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eSubmission

Guidebook for Economic Operators

**Guidelines on how to proceed with your electronic bid submission
in the Greek national e-procurement platform (a.k.a.: “Promitheus” / NEPPS / “ESIDIS”)
for Goods and Services**

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1. Navigating on the E-procurement Platform

In this section, before learning how to prepare a bid, it is important to familiarize yourself with some of the system's prerequisite (first) steps such as registering, logging-in and navigating your way through published e-procurement Tenders, active responses and drafts.

1.1 Registration and Log-In Page

Your priority is to gain access credentials to the e-procurement platform. To do so, you need to successfully complete the following registration process by visiting the [Promitheus' Portal](#) (Figure 1) and selecting the "Service Center" icon. Here, you will notice that there are two Application Forms available for you to choose from:

- "Application for Registration of EU Suppliers" (for European Union Suppliers)
- "Application for Registration of Third Country Suppliers" (for non-European Union Suppliers)

Fill out the required fields with the appropriate registration information and when finished, click on the "Submit" button at the bottom left corner of the form. Bear in mind that the submitted information is subject to verification, evaluation, and approval by an authorized user of our Service Center. You will not be able to log in until the registration has been verified and activated.



Figure 1 Registration Page

Following the successful completion of the registration process described above, you will be granted personal identification credentials (user name and password). Expect to receive your personal credentials via e-Mail, that is, the one that you declared in your application form. You may then visit the [Log-In page](https://nepps.eprocurement.gov.gr) for the NEPPS Goods and Services system (<https://nepps.eprocurement.gov.gr>) in order to start working on the platform (Figure 2).



Figure 2 Log-In page

1.2 Find a tender to start the bid submission

After using your personal credentials in the Log-In Page (see section 1.1 Registration and Log-In Page”), you are directed to the platform’s **Home page**. From that point, make sure to follow the step-by-step guide described below to locate the Tender and start drafting your bid.

1. From the Main Menu (on the left of the screen) in the **Home page**, click on the three cascading options in a sequential manner:
“Sourcing Supplier” -> “Sourcing” -> “Sourcing Home Page”.

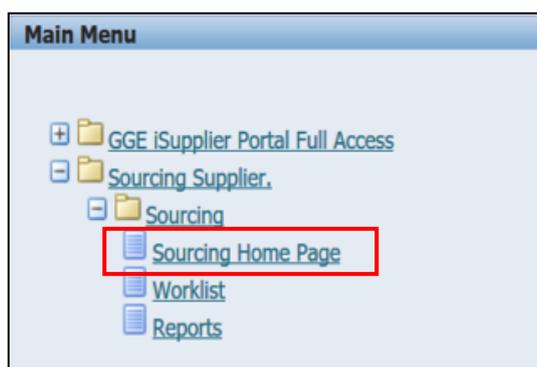


Figure 3 Navigation to Sourcing Home Page

2. You are now in the **Negotiations** page
 Go to the field at the top of the page titled **“Search Open Negotiations”**, unfold the drop-down menu and choose **“Number”** and then enter the negotiation number (i.e. eTender ID) you are interested in (for example in this case 80934) and click on **“Go”**.

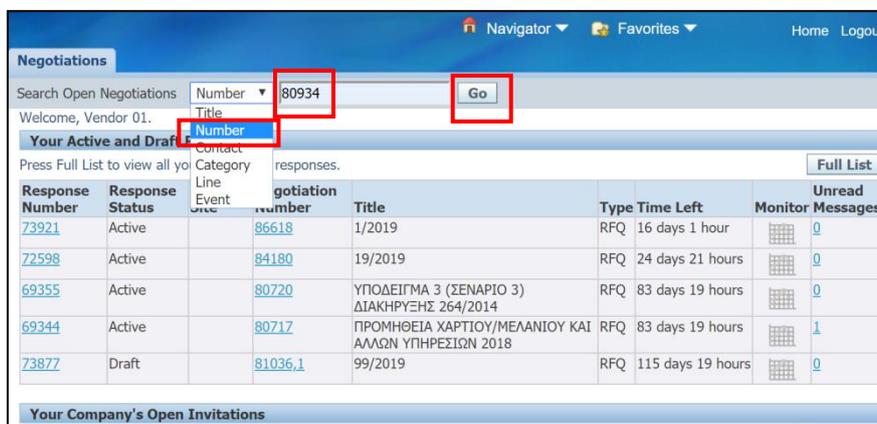


Figure 4 Search open negotiations

3. Active Negotiations page

Select the tender by clicking on the radio button (column “**Select**”) and then click the “**Respond**” button in order to create your draft response (i.e. bid).

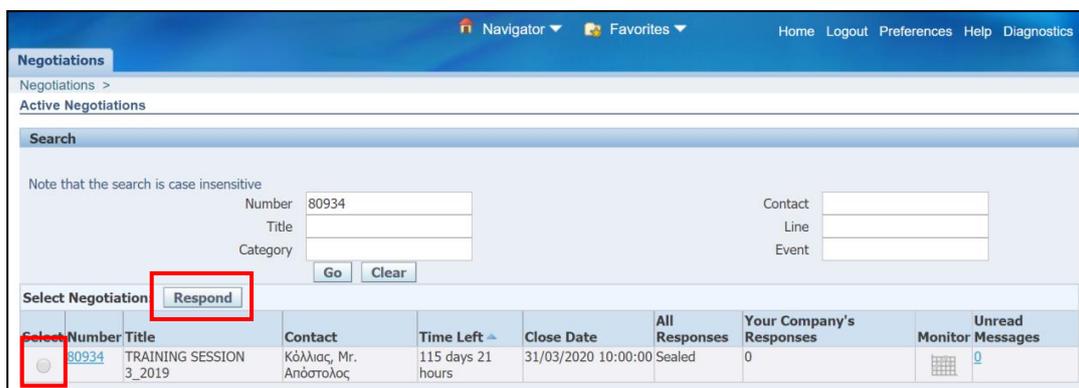


Figure 5 Responding to the tender selected

You have just created your draft response that has been automatically assigned a unique identification number, (for example in this case 74041). At any point you may click on the command button “**Save Draft**” to save the work done so far. You may now exit the system, since your draft response is already saved and available for future access, as indicated in the following section (see 1.3 List of active and draft responses). If, however, you choose to continue working on your draft then make sure to follow the instructions provided in section 2 Preparing your draft response.

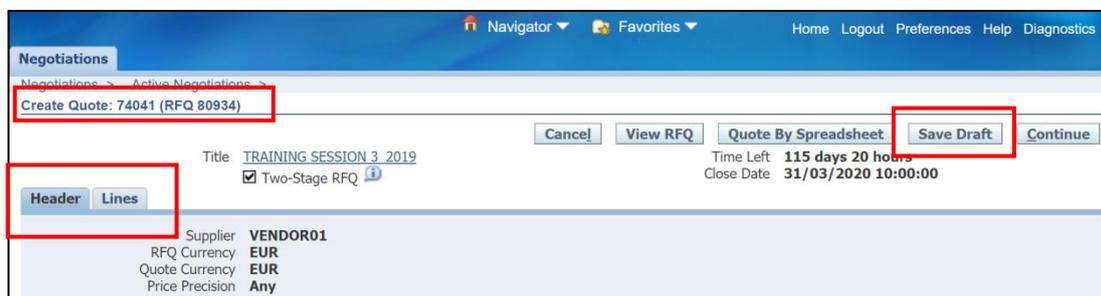


Figure 6 Initiation of draft response

1.3 List of active and draft responses

After creating a draft response (bid) (see section 1.2 Find a tender to start the bid submission), you may log-in again on the platform (see section 1.1 Registration and Log-In Page) and navigate towards the **Negotiations** page (see steps 1 and 2 in section 1.2 Find a tender to start the bid submission).

This page stores your entire portfolio of responses; either “**Active**” (i.e. submitted bids) or “**Draft**” responses (i.e. draft bids), as indicated under the column “**Response Status**”. The description “**Draft**” connotes that your bid is still “work in progress” and has yet to be submitted. The description “**Active**”, on the other hand, means that your bid has been successfully submitted and no further modifications are allowed. You may access them at any point by clicking on the corresponding “**Response Number**”. Moreover, it is highly recommended that you navigate your way through the Tender by clicking on the corresponding “**Negotiation Number**”; the information contained within it might prove very useful.

Note that only a small number (five) of your responses appear in this table. In case you have created more than five responses and you wish to see all of them, you should click on the command button “**Full List**”. There, the full extent of your Active and Draft responses will unfold.

In case the need arises for you to make changes after you have finalized and submitted your bid, keep in mind, that there is a provision in the Greek Law that allows you to make a written request to the Contracting Authority asking for the withdrawal of your offer so long as your written request takes place before the submission deadline. It is highly recommended that the request is sent well before the submission deadline. The sooner, the better.

Response Number	Response Status	Supplier Site	Negotiation Number	Title	Type	Time Left	Monitor	Messages
170812	Draft		90682	Πρόσκληση σε ηλεκτρονική διαπραγμάτευση χωρίς προηγούμενη δημοσίευση	RFQ	2 days 15 hours		0
97249	Active		57808	ΤΕΣΤ- ΗΛΕΚΤΡΟΝΙΚΟΣ ΠΛΕΙΣΤΗΡΙΑΣΜΟΣ ΕΚΑΠΥ 3/2024	Auction	0 seconds		0
97291	Active		57794	test_8.5.2018_Δ.ΕΗ 5/2018	RFQ	0 seconds		0
96798	Active		57584	rfi-TEST2-DSA	RFI	0 seconds		0
96813	Active		57582	rfi-TEST1-DSA	RFI	0 seconds		0

Figure 7 Preview of Negotiations page including draft and active responses

2. Preparing your draft response

Any time you wish to locate your recently created draft, you may do so by navigating your way through the **Negotiations** page (see section 1.3 List of active and draft responses). By clicking on the draft response number, you may continue working on your bid till completion. You will notice that your draft response is comprised of two (2) tabs (sub-pages): “**Header**” and “**Lines**”. In order to correctly fill them out, it is strongly recommended that you follow the guidelines outlined below (see sections

2.1 “Header” Tab and section 2.2 “Lines” Tab). After having completely filled out the two tabs, you may check whether there are errors that you must fix or not (see section

Figure 21 Providing financial offer and replying to “Attributes”

2.3 Checking the draft). Remember that at any time, you may click on the “**Save Draft**” command button to save any work performed so far. The system will immediately respond with a “**Confirmation**” message as demonstrated below.

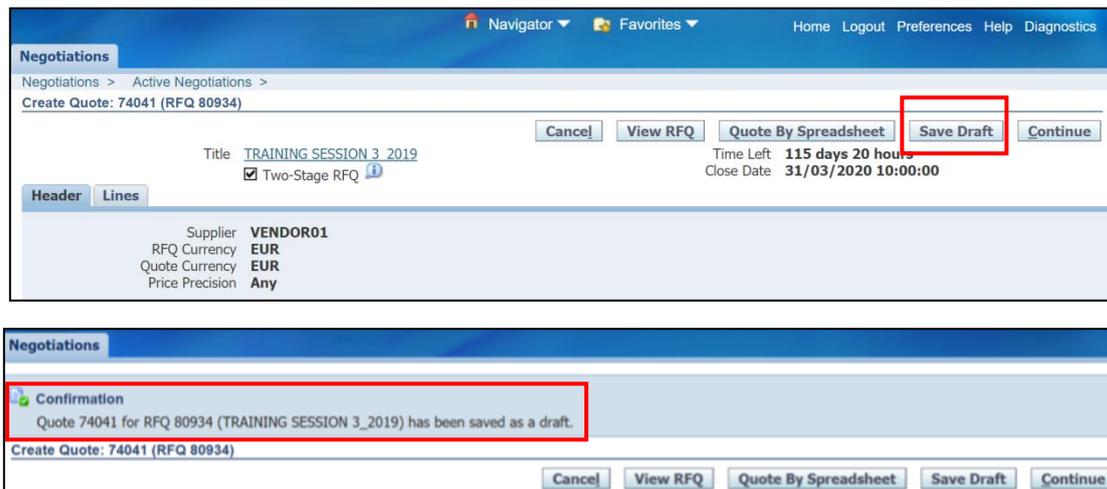


Figure 8 Confirmation message when saving the draft response

2.1 “Header” Tab

To fill out properly the “Header” tab, you have to attach the required documentation, reply to the requirements set by the Contracting Authority and add appropriate references.

2.1.1 Adding Attachments

You begin filling out the “Header” by attaching the required documentation as stipulated in the Tender Document (i.e.: ESPD, Letter of Guarantee, relevant company and/or product Certifications such as ISO/CE), e.t.c. To do so, click on “Add Attachment”.

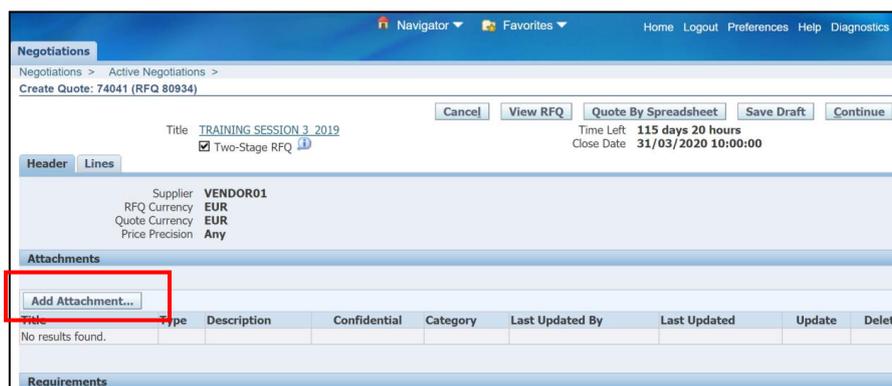


Figure 9 Command button for adding attachment

In the screen that appears fill out, for each attachment, the “Title” and “Description” fields accordingly (an example is provided in Figure 10). Then, make sure to carefully choose the correct “Category” for each attachment, by choosing between the available options “From Supplier: Technical” and “From Supplier: Commercial” from the relevant drop-down list. The first category type is for attachments regarding supporting documents and/or technical offer and the second category is for attachments regarding financial offer of your bid.

Figure 10 Filling out proper information for the attached file

To retrieve the file to be attached from your personal computer, click on the “**Choose File**” button (in Greek: “**Επιλογή αρχείου**”). Then click on “**Apply**” at the top right corner of the screen to add the attachment to your draft response (bid) and to go back to the draft response page (or click on “**Add Another**” to continue adding more attachments).

Figure 11 Browsing to attach file and completing its upload

You will get the following confirmation from the system, as shown in Figure 12. Moreover, you will notice that the file has been successfully attached to the list of attachments in the “**Header**” tab. In case you need to delete this file click on the blue recycle bin icon at the end of the line (i.e.: “**Delete**”). You should proceed in a similar fashion to successfully attach any supplementary documentation requested by the Contracting Authority depicted in its Tender Documents, be it technical, legal or financial in nature.

Title	Type	Description	Confidential	Category	Last Updated By	Last Updated	Update	Delete
ESPD	File	ESPD (PDF)	<input type="checkbox"/>	From Supplier: Technical	01@VENDOR01.COM	06/12/2019		

Figure 12 Successful upload of an attached file

Note that the platform allows you to render your documents confidential. This is simply done by checking the corresponding tick box under the column “**Confidential**”. By doing so, you are essentially making that particular document unavailable to any other competitors participating in this eTender, once the bids are opened/unshielded by the Evaluation Committee.

*To that end, you should be aware of the legal implications of such a choice. According to article 21 of the Greek public procurement law 4412/2016, any submitted documentation that will be taken into consideration for evaluation purposes, must be available to all participating Economic Operators after the opening of the bids. This is a legal constraint stemming from the National Legislative Framework and it should be respected by all participating tenderers. However, if you still deem it absolutely necessary to check the tick box under the column “**Confidential**” in order to protect your information (i.e. due to patents), then you need to attach an additional document justifying the reasons for this choice. Keep in mind that, based on the provisions of article 21 of the law 4412/2016, the Evaluation Committee / Contracting Authority always reserves the right to untick the corresponding tick box under the column “**Confidential**”, thus, rendering the document in question accessible to competitors participating in this eTender.*

2.1.2 Replying to Requirements

In this sub-section of the “**Header**” tab, you need to respond to some requirements set by the Contracting Authority.

It is quite common for Contracting Authorities to lay out at least one general requirement in this section, as is the case in the example provided below (Figure 13). In this example, the Contracting Authority requires you to confirm that you have read the Tender Document and that you comply with its terms. To that end, you need to provide your response in the text box under the column “**Requirement Response**”. Notice the desired response value set by the Contracting Authority for this requirement under the column “**Target Value**”: it is worded as “**NAI**” (=YES in Greek). If you wish it, you may provide a more elaborate response within the given text box.

In some cases, Contracting Authorities may opt for a less simplistic display of Requirements. For instance, a general requirement such as the one described above, might be followed by a multitude of other requirements pertaining to more elaborate technical specifications of the product (or service) in question. Keep in mind that **you must provide a response to all requirements set by the Contracting Authority in this section**. In the unlikely event where one requirement involves a particular good (or service) for which you do not intend to submit an offer, you must provide a negative response in its corresponding text box such as: “*No*”, “*Not interested*”, “*No intention to offer*” e.t.c. In case you omit replying to one or more requirements, you will get an error message during the review of your draft (see section 7.2 Common mistakes and corresponding System error messages).

Focus Title	RFQ Stage	Target Value	Requirement Response	Weight
<ul style="list-style-type: none"> Requirements ΓΕΝΙΚΕΣ ΑΠΑΙΤΗΣΕΙΣ 	Technical		N/AI	0
<p>Ο υποψήφιος προμηθευτής έλαβε γνώση και δηλώνει την πλήρη συμμόρφωσή του, με όλους τους όρους της διακήρυξης του διαγωνισμού και τις απαιτήσεις των τεχνικών προδιαγραφών, όπως περιγράφονται λεπτομερώς στα συνημμένα ηλεκτρονικά αρχεία. Η δήλωση συμμόρφωσης αυτή, δεν απαλλάσσει τον υποψήφιο προμηθευτή από την υποχρέωση τεκμηρίωσης της συμμόρφωσης του και της υποβολής όλων των σχετικών δικαιολογητικών, όπως αυτά καθορίζονται αναλυτικά στα άρθρα της διακήρυξης.</p>	Technical	N/AI		

Figure 13 Providing replies to the requirements set out by the Contracting Authority

2.1.3 Adding References

To successfully complete the “Header” Tab, one last action is needed from your part. You need to add references to complement the requirement replies that you provided earlier. To proceed, click on the “Add Reference” button found at the bottom left corner of your page.

Focus Title	RFQ Stage	Target Value	Requirement Response	Weight
<ul style="list-style-type: none"> Requirements ΓΕΝΙΚΕΣ ΑΠΑΙΤΗΣΕΙΣ 	Technical		N/AI	0
<p>Ο υποψήφιος προμηθευτής έλαβε γνώση και δηλώνει την πλήρη συμμόρφωσή του, με όλους τους όρους της διακήρυξης του διαγωνισμού και τις απαιτήσεις των τεχνικών προδιαγραφών, όπως περιγράφονται λεπτομερώς στα συνημμένα ηλεκτρονικά αρχεία. Η δήλωση συμμόρφωσης αυτή, δεν απαλλάσσει τον υποψήφιο προμηθευτή από την υποχρέωση τεκμηρίωσης της συμμόρφωσης του και της υποβολής όλων των σχετικών δικαιολογητικών, όπως αυτά καθορίζονται αναλυτικά στα άρθρα της διακήρυξης.</p>	Technical	N/AI		

Figure 14 Command button for providing references

At first glance, you will notice that there are as many Reference text boxes as Requirements. As a first step, fill out the text box under “Reference”. You may add a comment of your own wording that complements the “Quote Value” that appears on the adjacent column to your left. It is quite common for Economic Operators to corroborate their responses by alluding to relevant documents (i.e. “see attached document entitled ... on page ...”. See also the example provided in Figure 15). Keep in mind that these comments are meant to facilitate the Evaluation Committee's task.

From the technical point of view, you are **obliged to fill out at least one textbox** with at least one character (for example a simple dot “.” is sufficient). Otherwise, **in case no references are provided, you will get an error message during the review of your draft, and the submission of the bid will not be possible.**

After having completed your reference(s), click on “Save” (top left corner) followed by the “Return” button found at the bottom left corner of your page to get back to the “Header” tab.

Figure 15 Example of filling out a reference

At this point, you may consider your work within the “Header” tab to be duly completed. Remember that you can always go back and make changes with regards to your replies, references and attached documents.

2.2 “Lines” Tab

In order to complete your draft response (bid), click on the second tab “Lines”.

Figure 16 Transition to tab “Lines”

The following screen appears whereby you need to fill out your price (financial) offer (a.k.a. “Quote”) under the column “Quote Price”.

Figure 17 Filling out the financial offer for a single line

The first column under “Line” gives you a short description of the product or service in question. In our case, cleaning services have been chosen as an example (in Greek: “Υπηρεσίες καθαρισμού”).

Take note that your price offer should always be expressed in *net terms* (i.e.: pre-tax value) and it should always be listed in conjunction with the column “Target Quantity”. These two fields are multiplied by the system in order to produce the final outcome of your Financial Offer. For example, in our case:

$$€ 60.000,00 \text{ (price)} \times 1 \text{ (quantity)} = € 60.000,00 \text{ (final outcome in pre-tax terms)}$$

Please note that in each line there is an additional textbox under the column “Promised Date”. **You should not fill out the specific field! Leave it empty!**

2.2.1 Existence of more lines

The previous example is rather simplistic in nature; needless to say, that in reality you might have more than one line to fill out depending on the complexity of the Tender in question. As an example, observe the image exhibited below (Figure 18) which displays a Tender with 7 distinct lines (7 distinct food & beverage products such as Tea, Juices, Lentil, and so on).

The line set-up clearly reflects the Contracting Authority's intention to allow participants to freely choose amongst the 7 available lines (products) (except for having been differently set by the Contracting Authority, as described in section 7.1.3 Obligation to respond to all the lines of the tender). In this case, the Economic Operator has chosen to submit an offer only for lines 2, 3 and 6. The prices for those lines (products) are recorded in the corresponding fields under the column "Quote Price".

Line	Update	Ship-To	Rank	Start Price	Quote Price Unit	Target Quantity	Quote Quantity	Promised Date
1 ΧΑΜΟΜΗΛΙ ΦΑΚΕΛΙΑ...		06060-Γ.Ν. ΗΛΕΙΑΣ - ΠΥΡΓΟΣ	Sealed			100	100	
2 ΤΣΑΙ ΦΑΚΕΛΑΚΙΑ ΣΕ...		06060-Γ.Ν. ΗΛΕΙΑΣ - ΠΥΡΓΟΣ	Sealed		0,8 Packaging	1.000	1000	
3 ΦΥΣΙΚΟΣ ΧΥΜΟΣ 250...		06060-Γ.Ν. ΗΛΕΙΑΣ - ΠΥΡΓΟΣ	Sealed		0,25 Each	7.500	7500	
4 ΦΡΥΓΑΝΙΕΣ 16gr.(Τ...		06060-Γ.Ν. ΗΛΕΙΑΣ - ΠΥΡΓΟΣ	Sealed		Each	45.000	45000	
5 ΦΥΛΛΟ ΣΦΟΛΙΑΤΑΣ 4...		06060-Γ.Ν. ΗΛΕΙΑΣ - ΠΥΡΓΟΣ	Sealed		Each	10	10	
6 ΦΑΚΕΣ 500 GR		06060-Γ.Ν. ΗΛΕΙΑΣ - ΠΥΡΓΟΣ	Sealed		3 Each	200	200	
7 Χυμός σόδα λευκό...		06060-Γ.Ν. ΗΛΕΙΑΣ - ΠΥΡΓΟΣ	Sealed		Each	3.000	3000	

Figure 18 Filling out the financial offer for selected lines

Once again, the price should be expressed in net terms, and it has to be listed in conjunction with the column "Target Quantity". For this case:

$$0,8 * 1000 + 0,25 * 7500 + 3 * 200 = \text{€ } 3.275,00 \text{ (final outcome in pre-tax terms)}$$

2.2.2 Lines organized in groups

Contrary to the example illustrated above, it is possible for a Contracting Authority to organize the lines of the Tender in the form of groups rather than in the form of distinct lines. One such example is illustrated in the screen shot below (Figure 19) whereby Group #1 (Liquid Fuels) is comprised of 3 lines (1.1: Heating oil, 1.2: Diesel and 1.3: Unleaded).

Line	Update	Ship-To	Rank	Start Price	Quote Price Unit	Target Quantity	Quote Quantity	Promised Date
1 ΥΓΡΑ ΚΑΥΣΙΜΑ		ΥΠΑΝ	Sealed					
1.1 Πετρέλαιο θέρμανσης...		6750-ΔΗΜΟΣ ΠΗΝΕΙΟΥ	Sealed		0,6 Liter	39.947,52	39947,52	
1.2 Πετρέλαιο ντίζελ		6750-ΔΗΜΟΣ ΠΗΝΕΙΟΥ	Sealed		0,8 Liter	87.738,06	87738,06	
1.3 Αιθάλη/βενζίνη		6750-ΔΗΜΟΣ ΠΗΝΕΙΟΥ	Sealed		0,3 Liter	18.093,1	18093,1	

Figure 19 Filling out the financial offer for a group of lines

As in the previous cases, your price must be expressed in net terms and in conjunction with the requested quantity that is listed under the column "Target Quantity". However, the line set-up here clearly reflects the Contracting Authority's intention to limit the freedom of choice for participants. That is, the participants are not given the

option to choose amongst the 3 available lines (products) comprising Group # 1; rather, **they are obliged to respond to all lines included in the group and not only to some of them.** Needless to point out that if you accidentally omit to record an offer for one or more lines within the same group, you will get an error message (as described in section 7.2 Common mistakes and corresponding System error messages).

2.2.3 Parameters included in Lines

In some cases, the Contracting Authority may have defined some special requirements- “Attributes” for a specific line, namely «Parameters». In essence, the parameter stems from the Contracting Authority’s need to verify that the participant's product (or service) conforms to a particular (more stringent) technical specification. On screen, such a line bears a distinguishing mark in the form of a «red target», appearing under the column “Line”. Such lines require filling out not only the “Quote Price” but also replying to the included parameters.

In such circumstances, you have to click on the “Update” action (yellow pencil icon).

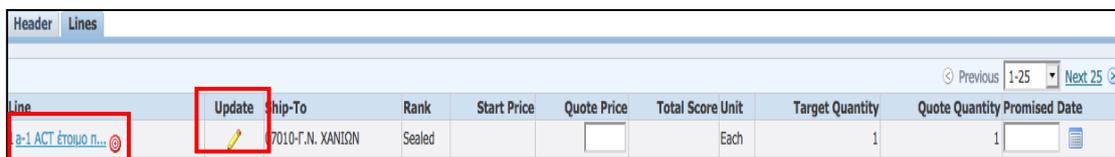


Figure 20 Existence of Parameters («red target» mark) - command button “Update” (yellow pencil icon)

In this new page, you are obliged to fill out both the offered price (in the field “Quote Price”) and the response to the special requirement(s) (see description under column “Attribute” and input textbox under the column “Requirement Response”). Then, click on the command button “Apply” (either at top or the bottom of the page), in order to save your input and return to the “Lines” Tab.

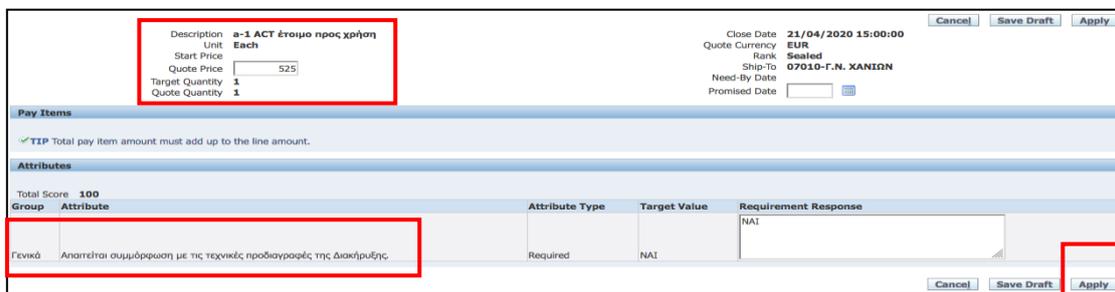


Figure 21 Providing financial offer and replying to “Attributes”

2.3 Checking the draft

Once you have filled out the two tabs, “Header” and “Lines” respectively, you may investigate whether there are errors and/or omissions that you have to take care before proceeding with the submission according to section 3 “Σφάλμα! Το αρχείο προέλευσης της αναφοράς δεν βρέθηκε.”.

By clicking on the command button “Continue” you may review your draft.

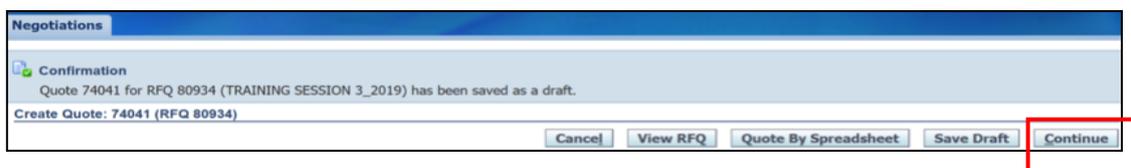


Figure 22 Execution of command button “Continue”

In case of errors, you are going to get corresponding messages (such as that indicated in the Figure 23 below for missing references – see section 7.2 Common mistakes and corresponding System error messages for more details). In this case, you may navigate back to your draft and continue modifying it to fix the errors reported.



Figure 23 Error message in case of missing references

In case no errors occur, you will get a message with two warnings, as indicated in Figure 24 below. **These warnings are simply informative in nature and they do not require any corrective action from your part.**

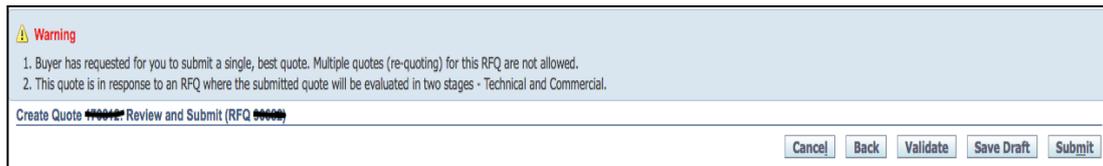


Figure 24 Message including warnings in case no errors occurred

In this case, where no more errors occur (i.e. you have received the aforementioned message including the two warnings), you may proceed to the next phase of producing two system reports.

Mandatorily, click on the command buttons “Save draft” to save your work on the draft response so far, before you continue to create the reports.

Click on “Home” at the top of the page. Details regarding the production of reports are provided in the following section.

3. Producing the system reports

This part of the eSubmission process is dedicated to the production of two System Reports. After having properly filled out the draft response (bid) (as described in the previous section 2 Preparing your draft response), you must produce two reports that summarize all the information included in your draft so far. The first report summarizes the information regarding your supporting documents and/or technical offer, while the second report summarizes your financial offer.

Pay extra attention to the fact that you should proceed to the production of the System reports only in the case you have finished filling out and reviewing your draft response (bid) for possible errors and after saving your draft. In case you perform changes to your draft **after** having produced the System Reports, the reports **are not valid anymore** and you have to repeat the process of producing these reports.

Overall, on the final eSubmission of your response, both your system reports will be subject to verification and approval by the system's controls and will be accepted only:

- if they are produced after the last changes-modifications on the draft
- if they are the last produced reports, in case more reports for the same tender have been produced
- if they have been generated correctly, according to the following guidelines

3.1 Technical Offer

The steps to produce the report for supporting documents and/or technical offer are the following: While being in the **Home page**, choose from the Main Menu (on the left of the screen) the option "**Reports**", by clicking in a sequential manner: "**Sourcing Supplier**"-> "**Sourcing**" -> "**Reports**".



Figure 25 Option "Reports"

1. Click on the magnifying glass tool which is found at the end of the textbox "**Program Name**"

The image shows a form titled 'Schedule Request: Define'. It includes a legend: '* Indicates required field'. There are two radio buttons: 'New Request' (selected) and 'Copy Request'. Below are two text input fields: 'Program Name' and 'Request Name'. A magnifying glass icon is located at the end of the 'Program Name' field, and it is highlighted with a red rectangular box.

Figure 26 Magnifying glass tool

- In the pop-up window click on the “Go” command button, without specifying any “Program Name” in the empty input box

Figure 27 “Go” button

- From the second column “Quick Select” click on the yellow icon to select the “Supplier Quote”

Select	Quick Select	Program Name
<input type="radio"/>		Supplier Offer Value
<input type="radio"/>		Supplier Quote

Figure 28 Selecting the “Supplier Quote”

- Click on the “Next” command button (either at the top or the bottom of the screen)

Figure 29 Click on the “Next” button

- Type the unique negotiation number (i.e. eTender ID) of the eTender (for example in this case 80934) in the textbox “Number”, then click on your computer’s keyboard the button Tab(ulator) key to verify your input. Then, click on the “Submit” command button (either at the top or the bottom of the screen)

Figure 30 Typing the unique number of the eTender

- At the next page, click on “Submit” again, in order to submit to the system a request to produce this report.

Figure 31 Click on the “Submit” button

- Write down the report's Request ID appearing at your screen and then click on the "OK" button.

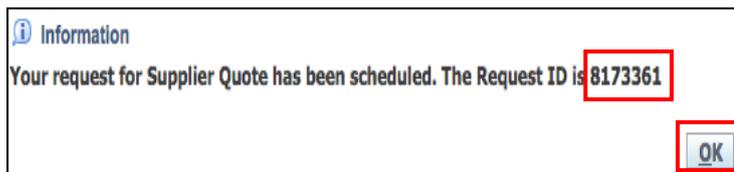


Figure 32 Request ID

- At the next page, click on "Refresh" as many times necessary, until in the "Phase" column the status is "Completed" for both the lines indicating your "Supplier Quote" (line indicated by the abovementioned Request ID) and the accompanying log report file "Concurrent Request output registration for Sourcing"

Requests Summary Table							
Request ID	Name	Phase	Status	Scheduled Date	Details	Output	Republish
8173362	Concurrent Request output registration for Sourcing	Completed	Normal	06/04/2020 18:51:50			
8173361	Supplier Quote	Completed	Normal	06/04/2020 18:51:35			

Figure 33 Summary table of Report Requests

- You may download the "Supplier Quote" by using the relevant icon in the column "Output" (right click on the icon and choose "Save Link As...").



Figure 34 Icon for downloading the report

Consequently, you have downloaded to your personal computer a PDF file (e.g. Supplier_Quote_060420.pdf) summarizing the information included in your response draft (bid) regarding your supporting documents and/or technical offer.

Date: 08/04/2020 22:13:20			
Supplier Name: VENDOR01 Contact Email: 01@vendor01.com			
Tender Number: 80934 Tender Title: TRAINING SESSION 3_2019 Bid Number: 74041			
SUBDIRECTORY: DOCUMENTS / TECHNICAL OFFER			
TITLE	DESCRIPTION	FILE NAME	CONFIDENTIAL
ESPD	ESPD (PDF)	espd_response.pdf	
TECHNICAL OFFER RESPONSES			

Figure 35 Sample preview of "Supplier Quote"

This file must **be digitally signed, using at least a qualified digital certificate according to EU eIDAS Regulation 910/2014.**

Please verify that you have done this process correctly:

- Open the signed PDF file in Adobe Acrobat Reader DC or similar software
 - Validate that you have digitally signed this document
 - Go to “File” in the main menu, select “Properties” and verify that the “PDF Producer” property has not been changed and the property’s value is still “ORACLE xml publisher”

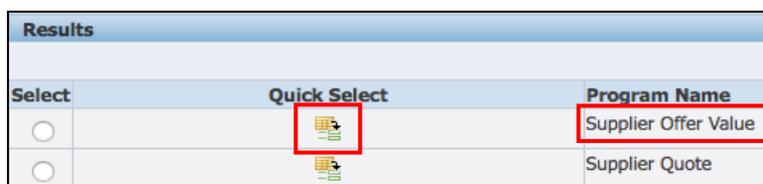
Please have in mind that some software may have alter the PDF file’s properties, without your knowledge:

- 1) While trying to download the PDF file by clicking on the “Output” icon, you may open it in a new window or tab **using your web browser’s PDF plugin**. In this case, be aware that several web browsers’ PDF plugins might introduce changes in the file’s properties while saving it to your computer (i.e. changes in hash code and/or PDF Producer property). **Workaround:** Download the file directly by right-clicking on the “Output” icon and selecting the option “Download/Save link as” bypassing the PDF plugin of your web browser.
- 2) **Your digital signature software** might introduce changes in the file’s properties while signing and saving it to your computer (i.e. changes in hash code and/or PDF Producer property). **Workaround:** Consult your digital signature provider to change signing parameters so that these file properties are not changed while signing the file. Otherwise, use a digital signature from another provider.

3.2 Financial Offer

The process must be repeated once again, performing exactly the same steps 1-9 described in the previous section, in order to produce the relevant report for the price quote (financial offer).

The only difference is that this time the “**Supplier Offer Value**” report (instead of “**Supplier Quote**”) has to be selected at Step 4.



Select	Quick Select	Program Name
<input type="radio"/>		Supplier Offer Value
<input type="radio"/>		Supplier Quote

Figure 36 Selecting the “Supplier Offer Value”

Once again, after the completion of the process, a corresponding PDF (e.g. Supplier_Offer_Value_060420.pdf) will be downloaded, that will include the information of your financial offer.

Date : 08/04/2020 22:20:42

TABLE OF OFFERED PRICES

Supplier Name: VENDOR01
Tender Number: 80934
Auction Title: TRAINING SESSION 3_2019
Bid Number: 74041

SUBDIRECTORY: DOCUMENTS / FINANCIAL OFFER

TITLE	DESCRIPTION	FILE NAME	CONFIDENTIAL
-------	-------------	-----------	--------------

FINANCIAL OFFER RESPONSES

REQUIREMENTS	TARGET	RESPONSE	COMMENTS
--------------	--------	----------	----------

/A/	ITEM	UNIT OF MEASURE	QUANTITY	PRICE EXCL VAT		VAT TOTAL		TOTAL PRICE INCL VAT
				UNIT PRICE	TOTAL	%	AMOUNT	
1	90911200-B Υπηρεσίες καθαρισμού κτιρίων	Unspecified	1	60000	60.000,00	24	14.400,00	74.400,00
FINANCIAL OFFER TOTALS					60.000,00		14.400,00	74.400,00

TOTAL PRICE EXCL VAT: 60.000,00
TOTAL PRICE EXCL VAT IN LETTER: ΕΞΗΝΤΑ ΧΙΛΙΑΔΕΣ ΕΥΡΩ.

Figure 37 Sample preview of "Supplier Offer Value"

This file must **be digitally signed, using at least a qualified digital certificate according to EU eIDAS Regulation 910/2014.**

Please verify that you have done this process correctly:

- Open the signed PDF file in Adobe Acrobat Reader DC or similar software
 - Validate that you have digitally signed this document
 - Go to "File" in the main menu, select "Properties" and verify that the "PDF Producer" property has not been changed and the property's value is still "ORACLE xml publisher"

Please have in mind that some software may have alter the PDF file's properties, without your knowledge:

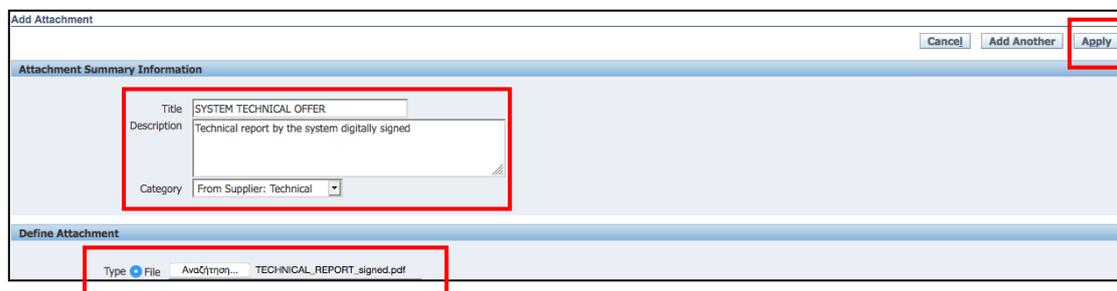
- 1) While trying to download the PDF file by clicking on the "Output" icon, you may open it in a new window or tab **using your web browser's PDF plugin**. In this case, be aware that several web browsers' PDF plugins might introduce changes in the file's properties while saving it to your computer (i.e. changes in hash code and/or PDF Producer property). **Workaround:** Download the file directly by right-clicking on the "Output" icon and selecting the option "Download/Save link as" bypassing the PDF plugin of your web browser.
- 2) **Your digital signature software** might introduce changes in the file's properties while signing and saving it to your computer (i.e. changes in hash code and/or PDF Producer property). **Workaround:** Consult your digital signature provider to change signing parameters so that these file properties are not changed while signing the file. Otherwise, use a digital signature from another provider.

4. Completing the bid submission

In order to complete the bid submission, you have to navigate back into your draft response at the [Negotiations Page](#) (see section 1.3 List of active and draft responses) and the digitally signed system reports as attachments to your draft bid.

Once entering the draft response, the two digitally signed reports generated by the system have to be added as attachments correctly to the relevant category of attachments (see section 2.1.1 Adding Attachments). Please have in mind that **since you have already produced the system reports no additional changes to the draft should be performed.** In case you need to perform changes to your draft **after** having produced the System Reports, the reports **are not valid anymore** and you have to repeat the process of producing these reports.

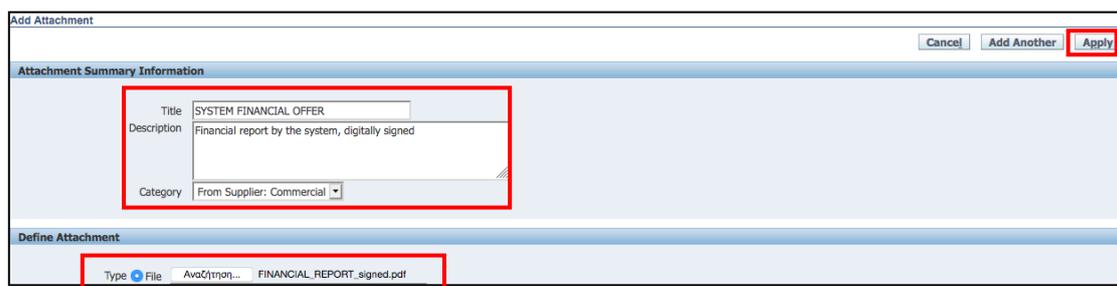
More specifically, add as attachment the report regarding the supporting documents and/or technical offer by providing a proper title and description and assigning it to the category **“From Supplier: Technical”**. Browse and find the digitally signed PDF file. Then click on **“Add Another”** or **“Apply”** for uploading the file.



The screenshot shows the 'Add Attachment' dialog box. The 'Attachment Summary Information' section is highlighted with a red box and contains the following fields: Title: SYSTEM TECHNICAL OFFER, Description: Technical report by the system digitally signed, and Category: From Supplier: Technical. The 'Define Attachment' section is also highlighted with a red box and shows the file type as 'File' and the filename as 'TECHNICAL_REPORT_signed.pdf'. The 'Apply' button in the top right corner is also highlighted with a red box.

Figure 38 Uploading the “Supplier Quote” digitally signed PDF file

After uploading the first report, add as attachment in a similar fashion the second (financial report). Once again, provide a proper title and description, assign it **however** to the category **“From Supplier: Commercial”** and browse to find the digitally signed PDF file. Then, click on **“Apply”** to upload it.



The screenshot shows the 'Add Attachment' dialog box. The 'Attachment Summary Information' section is highlighted with a red box and contains the following fields: Title: SYSTEM FINANCIAL OFFER, Description: Financial report by the system, digitally signed, and Category: From Supplier: Commercial. The 'Define Attachment' section is also highlighted with a red box and shows the file type as 'File' and the filename as 'FINANCIAL_REPORT_signed.pdf'. The 'Apply' button in the top right corner is also highlighted with a red box.

Figure 39 Uploading the “Supplier Offer Value” signed PDF file

It must be noted that *the order of uploading the two digitally signed reports does not affect* at the submission process. You may upload first either the technical report or the financial report.

Without any further delays, you now click on the **“Continue”** command button.



Figure 40 Click on “Continue” button after uploading the two reports

In the next screen, you get the familiar message including the two warnings (as discussed in section Figure 21 Providing financial offer and replying to “Attributes”

2.3 Checking the draft). Then, click on the command button “Submit” in order to complete the eSubmission.

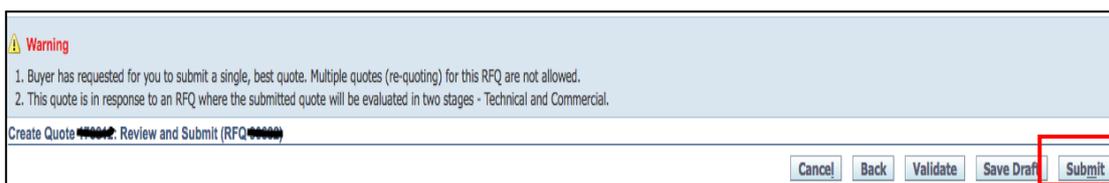


Figure 41 Click on the “Submit” button to complete the process

The system performs the appropriate checks and validations on the content of the eSubmission and records the submission time with a digital time stamp from a qualified third party system. In case of successful processing, you get a confirmation message on your screen, as indicated in the screenshot below (Figure 42), that your response (bid) has been submitted successfully. Additionally, at the **Negotiations Page**, your response (bid) will now appear as “Active” instead of “Draft” (see column “Response Status”).

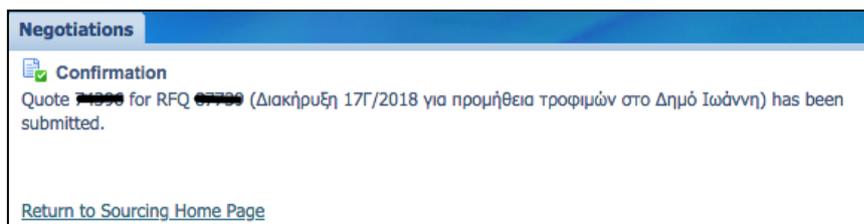


Figure 42 Confirmation message in case of successful submission of the bid

In case of unsuccessful processing, please refer to section 7.2 Common mistakes and corresponding System error messages to resolve any issues or mistakes of your draft response (bid). Please, be aware that in this case you have to produce, sign and attach the two (2) aforementioned reports again.

5. An alternative way of bid submission using spreadsheet

In case there is **a large number of lines in the tab “Lines”** and/or **a large number of requirements in the tab “Header”**, you may choose an alternative way of preparing your draft through the use of spreadsheets. Specifically, you may follow the following steps:

1. Once creating you created your draft, click on the command button **“Quote by Spreadsheet”**

The screenshot shows the 'Create Quote' window for RFQ 89781. The title is 'ΣΥΝΟΠΤΙΚΟΣ ΔΙΑΓΩΝΙΣΜΟΣ ΠΡΟΜΗΘΕΙΑΣ ΕΙΔΩΝ ΠΑΝΤΟΠΩΛΕΙΟΥ'. The 'Quote by Spreadsheet' button is highlighted with a red box. Other buttons include 'Cancel', 'View RFQ', 'Save Draft', and 'Continue'. The 'Header' tab is selected, and the 'Supplier' is listed as 'esidis'.

Figure 43 Click on the “Quote by Spreadsheet” button

2. Click on command button **“Export”** to download the XML spreadsheet template for this eTender

The screenshot shows the 'Step 1: Export Spreadsheet' dialog box. The 'Format' section has three radio buttons: 'XML Spreadsheet - Rich Style (.xml)' (selected), 'XML Spreadsheet - Light-Weight Style (.xml)', and 'Tab-Delimited (.txt)'. The 'Export' button is highlighted with a red box. Below, the 'Step 2: Import Spreadsheet' section is visible, showing the 'Format' as 'XML Spreadsheet (.xml)' and the 'File To Import' field as 'Αναζήτηση... Δεν επιλέχθηκε αρχείο.'.

Figure 44 Exporting the spreadsheet

3. Following the previous action, a compressed file (namely RFQ*****-Response.zip where ***** corresponds to the unique number of the eTender) can be downloaded. Save it locally to your personal computer, decompress it and open the file RFQ*****-Response.xml
4. Fill out all yellow fields included in the **“Header”** sheet, which actually constitute the replies to the requirements set by the Contracting Authority.

The screenshot shows the 'Requirements' section of the spreadsheet template. The title is 'ΣΥΝΟΠΤΙΚΟΣ ΔΙΑΓΩΝΙΣΜΟΣ ΠΡΟΜΗΘΕΙΑΣ ΕΙΔΩΝ ΠΑΝΤΟΠΩΛΕΙΟΥ'. The 'Requirements' table has two columns: 'Title' and 'Quote Value'. The following requirements are listed:

Title	Quote Value
ΔΙΚΑΙΩΜΑΤΙΚΑ ΣΥΜΜΕΤΟΧΗ	
Όπως απαιτούνται στην διακήρυξη	ΝΑΙ
ΤΕΧΝΙΚΕΣ ΠΡΟΔΙΑΓΡΑΦΕΣ	
Όπως απαιτούνται στη διακήρυξη	ΝΑΙ

The 'Quote Value' cells for the second and fourth rows are highlighted in yellow and enclosed in a red box.

Figure 45 Replying to the requirements set by the Contracting Authority

- Fill out the yellow fields included in the “Lines” sheet. These actually represent your quotes-prices for the lines you are interested in. The prices have to be expressed in net terms. Your total quote is presented in the corresponding cell.

ΣΥΝΟΠΤΙΚΟΣ ΔΙΑΓΩΝΙΣΜΟΣ ΠΡΟΜΗΘΕΙΑΣ ΕΙΔΩΝ ΠΑΝΤΟΠΩΛΕΙΟΥ							
RFQ 89781		Close Date 9/4/20 15:00		Company ΕΣΗΔΗΕ		Buyer 06060-Γ.Ν.ΗΛΕΙΑΣ(ΠΥΡΓΟΣ-ΑΜΑΛ-ΚΡΕΣ), Τμήμα Προμηθειών	
RFQ Currency EUR		Quote Currency EUR		Phone		Email nosokprg@otenet.gr	
Price Precision Any				Supplier esidis		Supplier Site	
Lines							Quote Total (EUR) 2.310,00
Line	Item_Rev	Start Price	Unit	Quantity	Quote Price	Quote Quantity	Promised Date
1	ΧΑΛΟΜΙΗΛΗ ΦΑΚΕΛΑΚΙΑ ΣΕ ΣΥΣΚΕΥΑΣΙΑ ΤΩΝ 10 ΤΕΜΑΧ	15872000-1	Packaging	100	0,4	100	
2	ΣΤΑΣΙ ΦΑΚΕΛΑΚΙΑ ΣΕ ΣΥΣΚΕΥΑΣΙΑ ΤΩΝ 10 ΤΕΜΑΧ	15864100-3	Packaging	100		100	
3	ΣΦΥΡΙΚΟΣ ΧΥΤΟΣ 250ML	15321000-4	Each	700		700	
4	ΦΡΥΓΓΑΛΙΚΕΣ ΨΗΦΕΣ (10 ΚΑΘΕ ΤΕΜΑΧΙΟ ΤΕΡΕΚΕΙΤΕ	15821100-3	Each	4500		4500	
5	ΦΥΛΛΟ ΣΦΟΛΙΑΤΑΣ 450-500 GR	15851000-8	Each	1		1	
6	ΦΑΚΕΣ 500 GR	03212211-2	Each	20		20	
7	Χυτός φακή λιμόνιο 300-400gr	15321300-7	Each	300	0,67	300	
8	ΦΥΤΙΝΙ Τ ΚGR	15472200-1	Each	25		25	
9	ΦΑΚΕΣ 250GR	03221210-1	Each	24		24	
10	Φαγόψα 150gr	15321100-3	Each	15		15	
11	Φαγόψα 500gr	03221210-1	Each	5	1,8	5	
12	ΦΑΡΙΝΑ ΚΟΡΚΙΝΗ	15612100-9	Kilogram	2		2	
13	ΦΑΚΕΣ ΨΗΦΕΣ 250 GR	15851100-9	Each	150		150	
14	ΦΑΚΕΣ ΧΟΝΔΡΟΣ 250GR	15851100-9	Each	10		10	
15	Επι φακή 40gr	15871100-8	Each	30		30	
16	ΝΕΡΟ ΕΜΒΛΕΜΑΤΟΜΕΝΟ 0,5 LT (ΣΕ ΣΥΣΚΕΥΑΣΙΑ	11110000-3	Packaging	15		15	
17	Σιμιγδαλι χονδρό	15620000-3	Kilogram	7		7	
18	ΑΥΓΑ	03142500-3	Each	700		700	
19	Μπισκότα 174 gr	15851000-8	Each	10		10	
20	ΜΠΕΙΚΕΝ ΠΛΑΥΝΤΕΡ 20 GR	15890000-6	Each	1		1	
21	ΜΑΚΑΡΟΝΙΑ Νο 2	15851100-9	Kilogram	15	1,2	15	

Figure 46 Providing quotes-prices for selected lines of the eTender

- After having filled out the spreadsheet, save it and go back to the e-procurement system to browse for it on your computer by clicking the command button “Αναζήτηση...” (which means browse in Greek) and then import it (click on command button “Import”)

Create Quote 170831: Quote By Spreadsheet (RFQ 89781)

RFQ Currency EUR
Quote Currency EUR

Step 1: Export Spreadsheet

TIP Rich style includes spreadsheet cell borders, which will cause the file size to grow significantly after the XML file is saved in Microsoft Excel (TM).

Format XML Spreadsheet - Rich Style (.xml)
 XML Spreadsheet - Light-Weight Style (.xml)
 Tab-Delimited (.txt)

Step 2: Import Spreadsheet

Format XML Spreadsheet (.xml)
 Tab-Delimited (.txt)

File To Import RFQ89781-Response.xml

Figure 47 Browsing and importing the spreadsheet

- After importing the file, you will notice that your draft will be updated with the quotes-replies you have included in the spreadsheet.

Pay attention that the upload of the documentation and the addition of references would be carried out through the e-procurement system, as indicated in sections 2.1.1 Adding Attachments and 2.1.3 Adding References, respectively. **The spreadsheet may be used exclusively as an alternative way of filling out replies to requirements and prices for the lines of the tender.**

The remainder of the process (reports, submission) is carried out as indicated in sections 3. [Producing the System Reports](#) and 4. [Completing the bid submission](#)

6. Starting/continuing your draft response in case of an amended tender

This section demonstrates how the Economic Operator may acknowledge possible amendments that have been performed on a specific tender and proceed with the eSubmission process described in the previous sections. It is noted that the Contracting Authority has the potential to perform amendments in case of occurrence of electronic errors during the initial design and publication of the electronic Tender. In such cases, the unique number of the negotiation number is slightly modified, obtaining an extension, e.g. “,1”. For example, in case the eTender with unique number “171432” is subject to amendments by the Contracting Authority, its new unique number will change to “171432,1”. There is no limit to the number of possible amendments, after each amendment the extension of the unique number of the tender will change accordingly, “171432,2” after the second amendment, “171432,3” after the third amendment and so on.

After using your personal credentials in the Log-In Page (see section 1.1 Registration and Log-In Page”), you are redirected to the platform’s **Home page**. From that point, follow the step-by-step guide described below in order to locate the eTender and start/continue drafting your bid.

1. From the Main Menu (on the left of the screen) in the **Home page**, click on the three cascading options in a sequential manner:
“**Sourcing Supplier**”-> “**Sourcing**” ->“**Sourcing Home Page**”.

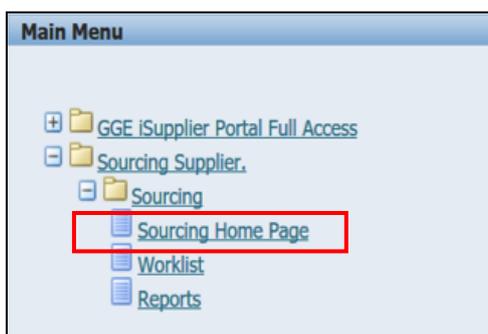


Figure 48 Navigating to Sourcing Home Page

2. You are now in the **Negotiations** page
Go to the field at the top of the page “**Search Open Negotiations**”, unfold the drop-down menu and choose “**Number**” and then enter the eTender’s negotiation number, for example in this case 171432 and click on “**Go**”.

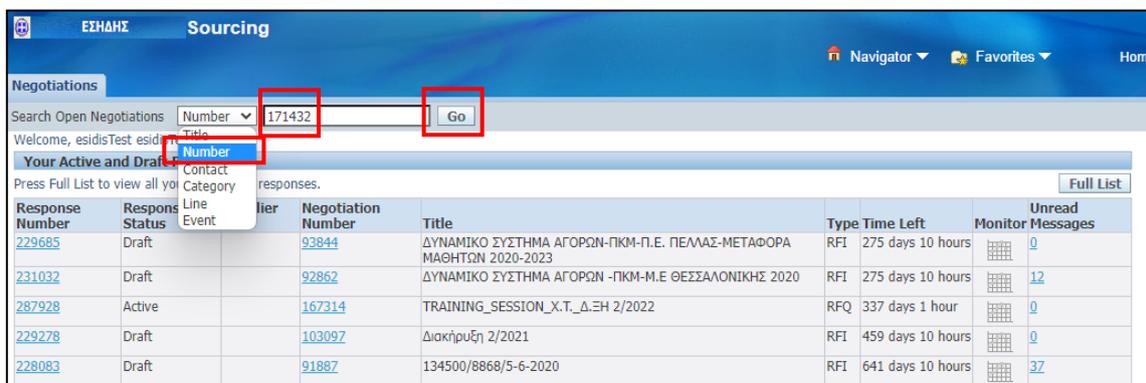


Figure 49 Search open negotiation with the initial unique number

3. Active Negotiations page

Navigate through the amended Tender by clicking on the corresponding negotiation number (column “Number”).

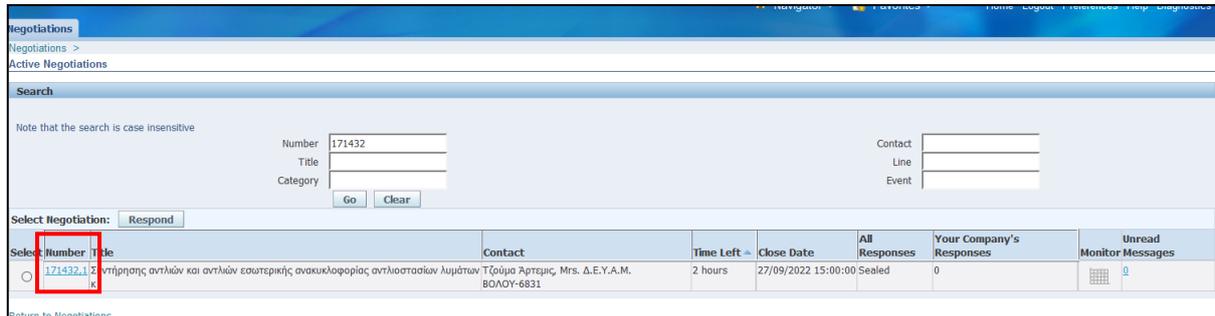


Figure 50 Responding to the tender selected

4. Negotiations page

A warning message may be found at the top of the page that informs the user for the existing amendments. Click on “View Amendment History”.

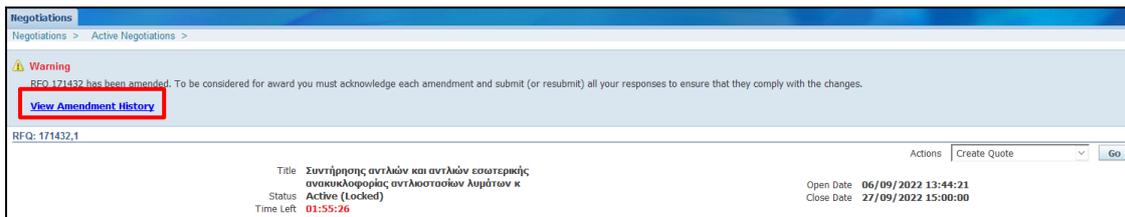


Figure 51 Click on the “View Amendment History” link

5. Amendment's History page

Clicking on the “Show All Details” and the corresponding icon under the column “Review Changes” you may see all the amendments performed in the tender by the Contracting Authority. By clicking “Acknowledge Amendments” button you proceed on the next page.

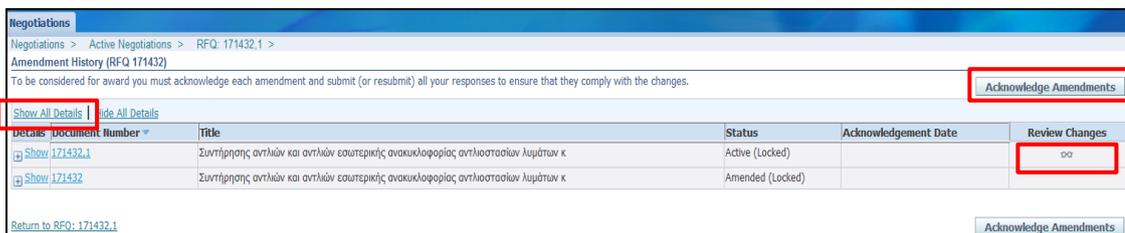


Figure 52 Click on the “Acknowledge Amendments” button

6. Acknowledge Amendment's page

Check the message “I have read the terms and conditions below and acknowledge amendment RFQ ...” and click then on the “Acknowledge” button.

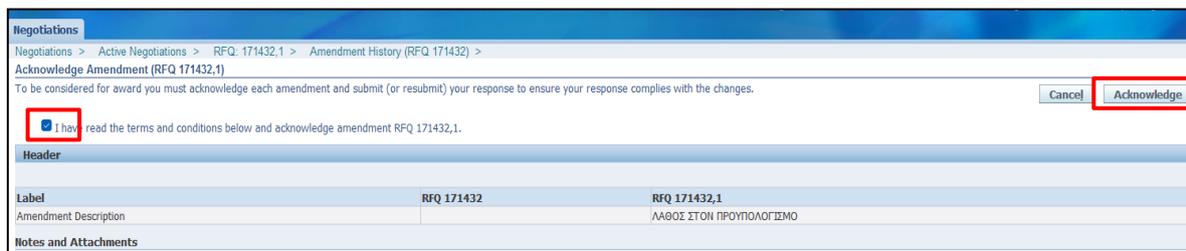


Figure 53 Click on the “Acknowledge” button

You get a confirmation message regarding the acknowledgment of tender’s amendments. Click on “Yes” button (Figure 54) to start/continue drafting your bid for the tender (Figure 55).

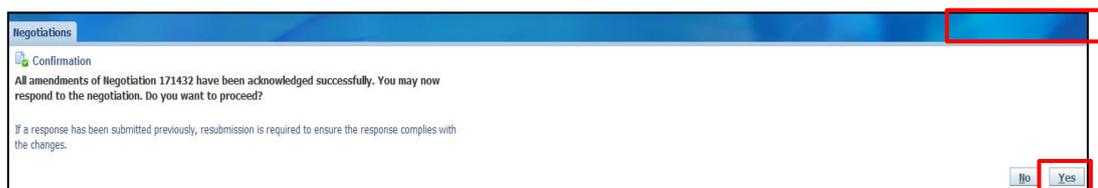


Figure 54 Click on the “Yes” button to create/continue bid’s draft

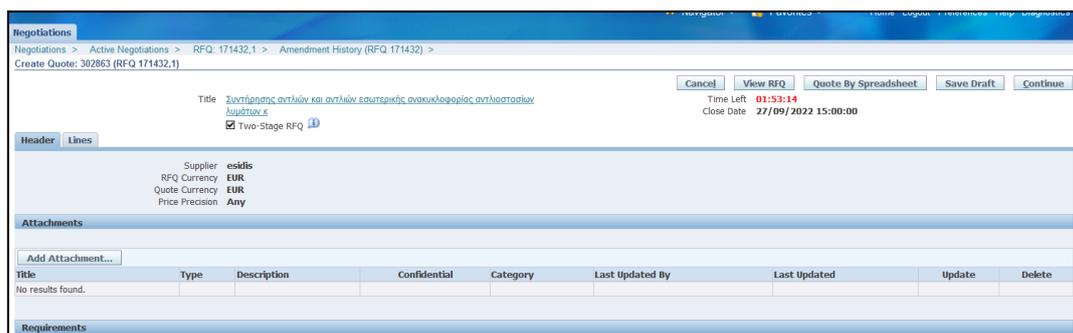


Figure 55 Creation of bid’s draft

The process of eSubmission may now be continued following the guidelines provided in sections 2. Preparing your draft response and 3. Producing the system reports.

7. Attention Points

7.1 Alternative types of Tenders

As mentioned earlier, it is always advisable that you explore the electronic tender and review its content. You may navigate towards the [Negotiations Page](#) (see section 1.3 List of active and draft responses) and click on the number of the tender under the column “[Negotiation Number](#)”.

Throughout this manual, we have carried out our discussion under the assumption that:

- i. *The tender is a two-stage Request For Quote (RFQ), which means that it consists of two stages as far as the unshielding of the encrypted submitted responses (bids) and their evaluation concerns (first Supporting Documents/Technical Offer and then the Financial Offer). Indeed, the vast majority of published e-procurement tenders in Greece fall under this category. However, there are exceptions to this rule, as you may fall upon: (a) a one-stage RFQ tender that requires the Evaluation Committee to undergo a single opening of bids whereby participation, technical and financial documents are opened simultaneously, that is, all at once or (b) a one-stage Request For Information (RFI) where only participation and technical documents are requested, not financial documents*

The information regarding whether the eTender consists of one or two stages appears in the electronic tender at the tab “[Header](#)” (indication “[Two-Stage RFQ](#)”).

The screenshot shows the 'Header' tab of a tender in the NEPPS system. The tender ID is RFQ: 80934. The title is 'TRAINING SESSION 3_2019', status is 'Active (Unsealed)', and time left is 22 days. The buyer is 'Κάλλιος Mr. Απόστολος'. The 'Quote Style' is 'Sealed' and the 'Two-Stage RFQ' checkbox is checked. The 'Requester' is 'Κάλλιος Mr. Απόστολος'. The 'Description' is 'TRAINING SESSION 3_2019'. The 'Unlocked Date' is 15/01/2020 14:56:01, 'Outcome' is 'Standard Purchase Order', 'Event' is 'Unsealed Date 15/01/2020 14:56:01', and 'Unsealed By' is 'Επιτροπή Ανοσφράγισης'.

Figure 56 Two-stage RFQ indication

In the absence of such a checkbox, the eTender is not a two-stage RFQ but it constitutes instead a one-stage RFQ.

The information regarding whether the eTender concerns a RFQ or RFI process appears also at the top of the electronic tender, where the indication “RFQ” or “RFI”, respectively, is followed by the unique number of the tender.

- ii. The Economic Operator might not be obliged to submit its offer for all the lines included in the tab “[Lines](#)”. However, this possibility is set up by the Contracting Authority and is indicated via the corresponding rule “[Suppliers are allowed to respond to selected lines](#)” (see Figure 57) which appears in the tab “[Controls](#)” of the electronic tender.

Figure 57 Rule for allowing or not the response to selected lines

In case this rule is not selected, it implies that the Contracting Authority requires that the Economic Operator has to submit a response (bid) for all lines included in the “Lines” tab.

7.1.1 One-Stage RFQs/eTenders

If the eTender is designed as a one-stage RFQ, the following differences would occur during the submission of your offer.

Difference 1: While in the process of attaching your documents attaching your documentation (see section 2.1.1 Adding Attachments), the difference is that only one category type is available, namely “From Supplier”, instead of the two category types (“From Supplier: Technical” offer and “From Supplier: Commercial”) existing in the case of two-stage eTenders.

Figure 58 Exclusive category for the attached documents

Difference 2: When reviewing your draft response (see section 2.3 Checking the draft), in case of no errors occurred, you expect to receive a slightly different message bearing only one, instead of two, warnings (as indicated in the figure below). This warning is simply informative in nature. It does not require any corrective action from your part.

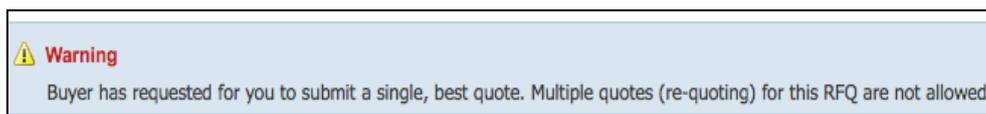


Figure 59 Warning message in case no errors occurred

Difference 3: You will have to produce exclusively one System Report, instead of two, i.e. the Financial Offer report. On one-stage tenders, you **have to produce exclusively one System Report, the Financial Offer** (see section 3.2 Financial Offer). Then, you digitally sign it and upload it to your draft response in order to complete your submission, following the steps described in section 4. [Completing the bid submission](#)

7.1.2 RFI procedures

If the eTender is designed as an RFI, the following differences would occur during the submission of your offer.

Difference 1: While in the process of attaching your documentation (see section 2.1.1 Adding Attachments), the difference is that only one category type is available, namely **“From Supplier”**, instead of the two category types (**“From Supplier: Technical”** offer and **“From Supplier: Commercial”**) existing in the case of two-stage eTenders.

Figure 60 Exclusive category for the attached documents

Difference 2: When reviewing your draft response (see section 2.3 Checking the draft), in case of no errors occurred, you expect to receive a slightly different message bearing only one, instead of two, warnings (as indicated in the figure below). This warning is simply informative in nature. It does not require any corrective action from your part.



Figure 61 Warning message in case no errors occurred

Difference 3: You **have to produce exclusively one System Report, i.e. “Αίτηση Συμμετοχής”**. The process is identical to that presented in section 3.1 Technical Offer. You have to follow the same steps 1-9 in order to produce the relevant report, apart from the Step 4 where the choice **“Αίτηση Συμμετοχής”** has to be selected.

Results		
Select	Quick Select	Program Name
<input type="radio"/>		Supplier Offer Value
<input type="radio"/>		Supplier Quote
<input type="radio"/>		Αίτηση Συμμετοχής

Figure 62 Selecting the “Αίτηση Συμμετοχής”

7.1.3 Obligation to respond to all the lines of the tender

In case the Contracting Authority has not enabled the possibility to submit offers for selected lines, you are obliged to provide your prices for all the lines included in the tab “**Lines**”. In case you omit to fill out the price in one or more lines, you will be informed accordingly (as indicated in the next figure) and you cannot complete the eSubmission.

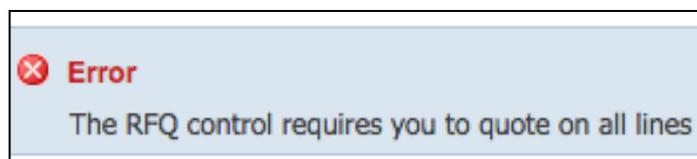


Figure 63 Error message in case of existence of lines without price

7.2 Common mistakes and corresponding System error messages

Just before clicking on the command button “**Submit**” as well as after clicking on it, the system performs a series of checks to validate the content of the response. In case of issues being detected, the system displays error messages to inform the user for possible errors or omissions.

The most common errors that occur before proceeding to the submission (**before clicking on “Submit” command button**):

- ❖ As indicated in section
- ❖ 2.1.2 Replying to Requirements, you are obliged to reply to all requirements set by the Contracting Authority. In case you omit to fill out one or more replies, the following error message will be produced, accompanied by the name of the missing requirement(s).

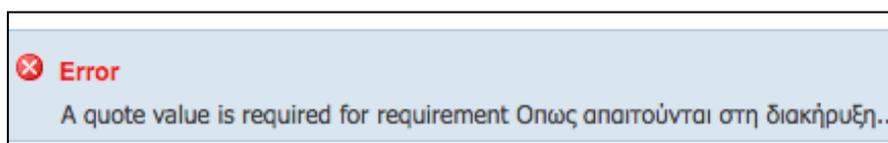


Figure 64 Error message in case of missing replies to requirements

- ❖ As indicated in section 2.1.3 Adding References, you are obliged to fill out at least one reference with at least one character. If you omit satisfying this constraint, you will get the following error message.

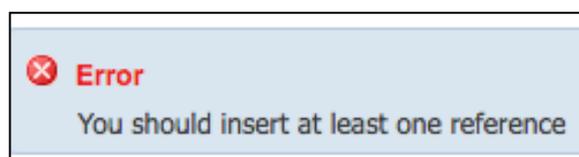


Figure 65 Error message in case of omitting fill out a reference

- ❖ As discussed in section 2.2.2 Lines organized in groups, if there are lines that are organized by the Contracting Authority into a group, you are obliged to fill out prices for all the lines included in the group. In case you omit to fill out the quote in one or more lines of a group, you will be informed accordingly.

Line	Update	Ship-To	Rank	Start Price	Quote Price
1 ΥΓΡΑ ΚΑΥΣΙΜΑ		ΥΠΑΝ	Sealed		
1.1 Πετρέλαιο θέρμανσ...		6750-ΔΗΜΟΣ ΠΗΝΕΙΟΥ	Sealed		<input type="text"/>
1.2 Πετρέλαιο ντιζελ		6750-ΔΗΜΟΣ ΠΗΝΕΙΟΥ	Sealed		<input type="text" value="12"/>
1.3 Αμόλυβδη βενζίνη		6750-ΔΗΜΟΣ ΠΗΝΕΙΟΥ	Sealed		<input type="text" value="10"/>

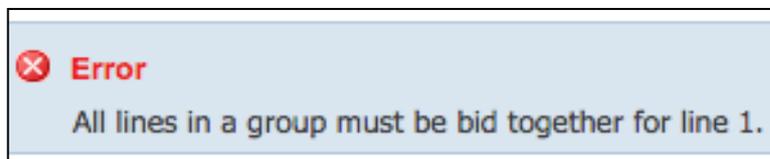


Figure 66 Error message in case of not providing prices for all lines of a group

- ❖ As indicated in section 2.2.3 Parameters included in Lines, you are obliged to provide both your quote and your replies to the special requirements set by the Contracting Authority. In case you omit to fill out the latter, the following error message will be produced, accompanied by the name of the missing requirement(s).

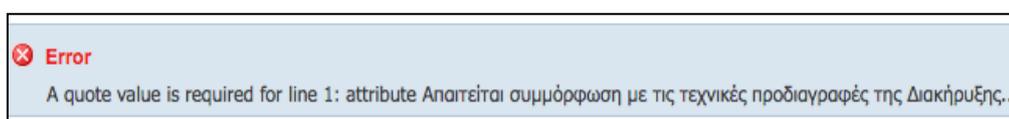


Figure 67 Error message in case of missing replies to «Parameters»

In case you omit to fill out the price, you will get the following error message.

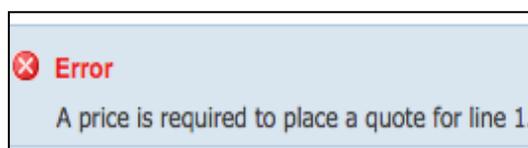


Figure 68 Error message in case of missing quote for a line

- ❖ The files that you attach in your bid should have different names. In case you attach more than one files with the same name, you will get the following error message.

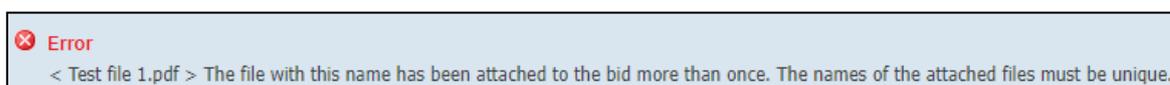


Figure 69 Error message in case of attaching multiple files with the same name

After clicking on the command button “Submit”, the system performs additional checks on the content of the response and on the System Reports attached. Please, have in mind that the reports, supporting documents/technical offer and financial offer, have to be extracted by the system following the process described in sections 3.1 Technical Offer and 3.2 Financial Offer, respectively. The most common errors include:

- ❖ In case you have performed modifications to your draft response (e.g. upload additional attachments, modify reply(-ies)/reference(s) in tab “Header”) **after** having produced the reports, the Technical Report is not valid anymore since it does not include the latest updates and/or modifications. In such case, you will get one of the following error messages and you cannot complete your eSubmission.

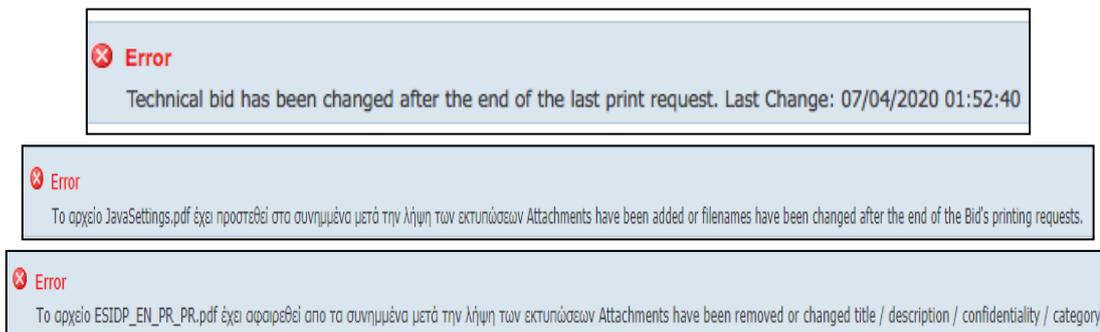


Figure 70 Error messages in case modifications have been performed after the production of the technical report

Similarly, corresponding error messages will appear in case the modifications concern the financial offer (e.g. modify price(s) in tab “**Lines**”).

Solution: In each case, since the report(s) is (are) not valid, you are advised to delete the report(s) that is (are) not valid from the draft response (bid) and repeat its (their) production.

- ❖ In case you have not attached the technical (or financial) report at all to your draft response, or you have attached it but assign it at the wrong category (e.g. the technical offer report has been accidentally assigned to the wrong category “**From Supplier: Commercial**”) or you have not produced properly the report following the prescribed step-by-step process described in section 3 **Σφάλμα! Το αρχείο προέλευσης της αναφοράς δεν βρέθηκε.**, you may get the following error message and you cannot complete your eSubmission.

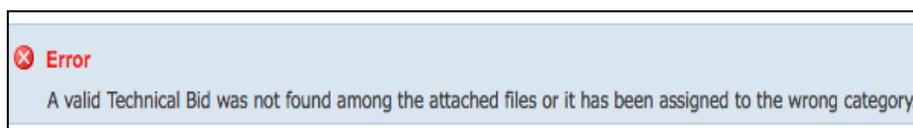


Figure 71 Error message in case of absent or not proper Technical Report

Similarly, a corresponding message will be produced in case the financial bid is not valid.

Solution: In each case, you are advised once again to delete the report(s) that is (are) not valid and repeat its (their) production. Finally, we remind once again that you should check whether the PDF file of the signed report(s) attached has the correct properties:

This/These file/files, i.e. the PDF system reports regarding you bid’s summary, either for two-staged RFQs or on-stage RFQs or RFIs, must be digitally signed, using at least a qualified digital certificate according to EU eIDAS Regulation 910/2014.

Please verify that you have done this process correctly:

- Open the signed PDF file in Adobe Acrobat Reader DC or similar software
 - Validate that you have digitally signed this document
 - Go to “*File*” in the main menu, select “*Properties*” and verify that the “*PDF Producer*” property has not been changed and the property’s value is still “*ORACLE xml publisher*”

Please have in mind that some software may have alter the PDF file's properties, without your knowledge:

- 1) While trying to download the PDF file by clicking on the "Output" icon, you may open it in a new window or tab **using your web browser's PDF plugin**. In this case, be aware that several web browsers' PDF plugins might introduce changes in the file's properties while saving it to your computer (i.e. changes in hash code and/or PDF Producer property). **Workaround:** Download the file directly by right-clicking on the "Output" icon and selecting the option "Download/Save link as" bypassing the PDF plugin of your web browser.
- 2) **Your digital signature software** might introduce changes in the file's properties while signing and saving it to your computer (i.e. changes in hash code and/or PDF Producer property). **Workaround:** Consult your digital signature provider to change signing parameters so that these file properties are not changed while signing the file. Otherwise, use a digital signature from another provider.