

## ECB e-tendering – Supplier’s guide

### How to submit a tender/response to a procurement procedure (“RFx”)

Follow this guide to access tender documentation and to submit your response in a procurement procedure in the ECB’s electronic tendering system (SAP Sourcing).

- You can continue to make changes to your submission until you submit your final response.
- **Only submissions which have been finally submitted (phase “Firm”) can be considered by the ECB in the tender procedure.**

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## I. Technical tips

- Do not open more than one tab or window in SAP Sourcing. You will be automatically logged out of the previous tab or window and you may lose actions which have not been saved.
- Do not use the refresh button or the back button of your browser. You will be automatically logged out.
- You are encouraged to click “Save” as often as possible to save intermediary steps in your draft.
- When you click on “Done”, the system will save and close the entry.

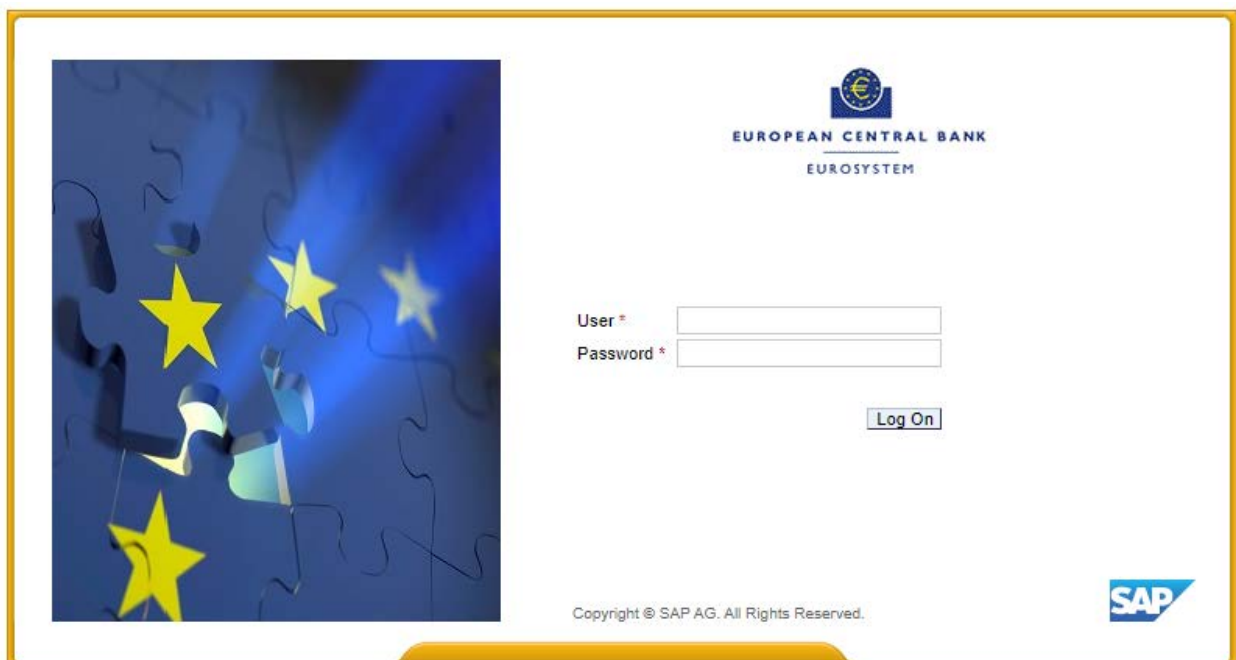
## II. Support

If you have any questions or require more information, contact the support team at [sourcing.support@ecb.europa.eu](mailto:sourcing.support@ecb.europa.eu). Requests are handled on average in 1-3 working days. Support hours are Monday to Friday from 08:30 to 17:30 Frankfurt time, [excluding ECB public holidays](#).

## III. Overview and access to documents

### 1. How to log in to SAP?

Log in to the system with your user ID and password.



European Central Bank  
EUROSYSTEM

User \*

Password \*

Log On

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SAP

If you are having problems logging in to the system, please refer to the guide *“How to change your password”*.

## 2. How to participate in a public tender or an invited tender?

**Public tender procedures** – *procurement procedures based on a contract notice published in the Official Journal of the European Union* – are open for participation of any economic operator according to the ECB Procurement decision. All public electronic tender procedures that are open for bidding are visible under “**Public Tenders – Upcoming Events**”. In order to request the participation in a public tender procedure follow the steps described in the paragraph “**3. How to view public procurement procedures?**”.

**Invited tender procedures** – *without publication of notice in the Official Journal of the European Union* – are tenders or subsequent rounds of tender procedures to which you have been invited directly. In order to access tender documentation, follow the steps described in the paragraph “**4. How to access the tender documentation?**”

The **tender documentation** can be downloaded from the “**RFx**” for the relevant procedure in SAP Sourcing. In this documentation the ECB details the requirements for the goods, works or services it requests from suppliers as well as the modalities and criteria based on which the ECB will select the successful supplier response(s).

“**RFx**” (**Request For x**) in SAP Sourcing is a **request by the ECB within a specific Public or Invited procurement procedure to submit a response** (e.g. *Tender/Proposal, Revised offer, Expression of Interest or Application*). The **RFx comprises**: (i) the ECB’s tender documentation (ii) the possibility to upload and submit your response and (iii) a discussion forum to ask questions related to the procedure.

The name of an RFx is structured as follows:

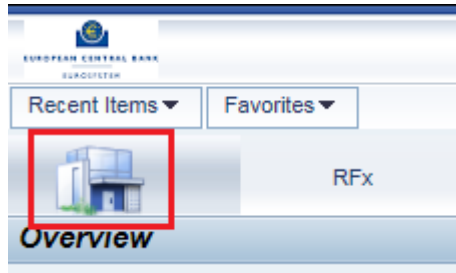
- *[ID]-[L for Lot and number of Lot, if applicable]-[R for Round and number of Round, if applicable] [short title of the procedure]*.
- If you participate in a tender procedure, you may be invited to several RFxs subsequently depending on the number of **phases (Rounds [R])** which are applied in the procedure. If you are invited to participate to a new RFx Round, you will be informed via email.

“**RFx workbench**” is the area of SAP Sourcing application in which **suppliers can view the RFx and respond to electronic tender procedures of the ECB**. The RFx workbench shows all **Public or Invited** tender procedures to which tenderers have been invited.

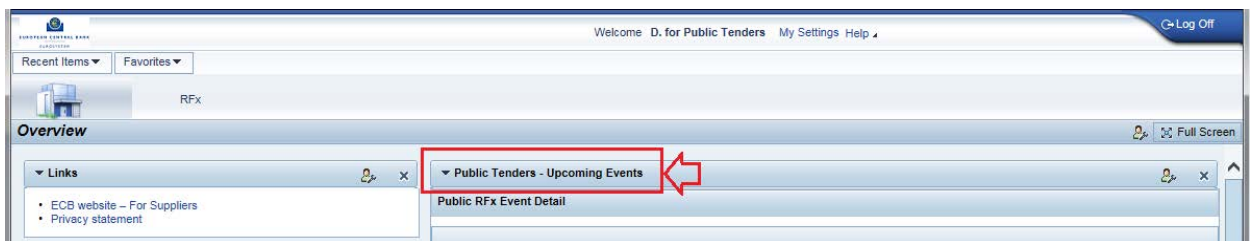
## 3. How to view public procurement procedures?

*If you are participating to an invited procedure, i.e., you have been invited by the ECB to participate to the tender procedure, please move directly to paragraph “4. How to access the ECB’s RFx documentation?”*

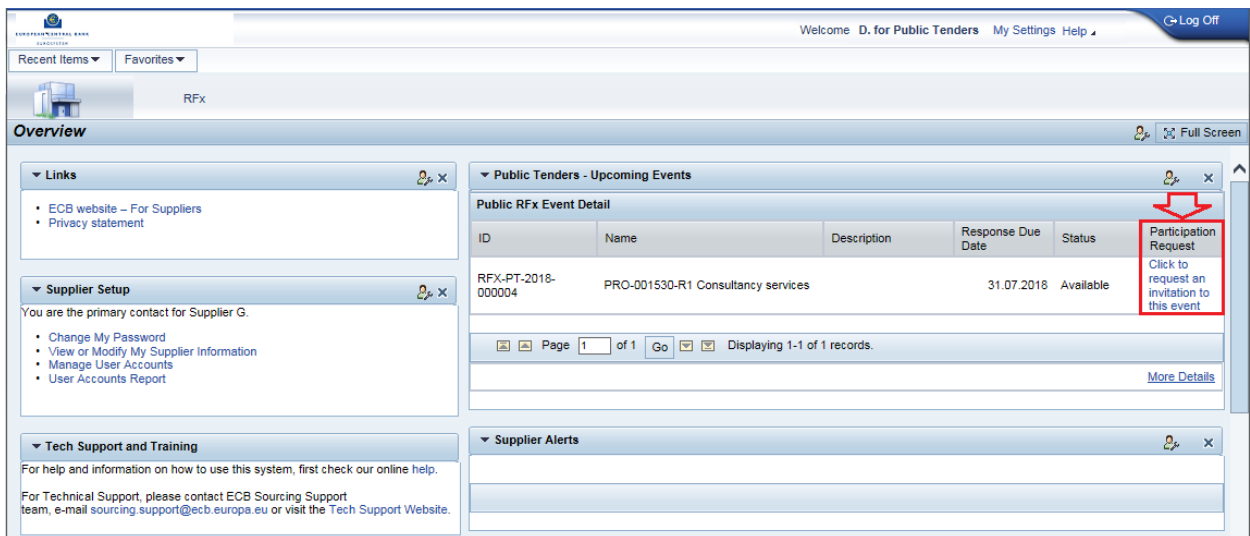
1. To participate in a **public procedure**, click on the “Home page”.



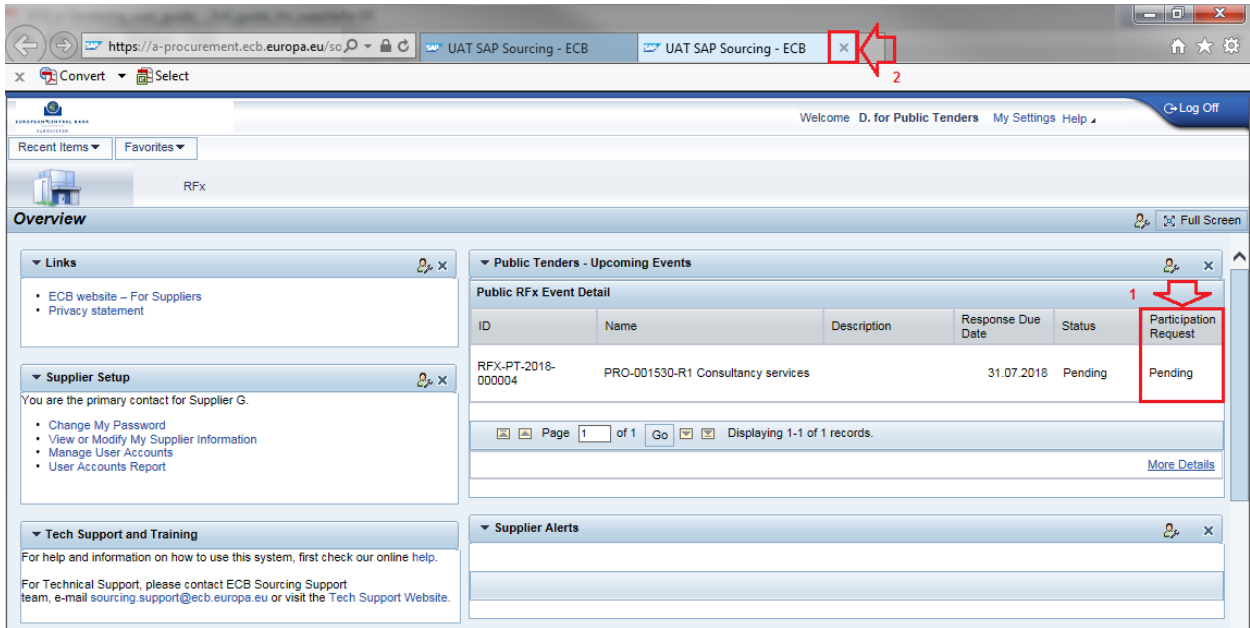
- View all Public Tenders which are currently open for response under “**Public Tenders – Upcoming Events**”.



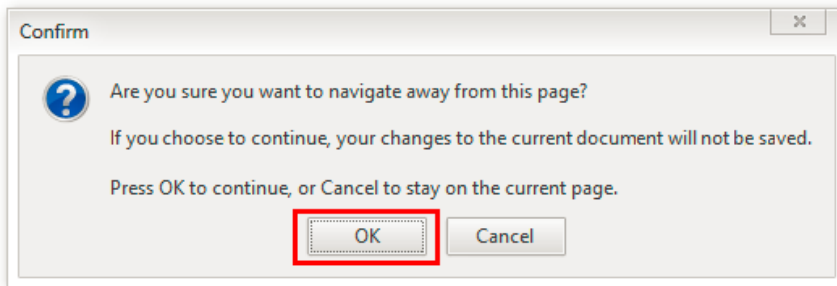
- To access the documentation of the procedure, click on “**Click to request an invitation to this event**”.



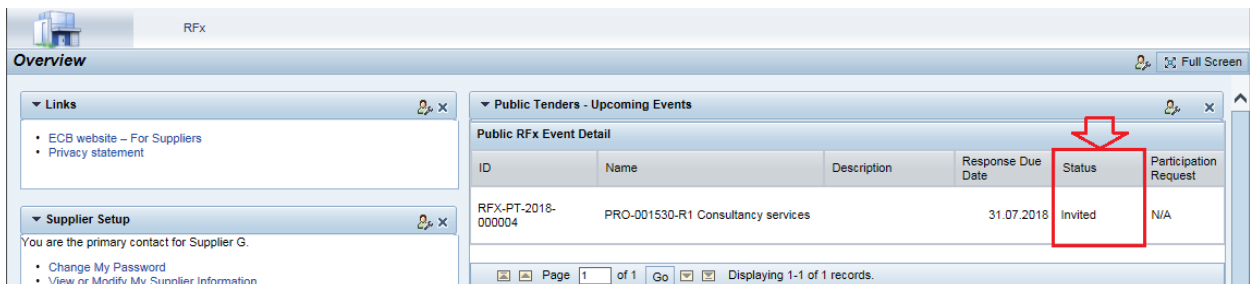
- After requesting access, a new tab/browser window opens and the status of the “Participation Request” changes to “**Pending**”. Close this new window.



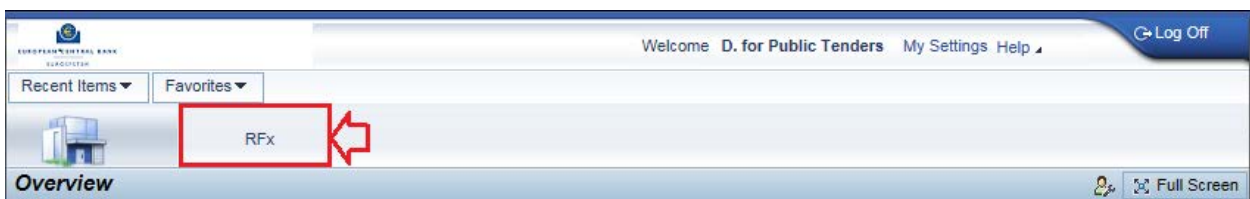
Depending on the type of the browser you use, you might be asked for a confirmation, when closing the confirmation pop-up window. Click on "OK".



- Wait until the request has been processed. This process can take up to 15 minutes. In order to see the updated status, click on "Home page". Once your request has been processed, the status changes to "Invited".



- The RFX is now accessible via the RFX workbench.



Title	Intention to Respond Date	Due Date	Phase	Type	Contact Person	RFX Response Status
PRO-001530-R1 Consultancy services		31.07.2018 15:00 (CEST)	Open For Response	Public Tender	Natalia Pekala	No Activity

#### 4. How to access the tender documentation?

1. Click on the RFX.

Title	Intention to Respond Date	Due Date	Phase	Type
PRO-001530-R1 Consultancy services		14.11.2016	20.11.2016 12.00 (CET)	Open For Response

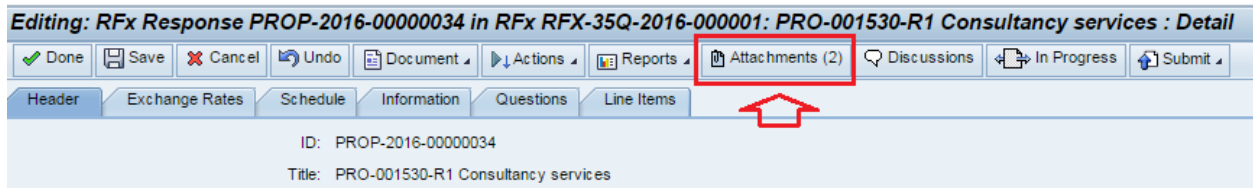
2. Click on the "RFX Response ID" (which is your unique identifier for this RFX).

ID: RFX-35Q-2016-000001  
**Title: PRO-001530-R1 Consultancy services**  
 Description:  
 Current Phase: Open For Response  
 Company: European Central Bank  
 Contact: Natalia Pekala  
 RFX Response Due Date: 20.11.2016 12.00 (CET)  
 Relevant Procurement: Consultancy  
 Lot: No Lots

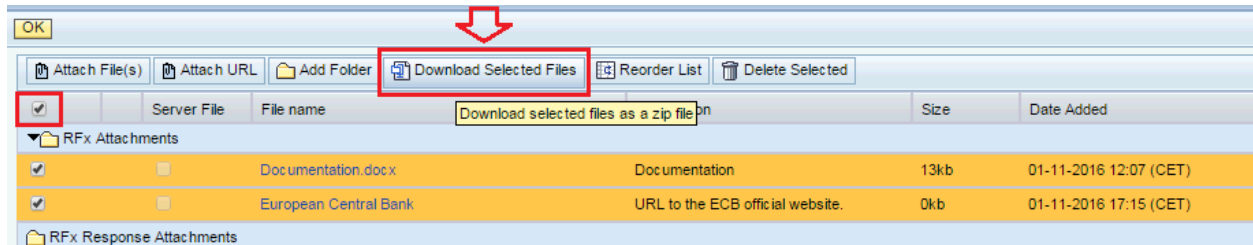
RFX Response	Internal RFX Response ID	Cover Page Comments	RFX Response Status	Intend to Respond
PROP-2016-0000034			No Activity	<input type="checkbox"/> Intention to respond

3. **Download** the attachments provided by the ECB.

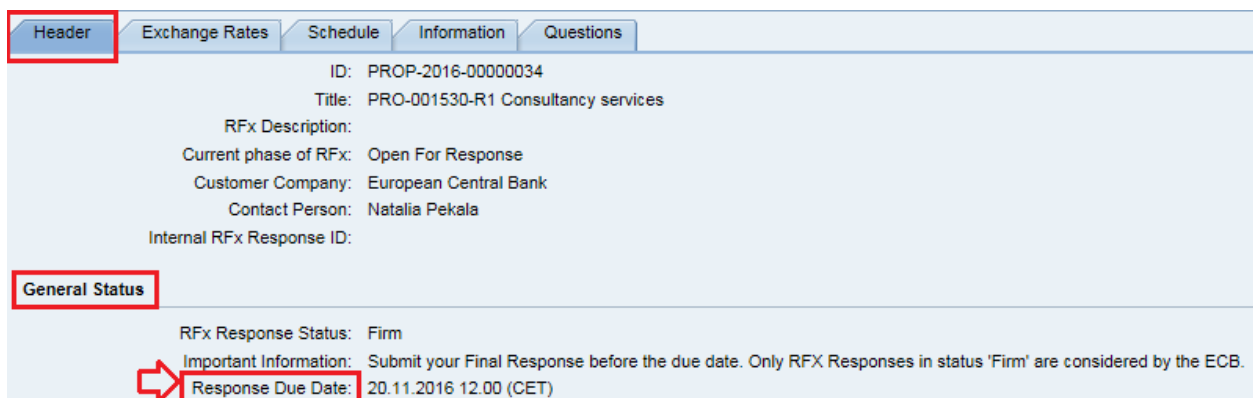
- a) Click on "Attachments".



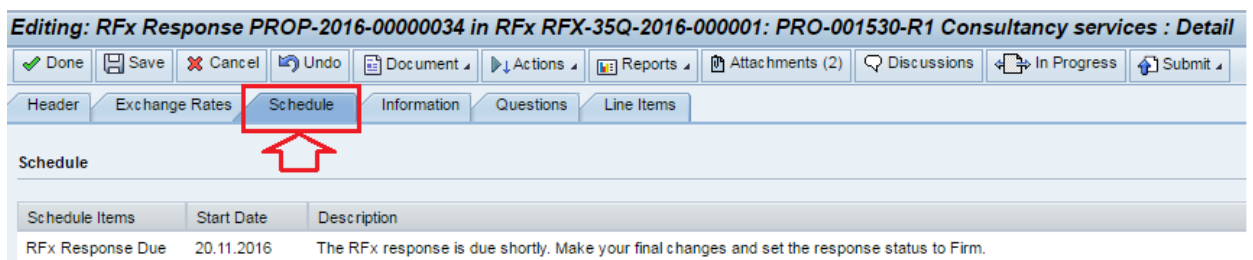
b) **Select files** (select all files tick box) and click on **“Download Selected Files”**.



4. The **deadline for submission** of documentation (submission of final response) is displayed in the “Header” tab under section “General Status”.

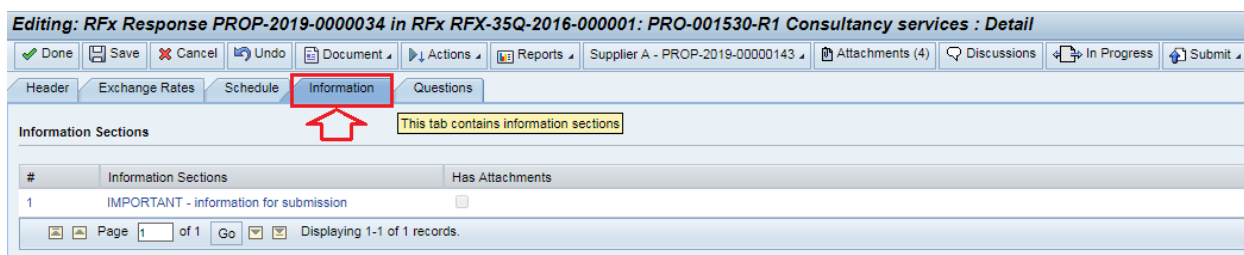


or under “Schedule” tab.



- **The RFX will close automatically when the deadline has passed, irrespective of submissions which are being edited.** Only RFX responses which are finally submitted before the end of the deadline with the status **“Firm”** can be considered by the ECB.
- RFX responses with the status **“In Progress”** cannot be considered.

5. **Additional information**, if any, may be provided by the ECB displayed under the “Information” tab.



## IV. How and when to submit response to RFX?

### 1. Important guidance

**Register back-up contact persons:** Tenderers shall register at least one back-up contact person in the system to ensure that someone can always access the tender and the communication, when needed. To create the back-up contact account, see Chapter III of the “How to manage your supplier account” user guide.

**Upload a test document:** Directly after accessing the tender documentation, upload a test document as an attachment to your submission (“RFX response”) to check that the electronic tendering system functions smoothly in your IT infrastructure. To upload the document, see Chapter IV of the “How to submit a tender/response to a procurement procedure” user guide.

**Do not wait until the last minute:** Submit your documents well in advance of the deadline for the respective procurement to allow enough time for technical support, if necessary. The time it takes to finalise your submission and upload all documents may vary considerably depending on your browser, your internet connection and the size of your files (max. 80 MB per file). It is advisable to upload several files, if the overall size is big.

**Change your submission’s status to “Firm”:** Your response will only have been submitted successfully when the status of your RFX response has been changed to “Firm” before the deadline. The system closes the relevant procurement automatically once the deadline has passed, irrespective of submissions still being edited. **Only submissions that have their status set to “Firm” can be considered in the relevant tender procedure by the ECB.**

**Check your RFX response again after submission:** Access the ECB’s electronic tendering system again after submitting your RFX response to check whether the content is complete and that the response’s status is set to “Firm”. We advise you to take a screenshot of your uploaded attachments.

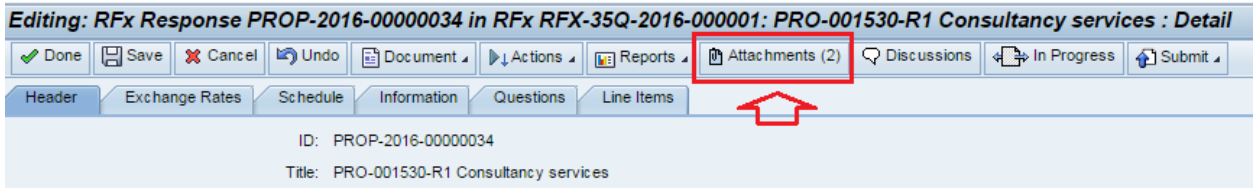
### 2. Uploading process

**Upload** your response, i.e. the documents to be submitted to the ECB.

**In case of any issues in the upload of your documents please contact the support team via e-mail:** [sourcing.support@ecb.europa.eu](mailto:sourcing.support@ecb.europa.eu)

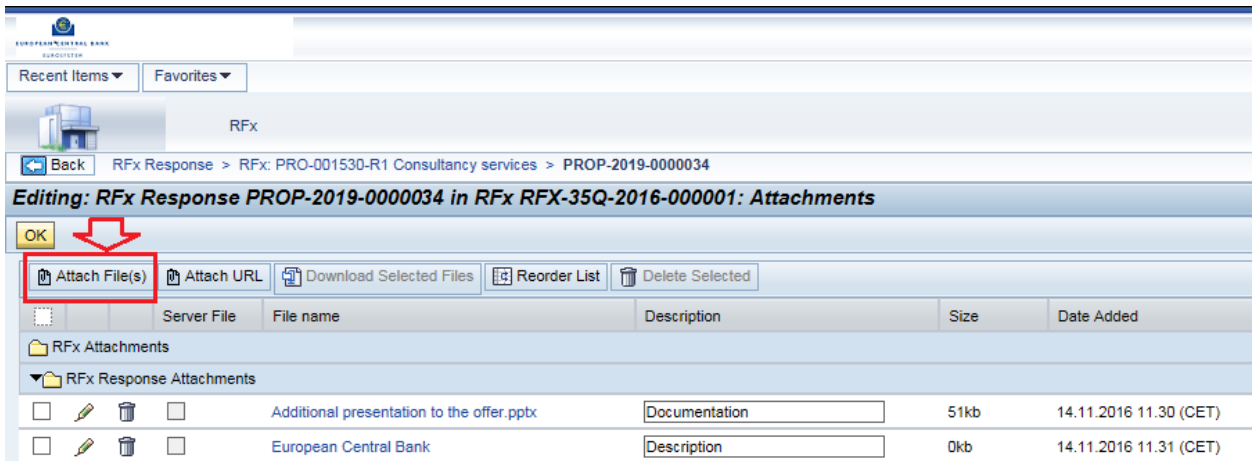


1. Click on “Attachments”.



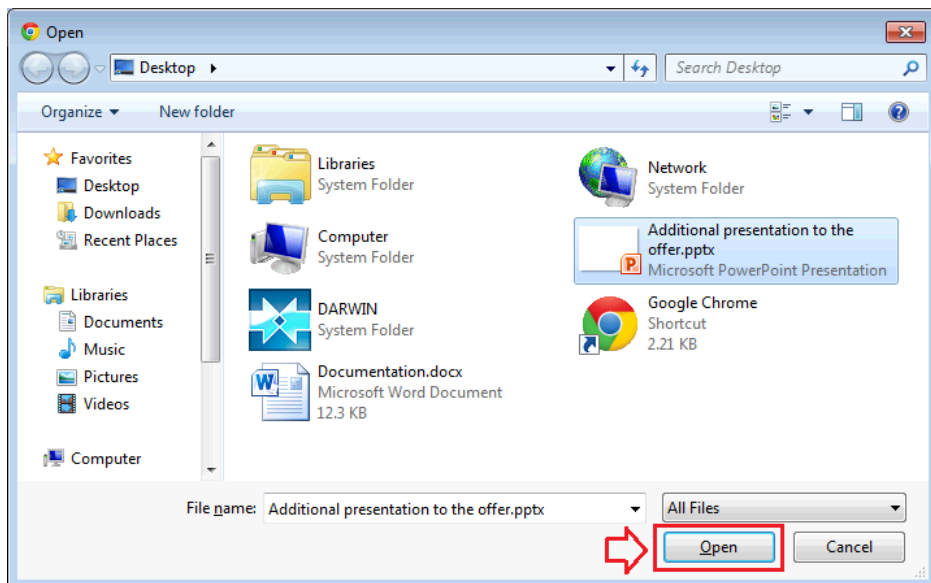
2. Click on “Attach File(s)”.

*Note: if the button is not available, please check the minimum system requirements available on the [Electronic tendering system](#) webpage.*



3. A **pop-up window** opens to browse to the file(s) to be uploaded. Once selected, click on “Open”.

*Note: if the window does not open, it could be that your pop-up blocker is blocking the window.*



4. Optional: Add a description to the files.

OK					
<input type="checkbox"/> Attach File(s) <input type="checkbox"/> Attach URL <input type="checkbox"/> Download Selected Files <input type="checkbox"/> Reorder List <input type="checkbox"/> Delete Selected					
<input type="checkbox"/>	Server File	File name	Description	Size	Date Added
▼ RFX Attachments					
<input type="checkbox"/>		Documentation.docx	Documentation	13kb	01-11-2016 12:07 (CET)
<input type="checkbox"/>		European Central Bank	URL to the ECB official website.	0kb	01-11-2016 17:15 (CET)
▼ RFX Response Attachments					
<input type="checkbox"/>	<input type="checkbox"/>	Documentation.docx	<input type="text" value="Description"/>	13kb	01-11-2016 17:33 (CET)
<input type="checkbox"/>	<input type="checkbox"/>	Additional presentation to the offer.pptx	<input type="text" value="Description"/>	27kb	01-11-2016 17:38 (CET)

5. Once all files have been added, click on “OK” in the top left corner

OK					
<input type="checkbox"/> Attach File(s) <input type="checkbox"/> Attach URL <input type="checkbox"/> Download Selected Files <input type="checkbox"/> Reorder List <input type="checkbox"/> Delete Selected					
<input type="checkbox"/>	Server File	File name	Description	Size	Date Added
▼ RFX Attachments					
<input type="checkbox"/>		European Central Bank	URL to the ECB official website	0kb	01-11-2016 12:07 (CET)
<input type="checkbox"/>		Documentation.docx	Documentation	13kb	01-11-2016 12:07 (CET)
▼ RFX Response Attachments					
<input type="checkbox"/>	<input type="checkbox"/>	Documentation.docx	<input type="text" value="Description"/>	13kb	01-11-2016 17:33 (CET)
<input type="checkbox"/>	<input type="checkbox"/>	Additional presentation to the offer.pptx	<input type="text" value="Description"/>	27kb	01-11-2016 17:38 (CET)

6. Once all documentation is uploaded, go to the “Questions” tab and click on “Attachment Confirmation”.

Editing: RFX Response PROP-2016-00000034 in RFX RFX-35Q-2016-000001: PRO-001530-R1 Consultancy services : Detail					
<input type="checkbox"/> Done <input type="checkbox"/> Save <input type="checkbox"/> Cancel <input type="checkbox"/> Undo <input type="checkbox"/> Document <input type="checkbox"/> Actions <input type="checkbox"/> Reports <input type="checkbox"/> Attachments (2) <input type="checkbox"/> Discussions <input type="checkbox"/> In Progress <input type="checkbox"/> Submit					
Header   Exchange Rates   Schedule   Information <b>Questions</b> Line Items					
Questions					
<input type="checkbox"/> Export <input type="checkbox"/> Import					
<input type="checkbox"/>	#	Title	Questions Answered	Required Questions Answered	
<input type="checkbox"/>	1	Attachment Confirmation	0 out of 1	0 out of 1	

7. Answer the question, and then click on “Done”.

**Editing: Questions Section : Attachment Confirmation**

Done Save Cancel Undo

Description:

Questions Answered: 0 out of 1  
Required Questions Answered: 0 out of 1

1.1 Default Questions Group

1.2 Copy of Default Questions Group

1.2.1

We'll have uploaded documentation under "Attachments" and we are/am ready to submit the response.

\*  
 No Answer  
 Yes  
 No

Additional Info:

0 of 1000 characters

**In order to submit your offer to the ECB**, refer to step Chapter VI. "How do I submit my final response (documentation) to the ECB?" **Only the response with the phase "Firm" is considered by the ECB.**

## V. How do I communicate with the ECB?

To communicate with and ask questions to the ECB, click on "**Discussions**". Queries will be answered by the ECB via this channel, not via email. Messages sent by a bidder via the forum are visible only to the ECB. It is not possible that bidders communicate with other participants of the procurement procedure than the ECB.

If you have a query of a technical nature, please send an email to [sourcing.support@ecb.europa.eu](mailto:sourcing.support@ecb.europa.eu) and **do not use** the "Discussions" forum.

**Editing: RFX Response PROP-2016-00000034 in RFX RFX-35Q-2016-000001: PRO-001530-R1 Consultancy services : Detail**

Done Save Cancel Undo Document Actions Reports Attachments (2) Discussions In Progress Submit

Header Exchange Rates Schedule Information Questions Line Items

ID: PROP-2016-00000034  
Title: PRO-001530-R1 Consultancy services  
RFX Description:  
Current phase of RFX: Open For Response  
Customer Company: European Central Bank  
Contact Person: Natalia Pekala  
Internal RFX Response ID:

Discussions

1. To add a question/remark to the "Discussions" forum, click on the corresponding topic (e.g. "General Discussions").

**Discussions**

	Msg	Topic/Subject Name	Last Posting	Author	Company	Visibility	Subscribed
<input type="checkbox"/>		General Discussions (0 Unread Messages)				Internal Users and External Users	
<input type="checkbox"/>		Q&A (0 Unread Messages)				Internal Users and External Users	

- To add a new message, click on “New Message”, add a Subject and Content, and then click on “Finish”.

**Subjects**

Msg	Subject	Last Posting	Author	Company	Visibility	Subscribed
	Create a new message					

\* Subject:

\* Content:

0 of 2000 characters

Attachment:

- You can also subscribe or unsubscribe the messages.

**Editing: RFX Response PROP-2019-000034 in RFX RFX-35Q-2016-000001: PRO-001530-R1 Consultancy services : Detail**

**Discussions**

Mark as Read

	Msg	Topic/Subject Name	Last Posting	Author	Company Name	Visibility	Subscribed
<input type="checkbox"/>		Q&A (1 Unread Messages)				Internal Users and External Users	
<input type="checkbox"/>		Q&A section	26.08.2019 13.00 (CEST)	Natalia Pekala	European Central Bank	Internal Users and External Users	
<input type="checkbox"/>		Discussions (0 Unread Messages)				Internal Users and External Users	

Edit  
 Reply to Last Message  
 **Subscribe Me**

Displaying 1-3 of 3 records.

**Editing: RFX Response PROP-2019-000034 in RFX RFX-35Q-2016-000001: PRO-001530-R1 Consultancy services : Detail**

**Discussions**

Mark as Read

	Msg	Topic/Subject Name	Last Posting	Author	Company Name	Visibility	Subscribed
<input type="checkbox"/>		Q&A (1 Unread Messages)				Internal Users and External Users	
<input type="checkbox"/>		Q&A section	26.08.2019 13.00 (CEST)	Natalia Pekala	European Central Bank	Internal Users and External Users	
<input type="checkbox"/>		Discussions (0 Unread Messages)				Internal Users and External Users	

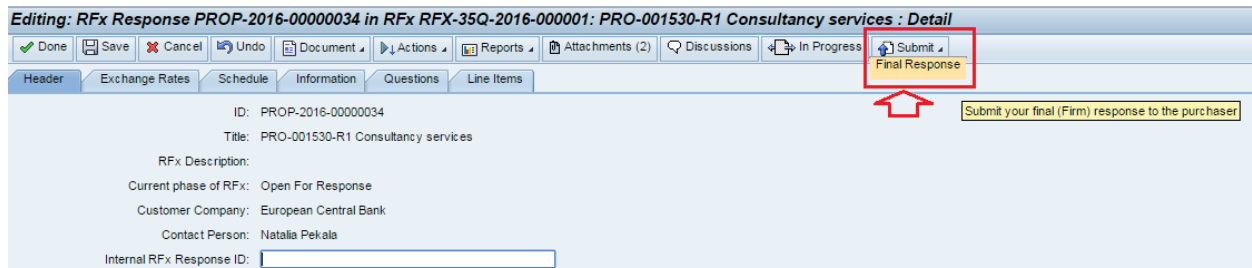
Edit  
 Reply to Last Message  
 **Unsubscribe Me**

Displaying 1-3 of 3 records.

## VI. How do I submit my final response (documentation) to the ECB?

1. To submit your final documentation to the ECB, click on “Submit” then click on “Final Response”.

**Note:** After the submission, you will not be able to make changes to your response. In case of issues, please send an email to [sourcing.support@ecb.europa.eu](mailto:sourcing.support@ecb.europa.eu).



Editing: RFX Response PROP-2016-00000034 in RFX RFX-35Q-2016-000001: PRO-001530-R1 Consultancy services : Detail

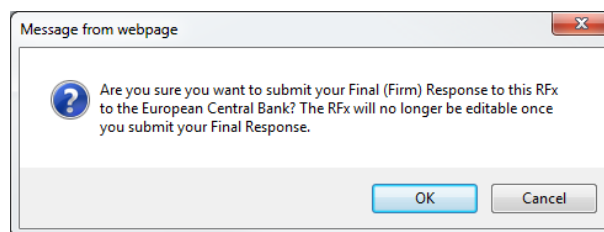
Done Save Cancel Undo Document Actions Reports Attachments (2) Discussions In Progress Submit Final Response

Header Exchange Rates Schedule Information Questions Line Items

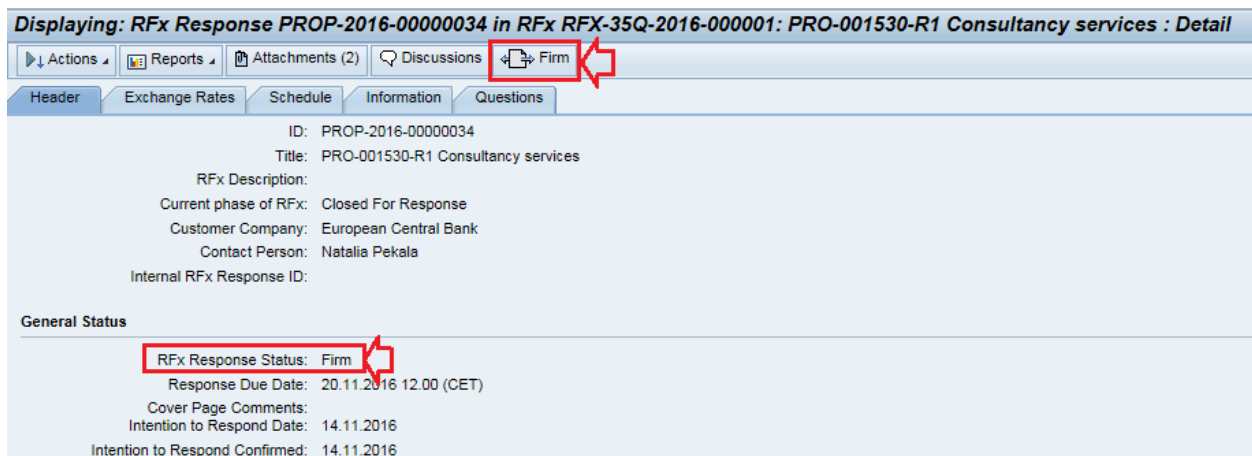
ID: PROP-2016-00000034  
Title: PRO-001530-R1 Consultancy services  
RFX Description:  
Current phase of RFX: Open For Response  
Customer Company: European Central Bank  
Contact Person: Natalia Pekala  
Internal RFX Response ID:

Submit your final (Firm) response to the purchaser

2. Confirm whether you wish to submit your Final Response to the ECB by clicking “OK”.



3. Once submitted, the status will change to “Firm” and you will receive an email confirmation. **Congratulations!** You have now submitted your binding response.



Displaying: RFX Response PROP-2016-00000034 in RFX RFX-35Q-2016-000001: PRO-001530-R1 Consultancy services : Detail

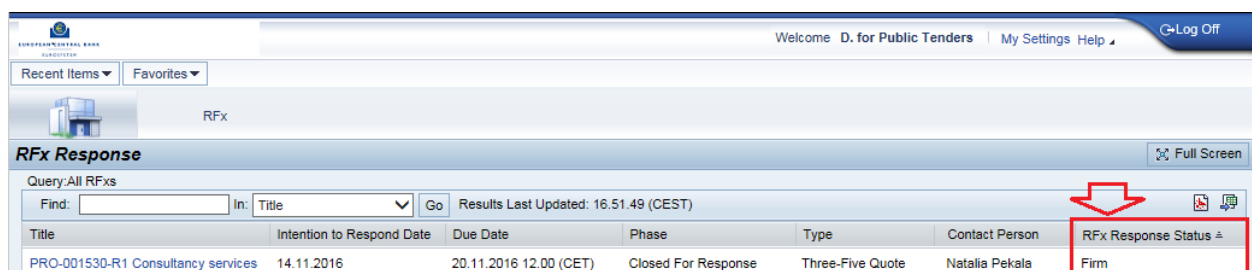
Actions Reports Attachments (2) Discussions Firm

Header Exchange Rates Schedule Information Questions

ID: PROP-2016-00000034  
Title: PRO-001530-R1 Consultancy services  
RFX Description:  
Current phase of RFX: Closed For Response  
Customer Company: European Central Bank  
Contact Person: Natalia Pekala  
Internal RFX Response ID:

General Status

RFX Response Status: Firm  
Response Due Date: 20.11.2016 12.00 (CET)  
Cover Page Comments:  
Intention to Respond Date: 14.11.2016  
Intention to Respond Confirmed: 14.11.2016



Welcome D. for Public Tenders | My Settings Help Log Off

Recent Items Favorites

RFX

RFX Response Full Screen

Query: All RFXs

Find:  In: Title Go Results Last Updated: 16.51.49 (CEST)

Title	Intention to Respond Date	Due Date	Phase	Type	Contact Person	RFX Response Status
PRO-001530-R1 Consultancy services	14.11.2016	20.11.2016 12.00 (CET)	Closed For Response	Three-Five Quote	Natalia Pekala	Firm

4. In order to check that you have correctly submitted your response, please access your RFx response in the ECB's electronic tendering system again and check that the content is complete, and in particular, that all attachments you intended to upload are fully included. We advise to document the complete upload of your final RFx response e.g. by taking a screenshot of the list of your RFx Response attachments.

**If there is an error in your final submission, please contact the support team via e-mail:**  
[sourcing.support@ecb.europa.eu](mailto:sourcing.support@ecb.europa.eu)