

ECMWF eProcurement Portal

Guidance for Suppliers

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.

eProcurement Portal (ProContract)

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>

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:

CAPTURE 1:

The screenshot shows the 'Opportunities - Search results' page. The 'Find opportunities' link in the top navigation bar is circled in red. In the search filters section, the 'ECMWF' filter is selected and also circled in red. The main content area displays a table of opportunities, with the first row showing 'C3S_424 Operational Sectoral Information System for the Water Sector'.

Title	Buyer	Expression Start	Expression End	Estimated value
C3S_424 Operational Sectoral Information System for the Water Sector	ECMWF	06/10/2017	16/11/2017	N/A
C3S_426 LOT 1 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors	ECMWF	25/10/2017	06/12/2017	N/A
C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors	ECMWF	25/10/2017	06/12/2017	N/A
CAMS_35 Use Cases (second batch)	ECMWF	19/09/2017	08/11/2017	N/A
ECMWF/ITT/2017/281 Provision of Communication Services (framework)	ECMWF	11/10/2017	10/11/2017	N/A

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:

CAPTURE 2:

The screenshot shows the 'C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sector...' page. The 'Request interest in this opportunity' button in the 'Expression of interest window' is highlighted with a red box. The 'Attachments' section at the bottom right is also highlighted with a red box. The page contains detailed information about the contract, including regions of supply, estimated value, and key dates.

Main contract details

- Opportunity Id: DN305295
- Title: C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors
- Categories: 73000009-2 - Research and development services and related consultancy services
- Description: ECMWF as the Entrusted Entity for the Copernicus Climate Change Service (C3S) invites tenders for the development of operational services that build upon the experience acquired during the pre-operational phase of the Sectoral Information System (SIS). During the course of 2016 seven contracts were...ed. Any messages sent to this email address will not be attended to. Any questions concerning this ITT shall be submitted via the Messaging area of the ITT, which can be accessed through the My Activities page of the Portal once you have logged-in and registered your interest in this opportunity.
More...
- Region(s) of supply: ÖSTERREICH, BELGIQUE-BELGIË, БЪЛГАРИЯ (BULGARIA), More...
- Estimated value: N/A
- Keywords: climate

Key dates

- Estimated contract dates: Start date 01/04/2018, End date 31/03/2020

Expression of interest window

- From: 25/10/2017 12:00 to 06/12/2017 15:00
- Request interest in this opportunity

Contact details

- Buyer: ECMWF
Contact: Procurement at ECMWF
Email: do.net.sse@ecmwf.int
- Telephone: +44 118 949 9000
- Address: ECMWF
Reading
Berkshire
RG2 9AX
United Kingdom

Attachments

- C3S_426_Volume IA_final.pdf (267 KB)
- C3S_426_Volume II_final.pdf (688 KB)
- Volume I Instructions and Conditions 20170615 Final.pdf (553 KB)

1 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.

2 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 screenshot shows a computer monitor displaying a web browser window for 'ProContract'. The URL is https://procontract.ecmwf.int/AdvertiserId=3c75f7ed-70b9-4711-80e3-03505664545. The page title is 'C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sector...'. A modal dialog box is open, titled 'Expression of interest successful'. It contains the message: 'You have successfully registered interest in the following opportunity for Sales:- C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors'. Below this, it says 'You will receive an email notification shortly confirming your registration of interest.' A section titled 'What happens next?' lists three bullet points: 'You have been invited to participate in the ITT event for this opportunity.', 'C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors has been added as a new activity in your activities centre.', and 'Please note however that the closing date for this ITT is 05 December 2017 15:00. Make sure you leave enough time to complete your response.' At the bottom of the modal, there is a link 'To view this ITT event now, click here' with a red arrow pointing to it. The background of the browser shows the main ProContract interface with various tabs like 'Home', 'Find opportunities', 'My activities', etc., and some ECMWF branding.

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:

The screenshot shows a web browser displaying the ProContract portal. The URL is <https://procontract.due-north.com/RfResponse/index?rfid=dcbe3fd-7fb9-e711-80e6-009056b64545>. The page title is "ECMWF - ITT". The main content area displays the following information:

- Main details:**
 - Title: C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors
 - Respond by: 06 December 2017 15:00:00
 - Description: ECMWF as the Entrusted Entity for the Copernicus Climate Change Service (C3S) invites tenders for the development of operational services that build upon the experience acquired during the pre-operational phase of the Sectoral Information System (SIS). During this phase, the C3S has developed a Climate Data Store (CDS) and a set of Demonstrator (POD) demonstrators addressing the needs of specific sectors, prioritised by ECMWF. Two contracts were awarded in the energy sector and one on wind storms for the benefit of the insurance sector. Given that, at that time, the Climate Data Store was not yet available, these contracts developed services using platforms and data streams which were largely independent from the C3S data infrastructure.
 - Lot 2: Operational wind storm service for the insurance sector
 - The successful Tenderer shall propose and implement an operational service which builds upon what has been developed for the insurance sector during the pre-operational phase as well as what is available through other European services and programmes.
 - The successful Tenderer will design and implement this service so that it can:
 - meet the requirements of the current users, duly recorded in the User Requirement Database (URDB);
 - be computationally efficient to run;
 - be as simple as possible to maintain and document.
 - The new service shall be built entirely on the CDS using its tools and the datasets accessible through it.
 - Publication: The ITT documents can be found under Question 1.1 Confirmation of understanding of the documentation; the documents are also attached to different questions of the online questionnaire as relevant for convenience. The contact email address is not monitored.
 - Any messages sent to this email address will not be attended to. Any questions concerning this ITT shall be submitted via the Messaging area of the ITT, which can be accessed through the My Activities page of the Portal once you have logged-in and registered your interest in this opportunity.
- Attachments:**
 - C3S_426_Volume IA_final.pdf (267 KB)
 - C3S_426_Volume II_final.pdf (688 KB)
 - Volume I Instructions and Conditions_20170615_Final.pdf (553 KB)

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:

CAPTURE 5:

The screenshot shows the PROACTIS ProContract Supplier Post-Login Home page. At the top, there's a navigation bar with links like 'Supplier Post-Login Home', 'File', 'Edit', 'View', 'History', 'Bookmarks', 'Tools', and 'Help'. Below the navigation is a header with the PROACTIS logo and 'ProContract'. On the right side of the header, there's a 'Notifications' icon with a red badge showing '13'. The main content area is titled 'Home page'.

Activities section (highlighted by a red arrow):

Buyer	Title	Added
EOMWF	C35_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors	27/10/2017 14:13
EOMWF	C35_426 LOT 1 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors	25/10/2017 13:35
EOMWF	EDMWF/ITT/2017/261 Provision of Communication Services (Framework)	23/10/2017 17:25
EOMWF	C35_424 Operational Sectoral Information System for the Water Sector	06/10/2017 12:45
EOMWF	CAMS_95 Use Cases (second batch)	19/09/2017 10:46
EOMWF	C35_330 Operational Production of Seasonal Forecasts	17/08/2017 14:35
EOMWF	CDS_312b LOT 5 Essential Climate Variable products derived from observations	16/06/2017 15:55

Opportunities section:

To search and view all of the latest opportunities available on the Due North portal, please click on the 'Find opportunities' link above.

Company details summary section:

- ECMWF
Shinfield Park, Reading, Berkshire, RG2 9AX
- Description: ECMWF
- Keywords: weather

Vendor profile section:

The questionnaires listed below contain common question sets used nationally by buying organisations. Questionnaires may be relevant to your business area so please read the description by hovering over the help icons.

Workgroups section:

Activities are assigned to workgroups allowing all contacts within a workgroup to work on the activities together.

Sales (2)
Add new workgroup

At the bottom of the page, there are links for 'Terms and Conditions | Privacy | Accessibility' and a 'Secure Site' lock icon.

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:

CAPTURE 6:

The screenshot shows the ECMWF ProContract activity dashboard. At the top, there's a navigation bar with links for Home, Find opportunities, My activities, My contracts, Help, Stefan Eberle, Your account, and Logout. The main content area is titled "Activity : Cop_010 User Learning Services Lot 1". Below this, there's a section titled "Events" which lists two items:

- Cop_010 User Learning Services** Draft (Respond by: 15/01/2018)
Lot 1
Activity type: ITT
Reference: 290168
Respond by: 15 January 2018 at 15:00
Response status: Version 1 - Draft
- Cop_010 User Learning Services** Expression of interest accepted
Lot 1

To the right of the events, there are three numbered callouts:

- A red arrow points to the first event listing.
- A red arrow points to the "Open" button next to the second event listing.
- A red arrow points to the "Open" button next to the first event listing.

On the right side of the dashboard, there are sections for "Archive this activity", "Messages (0)", and "Audit history".

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:

CAPTURE 7:

The screenshot shows a web browser displaying the ProContract platform. The URL is <https://procontract.due-north.com/RfIResponse>. The page title is "ProContract". The main content area shows a procurement activity for "COP_010 User Learning Services Lot 1".
Activity Information: Buyer: ECMWF, Title: COP_010 User Learning Services Lot 1 ID: 290166, Description: COP_010 User Learning Services Lot 1: Building and supporting the technical infrastructure for the Copernicus learning services.
Attachments: COP_010_Volume II_Final.pdf (638 KB), COP_010_Volume I_A_Final.pdf (265 KB), Volume I Instructions and Conditions 20170615 Final.pdf (553 KB).
Evaluation criteria/question sets: Title: COP_010 User Learning Services Lot 1, Questions: 23, Mandatory: 25, Internal: 6.
Response controls: Includes "No longer wish to respond" and a "My responses" section with "Version 1", "Draft", and "Edit" buttons. A red arrow points to the "Edit" button.

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.

CAPTURE 8:

The screenshot shows a web browser displaying the ProContract platform. The URL is <https://procontract.due-north.com/RfIResponse/RfIResponseSummaryEdits?rfId=d2be3f66-7bb9-e711-80e6-005056b64545&responseId=d452c1180-19bb-e711-80e6-005056b64545>. The page title is "ProContract". The main content area shows a draft response for "C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors".
My response: Draft ID: 3715591.
Additional information: Supplier reference: [redacted].
Evaluation criteria/question sets: Title: C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors, Action: Edit response, Progress: [redacted].
Response controls: Includes "Submit response", "Open response wizard", "Submission checklist" (with a red error icon for "Evaluation criteria/question sets"), and "Audit history". A red arrow points to the "Edit response" button in the Evaluation criteria/question sets section.

When you click the “Edit response” in Capture 8, it will open you the “Online questionnaire” as shown in Capture 9 below:

CAPTURE 9:

The screenshot shows a web browser window for 'View evaluation questions' on the 'PROCONTRACT' platform. The page displays a list of evaluation questions grouped into sections, each with a title, description, and status indicators (green dots for completed, yellow for partially completed, red for incomplete).

Title	Section status	Status	Flag
1.1 Confirmation of understanding of documentation	Answer question	Green dot	
1.2 Tending Organisation name & address	Answer question	Green dot	
1.3 Financial identification	Answer question	Green dot	
1.4 VAT Number	Answer question	Green dot	
1.5 Organisation type	Answer question	Green dot	
1.6 Shareholding and parent organisation name	Answer question	Green dot	
1.7 Dant and Bradstreet (D.U.N.S) number	Answer question	Green dot	
1.8 Confirmation of terms and conditions of contract	Answer question	Green dot	
1.9 Early Detection and Exclusion System	Answer question	Green dot	
1.10 Additional ECMWF ITT involvement	Answer question	Green dot	
1.11 Location status	Answer question	Green dot	
1.12 Organisation solvency	Answer question	Green dot	
1.13 Professional conduct	Answer question	Green dot	
1.14 Compliance with obligations - Payment of social security contributions and taxes	Answer question	Green dot	
1.15 Compliance with obligations - fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity	Answer question	Green dot	
1.16 Compliance with obligations - administrative penalties for misrepresenting information	Answer question	Green dot	
1.17 Provision of contracts	Answer question	Green dot	
1.18 Length of operational existence	Answer question	Green dot	
1.19 Confirmation of non-misrepresentation of information in this ITT	Answer question	Green dot	
1.20 Please provide 3 years of financial reports on your organisation to enable us to evaluate your financial status	Answer question	Green dot	
1.21 Please state the annual value of grants managed or budget or turnover of your organisation	Answer question	Green dot	
1.22 What percentage of the annual figure in answer to the previous question is derived from activity in the field required for this ITT?	Answer question	Green dot	
1.23 Overall mark for Section 1	For internal use only		
Complete section			
2.1 Pricing Tables	Answer question	Green dot	
Complete section			
3.1 Copernicus Technical Section	Answer question	Green dot	
3.2 HLC3: Track Record	Answer question	Green dot	
3.2.1 UC3.1	For internal use only		
Complete section			
3.3 HLC4: Quality of resources deployed	Answer question	Green dot	
Complete section			
3.4 HLC5: Technical Solution Proposed	Answer question	Green dot	
3.4.1 UC5.1	For internal use only		
3.4.2 UC5.2	For internal use only		
3.4.3 UC5.3	For internal use only		
3.4.4 UC5.4	For internal use only		
Complete section			

On the right side of the screen, there are three panels: 'Progress (0%)', 'Key' (with status indicators for valid/complete, automatically populated, review required, and mandatory elements missing), and 'Public attachments' (which currently shows 'No attachments').

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:

The screenshot shows the ProContract software interface. At the top, there's a navigation bar with links like 'File', 'Edit', 'View', 'Bookmarks', 'Tools', and 'Help'. Below the navigation is a toolbar with icons for 'Most Visited', 'ECMWF', 'Mail', 'LiveLink', and 'PROCONTRACT'. The main area has a dark header with the 'PROACTIS' logo and 'ProContract' text. Below the header, there's a menu bar with 'Home', 'Find opportunities', 'My activities', 'My contracts', 'Help', and user account information ('Stefan Eberle', 'Your account', 'Logout'). The main content area displays a 'My response' card with the ID '3715591' and the status 'Draft' circled in red. It also shows 'Supplier reference:' and a 'Time remaining' box indicating 40 days, 0 hours, 28 minutes, and 18 seconds. Below this is an 'Evaluation criteria/question sets' section with a title 'C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors' and an 'Edit response' link. To the right is a 'Response controls' section with a 'Submit response' button highlighted by a red arrow. Other options in this section include 'Open response wizard', 'Submission checklist' (with a checked 'Evaluation criteria/question sets' checkbox), and 'Audit history'.

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:

The screenshot shows the ECMWF ProContract interface. At the top, there's a navigation bar with links like 'File', 'Edit', 'View', 'History', 'Bookmarks', 'Tools', and 'Help'. Below the navigation bar is a header with the ECMWF logo and the text 'ProContract'. A 'Notifications' badge is visible. The main content area displays an activity titled 'C3S_426 LOT 2 Operational Sectoral Information System for the Energy and Wind Storm Insurance Sectors'. This activity has two sections: 'Expression of interest accepted' and 'Expressed interest on'. The 'Messages' section on the right is highlighted with a red box, showing a message count of 0 and a link to 'View all | View unread'. At the bottom of the page, there are links for 'Terms and Conditions', 'Privacy', and 'Accessibility', and a 'Powered by PROACTIS' logo.

CAPTURE 12:

The screenshot shows the ProContract interface. At the top, there's a navigation bar with links like 'File', 'Edit', 'View', 'History', 'Bookmarks', 'Tools', and 'Help'. Below the navigation bar is a header with the PROACTIS logo and the text 'ProContract'. A 'Notifications' badge is visible. The main content area displays a messaging inbox for 'Cop_010 User Learning Services Lot 1 - Messaging'. On the left, there's a sidebar with 'Narrow your results' filters for 'Read Status' (with 'Read' checked, indicated by a red arrow labeled 2) and date range selection boxes ('Start date' and 'End date'). The main area shows a button 'Create new message' (indicated by a red arrow labeled 1). Below it, a message states 'There is no data available.' At the bottom of the page, there are links for 'Terms and Conditions', 'Privacy', and 'Accessibility'.