## Modification History

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<td>05/06/2013</td>
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## Acronyms / Abbreviations

<table>
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<th>Acronym / Abbreviations</th>
<th>Meaning</th>
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<tr>
<td>CA</td>
<td>Contracting Authority</td>
</tr>
<tr>
<td>CAPC</td>
<td>Contracting Authority Procurement Coordinator</td>
</tr>
<tr>
<td>CAPCA</td>
<td>Contracting Authority Procurement Coordinator Assistant</td>
</tr>
<tr>
<td>CMS</td>
<td>Chief Medical Store</td>
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<tr>
<td>ECS</td>
<td>Eastern Caribbean Dollar</td>
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<tr>
<td>ED</td>
<td>European Dynamics SA</td>
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<tr>
<td>EGRIP</td>
<td>Electronic Government and Regional Integration Project</td>
</tr>
<tr>
<td>e-PPS</td>
<td>European Dynamics electronic Public Procurement System</td>
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<tr>
<td>e-PPSS</td>
<td>electronic Procurement System for OECS Pharmaceutical Procurement Services</td>
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<tr>
<td>GRN</td>
<td>Goods Receipt Notice</td>
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<tr>
<td>MB</td>
<td>Megabyte</td>
</tr>
<tr>
<td>MoH</td>
<td>Ministry of Health</td>
</tr>
<tr>
<td>MS</td>
<td>Member State (of the OECS)</td>
</tr>
<tr>
<td>OECS</td>
<td>Organisation of Eastern Caribbean Countries</td>
</tr>
<tr>
<td>PO</td>
<td>Purchase Order</td>
</tr>
<tr>
<td>PO/ES</td>
<td>Procurement Officer / Evaluation Staff (member of the evaluation committee)</td>
</tr>
<tr>
<td>PO/ESR</td>
<td>Procurement Officer / Evaluation Staff Responsible (leader of the evaluation committee)</td>
</tr>
<tr>
<td>PO/OS</td>
<td>Procurement Officer / Opening Staff (member of the tender opening committee)</td>
</tr>
<tr>
<td>PO/TC</td>
<td>Procurement Officer / Tender Coordinator (member of the coordination committee)</td>
</tr>
<tr>
<td>PPS</td>
<td>OECS Pharmaceutical Procurement Service</td>
</tr>
<tr>
<td>PQQ</td>
<td>Pre-Qualification Questionnaire</td>
</tr>
<tr>
<td>QDS</td>
<td>Quotation Data Sheet</td>
</tr>
<tr>
<td>SA</td>
<td>System Administrator</td>
</tr>
<tr>
<td>USS</td>
<td>United States Dollar</td>
</tr>
<tr>
<td>XLS</td>
<td>Microsoft 2003 Excel Spreadsheet</td>
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</table>
## 1 Minimum and Recommended system requirements

### Minimum requirements:
- Relatively recent Operating System (e.g. Windows XP or 7, or equivalent)
- Office tools (e.g. MS Office support MS Word, MS Excel, or equivalent)
- Email client (e.g. MS Outlook, or equivalent) with access to the end-user's mailbox
- Browser: Internet Explorer (6 or higher), or Firefox (3.5 or higher), or Opera / Chrome / Safari (latest)
- Session Cookies: enabled
- Window Resolution: 1024 x 768
- PDF viewer (e.g. Adobe PDF Reader, or equivalent)
- Compression/decompression software (e.g. 7zip, winrar, or equivalent)
- JavaScript enabled, for full end-user experience
- Access to the Internet through HTTP/HTTPS
- A valid e-mail address
- Pop-up blockers disabled
- Java Runtime Environment (JRE) 1.6 or higher

### Recommended requirements:
- Windows 7, or above
- MS Office 2003, or above
- Email client (e.g. MS Outlook, or equivalent) with access to the end-user's mailbox
- Browser: Internet Explorer (8 or higher), or Firefox (5 or higher), or Opera / Chrome / Safari (latest)
- Session Cookies: enabled
- Window Resolution: 1024 x 768
- PDF viewer (e.g. Adobe PDF Reader, or equivalent)
- JavaScript enabled, for full end-user experience
- Compression/decompression software (e.g. 7zip, winrar, or equivalent)
- Access to the Internet through HTTP/HTTPS
- A valid e-mail address
- Pop-up blockers disabled
- Java Runtime Environment (JRE) 1.6
2 General Functionality
The procurement modules provide the following common behaviour/functionality for all its end-users.

2.1 General usage guidelines
The ePPSS system provides the following common navigation behaviour/functionality:

- Tabular display. Any data displayed in tabular format will have the following header which helps the user to navigate:

```
<table>
<thead>
<tr>
<th>#</th>
<th>Title:</th>
<th>CA: Info:</th>
<th>Tenders submission deadline:</th>
<th>Procedure:</th>
<th>Status:</th>
</tr>
</thead>
</table>
```

**Figure 1: Example of a table header**

- The arrows are used for shorting (in ascending/descending order) the results by the corresponding field. The button is used to hide/show a number of fields in the table.

- Any search query or list, with more than a page of results, will include the following navigation buttons:

```
First Page
Last Page
Previous Page
Next Page
```

The following buttons are also widely used within ePPSS:

**Table 2: Additional options**

- **Calendar Button.** Selecting this button opens a calendar enabling the user to select a date.

- **Search Button.** Selecting this button opens a searching window enabling the user to search for various codes (e.g. CPV and NUTS codes)

- **Clear Button.** This button clears the selection of the user.
2.2 The Pooled procurement Menu functionality

During the creation and manipulation of a Call for Tender, the Pooled procurement Menu contains all available choices to the user. The Pooled procurement Menu is collapsed by default:

![Figure 2: The Pooled procurement Menu (collapsed)](image)

If the user selects the Pooled procurement Menu, it will be expanded to show all available functionalities. The user can select any of the provided functionalities:

![Figure 3: The Pooled procurement Menu (expanded)](image)

Selecting the Pooled procurement Menu, again, will collapse it (Figure 2).
2.3 Main Page

The main page of the ePPSS system consists of the following elements:

- **Left column**, which contains the Login panel, General Information Panel, and Calendar Panel.

- **Central column**, which contains general information regarding the system, the Suppliers and the users of contracting authority. Furthermore, it lists any uploaded news and also statistical information about the system usage.

- **Constant functionality at the top** of the main page which contains functionalities which are available within all pages of ePPSS.

- **Constant functionality at the bottom** of the main page which contains functionalities which are available within all pages of ePPSS.

The following are the most important sections within the main page.

---

**Figure 4: Main page**

The main page of the ePPSS system consists of the following elements:

- **Left column**, which contains the Login panel, General Information Panel, and Calendar Panel.

- **Central column**, which contains general information regarding the system, the Suppliers and the users of contracting authority. Furthermore, it lists any uploaded news and also statistical information about the system usage.

- **Constant functionality at the top** of the main page which contains functionalities which are available within all pages of ePPSS.

- **Constant functionality at the bottom** of the main page which contains functionalities which are available within all pages of ePPSS.
2.3.1 Login Section

Figure 5: Login panel

In this section, functionality is provided to enable all users (Contracting Authority, Suppliers and Administrators) to login in the system providing that they use the correct credentials (username and password). Furthermore, functionality to recover user’s password is included. Finally, functionality for the registration of Suppliers within the system is provided.

2.3.2 Search Section

Figure 6: Search panel

The users can use this section to search for Pooled procurement, Organisations and users. Advanced searching functionality, (by selecting the button) is also provided (Figure 6).

2.4 Login in the system

All users of the ePPSS module should have an appropriate user name and password. In order for a user to login in the system, he must provide his credentials in the login section of the main page:
If the user provides incorrect credentials (either user name or password) an error message will be displayed:

If the user provides an incorrect password for a username more than 9 times, the user account will automatically get de-activated. In this case, the user should contact the system administrator to re-activate the account:

2.5 Login to the system for the first time

The following steps are available, when the user login to access the ePPSS services for the first time.

As a first step, the user will have to provide the transaction number (which is received by email after his successful registration on the system):
After providing his user credentials the user is requested to provide the transaction number received during the registration:

![Transaction Number](image)

**Figure 10: The transaction number**

Finally, the user is prompted to read and accept the following System User Agreement:
Accept agreement

Please read below User Agreement (“license”) carefully before using the system.

By using the system, you are agreeing to be bound by the terms of this license.

If you do not agree to the terms of this license, do not use the software. If you do not agree to the terms of the license, please decline the agreement.

[OECS TermsOfUse v2.0.pdf]

Figure 11: Confirmation of the user agreement

2.6 Logout from the system

The user can exit the ePPSS services by selecting the “Logout” functionality:

Figure 12: Logout functionality
2.7 Password recovery

The user can recover his password from the “Forgot your password” functionality (Figure 8) available from the home page.

Forgot your password?

![Figure 13: Password recovery/change]

If the provided details are valid, the system sends an email to the associated address, containing a transaction number and a unique generated access link:

Dear [Username],

Go to the following link and insert new password.

You can access the new password section through the following link:
https://xxxxxxxxxxxxxxxxx/user/prepareResetPassword.do?userTD=100&name=vjkbosog95lok

Please note that the field Password is case-sensitive.

IMPORTANT: Actions within e-PPSS will be recorded for auditing purposes. This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

Please do not reply to this mail.

![Figure 14: email containing a registration transaction and unique access link]

In order to reset the password, the user accesses the displayed link. To trigger the password reset functionality, the system requires the user to provide:

- Username
- New password
- Password confirmation
- Secret question response
Reset password

* Password:  
* Re-enter Password:  
* Please, enter the transaction number you received by e-mail:  
* Secret question: What is your favourite team’s name?  
* Secret answer:  

*Fields with asterisk are mandatory

Figure 15: Resetting the password

2.8 Maintenance of user’s profile

After successful authentication the user can edit his profile by selecting the “Edit Profile” functionality (accessible in the left column menu). The user can update the information fields and then, select the button “Save” to store the performed modifications. In case any of the mandatory information is missing the system will prompt the user with an error message.

Figure 16: Edit User’s Profile
The password should follow a specific configuration. To view the password rules the user should click on the link “Password Rules” (Figure 17). The password configuration rules consist of:
- Letters (upper case/lower case) allowed to be used
- Numbers allowed to be used
- Characters allowed to be used
- Allowed login failures
- Password lifetime
- Password length (min/max)
- Password history
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</table>

Allowed login attempts: 10
Password history (in months): never
Password Min length: 6
Password Max length: 26
Password history: Activate [on]
Password strength: weak

Figure 17: Password Configuration Rules
In case the password does not follow the password configuration the following message appears.

![An error has occurred]
- Password can not be less than 6 characters. Check Password Rules
- Password’s strength must be at least strong. Check Password Rules

2.9 XLS file format support
All XLS files uploaded to the ePPSS system must abide to the Microsoft Office Excel 2003 format.

![All XLS files must abide to the Microsoft Office Excel 2003 format.]
- Users that have later versions should save their files in 2003 format (Save as type and select the option “Excel 97-2003 Workbook”).
3 Registration of Supplier

All Suppliers are able to self-register to use the ePPSS system. In order for an Supplier to register in the system, the user should select the option “Register as Supplier” from the “Login Panel” of the main page (Figure 18).

![Login Panel](image)

**Figure 18: Register as Supplier**

In the first phase of the registration procedure the user registers his organisation by providing the following mandatory information (Figure 19):

- Organisation Name
- Company type
- At least one of the:
  - Company Registration Number,
  - VAT Number or,
  - Business identification number
- Country
- Address
- Postal Code
- City
- Email
- Phone Number
- Fax (optional)
- Manufacturer /Distributor option
- Captcha code
In order to proceed to the next phase, the user should have also typed, in the provided text field, the visual CAPTCHA code displayed by the system on the screen. Selecting the “Refresh” button updates the code (Figure 19). Finally, the user should select the button “Validate and Continue” to continue the registration process.

The next step (optional) is the association of CPV codes of interest with the organisation (Figure 20). The user can associate CPV codes by the use of the button. The button is used to delete a selected CPV code.
Register CPV Codes

The Common Procurement Vocabulary (CPV) establishes a single classification system for public procurement aimed at standardising the references used by contracting authorities and entities to describe the subject of procurement contracts. The CPV is based on a tree structure comprising 8 digit codes associated with wording that describes the type of supplies, works or services forming the subject of the contract. The CPV is maintained by the European Commission at the European Union. The CPV codes of interest are optional for the registration of a Supplier. When an open public procurement competition is published, the system will automatically notify via email all Suppliers whose CPV codes of interest match the CPV codes of the competition itself.

Figure 20: Registration of CPV codes

In order to continue, the user should select the “Next” button. The button “Back” returns the user to the previous phase (Figure 19).

At the final phase the user registers the administrator of the Supplier (Supplier Admin). The following details are mandatory (Figure 21):

- First Name
- Last Name
- Username
- Password
- Email
- Country
- Preferred language of GUI
- Secret question
- Secret answer

Furthermore, the following details are optional (Figure 21):

- Address
- Postal Code
- City
- Phone number
- Mobile number
- Fax
Figure 21: Registration of Supplier admin

In order to finalise the registration process the user selects the button “Finish”. A message confirming the successful registration of the Supplier will be displayed:

![Supplier registration was successful.]

Figure 22: Confirmation of successful registration of the Supplier

The system will send an email to the user containing details of how to access the system. Section 2.5 contains instructions on how to access the system for the first time.

The registration of an Supplier needs to be validated by the System Administrator. Until then, the following message appears when the Supplier accesses the system:
Figure 23: Pending validation by the System Administration

If this warning message occurs please contact the System Administrator, in order to activate the organisation account.
4  Supplier Management

The Users with a role of Supplier Organisation Administrator can perform the following activities for the management of their organisation:

•   Edit organisation details
•   View the users registered within the organisation of the Supplier
•   Add new users in the organisation of the Economic Operator
•   Edit user’s details

This management functionality is provided through the “Supplier Management” option of the “Supplier Administration” menu:

Figure 24: Supplier menu

View organisation

Figure 25: Supplier Management functionality
4.1 Edit organisation details

Selecting the option “Edit Organisation” allows the user to edit the organisation’s details:

Figure 26: Editing Suppliers details

Selecting the button “Save” will store the performed modifications, while the button “Reset” will reset the performed modifications.
Figure 27: Organisation details were successfully updated
4.2 View the users belonging to the Supplier

Selecting the option “View Users” displays all the users registered within the selected Supplier organisation:

![View Users Table]

**Figure 28: Display of users belonging to the Supplier.**

In the above screen, the first name, last name and the role of each user are displayed. Furthermore, the current status of the each user account is also displayed:

**Table 3: List of account statuses**

- Active
- Inactive
- Deactivated

The following user roles are supported:

- **Supplier Administrator (Supplier Admin)**. Users with this type of role are authorised to manage the users and update the details of their organisation.
- **Supplier users (Supplier Users)**. Users with this type of role are not authorised to manage the details and the users of their organisation.
### 4.3 Add new user in the Supplier organisation

In order to insert new users in the organisation, the user needs to select the option “Add user”. The mandatory information below must be provided:

*Add User*

![Figure 29: Insert a new user in the organisation](image)

Initially, the account of the new user will be Inactive. The system will send an email to the new user confirming the successful registration. The email will contain the relevant transaction number. In order to activate his account the user must provide this number during his first login. Thereafter, the status of the account will be set to active.
4.4 Edit user’s details

The user can select the option “Edit Account” to edit the details of a specific user. The system will display all user details allowing their modification (Figure 28):

![Figure 30: Editing user details](image)

Selecting the button “Save” will update the users details (Figure 30).
4.5 Edit CPV codes

In order to edit the CPV codes associated with the Supplier the user selects the “Edit CPV codes” option in Supplier Organisation management page (Figure 25). The system displays the CPV codes which are currently associated with the Supplier (if any):

Register CPV Codes

![Figure 31: Associate CPV codes](image1)

The Common Procurement Vocabulary (CPV) establishes a single classification system for public procurement aimed at standardizing the references used by contracting authorities and entities to describe the subject of procurement contracts. The main vocabulary is based on a tree structure comprising 8 high level categories, with 111 subcategories forming the subject of the contract. The CPV is maintained by the European Commission of the European Union. The CPV codes of interest are optional for the registration of a Supplier. When an open public procurement invitation is published, the system will automatically notify via email all Suppliers whose CPVs of interest match the CPV codes of the computation itself.

Step 2: Register CPV Codes

CPV Codes of Interest: 

![Next, Back, Cancel buttons](image2)

Figure 31: Associate CPV codes

The user can add new CPV codes by the use of the button. The button is used to delete a selected CPV code.

After modifying the associated CPV codes (Figure 32), the user can select the button “Finish” to store his changes.

Edit CPV Codes

![Figure 32: Edited CPV codes](image3)
5 Searching Functionality
The ePPSS system provides “Simple” and “Advanced” search mechanisms. Both functionalities allow searching for Pooled procurement (Pooled procurements), Organisations and Users.

5.1 Simple Search
The simple search functionality covers searching for available Pooled procurement (Pooled procurement), registered Organisations and registered Users.

Simple search queries are performed by:
1. Selecting the type of searching (Competitions, Organisations, and Users) from the selection list.
2. Providing the full name of the required record or part of it using the “*” wildcard.
3. Selecting the button “Search”.

The results, if any, are then presented in a tabular form.

Figure 33: Simple search for Pooled procurement
5.2 Advanced search

The advanced search functionality enables searching for Pooled procurement (Pooled procurements), Organisations and Users. In order to perform an advanced search query, the user should:

1. Select the type of the search by using the appropriate button
2. Provide information in one or more fields (use of * wildcard is also enabled).
3. Select the button “Search”

The results, if any, will be presented in a tabular form.

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>Competition reference</td>
<td></td>
</tr>
<tr>
<td>Name of contracting authority</td>
<td></td>
</tr>
<tr>
<td>Competition status</td>
<td>-Select Workspace Status-</td>
</tr>
<tr>
<td>Procurement type</td>
<td>-Select procurement type-</td>
</tr>
<tr>
<td>Procedure</td>
<td>-Select procedure-</td>
</tr>
<tr>
<td>Deadline for tender submission</td>
<td>From: [ ] To: [ ]</td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>CPI codes</td>
<td></td>
</tr>
<tr>
<td>NUTS codes</td>
<td></td>
</tr>
<tr>
<td>Estimated total contract value (USD)</td>
<td>Min: [ ] Max: [ ]</td>
</tr>
<tr>
<td>Tenders opening date</td>
<td>From: [ ] To: [ ]</td>
</tr>
</tbody>
</table>

Figure 34: Advanced search for a Pooled procurement

In order to search for an organisation, the user needs to first provide the organisation type (Contracting Authority). Figure 35 provides an example of a search query for Contracting Authorities.
In order to search for a specific user of an organisation, the organisation type (Contracting Authority and Supplier) must be selected.

When searching for users of Supplier organisations the returned results will include only users from the actor’s own organisation. The security applied does not allow for a Supplier user to be able to search for other Supplier’s or Supplier user’s.
5.3 Latest Pooled procurement search

In order to view the latest Pooled procurements published within the service, the user can click on the “Latest Pooled procurements”, as depicted in . This will present automatically the list of the latest Pooled procurements that are available to the user (depending on his/her access rights).

![Figure 38: Latest Pooled procurement search](image)

5.4 CSV export

In order to download the search results with the retrieved list of users/organisations, the user can click button **Export Results as CSV**.

The exported file includes the full details of the organisation or user accounts exported eg. name, username, department and organisation they belong to, status of system registration, system role, phone and fax numbers including mobile, full postal address, email address, and registration validity period.
6 View Pooled procurement Workspace

In order for the user to preview the details of the call for tender (Pooled procurement) he needs to select the option “View Pooled procurement” from the Pooled procurement Menu (Figure 39).

![Pooled procurement Menu]

The system will display all details (Figure 40) of the particular Pooled procurement (e.g. Title, information regarding associated deadlines, etc).

![View Pooled procurement workspace]

**Figure 39: Pooled procurement Menu**

**Figure 40: View Pooled procurement workspace**
7 View Pooled procurement Documents

In order for the user to preview and download all documents associated with the particular Pooled procurement (i.e. publication notices being published for this call), he needs to select the option “Competition documents” from the Pooled procurement Menu (Figure 39).

The system displays all contract documents which are associated with the Pooled procurement. The tab “Contract document” (Figure 41) contains a list of all documentation created by the buying organisation that relates to the specific pooled procurement. The user may download all files in a compressed file by clicking the “Download Zip file” button.

Notice & Contract Documents

---

**Figure 41: Contract documents**

From tab “Invitations” the user may view the details of the invitation dispatched by the buying organisation.
### Notice & Contract Documents

#### Invitations

<table>
<thead>
<tr>
<th>Subject</th>
<th>Invitation to tender for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body</td>
<td>The OECS/PHS, as procurement agent for the ministries of health of nine (9) OECS countries, invites sealed tenders from your company for the supply of pharmaceuticals, medical supplies, x-ray supplies and other medical products. Start Date: 09/05/2013 End Date: 10/05/2013 Opening Time: 10:00 Award Announcement: For on-line Tenders (discouraged) your company must return three (3) items before the Closing Date of 10/05/2013 i.e., electronic device with removable storage b. printed hard copy with the exact data contained in the electronic device with removable storage c. Compliance Letter.</td>
</tr>
</tbody>
</table>

**Attachment**

#### Deadline for tender submission

<table>
<thead>
<tr>
<th>Date</th>
<th>10/05/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>10:00</td>
</tr>
</tbody>
</table>

#### Request for clarification

<table>
<thead>
<tr>
<th>Date</th>
<th>10/04/2013 00:00</th>
</tr>
</thead>
</table>

---

**Figure 42: Invitation**
8 Clarifications

In order to create a clarification request and to preview a clarification response, the user needs to select the option “Clarifications” from the “Pooled procurement Menu” (Figure 43). This option is available in the “Pooled procurement Menu”, during the clarification period.

![Pooled procurement Menu, option “Clarifications”](image)

8.1 Create a clarification request

In order to create a clarification request, the user selects the tab “Requests for Clarification” from the main Clarifications page (Figure 44).

![Pooled procurement Clarifications](image)

The user completes the request for clarification by providing the following information:

- Title
- Language
- Description for the request
A file attachment for the request (optional and applies only if this has been allowed by the Buying organisation)

Selecting the button "Send Request" sends the request to the tender coordinator.

8.2 View a clarification response

The user can visualise a clarification response only after it is published by the Procurement Officer. A list of all clarification responses is displayed in the "Clarifications" tab of the main Clarifications page.

In order to preview the content of the response, the user selects the displayed title. Then, the system expands the details of the response (Figure 45):

- Description for the request
- Procurement Officer’s clarification response
- Attachment (if exists)

![Figure 45: Response to a clarification request](image)

Selecting the button "Download all clarifications" enables to download an archive file with the details of all clarification requests submitted and their associated responses.

8.3 Evaluation clarifications

Evaluation clarifications are requests submitted by the Contracting Authority in the context of specific Pooled procurement during the evaluation phase. To preview any evaluation clarification request the user needs to select “Clarifications” option found under the Pooled procurement menu (Figure 43). By selecting the tab “Evaluation Clarifications”, a list of all the evaluation clarifications is displayed (Figure 46).
Clarifications

Figure 46: List of evaluation requests

The user can answer to the clarification request by selecting the “Answer Clarification Request”. The user completes the clarification by providing his response in the “Clarifications” text area.
Figure 47: Evaluation clarification response
9 Creation of a tender

The tender is created by the Supplier following a sequence of steps described below that enable the user to prepare, encrypt and securely upload the tender to the ePPSS system. A Supplier may submit a tender via online means, or send it offline to the PPS authority. The latter approach however is discouraged.

9.1 The QDS

As described in section 7, the user may download the QDS template for each pooled procurement competition through the “Contract documents” section. The user will open the template file and start populating XLS columns H to Q. Column Q is to be populated only in case of ARV/HIV medicine.

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
<th>Product Code</th>
<th>Product Category</th>
<th>Quantitative Demand</th>
<th>Qualitative Demand</th>
<th>Package Quantity</th>
<th>CIF Landed Air US$</th>
<th>CIF Landed Sea US$</th>
<th>CIF F.O.B</th>
<th>CIF Landed Air Local Currency</th>
<th>CIF Landed Sea Local Currency</th>
<th>CIF F.O.B</th>
<th>Local Currency</th>
<th>Supplier Name</th>
<th>Supplier Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>E-0120-01</td>
<td>CDZU</td>
<td></td>
<td>100</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>E-0120-02</td>
<td>CDZU</td>
<td></td>
<td>50</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>E-0120-03</td>
<td>CDZU</td>
<td></td>
<td>20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>E-0120-04</td>
<td>CDZU</td>
<td></td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Figure 48: Example of QDS file

In case a user wishes to submit multiple offers of the same item then the user must copy/paste the whole row of the item as many times as the alternatives that s/he wishes to offer.

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
<th>Product Code</th>
<th>Product Category</th>
<th>Quantitative Demand</th>
<th>Qualitative Demand</th>
<th>Package Quantity</th>
<th>CIF Landed Air US$</th>
<th>CIF Landed Sea US$</th>
<th>CIF F.O.B</th>
<th>CIF Landed Air Local Currency</th>
<th>CIF Landed Sea Local Currency</th>
<th>CIF F.O.B</th>
<th>Local Currency</th>
<th>Supplier Name</th>
<th>Supplier Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>E-0120-01</td>
<td>CDZU</td>
<td></td>
<td>100</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>E-0120-02</td>
<td>CDZU</td>
<td></td>
<td>50</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>E-0120-03</td>
<td>CDZU</td>
<td></td>
<td>20</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>E-0120-04</td>
<td>CDZU</td>
<td></td>
<td>10</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Figure 49: Alternative item submissions

Aside the possibilities of rejecting a tender as a whole, the system will reject specific products offered by a supplier for the following reasons:

- “Package size” is missing or is not a number
- “CIF Landed Air US$” and “CIF Landed Sea US$” information is missing or are not numbers
- In case a Supplier does not provide a (valid) “Package size” and (valid) price information for a product, this is considered as if no offer has been submitted for it
- Information in columns A to G is altered in any way (apart from adding rows of valid/requested products)
- In case the procurement relates to ARV/HIV products, column Q “QA Standard” is not provided or is not a valid code
- In case the procurement relates to medical products (i.e. not ARV/HIV), column Q “QA Standard” is provided with a valid code
System will accept only EXCEL files in the MICROSOFT 2003 XLS format. In case you are using a later MICROSOFT OFFICE version, or similar suite, please make sure that when saving your file the selected format is “.XLS”. Any other format (e.g. “.XLSX”) shall be automatically rejected by the system.

System will NOT accept any virus infected files for evaluation. Any tender that will be found to contain a virus will be automatically discarded from the evaluation process.

9.2 Prepare online tender

Once the QDS is populated by the supplier, including all mandatory information for all products the supplier intends to bid, the user may proceed to create a valid tender for the ePPSS system in two manners. Either create an online tender or create an offline one. This section describes the process for creating an online tender, through the following steps:

9.2.1 Online tender preparation tool

- Click on the “Tender submission” option of the competition Menu (Figure 50).

![Figure 50: Tender submission option of competition menu](image)

- Click on the “Answer questions online” link (Figure 51).

![Figure 51: Answer questions online link](image)
Figure 51: Online tender creation

- The browser downloads the tender preparation tool, which may beforehand download the Java Runtime Environment (or an update) depending on the end-user PC configuration. After downloading, the following screen should be displayed (Figure 52).
Figure 52: Online tender creation tool

9.2.2 Supplier responses to tender question

- After expanding the “pooledPPS” directory and access its “Section: Complete Tender for PPS pooled procurement” sub-directory, the following screen should be presented (Figure 53).
The user should click the “attach file” button in the first criterion in order to locate the completed QDS file, as created following the steps of section 9.1.

The user should define the date of expiration of the tender’s validity in the second criterion. If deemed necessary, a supporting document could be uploaded against the second criterion.

9.2.3 **Save a tender**

Once the above is done, the user should save the tender using the Save or Save As options (Figure 54). The tender should be saved at a local directory of the user’s PC, since at this stage the tender is not encrypted (i.e. only encrypted tenders are uploaded onto ePPSS.)
Upon a successful saving action, the system will report “Tender saved successfully”. 
At this stage the user may validate the tender, or in a future date “open” an already saved tender for further processing.

9.2.4 Package a tender
- Once the user has completed its tender to its totality, the user should click the option to Package the tender (Figure 54).
- Through the above option, the tender will be encrypted and saved under with a new name post-fixed with the test “_TENDER”. This file cannot be unlocked and/or viewed by anyone. It will be unlocked only when the PPS staff authorise the unlocking of all tenders as the end of the tender submission period.
- Upon a successful packaging action, the system will report “Packing successful”.

9.2.5 Upload a tender
- Once a tender package is created, the user may click on the “Back to My Tenders” link.
• This will direct the user to the tenders page, where if the tender was created in an online manner a new entry will appear under the “list of draft tenders” menu.

• To upload a tender, the user needs to click on the option “Upload tender package”.

• Following two successful confirmation of a number of verification screens (user account, user agreement), the user will need to browser and locate the file to upload (ending with the post-fix “_TENDER.zip”) and then click on the upload button.

• Upon successful uploading, the user will receive a unique Tender Package Receipt ID via a popup message and an email.

9.2.6 Management of a tender
• Until then tender submission deadline is reached, a supplier has the right to remove an already submitted tender.

• If a submitted tender is removed, and until the tender submission deadline, the supplier retains the right to upload a new tender, by following the steps described above.

• Under no circumstances can the supplier download from the system a submitted tender and then open it in order to see the files uploaded. As aforementioned, a submitted tender is an encrypted file that the system is not authorised to decrypt until the tender submission deadline has passed and the PPS staff have instructed the system to proceed to unlocking.

9.2.7 Offline tender preparation tool
• The preparation of an offline tender follows a very similar process to the online one. Exactly the same tool and steps are required, with the only different being in the initial steps of section 9.2.1.

• In particular, after having accessed the tenders page, the user should not click on the “Answer questions online”.

• Instead, the user should download the Evaluation Criteria and the Preparation Tool.

• The Preparation Tool is a zip file that the user should de-archive at a local directory. Then, the tool should be started using the “.exe” file.

• Once the tool is started, the user should click on the “open” option and open the XML file forming the Evaluation Criteria of the competition.

• All rest of the steps for tender preparation, packaging and upload are identical to the online part.
10 Helpdesk contact details
To contact the ePPSS helpdesk you may visit the “Contact Us” link.

Figure 55: Contact us link

The user may either select to fill in an online form and send it through the system, or directly contact the helpdesk team via phone or email.

Contact us

For technical support on the eTendering system you may contact us through email or phone.

<table>
<thead>
<tr>
<th>Helpdesk contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Email</strong></td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
</tr>
</tbody>
</table>

For online form

- **Your Name**: *
- **Your Organisation**: *
- **User email**: *
- **Phone number**: *
- **Subject**: *
- **Question**: *

Figure 56: Contact us form