Details page is composed of two sections :
•Question's status.
•Question's data

4.20. Display Call for Tenders documents

Click on the Document Library tab in the Call for Tenders Details page.
The complete list of documents is displayed under the tab.

Lot/Sublist	Specify lot/sublist number to which the document is associated.
Title	Title of the document is translated in the current language if available otherwise it is displayed in the default language. This link opens the Document Details page. Default language of the document is mentioned next to the title by an icon and other available files are listed below. You can download the document by clicking on the language icon.
Document Type	Defines a type of document (e.g. Specifications).
Publication Date	Date of publication of the Call for Tenders.

4.21. Display Details of a document

To see details of a document, click on the title of a document.
Then Document Detail page is displayed for the select document.

Title	Title of the document in either the default language or the logged-in user’s language.
Description	Description of the document in either the default language or the logged-in user’s language.
Lot/Sublist	Specify to which lot/sublist the document is linked if defined.
Type	Type of the document.
Creation Date	Creation date of the document in the system.
Languages	List of languages in which the document is available. Click on a language icon to download the document.

4.22. Download a document

If user click on the language icon, a pop-up window opens and you can choose to open or save the document.
The system might request a captcha validation if the user is an unregistered user. A captcha must be entered in that case in order to download the document.
If the captcha is unreadable, click on "New Captcha" button to generate a new one.
Retype the text displayed in the captcha and then click on "Submit" button.
If the captcha succeeds, a pop-up window opens and you can choose to open or save the document.
If the captcha failed, a new captcha is generated and an error message is displayed.

4.23. Search a Document

Search a document

This functionality allows the user to search for a document in all Calls for Tenders by specifying search criteria.

To search a document, click on the link "Search a Document" in the Action Menu.
Then a search page is displayed with the search criteria you can fill in.

Title or description contains	Specify the text that can be part of the title or description.
Document Type	Specify the document type.
Publication Date	Specify the period to take into account for the publication date of the document. •From: You can enter the date manually or click on the calendar button to select the date. •To: You can enter the date manually or click on the calendar button to select the date.
Language of the files	Specify in which language the search must be performed. You can select one specific or all available languages.

Search a document results

To perform the search, click on the "Search" button. The search result is displayed at the bottom of the page.

Title	Title of the document. The link opens the Document Detail page. Click on language icons to download the file.
Call for Tenders Title	Title of the document
Publication Date	Publication date of the document.

4.24. Global FAQ

The FAQ page displays the most frequently asked general questions to the eTendering support and allows the user to find an answer to all these questions.

Just click on a question to display its answer.

Before asking a question to the eTendering support, please check this section to ensure your question have not been answered yet.

4.25. Contracting Authority FAQ

The FAQ page displays the most frequently asked questions of a particular Contracting Authority to the eTendering support and allows the user to find an answer to all these questions.

Just click on a question to display its answer.

Before asking a question to the eTendering support, please check this section to ensure your question have not been answered yet.

5. My messages

This functionality displays all the messages received by the user.
This screen is accessible by clicking on the link "My Messages" in the Action Menu.
To see the content of a message, click on the subject.
Clicking on the columns header sort the messages.
You can group the message by Sender if you click on the Sender column.
Once this sort activated, click on the collapse button of the desired Topic to see the related messages.
One or more messages can be permanently removed. To do so, select the messages that you want to remove by clicking the checkbox beside them.
Afterward click on the "Delete" button to delete the selection. A confirmation message is displayed to prevent unwanted deletions.

First column	Defines message to be deleted.
Sender	The origin of the message.
Subject	Subject of the message.
Creation date	Date when the message was sent.

6. Read a message

This functionality displays the content of a message
This screen shows the details of message.
To access to the other messages :
•Get back to My Messages page by the menu;
•Use the action buttons in the bottom of the page.

The actions buttons allows to go to :
•The fist message;
•The previous message;
•The next message;
•The last message.

Title	Title of the message.
Creation date	Date when the message was sent.
Content	The content of the message.