

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.

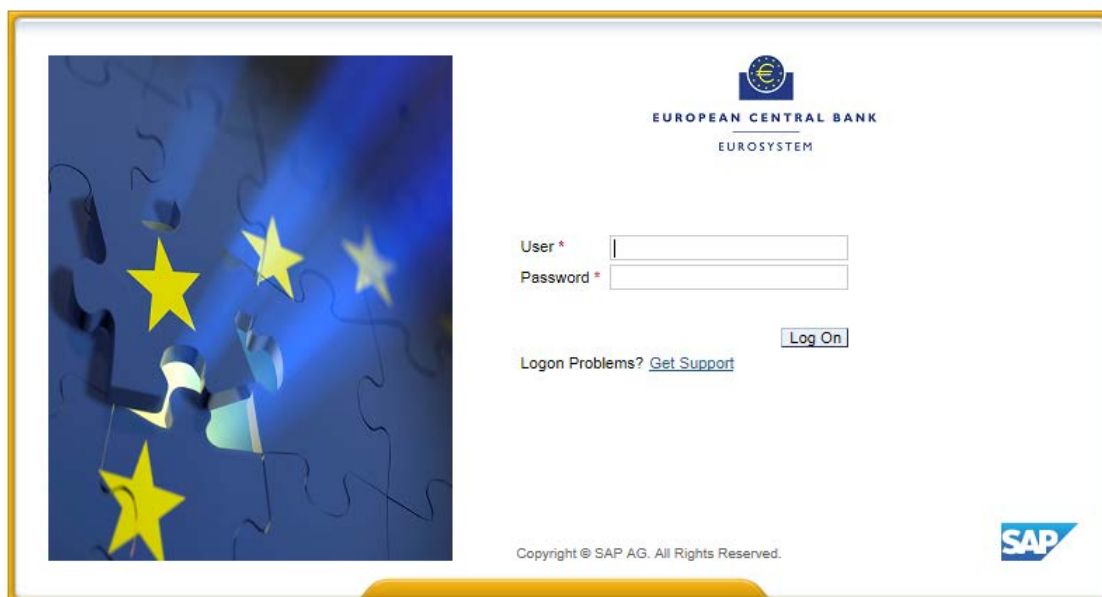
II. Support

If you have any questions or require more information, contact the support team at sourcing.support@ecb.europa.eu. 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.



If you are having problems logging in to the system, please refer to the guide *“How to change your password”*. You are also encouraged to use the *“Get Support”* functionality which allows you to reset the password yourself.

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:

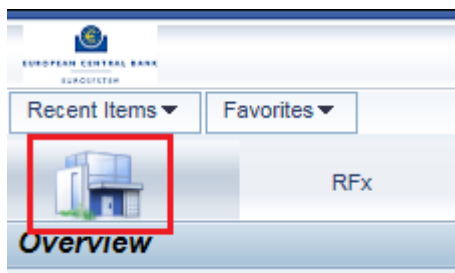
- *[ID]-[L for Lot and number of Lot, if applicable]-[R for Round and number of Round, if applicable] [short title of the procedure].*
- If you participate in a tender procedure, you may be invited to several RFxs subsequently depending on the number of **phases (Rounds [R])** which are applied in the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

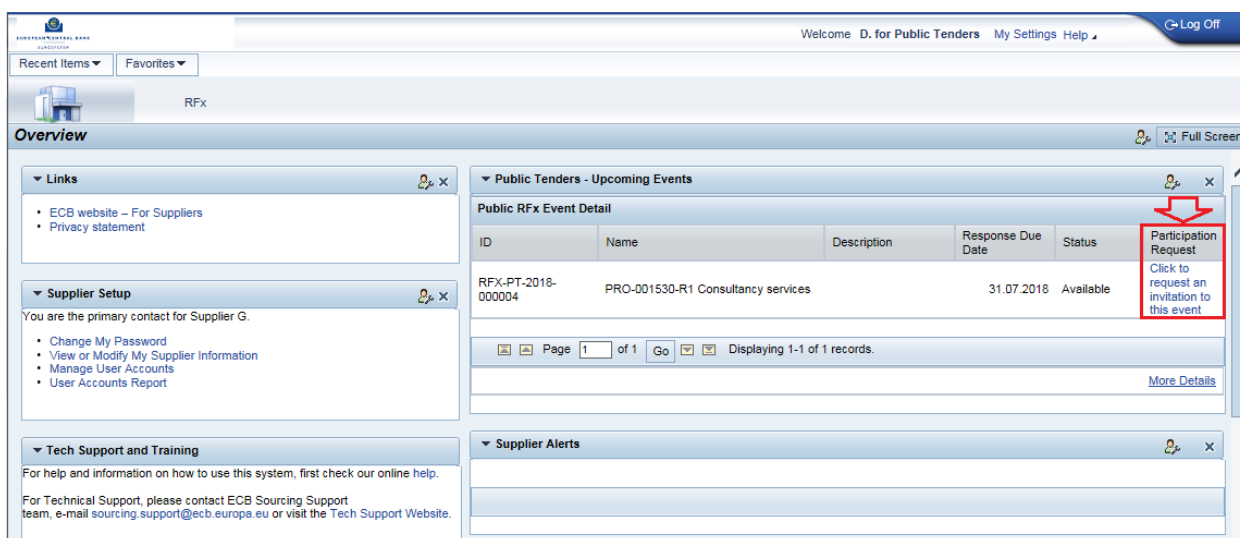
1. To participate in a **public procedure**, click on the “Home page”.



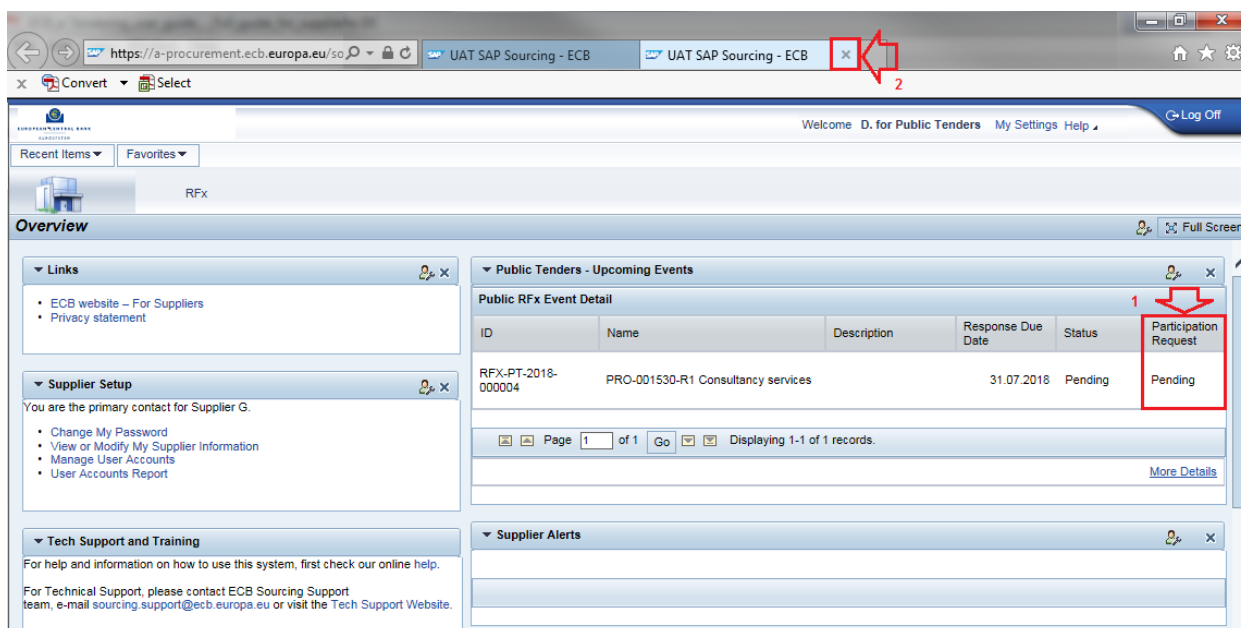
- View all Public Tenders which are currently open for response under **“Public Tenders – Upcoming Events”**.



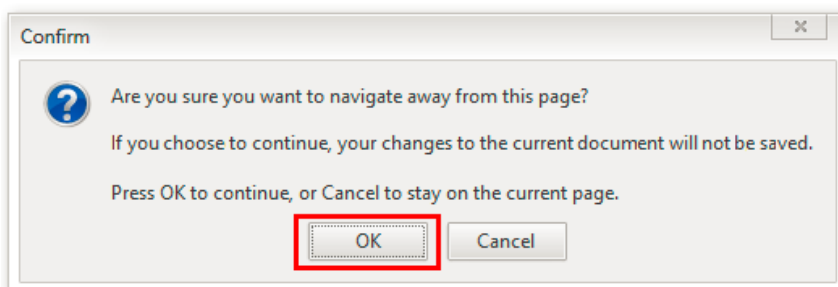
- To access the documentation of the procedure, click on **“Click to request an invitation to this event”**.



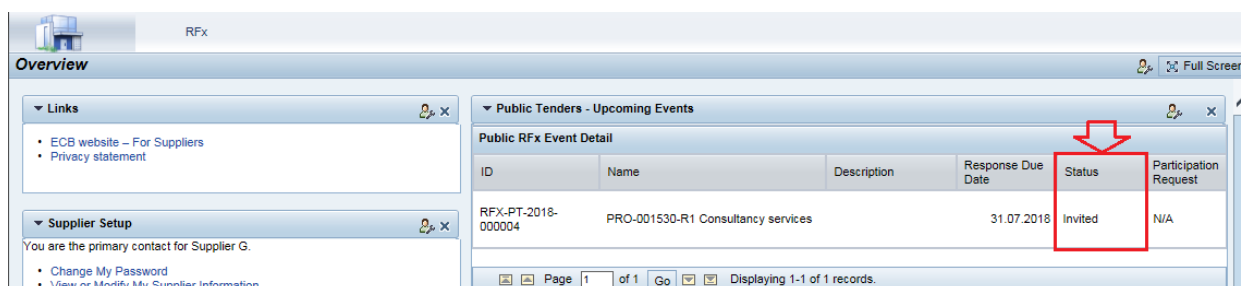
- After requesting access, a new tab/browser window opens and the status of the “Participation Request” changes to **“Pending”**. Close this new window.



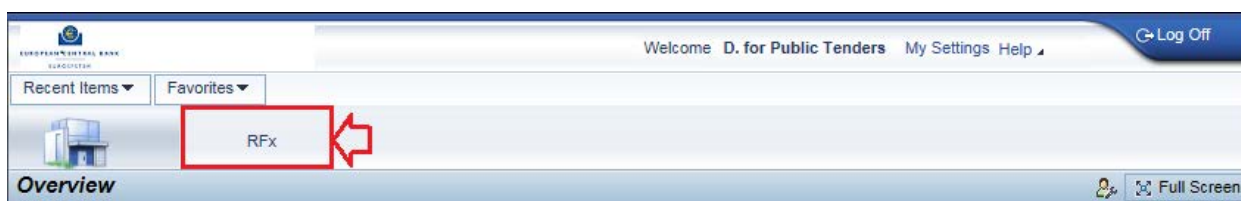
Depending on the type of the browser you use, you might be asked for a confirmation, when closing the confirmation pop-up window. Click on "OK".

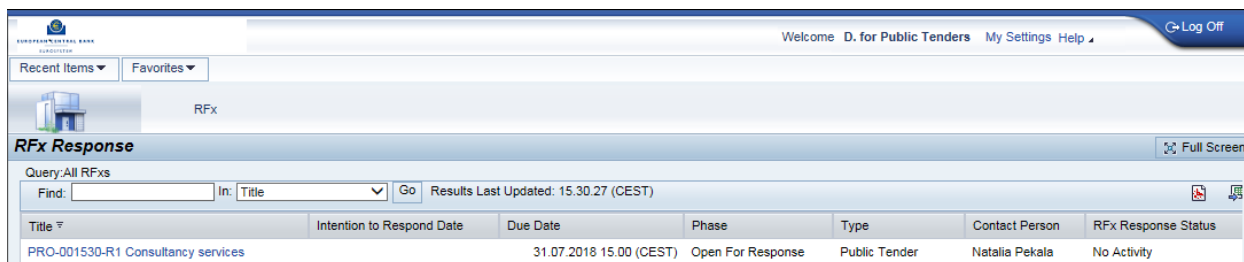


- Wait until the request has been processed. This process can take up to 5 minutes. In order to see the updated status, click on "Home page". Once your request has been processed, the status changes to "Invited".



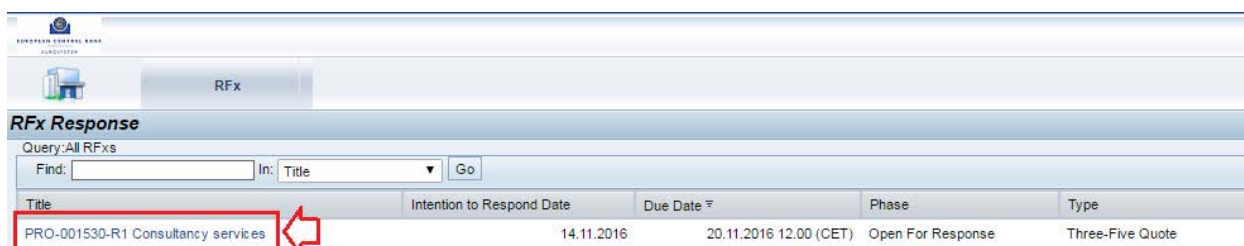
- The RFX is now accessible via the RFX workbench.



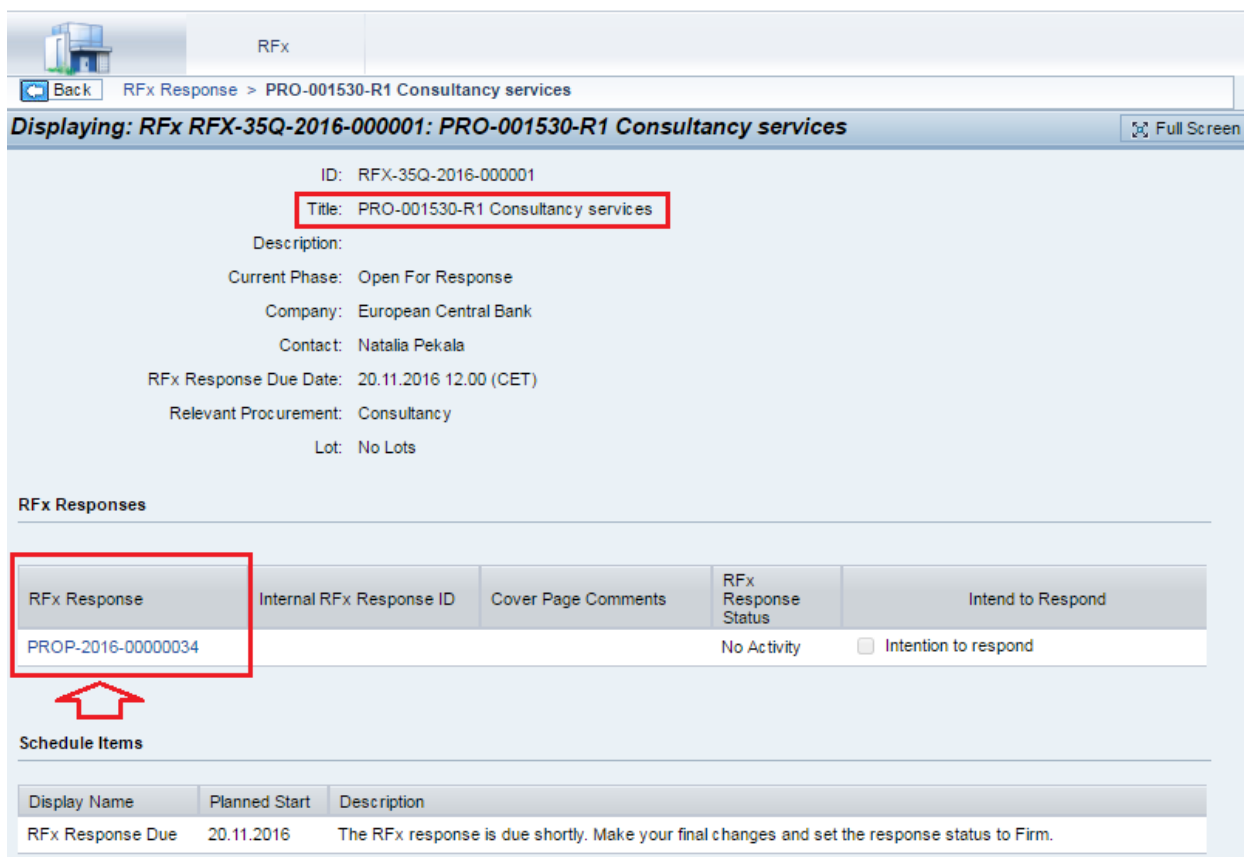


4. How to access the tender documentation?

1. Click on the RFX.

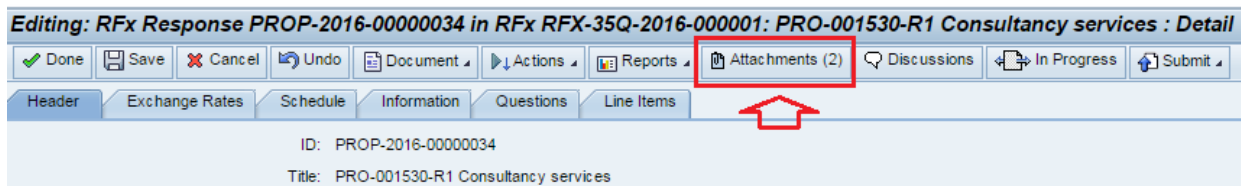


2. Click on the "RFX Response ID" (which is your unique identifier for this RFX).

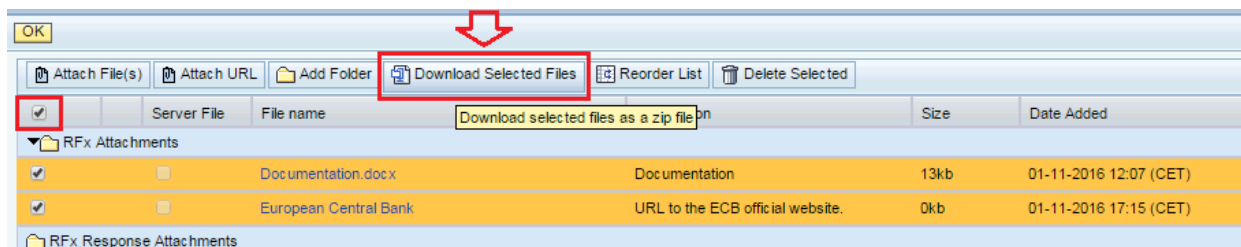


3. **Download** the attachments provided by the ECB.

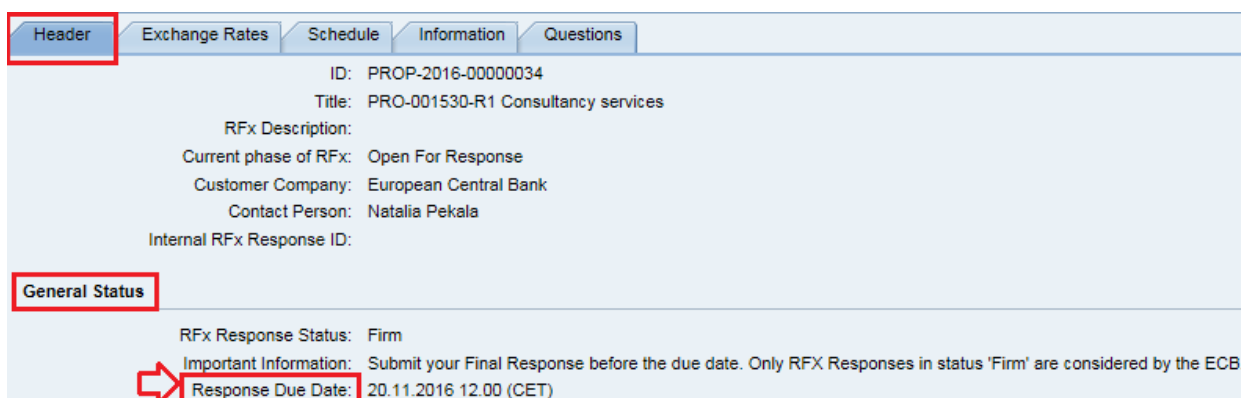
- a) Click on "Attachments".



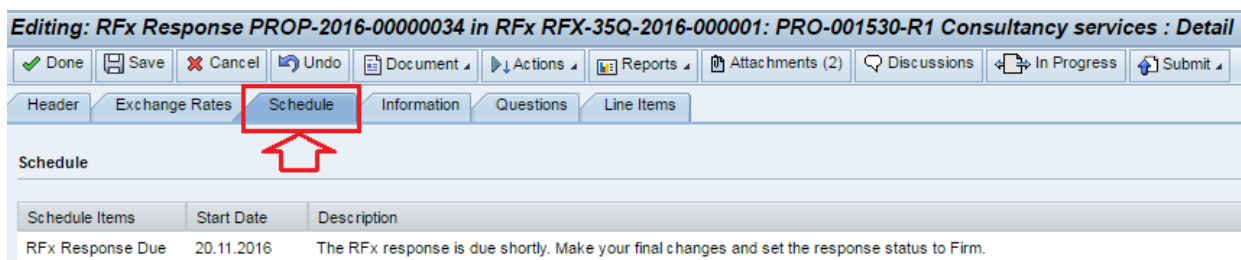
b) **Select files** (select all files tick box) and click on **“Download Selected Files”**.



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

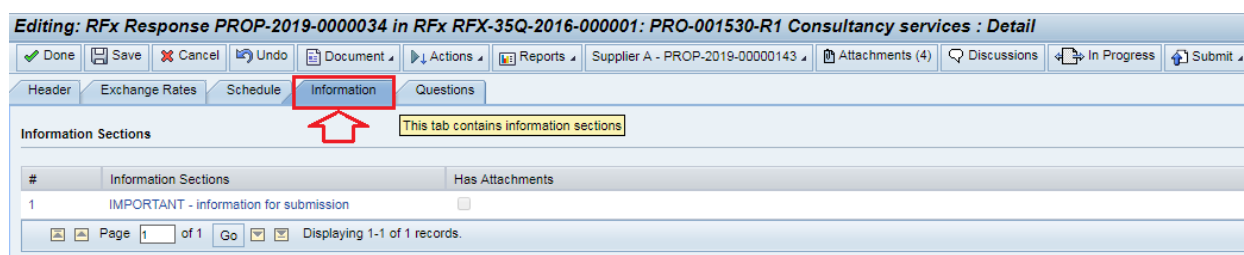


or under “Schedule” tab.



- **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.**

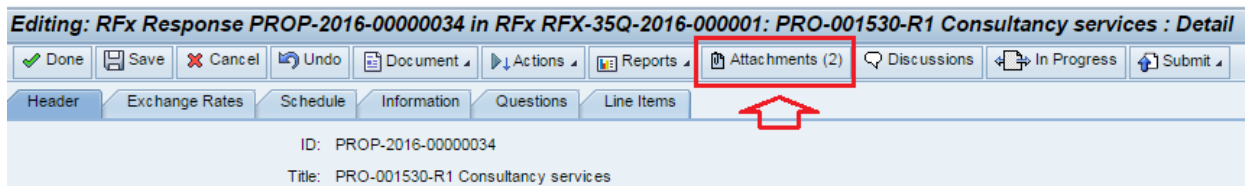
Check your RFX response again after submission: Access the ECB’s electronic tendering system again after submitting your RFX response to check whether the content is complete and that the response’s status is set to “firm”. We advise you to take a screenshot of your uploaded attachments.

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

1. Click on “Attachments”.



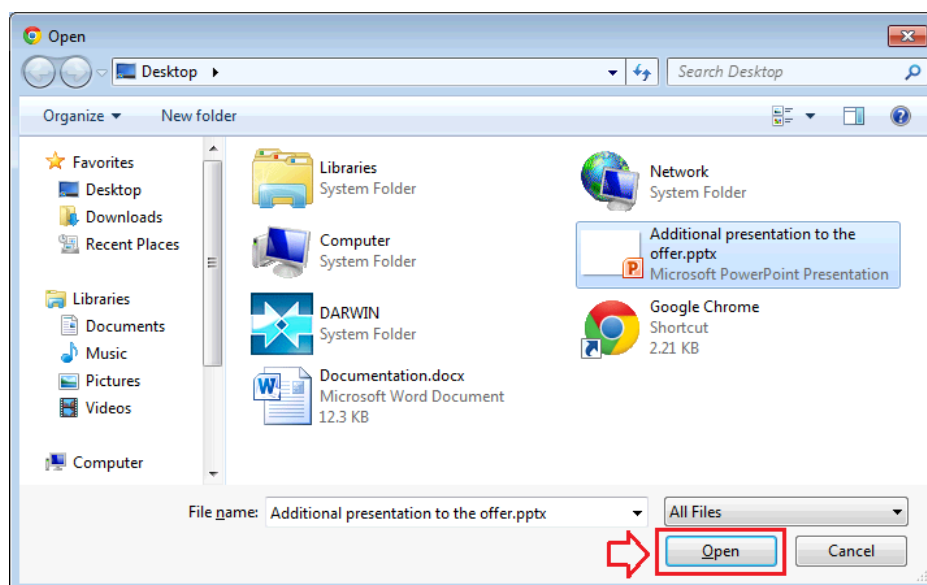
2. Click on “**Attach File(s)**”.

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

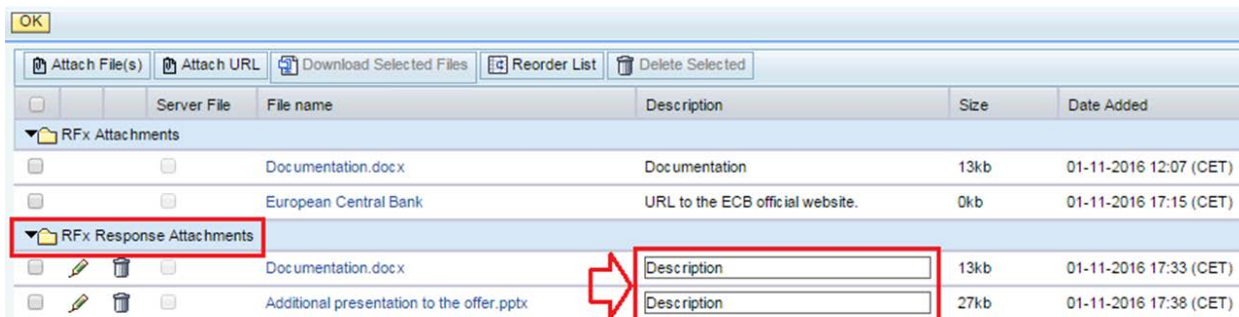


3. A **pop-up window** opens to browse to the file(s) to be uploaded. Once selected, click on “Open”.

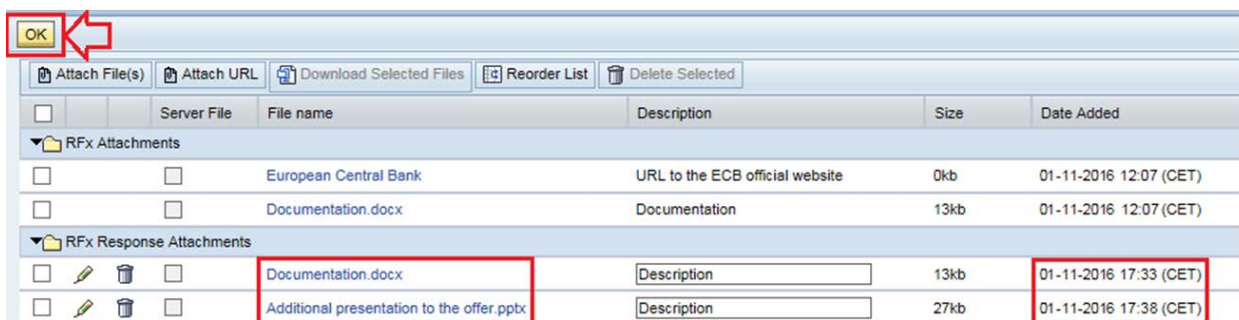
Note: if the window does not open, it could be that your pop-up blocker is blocking the window.



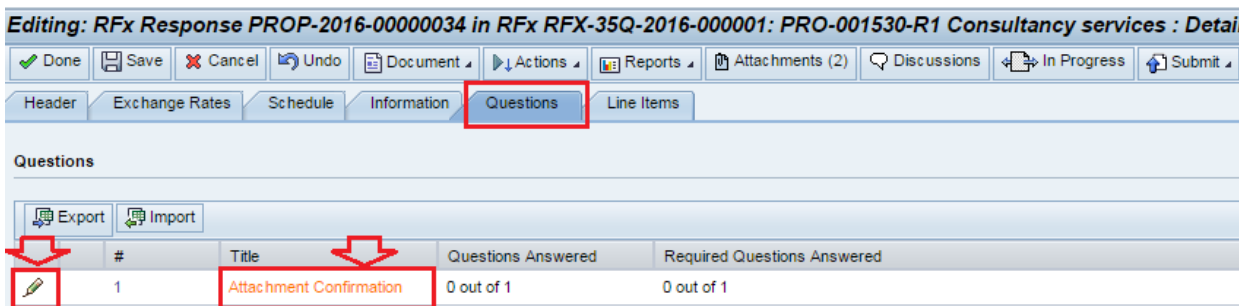
4. Optional: Add a description to the files.



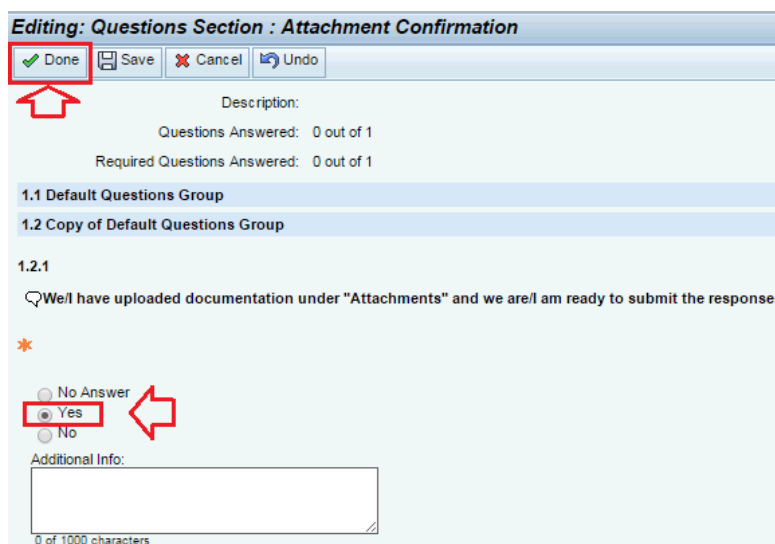
5. Once all files have been added, click on “OK” in the top left corner



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



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

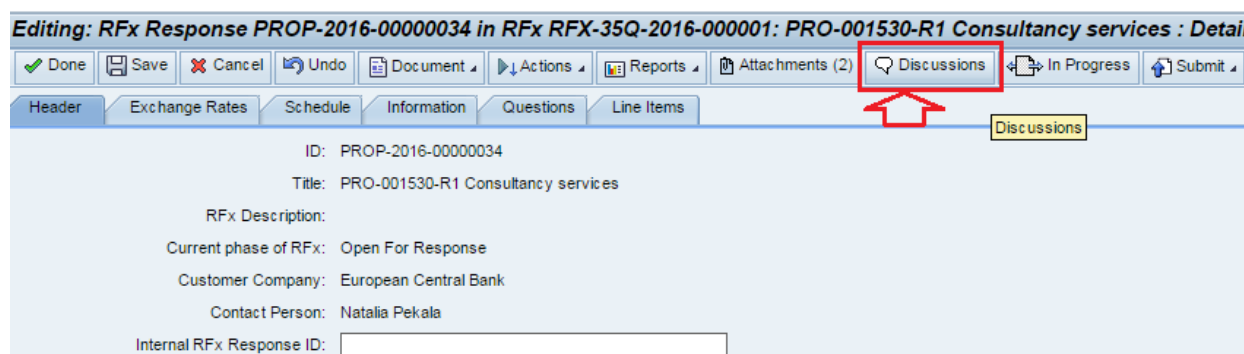


In order to submit your offer to the ECB, refer to step Chapter VI. “How do I submit my final response (documentation) to the ECB?” Only the response with the phase “Firm” is considered by the ECB.

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.

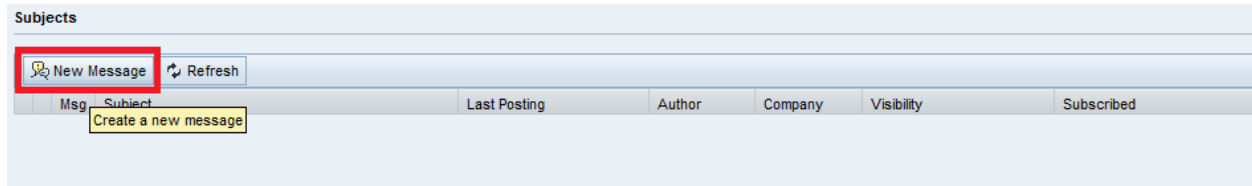
If you have a query of a technical nature, please send an email to sourcing.support@ecb.europa.eu and do not use the “Discussions” forum.



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

Discussions							
Refresh							
	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	

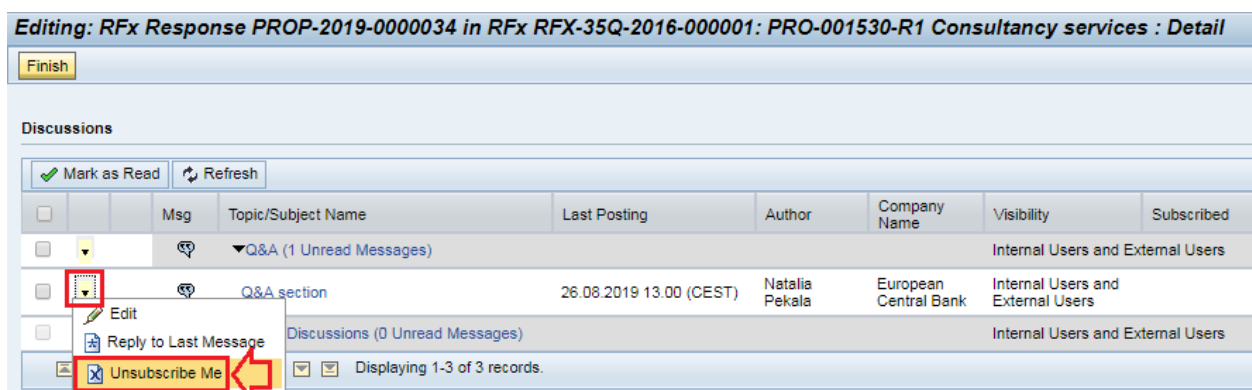
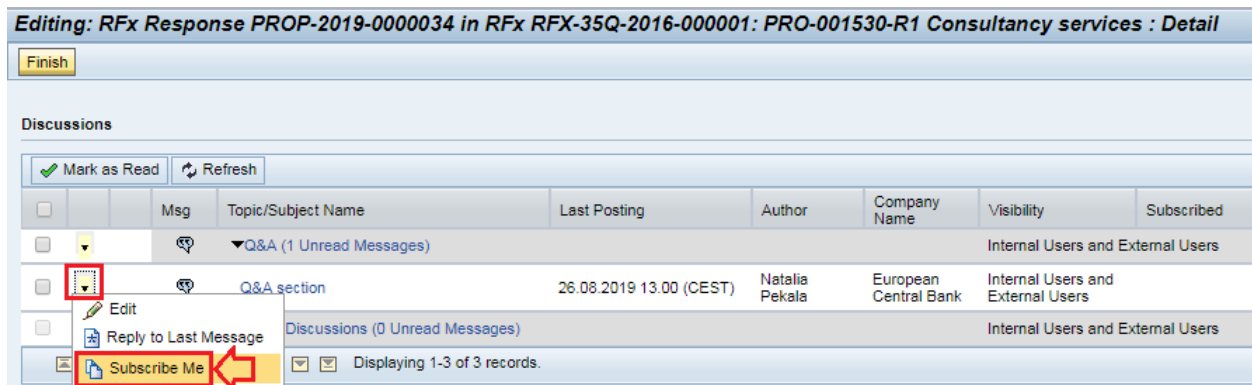
- To add a new message, click on “New Message”, add a Subject and Content, and then click on Finish.



The form contains three main input areas:

- A text field labeled '* Subject:'.
- A large text area labeled '* Content:' with a character count '0 of 2000 characters' below it.
- An 'Attachment:' field with a file icon.

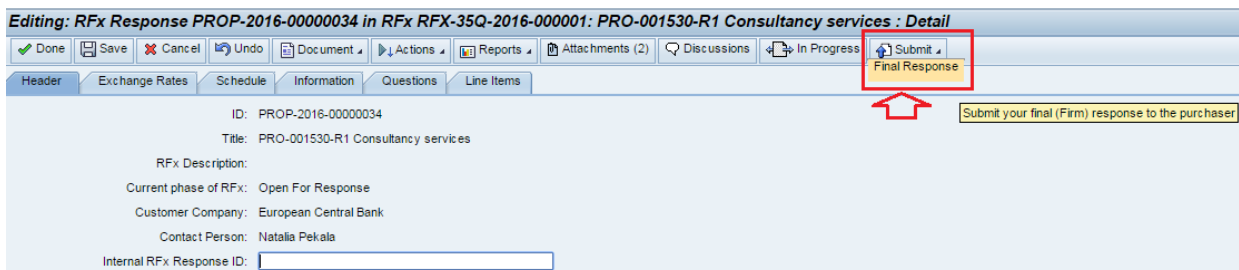
- You can also subscribe or unsubscribe the messages.



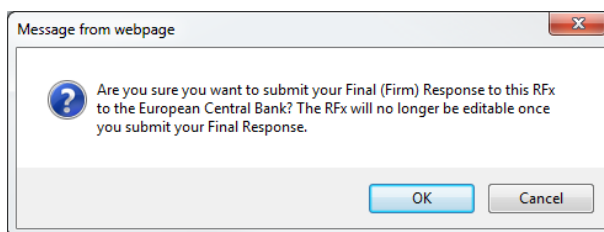
VI. How do I submit my final response (documentation) to the ECB?

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

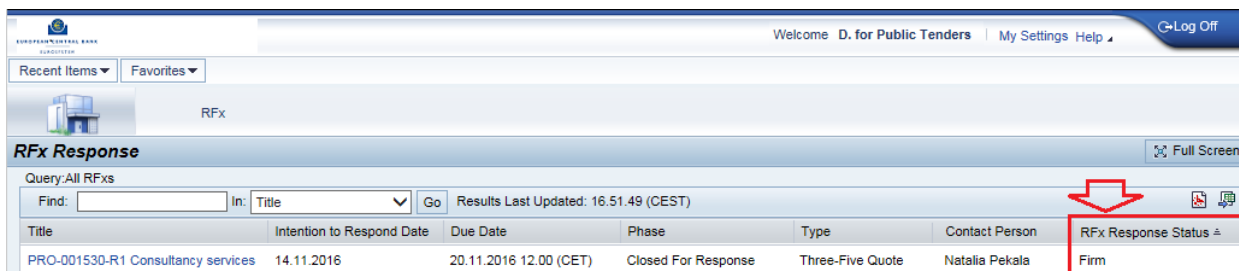
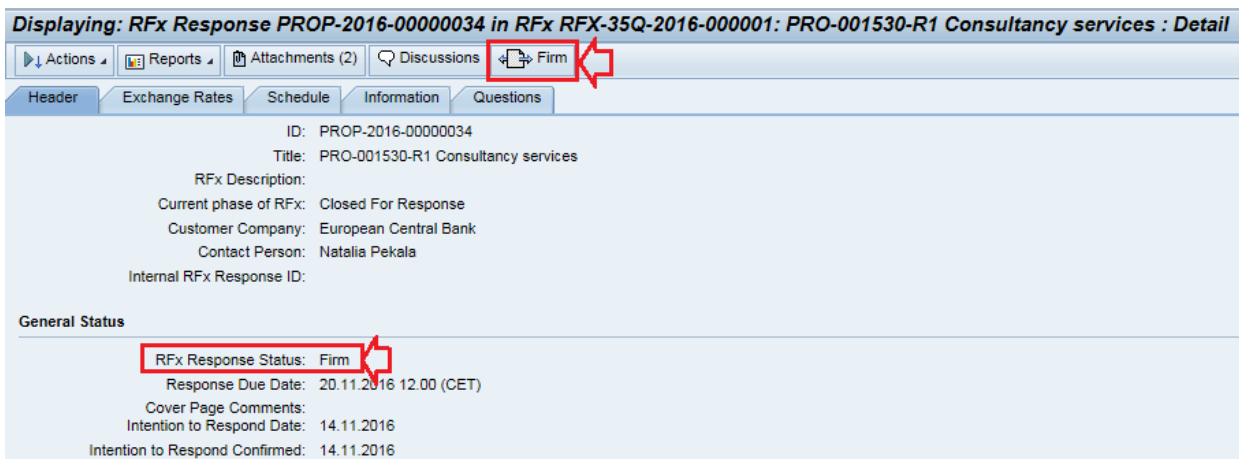
Note: After the submission, you will not be able to make changes to your response. In case of issues, please send an email to sourcing.support@ecb.europa.eu.



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.



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