

TERMS AND CONDITIONS OF USE OF THE E-PROCUREMENT PLATFORM

How to Make Your Bid

Remember to:

- Enter your bid into the <https://amblondra.acquistitelematici.it> . We can only accept bids that we receive through the <https://amblondra.acquistitelematici.it> ;
- Make sure you answer every question;
- Submit your bid in good time and before the bid submission deadline;
- Upload ONLY those attachments we have asked for – any other supporting evidence, i.e. certificates, will be requested separately;
- If you have any queries, please submit questions before the Clarification Questions Deadline.
- Check for messages in the <https://amblondra.acquistitelematici.it> throughout the competition;
- Press the Submit button when your bid is ready, otherwise we will not be able to see it;
- For any administrative information it is possible to consult the Contracting Station, while for technical issues related to the use of the telematic portal it is possible:
 - in the Guides section under Manuals-Guides, to search the specific tender procedure in which there are illustrative screenshots to be used as a guide to the correct participation;
 - in the Contact Assistance section under Technical Assistance, to open a specific ticket if you experience any difficulties in submitting your bid. The tickets allow the user to check the progress of the report at any time until it is finally resolved.

The tender will be held exclusively by telematic mode through the use of the Supplier Register Management and Telematic Tenders platform accessible at the link referred to in the Tender Specifications, therefore only digitally signed bids submitted through the telematic platform will be admitted. Bids submitted in paper form or by email or any other mode of submission will not be considered valid.

Registration, to be carried out on the system, is completely free of charge and does not imply any obligation on the part of the bidder to submit the bid, nor any other charge or commitment.

In case of a Temporary Regrouping or Consortium being formed, the Registration of the mandated group leader is sufficient without the need for the Registration of all the entities that are part of the Grouping or Consortium. The Registration procedure is automatic and quick. In any case, to comply with the deadlines for the submission of bids and, to prevent possible malfunctions, it is advisable to proceed with Registration well in advance, before the submission of the bid.

The user account created during Registration is necessary for any subsequent access to the telematic phases of the procedure. The user is required not to disclose to third parties the access credentials (e-mail and password) by which he/she will be identified by the System.

The operator, with the registration and, submission of the offer, is obliged to validate the actions carried out by the owners and/or users of the utilities traceable within the System directly to the economic operator;

any action carried out by them within the System will be understood, therefore, to be directly ascribed to the registered operator.

To register and start the participation process:

- Connect to the portal and click on the Register button;
- Follow the procedure visible on the screen by entering the mandatory data required by the system;
- Once registered, and logged in, click on "Details".

In the platform, it is always possible to consult the Manuals - Guides in the *Guides section*, which provide the necessary guidance for registration and the correct preparation and timely submission of the bid.

The telematics platform involves uploading and completing the following steps:

- Personal Data;
- Quote documents, in which it is possible to upload the required documents;
- Bid Transmission and Final Confirmation.

All documents must be signed.

IT requirements to participate in the tender

Participation in this procedure is allowed, upon identification, to all interested (or invited) economic operators possessing, in addition to the requirements stated in the tender documents and the manner set forth above, the following and additional IT requirements:

- a) Minimum hardware configuration for system access:
 - RAM memory 1 GB or higher;
 - Graphics card and on-board memory;
 - Monitor of 1024X768 pixel resolution or higher;
 - ADSL Internet access at 640 Kbit/s.;
 - All tools necessary for normal workstation operation (e.g., keyboard, mouse, video, printer, etc.).
- b) Browser for Internet surfing among those listed on the following page: <https://www.digitalpa.it/browser-supportati.html>.
- c) Possession of software normally used for editing and reading in-type documents (indicative list): MS Office, Open Office or Libre Office, Acrobat Reader, or other PDF document reader.

Deadlines and procedures for submitting the bid and signing the tender documents

To participate in the tender, interested economic operators must submit, under penalty of exclusion, all the required documentation and prepared in the manner indicated below, no later than the date and time indicated in the Tender Rules and the summary of this procedure exclusively using the telematic platform by clicking on the *Enter bid* in the "Details" of this procedure.

After attaching the required documentation, it will be necessary to confirm one's participation using the appropriate button; the system will then send a receipt of participation, containing the list of uploaded documents and related information.

The sent mail constitutes notification of acknowledgment of the bid itself. The Economic Operator will also be able to download the Participation Receipt after application. The participation receipt contains the identification code of the Economic Operator; the subject of the procedure; a detailed list of all uploaded

tender documents with time, file name, file weight, and an algorithm code; date and time of the participation confirmation.

The bid is considered to have been received in the time indicated by the System, as resulting from the System's logs. The participant may submit a new bid no later than the above-mentioned deadline for submission of the bid; this new bid will replace the previous one for all purposes. It is not necessary to provide a written request to withdraw the previously submitted bid since the System automatically cancels the previous bid (status "replaced") and replaces it with the new one.

This operation is possible by clicking the *Cancel Confirmation* button found in the *View Your Offer* section in the "Details" of the procedure. In this case, all previously uploaded documentation will not be deleted.

It is also possible to withdraw participation completely by clicking on the *Withdraw Participation* button, accessible after clicking on the *Cancel Participation* button. In this case, all previously uploaded documents will be deleted.

It is always necessary to confirm and transmit the new bid no later than the deadline specified in the tender specifications.

The system will **NOT** allow participation after the deadline, even for reasons not attributable to the Bidder.

Bidders exonerate the Contracting Authority and the System Operator from any liability inherent in the failure or defective functioning of the connectivity service network necessary to reach the System and submit the relevant documents required for participation in the procedure.

Bids that are irregular, equivocal, conditional in any way, different from the request, or otherwise inappropriate will be excluded.

The bid and related documents must be drafted and submitted to the Contracting Authority in electronic format through the **Supplier Register Management** and **Telematic Tenders platform**. The drafting of the bid must be done by following the various successive steps of the special guided procedure of the System that allow preparation:

- A telematic envelope containing administrative, technical and economic documentation. In the specific section, it is possible to download facsimile templates if prepared by the Contracting Authority.

For this purpose, the bidder should access the space dedicated to the tender on the telematics system and fill in the following online forms:

- Personal Data, where it is possible to enter personal data, legal representatives, and forms of participation;
- Enter the required documents, where it is possible to download on your PC any facsimiles of the documentation made available by the contracting station; complete and attach them via the *Attach* button at the space provided;
- Finally, it is possible to transmit the documents and confirm your application via the appropriate button.

Each document to be uploaded to the system cannot exceed 100 MB in size. Simply uploading the bid documents to the System does not lead to the bid being sent to the Contracting Authority. To transmit the documents, it is necessary to confirm the submission through the appropriate procedure. The Bidder is required to verify that he/she has completed all the steps required by the System to proceed with the submission of the bid.

The System will notify the vendor of the successful submission of the bid via email and via a receipt of participation downloadable from the bid confirmation page.

The System allows them to save the bidding documents drafted by the Bidder, stop drafting the bid and continue at a later time.

The application must be signed by the owner, legal representative, or lawyer of the bidder where required, under penalty of non-admission.

In the case of participation in business network aggregations, the sections of the application for participation provided for temporary business groupings must be filled in, since there is no section dedicated to such entities. The application must be entered into the system by the lead company.

N.B.: Any other documentation not expressly provided for may be uploaded by the economic operator, in the manner mentioned above, using the appropriate field called "Any additional documents" if provided.

Requests for clarification

It is possible to obtain an explanation on this procedure through written questions to be submitted using the *Send Query* feature, present in the "**Details**" of the procedure, after registration, and within the deadline indicated in the Tender Specifications. Once this deadline has passed, it is no longer possible to submit further requests for clarification.

The answers to the aforementioned requests that are of general interest are to be made available and visible to any economic operator in the "**Details**" of this procedure with regular progressive numbering.

All communications relating to the procedures carried out within the System have to, as a rule, be made through the Messaging Area. The Economic Operator and the Contracting Authority undertake to use the Messaging Area only for communications relating to operations carried out in the e-Procurement System.

As a general rule, all communications sent by the Tender Administration to the Economic Operator are also notified to the e-mail address declared by the Economic Operator, who is in any case required to respond through the Messaging Area of the system unless otherwise indicated by the Administration.

In the event of temporary unavailability of the System, concerning the Messaging Area, it will be possible to communicate through the other addresses indicated by the Contracting Authority and the Economic Operator.

The Economic Operator undertakes to keep the Messaging Area of the System and the e-mail indicated in its profile under constant supervision.

The System Provider disclaims any responsibility for any malfunctioning of the User's Personal Mail System that may affect or delay the delivery of communications to the final recipient.