This document is prepared by ECMWF and aims to provide guidance to the tenderers about how to navigate around the eProcurement Portal (ProContract) for:

- finding an opportunity launched by ECMWF (RFPs, ITTs),
- accessing the RFPs/ITTs and the “Online questionnaire”,
- where to find the RFP/ITT documents,
- how to submit a response to a tender,
- how to access the messaging board of an ITT/RFP.

The European Centre for Medium-Range Weather Forecasts (ECMWF) uses “eProcurement Portal (ProContract)” for majority of the procurements that it runs. Each procurement exercise will contain the information in its announcement and documentation in this regard.

To take part in these procurement exercises and to be able to express an interest in an opportunity, first you must register on the eProcurement Portal with details of your organisation (registration is free).

You should note that the process for registration on the portal is managed by the portal provider Due North. If you have any technical issues with the portal or your registration process, you should visit the ProContract Help Library at https://supplierhelp.due-north.com/ or contact their support team by emailing to ProContractSuppliers@proactis.com

The eProcurement Portal can be accessed from one of the following links (the first link redirects to the ProContract login/registration page and the second link redirects to the page where ECMWF current opportunities are listed):

https://procontract.due-north.com

or

https://procurement.ecmwf.int

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Finding and accessing an opportunity & Online questionnaire

When you are registered on the eProcurement Portal, you will be able to see all the opportunities available in ProContract for various buyer organisations beside ECMWF.

When you are at the home page, you can narrow your search results to opportunities issued by ECMWF by selecting the corresponding portal or organisation on the ProContract Opportunities page as shown in Capture 1:
When you locate an ECMWF RFP/ITT from the list and you click on the link, following screen for the ITT/RFP will open which is the advert of the opportunity:
ECMWF ITTs/RFPs are composed of a set of documents. The adverts published will contain the main document(s) of the ITT/RFP as attachments. The titles of the documents may change depending on the format of the ITT/RFP, however the main documents attached here will provide information minimum for the following:

- instructions and conditions of tender
- detailed timetable for the ITT/RFP
- specifications/scope of requirements

Remaining ITT/RFP documents will in general be templates for tenderers to complete (response template, pricing tables to complete, etc.) and terms and conditions of contract and will be provided within the “Online questionnaire”.

Online questionnaire is the step where tenderers prepare their responses by answering questions about their organisations and uploading documents for their responses in accordance with the instructions therein. The steps explained further in this document will take you to the online questionnaire.

After you viewed the advert and the documents attached for the ITT/RFP, you will need to “register interest” in order to access the online questionnaire. Registering interest is a step to access the ITT/RFP and does not commit you to respond. When you click on “Register interest” you will see the following screen in Capture 3:

CAPTURE 3:

The notification in the screen above will indicate your interest is accepted and will also give you a link to access the ITT/RFP.

If you click on the link indicated above, it will take you to the ITT/RFP event and you will see the following screen in Capture 4:
Capture 4 above displays the ITT/RFP event. In this screen you will see an option “Start my response” as indicated. If you click on “Start my response” it will start the response wizard which will take you to the “Online questionnaire” in a few steps for preparation of your response.

In this screen you will also see an option as “Register intent to respond”. This is optional and provides ECMWF with extra information for registered intents by tenderers for submitting a respond to an ITT/RFP.

If you turn off the screen notification in Capture 3 or leave the page/portal, your interest will still be registered as linked to your account and activities and you may access the ITT/RFP at a later stage.

In order to find the ITT/RFP you expressed an interest in at a later stage, please see Capture 5 below:
As indicated in Capture 5 above, when you login to the portal, your home page will have tabs where you can have access to your activities. When you choose “Recently added” tab, the ITTs/RFPs that you expressed an interest in will be listed.

When you click on the link of the ITT/RFP you wish to access, you will view the main page (activity dash board) of the ITT/RFP and will see the screen in Capture 6 below:
1 The activity dashboard of the ITT/RFP presents the procurement process as different events. The initial event as seen above is the “Expression of interest” event and you will see that event as your interest accepted.

2 The second is the event for the ITT/RFP where you start your response by accessing the “Online questionnaire”.

3 As indicated in the capture above, you will need to click “Open” to start the ITT/RFP event (depending on your navigation activity, it may read as “Start” as well). Please note that it may take a few seconds for the new screen to appear.

When you click “Open” or “Start” you will see the screen in Capture 7 below:
In the screen above you will need to click the “edit” as indicated which will take you to your draft response as shown in the below Capture 8.
When you click the “Edit response” in Capture 8, it will open you the “Online questionnaire” as shown in Capture 9 below:

CAPTURE 9:

Now you have accessed the online questionnaire where you will need to answer questions and upload completed documents which will constitute your response to the ITT/RFP. Each question will have descriptions and guidance for tenderers about what are expected.

“Question 1.1 Confirmation of understanding of documentation” of the questionnaire is where you can find the full set of ITT/RFP documents.

Please note that while you are completing the questionnaire, each question will give you the option to “save” your answer and any documents you upload. Once you complete the online questionnaire you will need to close it by clicking on the “back” button at the bottom of the screen.
Submitting the response

**CAPTURE 10:**

Having completed the questionnaire online you can either save it for later submission or submit it straight away.

As indicated in the above Capture 10 above, the status of your response will read as “Draft” during the process.

**It is important to note that once you complete your response, you must click the “Submit response” button and the status of your response should read “Submitted”**.

Until the closing date you can change answers to the questionnaire and submit a new version. ECMWF will be able to see only the version of the answers that is current at the closing date.

**Messaging Board**

All correspondence between the tenderers and ECMWF regarding a procurement exercise is conducted via the “messaging board” of the ITT/RFP in the eProcurement Portal in accordance with the instructions provided in the ITT/RFP documents.

Messaging board can be accessed from the dash board of the ITT/RFP as shown in Capture 11 below. Once you click on “view” messages, it will give you an option to create a new message as well as shown in Capture 12. (Indication 1).
Please note that as shown in Capture 12 (indication 2), you will need to select the “Read” status box and click “Update” in order to see the messages that you have previously viewed.

**CAPTURE 11:**

**CAPTURE 12:**